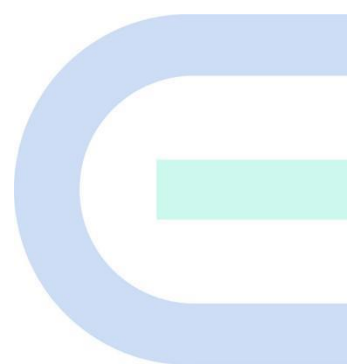


Ruijie Reyee Series Access Point

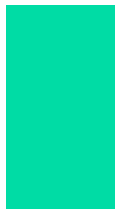
FAQs



Document Version: 1.1

Date: 2022.12.12

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This manual is designed merely as a user guide. Ruijie Networks has tried its best to ensure the accuracy and reliability of the content when compiling this manual, but it does not guarantee that the content of the manual is completely free of errors or omissions, and all the information in this manual does not constitute any explicit or implicit warranties.

Preface

Intended Audience

This document is intended for:

- Network engineers
- Technical support and servicing engineers
- Network administrators

Technical Support

- Official website of Ruijie Reyee: <https://www.ruijienetworks.com/products/reyee>
- Technical Support Website: <https://www.ruijienetworks.com/support>
- Case Portal: <https://caseportal.ruijienetworks.com>
- Community: <https://community.ruijienetworks.com>
- Technical Support Email: service_rj@ruijienetworks.com

Conventions

1. GUI Symbols

Interface symbol	Description	Example
Boldface	1. Button names 2. Window names, tab name, field name and menu items 3. Link	1. Click OK . 2. Select Config Wizard . 3. Click the Download File link.
>	Multi-level menus items	Choose System > Time .

2. 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.

Note

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

Instruction

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

Specification

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

3. Instruction

This manual is used to guide users to understand the product, install the product, and complete the configuration.

- The example of the port type may be different from the actual situation. Please proceed with configuration according to the port type supported by the product.
- The example of display information may contain the content of other product series (such as model and description). Please refer to the actual display information.
- The routers and router product icons involved in this manual represent common routers and layer-3 switches running routing protocols.

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1 FAQs About Reyee AP Login

1.1 What Is the Default Management IP Address of Reyee APs?

The default management IP address of Reyee APs is 10.44.77.254.

1.2 How Do I Log In to a Reyee AP?

- Log in to the device in wired mode:
 - (1) Connect a PC to a LAN port of the AP.
 - (2) Configure IP addresses of the PC and management interface to be on the same network segment.
 - (3) Visit <http://10.44.77.254> through a browser.
 - (4) Enter the default password **admin** on the login page and click **Login**.
- Log in to the device in wireless mode.

Connect to the default SSID **@Ruijie-sxxxx** of a Reyee AP. Then log in to the AP using the IP address of 192.168.120.1 or 10.44.77.254.

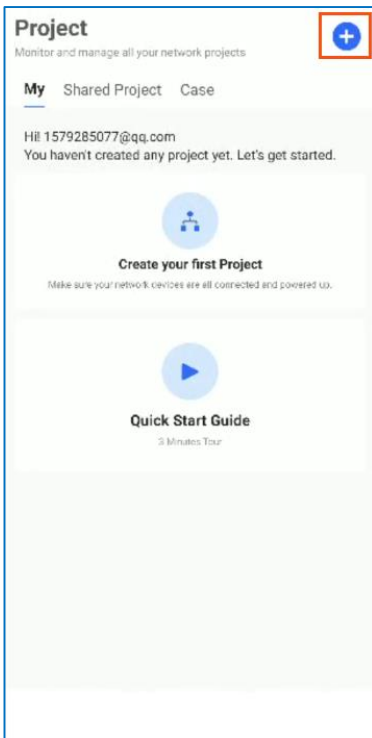
1.3 How Do I Log In to a Reyee AP Through Ruijie Cloud App?

Ruijie Cloud App provides a quick start to create a network and add devices.

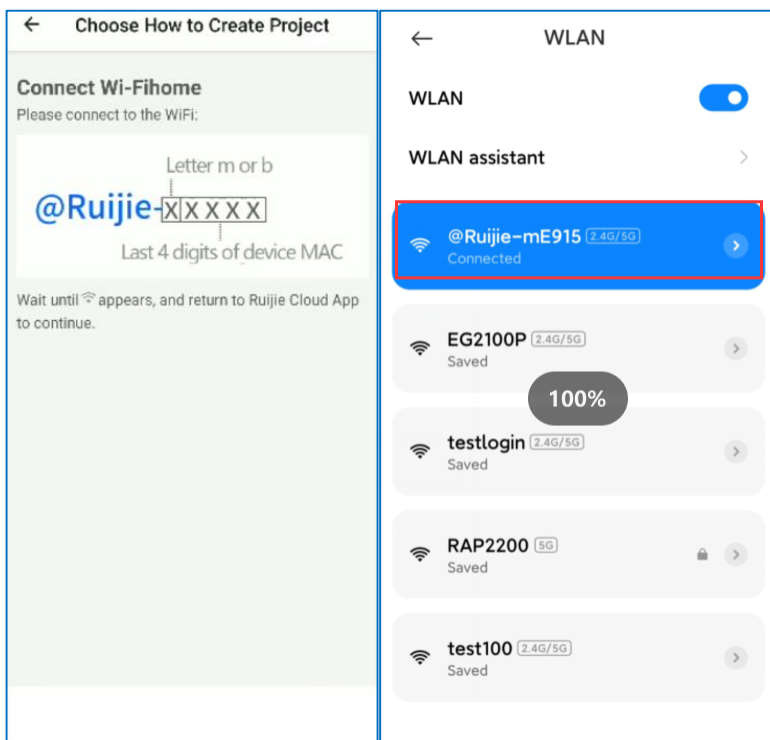
Download Ruijie Cloud App by visiting <https://cloud-as.ruijienetworks.com/admin3/mobileApp>.

Perform the following steps:

- (1) Connect a WAN port of an EG router to the Internet and connect other Reyee devices on the same network.
- (2) Create a project.

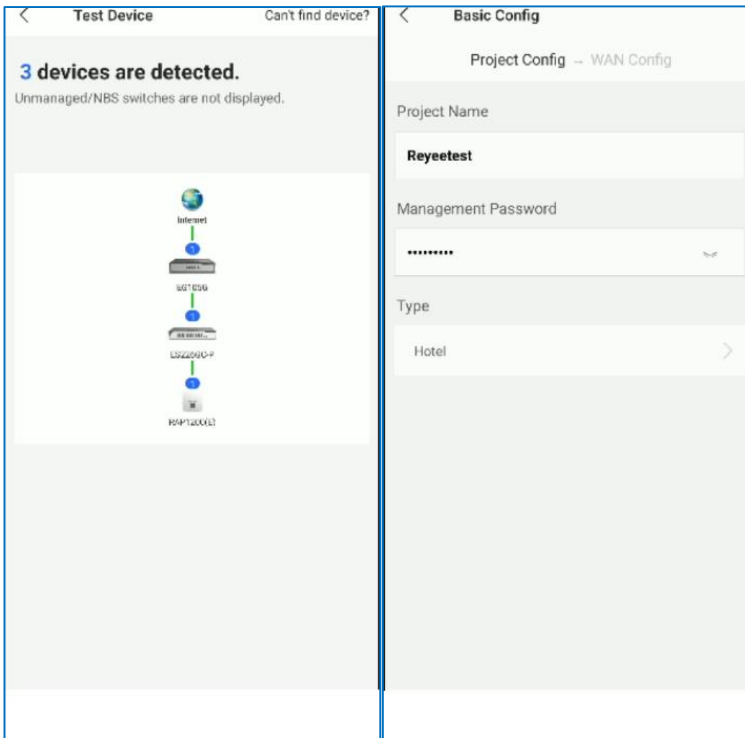


(3) Connect to the default SSID @Ruijie-mxxxx of a Reyee AP through your phone.

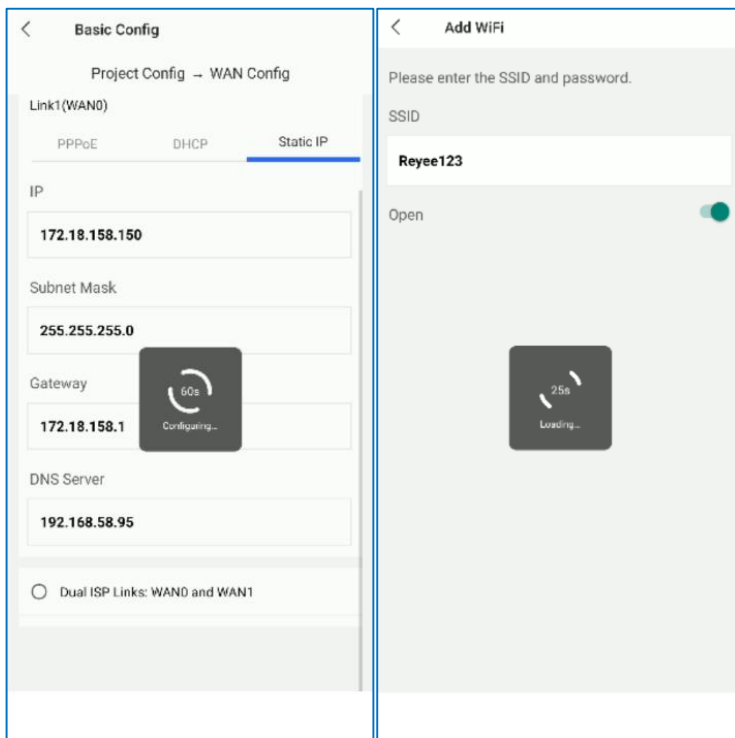


(4) Check whether devices are detected.

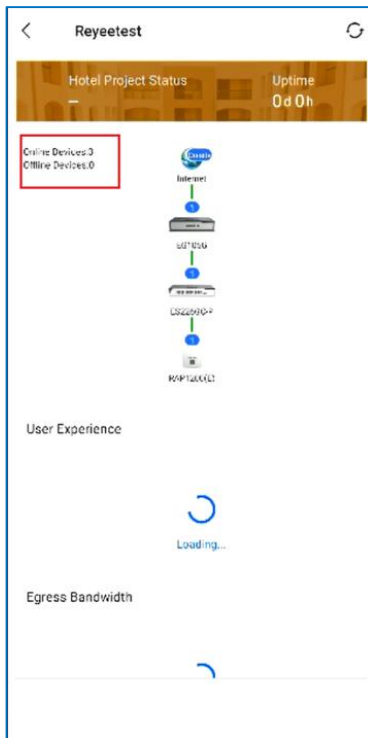
(5) Name the project and enter the management password.



