



Installation Guide

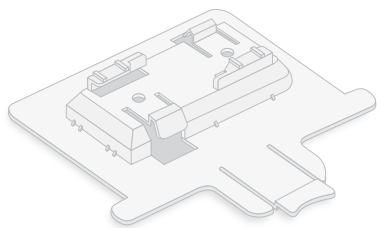
Insight Cloud Managed WiFi 6 AX3600
Access Point
Model WAX620



Package contents



Access Point Model WAX620



Mounting bracket with screw holes for mounting to a solid ceiling or 15/16 in. (23.8 mm) T-bar.

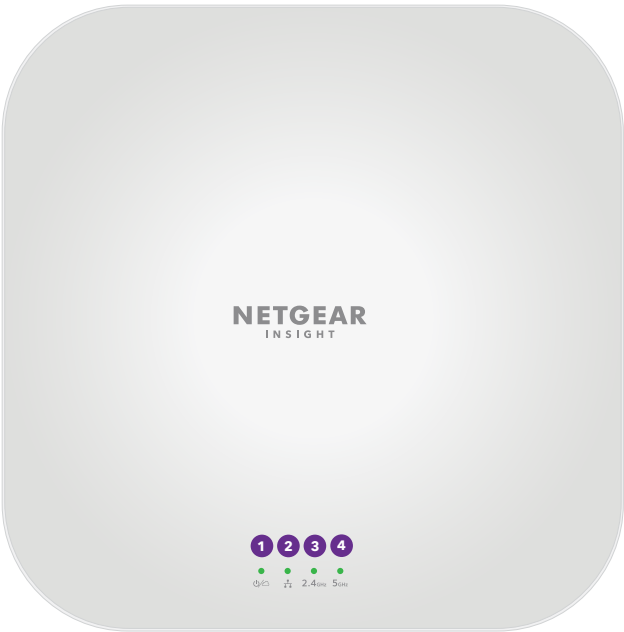


Two screws and anchors for ceiling or wall mounting

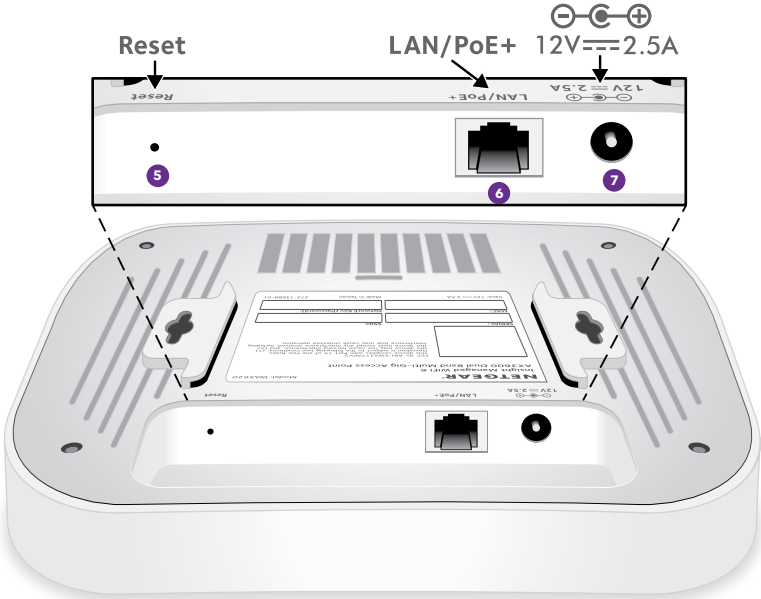
NOTE: You can power up your WAX620 by connecting it to a PoE+ switch. As an option, you can purchase a power adapter.

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.

