

# Welcome to the Digital World of Jio.



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Warranty Terms and Conditions

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# 1 Introduction

JioExtender6 offers ultimate wireless networking by improving latency, providing faster throughputs, better performance and optimal link stability in your local network. JioExtender6 is enabled with the latest Wi-Fi 6 technology.

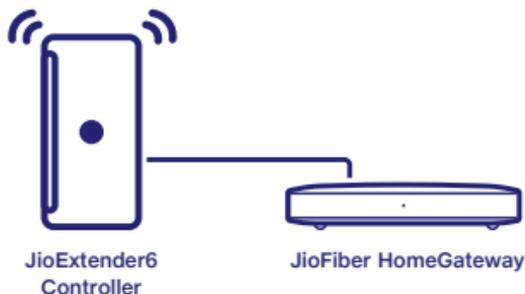
## The JioExtender6 is equipped with:

- Two 5 GHz Wi-Fi 6 (IEEE802.11ax) interfaces that provide superior transfer rates and are less sensitive to interference.
- One 2.4 GHz Wi-Fi 6 (IEEE802.11ax) interface which allows you to connect Wi-Fi devices that don't support 5 GHz Wi-Fi.

The JioExtender6 supports EasyMesh that allows you to bring an ultimate in-home Wi-Fi experience by creating a unified intelligent Wi-Fi environment throughout your home using multiple EasyMesh-enabled access points.

A JioExtender6 is in Agent mode by default. You can set it to controller mode in JioExtender6 webUI. Refer to section "Configure your JioExtender6" for steps to set JioExtender6 to controller mode.

A JioExtender6 controller connects to your JioFiber HomeGateway with LAN cable and JioExtender6 Agents can connect either with wired (LAN cable) backhaul or wireless backhaul to JioExtender6 controller.



## 2 Product Specifications

Item	Specifications
Product Name	JioExtender JMB43
Wi-Fi Standard	Tri-band Wi-Fi 6 AX Mesh System (802.11ax)
Wi-Fi Frequency	5GHz, 2.4GHz and 5GHz tri-band concurrent
Wi-Fi Data Rate (max.)	2.4GHz: 570 Mbps (40 MHz) 2X2, 5GHz: 1200 Mbps (80MHz) 2X2, 5GHz: 4800 Mbps (160MHz) 4X4

### Environment

Operating Temperature	0° - 40°C
Rated Power Input	12V DC 2A
Storage Temperature	-20° - 70°C (-4° - 158°F)
Operating Humidity	0 - 95% non-condensing

## 3 Setup JioExtender6 Controller

JioHome Mobile app, My Network feature helps prepare the HomeGateway and setup JioExtender6 home Wi-Fi Network. Refer to Section 8 for more details on the app.

**Required Accessories: Power Adapter, JioExtender6 unit and one LAN cable.**

**1** Take the included LAN cable (this is the cable with the yellow connectors). Connect one end of the LAN cable to the blue WAN/LAN (🌐) port at the back of your JioExtender6. Connect the other end of the LAN cable to a LAN port of your JioFiber HomeGateway.

**2** Take the power supply, plug the small end into the power inlet port of the JioExtender6 and then plug the other end into a nearby power outlet.

3 Press the power button (ⓘ) on the back of the JioExtender6. At first, the Status LED will be solid yellow, then it will flash yellow.

4 Once Status LED starts flashing yellow every second, configure your JioExtender6 to controller mode using JioHome App MyNetwork feature or its webUI. Refer to the section "Configure your JioExtender6" of this QSG.

5 Wait until the Status LED turns solid green before connecting your Wi-Fi devices.

## 4 Setup JioExtender6 Agent

Make sure your JioExtender6 Agent isn't joined already to an existing EasyMesh home network. JioExtender6 should be in factory reset state.

### Procedure

1. Connect one end of the LAN cable to the LAN port at the back of your JioExtender6. Connect the other end of the LAN cable to a LAN port of your JioExtender6 controller.

2. Take the power supply, plug the small end into the power inlet port of the JioExtender6 and then plug the other end into a nearby power outlet.

3. Press the power button on the back of the JioExtender6. At first, the Status LED will be solid yellow and when the device is ready for onboarding, the yellow light will flash every second. If this is not the case, check the connections you have made.

