NETGEAR
BUSINESS

Installation Guide

BE9400 Tri-Band PoE 2.5G Insight Managed WiFi 7 Access Point

Model WBE718



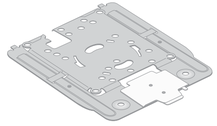
March 2024

201-31239-01

Package contents



Access Point Model WBE718



Mount plate
[The adjustable size is set at the "P1" position.]



Port cover (comes attached)



Shallow clip



Deep clip

Terms of Use
This device must be professionally installed. It is the installer's responsibility to follow local country regulations including operations within legal frequency channels, output power and DFS requirements. Vendor or Reseller or Distributor is not responsible for illegal wireless operations. Please see Device's Terms and Conditions for more details.

NOTE: During installation, if you do not see your country or region listed in the menu, update the access point's firmware and check again. If you still do not see your country or region listed, contact NETGEAR support.

Overview





1. Status LED
2. LAN/PoE port
3. DC power connector
4. Reset button

Step 1: Connect the WBE718 to your network

Before you install the WBE718 access point (AP) at its permanent location, first test the AP by connecting it to your network and powering it up.

NOTE: The multiple mounting options for the AP are described in the NETGEAR Pro WiFi Mount Installation Guide, which you can download from the NETGEAR Download Center at netgear.com/support/download. The QR code for the NETGEAR Download Center is shown at the right.

CAUTION: After you are done testing the AP, power off the AP and let it cool down for 10 minutes before you mount it at its permanent location.

The AP's LAN/PoE port supports a speed of up to 2.5 Gbps. The AP is designed to use a PoE cable for power and Internet, but you can use a separately purchased 12V (2.5A) power adapter and Ethernet cable:

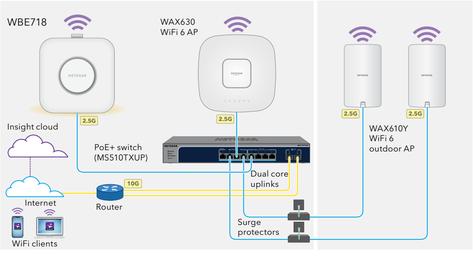
- **Use a PoE cable**: Connect one end of an Ethernet cable to the LAN/PoE port of the AP and connect the other end to a PoE+ switch port that supplies 802.3at PoE+ (30W) power. Make sure that the switch has Internet connectivity.
- **Use a 12V (2.5A) power adapter**: Connect the power adapter's DC plug to the AP, and insert the power adapter in a power outlet.
  Next, connect one end of an Ethernet cable to the LAN/PoE port of the AP, and connect the other end to a port on a switch or router with an Internet connection.

The power LED on the AP lights. For more Information, see the table with LED information.

The AP receives an IP address from a DHCP server (usually a router in your network). If your network does not include a DHCP server, the AP uses its default IP address: 192.168.0.100.

Continue to step 2 on the back page

Sample connections



After starting up and during setup, the LED can light in these colors:

	Solid amber: The AP is starting or the Reset button was pressed.
	Slow blinking amber: The Internet connection is in the process of being set up.
	Fast blinking amber: The firmware is being updated or the AP is in the process of being reset to factory defaults because the Reset button was pressed.
	Solid green: The AP is functioning in standalone mode or is not connected to Insight.
	Slow blinking green: Insufficient power (below 802.3at).
	Solid blue: The AP is functioning in Insight mode, and is connected to Insight.

NOTE: Other LED behavior exists, including LED behavior for an Insight Instant Mesh network. For more information about the LED behavior, see the user manual, which you can download by visiting netgear.com/support/download.

Step 2. Access and manage the AP

Your new AP supports the NETGEAR Insight cloud-based management platform for remote management. Insight offers automated monitoring and notifications, plus add-on services like Insight Instant Mesh that are not available in standalone mode. Alternatively, you can manage the AP locally in standalone mode through the device UI.

For information about creating an Insight Premium account or Insight Pro account, visit kb.netgear.com/000044343. Your my.NETGEAR.com account is also your Insight account, so your credentials let you log into the Insight Cloud Portal or the Insight app. For more information, visit the following pages:

- netgear.com/business/services/insight
- kb.netgear.com/000061848

To manage the AP, use one of the methods in this table:

A.	Insight Cloud Portal remote management	**NETGEAR Insight Cloud Portal** See A. Use the NETGEAR Insight Cloud Portal to manage the AP
B.	Insight app remote management	**NETGEAR Insight app** See B. Use the NETGEAR Insight app to manage the AP
C.	Standalone local management	**Web browser** See C. Use a web browser to manage the AP in standalone mode

CAUTION: If you add the AP to Insight before connecting it to power for the first time, wait 10 minutes to allow the default login credentials to be replaced by the Insight network location credentials. However, if you want to manage the AP as a standalone device, do not add the AP to Insight before connecting it to power for the first time. You can always add the AP to Insight after initial configuration.

A. Use the NETGEAR Insight Cloud Portal to manage the AP

The Insight Cloud Portal provides access to a complete set of remote management tools, including the topology view. For Insight Pro users, it offers a quick way to add multiple APs at the same time.

