



Acer Connect X6E

5G CPE

User Guide

v1.0

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This revision: Dec 2023

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1. Overview

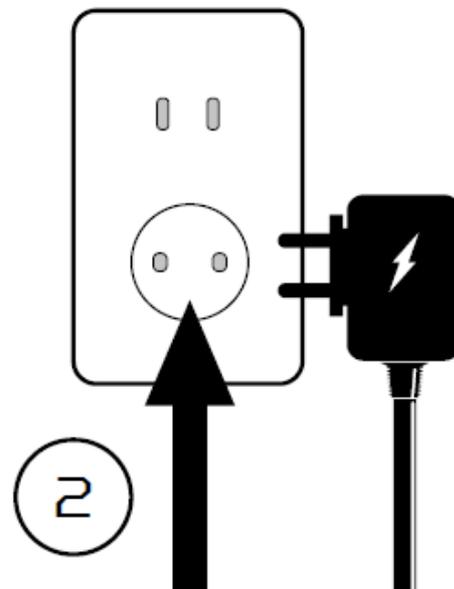
Acer Connect series X6E, a whole new Wi-Fi 6E Tri-band (2.4GHz + 5GHz/6GHz) AXE5400 dual WAN mode wireless router, with intensive features and simple setup steps via a 1-2-3 wizard. 5G SIM card or Ethernet WAN connectivity is available for Internet access. Home Network Security protection is embedded. Live updates ensure your network is immune from malware and vulnerability threats 24-7. ACS (Automatic Channel Selection) dynamically chooses the most suitable channel for the X6E when you experience interference from nearby 5GHz SSIDs. X6E has a built-in NFC feature, and when your phone is NFC enabled, you can touch your phone to the Acer Connect X6E's NFC area to connect to the Acer Connect X6E's WiFi without entering a password. Port forwarding profiles for most game consoles (PS5, XBOX, etc.) are readily available inside for gameplay.

2. Installation and Setup

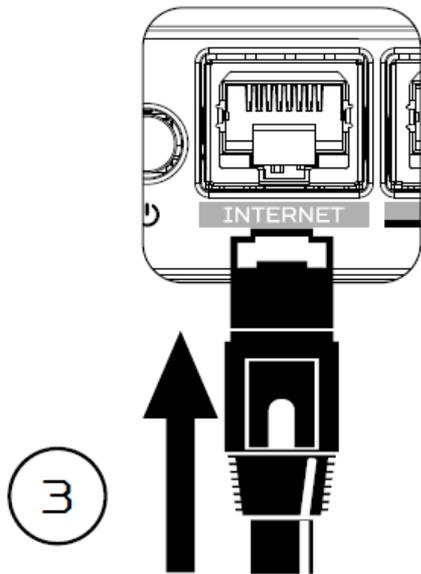
2.1. Plug in the AC adapter.



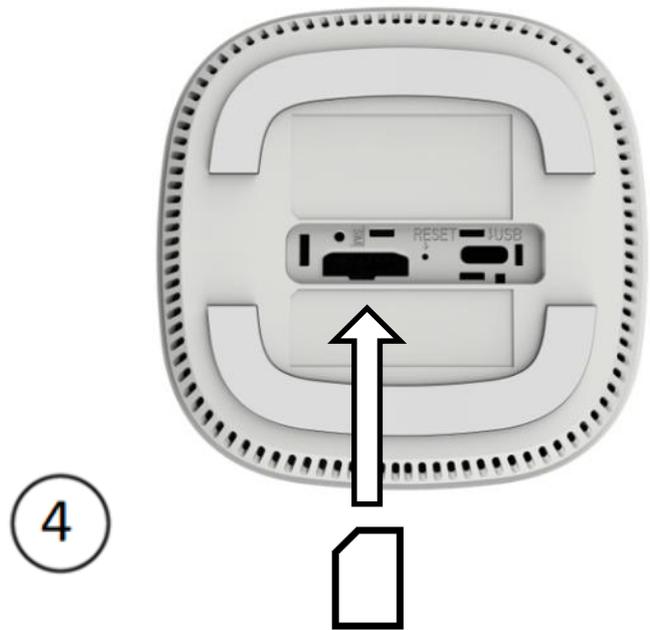
2.2. Plug into an outlet.



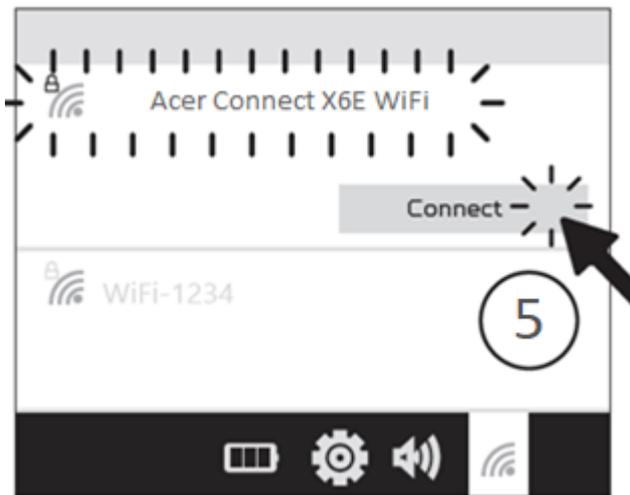
2.3 Plug-in Internet cable and power ON the device



2.4 Insert 5G SIM into the SIM slot



2.5 Connect to Acer Connect X6E WiFi.



2.6 Important information is at the bottom of the device.



2.7 The device can be set up via browser web admin.

Setup the router via browser:

- Please make sure that the wireless function on your laptop is already enabled.
- Check the device's bottom label, and find the router's default SSID (X6E-XXXX) and password and then connect.
- Open the browser on your laptop/desktop, and input the device web admin URL: <http://acer-connect.com> or IP: <http://192.168.76.1>
- The device will automatically redirect to a quick setup wizard. Follow the easy 1-2-3 steps and get ready to access the internet.

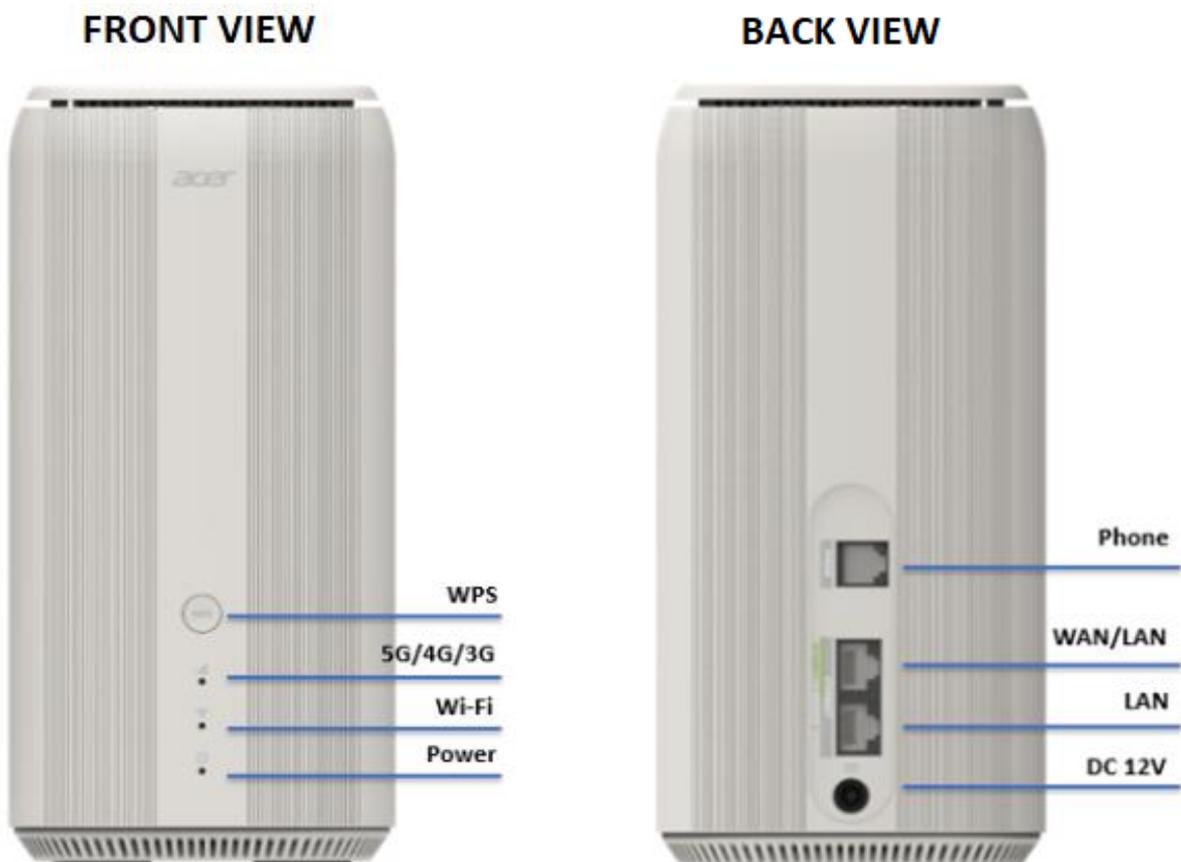
Note: The admin login password requires modification within the setup wizard for first-time use. Please create a strong password and keep it in a safe place. (The new password cannot be the same as the prior one.)

Note: The router web admin portal will automatically lock after five consecutive incorrect attempts. You have to power cycle the router to unlock the web admin.

Note: The SSID WiFi password can't be the same as the admin login password.

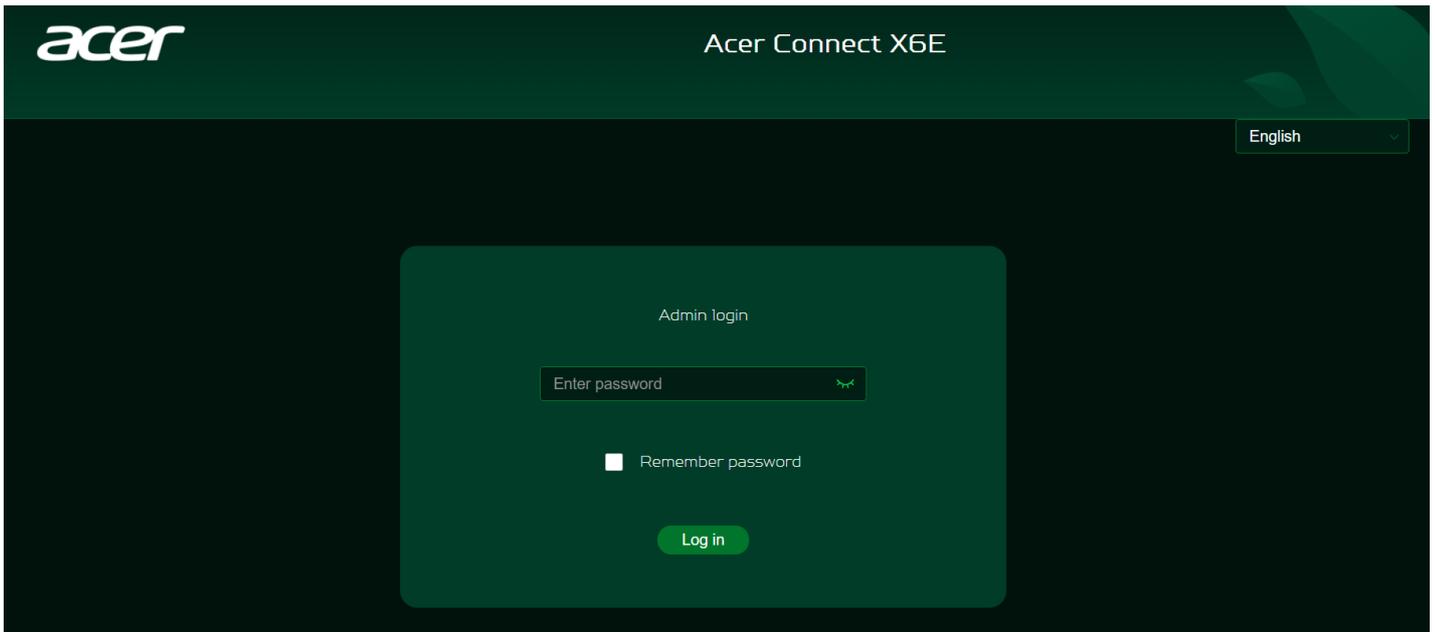
The browser can help the router to do a quick setup. Web UI can execute all functions and settings of the router.

