ALTICE LABS MANUAL



Smart Wi-Fi User Manual

D2260G

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Document's version history

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		ISP	Internet Service Provider
Glossa	ry	ITU-T	International Telecommunication Union-Telecommunications
		LAN	Local Area Network
AC	Alternating Current	LED	Light Emitting Diode
AC	Access Concentrator	MAC	Media Access Control
AFS	Advanced Encryption Standard	MAN	Metropolitan Area Network
AS	Autonomous System	MTBF	Mean Time Between Failures
AP	Access point	OLT	Optical Line Terminal
AUTO-MDIX	Medium Dependent Interface	ONT	Optical Network Terminal
	Crossover Automatic Choice	PC	Personal Computer
BBF	Broadband Forum	PON	Passive Optical Network
CAT5E	Category 5 Cable	PSK	Phase-Shift Keying
CATV	Cable TV	RF	Radio Frequency
CO	Central Office	RJ11	Registered Jack model 11
CPE	Customer-Premises Equipment	RJ45	Registered Jack model 45
DC	Direct Current	SC/APC	SC/APC optical connector
DDNS	Dynamic DNS	SIP	Session Initiation Protocol
DHCP	Dynamic Host Configuration Protocol	SSID	Service Set Identifier
DNS	Domain Name System	STB	Set Top Box
FTP	File Transfer Protocol	T-CONT	Transmission Container
FTTH	Fiber-To-The-Home	ТСР	Transmission Control Protocol
FXS	Foreign eXchange Station	ΤΚΙΡ	Temporal Key Integrity Protocol
GEM	GPON Encapsulation Module	TV	Television
GPON	Gigabit-capable Passive Optical	UDP	User Datagram Protocol
0.14	Network	URL	Uniform Resource Locator
GW	Gateway	USB	Universal Serial Bus
HG	Home Gateway	UTP	Unshielded Twisted Pair
ID	Identification	VolP	Voice over Internet Protocol
HSI	High Speed Internet	WAN	Wide Area Network
IEEE	Institute of Electrical and Electronics Engineers	WEP	Wired Equivalent Privacy
IMS	IP Multimedia Subsystem	Wi-Fi	Wireless Fidelity
IP	Internet Protocol	WLAN	Wireless Local Area Network
IPTV	Internet Protocol Television	WPA	Wi-Fi Protected Access
IPv4	Internet Protocol version 4	WPS	Wi-FiProtected Setup
IPv6	Internet Protocol version 6		

This User Manual is applicable to the equipment Smart Wi-Fi Altice D2260G with the FCC ID: 2ACJF-EXT-D2260G

FCC NOTICE

This device complies with FCC part 15 rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference and

2. This device must accept any interference, including interference that may cause undesired operation of the device

Caution:

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to

Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

This device meets the FCC requirements for RF exposure in public or uncontrolled environments.

RF Exposure Statement

Note: This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

This equipment should be installed and operated with a minimum distance of 7.9 inches (20 cm) between the radiator and your body.

This system has been evaluated for RF exposure for humans in reference to ANSI C 95.1 (American National Standards Institute) limits.

The evaluation was based in accordance with FCC OET Bulletin 65C rev 01.01 in compliance with Part 2.1091 and Part 15.27.

The minimum separation distance from the antenna to general bystander is 7.9 inches (20 cm) to maintain compliance.

1 Introduction

The solution that creates a clear and powerful Wi-Fi signal for any and all environments, in interior coverage scenarios.

The solution incorporate the hardware (FGW-FiberGateway and Smart Wi-Fi AP extenders), a mobile APP (Android &iOS) and a Cloud (web-portal) that unifies, configures, manages, and reports the Wi-Fi Mesh Ecosystem, based on Wi-Fi EasyMesh™ from Wi-Fi Alliance®

1.1 What is Mesh

The Smart Mesh Wifi uses multiple access points (APs), which work together, as a connected system by mesh technology, to ensure that all areas of the home have strong, efficient and full Wi-Fi coverage.

