NETGEAR[®]

AC1900 WiFi Mesh Extender Essentials Edition

Model EX6400 User Manual



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Support

Thank you for purchasing this NETGEAR product. You can visit www.netgear.com/support to register your product, get help, access the latest downloads and user manuals, and join our community. We recommend that you use only official NETGEAR support resources.

Conformity

For the current EU Declaration of Conformity, visit http://kb.netgear.com/app/answers/detail/a_id/11621.

Compliance

For regulatory compliance information, visit http://www.netgear.com/about/regulatory.

See the regulatory compliance document before connecting the power supply.

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Get to Know Your Extender



The AC1900 WiFi Mesh Extender Essentials Edition boosts your existing network range and speed, delivering dual-band WiFi. You can also use the extender in access point mode as a WiFi access point and create a new WiFi hotspot by using a wired Ethernet connection.

This chapter covers the following topics:

- Front Panel and Side Panel LEDs and Buttons
- When to Use Your Extender

Note: For more information about the topics covered in this manual, visit the support website at *netgear.com/support*.

Note: Firmware updates with new features and bug fixes are made available from time to time at *downloadcenter.netgear.com*. Some products can regularly check the site and download new firmware, or you can check for and download new firmware manually. If the features or behavior of your product does not match what is described in this guide, you might need to update your firmware.

Front Panel and Side Panel LEDs and Buttons

The LEDs are located on the front panel. A switch and buttons are located on the side panel and an Ethernet port is located on the bottom panel.

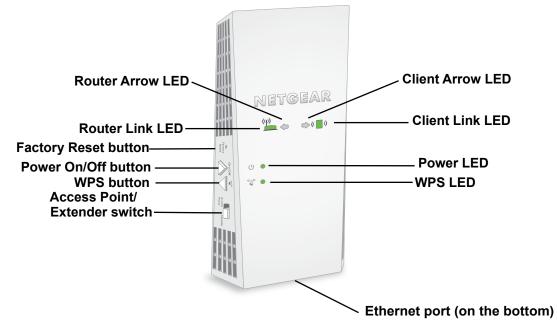


Figure 1. Extender front panel and side panel

Table 1. LEDs

LED	Description
Router Link LED	 This LED indicates the connection between the extender and the router or access point. Solid green. Best connection. Solid amber. Good connection. Solid red. Poor connection. Off. No connection.
Client Link LED	 This LED indicates the connection between the extender and a WiFi-enabled computer or mobile device. Solid green. Best connection. Solid amber. Good connection. Solid red. Poor connection. Off. No connection.
Power LED	 Solid amber. The extender is booting. Solid green. The extender is powered on. Off. The extender is powered off.
WPS LED	 Solid green. WiFi security is enabled (WPA or WPA2). Blinking green. The extender is making a WPS connection. Off. WiFi security is not enabled.

Table 1. LEDs (continued)

LED	Description
	If no arrow LEDs are lit, the extender is in a good location. If the Client Arrow LED is blinking, move the WiFi-enabled computer or mobile device closer to the extender.
Router Arrow If no arrow LEDs are lit, the extender is in a good location. If the Router Arrow LED is blinking, move the extender closer to the router.	

When to Use Your Extender

We recommend that you connect to the extender only when your WiFi network connection is poor. Data traffic routed through the extender is inherently slower than traffic routed directly from the network.

How the Extender Works

The extender works like a bridge between a WiFi router (or a WiFi access point) and a WiFi device outside the range of the WiFi router. The extender performs two main jobs:

• The extender connects to a working WiFi network.

When the extender connects over WiFi to an existing network, it functions as a network client, similar to how a WiFi device connects to a network.

• The extender acts as an access point for WiFi devices.

The extender broadcasts its own WiFi network that WiFi devices can join. In its role as an access point, the extender performs tasks that WiFi routers do, such as broadcasting its network name (SSID).

The extender must do each of these jobs so that both ends of the bridge are in place.

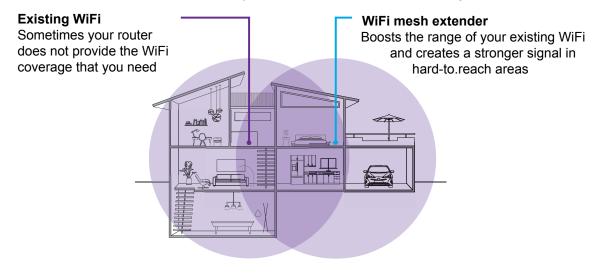


Figure 2. Mesh extender in a home

Get Started

2

This chapter covers the following topics:

- Use the Extender in Extender Mode
- Use the Extender in Access Point Mode
- Log In to Access Extender Settings
- Run Smart Setup

Use the Extender in Extender Mode

The extender repeats signals from an existing WiFi router or access point. Place the extender, apply power, and connect the extender to your WiFi network.

