



GETTING STARTED GUIDE

Cisco Aironet 3800 Series Access Points

First Published: June 02, 2016

Last Updated: October 01, 2018

- 1** [About this Guide](#)
- 2** [About the Access Point](#)
- 3** [Safety Instructions](#)
- 4** [Unpacking](#)
- 5** [AP Views, Ports, and Connectors](#)
- 6** [Preparing the AP for Installation](#)
- 7** [Installation Overview](#)
- 8** [Performing a Pre-Installation Configuration](#)
- 9** [Mounting and Grounding the Access Point](#)
- 10** [Powering the Access Point](#)
- 11** [Configuring and Deploying the Access Point](#)
- 12** [Checking the Access Point LEDs](#)
- 13** [Miscellaneous Usage and Configuration Guidelines](#)
- 15** [Related Documentation](#)
- 16** [Declarations of Conformity and Regulatory Information](#)
 - [Communications, Services, and Additional Information](#)
 - [Cisco Bug Search Tool](#)

1 About this Guide

This guide provides instructions on how to install your Cisco Aironet 3800I and 3800E series access points and provides links to resources which can help you configure the access point. This guide provides mounting instructions and limited troubleshooting procedures.

The 3800 series access point is referred to as *access point* or *AP* in this document.

2 About the Access Point

The Cisco Aironet 3800 Series Wi-Fi access points provide 802.11ac Wave 2 with Multi User MIMO (MU MIMO). This AP series offers integrated and external antenna options, with a dedicated 5 GHz radio and a flexible radio that can be configured as a 2.4 GHz radio (default) or as an additional 5 GHz radio. This access point supports a greater overall High Density Experience (HDX) which provides mission-critical wireless to meet your performance needs. The access points support full interoperability with leading 802.11ac clients, and support a mixed deployment with other access points and controllers.

A full listing of the access point's features and specification are provided in the Cisco Aironet 3800 Series Access Point Data Sheet, at the following URL:

<http://www.cisco.com/c/en/us/products/collateral/wireless/aironet-3800-series-access-points/datasheet-c78-736498.html>

Access Point Features

The 3800 series access point is a wireless controller-based product and supports:

- Integrated antennas on the 3802I access point model (AIR-AP3802I-x-K9)
- External antennas on the 3802E and 3802P access point models (AIR-AP3802E-x-K9, AIR-AP3802P-x-K9)

**Note**

The 'x' in the model numbers represents the regulatory domain. For information on supported regulatory domains, see the [“AP Model Numbers and Regulatory Domains”](#) section on page 4.

- Multigigabit Ethernet (mGig) support providing multiple Gigabit uplink speeds of 2.5 Gbps and 5 Gbps in addition to 100 Mbps and 1 Gbps speeds. All speeds are supported on Category 5e cabling, as well as 10GBASE-T cabling.
- Flexible Radio Assignment, allowing for either manual configuration or for the APs to intelligently determine the operating role of the integrated radios based on the available RF environment. The AP can operate in the following modes:
 - 2.4 GHz and 5 GHz role, where one radio serves clients in 2.4 GHz mode, while the other serves clients in 5 GHz mode.
 - Dual 5 GHz radio role, with both radios operating in the 5 GHz band, actively serving client devices to maximize the benefits of 802.11ac Wave 2 and to increase client device capacity.
 - Wireless Security Monitoring and 5 GHz role, where one radio serves 5 GHz clients, while the other radio scans both 2.4 GHz and 5 GHz for WIPS attackers, CleanAir interferers, and rogue devices.
- Multiuser Multiple-Input Multiple-Output (MU-MIMO) technology with 3 spatial streams.

- Cross-AP Noise Reduction, a Cisco innovation that enables APs to intelligently collaborate in real time about RF conditions so that users connect with optimized signal quality and performance.
- Optimized AP Roaming for ensuring that client devices associate with the AP in their coverage range that offers the fastest data rate available.
- Cisco ClientLink 4.0 technology for improved downlink performance to all mobile devices, including one-, two-, and three-spatial-stream devices up to 802.11ac Wave 1 and Wave 2. The technology also improves battery life on mobile devices.
- Cisco CleanAir technology enhanced with 160MHz channel support. CleanAir delivers proactive, high-speed spectrum intelligence across 20-, 40-, and 80-, and 160-MHz-wide channels to combat performance problems arising from wireless interference.
- MIMO equalization capabilities, which optimize uplink performance and reliability by reducing the impact of signal fade.

