

Basic setup of your Jensen router

In this manual you will find help for the basic setup of your Jensen router, like how to connect, placement of router, changing of channel and password etc., as well as useful information on how to get the wireless network to function as well as possible. If there are any questions that are not included in this manual simply contact us using the contact information on page 26.

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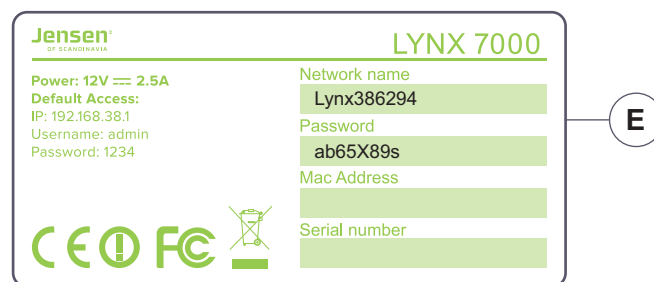
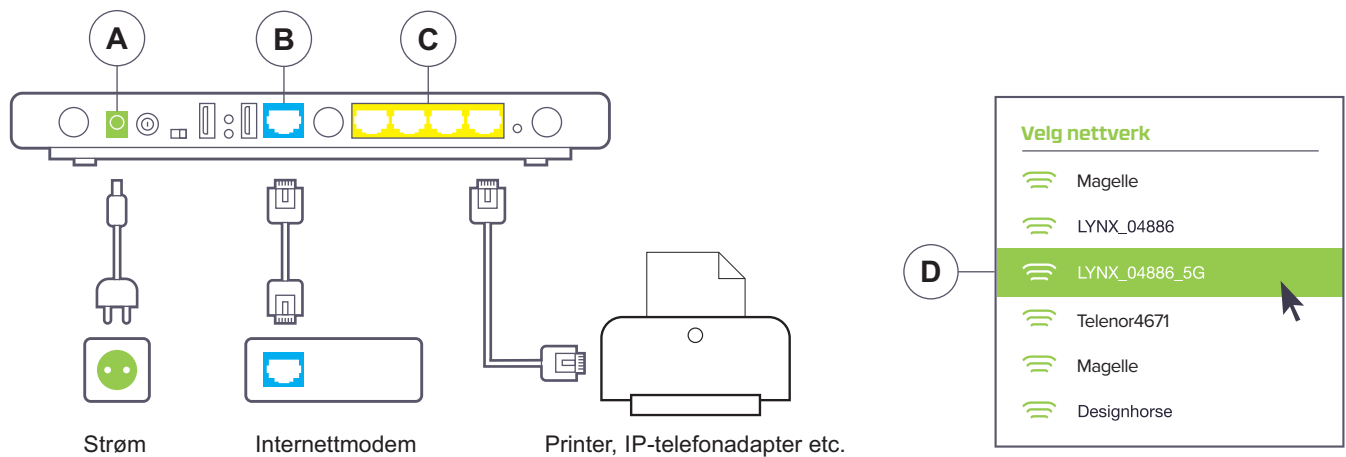
Jensen[®]
OF SCANDINAVIA

This manual is valid only for
AirLink 29150 v6, AirLink 59300 v6, AirLink 1000AC, Lynx 5000, AirLink 3000DG v3 and AirLink 7000AC v1

Connecting the router

In order to establish an internet connection it is important that everything is connected properly. You have been given an internet modem from your service provider that is connected to internet either through ADSL, Fiber or cable TV.

- A) Cable from the internet modem has to be connected to the blue port on the router labeled **INTERNET**
- B) The power cable has to be connected to power on the router.
- C) Devices that you wish to connect with cable to the router (Desktop computer, printer, telephone adapter etc.) should be connected to the ports labeled 1, 2, 3 or 4.
- D) Search for available wireless network on your device (computer, smart phones etc.)
- E) The name and password for the wireless network is written on the top and bottom of the router.



Connect to a wireless network using Windows XP

This guide show you how to connect to your Air:Link router based on the built-in wireless tool for Windows XP. In some cases your computer is delivered with a third party software from the computer manufacturer. If so, please contact the computer manufacturer support for more detailed information.

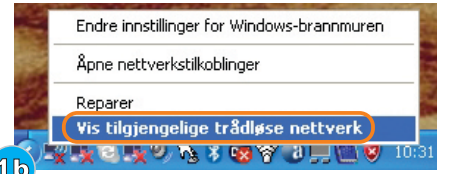
- 1a. If Windows XP discovers an available wireless network you will get the message «Wireless network found»
Click the messagebox to select network

or you can

- 1b. Right-click on wireless network system tray icon and select «View available wireless networks»



1a

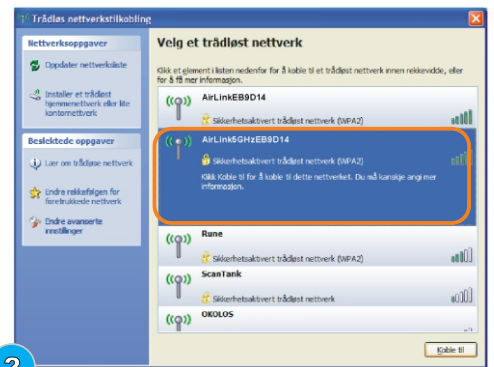


1b

2. You will now see a list of available wireless networks in your area. Select your AirLink router from the list and click **Connect**.
The name of your AirLink router can be found under the router.



If there are several AirLink routers in your neighbourhood, it can be several AirLink routers on the list that look similar. Be careful to select the AirLink router that matches the network name of your router.



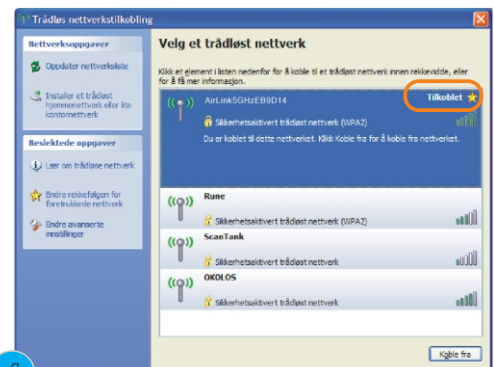
2

3. Please enter the encryption key for your Jensen router.
The encryption key can be found on top or under the router.
The key is 8 digits with a mix of lower / upper case letters and numbers.
Confirm the encryption key by entering it one more time and then click Connect.



3

4. The connection process takes about 10-20 seconds.
When your PC is successfully connected it will show the message «**Connected**» as shown to the right.



4

5. The system tray icon will also change to indicate that the PC is connected to a wireless network.



5

Connect to a wireless network using Windows Vista

This guide show you how to connect to your Air:Link router based on the built-in wireless tool for Windows Vista. In some cases your computer is delivered with a third party software from the computer manufacturer. If so, please contact the computer manufacturer support for more detailed information.

1. Right click the network icon on the system tray
2. Click **Connect**
3. You will now see a list of available wireless networks in your area. Select your AirLink router from the list and click **Connect**. The name of your AirLink router can be found under the router.



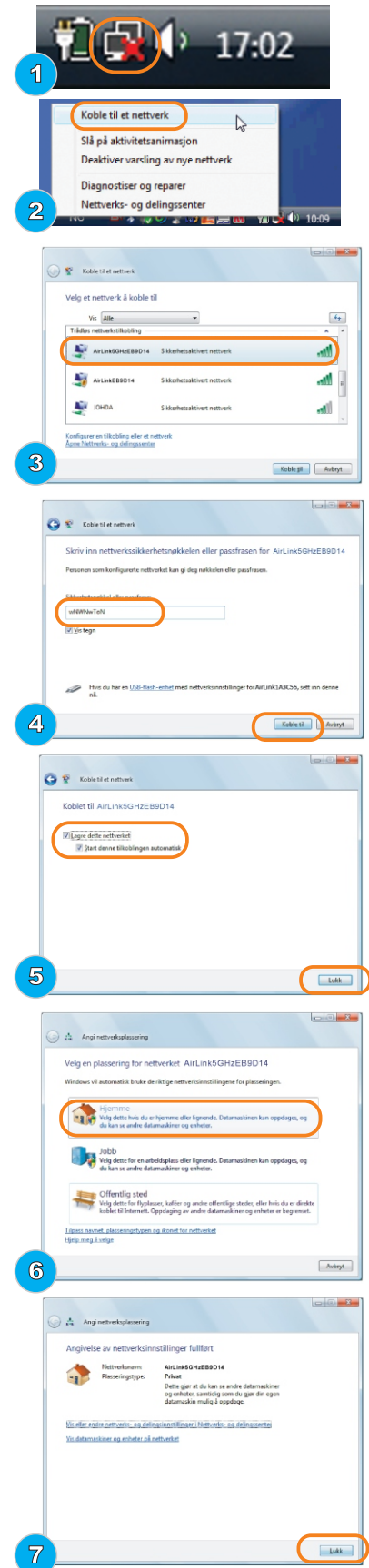
If there are several AirLink routers in your neighbourhood, it can be several AirLink routers on the list that look similar. Be careful to select the AirLink router that matches the network name of your router.

4. Please enter the encryption key for your Jensen router. The encryption key can be found on top or under the router. The key is 8 digit with a mix of lower / upper case letters and numbers. Confirm the encryption key by entering it one more time and then click Connect.

5. The connection process takes about 10-20 seconds. Please select if you want Windows to store and automatically connect to this network and click **Close**.

