

AirLink 2400 FAQ

- Page 2 What is AL2400AC?
- Page 2 What is dual-band?
- Page 3 What's the difference between AP, Repeater and Client mode?
- Page 4 Setup AL2400AC as a repeater
- Page 6 How to setup and use AL2400AC in AP mode
- Page 7 How to change name and password on AL2400AC in AP mode.
- Page 9 Setup AL2400AC as an Client
- Page 11 Setup AL2400AC using WPS in repeater mode
- Page 12 Setup AL2400AC using WPS in AP mode
- Page 13 Setup AL2400AC using WPS in Client mode
- Page 14 Where should I place the AL2400AC?
- Page 14 How do I reset AL2400AC to factory default?
- Page 15 The AL2400AC will not connect to my network!
- Page 16 AL2400AC LED
- Page 17 Where can I get more help?

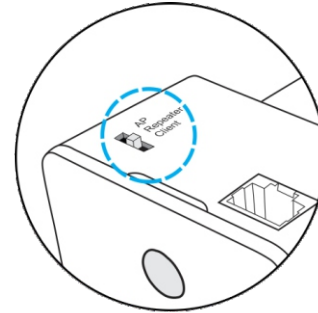


What is AL2400AC?

AL2400AC is a wireless dual-band repeater, which you can use to expand the coverage of your wireless network in just a few steps. It can also be an Access Point or Access Point Client.

The setup of AL2400AC can be done from your computer, smart phone or pad (wirelessly or by cable)

On the AL2400AC you will find a switch where you can select which mode you want to use the AL2400AC in. Please see page 3 for a description of the different modes.

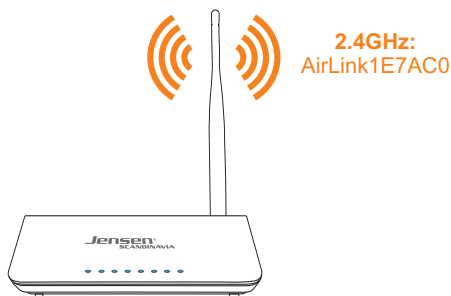


What is dual-band?

Wireless networks have until recently mainly used the 2.4GHz frequency to transmit / receive data. Today wireless networking are widely used, which means that there are often many networks within the same area. The 2.4GHz frequency is divided into 13 channels that overlap each other, which often resulting in interference if there are several networks using the same frequency/channels. There are also a lot of other electronics that also uses 2.4Ghz, so that the source for interference are numerous.

A dual-band router transmits at the 5GHz frequency in addition to 2.4GHz, hence the name dual-band.

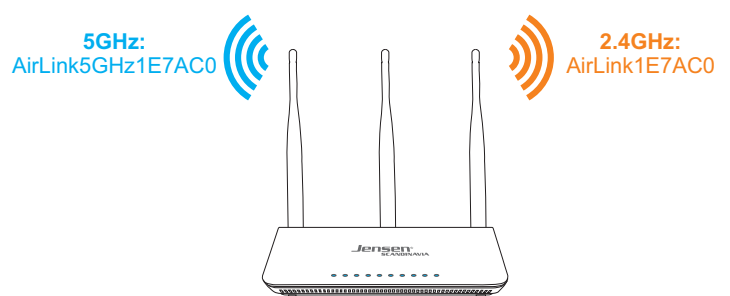
singel-band



Jensen dual-band routers:

Air:Link 3000DG
Air:Link 5000AC
Air:Link 7000AC

dual-band



Jensen with only 2.4GHz

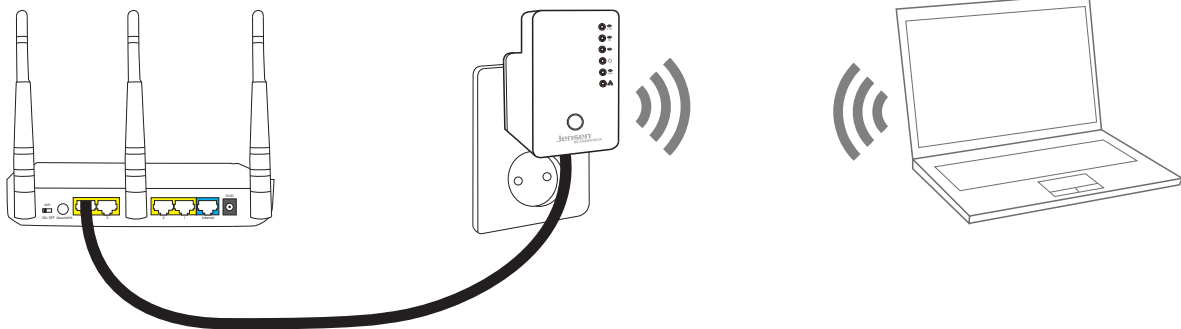
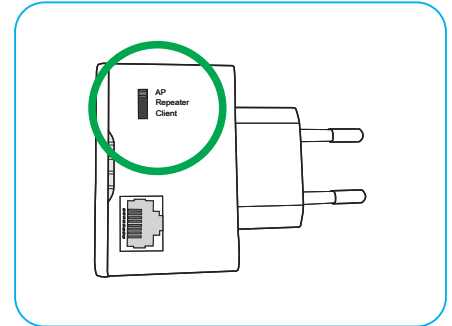
Air:Link 1000G
Air:Link 59300
Air:Link 29150
Air:Link 3G

What's the difference between AP, Repeater and Client mode?

AP (Access Point)

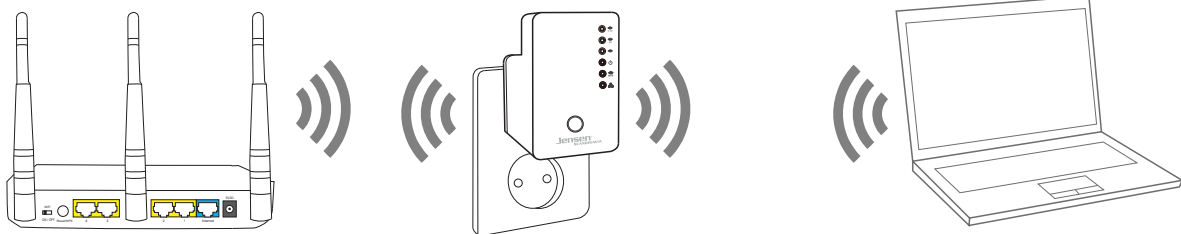
In AP (Access Point) mode the AL2400AC will work as a wireless transmitter. In AP mode you MUST connect the AL2400AC to your wireless router using a network cable.

