

Huawei OptiXstar K562

Quick Start

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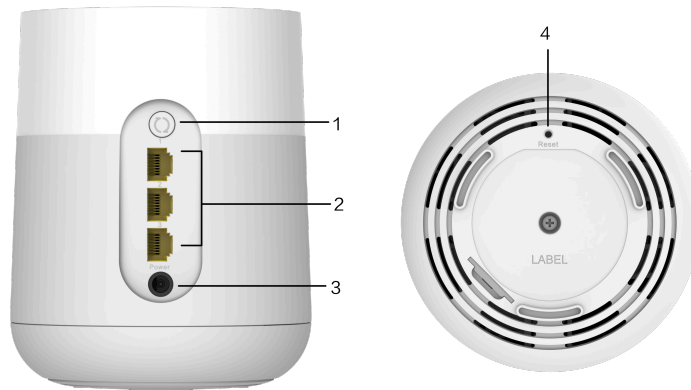
1 Product Overview

Huawei OptiXstar K562 is an edge router (AX3000Mbps Dual-Band Edge ONT) that supports dual-band Wi-Fi 6. It provides users with gigabit broadband access using Ethernet/Wi-Fi uplink technologies.

Description of Indicator

Status	Description
White: steady on	Internet access is available.
Red: steady on	Internet access is unavailable. <ul style="list-style-type: none">• The edge ONT is being powered on.• The edge ONT is not connected to the upstream gateway.
Red: Blinking slowly (once per second)	The edge ONT has detected a device that can be paired.
Red: Blinking quickly (twice per second)	The edge ONT is being paired with Huawei gateway in one-click mode.
	The edge ONT is performing WPS pairing.

Ports and Buttons



No.	Interface or button	Description
1	WPS	Enables the WPS pairing function.
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	Power	Connects to the power adapter.
4	Reset button	<p>When the K562 is starting, use a needle-shaped object to press and hold this button for more than 2 seconds until indicator turn off. After the device restarts and the indicator turns on, the factory settings are restored.</p> <p>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.</p>

NOTE

- The K562 can only be used indoors. It can 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.

2 Network Expansion

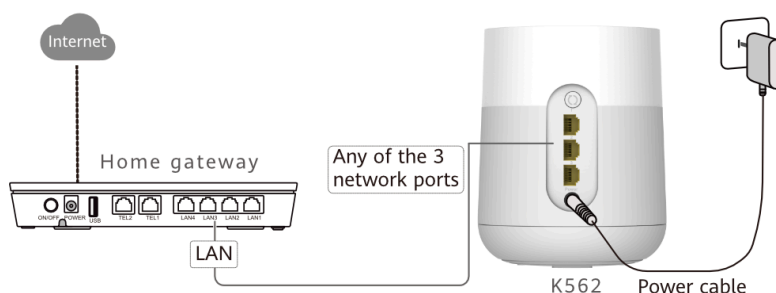
2.1 Wired Network Expansion

If you have a wired network but have no Wi-Fi at home, you can connect the K562 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 3 network ports of K562 and the **LAN** port of the home gateway.
 - b. Connect the K562 power cable to a nearby power outlet.



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 K562, and there is no need to reset the Wi-Fi parameters of the K562.

2. Set Wi-Fi parameters for the K562.

- a. Connect a mobile phone or computer to the K562 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 K562).
- c. Click **Start**. The K562 will automatically detect your Internet access mode.

 **NOTE**

If there is no **Start** button displayed, enter the login username or password as prompted (see the nameplate at the bottom of the K562).

- 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.

2.2 Wireless Network Expansion

When you already have Wi-Fi in your home and need to expand the Wi-Fi coverage, you can use the **WPS** button to connect the K562 to the existing Wi-Fi network.