The EasyMesh [™] Wi-Fi Networks combines the benefits of easy-use, self-adapting Wi-Fi, and enables smart changes in network conditions to deliver consistent & high-quality user experience.

The Smart Wi-Fi extender AP equipment is part of the Altice Labs Smart Wi-Fi solution.

The Altice Labs Smart Wi-Fi certified solution based on Wi-Fi EasyMesh™ from Wi-Fi Alliance®, provide an adequate answer for the in-house Wi-Fi coverage scenarios.

The solution incorporates hardware (FGWs and Smart Wi-Fi AP extenders), a mobile user APP (Android &iOS) and a unified web portal cloud-based to configure, manage and report the Wi-Fi mesh ecosystem. Both FGWs and Smart Wi-Fi APs will run local software (local Controller, local Agent and a Smart Wi-Fi Management agent) supported on high performance state-of-the-art Wi-Fi interfacing.

Wi-Fi EasyMesh[™] networks utilize multiple APs that work together to ensure all areas of the home have complete Wi-Fi coverage and enable changing network conditions to deliver a consistent, high quality user experience. Those networks use centralized controller software that communicates with Agent entities located at each AP. The controller receives metrics, statistics and capability data from all devices in the network and controls the operating parameters of the APs in the network, such as SSID name, security key, channel of operation, data flow topology, and client roaming between APs. Based on the collected information of all APs, it also sends control commands to the Agents to steer/manage the Wi-Fi stations between APs and Wi-Fi bands in order to optimize network performance, through optimized load balancing, airtime reduction and other management functions.

1.2 Features

- Unifies FGW and Extenders into a single network
- Reduces client roaming and association inconsistencies
- Both wireless and wireline (Ethernet) connections may be used to link FGW and Extenders while FGW acts as a WLAN controller to the extenders
- Interoperable mesh solution compliant with Wi-Fi Alliance Multi-AP specification
- Optimal QoS and throughput performance
- High performance HW solution based on ultimate IEEE 802.11 standards;
- Interoperable mesh solution compliant with Wi-Fi ®Alliance EasyMesh™ Multi-AP specification;
- Cloud platform for central monitoring, diagnostics and optimization of the Smart Wi-Fi network;
- Remote control of network devices;
- Provide intelligence to mesh Wi-Fi through analytics;
- Mobile APP control inside/outside home network.



Figure 1 – The Smart Wi-Fi Scenario

2 System objectives

In a whole-home Wi-Fi scenario, there is an Altice Labs Smart Wi-Fi management controller running on the Gateway, providing the control and management of the entire Mesh Wi-Fi ecosystem, allowing to significantly extend the Wi-Fi coverage of the Gateway and improving overall Wi-Fi Quality-of-Experience (QoE).

Those networks use centralized controller software that communicates with Agent entities located at each AP. The controller receives metrics, statistics and capability data from all devices in the network and controls the operating parameters of the APs in the network, such as SSID name, security key, channel of operation, data flow topology, and client roaming between APs.

2.1 Management features

2.1.1 Customer

Mobile APP

Android and IOS APPs to configure and optimize the Wi-Fi service;

User Cloud

Access to the cloud with customer profile to have full visibility of Smart Wi-Fi service performance;

Self-Care

Integration with self-care applications that allows the configuration, troubleshooting, and management of Wi-Fi service;

2.1.2 Operator

Performance & Statistics

Rich dashboarding capabilities to explore Wi-Fi ndicators at several perspectives. Network topology, KPI management, reports, client profile symptom detection for full visibility and alerts;

Diagnostics & Troubleshooting

Perform real-time analysis,tests and manage Wi-Fi configuration settings to applications troubleshoot problems;

Device Management

Firmware upgrade, inventory, troubleshooting, and management of remote actions, device configurations and bulk operations;