Here is the front and back view of the router with the feature indicators.



3. Initial Configuration

Please log in to the Acer Connect X6E Web Portal (<http://acer-connect.com> or IP: <http://192.168.76.1>) by using the current valid Admin password. You can select the language of Web UI by clicking on the drop-down arrow.



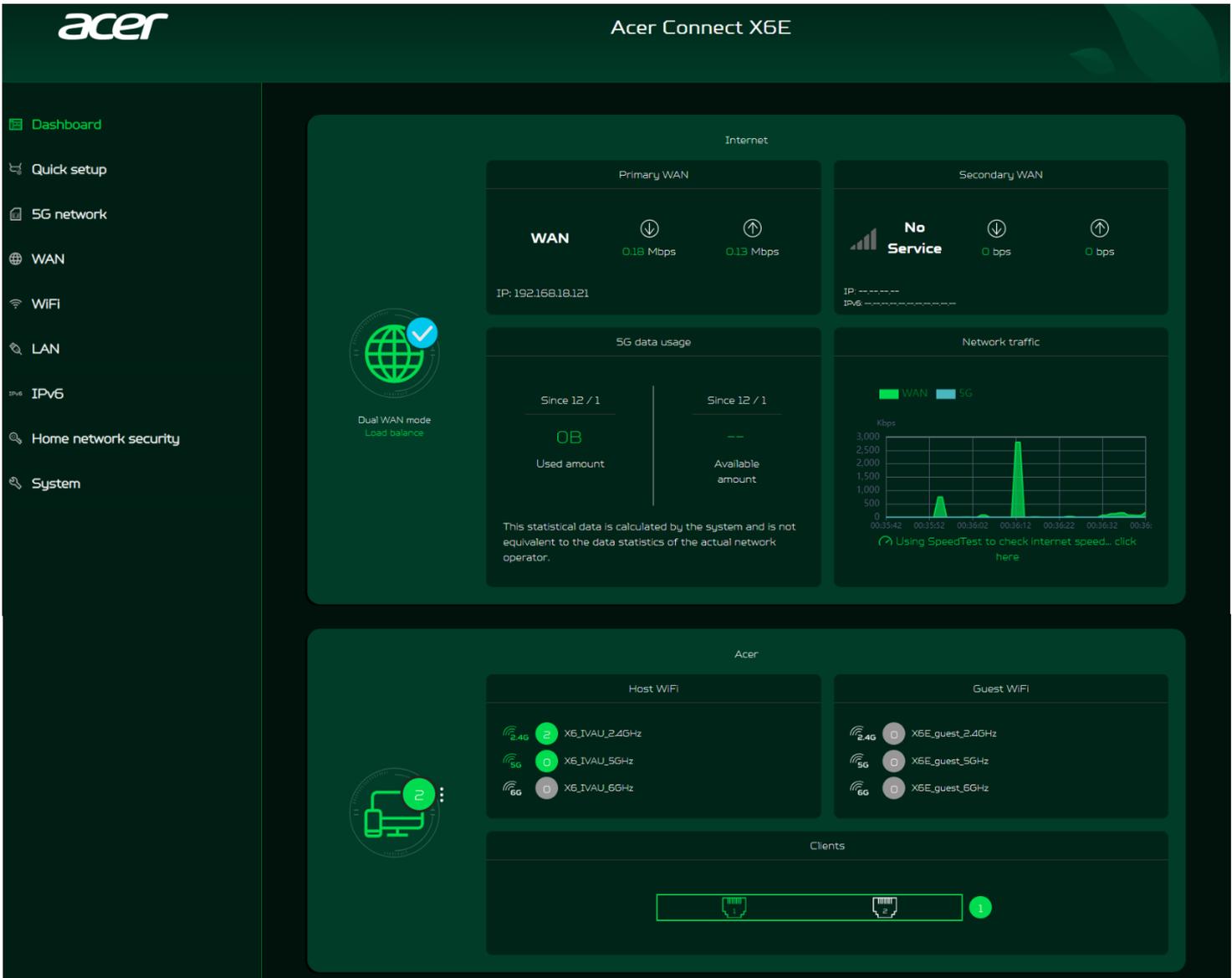
For an admin password, refer to the label located at the bottom of the device.



Enter the login password to see the dashboard and other settings of your Acer Connect X6E. The router will automatically guide you step by step on how to set up and configure internet access and basic network settings.

4. Dashboard

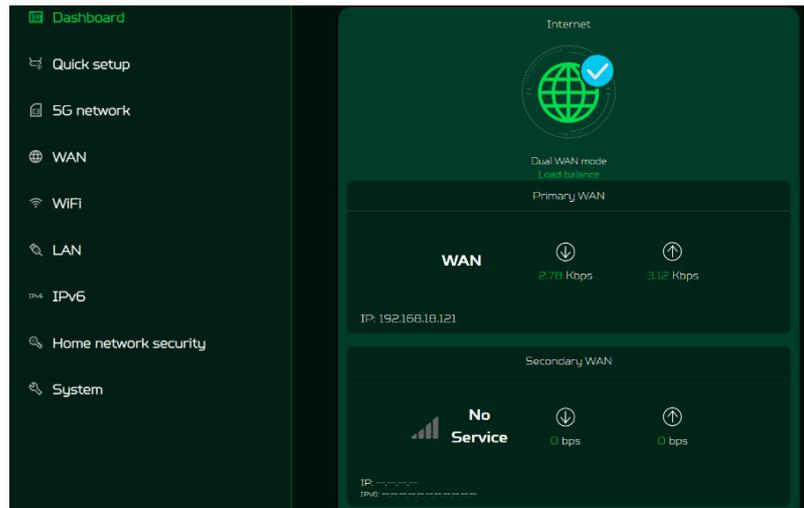
Once you have successfully logged in, the following key information will be displayed on the Acer Connect X6E dashboard.



Connection Status: shows the current connection status of Internet.

WAN Status: shows primary and secondary WAN connectivity, download/upload speed and WAN IP.

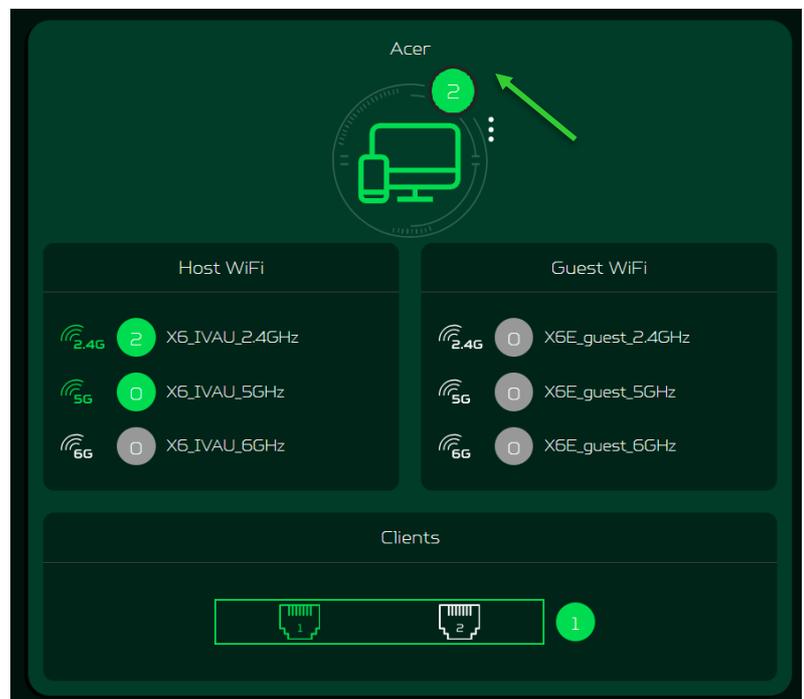
Acer Connect X6E supports dual WAN mode. Primary WAN is for the ethernet connectivity; whereas the secondary WAN is for 5G SIM connectivity for Internet access.



WiFi Status: shows the number of wireless client devices connected with 2.4GHz, 5GHz and 6GHz bands of host WiFi and Guest WiFi. It also shows the ON/OFF status of each band.

LAN Status: quickly indicates the status of LAN ports. Acer Connect X6E has two LAN ports and one RJ-11 phone port. LAN 1 will be set as WAN port for Internet access by default.

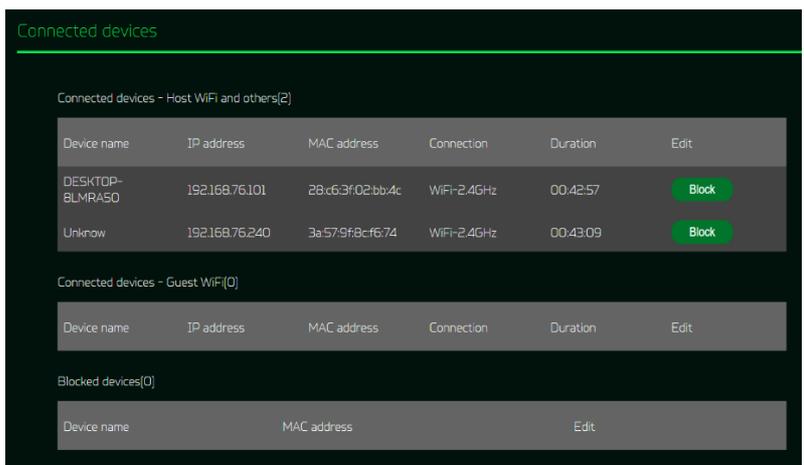
The “**icon**” (at the far right) represents the number of devices connected to the X6E router. Clicking on this icon will display the table shown below.



Connected Devices: shows how many client’s devices are connected with your Acer Connect X6E through WiFi or LAN.

This tab displays the client’s device name, the IP address allocated by the router, MAC address, mode of connection (whether the device is connected with the router through Ethernet or WiFi), and the duration of device connectivity with the router.

You can even block the device from accessing the WiFi by clicking the “block” button.