The AP supports the following operating modes:

- Local—This is the default mode for the Cisco AP. In this mode, the AP does not serve clients.
- Flexconnect—Flexconnect mode for the Cisco AP.
- Monitor—This is the monitor-only mode for the Cisco AP.
- SE-connect—Spectrum expert-only connect mode allows the AP to perform spectrum intelligence.
- Sensor—Sensor mode for the Cisco AP.
- Sniffer—In the wireless sniffer mode, the AP starts sniffing the air on a given channel. It captures and forwards all the packets from the clients on that channel to a remote machine that runs Airopeek or Wireshark (packet analyzers for IEEE 802.11 wireless LANs). This includes information on the time stamp, signal strength, packet size, etc.



Note

In the sniffer mode, the server to which the data is sent should be on the same VLAN as the wireless controller management VLAN otherwise an error will be displayed.

AP Model Numbers and Regulatory Domains

AP Type	Model Number	Details
Access Point for indoor environments, with internal antennas	AIR-AP3802I-x-K9	Dual-band, controller-based 802.11a/g/n/ac
Access Point for indoor environments, with external antennas	AIR-AP3802E-x-K9	
	AIR-AP3802P-x-K9	

You need to verify whether the AP model you have is approved for use in your country. To verify approval and to identify the regulatory domain that corresponds to a particular country, visit <http://www.cisco.com/go/aironet/compliance>. Not all regulatory domains have been approved. As and when they are approved, this compliance list will be updated.

Antennas and Radios

The 3800 series access point contains a dedicated 5 GHz radio and a flexible radio that can be configured as a 2.4 GHz radio (default) or as an additional 5 GHz radio. The 3800 series access point configurations are:

- AIR-CAP3802I-x-K9—One 2.4 GHz/5 GHz flexible radio and one 5 GHz radio.
- AIR-AP3802E-x-K9, AIR-AP3802P-x-K9—One 2.4 GHz/5 GHz flexible radio and one 5 GHz radio. The are 4 dual-band dipole and a Smart antenna connector.

Internal Antennas

The 3802I has 12 cross polarized internal antennas.

External Antennas

The 3802E and P models are configured with up to four external dual-band dipole antennas, and two 2.4 GHz/ 5 GHz dual-band radios. The radio and antennas support frequency bands 2400–2500 MHz and 5180–5865 MHz through a common dual-band RF interface. Features of the external dual-band dipole antennas are:

- Four RTNC antenna connectors on the top of the access point
- Four TX/RX antennas

Smart Antenna connector for connecting an external antenna.

Supported External Antennas

Part Number	Description	Gain
AIR-ANT2524DB-R/=	Dipole Antenna, Black, with RP-TNC connectors.	2 dBi (2.4 GHz) 4 dBi (5 GHz)
AIR-ANT2524DG-R/=	Dipole Antenna, Gray, with RP-TNC connectors.	2 dBi (2.4 GHz) 4 dBi (5 GHz)
AIR-ANT2524DW-R/=	Dipole Antenna, White, with RP-TNC connectors.	2 dBi (2.4 GHz) 4 dBi (5 GHz)
AIR-ANT2535SDW-R	Low Profile Antenna, White, with RP-TNC connectors.	3 dBi (2.4 GHz) 5 dBi (5 GHz)
AIR-ANT2566P4W-R=	Directional Antenna, 4-port, with RP-TNC connectors.	6 dBi (2.4 GHz) 6 dBi (5 GHz)
AIR-ANT2524V4C-R=	Ceiling Mount Omni Antenna, 4-port, with RP-TNC connectors.	2 dBi (2.4 GHz) 4 dBi (5 GHz)
AIR-ANT2544V4M-R=	Wall Mount Omni Antenna, 4-port, with RP-TNC connectors.	4 dBi (2.4 GHz) 4 dBi (5 GHz)
AIR-ANT2566D4M-R=	60 Degree Patch Antenna, 4-port, with RP-TNC connectors. ¹	6 dBi (2.4 GHz) 6 dBi (5 GHz)
AIR-ANT2513P4M-N=	Patch Antenna, 4-port, with N-type connectors.	13 dBi (2.4 GHz)
	Supported only on the 3802P model.	13 dBi (5 GHz)

