

IoTa – AI Prime & Hydra User Guide - Network Equipment Compatibility Addendum

Updated
January 19, 2019

The table below lists known compatibility information about which routers and other network equipment allow the necessary network communications between and Apex and Aquillumination lights (Prime, Prime HD, Hydra 26HD, and Hydra 52HD), which do not, and if there are any device configuration actions which may need to be performed.

This information was obtained from a) internal testing by Neptune Systems, b) Apex owners who participated in the Neptune System Insiders program, and c) posts in the Neptune Systems Community Forum.

Brand	Type	Model	Software Version	Apex on Wi-Fi	Apex on Ethernet	Notes
Apple	Router	AirPort Extreme (A1408)	unknown	Not compatible	unknown	
Apple	Router	Airport Time Capsule (A1470)	7.7.9	Not compatible	Compatible	IGMP Snooping setting (enabled or disabled) had no effect
Asus	Router	RT-AC5300	Asus/Merlin 380	Compatible	Compatible	
Asus	Router	RT-AC5300	Asus/Merlin 384.6	Compatible	Compatible	Unstable connectivity, believed to be firmware issue; same router running Merlin 380 did not exhibit this issue
Asus	Router	RT-AC68	Asus/Merlin 384.5	Compatible	Compatible	Unstable connectivity, believed to be firmware issue; same router running Merlin 380 did not exhibit this issue
Asus	Router	RT-AC66	Asus/Merlin 380.66_4	Compatible	Compatible	
Asus	Router	RT-AC66	Asus/Merlin 380.70_0	Compatible	Compatible	
Google	Wi-Fi Mesh Router	Home Wi-Fi system	10452.90.45	Unknown	Compatible	older software versions will not work; upgrade from any earlier version to the listed version (or later)
Linksys	Router	EA6350 v2	2.1.1.171422	Compatible	Compatible	
Linksys	Router	EA7300	1.0.8.186438	Compatible	Compatible	
Linksys	Router	EA9500	2.1.1.186574	Compatible	Compatible	
Linksys	Wi-Fi Mesh Router	Velop WHW03v1	1.1.2.187020	Compatible	Compatible	
Linksys	Router	WRT3200ACM	1.0.6.186168	Compatible	unknown	
Netgear	Router	Nighthawk AC1900 (R7000)	unknown	Not compatible	Compatible	
Netgear	Router	Nighthawk X6S (R8000P)	1.3.0.4	Not compatible	Compatible	
Netgear	Router	Nighthawk X6S (R8000P)	1.4.1.24	Not compatible	Compatible	
Netgear	Router	R6700 v2	1.2.24_1.0.1	Compatible	Compatible	
Netgear	Wi-Fi Mesh Router	ORBI RBK40 / RBS40	2.1.4.16	Compatible	Compatible	
Netgear	Wi-Fi Mesh Router	ORBI RBR50 / RBK50	2.1.4.10	Compatible	Compatible	
Ubiquiti	Controller-based Wi-Fi	UniFi USG and AC Pro APs	5.x	Compatible	unknown	Enable the <i>Multicast Enhancement Enable multicast enhancement (IGMPv3)</i> option
ZyXEL	Controller-based Wi-Fi	NXC series	5.20	Compatible	Compatible	
ZyXEL	Switch	GS-1900 series	2.20	Compatible	Compatible	Navigate to Configuration->Multicast->IGMP. 1. Disable IGMP Snooping State 2. Set Unknown Multicast Action to "Flood"

Other:

It has been reported that a Netgear Nighthawk X6 (R8000 v1) with DD-WRT v3 firmware installed will work with both AI lights and Apex on Wi-Fi if the Filter Multicast option is disabled (unchecked). Navigate to Security -> Firewall; "Filter Multicast" is located in the Block WAN Requests section. This is not necessary if the Apex is connected via Ethernet. This will likely be the same for other routers; running the 3rd-party DD-WRT