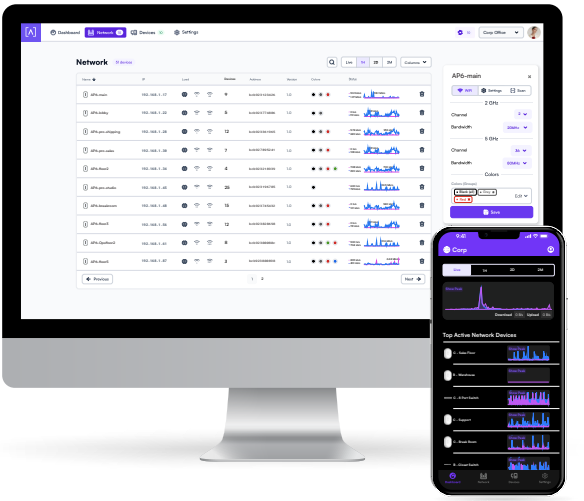
ALTA LABS

QUICK START GUIDE

ROUTE 10

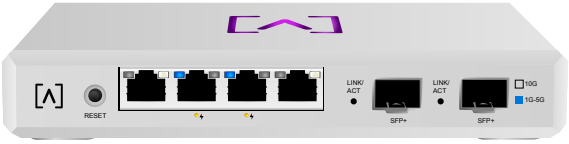
Before You Begin

Create your free Alta account to manage your Alta devices. Visit **manage.alta.inc** or download the **Alta Networks** app.



Download

Package Contents



Route10

Mounting Bracket

Mounting Screws
(M3x20mm, Qty. 2)

Anchors
(Qty. 2)

Power Supply

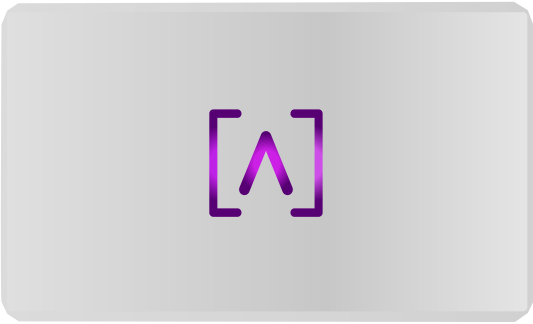
Note: We recommend using the included mounting hardware for product installation.

Installation Requirements

- Ethernet cabling (CAT 5e or above)
- Phillips screwdriver (for mounting)
- Pencil (for marking mounting template)
- Drill and drill bit (for mounting)

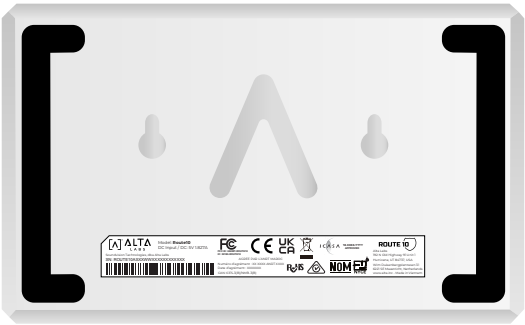
Hardware Overview

Top



The Alta Labs logo LED on top of the device flashes as the unit is powered up. Once fully booted, the LED will remain lit unless turned off in the UI. The LED color can also be changed in the management interface.

Bottom



The bottom of the device has padding for desktop placement and notches for mounting.

Front

Reset Button Press down for 10 seconds until the LED begins flashing to reset the router to factory defaults.

Ports 1-4 are standard Gigabit Ethernet ports that support 10/100/1000/2500 Mbps connections.

The **Link** LED on the left indicates a 10/100 Mbps connection when amber and blue indicates a 1 Gbps connection. For 2.5 Gbps connections, the LED on the right will illuminate white. If neither port LED is illuminated, then the connection is down.

Ports 2 and 3 support 802.3at PoE+ with up to 30W per port and a PoE budget of 40 Watts.

The **PoE** LEDs are located below ports 2 & 3 with the ϟ icon next to them. They will illuminate amber when a device connected to the port is being powered via Ethernet.

The SFP+ Ports support fiber optic and Ethernet transceivers with 1 Gbps, 2.5 Gbps, 5 Gbps, or 10 Gbps connections.

The **Link** LED on the left will illuminate blue when there is a 1 Gbps connection, it will illuminate white with a 2.5 Gbps, 5 Gbps, or 10 Gbps connection.

