

LINKSYS®

User Guide

VELOP™

Whole Home Wi-Fi

Model WHW03

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Product Overview

Front/Top view



Bottom view



Internet port—Connect an Ethernet cable to one of the Gigabit (10/100/1000) ports, and to a broadband internet cable/DSL or fiber modem.

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

Note--You might have more than one node in your Velop system. The main node is the only one that connects to your modem.

Ethernet port —Connect an Ethernet cable to one of the Gigabit (10/100/1000) ports and to a wired device on your network. Both ports on secondary nodes are used to connect to wired devices on the network.

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

Power port —Connect the included AC power adapter.

Reset button —Press and hold for until the power LED starts flashing to reset the router to factory settings. You can also restore the factory settings using Linksys Smart Wi-Fi on the Internet or mobile app.

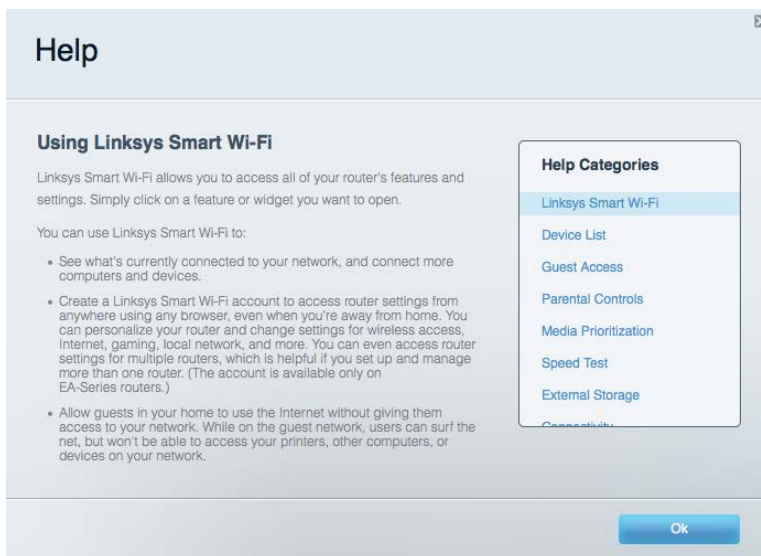
Power switch —Press | (on) to turn on the Velop.

Setting Up: Basics

Where to find more help

In addition to this user guide, you can find help at these locations:

- Linksys.com/support/Velop (documentation, downloads, FAQs, technical support, live chat, forums)
- Linksys Smart Wi-Fi help (connect to Linksys Smart Wi-Fi, then click Help at the top of the screen)