(6) Finish the WAN configuration and wireless configuration.



After the configuration, you can check that devices are all online. Then you can log in to the device through Ruijie Cloud.



1.4 What Can I Do If I Fail to Log In to the Eweb Management System?

- (1) Check that the network cable is properly connected to the LAN port of the device and the corresponding LED indicator blinks or is steady on.
- (2) Before accessing the configuration GUI, configure automatic IP address assignment (recommended), so that the server with DHCP enabled can automatically assign an IP address to the PC. To allocate a static IP address to the PC, set the IP address of the PC on the same network segment as the IP address of the management interface.
- (3) Run the **ping** command to test the connectivity between the PC and AP.
- (4) If the fault persists, restore the AP to factory settings.

2 FAQs About Passwords

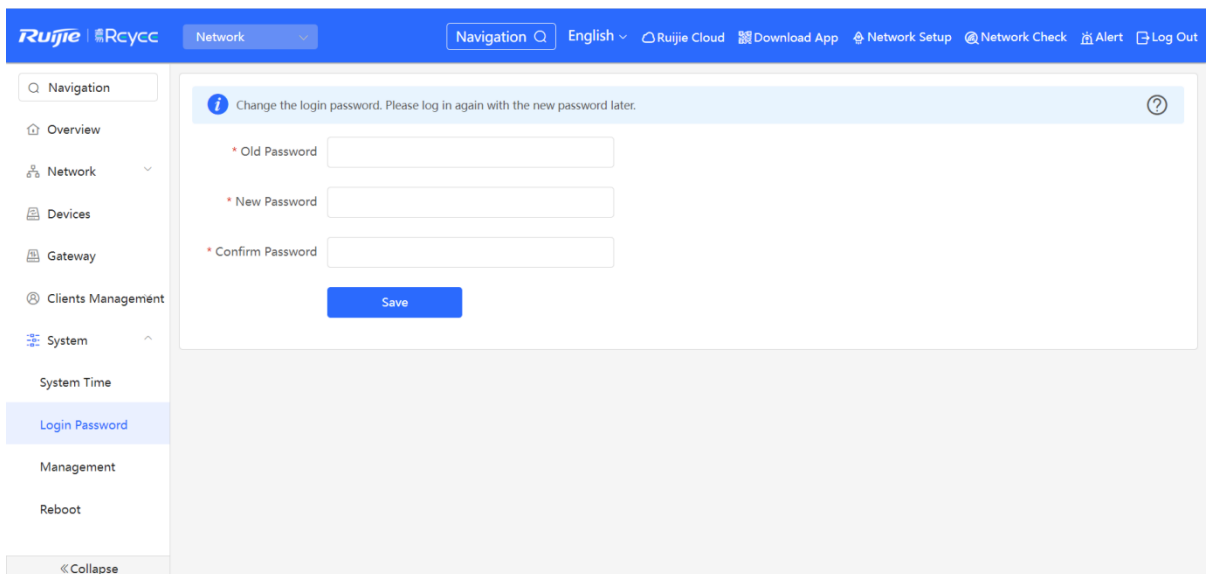
2.1 What Is the Default Login Password of Reyee APs?

When logging in for the first time, you can log in without entering the username and password.

2.2 How Do I Change the Device’s Login Password?

There are three ways to change the device’s login password.

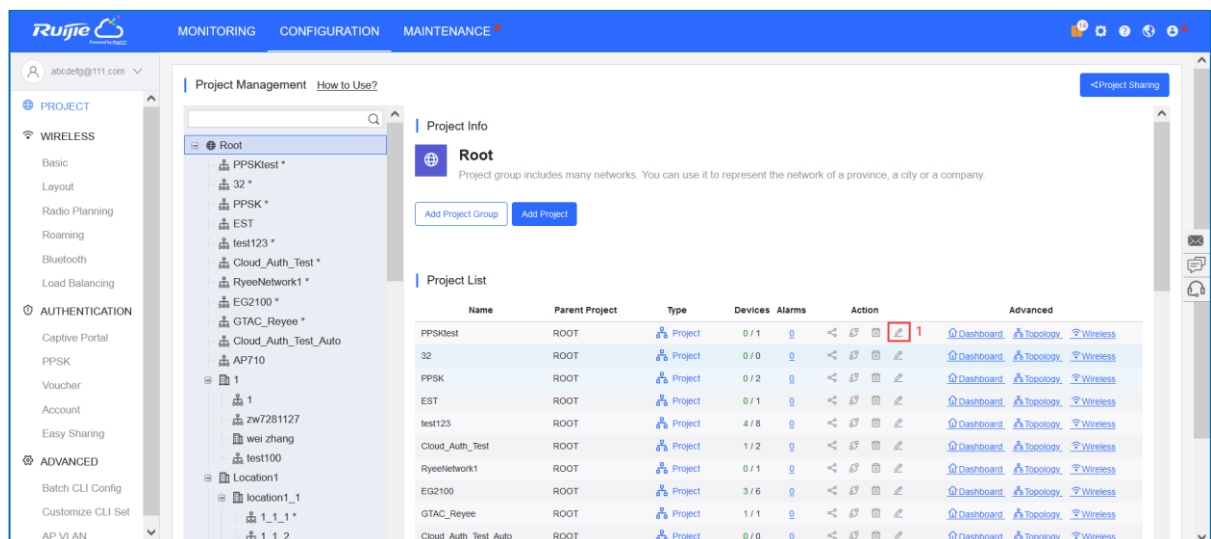
- Log in to the Eweb of the AP and choose **System > Login > Login Password** to change the AP password.



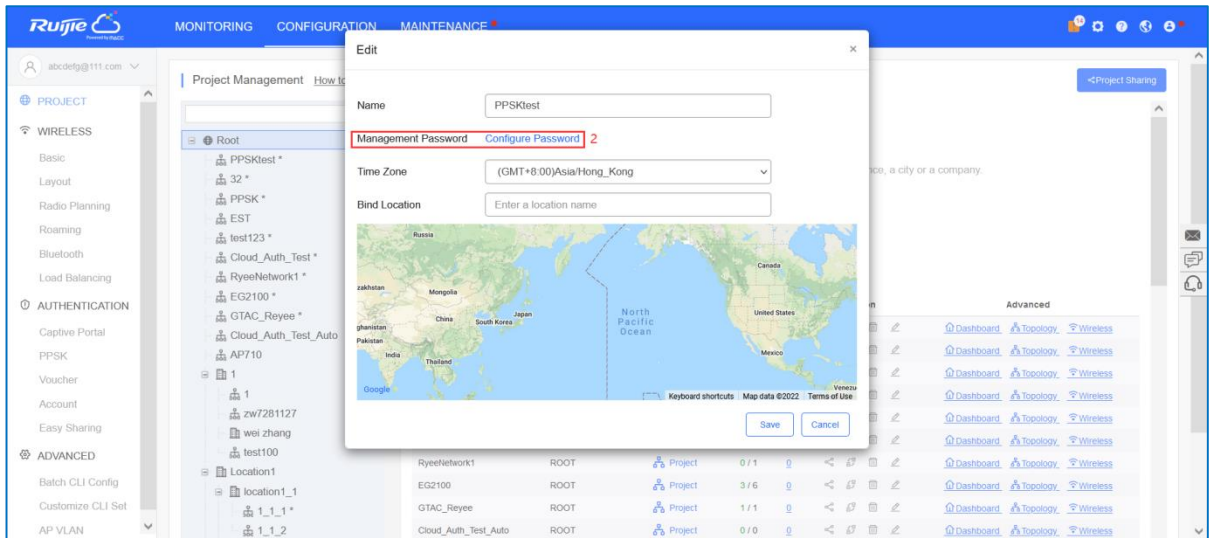
- If the AP is online on Ruijie Cloud, you can change the management password on the Eweb of Cloud App.

(1) Choose **CONFIGURATION > PROJECT**.

(2) Find the project to which the device belongs and click  in the **Action** column.



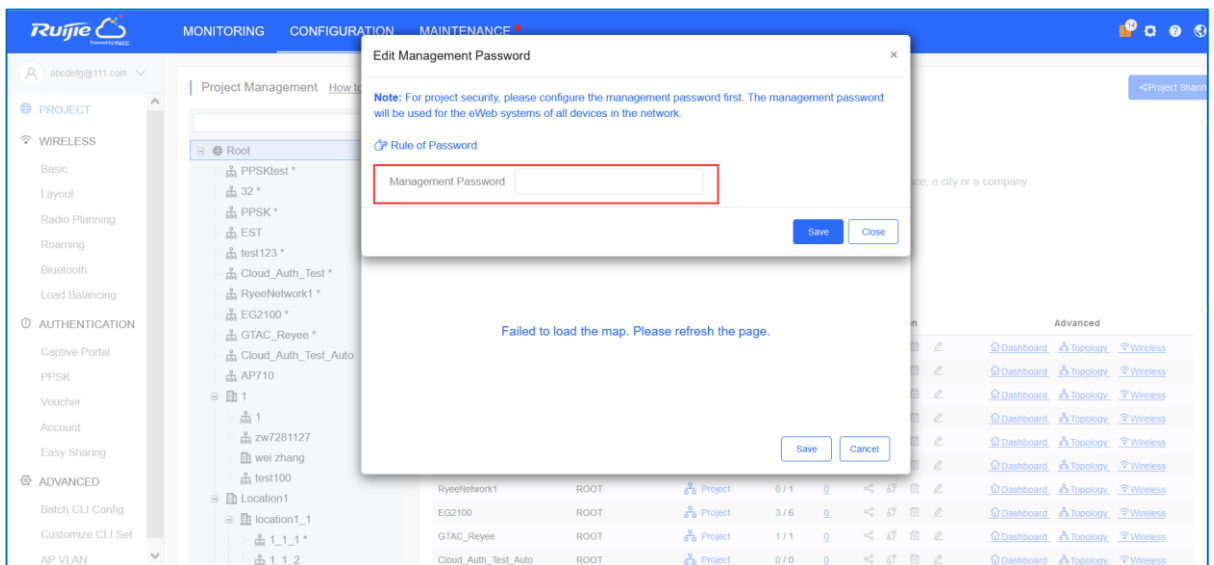
(3) In the pop-up window, click **Configure Password**.



