

LINKSYS™
PERFORMANCE PERFECTED™



USER GUIDE

AC2400

DUAL BAND GIGABIT **Wi-Fi** ROUTER

Model# E8350

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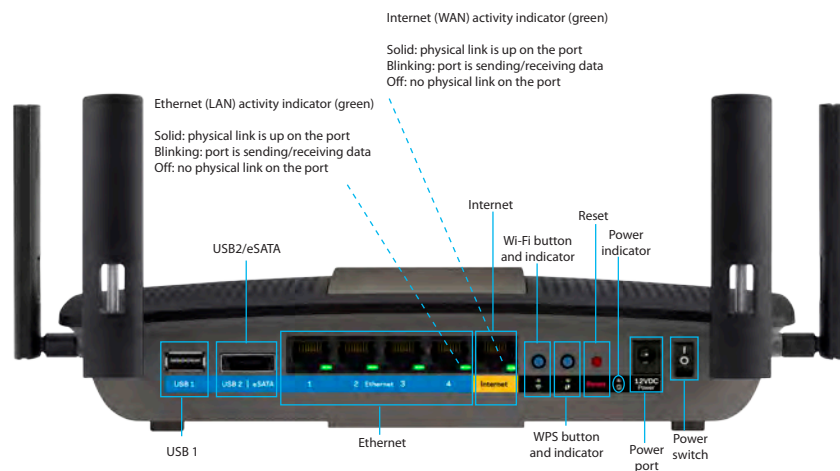
Specifications

Linksys E835014

Product overview

E8350

Back view



- **Adjustable external antennas**—This router ships with four adjustable external antennas that should be connected to the router before powering it on. To connect the antennas, twist the antenna connector clockwise onto the antenna port on the router.

NOTE

For best performance, position the side antennas vertically as shown in the picture.

- **USB 3.0 port**—Connect and share a USB drive on your network or on the Internet. (Go to support.linksys.com/storagelink for more details.)
- **USB 2.0/eSATA combo port**—Connect and share a USB or eSATA drive on your network or on the Internet. (Go to support.linksys.com/storagelink for more details.)

- **Ethernet ports**—Connect Ethernet cables (also called network or Internet cables) to these Gigabit Ethernet (10/100/1000) ports and to other wired devices on your network.
- **Ethernet activity indicator**—Lights up when there is a wired connection. Blinks while sending or receiving data.
- **Internet port**—Connect an Ethernet cable to this port and to your modem.
- **Internet activity indicator**—Lights up when there is a wired connection. Blinks while sending or receiving data.
- **Wi-Fi button**—Press and hold for 3 seconds to enable/disable the wireless function.
- **Wi-Fi indicator**—Lights up when wireless function is enabled.
- **Wi-Fi Protected Setup™ (WPS) button**—Press to easily configure wireless security on Wi-Fi Protected Setup-enabled network devices. For more information, see “Wireless Security” on page 7.
- **Wi-Fi Protected Setup™ (WPS) indicator**—LED is solid following a successful Wi-Fi Protected Setup connection or when wireless security is enabled. LED blinks slowly during a Wi-Fi Protected Setup connection. LED blinks quickly when there is a Wi-Fi Protected Setup error. LED is off when wireless security is disabled.
- **Reset button**—Press and hold for 5-10 seconds (until all port lights blink at the same time) to reset the router to its factory defaults.
- **Power indicator**—LED is solid while power is connected. LED blinks slowly during bootup, firmware upgrades, and factory reset.
- **Power**—Connect the included AC power adapter to this port.
- **Power switch**—Press | (on) to power on the router.

Setting Up Your E-Series Router

Where to find more help

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

- [Linksys.com/support/e8350](https://linksys.com/support/e8350) (documentation, downloads, FAQs, technical support, live chat, forums)
- Linksys Connect help (run **Linksys Connect**, then click **Learn More** where available)
- Browser-based utility context-sensitive help (open the utility, then click **Help** in the right-side column.)

