

LINKSYS[®]

USER GUIDE

MAX-STREAM[™]

MR9000 Tri-Band

WiFi 5 Router

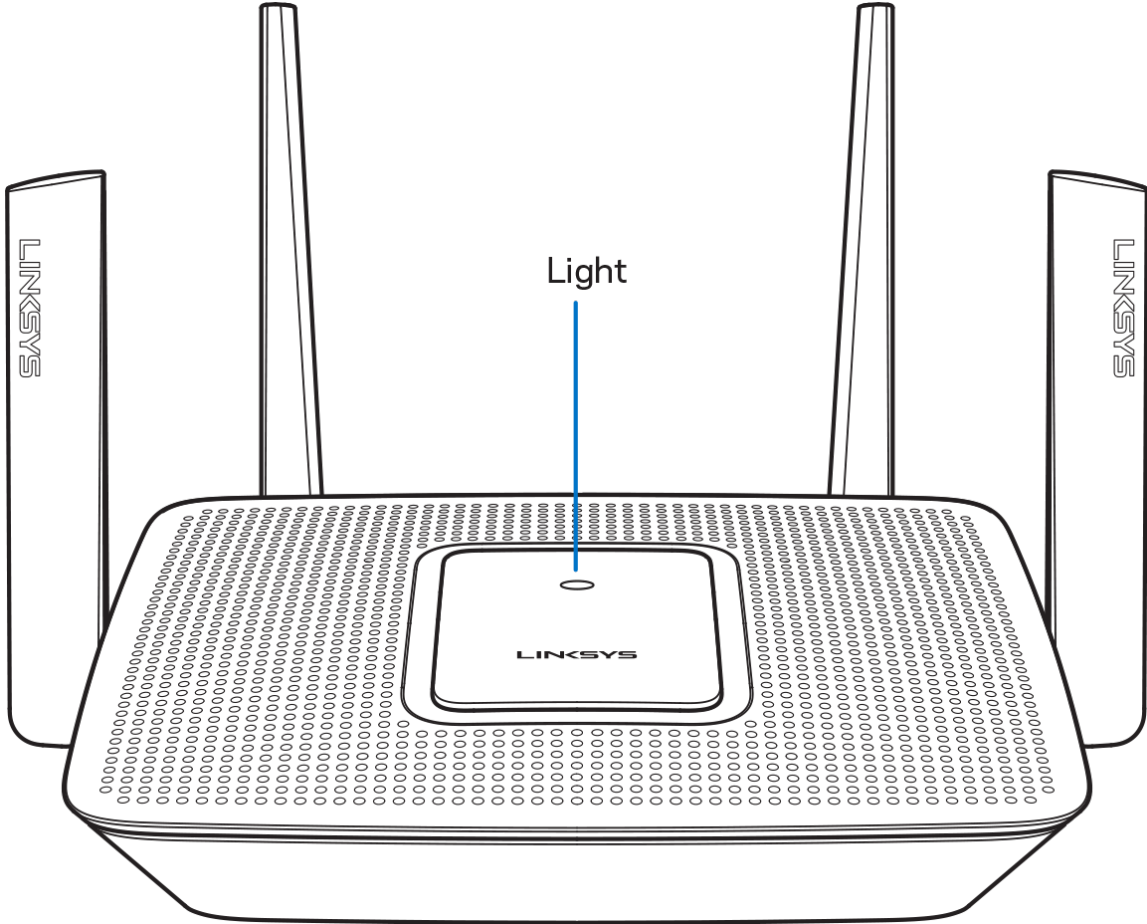
AC3000

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Product Overview

Front/top



The light on the top of your router gives you information about the router's operation.

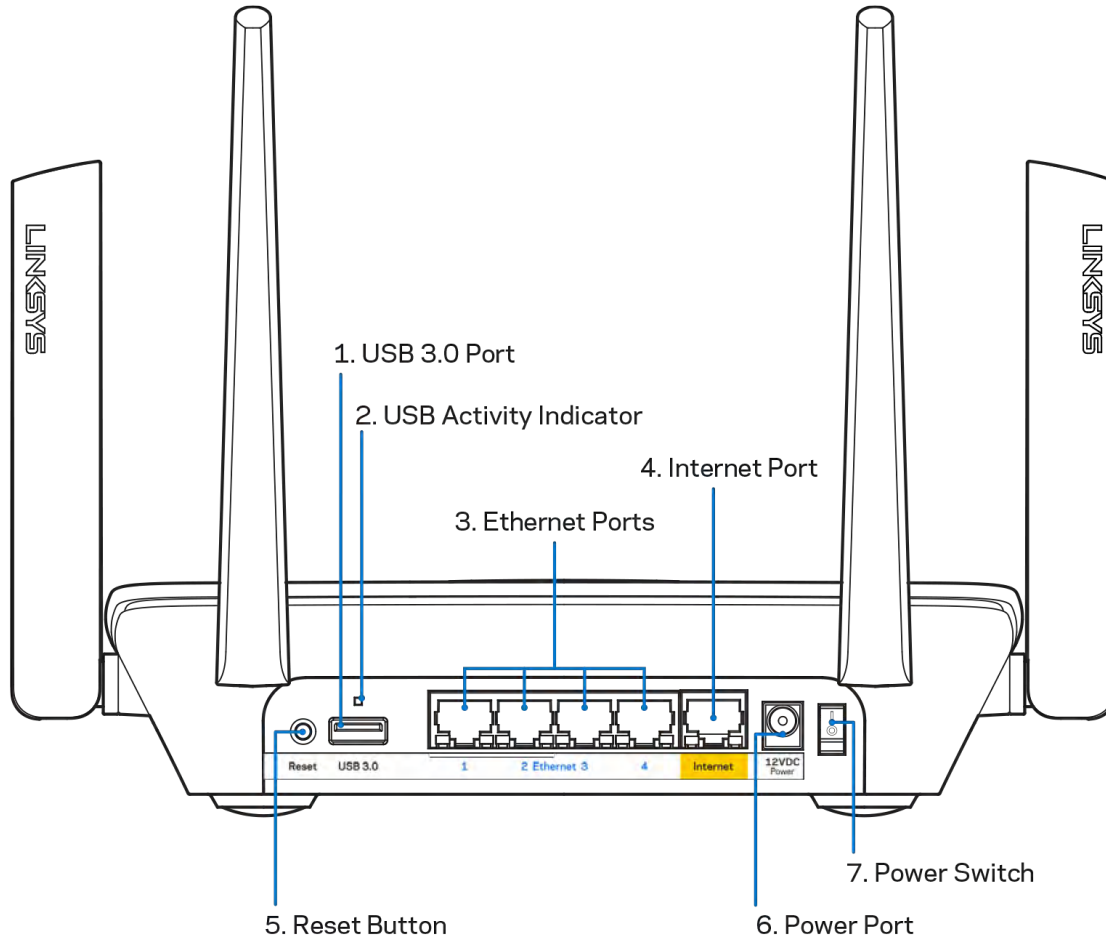
Normal Operation

Light description	Status
Blue (blinking)	Starting up Wait for the router to finish starting up.
Purple	Ready for setup Open the Linksys app to complete setup.
Purple (blinking)	Setup in progress Follow instructions in the app.
Blue	Connected to internet Router is online, everything is good.
Red	No internet Not online, check with your ISP for service interruptions.
Red (blinking)	Not plugged in to modem Make sure your router is firmly connected to the modem.

WPS

Blue (blinking)	Pairing started
Yellow (blinking)	Pairing unsuccessful
Blue	Pairing successful

Back



USB 3.0 port (1)— Connect and share USB drives on your network or on the internet.

Note—*This port is for future capability and might require a firmware update when available.*

USB activity indicator (2)— Lights indicate data transfer to/from external devices.

Ethernet ports (3)—Connect ethernet cables to these blue gigabit (10/100/1000) ports, and to wired devices on your network.

Note—*For best performance, use CAT5e or higher rated cables on the Ethernet ports.*

Internet port (4)—Connect an ethernet cable to the yellow gigabit (10/100/1000) port, and to a broadband internet cable/DSL or fiber modem. If you are using this router as a child node in a Wi-Fi system, you can use this port to create a wired connection to another node.

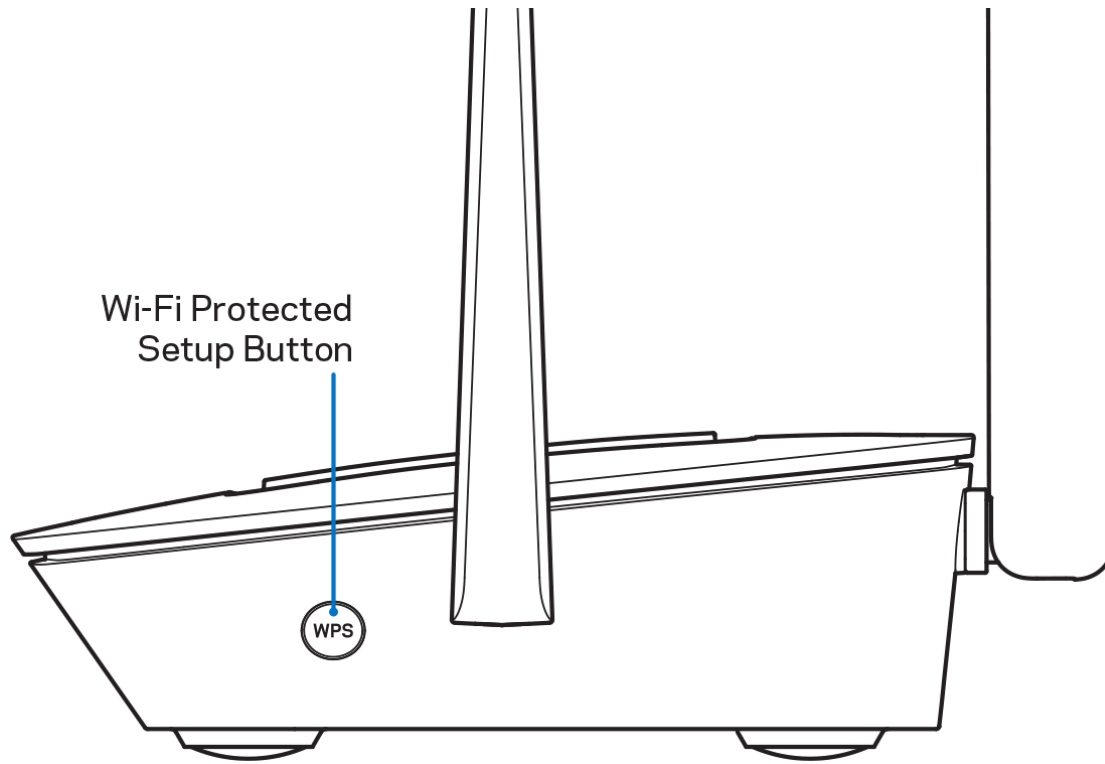
Note—*For best performance, use CAT5e or higher rated cable on the Internet port.*

Reset button (5)— To factory reset your router, press and hold while the light on top of the router blinks red. Do not release the button until the light goes out and then turns bright red.

Power port (6)—Connect the included AC power adapter.

Power switch (7)—Press | (on) to turn on the router.

Side

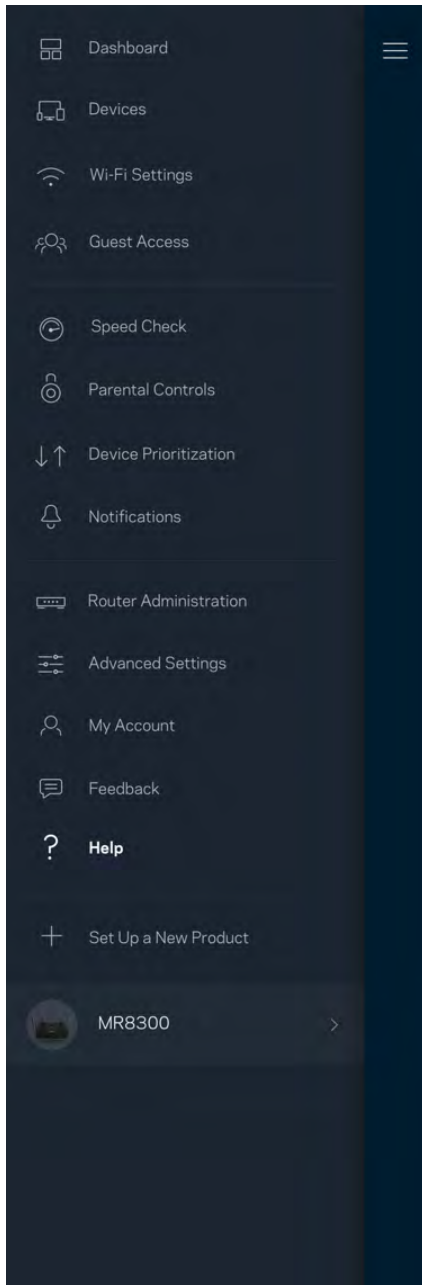


Wi-Fi Protected Setup™ button—Press to connect to WPS-enabled network devices.

