

Chapter 5

Troubleshooting

This chapter provides information for troubleshooting issues with your RangeMax NEXT Wireless Access Point. Following each problem description, instructions are provided to assist you in diagnosing and solving the problem.

Following are some tips for correcting simple problems that could occur.

No lights are lit on the access point.

The access point has no power.

- Make sure the power cord is connected to the access point and plugged in to a working power outlet or power strip.
- Make sure you are using the correct NETGEAR power adapter supplied with your access point; in this case the Switching Power Supply.

The Ethernet light is not lit.

There is a hardware connection problem.

- Make sure the cable connectors are securely plugged in at the wireless access point and the network device (hub, switch, or router).
- Make sure the connected device is turned on.

The WLAN light is not lit.

The wireless access point build-it antennas are not functioning properly.

- Check the “Turn Radio On” radio button setting on the **Wireless Settings** screen under the **Setup** menu. It must be turned on (checked).

- If the Wireless LAN activity light stays off, disconnect the adapter from its power source and then plug it in again.
- Contact NETGEAR if the WLAN light remains off.

I cannot configure the access point from a browser.

Check these items:

- The WN802T is properly installed, LAN connections are OK, and it is powered on. Check that the LAN port LED is blinking green to verify that the Ethernet connection is OK.
- If you are using the NetBIOS name of the WN802T to connect (DHCP Client is enabled), ensure that your PC and the WN802T are on the same network segment or that there is a WINS server on your network. Using the default NetBIOS name: **netgearxxxxxx**, where **xxxxxx** is the last 6 digits of the wireless access point MAC address; or, if you have modified the name, make sure you have input it correctly. (The name may be up to 15 characters long.)
- If DHCP is not enabled, make sure you are using the correct LAN IP Address to access the wireless access point, and that you are on the same network segment.
- If DHCP is enabled, and you cannot connect using the default NetBIOS name, configure your DHCP server (either built into the router or a separate server) with a reserve IP (based on the wireless access point's MAC address). You can then use it to create a fixed IP for the wireless access point.
- If you have not yet deployed the wireless access point, and it is connected to your PC via an Ethernet cable, make sure the connection is secure, and that you have configured your PC with a static IP in the same subnet as the LAN IP of wireless access point. The default static IP address to use for your PC is 192.168.0.210; the default wireless access point LAN IP is 192.168.0.233; and the default Subnet Mask is 255.255.255.0.

I cannot access the Internet or the LAN with a wireless capable computer.

There is a configuration problem. Check these items:

- You may not have restarted the computer with the wireless adapter to have TCP/IP changes take effect. Restart the computer.

- The computer with the wireless adapter may not have the correct TCP/IP settings to communicate with the network. Restart the computer and check that TCP/IP is set up properly for that network. The usual setting for Windows on the Network Properties is set to “Obtain an IP address automatically.”
- The wireless access point’s default values may not work with your network. Check the wireless access point’s default configuration against the configuration of other devices in your network.
- For full instructions on changing the wireless access point’s default values, see [Chapter 2, “Installation and Configuration”](#) and [Chapter 3, “Wireless Security Settings”](#).

When I enter a URL or IP address I get a timeout error.

A number of things could be causing this. Try the following troubleshooting steps.

- Check whether other computers work. If they do, ensure that your computer’s IP Address, Subnet Mask and Default Gateway settings are correct. If using a DNS Server, check the Primary and Secondary DNS Server Addresses.
- If the computers are configured correctly, but still not working, ensure that the WN802T is connected and turned on. Connect to it and check its settings. If you cannot connect to it, check the LAN and power connections.
- If the WN802T is configured correctly, check your Internet connection (DSL/Cable modem, etc.) to make sure that it is working.
- Try again.
- When entering configuration settings, be sure to click the **Apply** button before moving to another menu or tab, or your changes are lost.
- Click the Refresh or Reload button in the Web browser. The changes may have occurred, but the Web browser may be caching the old configuration.

Using the Reset Button to Restore Factory Default Settings

The reset button on the rear panel of the WN802T has two functions:

- **Reboot:** When pressed and released quickly, the WN802T will reboot (restart).

- **Reset to Factory Defaults:** This button can also be used to clear ALL data and restore ALL settings to the factory default values. These settings are shown in [Appendix A, “Default Settings and Technical Specifications”](#).

To clear all data and restore the factory default values:

1. Power off the WN802T and power it back on.
2. Use something with a small point, such as a pen, to press the reset button in and hold it in for at least five seconds—or until the power light changes from blinking green to amber.
3. Release the reset button.

The factory default configuration has now been restored, and the WN802T is ready for use.