

WAC510  
Work from Home  
Employer Guide

## INTRODUCTION

Remote workforces, whether working from home or those road warriors have unique challenges for Small and Medium Sized Business (SMB). Many small businesses do not have the capital or the necessary IT budget to have a full-fledged VPN security solution to connect their remote workforce to the corporate network.

In most cases, employees use their personal home WiFi to connect to company applications. This does not provide the employer with any visibility or troubleshooting on what or how the employee is accessing the company applications. Additionally, sharing wireless resources with other members of the household increase the challenges of working from home. Providing the employer and employee with the correct WiFi home setup greatly eases the transition from office to home office with the benefits of a private SSID and overall visibility for monitoring and troubleshooting.

## NETGEAR SOLUTION TO WFH SMB BUSINESSES

Included Products:

- NETGEAR Insight Management with Pro Account
- NETGEAR WAC510 Wireless Access Point(s)

## SOLUTION METHODOLOGY

Visibility and troubleshooting are integral parts in any WFH solution. NETGEAR's Insight Management provides the conduit between remote workers and their employer. Insight brings full management and increased visibility of the remote workforce by providing rapid remote deployment, WiFi activity status, downtime notifications, configuration uploads, and firmware upgrades for the WAC510 and other cloud enabled devices.

The WAC510 provides the perfect solution for a home office. The remote worker simply connects an Ethernet cable from their modem to the WAN port of WAC510. The pre-configured Insight Managed WAC510 creates a specific work SSID, MAC ACL (MAC address access control list) of company-owned equipment with access the SSID, wireless band steering, and SSID scheduling for off hours.

## TOPOLOGY



## SETUP AND CONFIGURATION

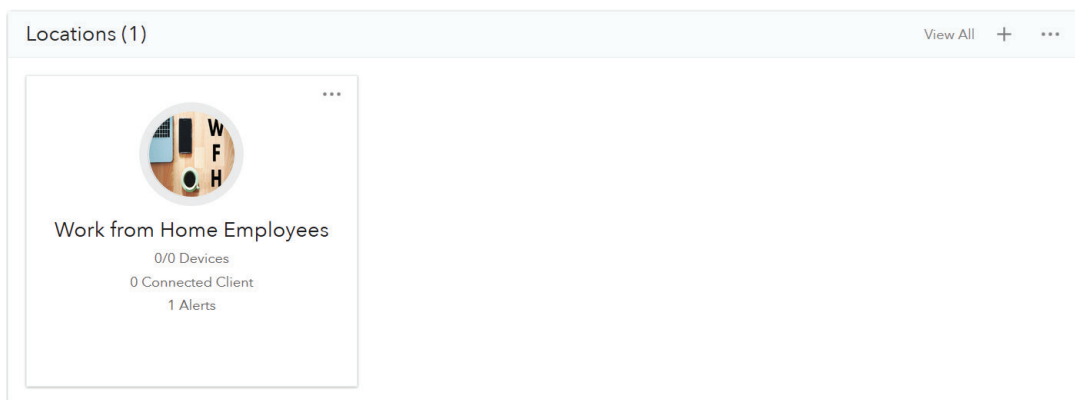
Setup and configuration of the Insight Managed WAC510 can be accomplished in 2 steps.

### Step 1: Insight Management Pre-Deployment (creating the WAC510 configuration template on Insight)

1. SMB IT administrator would first log onto their Insight Management Account. Verify if the account is an Insight Pro. If the account is Insight Premium, please visit <https://www.netgear.com/insight/subscription.aspx> to upgrade to Insight Pro. Once the Insight Management account is Pro, please go to the next step.

Note: Please refer to the Appendix for more information on how to create an Insight Management Account.

2. Create a new Organization Location or select the existing Organization Location.



3. Select Wireless> Settings> Add SSID (+). As shown in the diagram below, the administrator creates and configures an SSID for the WFH remote user. The follow settings are required to be configured.

- SSID
- Band
- Band Steering/ 802.11k/v
- Security Settings

Note: Be sure to 'Save and Configure' when finished configuring.

