NETGEAR
BUSINESS

Installation Guide

Insight Cloud Managed WiFi 6 AX3600 Access Point

Model WAX620

201-27790-01

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Package contents

Access Point Model WAX620

Mounting bracket with screw holes for mounting to a solid ceiling or 15/16 in. (23.8 mm) T-bar.

Two screws and anchors for ceiling or wall mounting

Note: You can power up your WAX620 by connecting it to a PoE+ switch. As an option, you can add a power adapter.

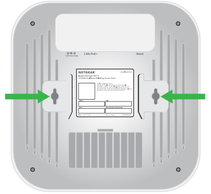
Mounting options

You can mount the access point to a solid surface (a wall or a ceiling), or to a ceiling with a 15/16 in. (23.8 mm) T-bar, or you can install the access point freestanding on a flat surface.

We recommend that you use a *flat* Ethernet cable so that the cable fits in the narrow space between the access point and the surface on which it is mounted or placed.

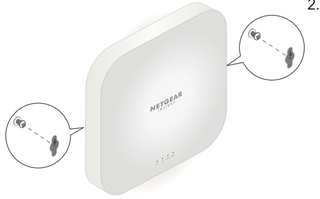
Mount to a solid wall

The bottom of the access point includes two holes that let you mount the access point on two screws inserted in a wall.



1. Mark the wall where you want to insert the provided anchors and screws, which must be 3.875 in. (98.5 mm) apart, and insert the anchors and screws.

   Leave about 0.25 in. (6 mm) of each screw protruding from the wall so that you can insert the screws into the holes on the bottom of the access point.

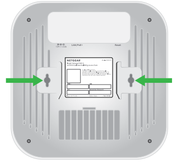


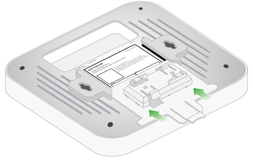
2. Line up the holes on the bottom of the access point with the screws in the wall and mount the access point to the wall.

Mount to a T-bar

1. Slide the 15/16 in. (23.8 mm) bracket between the guides on the bottom of the access point until it locks in place.

   The locking tab must be at the front of the access point.

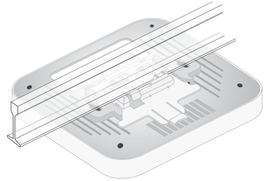




2. Hold the access point upside down.

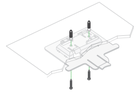
   Note: If you can reach behind the T-bar, hold the T-bar with one hand and the access point with your other hand.

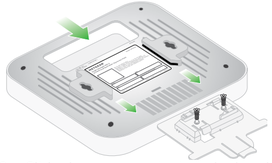
3. Align the rectangular protruding part of the bracket with the T-bar.
4. Hook the bracket onto one side of the T-bar.
5. Hook the bracket onto the other side of the T-bar until the bracket locks onto the T-bar.



Mount to a solid ceiling

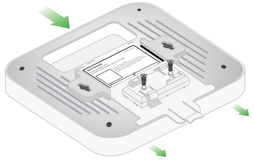
1. Using the anchors and screws provided, attach the 15/16 in. (23.8 mm) bracket with the screw holes to the ceiling. The rectangular protruding part of the bracket must be facing the ceiling.

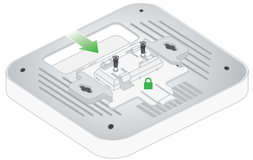




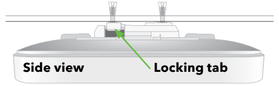
2. Hold the access point upside down with the front of the access point facing the bracket. Then, line up the guides on the bottom of the access point with the bracket.

3. Slide the access point into the bracket until it locks in place. The locking tab must be at the front of the access point.

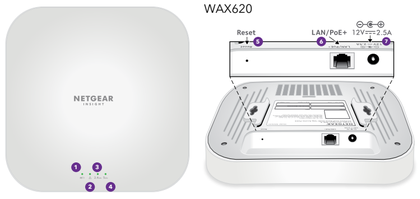




Note: To unlock the access point, push the locking tab toward the ceiling and slide the access point out of the bracket.



Overview



1. Power/Cloud LED
2. LAN LED
3. 2.4 GHz WLAN LED
4. 5 GHz WLAN LED
5. Reset button
6. LAN/PoE+ port
7. DC power connector

1. Register the access point in NETGEAR Insight

1. On your mobile device, visit the Apple App Store or Google Play Store, search for NETGEAR Insight, and download the latest version of the app.
2. Open the NETGEAR Insight app.