1. For the USA, the UNII-1 channels can be used only indoors.

Cisco also provides the following external antenna accessories:

- 5 ft Low Loss RF cable with RP-TNC and N-type Connectors (AIR-CAB005LL-R-N/=). You will need four of these.
- 2 ft Smart Antenna Connector to RP-TNC Connectors (AIR-CAB002-DART-R=).

3 Safety Instructions

Translated versions of the following safety warnings are provided in the translated safety warnings document that is shipped with your access point. The translated warnings are also in the *Translated Safety Warnings for Cisco Aironet Access Points*, which is available on Cisco.com.



IMPORTANT SAFETY INSTRUCTIONS

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device.

Statement 1071

SAVE THESE INSTRUCTIONS



Read the installation instructions before you connect the system to its power source. Statement 1004



Installation of the equipment must comply with local and national electrical codes. Statement 1074



This product relies on the building's installation for short-circuit (overcurrent) protection. Ensure that the protective device is rated not greater than: 20A. Statement 1005



Do not operate your wireless network device near unshielded blasting caps or in an explosive environment unless the device has been modified to be especially qualified for such use. Statement 245B



In order to comply with FCC radio frequency (RF) exposure limits, antennas should be located at a minimum of 12 inches (30 cm) or more from the body of all persons. Statement 332



The fasteners you use to mount an access point on a ceiling must be capable of maintaining a minimum pullout force of 20 lbs (9 kg) and must use all 4 indented holes on the mounting bracket.



This product and all interconnected equipment must be installed indoors within the same building, including the associated LAN connections as defined by Environment A of the IEEE 802.af Standard.



Note

The access point is suitable for use in environmental air space in accordance with section 300.22.C of the National Electrical Code and sections 2-128, 12-010(3), and 12-100 of the Canadian Electrical Code, Part 1, C22.1. You should not install the power supply or power injector in air handling spaces.



Note

Use only with listed ITE equipment.

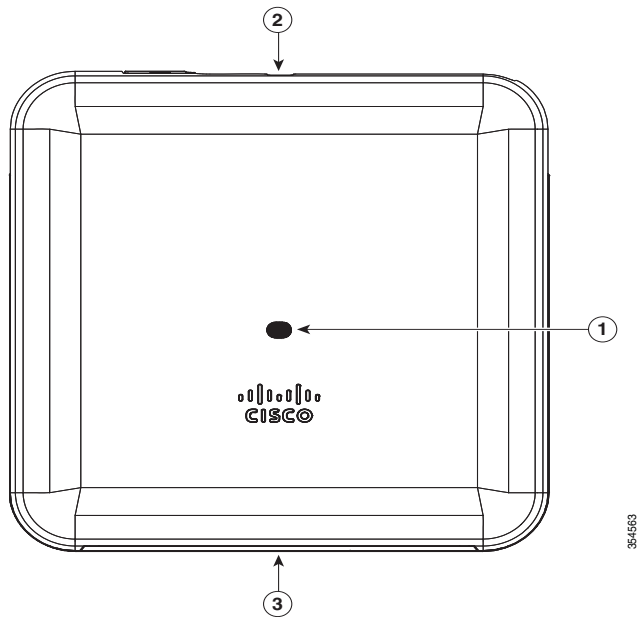
4 Unpacking

To unpack the access point, follow these steps:

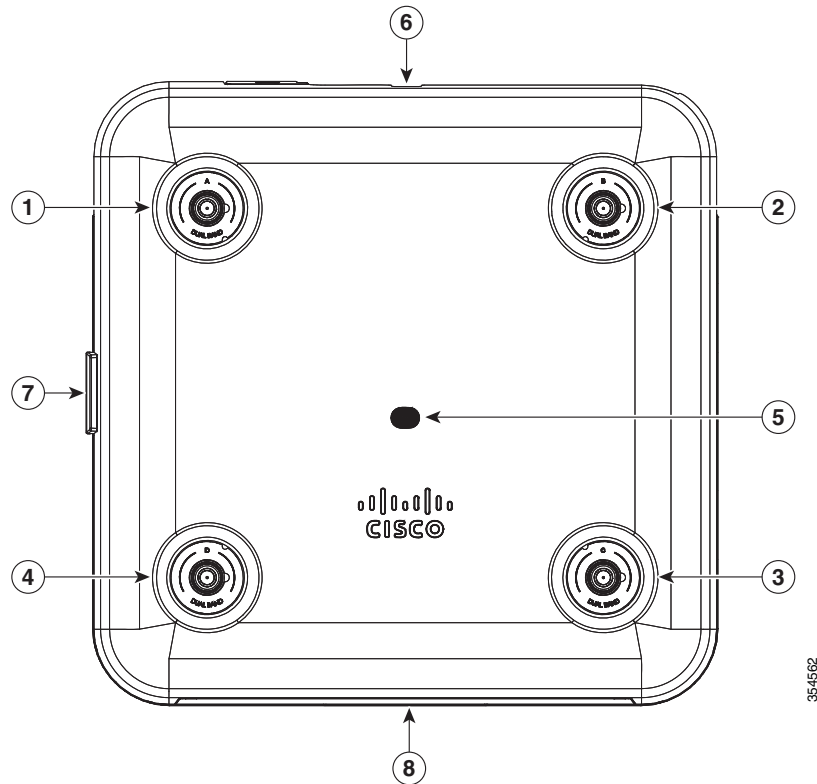
-
- Step 1** Unpack and remove the access point and the accessory kit from the shipping box.
- Step 2** Return any packing material to the shipping container and save it for future use.
- Step 3** Verify that you have received the items listed below. If any item is missing or damaged, contact your Cisco representative or reseller for instructions.
- The access point
 - Mounting bracket (selected when you ordered the access point)
 - Adjustable ceiling-rail clip (selected when you ordered the access point)
-

5 AP Views, Ports, and Connectors

Figure 1 Face of the 3802I Model



1	Status LED	3	Location of the module connector port on the base of the AP
2	Location of the ports and connectors on the head of the AP		

Figure 2 Face of the 3802E and 3802P Models

1	Dual-band antenna connector A	5	Status LED
2	Dual-band antenna connector B	6	Location of the ports and connectors on the head of the AP
3	Dual-band antenna connector C	7	Location of the Smart antenna connector port on the right side of the AP
4	Dual-band antenna connector D	8	Location of the module connector port on the base of the AP

The ports and connections on the bottom of the access point are shown in [Figure 3](#).