Help

Where to find more help

- Linksys.com/support/MR9000
- Linksys app help (launch the app and click *Help* in the main navigation menu)



Note—Licenses and notices for third party software used in this product may be viewed on <http://support.linksys.com/en-us/license>. Please contact <http://support.linksys.com/en-us/gplcodecenter> for questions or GPL source code requests.

Set Up

IMPORTANT—Your MR9000 can be set up as a primary node or a child in a whole home Wi-Fi system. A primary node must be connected with an ethernet cable to your modem or modem-router. Secondary nodes can be connected wirelessly or with ethernet cables.

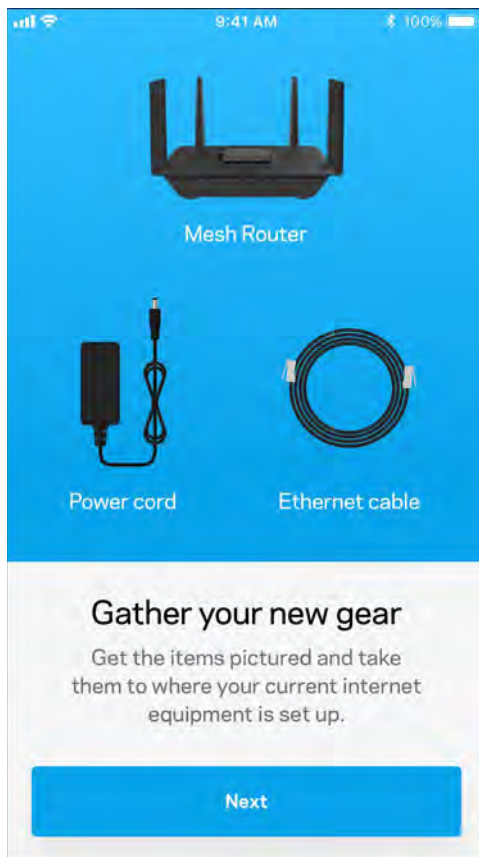
If you are adding the router to an existing Velop whole home Wi-Fi system, factory reset all nodes and add them to the system after your MR9000 is set up and working.

Download the Linksys app. You need this app to set up your router.

Go to the app store for your device and search for Linksys.



What you'll need



Install the app, open it and follow the instructions.

Note—*The app works with iOS 9.0 and later, and Android 4.1 and later.*



During setup you will create a Linksys Smart Wi-Fi account so you can use the app to view or change your router system settings from anywhere you have an internet connection.

Among the many things you can do with Linksys Smart Wi-Fi and the Linksys app:

- Change your Wi-Fi name and password
- Set up guest access
- Connect devices to Wi-Fi with WPS
- Block internet with parental controls
- Test your internet connection speed

Note—*We'll send you a verification email. While connected to your home network, click the link in the email to link your router with your account.*

Other than plugging in the power and the ethernet cable, the app-based setup process does the work for you. Once connected, use the app to personalize your Wi-Fi by giving it a name and password. You also can give your router and any child nodes names based on where they are so you can identify them in the rare case where things need attention.

If you want to add child nodes to create a whole home Wi-Fi system, set them up within range of a working node. Only the parent node has to be wired to the modem or modem-router. Don't worry, the app will help you place your nodes.

Print this page, then record your Wi-Fi and account settings in the table as a reference. Store your notes in a safe place.

Wi-Fi Name	
Wi-Fi Password	
Router Password	
Guest Access Name	
Guest Access Password	
Linksys App Login Email Address	
Linksys App Password	

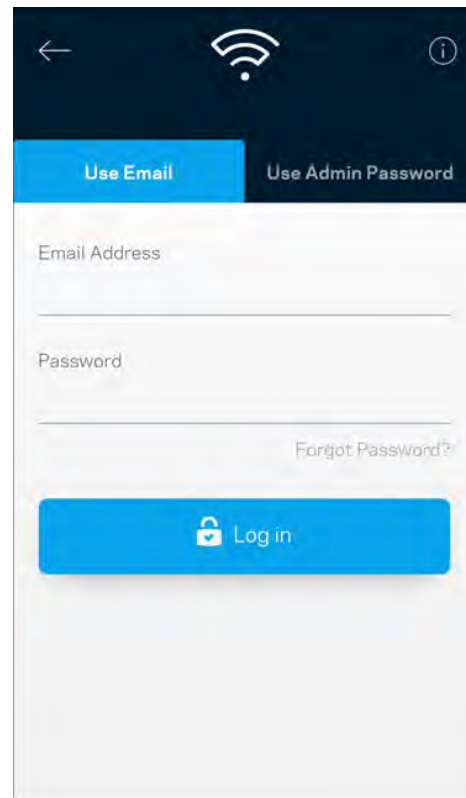
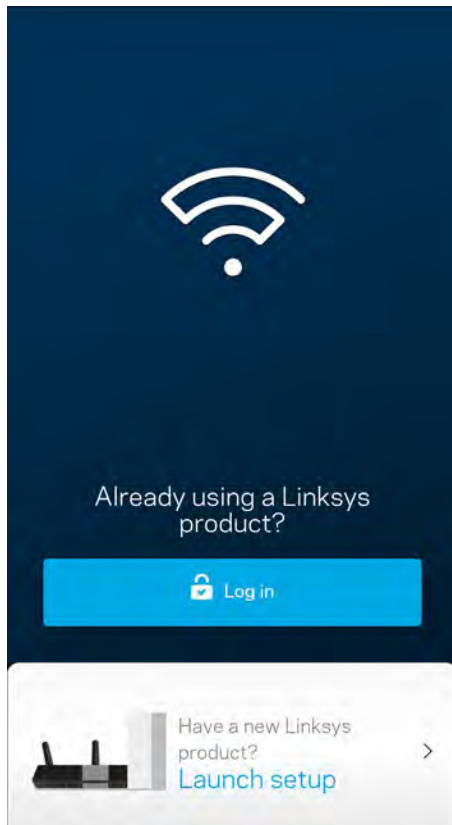
Your Linksys app login email address and password can also be used to log in at LinksysSmartWiFi.com. You can view or manage your Wi-Fi in an internet browser.

Linksys Whole Home Wi-Fi System Settings

Using your Linksys app, you can view or change Wi-Fi system settings including security and parental controls. You can access settings from anywhere in the world if you have an internet connection. You can also access your system directly from your home network, even if you don't have an internet connection.

Log in to the Linksys app

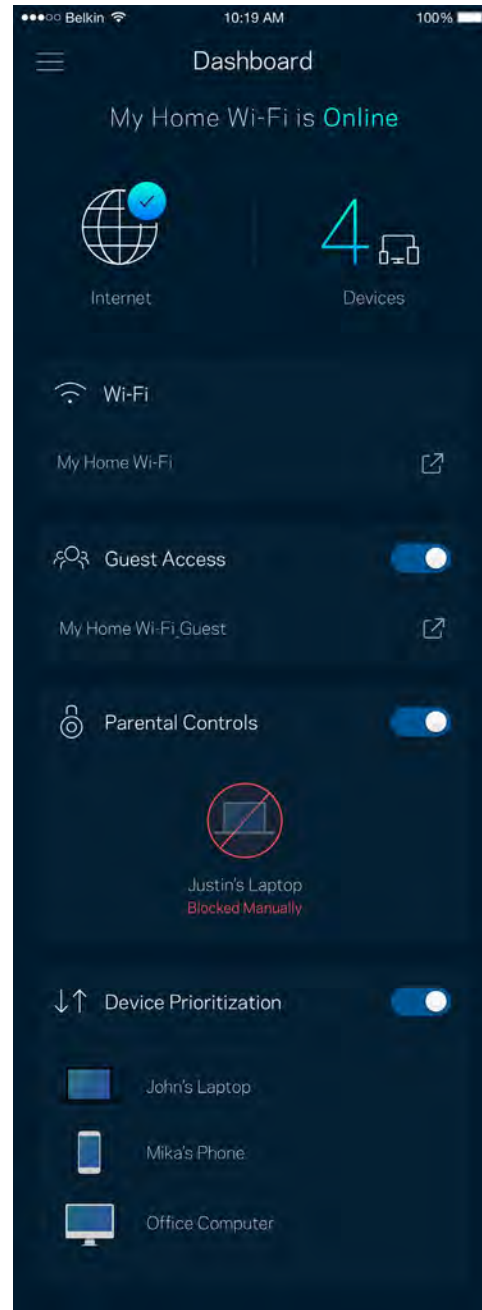
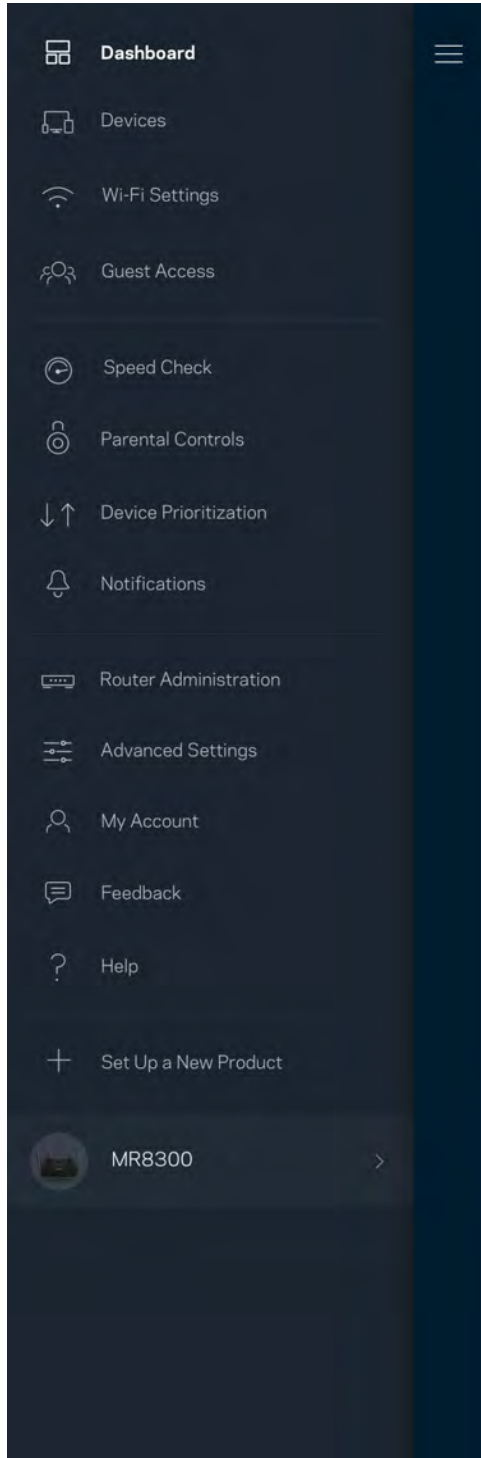
1. Open the Linksys app.