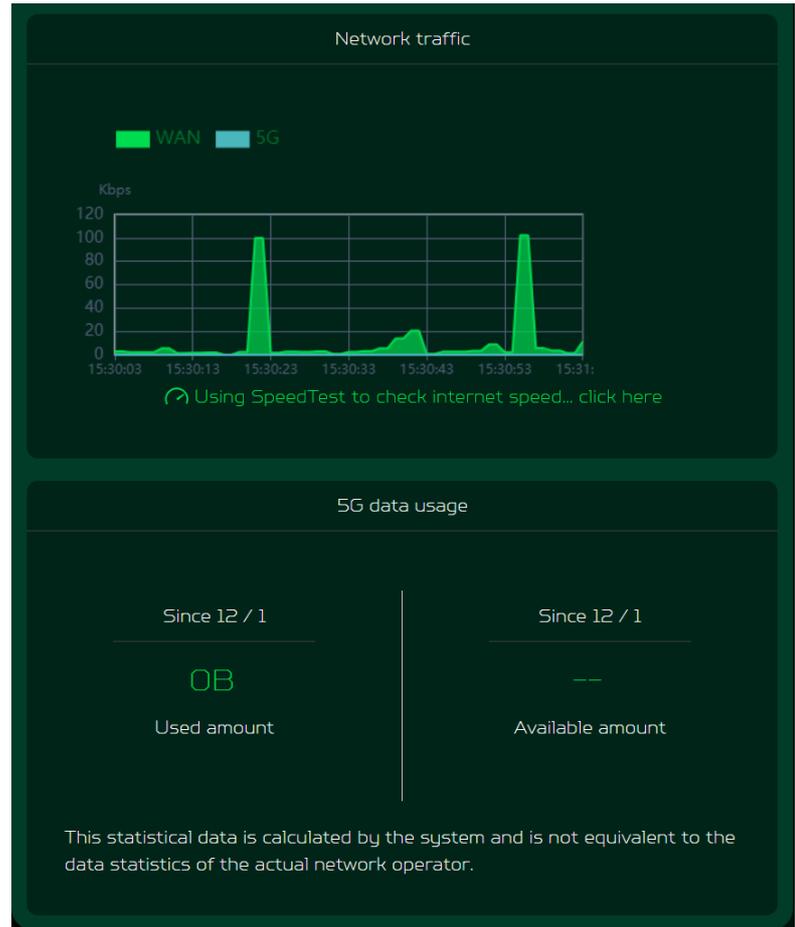
Network Traffic: helps indicate real time connectivity speed of WAN & 5G.

You can even check the internet speed by clicking on the Speed Test, powered by Ookla.

This tab also displays the information about 5G data usage since the data package is activated on the SIM.

You can easily track the used amount and available amount in 5G data SIM through the X6E router's dashboard.

Note: The statistical data is calculated by the system and is not calculated to the data statistics of the actual network operator.



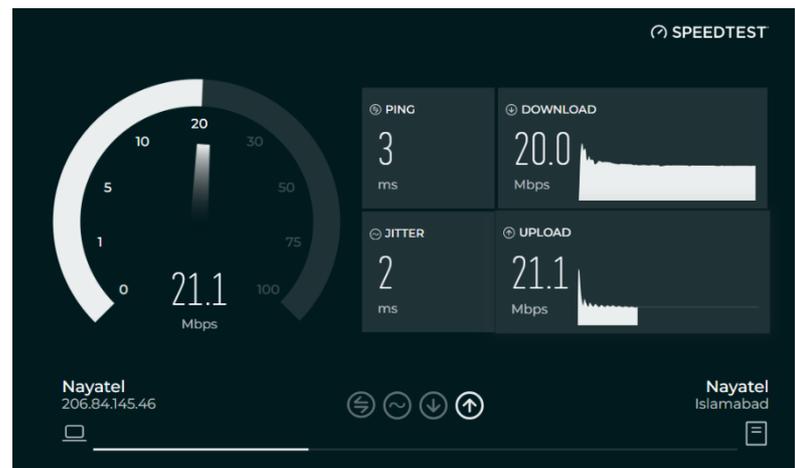
Network Speed Test:

Powered by Ookla. A push of the "Speed Test" button tests the speed of the WAN connectivity.

You can even manually select the server option. Click on the dropdown arrow and it will display the available servers.

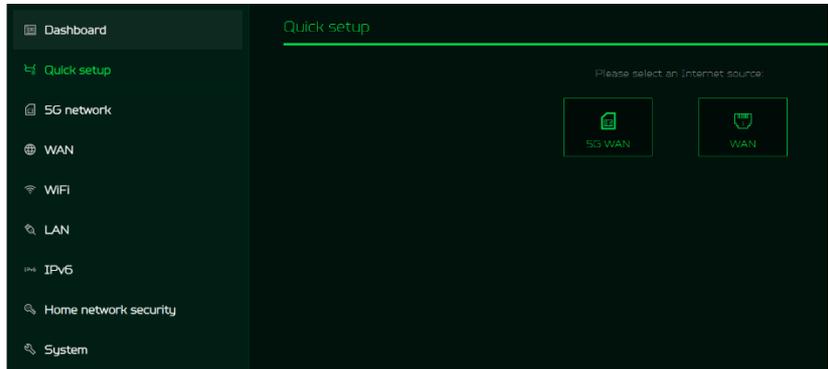
It will test and clearly show the network download and upload speed in Mbps, ping rate, and jitter in milliseconds.

After getting the speed test results, you have the option to run the speed test again.



5. Quick Setup

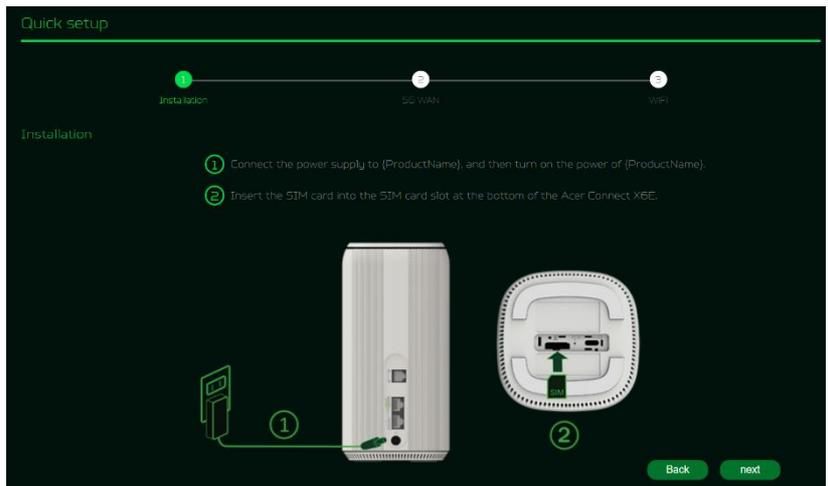
In the quick setup tab, you will find two Internet sources i.e. 5G WAN and Ethernet WAN. You can select any of the WAN as a primary internet source, and the other one will automatically set up as a secondary Internet source.



5.1 5G WAN Internet source

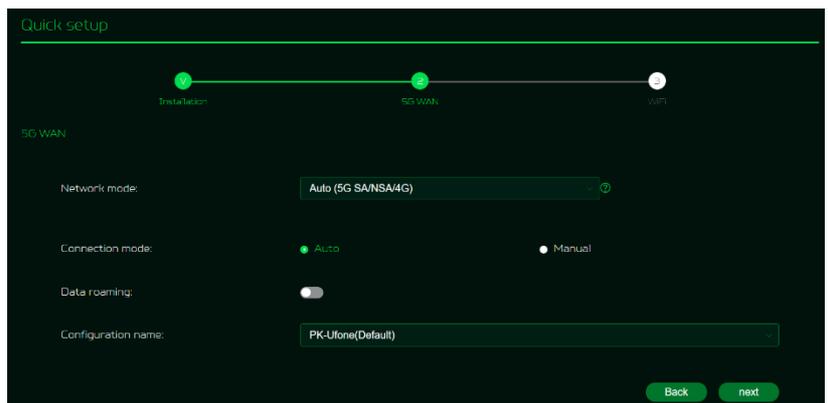
If you select 5G WAN as an Internet source, it will guide you to set up the router with a 5G SIM card.

- 1) Connect the power supply to the Acer Connect X6E.
- 2) Insert the SIM card into the SIM card slot at the bottom of the Acer Connect X6E.



The next step is to select the network mode. Click on the drop-down list to select the network mode among the following options: Auto (5G SA/NSA/4G), Auto (5G NSA/4G), 5G SA only or 4G only.

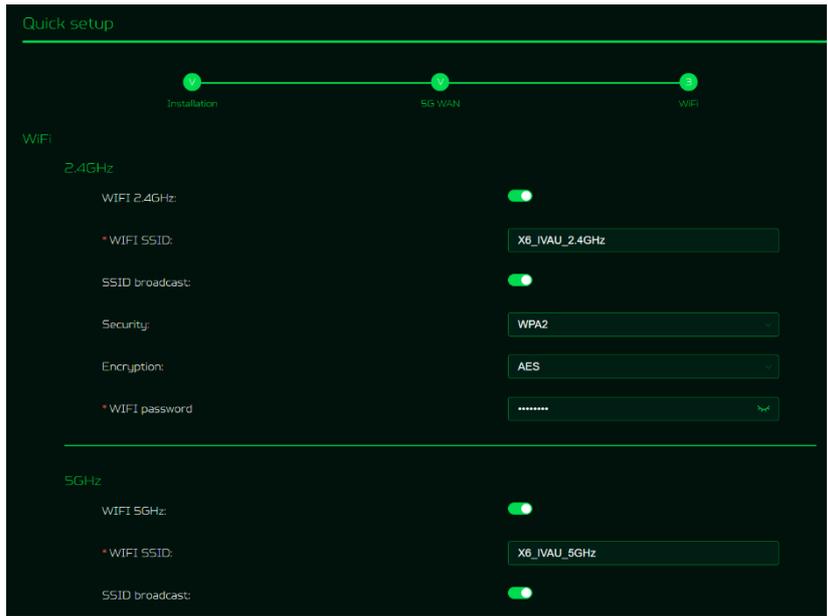
Connection mode is set to “Auto” by default. Data roaming can be enabled or disabled as per the requirement, and then click on “next” to set the WiFi parameters of 2.4/5/6GHz bands.



You can enable/disable the WiFi frequency bands, edit the WiFi SSIDs and passwords of 2.4/5/6GHz bands.

It supports WiFi 2.4G/5G/6GHz frequency bands, but only two bands can be activated at the same time. It could be 2.4GHz + 5GHz or 2.4GHz + 6GHz.

Click on “Done” to successfully perform the 5G WAN quick setup settings.



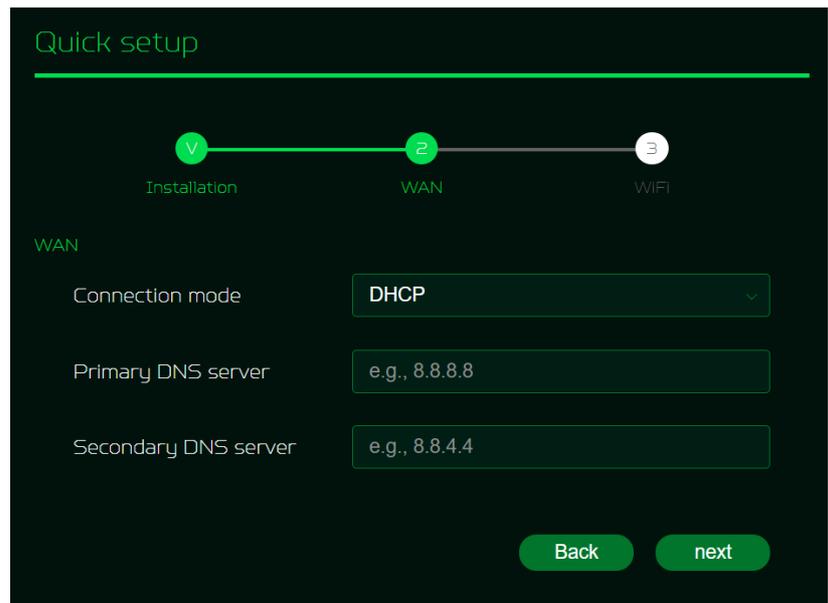
5.2 Ethernet WAN Internet source

If you select WAN as an Internet source, it will guide you to set up the router with Ethernet connectivity.

