NETGEAR RAXE500

NETGEAR Nighthawk WiFi 6E Router (RAXE500) User Manual

Model: RAXE500

INTRODUCTION

This manual provides essential instructions for setting up, operating, maintaining, and troubleshooting your NETGEAR Nighthawk WiFi 6E Router (RAXE500). Please read this guide carefully to ensure optimal performance and longevity of your device.

1. SETUP

1.1 Package Contents

- NETGEAR Nighthawk Tri-Band AX12 12-Stream AXE11000 WiFi Router (RAXE500)
- Ethernet cable
- Quick start guide
- Power adapter

1.2 Physical Connection

1. **Positioning:** Place your router in a central location, away from obstructions and other electronic devices that may cause interference.
2. **Connect Modem:** Connect one end of the provided Ethernet cable to your modem's Ethernet port and the other end to the yellow Internet port on your RAXE500 router.
3. **Power On:** Connect the power adapter to the router's power port and plug it into an electrical outlet. Press the Power On/Off button if available.
4. **Wait for LEDs:** Wait for the Internet LED and WiFi LEDs on the router to turn solid white, indicating a successful connection. This may take a few minutes.

WiFi 6E Nighthawk RAXE500 WiFi 6E Router

OPEN AN EXCLUSIVE NEW PATH TO THE FUTURE OF WIFI

Up to 10.8Gbps WiFi speed

New 6GHz WiFi band

2,500 sq. ft. of coverage

5 x 1G and 1 x 2.5G Ethernet ports

NETGEAR Armor advanced security

Image 1.1: Front view of the NETGEAR Nighthawk RAXE500 Router. This image displays the sleek design and LED indicators on the front panel of the router.

Image 1.2: Rear view of the NETGEAR Nighthawk RAXE500 Router, showing the various Ethernet ports, power input, and other connectors. The yellow port is the Internet (WAN) port, and the black ports are LAN ports.

1.3 Initial Configuration

1. **Connect a Device:** Connect your computer or mobile device to the router's default WiFi network (SSID) and use the password printed on the router's label. Alternatively, connect a computer directly to one of the router's LAN ports using an Ethernet cable.

2. **Access Setup:** Open a web browser and navigate towww.routerlogin.net or download the NETGEAR Nighthawk app from your device's app store.

3. **Follow Prompts:** Follow the on-screen instructions to complete the initial setup, including setting up your new WiFi network name (SSID) and password, and updating the router's firmware.

2. OPERATING

2.1 Connecting Devices

- **WiFi Connection:** On your wireless devices (smartphones, tablets, laptops), search for available WiFi

networks. Select your router's WiFi network name (SSID) and enter the password you configured during setup.

- **Ethernet Connection:** For wired devices (desktop computers, gaming consoles, smart TVs), connect an Ethernet cable from the device to any of the available LAN ports on the router.
- **6GHz Band:** For devices that support WiFi 6E, connect to the 6GHz band for the fastest speeds and lowest latency. This band is typically identified by a distinct SSID or automatically managed by the router.

2.2 Managing Network Settings

You can manage your router's settings using the NETGEAR Nighthawk app or by logging into the web interface at www.routerlogin.net.

- **Change WiFi Name/Password:** Customize your WiFi network names (SSIDs) and passwords for each band (2.4GHz, 5GHz, 6GHz).
- **Guest Network:** Create a separate guest WiFi network for visitors, keeping your main network secure.
- **Parental Controls:** Set up content filtering and time limits for internet access on specific devices.
- **Traffic Prioritization (QoS):** Prioritize internet traffic for specific applications or devices to ensure smooth performance for gaming or streaming.

Image 2.1: The NETGEAR Nighthawk RAXE500 Router positioned in a typical home setting, illustrating its compact size and modern

2.3 LED Indicators

The LEDs on the front of your router provide information about its status:

- **Power LED:** Solid white indicates the router is powered on and functioning correctly. Blinking white indicates firmware upgrade or factory reset.
- **Internet LED:** Solid white indicates a successful internet connection. Amber indicates no internet connection.
- **WiFi LEDs (2.4GHz, 5GHz, 6GHz):** Solid white indicates the respective WiFi band is active. Blinking indicates data traffic.
- **Ethernet LAN LEDs:** Solid white indicates a device is connected to that LAN port. Blinking indicates data traffic.

3. MAINTENANCE

3.1 Firmware Updates

Regularly update your router's firmware to ensure optimal performance, security, and access to new features. You can check for and install updates through the Nighthawk app or the router's web interface.

3.2 Regular Reboot

Periodically restarting your router (power cycling) can help resolve minor network issues and improve overall performance. Unplug the power adapter, wait 10 seconds, then plug it back in.

3.3 Physical Cleaning

Keep the router in a well-ventilated area. Ensure vents are not blocked. Gently clean the exterior with a soft, dry cloth to prevent dust buildup, which can affect performance.

3.4 Security Practices

- Change the default administrator password for the router's web interface.
- Use strong, unique passwords for your WiFi networks.
- Enable WPA3 encryption if supported by your devices for enhanced security.
- Consider utilizing NETGEAR Armor for advanced network security features, if subscribed.

4. TROUBLESHOOTING

4.1 Common Issues

- **No Internet Connection:**
  - Check if the Internet LED on the router is solid white. If amber, verify the Ethernet cable connection from the modem to the router's yellow Internet port.
  - Restart your modem and then your router.
  - Contact your Internet Service Provider (ISP) to confirm service status.

- **Slow WiFi Speed:**
  - Ensure your devices are connected to the appropriate WiFi band (5GHz or 6GHz for faster speeds, 2.4GHz for wider range).

- Reduce interference by moving the router away from other electronics or large metal objects.
- Perform a speed test to verify your internet speed from your ISP.

- **Device Not Connecting to WiFi:**

  - Verify that you are entering the correct WiFi password.
  - Restart the device you are trying to connect.
  - Ensure the WiFi network is not hidden.

4.2 Factory Reset

If you encounter persistent issues or forget your router's login credentials, you can perform a factory reset. This will revert all settings to their default values.

1. With the router powered on, locate the Reset button (usually a small pinhole) on the back or bottom of the router.
2. Use a paperclip or similar pointed object to press and hold the Reset button for 7-10 seconds.
3. Release the button when the Power LED starts blinking.
4. The router will restart with factory default settings. You will need to reconfigure it as if it were new.

5. SPECIFICATIONS

Model	RAXE500
WiFi Technology	WiFi 6E (802.11ax) Tri-Band
WiFi Bands	2.4GHz, 5GHz, 6GHz
WiFi Speed	Up to 10.8 Gbps (AXE11000)
Coverage	Up to 3,500 sq. ft.
Connected Devices	Up to 60 devices
Ethernet Ports	1x 2.5G WAN/LAN port, 5x 1G LAN ports
Processor	Quad-core 1.8GHz
Memory	512MB NAND Flash and 1GB RAM
Item Weight	5.68 pounds
ASIN	B09FFGQSY7
Model Number	RAXE500-100NAS

6. WARRANTY AND SUPPORT

6.1 Warranty Information

Your NETGEAR Nighthawk RAXE500 Router is covered by a limited hardware warranty. Specific warranty terms and conditions, including duration and coverage, are provided with your product documentation or can be found on the official NETGEAR website. Please retain your proof of purchase for warranty claims.

6.2 Technical Support

For technical assistance, product registration, or to access the latest software and documentation, please visit the official NETGEAR support website:

- **Website:** www.netgear.com/support

You may also find helpful resources, FAQs, and community forums on their support portal.