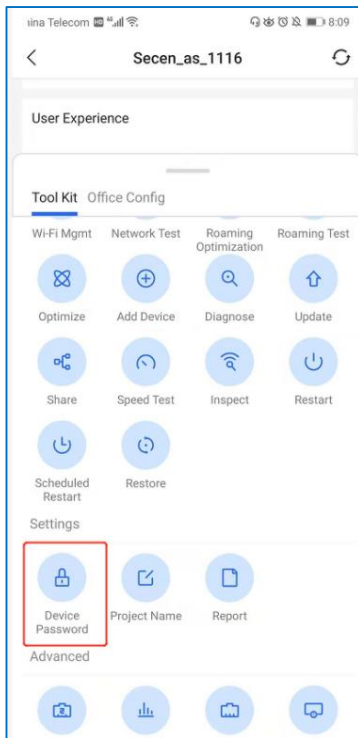
(4) Enter a new management password and click **Save**.

Note

The management password is used for the Eweb of all devices on the network.



- You can also change the password through Ruijie Cloud App.



Note

Reyee devices on a network use the same login password.

2.3 What Can I Do If I Forget the Password?

- If you manage your Reyee APs on Ruijie Cloud, you can modify the password through Ruijie Cloud.
- If the Reyee AP is not deployed on Ruijie Cloud, you can press the reset button on the AP for more than 5s to restore factory settings.

Caution

Restoring factory settings will delete the existing configuration, and you are required to configure the AP again at your next login. Therefore, exercise caution when performing this operation.

3 FAQs About PPPoE Failures

3.1 What Should I Do If a PPPoE Connection Fails to Be Set Up?

- (1) In **Local Device** mode, choose **Network > WAN** and click **View PPPoE Records** to obtain connection logs.

* Internet

* Username

Forgot Account? Obtain Account from Old Device

* Password

Setting up an PPPoE connection... [View PPPoE Records](#)

IP 0.0.0.0

Subnet Mask 0.0.0.0

Gateway 0.0.0.0

DNS Server 0.0.0.0

Advanced Settings

Save

- (2) Check whether the PPPoE account and password are correct.
- (3) Check whether the IP address assigned by the ISP conflicts with the IP address on the AP in router mode.
- (4) Expand **Advanced Settings** and check whether the MTU setting of the AP meets requirements of the ISP. If the MTU is incorrect, change it.

IP 172.26.5.253

Subnet Mask 255.255.252.0

Gateway 172.26.4.1

DNS Server 192.168.58.94 192.168.58.110

Advanced Settings

* MTU

* MAC

802.1Q Tag

* Default Preference

Private Line

Save

- (5) Check whether the VLAN tag needs to be configured for PPPoE.

There is no VLAN tag for PPPoE by default. If the VLAN tag is required, you can enable **802.1Q Tag** and set **VALN ID**.

IP 172.26.5.253

Subnet Mask 255.255.252.0

Gateway 172.26.4.1

DNS Server 192.168.58.94 192.168.58.110

Advanced Settings

* MTU

* MAC

802.1Q Tag

* VLAN ID

* Default Preference

Private Line ?

4 FAQs About Failures to Obtain IP Addresses

4.1 What Should I Do If the Device Cannot Obtain an IP Address Through DHCP?

- (1) In **Local Device** mode, choose **Network > LAN**, and click **Edit** to check the DHCP server configuration.
 - o Check whether the DHCP service is enabled.
 - o Check whether the corresponding DHCP address pool is configured.
 - o Check whether the number of IP addresses in the DHCP address pool is sufficient.

Edit ×

* IP

* Subnet Mask

Remark

* MAC

DHCP Server

* Start

* IP Count

* Lease Time(Min)

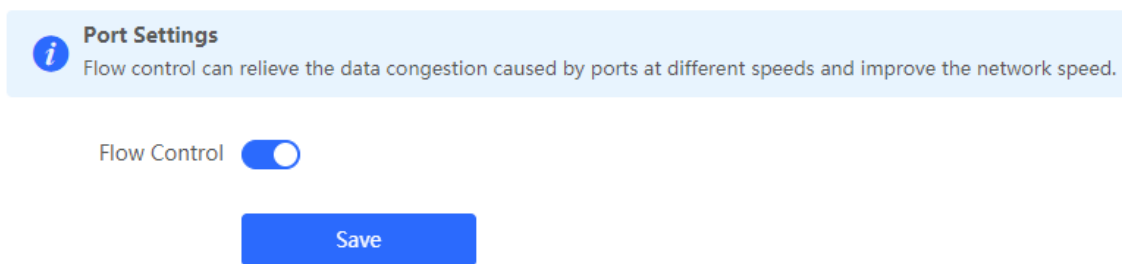
- (2) If switches are deployed, check whether the VLAN, access port, and trunk port are configured correctly.
- (3) If DHCP snooping is configured, check whether the port where the DHCP server is located is configured as a trusted port.

5 FAQs About Slow Internet Access Through Reyee APs

5.1 What Should I Do If Internet Access Is Slow?

Compare test speed results of a PC connected directly to the ISP router or modem and a PC connected to a Reyee device. If the results are the same, the ISP router or modem may fail. If the results are different, perform the following steps.

- (1) In **Local Device** mode, choose **Advanced** > **Port Settings** and check whether **Flow Control** is enabled.



- (2) Replace the network cable for testing.

If the wireless speed is still slow, continue with the following steps to [Change Wireless Channel, Transmit Power, and Channel Width for the Reyee AP](#). You may change the 2.4 GHz channel width to 40 MHz and 5 GHz channel width to 80 MHz.

6 FAQs About Internet Access Failures

6.1 What Should I Do If I Cannot Access the Internet?

- (1) Check whether the PC or phone obtains the correct IP address.

If the device's IP address is 169.254.x.x or 0.0.0.0, the device does not obtain a correct IP address.

- a End the wired or wireless connection and then reconnect the device.
- b Restart the device.

- (2) If the device obtains the correct IP address, change the DNS server address to 8.8.8.8 or 8.8.4.4.

- (3) Remove and reinstall the network cable between the gateway or router and ISP.

If the fault persists, start a live chat with Ruijie technical support: [Ruijie Support](#).

7 FAQs About SON

7.1 What Is SON?

Self-Organizing Networking (SON) eliminates product limitations and realizes auto-discovery, auto-networking, and auto-configuration between routers, switches, and wireless APs without the need for controllers or Internet access. You can quickly complete device deployment and configuration, remote management, and operation and maintenance of the entire network with Ruijie Cloud App, which greatly reduces the investment of device, labor, and time cost during wireless network construction.

7.2 Which Devices Can Act as the Master Device on the SON?

The EG, NBS switch, and Reyee AP can act as master devices.

 **Note**

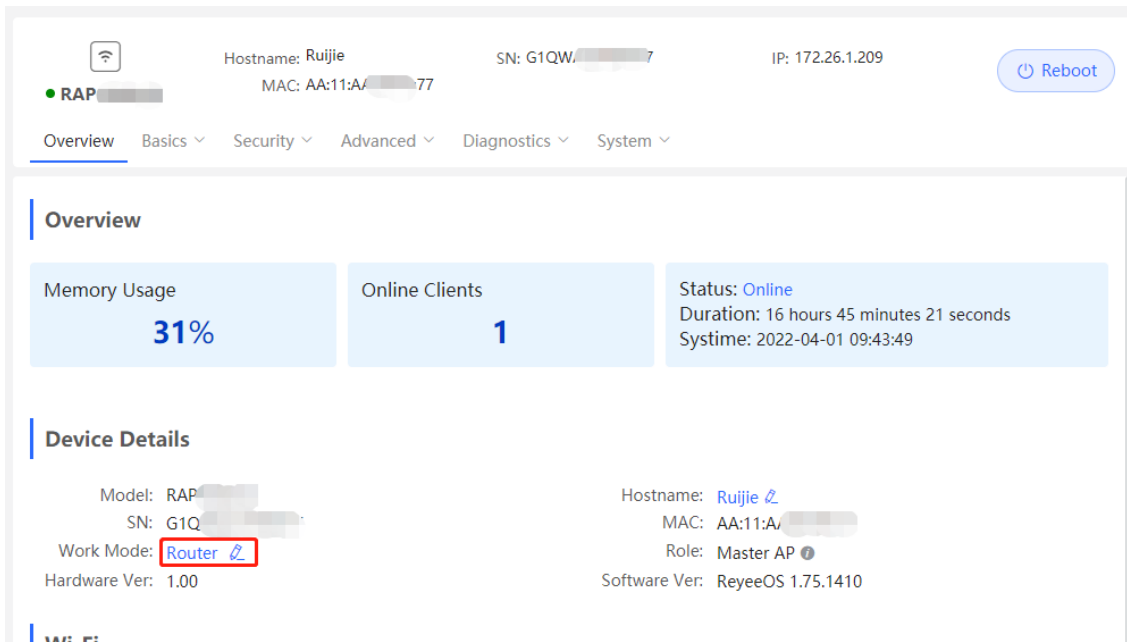
Ruijie EG3230/3250 and Reyee ES switches cannot act as master devices.

7.3 What Is the Priority of Devices During Master Device Election of the SON?

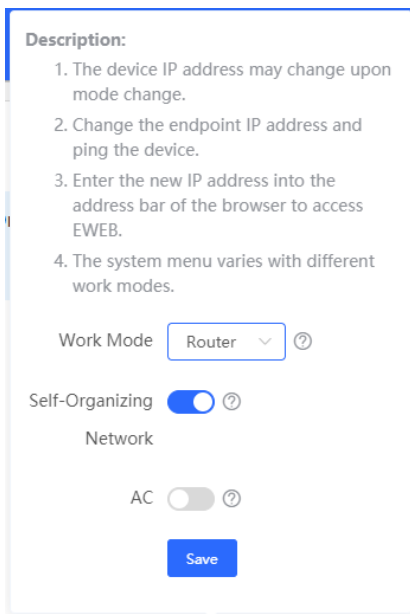
- For different types of devices, the EG in AC mode, EG in router mode, AP in router mode, AP in AP mode, and NBS switch are in descending order of priority.
- For devices of the same type and different models, the priority is related to the CPU, memory, and other parameters (for example, AP radio number) of the device. A larger parameter value indicates a higher priority.
- For devices of the same type and model, a larger MAC address indicates a higher priority.

7.4 How Is SON Enabled on Reyee APs?

- (1) In **Local Device** mode, choose **Overview > Device Details**.
- (2) Click the current working mode to change the working mode.