Figure 3 Ports and Connections on the Head of the AP

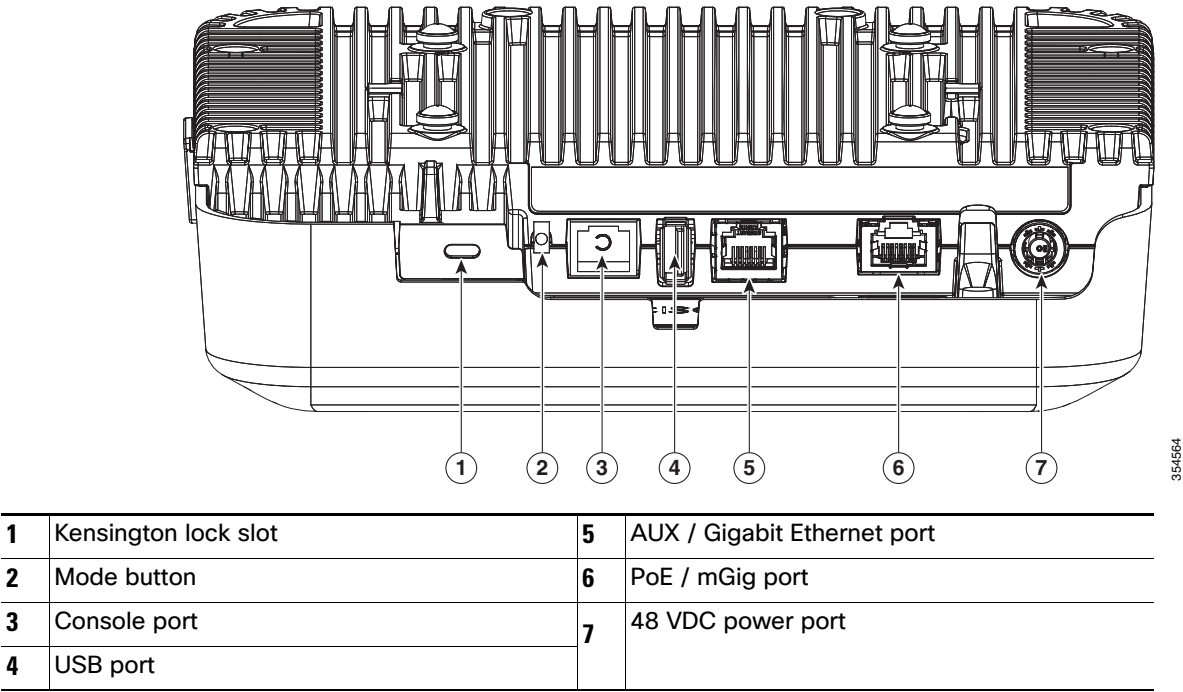


Figure 4 AP Module Connector Port on the Base

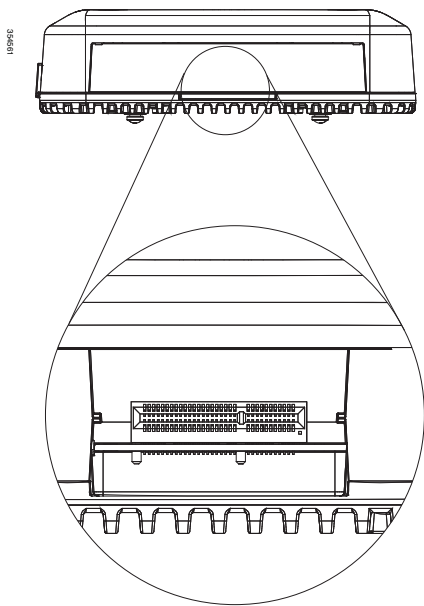
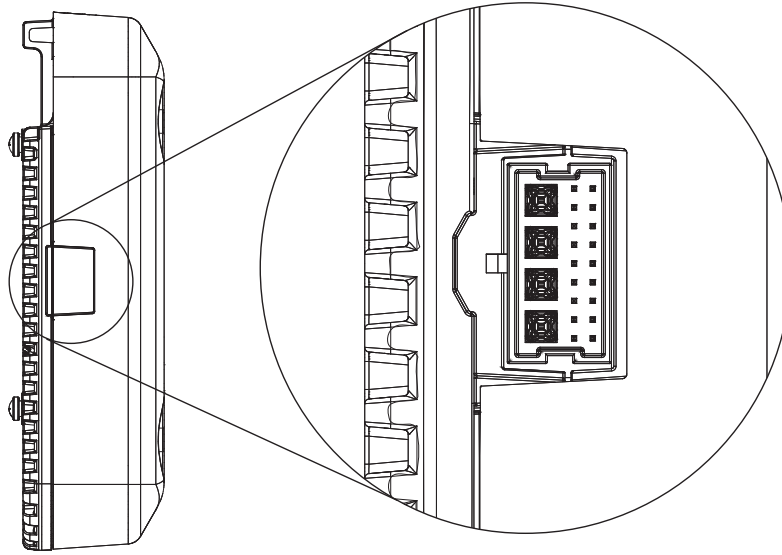


Figure 5 **Smart Antenna Connector on the Right Side of the 3802E and P Models**



354568

For more information on the Smart antenna connector, see the [“What is a Smart Antenna connector?”](#) section on page 25.