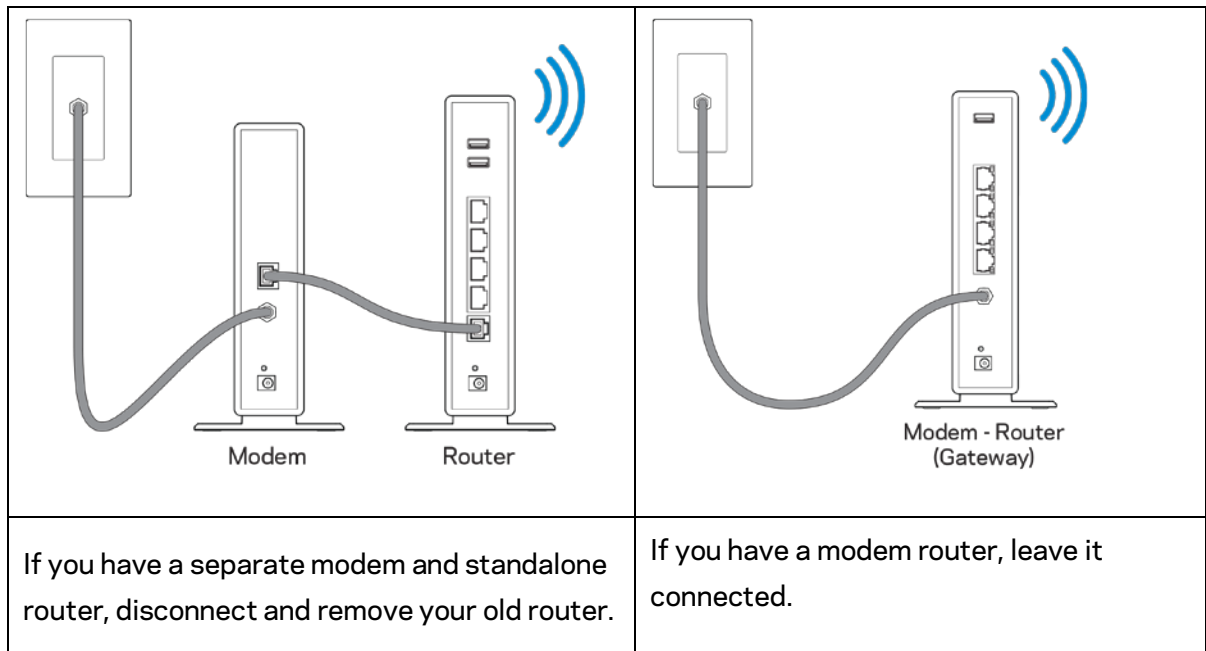


Note—Licenses and notices for third party software used in this product may be viewed on <http://support.linksys.com/en-us/license>. Please contact <http://support.linksys.com/en-us/gplcodecenter> for questions or GPL source code requests.

How to install your Velop

1. To complete setup, you will need a computer to visit <http://LinksysSmartWiFi.com> in a web browser.

2. Identify your equipment.



3. Make sure the power switch on the bottom of your Velop node is in the | (on) position.
4. Connect your Velop node to your modem or modem router. Plug one end of the included internet cable to an Ethernet port on the bottom of your Velop node. If you have a modem, plug the other end into the Ethernet (LAN) port on the modem. If you have a modem router, plug into any available port.
5. Wait until the LED on the top of your Velop node is blinking purple.
6. Open the Linksys app on your mobile device and follow the setup instructions. If you need help, refer to your device documentation at linksys.com/support/velop.

Note—You will not have internet access until router setup is complete.

How to Use Linksys Smart Wi-Fi

You can configure your router from anywhere in the world by using Linksys Smart Wi-Fi, but you can also configure your router directly from your home network. Linksys Smart Wi-Fi may be available for your mobile device, as well. See your device's app store for information.

How to connect to Linksys Smart Wi-Fi

To connect to Linksys Smart Wi-Fi:

1. Open your computer's web browser.
2. Go to www.LinksysSmartWiFi.com and log in to your account.

Linksys Smart Wi-Fi Sign In

If you have not yet created a Linksys Smart Wi-Fi account, click the 'Create Account' button in the upper right corner of the page.

Give guests Internet access

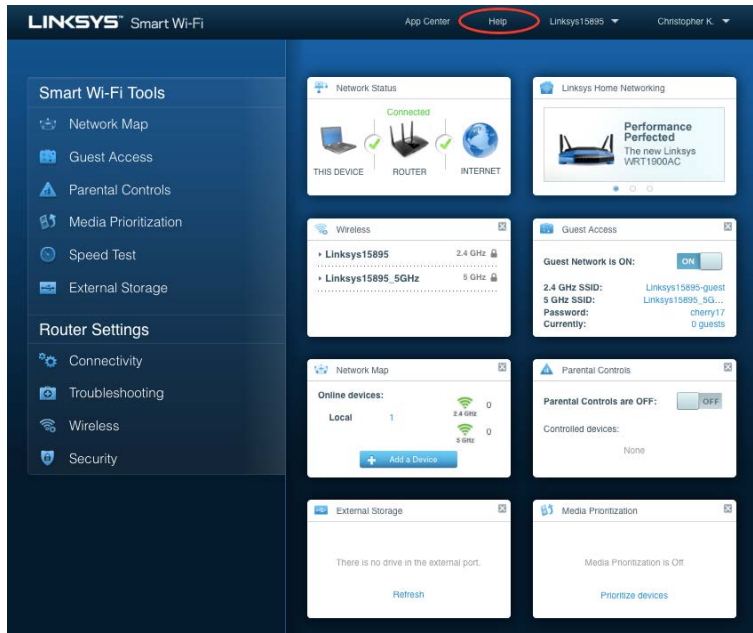
Use your Linksys Smart Wi-Fi account to access your home network from anywhere, at any time, even from your mobile device. Easily connect new devices, set parental controls, get access to Smart Wi-Fi mobile Apps, and more.