6. Select the placement of your network; **Home, work or public places**

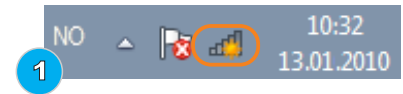
7. Your PC is now connected to the wireless network. Click **Close**.



Connect to a wireless network using Windows 7

This guide show you how to connect to your Air:Link router based on the built-in wireless tool for Windows 7. In some cases your computer is delivered with a third party software from the computer manufacturer. If so, please contact the computer manufacturer support for more detailed information.

1. Click the icon for wireless network on the system tray



2 You will now see a list of available wireless networks in your area. Select your AirLink router from the list. The name of your AirLink router can be found under the router.

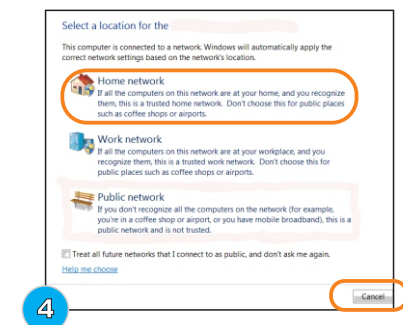


If there are several AirLink routers in your neighbourhood, it can be several AirLink routers on the list that look similar. Be carefull to select the AirLink router that matches the network name of your router.

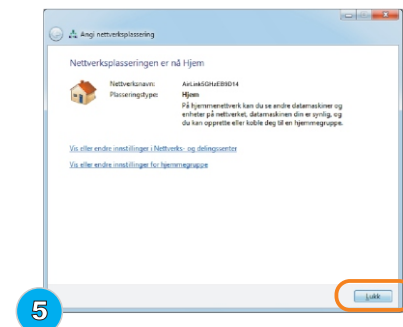
3. Please enter the encryption key for your Jensen router and click OK. The encryption key can be found on top or under the router. The key is 8 digit with a mix of lower / upper case letters and numbers.



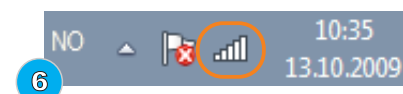
4. Select the placement of your network; **Home, work or public places**



5. Click **Close**.



6. The PC is now connected to the wireless network. The icon for wireless has now changed to white to indicate that the connection is working.



Connect to a wireless network using Windows 8 / 8.1

This guide show you how to connect to your Air:Link router based on the built-in wireless tool for Windows 8. In some cases your computer is delivered with a third party software from the computer manufacturer. If so, please contact the computer manufacturer support for more detailed information.

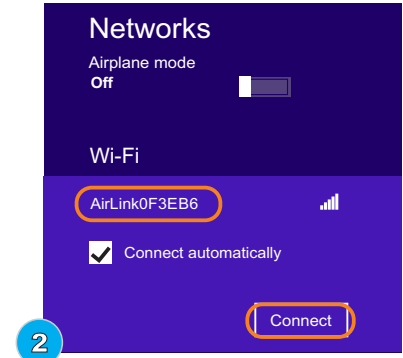
1. Click the icon for wireless network on the system tray



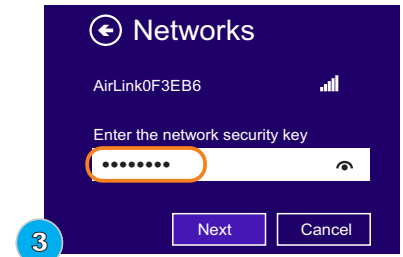
2. You will now see a list of available wireless networks in your area. Select your Jensen router from the list and click **Connect**. The name of your router can be found under your router.



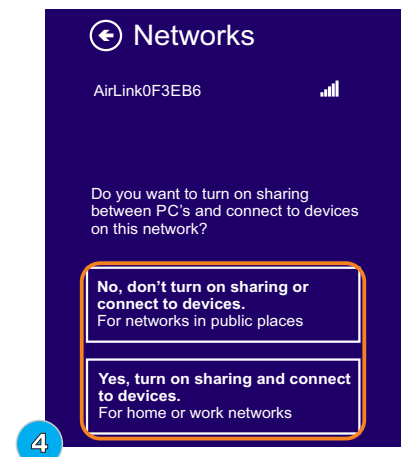
If there are several AirLink routers in your neighbourhood, it can be several AirLink routers on the list that look similar. Be carefull to select the AirLink router that matches the network name of your router.



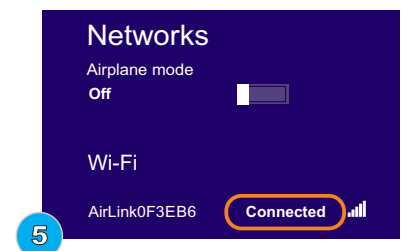
3. Please enter the encryption key for your Jensen router and click **Next**. The encryption key can be found on top or under the router. The key is 8 digit with a mix of lower / upper case letters and numbers.



4. Please select if you wish to activate sharing of files between devices in your network.



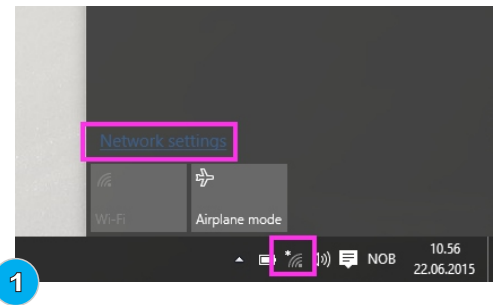
5. The PC is now connected to the wireless network.



Connect to a wireless network using Windows 10

This guide show you how to connect to your Air:Link router based on the built-in wireless tool for Windows 8. In some cases your computer is delivered with a third party software from the computer manufacturer. If so, please contact the computer manufacturer support for more detailed information.

1. Click the icon for wireless network on the system tray and then Network settings



2. You will now see a list of available wireless networks in your area. Select your wireless network from the list and click **Connect**. The name of your router can be found under your router.



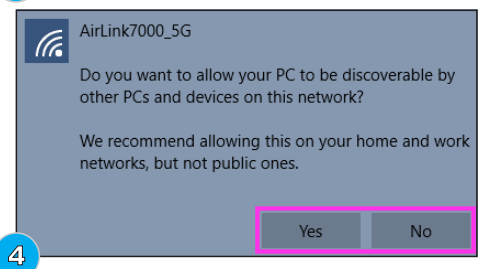
If there are several AirLink routers in your neighbourhood, it can be several AirLink routers on the list that look similar. Be carefull to select the AirLink router that matches the network name of your router.



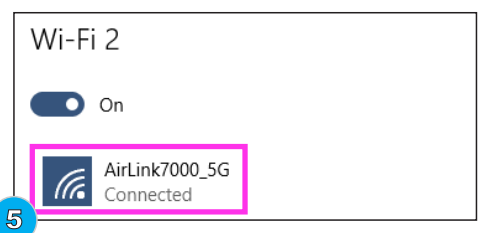
3. Please enter the encryption key for your Jensen router and click **Next**. The encryption key can be found on top or under the router. The key is 8 digit with a mix of lower / upper case letters and numbers.



4. Please select if you wish to activate sharing of files between devices in your network.



5. The PC is now connected to the wireless network.



Connect to a wireless network using Mac OS X

1. Click on the Wireless network icon in right upper corner.
You will now see a list of available wireless network in your area.
Select your AirLink router by clicking on the network name.
The network name of your AirLink router can be found under your router.



If there are several AirLink routers in your neighbourhood, it can be several AirLink routers on the list that look similar. Be careful to select the AirLink router that matches the network name of your router.



2. Enter the encryption key for your AirLink router and click **Join**.
The encryption key can be found on top or under the router.
The encryption key is a mix of lower / upper case letters and numbers.

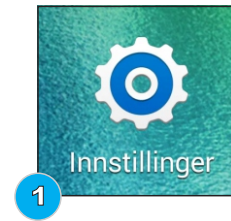


3. The Mac is now connected to the wireless network.



Connecting to a wireless network using Android

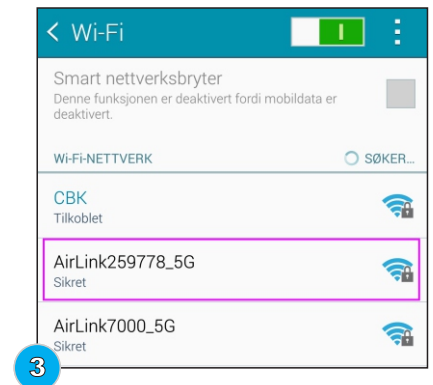
1. Click **Settings**



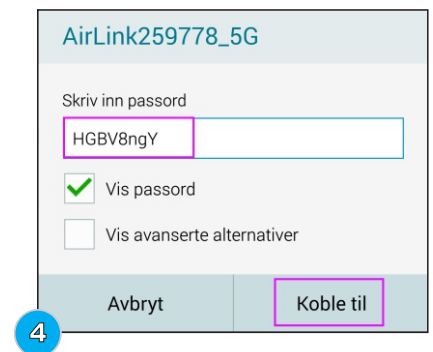
2. Click **Connections -> WiFi**



3. You will now see a list of available wireless networks.
Select your wireless network from the list by click the name of it.



