

NETGEAR EX5000

NETGEAR WiFi Mesh Range Extender EX5000 User Manual

Model: EX5000-1AZNAS

1. INTRODUCTION

The NETGEAR AC1200 Dual Band WiFi Range Extender (EX5000) is designed to boost your existing network range, providing extended Wi-Fi coverage and improved performance. It is compatible with any standard Wi-Fi router and is ideal for enhancing connectivity for various devices, including laptops, smartphones, speakers, IP cameras, tablets, and IoT devices.

2. WHAT'S IN THE BOX

- WiFi Mesh Extender (EX5000)
- Quick start guide

3. PRODUCT FEATURES

- Adds WiFi range coverage up to 1000 sq ft.
- Connects up to 15 devices simultaneously.
- Provides Dual-band WiFi speeds up to 1200 Mbps performance.
- Works with any wireless router, gateway, or cable modem with WiFi.
- Supports WEP and WPA/WPA2 wireless security protocols.

4. SETUP INSTRUCTIONS

Setting up your NETGEAR EX5000 extender is a straightforward process. Follow these steps for optimal performance:

1. **Placement:** Plug the extender into an electrical outlet in the same room as your Wi-Fi router. Ensure it is within the range of your existing Wi-Fi signal.
2. **Power On:** Wait for the Power LED on the extender to turn green.

3. **Connect via WPS:**

- Press the **WPS** button on the extender.
- Within two minutes, press the **WPS** button on your Wi-Fi router.
- The Router and Device LEDs on the extender should turn green, indicating a successful connection.

4. **Relocate:** Once connected, unplug the extender and move it to a new location, approximately halfway between your router and the area with poor Wi-Fi coverage. Ensure the Router LED remains green in the new location for optimal signal strength.

5. **Connect Devices:** Your devices can now connect to the extended Wi-Fi network. The extended network names will typically be your existing Wi-Fi network name followed by '_EXT' (e.g., 'MyWiFi_EXT').



Image: Close-up of the NETGEAR EX5000 extender, highlighting the WPS button for one-touch setup.



Works with any WiFi router
for hassle-free reliability

NETGEAR®

Image: The EX5000 extender positioned near a Wi-Fi router, demonstrating its universal compatibility with various networking devices.

5. OPERATING INSTRUCTIONS

Once your EX5000 extender is set up, it operates automatically to extend your Wi-Fi coverage. Here are some key operational aspects:

- **Indicator Lights:** The LEDs on the front panel provide status information:
 - **Power LED:** Indicates the power status. Green means on, amber means booting, off means no power.
 - **Router LED:** Indicates connection to the router. Green means good connection, amber means weak connection, off means no connection.
 - **Device LED:** Indicates connection to devices. Green means devices are connected, off means no devices are connected.
 - **WPS LED:** Indicates WPS activity. Blinking green means WPS is active, solid green means WPS connection successful.
- **Dual-Band Operation:** The extender broadcasts both 2.4 GHz and 5 GHz Wi-Fi bands, allowing your devices to connect to the optimal band for speed and range.

- **Optimal Placement:** For best performance, ensure the Router LED is consistently green. If it's amber, try moving the extender closer to your router.



Image: The NETGEAR EX5000 extender plugged into a wall outlet, with its indicator lights showing operational status.

6. MAINTENANCE

To ensure the longevity and optimal performance of your NETGEAR EX5000 extender, consider the following maintenance tips:

- **Firmware Updates:** Regularly check the NETGEAR support website for firmware updates. Keeping your

firmware up-to-date can improve performance, add new features, and enhance security.

- **Cleaning:** Keep the device clean and free from dust. Use a soft, dry cloth to wipe the exterior. Avoid using liquid cleaners or aerosols.
- **Ventilation:** Ensure the ventilation slots are not blocked to prevent overheating.
- **Power Cycle:** If you experience intermittent connectivity issues, try power cycling the extender by unplugging it from the outlet for 10 seconds and then plugging it back in.

7. TROUBLESHOOTING

If you encounter issues with your NETGEAR EX5000 extender, refer to the following common troubleshooting steps:

- **No Power:** If the Power LED is off, ensure the extender is securely plugged into a working electrical outlet.
- **Poor Connection to Router (Amber Router LED):**
 - Move the extender closer to your Wi-Fi router.
 - Ensure there are no major obstructions (thick walls, large metal objects) between the extender and the router.
 - Try re-establishing the WPS connection.
- **Devices Not Connecting:**
 - Ensure your devices are connecting to the extended network name (e.g., 'MyWiFi_EXT').
 - Verify the Wi-Fi password for the extended network is correct.
 - Restart the extender and your devices.
- **Slow Speeds:**
 - Ensure the extender is placed in an optimal location where the Router LED is green.
 - Reduce the number of devices connected to the extended network if possible.
 - Check for interference from other electronic devices.
- **Factory Reset:** If all else fails, you can perform a factory reset. Use a paperclip to press and hold the Reset button on the side of the extender for about 5-10 seconds until the Power LED blinks. You will then need to set up the extender again.

8. SPECIFICATIONS

Feature	Detail
Product Dimensions	2.55 x 2.85 x 2.85 inches
Item Weight	5.4 ounces
Item Model Number	EX5000-1AZNAS
Brand	NETGEAR
Wireless Communication Standard	802.11ac
Data Transfer Rate	1200 Megabits Per Second

Frequency Band Class	Dual-Band
Special Feature	High speed

9. WARRANTY AND SUPPORT

NETGEAR products typically come with a limited hardware warranty. For specific warranty details, registration, and technical support, please visit the official NETGEAR support website or refer to the warranty card included in your product packaging.

Online Support: www.netgear.com/support/

It is recommended to register your product to receive the latest updates and support information.