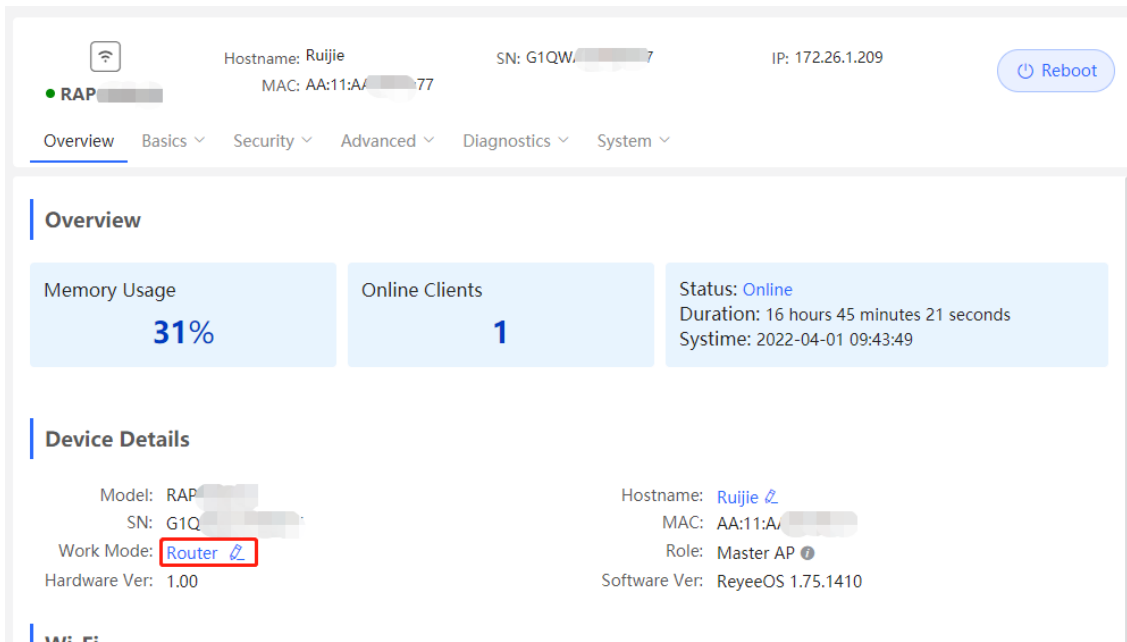


(3) Enable **Self-Organizing Network** and click **Save**.

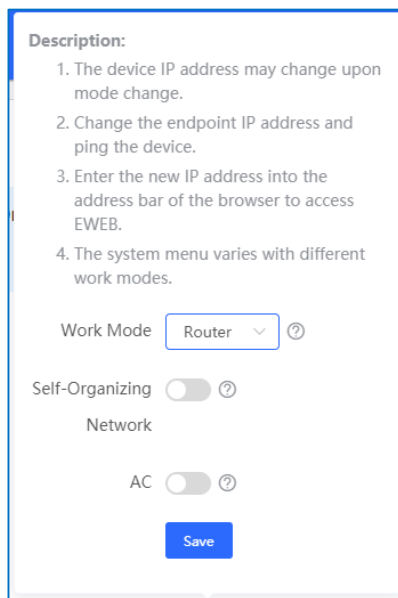


7.5 How Is SON Disabled on Reyee APs?

- (1) In **Local Device** mode, choose **Overview** > **Device Details**.
- (2) Click the current working mode to change the working mode.



(3) Disable **Self-Organizing Network** and click **Save**.



7.6 How Many Devices Can the SON Support When a Reye AP Acts as the Master Device?

The number of devices that can be managed on the SON depends on the maximum number of devices managed by the master device.

Model	Management Capacity
RAP1200(F)&RAP1200(P)&RAP2200(F)&EAP602	150
RAP2200(E)&RAP2260(G)&RAP2260(E)&RAP6260(G)&RAP6262(G)&RAP6202(G)	300

7.7 How Does the SON Perform Device Discovery?

Device discovery is based on Layer 2 broadcast, so all devices must be deployed at the same layer without VLAN or port isolation configuration.

 **Note**

The SON establishment does not require a device to access the Internet.

7.8 Does the SON Configuration Change If the Master Device Is Disconnected?

The master device will be re-elected after the old master device is disconnected. The configuration does not change during re-election.

7.9 Does the SON Support the Preemption Mode?

Preemption means that a device with a higher priority is added to a stable network, and the master device will change accordingly. Typical preemption scenarios are as follows.

- An EG router is added to RAP networking:
 - After the master device is successfully elected, the EG router is added and will become the new master device.
 - Preemption time: 7s to 8s
- An RAP device is added to RAP networking:
 - After the master device is successfully elected, preemption will be delayed if a new RAP with a higher priority is added.
 - Preemption time: If the startup time of the master device is less than 36 hours and the startup time of the new device is longer than 5 minutes, preemption will start. Otherwise, preemption will start when the new device's startup time is longer than 30 minutes.

 **Note**

An EG router can only act as the master device and cannot be preempted.

7.10 What Is the IP Address of the Master Device on the SON?

The IP address of the master device is 10.44.77.253.

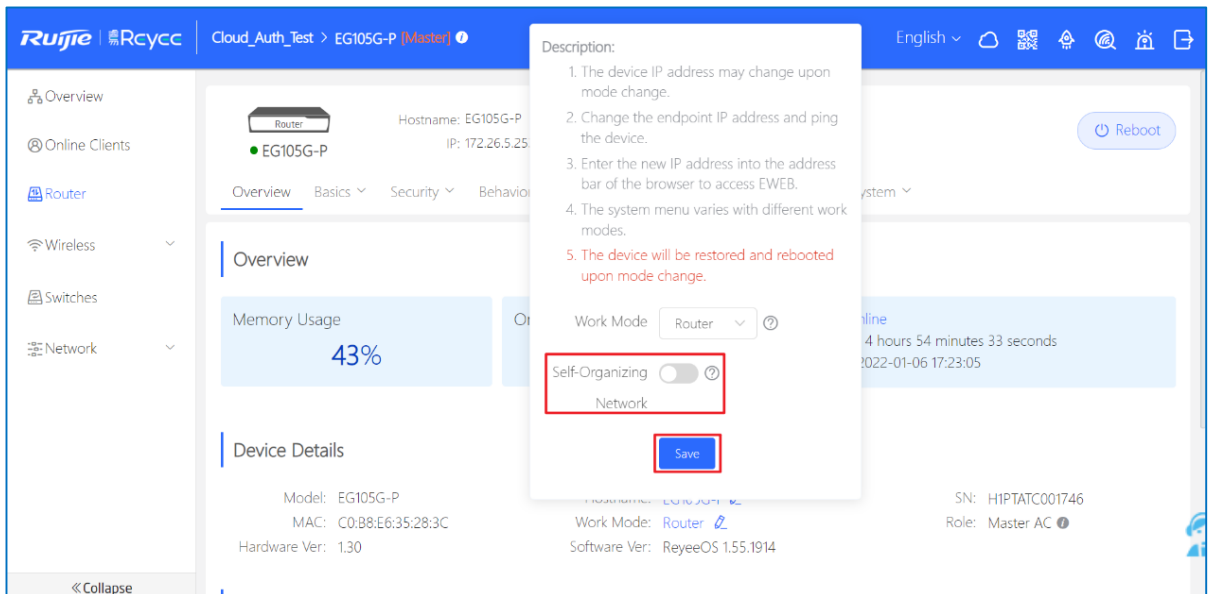
7.11 What Is the Difference Between the Default SSID @Ruijie-s and @Ruijie-m?

@Ruijie-m is generated after the SON established successfully, while @Ruijie-s is generated on a standalone device.

7.12 How Is a Device Specified as the Master Device?

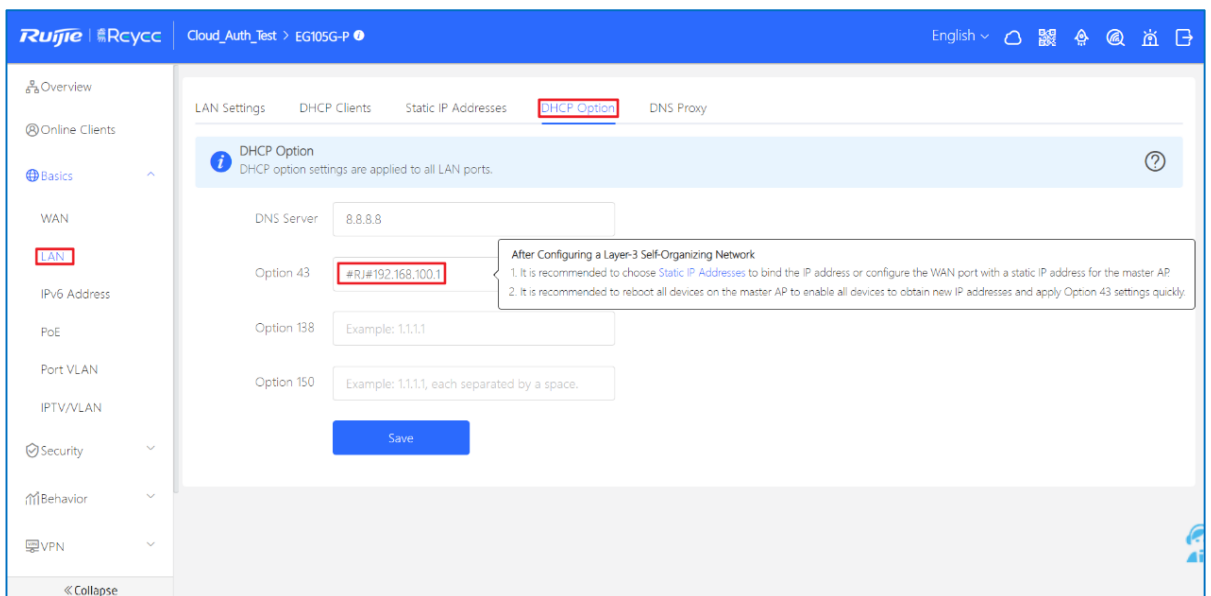
A Reyee EG or Reyee AP in router mode is required to act as the DHCP server, and has SON disabled.

- (1) Disable the SON function on the DHCP server. Then the DHCP server will work in standalone mode.



- (2) Configure DHCP Option 43 on the DHCP server: Option 43: #RJ#Master IP.

Example: The master device's IP address is 192.168.100.1, and Option 43 is #RJ#192.168.100.1.



