Huawei OptiXstar K562e-10

Quick Start

Issue 01

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HUAWEI TECHNOLOGIES CO., LTD.

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1 Product Overview

Huawei OptiXstar K562e-10 is an edge router (AX3000Mbps Wi-Fi 6 Edge ONT) that supports dual-band Wi-Fi 6. It provides users with gigabit broadband access using Ethernet/Wi-Fi uplink technologies.

Description of Indicators

Indicator	State	Description
Power	Steady green	The device is powered on.
	Off	The device is powered off.
Internet	Steady green	The device is connected to the Internet.
	Blinking green	The device is connected to the Internet and data is being transmitted.
	Off	• When functioning as a router, no network cable is connected to the network port. • When functioning as a Wi-Fi repeater, the device is not connected to the Wi-Fi network of the router.
Ethernet	Steady green	Any GE port is connected to an Ethernet device (for example, a computer) with a network cable.
	Blinking green	Data is being transmitted on any GE port.
	Off	None of the four GE ports are connected with a network cable.
WLAN	Steady green	Wi-Fi is enabled.

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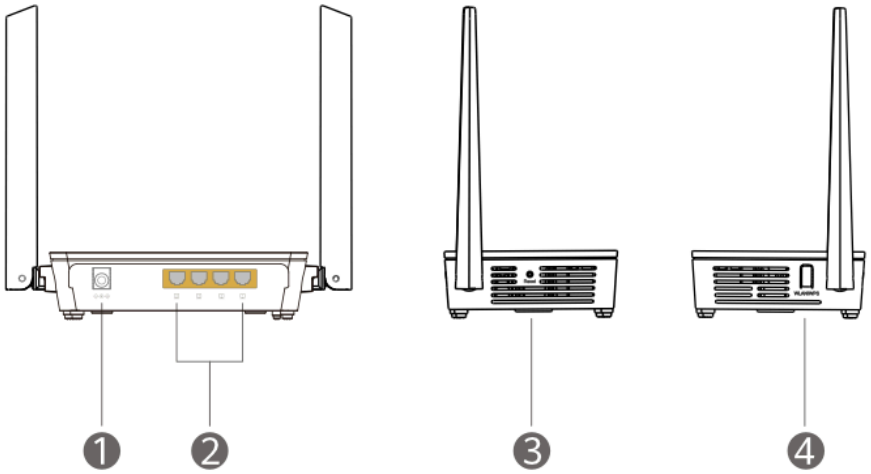
Indicator	State	Description
	Green: Blinking quickly (twice per second)	WPS pairing is in progress.
	Green: Blinking slowly (once every 2 seconds)	The K562e-10 has detected a device that can be paired.
	Off	Wi-Fi is disabled (enabled by default).

Ports and Buttons



No.	K562e-10	Description
1	Power	Connects to the power adapter.
2	Network ports	The port is auto-negotiated to a LAN port when connected to a computer or STB, and to a WAN port when connected to the LAN port of an Internet gateway.
3	Reset button	When the K562e-10 is starting, use a needle-shaped object to press and hold this button for more than 2 seconds until all indicators turn off. After the device restarts and the **Power** indicator turns on, the factory settings are restored. **NOTE** Exercise caution when pressing the button. If you cannot access the Internet after the device is restored to factory settings, contact your service provider for help.

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No.	K562e-10	Description
4	WLAN/WPS	• When the WLAN is on, press the WPS button (> 1s) and release the button to start Wi-Fi protected setup (WPS) negotiation. • Used to enable or disable the WLAN function - When the WLAN is disabled, press the WLAN button (> 5s) and release the button to enable the WLAN. - When the WLAN is enabled, press the WLAN button (> 5s) and release the button to disable the WLAN.

NOTE

- The K562e-10 can only be used indoors. It can be mounted onto a wall or be placed horizontally on a desktop. Do not install it in other modes, such as on the ceiling.
- Keep a clearance of more than 10 cm around the device to ensure proper ventilation.
- Keep the device away from electric appliances that generate strong magnetic or electric fields, such as microwave ovens.
- The figures shown in this document may differ from the actual products, but the differences do not affect the functions of the products.

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2 Network Expansion

2.1 Wireless Network Expansion

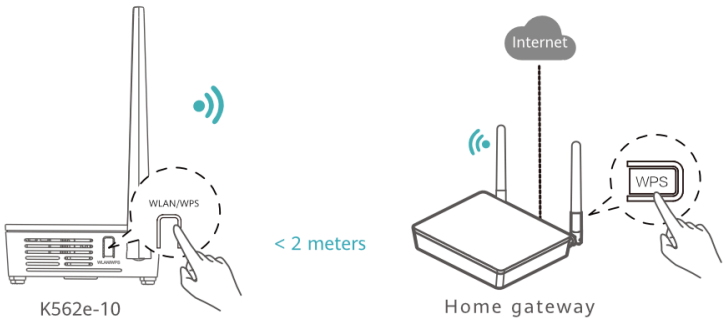
When you already have Wi-Fi in your home and need to expand the Wi-Fi coverage, you can use the **WLAN/WPS** button to connect the K562e-10 to the existing Wi-Fi network.

