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NETGEAR EAX20-100NAS

NETGEAR WiFi 6 Mesh Range Extender (EAX20) User Manual

Model: EAX20-100NAS

Brand: NETGEAR

Introduction

The NETGEAR 4-Stream WiFi 6 Mesh Extender (EAX20) is designed to expand your existing WiFi network, providing increased coverage and performance throughout your home. This device leverages the latest WiFi 6 (802.11ax) technology to deliver dramatically faster wireless speeds and improved capacity for multiple devices. It maintains backward compatibility with older WiFi standards (WiFi 5 and earlier generations), ensuring seamless integration with your current network equipment.



Figure 1: Front view of the NETGEAR EAX20 WiFi 6 Mesh Range Extender.

What's in the Box

Upon unboxing your NETGEAR WiFi 6 Mesh Range Extender, you should find the following items:

- AX1800 4-Stream WiFi Mesh Extender (EAX20)
- Quick start guide

Key Features

- **Extended Wireless Coverage:** Adds WiFi range coverage up to 1,500 sq. ft., and connects up to 20+ devices such as laptops, smartphones, speakers, IP cameras, tablets, IoT devices, and more.
- **Seamless Smart Roaming:** Uses your existing network SSID name so you never get disconnected as you move around your home or office.
- **Fast WiFi 6 Performance:** AX1800 speed (up to 1.8Gbps) using Dual-Band WiFi technology (up to 600 + 1200 Mbps), and 4 simultaneous streams provides more capacity so more devices can use WiFi at the same time.

- **Universal Compatibility:** Works with any wireless router, Gateway, or cable modem with WiFi, and is optimized for all WiFi 6 routers. Compatible with existing WiFi devices and new WiFi 6 devices like iPhone 11.
- **Wired Ethernet Ports:** Simply plug in game consoles, streaming players, or other wired devices into the four 1 Gigabit ports for maximum speed.
- **Safe & Secure:** Supports WEP and WPA/WPA2 wireless security protocols.
- **Simple to Setup:** Use the Nighthawk app or press the WPS button to connect to your router. Use the NETGEAR WiFi Analyzer app for optimal location.



Figure 2: Key features of the NETGEAR EAX20, highlighting WiFi 6 technology, extended coverage, and device support.

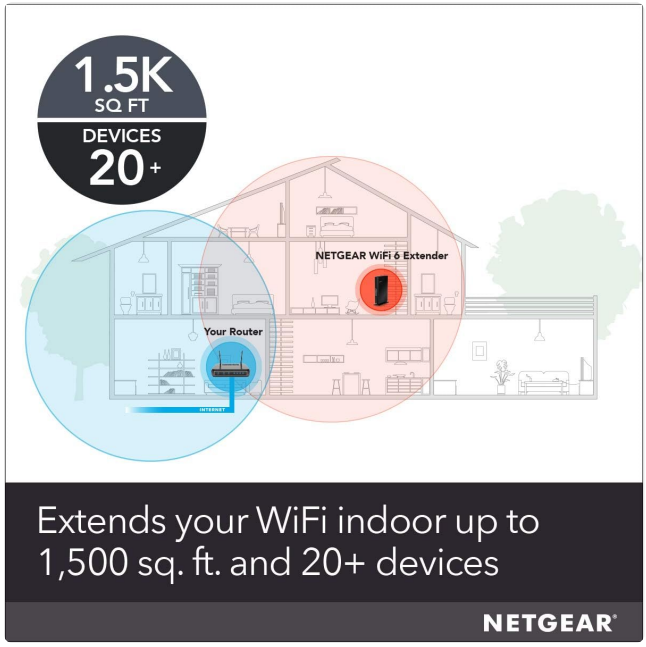


Figure 3: Visual representation of the EAX20 extending WiFi coverage up to 1,500 sq. ft. and supporting over 20 devices.



Figure 4: The EAX20 supports multiple devices simultaneously, including 4K Ultra-HD TVs, smartphones, computers, and gaming consoles.



Figure 5: The rear of the EAX20 features four Gigabit Ethernet ports for wired connections to devices like game consoles or streaming players.

Setup Guide

Setting up your NETGEAR EAX20 Extender is designed to be straightforward. You can use the Nighthawk app for guided setup or the WPS button for a quick connection.

Method 1: Nighthawk App Setup

1. **Download:** On your mobile phone, download the Nighthawk app from Google Play (Android) or the Apple App Store (iOS).
2. **Connect:** Connect your mobile phone to the extender's WiFi network, typically named "NETGEAR_EXT".
3. **Explore:** Open the Nighthawk app and follow the step-by-step instructions to set up your extender. The app allows you to run speed tests, view connected devices, and manage your network.

Method 2: WPS (WiFi Protected Setup)

For a quick connection without the app, you can use the WPS button:

1. Plug in your EAX20 extender near your existing WiFi router.
2. Press the WPS button on your EAX20 extender.
3. Within two minutes, press the WPS button on your WiFi router.
4. The extender's LED indicators will confirm a successful connection.

For optimal placement after initial setup, use the NETGEAR WiFi Analyzer app to find the best location for your extender to maximize coverage and performance.