How to set up your router

The easiest and fastest way to set up your router is to run the Linksys Connect setup software

How to start Linksys Connect

When you run the setup CD, Linksys Connect (your router's setup software) is automatically installed onto your computer. Use Linksys Connect to manage your router.

Note:

If you lose your setup CD, you can download the software from [Linksys.com/support/e8350](https://linksys.com/support/e8350)

To start Linksys Connect for the first time:

1. Insert the CD into your CD or DVD drive.
2. Click **Set up your Linksys Router**.
If you do not see that prompt:
 - For Windows, click **Start, Computer**, then double-click the **CD** drive and the **Setup** icon.
 - For Mac, double-click the **CD** icon on your desktop, then double-click the **Setup** icon.
3. Follow the on-screen instructions to complete your router setup.

Use Linksys Connect to manage your router

After your router has been set up and Linksys Connect has been installed, you can use Linksys Connect to easily manage many of your router's settings such as:

- Connect devices to your network
- Test your Internet connection speed
- Configure parental controls
- Set up guest access
- Change your router's name and password

How to manually set up your router

After setting up the router with the setup software (located on the CD), the router will be ready to use. If you would like to change its advanced settings, or if the software does not run, use the router's browser-based utility. Access the utility with a web browser on a computer connected to the router. For more information on using the utility, see "How to open the browser-based utility" on page 3.

Advanced Configuration

How to open the browser-based utility

To access some advanced settings, you need to open the browser-based utility.

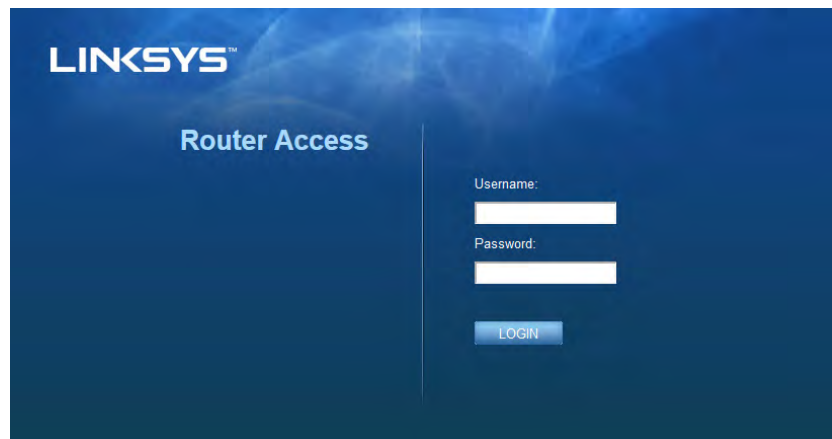
To open the browser-based utility:

1. Run Linksys Connect, click **Change** under *Router settings*, click **Advanced settings**, then click **OK**.

– or –

Open a web browser on a computer connected to your network, then go to **192.168.1.1**

The router prompts you for a user name and password.

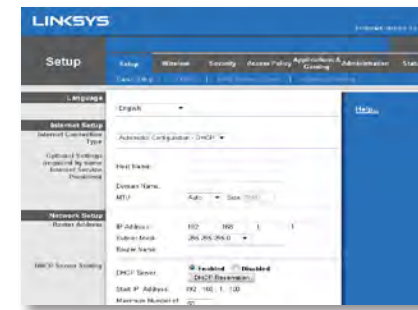


2. Enter the user name and password, and click **OK**. The utility's main menu will open.

Tips

If you set up your router without using Linksys Connect, your router's default username and password are **"admin"**

If you used Linksys Connect to set up your router, you can see your router's user name and password by running Linksys Connect, then clicking **Router settings**



Setup > Basic Setup

The first screen that appears is the Basic Setup screen. This allows you to change the router's general settings.

Language

Select your language—To use a different language, select one from the drop-down menu. The language of the browser-based utility will change five seconds after you select another language.

Internet Setup

The *Internet Setup* section configures the router to your Internet connection. Most of this information can be obtained through your Internet Service Provider (ISP).

