Ruijie Reyee RG-PON3000GX GPON/EPON Wi-Fi Router

Installation Guide

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Preface

Intended Audience

This document is intended for:

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

Technical Support

- Ruijie Reyee website: https://reyee.ruijie.com
- Online support center: https://reyee.ruijie.com/en-global/support
- Case portal: https://www.ruijie.com/support/caseportal
- Community: https://community.ruijie.com
- Email support: service_rj@ruijie.com
- Live chat: https://reyee.ruijie.com/en-global/rita

Conventions

1. Signs

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

Danger

An alert that calls attention to safety instruction that if not understood or followed can result in personal injury.

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.

Caution

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

Note

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.

2. Note

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.

Contents

Preface I

1 Overview 1

1.1 About the RG-PON3000GX 1

1.2 Product Appearance 1

1.2.1 Appearance 1

1.2.2 Ports 2

1.2.3 LEDs 3

1.3 Technical Specifications 4

1.4 Power Consumption 8

2 Preparing for Installation 9

2.1 Package Contents 9

2.2 Safety Guidelines 9

2.3 Laser Safety 9

2.4 Site Requirements 10

2.4.1 Temperature and Humidity 10

2.4.2 Cleanliness 11

2.4.3 ESD Prevention 11

2.4.4 Preventing Electromagnetic Interference 11

2.4.5 Installation Site 12

2.5 Tools 12

3 Installing the Router 13

3.1 Before You Begin 13

3.2 Safety Precautions During Installation 13

3.3 Installation 13
3.4 Quick ONU Configuration 14
3.5 Bundling Cables 15
3.6 Verifying Installation 16
4 Commissioning 17
4.1 Setting Up the Configuration Environment 17
4.2 Configuring the Router 17
5 Monitoring and Maintenance 19
5.1 Monitoring 19
5.2 Hardware Maintenance 19
6 Common Troubleshooting 20
6.1 Troubleshooting Flowchart 20
6.2 Common Faults 20
7 Appendix 22
7.1 Appendix A Connectors and Media 22

1 Overview

1.1 About the RG-PON3000GX

The RG-PON3000GX is a Wi-Fi 6 optical network unit (ONU), supplied to the ISP channel.

- Supports the 2.4 GHz and 5 GHz bands, delivering a combined wireless rate of up to 3000 Mbps and supporting up to 192 concurrently connected wireless clients.
- One passive optical network (PON) port, supporting both Gigabit-capable Passive Optical Networks (GPON) and Ethernet Passive Optical Network (EPON).
- Four LAN ports, one of which supports LAN/WAN switching.
- Five external antennas, three of which are DCMD antennas.

1.2 Product Appearance

1.2.1 Appearance



1.2.2 Ports

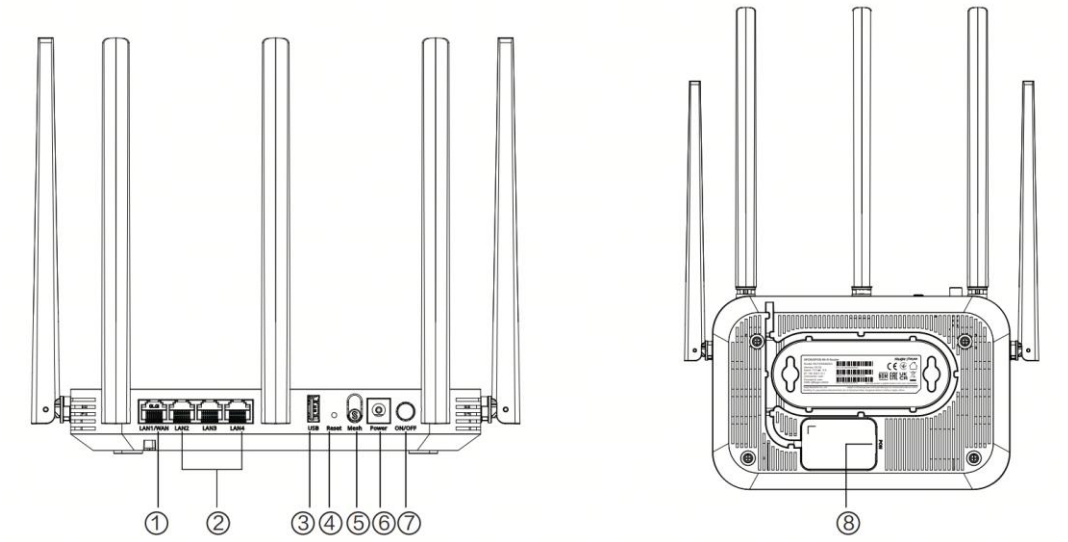


Table 1-1 Components on the RG-PON3000GX

No.	Port Name	Description
1	LAN1/WAN	One 10/100/1000BASE-T port, which can connect to a wired client such as a PC, and can be switched to a WAN port.
2	LAN2, LAN3, and LAN4	Three 10/100/1000BASE-T ports, which can connect to wired clients such as a PC.
3	USB port	USB 2.0
4	Reset button	Press and hold the Reset button for more than 10 seconds: ● When the **Disable Reset** feature is disabled, restore the device to factory settings. ● When the **Disable Reset** feature is enabled, enable the developer mode on the device.
5	Mesh button	Press and hold the button for less than 2 seconds to enable mesh pairing on the device.
6	DC power connector	Connected to the DC power adapter delivered with the device for power supply.
7	ON/OFF button	Power button, used to power on or off the device.
8	PON	This port supports Gigabit Passive Optical Network (GPON) and Ethernet Passive Optical Network (EPON) and connects to an optical cable.

