

## WN2500RP FAQ's

**I have enabled wireless MAC filter (wireless access control - ACL) on my router, what should I do when installing WN2500RP?**

The wireless device's MAC Address will be translated to another MAC address when the wireless device connects to the WN2500RP. If your router MAC filter is enabled, the wireless device will not be able to get an IP address from WN2500RP. You have to add the translated MAC address into the router to allow this wireless device to access the internet.

To get the translated MAC address:

Please disable MAC filter on your router. Power on WN2500RP and connect all of your wireless devices to WN2500RP. Please ensure the Link Rate LED is stayed on. Then login to your router's GUI to check the attached devices on your routers. There will be some devices which the first 6 digits of MAC Address is "02:0F:B5". Please add these MAC Addresses into your router MAC filter table. (see the picture below for example, the mac addresses in red rectangle should be added into MAC filter table)

### Attached Devices

#### Wired Devices

| # | IP Address  | Device Name | MAC Address       |
|---|-------------|-------------|-------------------|
| 1 | 192.168.1.7 | SQA-PERF-PC | D4:BE:D9:8A:B5:90 |

#### Wireless Devices (Wireless intruders also show up here)

| # | IP Address    | Device Name     | MAC Address       |
|---|---------------|-----------------|-------------------|
| 1 | 192.168.1.8   | optiplex-936c99 | 02:0F:B5:C4:7C:C8 |
| 2 | 192.168.1.10  | sqa-dell_5300   | 02:0F:B5:28:31:20 |
| 3 | 192.168.1.250 | WN2500RP        | 02:0F:B5:3C:59:E3 |
| 4 | --            | --              | E0:24:B2:3C:59:E4 |
| 5 | 192.168.1.10  | sqa-dell_5300   | 02:0F:B5:28:31:20 |
| 6 | --            | --              | E2:24:B2:3C:59:E4 |

Refresh

**My router security is WEP and I entered the wrong passphrase/security key on the WN2500RP, I can not access WN2500RP anymore, what can I do?**

The WN2500RP can not check whether the WEP passphrase is correct or not. If you entered the wrong passphrase, your wireless PC will not be able to get an IP address from WN2500RP. You need to reset the WN2500RP to factory default to get it back.

**Can I use the Push 'N' Connect WPS button to connect the Extender to my existing router? How can I use WPS button to connect to the router in both bands (2.4Ghz and 5Ghz)?**

Yes. The Push 'N' Connect button can be used to connect the Extender to your existing router or connect your PC to the Extender. To use WPS to connect the extender to your router, first, press WN2500RP's WPS button. Within 2 minutes, press your router.

If your router is a dual band router, you need to repeat this procedure again (press WN2500RP WPS button and press your router WPS button again). The WN2500RP will connect to the router in 2.4GHz for the first WPS procedure and connect to the router in 5GHz for the second WPS procedure).

**I have completed the installation wizard, but my wireless devices can not get ip address from WN2500RP, how should I do?**

1. Please double check the passphrase you entered on your wireless device is correct.
2. power cycle the WN2500RP and your Router
3. If your device still can not get the ip address, please move the WN2500RP closer to your router and move your wireless device closer to the WN2500RP. Then disable the wireless interface and enable again to see if your wireless device can get ip address.
4. If your router has MAC filter (Wireless Access control), please disable it and follow the FAQ to add device's MAC Address on your router.

**How do I set the unit back to factory default?**

Stick a paper clip into the reset hole on the back of the unit and hold it until the Extender status LED flashes in amber.

**What is the default login name and password to administer the Extender?**

The default login name (case sensitive) is **admin** and the default login password (case sensitive) is **password**.

**What is the URL to access WN2500RP GUI to configure it?**

The default URL is <http://www.mywifiext.net> or <http://www.mywifiext.com>. Before you access this URL, you have to connect your PC to WN2500RP first.