The **Activity** LED on the right flashes blue when there is activity on a 1 Gbps connection. It will flash white if there is 2.5 Gbps, 5 Gbps, or 10 Gbps network activity.

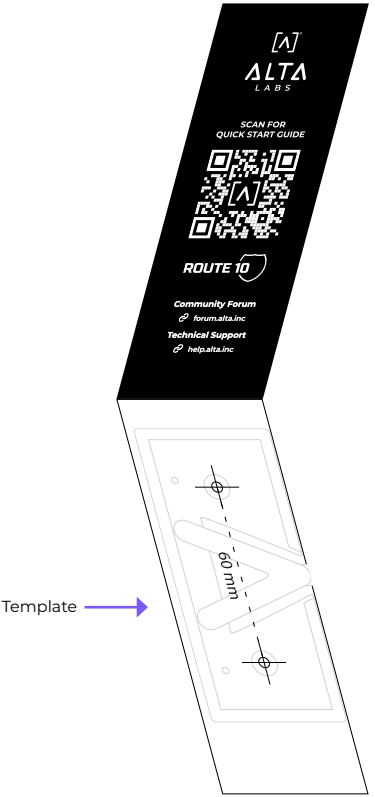
Back

Power Port Be sure to use the included power cord to connect power.

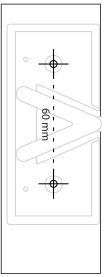
Hardware Installation

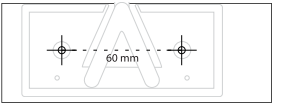
Mounting On A Wall

1. Locate the template included with the Quick Start Guide and Safety document.



2. Position the template in the desired location and use a pencil to mark the holes.

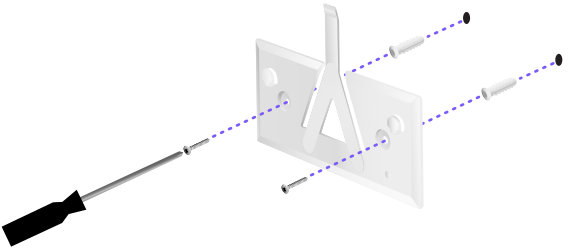




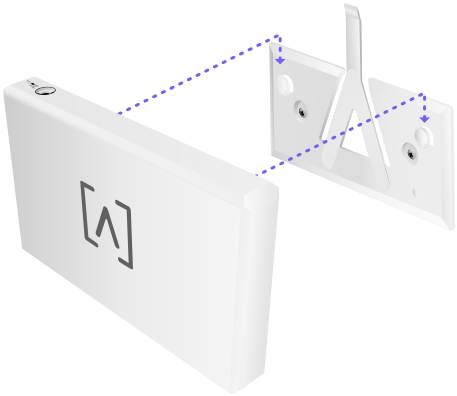
Vertical Mount or Horizontal Mount

3. Secure the Mounting Bracket to the wall using the Mounting Screws and a Phillips screwdriver. Be sure to use the screws included with the product.

   If mounting on drywall, use the anchors to ensure secure mounting. Use a 6 mm drill bit to drill the holes for the anchors and insert them in the wall.

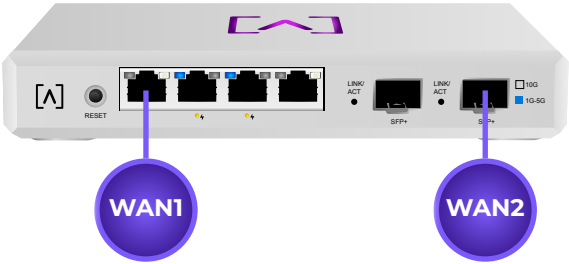


4. Align the router with the Mounting Bracket. Note: the Alta Labs A logo should be facing the same position on the mount and the router. Slide the notches over the tabs to lock Route10 into place.