Internet Connection Type

Select the type of Internet connection your ISP provides from the drop-down menu. The available types are the following:

- Automatic Configuration - DHCP
- Static IP
- PPPoE
- PPTP
- L2TP
- Telstra Cable

Automatic Configuration - DHCP

The default Internet Connection Type is Automatic Configuration - DHCP (Dynamic Host Configuration Protocol). Keep the default only if your ISP supports DHCP or if you connect using a dynamic IP address. (This option usually applies to cable connections.)

Static IP

If you are required to use a fixed IP address to connect to the Internet, select **Static IP**.

PPPoE

If you have a DSL connection, check whether your ISP uses Point-to-Point Protocol over Ethernet (PPPoE). If so, select PPPoE.

PPTP

Point-to-Point Tunneling Protocol (PPTP) is a service that generally applies to connections in Europe. If your PPTP connection supports DHCP or a dynamic IP address, then select **Obtain an IP Address Automatically**. If you are required to use a fixed IP address to connect to the Internet, then select **Specify an IP Address** and configure the options below.

L2TP

Layer 2 Tunneling Protocol (L2TP) is a service that generally applies to connections in Israel.

Telstra Cable

Telstra Cable is a service that generally applies to connections in Australia.

Connect on Demand or Keep Alive

The Connect on Demand and Keep Alive options let you choose whether the router connects to the Internet only as needed (useful if your ISP charges for connect time), or if the router should always be connected. Select the appropriate option.

Wireless > Basic Wireless Settings

The basic settings for wireless networking are set on this screen.

Note

After you set up the wireless network(s), set up the wireless security settings.

Wireless Settings

The screenshot shows the following settings:

- Network Mode: Mixed
- Network Name (SSID): Linksys00056
- Channel Width: 20 MHz Only
- Channel: Auto
- SSID Broadcast: Enabled Disabled

Network Mode—Select the wireless standards your network will support.

- **Mixed**—If you have Wireless-N (2.4 GHz), Wireless-G, and Wireless-B devices in your network, keep the default, Mixed.
- **Wireless-B/G Only**—If you have both Wireless-B and Wireless-G (2.4 GHz) devices in your network, select Wireless-B/G Only.
- **Wireless-B Only**—If you have only Wireless-B devices, select Wireless-B Only.
- **Wireless-G Only**—If you have only Wireless-G devices, select Wireless-G Only.
- **Wireless-N Only**—If you have only Wireless-N (2.4 GHz) devices, select Wireless-N Only.
- **Disabled**—If you have no Wireless-B, Wireless-G, and Wireless-N (2.4 GHz) devices in your network, select Disabled.

Note

You may select **Mixed**, **Wireless-A/N Only** or **Disabled** for the 5 GHz band.

If you are not sure which mode to select, keep the default, **Mixed**.

Network Name (SSID) The Service Set Identifier (SSID) is a name used by devices to connect to a wireless network. SSIDs are case-sensitive and must not exceed 32 characters. The default SSIDs for the 2.4 GHz and 5 GHz networks are LinksysXXXX and LinksysXXXX_5GHz, respectively. The Xs represent the last five digits of the router's serial number, which can be found on the bottom of the router. If you changed the SSID in the Linksys Connect setup software, both bands have the new SSID. You may give them different names through the browser-based utility. If you do so, and use Linksys Connect again, it will make both SSIDs the same (the most recent entered in Linksys Connect).

Note

If you restore the router's factory default settings (by pressing the Reset button or using the *Administration > Factory Defaults* screen), the Network Name will return to its default value. Change the Network Name back to its original name, or you will have to reconnect all devices on your wireless network to the new network name.

Channel Width—For best performance in a 2.4 GHz network using Wireless-B, Wireless-G and Wireless-N (2.4 GHz) devices, keep the default, **Auto (20 MHz or 40 MHz)**. For a channel width of 20 MHz, select **20 MHz only**. For the best performance in a 5 GHz network, keep the default **20, 40 or 80 MHz**.

Channel—Select the channel from the drop-down list. If you are not sure which channel to select, keep the default, **Auto**.