For more information [click here](#)

English (United States)

For local access, [click here](#).

If you can't remember your password, click *Forgot your password?* and follow the on-screen instructions to recover it. [For Linksys Smart Wi-Fi help connect to Linksys Smart Wi-Fi](#), then click [Help at the top of the main screen](#).



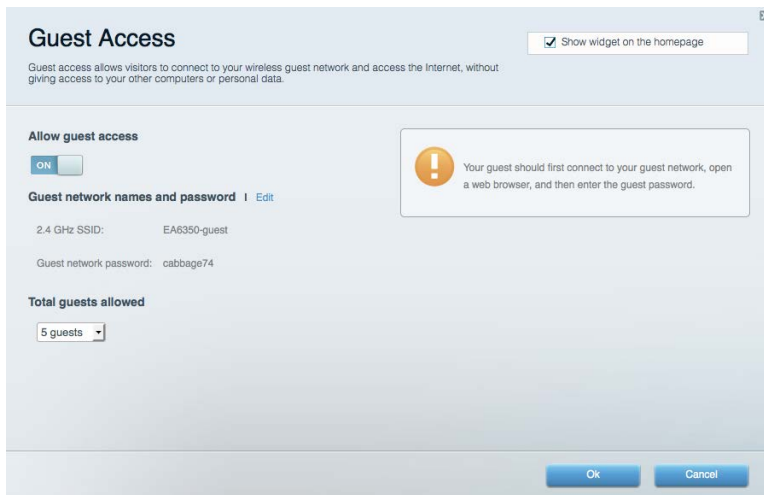
Network Map

Lets you display and manage all network devices connected to your router. You can view devices on your main network and your guest network, or display information about each device.



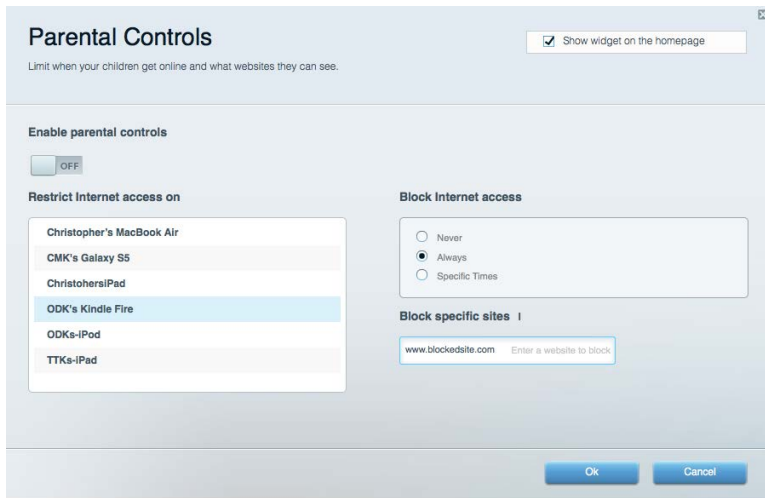
Guest Access

Lets you configure and monitor a network that guests can use without accessing all of your network resources.



