

# Installation

## NETGEAR Insight Managed Smart Cloud Wireless Access Point (WAC510)



## Package Contents

Unpack the box and verify the contents:

- NETGEAR Insight® Managed Smart Cloud Wireless Access Point (WAC510)
- Installation guide
- Ceiling and wall installation kit



## Set Up the Access Point

The following table shows the different setup options that are available to you and the requirements for the access point (AP).

Setup Option	Connect Over	Power Source	Mode	Extra Requirements	Setup Information
AP to Ethernet PoE Switch	WAN PoE port	PoE	AP mode	None	See this guide
AP to Ethernet non-PoE Switch	WAN PoE port	Power adapter	AP mode	Power adapter	See the user manual
AP to DSL or cable Internet modem	WAN PoE port	Power adapter	Router mode	Power adapter Change to Router mode	See the user manual

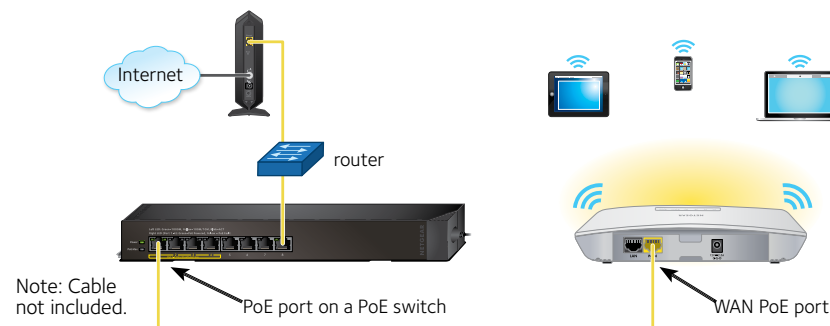
**Note:** For more information about the various setup options, see the *NETGEAR Insight Managed Smart Cloud Wireless Access Point (WAC510) User Manual* which you can download by visiting [www.netgear.com/support](http://www.netgear.com/support).

Before mounting the access point in a high location, first set up, configure, and test the access point to verify WiFi network connectivity. Make sure that you are running the latest firmware version on your device.

### ➤ To set up the access point with a PoE switch:

Connect an Ethernet cable from the yellow WAN PoE port on the access point to a Power over Ethernet (PoE) switch.

In this setup, the access point does not require a power adapter.



The following table shows the LED behavior on the access point.

LED	Description				
 Power LED	<ul style="list-style-type: none"> <li>• <b>Off.</b> Power is off.</li> <li>• <b>Solid green.</b> Power is on and the access point is ready.</li> <li>• <b>Solid amber.</b> During startup, the Power LED lights solid amber. If after 5 minutes the LED remains solid amber, a boot error occurred.</li> <li>• <b>Blinking amber.</b> Firmware update in progress.</li> </ul>				
 Insight LED	<table border="1"> <thead> <tr> <th>If the serial number begins with 4W8 or 4W9:</th> <th>If the serial number begins with 5B4 or 5B5:</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>• <b>Off.</b> Standalone mode or Insight mode. No cloud connection.</li> <li>• <b>Solid green.</b> Insight mode. Connected to cloud.</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>• <b>Off.</b> Standalone mode or Insight mode. No cloud connection.</li> <li>• <b>Solid blue.</b> Insight mode. Connected to cloud.</li> </ul> </td> </tr> </tbody> </table>	If the serial number begins with 4W8 or 4W9:	If the serial number begins with 5B4 or 5B5:	<ul style="list-style-type: none"> <li>• <b>Off.</b> Standalone mode or Insight mode. No cloud connection.</li> <li>• <b>Solid green.</b> Insight mode. Connected to cloud.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Off.</b> Standalone mode or Insight mode. No cloud connection.</li> <li>• <b>Solid blue.</b> Insight mode. Connected to cloud.</li> </ul>
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 WAN PoE LED	<ul style="list-style-type: none"> <li>• <b>Off.</b> No Ethernet link found.</li> <li>• <b>Solid amber.</b> 10 or 100 Mbps Ethernet link found.</li> <li>• <b>Blinking amber.</b> 10 or 100 Mbps Ethernet activity found.</li> <li>• <b>Solid green.</b> 1000 Mbps Ethernet link found.</li> <li>• <b>Blinking green.</b> 1000 Mbps Ethernet activity found.</li> </ul>				
 LAN LED	<ul style="list-style-type: none"> <li>• <b>Off.</b> No Ethernet link found.</li> <li>• <b>Solid amber.</b> 10 or 100 Mbps Ethernet link found.</li> <li>• <b>Blinking amber.</b> 10 or 100 Mbps Ethernet activity found.</li> <li>• <b>Solid green.</b> 1000 Mbps Ethernet link found.</li> <li>• <b>Blinking green.</b> 1000 Mbps Ethernet activity found.</li> </ul>				
 2.4 GHz 2.4G WLAN LED	<ul style="list-style-type: none"> <li>• <b>Off.</b> The 2.4 GHz WiFi radio is off.</li> <li>• <b>Solid green.</b> The 2.4 GHz WiFi radio is on.</li> <li>• <b>Solid blue.</b> One or more WLAN clients are connected to the 2.4 GHz radio.</li> <li>• <b>Blinking blue.</b> WLAN traffic found on the 2.4 GHz radio.</li> </ul>				
 5 GHz 5G WLAN LED	<ul style="list-style-type: none"> <li>• <b>Off.</b> The 5 GHz WiFi radio is off.</li> <li>• <b>Solid green.</b> The 5 GHz WiFi radio is on.</li> <li>• <b>Solid blue.</b> One or more WLAN clients are connected to the 5 GHz radio.</li> <li>• <b>Blinking blue.</b> WLAN traffic found on the 5 GHz radio.</li> </ul>				

## Configure the Access Point

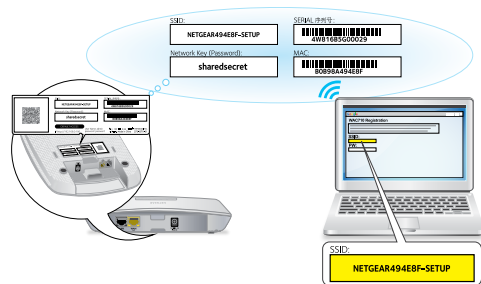
### ➤ Choose one of the following methods to configure the access point:

- **Method 1: Use the NETGEAR Insight app.** On your iOS or Android mobile device, go to the app store. Search for NETGEAR Insight, and download the app.