- 1) Connect the power supply to the X6E router.
- 2) Plug one end of the RJ-45 cable into your DSL or cable modem and the other end into Acer Connect X6E’s WAN port.
- 3) Connect your device to Acer Connect X6E via WiFi or LAN cable.



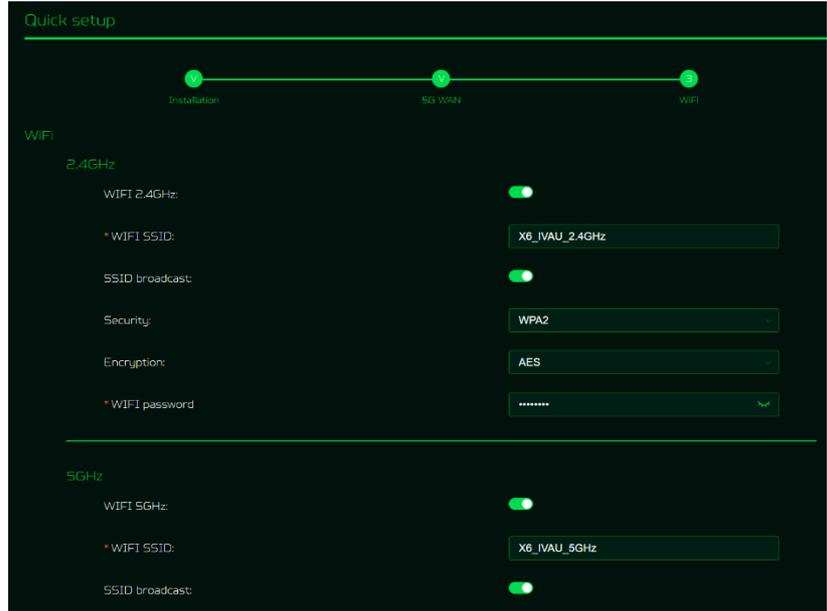
On this page, you can set up Ethernet WAN connection mode to DHCP, static IP or PPPoE, depending on your connection usage. Click on the drop down list to select your preferred WAN settings.



You can enable/disable the WiFi frequency bands, edit the WiFi SSIDs and passwords of 2.4/5/6GHz bands.

It supports WiFi 2.4G/5G/6GHz frequency bands, but only two bands can be activated at the same time. It could be 2.4GHz + 5GHz or 2.4GHz + 6GHz.

Click on “Done” to successfully perform the Ethernet WAN quick setup settings.

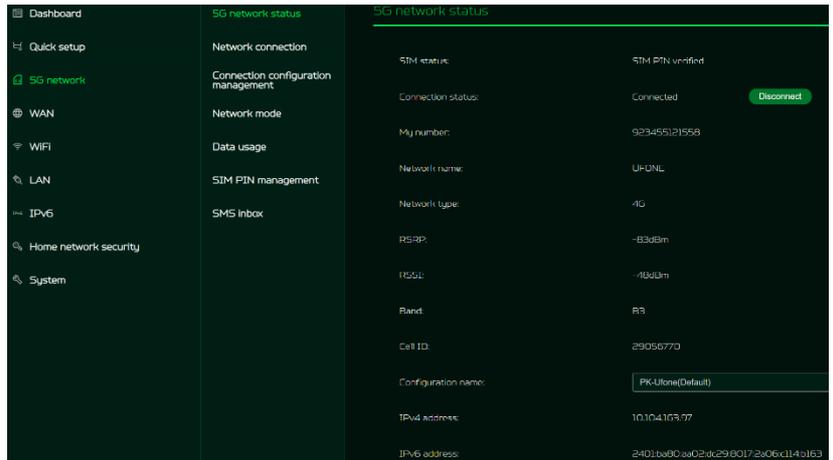


6. 5G Network

6.1 5G Network Status

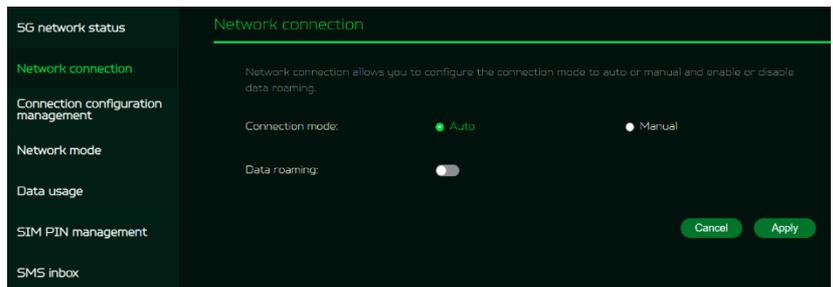
This tab displays key information of 5G NR/4G LTE networks such as:

- SIM status
- Connection status
- Your number
- Network name
- Network type
- RSRP
- RSSI
- Band
- Cell ID
- Configuration name
- IPv4 address
- IPv6 address



6.2 Network Connection

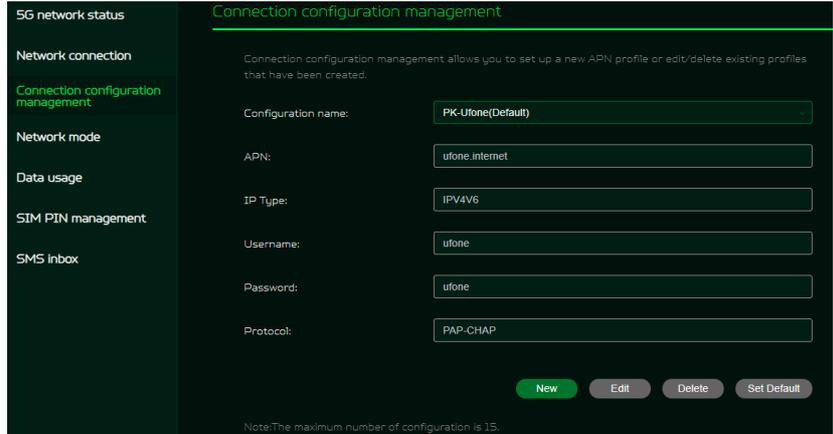
Network Connection allows you to configure the connection mode to auto or manual and enable or disable the data roaming.



6.3 Connection Configuration Mgmt.

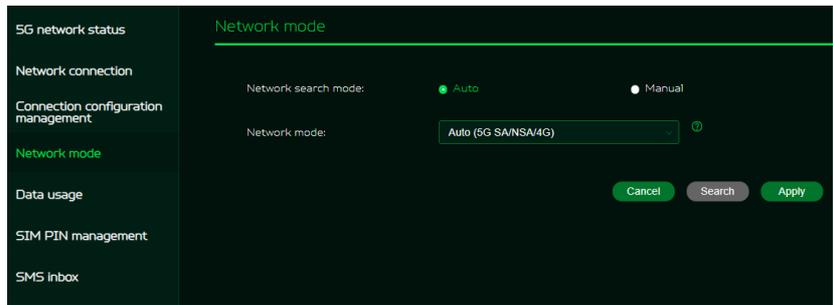
Connection configuration management allows you to set up a new APN profile or edit/delete existing profiles that have been created.

Note: The maximum number of configuration is 15.



6.4 Network Mode

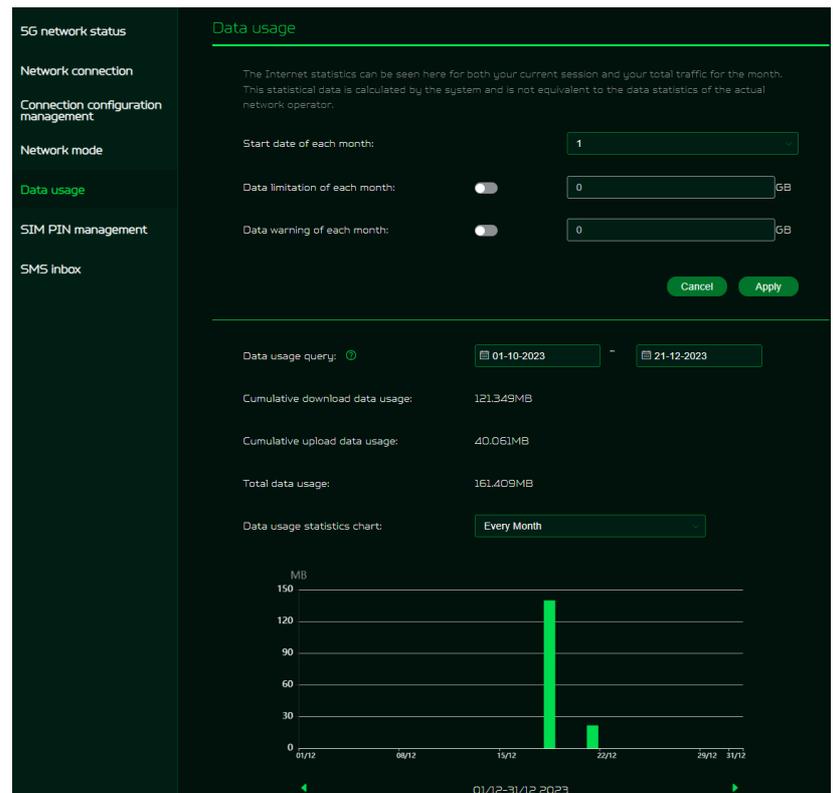
Network search mode will be "Auto" by default. Click on the drop-down list to select the network mode among the following options: Auto (5G NSA/4G), Auto (5G SA/NSA/4G), 5G SA only, 4G only.



6.5 Data Usage

Internet statistics can be seen here for both your current and your total traffic for the whole month. This statistical data is calculated by the system and is not equivalent to the data statistics of the actual network operator. You can select the start date of each month on your own, and limit and warn the monthly data usage in GBs.

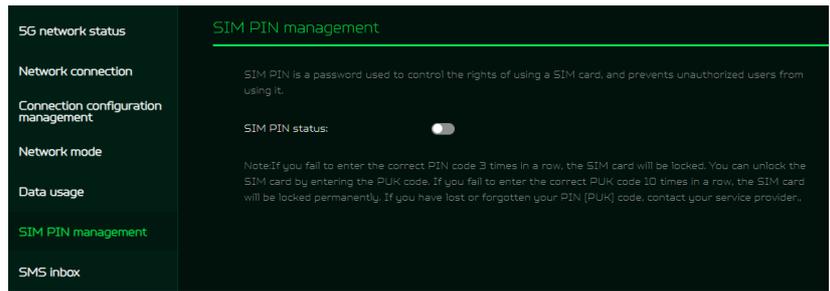
You can even view the data usage from time to time, cumulative download and upload data usage, and total data usage in graphical representation.



6.6 SIM Pin Management

SIM pin is a password used to control the rights to use a SIM card, and prevents unauthorized users from using it.

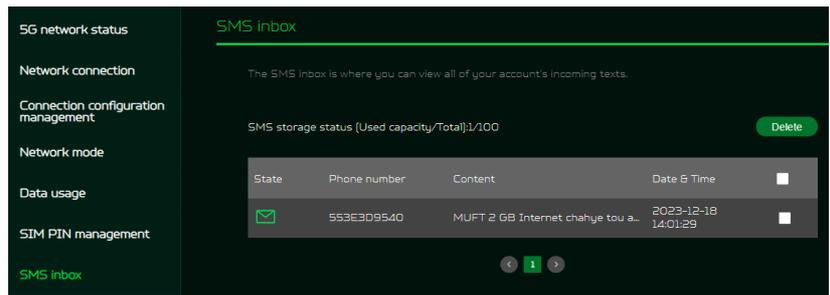
Note: If you fail to enter the correct PIN code 3 times in a row, the SIM card will be locked. You can unlock the SIM card by entering the PUK code. If you fail to enter the correct PUK code 10 times in a row, the SIM card will be locked permanently. If you have lost or forgotten your PIN (PUK) code, contact your service provider.