3 Smart Extender



Figure 2 – The Extenders hardware

3.1 INTERFACES, LEDS AND BUTTONS

Ethernet	2x GBE 10/100/1000 BASE-T
Wi-Fi	Dual-band 2x2 (2.4GHz) + 4x4 (5GHz)
Physical buttons	Power(On/OFF); Reset (CPU); WPS
LEDs	Power led: 1 x bi-color backlit power button; Wi-Fi status: 1 x tri-color (2.4GHz and 5GHz) status led; WPS led: 1 x bi-color backlit status led

3.1.1 LEDS AND BUTTONS

		Nominal	Modes		
Extender mode	LED (from left to right)	NAME	EVENT	STATE	COLOR
	1	POWER	while booting + driver boot	Blinking ((100 ms ON and 100 ms OFF)	White
			boot completed	Fix	White
			when downloading a FW	Pulse : ALL LEDs are blinking at the same time! (normally is simultaneous with flashing: 100 ms ON and 100 ms OFF)	White
	2	Wi-Fi	Wifi ON - extender not yet on-boarded Wifi ON - extender	Slow blinking (3s OFF and 100ms ON)	RED
			on-boarded with good BH link	Fix	White
			Wifi ON - extender on-boarded with poor BH link Wifi ON - extender	Slow blinking (5s OFF and 100ms ON)	White
			on-boarded with no BH link	Fix	Red
			Wifi pausing OFF	Off	N/A
	3	WPS	by default	Off	
			during paring	Blinking (200 ms ON and 100ms OFF: broadcom default)	White
			paring successful	Fix during 30 sec, then Off	White
			WPS session overlap	Fast blinking during 2 minutes, then Off	White
	Ethernet ports		No link	Off	N/A
			Link	Fix	Green
			Link & Traffic	Blinking	Green

Controller mode	LED (from left to right)	NAME	EVENT		
	1	POWER	while booting + driver boot boot completed	Blinking (100 ms ON and 100 ms OFF) N/A	White

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	when downloading a FW	Pulse (100 ms ON and 100 ms OFF)	White
2 Wi-Fi	Wifi ON	Fix	White
	Wifi pausing OFF	Off	N/A
3 WPS	by default	Off	N/A
	during paring	Blinking (100 ms ON and 100 ms OFF)	White
	paring sucessful	Fix during 1 minute, then Off	White
	WPS session overlap	Fast blinking during 1 minute, then Off (100ms on, 100ms off, 5 times, off for 500ms - broadcom default)	White
Ethernet ports	No link	Off	N/A
	Link	Fix	Green
	Link & Traffic	Blinking	Green

	Alarm n	nodes		
ALARM	LED	STATE		
Temperature	WPS	Fix	Red	Red
	Wi-Fi	nominal mode	nominal color	nominal color
	POWER	Fix	Red	Red

STEP	LED	STATE		
Downloa	d WPS Wi-Fi	Pulse	Pulse	White
	POWER	Pulse	Pulse	White
flashing	WPS Wi-Fi	Blinking	Blinking	White
	POWER	Blinking	Blinking	White

I	Buttons mana	gement		
Button	Push	Duration	Duration	Action
WPS	short	<5s	<5s	Activates WPS pairing
	long	≥5s	≥5s	Do nothing
POWER	short	<5s	<5s	If current state is "Power Off", then change state to "Power On" If current state is

					"Power On", then
					do nothing
					If current state is
					"Power Off",
	long	۶Ęc		> 5c	instead of doing
	iong	203		203	nothing> then
					change state to
					"Power On"
Reset	short	<5s	10s		Do nothing
	long	≥5s	10s		Factory reset
					If current role is
					"extender mode",
					then change to
		NE c		NEc	"controller mode"
		238		208	If current role is
					"controller mode",
					then change to
Reset + WPS	long				"extender mode"
Extender :	-		N/A		
Power +		≥5s			
WPS	Long				
Controller:			N/A		
Power +		≥5s			
WPS	Long				

3.2 Technical Specifications

Antenna Configuration	Dual band 2x2 (2.4GHz) + 4x4 (5GHz)
Transmit power	Max conducted 2,4 GHz up to +20dBm; Max conducted 5GHz up to +30dBm
Wi-Fi support	802.11b/g/n/ax @ 2.4GHz + 802.11a/n/ac/ax @ 5GHz
Wi-Fi Standards	IEEE802.11 a/b/g/n/ac/ax; 802.11r Fast Roaming, 802.11e (WMM), 802.11v, 802.11k
Security / Encryption	WPA, WPA2, WPS
Multi-AP Wi-Fi Alliance compliance	EasyMeshTM, Wi-Fi Alliance® Multi-AP specification.