Note

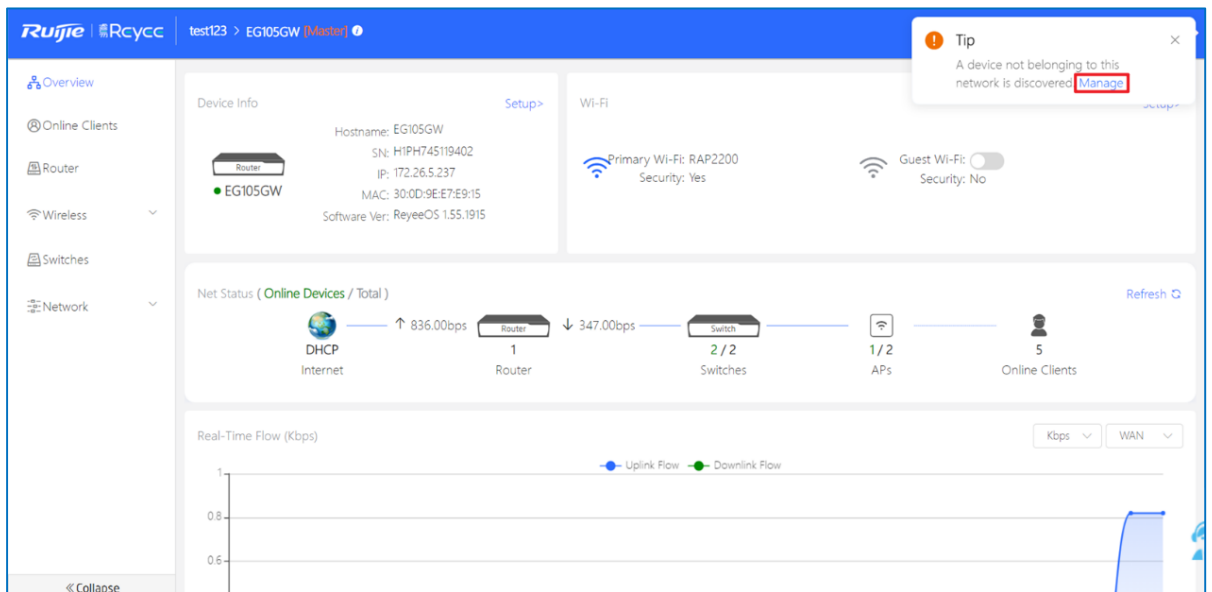
Option 43: When #RJ#Master IP is configured on the device, the SON function cannot be enabled. To enable the SON function, you need to delete the Option 43 configuration.

7.13 How Does the Master Device Add a New Device to the Network?

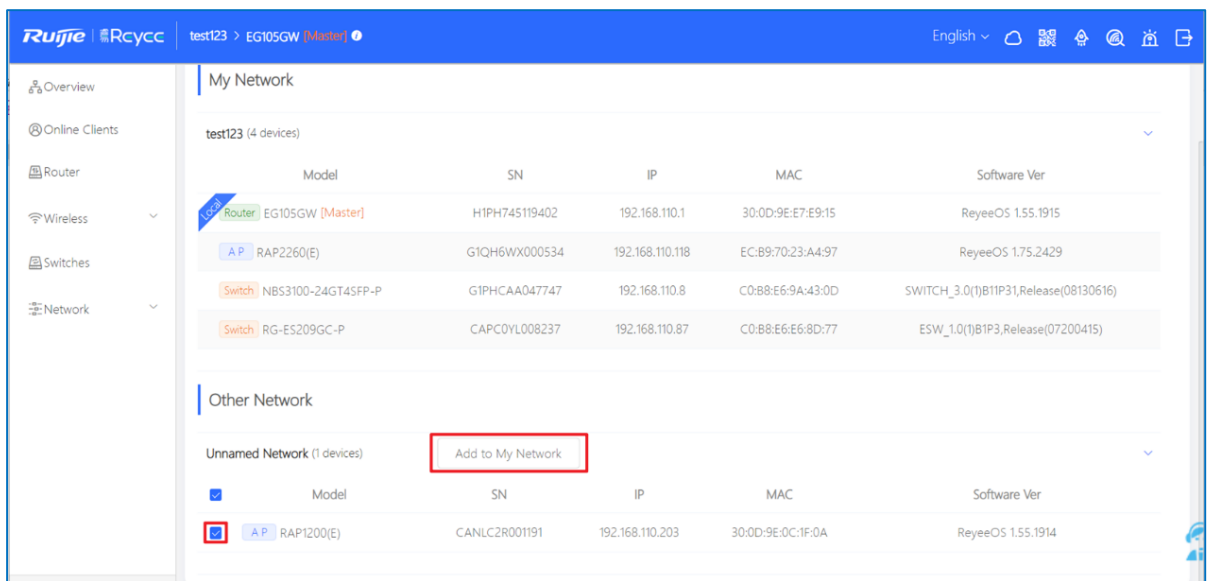
- (1) If the default configuration of the new device is retained, the master device will add it to its own network automatically.

(2) If the configuration of the new device has been changed, you need to add it to the SON manually on the web page of the master device.

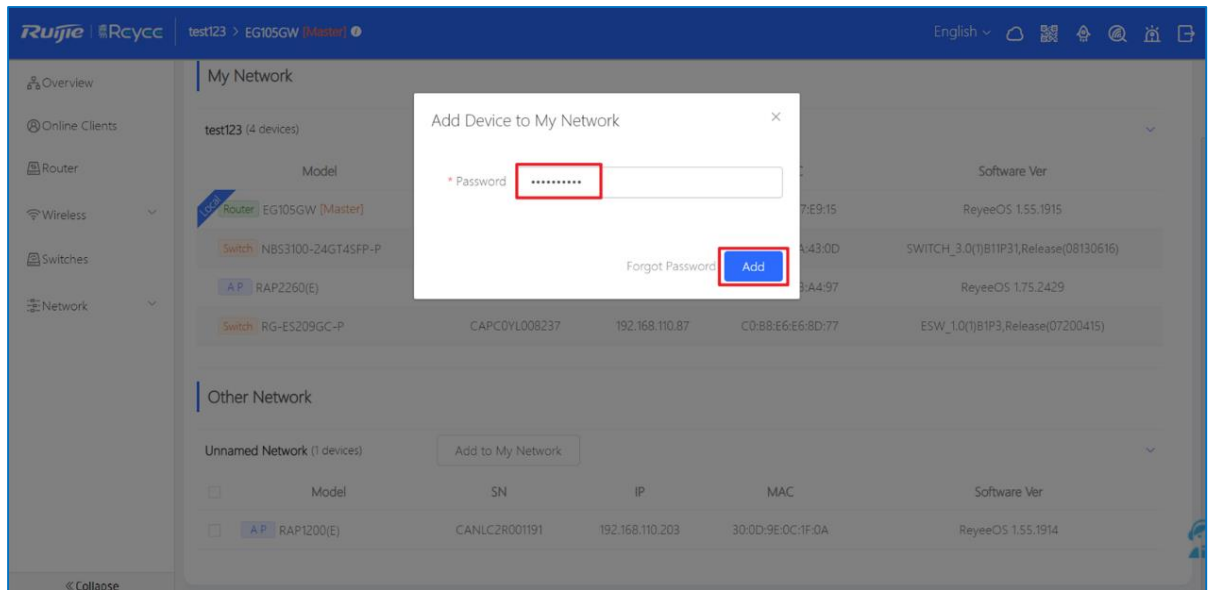
- a Click **Manage** of **Tip** in the top right corner.



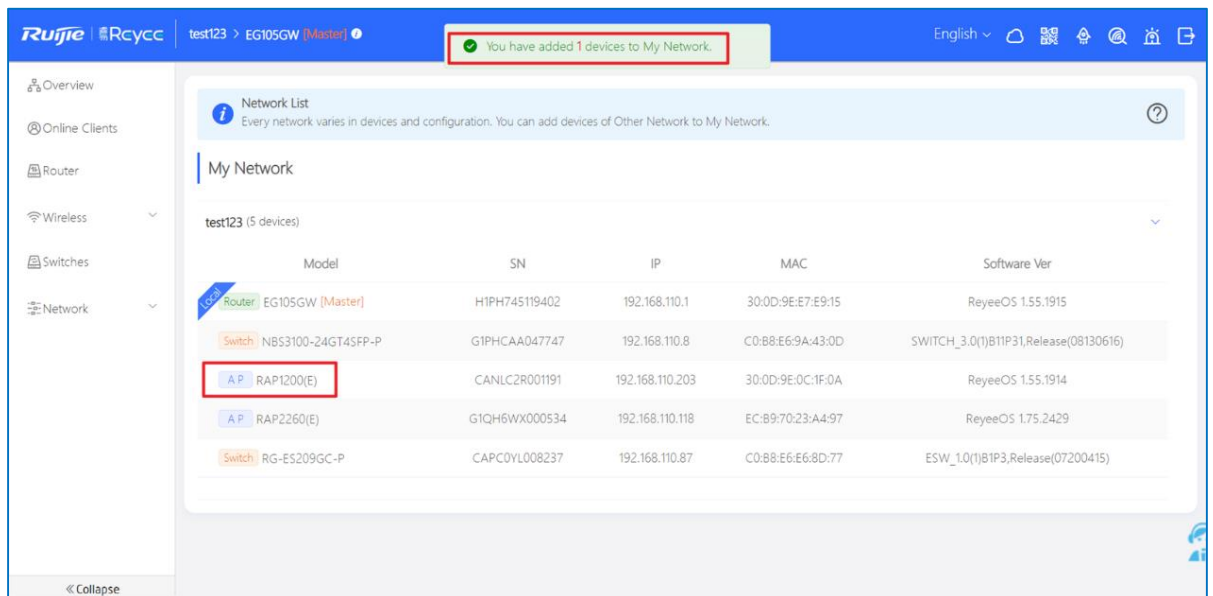
- b Select the device you want to add and click **Add to My Network**.



- c Fill in the password of the device and click **Add**.



The device is added successfully.



7.14 The SON Has Been Configured Successfully, but Devices Still Cannot Be Online on Ruijie Cloud. Why?

- (1) Check whether the firmware is the latest. If not, upgrade the firmware.
- (2) Ping the cloud's default URL (devicereg.ruijienetworks.com) on the device. If the ping operation fails, check the device's DNS configuration and network connectivity. For details, see [6.1 What Should I Do If I Cannot Access the Internet?](#)
- (3) Restart the device.