In AP mode the AL2400AC will transmit a wireless network on both 2.4GHz and 5GHz frequency.



Repeater

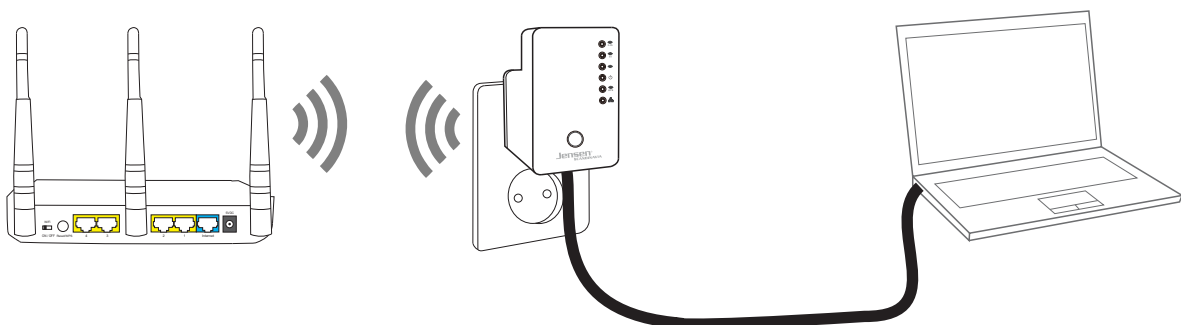
In repeater mode the AL2400AC will work as an extender/repeater for an existing wireless network. If the existing wireless network is a dual-band (both 2.4GHz and 5GHz) the 2400AC will be able to extend both networks at the same time.



Client

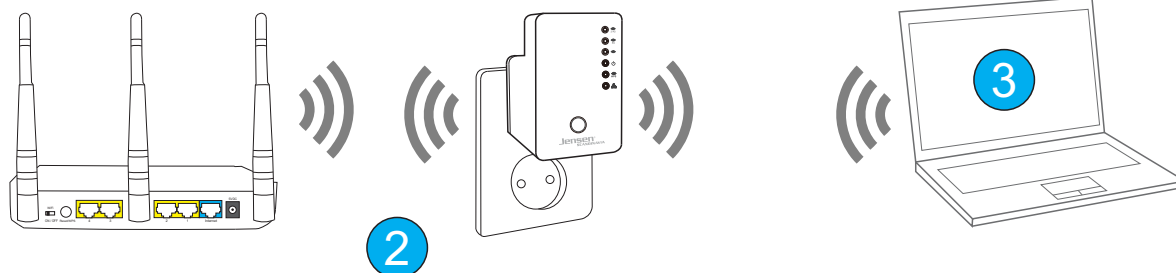
In Client mode the AL2400AC works as a wireless receiver.

The usage for Client mode can be to connect devices that doesn't have wireless built-in to the wireless network, like TV, setup-box, computers etc.

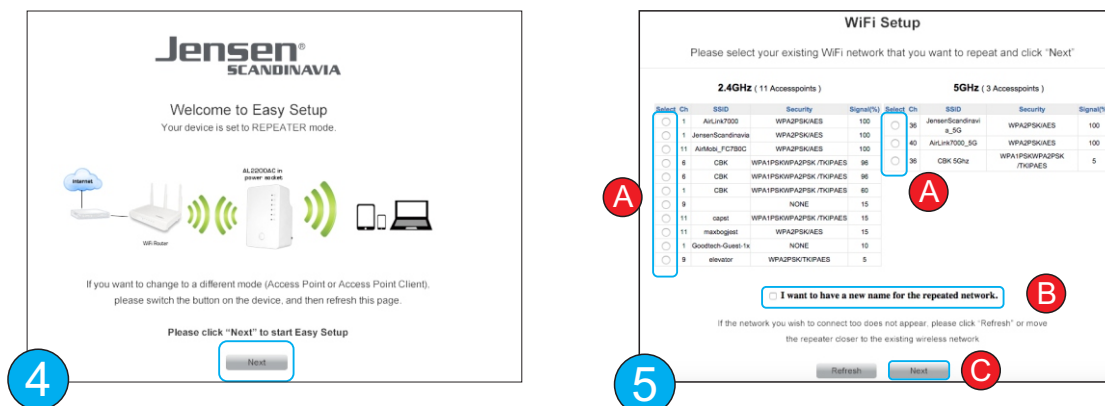


Setup AL2400AC as an repeater (page 1 of 2)

In repeater mode the AL2400AC will work as an extender/repeater for an existing wireless network.
If the existing wireless network is a dual-band (both 2.4GHz and 5GHz) the 2400AC will be able to extend both networks at the same time.



1. Please set the switch to Repeater position.
2. Place the AL2400AC in an available power outlet near (3m) the existing wireless router.
3. Do a search for available wireless networks (via computer, tablet, smartphone etc.) and connect to the network called **AirLink2400AC**



4. Open a WEB browser window (Internet Explorer, Chrome etc.) and enter ***http://airlink.setup*** og trykk **Enter**.

Click **Next** when you see the welcome screen.

5. A list of all available wireless networks (sorted by 2.4GHz and 5GHz) will be shown. Please select your wireless network(s) from the list.
 - a) If the existing wireless network is dual-band (2.4Ghz and 5GHz) you can select both networks at this point. This will result in AL2400AC repeating both networks at the same time.
 - b) If you wish change the name of the new wireless network you can select «*I want to have a new name for the repeated network*»
 - c) Click **Next**.

