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## NETGEAR EAX12-100NAS

# NETGEAR WiFi 6 Mesh Range Extender (EAX12) User Manual

Model: EAX12-100NAS

## INTRODUCTION

The NETGEAR WiFi 6 Mesh Range Extender (EAX12) is designed to expand your existing WiFi network coverage, creating a seamless mesh network throughout your home or office. It is compatible with both current and previous generation routers, providing enhanced speed and capacity for multiple devices.

### Key Features:

- Extends WiFi coverage by up to 1,200 sq. ft., supporting over 15 devices.
- Utilizes AX1600 speed WiFi 6 technology for speeds up to 1.6Gbps, ideal for streaming, gaming, and video conferencing.
- Maintains your existing network name (SSID) for seamless roaming.
- Compatible with any wireless router or cable modem router, optimized for WiFi 6.
- Features a 1 Gigabit Ethernet port for wired device connections.
- Easy setup via the Nighthawk app or WPS button.
- Discreet wall-plug design.

## SETUP

Setting up your NETGEAR EAX12 Extender is a straightforward process, typically completed within minutes using the Nighthawk app or the WPS button.

### Recommended Setup Method (Nighthawk App):

1. Plug the EAX12 Extender into an electrical outlet. Ensure it is positioned approximately halfway between your existing router and the area where you need improved WiFi coverage.
2. Download the NETGEAR Nighthawk app from your mobile device's app store.
3. Open the Nighthawk app and follow the on-screen instructions to detect and configure your extender. The app will guide you through connecting to your existing WiFi network and setting up the extended network.
4. The app will also check for and prompt you to install any available firmware updates, ensuring optimal performance and security.

# Easy Setup and Management with the Nighthawk App



Figure 1: Nighthawk App Interface for Extender Management.

## Alternative Setup Method (WPS Button):

1. Plug the EAX12 Extender into an electrical outlet.
2. Press the WPS (Wi-Fi Protected Setup) button on your EAX12 Extender.
3. Within two minutes, press the WPS button on your existing WiFi router. The extender will automatically connect to your router and extend the network.

# EAX12 – AX1600 WiFi 6 Mesh Extender

NETGEAR  
WiFi 6



Up to  
**1.6** Gbps  
speed

Supports  
**15+** wireless  
devices

Up to  
**1,200** sq. ft. additional  
coverage

Figure 2: NETGEAR EAX12 Extender plugged into a power outlet.

## OPERATING THE EXTENDER

Once set up, the NETGEAR EAX12 Extender operates automatically to provide extended WiFi coverage. It creates a mesh network that uses the same network name (SSID) as your main router, allowing your devices to seamlessly roam between the router and the extender without interruption.

### Seamless Roaming:

The EAX12 supports Smart Roaming, meaning your devices will automatically connect to the strongest available WiFi signal as you move around your home. This eliminates dead zones and ensures a consistent, high-speed connection.

# Seamless Roaming with Your Existing Network Name



Figure 3: Seamless Roaming with the EAX12 Extender.

## **Ethernet Port Usage:**

The extender includes one Gigabit Ethernet port. You can use this port to connect a wired device, such as a gaming console, smart TV, or desktop computer, directly to the extender for a stable and high-speed internet connection.

