




# NETGEAR WAC104 802.11ac Wireless Access Point Instruction Manual

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NETGEAR WAC104 802.11ac Wireless Access Point



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## Package Contents



## Initial Setup

**IMPORTANT:** The access point provides WiFi and LAN connectivity but is a bridge and not a router. Therefore, do not connect the access point directly to an Internet modem (such as a DSL or cable modem). Connect the access point to a router that is connected to an Internet modem.

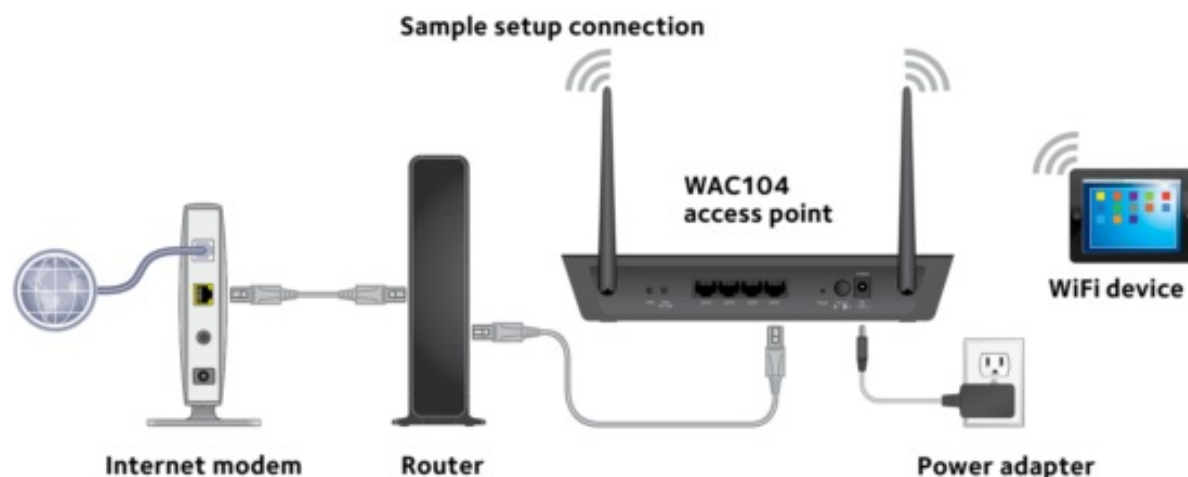
The access point uses a DHCP client that is enabled by default. Almost any router functions as a DHCP server, allowing the access point to obtain an IP address from the router. If your network includes a separate DHCP server, connect the access point to a switch or hub that is connected to the DHCP server.

1. **Connect the Ethernet cable that came in the package to one of the access point's Ethernet ports.**

You can use any of the four LAN ports on the access point.

2. **Connect the other end of the cable to a LAN port on your router.**

Use an Ethernet cable to connect the computer to a LAN port on the access point.



3. **Power on the access point.**

The Power LED  lights solid green. If the Power LED does not light, press the **Power On/Off** button.

Wait for the WiFi LED  to light solid green. If the WiFi LED does not light, press the **WiFi On/Off** button.

4. **Log in to the access point from a WiFi device:**

From a WiFi device such as a WiFi-enabled computer, tablet, or smartphone, connect to the access point's default SSID (see Manual Method). After connecting to the SSID, launch a web browser and enter <http://www.aplogin.net> in the address field. When prompted, enter **admin** for the user name and **password** for the password. The access point's web management interface displays.

**Note:** For information about how to access the access point from a wired computer (that is through an Ethernet cable connection), see the user manual, which is available online at [downloadcenter.netgear.com](http://downloadcenter.netgear.com).

**Note:** If your router does not function as a DHCP server or your network does not include a separate DHCP server, the access point sets its IP address to a static IP address of 192.168.0.100. However, in such a situation you can use <http://www.aplogin.net> to initially log in from a WiFi device to the access point.

5. **Configure the basic WiFi settings and security.**

You can configure your basic WiFi settings and security now, or after you complete the initial setup.

a. Select **Setup > Wireless Setup**.

b. Configure the AP name, region, and SSID, and personalize the security option.

**Note:** The region or country is not selectable for the U.S. and Canada.

**Note:** Make sure the country is set to the location where the device is operating. The customer is responsible for complying within the local, regional, and national regulations set for channels, power levels, and frequency ranges.

c. Click the **Apply** button.

Your settings are saved.

For more information on installing the access point, see the user manual or visit <http://kb.netgear.com/000037248/How-do-I-install-my-WAC104-access-point/>.