6 Preparing the AP for Installation

Before you mount and deploy your access point, we recommend that you perform a site survey (or use the site planning tool) to determine the best location to install your access point.

You should have the following information about your wireless network available:

- Access point locations.
- Access point mounting options: below a suspended ceiling, on a flat horizontal surface, or on a desktop.

**Note**

You can mount the access point above a suspended ceiling but you must purchase additional mounting hardware: See [“Mounting and Grounding the Access Point” section on page 16](#) for additional information.

- Access point power options: power supplied by the recommended external power supply (Cisco AIR-PWR-C), a DC power supply, PoE from a network device, or a PoE power injector/hub (usually located in a wiring closet).

**Note**

Access points mounted in a building’s environmental airspace must be powered using PoE to comply with safety regulations.

Cisco recommends that you make a site map showing access point locations so that you can record the device MAC addresses from each location and return them to the person who is planning or managing your wireless network.

7 Installation Overview

Installing the access point involves these operations:

-
- Step 1** [8Performing a Pre-Installation Configuration, page 13](#) (optional)
 - Step 2** [9Mounting and Grounding the Access Point, page 16](#)
 - Step 3** [10Powering the Access Point, page 18](#)
 - Step 4** [6Preparing the AP for Installation, page 13](#)
-

8 Performing a Pre-Installation Configuration

The following procedures ensure that your access point installation and initial operation go as expected. This procedure is optional.

**Note**

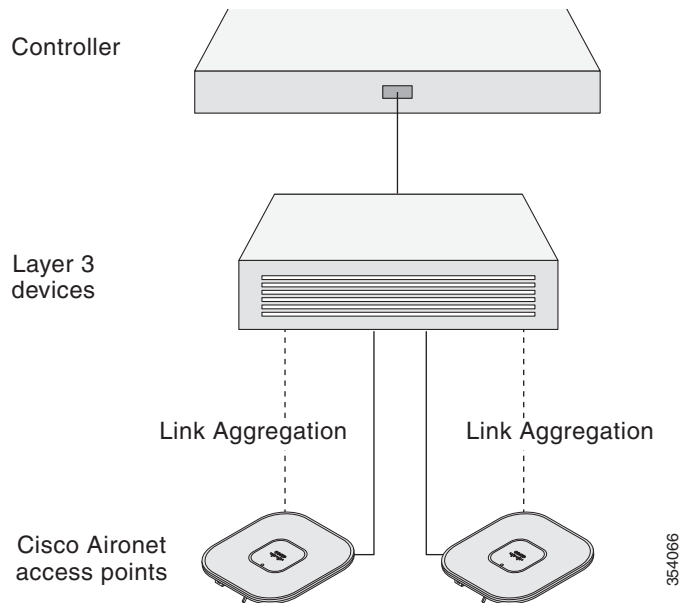
Performing a pre-installation configuration is an optional procedure. If your network controller is properly configured, you can install your access point in its final location and connect it to the network from there. See the [“Deploying the Access Point on the Wireless Network” section on page 19](#) for details.

The following Pre-Installation Configuration procedure given does not include configuring Link Aggregation. For information on configuring Link Aggregation, see the Cisco Wireless LAN Controller Configuration Guide, Release 8.2, at this URL:

http://www.cisco.com/c/en/us/td/docs/wireless/controller/8-2/config-guide/b_cg82.html

The pre-installation configuration setup is illustrated in Figure 6.

