

Installation

NETGEAR ProSAFE Dual Band Wireless AC Access Point

WAC740



Package Contents

Unpack the box and verify the contents:

- WAC740 ProSAFE Dual Band Wireless AC Access Point
- Category 5e Ethernet cable
- Ceiling mount kit

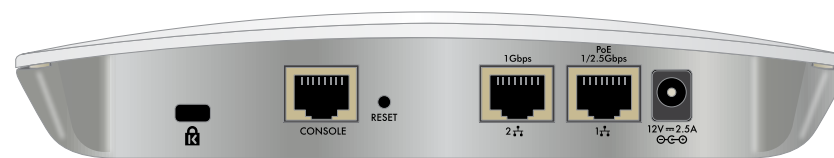
Set Up the Access Point

Before mounting the access point in a high location, first set up and test the access point to verify WiFi network connectivity.

IMPORTANT: You can deploy the WAC740 access point only in a WiFi network that is managed by a ProSAFE wireless controller.

➤ To cable the access point:

1. Connect an Ethernet cable from LAN port 1 on the access point to a LAN port on a PoE+ switch, that is, an 802.3at-compatible switch.



2. Connect an Ethernet cable from the PoE+ switch to an Ethernet port on the computer.
3. Check the LEDs to verify that the access point is set up correctly.

LED	Description
 Power LED	<ul style="list-style-type: none"> • Off. Power is off. • Solid green. Power is on. • Alternating green and amber. The access point is receiving insufficient PoE power. • Solid amber, then blinking amber. A self-test is running or firmware is being loaded. During startup, the Power LED first lights solid amber, then goes off, and then blinks amber before turning solid green after about one minute. If after two minutes the Power LED remains solid amber or continues to blink amber, it indicates a system fault.
 Activity LED	<ul style="list-style-type: none"> • Off. No link with the network is detected. • Solid green. A link with the network is detected. • Blinking green. Network traffic is detected.

LED	Description
 LAN LED 1	<ul style="list-style-type: none"> • Off. A 10 Mbps Ethernet link is detected or no Ethernet link is detected. • Solid green. A 2.5 Gbps Ethernet link is detected. • Solid amber. A 1 Gbps or 100 Mbps Ethernet link is detected. <p>If both LAN LED 1 and LAN LED 2 light solid green or amber, the LAN ports are members of a link aggregation group (LAG).</p>
 LAN LED 2	<ul style="list-style-type: none"> • Off. No LAG is detected. • Solid green. A LAG with a 2.5 Gbps Ethernet link is detected. • Solid amber. A LAG with a 1 Gbps or 100 Mbps Ethernet link is detected. <p>If both LAN LED 1 and LAN LED 2 light solid green or amber, the LAN ports are members of a LAG.</p>
2.4 GHz 2.4G WLAN LED	<ul style="list-style-type: none"> • Off. The 2.4 GHz WiFi radio is off. • Solid green. The 2.4 GHz WiFi radio is on. • Blinking green. WiFi activity is detected on the 2.4 GHz WiFi radio.
5 GHz 5G WLAN LED	<ul style="list-style-type: none"> • Off. The 5 GHz WiFi radio is off. • Solid green. The 5 GHz WiFi radio is on. • Blinking green. WiFi activity is detected on the 5 GHz WiFi radio.

The access point uses a DHCP client that is enabled by default. If your network includes a DHCP server, the access point obtains an IP address from the DHCP server. If your network does not include a DHCP server, the access point sets its IP address to a static IP address of 192.168.0.160.

If your network includes a DHCP server, note the following:

- Make sure that Option 43 is enabled on the DHCP server.
- Make sure that the DHCP server specifies the IP address of the wireless controller in the required hexadecimal format in the Option 43 field.

For example, if the IP address of the wireless controller is 192.168.0.250, you must enter the hexadecimal string 02:04:C0:A8:0:FA.

To compose the address, start with 02:04: and then add each of the four address octets in hexadecimal format, separated by colons.

The first two octets (02:04) define a standalone NETGEAR wireless controller, or in a stack, the first wireless controller in the stack.

To specify the second wireless controller in the stack, enter the first two octets as 02:08. To specify the third wireless controller in the stack, enter the first two octets as 02:0C.

The remaining four octets specify the IP address in hexadecimal format.

- We recommend that you reserve an IP address for the access point on the DHCP server.

If your network does not include a DHCP server, configure a computer with a static IP address of 192.168.0.210 and a subnet mask of 255.255.255.0 so that you can connect to the access point at IP address 192.168.0.160.