Note: You can also use the extender as a WiFi access point and create a new WiFi hotspot by using a wired Ethernet connection. See *Use the Extender in Access Point Mode* on page 14.

Place the Extender and Apply Power

> To place the extender and apply power:

- 1. Set the Access Point/Extender switch to the Extender position.
- 2. Place your extender in the same room as your WiFi router.

Proximity to the WiFi router is required only during the initial setup process.

- 3. Plug the extender into an electrical outlet.
- **4.** Wait for the Power LED ∪ to light green.

If the Power LED does not light, press the **Power On/Off** button on the extender.

Connect to an Existing WiFi Network

To extend the range of your WiFi network, you must connect the extender to your existing WiFi network. You can do this in one of two ways:

- Connect with WPS. For more information, see Connect With WPS on page 10.
- **Connect with the NETGEAR installation assistant**. For more information, see *Connect With the NETGEAR Installation Assistant* on page 12.

Connect With WPS

Wi-Fi Protected Setup (WPS) lets you join a secure WiFi network without typing the network name and password.

Note: WPS does not support WEP network security. If you are using WEP security, follow the instructions in *Connect With the NETGEAR Installation Assistant* on page 12.

- > To use WPS to connect the extender to your WiFi router:
 - 1. Press the **WPS** button on the side panel of the extender.

The WPS LED 🗳 🔹 blinks.

2. Within two minutes, press the **WPS** button on your router or access point.

When the extender connects to your existing WiFi network, the WPS LED on the extender lights solid green and the Router Link LED does not light, try again. If it still does not light, see *Connect With the NETGEAR Installation Assistant* on page 12.

- **3.** If your WiFi router supports the 5 GHz band, repeat Steps 1 and 2 to connect the extender to the 5 GHz band.
- 4. Unplug the extender and move it to a new location that is about halfway between your router and the area with a poor router WiFi signal.

The location that you choose must be within the range of your existing WiFi router network.



- 5. Plug the extender into an electrical outlet and wait for the Power LED $\bigcirc \bullet$ to light green.
- 6. Use the Router Link LED <u>to help you choose a spot where the extender-to-router</u> connection is optimal.
- 7. If the Router Link LED does not light amber or green, plug the extender into an outlet closer to the router and try again.

Keep moving the extender to outlets closer to the router until the Router Link LED lights amber or green.

8. Connect your WiFi-enabled computer or mobile device to the WiFi network.

Note: Your extender uses the same WiFi network settings as your router for its 2.4 GHz and 5 GHz extended networks.

For example, if your extender connects to the router's 2.4 GHz WiFi band, your extender uses your router's 2.4 GHz WiFi settings for both its networks:

- Router 2.4 GHz WiFi network name. MyWiFiExample
- Router 5 GHz WiFi network name. MyWiFiExample-5G
- Extended 2.4 GHz WiFi network name. MyWiFiExample

• Extended 5 GHz WiFi network name. MyWiFiExample

If your extender connects to the router's 5 GHz WiFi band, your extender uses your router's 5 GHz WiFi settings for both its networks:

- Router 2.4 GHz WiFi network name. MyWiFiExample
- Router 5 GHz WiFi network name. MyWiFiExample-5G
- Extended 2.4 GHz WiFi network name. MyWiFiExample-5G
- Extended 5 GHz WiFi network name. MyWiFiExample-5GTest the extended WiFi
 range by moving your computer or WiFi device to the area with a poor router WiFi
 signal:

Note: Since your router and extended networks share the same WiFi network name, only one WiFi network name is broadcast.

Connect With the NETGEAR Installation Assistant

> To connect with the NETGEAR installation assistant:

- **1.** Connect a computer or mobile device to the extender using a WiFi or Ethernet connection:
 - **WiFi**.On your WiFi-enabled computer or mobile device, open the WiFi connection manager and locate and connect to the extender network called NETGEAR_EXT.
 - **Ethernet**. Use an Ethernet cable to connect the Ethernet port on the extender to an Ethernet port on your computer.

On a computer, tablet, or smartphone, open the WiFi connection manager and connect to the extender network called NETGEAR_EXT.

When you are connected to the extender, the Client Link LED (()) lights solid green.

2. Launch a web browser.

The first time that you log in to the extender, the NETGEAR installation assistant displays. If the NETGEAR installation assistant does not display, visit *www.mywifiext.net*.

- 3. Follow the prompts to connect your extender to your existing WiFi network.
- 4. Unplug the extender and move it to a new location that is about halfway between your router and the area with a poor router WiFi signal.