1.2.3 LEDs

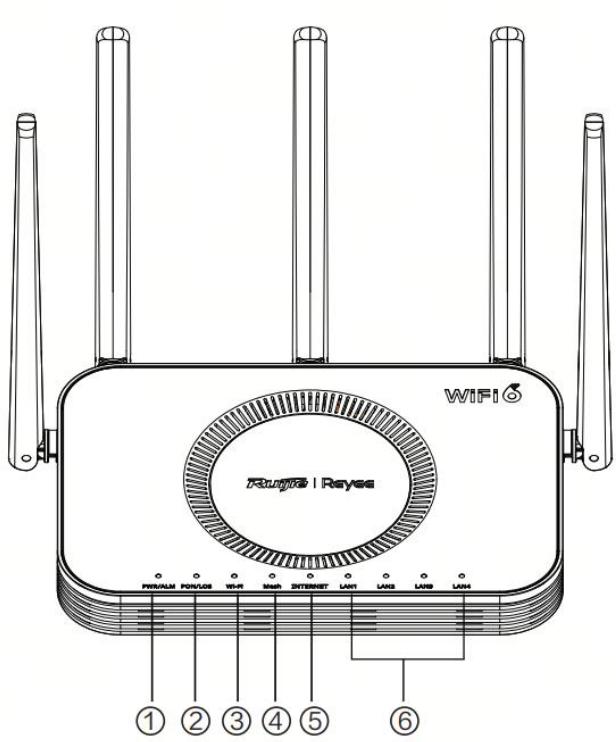


Table 1-2 LEDs

No.	LED Name	Color/Status	Description
1	PWR/ALM	Solid green	The device functions properly.
		Fast blinking green	The device is starting, resetting, or upgrading.
		Fast blinking red at intervals	The device's main program is missing. The device is attempting to repair it.
		Off	The device is not powered on or the power supply is faulty. Check the socket, power cord, and ON/OFF button.
		Slow blinking red	The temperature of the optical transceiver is greater than 85°C (185°F), affecting the device performance.
		Slow blinking green at intervals	The **Disable Reset** feature is enabled.
		Fast blinking red	(Applicable only when the device is connected to the batch configuration tool) Failed to deliver the configuration.
2	PON/LOS	Fast blinking green	The PON port is connecting to the ISP's optical line terminal (OLT). It is a normal registration process. Wait for 1 to 3 minutes.
		Solid green	The PON port has been activated, successfully registered

No.	LED Name	Color/Status	Description
			with the OLT, and synchronized optical signals.
		Slow blinking red	Optical signal loss, unconnected optical cable, weak optical signal, or optical transceiver fault.
3	Wi-Fi	Solid green	The Wi-Fi feature is enabled.
		Off	The Wi-Fi feature is disabled.
4	Mesh	Solid green	Mesh pairing succeeded.
		Blinking green	Mesh pairing in progress...
5	INTERNET	Off	● When the device is not connected to the batch configuration tool, the device is not connected to the Internet. ● (Applicable only when the device is connected to the batch configuration tool) The batch configuration task on the PC is not enabled, or communication between the device and the batch configuration tool is abnormal.
		Fast blinking green	(Applicable only when the device is connected to the batch configuration tool) The batch configuration tool is delivering the configuration. Note: If delivery fails, the status will remain **Delivering**.
		Solid green	● When the device is not connected to the batch configuration tool, the device is connected to the Internet. ● (Applicable only when the device is connected to the batch configuration tool) The configuration is delivered.
6	LAN1, LAN2, LAN3, and LAN4	Solid green	The corresponding LAN port is properly connected to a client, such as a PC or set-top box.
		Fast blinking green	The corresponding LAN port is transmitting data.
		Off	The link is not established. (Check whether the Ethernet cable is properly connected.)

