Chapter 6
Troubleshooting

This chapter gives information about troubleshooting your NETGEAR RangeMax™ Wireless Access Point WPN802. After each problem description, instructions are provided to help you diagnose and solve the problem.

Troubleshooting Tips

Here are some tips for correcting simple problems you may have.

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.

The Ethernet light is not lit.

There is a hardware connection problem.

- Make sure the cable connectors are securely plugged in at the 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 access point's antennas are not working.

- 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 WPN802 is properly installed, LAN connections are OK, and it is powered on. Check that the LAN port LED is green to verify that the Ethernet connection is OK.

- If you are using the NetBIOS name of the WPN802 to connect, ensure that your PC and the WPN802 are on the same network segment or that there is a WINS server on your network.

- If your computer uses a Fixed (Static) IP address, ensure that it is using an IP Address in the range of the WPN802. The WPN802 default IP Address is 192.168.0.231 and the default Subnet Mask is 255.255.255.0. The WPN802 default setting is for a static IP address. If the network where you are connecting it is using DHCP, configure it accordingly. See the CROSS REF for more details.

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 access point's default values may not work with your network. Check the access point default configuration against the configuration of other devices in your network.

- For full instructions on changing the access point's default values, see CROSS REF.

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 TCP/IP settings are correct. If using a fixed (Static) IP Address, check the Subnet Mask, Default Gateway, DNS, and IP Addresses.

- If the computers are configured correctly, but still not working, ensure that the WPN802 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 WPN802 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 WPN802 has two functions:

- **Reboot:** When pressed and released quickly, the WPN802 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 "Default Factory Settings" on page 3-1.

To clear all data and restore the factory default values:

1. Power off the WPN802 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.

3. Release the reset button.

The factory default configuration has now been restored, and the WPN802 is ready for use.