➤ **To verify that the access point obtained IP address information, or if your network does not include a DHCP server, to configure the access point's IP address information:**

1. Open a web browser from a computer that is connected to the same network as the access point or to the access point directly through an Ethernet cable.
2. In the address bar, enter the IP address of the access point. The default IP address is **192.168.0.160**. A login window displays.
3. Enter the user name and password. The user name is **admin**. The default password is **password**. The user name and password are case-sensitive.
4. Select **Configuration > System > Basic > Network Settings > IP Settings**.
5. Verify or configure the IP settings for your network.
6. Select **Configuration > System > Network Settings > Controller Settings**.
7. Verify or configure the IP address for the wireless controller in the network.

For more information, see the ProSAFE wireless controller user manual.

➤ **To let the wireless controller discover the access point:**

1. Access the wireless controller at its network IP address.
2. Select **Access Point > Discovery Wizard**.
3. Follow the steps onscreen to discover the access point and review the discovery results.
4. In the table with discovered access points, select the check box for the access point, and click the **Add** button.

The access point is added to the Managed AP List and is now ready for further configuration and management by the wireless controller.

For more information, see the ProSAFE wireless controller user manual.

Deploy the Access Point

The best location for the access point is elevated, such as mounted on a wall or ceiling, at the center of the WiFi coverage area, and within line of sight of all mobile devices.

For information about mounting the access point, see the ceiling and wall installation guide for the WAC720, WAC730, and WAC740 access points.

➤ **To deploy the access point:**

1. Disconnect the access point and position it where you will deploy it.
2. Connect an Ethernet cable from the access point to a LAN port on a PoE+ switch.
3. Make sure that the PoE+ switch and the wireless controller are connected.
4. Using a WiFi device, verify connectivity by connecting to the access point and use a browser to connect to the Internet.

Troubleshooting Tips

The following table provides some tips for correcting simple problems that you might encounter. For more troubleshooting information, see the troubleshooting chapter in the ProSAFE wireless controller user manual.

Problem	Cause	Possible Solution
No LEDs are lit on the access point.	The access point is receiving no power.	<ul style="list-style-type: none"> • Make sure that the access point is securely connected to a PoE+ switch. • Make sure that the PoE+ switch is connected to a power source.
The Power LED alternates green and amber.	The access point is receiving insufficient PoE power.	<ul style="list-style-type: none"> • Make sure that PoE+ switch is not overloaded. • If you connected the access point to a PoE (802.3af) switch, disconnect it and connect it to a PoE+ (802.3at) switch instead. The access point requires a PoE+ (802.3at) switch.
The LAN port LEDs are off.	A hardware connection problem exists.	<ul style="list-style-type: none"> • Make sure that the cable is connected to LAN port 1 (the PoE port) on the access point. (LAN port 2 active only when a LAG is enabled.) • Make sure that the cable connectors are securely plugged into the access point and switch. • Make sure that the switch is turned on.
The WLAN LEDs are off.	The wireless connection does not work.	<ul style="list-style-type: none"> • Make sure that the PoE+ switch is providing sufficient power to the access point. • From the wireless controller, verify that the radio or radios are turned on. • If the WLAN LEDs remain off, contact NETGEAR.
You cannot connect to the access point from a browser.	Multiple possible causes.	<ul style="list-style-type: none"> • Make sure that your computer is using an IP address in the same range as the access point. The access point default IP address is 192.168.0.160, and the default subnet mask is 255.255.255.0. • Quit the browser, clear the cache, delete the cookies, and launch the browser again.

Support

Thank you for purchasing this NETGEAR product. You can visit www.netgear.com/support to register your product, get help, access the latest downloads and user manuals, and join our community. We recommend that you use only official NETGEAR support resources.

For more information about the installation options, visit www.netgear.com/support to access the hardware installation guide.

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

For regulatory compliance information, visit <http://www.netgear.com/about/regulatory/>.

See the regulatory compliance document before connecting the power supply.



201-19228-01



NETGEAR INTL LTD
Building 3, University Technology Centre
Curraheen Road, Cork, Ireland

NETGEAR, Inc.
350 East Plumeria Drive
San Jose, CA 95134, USA

© NETGEAR, Inc., NETGEAR and the NETGEAR Logo are trademarks of NETGEAR, Inc. Any non-NETGEAR trademarks are used for reference purposes only.

July 2016