6.7 SMS Inbox

The SMS inbox is where you can view all of your account's incoming texts.

A total of 100 SMS texts can be stored and viewed from this tab.

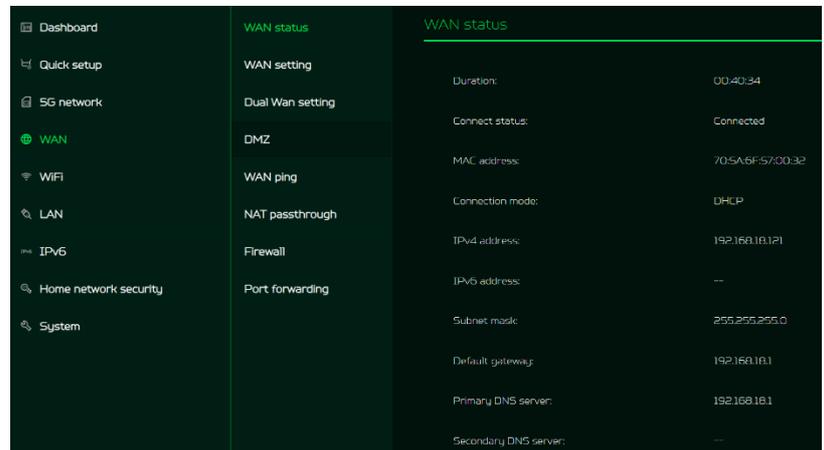


7. WAN

7.1 WAN Status

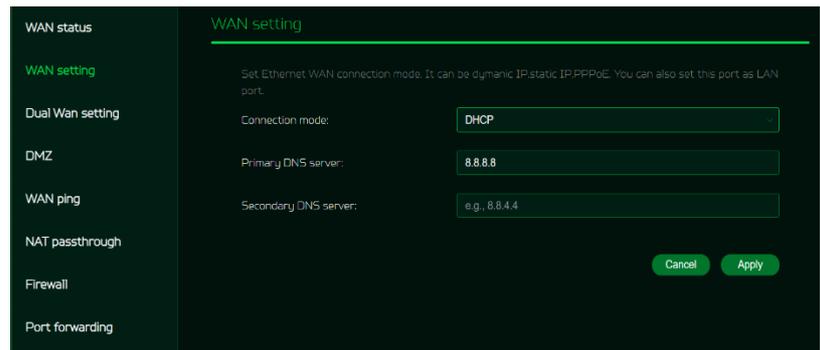
This tab provides information about WAN connectivity status and the following key information:

- Time duration (format HH:MM:SS)
- MAC address
- Connection mode: DHCP, static IP, PPPoE, etc.
- IPv4 & IPv6 addresses
- Subnet mask
- Default gateway
- Primary & Secondary DNS server



7.2 WAN Setting:

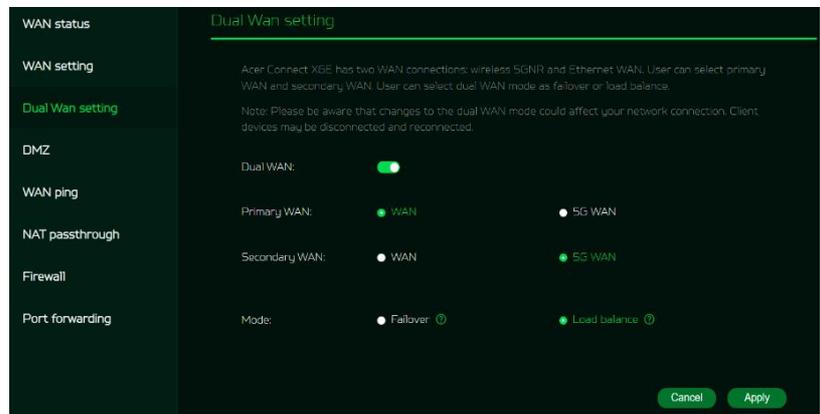
On this page, you can set up Ethernet WAN connection mode to DHCP, Static IP, PPPoE or switch WAN port to LAN, depending on your connection usage. Click on the down arrow to reveal the drop-down menu to select your preferred WAN settings.



7.3 Dual WAN Setting:

Acer Connect X6E has two WAN connections; wireless 5G NR and Ethernet WAN. Users can select primary and secondary WAN. Users can select dual WAN mode as failover or load balance.

Note: Please be aware that changes to the dual WAN mode could affect your network connection. Client devices may be disconnected and reconnected again.



7.4 DMZ

DMZ is physical or logical subnetwork that contains and exposes the firm's facing services to an untrusted, usually larger, network such as the Internet.

If external users can't access certain network services provided by the Local Area Network (LAN), then use the DMZ function to set the client that provides the required network services as the DMZ host. The host IP address needs to be entered and then external users will have access to all services.

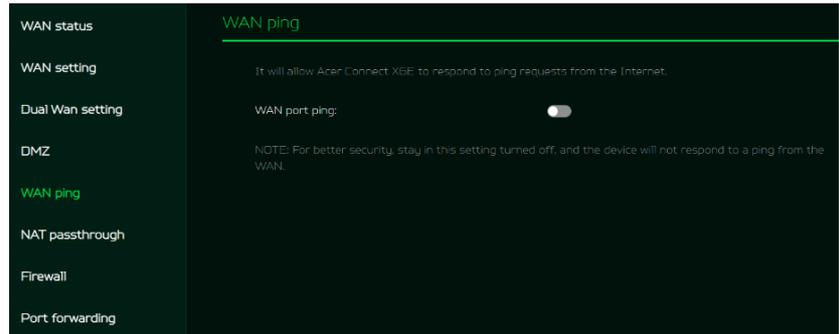
Note: Clients in the DMZ will be exposed to WAN traffic.



7.5 WAN Ping

By enabling this feature, WAN port of ACER Connect X6E will respond to ping requests that are sent to the WAN IP address from the Internet.

For better security, keep the feature turned OFF, and the device will not respond to a WAN ping.



7.6 NAT pass-through

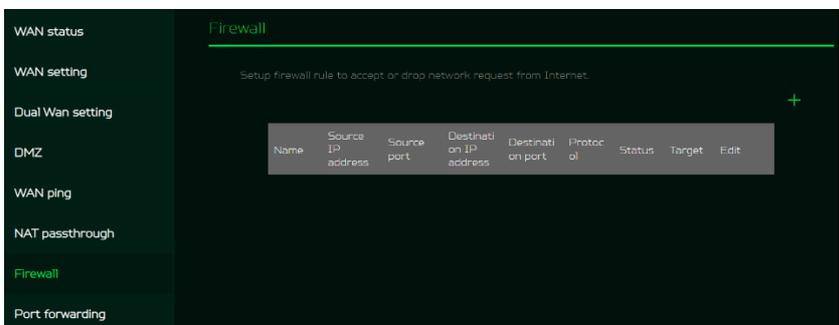
NAT pass-through allows a Virtual Private Network (VPN) connection to pass through the router to the external network.



7.7 Firewall

Setup firewall rule to accept or drop network requests from Internet.

To set up a firewall, click on (+) icon and enter the name, source and destination port and IP address, protocol, target and status info.



7.7 Port Forwarding

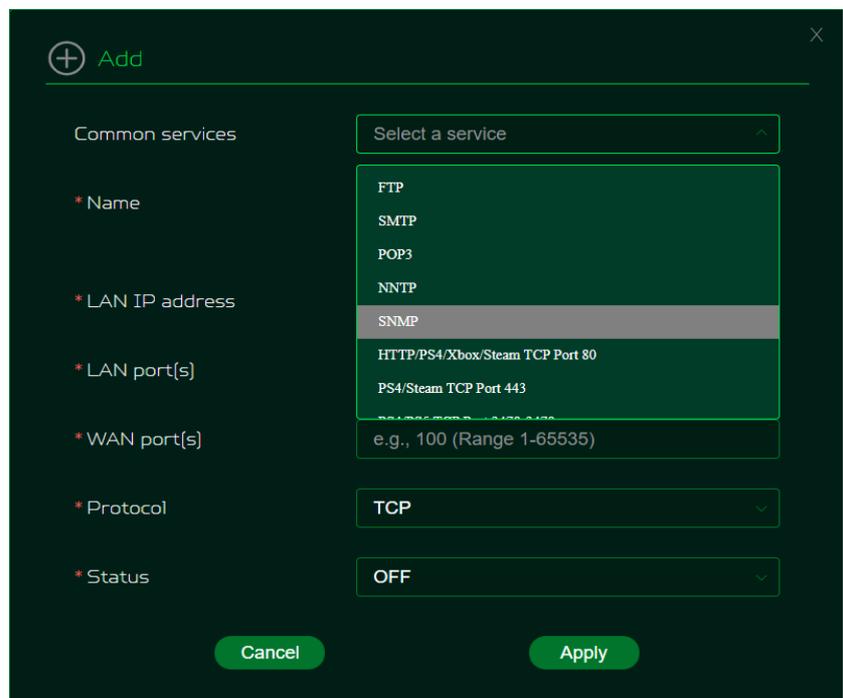
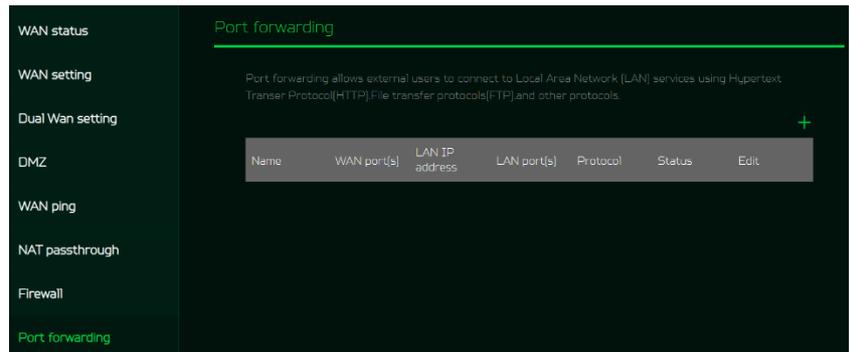
This feature allows external users to connect to Local Area Network (LAN) services using Hypertext Transfer Protocol (HTTP), File transfer protocols (FTP), and other protocols. To add any application, click on (+) icon and select a required service.

You can select any service profile from common services tab and it will then automatically show its name, the port number and its protocol.

Enter the LAN IP address and select the status ON/OFF and click on the “Apply” button to activate the service.