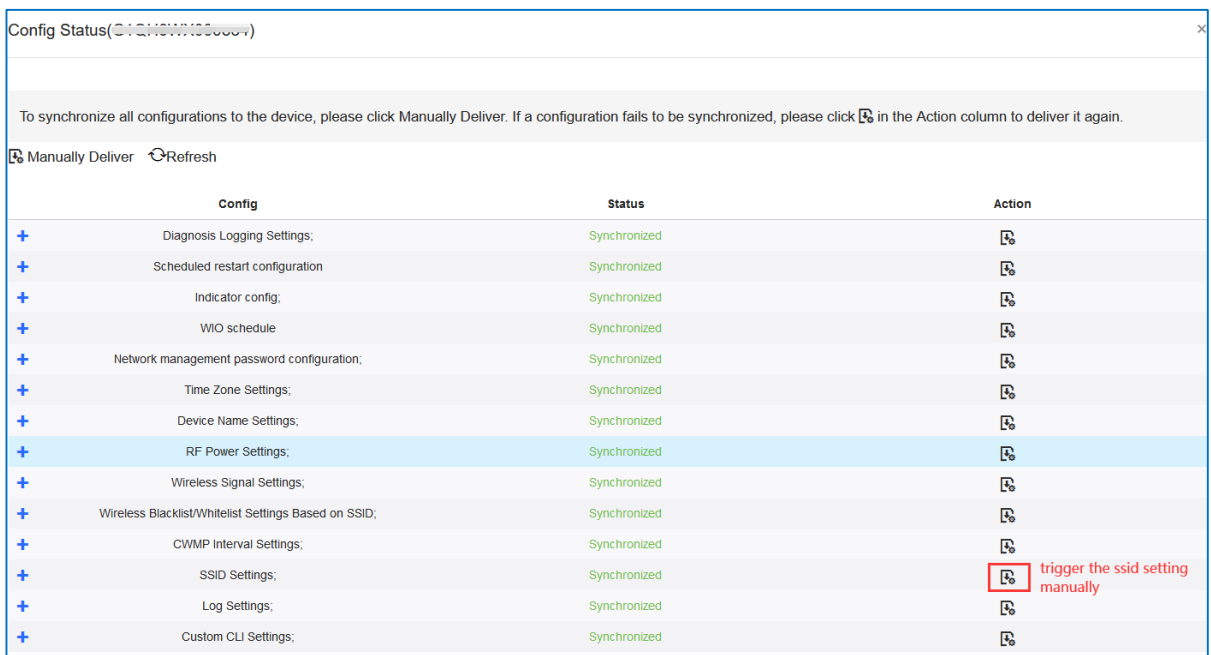
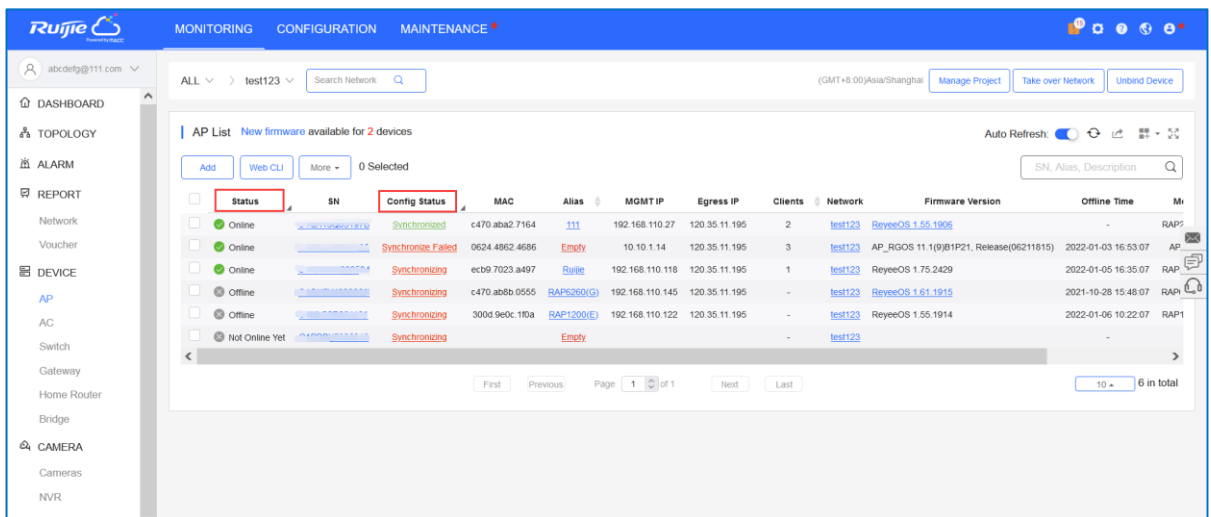
8 FAQs About Wireless Configuration

8.1 What Is the Default Wi-Fi Name of a Reyee AP?

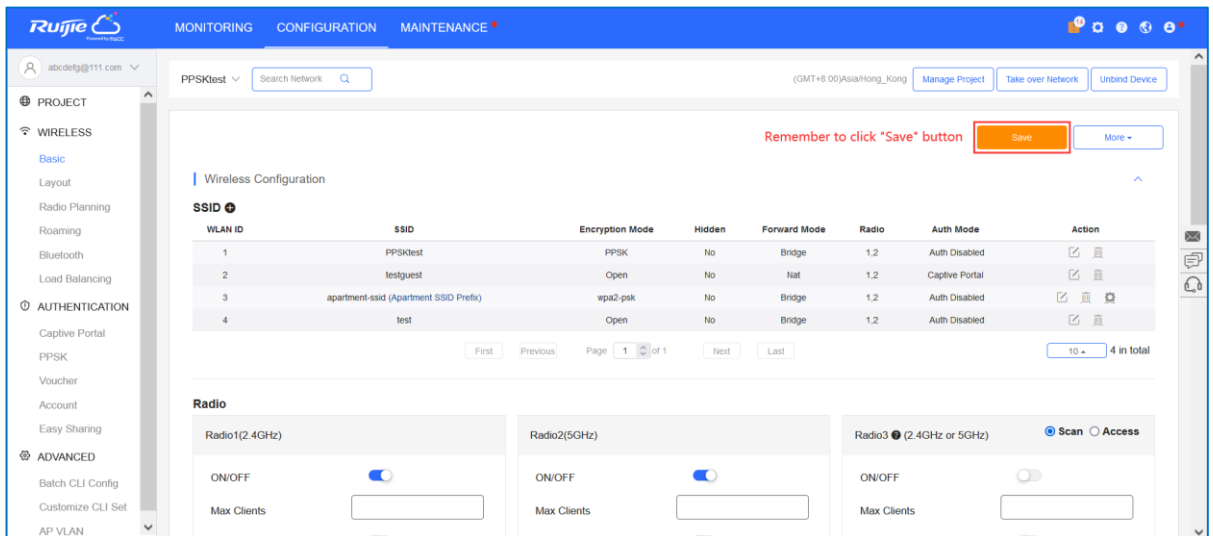
For a Reyee AP, the default Wi-Fi name is @Ruijie-sxxxx (xxxx is the last four digits of the device's MAC address).

8.2 What Can I Do If SSID Configuration on Ruijie Cloud Fails to Be Synchronized to a Reyee Device?

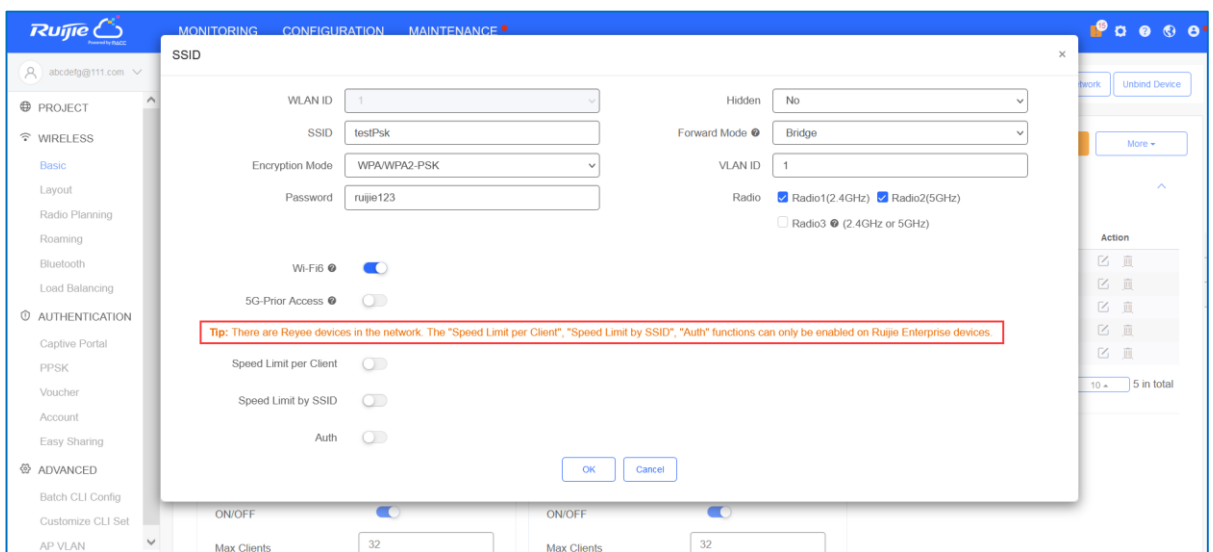
- (1) Check **Status** and **Config Status** of the AP. If the AP status is offline, the cloud does not deliver the configurations to the device. If the AP is online and the value of **Config Status** is **Synchronizing**, you can trigger the configuration synchronization manually.



- (2) Check whether the SSID configuration is saved successfully. Click **Save** and check the device configuration again.



- (3) Check whether the AP version is the latest one. If not, upgrade it.
- (4) If the configured features are not supported by the Reyeed device, configurations are not synchronized to the Reyeed device.



8.3 How Is a Wireless Client Blocked on a Reyeed AP?

- (1) Access the configuration page.
 - o If the SON function is disabled, choose **WLAN > Clients**.
 - o If the SON function is enabled, select the **Network** mode and choose **Clients > Online Clients > Wireless**.
- (2) Check information about all wireless clients connected to the Wi-Fi network. Click **Add to Blacklist** to disconnect a client and prevent the client from accessing the Wi-Fi network.

The screenshot shows the 'Online Clients' interface. At the top, there are tabs for 'All (4)', 'Wired (0)', and 'Wireless (4)'. Below this is an information box about online clients. The main table has the following data:

Username/Type	Access Location	IP/MAC	Current Rate	Wi-Fi	Access Control	Action
Pixel-3 	G1QH5LT024765	192.168.110.7 d6:a6:1d:4e:29:01	Up:0.00bps Down:0.00bps	Channel:15 3 RSCP:-43 Duration:19 hours 9 minutes 59 seconds Negotiation Rate:6M SSID:Enet	Go	Add to Blacklist

(3) Choose **Clients (WLAN) > Blacklist/Whitelist > Global Blacklist/Whitelist**. You can view the blocked clients on the blacklist.

The screenshot shows the 'Global Blacklist/Whitelist' configuration page. It has two radio buttons: 'All STAs except blacklisted STAs are allowed to access Wi-Fi.' (selected) and 'Only the whitelisted STAs are allowed to access Wi-Fi.'. Below is a section for 'Blocked WLAN Clients' with '+ Add' and 'Delete Selected' buttons. A table lists blocked clients:

MAC	Remark	Action
42:2D:D0:03:EB:C6	HUAWEI_Mate_40_Pro-b1ad51	Edit Delete

At the bottom, there is a pagination control showing '1' of 1 page and 'Total 1'.