1.3 Technical Specifications

Table 1-3 Technical Specifications

Parameter Type	Parameter Name	RG-PON3000GX
Product Information	Warranty	3 years
System Specifications	RAM	256 MB DDR3

Parameter Type	Parameter Name	RG-PON3000GX
	Maximum wireless data rate	2974 Mbps
	2.4 GHz wireless data rate	573 Mbps
	5 GHz wireless data rate	2401 Mbps
	Operating band	IEEE 802.11b/g/n/ax, 2.400 GHz to 2.4835 GHz IEEE 802.11a/n/ac/ax, 5.150 GHz to 5.350 GHz, 5.470 GHz to 5.725 GHz, 5.725 GHz to 5.850 GHz Note: Available bands vary with countries and regions. To use the preceding frequency bands, ensure that your country or region supports these frequency bands.
	Maximum transmit power (EIRP)	Frequency bands using and the max EIRP: Note: Country specific restrictions apply European Union & United Kingdom 2400-2483.5 MHz, EIRP≤ 20 dBm 5150-5350 MHz, EIRP≤ 23 dBm 5470-5725 MHz, EIRP≤ 30 dBm Myanmar: 2400-2483.5 MHz, EIRP ≤ 23 dBm 5725-5825 MHz, EIRP ≤ 30 dBm Indonesia: 2400-2483.5 MHz, EIRP ≤ 27 dBm 5150-5350 MHz, EIRP ≤ 23 dBm 5725-5825 MHz, EIRP ≤ 23 dBm The frequency bands and transmitting power (radiated and/or conducted) nominal limits applicable to this radio equipment are as follows: 5725-5850MHz ≤ 13.98 dBm，applicable to the European Union and the United Kingdom.

Parameter Type	Parameter Name	RG-PON3000GX
		This device does not support the frequency range from 5945 MHz to 6425 MHz.
	Radio design	Dual-radio 4 spatial streams ● 2.4 GHz: 2 x 2, MIMO ● 5 GHz: 2 x 2, MIMO
	Modulation	OFDM: BPSK@6/9 Mbps, QPSK@12/18 Mbps, 16QAM@24 Mbps, 64QAM@48/54 Mbps DSSS: DBPSK@1 Mbps, DQPSK@2 Mbps, and CCK@5.5/11 Mbps MIMO-OFDM: BPSK, QPSK, 16QAM , 64QAM, 256QAM and1024QAM OFDMA
	Receive sensitivity	11b: –91dBm (1Mbps), –88dBm (5.5Mbps), –85dBm (11Mbps) 11a/g: –89dBm (6Mbps), –80dBm (24Mbps), –76dBm (36Mbps), –71dBm (54Mbps) 11n: –83dBm (MCS0), –65dBm (MCS7), –83dBm (MCS8), –65dBm (MCS15) 11ac: 20MHz: –83dBm (MCS0), –57dBm (MCS9) 11ac: 40MHz: –79dBm (MCS0), –57dBm (MCS9) 11ac: 80MHz: –76dBm (MCS0), –51dBm (MCS9) 11ac: 160MHz: –76dBm (MCS0), –50dBm (MCS9) 11ax: 20MHz: –85dBm (MCS0), –58dBm (MCS11) 11ax: 40MHz: –82dBm (MCS0), –54dBm (MCS11) 11ax: 80MHz: –79dBm (MCS0), –52dBm (MCS11) 11ax: 160MHz: –76dBm (MCS0), –49dBm (MCS11)
	Wi-Fi standard	Wi-Fi 6 (IEEE 802.11ax) standard, compatible with IEEE 802.11a/b/g/n/ac standards
Antenna	Antenna	2.4 GHz: 2 external omnidirectional antennas 5 GHz: 3 external omnidirectional antennas
Port Specifications	LEDs	1 × PWR/ALM LED 1 × PON/LOS LED

Parameter Type	Parameter Name	RG-PON3000GX
		1 × INTERNET LED 4 × LAN LEDs 1 × Mesh LED 1 × Wi-Fi LED
	Total number of RJ45 ports	4
	Total number of optical ports	1
	Maximum number of WAN ports	2
	Maximum number of LAN ports	4
Power Supply and Consumption	Maximum power consumption	16 W
	Power supply	DC power adapter
	Power input	DC adapter: ● Rated input voltage: 100 V AC to 240 V AC, 50/60 Hz ● Rated input current: 0.6 A Output: ● Rated output voltage: 12 V DC ● Maximum output current: 1.5 A
Dimensions and Weight	Product dimensions (W x D x H)	200 mm x 130 mm x 30 mm (7.87 in. x 5.12 in. x 1.18 in.) (excluding the antenna height)
	Weight	0.38 kg (0.84 lbs)
Environment and Reliability	MTBF	30,000 hours
	Operating humidity	5% RH to 95% RH (non-condensing)
	Operating temperature	-10°C to +40°C (14°F to 104°F)
	Storage humidity	5% RH to 95% RH (non-condensing)
	Storage temperature	-40°C to +70°C (-40°F to +158°F)

Note

This device does not support the 5945-6425MHz.

1.4 Power Consumption

Use only power adapters listed in the *Installation Guide*. Power adapter manufacturers are as follows:

(1) Shenzhen AMC Technology Co., Ltd.

Model: AD-D0031200150EU01 (EU plug), AD-D0031200150US01 (US plug), AD-D0031200150UK01 (UK plug), and AD-D0031200150AR01 (AR plug).

Input: 100–240 V AC, 50/60 Hz, 0.6 A

Output: 12 V ⎓ 1.5 A, 18 W

(2) MASS POWER ELECTRONICS INC.