We have added a new game console profile including:

- Xbox network
- Play Station 5
- Play Station 4
- Nvidia GeForce Now
- Steam

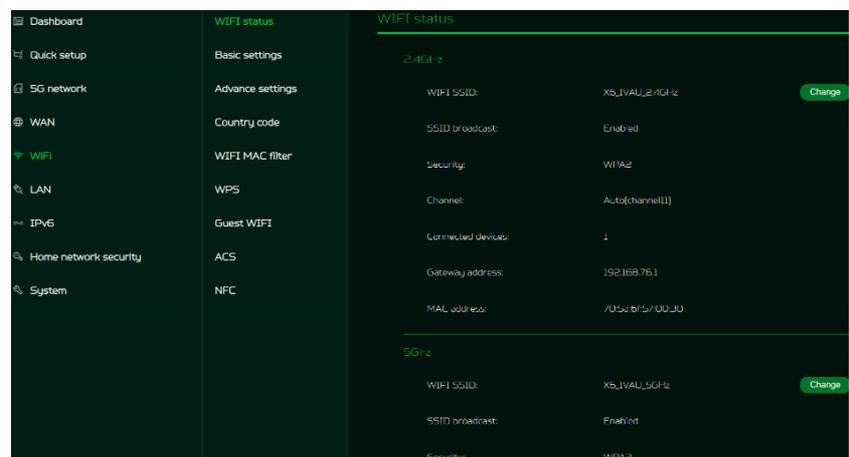


8. WiFi

8.1 WiFi Status

Displays key information such as:

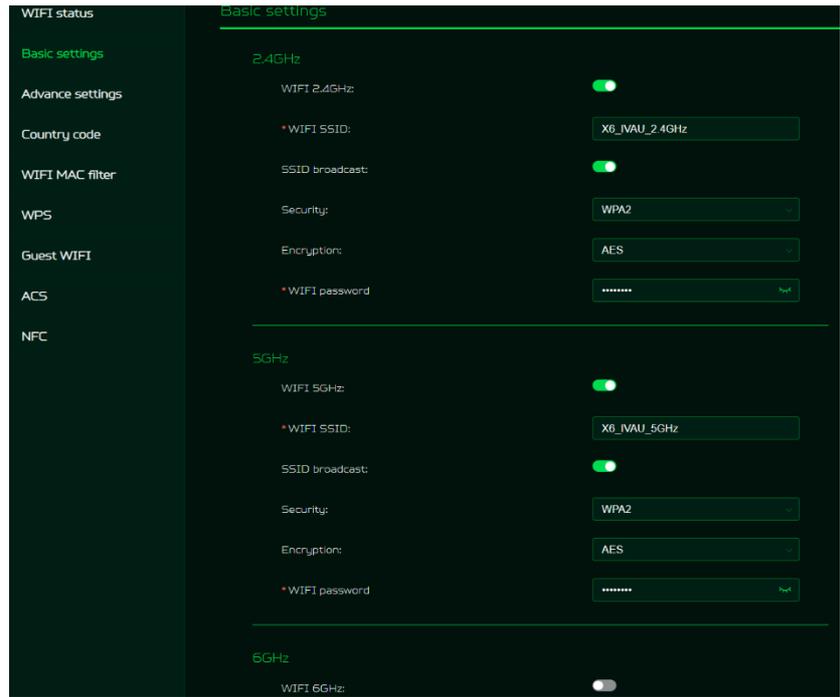
- WiFi SSID
- SSID Broadcast
- Security
- Channel
- Connected devices
- Gateway address
- Mac address of 2.4GHz, 5GHz & 6GHz bands



8.2 Basic Settings

This tab shows only when the X6E is configured in router mode. In this page, you can edit WiFi SSID and enable or disable SSID broadcast and use the following security parameters for 2.4GHz, 5GHz & 6GHz bands.

It supports WiFi 2.4G/5G/6GHz frequency band, but only two bands can be activated at the same time. It could be 2.4GHz + 5GHz or 2.4GHz + 6GHz.



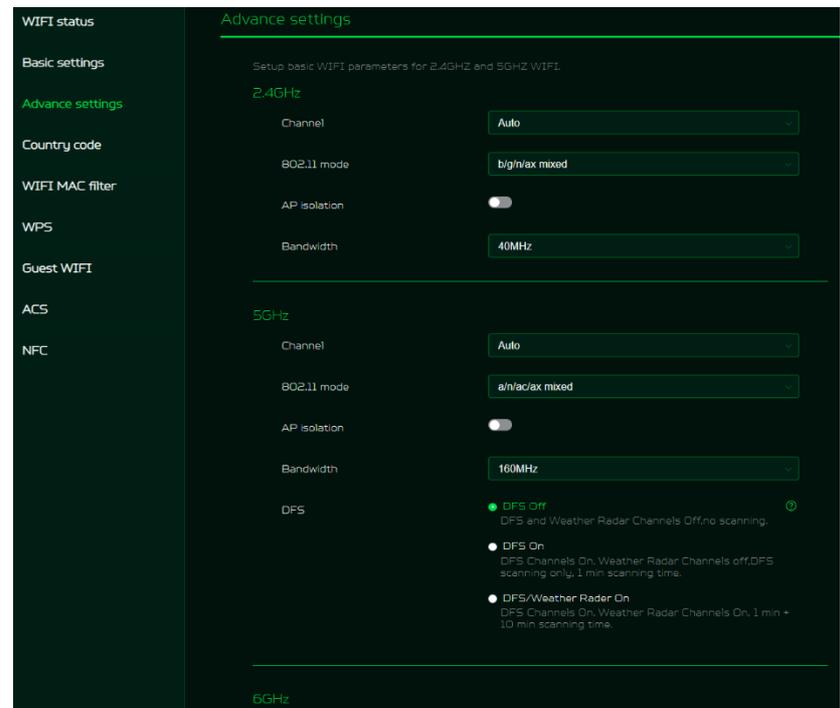
8.3 Advanced Settings

This tab will help you to setup advanced WiFi parameters for 2.4GHz, 5GHz & 6GHz band.

AP isolation is a feature that enables you to create a separate virtual network preventing client communicating with each other and preventing unwanted hacking. This feature is disabled by default.

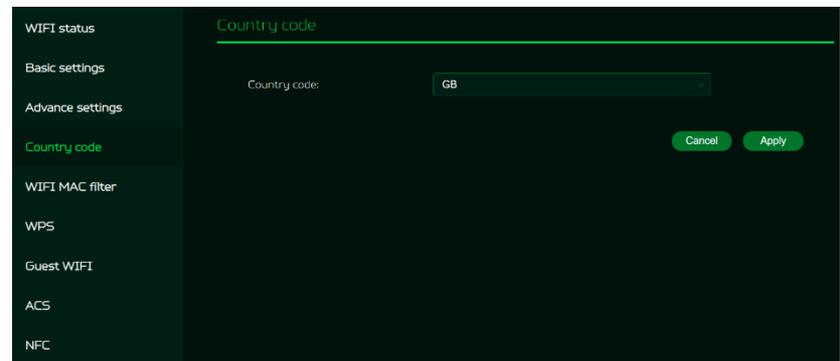
The full list of **PSCs** is: 5, 21, 37, 53, 69, 85, 101, 117, 133, 149, 165, 181, 197, 213 and 229.

Bandwidth will be 160MHz by default and you can choose to select in between 20MHz to 160MHz.



8.4 Country Code

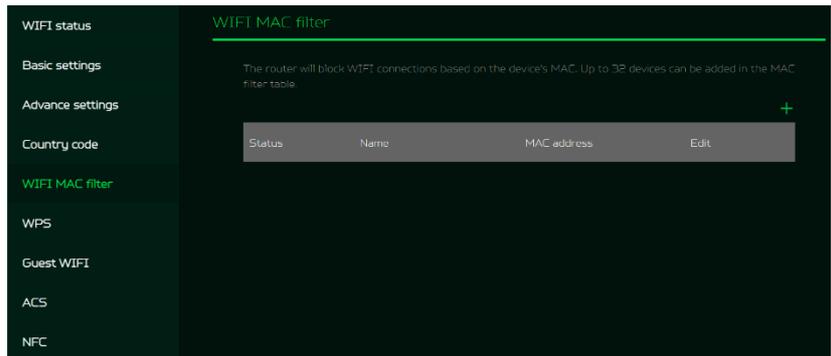
You can select your preferred country code from the drop-down list.



8.5 WiFi MAC filter

Devices that are added to the WiFi MAC filter will be blocked from accessing the Internet.

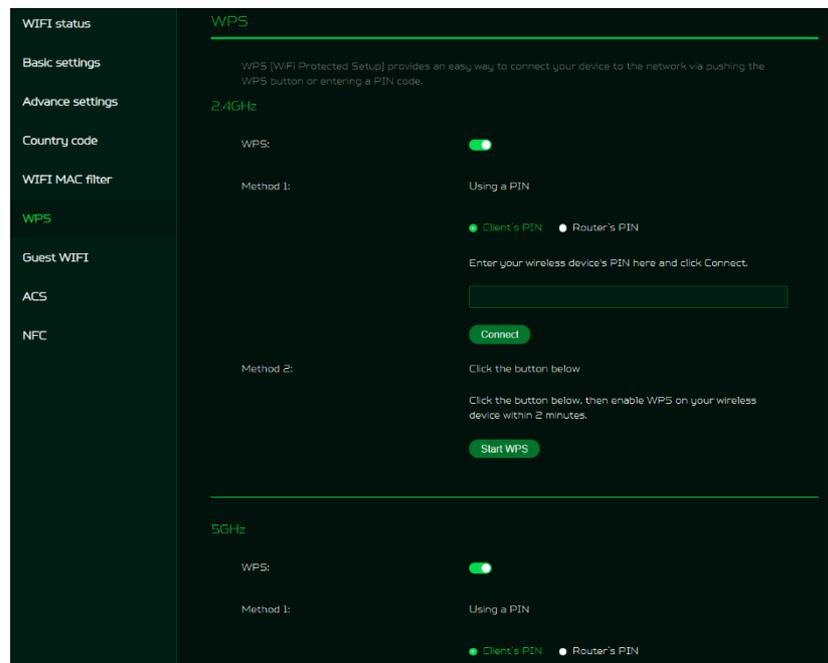
Click on the (+) icon to add the device to the filter table by entering its name & MAC address. Up to 32 devices can be added to the MAC filter.



8.6 WPS

WPS (WiFi Protected Setup) provides an easy way to connect your device to the network by pushing the WPS button (next to the USB port) or entering a PIN code.

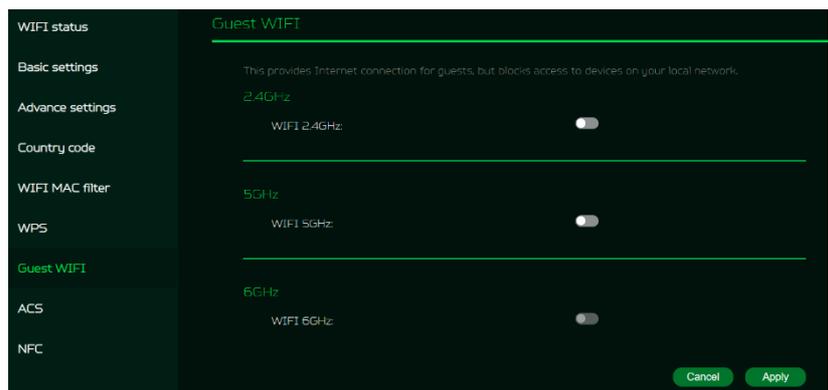
On this page, you can configure the WPS settings of 2.4GHz and 5GHz bands. There are two methods to configure WPS i.e. using a PIN (client's pin or Router's pin) or you can choose a second method, in which you need to click on "Start WPS", then enable WPS on your wireless device within two minutes. WPS will be disabled, if WiFi set to WPA3, WPA, or TKIP mode, or if the SSID broadcast is turned off. WPS will be disabled if WiFi is set to WPA3 mode or if SSID broadcast is turned off.



8.7 Guest WiFi

This tab provides information about the Internet connection for guests and their devices accessing your network. It provides Internet connection for guests, but blocks access to devices on your local network.

Guest WiFi password is set by default for all bands, so it is suggested changing the passwords for security reasons.