Overview



- 1 Power/Cloud LED
- 2 LAN LED
- 3 2.4 GHz WLAN LED
- 4 5 GHz WLAN LED
- 5 Reset button
- 6 LAN/PoE+ port
- 7 DC power connector



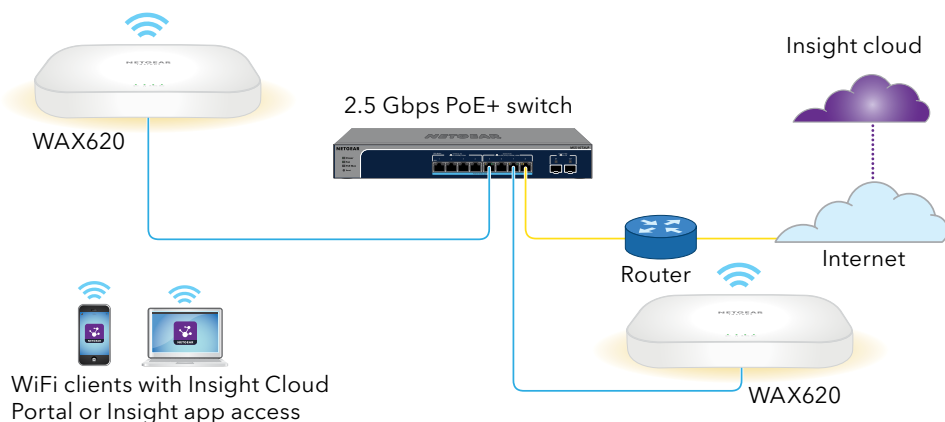
1. Connect the access point to a PoE+ switch

Power up the WAX620 access point (AP) by connecting the LAN/PoE+ port to a PoE+ switch that supplies 802.3at (PoE+) power.

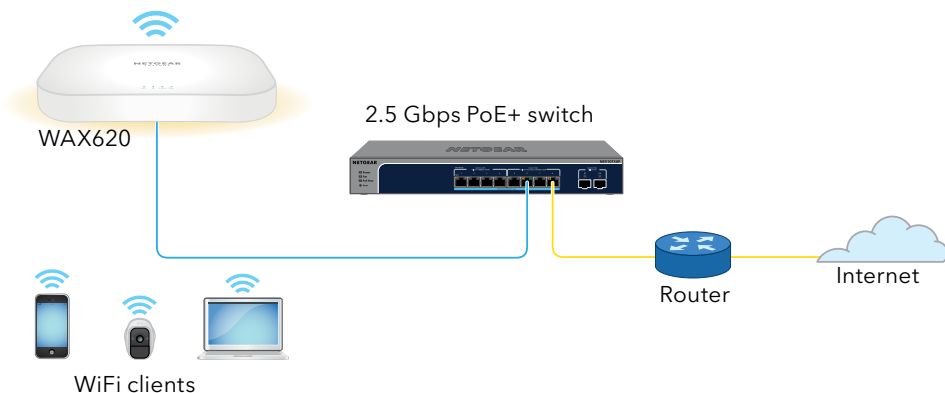
Make sure that the AP has Internet connectivity:

- If you connect the AP to a switch, make sure that the switch has Internet connectivity.
- If you use a power adapter to provide power, use an Ethernet cable to connect the LAN/PoE+ port on the AP to a router or other network device on a network with Internet connectivity.

Sample connections for a NETGEAR Insight setup











Sample connections for a standalone setup



If connected to 2.5 Gbps equipment, the WAX620 LAN/PoE+ port supports Ethernet speeds up to 2.5 Gbps within your LAN. The preceding figures show a NETGEAR MS510TXUP switch, which supports speeds of 2.5 Gbps and higher, as well as PoE+. If your Internet connection, modem, router, and switch support a speed of 2.5 Gbps, the AP's Internet connection also functions at 2.5 Gbps. Otherwise, the Internet connection functions at 1 Gbps, which is a common speed.

NOTE: The AP receives an IP address from a DHCP server (or a router that functions as a DHCP server) in your network. If your network does not include a DHCP server, the AP uses its default IP address: 192.168.0.100.

After starting up and during setup, the AP's LEDs can light in these colors:

| | | |
|--|--|---|
| Power/Cloud |  | Slow blinking amber: The AP is starting, the firmware is being upgraded, or the AP is trying to get an IP address. |
| |  | Solid green: The AP started up, and functions either as a standalone AP or as an Insight-discovered AP that is not currently connected to the Insight cloud. |
| |  | Solid blue: The AP functions in Insight mode and is connected to the Insight cloud. |
| LAN (one of two speed options) |  | Solid green: The LAN 1 port detects a speed of 2.5 Gbps. |
| |  | Solid amber: The LAN 1 port detects a speed of less than 2.5 Gbps, such as 1 Gbps (which is a common speed). |
| 2.4 GHz WLAN 5 GHz WLAN |  | Solid green: The radio is operating without clients. |
| |  | Solid blue: The radio has at least one connected client. |
| |  | Blinking blue: The radio is processing traffic. |