SSID Broadcast—When wireless clients survey the local area for wireless networks to associate with they will detect the SSID broadcast by the router. To broadcast the router's SSID, keep the default, **Enabled**. If you do not want to broadcast the router's SSID, select **Disabled**.

Wireless Security

Wireless > Wireless Security

The router supports the following wireless security options: WPA2/WPA Mixed Mode, WPA2 Personal and WEP. (WPA stands for Wi-Fi Protected Access. WEP stands for Wireless Equivalent Privacy).

Security Option	Strength
WPA2 Personal	Strongest
WPA2/WPA Mixed Mode	WPA2: Strongest WPA: Strong
WEP	Basic

Option settings

WPA2/WPA Mixed Mode, WPA2 Personal

Notes

If you select WPA2/WPA Mixed Mode as your Security Mode, each device in your wireless network MUST use WPA2/WPA and the same passphrase.

If you select WPA2 Personal as your Security Mode, each device in your wireless network MUST use WPA2 Personal and the same passphrase.

A screenshot of a web interface showing a dropdown menu for 'Security Mode' with 'WPA2/WPA Mixed Mode' selected. Below it is a text input field for 'Passphrase'.

Passphrase—Enter a passphrase of 8-63 characters. If you used the setup software for installation, the default is changed to a unique passphrase, which you can find by running Linksys Connect, then clicking **Router settings**.

WEP

WEP is a basic encryption method, which is not as secure as WPA2/WPA. WEP is not available on 5 GHz network.

Note:

If you select WEP as your Security Mode, each device in your wireless network MUST use WEP and the same encryption and shared key.

Encryption—Select a level of WEP encryption: 40/64-bit, 10 hex digits or 104/128-bit, 26 hex digits. The default is 40/64-bit, 10 hex digits.

Passphrase—Enter a passphrase to automatically generate WEP keys. Then click Generate.

Key 1 —If you did not enter a passphrase, enter the WEP key(s) manually.

A screenshot of the WEP configuration interface. It shows a dropdown menu for 'Security Mode' set to 'WEP', a dropdown menu for 'Encryption' set to '40 / 64-bit (10 hex digits)', a text input field for 'Passphrase', and a 'Generate' button. Below the passphrase field is a text input field for 'Key 1'.

Disabled

If you choose to disable wireless security, you will be informed that wireless security is disabled when you first attempt to access the Internet. You will be given the option to enable wireless security, or confirm that you understand the risks but still wish to proceed without wireless security.

A screenshot of a web interface showing a dropdown menu for 'Security Mode' with 'Disabled' selected.

Troubleshooting

This chapter can help you solve common setup issues and connect to the Internet. Your router's CD includes Linksys Connect, the router setup software that makes it easy to connect network devices, change router settings, control guest access, enable parental controls, and connect to the Internet. Linksys Connect is also installed onto your computer during setup. If Linksys Connect is prevented from completing the setup, this chapter will guide you through finding solutions.



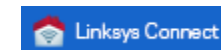
You can find more help from our award-winning customer support at linksys.com/support.

How to run Linksys Connect after setup

When you run the setup CD, Linksys Connect is automatically installed onto your computer. You can then use Linksys Connect to easily manage your network.

To start Linksys Connect on a Windows computer:

1. Click **Start, All Programs**, then click **Linksys Connect**.



The Linksys Connect main menu opens.

To start Linksys Connect on a Mac OS X computer:

1. Open **Finder** and click **Applications** in the left panel.

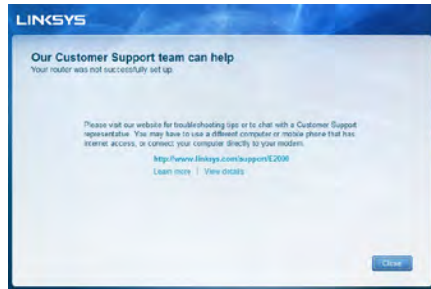


2. Double-click the **Linksys Connect** icon.



The Linksys Connect main menu opens.