Add New SSID×

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SSID

WFH Company Name

Broadcast SSID

Band  
Both ▼

Band Steering/ 802.11k/v

Security Settings

Security  
WPA2-PSK ▼

Password  
\*\*\*\*\* 👁

802.11w(PMF)

Advanced Settings

Wireless Client Isolation

VLAN  
Management VLAN ▼

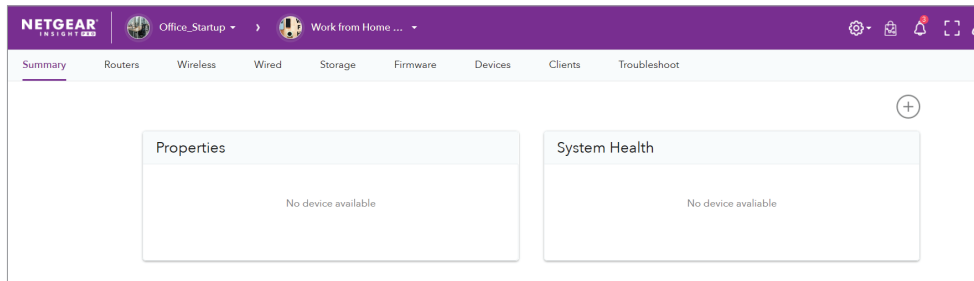
[+ Add Custom VLAN](#)

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Enable SSID Schedule

Cancel
Save
Save and Configure

4. Click on the '+' sign to add the WAC510 Access Point.



Add New Device×

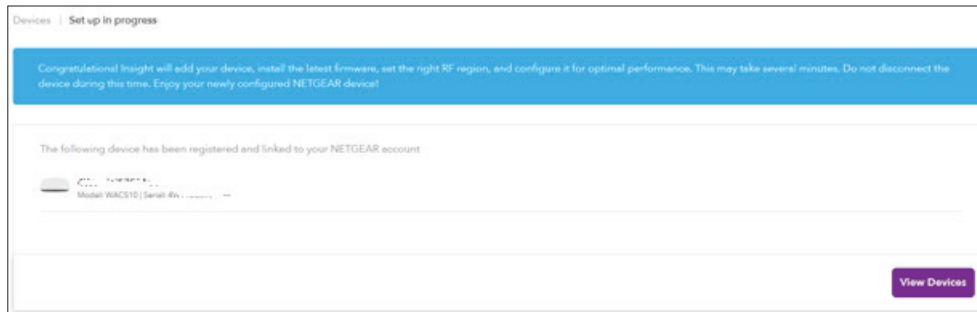
**Work From Home Employees**

Rename your devices so you can differentiate them easily in NETGEAR Insight in the future.

Device Name

**Model:** WAC510  
**Serial:** 4W1101200000000000

Back
Next



5. Once the WAC510 access point is added to the Insight Organization Location, the IT administrator is now ready for the WFH remote user to connect their WAC510 device onto their existing home network.

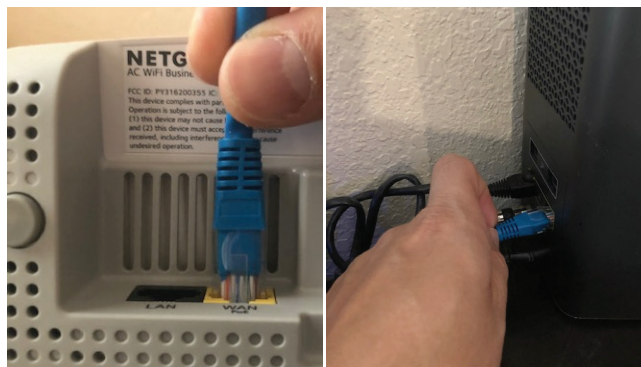
## Step 2: Deployment of the Insight Managed WAC510 Access Point on an existing home network

1. Open the box and remove the following.:

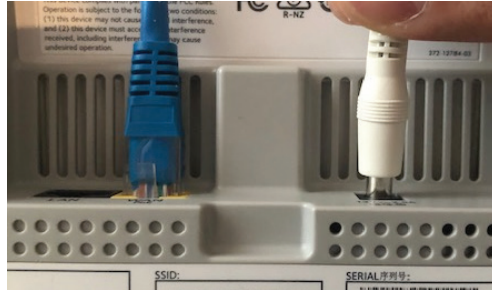
- WAC510 access point
- Power Adapter
- Ethernet cable



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.