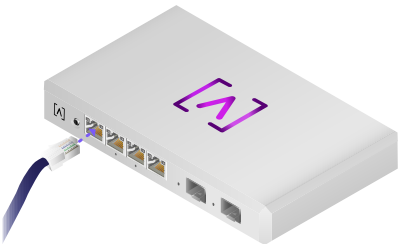


5. Connect the Power Supply to the Route10 and the other end to a power outlet.

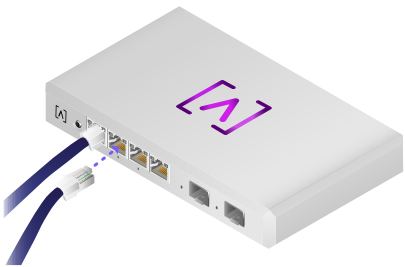
6. Connect your Internet connection to the appropriate WAN port on your Route10.



Note: Port 1 is the default WAN for Ethernet. The last port (SFP+) is WAN2.



7. Connect an Ethernet cable from a laptop or workstation computer to a LAN port on the Route10 to use the Internet Setup Wizard.



Setting Up Your Device

To begin, we recommend you start with a Power on Reset of the Route10 then run through the Internet Setup Wizard.

Important: WAN1 needs to be connected via Ethernet to an Internet connection for Power on Reset to work. WAN2 does not work for Power on Reset.

Power On Reset

1. Power off Route10.
2. Hold the **Reset** button.
3. Power on while holding the **Reset** button.
4. When Alta logo illuminates, release the **Reset** button.
5. Once the Alta logo becomes solid white, the Power on Reset process is complete.

Note: It may take from 2-10 minutes for the process to complete, depending on the speed of your Internet connection. If at any point during the process the LED flashes red, please contact Technical Support.

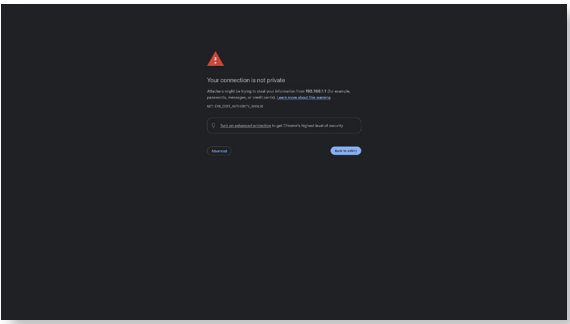
Internet Setup Wizard

1. Open your web browser and go to **192.168.1.1**.

Note: If the page does not load, Route10 may have detected a subnet conflict. Try using **192.168.0.1** instead.

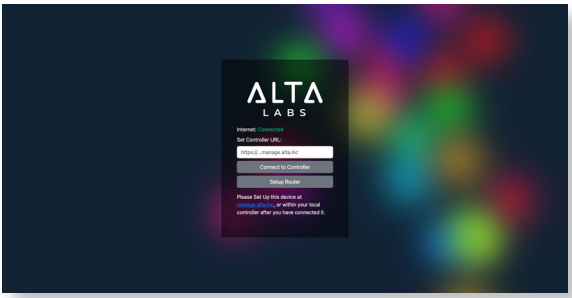
Note: Since firmware version 1.3v and later, you may also find the setup wizard at **setup.lan** or **setup.localdomain**.

2. If you receive a message stating that your Connection is not private, click **Advanced** and then click **Proceed to 192.168.1.1 (unsafe)**.



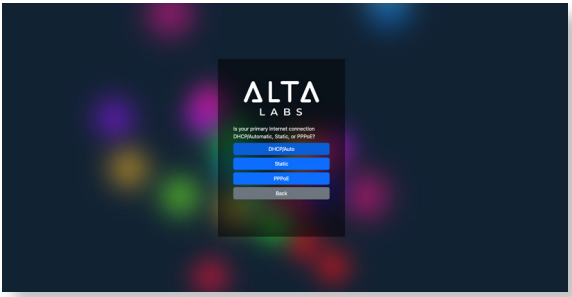
3. Click **Setup Router**.

Note: If you have a local controller and have already configured your Route10 on it before, you may input the local DDNS for that controller here instead.

