

# Installation Guide

BE9400 Tri-Band PoE 2.5G Insight Managed  
WiFi 7 Access Point  
Model WBE718



October 2024

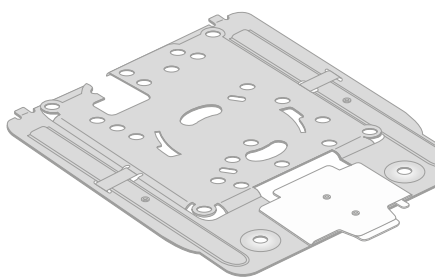


201-31239-02

## Package contents



Access Point Model WBE718



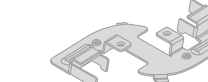
Mount plate  
[The adjustable size is set at the "P1" position.]



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

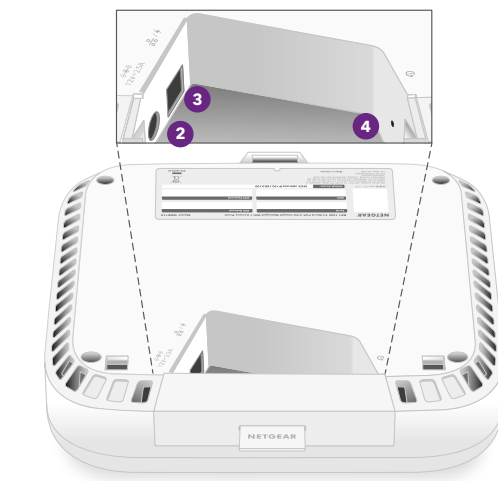


1 Status LED

2 LAN/PoE port

3 DC power connector

4 Reset button



## 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](https://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.

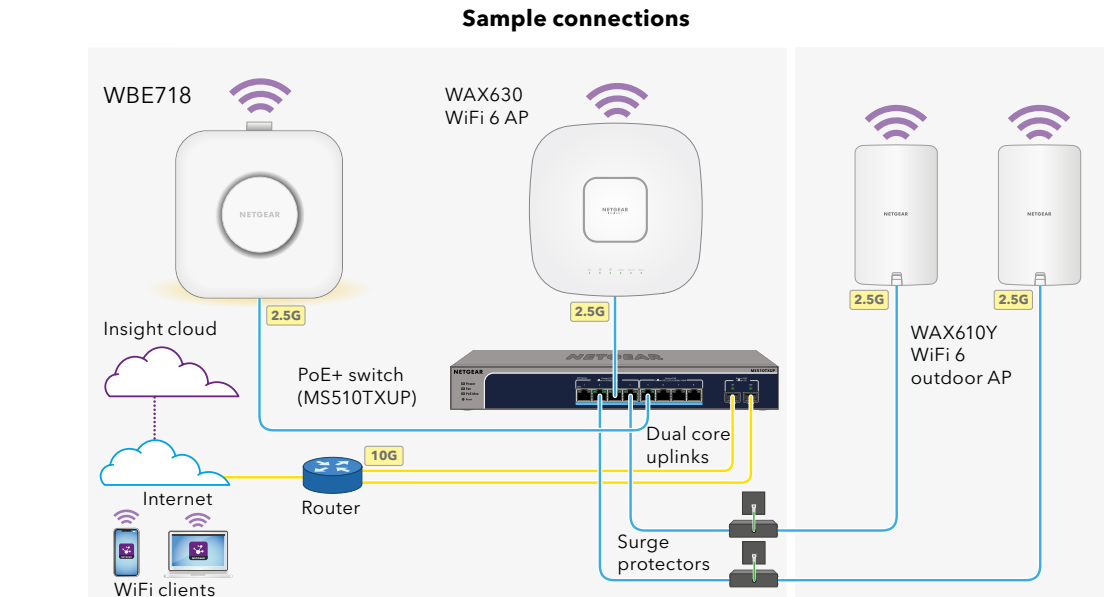
The AP's LAN/PoE port supports a speed of up to 2.5 Gbps. The AP is designed to use a PoE cable for power and Internet, but you can use a separately purchased 12V (2.5A) power adapter and Ethernet cable:

- **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*



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

	<b>Solid amber:</b> The AP is starting or the Reset button was pressed.
	<b>Slow blinking amber:</b> The Internet connection is in the process of being set up.
	<b>Fast blinking amber:</b> The firmware is being updated or the AP is in the process of being reset to factory defaults because the Reset button was pressed.
	<b>Solid green:</b> The AP is functioning in standalone mode or is not connected to Insight.
	<b>Slow blinking green:</b> Insufficient power (below 802.3at).
	<b>Solid blue:</b> 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](https://netgear.com/support/download).

## Discover and manage the AP

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

A.	<b>NETGEAR Engage Controller:</b> See A. Use the NETGEAR Engage Controller to discover and manage the AP
B.	<b>NETGEAR Discovery Tool and standalone local management:</b> See B. Use the NETGEAR Discovery Tool to discover the AP and manage the AP over the device UI
C.	<b>NETGEAR Insight Cloud Portal or NETGEAR Insight app remote management:</b> See C. Use NETGEAR Insight to discover and manage the AP

**NOTE:** NETGEAR Insight, the NETGEAR Engage Controller and the device UI are mutually exclusive management methods.

### A. Use the NETGEAR Engage Controller to discover and manage the AP

You can use the NETGEAR Engage Controller to discover and manage the AP. The Engage Controller provides central management and configuration of APs and other supported devices through an audio-video (AV)-friendly, portable app for Windows and MacOS.

