The ProSAFE Wireless Controller WC9500 lets you manage a large wireless network from a central point, implement security features centrally, support Layer 2 and Layer 3 fast roaming, configure a guest access captive portal, and support Voice over Wi-Fi (VoWi-Fi). In this installation guide, the ProSAFE Wireless Controller WC9500 is referred to as the wireless controller.

Package Contents
The package contains the following items:

- Wireless Controller WC9500
- AC power cable
- Straight-through Category 5 Ethernet cable
- Rack-mount kit
- Rubber feet (4) with adhesive backing
- Installation guide

WARNING: DO NOT stack equipment, or place equipment in tight spaces or in drawers. Be sure that your equipment is surrounded by at least 2 inches (5 cm) of air space.

The following figure shows the left side of the front panel only:

<table>
<thead>
<tr>
<th>LED Mode:</th>
<th>Power</th>
<th>Status</th>
<th>Fan</th>
<th>Ethernet port</th>
</tr>
</thead>
<tbody>
<tr>
<td>Left LED: Green=Link at 1G E, Yellow=Link at 10/100M</td>
<td>Green=Link, Green Blink=Active</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Right LED: Green=Link, Green Blink=10G Active, Yellow=Link at 1G, Blink Yellow=1G Active</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Set Up the Wireless Controller
1. Configure a computer with a static IP address of 192.168.0.210 and a subnet mask of 255.255.255.0.
2. Connect one end of the supplied Ethernet cable to the Ethernet port on the computer and the other end to the Ethernet port on the front panel of the wireless controller.
3. Connect the supplied power cord from the wireless controller to an AC power outlet.
4. Verify that the following LEDs on the front panel are lit:

Access the Wireless Controller
1. On the computer, open a browser. In the address field, type http://192.168.0.250. The wireless controller’s login window displays:

Configure the Basic Settings
1. From the main navigation menu, select Configuration > System > General. Enter a name for the wireless controller and select the country in which the wireless controller is used. Click Apply.
2. Select Configuration > System > Time. Select the time zone in which the wireless controller is used. Optionally, configure the NTP settings. Click Apply.
3. Select Configuration > System > IP/IPvLAN. Enter the IP settings for your network and the VLANs that you want to assign to the wireless controller.

Note: A management VLAN is used for all SNMP and HTTP traffic to and from the wireless controller and managed access points. For large deployments, NETGEAR recommends that the wireless controller and access points are in separate VLANs to ensure uninterrupted connectivity between the wireless controller and the access points.

Note: Clear the Untagged VLAN check box only if the hubs and switches in your network support the VLAN (802.1Q) standard. Likewise, change the untagged VLAN value only if the hubs and switches in your network support the VLAN (802.1Q) standard.

Click Apply. The connection to the wireless controller is terminated because you have changed its IP address.
4. Reconfigure your computer with an IP address and subnet mask that is in the same IP subnet as the wireless controller. Use the new IP address of the wireless controller to log in again.
Deploy the Wireless Controller

1. Disconnect the power cord from the wireless controller.
2. Disconnect the wireless controller from the computer and place it where you intend to deploy it.

Discover Access Points

The wireless controller manages selected NETGEAR access points. For a list of supported NETGEAR access points, visit the NETGEAR support site. If the wireless controller and the access points are connected over your network in the same Layer 2, the Discovery Wizard can discover access points that are either in factory default state or already deployed and running.

For the Discovery Wizard to discover access points across a Layer 3 network (behind a router) or remote access points, there are more requirements:
- Either your network needs to have a DHCP server that has option 43 enabled and the IP address of the wireless controller, or the DHCP server on the wireless controller needs to be accessible to all access points.
- Each access point needs to have an IP address.
- Each access point needs to have SNMP and SSH enabled (which is the default).
- UDP port number 7890 needs to be unblocked in your firewall.

To let the wireless controller discover access points:
1. Access the wireless controller at the network IP address that you configured in Configure the Basic Settings.
2. Select Access Point > Discovery > Discovery Wizard. Follow the steps onscreen to discover the access points. Review the discovery results.
3. Select Access Point > Discovery > Managed AP List. Add the access points that you want to be managed by the wireless controller to the Managed AP List.

While the access points are converted from standalone mode to managed mode, the following occurs:
- The wireless controller pushes management firmware onto the access points.
- The access points become DHCP clients and receive an IP address from either the DHCP server in your network or the DHCP server on the wireless controller.
- The profiles that you have configured on the wireless controller are pushed onto the access points.

Note: For extensive information about the Discovery Wizard and the discovery process, see the reference manual.

Troubleshooting Tips

You cannot access the wireless controller at its default IP address (192.168.0.250):
- Confirm that the computer is connected to the wireless controller.
- You might not have restarted the computer with the wireless controller to have TCP/IP changes take effect. Restart the computer.
- The computer might be set to enable NetBIOS over TCP/IP. Check that TCP/IP is set to use a static IP address of 192.168.0.210 and a subnet mask of 255.255.255.0. (The default TCP/IP setting for Windows is to obtain an IP address automatically.) Restart the computer.

After initial configuration, you cannot access the wireless controller at its network address:
- Use the ping command to verify the connection.
- Verify that the computer and wireless controller are on the same VLAN.
- Some of the wireless controller’s default settings might not work with your network.
- Check the wireless controller’s default settings against the configuration of other devices in your network.

Support

Thank you for selecting NETGEAR products.

After installing your wireless controller, locate the serial number on the label of your wireless controller and use it to register your product at https://my.netgear.com.

You must register your wireless controller before you can use NETGEAR telephone support. NETGEAR recommends registering your wireless controller through the NETGEAR web site. For product updates and web support, visit http://support.netgear.com.

NETGEAR recommends that you use only the official NETGEAR support resources. You can get the reference manual online at http://downloadcenter.netgear.com or through a link in the wireless controller’s web management interface.

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