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# Linksys Smart Wi-Fi Router, EA6900 Frequently Asked Questions

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## **TABLE OF CONTENTS**

### **HARDWARE INFORMATION**

1. What is the Linksys Smart Wi-Fi Router, EA6900?
2. What is included in the Linksys Smart Wi-Fi Router, EA6900 package?
3. What are the parts of the Linksys Smart Wi-Fi Router, EA6900?
4. What do the LEDs on the Linksys Smart Wi-Fi Router, EA6900 indicate?
5. What is the warranty period of the Linksys Smart Wi-Fi Router, EA6900?
6. Where can I find the router's serial number?
7. What USB standards do the Linksys Smart Wi-Fi Router, EA6900 support and what are their speed limits?
8. What is the recommended antenna position for the Linksys Smart Wi-Fi Router, EA6900?

### **SETUP & INSTALLATION**

1. What are the requirements in setting up the Linksys Smart Wi-Fi Router, EA6900?
2. How do I set up the Linksys Smart Wi-Fi Router, EA6900?
3. Will I be able to run the setup on a hardwired computer even though my wireless adapter is disabled?
4. What is the default IP address, Username, and Password of the Linksys Smart Wi-Fi Router, EA6900?

### **FIRMWARE UPGRADE**

1. How do I upgrade the firmware on the Linksys Smart Wi-Fi Router, EA6900?

### **WIRELESS CONNECTION & SECURITY**

1. What wireless security modes do the Linksys Smart Wi-Fi Router, EA6900 support?
2. Which wireless connection standards and frequencies are supported by the Linksys Smart Wi-Fi Router, EA6900?
3. How do I connect a wireless device to the wireless network of the Linksys Smart Wi-Fi Router, EA6900?

4. Where can I see the default wireless network name (SSID) and passphrase of the Linksys Smart Wi-Fi Router, EA6900?
5. Can I change the default wireless settings during Smart Setup?
6. Does the Linksys Smart Wi-Fi Router, EA6900 support simultaneous dual-band (2.4 GHz and 5 GHz)?
7. What is 802.11ac, and what kinds of speed does it support?
8. Which wireless band should be used to achieve a speed of up to 1300 Mbps?
9. What are the supported wireless PHY Data rates of the Linksys Smart Wi-Fi Router, EA6900?

## **ADVANCED CONFIGURATION**

1. Does the Linksys Smart Wi-Fi Router, EA6900 support Remote Management?
2. What is a media server and how does it work?
3. Can I connect a USB hub to the USB port of the Linksys Smart Wi-Fi Router, EA6900 to use multiple devices?
4. Does the Linksys Smart Wi-Fi Router, EA6900 allow VPN tunnels using IPSec, L2TP or PPTP protocols to pass-through the router?
5. Does the Linksys Smart Wi-Fi Router, EA6900 support SPI firewall?
6. Does the Linksys Smart Wi-Fi Router, EA6900 offer a Filter IDENT that block specific Internet data types?
7. What is the Demilitarized Zone (DMZ) and what is it used for?

## **TROUBLESHOOTING**

1. How can I reset the Linksys Smart Wi-Fi Router, EA6900 to factory defaults?
2. I have reset the Linksys Smart Wi-Fi Router, EA6900 and now I can't launch the Smart Setup. What can I do?
3. What should I do if I can't connect to the Internet wirelessly and my network name is not listed in Available Networks?
4. What should I do when my wireless network performance is slow, inconsistent, suffers from weak signal, or having difficulty maintaining a VPN connection?

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## **HARDWARE INFORMATION**

1. **What is the Linksys Smart Wi-Fi Router, EA6900?**

The **Linksys Smart Wi-Fi Router, EA6900** is one of the latest routers in the Linksys Smart Wi-Fi Router series. It boasts of a new design incorporating 3 external antennas providing better wireless network coverage and range. This router supports a maximum of 600 Mbps on the 2.4 GHz band and up to 1.3 Gbps on the 5 GHz band.

The Linksys Smart Wi-Fi Router, EA6900 also supports **Smart Setup**. For more information about the product features and specification of the Linksys Smart Wi-Fi Router, EA6900, click here (<http://kb.linksys.com/Linksys/ukp.aspx?vw=1&articleid=29123>).