Your router was not successfully set up



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

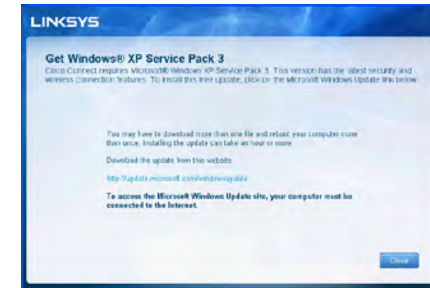
- Reset button—Press and hold for 5-10 seconds (until all port lights blink at the same time) to reset the router to its factory defaults



- Temporarily disable your computer's firewall (see the security software's instructions for help), then run the Setup program again on the router's CD
- If you have another computer, use that computer to run the setup program again on the router's CD.

"Get Windows XP Service Pack 3" message

On Windows XP computers, Linksys Connect requires Service Pack 3. If you receive a "Get Windows Service Pack 3" message when setting up your router for the first time, follow these troubleshooting steps:



If the currently installed Service Pack is older than version 3, you need to download and install Service Pack 3.

TIP

To temporarily connect to the Internet and download the required Service Pack, you can use the included Ethernet cable to connect your computer directly to your modem.

To install Service Pack 3:

1. Click the link in the Linksys Connect error message or connect to the Microsoft Update website (**update.microsoft.com/windowsupdate**).
2. Follow the instructions on the website or contact Microsoft if you need further help.
3. After downloading and installing Service Pack 3, run the **Setup** program on your router's CD.

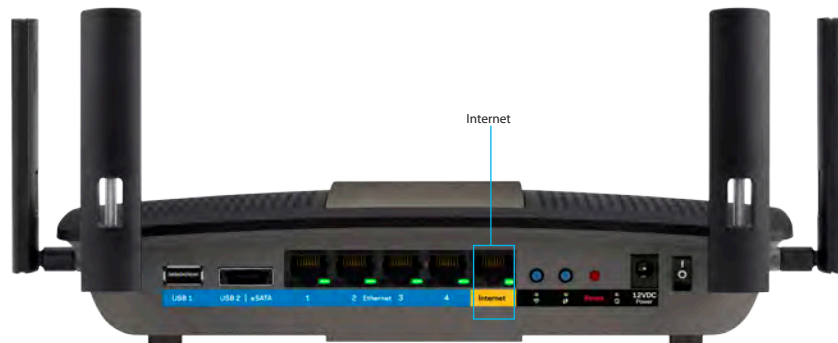
“Your Internet cable is not plugged in” message

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



To fix the problem:

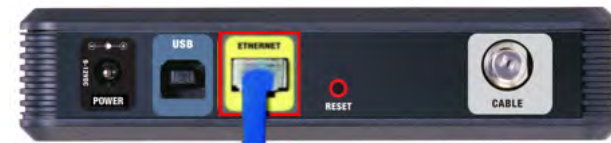
1. Make sure that an Ethernet or Internet cable (or a cable like the one supplied with your router) is securely connected to the yellow Internet port on the back of the router and to the appropriate port on your modem. This port on the modem is usually labeled Ethernet, but may be named Internet or WAN.



Back view of router



Back view of DSL modem



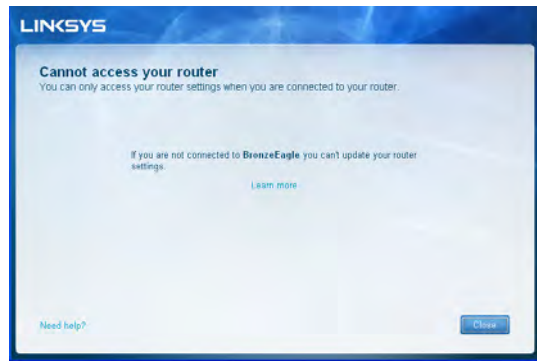
Back view of cable modem

2. 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** position.
3. If your Internet service is cable, verify that the cable modem’s **CABLE** port is connected to the coaxial cable provided by your ISP.
Or, if your Internet service is DSL, make sure that the DSL phone line is connected to the modem’s **DSL** port.
4. If your computer was previously connected to your modem with a USB cable, disconnect the USB cable.
5. Return to the Linksys Connect window and click **Next** to try again. If the window has already been closed, run the Setup program again on the router’s CD.