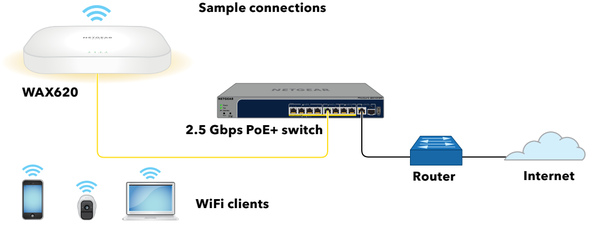
Download on the App Store | GET IT ON Google Play

3. If you do not have a NETGEAR account, tap **Create NETGEAR Account** and follow the instructions.
4. Enter the email address and password for your account and tap **LOG IN**.
5. Tap **+** in the upper right corner.
6. Either use the camera on your phone to scan the QR code or barcode, or type in the serial number.
7. Follow the instructions to register the device.

2. Connect the access point to a PoE+ switch

Power up the WAX620 access point (AP) by connecting the LAN/PoE+ port to a PoE+ switch that supplies 802.3at (PoE+) power.

The WAX620 LAN/PoE+ port supports Ethernet speeds up to 2.5 Gbps. The following figure shows a NETGEAR MS510TXPP switch, which supports speeds of 2.5 Gbps and higher. However, if your Internet connection, modem, or switch support a speed of 1 Gbps (which is a common speed), the access point LAN connection functions at 1 Gbps.



The access point receives an IP address from a DHCP server (or a router that functions as a DHCP server) in your network. If your network does not include a DHCP server, the access point uses its default IP address 192.168.0.100.

After starting up and during setup, the access point's LEDs can light in these colors:

Power/Cloud		**Slow blinking amber.** The access point is starting, the firmware is being upgraded, or the access point is trying to get an IP address.
		Solid green. The access point started up and functions either as a standalone access point, or as an Insight discovered access point that is not connected to the Insight cloud-based management platform.
		Solid blue. The access point functions in Insight mode and is connected to the Insight cloud-based management platform.
LAN (one of two speed options)		**Solid green**. The LAN port detects a speed of 2.5 Gbps.
		Solid amber. The LAN port detects a speed of less than 2.5 Gbps, such as 1 Gbps (which is a common speed).
2.4 GHz WLAN		**Solid green**. The 2.4 GHz radio is operating without clients.
5 GHz WLAN		**Solid green**. The 5 GHz radio is operating without clients.

For more information about the LEDs, see the user manual, which you can download by visiting *netgear.com/support/download*.

3. Configure the access point with NETGEAR Insight

Make sure that the switch to which the access point is connected has Internet connectivity.

1. Connect your mobile device to the access point's default SSID.

   The default SSID is on the access point label on the bottom of the access point and is shown in the format NETGEARxxxxxx-SETUP, where xxxxxx are the last six hexadecimal digits of the access point's MAC address. The default password is **sharedsecret**.
2. Open the NETGEAR Insight app.
3. Enter the email address and password for your Insight account and tap **LOG IN**.

   In most situations, Insight detects the access point automatically. This process can take several minutes.
4. Select the access point and tap **Next**.

   You are prompted to add the access point to an Insight network location.
5. Create a new network location, tap **Next**, and then tap **OK**.

   The device admin password that you entered for the new network location replaces the existing admin password on all devices that you add to the network location.

   Your Insight network location is now set up and the access point is added to the network location.
6. If prompted, name the access point and tap **Next**.

   The access point automatically updates to the latest Insight firmware. This might take up to 10 minutes, during which the access point might restart.

   The access point is now an Insight managed device that is connected to the Insight cloud-based management platform. If the Power/Cloud LED was solid green, it now lights solid blue.
7. Use the Insight app to configure and manage the access point.

Other setup methods

If you are an Insight Premium or Insight Pro subscriber, you can use the NETGEAR Insight Cloud portal to set up the access point.

You can also use the access point's local browser user interface (UI) to set up the access point. For more information, see the user manual, which you can download by visiting *netgear.com/support/download*.

Support and Community

Visit *netgear.com/support* to get your questions answered and access the latest downloads.

You can also check out our NETGEAR Community for helpful advice at *community.netgear.com*.

Regulatory and Legal

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(If this product is sold in Canada, you can access this document in Canadian French at *https://www.netgear.com/support/download/*.)

For regulatory compliance information including the EU Declaration of Conformity, visit *https://www.netgear.com/about/regulatory/*.

See the regulatory compliance document before connecting the power supply.

For NETGEAR's Privacy Policy, visit *https://www.netgear.com/about/privacy-policy*.

By using this device, you are agreeing to NETGEAR's Terms and Conditions at *https://www.netgear.com/about/terms-and-conditions*. If you do not agree, return the device to your place of purchase within your return period.

Do not use this device outdoors. The PoE source is intended for intra building connection only.