The location that you choose must be within the range of your existing WiFi router network.

- 5. Plug the extender into an electrical outlet and wait for the Power LED $\bigcirc \bullet$ to light green.
- 6. Use the Router Link LED <u>to help you choose a spot where the extender-to-router connection is optimal.</u>
- 7. If the Router Link LED does not light amber or green, plug the extender into an outlet closer to the router and try again.

Keep moving the extender to outlets closer to the router until the Router Link LED lights amber or green.

Connect Ethernet-Enabled Devices

After the extender is connected to your existing WiFi network, you can connect a device to the extender using an Ethernet cable. Then that device can access your existing network through the extender-to-router WiFi connection.

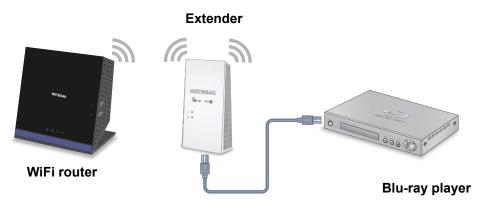


Figure 3. Ethernet connection to the extender

Use the Extender in Access Point Mode

You can use the extender as a WiFi access point, which creates a new WiFi hotspot by using a wired Ethernet connection.



Figure 4. Extender as an access point

- > To install the extender as an access point:

 - Plug the extender into an electrical outlet and wait for the Power LED () to light green.
 If the Power LED does not light, press the Power On/Off button.
 - 3. Connect a computer or mobile device to the extender using a WiFi or Ethernet connection:
 - **WiFi**. On your WiFi-enabled computer or mobile device, open the WiFi connection manager and locate and connect to the extender network called NETGEAR_EXT.

When your WiFi-enabled computer or mobile device is connected to the extender, the Client Link LED lights.

• **Ethernet**. Use an Ethernet cable to connect the Ethernet port on the extender to an Ethernet port on your computer.

Note: If you want to use an Ethernet connection, you must do this before you connect your extender to your modem router or router.

4. Launch a web browser and visit *www.mywifiext.net*.

The NETGEAR installation assistant displays.

5. Use an Ethernet cable to connect your router to an Ethernet port on the extender.

Note: Do not connect your extender directly to your DSL or cable modem. The extender does not function as a router. If your network includes a DHCP server, you can connect the extender to a switch or hub that is connected to the DHCP server.

6. Return to the NETGEAR installation assistant and follow the prompts to finish setting up your extender as an access point.

Log In to Access Extender Settings

After installation, you can log in to the extender to view or change the extender's settings.

> To log in to the extender:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - Android devices. http://<extender's IP address> (for example, http://192.168.1.3)

To find your extender's IP address, do the following:

a. Log in to your router.

b. Find the page in your router web interface that lists the devices connected to your router.

- c. Find your extender in the list and note your extender's IP address.
- d. Enter your extender's IP address in the address field of your web browser.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

Run Smart Setup

You can use Smart Setup to change the extender settings. This is an easy way to connect the extender to a different router or to change the extender WiFi network name (SSID) or WiFi password.

> To run Smart Setup:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- **2.** Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - Android devices. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

- Enter your admin email address and password and click the LOG IN button. The Status page displays.
- 4. Click the **SMART SETUP** button.

Follow the prompts to run the Smart Setup.

Extender Network Settings

This chapter covers the following topics:

- View Connected Devices
- Boost Your Video Streaming With FastLane Technology
- View WiFi Settings
- Change the WiFi Network Name
- Turn Off the SSID Broadcast to Create a Hidden Network
- Disable or Enable the WiFi Radios
- Change the WiFi Speed
- Use WPS to Add a Computer to the Extender's WiFi Network
- Deny Access to a WiFi Device
- Set Up an Access Schedule
- Change the Extender's Device Name
- Set Up the Extender to Use a Static IP Address
- Use the Extender With MAC Filtering or Access Control

View Connected Devices

You can view a list of devices that are connected to the extender network.

> To view connected devices:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - Android devices. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select Settings > Connected Devices.

The Connected Devices page.

Boost Your Video Streaming With FastLane Technology

Get the most out of your HD entertainment with FastLane technology. With FastLane technology, the extender connects to your router using one band and connects to your devices using another band. Because a band is dedicated to each function, performance is enhanced.

If all your devices and your WiFi router support only the 2.4 GHz band, or all your devices and your WiFi router support only the 5 GHz band, do not enable FastLane Technology.