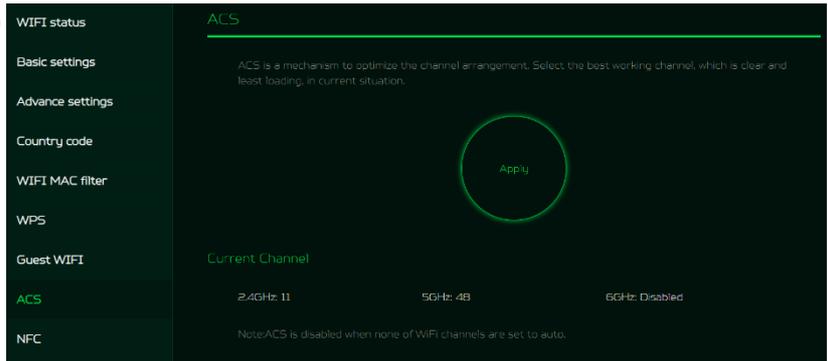


8.8 ACS (Automatic Channel Selection)

ACS is a mechanism to optimize the channel assignment. It selects the best working channel dynamically. One that is clear and has the least traffic.

Note 1: There will be a small delay, rescanning, and then cycling OFF and ON if the client is associated with the ACS enablement band. Please check your device's wireless connection and select the best WiFi X6E router SSID after the ACS process is completed.

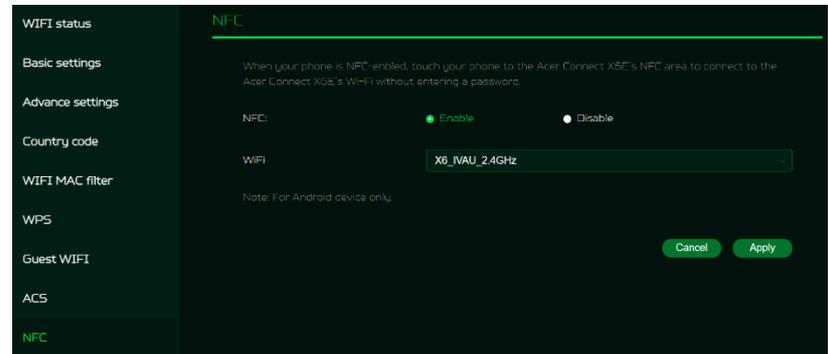
Note 2: The ACS is not applicable if all three bands (2.4GHz, 5GHz, and 6GHz) are configured as fixed channels. ACS is disabled when none of the WiFi channels are set to auto.



8.9 NFC

When your phone is NFC-enabled (Near Field Communication), touch your phone to the Acer Connect X6E's NFC area to connect to the Acer Connect X6E's WiFi without entering a password.

You can enable or disable the NFC and select the WiFi band of your choice. It is for Android devices only.

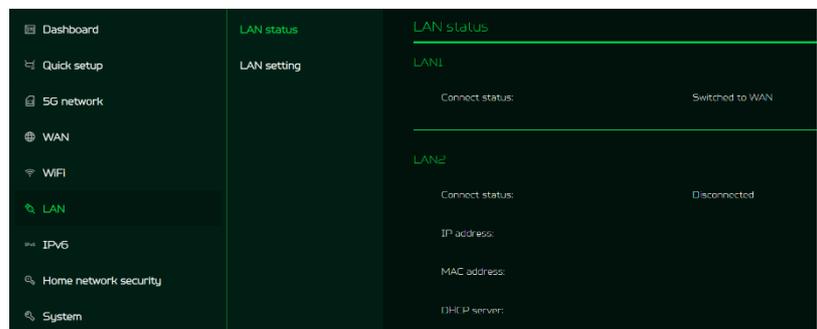


9. LAN

LAN status

On this page, you can view each LAN port status including its associated IP address, MAC address and DHCP server.

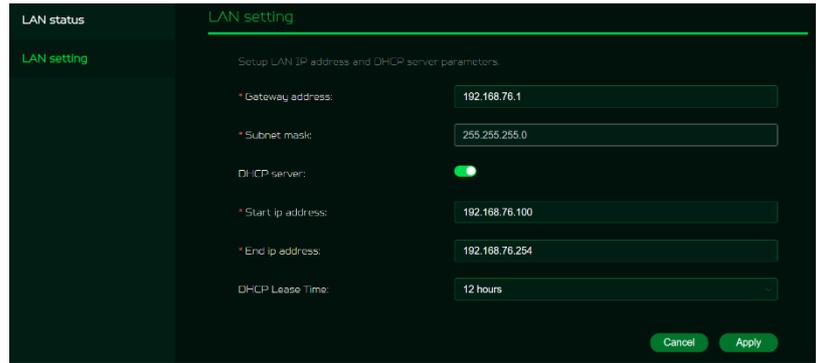
The ACER Connect X6E has two LAN ports and one RJ-11 telephone port.



LAN Setting

This tab allows you to set up a LAN IP gateway address with an option to enable or disable the DHCP server feature. You can enter the gateway address and subnet mask. DHCP provides and assigns IP addresses, default gateways, and other network parameters to client devices. DHCP server can be enabled or disabled as per the network requirement. The following subnets are reserved for default services. Please do not use it as a gateway address.

1. 192.168.7.x (IPsec VPN)
2. 192.168.8.x (Open VPN)
3. 192.168.10.x (Guest WiFi)

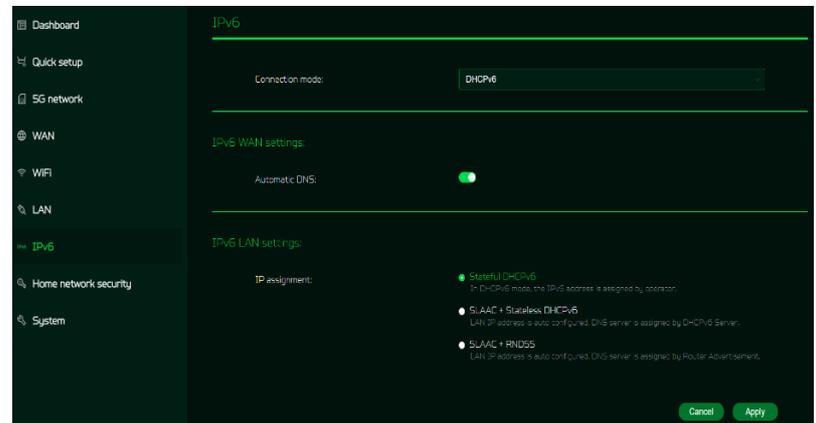


10. IPv6

You can set IPv6 settings from this tab. The Acer Connect X6E supports following IPv6 modes: DHCPv6, static IPv6, PPPoE, 464xlat, 6rd, DS-Lite.

The connection mode will be DHCPv6 by default.

Please consult local Internet Service Provider before enabling and configuring IPv6 LAN settings.

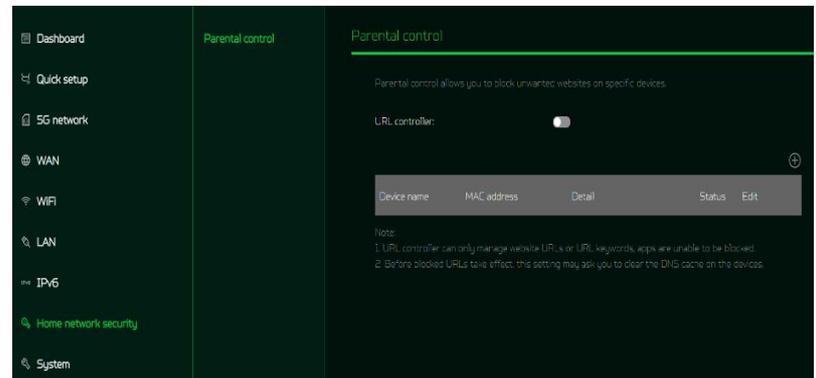


11. Home Network Security

11.1 Parental Control

Home network security includes the URL controller within the parental control feature that allows you to block unwanted websites on specific devices.

Once you click on (+) icon, the following window will appear and here you can enter the device list, device name, its MAC address,



status and select the following categories for blocking websites.

Note: 1) URL controller can only manage website URLs or URL keywords, apps are unable to be blocked.

2) Before blocked URLs take effect, this setting may ask you to clear the DNS cache on the devices.

The screenshot shows a dark-themed 'Add' settings window. At the top left is a plus icon and the word 'Add', and at the top right is a close 'X' icon. The settings are as follows:

- Device list:** A dropdown menu with 'Choose device' selected.
- * Device name:** A text input field with 'e.g., ABC' as a placeholder.
- * MAC address:** A text input field with 'e.g., 00:11:22:4C:36:22' as a placeholder.
- * URL:** A text input field with 'e.g., www.AAA.com' as a placeholder.
- Status:** A dropdown menu with 'ON' selected.
- Internet access limit time:** Two time selection fields for 'Start time' and 'End time', each with a clock icon.
- * Repeat:** A row of seven checkboxes for 'Mon', 'Tue', 'Wed', 'Thu', 'Fri', 'Sat', and 'Sun', all currently unchecked.

At the bottom, there are two green buttons: 'Cancel' on the left and 'Apply' on the right.

12. SYSTEM

12.1 Login Password

You can change the password of your Acer Connect X6E from this page.

To make a new password, you need to enter your current password first. Please use a strong password to keep it secure.

The screenshot shows the 'Login password' settings page. On the left is a sidebar with the following menu items: Dashboard, Quick setup, 5G network, WAN, WiFi, LAN, IPv6, Home network security, and System (highlighted in green). The main content area is titled 'Login password' and contains the following text and fields:

- Change the password of your Acer Connect X6E
- * Current password: A text input field with a dropdown arrow.
- * New password: A text input field with a dropdown arrow.
- * Confirm new password: A text input field with a dropdown arrow.

At the bottom right, there are two green buttons: 'Cancel' and 'Apply'.

12.2 System Time

This tab allows you to synchronize the device time with the system time by enabling "Automatically set time zone".

By enabling "daylight savings time", the device will automatically adjust the time according to the time zone.

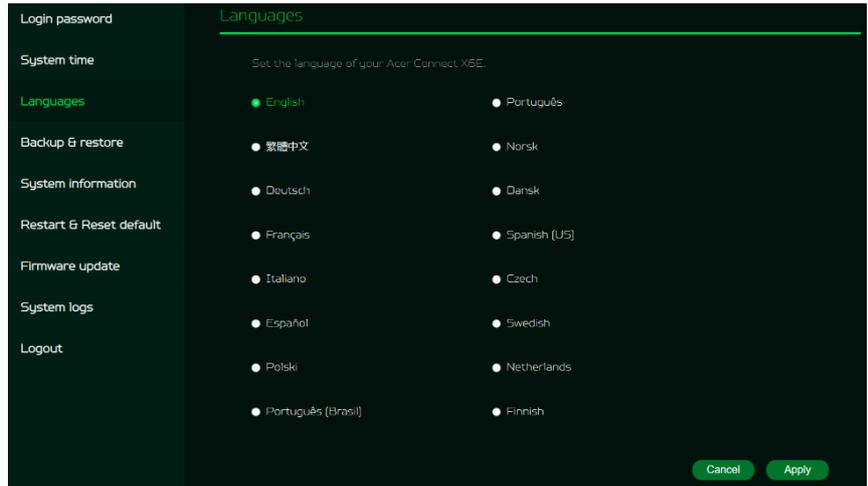
The screenshot shows the 'System time' settings page. On the left is a sidebar with the following menu items: Login password, System time (highlighted in green), Languages, Backup & restore, System information, Restart & Reset default, Firmware update, System logs, and Logout. The main content area is titled 'System time' and contains the following text and fields:

- This allows device to synchronize the system time to the time zone selected. When the daylight savings time setting is ON, device will automatically adjust the time according to the time zone.
- Automatically set time zone: A toggle switch that is currently turned on.
- Time zone: A dropdown menu with '(UTC-12:00) International Date Line West' selected.
- Current date and time: 12-09-2023 21:31:49

At the bottom right, there are two green buttons: 'Cancel' and 'Apply'.