Management	features:
	Mobile APPs -Android and IOS APPs to
	Performance & Statistics - Rich dashboarding capabilities
	• configure and optimize the Wi-Fi service; to explore Wi-Fi indicators at several perspectives, network User Cloud - Access to the cloud with topology, KPI management, reports, symptoms detection customer profile to have full visibility of and alerts; mesh Wi-Fi service performance;
	• Diagnostics & Troubleshooting - Perform real-time analysis,
	 Self-Care - Integration with self – care tests and manage Wi-Fi configuration settings to applications troubleshoot problems;
	that allows the configuration,
	• Device Management - Firmware upgrade, inventory, troubleshooting, and management of remote actions, device configurations and bulk Wi-Fi service operations;

3.2.1 Wi-Fi

Items	Compliance	Description
	IEEE 802.11 b/g/n/ac	-
Bit Rates	802.11 b/g	1, 2, 5.5, 6, 9, 11, 12, 18, 24, 36, 48 and 54Mb/s
	802.11 n	Up to 600Mb/s over four spatial streams in the 2.4GHz band; Up to 600Mb/s over four spatial streams in the 5GHz band
	802.11 ac	Up to 1733Mb/s over four spatial streams in the 5GHz band
	802.11 ax	Up to 4800Mb/s over four spatial streams in the 5GHz band
SSID	-	Up to 8
Operation Frequencies	-	2.4GHz (ISM) or 5GHz (U-NII)
Channel Bandwidths	-	20MHz and 40MHz channels in the 2.4GHz band; 20MHz, 40MHz, 80MHz in the 5GHz band
ΜΙΜΟ	-	4x4
MCS	-	Supported values: 0-31 and 32 for 802.11n 0-9 for 802.11ac

ltems	Compliance	Description
		Proprietary 10 -11 (1024QAM)
Wireless Security	WEP	40bit secure key and 24 bit as defined in 802.11-2007
	WPA	
	WPA2	
	AES	encryption/de-encryption coupled to TKIP (as defined in 802.11-2007 and 802.1X)
Short Guard Interval	SGI support	-
Space-Time Block Coding	STBC support	-
Transmit Power (e.ir.p.)	-	Up to +34dBm in the 2.4GHz band; Up to +34dBm in the 5GHz band;
Receive Sensitivity	Mode b (8% PER)	1Mb/s: -96dBm 11Mb/s: -88dBm
	Mode g (10% PER)	6Mb/s: -90dBm 12Mb/s: -89dBm 54Mb/s: -75dBm
	Mode n/2.4GHz (10% PER)	1Mb/s: -96dBm 54Mb/s: -75dBm M0/20MHz: -88 dBm M0/40MHz: -85 dBm M7/20MHz: -66 dBm M7/40MHz: -63 dBm
	Mode n/5GHz (10% PER)	6Mb/s: -89 dBm 54Mb/s: -74 dBm M0/20MHz: -87 dBm M0/40MHz: -83 dBm M7/20MHz: -64 dBm M7/40MHz: -61 dBm
	Mode ac/5GHz (10% PER)	M0/20MHz: -87 dBm M0/40MHz: -83 dBm M0/80MHz: -80 dBm M9/20MHz: -58 dBm M9/40MHz: -55 dBm M9/80MHz: -52 dBm

3.2.2 Standards

EMC	Standards	EMC Directive 89/336/EEC, EMC Addendum Directive 92/31/EEC, EMC Addemdum Directive 91/263/EEC (Telecommunications Terminal Equipment Directive)
	Emissions	EN50081-1, EN55022
	Immunity	EN50082-1, EN61000-4-2, EN61000-4-3, EN61000-4-4
Operating Limits	Temperature	EN300019

.