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

2. Configure and manage the AP

To configure and manage the AP, use *one* of the methods described in the following table.

| | | | |
|----|----------|-------------------|--|
| A. | Remotely | Cloud/remote mode | NETGEAR Insight Cloud Portal See A. Configure the AP with the NETGEAR Insight Cloud Portal |
| B. | Remotely | Cloud/remote mode | NETGEAR Insight app See B. Configure the AP with the NETGEAR Insight app |
| C. | Locally | Standalone mode | Web browser See C. Configure the AP as standalone in a web browser |

Insight remote management offers additional features and add-on services that are not available in standalone mode. Your new Insight-manageable device comes with Insight included. For more information, visit the following pages:

- <https://www.netgear.com/business/services/insight/subscription/>
- <https://kb.netgear.com/000061848/How-do-I-use-NETGEAR-s-one-year-of-Insight-included-subscription>

A. Configure the AP with the NETGEAR Insight Cloud Portal

1. Make sure that the AP is connected to the Internet.
2. On a computer or tablet, visit <https://insight.netgear.com/>.
3. Enter the email address and password for your NETGEAR account and click the **NETGEAR Sign In** button.
If you do not already have a NETGEAR account, you can create an account now.
4. Only if you are an Insight Pro user, select the organization to which you want to add the AP.
5. Select the location to which you want to add the AP.
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. In the Add New Device pop-up page, enter the AP's serial number, and then click **Go**.
8. After Insight verifies that the AP is a valid product, you can optionally change the device name of the AP, and then click **Next**.
When the AP is successfully added to the portal, 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 <https://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 AP is now an Insight managed device that is connected to the Insight cloud-based management platform. If the Power/Cloud LED was solid green, it now lights solid blue.
9. Use the Insight Cloud portal or Insight app to configure and manage the AP.

B. Configure the AP with the NETGEAR Insight app

1. Connect your mobile device to the AP's setup SSID (WiFi network name).
The setup SSID is on the AP label on the bottom of the AP 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.
If you do not already have a NETGEAR account, you can create an account now.
3. Enter the email address and password for your account and tap **LOG IN**.
4. Select an existing network location, or, to create a new network location, tap the **Next button**, and then tap **OK**.
The device admin password that you entered 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 **AP icon**, 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** link, and then manually enter the AP's serial number.
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 AP is now an Insight-managed device that is connected to the Insight cloud-based management platform. If the Power/Cloud LED was solid green, it now lights solid blue.
7. Use the Insight app or Insight Cloud portal to configure and manage the AP.

C. Configure the AP as standalone in a web browser

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).
The setup SSID is on the AP label on the bottom of the AP 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 <https://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:

- a. From a computer or mobile device that is connected to the Internet, visit my.netgear.com.

- b. Log in to your NETGEAR account.

If you do not already have a NETGEAR account, you can create an account now.

The My Products page displays.

- c. From the menu on the left, select **Register a Product**.

- d. In the **Serial Number** field, type the serial number of your AP.

The serial number is 13 digits long. It is printed on the AP label.

- e. From the Date of Purchase menu, select the date that you purchased the AP.

- f. Click the **REGISTER** button.


Your AP is registered to your NETGEAR account.

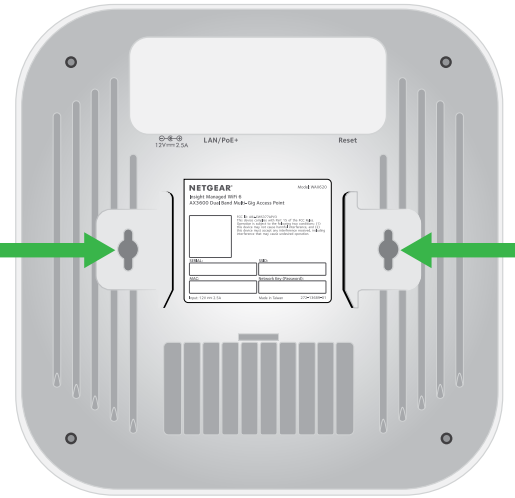
A confirmation email is sent to your NETGEAR account email address.