2. Enter the email address you used when creating your account.
3. Enter your account password.
4. Tap **Log in**.

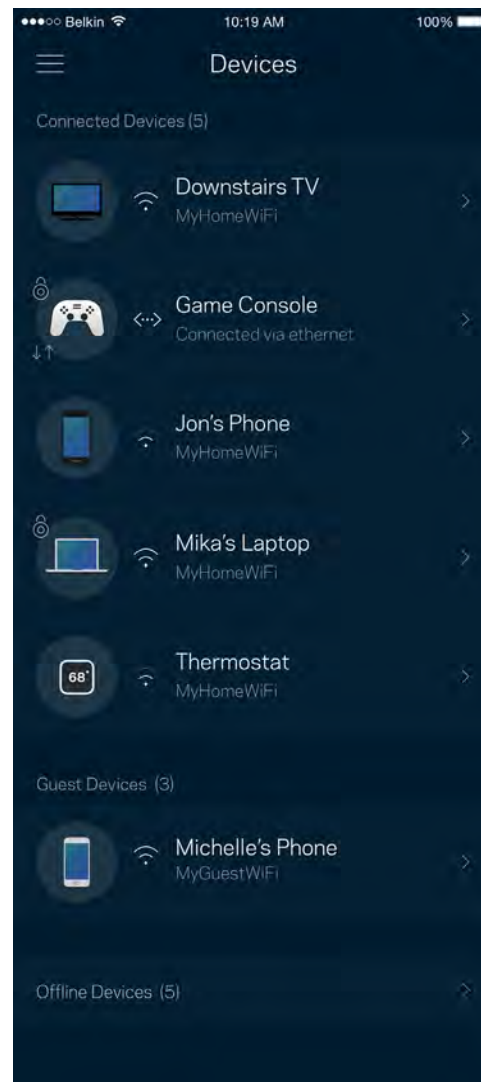
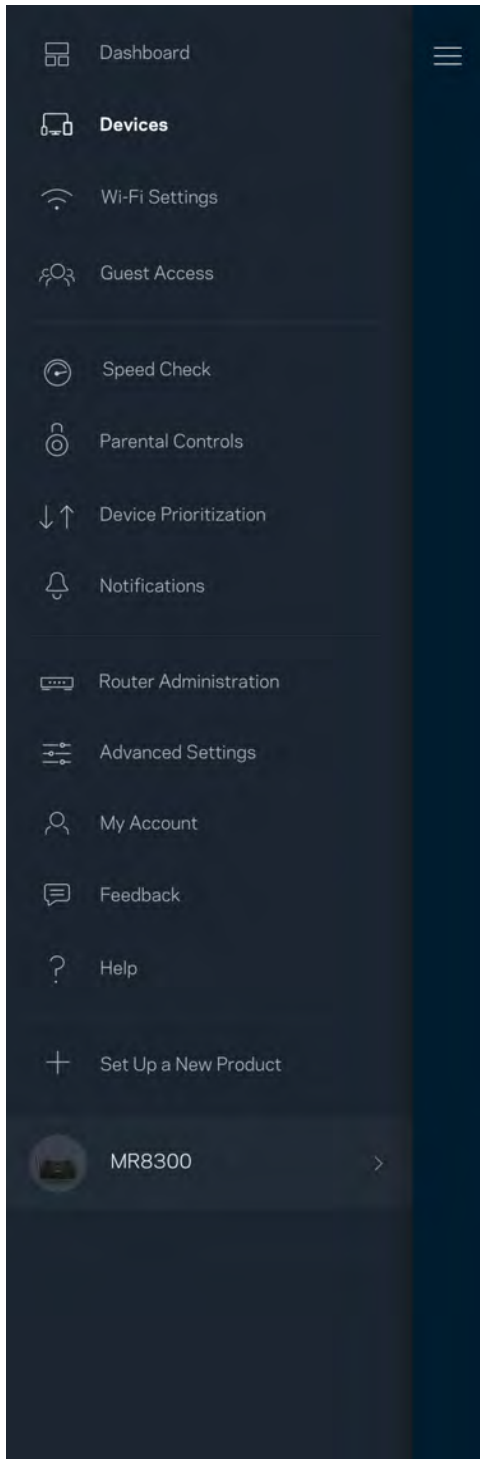
Dashboard

Dashboard is a snapshot of your Wi-Fi. See how many devices are connected to your system. From Dashboard you can share your Wi-Fi password and turn on guest access. Dashboard also shows you if any devices have parental controls on them or have been prioritized for Wi-Fi access.



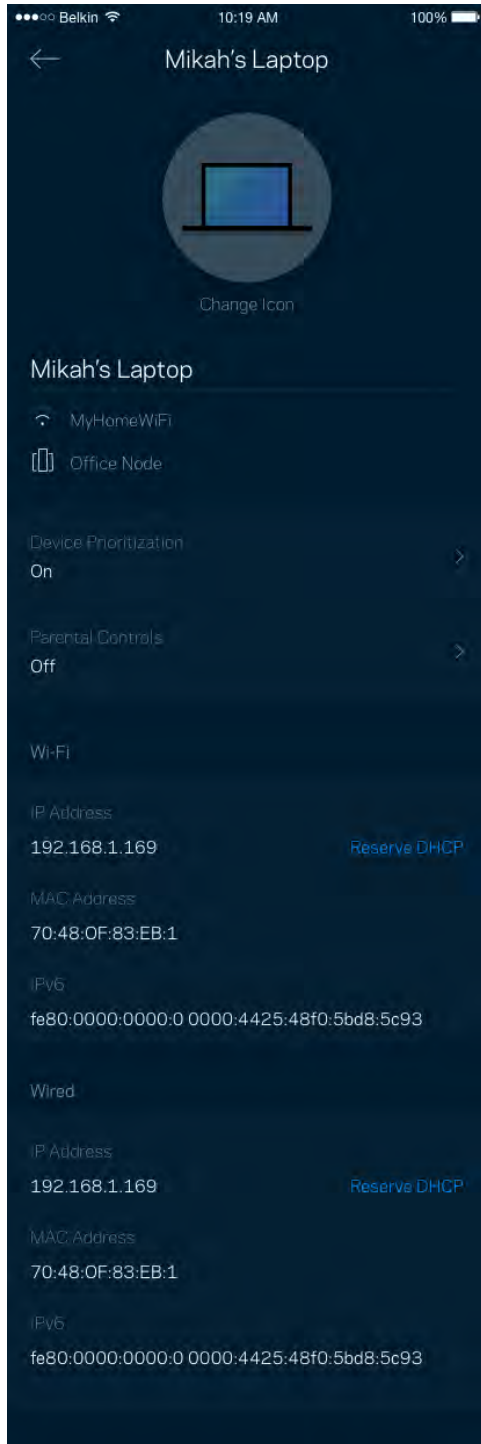
Devices

View and change details for all devices connected to your Wi-Fi. You can view devices on your main network and your guest network, or display information about each device.



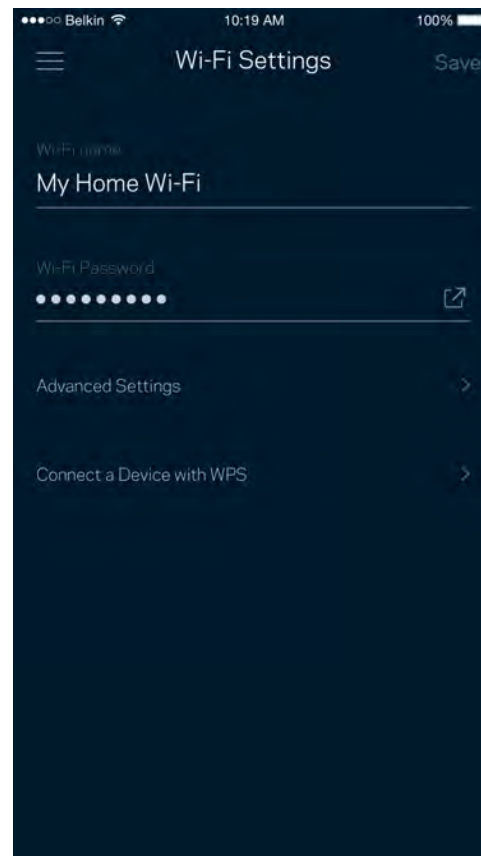
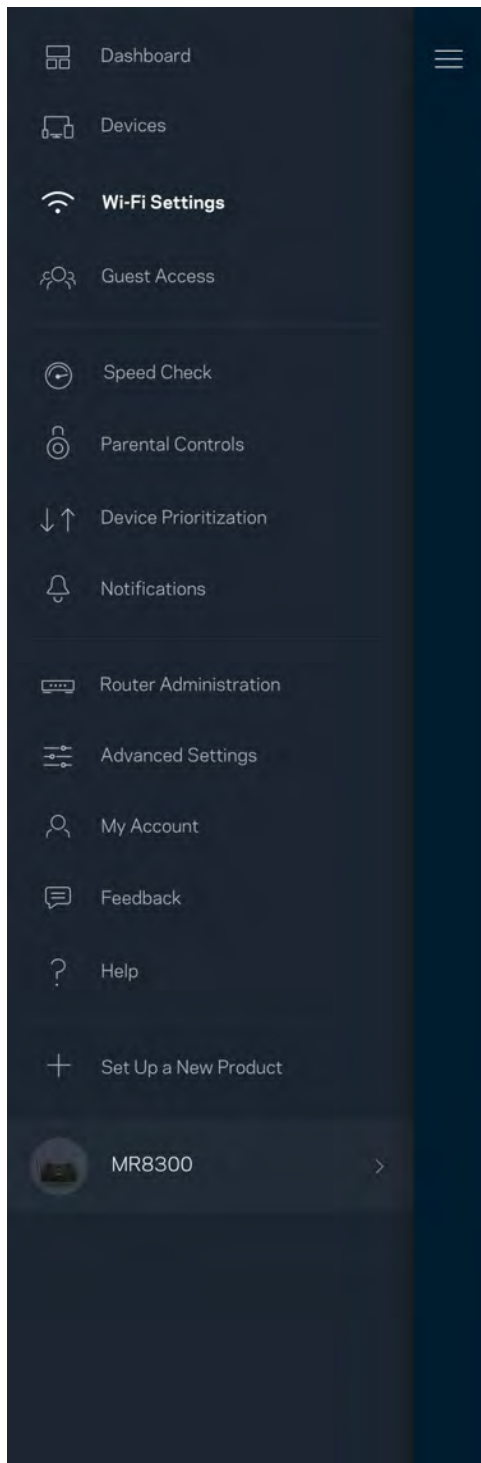
To view or change device details

From the Devices screen you can edit device names and change the device icons. You also can prioritize devices, set parental controls, and see Wi-Fi details. Tap on any device to see details.



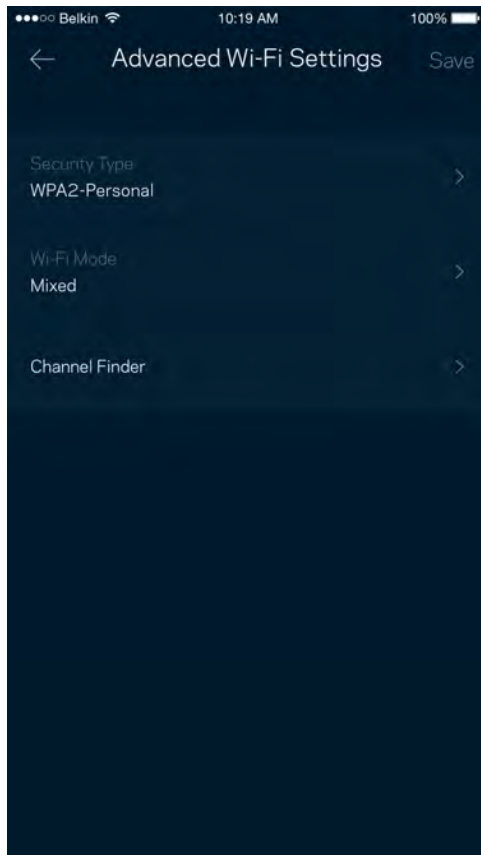
Wi-Fi Settings

View or change your Wi-Fi name and password and connect devices using Wi-Fi Protected Setup™.



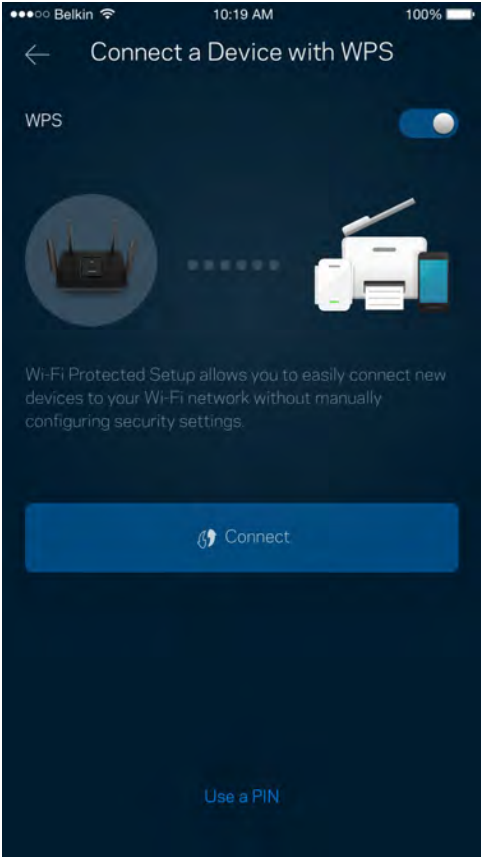
Advanced Settings

Advanced users can change the default security type and Wi-Fi mode. Do not change these unless you have a lot of experience with Wi-Fi networks. Channel Finder will search for the least populated Wi-Fi channels in your area to ensure you get the best performance from your system. If you have more than one node in your system, Channel Finder will find the best channel for each node.