	Relative humidity, maximum	EN300019
Environmental Standards	Acoustic noise	ISO 3743 (<45dBa)
Dower and Croundin		ETSI EN 300 132-2 V2.1.1 (2003-01)
Power and Groundin	lg	ETSI ETS 300 253: January 1995
Energy Consumptior	1	European Code of Conduct on Energy Consumption of Broadband Equipment V3
Safety and Protectio	n	EN/IEC 62368-1
Mechanical Resistar	ice	EN300019
Quality		CE - Conformité Européenne
Quality		RoHS 2002/95/EC Directive Compliance

.

EMC	Emissions	FCC CFR 47 Part 15 Subpart B Section 15.107 Conducted Emissions – Class B FCC CFR 47 Part 15 Subpart B Section 15.109 Radiated Emissions – Class B
Padio	2.4 GHz	FCC CFR 47 Part 15 Subpart C Section 15.247
Raulo	5 GHz	FCC CFR 47 Part 15 Subpart E Section 15.407 (UNII-1 and UNII-3)
Safety		Conforms to UL Standard 62368-1
Certifica	ations	ETL Intertek Listing Certification FCC Certification ETL Intertek Listing Certification

.

3.3 Get Smart Wi-Fi up and running

3.3.1 Package content





Figure 3 – Smart Wi-Fi, power supply 110V/12V

3.3.2 PUT THE Smart Wi-Fi IN OPERATION

3.3.2.1 Power on

- a) Connect the 110V / 12V power supply between the Smart Wi-Fi (1) and the 110V power outlet
- b) Press the ON / OFF button (2) to turn on the power



Figure 4 – Smart Wi-Fi power on

3.3.2.2 Shut down

Press the ON / OFF button (2) to turn off the power

3.3.3 PUT THE SMART MESH IN WI-FI NETWORK

Press the WPS button (2) to connect to the Wi-Fi network. Press the WPS button on Smart Wi-Fi and FiberGateway.



Figure 5 – Connect Smart Wi-Fi to the FiberGateway

4 User interface

4.1 Mobile application initial screen

The Smart Wi-Fi application can be obtained from the Google store for android environments and the Apple store for Apple environments. After installing the application in the respective environment, the initial screen is shown in the following figure:



Figure 6 – Mobil application initial screen

4.2 Login

This is the authentication screen in APP. The user name (Username) and the access key (Password) must be entered. There is also in this screen the possibility to retrieve the forgotten password (Forgot password), show password, and login (Log in).



Figure 7 – Mobil application Login

4.3 Initial Setup

This screen contains the information of the initial procedure for placing the APP on the home network. To implement this procedure you must configure the Wi-Fi parameters off the FiberGateway, or read the QR code. After this procedure press the Next bar.

If something does not agree with the procedure, this screen shows "Unable to connect to your network. Please check your internet connection or contact your support (000000000)".



Figure 8 – Mobil application initial screen

4.3.1 Change name or password

In this screen is implemented the Change Name (Wi-Fi SSID) and password change functionality. It is possible to choose the possibility that the password can be visible on the screen.

If any of the information provided is invalid then the following information is displayed on the screen: "Unable to change name or password. Special characters ar not allowed."



Figure 9 – Change name or password

4.3.2 Ready to Smart Wi-Fi

In this screen we have access to three features: Add Smart Wi-Fi (Add Extender), get more information about Smart Wi-Fi, (Learn more about Smart Wi-Fi) and start using the application (Start using now).



Figure 10 – Ready to Smart Wi-Fi

4.3.3 Add extender

This screen is connected to the domestic Wi-Fi network. The network name is the Wi-Fi SSID. After the connection is made, the next step is to identify a good place to place the smart Wi-Fi extender. To proceed to this step, select "Next". The place to place the Smart extender must have an available electrical power point (230V) Placing the smart extender within the boundary of Wi-Fi coverage implies a lower bandwidth throughput. Improving Wi-Fi coverage also improves bandwidth throughput.