Setup AL2400AC as an repeater (page 2 of 2)

6

6. Enter the password of the existing wireless network and click next.

7

7. Please enter the name you want to use for the new wireless network and click **Next**.

* This option is shown only if you selected to change the network name in step 5b.

8

8. The AL2400AC is now finished the setup and ready for use.

You can now move the AL2400AC to the area where you want the extended coverage (*)

* In order for the AL2400AC to work properly it must be placed so it can receive fairly good signals from the main wireless network. Please see page 16 for how to see LED status.

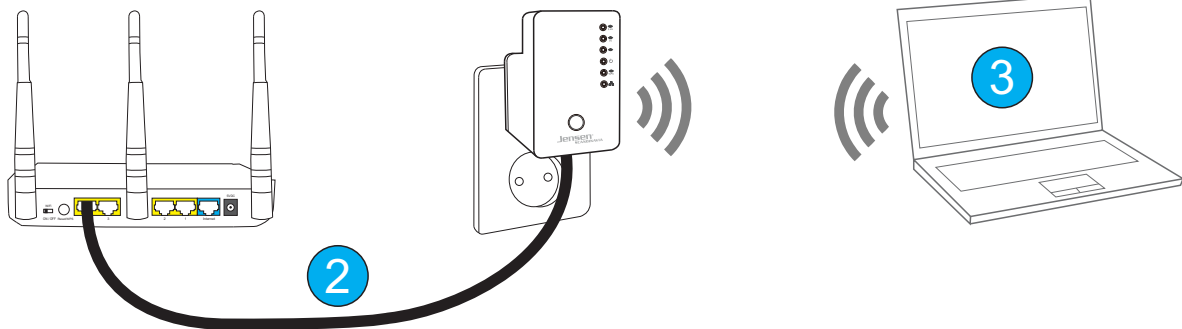
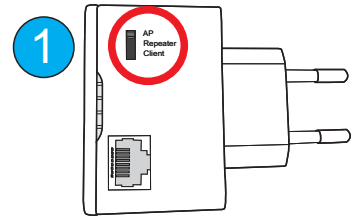
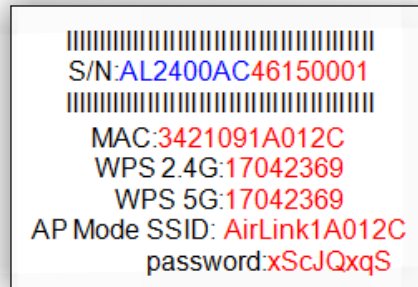
How to setup and use AL2400AC in AP mode

In AP (Access Point) mode the AL2400AC will work as a wireless transmitter. In AP mode you MUST connect the AL2400AC to your wireless router using a network cable.

In AP mode the AL2400AC will transmitt a wireless network on both 2.4GHz and 5GHz frequency.

In AP mode AL2400AC is already setup with an unique network name and password.

The network name for both 2.4Ghz and 5GHz can be seen on the product label.



1. Please set the switch to AP position.
2. Place the AL2400AC in an available power outlet and connect it to the existing network (router or wireless router) using the enclosed network cable.
3. To connect to the AL2400AC wireless network do a search for available wireless networks. On the product label you will find the network name (AirLinkxxxxx) of the AL2400AC. Select the correct wireless network and connect to it.
4. Enter the password for the AL2400AC wireless network and click Connect/OK. The password (8 characters) can be found on the product label.

If the AL2400AC is connected to a working internet connection you should get access to internet.

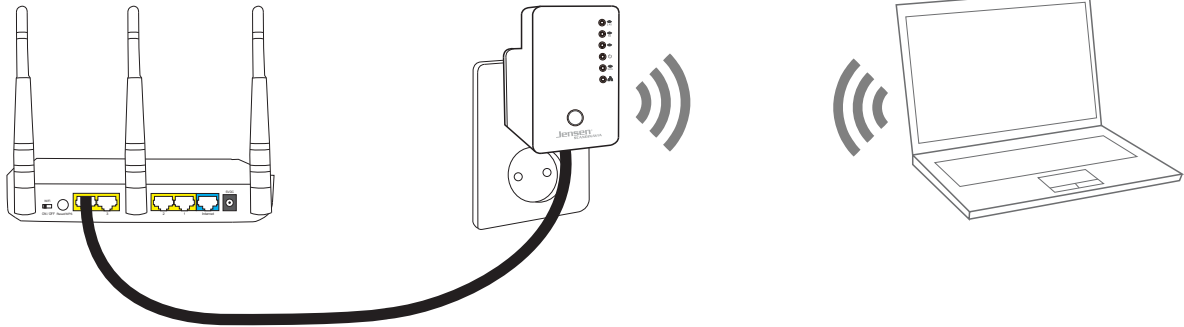
IMPORTANT!

In order for the AL2400AC to work in AP mode it is important that it is connected to a modem/router with the router function enabled.

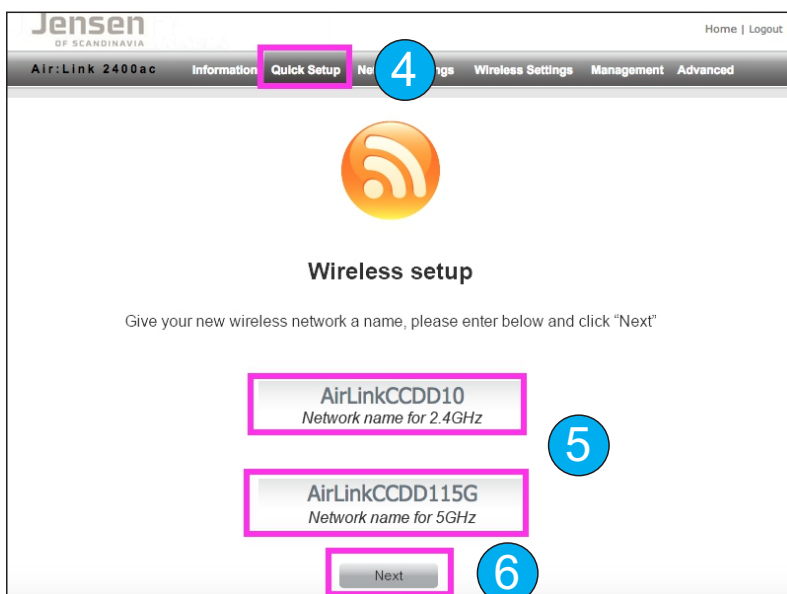
If you don't get access to internet through AL2400AC in AP mode the problem is most likely that the router/modem does not have an active router function.