4. Enter the password/encryption of the wireless network and
click **Connect**.

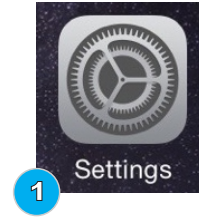


5. Your Android device should now be connected.

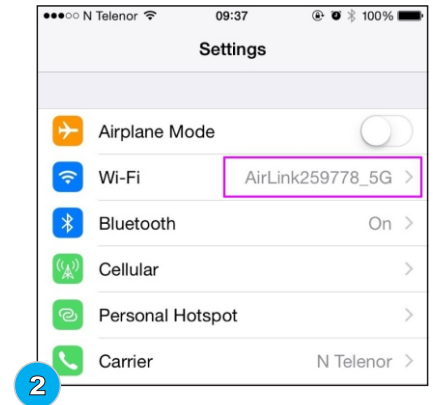


Connecting to a wireless network using iOS (iPad/iPhone)

1. Click **Settings**



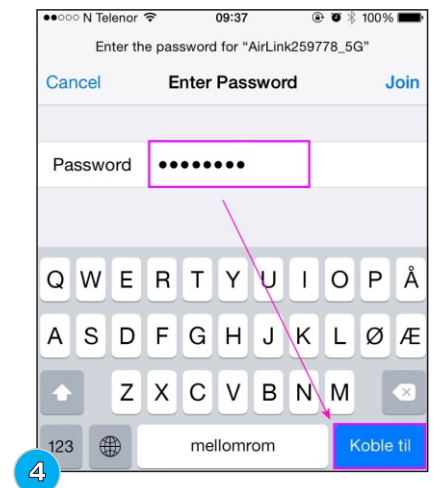
2. Click **Wi-Fi**



3. You will now see a list of available wireless networks.
Select your wireless network from the list by click the name of it.



4. Enter the password/encryption of the wireless network and click **Connect**.



5. Your iOS device should now be connected.



No internet connection?

If you have connected the modem to your Jensen router the way as described on **page 2** and still won't get an internet connection, it could be because of the way the modem works.

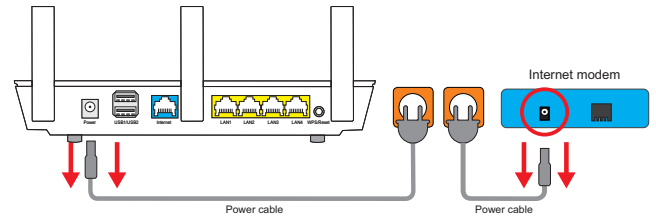
In many cases it is limited how many IP addresses the modem delivers, and this can lead to the issue that the Jensen router is unable to deliver the IP address from the modem

This happens most commonly in cases when internet is delivered through Cable-TV

We recommend that you do the following:

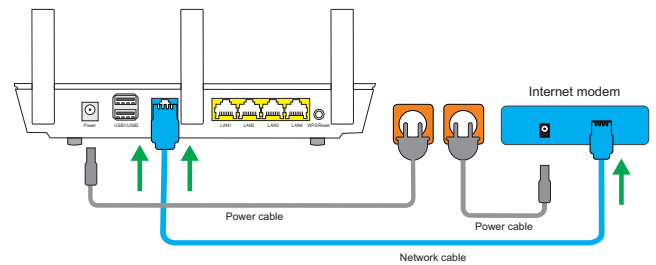
1

Disconnect the power from both the Jensen router and the internet modem and wait for 10 seconds



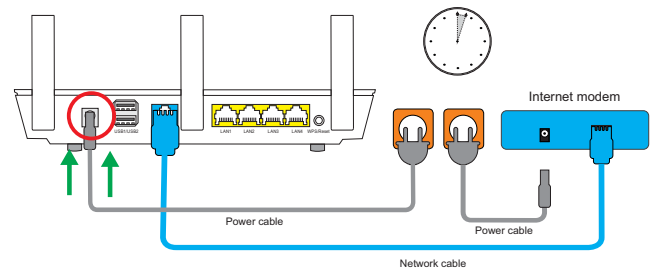
2

Make sure the cable from the modem is connected to the internet port labeled INTERNET



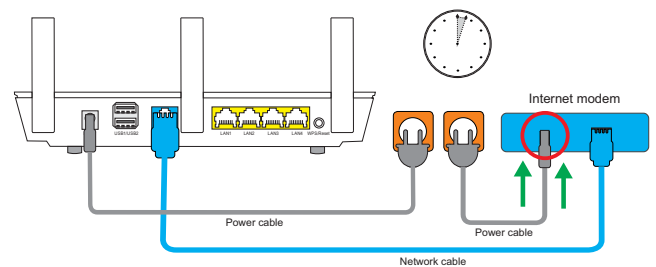
3

Connect the power to the Jensen router and wait 1 minute before proceeding.



4

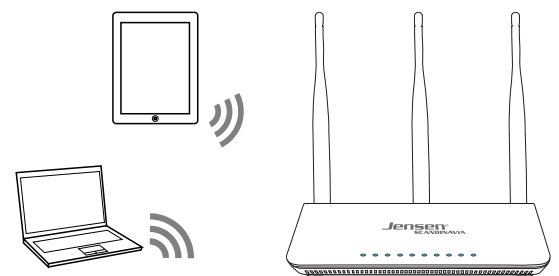
Connect the power to the internet modem and wait until the modem has connected itself to the service provider (about 1-2 minutes)



5

Connect the computer (or the device you wish to use) to the Jensen router either wirelessly or with cable in the ports 1, 2, 3, or 4

If you decide to connect wirelessly, you will find the network name (SSID) and password under the router.



How to improve your wireless network (page 1 of 4)

Wireless networks are virtually become a standard in most homes. We see that people now are more often getting problems with unstable wireless network. The reason for an unstable wireless network are many. On the page 12 to 15 you can get some useful tip on how to improve your wireless network.

Placement of the router

Finding a good placement for the router is very important for the quality/performance of the wireless network. Walls (plaster or brick walls), furniture, people etc. will weaken the signal to some degree.

RECOMMENDED

- * Place your router high up. On top of a shelf etc.
- * Place it in a central location of the house.
- * Adjust the angle of antenna to improve signal strength.
- * Make sure the antennas is screwed on tightly.

DO NOT

- * Do not «hide» the router by putting it into drawers etc.
- * Avoid placing router near reflective surfaces if possible. Surfaces like windows, mirrors at metal cabinets will have an impact on the wireless signals.
- * Do not place the router near TV, speakers etc.
- * Avoid placing the router near other equipment using 2.4GHz like cordless phones, babycall etc.

Change channel on the router

If you live in urban areas or areas with many wireless networks it is a good chance that your router are using the same channel as one or more routers in the neighborhood. By changing to a channel with less traffic you can get far better performance / coverage. So, which channel is the best one to use? It is difficult to give an easy answer to this, as it totally depends on which channel is in use by the other networks in the area. To help find the best channel we recommend to use software / apps (see list below) that are made for this purpose. Most of these apps can show you which channel that is recommended. We recommend that you select the channel on which the fewest of the other networks are using.

Windows

Acrylic WiFi Free - <https://www.acrylicwifi.com/en/wlan-software/wlan-scanner-acrylic-wifi-free/>
inSSIDer - <http://www.metageek.com/products/inSSIDer/>
WiFi Inspector - <http://www.xirrus.com/resources/free-tools/#WFI>

Android

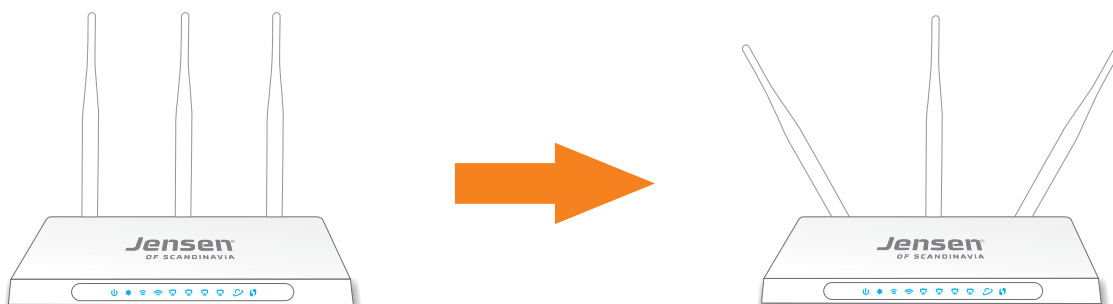
WiFi Analyzer - <https://play.google.com/store/apps/details?id=com.farproc.wifi.analyzer>
inSSIDer - <https://play.google.com/store/apps/details?id=com.metageek.inSSIDer>

Mac (via App store)

NetSpot
WiFi Scanner

Adjust the antenna(s)

The normal thing to do is to point the antenna in an upward position, but in some situations you can get better coverage and/or performance by adjusting the angle of the antenna.



How to improve your wireless network (page 2 of 4)

What is Dual-Band ?

Wireless routers are divided into **single-band** or **dual-band** type of router, where **single-band** means that it only uses the **2.4GHz** frequency, where as the **dual-band** type uses both **2.4GHz** and **5GHz** frequency.