# Extend your WiFi and Create a Mesh Network with any Router

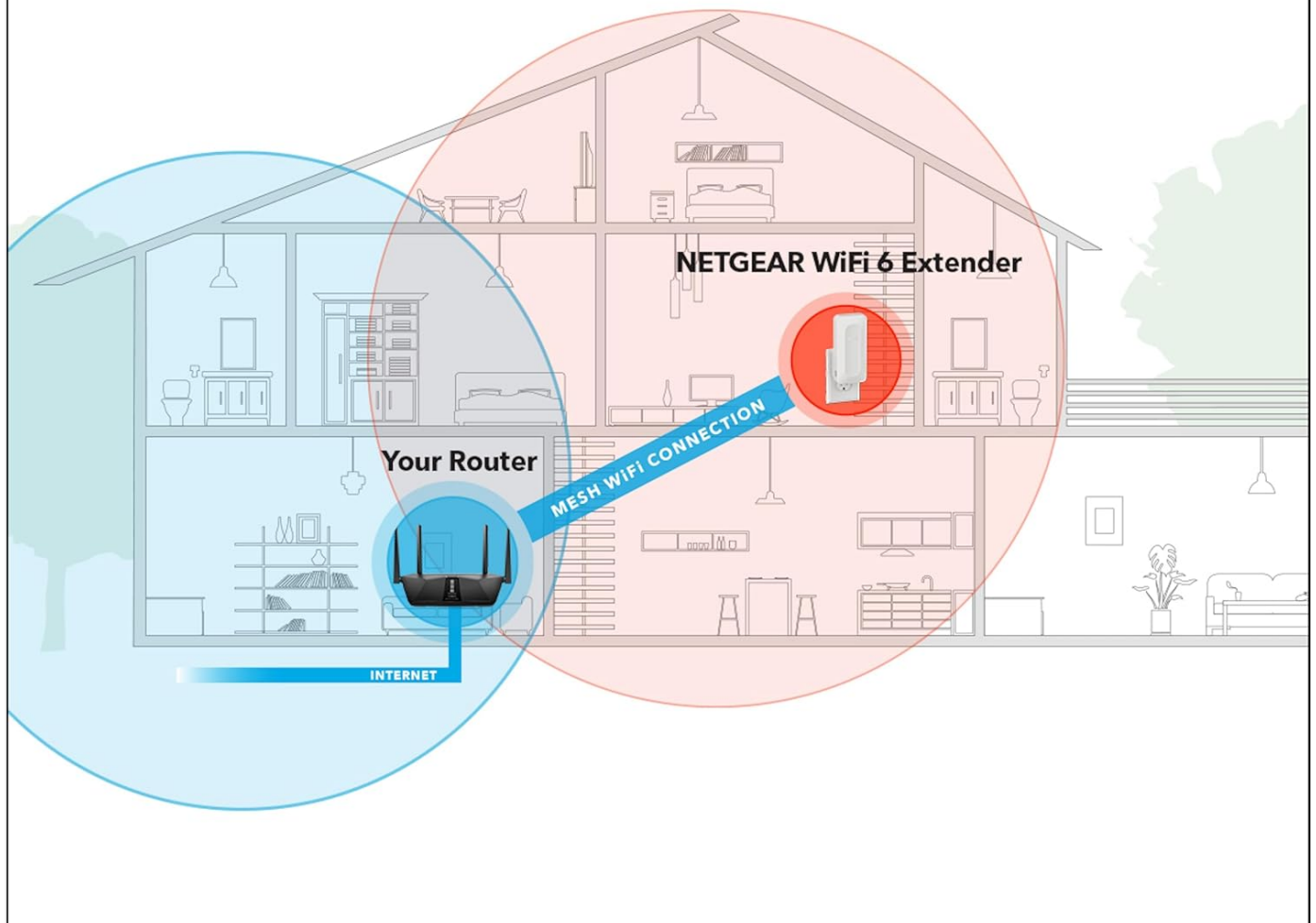


Figure 4: Mesh WiFi Connection Diagram.

## MAINTENANCE

To ensure the longevity and optimal performance of your NETGEAR EAX12 Extender, regular maintenance is recommended.

- **Firmware Updates:** Regularly check for and install firmware updates through the Nighthawk app. Updates often include performance improvements, security enhancements, and bug fixes.
- **Placement:** Ensure the extender is placed in a well-ventilated area, away from direct sunlight, heat sources, and obstructions that could block the WiFi signal.
- **Cleaning:** Periodically clean the exterior of the extender with a soft, dry cloth. Avoid using liquid cleaners or aerosols.
- **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.

## TROUBLESHOOTING

If you encounter issues with your NETGEAR EAX12 Extender, refer to the following common troubleshooting steps:

- **No Internet Connection:**

- Verify that your main router has an active internet connection.
- Ensure the extender is within range of your main router. Relocate it closer if necessary.
- Check the LED indicators on the extender. Refer to the quick start guide for LED status meanings.

- **Poor Signal Strength:**

- Adjust the extender's position. It should be placed roughly halfway between your router and the area needing coverage.
- Minimize physical obstructions (thick walls, large metal objects) between the extender and your devices.

- **Cannot Connect to Extender Network:**

- Restart both your router and the extender.
- Ensure you are selecting the correct extended network name (SSID), which is typically the same as your main router's SSID.
- If using the Nighthawk app, ensure your mobile device is connected to the extender's initial setup network (NETGEAR\_EXT) before configuration.

- **Resetting the Extender:** If issues persist, you may need to perform a factory reset. Locate the Reset button (often a small pinhole) on the extender, press and hold it for about 5-10 seconds until the LEDs flash, then release. This will revert the extender to its factory default settings, requiring re-setup.

## SPECIFICATIONS

Feature	Detail
Model Number	EAX12-100NAS
Wireless Type	802.11ax (WiFi 6)
Data Transfer Rate	Up to 1.6 Gigabits Per Second (AX1600)
Frequency Band Class	Dual-Band
Ethernet Ports	1 x Gigabit Ethernet Port
Coverage Extension	Up to 1,200 sq. ft.
Device Support	Connects up to 15+ devices
Security	WPA3 Security
Dimensions (LxWxH)	7 x 5 x 4 inches
Item Weight	14.4 ounces

## WARRANTY AND SUPPORT

The NETGEAR WiFi 6 Mesh Range Extender (EAX12) is backed by a 1-year limited hardware warranty. For detailed warranty information, please refer to the documentation included with your product or visit the official NETGEAR support website.

### Extended Protection Plans:

Optional extended protection plans may be available for purchase to provide additional coverage beyond the standard warranty

period. These plans typically offer:

- 3-Year Protection Plan
- 4-Year Protection Plan
- Complete Protect (covers multiple eligible purchases)

For specific pricing and terms of these protection plans, please check the product's purchase page or contact your retailer.

### **Customer Support:**

For technical assistance, product registration, or to access additional resources, you can:

- Use the NETGEAR Nighthawk app for in-app support and diagnostics.
- Visit the official NETGEAR support website for FAQs, troubleshooting guides, and contact options.
- Refer to the "Quick start guide" included in the product packaging for initial setup and basic information.