Mounting options

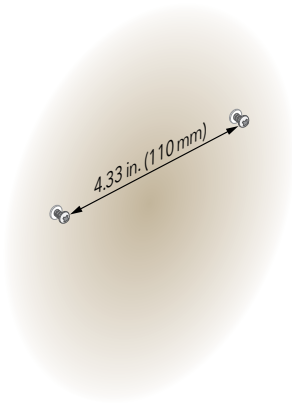
You can mount the AP to a solid surface (a wall or a ceiling), or to a ceiling with a 15/16 in. (23.8 mm) T-bar. We recommend that you use a flat Ethernet cable so that the cable fits in the narrow space between the AP and the surface on which it is mounted. Before you mount the AP, we recommend that you first set up and test the AP to verify WiFi network connectivity and coverage.

Mount to a solid wall

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

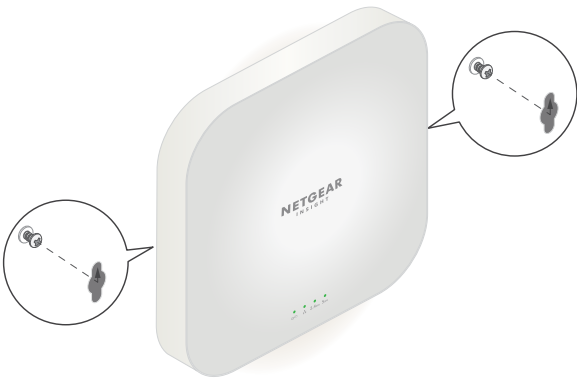


The bottom of the AP includes two holes that let you mount the AP on two screws inserted in a wall.



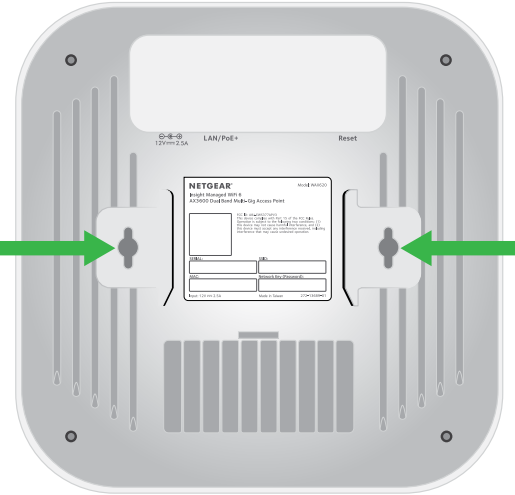
1. Mark the wall where you want to insert the provided anchors and screws, which must be 4.33 in. (110 mm) apart, and insert the anchors and screws.

Leave about 0.25 in. (6 mm) of each screw protruding from the wall so that you can insert the screws into the holes on the bottom of the AP.

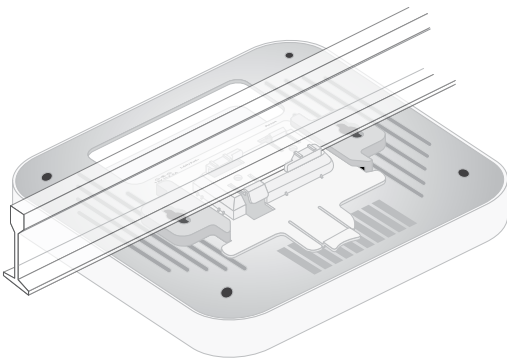
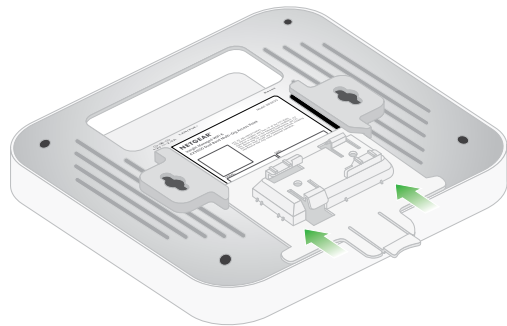


2. Line up the holes on the bottom of the AP with the screws in the wall and mount the AP to the wall.

Mount to a T-bar



1. Slide the 15/16 in. (23.8 mm) bracket between the guides on the bottom of the AP until it locks in place.
The locking tab must be at the front of the AP.