When you enable FastLane Technology, two options are available:

- Use the 2.4 GHz band to connect the extender to the WiFi devices and use the 5 GHz band to connect the extender to the WiFi router. Use this mode if your WiFi router supports the 5 GHz band but the devices that you want to use for gaming and streaming support the 2.4 GHz band.
- Use the 5 GHz band to connect the extender to the WiFi devices and use the 2.4 GHz band to connect the extender to the WiFi router. Use this mode if the devices that you want to use for gaming and streaming support the 5 GHz band but your WiFi router supports the 2.4 GHz band.

> To activate FastLane mode:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - **Android devices**. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select **Do More > FastLane**.

The FastLane Technology page displays.

5. Select the FastLane Technology radio button.

The page adjusts and displays two more radio buttons.

- 6. Select a radio button:
 - Router-to-Extender in 2.4 GHz only and Extender-to-Device in 5 GHz only
 - Router to Extender in 5 GHz only and Extender-to-Device in 2.4 GHz only
- 7. Click the SAVE button.

Your settings are saved.

View WiFi Settings

- > To view the WiFi settings:
 - 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
 - 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local

- Android devices. http://<extender's IP address> (for example, http://192.168.1.3) For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select Settings > Wireless.

The Wireless page displays the WiFi settings.

Change the WiFi Network Name

> To change the WiFi network name:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- **2.** Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - Android devices. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

- **3.** Enter your admin email address and password and click the **LOG IN** button. The Status page displays.
- 4. Select Settings > Wireless.

The Wireless page displays.

- 5. In each Network Name (SSID) field, type a network name.
- 6. Click the **SAVE** button.

Your settings are saved.

Turn Off the SSID Broadcast to Create a Hidden Network

By default, the extender broadcasts its WiFi signal so that its WiFi network names (SSIDs) are easy to find from your computer, tablet, or smartphone. You can turn off the SSID

broadcast to create a hidden WiFi network. To connect to a hidden network you must know its SSID and password and manually enter them.

> To turn off the SSID broadcast to create a hidden network:

- 1. On your WiFi-enabled computer or mobile device, open the WiFi connection manager and locate and connect to the new extender WiFi network.
- 2. Launch a web browser.
- 3. Enter www.mywifiext.net in the address field of the browser.

A login window opens.

4. Enter your user name and password and click the LOG IN button.

The Status page displays.

5. Select Settings > Wireless.

The Wireless page displays.

- 6. Clear the **Broadcast the Network name (SSID)** check box for the network you want to hide.
- 7. Click the **SAVE** button.

Your settings are saved.

Disable or Enable the WiFi Radios

By default, the extender's WiFi radios broadcast signals in the 2.4 GHz and 5 GHz bands. If you disable the WiFi radios, then no one can connect with WiFi to the extender.

> To enable or disable the WiFi radios:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - Android devices. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select Settings > Wireless.

The Wireless page displays.

- 5. Select or clear the Enable 2.4 GHz WiFi check box.
- 6. Select or clear the Enable 5 GHz WiFi check box.
- 7. Click the **SAVE** button.

Your settings are saved.

Change the WiFi Speed

> To change the WiFi speed:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - Android devices. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select Settings > Wireless.

The Wireless page displays.

- 5. In each WiFi Speed menu, select a speed.
- 6. Click the SAVE button.

Your settings are saved.

Use WPS to Add a Computer to the Extender's WiFi Network

WPS (Wi-Fi Protected Setup) lets you connect a WiFi-enabled computer or mobile device to the extender's network without entering the WiFi network passphrase or key. Instead, you use a **WPS** button or enter a PIN to connect.

If you use the push button method, the WiFi device that you are trying to connect must include a physical button or a software button. If you use the PIN method, you must know the PIN of the WiFi device that you are trying to connect.

WPS supports WPA and WPA2 WiFi security. If your extender network is open (no WiFi security is set), connecting with WPS automatically sets WPA + WPA2 WiFi security on the extender network and generates a random passphrase. You can view this passphrase on the WiFi Settings page (for more information, see *View WiFi Settings* on page 19).

For information about using WPS to connect the extender to a WiFi network during setup, see *Use the Extender in Access Point Mode* on page 14.

Use WPS With the Push Button Method

For you to use the push button method to connect a WiFi device to the extender's WiFi network, the WiFi device that you are trying to connect must include a physical **WPS** button or an onscreen **WPS** button that you can click.

- > To use WPS to add a WiFi-enabled computer or mobile device to the extender's WiFi network:
 - 1. On your WiFi-enabled computer or mobile device, open the WiFi connection manager and locate and connect to the new extender WiFi network.
 - 2. Launch a web browser.
 - 3. Enter www.mywifiext.net in the address field of the browser.

A login window opens.

4. Enter your user name and password and click the LOG IN button.

The Status page displays.

5. Select Settings > Do More > Connect Devices (WPS).

The Connected Devices (WPS) page displays.