8.4 How Are Users Associated with an AP Isolated on the Same Wi-Fi Network?

- (1) Access the configuration page.
 - o To edit the master Wi-Fi, choose **Network (WLAN) > Wi-Fi > Wi-Fi Settings**.
 - o To edit other Wi-Fi, choose **Network (WLAN) > Wi-Fi > Wi-Fi List**. Select the target Wi-Fi in the list and click **Edit** in the action bar.
- (2) Click **Expand**, enable **AP Isolation** in the expanded settings, and click **Save**. The clients joining in this Wi-Fi network will be isolated. The clients associated with the same AP cannot access each other.

Wi-Fi Settings Device Group:

* SSID

Band

Security

[Collapse](#)

Wireless Schedule

VLAN

Hide SSID (The SSID is hidden and must be manually entered.)

AP Isolation (The client joining this Wi-Fi network will be isolated.)

Band Steering (The 5G-supported client will access 5G radio preferentially.)

8.5 Users Still Can Communicate with Each Other When AP Isolation Are Enabled. Why?

- (1) Ensure that the function is configured on the Eweb of a Reyee device. It will not take effect when you configure this function on the cloud.
- (2) Ensure that the users are connected to the same SSID with the same AP; otherwise, they cannot be isolated.

8.6 How Are Radio Settings Adjusted When the Wireless Network Quality Is Low?

The AP detects the surrounding wireless environment and selects the appropriate configuration upon power-on. However, network freezing caused by wireless environment changes cannot be avoided. You can optimize the network in one click mode, analyze the wireless environment around the access point, and select appropriate parameters.

Caution

After optimization, settings of the Wi-Fi network are reset, and clients need to reconnect to the W-Fi network. Therefore, exercise caution when performing this operation.

8.6.1 Optimizing the Radio Channel

- (1) Access the configuration page.
 - o To configure the master device, choose **Network (WLAN) > Radio Frequency**.

- o To configure the slave device, choose **Devices**, select the target device in the device list, and click **SN > Radio Frequency**.
- (2) Choose the best channel identified by Wi-Fi Moho or other Wi-Fi scanning App. Click **Save** to make the configuration take effect immediately. More devices in a channel mean more serious interference.

Note

The available channel is related to the country or region code. Select the local country or region.

Radio Frequency Device Group: Default

Country/Region: China (CN)

2.4G Channel Width: Auto 5G Channel Width: Auto

Client Count Limit: 64 Client Count Limit: 128

Kick-off Threshold: Disable -75dBm -50dBm Kick-off Threshold: Disable -75dBm -50dBm

The settings are valid for only current device

2.4G Channel: Auto 5G Channel: Auto

Transmit Power: Auto Lower Low Medium High Transmit Power: Auto

Roaming: Low 40% 80% High Roaming: 36 (5.18GHz), 40 (5.2GHz), 44 (5.22GHz), 48 (5.24GHz), 52 (5.26GHz)

Save

Note

The channel and transmit power of each AP must be modified on the AP.

8.6.2 Optimizing the Channel Width

A network with a lower channel width is more stable, while a network with a higher channel width is prone to interference.

- (1) Choose **Network (WLAN) > Radio Frequency**.
- (2) If the interference is severe, select a lower channel width to avoid network freezing. The AP supports the channel width of 20 MHz and 40 MHz. You are advised to select 20 MHz channel width. After changing the channel width, click **Save** to make the configuration take effect immediately.

Caution

In SON mode, the channel width settings will be synchronized to all devices on the network.

i Tip: Changing configuration requires a reboot and clients will be reconnected.

Radio Frequency Device Group: Default

Country/Region: China (CN)

2.4G Channel Width: Auto **5G** Channel Width: Auto

Client Count Limit: 64 Client Count Limit: Auto

Kick-off Threshold: Disable / -75dBm / -50dBm Kick-off Threshold: Auto / 20MHz / 40MHz / 80MHz

The settings are valid for only **current device**

2.4G Channel: Auto **5G** Channel: Auto

8.6.3 Optimizing the Transmit Power

- To configure the master, choose **Network (WLAN) > Radio Frequency**.
- To configure the slave, choose **Devices**, select the target device in the device list, and choose **SN > Radio Frequency**.

A greater transmit power indicates a larger coverage and brings stronger interference to surrounding wireless routers. In a high-density scenario, you are advised to set the transmit power to a small value. The **Auto** mode is recommended, indicating automatic adjustment of the transmit power.

i Tip: Changing configuration requires a reboot and clients will be reconnected.

Radio Frequency Device Group: Default

Country/Region: China (CN)

2.4G Channel Width: Auto **5G** Channel Width: Auto

Client Count Limit: 64 Client Count Limit: 128

Kick-off Threshold: Disable / -75dBm / -50dBm Kick-off Threshold: Disable / -75dBm / -50dBm

The settings are valid for only **current device**

2.4G Channel: Auto **5G** Channel: Auto

Transmit Power Auto / Lower / Low / Medium / High **Transmit Power** Auto / Lower / Low / Medium / High

Roaming Low / 40% / 80% / High **Roaming** Low / 40% / 80% / High

Save

8.6.4 Configuring the Disconnection Threshold

Choose **Network (WLAN) > Radio Frequency**.

In the case of multiple Wi-Fi signals, setting the disconnection threshold can improve the wireless signal quality to a certain extent. The farther a client is away from an AP, the lower the signal strength is. If the signal is lower

than the disconnection threshold, the client will be disconnected from the AP and Wi-Fi network, and has to select a nearer Wi-Fi signal.

However, a larger disconnection threshold value indicates that the client is more likely to be disconnected. To ensure Internet access, you are advised to disable the disconnection threshold or set the value to be less than -75 dBm.

i Tip: Changing configuration requires a reboot and clients will be reconnected.

Radio Frequency Device Group:

Country/Region

2.4G Channel Width 5G Channel Width

Client Count Limit Client Count Limit

When the client's RSSI is lower than the threshold, it will be kicked off.

Kick-off Threshold Disable -75dBm -50dBm Kick-off Threshold Disable -75dBm -50dBm

The settings are valid for only current device

2.4G Channel 5G Channel

⚠ Caution

In SON mode, the disconnection threshold settings will be synchronized to all devices on the network.

8.6.5 Configuring the Client Limit

Choose **Network (WLAN) > Radio Frequency**.

If the AP is associated with too many clients, it will have a lower performance, affecting user experience. After you configure the threshold, new clients beyond the threshold will not be allowed to access the Wi-Fi network. You can lower the threshold if there is a requirement for bandwidth per client. You are advised to keep the default settings unless there are special cases.

Radio Frequency

Country/Region	<input type="text" value="China (CN)"/>		
2.4G Channel Width	<input type="text" value="Auto"/>	5G Channel Width	<input type="text" value="Auto"/>
Client Count Limit	<input type="text" value="32"/>	Client Count Limit	<input type="text" value="32"/>
Kick-off Threshold	<input type="range" value="Disable -75dBm -50dBm"/>	Kick-off Threshold	<input type="range" value="Disable -75dBm -50dBm"/>
2.4G Channel	<input type="text" value="Auto"/>	5G Channel	<input type="text" value="Auto"/>
Transmit Power	<input type="range" value="Auto Lower Low Medium High"/>	Transmit Power	<input type="range" value="Auto Lower Low Medium High"/>
Roaming Sensitivity	<input type="range" value="Low 20% 40% 60% 80% High"/>	Roaming Sensitivity	<input type="range" value="Low 20% 40% 60% 80% High"/>

Note

In SON mode, the client limit refers to the maximum number of clients connected to all Wi-Fi networks. If you want to specify the client limit for one single AP, group the AP and configure the client limit for this group. Alternatively, proceed with the configuration in standalone mode.

8.6.6 Configuring the Roaming Sensitivity

- To configure the master device, choose **Network (WLAN) > Radio Frequency**.
- To configure the slave device, choose **Devices**, select the target device in the device list, and choose **SN > Radio Frequency**.

The roaming sensitivity enables the device to proactively disconnect a client from the Wi-Fi network when the client is far away. In this case, the client has to re-select the nearest signal, thereby improving the sensitivity of wireless roaming. A higher roaming sensitivity level indicates a smaller wireless signal coverage. To improve the signal quality for a client moving within more than one Wi-Fi coverage, improve the roaming sensitivity level. You are advised to keep the default settings.

i Tip: Changing configuration requires a reboot and clients will be reconnected.

Radio Frequency Device Group: Default

Country/Region: China (CN)

2.4G Channel Width: Auto **5G** Channel Width: Auto

Client Count Limit: 64 Client Count Limit: 128

Kick-off Threshold Disable -75dBm -50dBm Kick-off Threshold Disable -75dBm -50dBm

The settings are valid for only **current device**

2.4G Channel: Auto **5G** Channel: Auto

Transmit Power: Auto Lower Low Medium High Transmit Power: Auto Lower Low Medium High

Roaming Low 40% 80% High Roaming Low 40% 80% High

Save

8.6.7 Configuring WIO

⚠ Caution

- WIO is supported only in SON mode.
- The client may be offline during optimization. The configuration cannot be rolled back once optimization starts. Therefore, exercise caution when performing this operation.

- (1) In **Network** mode, choose **Network >WIO**.
- (2) Check **I have read the notes.** and click **Network Optimization** to optimize the wireless network. You are advised to set a scheduled task to optimize the wireless network in the early hours of the morning or when the network is idle.

Network Optimization Optimization Record

Start — Scanning — Optimizing — Finish

Description:
This feature will optimize the self-organizing network to maximize the WLAN performance. Please make sure that all APs have been online.

Notes:
 1. During network optimization, the APs will switch channels, forcing the clients to go offline. The process will last for a while, subject to the quantity of devices. It is recommended you enable network optimization at night.
 2. If dynamic channel allocation is running in the backend, network optimization will fail. Please try again later.
 3. The configuration cannot be rolled back once optimization starts.

I have read the notes.

Network Optimization

Scheduled Optimization



Scheduled Optimization

Optimize the network performance at a scheduled time for a better user experience.

Enable

Day

Time :

Save

8.7 Can Reyee AP Isolate Users That Connect to the same SSID with Different APs?

A Reyee AP can only isolate users connected to the same AP or the same SSID with the same AP.