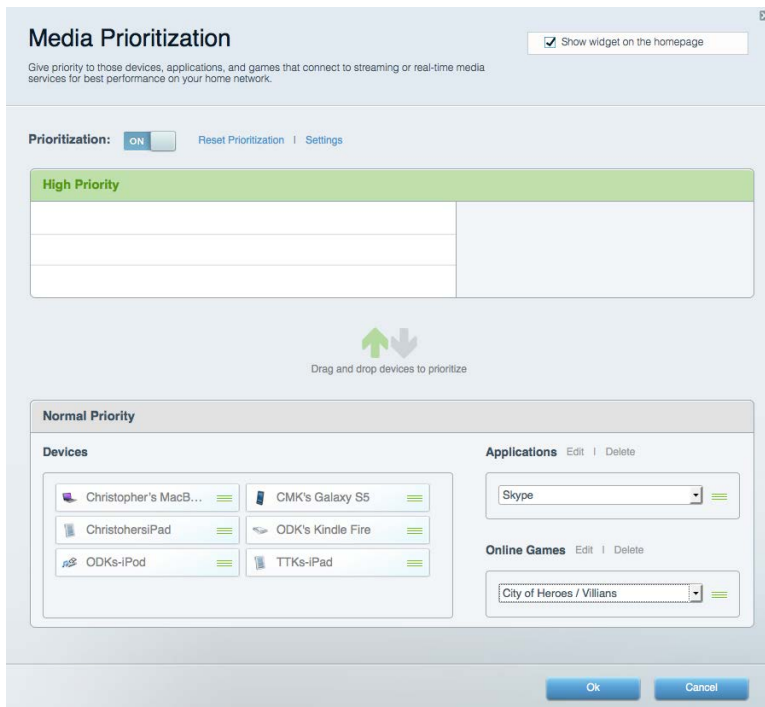
Parental Controls

Lets you block web sites and set Internet access times.



Media Prioritization

Lets you set which devices and applications have top priority for your network traffic.



Speed Test

Lets you test your network's Internet connection speed.



External Storage

Lets you access an attached USB drive (not included) and set up file sharing, a media server, and FTP access.

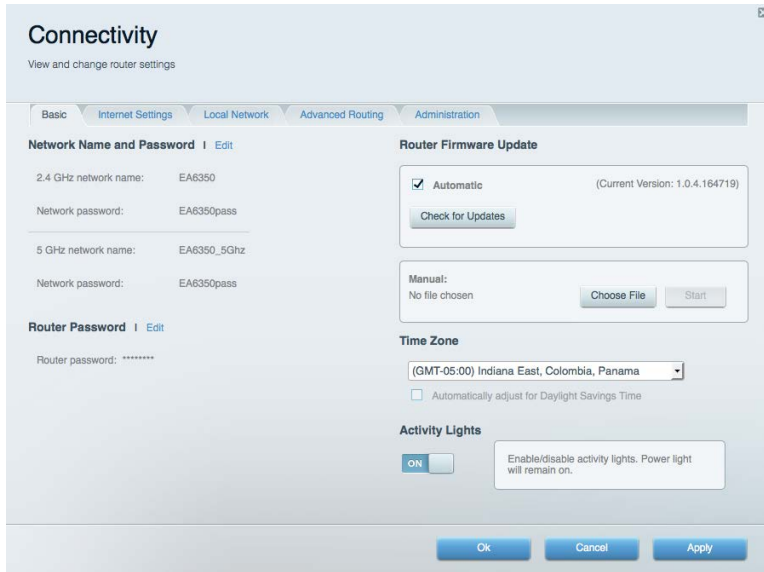
The screenshot shows the 'External Storage' configuration interface with the following settings:

- External Storage Drive:** Volume name: ROUND DRIVE. Space used: 856 MB used of 959 MB total. Buttons: 'Safely remove drive', 'Refresh'.
- Secure Folder Access is OFF:** Any user can access content via shared folders. Access paths: PC access (File explorer): \\192.168.1.1; Mac access (Finder): smb://192.168.1.1.
- FTP Server is OFF:** Content is not accessible to any user via FTP. Status: FTP server: Disabled.
- Media Server (DLNA) is ON:** Media content is accessible to DLNA clients. DLNA server: EA8350.

