Q: Office 1-2-3 is supposed to come with 3 APs. But I only find one in the package?
A: Office 1-2-3 has 3 AP stacked one on top of the other separated by cardboard. Please open the cardboard underneath the first AP to see the other ones.

Q: Sometime the Office 1-2-3 UI freezes or the counter stops, what happened?
A: When the master AP is sending out the commands, the upper right corner will show the countdown counter. We recommend to set your screen resolution to 100% to avoid anomaly.

Q: When I am setting up the Office accounts on the wizard, it will ask me to click on "Apply" after all accounts are created. But there is no "Apply" button,
A: Please click on "Save&Exit" on the lower right corner, the settings will be applied automatically.

Q: it seems to have problems roaming between the APs.
A: Please set the wireless networks to use "Different SSID for 2.4GHz and 5GHz.

Q: Where can I set the "Smart Handover" function for adjusting the wireless client's handover sensitivity?
A: Please go to "Advance Settings"->"NMS Settings"->"WLAN". Then select the SSID to edit the change.

Q: I was in the middle of the setup wizard. But I was sent back to the login page and can't login anymore.
A: Please use Firefox for configuration. Please login with "admin" as username and enter the frontdesk's password as password. Then go through the wizard to change your password again.

Q: How can I connect Office 1-2-3 with Windows 7.
A: Please download the PDF file. Here.

Q: I am using the Office network to run some video streaming. But sometimes the video streaming broke and require repowering the AP.
A: Please go to "Network Settings"->"Manage AP"->"Group Settings" and turn on the "AirTime Fairness" to "Static".