NOTICE

- This section assumes that your home network supports WPS features. If your home network does not support WPS features, you can log in to the K562e-10 web page to configure parameters and expand Wi-Fi.
- Three-level Wi-Fi cascading is not allowed on the K562e-10 network. A maximum of two-level Wi-Fi cascading is supported.

WPS Code Pairing Operation Guide

1. Place the K562e-10 close to the home gateway (within 2 meters) and power it on.
2. After the K562e-10 starts up, press and hold the **WLAN/WPS** button of the K562e-10 and the **WPS** button of the home gateway for 3 to 5 seconds in turn within 2 minutes.



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NOTE

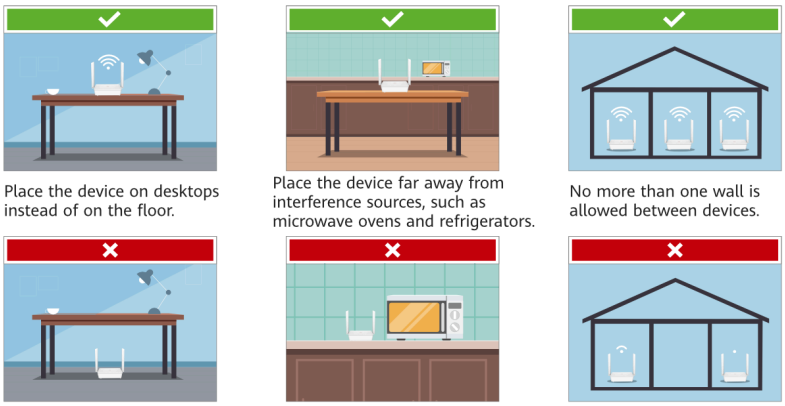
The **WLAN** indicator of the K562e-10 blinks during the pairing.

3. After the **WLAN** and **Internet** indicators of the K562e-10 turn steady green, the K562e-10 is connected to the Internet.
4. Move the K562e-10 to a room where you need to expand Wi-Fi and power it on. After the **Internet** indicator turns steady green, Wi-Fi is expanded successfully.

NOTE

If your home gateway is a Huawei smart gateway (consult your device provider for more information), the Wi-Fi SSID and password of the gateway will be automatically synchronized to the K562e-10. Otherwise, use the Wi-Fi SSID and password of the K562e-10 (see the nameplate at the bottom) to access the Internet.

Layout Principles



NOTE

You can also check on the LinkHome app whether the distance between the K562e-10 and the home gateway is optimal.

2.2 Wired Network Expansion

If you have a wired network but have no Wi-Fi at home, you can connect the K562e-10 to the wired network using a network cable to set up a Wi-Fi network.

NOTICE

This section assumes that there is no Wi-Fi in your home. If you have a Wi-Fi network at home, you can also refer to this section to expand the network.

1. Connect cables.
   a. Use a network cable to connect the any of the 4 network ports of K562e-10 and the **LAN** port of the home gateway.
   b. Connect the K562e-10 power cable to a nearby power outlet.

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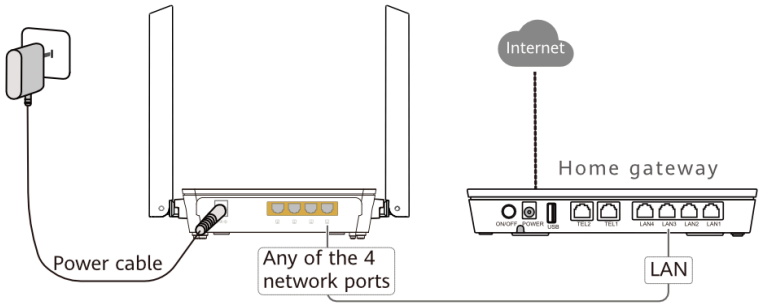

NOTE

If your home gateway is a Huawei smart gateway (consult your device provider for more information), the Wi-Fi SSID and password of the gateway will be automatically synchronized to the K562e-10, and there is no need to reset the Wi-Fi parameters of the K562e-10.

2. Set Wi-Fi parameters for the K562e-10.
   a. Connect a mobile phone or computer to the K562e-10 Wi-Fi (no password is required for the first connection). For the Wi-Fi name, see the **SSID** on the device nameplate.
   b. Open the browser and enter the IP address (see the nameplate at the bottom of the K562e-10).
   c. Click **Start**. The K562e-10 will automatically detect your Internet access mode.