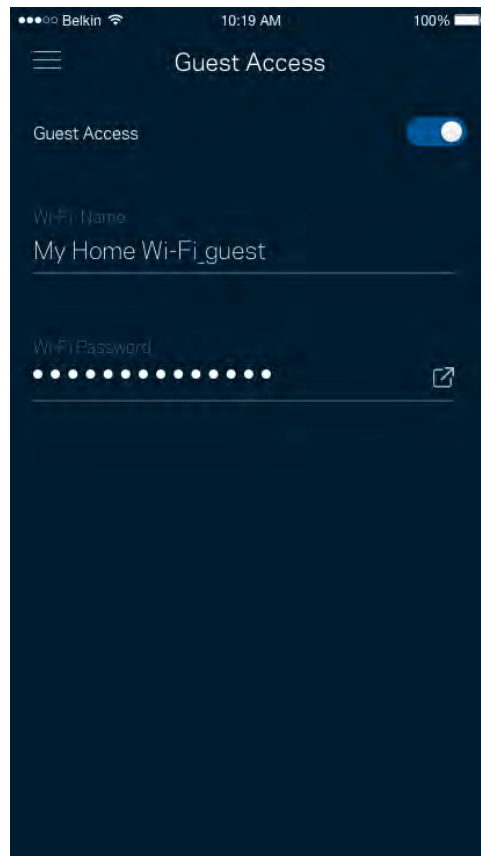
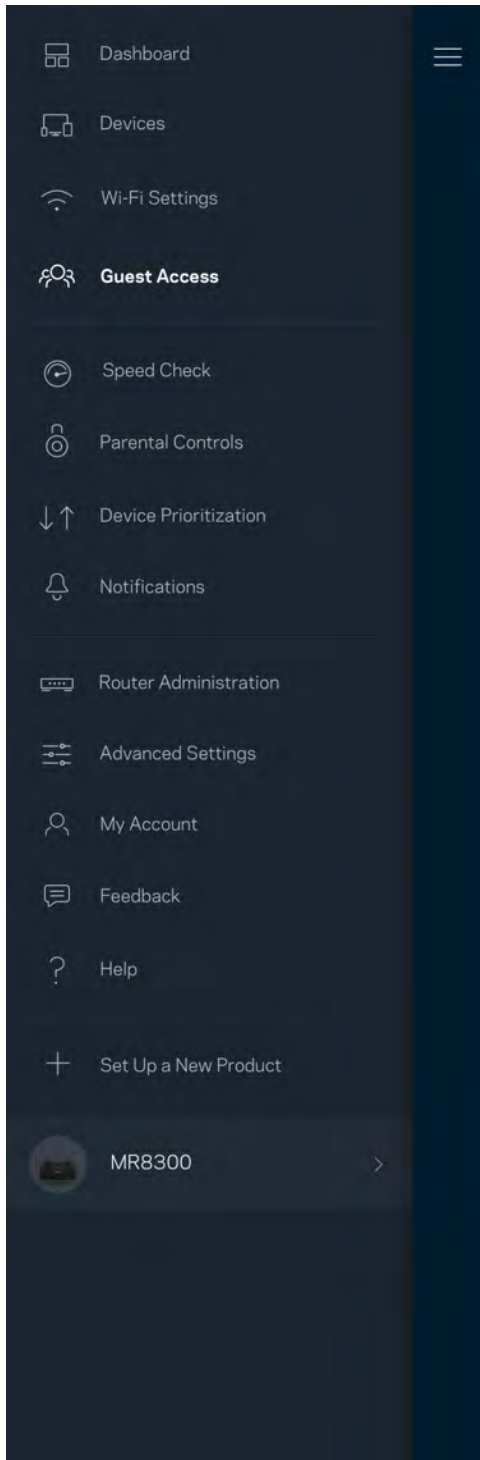
Connect a Device with WPS

Wi-Fi Protected Setup allows you to easily connect wireless devices to your Wi-Fi without manually entering security settings.



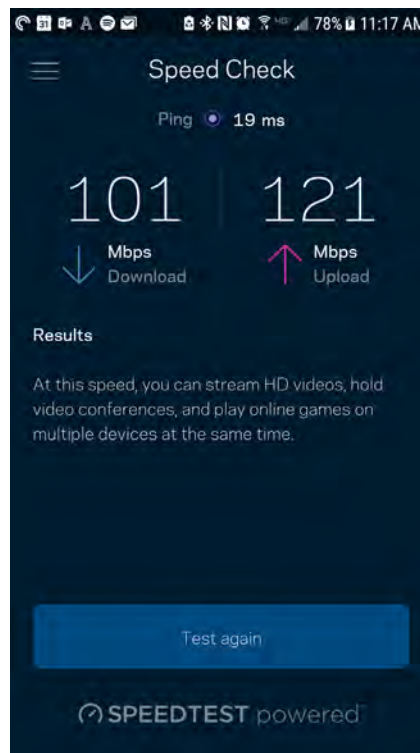
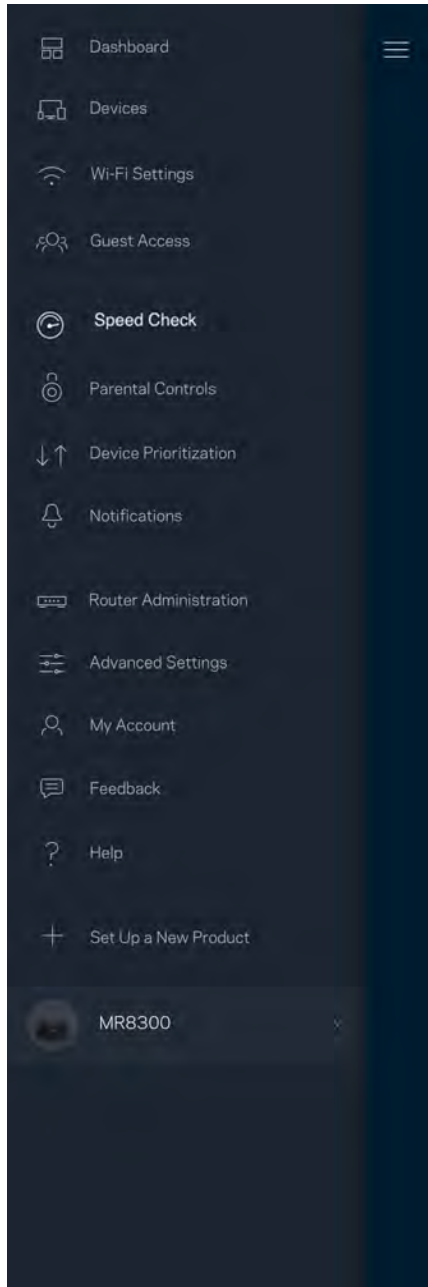
Guest Access

Use your Guest Access to allow guests to get online while restricting their access to other resources connected to your Wi-Fi. Send the password by text message or email.



Speed Check

Run a speed check to make sure you are getting the speeds you pay for. Speed check also helps in Device Prioritization because results determine how Wi-Fi is distributed to the prioritized devices.

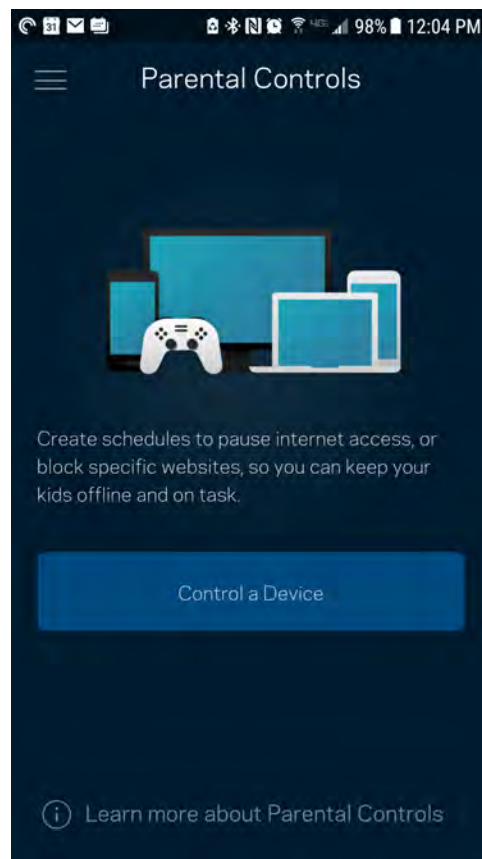
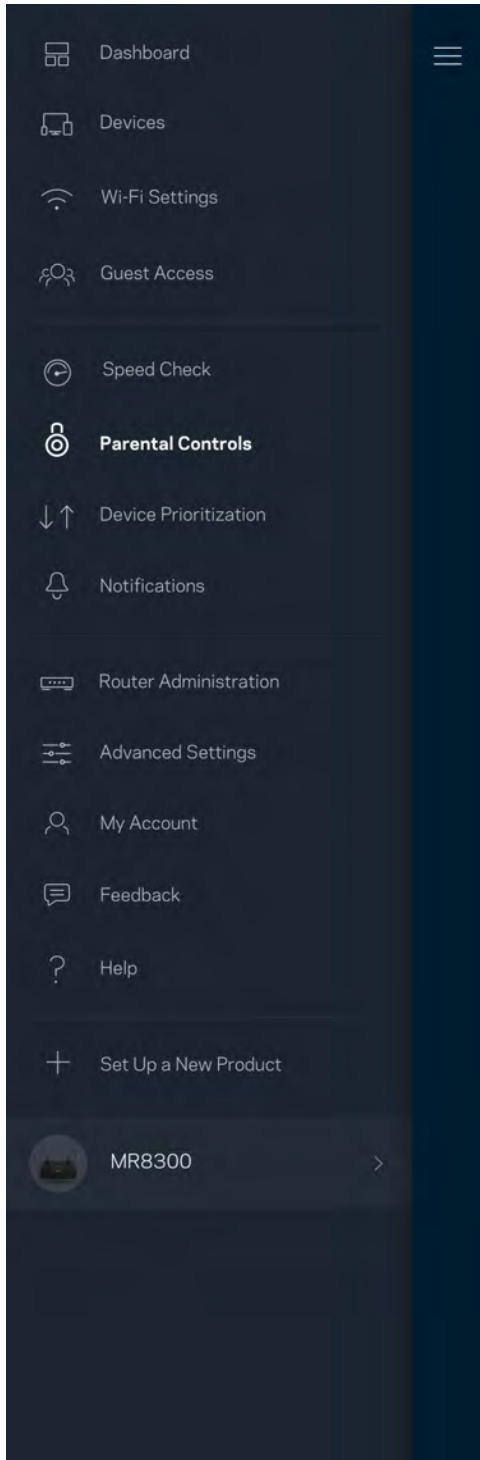


- **Download speed** is the rate at which internet content is transferred to your router.
- **Upload speed** is the rate at which you can upload content to the internet.

Note—Internet connection speeds are determined by a variety of factors, including ISP account type, local and worldwide internet traffic, and number of devices in your home that are sharing the internet connection.

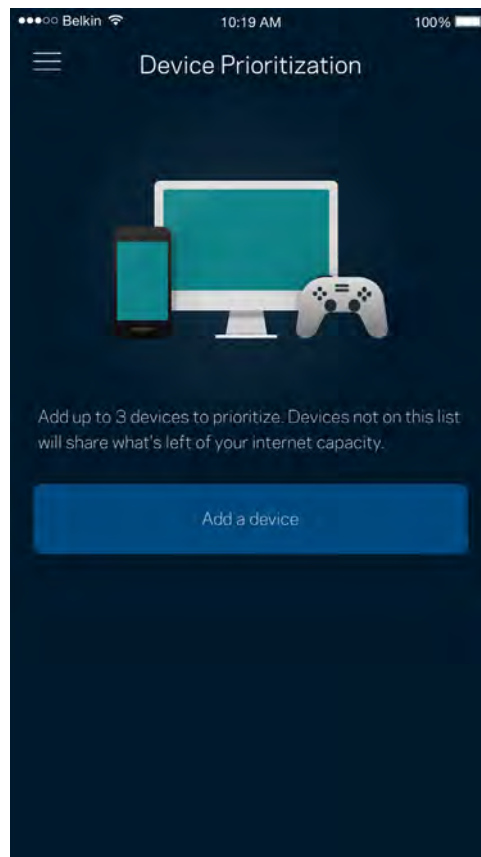
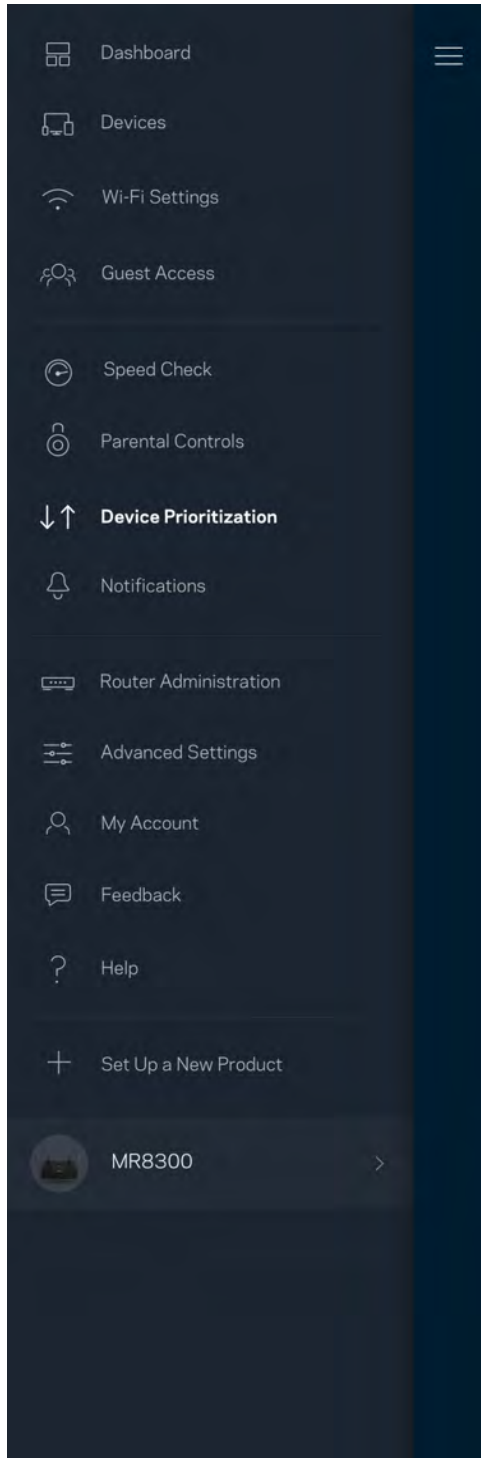
Parental Controls

Parental controls allow you to control when your kids are online and what they're doing there. Pause internet to specific devices, or block specific websites.