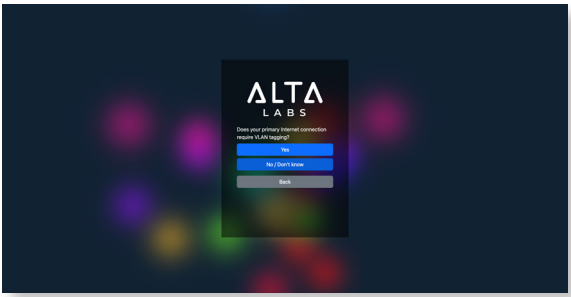


4. Select the appropriate WAN interface.

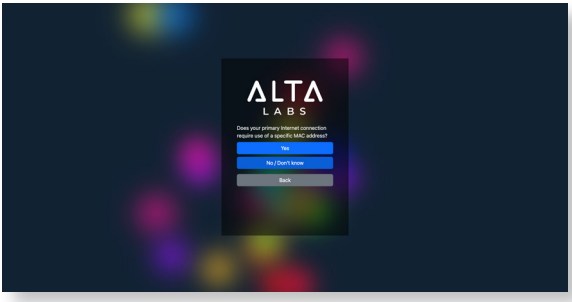
5. Most Internet connections use **DHCP/Auto** but if your ISP (Internet Service Provider) has provided you with a Static IP address or a PPPoE connection, they should provide you with the necessary information to enter.



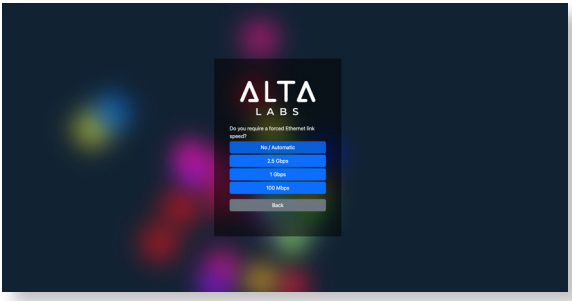
6. If your Internet Service Provider requires a VLAN tag in order to connect your router, that information is entered here. Most users will select **No/Don't Know**.



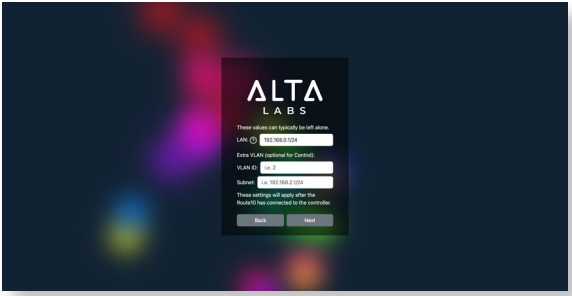
7. If your ISP provides you with a specific MAC address to use, you can enter it here. Most users will select **No/Don't Know**.



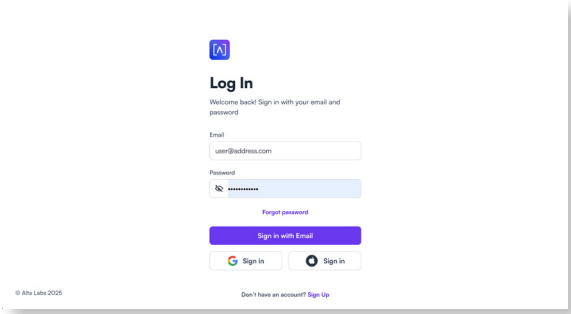
8. If you need to force an Ethernet link speed you can select it here, otherwise select **No/Automatic**.



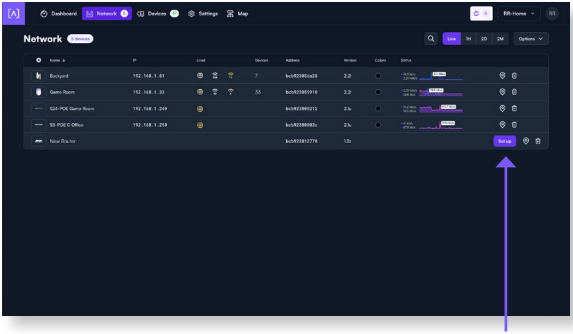
9. If you need to change the LAN, VLAN ID or Subnet (optional for Control), you can change the settings here. Typically you will leave these values alone and click **Next**.



10. Login at **manage.alta.inc**. You can sign in with a Google or Apple account or sign up for an account with your email address.

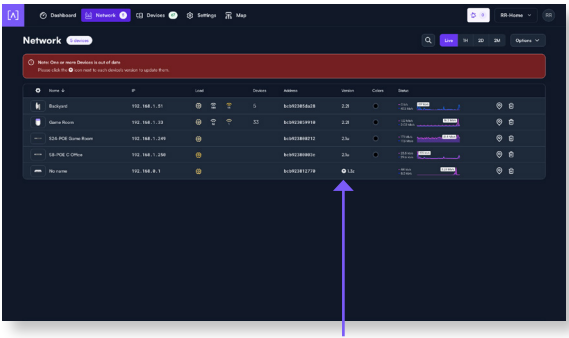


11. Click **Set up** to the far right in the row showing the New Router.



Click Set up

12. Click the up arrow in the Version column to update the firmware on the router.



Click the up arrow

Setup is complete! You can disconnect the computer from the LAN port used for setup and connect your LAN to Route10.