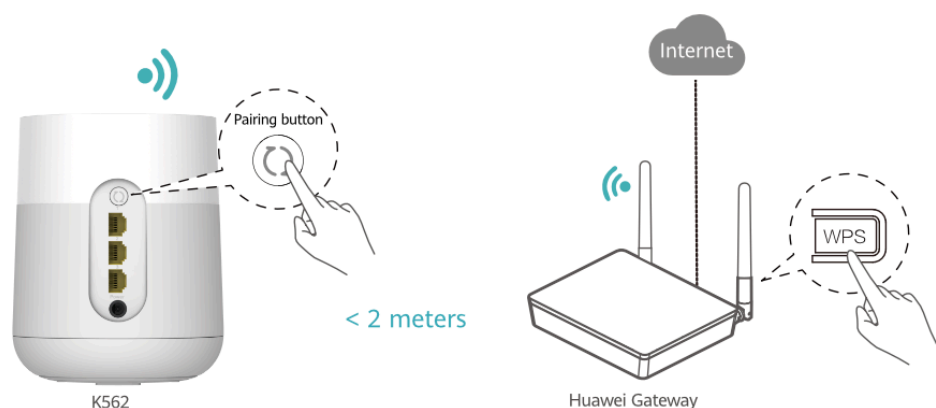
NOTICE

- 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 K562 web page to configure parameters and expand Wi-Fi.
- Three-level Wi-Fi cascading is not allowed on the K562 network. A maximum of two-level Wi-Fi cascading is supported.

WPS Code Pairing Operation Guide (Used Together with a Huawei Gateway*)

* indicates the K562 or a Huawei gateway that supports SmartLink (for details, contact the service provider). Third-party gateways are not supported.

1. Place the K562 close to the home gateway (within 2 meters) and power it on.
2. After the K562 starts up, press and hold the pairing button of the K562 and the **WPS** button of the home gateway for 3 to 5 seconds in turn within 2 minutes.



 **NOTE**

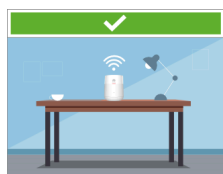
The indicator of the K562 blinks during the pairing.

3. After the indicator of the K562 turn steady white, the K562 is connected to the Internet.
4. Move the K562 to a room where you need to expand Wi-Fi and power it on. After the indicator turns steady white, Wi-Fi is expanded successfully.

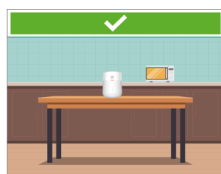
 **NOTE**

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 K562. Otherwise, use the Wi-Fi SSID and password of the K562 (see the nameplate at the bottom) to access the Internet.

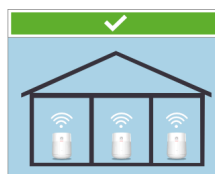
Layout Principles



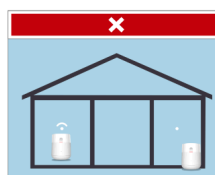
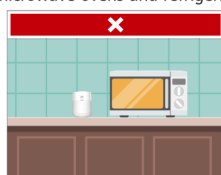
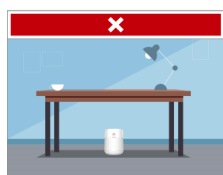
Place the device on desktops instead of on the floor.



Place the device far away from interference sources, such as microwave ovens and refrigerators.



No more than one wall is allowed between devices.



 **NOTE**

You can also check on the LinkHome app whether the distance between the K562 and the home gateway is optimal.

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.

4 Parameter

Item	Specifications
Model	K562
Configuration	3 LAN ports + 2.4GHz & 5GHz Wi-Fi 6
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	11–14 V DC, 1 A
Power adapter input	100–240 V AC, 50/60 Hz
Dimensions	Φ117 (big end) 109 (small end) x 145 mm
Weight (excluding adapter)	< 700 g
Shell color	White

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 Huawei OptiXstar K562. 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 the indicator turns off. After the device restarts and the red indicator turns 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 5GHz 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.)

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 Combination**. 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.)
3. Follow the guide to set administrator login password.