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## 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').



Easy 5-minute setup with  
one button press

**NETGEAR®**

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



## Universal Compatibility

Cable  
Satellite  
DSL



## 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

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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/](http://www.netgear.com/support/)

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