12.3 languages

You can select the language of your Acer Connect X6E from this tab.

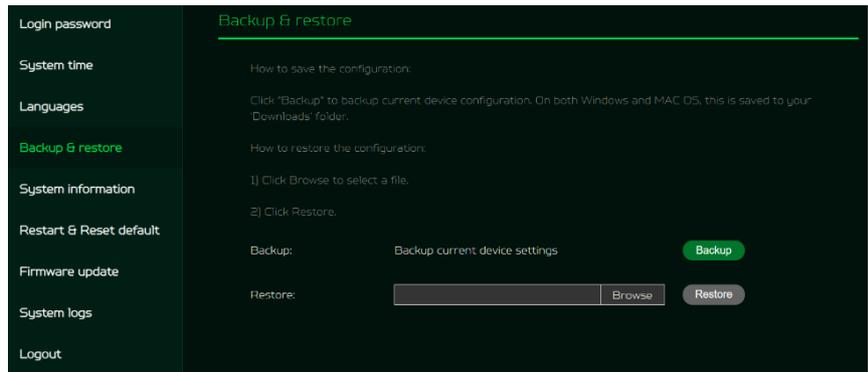


12.4 Backup and Restore

In this tab, you can check how to save the configuration: Click on "Backup" to backup current device configuration. On both Windows and MAC OS, this is saved to your 'Downloads' folder.

How to restore the configuration:

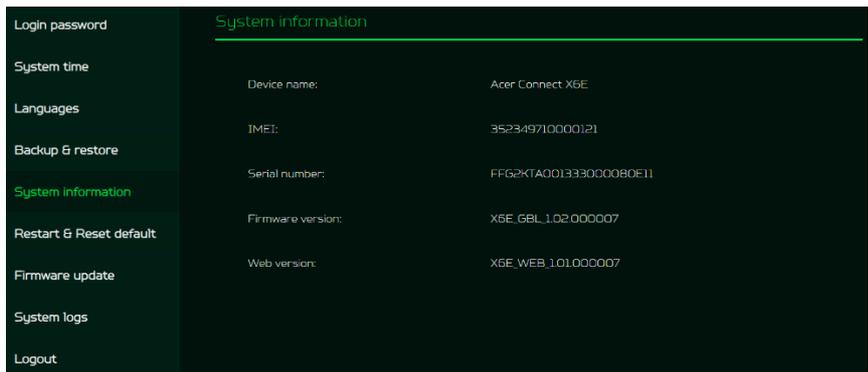
- 1) Click Browse to select a file
- 2) Click Restore



12.5 System Information

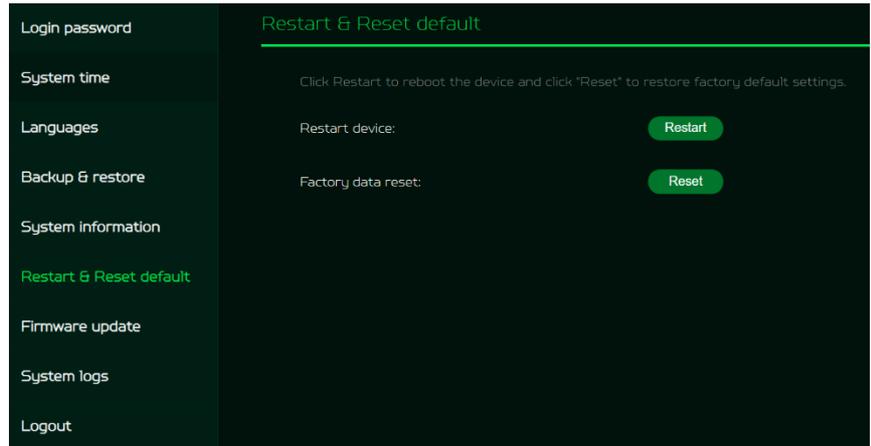
It shows key device information of Acer Connect X6E, such as:

- Device name
- IMEI
- Serial number
- Firmware version
- Web version



12.6 Restart and Reset Default

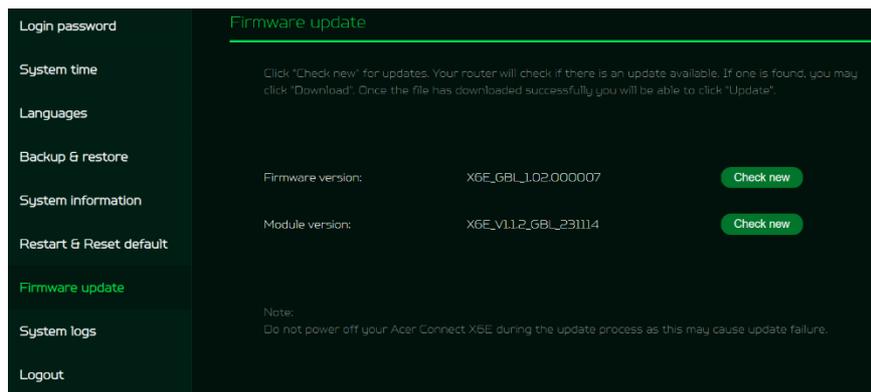
From this tab, you can click on “Restart” to reboot the router and click on “Reset” to restore the factory default settings.



12.7 Firmware Update

In this tab, you can check the existing firmware version and also, click on “check new”, to see if there is an update available.

You may click on the top right icon “New firmware available” to upgrade the Acer Connect X6E with the latest firmware.

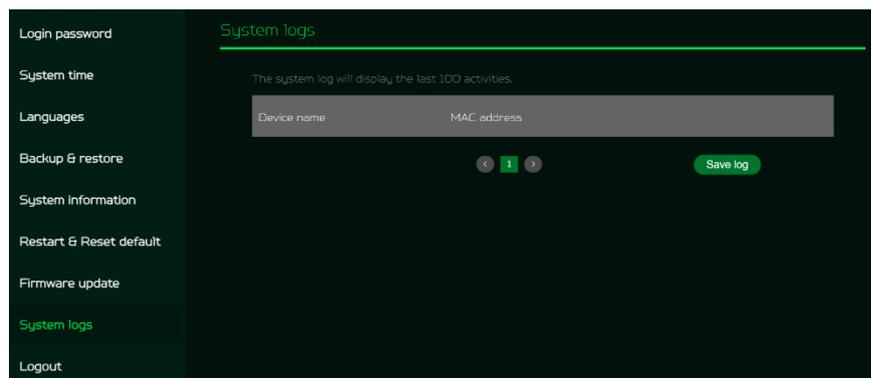


Note: Do not power off your Acer Connect X6E during the update process as this may cause an update failure.

12.8 System Log

The System logs consist of general logs and it will display here all the recent 100 activities you have done with the router.

You can save the system logs by clicking the “Save log” button at the bottom of the page.



13. Troubleshooting

13.1 Quick Tips

This section describes common issues that you can encounter.

Sequence to restart the device and network:

1. Unplug the modem power plug.
2. Plug in the modem power plug. Wait for two minutes till the modem LED is steady as before.

13.2 Frequently Asked Questions (FAQs)

13.2.1 What can I do if I forget my wireless password?

- Connect to the X6E router via Ethernet cable LAN.
- Visit device portal <http://acer-connect.com> and login admin.
- Go to WiFi -> Basic settings/Retrieve or reset the WiFi passwords.

13.2.2 What can I do if I forget the router's web portal admin password?

Reset the device by pressing and holding the reset key over 10 seconds and then release it. After the device restores to factory default, please login web admin portal with admin PWD, label printed on the bottom of the device.

Note 1: The device web admin will be locked after 5 wrong password attempts. The user is required to reboot the device to disable the web admin.

Note 2: Remember to set up the device's internet connection after resetting. Remember to also change the admin password.

13.2.3 What can I do if I can't log into the router's web admin portal?

Please follow the steps below to check on your client's device.

- Check whether the client-allocated IP and DNS server IPs both are with the same subnet and gateway.
- Clean the browser cookies or use private/Incognito mode to access the router admin.

13.2.4 What can I do if I can't surf the internet even though the configuration is finished?

Please follow the steps below to check on your X6E router:

- Login to the web admin portal dashboard to check Internet status.
- Continuingly, if the Internet status is up and connected. Go to the WAN setting, manually configure the DNS server using the below IP, and apply:
Primary DNS server: 8.8.8.8
Secondary DNS server: 8.8.4.4
- If the issue is still there, please restart the modem and router accordingly.

14. Factory Default Settings

Router web admin	
URL	http://acer-connect.com or http://192.168.76.1
Login Password (case-sensitive)	XXXXXXXX (XXXXXXXX is randomized variable). Please check the device's bottom label)
Local Network (LAN)	
Gateway address	192.168.76.1
Subnet mask	255.255.255.0
DHCP server	192.168.76.1
DHCP range	192.168.76.100 to 192.168.76.254
Time zone	Depends on the country or region you bought the router.
DHCP starting IP address	192.168.76.100
DHCP ending IP address	192.168.76.254
Time adjusted for daylight save time	Enabled.
Wireless LAN (WLAN)	
WiFi SSID (case-sensitive)	2.4GHz: X6E_YYYY_2.4GHz 5GHz: X6E_YYYY_5GHz 6GHz: X6E_YYYY_6GHz (YYYY is randomized variables. Please check the device's bottom label)
Security	2.4GHz : WPA2/WPA3 5GHz : WPA2/WPA3 6GHz : WPA3
SSID Broadcast	Enabled.
RF channel	2.4GHz : Auto 5GHz : Auto 6GHz : Auto
Default operation mode (with AX enabled)	2.4GHz: 2x2 MIMO streams, 1024 QAM, 40MHz, 574Mbps 5GHz: 4x4 MIMO streams, 1024 QAM, 160MHz, 4804Mbps or 6GHz: 4x4 MIMO streams, 1024 QAM, 160MHz, 4804Mbps
Guest WiFi	Disabled.
Home Network Security	Disabled.

15. Router Basic Specification

Processor	System	OpenWRT
	CPU	Qualcomm SDX62 + IPQ5018 + QCN9024
Memory	LPDDR	256MB
	Storage	512MB
Wireless LAN	IEEE standard	802.11 a/b/g/n/ac/ax
	Band	Tri-band, 2.4 + 5/6GHz
	Throughput	AXE5400
	MU-MIMO	2+4 streams 2.4GHz: 2x2 MIMO streams, 1024/256 QAM, 20/40MHz, 574Mbps 5GHz: 4x4 MIMO streams, 1024/256 QAM, 20/40/80/160MHz, 4804Mbps or 6GHz: 4x4 MIMO streams, 1024/256 QAM, 20/40/80/160MHz, 4804Mbps
	Max Connected Devices	2.4 + 5/6GHz total: 128 devices
Ethernet	WAN	1 x 1Gbps
	LAN	1 x 1Gbps with 1 RJ-11 telephone port
Form factor	Dimension	101mm x 101mm x 206mm (L x W x T)
	Wall mount	No
	Weight	930g
DC Power Jack	Input Voltage	AC 100-240V, 50-60Hz, 1.6A
	Power Adapter	12V/3A 36W