**NOTE:** This section refers to a setup where the Engage Controller is already installed. To download and install the Engage Controller, see the instructions in the user manual. You can download the manual from the NETGEAR Download Center at [netgear.com/support/download](https://netgear.com/support/download). The QR code for the NETGEAR Download Center is shown at the right.



**NOTE:** To allow the Engage Controller to onboard the AP, you must upgrade the firmware version of the AP to firmware version 11.6 or a later version and perform a factory reset after the upgrade completes.

1. On your computer, in the folder in which you installed the controller application, double-click the **Engage** application icon, or double-click the **Engage** shortcut.
2. In the **Login Name** field, enter **admin** as the user name, in the **Password** field, enter the controller password you set up the first time you logged in, and click the **Login** button.
3. If you set up more than one site, from the **Site** menu, select the site.

In the Edit Network Setup pop-up window, do one of the following:

- **Make no changes to the network setup for the site:** Click the **Apply** button.
- **Change the network setup for the site:** Change the network setup and click the **Apply** button. For more information, see the Engage Controller user manual.

- Click the **Onboard** button for the device.  
A warning pop-up window displays.
- Click the **Continue** button.  
The Wireless Setup pop-up window displays.
- As an option, if you did not yet set up the global site SSID and the region and county for WiFi operation, configure the following setting:
  - In the **SSID** field, enter the name for the WiFi network (SSID).
  - In the **Password** field, enter the password for access to the WiFi network, which uses WPA-MPSK security. For more information about the WiFi security, see the Engage Controller user manual, which you can download by visiting [netgear.com/support/download](https://netgear.com/support/download).
  - From the **Region** menu, select the region for the country in which the default site is located. After setup, you cannot change the region.
  - From the **Country** menu, select the country in which the default site is located. After setup, you cannot change the country.
- Click the **Apply** button.  
Your settings are saved. The Add Device pop-up window displays.  
Because the AP must be in the factory default state, the **Use device default password** toggle is automatically enabled so that it displays blue or green and is positioned to the right.
- Click the **Single** button.  
Your settings are saved.  
The AP is moved to the Managed Devices table, and the onboarding process is now in progress.  
**NOTE:** For instructions to add multiple APs simultaneously, see the Engage Controller user manual.  
**NOTE:** At the end of this procedure, the controller pushes the site password to the AP (which replaces the local device password or default password). If the firmware version on the AP does not support the controller, the controller automatically updates the firmware, after which the device restarts. When these processes are complete, the AP becomes a managed device and moves out of the Pending state to the Online state. This process might take up to 10 minutes.
- To save the settings to the running configuration, at the top right of the page, click the **Save** button.

For information about managing the AP with the Engage Controller, see the Engage Controller user manual. You can download the manual from the NETGEAR Download Center at [netgear.com/support/download/](https://netgear.com/support/download/).

## B. Use the NETGEAR Discovery Tool to discover the AP and manage the AP over the device UI

The NETGEAR Discovery Tool (NDT) lets you discover the IP address of the access point in your network from a Mac or Windows-based computer connected to the same network as the access point. To download this tool, visit [netgear.com/support/product/netgear-discovery-tool.aspx](https://netgear.com/support/product/netgear-discovery-tool.aspx)

You can manage the AP and change the settings by logging in to the device user interface (UI).

- 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 NETGEARxxxxx-SETUP, where xxxxxx are the last six digits of the AP's MAC address. The default WiFi passphrase is **sharedsecret**.
- 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](https://kb.netgear.com/000062980).
- 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.
- Select the **Web-browser (Local)** radio button.  
The Day Zero Easy Setup page displays.
- 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.
- 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.
- 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](https://netgear.com/support/download).  
We recommend that you register your AP with NETGEAR.
- To register your AP with NETGEAR, from a computer or mobile device that is connected to the Internet, visit [my.NETGEAR.com](https://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.

## C. Use NETGEAR Insight to discover and manage the AP

For NETGEAR Insight Premium and Insight Pro subscribers, the access point supports the NETGEAR Insight Cloud Portal and NETGEAR Insight app. You can use either of these options to discover and manage the AP.

**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.

### Use the NETGEAR Insight Cloud Portal to discover and manage the AP

You can discover and manage the AP through the portal of the Insight cloud-based management platform.

- On a computer or tablet, visit [insight.netgear.com](https://insight.netgear.com).
- Enter the email address and password for your NETGEAR account and click the **NETGEAR Sign In** button.
- If you are an Insight Pro user, select the organization to which you want to add the AP.
- 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.
- 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.
- In the Add New Device pop-up page, enter the AP's serial number and MAC address, then click **Go**.
- 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](https://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.

### Use the NETGEAR Insight app to discover and manage the AP

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

- 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 NETGEARxxxxx-SETUP, where xxxxxx are the last six digits of the AP's MAC address. The default WiFi passphrase is **sharedsecret**.
- Open the NETGEAR Insight app.
- Enter the email address and password for your account and tap **LOG IN**.
- 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.
- 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.
- 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.

## Support and Community

Visit [netgear.com/support](https://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](https://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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