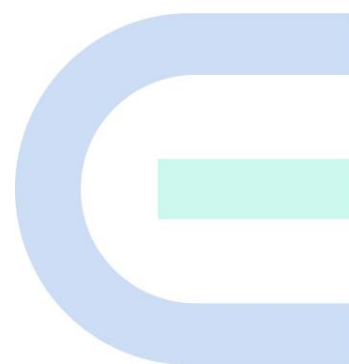


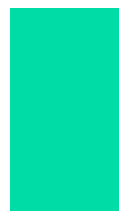
# Reyee Mesh Routers

## FAQ



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# Preface

## Technical Support

- The official website of Reyee: <https://www.ireyee.com/support>

## Conventions

### 1. Signs

This document also uses signs to indicate some important points during the operation. The meanings of these signs are as follows:



#### Warning

An alert that calls attention to important rules and information that if not understood or followed can result in data loss or equipment damage.

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#### Note

An alert that calls attention to essential information that if not understood or followed can result in function failure or performance degradation.

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#### Instruction

An alert that contains additional or supplementary information that if not understood or followed will not lead to serious consequences.

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#### Specification

An alert that contains a description of product or version support.

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### 2. Instruction

This manual provides installation steps, troubleshooting, technical specifications, and usage guidelines for cables and connectors. It is intended for users who want to understand the above and have extensive experience in network deployment and management, and assume that users are familiar with related terms and concepts.

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# 1 Frequently Asked Questions

1. Does Reyee Router compatible with the internet service providers in my area?

Reyee Router Works with almost all internet service providers such as AT&T, Verizon, Xfinity, Spectrum, RCN, Cox, CenturyLink, Frontier, Viasat, and more (A modem is required for most internet service providers).

2. Does Reyee Router work on all devices?

Reyee router works on Apple devices, i.e iPhone, and other smart home devices like security cameras, doorbells, etc.

3. Does Reyee Router compatible with fiber optic?

No, it doesn't. A modem is required to use the Reyee router.

4. Does Reyee Router interfere with other people's Wi-Fi signals?

Routers do interfere with each other if they are on the same (or close) channels. Reyee Router can automatically choose the best Wi-Fi channel for the least interference.

5. Can Reyee Router be set as a basic access point to extend coverage?

Yes, you can set it up to work in Access Point mode. Just tap "Connect to the Other Vendor's Router" in Reyee App.

6. Does it have parental controls?

Yes, you can use the parental control function in Reyee App to limit your children's surfing time.

7. Can Reyee Router be set up on a PC/ mobile App, without using the WAN port cable?

You can either configure it through the internal Web page (192.168.110.1) on a PC. The web management page is a built-in internal web server, it does not require internet access, but requires a physical connection between the Reyee router and the Modem.

You can set it up by Reyee App on mobile.

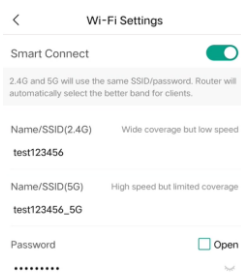
8. What is the default SSID and password of Reyee router?

For most models, the default SSID and login address can be found on the bottom label of the router. During the first login, you can configure the router directly without a username and password.

Please kindly notice that the password of the web, app, and SSID WiFi password is set separately.

9. Can Reyee Router separate the two Wi-Fi bands 2.4 and 5G to broadcast different names?

SSIDs can be named the same or different. You can set it in Reyee App, go to "Wi-Fi Settings">>"Smart Connect".



10. Can I mesh one R6 router with other Reyee Wi-Fi 6 routers together, or do they need to be the same model?

"Reyee Mesh" can support mesh networks, including all models of Reyee routers.

To expand your high-speed network throughout your home with Reyee routers, press the Mesh button to automatically search for new routers around and perform automatic pairing, or log in to the router management page to select a new router for pairing. After the mesh pairing, the secondary router will synchronize the Wi-Fi settings (SSID and password) of the primary router, and the original Wi-Fi (SSID) will disappear. Up to 5 (1+4) routers are supported.

Please kindly note you can also choose "repeater mode" on Reyee configure Web or App to bridge other brands' devices to your home network.

11. Can I use Reyee Router as an AP or a repeater? I already have a router but I want to extend coverage.

Yes, it can be used as an access point or repeater without modifying your current config.

12. Can I attach a Wi-Fi extender with Reyee Router? Do I have to Mesh with another router?

You can mesh one Reyee router with other Reyee devices. To connect with other brands' devices, you need to choose "repeater mode" on the Web or App.

13. Can I connect Reyee Router to a Wi-Fi range extender?

Please note that this router is not compatible with other brands' extenders. We suggest you mesh it with other Reyee routers or bridge it with other routers through wireless repeater mode.

14. Can Reyee Router turn down the power levels?

To optimize the transmit power, please go to Reyee App (or visit "192.168.110.1" on a PC), in the "Setting" >> "Power" page, you can turn up/down the power levels for both 2.4G and 5G channels.

15. Does Reyee Router come with the option of guest Wi-Fi?

Yes. Guest Wi-Fi can enable the isolation automatically, which differs from the ordinary SSID.