- 6. Leave the **Push Button (recommended)** radio button selected.
- 7. Click the WIFI PROTECTED SETUP (WPS) button.

For two minutes, the extender attempts to add the WiFi-enabled computer or mobile device to its WiFi network.

8. Within two minutes, go to the computer WiFi device and press or click its WPS button.

 To verify that the WiFi device is connected to the extender's WiFi network, select Settings > Connected Devices.

The WiFi device displays on the page.

Use WPS With the PIN Method

To use the PIN method to connect a WiFi device to the extender's WiFi network, you must know the PIN of the WiFi device that you are trying to connect.

> To connect to the WiFi network using the WPS PIN method:

- 1. On your WiFi-enabled computer or mobile device, open the WiFi connection manager and locate and connect to the new extender WiFi network.
- 2. Launch a web browser.
- 3. Enter www.mywifiext.net in the address field of the browser.

A login window opens.

4. Enter your user name and password and click the LOG IN button.

The Status page displays.

5. Select Settings > Do More > Connect Devices (WPS).

The Connect Devices (WPS) page displays.

6. Select the **PIN Number** radio button.

The page adjusts.

- 7. Type the PIN of the WiFi device in the field.
- 8. Click the **NEXT** button.

For four minutes, the extender attempts to find the WiFi-enabled computer or mobile device.

- Within four minutes, go to the WiFi device and use its WPS software to join the WiFi network.
- To verify that the WiFi device is connected to the extender's WiFi network, select Settings > Connected Devices.

The WiFi device displays on the page.

Deny Access to a WiFi Device

By default, access control is disabled so that it is easy for you to connect to the extender's WiFi networks.

You can deny network access to specific computers and WiFi devices based on their MAC addresses. Each network device is assigned a MAC address, which is a unique 12-character physical address, containing the hexadecimal characters 0–9, a–f, or A–F only, and

separated by colons (for example, 00:09:AB:CD:EF:01). Typically, the MAC address is on the label of the WiFi device. If you cannot access the label, you can display the MAC address using the network configuration utilities of the computer. You might also find the MAC addresses on the Connected Devices page (see *View Connected Devices* on page 18).

> To use WiFi access control to deny access:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- **2.** Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - **Android devices**. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select Settings > Connected Devices.

The Connected Devices page displays.

5. In the WiFi Devices section, select the Enable Access Control check box.

The WiFi Devices table displays the names and MAC addresses of WiFi devices that are connected to the extender.

- 6. Select the **Deny** check box for the device.
- 7. Click the **SAVE** button.

Your settings are saved and that device cannot connect to the extender's WiFi network.

Set Up an Access Schedule

You can control WiFi access during specific periods of the day. You can set up an access schedule that prevents Internet access through the extender network based on the times that you set.

> To set up an access schedule:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter **http://mywifiext.local** in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - Android devices. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select **Do More > Access Schedule**.

The Access Schedule page displays.

5. Select the Access Schedule On radio button.

The page adjusts.

- 6. In the **Days** menu and the **Time** menu, select the day and time when you want to disable Internet access.
- 7. Click the Add Time button.

The time you specified is added to the Scheduled Times table.

8. Click the SAVE button.

Your settings are saved.

Change the Extender's Device Name

The default name is EX6400.

> To change the extender's device name:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - Android devices. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select Settings > Wireless Settings.

The WiFi Settings page displays.

- 5. Scroll down and click the IP Address heading.
- 6. In the **Device Name** field, type a name.
- 7. Click the **SAVE** button.

Your settings are saved.

Set Up the Extender to Use a Static IP Address

The extender comes set up to use a dynamic IP address, which is the correct setting for most home networks.

- > To set up the extender to use a static IP address:
 - 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
 - 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.

- If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - Android devices. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select Settings > Wireless Settings.

The WiFi Settings page displays.

5. Scroll down and click the **IP Address** heading.

By default, the **Dynamically get IP Address From Router** radio button is selected.

- 6. Select the Use Static IP Address radio button.
- 7. Complete the fields to specify the IP network IP addresses.
- 8. Click the SAVE button.

Your settings are saved.

Use the Extender With MAC Filtering or Access Control

When the WiFi device connects through the extender to your router, the MAC address of the WiFi device that is shown on the router is translated to another MAC address. If your router's MAC filter, WiFi access control, or ACL is enabled, the WiFi device connects to the extender but cannot get an IP address from the extender and cannot access the Internet. To allow the WiFi device to receive an IP address from the extender and access the Internet, you must provide the translated MAC address to the router.

> To add a translated MAC address to your router:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - Android devices. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select Settings > Connected Devices.

The Connected Devices page displays the MAC addresses and virtual MAC addresses for computers and WiFi devices that are connected to the extender network.