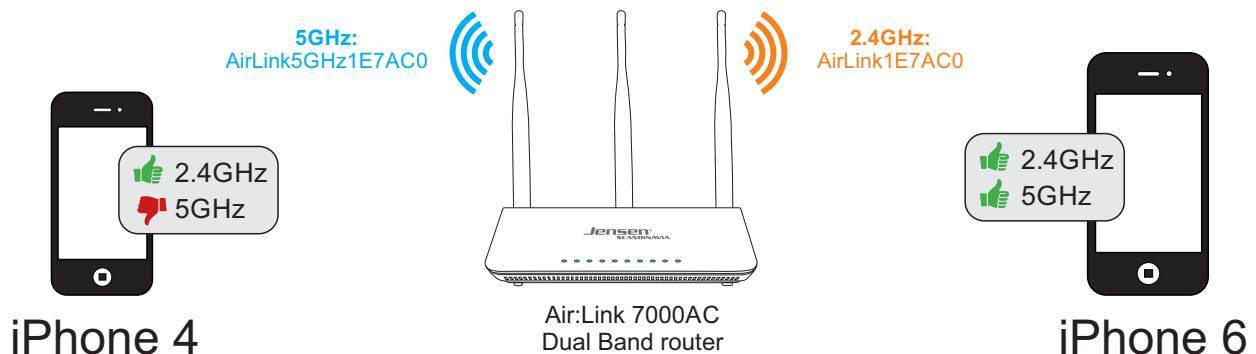
Which of the 2.4GHz or 5GHz is best to use?

Normally the 2.4GHz give you the best range, while 5GHz gives the best performance. The challenge of getting a stable wireless network (especially at 2.4GHz) is that "everyone" has it, and since wireless network is a shared resource, interference often occurs in places where there are many networks within the same area. In addition the 2.4GHz frequency is used by other types of equipment such as wireless toys (RC), cameras, alarms etc., which also increases the risk of interference.

We recommend that you connect your older devices to the 2.4GHz network and then use the 5GHz for the newer ones. This will ensure the best performance in your network.

Why cannot my device connect to the 5GHz network?

There are devices that only support the 2.4GHz frequency and therefore cannot connect to a 5GHz network. In order for a device to connect to a 5GHz network it needs to support one of these standards 802.11 a, n or ac. Most of the products currently in shops is Dual-Band compliant, but if you have an older computer it most likely only supports the 2.4GHz frequency.



Try use the 5GHz network instead of 2.4GHz

If you got a Dual-Band router you have two wireless networks to choose from. The 5GHz are often a better choice than 2.4GHz because of less interference than the 2.4GHz.

How to improve your wireless network (page 3 of 4)

What range can I expect from my wireless router?

The range of the wireless signals depends on various factors such as walls, floor differentiate etc., the location of the router (see next page), the distance between the router and where you are, and interference from other wireless networks / devices.

In addition, the different devices (e. g. PC, smartphone, tablet, etc.) you connect to your wireless network all has different quality of antenna / signal reception. Because of this you will see different signals/performance on different devices at the same location in the house.

What can I do to increase the range of my wireless network?

Interference from other wireless network is the most common cause of poor range / performance. A solution to this is to change the channel on your router (See page 16 for how to change the channel). If changing channel does not help, another solution could be using a wireless repeater.

A wireless repeater is an independent unit that is easily set up on a PC / Smartphone etc.

After the setup is done, just place the repeater in the area you want increased coverage (*).

*) It is important that the repeater is placed somewhere it can receive good signals from the wireless router.

Wireless repeaters from Jensen of Scandinavia:

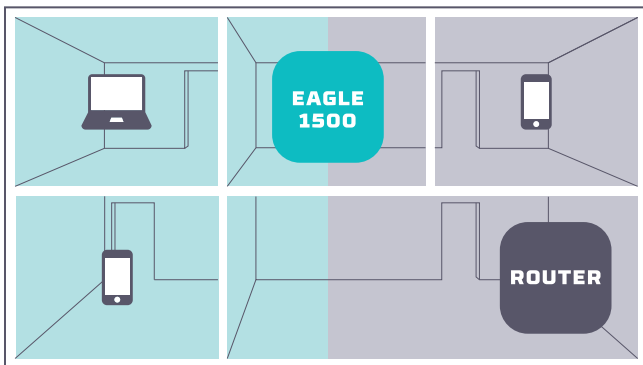
Eagle 1500 - <http://www.jensenofscandinavia.com/nb/product/eagle-1500/>

Air:Link 2000 - <http://www.jensenofscandinavia.com/nb/product/airlink-2000/>

Air:Link 2200AC - <http://www.jensenofscandinavia.com/nb/product/airlink-2200ac/>

Air:Link 2400AC - <http://www.jensenofscandinavia.com/nb/product/airlink-2400ac-2/>

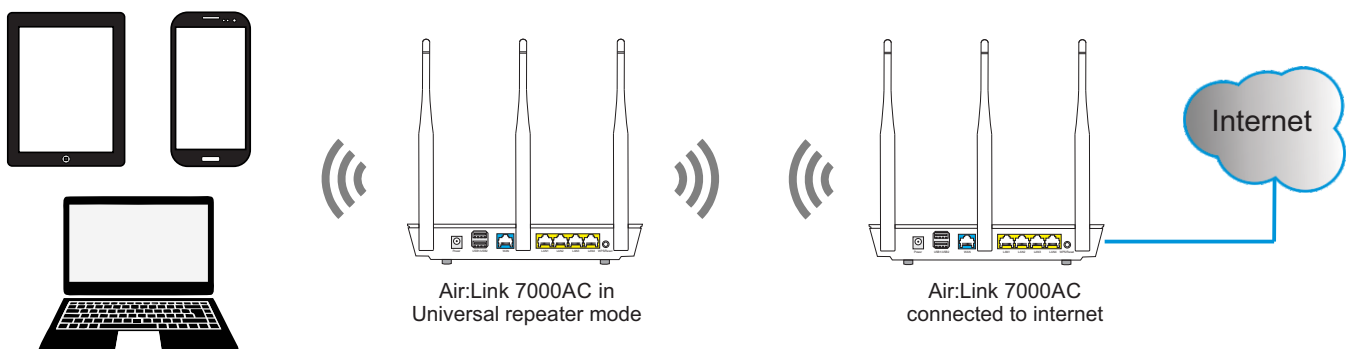
Coverage area: ■ Eagle 1500 ■ Router



Is it possible to use a wireless router as a repeater/extender?

Yes, some of our wireless routers have a feature called «Universal Repeater». In this mode the router is configured to receive signals from the existing wireless network and then to send it out again.

The following Jensen routers support universal repeater mode: Air: Link 7000AC, Lynx 5000 and Air: Link 1000AC. On our download page <http://www.jensenofscandinavia.com/nb/downloads/> you will find PDF documents with instructions on how to setup the Universal repeater.

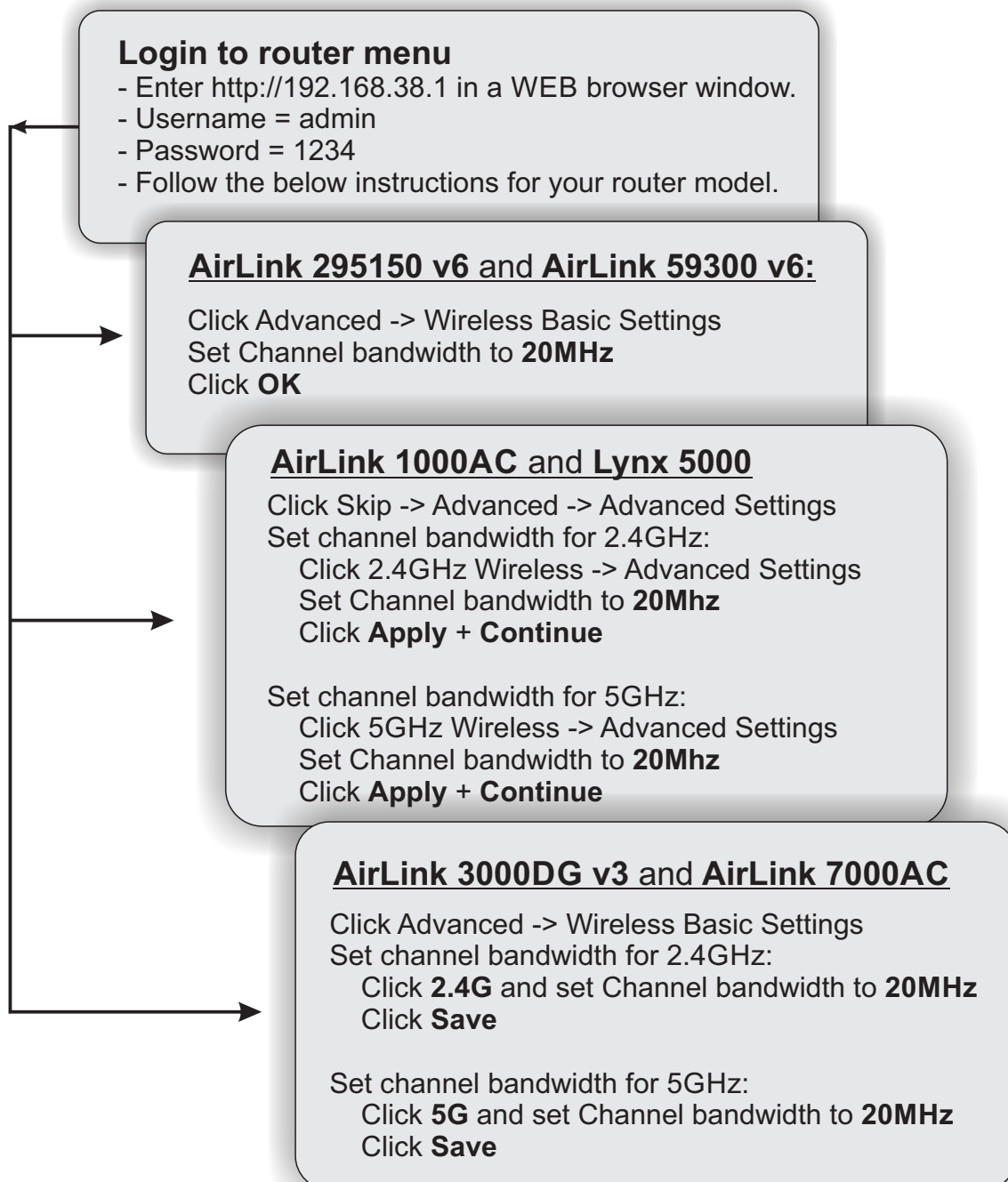


How to improve your wireless network (page 4 of 4)

To achieve high speed wireless routers use channel bonding, which means the router transmits on multiple channels simultaneously. Doing this the router uses more of the available channels, and this can lead to interference, because other networks then will use some of the same channels.