4. During EasyMesh onboarding, the Status LED on the JioExtender6 goes through (one or more of) the following states:

- Flashing green & yellow (1 second each): EasyMesh onboarding started and ongoing.
- Flashing green (3 seconds) & yellow (1 second): EasyMesh onboarding has failed.
- Flashing green (1 second) & yellow (3 seconds): No EasyMesh network was found.
- Solid Green: Onboarding is successful, JioExtender6 Agent is paired with

the JioExtender6 controller.

5. Once the pairing is successful you can disconnect the LAN cable and place JioExtender6 at your desired location to extend the Wi-Fi coverage.

Please note, when you disconnect the LAN cable, JioExtender6 will switch to wireless backhaul automatically to remain connected with the JioExtender6 Controller.

Once the Wi-Fi connection is successfully established, the Status LED will turn solid green, yellow or red.

- If Solid green, then link quality is optimal.
- If Solid yellow, then link quality is fair, but not optimal.
- If Solid red, then link quality is bad.

Please ensure that the LED indicator of JioExtender6 is solid green in color all the time. Refer the Guidelines for placement.

## 5 Guidelines for Placement

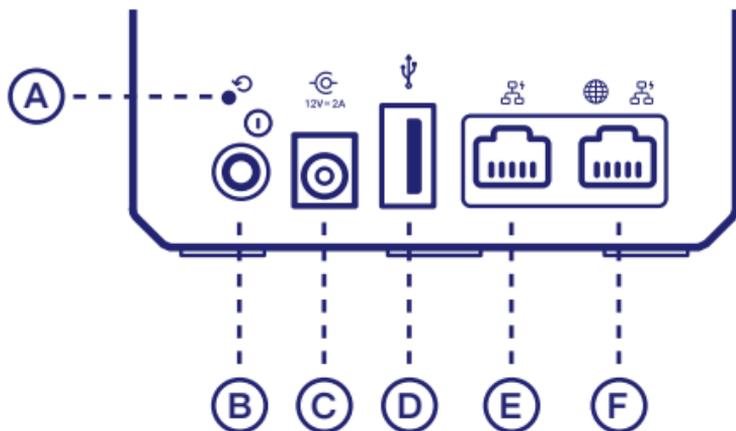
- Place the JioExtender6 on a table about three to four feet in height from the ground. Do not place it in corners.
- Do not place JioExtender6 close to the floor, too high up, very close to the home ceiling or under low roof conditions.
- Do not place the JioExtender6 in cabinets, closed areas and cramped places along with other wireless or electrical devices.
- Avoid placing JioExtender6 in between corridors connecting living rooms and bedrooms.
- Try to maintain line of sight between the JioExtender6 Controller and the JioExtender6 Agent or minimize obstacles between them.
- Don't put JioExtender6 beside any metal objects, such as home appliances, metal doors, etc.

- JioExtender6 has LED indicators to assist your placement decision. Please ensure the LED indicator is always Green.

## 6 LED Indicators

Color	Status	Description
Yellow	On	Power on – bootloader phase
Yellow	Flash(0.25s ON/0.25s OFF...)	Power on –wireless not ready
Yellow	Flash(1s ON/1s OFF...)	Device unpaired
Red	Flash(1s ON/1s OFF...)	Resetting to factory default
Green	Flash(1s ON/1s OFF...)	JioExtender6 firmware upgrading
Green/ Yellow	Flash(Green 1s/Yellow 1s...)	JioExtender6 is pairing with new network
Green	On	ETH or Wi-Fi good connection
Yellow	On	Fair Wi-Fi link quality
Red	On	Poor Wi-Fi link quality
Red	Flash(0.25s ON/0.25s OFF...)	WPS Error

## 7 Interfaces and Product Label



### Reset button (item A):

When the JioExtender6 is powered on and you press the Reset you can restart or reset it.

### Power button (item B):

The power button allows you to power the JioExtender6 on or off.

### Power port (item C):

The power port allows you to connect the power supply.

**Warning:** Only use the power supply delivered with your JioExtender6.

### USB port (item D):

The USB port (optional) is reserved for future use.

### Ethernet LAN port (item E):

The Ethernet LAN port allows you to connect your JioExtender6 to the JioFiber homeGateway. If free, you can also use it as a second Ethernet LAN port.

