LINKSYS

Linksys WRT1900ACS Frequently Asked Questions

TABLE OF CONTENTS

HARDWARE INFORMATION

1. What is the Linksys WRT1900ACS Dual-Band Wi-Fi Router with Ultra-Fast 1.6 GHz CPU?
2. What are the parts of the Linksys WRT1900ACS?
3. What does the LED behavior of the Linksys WRT1900ACS indicate?
4. What is the warranty period of the Linksys WRT1900ACS?
5. Where can I find the router's serial number?
6. What USB standard does the Linksys WRT1900ACS support?
7. What is the recommended antenna position for the Linksys WRT1900ACS?
8. What is the Combo USB 2.0 / eSATA port on my Linksys WRT1900ACS and how does it work?
9. What is the Network Map feature of my Linksys WRT1900ACS and how can I use it?
10. Can I wall-mount the Linksys WRT1900ACS?
11. Is the Linksys WRT1900ACS stackable?
12. Does the Linksys WRT1900ACS v1 support Open Source?
13. What is the Wireless Scheduler feature of my Linksys WRT1900ACS and how can I use it?

SETUP & INSTALLATION

1. What requirements are needed in setting up the Linksys WRT1900ACS?
2. How do I set up the Linksys WRT1900ACS?
3. Will I be able to run the setup software on a wired computer even though my wireless adapter is disabled?
4. What are the default IP Address and password of the Linksys WRT1900ACS?
5. Can I configure my 5 GHz network during set up?
6. Can I configure my Linksys WRT1900ACS as a wireless bridge or repeater?

FIRMWARE UPGRADE

1. How do I upgrade the firmware on the Linksys WRT1900ACS?
2. Is the Linksys WRT1900ACS v1 firmware compatible with the Linksys WRT1900ACS v2 firmware and vice versa?

WIRELESS CONNECTION & SECURITY

1. What wireless security modes does the Linksys WRT1900ACS support?
2. Which wireless connection standards and frequencies are supported by the Linksys WRT1900ACS?
3. Does the Linksys WRT1900ACS support the 80 MHz channel width on the 5 GHz frequency?
4. How do I connect a wireless device to the wireless network of the Linksys WRT1900ACS?
5. Where can I see the default wireless network name (SSID) and passphrase of the Linksys WRT1900ACS?
6. Can I change the default wireless settings during setup?
7. Does the Linksys WRT1900ACS support simultaneous dual-band (2.4 GHz and 5 GHz) connection?
8. What is the 802.11ac standard and what is its speed?
9. Which wireless band should be used to achieve a speed of up to 1300 Mbps?
10. How many Guest networks can I set up on my Linksys WRT1900ACS?

ADVANCED CONFIGURATION

1. What is a media server and how does it work?
2. Can I connect a USB hub to the USB port of the Linksys WRT1900ACS to use multiple devices?
3. Does the Linksys WRT1900ACS allow VPN tunnels using IPSec, L2TP or PPTP protocols as pass-through?
4. Does the Linksys WRT1900ACS support SPI firewall?
5. Does the Linksys WRT1900ACS offer a Filter IDENT that block specific Internet data types?
6. What is Demilitarized Zone (DMZ) and what is it used for?
7. What Dynamic Domain System (DDNS) providers does the Linksys WRT1900ACS support?

TROUBLESHOOTING

1. How can I reset the Linksys WRT1900ACS to factory defaults?
2. I have reset the Linksys WRT1900ACS and now I can’t launch the setup page. What do 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 or having difficulty maintaining a VPN connection?
5. The Parental Controls feature blocks HTTPS but returns a blank page instead of redirecting to the Parental Controls screen. Is this a normal behavior?

