FREQUENTLY ASKED QUESTIONS

PROLiNK® PRC2402M
Xtend Pro Whole Home Mesh Wi-Fi System

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CE Declaration of Conformity

This equipment complies with the requirements relating to electromagnetic compatibility, EN 55022/A1 Class B.

⚠ **IMPORTANT SAFETY INSTRUCTIONS**

CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN

Please read this entire manual before using this device, paying extra attention to these safety warnings and guidelines. Please keep this manual in a safe place for future reference.

- This device is intended for indoor use only.

- Do not expose this device to water or moisture of any kind. If moisture does get in or on the device, immediately unplug it from the power source, then allow it to fully dry before reapplying power.

- Do not touch the device or any connected cables with wet hands.

- Unplug the device from its power source if it will go unused for a long period of time.

- Clean using a soft, dry cloth only. Do not use chemical cleaners, solvents, or detergents. For stubborn deposits, moisten the cloth with warm water.

- This device has no user serviceable parts. Do not attempt to open, service, or modify this device.

Frequently Asked Questions

Which unit from Twin Pack is recommended to be used as the main router?

Ans. It is recommended to use Blue-Top casing as the main router

What if the LED shows Blue Solid, but not able to surf internet when connected through its Wi-Fi or LAN cable?

Ans. Follow below steps;

Step 1. Disconnect and manually reconnect (through Wired LAN / WiFi) to the PRC2402M router

Step 2. Set Fix DNS Server IP Address
   a. Go to http://prc2402m.setup/ or http://192.168.123.254/ and login
   b. Click **Setup** > **Internet** > change **DNS drop down menu** to **Use the following DNS**
   c. Fill in as **8.8.8.8** and **8.8.4.4** respectively for DNS 1 and DNS 2
   d. Click **Apply**

Step 3. Disconnect and Reconnect WiFi and Wired clients.

How to recover Internet access after ISP downtime and recovered

Ans. By default, the PRC2402M will recover itself. Follow below steps if it did not manage to recover itself;

Step 1. Power-Off all PRC2402M units (router and node units)

Step 2. Power-On PRC2402M Router unit (blue-top-casing or the immediate unit connected to the main internet source).
Step 3. Wait for the Router unit to fully bootup and LED becomes Solid Blue.
Step 4. Power-On the node units

How to pair new PRC2402M single pack unit into existing running PRC2402M mesh?

Ans. Follow below steps;

Step 1. Power-On the new PRC2402M unit near the existing PRC2402M router unit

Step 2. Wait for the new unit to finish booting up (indicating by blinking red)

Step 3. On PRC2402M Router unit > Press & Hold Pair button for 2 secs then release, the LED will become Blue Blinking

Step 4. On new PRC2402M unit > Press & Hold Pair button for 2 secs then release, the LED will become Blue Blinking

Step 5. Wait until the pairing process completed (indicated by all unit showing Blue Solid LED); pairing takes approximately 2 min 30 secs.

Step 6. Power-Off the newly paired PRC2402M unit and move to a location in-between existing PRC2402M unit and Wi-Fi dead spot location

Step 7. Power-On the newly paired PRC2402M

How to set the PRC2402M to support Wired-Backhaul?

Ans. Follow below steps;

Step 1. Ensure all node units are paired.

a.   For Twin pack, node unit is already pre-paired to the router unit

b.   For Single pack or any new unit, Pairing can only be done via Pair button between the node unit and the router unit.

Step 2. Ensure that LAN cable is connected between from **PRC2402M Router LAN port** to **Node unit's WAN port**.

Step 3. Power-On the Node unit

Where should I place my node unit after pairing successful?

Ans. General guideline is maximum of 2 room distance between the main router and the node. Or maximum of 2 room distance between existing node and the new node. It is highly recommended to place the unit on an open space or unobstructed space. Please do take note of below placement examples to avoid:

- corner of the room on the floor,
- hidden in fully enclosed wooden/glass cupboard,
- behind-beside-below fish-tank,
- near microwave oven,
- on top of fridge,
- etc

How do I access the PRC2402M WebGUI after finished setting up?

Ans. Follow below steps;

Step 1. Ensure that the Wi-Fi Client / Wired Client is connected to PRC2402M

Step 2. Choose either one of below 2 options:

Option1. Laptop / Desktop - Go to http://prc2402m.setup or https://prc2402m.setup > login

Option2. Mobile phone - Launch mXtend App > Existing Setup > login

Why is the Client List page not showing up after clicking onto the page link?

Ans. Client list page loading may take an approximately 12 seconds, please wait a little while more as the request is being processed. Note that every time it is clicked, the request to pull client list is being reprocessed.

Can the PRC2402M support AP mode?

Ans. Yes. PRC2402M can support AP mode. Note that in AP mode, all NAT or Firewall related features (example DDNS, Port forwarding) will not be available.

How do I set PRC2402M as AP mode instead of default Router mode?

Ans. From Factory default mode, Select **AP Mode** during Setup Wizard

How to set the PRC2402M to support VLAN Internet setting?