Model: S024-1E120150VE-H (EU plug), S024-1E120150VU-V (US plug), S024-1E120150VK (UK plug), and S024-1E120150VR (AR plug).

Input: 100–240 V AC, 50/60 Hz, 0.6 A

Output: 12 V ⎓ 1.5 A, 18 W

2 Preparing for Installation

2.1 Package Contents

Table 2-1 Package Contents

No.	Item	Quantity
1	RG-PON3000GX	5
2	Power adapter	5
3	Ethernet cable	5
4	*Quick Start Guide*	5
5	*Warranty Card*	1

Note

The package contents are subject to the purchase contract, and actual delivery may vary. Please check the items carefully against the package contents or purchase contract. If you have any questions, please contact the distributor.

2.2 Safety Guidelines

The RG-PON3000GX plays a vital role in connecting networks, and its proper functioning is crucial for ensuring the normal operation of all interconnected subnetworks.

The following safety guidelines must be followed during installation and use.

- Do not place the equipment in a wet position, and keep it away from liquid.
- Keep the equipment away from heat sources.
- Wear an ESD-preventive wrist strap during installation and maintenance.
- Do not wear loose clothing that may be snagged on components of the equipment. Tighten your belt, scarf, and sleeves.
- Keep tools and accessories away from walk areas.
- You are advised to use uninterruptible power supplies (UPSs), as it can prevent power outages and avoid power interference.

2.3 Laser Safety

A device with an optical port usually supports multiple types of optical transceivers, all of which are Class I laser products. Pay attention to the following during the use of optical transceivers:

- When an optical transceiver is in operation, ensure that its port is connected to an optical fiber or covered by

a dust cap to keep out dust and prevent it from burning your eyes.

- When an optical transceiver is in operation, do not look into its port after removing the optical fiber. Doing so may result in eye injury.

Figure 2-1 Laser Product Warning



Warning

Do not approach or look directly into any optical port under any circumstances. This may cause permanent damage to your eyes.

2.4 Site Requirements

The RG-PON3000GX must be installed and used indoors for normal operation and prolonged service life. The installation site must meet the following requirements.

- Temperature and humidity
- Cleanliness
- ESD prevention
- Preventing electromagnetic interference
- Installation site

2.4.1 Temperature and Humidity

To ensure normal operation and prolonged service life of the equipment, maintain appropriate temperature and humidity conditions in the equipment room. In an environment with high relative humidity, insulating materials are prone to poor insulation or even electricity leakage. In an environment with low relative humidity, insulating gaskets may shrink, resulting in screw loosening. In a dry environment, static electricity is more likely to occur, posing a risk to the internal circuits of equipment. A high temperature can accelerate the aging process of insulation materials, greatly reducing the availability of the equipment and severely affecting its service life. The following table describes the temperature and humidity requirements.

Operating Temperature	Operating Humidity
-10°C to +40°C (14°F to 104°F)	5% RH to 95% RH (non-condensing)

2.4.2 Cleanliness

Dust poses a significant hazard to the equipment. Dust on the enclosure causes electrostatic adhesion, leading to poor contact of the metallic joints. It not only affects the service life of the equipment, but also causes communication faults. The risk of electrostatic adhesion increases when the indoor relative humidity is low.

The following table lists the requirements for dust concentration and particle size in the equipment room.

Maximum Diameter (μm)	0.5	1	3	5
Maximum Concentration (Number of Particles/m^3)	1.4×10^7	7×10^5	2.4×10^5	1.3×10^5

Apart from dust, there are also requirements on the salt, acid, and sulfide in the air of the equipment room. These harmful gases will accelerate metal corrosion and component aging. Therefore, the equipment room should be properly protected against harmful gases, including SO_2, H_2S, NO_2, NH_3, and Cl_2. The following table lists the limits on harmful gases.

Gas	**Average (mg/m^3)**	**Maximum (mg/m^3)**
Sulfur dioxide (SO_2)	0.2	1.5
Hydrogen sulfide (H_2S)	0.006	0.03
Nitrogen dioxide (NO_2)	0.04	0.15
Ammonia gas (NH_3)	0.05	0.15
Chlorine gas (Cl_2)	0.01	0.3

.

2.4.3 ESD Prevention

The RG-PON3000GX is designed with ESD-preventive procedures during circuit design. However, excessive static electricity can still cause damage to its circuit board. Static electricity on the communication network connected to the router mainly originates from two sources:

- Outdoor high-voltage transmission lines, lightning, and other external electric fields
- Internal systems such as indoor flooring materials and the structure of the router

To prevent damage caused by static electricity, pay attention to the following:

- Keep the site as dust free as possible.
- Maintain appropriate temperature and humidity.

2.4.4 Preventing Electromagnetic Interference

Interference prevention measures primarily target electromagnetic and current interferences. The following requirements should be considered to ensure effective interference prevention.

- Take interference prevention measures for the power supply system.
- Keep the equipment away from the grounding system or lightning protection grounding system of the power facility.