## **2. What is included in the Linksys Smart Wi-Fi Router, EA6900 package?**

The following items are included in the router package:

- **One (1)** Linksys Smart Wi-Fi Router, EA6900
- **One (1)** Ethernet cable
- **One (1)** Power adapter
- **One (1)** CD (contains product documentation only)

## **3. What are the parts of the Linksys Smart Wi-Fi Router, EA6900?**

The Linksys Smart Wi-Fi Router, EA6900 has the following parts:

- **Ports** – Four (4) LAN/Ethernet, one (1) WAN, two (2) USB, one (1) power adapter
- **LEDs** – Power/WPS, Ethernet/LAN, Internet status light
- **Wi-Fi Protected Setup™ (WPS)** push button
- **Reset** button
- **Three (3)** external dipole antennas

## **4. What do the LEDs on the Linksys Smart Wi-Fi Router, EA6900 indicate?**

### **Power / WPS (White)**

#### **Status**

- **OFF** – Power OFF
- **Pulsing** – Booting / system self-test / firmware upgrade
- **Blinking** – Blinks up to two (2) minutes then, back to solid white when there is a WPS error or session overlap
- **Pulsing** – WPS connection in progress for up to two (2) minutes
- **Solid** – Power ON / Device is ready / WPS is successful

### **LAN (Yellow/Green)**

## **Status**

- OFF – No physical link on LAN port
- Flashing – Data is transmitting through LAN port (yellow)
- Solid – Physical link is up on LAN port (green)

## **Internet (Yellow/Green)**

### **Status**

- OFF – No physical link on Internet port
- Flashing – Data is transmitting through LAN port (yellow)
- Solid – Physical link is up on LAN port (green)

## **5. What is the warranty period of the Linksys Smart Wi-Fi Router, EA6900?**

The warranty period is dependent on the country of purchase. For more information about your device's warranty, click here (<http://support.linksys.com/linksyswarranty>).

## **6. Where can I find the router's serial number?**

The router's serial number is printed on the sticker located underneath the device. You can also locate this via the web interface on the **Troubleshooting > Status > Report Tool**.

## **7. What USB standards do the Linksys Smart Wi-Fi Router, EA6900 support and what are their speed limits?**

The Linksys Smart Wi-Fi Router, EA6900 has **one (1) USB 2.0** port and **one (1) USB 3.0** port which is also backward-compatible with older versions. The USB 3.0 speed limit can reach up to 5 Gbps.

## **8. What is the recommended antenna position for the Linksys Smart Wi-Fi Router, EA6900?**

For optimal performance, the **middle antenna needs to be pointed straight up** and the **side antennas** should be angled outwards at **+/- 30 degrees**. For image reference, click here (<http://kb.linksys.com/Linksys/ukp.aspx?vw=1&articleid=29123>).

## **SETUP & INSTALLATION**

### **1. What are the requirements in setting up the Linksys Smart Wi-Fi Router, EA6900?**

Before setting up the Linksys Smart Wi-Fi Router, EA6900, you will need the following:

- A broadband Internet connection such as a Cable or DSL modem with RJ45 (Ethernet) port
- At least one (1) computer with an installed network interface adapter
- RJ45 Ethernet networking cable
- Internet browser (Internet Explorer® 8 or higher, Firefox®, Google Chrome™, or Safari®)
- Minimum 1 GHz processor and 512 MB RAM or a mobile device running Android™ 2.2 or higher, iOS 4.2.1 or higher and Windows 7.5 or higher

## 2. How do I set up the Linksys Smart Wi-Fi Router, EA6900?

There are **two (2)** ways to set up the Linksys Smart Wi-Fi Router, EA6900 on the computer:

- **Smart Setup** – The Smart Setup is embedded in the firmware of Linksys Smart Wi-Fi Routers, EA6200, EA6300, EA6400, EA6700 and EA6900. It allows you to run setup from a web browser. To learn how to set up the Linksys Smart Wi-Fi Routers using Smart Setup, click here (<http://kb.linksys.com/Linksys/ukp.aspx?vw=1&articleid=28840>).
- IMPORTANT:** For PPPoE users, in order to start the Smart Setup you must enter “linksyssmartwifi.com” or “192.168.1.1” on a web browser since you will not be automatically redirected to the Smart Setup wizard.
- **Manually** – There is an option to bypass Smart Setup and log in straight into the web-based setup page. On the home page of the Smart Setup, tick the **I want to skip Setup and configure my router manually** option and click **Next**.