The interface includes a 'Show widget on the homepage' checkbox, a tabbed menu (Status, Folder Access, FTP Server, Media Server), and an 'Ok' button at the bottom right.

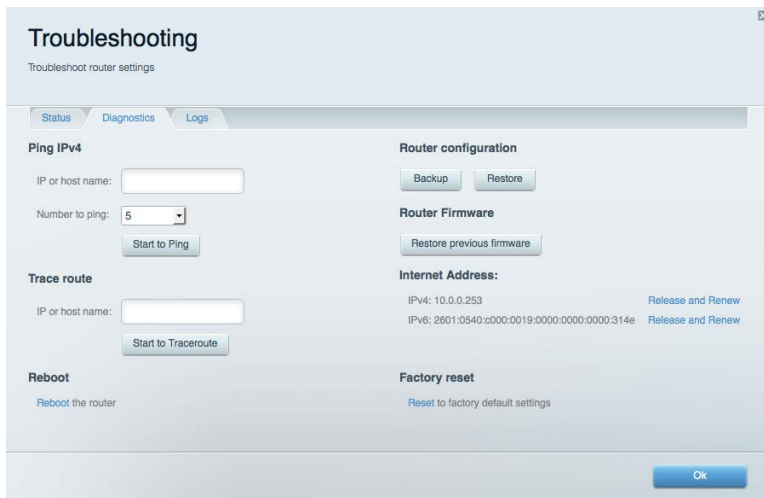
Connectivity

Lets you configure basic and advanced network settings.



Troubleshooting

Lets you diagnose problems with your router and check the status of the network.



Wireless

Lets you configure your router's wireless network. You can change the security mode, password, MAC filtering, and connect devices using Wi-Fi Protected Setup™.

The screenshot shows the 'Wireless' configuration page. At the top, there is a checkbox labeled 'Show widget on the homepage' which is checked. Below this, there are three tabs: 'Wireless', 'MAC Filtering', and 'Wi-Fi Protected Setup'. The 'Wireless' tab is active. The page is divided into two sections for 2.4 GHz and 5 GHz networks. Each section has a 'Network name' field, a 'Network' toggle switch, a 'Password' field, 'Broadcast SSID' dropdown, 'Channel' dropdown, 'Security mode' dropdown, 'Network mode' dropdown, and 'Channel width' dropdown. The 2.4 GHz network is named 'EA6350' and has a channel width of 'Auto'. The 5 GHz network is named 'EA6350_5Ghz' and has a channel width of '80 MHz'. At the bottom, there are 'Ok', 'Cancel', and 'Apply' buttons.

Security

Lets you configure your router's wireless security. You can set up the firewall, VPN settings, and make custom settings for applications and games.

The screenshot shows the 'Security' configuration page. At the top, there is a checkbox labeled 'Show widget on the homepage' which is checked. Below this, there are three tabs: 'Firewall', 'DMZ', and 'Apps and Gaming'. The 'Firewall' tab is active. The page is divided into three sections: 'Firewall', 'Internet filters', and 'IPv6 Port Services'. The 'Firewall' section has 'IPv4 SPI firewall protection' and 'IPv6 SPI firewall protection' both checked and enabled. The 'VPN Passthrough' section has 'IPSec Passthrough', 'PPTP Passthrough', and 'L2TP Passthrough' all checked and enabled. The 'Internet filters' section has 'Filter anonymous Internet requests' checked, 'Filter multicast' unchecked, 'Filter Internet NAT redirection' unchecked, and 'Filter ident (Port 113)' checked. The 'IPv6 Port Services' section has a table with columns for 'Description', 'Protocol', 'IPv6 Address', 'Allow', and 'Enabled'. Below the table is an 'Add IPv6 Firewall Setting' button. At the bottom, there are 'Ok', 'Cancel', and 'Apply' buttons.