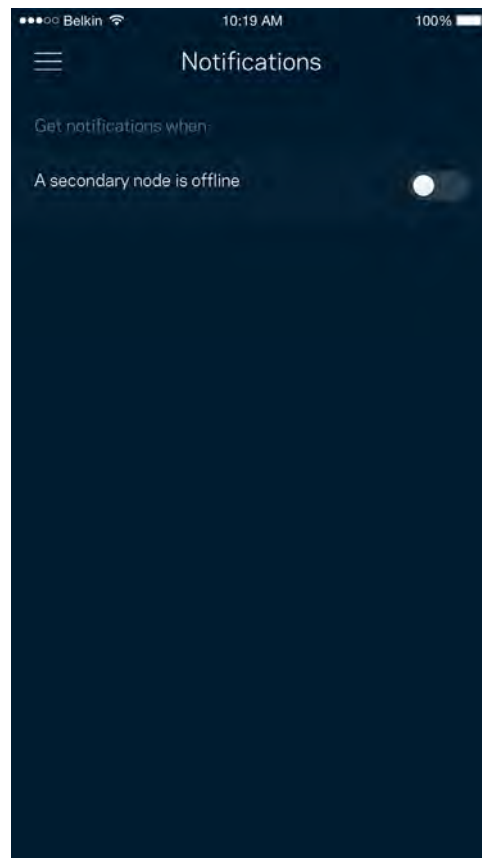
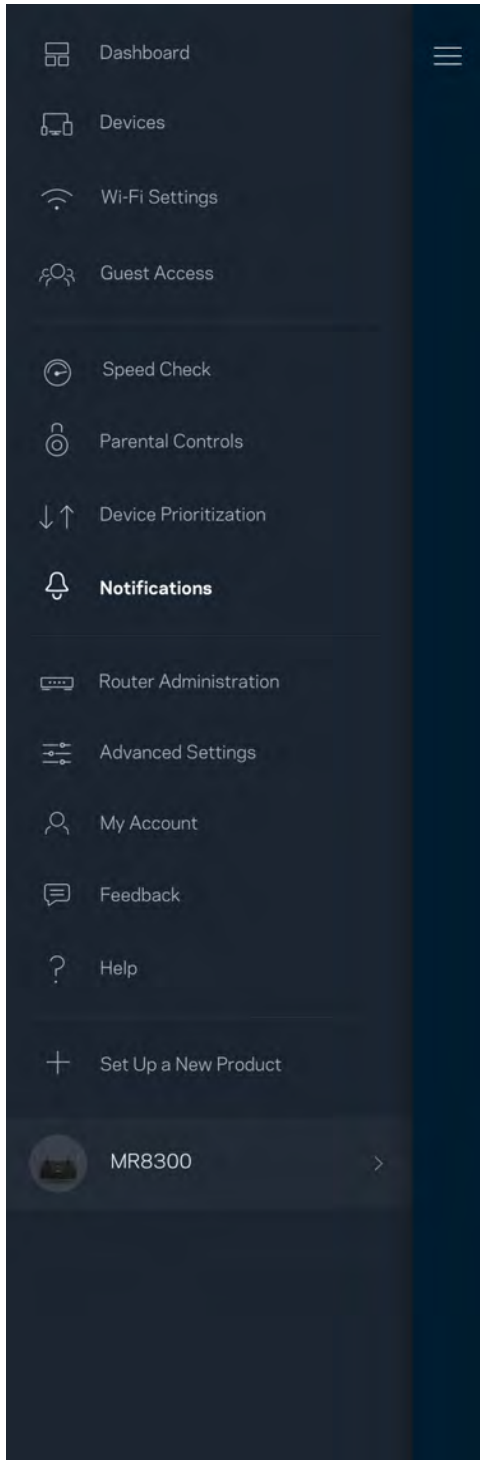
Device Prioritization

Choose up to three devices for priority usage of your internet connection. Those devices - wired and/or wireless - always will have the best access when connected. Your router runs a speed check to determine how to best distribute Wi-Fi to prioritized devices. Other devices will share the leftover capacity. Prioritized devices appear on Dashboard.



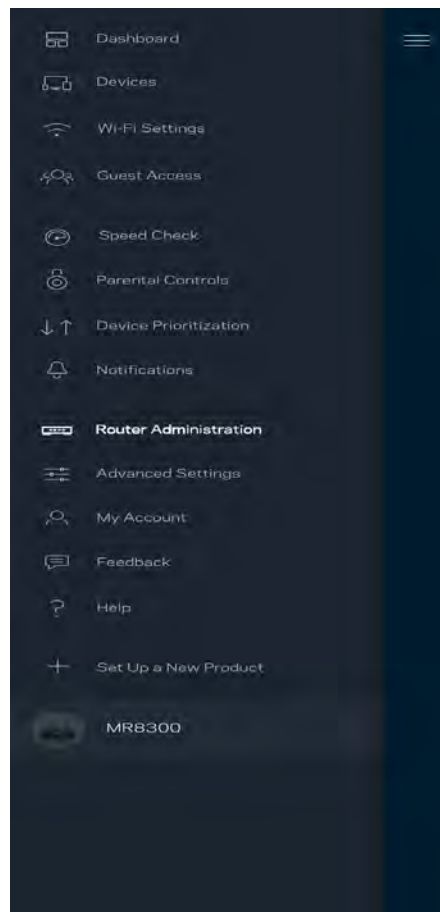
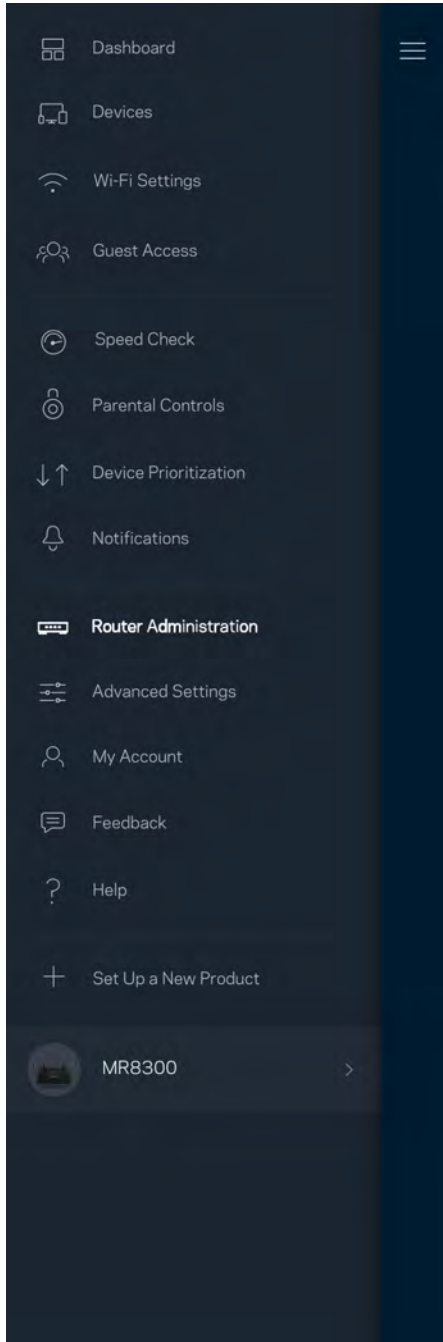
Notifications

If you have more than one node, the app can notify you when secondary nodes in your system go offline. Secondary nodes are any that are not wired to your modem. You have to turn on notifications in your mobile device settings to allow the app to notify you.



Router Administration

Use the Router Administration screen to change the router password and hint, and check various identifiers (model number, serial number, and IP details) for your router.



Opt in to automatically report crashes to Linksys and contribute to improving the Wi-Fi experience. You also can manually report specific issues to Linksys.

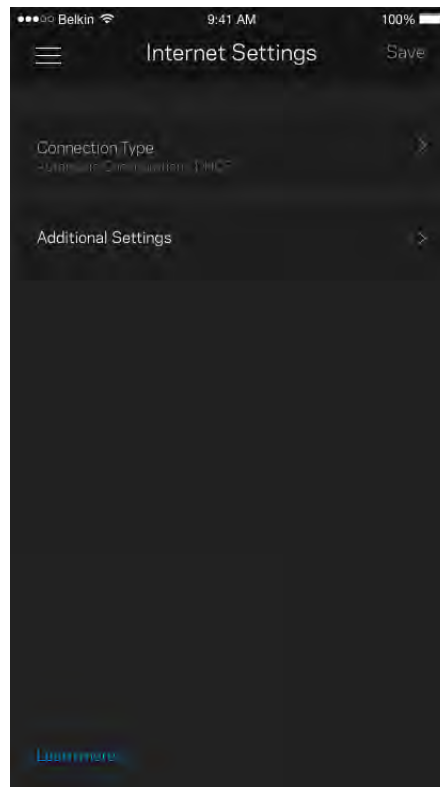
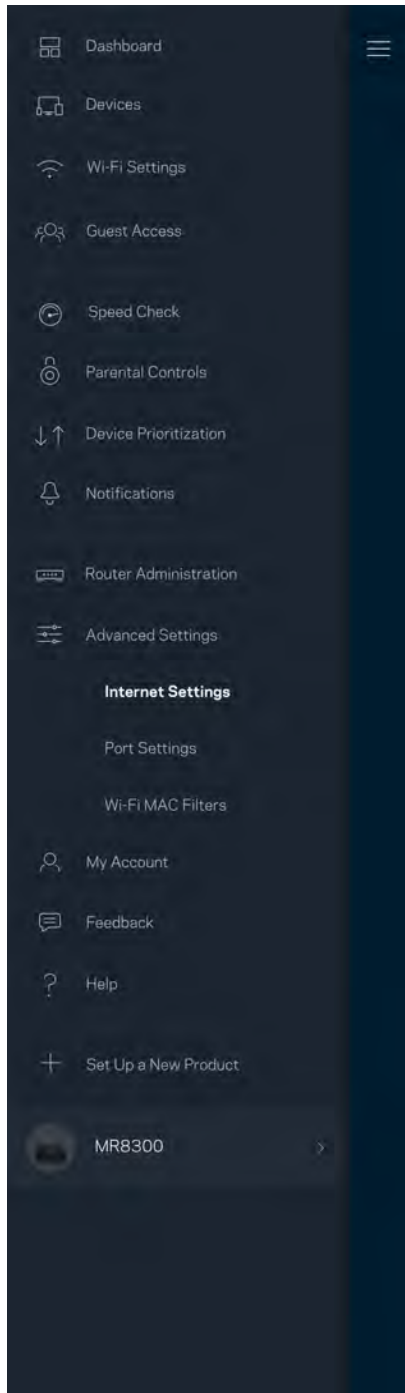
The following information will be sent with your description of the issue:

<ul style="list-style-type: none">• App version	<ul style="list-style-type: none">• Login Type (<i>cloud: show email address associated, local: display "Router admin"</i>)
<ul style="list-style-type: none">• Device model	<ul style="list-style-type: none">• WAN Connection type (display <i>Wi-Fi or ethernet</i>)
<ul style="list-style-type: none">• Device OS version	<ul style="list-style-type: none">• Time: date (<i>mo/day/year, time, time zone</i>)