  **Ethernet WAN/LAN port (item F):**

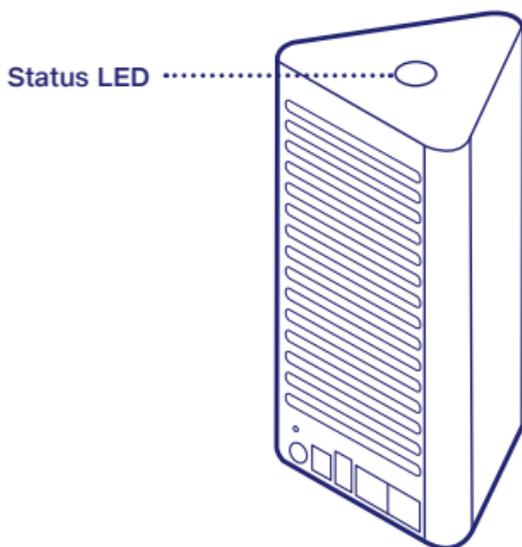
The Ethernet WAN port allows you to connect your JioExtender6 to the JioFiber HomeGateway. If free, you can also use it as a second Ethernet LAN port.

**Product label (bottom of your product)**

The product label contains the default network name and wireless key of the JioExtender6.

 **WPS button** and **Status LED**: The WPS button with integrated Status LED on the top panel of your JioExtender6 is used to pair the JioExtender6 with other Wi-Fi devices and informs you about the status of your JioExtender6.

If the Status LED of your JioExtender6 is flashing green, your JioExtender6 is updating its software. In this case, wait until the LED becomes slow blinking yellow, or solid green, yellow or red. This can take several minutes! Do not power off your gateway or unplug any cables!



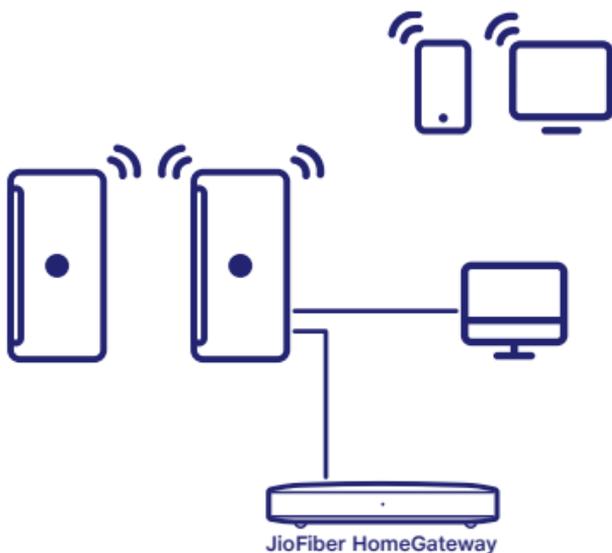
## 8 Device Management

You can setup and manage your home Wi-Fi by using the JioHome App My Network feature. JioHome App, MyNetwork prepares the HomeGateway, optimizes Mesh Network during its JioExtender6 setup procedure.

Scan QR code or search on Google Play or iOS App Store to download the JioHome app.



## 9 Connecting Your Devices



If your Wi-Fi device:

- Supports WPS (🔗), use WPS to pair it with the JioExtender6.

Briefly press the WPS (🔗) button on the JioExtender6. The Status LED on the JioExtender6 will start blinking green. Within two minutes, start WPS on your Wi-Fi device. After sometime the Status LED on the JioExtender6 turns back to its previous solid state (green, yellow or red). The Wi-Fi connection is now successfully established.

- Does not support WPS (🔗), configure it with the Wi-Fi network name (SSID) and wireless key that are printed on the product label on the bottom of the JioExtender6. For more information, consult the user documentation of your device.

### **Connect an Ethernet device**

You can use the JioExtender6's yellow LAN (🔌) port to connect an Ethernet device (for example, a Set-Top Box, a NAS drive or computer) to your home network.

## **10 Troubleshooting**

- Please check the Status LED on your JioExtender6 Device to know the connectivity status. Solid Green indicates good connectivity.
- If Status LED is ●●● flashing yellow every second on controller, then JioExtender6 device is not controller. Follow the steps to setup the device in Controller mode.
- If Status LED is flashing ●●● yellow every second on Agent, pair the JioExtender6 agent with the JioExtender6 Controller.
- If Status LED is solid red ●, then please place the JioExtender6 Agent closer to JioExtender6 Controller or another connected JioExtender6 Agent.
- If you continue seeing internet issue, please check if JioFiber HomeGateway is getting internet.