How to change network name and password on AL2400AC in AP mode.

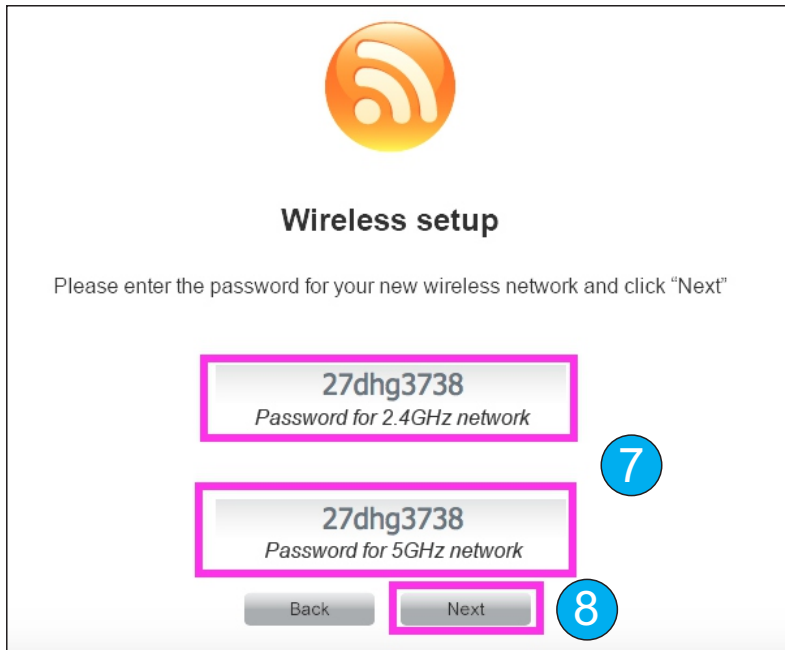
To be able to login to the main menu of AL2400AC your computer MUST be connected wirelessly to the AL2400AC and AL2400AC must be connected to the wireless router/modem by cable.



1. Please see previous page for how to setup AL2400AC in AP mode.
2. Open a WEB browser (Chrome, firefox etc.) and enter **http://airlink.setup**
3. Username = **admin** and password = **1234**
4. Click **Quick Setup**

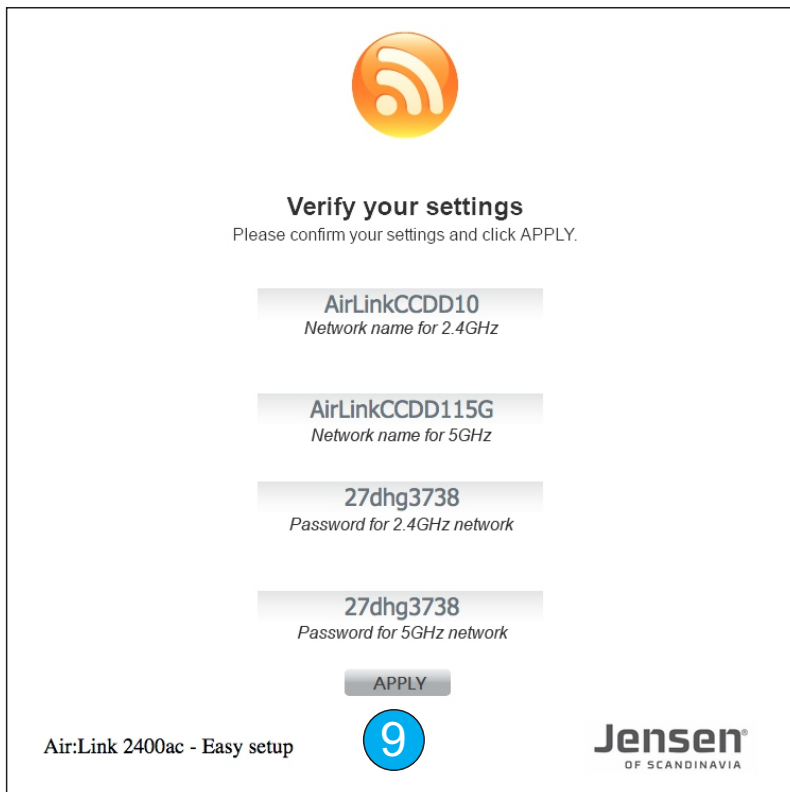


5. Enter the name you want to have for the 2.4GHz and 5GHz network
6. Click **Next**



7. Enter the password you want to use for the 2.4GHz and 5GHz network.

8. Click **Next**



9. Click **Apply**

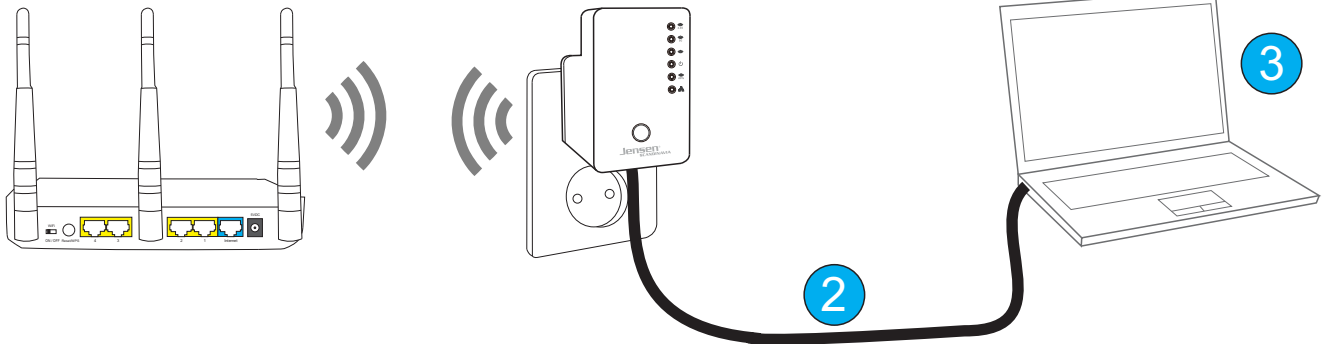
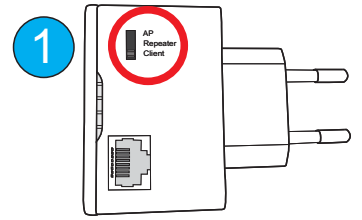
The AL2400AC will now do a reboot.