9 FAQs About Guest Wi-Fi

9.1 What Is Guest Wi-Fi?

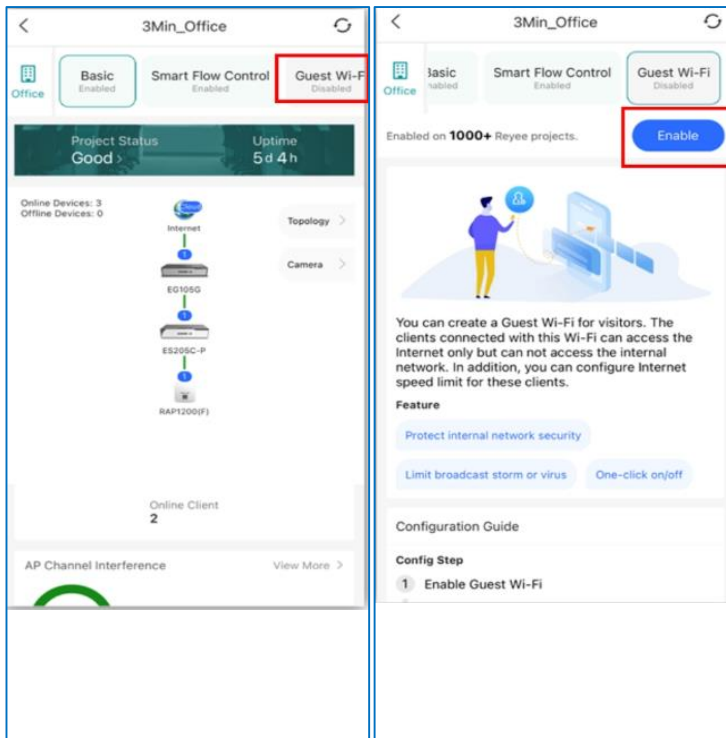
The guest Wi-Fi network can provide guests with an independent Internet access environment, which is isolated from the network connected to main terminals. By creating a guest Wi-Fi network, guest devices are allowed to access the internet, but are not allowed to connect to the internal network.

9.2 How Do I Configure Guest Wi-Fi on Ruijie Cloud App?

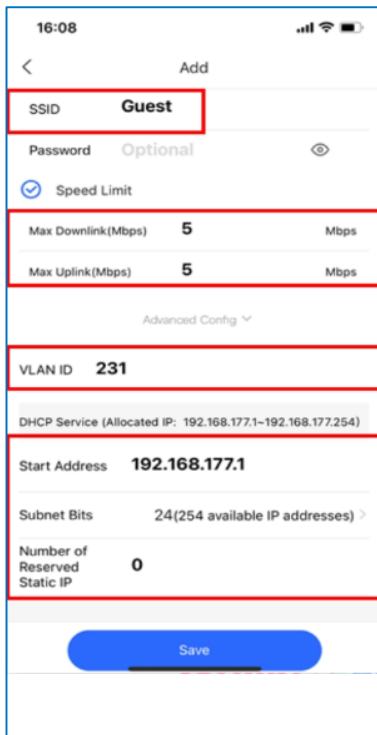
- (1) Click the project you want to set for your guest Wi-Fi.



- (2) Find out **Guest Wi-Fi** on the toolbar and click the **Enable** button.



(3) On the **Guest Wi-Fi** page, set the SSID, password, rate limit, VLAN ID, and IP address pool for the guest Wi-Fi, and click **Save**.

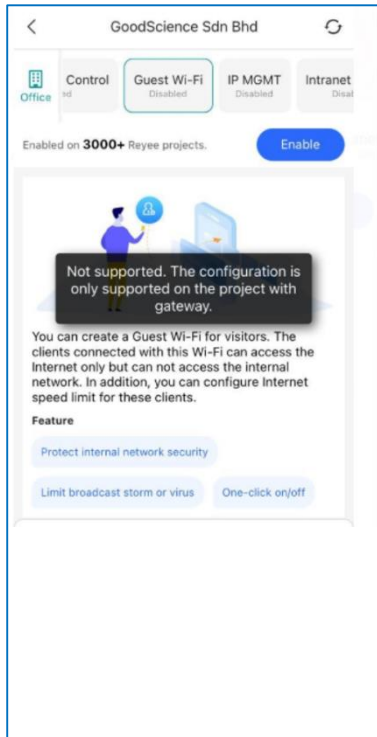


Note

- All these configurations have their default settings, but you also can customize them.
- Configuring guest Wi-Fi on the Eweb is of no use.
- For the guest Wi-Fi, ACLs needs to be configured on a Reeye EG.

9.3 What Can I Do If the System Displays the Message that "The configuration is only supported on the project with gateway?"

When using the guest Wi-Fi function, ensure that there is an EG router in the project. This is because ACLs need to be configured on the EG router.



10 FAQs About AP Group Configuration

10.1 How Do I Configure Different SSIDs for Different APs on the Same Network?

Refer to this link:

<https://community.ruijienetworks.com/forum.php?mod=viewthread&tid=1877&highlight=different>

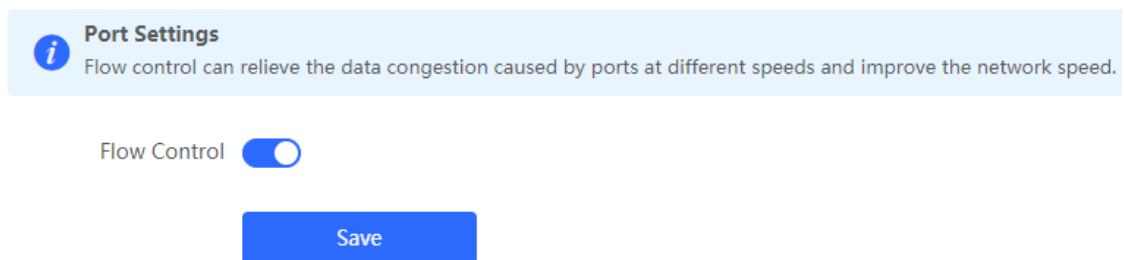
11 FAQs About Flow Control

11.1 What Is Flow Control?

When LAN ports work at different rates, congestion may occur. This can slow down the network speed and affect the Internet access experience. Enabling port flow control can help mitigate this problem.

11.2 How Do I Configure Flow Control?

In **Local Device** mode, choose **Advanced > Port Settings**.



12 FAQs About Parameters of Reyee APs

12.1 Where Can I Find All Parameters of Reyee APs?

Refer to the link

<https://community.ruijienetworks.com/forum.php?mod=viewthread&tid=1824&page=1&extra=#pid2850>.

12.2 What Is the Coverage of Reyee APs?

Model	Coverage
RG-RAP1200(F)	20 meters
RG-RAP1200(P)	20 meters
RG-RAP2200(E)	30 meters
RG-RAP2200(F)	30 meters
RG-RAP2260(G)	30 meters
RG-RAP6260(G)	100 meters
RG-RAP6262G	2.4 GHz: 100 meters 5 GHz: 300 meters
RG-RAP6202G	2.4 GHz: 100 meters 5 GHz: 300 meters
RG-EAP602	2.4 GHz: 100 meters 5 GHz: 300 meters

Note

The coverage of EAP602/RAP6262G/RAP6202G is 100 meters for 2.4 Hz and 300 meters for 5 GHz at an open and unobstructed direction.

12.3 Do Reyee APs Support the Captive Portal on Ruijie Cloud?

Reyee APs do not support the captive portal. For Reyee series products, only Reyee EGs support the captive portal on Ruijie Cloud.

12.4 What Is the Recommended Number of Clients of Reyee APs?

Model	Recommended Number of Clients
RG-RAP1200(F)	40 = 8 (2.4 GHz) + 32 (5 GHz)

RG-RAP1200(P)	80 = 16 (2.4 GHz) + 64 (5 GHz)
RG-RAP2200(E)	48 = 16 (2.4 GHz) + 32 (5 GHz)
RG-RAP2200(F)	80 = 16 (2.4 GHz) + 64 (5 GHz)
RG-RAP2260(G)	100 = 16 (2.4 GHz) + 84 (5 GHz)
RG-RAP6260(G)	100 = 16 (2.4 GHz) + 84 (5 GHz)
RG-RAP6262G	100 = 16 (2.4 GHz) + 84 (5 GHz)
RG-RAP6202G	96 = 32 (2.4 GHz) + 64 (5 GHz)
RG-EAP602	96 = 32 (2.4 GHz) + 64 (5 GHz)

12.5 How Many SSIDs or WLANs Can Be Created on Reyee APs?

Model	SSID or WLAN Quantity
RG-RAP1200(F)	8
RG-RAP1200(P)	8
RG-RAP2200(E)	8
RG-RAP2200(F)	8
RG-RAP2260(G)	8
RG-RAP6260(G)	8
RG-RAP6262G	8
RG-RAP6202G	8
RG-EAP602	8

12.6 Do Reyee APs Support VLAN?

Model	VLAN
RG-RAP1200(F)	Supported
RG-RAP1200(P)	Supported
RG-RAP2200(E)	Supported
RG-RAP2200(F)	Supported
RG-RAP2260(G)	Supported

RG-RAP6260(G)	Supported
RG-RAP6262G	Supported
RG-RAP6202G	Supported
RG-EAP602	Supported

12.7 What Is the Maximum Rate of 2.4 GHz and 5 GHz for Reyee APs?

Model	Max Rate (2.4 GHz)	Max Rate (5 GHz)
RG-RAP1200(F)	400 Mbit/s	867 Mbit/s
RG-RAP1200(P)	400 Mbit/s	867 Mbit/s
RG-RAP2200(E)	400 Mbit/s	867 Mbit/s
RG-RAP2200(F)	400 Mbit/s	867 Mbit/s
RG-RAP2260(G)	574 Mbit/s	1201 Mbit/s
RG-RAP6260(G)	574 Mbit/s	1201 Mbit/s
RG-RAP6262G	574 Mbit/s	1201 Mbit/s
RG-RAP6202G	400 Mbit/s	867 Mbit/s
RG-EAP602	300 Mbit/s	867 Mbit/s

12.8 What Is the Antenna Type of Reyee APs?

Model	Antenna Type
RG-RAP1200(F)	Built-in omnidirectional antennas (basic gain: 3 dBi)
RG-RAP1200(P)	Built-in omnidirectional antennas (basic gain: 3 dBi)
RG-RAP2200(E)	Built-in omnidirectional antennas (basic gain: 3 dBi)
RG-RAP2200(F)	Built-in omnidirectional antennas (basic gain: 3 dBi)
RG-RAP2260(G)	Built-in omnidirectional antennas (basic gain: 3 dBi)
RG-RAP6260(G)	Built-in omnidirectional antennas (basic gain: 4 dBi at 2.4 GHz and 6 dBi at 5 GHz)
RG-RAP6262G	Built-in omnidirectional antennas (basic gain: 3 dBi)
RG-RAP6202G	Built-in omnidirectional antennas (basic gain: 3 dBi at 2.4 GHz and 4 dBi at 5 GHz)

RG-EAP602	Built-in omnidirectional antennas (basic gain: 3 dBi)
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