Troubleshooting

You can find more help from our award-winning customer support at Linksys.com/support/velop.

Your Velop was not successfully set up

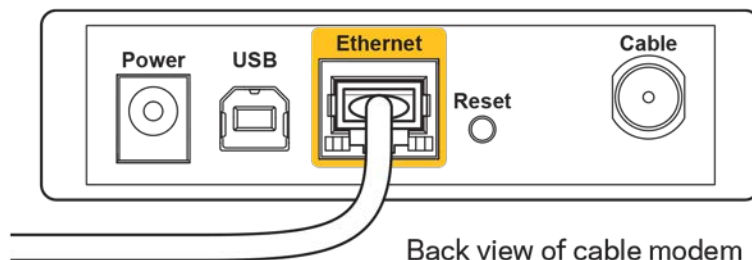
If setup did not complete successfully, you can try the following:

- Press and hold the Reset button on the bottom of your Velop until the LED starts blinking (about 10 seconds). Install Velop again.
- Temporarily disable your computer's firewall (see the security software's instructions for help). Install Velop again.
- If you have another computer, use that computer to install Velop again.

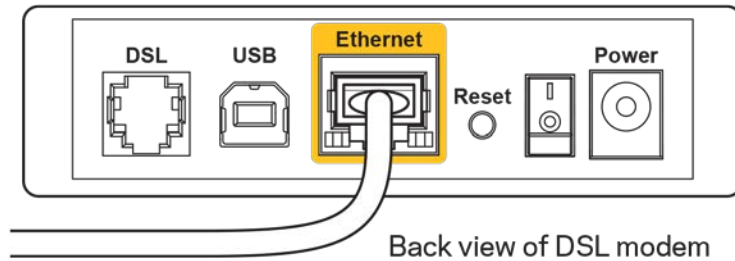
Your Internet cable is not plugged in message

If you get a "Your Internet cable is not plugged in" message when trying to set up your Velop, follow these troubleshooting steps.

- Make sure that an Ethernet or Internet cable (or a cable like the one supplied with your router) is securely connected to a Gigabit port on the bottom of the Velop and to the appropriate port on your modem. This port on the modem is usually labeled Ethernet, but may be named Internet or WAN.
- Make sure that your modem is connected to power and is turned on. If it has a power switch, make sure that it is set to the ON or I (as opposed to O) position.
- If your Internet service is cable, verify that the cable modem's CABLE port is connected to the coaxial cable provided by your ISP.



- If your Internet service is DSL, make sure that the DSL phone line is connected to the modem's DSL port.



- If your computer was previously connected to your modem with a USB cable, disconnect the USB cable.
- Install the router again.

Cannot access your Velop message

To access your Velop, you must be connected to your own network. If you currently have wireless Internet access, the problem may be that you have accidentally connected to a different wireless network.

To fix the problem on Windows computers, do the following*:

1. On your Windows desktop, click on the wireless icon in the system tray. A list of available networks will appear.
2. Click your own network name. Click Connect. In the example below, the computer was connected to another wireless network named wraith_5GHz. The wireless network name of the Linksys Velop router, Damaged_Beez2.4 in this example, is shown selected.