The setting that controls the number of channels (channel bonding) is called "Channel bandwidth." For 2.4GHz you can choose between 20MHz (one channel) or 40MHz (two channels). For the 5GHz you can also select 20/40MHz, but in addition you also have 80MHz (four channels).

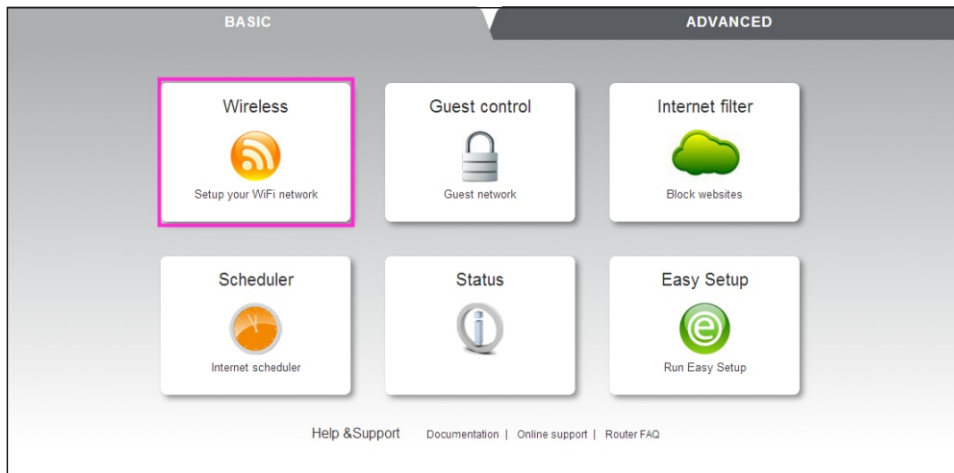
If you have tried changing the channel on your router and still have an unstable wireless network we recommend that you try to set the router to only transmit on one channel (20MHz) by following below steps.



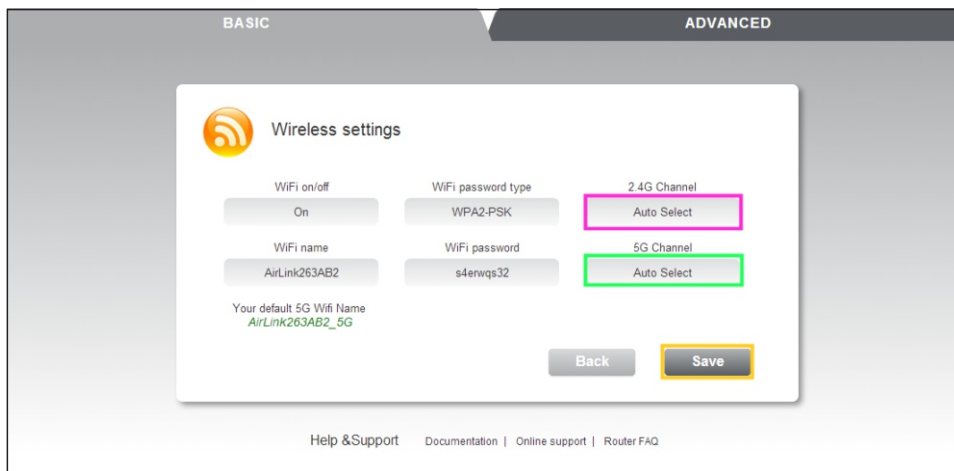
How do I change the channel on the wireless network

Your router is set to automatically pick the best channel on both 2, 4 and 5GHz. If you wish to set a static channel, follow this guide below:

1. Log into the router menu by entering `http://192.168.38.1` in a browser window.
 - Username = admin
 - Password = 1234



2. Click on Wireless

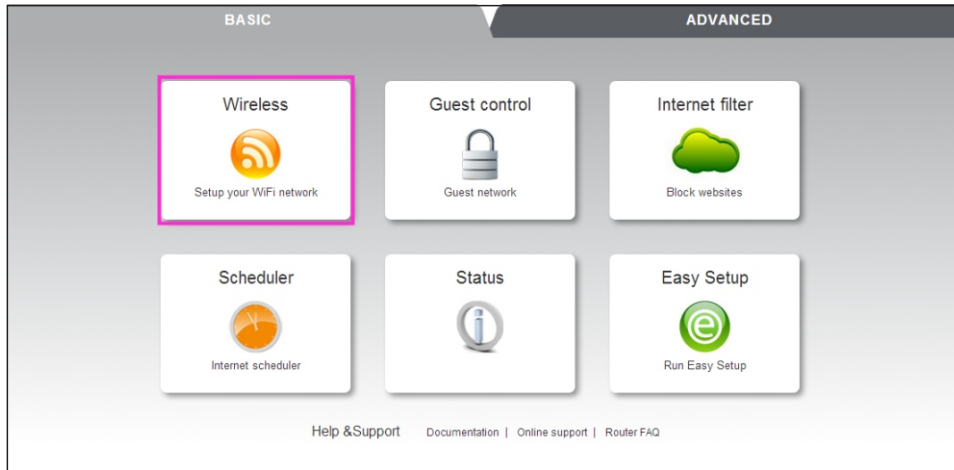


3. In the menu 2,4GHz channel and 5GHz channel, pick which channel you wish the router to transmit its signals on.
4. Click **Save** to apply the changes.

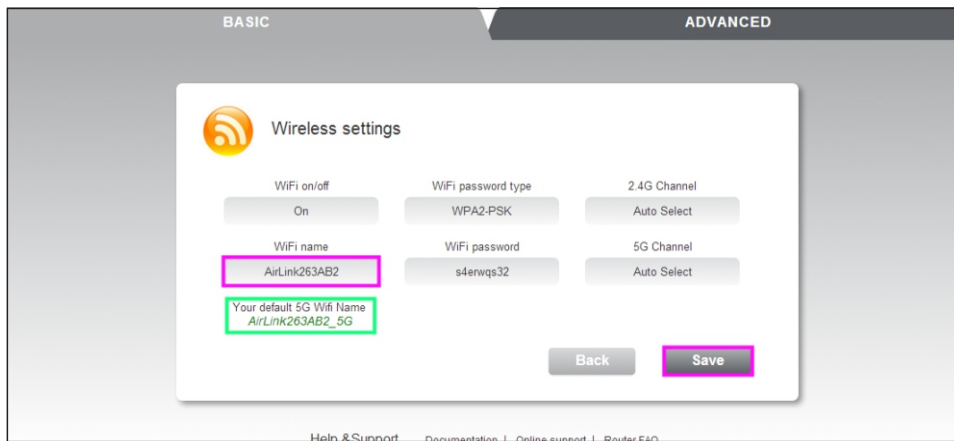
How do i change name on the network?

Your Jensen router is delivered with different names for both 2.4GHz and 5GHz network
If you wish to change this, follow this guide below.

1. Log into the router menu by entering `http://192.168.38.1` in a browser window.
 - Username = admin
 - Password = 1234



2. Click on Wireless



3. In the menu WIFI name, type in what you wish to name your 2.4GHz network
The name for the 5GHz network will be changed automatically according to what you have chosen on the 2.4GHz.

4. Click save to apply the changes.

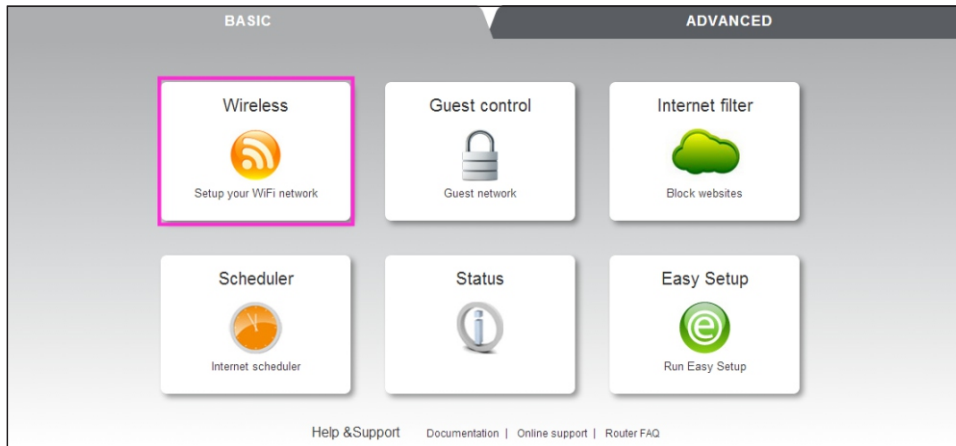
We recommend that you change the password at the same time for the wireless network, since this makes it easier for you to connect to the network afterwards.