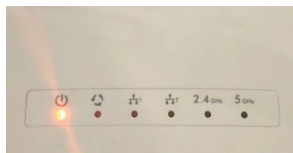
3. Connect the 12V AC adapter to the WAC510 and plug into an available power outlet. The access point will power up and boot.



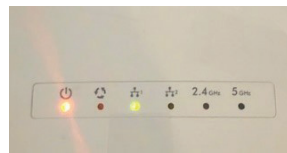
Note: The Insight Managed WAC510 Access Point comes shipped with Insight Managed Mode by default and no extra configuration is required.

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

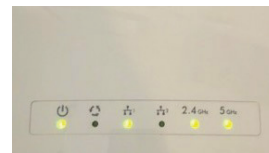
4. During the first boot sequence, the WAC510 may reboot 1 to 2 times depending if a new firmware upgrade is required. Below are the images of the boot sequence.



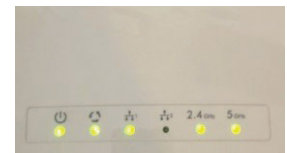
Boot Up



LAN Port Link Up



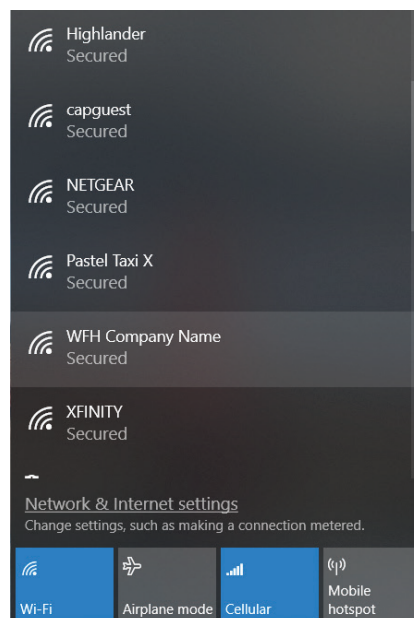
Remote Management



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.



## CONFIGURING THE MAC ACL FEATURE ON INSIGHT MANAGEMENT

Note: In order to create a MAC ACL on Insight Management, the MAC address must be logged onto the SSID.

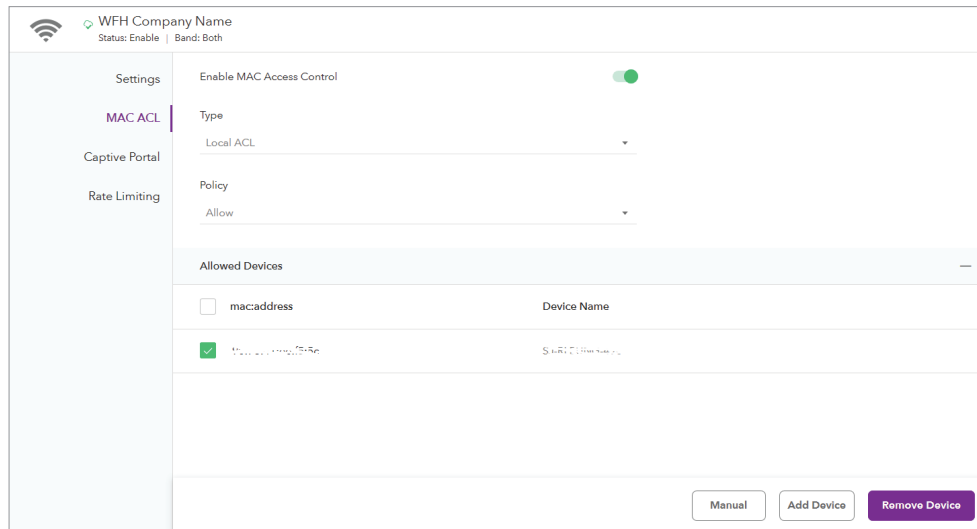
1. After the WFH remote user has successfully deployed the WAC510 onto their network and is able to log onto the new SSID. Navigate to Wireless > Settings > and click on the pencil for editing the SSID.

