Onboarding via the NETGEAR Insight app

1. Connect your mobile device to the AP using a Wi‑Fi connection (2.4 GHz or 5 GHz network) using one of these methods:
   - Use a phone or tablet that is on the same network as the AP to connect wirelessly.
   - Use an Ethernet cable to connect the AP's LAN port directly to your device.

2. Open the NETGEAR Insight app.

3. Enter the network name and password for your AP.

4. Add a new network location where you want to add the AP.

5. If you have an Insight Pro account, select the organization to which you want to add the AP.

6. LOG IN then tapping OK. You can also select an existing network location.

7. In the Add New Device pop‑up page, enter the AP's serial number and MAC address, and then tapping Next button.

Results

If you do not already have a NETGEAR Insight account, you can create an account now. For information on how to create an account, go to kb.netgear.com/000061848.

NOTE: The AP automatically updates to the latest Insight firmware and Insight location configuration.

Onboard via the NETGEAR Insight Cloud portal

1. Make sure that the AP is connected to the Internet.

2. On a computer or tablet, open the Insight Cloud portal or open a web browser and go to insight.netgear.com.

3. Sign in using your NETGEAR account and password for your Insight‑managed devices.

4. Click the Onboard button.

5. In the New Device page, enter the AP's serial number and MAC address.

6. Select the network location, or create a new network location.

7. Click Add AP to add the AP to your Insight cloud. If you successfully added the AP, a page displays confirmation that your Insight‑manageable device is now onboard.

Onboarding via Insight portal

1. Make sure that the Insight portal is connected to the Internet.

2. Connect the device to the Insight portal using a Wi‑Fi connection (2.4 GHz or 5 GHz network) using one of these methods:

   - Onboard via the NETGEAR Insight Cloud portal.
   - 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.
   - Connect via Scan QR Code: Tap the icon in the top bar, and then scan the AP's code.

3. If the AP is automatically detected and listed in the Insight Manageable Devices section, then tap the AP to connect it to your location.

4. In existing locations, Insight verifies that the AP is a valid product, then you can optionally change the device name and set the admin password.

5. To add the AP to your Insight account, tap the + (plus) button.

6. If the setup SSID is not available, then select Connect manually. If the AP is not automatically detected, or you prefer to use another method to add the AP, then tapping Connect manually.

7. If the AP is automatically detected and listed in the Insight Manageable Devices section, then tap the AP to connect it to your location.

8. Tap the icon in the top bar, and then scan the AP's code.

9. If the AP is connected to the Internet, then the AP automatically updates to the latest Insight firmware and Insight location configuration.

Getting Started with NETGEAR Insight

Your Insight‑manageable device connects with Insight including allowing remote management of all Insight‑manageable devices on your network and real‑time network status notifications.

Choose the type of account you want to use:

1. Insight Premium is a single‑user and multi‑location plan that supports up to three Insight‑manageable devices. Please see Device’s Terms and Conditions for more details.

2. Insight Cloud Portal supports up to 10 Insight‑manageable devices, and is complimentary for locations up to 100 devices.

Use one of these options to sign‑in and enhance your Insight‑managed device:

3. Insight Cloud Portal supports up to 10 Insight‑manageable devices, and is complimentary for locations up to 100 devices.

4. Insight Portal or as an Insight‑discovered AP that is not currently connected to

5. CAUTION: Terms of Use

6. NETGEAR, Inc.

7. NETGEAR INTERNATIONAL LTD

8. T12EF21, Ireland

9. University Technology Centre

10. Floor 1, Building 3

NOTE: The AP automatically updates to the latest Insight firmware and Insight location configuration.

The Insight portal takes 10‑15 minutes, during which time the AP's LED lights solid blue.

If the AP does not show as Connected in Insight, try...

1. Reboot the AP.

2. Select a different channel and then try to add the AP again.

3. Select a different location in the Insight Cloud portal management panel.

4. Power off, then power on each Insight‑managed device, then try again.

5. If you have an Insight‑managed device, then try to add the device to your Insight‑managed device list.

6. If the Insight portal is not yet configured for your Insight‑managed device, then try to add the device to your Insight‑managed device list.

7. If you do not already have an NETGEAR Insight account, you can create an account now. For information on how to create an account, go to kb.netgear.com/000061848.

8. Log in or Create an Insight account

9. Choose the method that best suits you to onboard your Insight‑managed device.

   - Connect manually

   - Connect via Scan QR Code

   - Connect via Insight Cloud Portal

NOTE: If the AP is not automatically detected, or you prefer to use another method to add the AP, then tapping Connect manually.

NOTE: The AP automatically updates to the latest Insight firmware and Insight location configuration.
Mounting options

You can mount the AP to a wall or in a ceiling with a 15/16 in. (24 mm) T-bar, or you can install the AP horizontally 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.

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

Mount the AP on a wall

**CAUTION:** Make sure that the wall is not damaged.

1. Place the mounting plate on the wall.
2. Mark the wall where the mounting holes are.
3. Using a 3/16 in. (4.7 mm) drill bit, drill holes in the wall.
4. Tap each anchor into the wall with a soft mallet until the anchors are flush with the wall.
5. Use the screws to attach the mounting plate to the wall.

**NOTE:** Do not mount the screws into the wall without anchors.

6. Connect any cables.
7. Attach the AP to the mounting plate.
8. Turn the AP clockwise to lock it onto the mounting plate.

Mount the AP to a T-bar

1. Slide the T-bar partially into the metal bracket.
2. Attach the metal bracket to the ceiling bar.
3. Push the T-bar over the ceiling bar.
4. Use the lock screw to lock the metal bracket into place.
5. Use the four short screws to attach the mounting plate to the T-bar.
6. Connect a PoE cable or power adapter to the AP before mounting.
7. Hold the AP upside down and attach it to the mounting plate.
8. Turn the access point clockwise to lock it onto the mounting plate.

Unmount the AP

1. To find the locking latch, place your thumb on the center of the LEDs, and your finger on the other side of the device, directly opposite the thumb.
2. Press and hold the latch down to release the lock and keep the lock open.
3. Turn the AP counterclockwise until the AP releases from the mounting plate.
4. The mounting plate remains attached to the T-bar or the wall.

**CAUTION:** Make sure you hold the AP safely as it does not drop when you release it from the mounting plate.