Please see the next page for information about how to change the password.

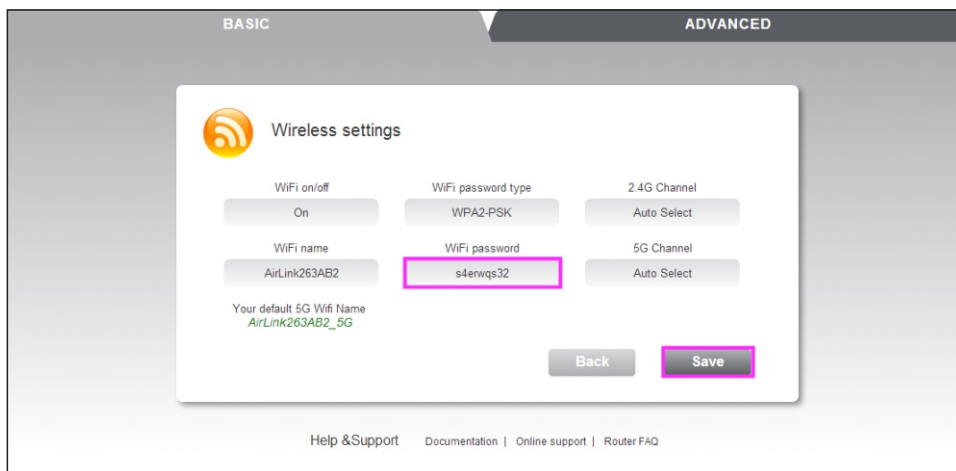
How do i change password for the wireless network?

Your Jensen router is as standard delivered with a unique password which applies for both the 2.4GHz and 5GHz network. (only dual-band router have both 2.4 and 5GHz)
Follow the below steps if you want to change the password.

1. Log into the router menu by entering `http://192.168.38.1` in a browser window.
 - Username = admin
 - Password = 1234



2. Click on Wireless

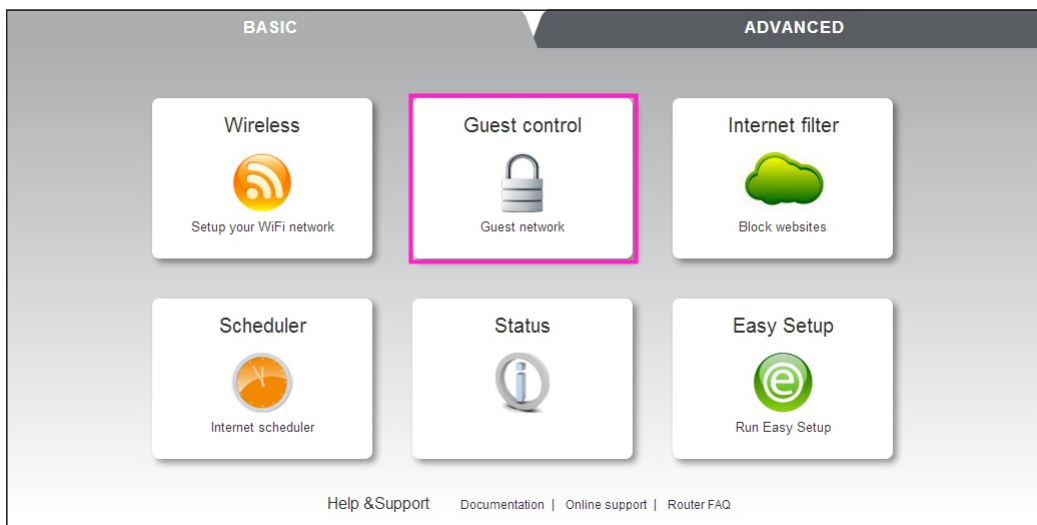


3. In the menu WIFI password, type in what password you wish to have for the 2,4GHz and then the 5GHz network
4. Click Save to apply the changes.

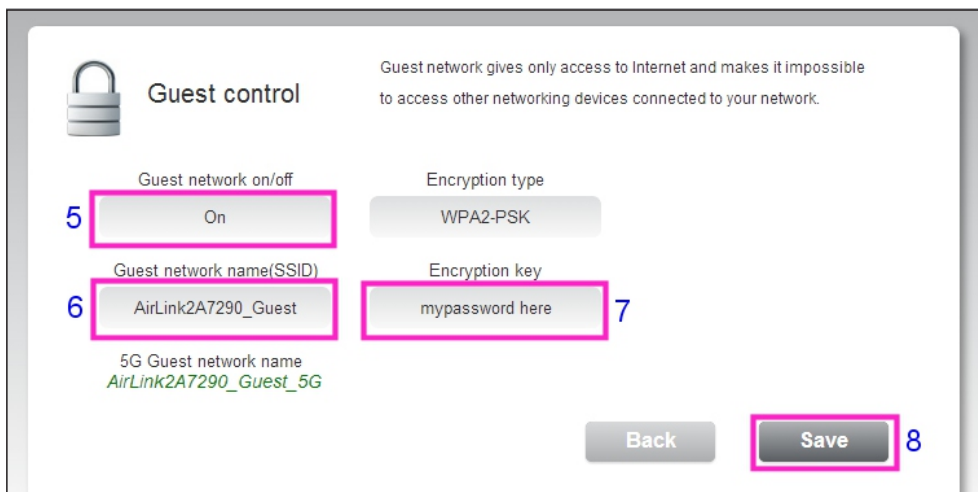
How to setup guest network

Guest network is a function where the router creates an extra wireless network in which devices connected only get access to the internet. Devices (like PC, tablets etc.) that are connected to the guest network are blocked from the local network, so they can't access local network resources like network hard drives, servers, printers, cameras, PCs etc.

1. Log into the router menu by entering `http://192.168.38.1` in a browser window.
2. Username = admin
3. Password = 1234
4. Click on Guest control



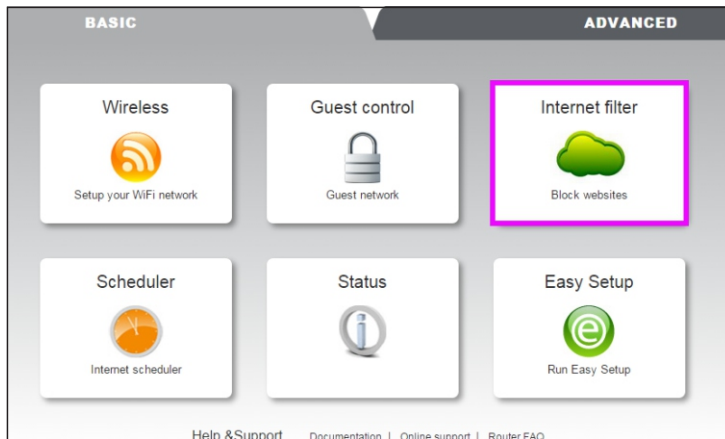
5. Set Guest network to ON
6. Enter the name you wish the guest network to have.
The network name for 5GHz will be generated automatically
* The name for the 5GHz network will be changed automatically to that you have chosen on the 2.4GHz.
7. Enter the password you wish to use
8. Click save to apply the changes
The guest network is now ready for use.



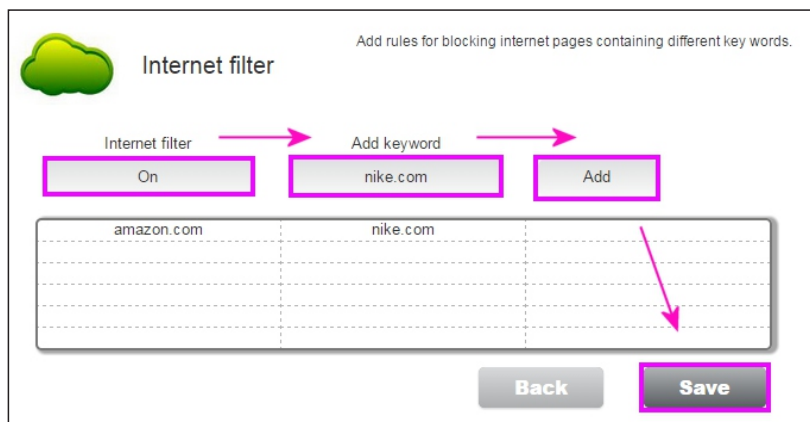
How to setup internet filter

If you want to block certain WEB pages you can use the Internet filter function. The WEB pages (URL) you add to this menu will be blocked for all devices connected to the Jensen router.

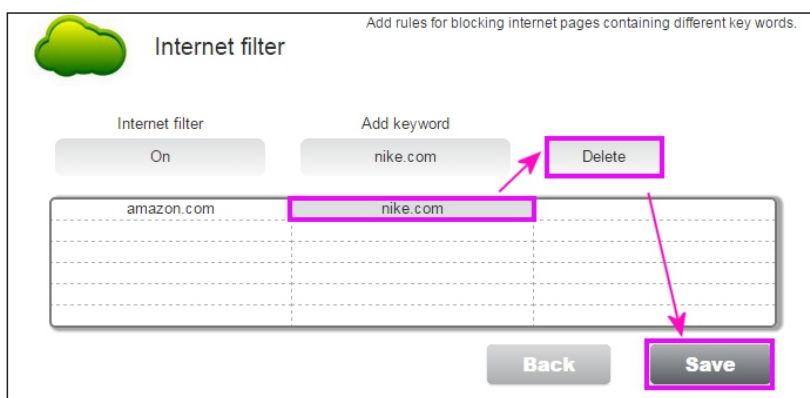
1. Log into the router menu by entering http://192.168.38.1 in a browser window.
2. Username = admin
3. Password = 1234
4. Click Internet filter



5. Set Internet filter = **On**
6. Enter the address(URL) you want to block and click **Add**.
7. Add more addresses the same way and then click **Save** when your are done.