Open the NETGEAR Insight app and log in to your existing NETGEAR account or create a new account to log in with. Then, follow the prompts in the NETGEAR Insight app to discover and register the access point on the network so that you can configure and manage the access point. For more information on the NETGEAR Insight app, see the NETGEAR knowledge base articles at [netgear.com/support](http://netgear.com/support).

- **Method 2: Log in over WiFi.** From your computer or mobile device, connect over WiFi to the access point's default SSID. The default SSID is on the access point label on the bottom of the access point and is shown in the format NETGEARxxxxx-SETUP. The default password is **sharedsecret**.



Open a web browser. In the address bar, enter **www.routerlogin.net**

(or **www.aplogin.net**). The Day Zero Easy Setup page displays so that you can configure the basic settings, including the country of operation. After you save these basic settings, the Day Zero Easy Setup page no longer displays when you log in.

- **Method 3: Log in over Ethernet.** Open a web browser from a computer that is connected to the same Ethernet subnet as the access point or to the access point's LAN port directly through an

Ethernet cable.

In the address bar, enter the IP address of the access point.

**Note:** If the access point is connected to a network that includes a DHCP server (or router that functions as a DHCP server), determine the IP address by using an IP network scanner. Otherwise, the default IP address of the access point is **192.168.0.100**. If you use an Ethernet cable from your computer to the access point's LAN port and the access point functions with its default IP address, make sure that the IP address of your computer is in the 192.168.0.x subnet.

The Day Zero Easy Setup page displays so that you can configure the basic settings, including the country of operation. After you save these basic settings, the Day Zero Easy Setup page no longer displays when you log in.

**Note:** Make sure the country is set to the location where the device is operating. The customer is responsible for complying within the local, regional, and national regulations set for channels, power levels, and frequency ranges.

## Deploy the Access Point

The best location for the access point is elevated, such as mounted on a wall or ceiling, at the center of the WiFi coverage area, and within line of sight of all mobile devices.

For information about mounting the access point, see the *NETGEAR Insight Managed Smart Cloud Wireless Access Point (WAC510) Ceiling and Wall Installation Guide*, which you can download from [downloadcenter.netgear.com/](http://downloadcenter.netgear.com/).

### ➤ To deploy the access point:

1. Disconnect the access point and position it where you will deploy it.
2. Reconnect the access point. See *Set Up the Access Point*.
3. Using a WiFi device, verify connectivity by connecting to the access point and using a browser to connect to the Internet.

## Troubleshooting Tips

The following table provides some tips for correcting simple problems that you might encounter. For more troubleshooting information, see the *NETGEAR Insight Managed Smart Cloud Wireless Access Point (WAC510) User Manual*.

Problem	Cause	Possible Solution
No LEDs are lit on the AP.	The AP is not receiving power.	<ul style="list-style-type: none"> <li>• Make sure that the AP is securely connected to a PoE switch.</li> <li>• Make sure that the PoE switch is connected to a power source.</li> </ul>
The Power LED alternates green and amber.	The AP is receiving insufficient PoE power.	<ul style="list-style-type: none"> <li>• Make sure that PoE switch is not overloaded.</li> <li>• Connect to a power source such as a 12V 2.5 A power adapter.</li> </ul>
The WAN or LAN LEDs are off.	A hardware connection problem exists.	<ul style="list-style-type: none"> <li>• Make sure that the cable connectors are securely plugged into the AP and the switch.</li> <li>• Make sure that the switch is turned on.</li> </ul>
The WLAN LEDs are off.	The WiFi connection does not work.	<ul style="list-style-type: none"> <li>• Make sure that the PoE switch is providing sufficient power to the AP.</li> <li>• Verify that the radio or radios are turned on.</li> <li>• If the WLAN LEDs remain off, contact NETGEAR.</li> </ul>
You cannot connect to the AP from a browser.	Multiple possible causes.	<ul style="list-style-type: none"> <li>• Make sure that your computer is using an IP address in the same subnet as the AP. The AP default IP address is 192.168.0.100, and the default subnet mask is 255.255.255.0.</li> <li>• Quit the browser, clear the cache, delete the cookies, and launch the browser again.</li> </ul>

## Support

Thank you for purchasing this NETGEAR product. You can visit [www.netgear.com/support](http://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.

Si ce produit est vendu au Canada, vous pouvez accéder à ce document en français canadien à <http://downloadcenter.netgear.com/other/>. (If this product is sold in Canada, you can access this document in Canadian-French at <http://downloadcenter.netgear.com/other/>.)

For more information about the installation and configuration options, visit [www.netgear.com/support](http://www.netgear.com/support) to access the user manual.

For the current EU Declaration of Conformity, visit [http://support.netgear.com/app/answers/detail/a\\_id/11621/](http://support.netgear.com/app/answers/detail/a_id/11621/).

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

See the regulatory compliance document before providing power to the access point.