After reboot it is ready for use with the new network name and password.

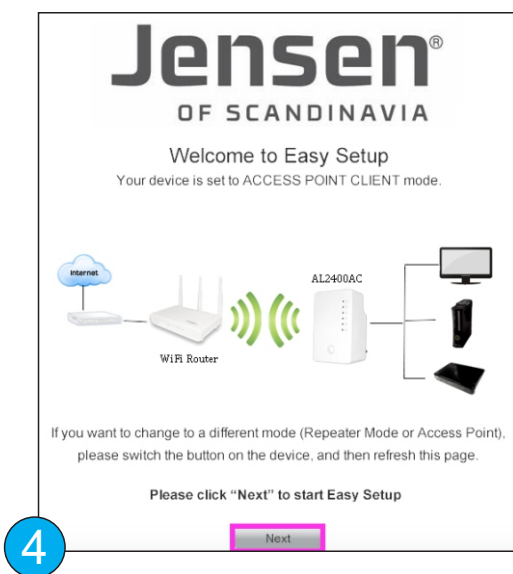
Setup AL2400AC as an Client (page 1 of 2)

In Client mode the AL2400AC works as an wireless receiver. The usage for Client mode can be to connect devices that doesn't have wireless built-in to the wireless network, like TV, setup-box, computers etc.

To setup AL2400AC in Client mode you **MUST** connect it to your computer using a network cable.



1. Please set the switch to CLIENT position.
2. Place the AL2400AC in an available power outlet near (3m) the existing wireless router.
3. Open a WEB browser (Chrome, firefox etc.) and enter **http://airlink.setup**
4. Click **Next** when you see the welcome screen.



5. Select the wireless network you want the AL2400AC to connect to from the list and click **Next**.

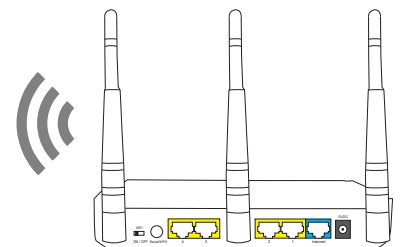
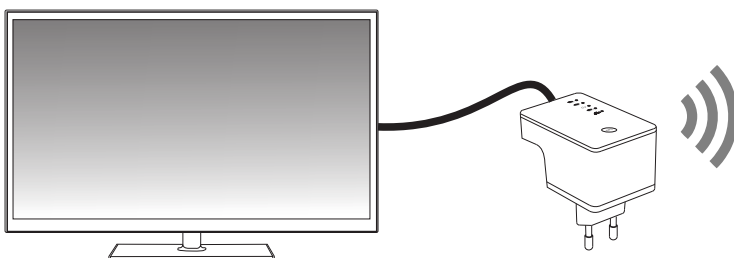
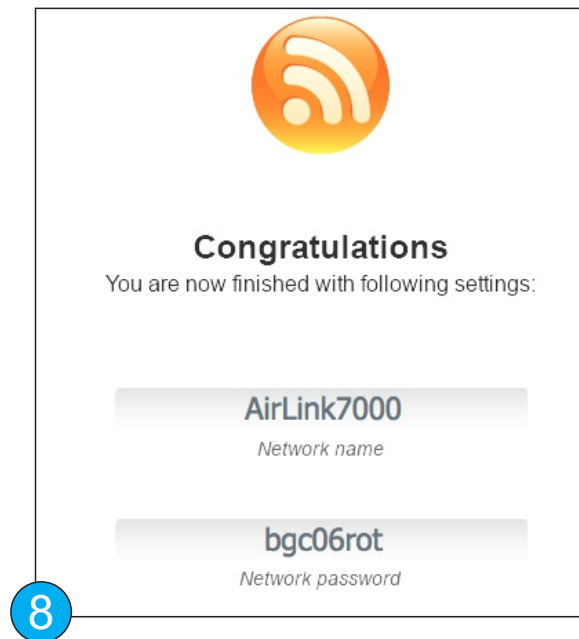
Setup AL2400AC as an Client (page 2 of 2)

6. Enter the password for the wireless network and click **Next**.



7. Please wait while the AL2400AC connects to the wireless network.

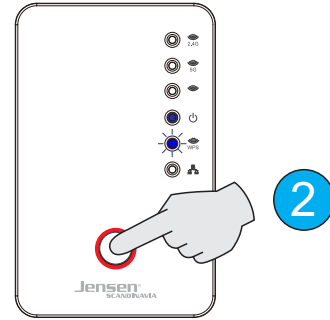
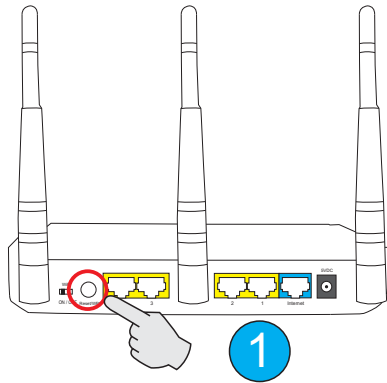
8. When you see the below screen the AL2400AC is finish setup and ready for use. Devices you connect to AL2400AC by cable will get access to internet.