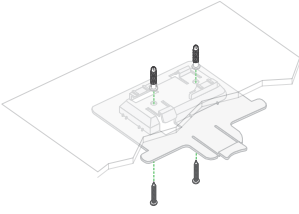


2. Hold the AP upside down.
NOTE: If you can reach behind the T-bar, hold the T-bar with one hand and the AP with your other hand.
3. Align the rectangular protruding part of the bracket with the T-bar.
4. Hook the bracket onto one side of the T-bar.
5. Hook the bracket onto the other side of the T-bar until the bracket locks onto the T-bar.

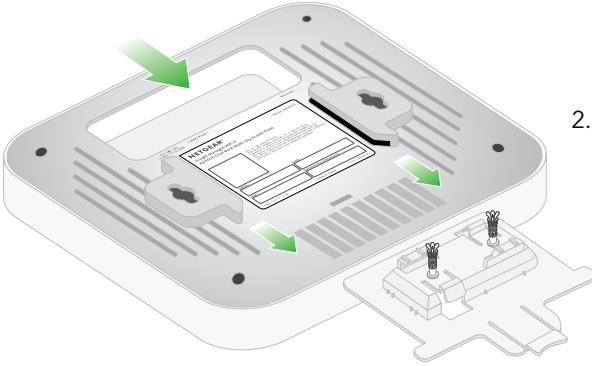
Mount to a solid ceiling



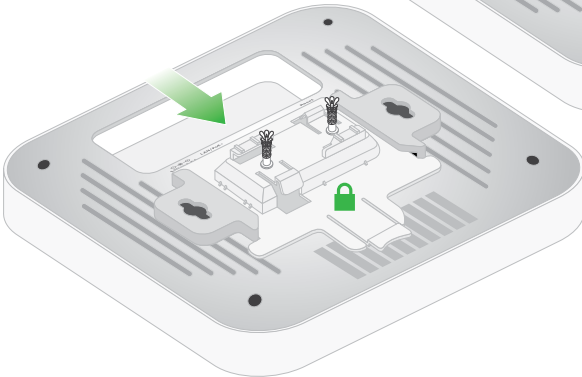
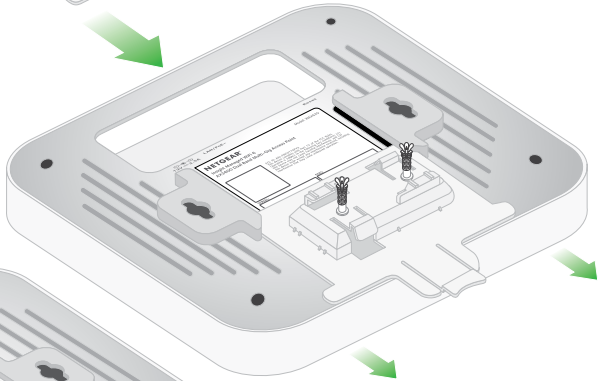
CAUTION: Make sure that the ceiling is not damaged. For example, water leaks can damage a ceiling.



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



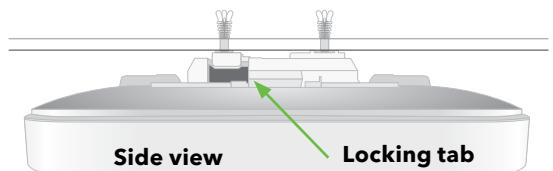
2. Hold the AP upside down with the front of the AP facing the bracket. Then, line up the guides on the bottom of the AP with the bracket.



3. Slide the AP into the bracket until it locks in place. The locking tab must be at the front of the AP.



NOTE: To unlock the AP, push the locking tab toward the ceiling and slide the AP out of the bracket.



Support and Community

Visit [netgear.com/support](https://www.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

Si ce produit est vendu au Canada, vous pouvez accéder à ce document en français canadien à <https://www.netgear.com/support/download/>.

(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>.

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.

Do not use this device outdoors. The PoE source is intended for intra building connection only.

Applicable to 6 GHz devices only: Only use the device indoors. The operation of 6 GHz devices is prohibited on oil platforms, cars, trains, boats, and aircraft, except that operation of this device is permitted in large aircraft while flying above 10,000 feet. Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.

NETGEAR, Inc.

NETGEAR INTERNATIONAL LTD

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