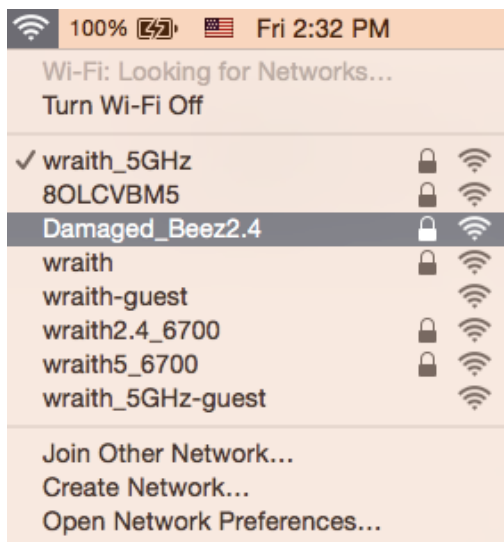
3. If you are prompted to enter a network security key, type your password (security key) into the network security key field. Click **OK**.

4. Your computer will connect to the network, and you should be able to access the Velop.

**Depending on your version of Windows, there could be some differences in wording or icons in these steps.*

To fix the problem on Mac computers, do the following:

1. In the menu bar across the top of the screen, click the Wi-Fi icon. A list of wireless networks will appear. Linksys Smart Wi-Fi has automatically assigned your network a name.
2. In the example below, the computer was connected to another wireless network named wraith_5GHz. The wireless network name of the Linksys Velop router, Damaged_Beez2.4 in this example, is shown selected.



3. Click the wireless network name of your Linksys Velop router (Damaged_Beez2.4 in the example).
4. Type your wireless network password (Security Key) into the *Password* field. Click **OK**.

After setup

The Internet appears to be unavailable

If the Internet has difficulty communicating with your Velop, the problem may appear as a “Cannot find [Internet address]” message in your Web browser. If you know that the Internet address is correct, and if you’ve tried several valid Internet addresses with the same result, the message could mean that there’s a problem with your ISP or modem communicating with your Velop.

Try the following:

- Make sure that the network and power cables are securely connected.
- Make sure that the power outlet that your Velop is connected to has power.

- Reboot your Velop.
- Contact your ISP and ask about outages in your area.

The most common method of troubleshooting your Velop is to turn it off, then back on again. Your Velop can then reload its custom settings, and other devices (such as the modem) will be able to rediscover the Velop and communicate with it. This process is called rebooting.

To reboot your Velop using the power cord, do the following:

1. Disconnect the power cord from the Velop and the modem.
2. Wait 10 seconds, and reconnect the power cord to the modem. Make sure it has power.
3. Wait until the modem's online indicator has stopped blinking (about two minutes). Reconnect the power cord to the Velop.
4. Wait until the LED on top of the Velop is solid blue. Wait two minutes before trying to connect to the internet from a computer.

To reboot your Velop using the Linksys app, do the following:

1. Launch the app.

Under *Velop Administration*, click *Restart Velop*.

Specifications

Linksys Velop

Model Name	Linksys Velop
Model Number	WHW03
Switch Port Speed	10/100/1000 Mbps (Gigabit Ethernet)
Radio Frequency	2.4 GHz and 5 GHz
# of Antennas	6 internal antennas
Ports	Power, Internet, Ethernet
Buttons	Reset, Power
LEDs	Top panel: illuminated Linksys logo Back panel: Internet, Ethernet (1-4)
UPnP	Supported
Security Features	WPA, WPA2,
Security Key Bits	Up to 128-bit encryption
Browser Support	Latest versions of Google Chrome™, Firefox®, Safari® (for Mac® and iPad®), Microsoft Edge, and Internet Explorer® version 8 and newer work with Linksys Smart Wi-Fi

Environmental

Dimensions	10.12" x 7.24" x 2.2" (257 x 184 x 56 mm) without antennas
Unit Weight	1.2lbs (490g)
Power	12V, 2A
Certifications	FCC, IC, CE, Wi-Fi a/b/g/n/ac, Windows 7, Windows 8
Operating Temperature	32 to 104°F (0 to 40°C)
Storage Temperature	-4 to 140°F (-20 to 60°C)
Operating Humidity	10% to 80% relative humidity, non-condensing
Storage Humidity	5% to 90% non-condensing

Specifications are subject to change without notice.

Notes:

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

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.

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