



Installation Guide

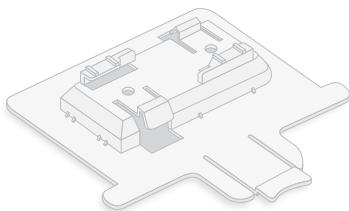
AX3000 Dual Band PoE Insight Managed
WiFi 6 Access Point
Model WAX333



Package contents



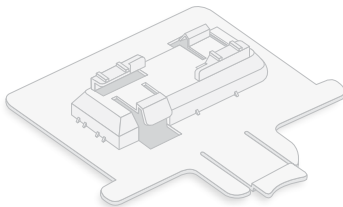
Three access point models WAX333



Three mounting brackets for a solid wall or ceiling, or 15/16 in. (23.8 mm) T-bar, one for each device



Six screws, spacers, and anchors for ceiling or wall mounting, two for each device



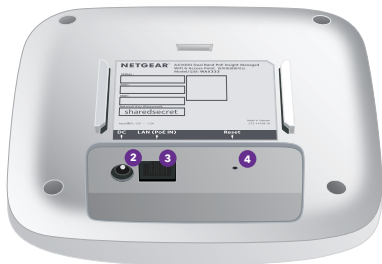
Three mounting brackets for a 9/16 in. (14.3 mm) T-bar, one for each device

NOTE: You can power up the WAX333 access point by connecting it to a PoE switch or a power adapter. The package does not include a power adapter. You can purchase one separately from NETGEAR.

Overview



1 Single LED



2 DC power connector

3 LAN PoE port

4 Reset button



CAUTION: Terms of Use

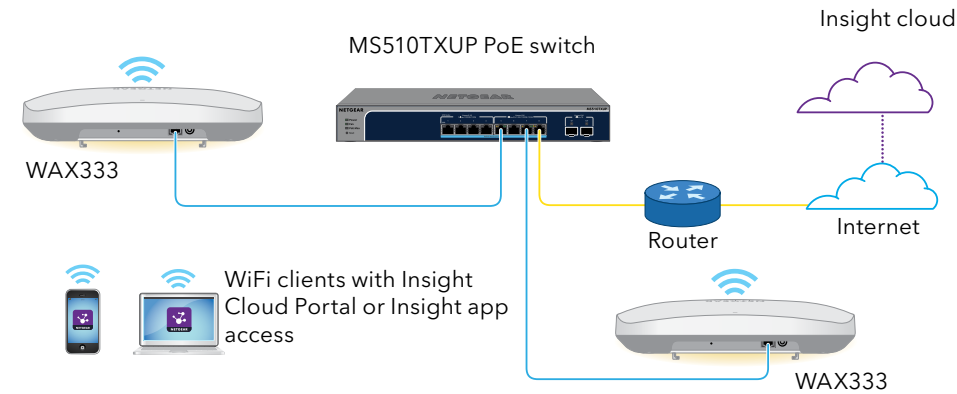
This device must be professionally installed. It is the installer's responsibility to follow local country regulations including operations within legal frequency channels, output power and DFS requirements. Vendor or Reseller or Distributor is not responsible for illegal wireless operations. Please see Device's Terms and Conditions for more details.

1. Connect to power and Internet

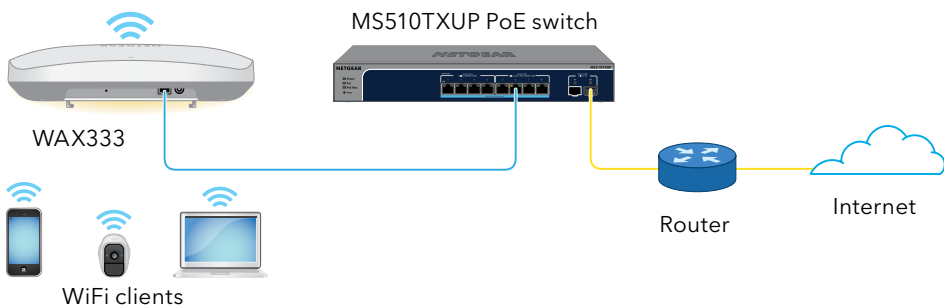
Power up the WAX333 access point (AP) by connecting the LAN PoE port to a PoE switch that supplies 802.3af power (PoE, with a 15.4W capacity per port). Make sure that the switch has Internet connectivity.

NOTE: The AP receives an IP address from a DHCP server or router in your network. If the AP does not receive an IP address, it uses its default IP address: 192.168.0.100.






Sample connections for a NETGEAR Insight setup









Sample connections for a standalone setup



After starting up and during setup, the LED can light in these colors:

Normal behaviour	
	Off: No power is supplied to the AP.
	Solid amber, temporarily: The AP is starting or the Reset button was pressed.
	Solid magenta: The AP is initializing.
	Blinking magenta, slowly: The AP continues to initialize.
	Blinking amber fast, temporarily: The AP is updating firmware or is being reset to factory default settings.