16. How many SSIDs can be supported by Reyee Router?

6 SSID by default.

17. What is the Reyee Router default SSID?

@Reyee-Sxxxx

18. Does the Reyee Router support different SSIDs to obtain different IP address segments?

No.

19. What is the Reyee Router default password?

No password is required for the first login.

20. My Reyee router doesn't work with the existing network, why?

Please check your Wi-Fi password, for now, it allows special characters: <=>[]!@#\$( ). If still have questions, please contact techsupport@ireyee.com.

21. Can Reyee Router set up a VPN, Firewall, etc?

PPTP VPN

22. When I have them set to Auto, does the Reyee Router change the 2.4Ghz and 5Ghz channels during use if it finds a different channel with a better signal?

Yes, your Reyee router will automatically switch channels to the better one.

23. Does Reyee Router support a backhaul connection?

Yes, it supports both wireless and wired backhaul connections.

24. Does Reyee Router support multicast?

Yes.

25. Does Reyee Router come with a setup manual?

Yes.

26. Does Reyee Router support authentication?

No.

27. Does Reyee Router support Layer 3 roaming?

No.

28. Does Reyee Router support lightning protection?

No.

29. Does Reyee Router support PoE power?

No.

30. Does Reyee Router support WPA3?

No.

31. Does Reyee Router support multiple-WAN?

No.

32. Does Reyee Router support DDNS?

Yes, support No-IP DNS

## 2 Hardware Specifications

Specifications	RG-E5	RG-E3	RG-R4	RG-R6
Dimensions (wxdxh)	190 mm x 190 mm x 41 mm (antennas not included)	180 mm x 180 mm x 30 mm (antennas not included)	91.5mm x 91.5mm x 180.6mm	119mm x 119mm x 200mm
Weight	0.8kg (packages not included)	0.55kg (packages not included)	0.37kg (packages not included)	0.66kg (packages not included)
Wi-Fi Standards	Wi-Fi 6 (802.11ax)	Wi-Fi 6 (802.11ax)	Wi-Fi 6 (802.11ax)	Wi-Fi 6 (802.11ax)
MIMO	2.4GHz, 4x4, MU-MIMO 5GHz, 4x4, MU-MIMO	2.4GHz, 2x2, MU-MIMO 5GHz, 2x2, MU-MIMO	2.4GHz, 2x2, MU-MIMO 5GHz, 2x2, MU-MIMO	2.4GHz, 4x4, MU-MIMO 5GHz, 4x4, MU-MIMO
Transmission Rate	2.4GHz: 800Mbps 5GHz: 2400Mbps	2.4GHz: 573Mbps 5GHz: 1200Mbps	2.4GHz: 573Mbps 5GHz: 1200Mbps	2.4GHz: 800Mbps 5GHz: 2400Mbps
Frequency Bandwidth	2.4GHz: Auto/20/40 5GHz: Auto/20/40/80	2.4GHz: Auto/20/40 5GHz: Auto/20/40/80	2.4GHz: Auto/20/40 5GHz: Auto/20/40/80	2.4GHz: Auto/20/40 5GHz: Auto/20/40/80
Antennas	8	4	4	4
Antennas Type	External Omnidirectional	External Omnidirectional	built-in dual-band omnidirectional	built-in dual-band omnidirectional
WAN Port	1, 10/100/1000Base-T	1, 10/100/1000Base-T	1, 10/100/1000Base-T	1, 10/100/1000Base-T
LAN Port(s)	3, 10/100/1000Base-T	3, 10/100/1000Base-T	2, 10/100/1000Base-T	3, 10/100/1000Base-T
Maximum Number of Clients	198	128	64	150
Recommended Number of Clients	96	64	48	78
Power Supply	DC 12V/2A	DC 12V/1.5A	DC 12V/1.5A	DC 12V/2A