- 5. On the router, add the extender's virtual MAC address and all the virtual MAC addresses connected to the extender network to your router's MAC filter table.
- 6. Enable the router's MAC filter, WiFi access control, or ACL.

Monitor and Maintain the Extender

4

This chapter covers the following topics:

- Change the Extender User Name and Password
- Turn Password Protection Off and On
- Recover a Forgotten User Name or Password
- Automatically Adjust for Daylight Saving Time
- Manually Set the Extender Clock
- Back Up and Restore the Extender Configuration
- Return the Extender to Its Factory Settings
- Update the Firmware
- Restart the Extender Remotely

Change the Extender User Name and Password

You can change the user name and password to log in to the extender.

> To change the extender user name:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - Android devices. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select **Settings > Password**.

The Password Settings page displays.

- 5. In the **New User Name** field, type a user name.
- 6. Type the password in the New Password field and the Verify Password field.
- 7. Select questions and enter the answers.
- 8. Click the **SAVE** button.

Your settings are saved.

Turn Password Protection Off and On

We recommend that you leave password protection on to help keep your network secure. You can turn password protection off and on.

> To turn password protection off or on:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - Android devices. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select Settings > Password Settings.

The Password Settings page displays.

- 5. Select the Password Off or Password On radio button.
- 6. Click the **SAVE** button.

Your settings are saved.

Recover a Forgotten User Name or Password

If you changed the password to access the extender and set up password recovery, you can recover your password if you lose it.

> To recover your password to access the extender:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:

- Windows-based computer. http://mywifiext or http://mywifiext.local
- Mac computers, iOS devices, and Linux devices. http://mywifiext.local
- **Android devices**. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Click the Username & Password Help link.

A page displays requesting the answers to your security questions.

If you forgot the answers to your security questions, restore the extender's factory settings and set up your user name and password again. See *Return the Extender to Its Factory Settings* on page 36 and *Use the Extender in Extender Mode* on page 10.

- 4. Enter the saved answers to your security questions.
- 5. Click the **NEXT** button.

Your email and password are displayed.

6. Click the **BACK** button.

A login window opens.

Log in to the extender.

Automatically Adjust for Daylight Saving Time

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter **http://mywifiext.local** in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - **Android devices**. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select **Do More > Access Schedule**.

The Access Schedule page displays.

- 5. Select the Automatically adjust for daylight savings time check box.
- 6. Click the SAVE button.

Your settings are saved.

Manually Set the Extender Clock

> To manually set the extender clock:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter **http://mywifiext.local** in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - Android devices. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select Do More > Access Schedule.

The Access Schedule page displays.

- 5. In the Extender Clock section, select the Manual radio button.
- 6. To specify the time, complete the fields or click the **Sync Clock** button to synchronize the extender time to the time on the WiFi-enabled computer or mobile device that you are using.
- 7. Click the SAVE button.

Your settings are saved.

Back Up and Restore the Extender Configuration

When the extender works correctly after initial setup, we recommend that you back up the extender configuration settings. After you back up the settings, if you change the extender configuration settings but are not content with the new settings, you can restore the extender configuration to the backed-up settings.

Back Up the Configuration Settings

You can back up the configuration file of the extender.

> To back up the extender configuration settings:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - **Android devices**. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select Settings > Other Settings.

The Backup Settings page displays.

5. Click the **BACKUP** button.

Your browser extracts the configuration file from the extender. By default, the name of the backup file is <code>NETGEAR_Ex6400.cfg</code>.

- 6. If your browser is not set up to save downloaded files automatically, locate where you want to save the file.
- 7. Click the **OK** button.

The extender configuration settings are backed up.

Restore the Configuration Settings

You can restore the configuration file of the extender to a previously saved configuration file.

> To restore the extender configuration settings:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- 2. Log in to your extender:

- If you did not enable the One WiFi Name feature, enter **http://mywifiext.local** in the address field of the browser.
- If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - Android devices. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select Settings > Other Settings.

The Backup Settings page displays.

- 5. Click the **BROWSE** button.
- 6. Locate and select the previously saved backup file.

By default, the name of the backup file is NETGEAR_EX6400.cfg.



CAUTION:

After you click the **RESTORE** button, do not try to go online, turn off the extender, shut down the computer, or do anything else to the extender until it finishes restarting.

7. Click the **RESTORE** button.

A confirmation pop-up window opens.

8. Confirm your decision.

The extender configuration is restored and the extender restarts. This process takes about one minute.

Return the Extender to Its Factory Settings

To reset the extender to its factory settings, you can use the **Factory Reset** button or log in to the extender and reset it to factory settings. For information about the factory settings, see *Factory Default Settings* on page 46.

