

TROUBLE SHOOTING STEPS GUIDE

HARDWARE INFORMATION

1. What is the Linksys RE6350 AC1200 Wi-Fi Range Extender?

The **Linksys RE6350 AC1200 Wi-Fi Range Extender** is a dual-band wireless range extender that helps boost your router's Wi-Fi® range up to 7500 sq. ft. for better coverage and signal strength. To know more, click [here](#).

2. What is included in the Linksys RE6350 package?

The following items are included in the Linksys RE6350 package:

- One Linksys RE6350
- Quick Start Guide
- Regulatory Information Booklet

3. What are the parts of the Linksys RE6350?

The Linksys RE6350 has the following parts:

- Wi-Fi Protected Setup™ (WPS) button
- Power / WPS light indicator
- Reset button

4. What does the Power / WPS light on the Linksys RE6350 indicate?

Power Light	Status / Description
Blinking Green	<ul style="list-style-type: none">• Starting up• Resetting to factory defaults• Upgrading firmware
Solid Green	<ul style="list-style-type: none">• Ready to use
Solid Orange	<ul style="list-style-type: none">• Weak connection with the router <p>Fix: Unplug the range extender, and move it closer to the router.</p>
Blinking Orange	<ul style="list-style-type: none">• Not connected to the router or other error<ul style="list-style-type: none">○ Make sure your router has an internet connection and Wi-Fi is turned ON.○ If the router is in order, unplug the range extender, move it closer to the router. Then, plug it back in. Wait for one minute and reconnect to your network.• WPS pairing failed

5. What is the warranty period of the Linksys RE6350?

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The warranty period is dependent on the country of purchase. For more information about your device's warranty, click [here](#).

6. What are the product requirements of my Linksys RE6350?

The product requirements are:

- Existing 802.11 a/b/g/n/ac wireless router or access point
- A Windows®, Mac® computer, or tablet with Wi-Fi capability
- AC power outlet
- Browsers:
 - Internet Explorer® 8 or higher
 - Safari® 5.1 for Mac® or higher
 - Google Chrome™ 25.0 or higher
 - Firefox® 20 or higher

7. What are the product features of my Linksys RE6350?

Below are the product features of the Linksys RE6350:

- 802.11ac
- Concurrent Dual-Band
- N300 + AC867 Mbps Speeds
- Cross-Band Technology
- Beamforming Technology
- Compact Design
- Easy Setup with Spot Finder
- 2 x 2 Spatial Streams
- Eliminate dead zones and boost coverage
- Wireless Security (WEP, WPA™, WPA2™, and WPA2™ / WPA™ Mixed Mode)

SETUP & INSTALLATION

1. How do I set up the Linksys RE6350?

Setting up the Linksys RE6350 is made fast and easy because of its CD-less setup. Now you can run the setup from a web browser even if your device does not initially have an internet connection and is on factory settings. Click [here](#) to learn how to set up the Linksys RE6350 using the browser based setup.

2. Can I set up the Linksys RE6350 using a tablet?

Yes.

3. What is the default IP address and password used by the Linksys RE6350?

If the Linksys RE6350 does not detect a Dynamic Host Configuration Protocol (DHCP) server in your network and has not obtained an IP address from a router, its default IP address is **192.168.1.1** and password is **admin**.

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4. How do I set up my Linksys RE6350 using the Wi-Fi Protected Setup™ (WPS)?

To learn on how you can set up the range extender using WPS, click [here](#).

5. Do I need to install Setup Software on my computer?

No.

6. How do I reset my Linksys RE6350?

To reset the Linksys RE6350 to its factory defaults, press and hold the **Reset** button for **10 seconds**.

FIRMWARE UPGRADE

1. How do I upgrade the firmware of the Linksys RE6350?

You can upgrade the firmware of the Linksys RE6350 using its **Auto update** feature or **Manual update**. For detailed instructions on how to do these, click [here](#).