SSID ▲	Status	Band	Security	Password	MAC ACL	Captive Portal	Rate Limiting	VLAN
WFH Company Name	Enable	Both	WPA2-PSK	•••••	Off	Off	Off	Management

2. Select MAC ACL and click on Add Device.

3. Select the logged-on MAC address and click on Allow.

- Once the MAC address is in the allowed devices category, check 'Enable MAC Access Control' to enable the MAC ACL on the WFH SSID.



- Repeat steps 2-4 for additional employer devices.

## TROUBLESHOOTING

### How do I enable the WAC510 to use Insight Management?

Use a computer to connect to the access point:

- Record the IP address and subnet mask of your computer so that you can reinstate these IP address settings later.
- 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.

- Use an Ethernet cable to connect your computer to a LAN 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

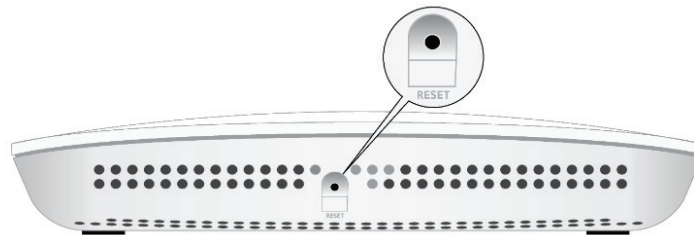
The Day Zero Easy Setup page displays. Be sure NETGEAR Insight (Cloud/Remote) is selected.



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.

## APPENDIX

Links to Insight Management configuration:


- <https://kb.netgear.com/000044343/How-do-I-create-an-Insight-account>
- <https://kb.netgear.com/000059592/How-do-I-create-an-Insight-Pro-account>

Links 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)

Visual timeline when the employee's WAC510 access point enters the deployment stage on Insight Management

1. The IT administrator added the WAC510 device to the Insight Organization Location


Devices											
Name ^	Status	Serial No	Model	IP Address	Up Time	Clients	Firmware	MAC Address	Mesh Mode	AirBridge Group	
 4W916C5700164	● Waiting to connect	4W916C5700164	WAC510	NA	NA	NA	NA	b0:b9:8a:4f:e4:0f	N/A	NA	

2. The WFH remote user connects the WAC510 to the internet.


Devices											
Name ^	Status	Serial No	Model	IP Address	Up Time	Clients	Firmware	MAC Address	Mesh Mode	AirBridge Group	
 4W916C5700164	● Configuration in progress	4W916C5700164	WAC510	NA	NA	NA	8.2.7.4	b0:b9:8a:4f:e4:0f	N/A	NA	

3. The WAC510 access point connected to the Insight management and now issued a reboot after firmware and wireless configuration upload.


Devices											
Name ^	Status	Serial No	Model	IP Address	Up Time	Clients	Firmware	MAC Address	Mesh Mode	AirBridge Group	
 4W916C5700164	● Device is rebooting	4W916C5700164	WAC510	10.0.0.155	00 Days 00 Hrs 09 Mins	0	NA	b0:b9:8a:4f:e4:0f	N/A	NA	

Devices											
Name ^	Status	Serial No	Model	IP Address	Up Time	Clients	Firmware	MAC Address	Mesh Mode	AirBridge Group	
 4W916C5700164	● Waiting to connect	4W916C5700164	WAC510	NA	NA	NA	NA	b0:b9:8a:4f:e4:0f	N/A	NA	

4. The WAC510 access point is coming back up and Insight Management is performing that last configuration steps.

Devices											
Name ▲	Status	Serial No	Model	IP Address	Up Time	Clients	Firmware	MAC Address	Mesh Mode	AirBridge Group	AirBridge
 4W916C5700164	● Configuration in progress	4W916C5700164	WAC510	NA	NA	NA	8.2.7.4	b0:b9:8a:4f:e4:0f	N/A	NA	NA

5. The WAC510 is now ready and the WFH remote user can now use the new WFH SSID.

Devices												
Name ▲	Status	Serial No	Model	IP Address	Up Time	Clients	Firmware	MAC Address	Mesh Mode	AirBridge Group	AirBridge	AirBridge
 4W916C5700164	● Connected	4W916C5700164	WAC510	NA	NA	NA	8.2.7.4	b0:b9:8a:4f:e4:0f	N/A	NA	NA	NA