Use the Factory Reset Button to Restore Factory Settings



CAUTION:

This process erases any settings that you configured in the extender.

> To restore factory settings:

- 1. Insert a paper clip into the **Factory Reset** hole and hold it until the Power LED blinks amber.
- 2. Release the button.

All the LEDs turn off for about 3 seconds.

The Power LED lights solid amber for about 30 seconds.

The Power LED () • lights solid green.

The extender returns to its factory settings.

When you plug in the extender, it detects the position of its **Access Point/Extender** switch.

Log In to the Extender and Reset to Factory Settings



CAUTION:

This process erases any settings that you configured in the extender.

> To log in to the extender and reset it to factory settings:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - Android devices. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select Settings > Other Settings.

The Backup Settings page displays.



CAUTION:

After you click the **RESET** button, do not try to go online, turn off the extender, shut down the computer, or do anything else to the extender until it finishes restarting.

5. Click the **RESET** button.

A confirmation pop-up window opens.

6. Confirm your decision.

The extender returns to its factory settings and restarts. This process takes about one minute.

Update the Firmware

Unless you changed the settings on the Firmware Update page previously, the extender is set up to check for new firmware automatically at login.

> To check manually for new firmware and, if available, update the firmware:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- 2. Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - Android devices. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

3. Enter your admin email address and password and click the LOG IN button.

The Status page displays.

4. Select Settings > Firmware Update.

The Firmware Update page displays.

5. Click the CHECK ONLINE button.

6. If new firmware is available, follow the onscreen prompts to download it onto your computer.

Note: You might need to unzip the firmware file.

- 7. Click the **BROWSE** button.
- 8. Locate and select the new firmware file.

The firmware file name ends with a .chk extension.



CAUTION:

After you click the **UPLOAD** button, do not try to go online, turn off the extender, shut down the computer, or do anything else to the extender until it finishes restarting.

9. Click the **UPLOAD** button.

The firmware update starts and the extender restarts. The firmware update process takes about two minutes.

Restart the Extender Remotely

You can log in to the extender and restart it. When the extender restarts, all computers and WiFi devices that are connected to its WiFi network are automatically disconnected.

> To restart the extender remotely:

- 1. Launch a web browser from a computer or mobile device that is connected to your extender network.
- **2.** Log in to your extender:
 - If you did not enable the One WiFi Name feature, enter http://mywifiext.local in the address field of the browser.
 - If you enabled the One WiFi Name feature, enter one of the following URLs:
 - Windows-based computer. http://mywifiext or http://mywifiext.local
 - Mac computers, iOS devices, and Linux devices. http://mywifiext.local
 - **Android devices**. http://<extender's IP address> (for example, http://192.168.1.3)

For information about how to find the extender's IP address, see *Find Extender's IP Address* on page 43.

A login page displays.

- **3.** Enter your admin email address and password and click the **LOG IN** button. The Status page displays.
- 4. Select Settings > Other Settings.

The Backup Settings page displays.

- 5. Click the **RESTART** button.
- 6. When prompted, click the **Yes** button to confirm.

The extender restarts, which takes about two minutes.

FAQs and Troubleshooting

5

This chapter covers the following topics:

- FAQs
- Cannot Connect to the Extender
- Cannot Join a WiFi Network

FAQs

This section provides answers for difficulties you might experience with the extender.

The web browser setup keeps asking me for my network password (passphrase) or security key, and I am sure that I entered the correct password. What can I do?

The extender is probably placed at the borderline of the range covered by the router or access point. For more information about where the place the extender, see *Find the Best Location* on page 14.

If you are using WEP security, make sure that you are typing the network password in the correct field.

Can I set up the extender in extender mode if I connect it to the router or access point with an Ethernet cable?

No. The extender is designed to connect wirelessly to the router or access point if it is in extender mode. If the extender is in access point mode, you can connect it to the router or access point with an Ethernet connection. For more information about access point mode, see *Use the Extender in Access Point Mode* on page 15.

I forgot my login user name and password. What can I do?

In the login window, click the **Username & Password Help** link to answer the security questions that you set up during the initial setup. For more information, see *Recover a Forgotten User Name or Password* on page 32.

How do I restore the extender to its factory default settings?

> To restore factory settings:

- 1. Use a sharp object such as a pen or paper clip to press and hold the **Factory Reset** button on the extender until the Power LED blinks amber.
- 2. Release the Factory Reset button and wait for the extender to reboot.

The extender resets and returns to the factory default settings.

I am connected to the extender WiFi network and launched a browser. I can't see the web browser setup. What else can I do?

Try these troubleshooting steps:

- Make sure that your computer is set up to use DHCP (most are).
- Make sure that the Device Link LED is green and that you are using a valid IP address.
- Relaunch the web browser and enter **www.mywifiext.net** in the address field. Type your user name and password and click the **LOG IN** button.