## 3. Will I be able to run the setup on a hardwired computer even though my wireless adapter is disabled?

Yes, you will be able to run the setup on a hardwired computer even though the wireless adapter is disabled. Just connect the router to the computer using an Ethernet cable and start the Smart Setup.

## 4. What is the default IP address, Username, and Password of the Linksys Smart Wi-Fi Router, EA6900?

The default IP address for this router is **192.168.1.1** and **admin** is the default for both Username and Password.

## **FIRMWARE UPGRADE**

### **1. How do I upgrade the firmware on the Linksys Smart Wi-Fi Router, EA6900?**

Log in to your Linksys Smart Wi-Fi Account. Go to **Connectivity** and, under the **Basic** tab, check the **Automatic** checkbox. This will automatically upgrade the Linksys Smart Wi-Fi Router, EA6900 if there is a new firmware available. You may also click the **Check for Updates** button to check if there is a new firmware available.

**NOTE:** If you wish to upgrade the Linksys Smart Wi-Fi Router, EA6900 manually, you can click the **Choose File** button.

## **WIRELESS CONNECTION & SECURITY**

### **1. What wireless security modes do the Linksys Smart Wi-Fi Router, EA6900 support?**

The Linksys Smart Wi-Fi Router, EA6900 supports **WEP (64-bit/128bit)**, **WPA2/WPA-Mixed**, **WPA-Personal**, **WPA2-Personal**, **WPA-Enterprise**, **WPA2-Enterprise** and **RADIUS**.

### **2. Which wireless connection standards and frequencies are supported by the Linksys Smart Wi-Fi Router, EA6900?**

The Linksys Smart Wi-Fi Router, EA6900 is compatible with **802.11ac**, **802.11b**, **802.11g**, **802.11n**, and **802.11a**. It supports the 2.4 GHz and 5 GHz frequencies, at the same time supporting the **20 MHz**, **40 MHz** and **80 MHz** (5 GHz band only) channel widths.

### **3. How do I connect a wireless device to the wireless network of the Linksys Smart Wi-Fi Router, EA6900?**

To connect your wireless device to the network, follow the steps below:

#### **Step 1:**

Go to your device settings or adapter settings if you are using a laptop and enable the Wi-Fi setting.

#### **Step 2:**

Scan the wireless networks in the area and select the wireless network name (SSID) of your router.

### **4. Where can I see the default wireless network name (SSID) and passphrase of the Linksys Smart Wi-Fi Router, EA6900?**

The default SSID and passphrase can be located on the bottom of the Linksys Smart Wi-Fi Router, EA6900.

**5. Can I change the default wireless settings during Smart Setup?**

Yes, you will have the option to customize the SSID and the passphrase.

**6. Does the Linksys Smart Wi-Fi Router, EA6900 support simultaneous dual-band (2.4 GHz and 5 GHz)?**

Yes, the Linksys Smart Wi-Fi Router, EA6900 supports simultaneous dual-band.

**7. What is 802.11ac, and what kinds of speed does it support?**

The draft 802.11ac technology works on the 5 GHz band. The Linksys Smart Wi-Fi Router, EA6900 can have a speed of up to 1300 Mbps wirelessly when matched with an 802.11ac adapter.

**8. Which wireless band should be used to achieve a speed of up to 1300 Mbps?**

The 5 GHz band is used to achieve a speed of up to 1300 Mbps.

**9. What are the supported wireless PHY Data rates of the Linksys Smart Wi-Fi Router, EA6900?**

The following are supported PHY Data rates of the Linksys Smart Wi-Fi Router, EA6900:

- Up to 600 Mbps on 2.4 GHz frequency band with three (3) spatial streams
- Up to 1.3 Gbps on 5 GHz frequency band with three (3) spatial streams

**ADVANCED CONFIGURATION**

**1. Does the Linksys Smart Wi-Fi Router, EA6900 support Remote Management?**

Yes, the Linksys Smart Wi-Fi Router, EA6900 supports Remote Management for devices connected to the router. This is done by configuring the Remote Management settings on the Linksys Smart Wi-Fi Account. For more information, click here (<http://kb.linksys.com/Linksys/ukp.aspx?vw=1&articleid=25854>).