## WiFi Network Names

The default WiFi network name (SSID) for the 2.4 GHz radio band and the default SSID for the 5 GHz radio band are on the access point label. By default, the access point's WiFi network provides WPA and WPA2 (mixed mode) access. We recommend that you change the default WiFi passphrase to a more secure passphrase.

## Join the WiFi Network

To connect your WiFi device to your access point's WiFi network, you can use either the manual method or the Wi-Fi Protected Setup (WPS) method.

### Manual Method

1. Open the software utility that manages your WiFi connections on the WiFi device that you want to connect to your access point.

This utility scans for all WiFi networks in your area.

2. Find and select your access point's WiFi network name (SSID).

The default SSID for the 2.4 GHz radio band and the default SSID for the 5 GHz radio band are listed on the access point label.

3. Connect to the WiFi network.

The default passphrase is listed on the access point label.

4. Repeat Step 1 through Step 3 to add other WiFi devices.

### WPS Method

If your computer or mobile device supports WPS, you can use WPS to join the access point's WiFi network. For help with the **WPS** button on your computer or mobile device, check the instructions or online help that came with that computer or mobile device. Some older equipment cannot use WPS.

**Note:** WPS does not support WEP security. If you are using WEP security, use the manual method.

1. Press the WPS button on the access point.
2. Within two minutes, on your computer or mobile device, press its WPS button or click its onscreen WPS button.  
The computer or mobile device connects to your access point's WiFi network.
3. Repeat this process to add other computers or mobile devices to the network

## Troubleshooting Tips

The following table provides some tips for correcting simple problems that you might encounter. For more troubleshooting information, see the troubleshooting chapter in the user manual.

Problem	Cause	Possible Solution
Power LED is off.	The access point is not receiving power.	<ul style="list-style-type: none"> <li>• Make sure that the power adapter is securely connected to your access point and securely connected to a working power outlet.</li> <li>• Check that you are using the power adapter that NETGEAR supplied for this product.</li> </ul>
Power LED remains blinking green slowly and continuously. <b>Note:</b> When firmware is being upgraded, the Power LED temporarily blinks green.	A firmware or hardware problem exists.	<p>If the Power LED is still blinking green three minutes after you turn on power to the access point or if the Power LED is blinking green slowly and continuously at any other time, do the following:</p> <ol style="list-style-type: none"> <li>1. Turn off the power and then turn it back on to see if the access point recovers.</li> <li>2. Press and hold the <b>Reset</b> button to return the access point to its factory settings. (<a href="#">Reset Instructions</a>)</li> </ol> <p>If the error persists, contact NETGEAR at <a href="http://netgear.com/support">netgear.com/support</a>.</p>
A LAN port LED is off.	A hardware connection problem exists.	<ul style="list-style-type: none"> <li>• Make sure that the Ethernet cable connectors are securely plugged into the access point and LAN device.</li> <li>• Make sure that the LAN device is turned on.</li> </ul>
Wi-Fi LED is off.	The Wi-Fi connection does not work.	<ul style="list-style-type: none"> <li>• Verify that the radios are turned on by pressing the <b>Wi-Fi On/Off</b> button.</li> <li>• If the radios are turned on but the Wi-Fi LED remains off, contact NETGEAR.</li> </ul>
You cannot connect to the access point from a browser.	Multiple possible causes.	<ul style="list-style-type: none"> <li>• If you are using an Ethernet-connected computer, check the Ethernet connection between the computer and the access point.</li> <li>• Quit the browser, clear the cache, delete the cookies, and launch the browser again.</li> </ul>

## Support

Thank you for purchasing this NETGEAR product. You can visit [www.netgear.com/support](http://www.netgear.com/support) to register your product, get help, access the latest downloads and user manuals, and join our community. We recommend that you use only official NETGEAR support resources.

For more information about the installation options, visit [www.netgear.com/support](http://www.netgear.com/support) to access the user manual.

For the current EU Declaration of Conformity, visit [http://support.netgear.com/app/answers/detail/a\\_id/11621/](http://support.netgear.com/app/answers/detail/a_id/11621/).

For regulatory compliance information, visit <http://www.netgear.com/about/regulatory/>.

See the regulatory compliance document before connecting the power supply.



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## Documents / Resources



[NETGEAR WAC104 802.11ac Wireless Access Point](#) [pdf] Instruction Manual  
WAC104, 802.11ac Wireless Access Point, WAC104 802.11ac Wireless Access Point

## References

- [N Access Point Login](#)
- [N Download Center | Downloads and Documentation | NETGEAR](#)
- [N Download Center | Downloads and Documentation | NETGEAR](#)
- [N How do I change the SSID security settings on my WAC104 access point? | Answer | NETGEAR Support](#)
- [N NETGEAR Support | NETGEAR](#)
- [N EU Declarations of Conformity - NETGEAR Support](#)
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