	Solid blue: The AP started up, functions in Insight mode, and is connected to the Insight cloud-based management platform.
	Solid green: The AP started up and functions either as a standalone access point or as an Insight discovered access point that is not connected to the Insight cloud-based management platform.
	Blinking blue: At least one WiFi client is connected to the AP. The speed of blinking depends on the transmit and receive data rate of connected clients.
	Blinking multicolor: The AP is functioning as a node in an Insight Instant Mesh WiFi Network and the mesh setup is in progress.
Problem indication	
	Blinking amber slowly, continuously: The AP did not receive an IP address from a DHCP server.
	Solid amber, continuously: A boot error occurred or the AP is malfunctioning.

NOTE: Other LED behavior exists, including LED behavior for an Insight Instant Mesh network. For more information about the LED behavior, see the user manual, which you can download by visiting netgear.com/support/download.

2. Access and manage the AP


Your new AP comes with NETGEAR Insight cloud-based management platform for remote management. Insight offers automated monitoring and notifications, plus add-on services like Insight Instant Mesh that are not available in standalone mode. Alternatively, you can manage the AP locally in standalone mode through the local browser UI.

For information about creating an Insight Premium account or Insight Pro account, visit kb.netgear.com/000044343. Your my.NETGEAR.com account is also your Insight account, so your credentials let you log into the Insight Cloud Portal or the Insight app. For more information, visit the following pages:

- netgear.com/business/services/insight
- kb.netgear.com/000061848/

To manage the AP, use one of the methods in this table:

A.	Cloud Portal/ remote method	NETGEAR Insight Cloud Portal See A. Use the NETGEAR Insight Cloud Portal to manage the AP
B.	Insight app/remote method	NETGEAR Insight app See B. Use the NETGEAR Insight app to manage the AP
C.	Standalone/local method	Web browser See C. Use a web browser to manage the AP in standalone mode

 **CAUTION:** If you add the AP to Insight before connecting it to power for the first time, wait 10 minutes to allow the default login credentials to be replaced by the Insight network location credentials. However, if you want to manage the AP as standalone in a web browser, do not add the AP to Insight before connecting it to power for the first time. You can always add the AP to Insight after initial configuration.

A. Use the NETGEAR Insight Cloud Portal to manage the AP

The Insight Cloud Portal provides access to a complete set of tools, including the topology view. For Insight Pro users, it offers a quick way to add multiple APs at the same time.

1. Make sure that the AP is connected to the Internet.
2. On a computer or tablet, visit insight.netgear.com/.
3. Enter the email address and password for your NETGEAR account and click the **NETGEAR Sign In** button.
4. If you are an Insight Pro user, select the organization to which you want to add the AP.
5. Add a new network location where you want to add the AP, or select an existing network location.

The admin password that you set for the network location replaces the existing admin password on all devices that you add to the network location.

6. Click the **+** (**Add Device**) button.

NOTE: If you are an Insight Pro user, you can either add a single device or you can add multiple Insight managed devices by uploading a device list as a CSV file.

7. On the Add New Device pop-up page, enter the AP's serial number and MAC address, and then click **Go**.
8. Optionally change the device name of the AP, and then click **Next**.

A page displays a confirmation that setup is in progress.

NOTE: If the AP is online but Insight does not detect the AP, the firewall at the physical location where the AP is located might prevent communication with the Insight cloud. In that situation, add port and DNS entries for outbound access to the firewall. For more information, see kb.netgear.com/000062467.

The AP automatically updates to the latest Insight firmware and Insight location configuration. This might take up to 10 minutes, during which time the AP will restart.

The LED lights solid blue when the AP is connected to Insight. The AP is now an Insight managed device that is connected to the Insight cloud-based management platform.

B. Use the NETGEAR Insight app to manage the AP

The Insight app provides a convenient way to add new devices, receive real-time notifications, and manage your network from anywhere.

1. Connect your mobile device to the AP's setup SSID (WiFi network name) using one of these methods:
 - **Scan the QR code:** Scan the QR code on the AP label to connect to the setup SSID.
 - **Connect manually:** The setup SSID is on the AP label and is shown in the format NETGEARxxxxxx-SETUP, where xxxxxx are the last six digits of the AP's MAC address. The default WiFi passphrase is **sharedsecret**.

2. Open the NETGEAR Insight app.
3. Enter the email address and password for your account and tap **LOG IN**.
4. Add a new network location where you want to add the AP by tapping the **Next button**, and then tapping **OK**. You can also select an existing network location.

The device admin password that you set for the new network location replaces the existing admin password on all devices that you add to the network location.