Advanced Settings

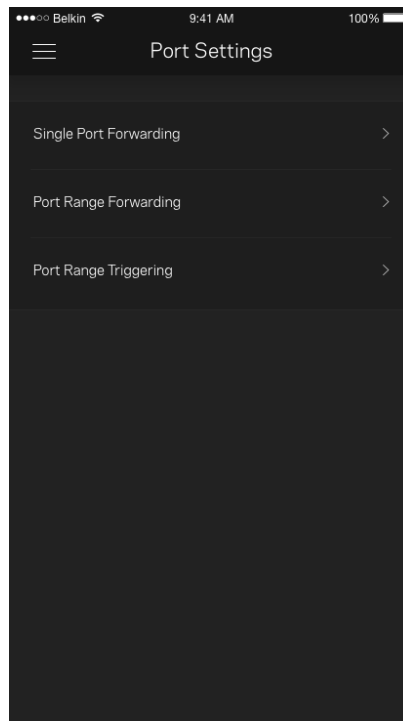
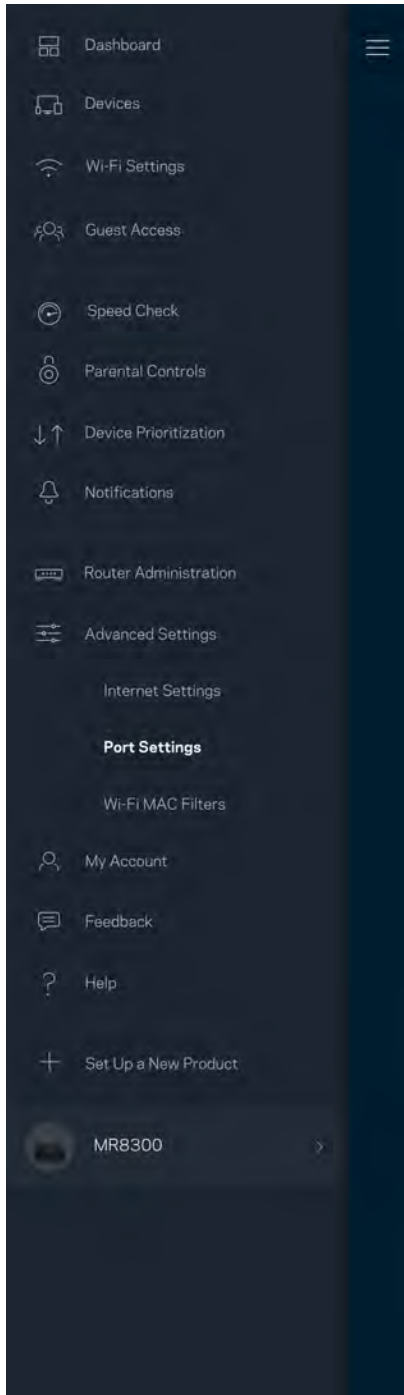
Internet Settings

You can choose how your router connects to the internet. The default is *Automatic Configuration - DHCP*. Other connection types depend on your internet service provider or how you plan to use your router. Advanced users can use *Additional Settings* to clone MAC addresses and set MTU (maximum transmission unit).



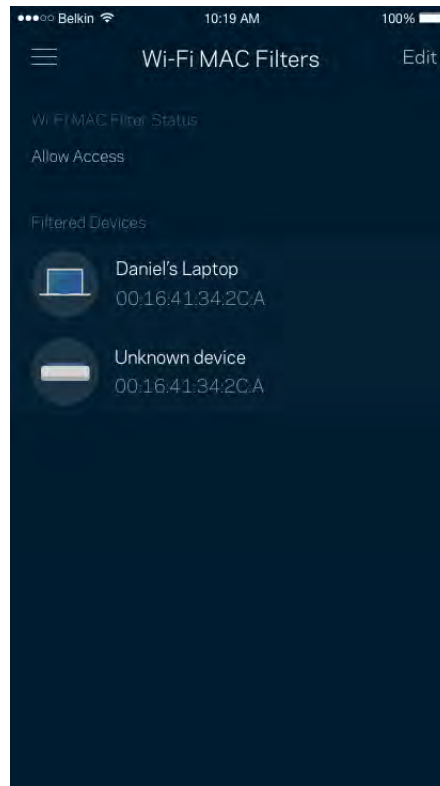
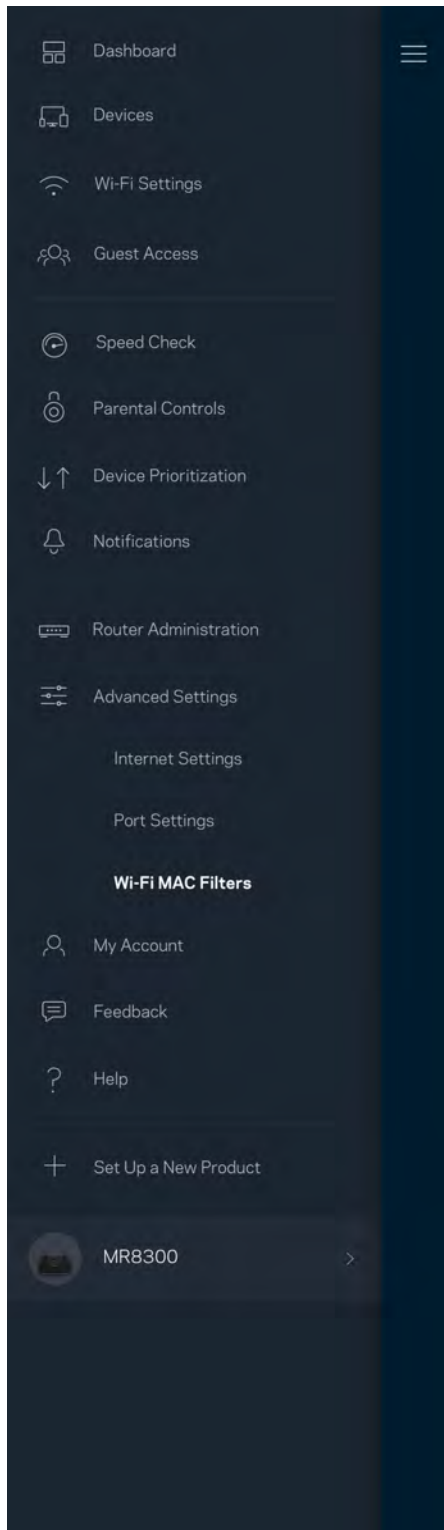
Port Settings

Port forwarding—for a single port, multiple ports or a range of ports—sends traffic inbound on a specific port or ports to a specific device or port on your Wi-Fi. In port range triggering, your router watches outgoing data for specific port numbers. Your router remembers the IP address of the device that requests the data so that when the requested data returns, it is routed back to the proper device.



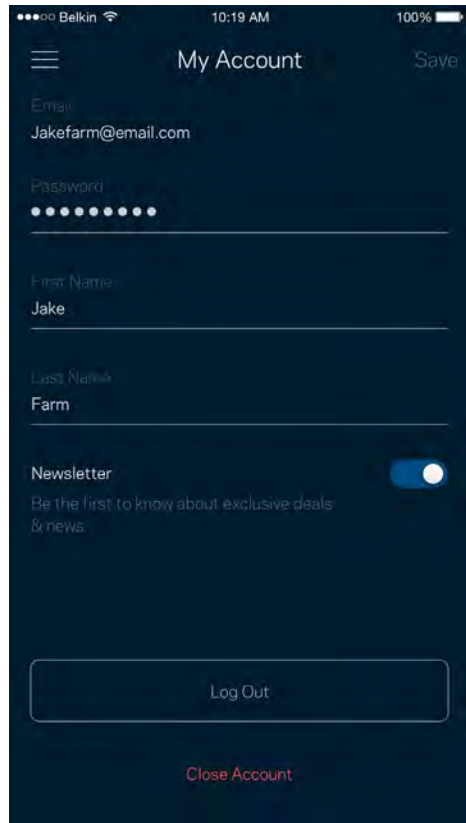
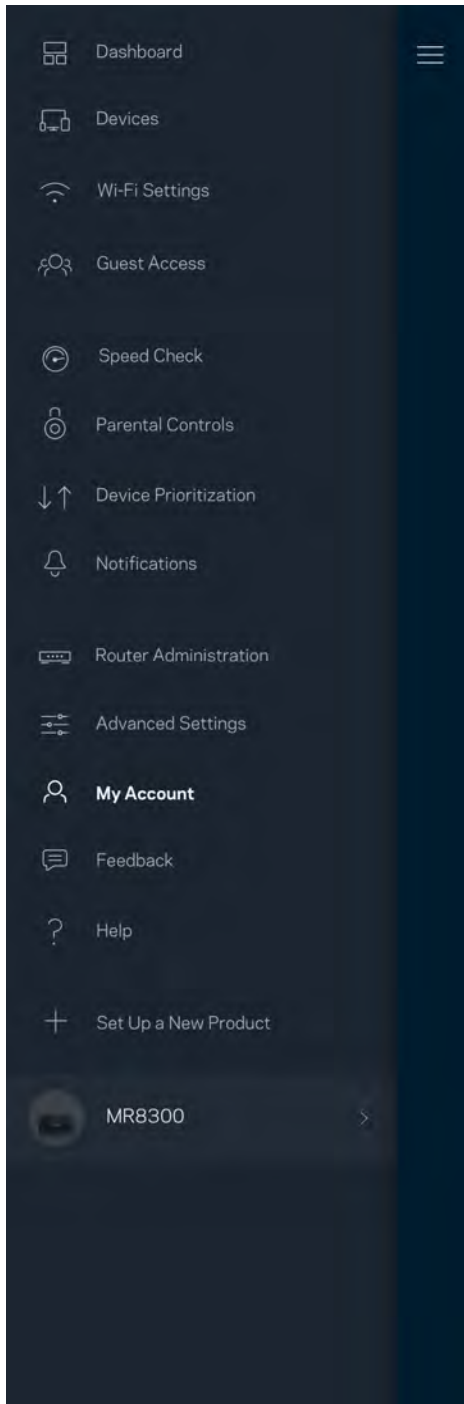
Wi-Fi MAC Filters

Every network device has a unique 12-digit MAC (media access control) address. You can create a list of MAC addresses, and then allow or deny those devices on your Wi-Fi.



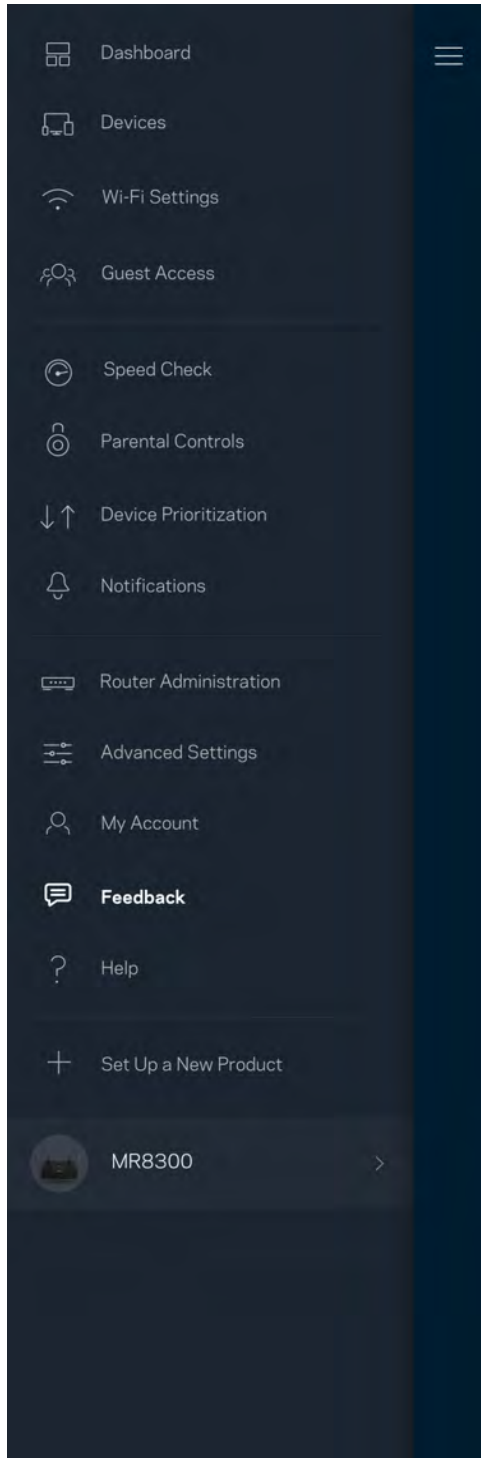
My Account

Change your Linksys app password and opt in to receive the latest news and deals from Linksys.



