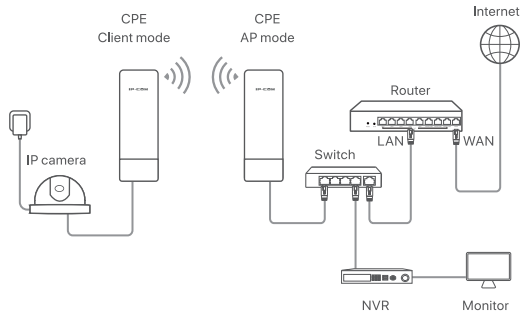# IP-COM

Cloud Setup Guide
Outdoor CPE

Get IP-COM ProFi App

To manage your outdoor CPE on IP-COM ProFi (App or Cloud platform), ensure the device is connected to the internet and supports cloud management. If Cloud Maintenance is not shown in the web UI, upgrade the firmware and reset the device. The latest firmware is available from technical support, or from the **Download** page by first searching for your model on **www.ip-com.com.cn**.


- CPE Client mode
- CPE AP mode
- Internet
- Router
- LAN
- WAN
- IP camera
- Switch
- NVR
- Monitor

Tips
— IP-COM ProFi App syns configuration with IP-COM ProFi Cloud platform. You can configure and manage devices on both sides.
— For more details, see the help guide in IP-COM ProFi Help Center.

Option 1: Add CPE with QR code

1. Download the IP-COM ProFi App from the QR code, Google Play or App Store.
2. Open the App, and tap an existing project or create a new one.
3. Tap **Add Device** or ⊕ in the top right corner.
4. Tap **Remote Scan**, and scan the CPE's QR code under the cover.
5. Add the CPE to the project.

Example: CPE13V2.0
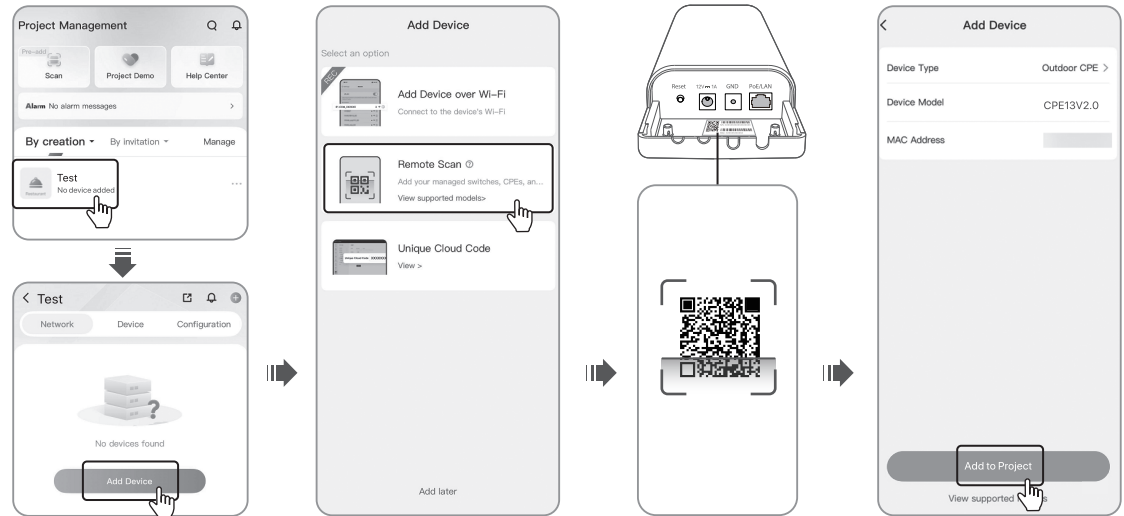
Option 2: Add CPE over Wi-Fi

1. Download the IP-COM ProFi App from the QR code, Google Play or App Store.
2. Connect your mobile device to the CPE's Wi-Fi network.
3. Open the App, and tap an existing project or create a new one.
4. Tap the pop-up when the CPE is detected and add it to the project.
If the pop-up does not appear, tap ⊕ and follow the instructions.

Example: CPE13V2.0
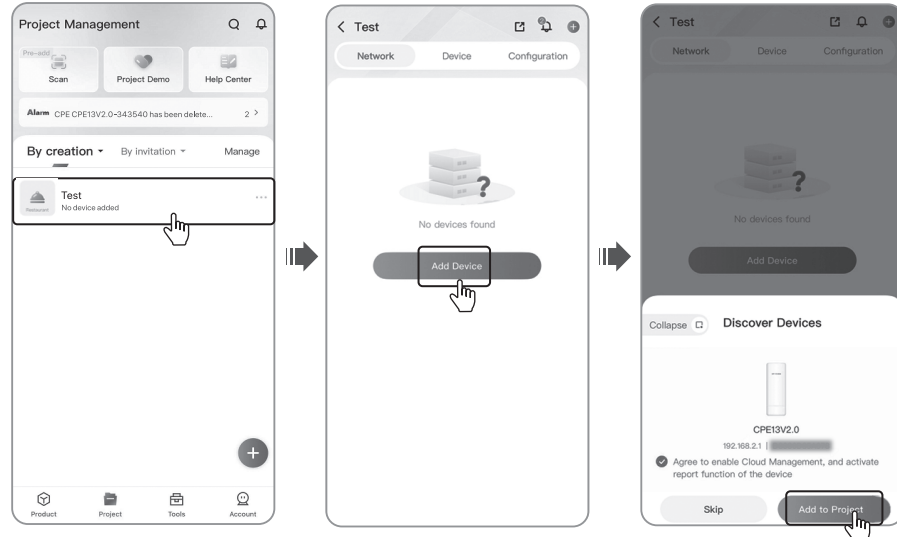
Tips
— For a 1-pack outdoor CPE, the default Wi-Fi name is IP-COM_XXXXXX (last 6 MAC digits on the device label), and no Wi-Fi password is required. If a password is configured, find the Wi-Fi details on the local web page.
— For a 2-pack outdoor CPE, the default Wi-Fi name is IP-COM_XXXXXX (random 6 digits). Find the Wi-Fi password on the local web page.
— Management Wi-Fi (default: IP-COM_XXXXXX_MG) is only for web UI access. Do not connect it to add outdoor CPEs to cloud.
— Outdoor CPEs working in Client mode do not provide Wi-Fi signal.