- Keep the equipment far away from high-frequency current equipment such as high-power radio transmitting stations and radar launchers.

2.4.5 Installation Site

Regardless of whether the equipment is installed on a desktop or wall, ensure that the following requirements are met:

- The surface must be clean and smooth.
- The cables are properly connected.

2.5 Tools

Common Tools	Phillips screwdriver, power cords, cage nuts, diagonal pliers, and cable ties
Dedicated Tools	Wire stripper, crimper, RJ45 connector crimping plier, and wire cutter
Meters	Multimeter and bit error rate tester (BERT)

Note

The RG-PON3000GX is delivered without a toolkit. Prepare the preceding tools by yourself.

3 Installing the Router

Caution

Before installing the equipment, ensure that guidelines and requirements in Chapter 2 have been met.

3.1 Before You Begin

Carefully plan and arrange the installation location, networking, power supply, and cabling before installing the RG-PON3000GX. Ensure that the following requirements are met before installation:

- The installation site meets the temperature and humidity requirements.
- The power supply is available at the installation site, and its current meets the requirements.
- The power supply meets the requirements.
- The Ethernet cables have been deployed at the installation site.
- The installation site meets the site requirements of the equipment.
- Routers dedicated to specific users meet the specific requirements before installation.

3.2 Safety Precautions During Installation

To ensure the normal operation and prolonged service life of the equipment, observe the following safety precautions:

- Do not power on the equipment during installation.
- Place the equipment in a well-ventilated environment.
- Do not subject the equipment to high temperatures.
- Keep the equipment away from high-voltage power cables.
- Install the equipment indoors.
- Do not expose the router to a thunderstorm or strong electric field.
- Keep the router clean and dust-free.
- Cut off the power supply before cleaning the router.
- Do not wipe the equipment with a damp cloth.
- Do not wash the equipment with liquid.
- Do not open the enclosure when the equipment is working.
- Secure the equipment properly.

3.3 Installation

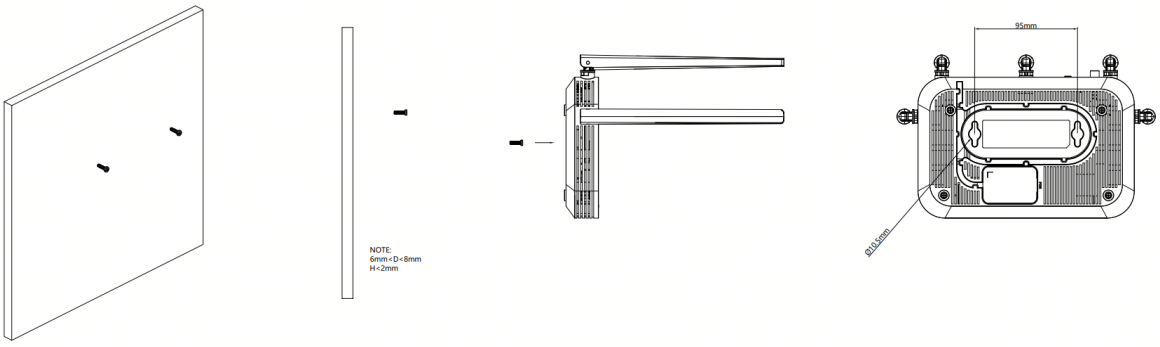
The router supports two installation modes:

- Mounting on a desktop: Place the router on a flat desktop and maintain sufficient clearance around the router for air circulation.

- Mounting on a wall:

(1) Drill two holes in the wall at the same height, with a spacing of 95 mm (3.74 in.). Insert two user-supplied screws into the holes.

(2) Align the two holes at the bottom of the device with the screws, and hang the device securely on the screws.



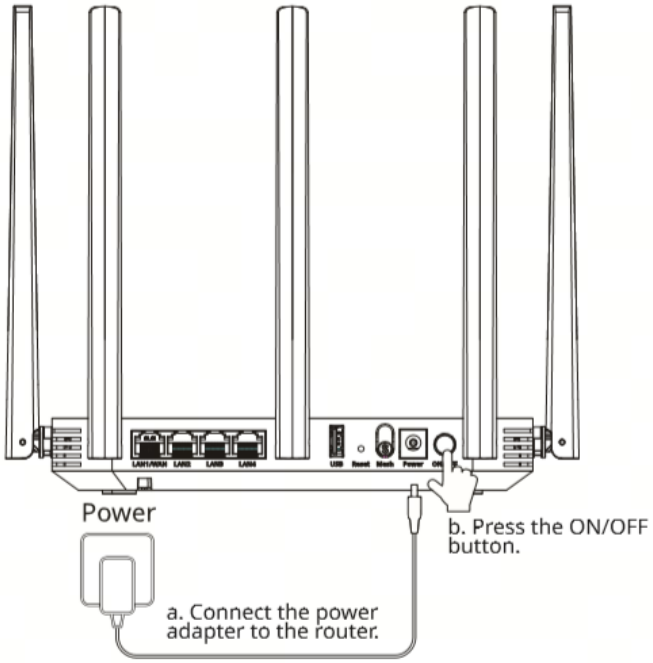
Note

- The diameter of the screw head, 6 mm < D < 8 mm, Screw head thickness < 2 mm, and the distance of two screws is 95 mm.
- Leave approximately 4.5 mm (0.18 in.) of clearance between the screw head and the wall. The screw length should be at least 20 mm (0.79 in.) to support the weight of the equipment.
- The recommended mounting height for the router is 2–2.5 meters (6.56–8.2 feet).