      NOTE

      If there is no **Start** button displayed, enter the login username or password as promopted (see the nameplate at the bottom of the K562e-10).

   d. Modify the Wi-Fi SSID and password on the **My Wi-Fi** page, and reconnect to the new Wi-Fi to access the Internet.

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3 Network Management

1. Scan the QR code using a smartphone to download and install the **LinkHome** app.

NOTE

If the app is already installed on your phone, make sure you have the latest version of the app.

2. You can log in to the **LinkHome** app from a smartphone to view and manage your home Wi-Fi network.

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4 Specifications

Item	Specifications
Model	K562e-10
Configuration	4 LAN ports + 2.4GHz & 5GHz Wi-Fi
Extended interface	None
Wi-Fi modes	2.4GHz & 5GHz Wi-Fi 6
Operating temperature	0°C to 40°C (32°F to 104°F)
Operating humidity	5% to 95%, non-condensing
Power consumption	< 12 W
Power supply	12V DC, 1 A
Power adapter input	100-240 V AC, 50/60 Hz
Dimensions (H x W x D)	35 mm x 155 mm x 105 mm (excluding antenna and foot pad)
Weight (excluding adapter)	About 239 g
Shell color	White&black

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5 FAQs

What can I do if a problem occurs when I set the Internet access mode in a wired network expansion scenario?

You can check the indicator status of the K562e-10. If the indicator is steady red, Internet access is unavailable.

1. Cannot find the Wi-Fi of the edge ONT: Ensure that the device is powered on. Wait for a moment. After the device is started, scan for the Wi-Fi again.
2. Cannot access the configuration page: Ensure that the mobile phone is connected to the Wi-Fi network of the device and enter the IP address in the address box of a browser. (For details about the IP address, see the product nameplate.)
3. Cannot access the Internet after the settings: Ensure that the home gateway connected to the device can access the Internet. If a network cable is connected, ensure that network cable is connected securely.

How to restore the factory settings of an edge ONT?

Press and hold the **Reset** button of the device for more than 2 seconds using a needle, and release the button after all indicators turn off. After the device restarts and the green indicators of Power and WLAN turn steady on, the factory settings are restored.

NOTE

After the device is restored to factory settings, the device configuration parameters are cleared and need to be reconfigured.

Does the edge ONT support 5GHz Wi-Fi? How to connect to the 5G Wi-Fi?

Yes. The device supports 5GHz Wi-Fi. By default, the 2.4GHz/5GHz Wi-Fi names are the same. The device automatically connects to an optimal frequency band. To fix the connection to the 5GHz frequency band, disable the Dual-Band Steering as follows:

1. Connect a mobile phone to the Wi-Fi network of the edge ONT.
2. Enter the IP address in the address box of a browser and press **Enter**. (For details about the IP address, see the product nameplate.)

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3. On the displayed login page, enter the login password as prompted.

   NOTE

   If the login username is prompted, enter the login username.

4. Choose **My Wi-Fi** and turn off **Dual-band Steering**. Then, two Wi-Fi names are displayed. Connect to the Wi-Fi with the suffix _5G.

How to change the Wi-Fi name and password of an edge ONT?

1. Connect a mobile phone to the Wi-Fi network of the edge ONT.
2. Enter the IP address in the address box of a browser and press **Enter**. (For details about the IP address, see the product nameplate.)
3. On the displayed login page, enter the login password as prompted.
4. Choose **My Wi-Fi** on the web page, and change the Wi-Fi name and password.

NOTE

- If the login username is prompted on the displayed login page, enter the login username.
- If the Wi-Fi name and password are synchronized from those of a gateway or router, see the changing method described for the gateway or router.

How Can I Retrieve My Wi-Fi Password?

1. Use a network cable to connect the network port of the edge ONT to a PC.
2. Enter the IP address in the address box of a browser and press **Enter**. (For details about the IP address, see the product nameplate.)
3. On the displayed login page, enter the login password as prompted.

   NOTE

   If the login username is prompted, enter the login username.

4. Choose **My Wi-Fi** on the web page, click after **Wi-Fi Password** text box to view the Wi-Fi password.

How Can I Retrieve My Login Password?

1. Restore the factory settings of an edge ONT.

   Press and hold the Reset button of the device for more than 2 seconds using a needle, and release the button after the indicator turns off. After the device restarts and the red indicator turns on, the factory settings are restored.
2. Enter the IP address in the address box of a browser and press **Enter**. (For details about the IP address, see the product nameplate. No password is required for the first login.)
3. Follow the guide to set administrator login password.

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