Operating Your Extender

The EAX20 creates a seamless mesh WiFi network. This means your devices will automatically connect to the strongest available WiFi signal, whether it's from your main router or the extender, as you move around your home. This "Smart Roaming" feature ensures uninterrupted streaming, gaming, and browsing.

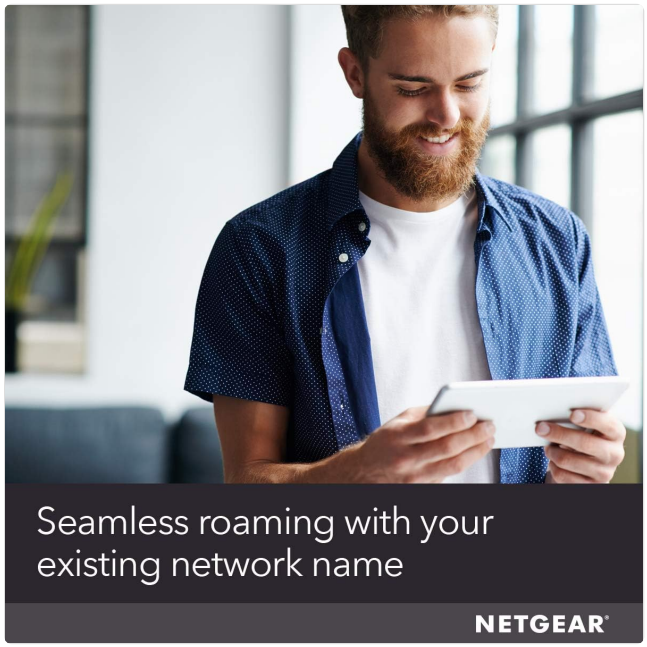


Figure 6: Enjoy seamless roaming throughout your home with your existing network name, as devices automatically switch to the strongest signal.

Monitoring and Management with Nighthawk App

The Nighthawk app provides comprehensive tools to monitor and manage your extender:

- **Device Manager:** View all devices connected to your extender.
- **Internet Speed Test:** Check the download and upload speeds the extender is receiving from your router. This helps ensure optimal performance.
- **Network Map:** Visualize your network, showing the connection from the internet to your router and then to the extender.
- **WiFi Settings:** Manage your WiFi networks and ensure consistent network names and passwords for seamless roaming.

Maintenance

To ensure your NETGEAR EAX20 Extender operates at its best, consider the following maintenance tips:

- **Firmware Updates:** Regularly check for and install the latest firmware updates through the Nighthawk app or NETGEAR's

official website. Updates often include performance improvements and security enhancements.

- **Proper Ventilation:** Ensure the extender is placed in a well-ventilated area to prevent overheating. Avoid placing it in enclosed spaces or near heat sources.
- **Cleanliness:** Periodically clean the exterior of the device with a soft, dry cloth to prevent dust buildup, which can impede ventilation.
- **Network Security:** Regularly review your WiFi security settings (WPA2 is recommended) and change your WiFi password periodically to protect your network from unauthorized access.

Troubleshooting

If you encounter issues with your EAX20 Extender, try the following troubleshooting steps:

- **Setup Difficulties:** If the Nighthawk app setup gets stuck, try resetting the extender using the reset button on the back. Ensure your mobile device is connected to the "NETGEAR_EXT" network during setup.
- **Poor Signal/Speed:**
  - **Relocate Extender:** Use the NETGEAR WiFi Analyzer app to find a more optimal location for the extender, ideally halfway between your router and the area with poor coverage.
  - **Check Router Settings:** Ensure your router's 2.4 GHz and 5 GHz bands are configured correctly and are not experiencing interference. Some advanced router settings (e.g., channel settings) might need adjustment via your router's web interface (e.g., 192.168.1.1).
  - **Interference:** Keep the extender away from other electronic devices that might cause interference, such as cordless phones, microwaves, or Bluetooth devices.
- **No Connection:**
  - **Power Cycle:** Unplug the extender and your router from the power outlet for 30 seconds, then plug them back in.
  - **Verify LEDs:** Check the LED indicators on the front of the extender. Refer to the quick start guide for the meaning of each LED status.
- **Firmware Issues:** If you suspect a firmware issue, perform a factory reset and reconfigure the extender. Ensure you download the latest firmware from the official NETGEAR support site.

Technical Specifications

Attribute	Value
Wireless Type	802.11ax (WiFi 6)
Data Transfer Rate	Up to 1.8 Gigabits Per Second (AX1800)
Frequency Band Class	Dual-Band (2.4 GHz and 5 GHz)
Connector Type	RJ45 (Ethernet)
Ethernet Ports	4 x 1 Gigabit Ethernet Ports

Attribute	Value
Item Model Number	EAX20-100NAS
Item Weight	2.15 pounds
Product Dimensions (LxWxH)	11.4 x 8.3 x 4.5 inches
Color	Black
Voltage	100-240 Volts



Figure 7: Physical dimensions of the NETGEAR EAX20 Extender.

Support and Documentation

For further assistance and detailed documentation, please refer to the official NETGEAR resources:

- Installation Manual (PDF)
- Instructions for Use (IFU) (PDF)
- User Manual (PDF)
- User Guide (PDF)
- Visit the Official NETGEAR Store on Amazon

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