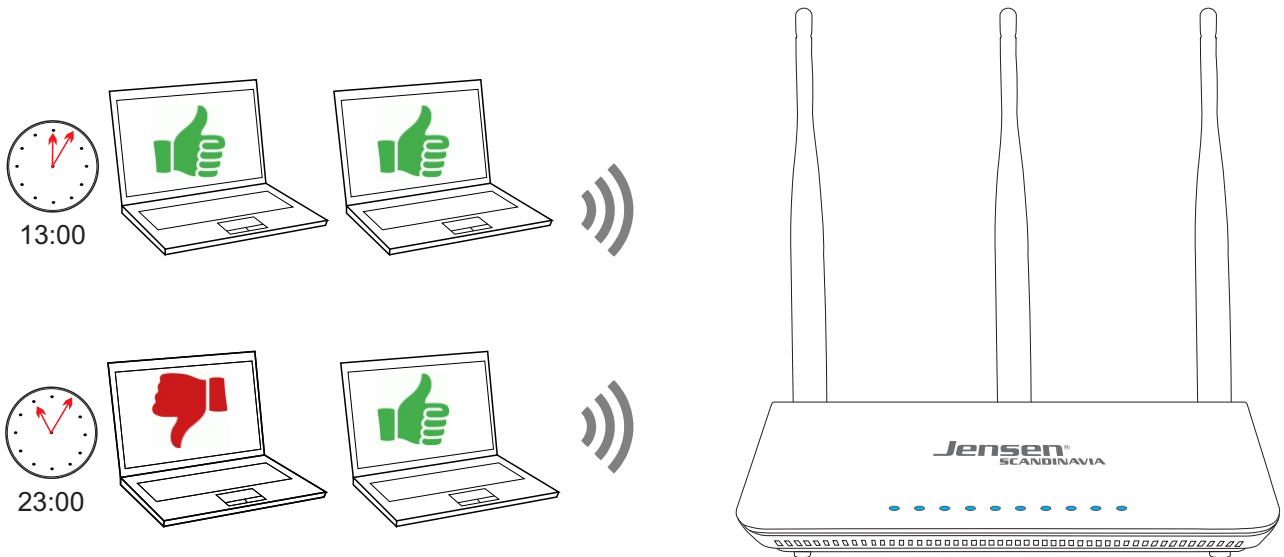


To delete an address from the list you just select the address from the list and click **Delete**. Then click **Save** to store.

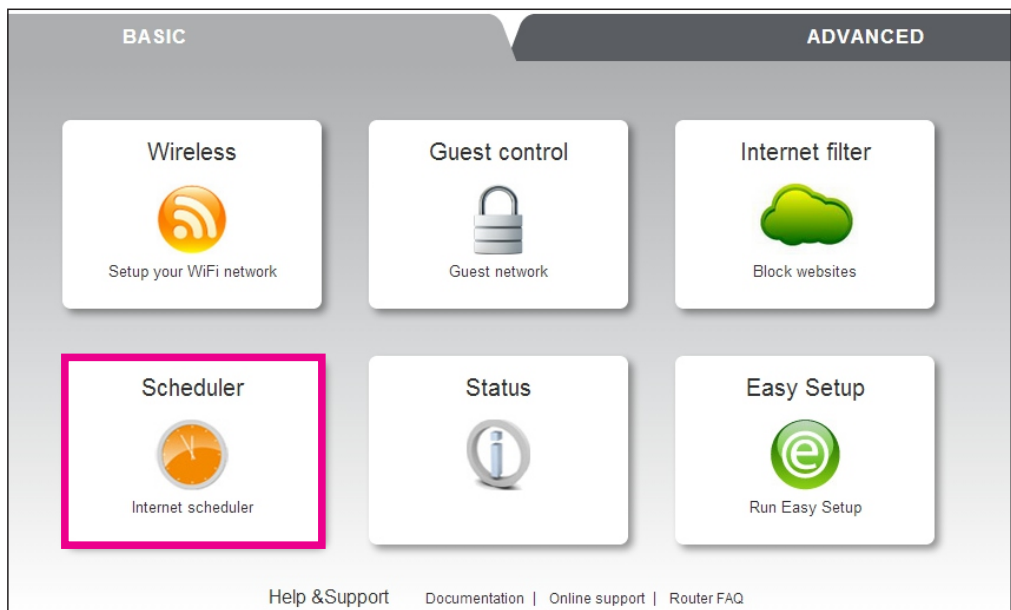


How to setup the scheduler (page 1 of 2)

With the scheduler you can block access to internet based on time/date.
You can add a schedule rule for all devices in your network or set it individually.



1. Log into the router menu by entering `http://192.168.38.1` in a browser window.
2. Username = admin
3. Password = 1234
4. Click Scheduler



How to setup the scheduler (page 2 of 2)

5. Activate scheduler by set it to **ON**
6. Select the device you want to setup from the list
7. Select which day(s) the scheduler rule shall be valid.
8. Select a start and end time for the scheduler rule.
9. Click **Add**

If you want to add more devices just repeater step 6-9 until you have added all you want.

10. Click Save
11. Then click **OK** to restart the Jensen router.

Scheduler

Add rules for blocking internet connection for each or all computers connected to your network.
Rule table is shown in advanced menu.

ON

Choose computer
work_computer

SUN	MON	TUE	WED	THU	FRI	SAT
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Start time: 21:00 End time: 08:00

Add rule
ADD

View Rules Back Save

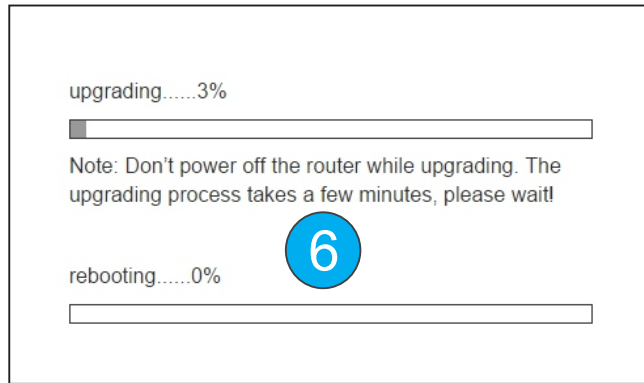
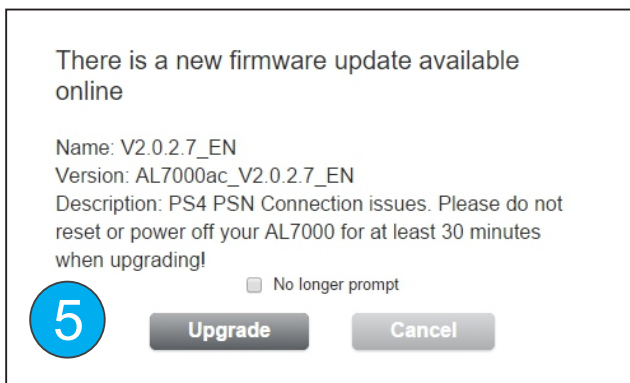
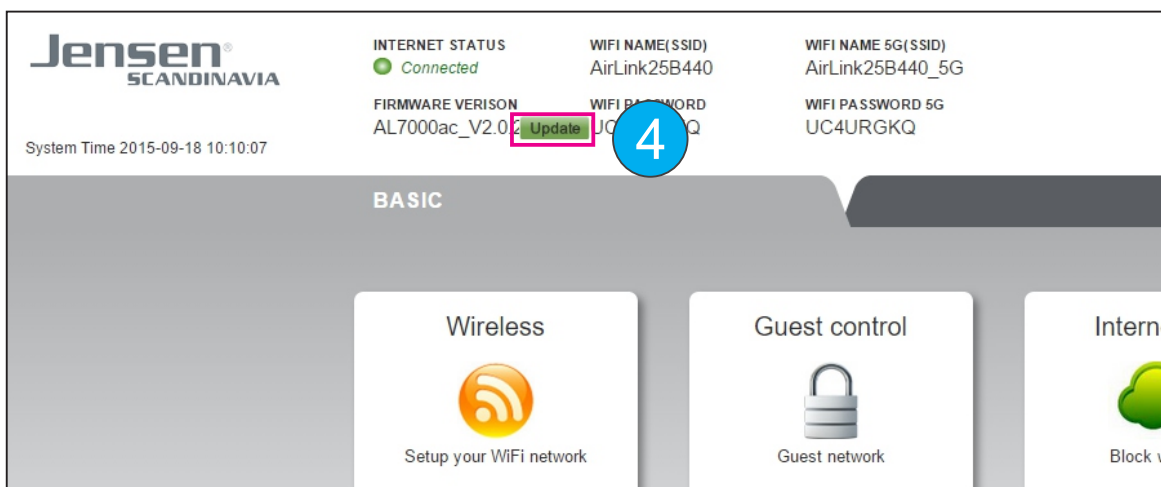
After the reboot your Jensen router will block access to internet based on the rule you have selected.