1. Make sure that the AP is connected to the Internet.
2. On a computer or tablet, visit insight.netgear.com.
3. Enter the email address and password for your NETGEAR account and click the **NETGEAR Sign In** button.
4. If you are an Insight Pro user, select the organization to which you want to add the AP.
5. Add a new network location where you want to add the AP, or select an existing network location.

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

6. Click the **+** (**Add Device**) button.

   NOTE: If you are an Insight Pro user, you can either add a single device or you can add multiple Insight-managed devices by uploading a device list in a CSV file.

7. In the Add New Device pop-up page, enter the AP's serial number and MAC address, then click **Go**.
8. Optionally change the device name of the AP, then click **Next**.

   A page displays a confirmation that setup is in progress.

   NOTE: If the AP is online but Insight does not detect the AP, the firewall at the physical location where the AP is located might prevent communication with the Insight cloud. In that situation, add port and DNS entries for outbound access to the firewall. For more information, see kb.netgear.com/000062467.

   The AP automatically updates to the latest Insight firmware and Insight location configuration. This might take up to 10 minutes, during which time the AP will restart.

   The LED lights solid blue when the AP is connected to Insight. The AP is now an Insight managed device that is connected to the Insight cloud-based management platform.

B. Use the NETGEAR Insight app to manage the AP

The Insight app provides a convenient way to add new devices, receive real-time notifications, and manage your network from anywhere.

1. Connect your mobile device to the AP's setup SSID (WiFi network name) using one of these methods:
   - **Scan the QR code**: Scan the QR code on the AP label to connect to the setup SSID.
   - **Connect manually**: The setup SSID is on the AP label and is shown in the format NETGEARxxxxxx-SETUP, where xxxxxx are the last six digits of the AP's MAC address. The default WiFi passphrase is **sharedsecret**.
2. Open the NETGEAR Insight app.
3. Enter the email address and password for your account and tap **LOG IN**.
4. Select a network location, or add a new network location where you want to add the AP by tapping the **Next button** and then tapping **OK**.

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

   In most situations, Insight detects the AP automatically, which can take several minutes.

5. To add the AP to your network location, do one of the following:
   - If the AP is automatically detected and listed in the Insight Manageable Devices section, tap the icon for the AP, and then tap the **ADD DEVICE** button.
   - If the AP is not automatically detected, or you prefer to use another method to add the AP, tap the **+** icon in the top bar, and do one of the following:
     - Tap the **SCAN BARCODE OR QR CODE** button, and then scan the AP's code.
     - Tap the **Enter Serial Number and MAC Address** link, and then manually enter the AP's serial number and MAC address.
6. If prompted, name the AP and tap the **Next** button.

   The AP automatically updates to the latest Insight firmware and Insight location configuration. This might take up to 10 minutes, during which time the AP will restart.

   The LED lights solid blue when the AP is connected to Insight. The AP is now an Insight managed device that is connected to the Insight cloud-based management platform.

C. Use a web browser to manage the AP in standalone mode

1. Connect your computer or mobile device to the AP's setup SSID (WiFi network name) using one of the following methods:
   - **Scan the QR code**: Scan the QR code on the AP label to connect to the setup SSID.
   - **Connect manually**: The setup SSID is on the AP label and is shown in the format NETGEARxxxxxx-SETUP, where xxxxxx are the last six digits of the AP's MAC address. The default WiFi passphrase is **sharedsecret**.
2. On your computer, launch a web browser and, in the address bar, enter **aplogin.net**.

   Your browser might display a security warning because of the self-signed certificate on the AP, which is expected behavior. You can proceed, or add an exception for the security warning. For more information, see kb.netgear.com/000062980.

3. Enter the AP user name and default password. The user name is **admin**. The default password is **password**. The user name and password are case-sensitive.
4. Select the **Web-browser (Local)** radio button.

   The Day Zero Easy Setup page displays.

5. Follow the instructions on the Day Zero Easy Setup page, and then click the **Apply** button.

   We recommend that you make a note of the new admin password, SSID (WiFi network name), WiFi passphrase, and IP address to keep in a safe place.

   A message displays to indicate that your settings are being applied.

6. If the WiFi connection of your computer or mobile device is terminated, reconnect to the AP using the new SSID and WiFi passphrase that you set on the Day Zero Easy Setup page.
7. When the login page displays, you can log in to the AP using your new admin password to configure the AP.

   For information about configuring the AP, see the user manual, which you can download by visiting netgear.com/support/download.

   We recommend that you register your AP with NETGEAR.

8. To register your AP with NETGEAR, from a computer or mobile device that is connected to the Internet, visit my.NETGEAR.com to log in or create a new account, then click the **Register New Product** button to register your AP.

   A confirmation email is sent to your NETGEAR account email address.

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

Si ce produit est vendu au Canada, vous pouvez accéder à ce document en français canadien à https://www.netgear.com/support/download/.

(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.

Applicable to 6 GHz devices only: Only use the device indoors. The operation of 6 GHz devices is prohibited on oil platforms, cars, trains, boats, and aircraft, except that operation of this device is permitted in large aircraft while flying above 10,000 feet. Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.

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