WIRELESS CONNECTION & SECURITY

1. What wireless security modes does the Linksys RE6350 support?

The Linksys RE6350 supports **WEP**, **WPA™**, **WPA2™**, and **WPA2 / WPA Mixed Mode** security types.

2. Which wireless connection standards and frequencies are supported by the Linksys RE6350?

The Linksys RE6350 supports **802.11a**, **802.11b**, **802.11g**, **802.11n**, and **802.11ac** standards. It also supports the **2.4 GHz** and **5 GHz** frequencies simultaneously.

3. What is the maximum PHY Data Rate for each band?

The maximum wireless speed for the 2.4 GHz band is **300 Mbps** and the maximum wireless speed for the 5 GHz band is **867 Mbps**.

4. What is the default Wi-Fi name of my Linksys RE6350?

The default Wi-Fi name of your Linksys RE6350 is **Linksys Extender Setup**.

5. Does the Linksys RE6350 support simultaneous dual-band (2.4 GHz and 5 GHz)?

Yes.

6. What is Cross-Band technology and does my Linksys RE6350 support it?

Yes. The Linksys RE6350 supports **Cross-Band technology**. This technology maximizes simultaneous use of both bands (2.4 GHz and 5 GHz) for high speed data transfer and uninterrupted streaming and gaming.

7. Where can I find the MAC address of my range extender for Wireless MAC Filtering?

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You can find the wireless MAC address of your range extender in its web-based setup page. Go to **Status > WLAN Statistics > Extender MAC address** and look for **Seen by Upstream AP**. For detailed instructions, click [here](#).

8. Can I change the Extended Wireless Settings of my range extender?

Yes. To learn how to change the Extended Wireless Settings, click [here](#).

9. How can I check if the Linksys RE6350 is connected to my existing wireless network?

To check if the Linksys RE6350 is connected to your network, access the range extender's web-based setup page. Under **Wireless**, click **Basic Settings > Status**.

10. I have multiple wireless routers or access points in my network, how can I tell which access point / wireless router my range extender is connected to?

To know which access point or wireless router your Linksys RE6350 is connected to, access the range extender's web-based setup page. Under **Status**, click **WLAN Statistics** then check the **AP MAC address** section. Take note of this as it is the MAC address of the access point or wireless router your Linksys RE6350 is connected to.

11. Can I connect multiple wireless devices to my Linksys RE6350?

Yes. The Linksys RE6350 acts as an extension of your router or access point so you can connect multiple devices to it.

TROUBLESHOOTING

1. What should I do if I cannot connect the range extender to the router or access point?

Here are some things you can do:

- Make sure you are using the same Wi-Fi name and Wi-Fi password as your existing wireless router or access point.
- For first-time setup, you may need to place the range extender closer to the router. After you've set up your range extender, you can unplug it and move it to the final location.
- To reduce signal obstructions, try alternate locations for the router and range extender.
- Avoid placing the router and range extender near metal objects, masonry walls, and reflective surfaces such as glass or mirrors.
- Avoid placing the router and range extender near other electronics that may cause signal interference.
- If you're using WPS to connect, wait until the WPS indicator stops blinking before trying to make the connection again.

2. What should I do if I cannot access the Linksys RE6350 web-based setup page?

If you cannot access the Linksys RE6350, try any of the following troubleshooting methods:

- Make sure you are connected to the extended Wi-Fi name of your range extender
- Powercycle the range extender.

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- Move the range extender closer to your router.
- Look up the range extender's IP address on your router's DHCP Client Table and try to ping it.
- Reset extender and go through the setup again.

For more detailed information, click [here](#).

3. What should I do if I experience intermittent connection issues when connected to the Linksys RE6350?

Make sure that your range extender is getting at least 50 percent of your router's Wi-Fi signal and is located midway between your router and the area without Wi-Fi. To check your range extender's wireless signal, access its web-based setup page and click **Status > WLAN Statistics > Signal Strength**. For instructions on how to check and verify your computer's wireless connection, click [here](#).