HARDWARE INFORMATION

1. What is the Linksys WRT1900ACS Dual-Band Wi-Fi Router with Ultra-Fast 1.6 GHz CPU?

The **Linksys WRT1900ACS Dual-Band Wi-Fi Router with Ultra-Fast 1.6 GHz CPU** is a simultaneous dual-band 3 x 3 Gigabit router with USB / External Serial Advanced Technology Attachment (eSATA) ports that supports a maximum of 600 Mbps on the 2.4 GHz band and up to 1.3 Gbps on the 5 GHz band. It comes with **four (4) high-performance external antennas** for enhanced dual-band communication, maximum signal strength, better coverage and range. The antennas are adjustable to customize your wireless signal for single or multi-story buildings and are removable to accommodate upgrades. For more information about the product features and specification of the Linksys WRT1900ACS, click here(https://kb.linksys.com/us/support-article?articleNum=178016).

2. What are the parts of the Linksys WRT1900ACS?

The Linksys WRT1900ACS has the following parts:

- **Four (4)** detachable high-performance external antennas
- **LED lights**:
  - Power
  - Internet
  - 2.4 GHz
  - 5 GHz
  - eSATA
  - USB 1
  - USB 2 (primary and secondary)
  - Ethernet 1 ~ 4 (primary and secondary)
  - Wi-Fi Protected Setup™ (WPS)
- **Buttons**:
  - WPS

- Reset

- **Ports**:
  - Ethernet 1 ~ 4
  - Internet
  - USB 3.0
  - Combo port USB 2.0 / eSATA
  - Power connector

3. What does the LED behavior of the Linksys WRT1900ACS indicate?

The LED behavior indicates the different activities and the status of your router. For a detailed description on the different Linksys WRT1900ACS LED activities, click here(https://kb.linksys.com/us/support-article?articleNum=178016#LEDs).

4. What is the warranty period of the Linksys WRT1900ACS?

The warranty period is dependent on the country of purchase. For more information about your device's warranty, click here(https://kb.linksys.com/us/support-article?articleNum=135959).

5. 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 router's web-based setup page by going to **Troubleshooting > Status > Report**.

6. What USB standard does the Linksys WRT1900ACS support?

The Linksys WRT1900ACS has a **USB 2.0 / eSATA** port and a **USB 3.0** port which are backward-compatible with older USB versions.

7. What is the recommended antenna position for the Linksys WRT1900ACS?

For more information and image reference, click here(https://kb.linksys.com/us/support-article?articleNum=138847).

8. What is the Combo USB 2.0 / eSATA port on my Linksys WRT1900ACS and how does it work?

The **Combo USB 2.0 / eSATA** port of the Linksys WRT1900ACS allows you to connect a USB external hard drive or an eSATA drive to the network.

NOTE: You can only connect one (1) device at a time. The Linksys WRT1900ACS supports **SATA-II**.

9. What is the Network Map feature of my Linksys WRT1900ACS and how can I use it?

The **Network Map** feature of your Linksys WRT1900ACS allows you to manage and monitor your devices' connection to the network. For an overview of the functions of your Network Map Tool, click here(https://kb.linksys.com/us/support-article?articleNum=136118). To know how to manage devices using the Network Map Tool, click here(https://kb.linksys.com/us/support-article?articleNum=138954).

10. Can I wall-mount the Linksys WRT1900ACS?

Yes. For instructions on how to wall-mount, click here(https://kb.linksys.com/us/support-article?articleNum=140774).

11. Is the Linksys WRT1900ACS stackable?

Yes, the Linksys WRT1900ACS is stackable. However, it is recommended that it should be stacked **on top** of other stackable devices. Do **NOT** stack any other devices on top of it to prevent blocking the ventilation of the router.

12. Does the Linksys WRT1900ACS v1 support Open Source?

Yes, **Linksys WRT1900ACS v1** is **Open Source-ready**. With this, the Open Source community's demand for Linksys router source codes is met. The base source code is made available for coders to be able to tweak their own firmware. However, Linksys will only support the **official firmware**. Since only the base codes are available, the final consumer codes would have its own security encoding, which makes it safe for daily use.

13. What is the Wireless Scheduler feature of my Linksys WRT1900ACS and how can I use it?

The **Wireless Scheduler** feature of your Linksys WRT1900ACS allows you to turn **OFF** or **ON** the wireless networks, including the Guest networks at your preferred time. To know more about this, click here(https://kb.linksys.com/us/support-article?articleNum=140821).

