AirLive WL-1100AP Trouble Shooting Guide (PDF Format)

The New SNMP Utility is now available.   Please click here to download

Q: **I can't make any change to the AP using the SNMP utility, or the default password doesn't work.**

A: Please use "JAHSXL" (all capital letters) for Community and choose "administrator" for authority to get into the AP.

Q: **The SNMP utility can not find the AP or I can't ping the AP.**

A: Please make sure your computer's IP address is in the same subnet as the AP. Power off and on, then try again. If still fail, please follow the steps below to change AP's IP address.

Please click here to download the program to change:

1. Start ipconfig.exe
2. Enter the MAC address from the sticker on the bottom of the case.
3. Enter the desired IP address, it must be different from the one that was used by the AP before.   It should be on the same subnet with your computer (for example, if your computer's IP address is 192.168.0.5, your AP's new address should be 192.168.0.X.   "X" is any number between 1 and 254 but not used by any other computer or device.)
4. If the DHCP function is on(default), it can take up to 20 seconds for the change to take effect.   Please disregard the ping failure message and wait for 20 seconds before attempting to access the AP.

Q: **I can't change the AP's IP address using the IP Config utility.**

A:
1. If the DHCP function is on(default), it can take up to 20 seconds for the change to take effect.   Please disregard the ping failure message and wait for 20 seconds before attempting to access the AP

2. The utility works only during the first 30 seconds after power on. Reset the power and try again.

Q: **After setting the WEP encryption on the AP, the AP says "unable to set AP, possibly not connected"**

A: This occurs when you use a wireless card to set AP's WEP encryption. The AP's WEP encryption takes effect immediately after clicking on "set" button. Because your wireless card's WEP is still not on, the PC can no longer connect to it, hence the error message. But, the AP's WEP encryption is actually now on. Please set the WEP key on the computer to work