## Trouble

## Troubleshooting Tips

### How to repair an unresponsive JioExtender6

- Force it to restart: After restarting, the JioExtender6 will return to normal operation with its last known working condition and configuration.
- Reset it to factory defaults: The JioExtender6 restarts with the factory default configuration. None of the Wi-Fi and EasyMesh settings, nor other configuration changes you made to the JioExtender6 are preserved. JioExtender6 will get unpaired from easyMesh network, you must pair it again.

### JioExtender6 Setup Issue

- If JioExtender6 Status LED is not solid green after setup, check if EasyMesh is disabled on your HomeGateway. If not, disable easymesh on Home Gateway (refer to section 10.2) and reattempt installation.

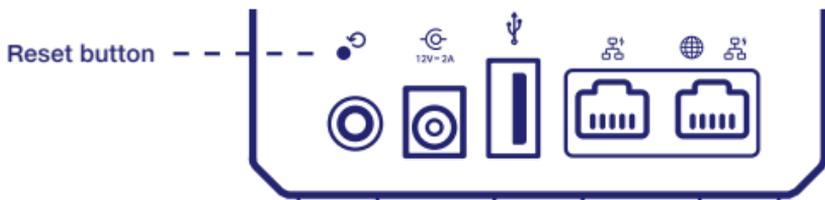
### How to reattempt Installation

- Power on JioExtender6 and Reset the JioExtender6 to bring it to factory reset state. Follow the Steps in section "Setup JioExtender6 Controller" or "Setup JioExtender6 Agent" and "Guidelines for placement".

## 10.1 How to force restart and reset JioExtender6

1. Make sure that your JioExtender6 is turned-on.
2. Use a pen or an unfolded paperclip to push the recessed Reset button on your JioExtender6:

- Shortly (less than 5 seconds) and then release it to force it to restart.
- For at least 10 seconds and then release it to reset it to factory defaults.



3. Your JioExtender6 restarts.

## 10.2 How to Turn OFF the Mesh support in JioFiber HomeGateway from its web GUI

Login into JioFiber HomeGateway's web GUI with your credentials.  
Default Gateway IP address is **192.168.29.1**.

Step 1: Enter **192.168.29.1** in your browser

Step 2: Enter the credentials and login

Step 3: Goto Status->Mesh Network option->Mesh Configuration

Step 4: Turn OFF Mesh Enable

Step 5: Save

HomeGateway will reboot and Mesh will be disabled after the reboot.

Please verify the Status by visiting web GUI once again.

Status->Mesh Network option. Mesh Enable switch should be OFF.

## 11 Configure your JioExtender6

### Accessing the JioExtender6 web interface.

You can Configure and manage your JioExtender6 by using the JioHome App, My Network feature. The JioExtender6 web interface also allows you to configure your JioExtender6 using your web browser. To access the JioExtender6 web user interface:

- 1 Check the IP address of your JioExtender6. Browse to the web interface of your JioFiber HomeGateway to check the IP address of the JioExtender6.
- 2 Browse to the JioExtender6's IP address on a computer or device that is currently connected to your JioExtender6 (either wired or over Wi-Fi).

#### **Factory Default webUI credentials**

**Login : admin**

**Password : Jiocentrum**

### Configuring Controller Mode

To use JioExtender6 as a controller you must first set it to controller mode:

- 1 Browse to the JioExtender6's IP address on a computer or device that is currently connected to your JioExtender6 (either wired or over Wi-Fi)
- 2 To open the EasyMesh page, click the EasyMesh menu
- 3 On the EasyMesh page, you can see device role option Choose 'Controller' to set your JioExtender6 to controller mode
- 4 Click Save and Close the webUI.

### Configuring Network Name and Password

SSID can be changed only in JioExtender6 Controller Mode device.

- 1 Browse to the JioExtender6 controller's IP address on a computer or device that is currently connected to your JioExtender6 (either wired or over Wi-Fi).
- 2 Go to Networking->AP page.
- 3 You can change the SSID, Security Mode, and WiFi password of the network.

**With love, from Jio.**

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