SETUP & INSTALLATION

1. What requirements are needed in setting up the Linksys WRT1900ACS?

Before setting up the Linksys WRT1900ACS, you will need the following:

- A broadband Internet connection
- At least one (1) computer with a wired or wireless network adapter
- RJ45 Ethernet cable/s
- Internet browser (Internet Explorer® 8 or higher, Firefox® 8 or higher, Google Chrome™ 10 or higher, or Safari® 5 or higher)

2. How do I set up the Linksys WRT1900ACS?

Setting up the Linksys WRT1900ACS is made fast and easy because of its CD-less setup. Now you can run the setup from a web browser even if the router initially has no Internet connection and is on factory default settings. To learn how to set up the Linksys WRT1900ACS, click here(https://kb.linksys.com/us/support-article?articleNum=142526).

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

Yes, you will be able to run the setup software on a wired computer even though the wireless adapter is disabled. Just connect the router to the computer using an Ethernet cable, open a web browser and start the setup process.

4. What are the default IP Address and password of the Linksys WRT1900ACS?

The default IP Address for this router is **192.168.1.1**. The default password is **admin**.

5. Can I configure my 5 GHz network during set up?

Wireless setting changes during setup apply to both the 2.4 GHz and 5 GHz bands. You can configure unique wireless settings for these bands after you complete the setup. To learn how you can set up the Linksys WRT1900ACS's 5 GHz network, click here(https://kb.linksys.com/us/support-article?articleNum=142526).

6. Can I configure my Linksys WRT1900ACS as a wireless bridge or repeater?

Yes. The Linksys WRT1900ACS can be configured as a wireless bridge or repeater. To learn how to configure a Linksys Smart Wi-Fi Router to work as a wireless bridge, click here(https://kb.linksys.com/us/support-article?articleNum=141083). For instructions on how to configure it as a wireless repeater, click here(https://kb.linksys.com/us/support-article?articleNum=136155).

FIRMWARE UPGRADE

1. How do I upgrade the firmware on the Linksys WRT1900ACS?

Log in to your Linksys cloud account. Go to **Connectivity** and, under the **Basic** tab, tick the **Automatic** checkbox. This will automatically upgrade the Linksys WRT1900ACS if there is a new firmware available. You may also click the **Check for Updates** button to identify if there is a new firmware available.

NOTE: To upgrade the firmware manually, you can click the **Choose File** button. However, you first need to download the appropriate firmware from the Linksys WRT1900ACS Downloads page(https://kb.linksys.com/us/support-article?articleNum=165487).

2. Is the Linksys WRT1900ACS v1 firmware compatible with the Linksys WRT1900ACS v2 firmware and vice versa?

No, the Linksys WRT1900ACS v1 firmware is **NOT** compatible with the Linksys WRT1900ACS v2 firmware and vice versa.

WIRELESS CONNECTION & SECURITY

1. What wireless security modes does the Linksys WRT1900ACS support?

The Linksys WRT1900ACS supports **WEP**, **WPA2™ Personal**, **WPA2™ Enterprise**, **WPA2™ / WPA™ Mixed Personal**, **WPA2™ / WPA™ Mixed Enterprise**.

2. Which wireless connection standards and frequencies are supported by the Linksys WRT1900ACS?

The Linksys WRT1900ACS is compatible with **802.11ac**, **802.11b**, **802.11g**, **802.11n** and **802.11a** technologies. It supports the 2.4 GHz and 5 GHz frequencies.

3. Does the Linksys WRT1900ACS support the 80 MHz channel width on the 5 GHz frequency?

Yes, the 5 GHz band supports the 80 MHz channel width provided that the **Channel Width** option in the router's web-based setup page is set to **Auto**. There is currently no option to select the 80 MHz only setting.

4. How do I connect a wireless device to the wireless network of the Linksys WRT1900ACS?

To connect a wireless device to the network, you will need to know your wireless settings such as the network name (SSID) and password. For specific instructions, click here(https://kb.linksys.com/us/support-article?articleNum=143213).

5. Where can I see the default wireless network name (SSID) and passphrase of the Linksys WRT1900ACS?

The default network name (SSID) and passphrase can be located at the bottom of the Linksys WRT1900ACS.