Setup AL2400AC using WPS in repeater mode

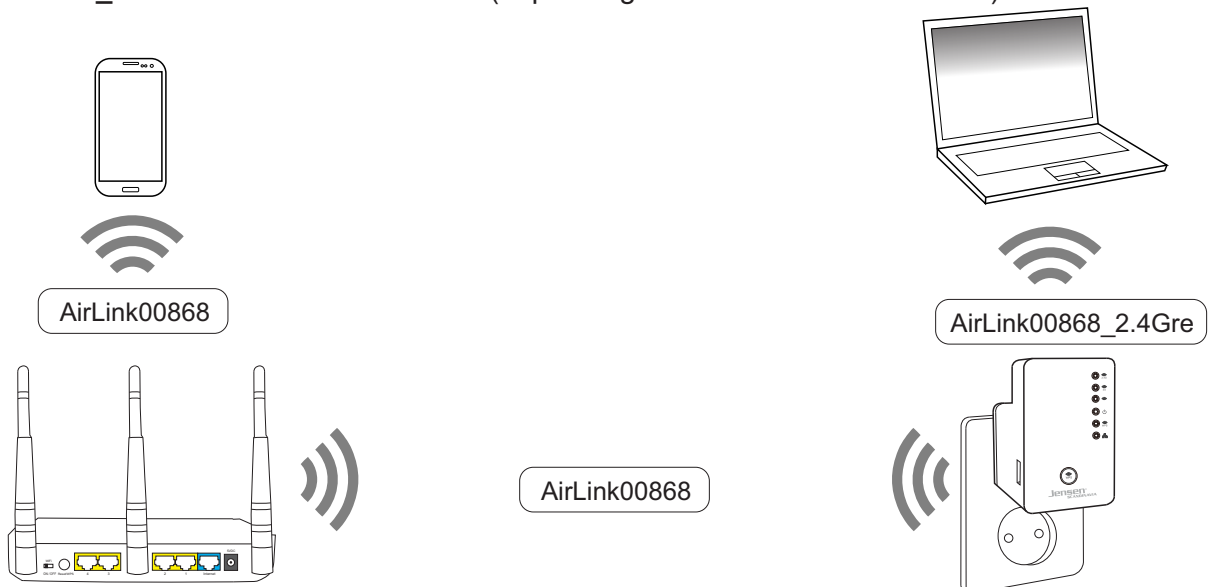


WPS is a standard for easy and secure setup and connection without the need of enter any encryption key.
A WPS connection is done by pushing a button on both devices, or enter a pin code.



Please make sure that the WPS function in your wireless router is enabled.
See manual for wireless router for how to use WPS.

1. Click the WPS button on the wireless router (usually for 2-3 seconds).
2. Click the WPS button on the AL2400AC for 2 seconds.
3. The WPS LED will flash slowly when WPS is enabled.
4. The WPS LED will start flashing fast when there is a successful WPS connection.
5. Please wait 1 minute for the AL2400AC to reboot and reconnect.
6. Now do a search for wireless networks on your device (computer, tablet etc.).
The extended network from AL2400AC will have the same name as existing network with added **_2.4Gre** and/or **_5Gre** at the end of the name (depending on which network chosen).

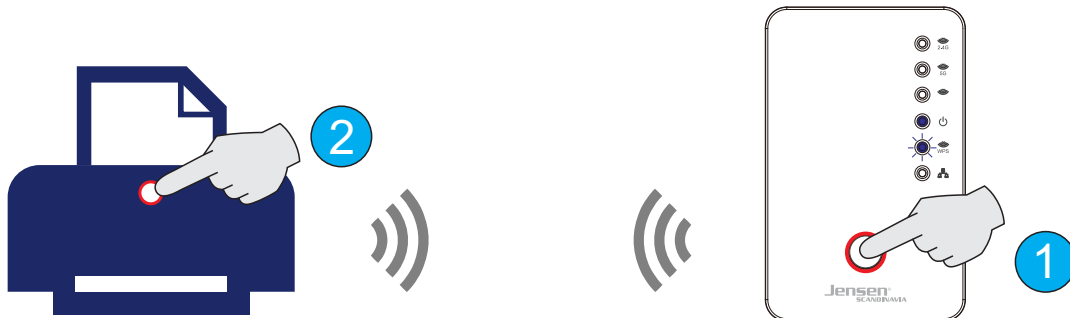


Setup AL2400AC using WPS in AP mode



WPS is a standard for easy and secure setup and connection without the need of enter any encryption key.

A WPS connection is done by pushing a button on both devices, or enter a pin code.

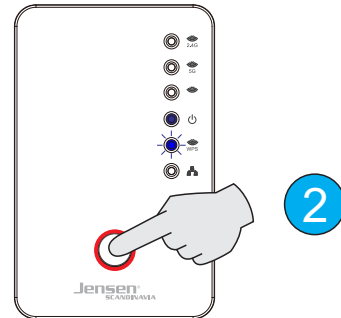
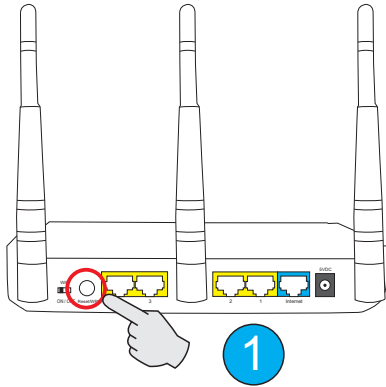


1. Press the WPS button on the AL2400AC for 2 seconds. WPS LED will start flashing.
2. Press the WPS button for 2 seconds on the device (e.g. printer) you want to connect to AL2400AC.
3. The WPS LED on AL2400AC will flash slowly until there is a device connected to it.
4. When there is an successfull connection to an device the WPS LED will flash fast.
5. Please wait one minute for the AL2400AC to do a restart and re-connect.
6. The newly added device should now connect to AL2400AC within 1 minute.