Option 3: Add CPE with Unique Cloud Code

1. Get the unique cloud code.
2. Log in to the CPE's local web page, enable cloud maintenance, and paste the copied code.
3. Add the CPE to a project from the **Device-joining Alert** entry.

💡 Tips

Get the unique cloud code at the IP-COM ProFi App's Account or IP-COM ProFi Cloud platform (https://imsen.ip-com.com.cn).

Cloud Maintenance

Current Mode: AP

Unique Cloud Code [ ]

Unique Cloud Code allows you to associate a device with your account. Obtain this code either from the IP-COM ProFi Cloud platform (https://ims.ip-com.com.cn) or Account of your IP-COM ProFi App.
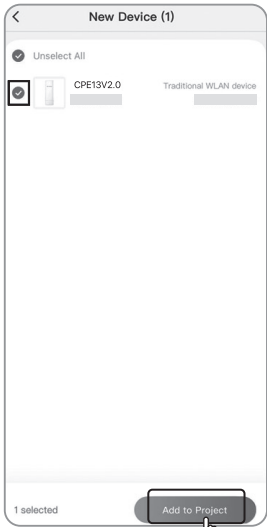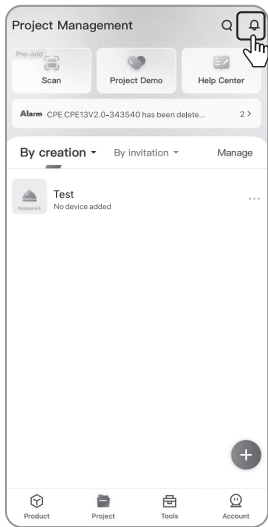
Report ● Enable ○ Disable

Note: If disabled, the device cannot be managed and maintained over the cloud server.
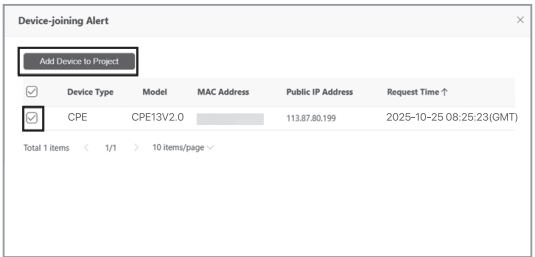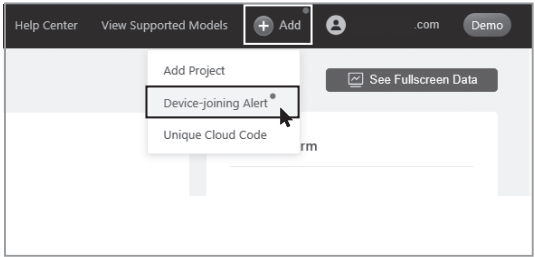
[Save] [Cancel]

--- Example: Add CPE13V2.0 to IP-COM ProFi App ---

Or

--- Example: Add CPE13V2.0 to IP-COM ProFi Cloud platform ---

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FAQ

1. Unable to add an outdoor CPE with QR code
Ensure:
− The CPE model and firmware support cloud management. See **View Supported Models** at the IP-COM ProFi Cloud platform (https://imsen.ip-com.com.cn) and upgrade the firmware to the latest version.
− The CPE is on a network with internet access.
− The mobile phone is connected to the internet.

2. Unable to add an outdoor CPE over Wi-Fi
If the CPE is not detected, ensure:
− The CPE is connected to the internet via an Ethernet cable.
− The CPE and your phone are connected to the same network.
− The CPE is not added to another project.
− The CPE model and firmware support cloud management. See **View Supported Models** at the IP-COM ProFi Cloud platform (https://imsen.ip-com.com.cn) and upgrade the firmware to the latest version.
If the CPE is detected but cannot be added to the project, ensure:
− The CPE can access the internet.
− The CPE is not added to another project.
− The CPE is reset and connected to the internet before being added again.

3. Unable to add an outdoor CPE with unique cloud code
Ensure:
− The unique cloud code is entered correctly.
− The CPE is on a network with internet access.
− The CPE is reset and connected to the internet before being added again.

▶ **Get Support and Services**

https://www.ip-com.com.cn/en/service/default.html

For technical specifications, user guides, Symbols on Products and Materials and more information, please visit the product page or service page on **www.ip-com.com.cn**. Multiple languages are available.
You can see the product name and model on the product label.

Technical Support
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V1.0   Keep for future reference.