6. Can I change the default wireless settings during setup?

Yes, you will have the option to customize the network name (SSID) and the passphrase.

7. Does the Linksys WRT1900ACS support simultaneous dual-band (2.4 GHz and 5 GHz)

connection?

Yes, the Linksys WRT1900ACS supports simultaneous dual-band connection.

8. What is the 802.11ac standard and what is its speed?

The 802.11ac is a standard that works on the 5 GHz band of the Linksys WRT1900ACS. It can have a wireless speed of up to 1300 Mbps when matched with an 802.11ac adapter and when the **Channel Width** of the router is set to **Auto**.

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

The speed of up to 1300 Mbps can be achieved if the 5 GHz band is used.

NOTE: Your wireless device should also support the high data rates of up to 1300 Mbps.

10. How many Guest networks can I set up on my Linksys WRT1900ACS?

The Linksys WRT1900ACS allows you to have **two (2)** Guest networks for the **2.4 GHz** and **5 GHz** networks respectively. With these, your visitors at home can connect to the Internet but not have access to your shared storage devices, and printer .

NOTE: This router supports up to **50** guests.

ADVANCED CONFIGURATION

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

It allows Digital Living Network Alliance (DLNA®) 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 WRT1900ACS. Its Storage File System supports **File Allocation Table (FAT)**, **Hierarchical File System Plus (HFS+)** and **New Technology File System (NTFS)**.

2. Can I connect a USB hub to the USB port of the Linksys WRT1900ACS to use multiple devices?

No, you cannot connect a USB hub to the USB port of your Linksys WRT1900ACS.

3. Does the Linksys WRT1900ACS allow VPN tunnels using IPSec, L2TP or PPTP protocols as pass-through?

Yes, the Linksys WRT1900ACS allows VPN tunnels using **Internet Protocol Security (IPSec)**, **Layer 2 Tunneling Protocol (L2TP)** or **Point-To-Point Tunneling Protocol (PPTP)** as pass-through.

4. Does the Linksys WRT1900ACS support SPI firewall?

Yes, this helps protect your local network from Internet threats. This option is enabled by default.

5. Does the Linksys WRT1900ACS 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. This option is enabled by default.

6. What is Demilitarized Zone (DMZ) and what is it used for?

The **DMZ** feature allows one (1) local user to be exposed to the Internet for use of a special-purpose service such as Internet gaming and videoconferencing (VC). The DMZ hosting forwards **all** the ports at the same time to one (1) computer.

NOTE: Port Forwarding is more secure compared to enabling the DMZ feature because it only opens the ports you want to open.

7. What Dynamic Domain System (DDNS) providers does the Linksys WRT1900ACS support?

The Linksys WRT1900ACS supports **DynDNS.org** and **NO-IP.com** providers.

TROUBLESHOOTING

1. How can I reset the Linksys WRT1900ACS to factory defaults?

There are **two (2)** ways to reset the Linksys WRT1900ACS to factory defaults:

- **Hardware Reset** – Press and hold the **Reset** button at the back panel of the router for **10 seconds** then release.
- **Software Reset** – Log in to your Linksys cloud account. Under Router Settings, click **Troubleshooting > Diagnostics**. Click **Reset** under Factory reset.

2. I have reset the Linksys WRT1900ACS and now I can't launch the setup page. What do I do?

You can try the following troubleshooting steps:

Step 1:
Enter "myrouter.local" or "192.168.1.1" in the Address bar of 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:
Try again 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's power light is ON and steady.
- If you are far from the router, try moving closer to it and see if your device is within the wireless network range.
- Using a wired computer, open the router's web-based setup page and make sure that **Broadcast SSID** is **ON**. For further instructions on how to access the web-based setup page of your Linksys cloud account, click here(https://kb.linksys.com/us/support-article?articleNum=140973).

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

Wireless technologies use 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.

5. The Parental Controls feature blocks HTTPS but returns a blank page instead of redirecting to the Parental Controls screen. Is this a normal behavior?

Yes, for HTTPS this is by design. Some HTTP sites that redirect to HTTPS will produce a blank screen as well.