In most situations, Insight detects the AP automatically, which can take several minutes.
5. To add the AP to your network location, do one of the following:
 - If the AP is automatically detected and listed in the Insight Manageable Devices section, tap the icon for the AP, and then tap the **ADD DEVICE** button.
 - If the AP is not automatically detected, or you prefer to use another method to add the AP, tap the **+** icon in the top bar, and do one of the following:
 - Tap the **SCAN BARCODE OR QR CODE** button, and then scan the AP's code.
 - Tap the **Enter Serial Number and MAC Address** link, and then manually enter the AP's serial number and MAC address.
6. If prompted, name the AP and tap the **Next** button.

The AP automatically updates to the latest Insight firmware and Insight location configuration. This might take up to 10 minutes, during which time the AP will restart.

The LED lights solid blue when the AP is connected to Insight. The AP is now an Insight-managed device that is connected to the Insight cloud-based management platform.

C. Use a web browser to manage the AP in standalone mode

Use this method if you want to operate the AP in standalone mode.

1. Connect your computer or mobile device to the AP's setup SSID (WiFi network name) using one of the following methods:
 - **Scan the QR code:** Scan the QR code on the AP label to connect to the setup SSID.
 - **Connect manually:** The setup SSID is on the AP label and is shown in the format NETGEARxxxxxx-SETUP, where xxxxxx are the last six digits of the AP's MAC address. The default WiFi passphrase is **sharedsecret**.
2. On your computer, launch a web browser and, in the address bar, enter **aplogin.net**.

Your browser might display a security warning because of the self-signed certificate on the AP, which is expected behavior. You can proceed, or add an exception for the security warning. For more information, see kb.netgear.com/000062980/.
3. Enter the AP user name and default password. The user name is **admin**. The default password is **password**. The user name and password are case-sensitive.
4. Select the **Web-browser (Local)** radio button.

The Day Zero Easy Setup page displays.

5. Follow the instructions on the Day Zero Easy Setup page, and then click the **Apply** button.

We recommend that you make a note of the new admin password, SSID (WiFi network name), WiFi passphrase, and IP address to keep in a safe place.

A message displays to indicate that your settings are being applied.

6. If the WiFi connection of your computer or mobile is terminated, reconnect to the AP using the new SSID and WiFi passphrase that you set on the Day Zero Easy Setup page.
7. When the login page displays, you can log in to the AP using your new admin password to configure the AP.

For information about configuring the AP, see the user manual, which you can download by visiting netgear.com/support/download.

We recommend that you register your AP with NETGEAR.

8. To register your AP with NETGEAR, from a computer or mobile device that is connected to the Internet, visit my.NETGEAR.com to log in or create a new account, then click the **REGISTER NEW PRODUCT** button to register your AP.

A confirmation email is sent to your NETGEAR account email address.

Mounting options

You can mount the AP to a solid surface (a wall or a ceiling) or to a ceiling with a 9/16 in. (14.3 mm) or 15/16 in. (23.8 mm) T-bar, or you can install the AP freestanding on a flat surface.

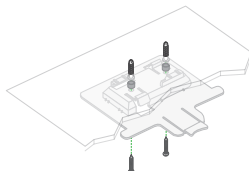
We recommend that you use a flat Ethernet cable so that the cable fits in the narrow space between the AP and the surface on which it is mounted or placed.

Before you mount the AP, first set up and test the AP to verify WiFi network connectivity.

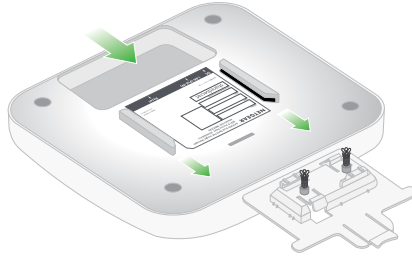
Mount the AP to a solid wall or ceiling

CAUTION: Make sure that the wall or ceiling is not damaged. For example, water damage can destroy a drywall or ceiling.

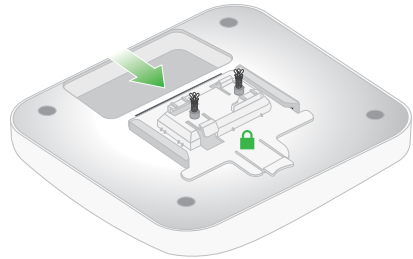
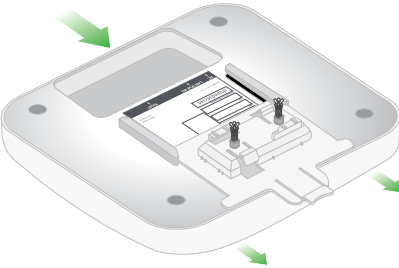
1. Using the anchors, screws, and spacers provided, attach the 15/16 in. (23.8 mm) bracket with the screw holes to the wall or ceiling. The rectangular protruding part of the bracket must be facing the ceiling.