Figure 6 Pre-Installation Configuration Setup



To perform pre-installation configuration, perform the following steps:

- Step 1** Make sure that the Cisco wireless LAN controller DS port is connected to the network. Use the CLI, web-browser interface, or Cisco WCS procedures as described in the appropriate Cisco wireless LAN controller guide.
- Make sure that access points have Layer 3 connectivity to the Cisco wireless LAN controller Management and AP-Manager Interface.
 - Configure the switch to which your access point is to attach. See the *Cisco Wireless LAN Controller Configuration Guide* for the release you are using, for additional information.
 - Set the Cisco wireless LAN controller as the master so that new access points always join with it.
 - Make sure DHCP is enabled on the network. The access point must receive its IP address through DHCP.



Note

A Wave 2 Cisco AP will be assigned an IP address from the DHCP server only if a default router (gateway) is configured on the DHCP server (enabling the AP to receive its gateway IP address) and the gateway ARP is resolved.

This is not applicable to Wave 1 Cisco APs.

- CAPWAP UDP ports must not be blocked in the network.

- f. The access point must be able to find the IP address of the controller. This can be accomplished using DHCP, DNS, or IP subnet broadcast. This guide describes the DHCP method to convey the controller IP address. For other methods, refer to the product documentation. See also the [“Configuring DHCP Option 43”](#) section on [page 23](#) for more information.

Step 2 Apply power to the access point. See [10Powering the Access Point, page 18](#).

- a. As the access point attempts to connect to the controller, the LEDs cycle through a green, red, and amber sequence, which can take up to 5 minutes.

**Note**

If the access point remains in this mode for more than five minutes, the access point is unable to find the Master Cisco wireless LAN controller. Check the connection between the access point and the Cisco wireless LAN controller and be sure that they are on the same subnet.

- b. If the access point shuts down, check the power source.
- c. After the access point finds the Cisco wireless LAN controller, it attempts to download the new operating system code if the access point code version differs from the Cisco wireless LAN controller code version. While this is happening, the Status LED blinks amber.
- d. If the operating system download is successful, the access point reboots.

Step 3 Configure the access point if required. Use the controller CLI, controller GUI, or Cisco Prime Infrastructure to customize the access-point-specific 802.11ac network settings.

Step 4 If the pre-installation configuration is successful, the Status LED is green indicating normal operation. Disconnect the access point and mount it at the location at which you intend to deploy it on the wireless network.

Step 5 If your access point does not indicate normal operation, turn it off and repeat the pre-installation configuration.

**Note**

When you are installing a Layer 3 access point on a different subnet than the Cisco wireless LAN controller, be sure that a DHCP server is reachable from the subnet on which you will be installing the access point, and that the subnet has a route back to the Cisco wireless LAN controller. Also be sure that the route back to the Cisco wireless LAN controller has destination UDP ports 5246 and 5247 open for CAPWAP communications. Ensure that the route back to the primary, secondary, and tertiary wireless LAN controller allows IP packet fragments. Finally, be sure that if address translation is used, that the access point and the Cisco wireless LAN controller have a static 1-to-1 NAT to an outside address. (Port Address Translation is not supported.)

9 Mounting and Grounding the Access Point

Cisco Aironet 3800 series access points can be mounted in several configurations – on a suspended ceiling, on a hard ceiling or wall, on an electrical or network box, and above a suspended ceiling.

Go to the following URL for access point mounting instructions:

http://www.cisco.com/c/en/us/td/docs/wireless/access_point/mounting/guide/apmount.html

The standard mounting hardware supported by the AP is listed in [Table 1](#).