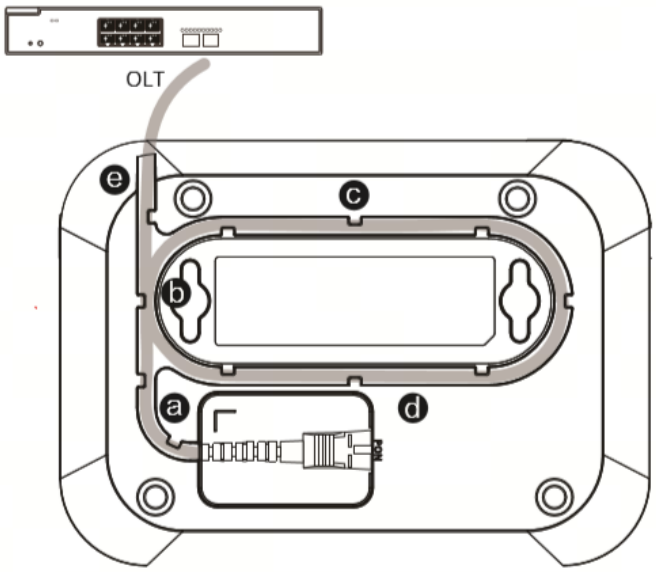
3.4 Quick ONU Configuration

(1) **Connect the optical network unit (ONU).**

a Connect the included DC power adapter to the ONU and press the ON/OFF button.

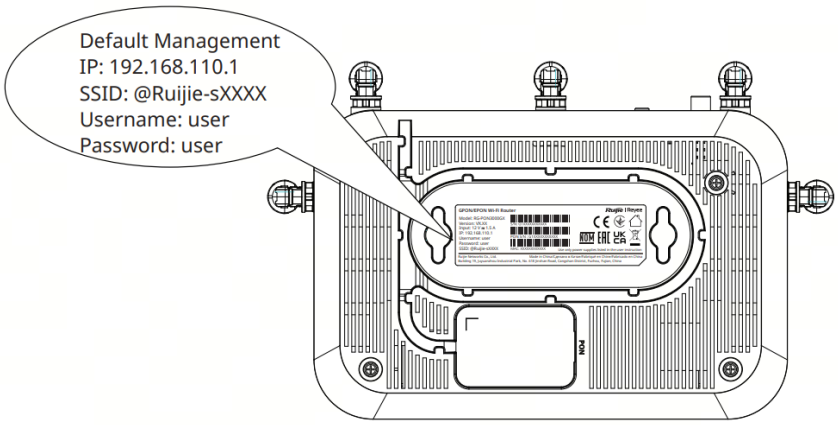


b Connect the optical cable to the PON port, and arrange the cable along the cable management groove on the bottom of the device. (The solid line in the figure indicates the fiber routing path.)



(2) **Connect your client to the Wi-Fi network.**

Check the nameplate at the bottom of the ONU, and locate the SSID (Wi-Fi name), username (default web login username), and password (default web login password).



If you encounter any difficulties while connecting to this SSID, scan the QR code on the back of the shipping carton for further assistance.

(3) **Customize the ONU settings.**

Ensure that your smartphone or PC is connected to the ONU network through a Wi-Fi connection or an Ethernet cable. Open a browser, enter 192.168.110.1 in the address bar to access the setup page, and then follow the on-screen instructions to complete the configuration.

3.5 Bundling Cables

Precautions

- Bundle cables in an esthetically pleasing way.
- Ensure that the twisted pairs have natural bends or bends of large radius at the connectors.

- Do not overtighten the cable bundle as it may reduce the cable life and performance.

Bundling Steps

(1) Bundle the hanging part of the twisted pairs using cable ties and lead them to the WAN/PoE port end of the router by convenience.

(2) Fasten the twisted pairs to the cable trough of the mounting bracket.

(3) Extend the twisted pairs under the router and route them in a straight line.