“Cannot access your router” message

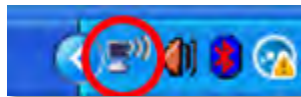
If you cannot access your router because your computer is not connected to your network, follow these troubleshooting steps.



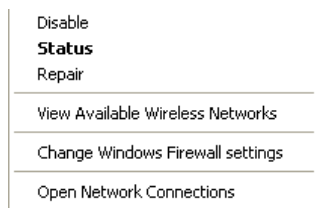
To access your router, you must be connected to your own network. If you currently have wireless Internet access, the problem may be that you have accidentally connected to a different wireless network.

To fix the problem on Windows computers:

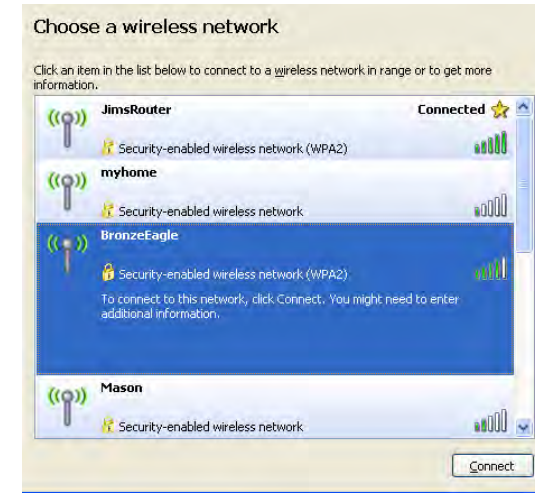
1. On your Windows desktop, right-click the wireless icon in the system tray.



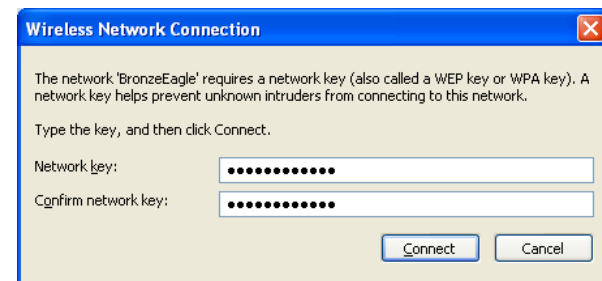
2. Click **View Available Wireless Networks**. A list of available networks appears.



3. Click your own network name, then click **Connect**. In the example below, the computer was connected to another wireless network named JimsRouter. The name of the Linksys E-Series network, BronzeEagle in this example, is shown selected.



4. If you are prompted to enter a network key, type your password (Security Key) into the **Network key** and **Confirm network key** fields, then click **Connect**.



Your computer connects to the network, and you should now be able to access the router.

To fix the problem on Mac computers:

1. In the menu bar across the top of the screen, click the AirPort icon. A list of wireless networks appears. Linksys Connect has automatically assigned your network a name.

In the example below, the computer was connected to another wireless network named *JimsRouter*. The name of the Linksys E-Series network, *BronzeEagle* in this example, is shown selected.

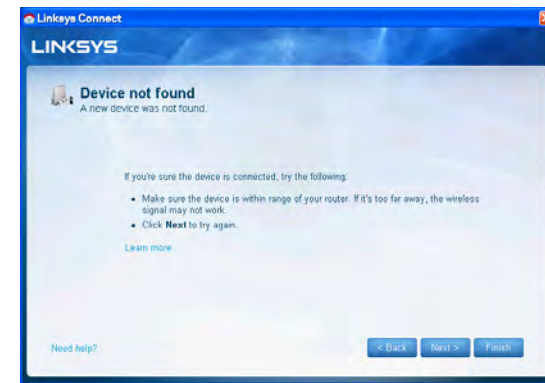


2. Click the wireless network name of your Linksys E-Series router (*BronzeEagle* in the example).
3. Type your wireless network password (Security Key) into the **Password** field, then click **OK**.