Find Extender's IP Address

If your extender and router use the same WiFi network name (SSID) and you want to log in to your extender using an Android device, you must use the extender's IP address.

You can log in to your router to find your extender's IP address. If you own a NETGEAR router, use the following procedure to find the extender's IP address. If you do not own a NETGEAR router, see your router's documentation.

Note: The following instructions might not apply to your NETGEAR router. For more information, see your NETGEAR router's user manual.

> To log in to your extender and find your extender's IP address:

- 1. Launch a web browser from a computer or mobile device that is connected to the router network.
- 2. Enter http://www.routerlogin.net.

A login window opens.

3. Enter the router admin user name and password.

The user name is admin. The password is the one that you specified the first time that you logged in. The user name and password are case-sensitive.

The BASIC Home page displays.

4. Select Attached Devices.

A list of devices connected to your router displays.

5. Find your extender in the list and note your extender's IP address.

Cannot Connect to the Extender

If you cannot connect to the extender, determine what prevents you from connecting:

- If you forgot your user name or password, click the **Username & Password Help** link. For more information, see *FAQs* on page 42.
- If your browser displays an error page, include http:// in the address field of your browser by typing http://www.mywifiext.net.
- If you already set up the extender but can no longer connect to it over WiFi, check to see if the Device Link LED is off or red. This indicates a poor connection or no connection. Check to see if you accidentally connected to a different WiFi network instead of the extender network.
- If you cannot get a WiFi connection working, you can use an Ethernet cable to connect your computer to the extender.

Cannot Join a WiFi Network

To join a WiFi network, you must know its network name (also called the SSID) so that you can select it. If the network is secure, you must know the passphrase or key. If the extender does not connect to the network that you select, the cause might be one of the following:

- It is possible that you typed the network name, passphrase, or key incorrectly. Use Smart Setup (see *Run Smart Setup Installation* on page 17) to select a WiFi network and retype the passphrase or key. The passphrase or key is case-sensitive. For example, PASSWORD25 is not the same as Password25 or password25.
- If the extender cannot detect your WiFi network, check to see if your WiFi network is still working. Make sure that the WiFi router is turned on. If possible, move the extender closer to the WiFi router.
- If the extender Device Link LED is red, the WiFi connection between the WiFi router and the extender is poor. You can establish the best connection with a clear line of sight between the extender and the WiFi router. Make sure that no physical obstacles exist between the extender and the WiFi router, and try to move the extender closer to the WiFi router.

If you use Smart Setup, and the extender does not connect to the WiFi router, does not connect to the Internet, or cannot get an IP address from the WiFi router, Smart Setup displays a message to notify you that the extender is not configured.

Supplemental Information



This appendix includes the following sections:

- Factory Default Settings
- Technical Specifications

Factory Default Settings

The following table includes the factory settings for the extender. You can use the **Factory Reset** button or the log in to the extender and reset it to these settings. (See *Return the Extender to Its Factory Settings* on page 36.)

Table 2. Factory default settings

Feature	Setting
Setup Wizard	Enabled
WiFi communication	Enabled
WiFi network names (SSIDs)	2.4 GHz network: NETGEAR_2GEXT5 GHz network: NETGEAR_5GEXT
Security	Disabled
Transmission speed	Auto ¹
Country/region	Varies by region
Operating mode	802.11ac, 802.11n, 802.11g, 802.11b, 802.11a
Data rate	Up to 300 Mbps for 2.4 GHz network and 1733 Mbps for 5 GHz network
DHCP	Client enabled

1. Maximum wireless signal rate (IEEE Standard 802.11). Actual throughput will vary. Network conditions and environmental factors, including volume of network traffic, building materials and construction, and network overhead, lower actual data throughput rate.

Technical Specifications

The following table includes the product specifications.

Feature	Description
Network protocol and standards compatibility	Data and routing protocols: TCP/IP, DHCP server and client, DNS relay, NAT (many-to-one)
Power consumption	100–240V, 50/60 Hz, 0.5A maximum
Physical specifications	 Dimensions: 145 x 200 x 100 mm (5.8 x 8 x 4 in.) Weight: 300 g (12 oz.)

Table 3.	Technical	specifications	(continued)
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Feature	Description
Environmental	 Operating temperature: 32° to 104°F (0° to 40°C) Operating humidity: 90% maximum relative humidity, noncondensing Electromagnetic emissions: Meets requirements of FCC Part 15 Class B
Interface	 Local: 10BASE-T, 100/1000BASE-Tx, RJ-45 802.11ac, 802.11n, 802.11a, 802.11g, 802.11b