9. Hold the AP upside down with the back of the AP (the side with LED) facing the bracket. Then, line up the guides on the bottom of the AP with the bracket.

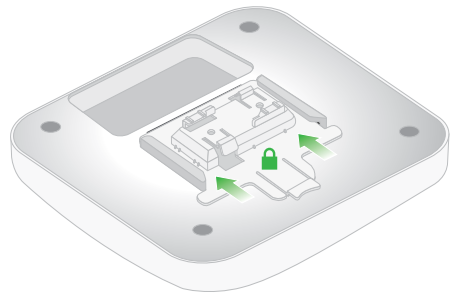
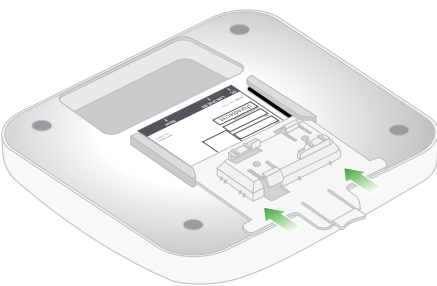


6. Slide the AP into the bracket (left figure below) until it locks in place (right figure below). The locking tab must be at the back of the AP.



Mount the AP to a T-bar

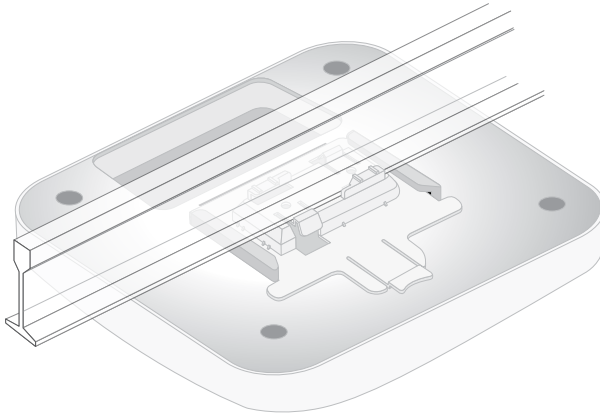
1. Depending on the size of the T-bar, slide the 9/16 in. (14.3 mm) or 15/16 in. (23.8 mm) bracket between the guides on the bottom the AP (left figure below) until it locks in place (right figure below). The locking tab must be at the back of the AP (the side with the LED).



2. Hold the AP upside down.

NOTE: If you can reach behind the T-bar, hold the T-bar with one hand and the AP with your other hand.

3. Align the rectangular protruding part of the bracket with the T-bar.
4. Hook the bracket onto one side of the T-bar.
5. Hook the bracket onto the other side of the T-bar until the bracket locks onto the T-bar.



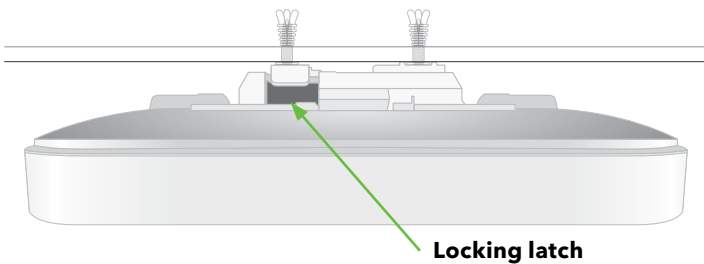
Unmount the AP

1. To find the locking latch, place your thumb on the LED, and your finger on the other side of the AP, directly opposite the thumb.
2. Press and hold the latch down to release the lock and keep the lock open.



CAUTION: Make sure you hold the AP so that it does not drop when you release it from the mounting bracket.

3. Slide the AP out of the bracket
The bracket remains attached to the T-bar or the wall.



Side view

Locking latch

Support and Community

Visit netgear.com/support to get your questions answered and access the latest downloads.

You can also check out our NETGEAR Community for helpful advice at community.netgear.com.

Regulatory and Legal

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(If this product is sold in Canada, you can access this document in Canadian French at <https://www.netgear.com/support/download/>.)

For regulatory compliance information including the EU Declaration of Conformity, visit <https://www.netgear.com/about/regulatory/>.

See the regulatory compliance document before connecting the power supply.

For NETGEAR's Privacy Policy, visit <https://www.netgear.com/about/privacy-policy>.

Where permitted by law, by using this device, you are agreeing to NETGEAR's Terms and Conditions at <https://www.netgear.com/about/terms-and-conditions>. If you do not agree, return the device to your place of purchase within your return period.

This product is designed and warranted for indoor use only. Do not use this device outdoors. The PoE source is intended for intra building connection only.

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NETGEAR, Inc.

NETGEAR INTERNATIONAL LTD



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