3.6 Verifying Installation

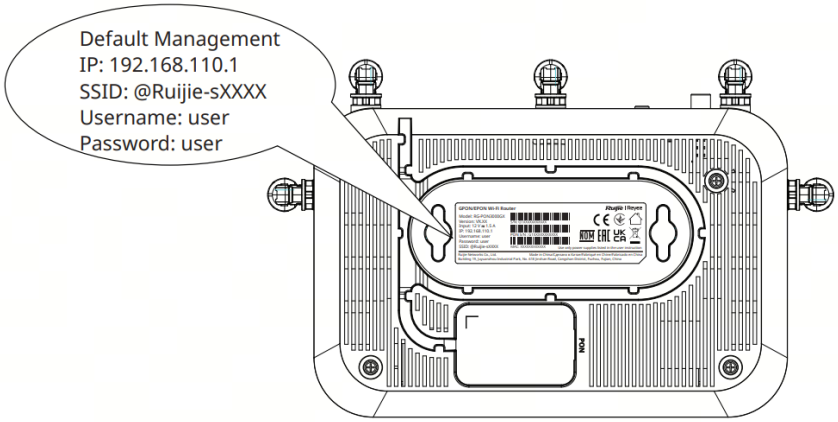
- Verify that the router is securely fastened.
- Make sure that the twisted pairs match the port type.
- Verify that cables are properly bundled.

4 Commissioning

4.1 Setting Up the Configuration Environment

You can connect a smartphone or PC to the router in the following way.

- **Wireless Connection:** On a smartphone or PC, search for the Wi-Fi SSID **@Ruijie-s*XXXX*** (*XXXX* is the last four digits of the MAC address of each device). The default SSID and login address can be found on the bottom nameplate of the router.



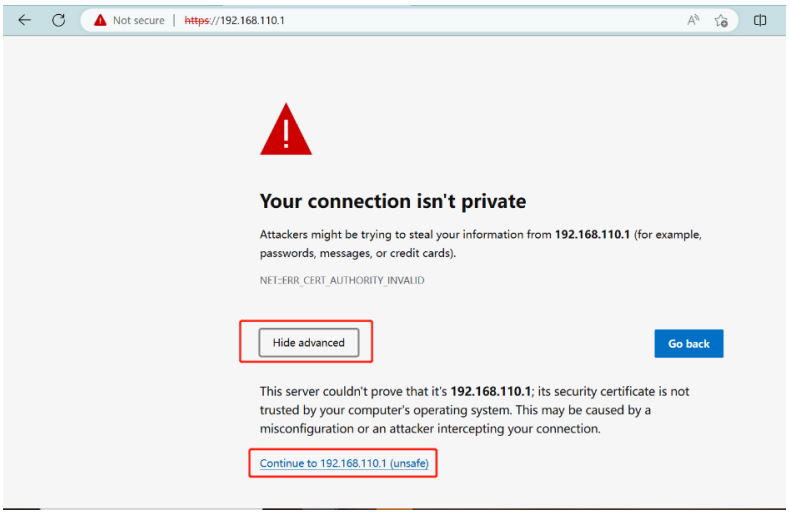
- **Wired Connection:** Connect a LAN port of the router to the Ethernet port of the PC, and configure **Obtain an IP address automatically** on the PC.

4.2 Configuring the Router

Ensure that your smartphone or PC is connected to the router's Wi-Fi network, either wirelessly or via an Ethernet cable. Then open a web browser and enter 192.168.110.1 in the address bar to access the setup page. Follow the step-by-step instructions of the Quick Setup to complete the initial configuration.

Note

If the following page is displayed, choose **Advanced** > **Continue to 192.168.110.1(unsafe)** to access the login page.


Not secure | https://192.168.110.1
Your connection isn't private
Attackers might be trying to steal your information from 192.168.110.1 (for example, passwords, messages, or credit cards).
NET::ERR_CERT_AUTHORITY_INVALID
Hide advanced
Go back
This server couldn't prove that it's 192.168.110.1; its security certificate is not trusted by your computer's operating system. This may be caused by a misconfiguration or an attacker intercepting your connection.
Continue to 192.168.110.1 (unsafe)

5 Monitoring and Maintenance

5.1 Monitoring

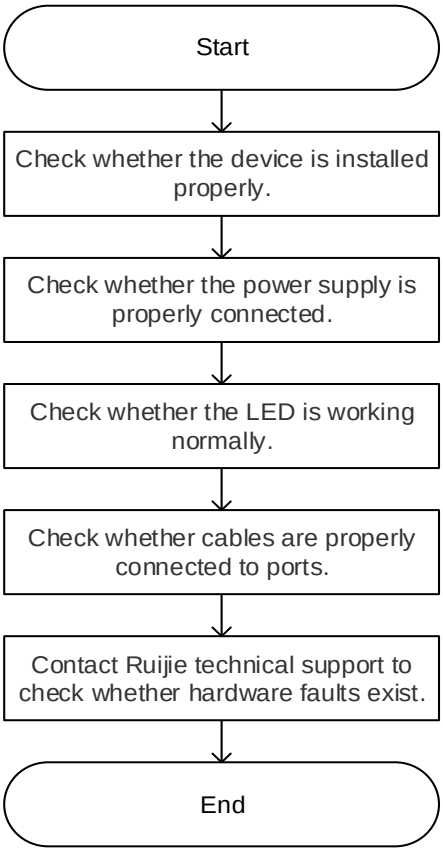
You can observe the LEDs to monitor the RG-PON3000GX in operation. For details about the working status of the LEDs, see 1.2.3 LEDs.

