

WAC510  
Work from Home  
Employee Guide

## OVERVIEW

More and more employees are opting to work from home permanently, and that means home WiFi networks are more important than ever. Increasing frustration with sharing wireless resources among household members and finding the correct number for technical support lead to lack of productivity. Providing employers and employees with the correct WiFi home setup greatly eases the stress and frustration from both the office and home office. Features such as a private SSID for work and overall visibility for monitoring and troubleshooting are essential in enhancing work-from-home productivity.

## TOPOLOGY



## SOLUTION METHODOLOGY

The NETGEAR Insight Managed WAC510 WFH solution provides a plug-and-play WiFi enhancement on an existing WiFi network.

## BACKGROUND

Almost all households today subscribe to an Internet Service Provider (ISP) for access to the internet. The typical ISP customer leases a wireless modem/router or a wired router from their service provider to gain access to internet. Most modern wireless modem/routers or wired routers include additional Ethernet ports to connect wired devices to the Local Area Network (LAN). The additional wired Ethernet ports provide an IP address from the internal DHCP server on the modem or router.

With the Insight Managed WAC510, the employee simply connects 2 cables. One cable is the supplied power adapter and the other cable is the Ethernet cable connected to the existing modem or router.

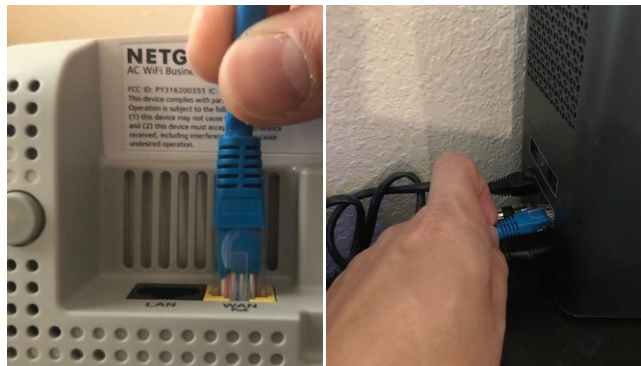
### DEPLOYMENT OF THE INSIGHT MANAGED WAC510 ACCESS POINT

1. Open the box and remove the following:

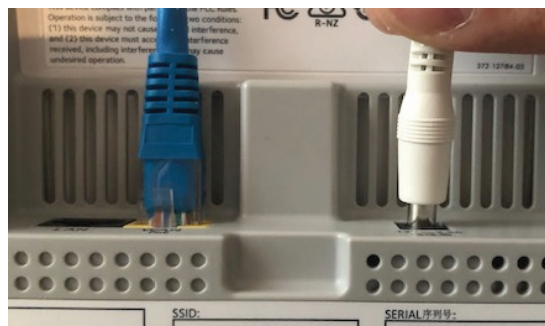
- WAC510 access point
- Power Adapter
- Ethernet cable



2. Connect the provided Ethernet cable to the WAN Port on the WAC510 access point and the other end to the existing available LAN port on the modem or router



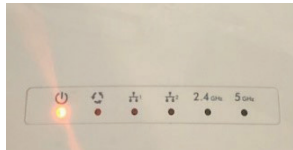
3. Connect the 12V AC adapter to the WAC510 and plug into an available power outlet. The access point will power up and boot.



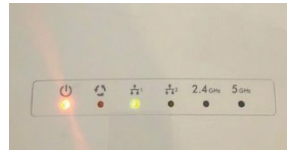
Note: The Insight Managed WAC510 Access Point comes shipped with Insight Managed Mode by default and no extra configuration is required.

Once the WAC510 is connected to the Internet, it will automatically connect to the Insight Management Cloud for the configuration and registration information.

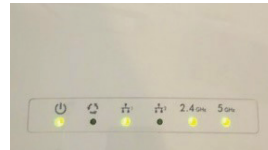
4. During the first boot sequence, the WAC510 may reboot 1 to 2 times depending if a new firmware upgrade is required. Below are the images of the boot sequence



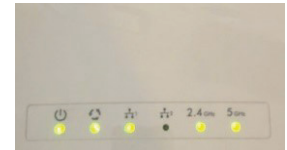
Boot Up



LAN Port Link Up



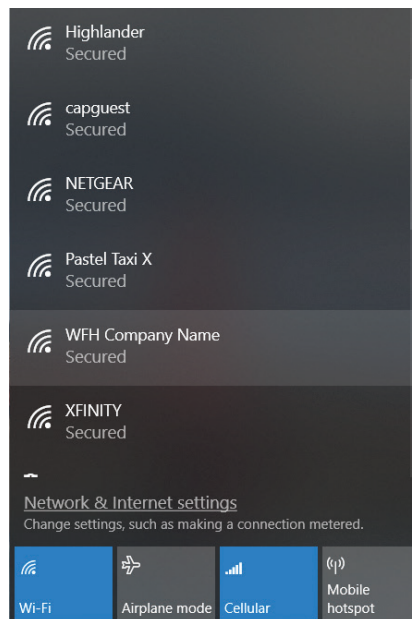
Remote Management



Broadcast SSID

5. Once the WAC510 has completed the boot sequence, the employee can now search for the new WFH SSID.

Note: The image below is from a Windows 10 PC.



## TROUBLESHOOTING

### My Insight Managed WAC510 is not linking up to Insight Management

Use a computer to connect to the access point:

1. Record the IP address and subnet mask of your computer so that you can reinstate these IP address settings later.
2. Temporarily change the IP address on your computer to 192.168.0.210 with 255.255.255.0 as the subnet mask.

(You can actually use any IP address in the 192.168.0.2–192.168.0.254 range, with the exception of IP address 192.168.0.100, which is the default IP address of the access point.)

For more information about changing the IP address on your computer, see the help or documentation for your computer.

3. Use an Ethernet cable to connect your computer to a WAN port on the access point.
4. On the computer, open a web browser and enter 192.168.0.100 in the address bar.

User Name: admin  
Password: password

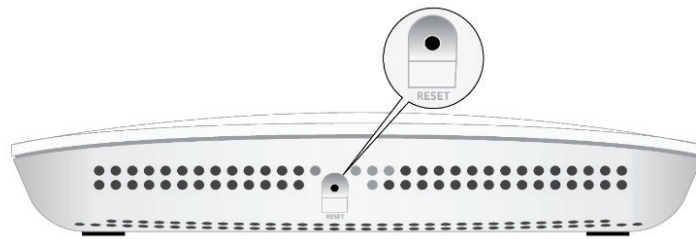
The Day Zero Easy Setup page displays. Be sure NETGEAR Insight (Cloud/Remote) is selected.



5. If the WAC510 is still unable to access Insight management or Web GUI, please reset the WAC510 to factory defaults.

To reset the access point to factory default settings:

1. On the left side of the access point, locate the recessed **Reset** button.



2. Using a straightened paper clip, press and hold the **Reset** button for at least 10 seconds.

Note: If you hold the **Reset** button for less than 10 seconds and then release it, the access point reboots rather than returning to its factory default settings.

3. Release the **Reset** button. The configuration is reset to factory default settings. When the reset is complete, the access point reboots. This process takes about two minutes.

**WARNING:** To avoid the risk of corrupting the firmware, do not interrupt the reset. Do not turn off the access point. Wait until the access point finishes restarting and the Power LED turns solid green.

Link to WAC510 User Guide:

[https://www.downloads.netgear.com/files/GDC/WAC510/WAC510\\_UM\\_EN.pdf](https://www.downloads.netgear.com/files/GDC/WAC510/WAC510_UM_EN.pdf)