Setup AL2400AC using WPS in Client mode

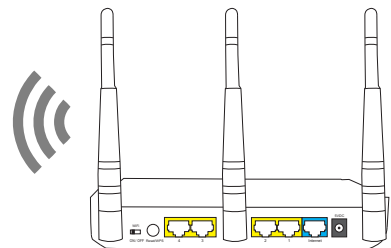
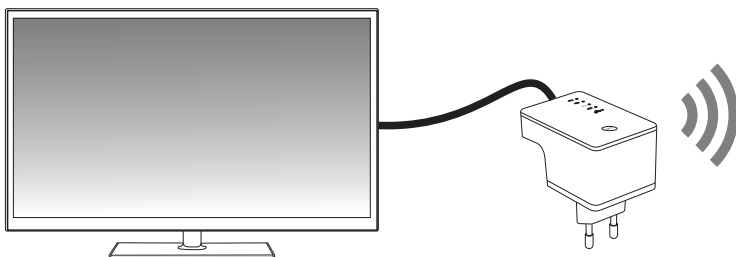


WPS is a standard for easy and secure setup and connection without the need of enter any encryption key.
A WPS connection is done by pushing a button on both devices, or enter a pin code..



Please make sure the WPS function is enabled in your wireless router.
See manual/FAQ for your router for how this is done.

1. Press the WPS button for X seconds(*) on the wireless router.
See the manual for your router how to do WPS.
2. Press the WPS button for 2 seconds on the AL2400AC.
3. The WPS LED on AL2400AC will now flash slowly.
4. When there is an successful connection to an device the WPS LED will flash fast.
5. Please wait one minute for the AL2400AC to do a restart and re-connect.
6. The AL2400AC is now connected to the main wireless network and you can now connect the AL2400AC to the device you will give internet access to (e. g. TV, set-up box, computer etc.) using a network cable.



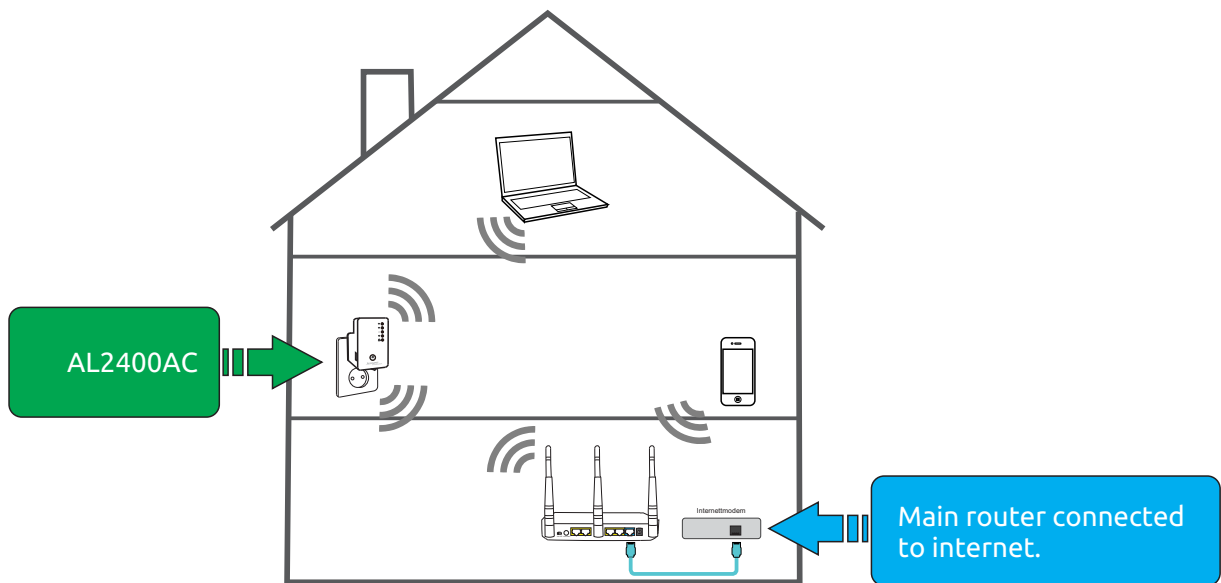
Where to place the AL2400AC?

In order for AL2400AC to work optimally it is important the you place it so it can receive good signales from your exisiting wireless router.

Please avoid placing AL2400AC inside cabinets, behind the TV, inside tv bench etc. or near other equipment that can generate electro magnetic radiation (TV, speakers, amplifiers etc.)

The speed/performance you get from AL2400AC is very much depending on the quality of the received signal.

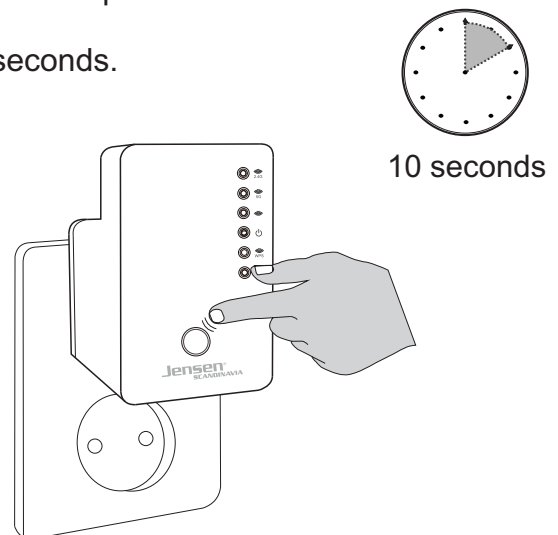
**We recommend you to pay attention to the 2.4/5GHz LED when placing AL2400AC.
Please see page 16 for more information about LED status.**



How do I reset AL2400ac to factory default settings?

If you want to setup the AL2400AC for a different network or have any problem with it, you can reset it back to factory default settings by following this four steps.

1. Plug the AL2400AC into to power outlet and wait 20 seconds.
2. Press and hold the WPS button for 10 seconds.
3. The WPS LED will start flashing when the reset sequence are enabled.
4. Wait 30 seconds before you switch it off or start a new setup.



The AL2400AC will not connect to my network! (Repeater / Client mode)

If you have any problems connecting your AL2400AC please check below steps.

1. Placement

AL2400AC will work partially/not work if you place it outside of the coverage of your wireless network. To see the status of the received signal on AL2400AC, please see page 16.