Specifications	RG-E5	RG-E3	RG-R4	RG-R6
Transmit Power	2.4G: 802.11b:26dBm 802.11g:6M 26dBm; 54M 23dBm 802.11n:MCS0 26dBm MCS7:22dBm 5G: 802.11a:6M 25dBm; 54M 21dBm 802.11n:MCS0 25dBm MCS7:21dBm 802.11ac:MCS0 25dBm;MCS9 20dBm 802.11ax:MCS0 25dBm;MCS9 20dBm;MCS11 18dBm"	2.4G: 802.11b:26dBm 802.11g:6M 26dBm; 54M 23dBm 802.11n:MCS0 26dBm MCS7:22dBm 802.11ax:MCS11 20dBm 5G: 802.11a:6M 25dBm; 54M 21dBm 802.11n:MCS0 25dBm MCS7:21dBm 802.11ac:MCS0 25dBm;MCS9 20dBm 802.11ax:MCS0 25dBm;MCS9 20dBm;MCS11 18dBm	2.4G: 802.11b:26dBm 802.11g:6M 26dBm; 54M 23dBm 802.11n:MCS0 26dBm MCS7 22dBm 802.11ac:MCS0 26dBm MCS9 21dBm 802.11ax:MCS11 20dBm 5G: 802.11a:6M 27dBm; 54M 23dBm 802.11n:MCS0 27dBm MCS7 24dBm 802.11ac:MCS0 27dBm;MCS9 23dBm 802.11ax:MCS0 27dBm;MCS9 22dBm;MCS11 19.5dBm	2.4G: 802.11b:27dBm 802.11g:6M 27dBm; 54M 24dBm 802.11n:MCS0 27dBm MCS7 23dBm 5G: 802.11a:6M 26dBm; 54M 22dBm 802.11n:MCS0 26dBm MCS7 22dBm 802.11ac:MCS0 26dBm;MCS9 20dBm 802.11ax:MCS0 26dBm;MCS9 20dBm;MCS11 19dBm
Operating Temperature	'-10 ~ +45°C (14 ~ 113 °F)	'-10 ~ +45°C (14 ~ 113 °F)	'-10 ~ +45°C (14 ~ 113 °F)	'-10 ~ +45°C (14 ~ 113 °F)
Operating Humidity	5% ~ 95% Noncondensing	5% ~ 95% Noncondensing	5% ~ 95% Noncondensing	5% ~ 95% Noncondensing
Certifications	CE/RoHS/FCC/cTUVus/IC	CE/RoHS/FCC/cTUVus/IC	CE/RoHS/FCC/cTUVus/IC	CE/RoHS/FCC/cTUVus/IC



Wireless	RG-E5	RG-E3	RG-R4	RG-R6
OFDMA	Support	Support	Support	Support
MU-MIMO	Support	Support	Support	Support
BSS Coloring	Support	Support	Support	Support
Maximum number of SSIDs	32	32	32	32
Hide SSID	Support	Support	Support	Support
5GPriority	Support	Support	Support	Support
Guest Wi-Fi	Support	Support	Support	Support
WPA/WPA2	Support	Support	Support	Support
WPA3	-	-	-	-
Roaming	Support	Support	Support	Support
Blacklist	Support	Support	Support	Support
Reyee Mesh	Support	Support	Support	Support
Hop count	<5	<5	<5	<5
Wi-Fi Optimization	Support	Support	Support	Support
QoS (WMM)	Support	Support	Support	Support
WPS	-	-	-	-
Transmission Power adjustment	Support	Support	Support	Support

Wireless	RG-E5	RG-E3	RG-R4	RG-R6
Flash	16MB	16MB	16MB	16MB
Memory	256MB	256MB	256MB	256MB
Color	Black	White	White	White
Repeater Mode	Support	Support	Support	Support
System LED Indicator	Support	Support	Support	Support
Reyee Mesh LED Indicator	Support	Support	Support	Support
Reyee Mesh Button	Support	Support	Support	Support
Power Button	Support	Support	Support	Support
Reset Button	Support	Support	Support	Support
Power Consumption	<36W	<18W	<18W	<36W

WAN	RG-E5	RG-E3	RG-R4	RG-R6
Static IP	Support	Support	Support	Support
DHCP	Support	Support	Support	Support
PPPoE	Support	Support	Support	Support
VLAN Tag	Support	Support	Support	Support
Static IP	Support	Support	Support	Support
DHCP	Support	Support	Support	Support
PPPoE	Support	Support	Support	Support
VLAN Tag	Support	Support	Support	Support

LAN	RG-E5	RG-E3	RG-R4	RG-R6
DHCP Server	Support	Support	Support	Support
Client List	Support	Support	Support	Support
Static IP Assignment	Support	Support	Support	Support
Flow Control	Support	Support	Support	Support

Features	RG-E5	RG-E3	RG-R4	RG-R6
IPv6	Support	Support	Support	Support
DDNS	Support	Support	Support	Support
IPTV	Support	Support	Support	Support
Alarm	Support	Support	Support	Support
Diagnosis	Support	Support	Support	Support
UPnP	Support	Support	Support	Support
ARP Binding	Support	Support	Support	Support
Port Mapping	Support	Support	Support	Support
DMZ Host	Support	Support	Support	Support
Rate Limitation of Terminals	Support	Support	Support	Support
Hardware NAT	Support	Support	Support	Support
MAC Cloning	Support	Support	Support	Support
Cloud Management	Support	Support	Support	Support

Security	RG-E5	RG-E3	RG-R4	RG-R6
Parental Control	APP/URL/Schedule	APP/URL/Schedule	APP/URL/Schedule	APP/URL/Schedule
Protect TCP Flood Attacks	Support	Support	Support	Support

Others	RG-E5	RG-E3	RG-R4	RG-R6
Default IP Address	192.168.110.1	192.168.110.1	192.168.110.1	192.168.110.1
URL Access	Support	Support	Support	Support
Local Upgrade	Support	Support	Support	Support
Online Upgrade	Support	Support	Support	Support
APP Upgrade	Support	Support	Support	Support
Syslog	Support	Support	Support	Support
Backup	Support	Support	Support	Support
Factory Reset	Support	Support	Support	Support
Wireless Router	1	1	1	1
Power Adapter	1	1	1	1
Quick Start Guide	1	1	1	1
Cat5E UTP Cable	Cat5E	Cat5E	Cat5E	Cat5E