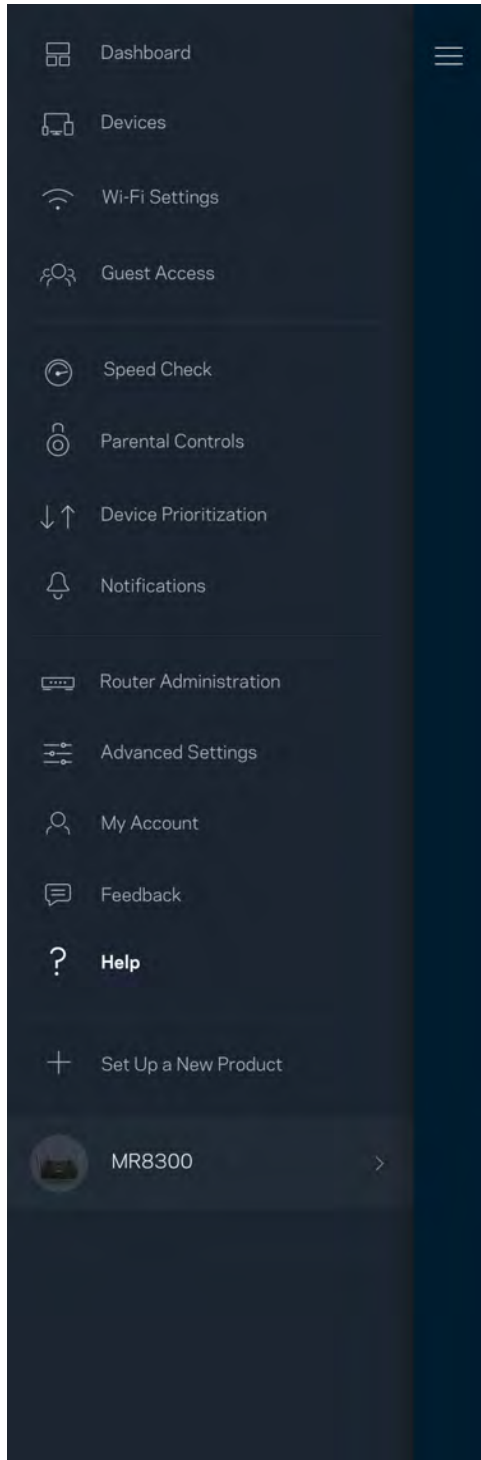
Feedback

Here's your chance to tell us what you think. Rate the app at your app store, send us a suggestion, or report an issue that's keeping you from a great experience.



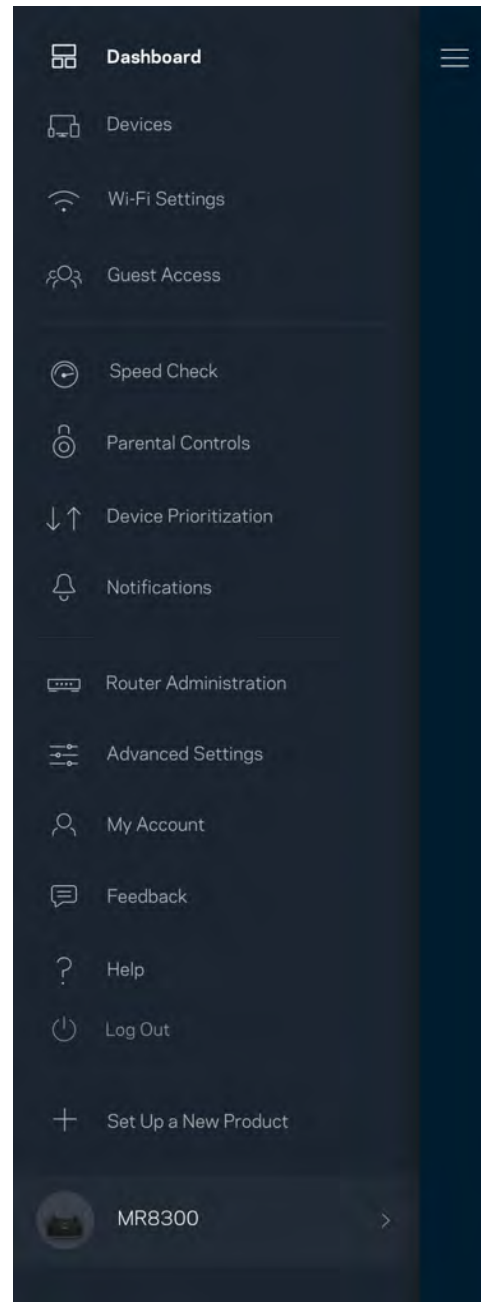
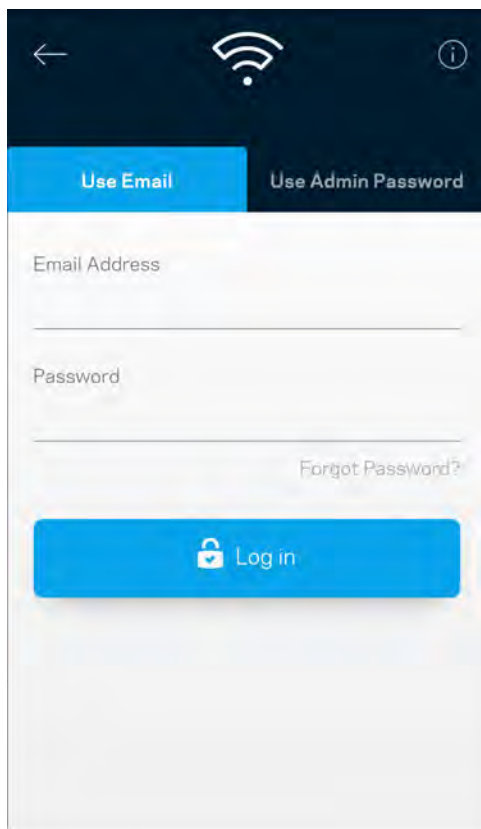
Help

Having trouble with the app? Just need a little more information about a feature? Tap Help for an explanation.



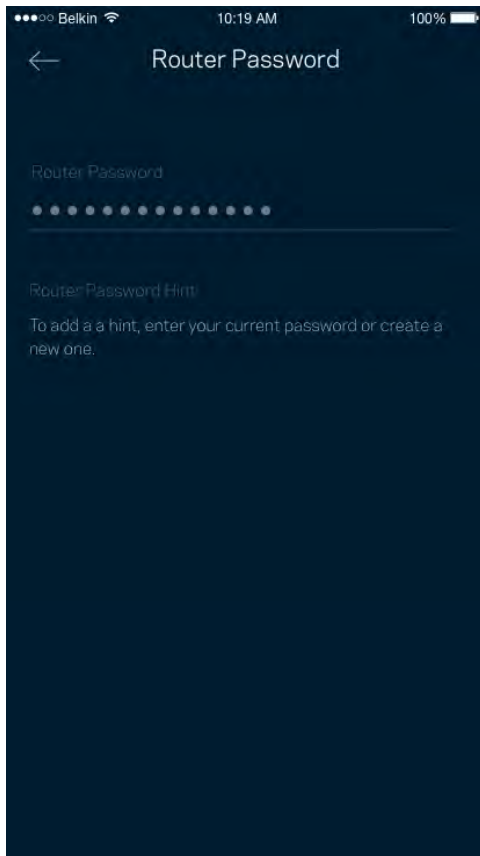
Connect Directly To Your Router

If you are not connected to the internet you still can access your router settings. Connect to your Wi-Fi name, launch the Linksys app and tap *Log in with Router Password* toward the bottom of the screen. You will not be able to access your Linksys Wi-Fi account when not online.



Router password

We created a secure admin password during setup. To change it, tap *Router Administration* and *Change Router Password and Hint*.



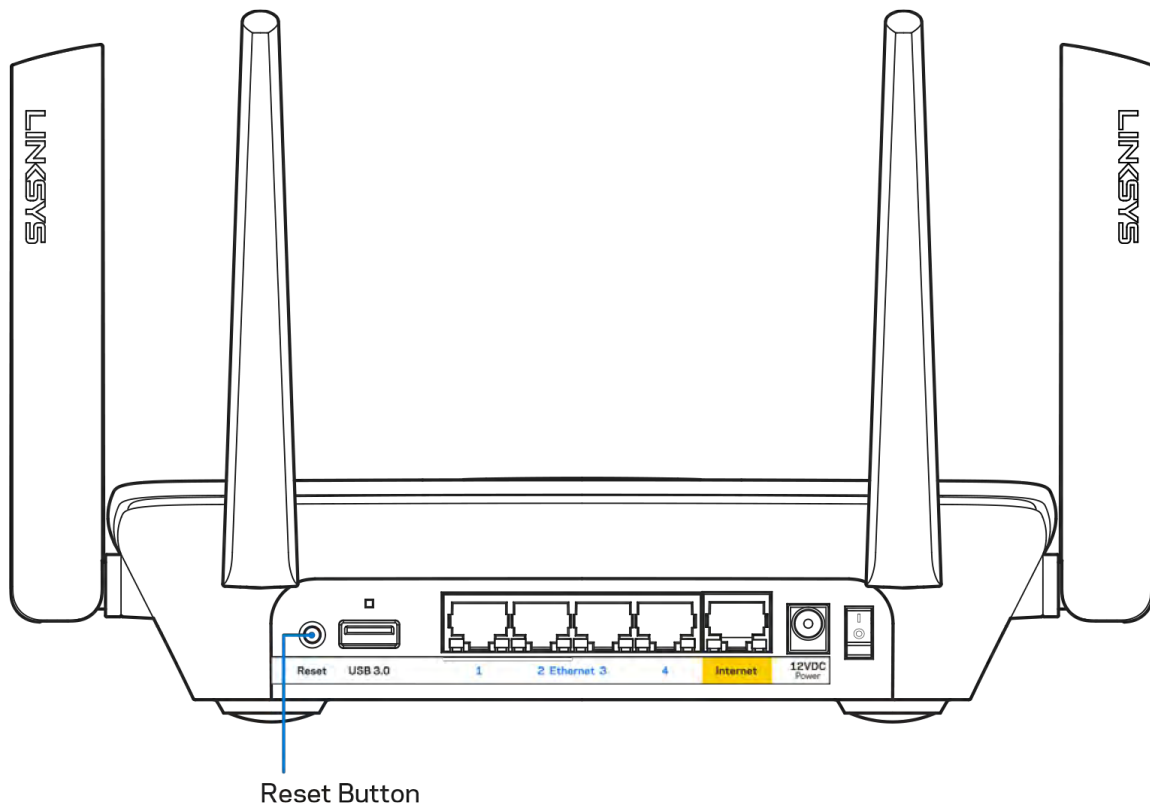
To keep your router secure, we'll send you an email if someone changes the router password.

How to factory reset your router

You should never need to factory reset your MR9000 router—a very disruptive process. A factory reset restores your router to the state it was when you took it out of its box, requiring you to go through the setup process again. All settings you have customized in setup and since - things such as Wi-Fi name, passwords, security type - will be erased. All wireless devices will disconnect from your Wi-Fi.

To factory reset :

- With your router connected to power and turned on, press and hold the Reset button on the back panel. The light on top of the router will blink red. Do not release the button until the light goes out and then turns bright red.



Specifications

Linksys MR9000

Model Name	Tri-Band Wi-Fi 5 Router, AC3000
Model Number	MR9000
Switch Port Speed	Gigabit
Radio Frequency	2.4 GHz and 5 GHz (x2)
# of Antennas	4 external adjustable antennas
Ports	USB 3.0 (for future expansion), Ethernet (1-4), Internet, Power
Buttons	Power, Reset, WPS
Lights	Top panel: One, multicolor light for power and status Back panel: USB, Ethernet (1-4), Internet
Security Features	WPA2-Personal, WPA2/WPA-Mixed
Security Key Bits	Up to 128-bit encryption

Environmental

Dimensions	213.7mm x 161.8mm x 54.8mm (without antennas)
Unit Weight	593 g
Power	12V/2A
Certifications	FCC, IC, CE, Wi-Fi (IEEE 802.11a/b/g/n/ac)
Operating Temp.	32° to 104° F (0 to 40° C)
Storage Temp.	-4° to 140° F (-20 to 60° C)
Operating Humidity	10% to 80% relative humidity, non-condensing
Storage Humidity	5% to 90% non-condensing

Notes:

For regulatory, warranty, and safety information, go to Linksys.com/support/MR9000.

Specifications are subject to change without notice.

Maximum performance derived from IEEE Standard 802.11 specifications. Actual performance can vary, including lower wireless network capacity, data throughput rate, range and coverage. Performance depends on many factors, conditions and variables, including distance from the access point, volume of network traffic, building materials and construction, operating system used, mix of wireless products used, interference and other adverse conditions.

Visit linksys.com/support/MR9000 for award-winning technical support.

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LNKPG-00599 Rev A00

Regulatory and Warranty Information

Linksys MR9000 TRI-BAND WIFI 5 ROUTER, AC3000

Model# MR9000/MR8950/MR8900

FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This product has been tested and complies with the specifications for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and devices
- Connect the equipment to an outlet other than the receiver's
- Consult a dealer or an experienced radio/TV technician for assistance

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

2.4GHz operation of this product in the USA is firmware-limited to channels 1 through 11.

The device for the band 5150-5250 MHz is only for indoor usage to reduce the potential for harmful interference to co-channel mobile satellite systems.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 35 cm between the radiator and your body.

This device and its antennas(s) must not be co-located or operating in conjunction with any other antenna or transmitter except in accordance with FCC multi-transmitter product procedures.