We recommend that you place AL2400AC near your existing wireless router when set it up.

2. Selected network

Please make sure you select the correct wireless network when setup AL2400AC.

Normally you will find the name of your wireless network on the router label.

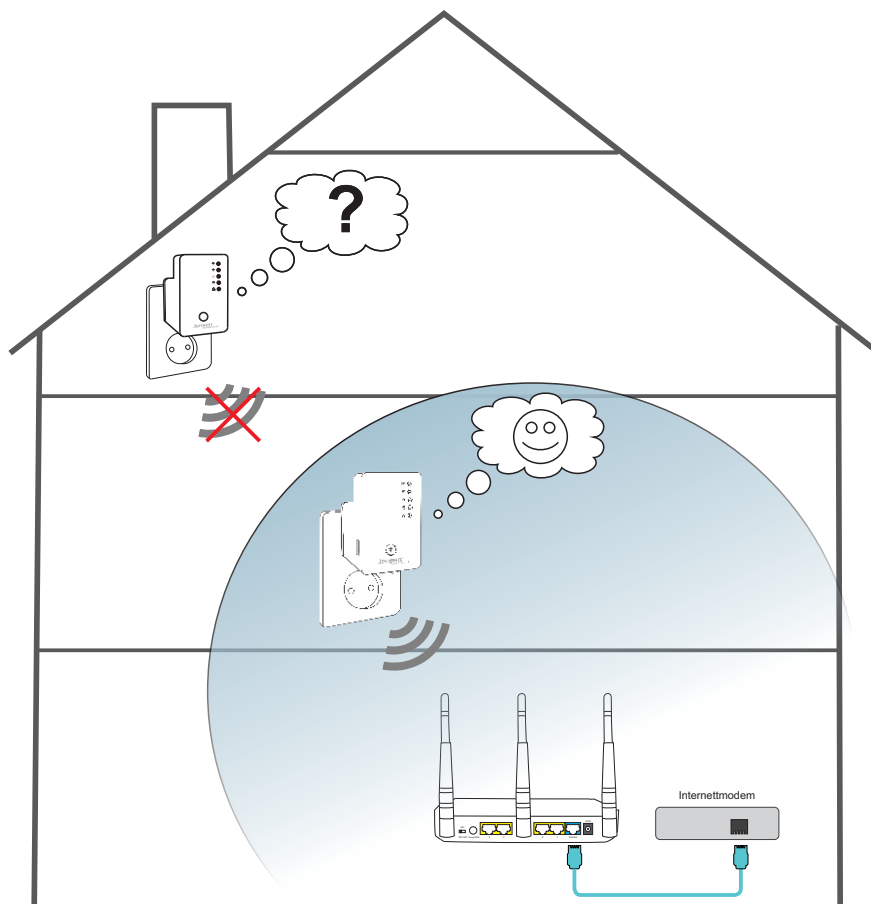
3. Encryption key

Please make sure you enter correct encryption key when setup AL2400AC.

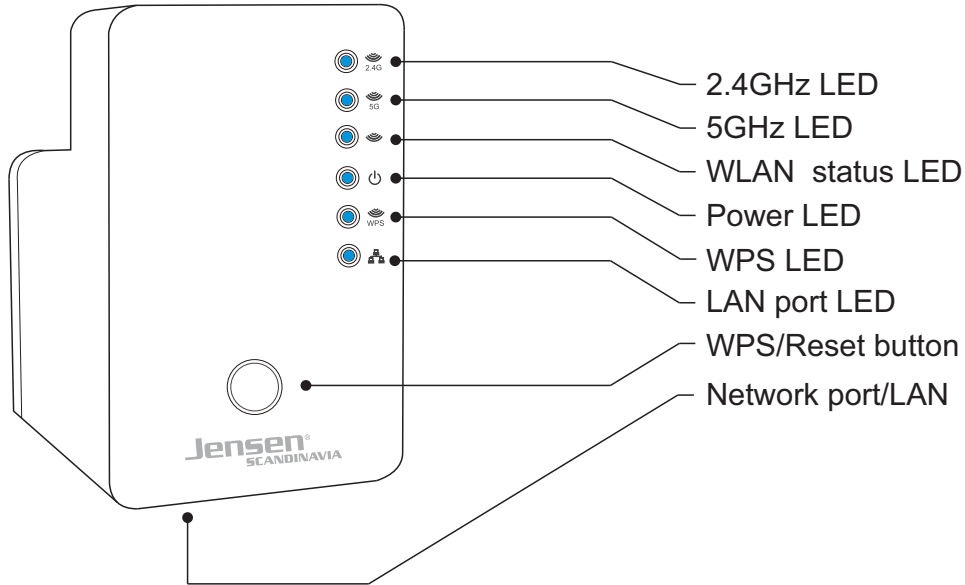
Normally you will find the encryption key for your wireless network on the router label.







Note! If you have changed the encryption key by yourself you need to use this one.

If you have any problem when setup AL2400AC we recommend you to reset it back to factory default, and then start the setup process over again.



AL2200AC LED



LED	Color	LED status	Description
Signal strength  2.4G  5G	Blue	Steady	Excellent signal strength 100 - 50%
		Slow flashing	Poor signal strength <50 - 25%
		Quick flashing	Poor signal strength <25%
		Off	No signal / not connected or AL2400AC is in LED off mode.
	Blue	Flashing	Transmitting / receiving signals
		Off	WiFi is OFF or the AL2400AC is in LED off mode
	Blue	Flashing	AL2400AC is booting / starting up.
		On	Power is turned on and system is boot up.
 WPS	Blue	On	When a WPS connection is successful the LED will be on for 5 min.
		Slow flashing	WPS is in progress (Waiting for a WPS connection)
		Quick flashing	WPS error
	Blue	Flashing	LAN port active (transmitting/receiving of data)
		On	A device is connected to the LAN port.

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)

Free support

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.



Facebook

You are welcome to visit our facebook page
<http://www.facebook.com/pages/Jensen-Scandinavia/144145278972471>