To help in this choice will be used the smartphone, which will show us three situations: With the red color in the symbol appears the information "The signal is bad here Try a better position": With the yellow color in the symbol appears the "Not only good Try a better position ": With the green color in the symbol appears the information "

4.3.4 Find a place for extender

Let's use your smartphone to find a good place for your extender Be sure that place has an electrical outlet. Press the bar "Let's do it". Ok, this is a good place to put your extender ".



Figure 11 – Add extender



Figure 12 – Find a place for extender

4.3.5 Good place for extender

Position your extender, ideally no more than two rooms away from the Gateway. We can see the symbol in the app changing the color from red (bad place for the extender) to yellow (not a very good place) to green. Ok, this is a good place to put your extender.



Figure 13 – Good place for extender

4.3.6 Plug your extender

Plug your extender and wait until the led gets green.



Figure 14 – Plug your extender

4.3.7 Connect the extender

Press the WPS button in your extender and wait until the message connected appear in the App.



Figure 15 – Connect the extender

4.3.8 Name your extender

After the extender is switched on, some additional configurations are possible, such as giving the extender a different name.



Figure 16 – Name your extender

4.4 OnBording

After all the initial configurations, it is possible to take advantage of all the features of the Wi-Fi smart mesh application. We can group these features into four groups:

Extended Wi-Fi network, network access control (parental control), guest network, and user autonomy.



Figure 17 – OnBording

4.4.1 Full Wi-Fi coverage

It is possible to analyze the Wi-Fi signal in order to find areas without coverage, in order to optimize the placement of extenders.



Figure 18 – Full Wi-Fi coverage

4.4.2 Parental control

Create your own profiles and quickly limit or check the internet usage of family members or groups.



Figure 19 – Parental control

4.4.3 Guest Network

Share your network with your guest without losing your device's privacy.



Figure 20 - Guest Network

4.4.4 Customer autonomy

Use your Smart Wi-Fi app to optimize your network with total autonomy.



Figure 21 – Customer autonomy

4.5 Home Network

This screen contains two main areas, namely: One with the topology of the home network, and the other with more information about the various elements of the home network, characteristics of the devices, and general information on data traffic. The network topology shows the available Gateway and Extenders. In the detail window there are eight buttons, four on the bottom line (Home, Internet, Devices, Profiles) and four on the top line (Internet Pause, Share Wi-Fi, Activate Guest, Shortcuts). It is possible to access more information by pressing the "up" symbol, followed by detailed information about the nodes and network, devices, general configurations. Pressing the "down" symbol shows only the eight buttons.



Figure 22 – Home Network

4.5.1 New topology

This screen displays a new network topology.



Figure 23 – New topology

4.5.2 Network detail

By expanding the bottom window, you gain access to a set of features, namely:

- 1. Display of network speeds, downward / upward
- 2. Add a new extender
- 3. Available nodes
- 4. Connected devices
- 5. Access control and profiles
- 6. Restart network

By restarting your gateway, your network will be unavailable for about one minute. You'll be patient and wait for the operation to be done until you can interact with Smart Wi-Fi app.



Figura 24 – Detalhe da rede

4.5.3 Internet Pause

n this screen we can execute a set of functionalities regarding the interruption of access to devices on the internet. This access interruption has a time limit previously defined in the "Pause time" button. We can select device by device or a global selection.

Note: These features do not affect the device on which the Smart Wi-Fi App is running.



Figura 25 – Internet Pause

4.5.4 Share Wi-Fi

This screen shows the information needed to share access to the Wi-Fi network. The information is shown using a QR code and also with the network name and password.

By pressing the "Share" bar, you can access messaging applications that can be used to share network information.



Figura 26 – Share Wi-Fi

4.5.5 Activate guest network

This screen contains the functionality that allows the activation of guests on the network, maintaining the privacy of the devices on the private network.

Guests only have access to the gateway's coverage area.



Figura 27 – Ativar convidado



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