Wireless Disclaimer

The maximum performance for wireless is derived from IEEE Standard 802.11 specifications. Actual performance can vary, including lower wireless network capacity, data throughput rate, range and coverage. Performance depends on many factors, conditions and variables, including distance from the access point, volume of network traffic, building materials and construction, operating system used, mix of wireless products used, interference and other adverse conditions.

Safety notices

English

	<p>WARNING: Do not use this product near water, for example, in a wet basement or near a swimming pool.</p>
	<p>WARNING: Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.</p>
	<p>WARNING: The power adaptor is the equipment's disconnection device. The power outlet must be located nearby the equipment and its access must be easy. This product is intended for indoor use only.</p>

Español [Spanish]

	<p>ADVERTENCIA: No use este producto cerca del agua, por ejemplo en un sótano húmedo o cerca de una piscina.</p>
	<p>ADVERTENCIA: Evite usar este producto durante una tormenta eléctrica. Puede existir el riesgo remoto de que se produzca una descarga eléctrica producida por un rayo.</p>
	<p>ADVERTENCIA: El adaptador de alimentación es el dispositivo de desconexión del equipo. La base de toma de corriente debe estar cerca del equipo y ser fácilmente accesible. Este producto está destinado solo para uso en interiores.</p>

Third-Party Software or Firmware

The use of software or firmware not supported/provided by Linksys products may result that the equipment is no longer compliant with the regulatory requirements

WARRANTY AND SUPPORT INFORMATION

**IMPORTANT!
PLEASE RETAIN PROOF OF PURCHASE AND PRODUCT
WARRANTY INFORMATION**

LIMITED WARRANTY (UNITED STATES AND CANADA)

This warranty is provided to you by Belkin International, Inc, or one of its subsidiaries or affiliates (“Belkin”)

IMPORTANT NOTICE REGARDING YOUR CONSUMER RIGHTS

The benefits we give in this manufacturer's warranty are **additional to** any rights and remedies that you may have under local consumer protection laws. Nothing in this warranty limits or affects your legal rights.

This manufacturer's warranty is governed by the laws of the country in which you purchased your Belkin, Linksys or WeMo product. In many countries, consumers have rights under local consumer laws. Those consumer rights may differ between countries, states and provinces, and often cannot be excluded. Your local consumer rights organization can advise you on your legal rights.

This manufacturer's warranty is not intended to:

- change or exclude any rights under consumer law that cannot be lawfully changed or excluded; or
- limit or exclude any right you have against the person who sold the Belkin, Linksys or WeMo product to you if that person has breached their sales contract with you.

WHAT DOES THIS WARRANTY COVER?

Belkin warrants that the product hardware and any software media (i.e., media on which the product software is provided) will be free from defects in materials and workmanship under normal use during the Warranty Period described below. This means that the product won't be defective, and that it will look and work as advertised during the relevant period.

This warranty does not apply to products purchased from a source other than Belkin or a Belkin Authorized Reseller.

How long is the product warranted?

Belkin warrants that the hardware in this Belkin, Linksys or WeMo product, and any associated software media, will be free from defects in materials and workmanship under normal use during the Warranty Period. The Warranty Period begins on the date the product was purchased by the original end-user purchaser and lasts for the period set out in the table below:

Product Type	Warranty Period
New products	12 Months
Refurbished products	90 days
Repaired or replacement products	The longer of the original Warranty Period or 30 days
Software media (if provided with the product)	90 days

A claim under this warranty is only eligible if it is made within the Warranty Period.

What isn't covered?

Belkin does not give any warranty:

- in relation to software or services, provided by Belkin or any third party, included in or with the product;
- that the product, software or services will always operate uninterrupted or error free;
- that the product, software or services, or any equipment, system or network on which the product, software or services are used are 100% secure and cannot be hacked; or
- that a third party service the product needs will always be available.

Note: Although Belkin does not make these promises in this warranty, you may have additional rights under consumer laws.

Will this warranty always apply?

This warranty does not apply if:

- the warranty claim was made fraudulently or by misrepresentation;
- the product was not installed, operated, repaired, or maintained in accordance with Belkin's instructions;

- the product has been subjected to abnormal physical or electrical stress, misuse, negligence, or accident;
- damage to the product is cosmetic, including scratches and dents, or defects caused by normal wear and tear or normal aging of the product;
- the serial number on the product has been altered, defaced, or removed; or
- the product was supplied or licensed for beta, evaluation, testing or demonstration purposes, and you didn't buy or license the product.

This warranty is only valid and enforceable in the country of purchase.

Note: Although this warranty doesn't apply in these situations, you may have additional rights under consumer laws.

How will Belkin make things right?

If you make an eligible claim under this warranty, Belkin will, at its election:

- repair the product with new or refurbished parts, or pay the reasonable costs of repairing the product;
- replace the product with a reasonably available equivalent new or refurbished Belkin, Linksys or WeMo product; or
- refund you the purchase price of the product, minus any rebates and discounts.

Any repaired or replacement products are warranted for the remainder of the original Warranty Period or 30 days, whichever is longer. All products and parts that are replaced become the property of Belkin.

Note: The rights and remedies outlined above are the only rights and remedies available under this warranty. However, you may have additional rights under consumer laws.

GENERAL EXCLUSIONS AND LIMITATIONS OF LIABILITY

IN THOSE JURISDICTIONS WHERE IT CAN LAWFULLY DO SO, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, BELKIN, ITS RESELLERS AND ITS SUPPLIERS HEREBY DISCLAIM AND EXCLUDE ALL OTHER WARRANTIES, EXPRESS, STATUTORY OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, ACCEPTABILITY, SATISFACTORY QUALITY, NON-INFRINGEMENT, TITLE, FITNESS FOR A PARTICULAR PURPOSE, LOSS OF OR DAMAGE TO DATA, LACK OF VIRUSES OR FREE FROM VIRUS OR MALWARE ATTACK, SECURITY, PERFORMANCE, LACK OF NEGLIGENCE, WORKMANLIKE EFFORT, QUIET ENJOYMENT, THAT THE

FUNCTIONS CONTAINED IN THE PRODUCT WILL MEET YOUR REQUIREMENTS, OR THAT DEFECTS IN THE PRODUCT WILL BE CORRECTED, OR THAT YOUR USE OF THE PRODUCT WILL GENERATE ACCURATE, RELIABLE, TIMELY RESULTS, INFORMATION, MATERIAL OR DATA. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY BELKIN, A DEALER, AGENT OR AFFILIATE SHALL CREATE A WARRANTY. TO THE EXTENT WARRANTIES CANNOT BE DISCLAIMED OR EXCLUDED, THEY ARE LIMITED TO THE DURATION OF THE RELEVANT EXPRESS WARRANTY PERIOD.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL BELKIN, ITS AFFILIATES, ASSOCIATES, DEALERS, AGENTS OR SUPPLIERS OR THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, LICENSORS AND ASSIGNS BE LIABLE FOR ANY DIRECT, INDIRECT, EXEMPLARY, PUNITIVE, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOSS OF PROFITS OR REVENUE, FOR BUSINESS INTERRUPTION, FOR PERSONAL INJURY, FOR LOSS OF PRIVACY, FOR LOSS OF ABILITY TO USE ANY THIRD PARTY PRODUCTS OR SERVICES, FOR FAILURE TO MEET ANY DUTY INCLUDING OF GOOD FAITH OR OF REASONABLE CARE, FOR NEGLIGENCE, AND FOR ANY OTHER PECUNIARY OR OTHER LOSS WHATSOEVER), REGARDLESS OF THE THEORY OF LIABILITY (CONTRACT, TORT OR OTHERWISE) ARISING OUT OF OR IN ANY WAY RELATED TO THE USE OF OR INABILITY TO USE THE PRODUCT, EVEN IF BELKIN OR SUCH OTHER ENTITIES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL THE TOTAL AGGREGATE LIABILITY OF BELKIN, ITS AFFILIATES, ASSOCIATES, DEALERS, AGENTS OR SUPPLIERS TO YOU FOR ALL DAMAGES EXCEED THE PRICE YOU PAID FOR THE PRODUCT. THIS LIMITATION IS CUMULATIVE AND WILL NOT BE INCREASED BY THE EXISTENCE OF MORE THAN ONE INCIDENT OR CLAIM. THE FOREGOING LIMITATIONS WILL APPLY EVEN IF ANY WARRANTY OR REMEDY PROVIDED FAILS OF ITS ESSENTIAL PURPOSE. NOTHING IN THIS SECTION SHALL LIMIT THE LIABILITY OF BELKIN IN RELATION TO DEATH OR BODILY INJURIES.

THE WARRANTIES AND REMEDIES SET OUT IN THIS AGREEMENT ARE EXCLUSIVE, AND, TO THE EXTENT PERMITTED BY LAW, IN LIEU OF ALL OTHERS ORAL OR WRITTEN, EXPRESS OR IMPLIED. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE FOREGOING LIMITATIONS MAY NOT APPLY TO YOU.

If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

BELKIN TECHNICAL AND WARRANTY SUPPORT INFORMATION

HOW DO I GET HELP?

If you have a question about your product or experience a problem with it, please go to <http://www.belkin.com/support> or <http://support.linksys.com>. You will find lots of online support tools and information to help you with your product.

What should I do if my product is defective?

You always have the option to return the product to the original seller if you have a problem. You can make a claim based on this warranty or any consumer laws that apply to you.

You can also make a claim under this warranty or local consumer laws by contacting Linksys or Belkin Technical Support. To find out how to contact us, click the “Contact Us” link on the home page of <http://Linksys.com> or <http://www.belkin.com>. If you are located outside the United States, you will need to choose your region/location first:

For Linksys.com:

<http://www.linksys.com/us/change-region/>

For Belkin.com:

<http://www.belkin.com/us/> - Click the “Change Region” link at the bottom of the website and select your location

If I believe my product is defective and covered by this warranty, what do I need to do?

You will need to contact Technical Support for your region at the links above. So that we can help you, you will need to give us some information when you contact us:

- your product model, hardware revision and serial number;
- the name of your Internet Service Provider (ISP); and
- proof that you purchased the product, with the date of the purchase shown and place where it was purchased. WE WILL ALWAYS NEED A DATED PROOF OF ORIGINAL PURCHASE TO PROCESS WARRANTY CLAIMS.

Sometimes we will need you to send the product back to us so that we can fix or replace it. If we ask you to return your product to us by post, you will be given a Return Materials Authorization (RMA) number and we'll tell you where to send the product. You will need to make sure the product is properly packaged and shipped, and you will be responsible for the costs of returning your product to us. We need to identify your product when it reaches us, so you'll need to include the RMA number AND a copy of your dated proof of original purchase (please keep the original) with the returned product. We also

recommend that you send the package by registered and insured mail or by overnight courier to protect the package while it is in transit.

What happens when I return my product?

Defective products covered by this warranty will be replaced without charge with the same product or an equivalent product of equal or greater value, or Belkin will provide you with a refund of the purchase price of the product, minus any rebates and discounts. The remedy offered will be determined by Belkin in its sole discretion.

We can only ship replacement or repaired products to locations in the country where the original product was purchased.

Belkin may need to delete all or part of your data to repair or replace your product. Belkin may also install software updates as part of warranty service. PLEASE MAKE SURE THAT YOU BACK UP ALL OF YOUR DATA ON THE PRODUCT BEFORE SENDING IT IN FOR REPAIR OR REPLACEMENT. BELKIN IS NOT RESPONSIBLE FOR ANY LOSS OF DATA OR SOFTWARE DURING WARRANTY SERVICE.

Replacements not covered under warranty or your rights under consumer law may be refused by place of purchase, or may be subject to charge.

Technical support

This warranty is not a service or support contract. Details on our technical support offerings and policies (including any applicable fees) can be found at <http://www.belkin.com/support> or <http://support.linksys.com>.

Belkin provides many different options to support you. Please click on or go to the appropriate website below for more details. Please make sure to change to your local country if necessary.

- Belkin and WeMo Products: <http://www.belkin.com/support>
- Linksys Products: <http://support.linksys.com>

Along with the Limited Warranty, Belkin provides Complimentary Assisted Technical Support for the Warranty Period to get your hardware up and running. Complimentary Assisted Technical Support includes technical support (by phone) and live chat (through your computer). At this time, live chat is only available in certain countries. Please visit our websites (indicated above) in your local area for details.

For additional support beyond the Complimentary Assisted Technical Support period or for assistance on advanced features beyond basic support, please contact our Technical Support team to learn more about how we can help you get the most out of your product. Please note that you may be assessed a fee to speak with our technician if you contact us outside the Complimentary Assisted Technical Support period.

Additional information on some of our Premium Support Offerings can be found at: Linksys Networking Products – <http://www.linksys.com/us/premium-support/>

Belkin and WeMo Networking Products – <http://www.belkin.com/us/belkin-premium-support/>

Please Note: Some of these offerings may not be offered in your country

Telephone support may not be available where you live and may be subject to charge.