Helpful KnowledgeBase Articles

Visit help.alta.inc for our latest articles. Below are some articles that you may find helpful.

BLE (Bluetooth Low Energy) Firmware Update

MAC Addresses

LED Patterns

WireGuard Site-To-Site

Setting Up L2TP VPN

Configuring WireGuard Remote User VPN

Configuring IKEv2 Remote User VPN

WAN Failover

Troubleshooting FAQs

Q: My Route10 has become very hot and seems to have stopped working.

A: Route10 does get warm under normal use. Its rated ambient temperature is 23 to 122° F (-5 to 50° C). If the device is used in an extremely hot environment with no airflow or cooling, the Route10 will go into protect mode if the internal temperature (shown within the app or manage.alta.inc) goes above 176° F (80° C).

Route10 Specifications

Mechanical	
Dimensions	180 x 110 x 29.8 mm (7.09 x 4.33 x 1.17")
Weight	0.46 kg (1.01 lbs)
Enclosure Material	Top cover: polycarbonate Bottom cover: milled aluminum
Material Finish	Matte
Color	White
Mount Material	Injection Molded Plastic

Ports	
Network Interface	Ethernet, Bluetooth
Management Interface	(4) Autosensing 2500/1000/100/10 Mbps RJ45 Ports, (2) 10 Gbps/1.25 Gbps SFP+ Ports

LEDs	
PoE	Amber
RJ45	Amber (Left LED): 10/100 Mbps Blue (Left LED): 1 Gbps White (Right LED): 2.5 Gbps
SFP+	Blue: 1 Gbps White: 2.5, 5, or 10 Gbps
Status	RGB/Multi-Color

Hardware	
Processor	Quad-core Qualcomm 2.2 GHz
Button	Reset/Factory Reset
Network Interface	Ethernet, Bluetooth

Power	
Power Supply	Universal AC, 100 - 240VAC 50-60Hz External
Maximum Input Power Consumption	70W
POE Budget	40W
Per-Port PoE	(2) 802.3at POE+, PoE+ (54VDC, 0.6A Max)
PoE Ports	2

Power	
Bluetooth Version	BLE
Total Bluetooth Power	5 dBm EIRP
Bluetooth Gain	3 dBi
MAC Table Size	4k

Environmental	
Mounting	Locking Wallmount, Desktop
Operating Temperature	-5 to 50° C (23 to 122° F) With (1) 2W SFP+ Module: 45° C (113° F) With (2) 2W SFP+ Modules: 40° C (104° F)
Operating Humidity	5 to 95% Noncondensing
Certifications	CE, FCC, IC
RJ45 Port Surge Protection	12kV for ESD - Contact, 25kV for ESD - Air

Software	
VLAN	802.1Q
Easily Scale from Home to SMB to Stadium	Yes
Seamless Per-Client Settings	Yes
VPN Server	Yes, Multiple, Hardware-Accelerated
Actual Total Throughput	25 Gbps Combined Upload/Download
RADIUS Authentication	Yes
Deep-Packet Inspection	Yes
Intrustion Detection and Prevention Systems	Yes, at 10 Gbps
WAN Failover and Load-Balancing	Yes

Compliance

Federal Communication Commission Interference Statement

This product has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operations of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.

This device is restricted to indoor use.

Non-Modification Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Radiation Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

CAN ICES-003(B) / NMB-003(B)

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

(1) L'appareil ne doit pas produire de brouillage;
(2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

ISED Radiation Exposure Statement:

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20cm de distance entre la source de rayonnement et votre corps.

The transmitter module may not be co-located with any other transmitter or antenna.

Le module émetteur peut ne pas être coïmplanté avec un autre émetteur ou antenne.

ALTA LABS

Community Forum

forum.alta.inc

Technical Support

help.alta.inc

All specifications are subject to change without notice.
Alta Labs products are sold with a limited warranty:
alta.inc/warranty