5.2 Hardware Maintenance

If the hardware is faulty, please contact the Ruijie technical support.

6 Common Troubleshooting

6.1 Troubleshooting Flowchart



6.2 Common Faults

(1) **What should I do if I cannot access the web management system?**

- Restart the ONU and try again.
- If a warning page appears stating that your connection is not private, click **Advanced** on the page and then click **Proceed to 192.168.110.1**.
- If the PC is configured with a static IP address, configure it to automatically obtain an IP address.
- Ensure that 192.168.110.1 is entered correctly in the address bar of the web browser.
- Use another web browser and try again.
- Disable and then re-enable the currently used network adapter.

(2) **What should I do if I cannot access the Internet?**

- Check whether the **INTERNET** LED is green.
- Check whether the **PON/LOS** LED is green. If not, ensure that the ONU is properly connected to the OLT.

(3) **How do I restore an ONU to factory settings?**

- Use a pin to press and hold the Reset button on the device for 10 seconds until the **PWR/ALM** LED starts to

blink.

- When the **PWR/ALM** LED turns solid on, the ONU broadcasts the SSID **@Ruijie-sXXXX**, indicating that the ONU has been restored to factory settings.

(4) **What should I do if I forget the Wi-Fi password?**

- Use the default password specified on the nameplate of the ONU.
- Reset the password by restoring the ONU to factory settings.

(5) **How do I deliver the batch configuration again?**

- To deliver another batch configuration to the device, press and hold the Reset button on the device for 10 seconds to restore it to factory settings first.

7 Appendix

7.1 Appendix A Connectors and Media

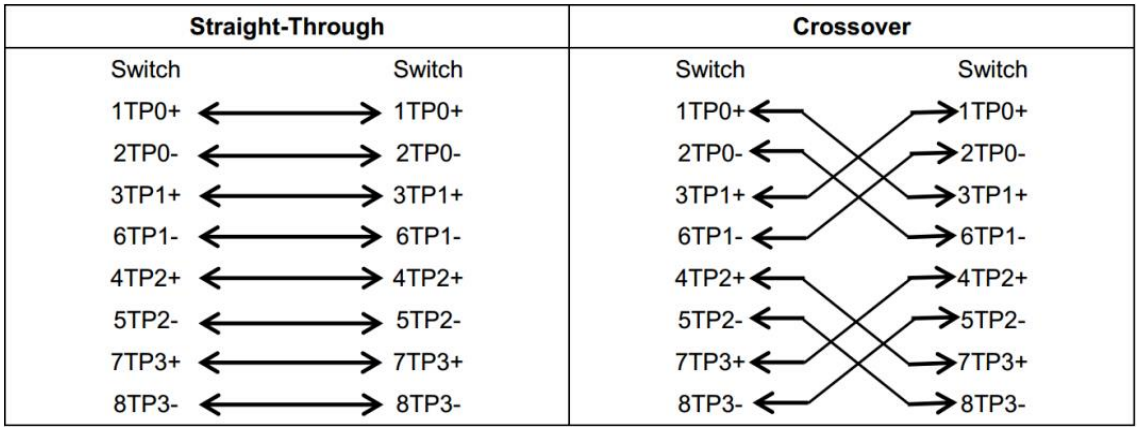
10/100/1000BASE-T Port

The 10/100/1000BASE-T port is a 10/100/1000 Mbps auto-negotiation port that supports automatic MDI/MDIX Crossover.

Compliant with IEEE 802.3ab, the 1000BASE-T port requires a 100-ohm Category 5e Unshielded Twisted Pair (UTP) or recommended Shielded Twisted Pair (STP) with a maximum distance of 100 meters (328.08 feet).

The 1000BASE-T port requires all four pairs of wires to be connected for data transmission. The following figure shows twisted pair connections for the 1000BASE-T port.

Figure 7-1 1000BASE-T Twisted Pair Connections



The 100BASE-TX/10BASE-T port can also be connected by cables of the preceding specifications. Besides, the 10BASE-T port can be connected by 100-ohm Category 3, Category 4, and Category 5 cables with a maximum distance of 100 meters (328.08 feet). 100BASE-TX port can be connected by 100-ohm Category 5 cables with a maximum distance of 100 meters (328.08 feet). The following table lists definitions of pin signals for the 100BASE-TX/10BASE-T port.

Table 7-1 100BASE-TX/10BASE-T Pin Assignments

Pin	Socket	Plug
1	Input Receive Data+	Output Transmit Data+
2	Input Receive Data-	Output Transmit Data-
3	Output Transmit Data+	Input Receive Data+
6	Output Transmit Data-	Input Receive Data-
4, 5, 7, 8	Not Used	Not Used

The following figure shows feasible connections of the straight-through and crossover twisted pairs for a 100BASE-TX/10BASE-T port.

Figure 7-2 100BASE-TX/10BASE-T Twisted Pair Connections