How to upgrade firmware

Firmware is the software that tells the router how to operate.
In cases where we want to add new features or fix errors we will launch a new firmware.

All the router models in this manual have automatic firmware upgrade.
This is how you check for new upgrade:

1. Log into router menu entering **http://192.168.38.1** in a WEB browser window.
2. Username = admin
3. Password = 1234
4. If there is a new firmware available you will see a green icon as shown below.
To start the upgrade you simply click on the green update icon.



5. You will then see a windows with information about the upgrade.
Click **Upgrade** button to start the upgrade procedure.
6. **IMPORTANT!!**
Do not disconnect power/cables from the router while the upgrade is performed.
The upgrade can take up to 30 minutes to complete.
The upgrade is completed when you are able to login to router menu using **http://192.168.38.1**

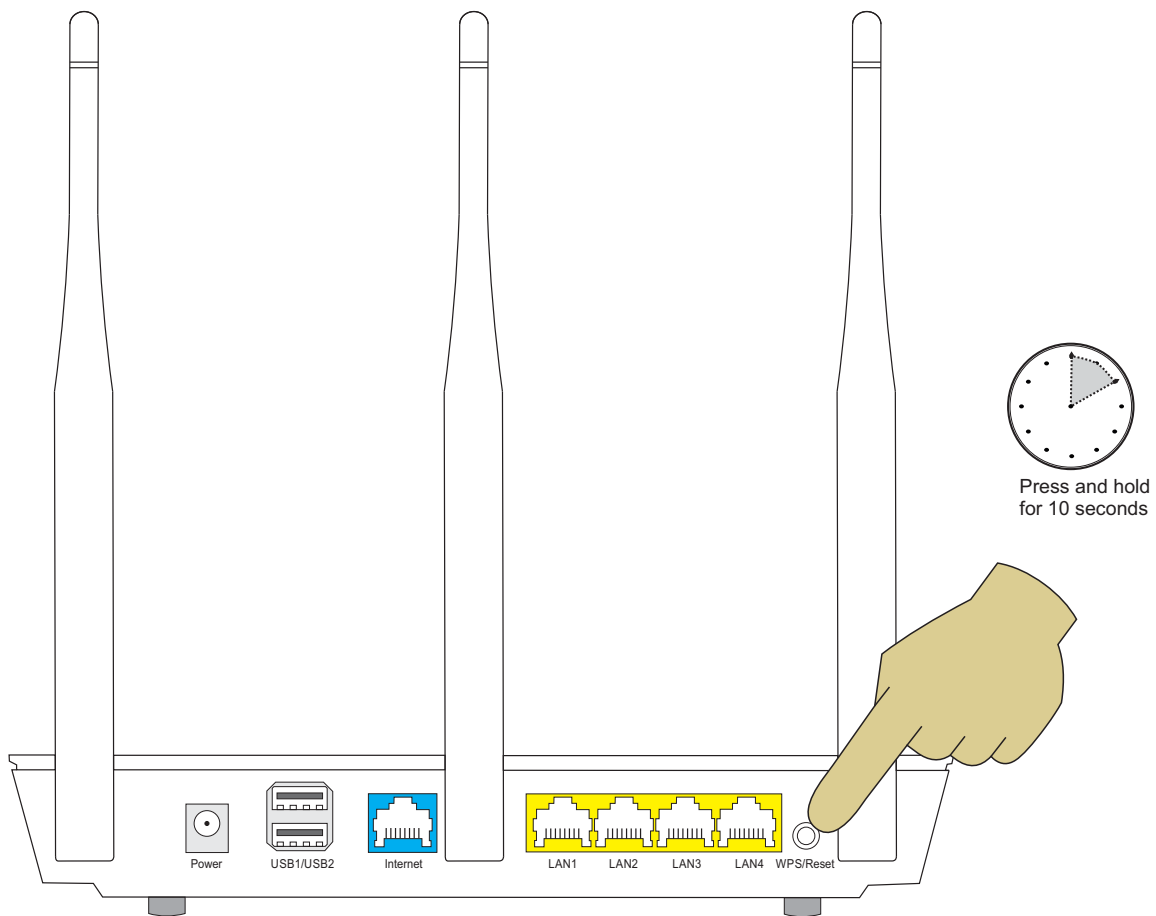
How do I reset the router?

If your router stops working or you have some problems with it, we recommend that you do a factory reset on it.

IMPORTANT! A reset will set all settings like network name, password etc. back to factory default, so if you have changed either the network name or password you will need to reconnect to the Jensen router using the default network name and password that are written on the product label (under the router)

A reset is done by press and hold the RESET/WPS button for 10(*) seconds.

*) For the model AirLink 1000AC you need to press RESET/WPS for 30 seconds to do a full reset.



Frequently asked questions

1. I get no access to the internet through my Jensen router.

In cases where you don't get access to the internet there can be several reasons. We recommend that you try out the following steps:

- A. Make sure that the device you are using (computer, smart phone etc.) is connected correctly to the Jensen router (wirelessly or by cable in LAN port 1,2,3 or 4).
See **page 3-10** for how to connect to the router in various operating systems.
- B. Make sure that the Jensen router is correctly connected to the internet modem.
See **page 2** for information on how to connect the router to the modem.
- C. Make sure that the internet modem is functional and connected.
You can usually see the modem connection status from the LED's on the modem.
Please see the manual for the modem for more information.
- D. If you still get no connection to internet we recommend that you try the steps on **page 11**.

2. I cannot access my router GUI using <http://192.168.38.1>

<http://192.168.38.1> is a local IP-address and will only work when connected to your local network. Make sure the device you are using (computer, smart phone etc.) is connected to the Jensen router by either wireless or cable (LAN port 1,2,3 or 4)

If your device is correctly connected and you still cannot access <http://192.168.38.1> we recommend that you do a reset of the router and try again. Please see **page 24** for how to reset the router.

3. The wireless connection is unstable and/or poor performance.

The reason for unstable Wi-Fi is usually interference from other wireless networks in the area. The solution to this is to change the channel your Jensen router is using. Please see **page 12 to 15** for information on how to improve your wireless network.

4. One of my devices will not connect to the wireless network.

If you have problem connecting a device to your wireless network we recommend that you change the network name and password on the router and then try connecting again. Please see **page 17 and 18** for information on how to change network name and password.

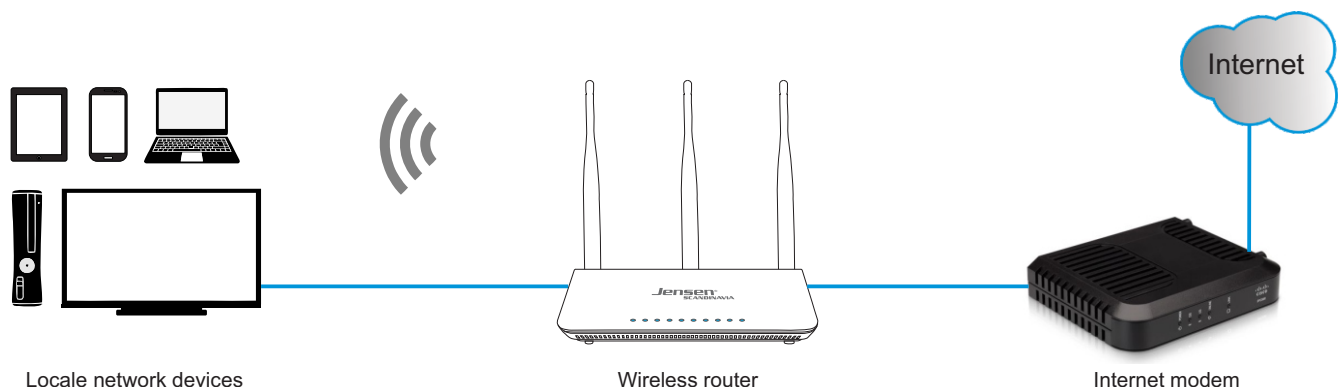
5. Why can't I connect to 5GHz network?

If you have a Jensen dual-band router (transmits on both 2.4GHz and 5GHz) and can only connect to the 2.4GHz network, then your device most likely does not support the 5GHz frequency. Most of the today's products now support both the 2.4GHz and 5GHz frequency, but older devices most likely only support the 2.4GHz.

In order for a device to connect to 5GHz network it needs to support the standards 802.11a, n or ac.

6. Basic computer network components

A home network consists of an internet modem supplied by your Internet provider, a wireless router, as well as the different devices you connect, like PCs, tablets, smartphones, etc.



Where can I get more help?

If you need additional support you can call our phone support or send us an email.



Phone

All JensenScandinavia products that come with a Support-id offer 12 months free support from the date of purchase. You are able to talk with a customer service representative in your local language (Danish, English, Finnish, Norwegian or Swedish)

Norway 22 32 30 76
Sweden 08 38 30 00
Denmark 70 70 21 22
Finland 09 455 21 22

Opening hours

Monday - Friday 8 - 20
Saturday 14 - 18



e-mail

If you prefer using e-mail, you can send us an e-mail at support@jensenscandinavia.com

In order for us to give you the best help quality, please include following information in your e-mail:

- * **Which Jensen product do you have?**
- * **Which other products do you use in combination with your Jensen product?**
- * **A full description of the problem**

Normally we will reply to your request within one working-day.



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<https://www.facebook.com/jensenscandinavia>