Ans. Follow below steps;

Step 1. Connect a PC / Laptop / Mobile to PRC2402M and Login (http://prc2402m.setup or through mXtend App)

Step 2. Click **Setup** > click **Internet Settings** > click **VLAN** > Fill in the correct VLAN values and click **Apply** to proceed.

Step 3. Connect the *Set Top Box* to PRC2402M main router's **LAN 3**

Example:

Does PRC2402M support IPTV Set Top Box / VOIP phone connection at Node?

Ans. Currently, IPTV Set Top Box and VOIP phone connection has to be connected to the PRC240M main router unit. Support for connection at node side is currently not available.

How do I know what VLAN values to set for my subscribed ISP for Internet/IPTV/VOIP service?

Ans. For best accurate information, please do check with your ISP. Below table information may serve as setting guideline.

a. For Singapore

Operators	Singtel	Starhub	M1
Connection Type	DHCP	DHCP	DHCP
VLAN ID			
Internet	10	0	0
IPTV	20	Starhub IPTV connection is through its ONT/ONR. No settings required on Router	0
VOIP	Digital phone is directly connected to the ONT/ONR	Digital phone is directly connected to the ONT/ONR. No settings required on Router	Digital phone is directly connected to the ONT/ONR. No settings required on Router
VLAN Priority ID			
Internet	0	0	0
IPTV	4	Starhub IPTV connection is through its ONT/ONR. No settings required on Router.	0
VOIP	Digital phone is directly connected to the ONT/ONR	Digital phone is directly connected to the ONT/ONR. No setings required on Router.	Digital phone is directly connected to the ONT/ONR. No setings required on Router.

b. For Malaysia

Operators	TM Fiber Unifi	MaxisONE Fiber	TIME Fiber Broadband
Connection Type	PPPoE	PPPoE	PPPoE
VLAN ID			
Internet	500	621	0
IPTV	600	823	0
VOIP	400	822	0
VLAN Priority ID			
Internet	0	0	0
IPTV	0	0	0
VOIP	0	0	0

What do the LED different colour/behaviour mean?

Ans. Refer to below table;

LED Behaviour	Mesh Router	Mesh Node
Solid Purple	Starting-Up / Booting-Up	Starting-Up / Booting-Up
Solid Blue	The internet connection is up	The connection between the Mesh Node and the Mesh Router or another Mesh Node in the system is good
Blinking Blue	The Mesh Pairing or TouchLink process initiated and ongoing	The Mesh Pairing or TouchLink process initiated and ongoing
Solid Red	-	The connection between the Mesh Node and the Mesh Router or another Mesh Node is weak
Blinking Red	The Router has no internet connection	1) The Node is unable to connect to the Mesh Router or another Node 2) The Node has no internet connection

What should I do and Who to contact for suspected security breach?

Ans. Should you suspect that your Wi-Fi or WebLogin or App Login password has been breached, please do the following steps immediately. For further assistance, we are reachable at support@prolink2u.com.

Step 1. Go to http://prc2402m.setup > login > click **Setup** > click **Login Password** > change the password and click **Apply**

Step 2. Login with the new password > click **Wi-Fi** > click **Wi-Fi Configuration** > change both Wi-Fi SSID and Wi-Fi Password > click **Apply**

How to allow my Smart-Home devices discoverable when connected to the mesh?
Ans.

A. If it is operating in Router Mode - Please ensure the UPNP is enabled by default.

B. If it is operating in AP mode, please ensure that your main router's UPnP feature is enabled.

How to enable / disable UPnP feature in PRC2402M?
Ans. Follow below steps;

Step 1. Go to http://prc2402m.setup > login > click **Setup** > click **Network Tools** > click **UPNP**

Step 2. Click either **Enable** or **Disable** > click **Save**

How to reserve IP Address to a specific device?

Ans. Follow below steps;

Step 1. Go to http://prc2402m.setup > login > click **Setup** > click **Client List** > click **Static IP**

Step 2. Fill in the *fields* > click **[+]**

Notes:

a. Ensure the Assigned IP Address is not clashing with any of existing connected client.

b. Ensure that the MAC Address tallies the actual device to be assigned.

c. IF the device is currently connected to the mesh, power off / on the device again so that it is able do get the newly assigned IP Address.

d. Currently it supports up to 10 DHCP IP reservation list.

Client List	Static IP

Static IP List

Device Name	IP Address	MAC Address	
TestDevice	192.168.88.251	aa:bb:cc:dd:ee:ff	+

Tip: The IP Address above should be in the DHCP address range 192.168.88.1 - 192.168.88.253

How to recover Internet after connecting ISP ONT to PRC2402M WAN port?

Ans. Follow below steps;

Step 1. Ensure/double check if there is a need to have VLAN settings configured on the subscribed ISP. Please proceed to set accordingly if there is a need to set VLAN.

Step 2. Power-Off both ONT and PRC2402M router unit for 30 minutes

Step 3. After 30 minutes, Power-On the ONT and wait until Internet LED turns Green.

Step 4. Ensure that the physical connection from ONT to PRC2402M is correct (ONT LAN port to PRC2402M WAN port).

Step 5. Power-On the PRC2402M unit.