"Device not found" message

If you get a "Device not found" message when trying to connect a network device (such as an iPhone, iPod, or smartphone), follow these troubleshooting steps.



TIP

For a stronger signal during initial setup, move your wireless devices near your router. Long distances make it harder for the router to detect the devices.

To fix the problem:

1. Run Linksys Connect.



2. Click **Computers and devices**. The *Computers and other devices* window appears.
3. Click **Other wireless devices**.



4. Enable your wireless network device's Wi-Fi connection, then search for your wireless network name. See your device documentation for help.

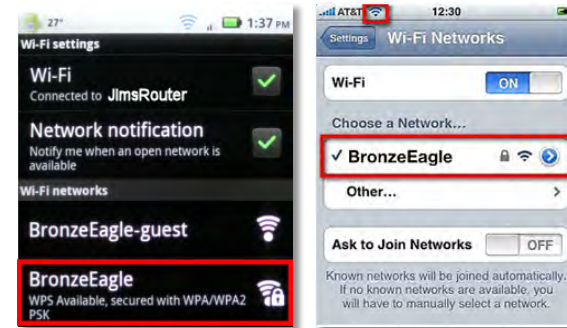
Note

Your wireless device must support WPA/WPA2.

5. On the wireless network device, select the network name of your router and enter the password (Security Key).
6. In Linksys Connect, click **Next**.



Example: On your Smartphone or other wireless device, locate the Wi-Fi menu and search for available wireless networks. In this example, using the network information provided by Linksys Connect shown in the previous screen, click **BronzeEagle**.



Android

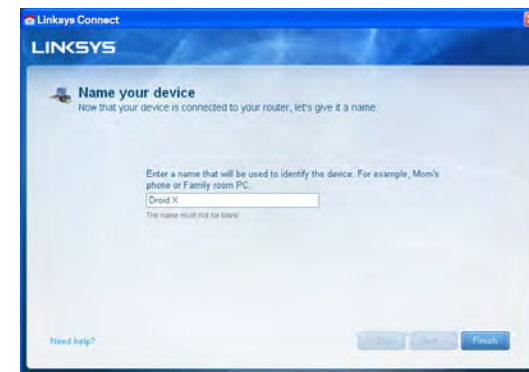
iPhone

7. Enter the password (Security Key) provided by Linksys Connect. In this example, the security key is **B6eM9UkCjz**.

Note

The password is case sensitive. Make sure that you enter letters in the correct case.

8. When your wireless device is successfully connected to your wireless network, enter a name for the device in Linksys Connect, then click **Finish**.



Specifications

Linksys E8350

Model Name	Linksys E8350
Description	AC2400 Dual Band Gigabit Wi-Fi Router
Model Number	E8350
Switch Port Speed	10/100/1000 Mbps (Gigabit Ethernet)
Radio Frequency	2.4 and 5 GHz
# of Antennas	4
Ports	Power, Internet, Ethernet (1-4), USB 3.0, USB 2.0 / eSATA combo
Buttons	Reset, Wi-Fi Protected Setup, Wi-Fi, Power
LEDs	Internet, Ethernet (1-4), Wi-Fi, Wi-Fi Protected Setup, Power
UPnP	Supported
Security Features	WEP (2.4 GHz network only), WPA, WPA2
Security Key Bits	Up to 128-bit encryption
Storage File Systems Support	FAT32, NTFS, and HSF+

Environmental

Dimensions	10.09" x 2.21" x 7.22" (256.3 x 56.2 x 183.5 mm) without antennas
Unit Weight	19.55 oz (554.2 g), without antennas 22.16 oz (628.2 g), with antennas
Power	12V, 3A
Certifications	FCC, IC, CE, Wi-Fi (IEEE 802.11a/b/g/n/ac), Windows 7, Windows 8
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% non-condensing
Storage Humidity	5 to 90% non-condensing

Notes

For regulatory, warranty, and safety information, see the CD that came with your router or go to Linksys.com/support.

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.

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