**2. What is a media server and how does it work?**

It allows DLNA-certified devices including digital media players, gaming consoles, and digital picture frames to access video, music, and pictures that are stored on a USB hard drive that is connected to the Linksys Smart Wi-Fi Router, EA6900.

**3. Can I connect a USB hub to the USB port of the Linksys Smart Wi-Fi Router, EA6900 to use multiple devices?**

No. You cannot connect a USB hub to the USB port of your Linksys Smart Wi-Fi Router, EA6900.

**4. Does the Linksys Smart Wi-Fi Router, EA6900 allow VPN tunnels using IPSec, L2TP or PPTP protocols to pass-through the router?**

Yes. The Linksys Smart Wi-Fi Router, EA6900 allows VPN tunnels using IPSec, L2TP or PPTP protocols to pass-through the router.

**5. Does the Linksys Smart Wi-Fi Router, EA6900 support SPI firewall?**

Yes. The Linksys Smart Wi-Fi Router, EA6900 supports SPI firewall.

**6. Does the Linksys Smart Wi-Fi Router, EA6900 offer a Filter IDENT that block specific Internet data types?**

Yes, this feature keeps port 113 from being scanned by devices outside of your local network.

**7. What is the Demilitarized Zone (DMZ) and what is it used for?**

The DMZ screen allows one (1) local user to be exposed to the Internet for use of a special-purpose service such as Internet gaming and videoconferencing. DMZ hosting forwards all the ports at the same time to one (1) computer. Port Forwarding is more secure because it only opens the ports you want to open.

## **TROUBLESHOOTING**

**1. How can I reset the Linksys Smart Wi-Fi Router, EA6900 to factory defaults?**

There are **two (2)** ways to reset the Linksys Smart Wi-Fi Router, EA6900 to factory defaults:

- **Hardware Reset** – Press and hold the **Reset** button on the back panel of the Linksys Smart Wi-Fi Router for about 10 seconds then release.
- **Software Reset** – Log in to your Linksys Smart Wi-Fi Account. Under Router Settings, click **Troubleshooting > Diagnostics**. Click **Reset** under Factory reset.

**2. I have reset the Linksys Smart Wi-Fi Router, EA6900 and now I can't launch the Smart Setup. What can I do?**

You can try the following troubleshooting steps:



**Step 1:**

Enter “myrouter.local” or “192.168.1.1” in a web browser.

**Step 2:**

If your computer has a static IP address, make sure it has valid DNS numbers. If not, set the computer to obtain an IP address automatically.

**Step 3:**

Retry Smart Setup then, if needed, reassign a static IP address back on the computer.

**3. What should I do if I can't connect to the Internet wirelessly and my network name is not listed in Available Networks?**

Try to perform the following steps to resolve the issue:

- Verify that your router is ON and the Linksys logo is solidly lit.
- If you are far from the router, you might try moving closer to see if your device is out of the wireless network range.
- Using a computer attached to the router via a network cable, open the router's web-based setup page by entering “myrouter.local” or “http://192.168.1.1” and make sure that Broadcast SSID is ON.

**4. What should I do when my wireless network performance is slow, inconsistent, suffers from weak signal, or having difficulty maintaining a VPN connection?**

Wireless technology uses radio frequency as a medium to connect devices. This means that connectivity and the throughput performance between devices decrease when the distance between devices increases.

Other factors that will cause signal degradation are the following:

- Obstructions such as walls, fixtures, furniture and metal appliances
- Wireless signal interference caused by other wireless networks using the same frequency, baby monitors, microwave ovens and etc.

**NOTE:** Connection speed may decrease as you move farther away from the router.

**Troubleshooting Tips**

- In order to determine if wireless issues are related to distance, it is recommended to temporarily move the computer within 10 feet from the router if possible.
- You may also change the wireless channel of your router. This will resolve

issues of wireless interference to improve the performance and reliability of your network.