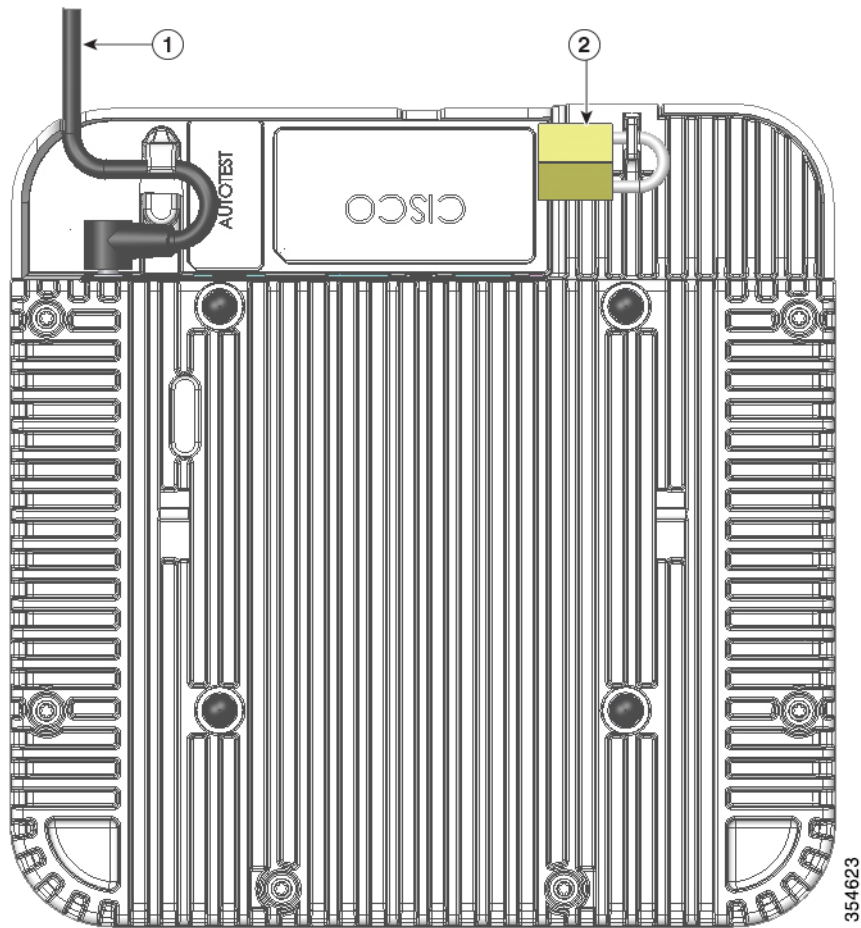
Table 1 **Brackets and Clips for Mounting the AP**

	Part Number	Description
Brackets ¹	AIR-AP-BRACKET-1	Low-profile bracket (This is the default option)
	AIR-AP-BRACKET-2	Universal bracket
Clips	AIR-AP-T-RAIL-R	Ceiling Grid Clip (Recessed mounting) (This is the default option)
	AIR-AP-T-RAIL-F	Ceiling Grid Clip (Flush mounting)
	AIR-CHNL-ADAPTER	Optional adapter for channel-rail ceiling grid profile.

1. Mount the AP using no less than four screw holes on a bracket.

When mounting the AP in areas where there is a possibility of the AP being knocked off the mounting bracket, use the lock hasp on the back of the AP (see [Figure 7](#)) to lock it to the bracket. Also, see [Figure 7](#) to know how the power cable is to be routed.

Figure 7 *Locking the AP to the Bracket and Power Cable Routing*



1	Power cable routing	2	Position of the lock for locking the AP to the bracket
---	---------------------	---	--

10 Powering the Access Point

The AP can be powered using:

- 802.3at Cisco Power Injector AIR-PWRINJ6=.
- Cisco AIR-PWR-50, which is a 100–240VAC, 48VDC, 50W power supply.
- Any 802.3at (25.5 W) compliant switch port.



Warning

Usage of third-party USB modules with this Access Point is not supported. The behavior of such USB devices and the impact to the Access Point is not guaranteed. If Cisco determines that a fault or defect can be isolated due to the use of third-party USB modules installed by a customer or reseller, Cisco may withhold support under warranty or support program under contract. In the course of providing support for Cisco networking products, the end user may be required to install Cisco-supported USB modules in the event Cisco determines that removing third-party parts will assist Cisco in diagnosing the root cause for troubleshooting purposes. Cisco also reserves the right to charge the customer per then-current time and material rates for services provided to the customer when Cisco determines, after having provided such services, that the root cause of the defective product was caused by an unsupported device.

11 Configuring and Deploying the Access Point

This section describes how to connect the access point to a wireless LAN controller. Because the configuration process takes place on the controller, see the *Cisco Wireless LAN Controller Configuration Guide* for additional information.

The information in this section does not include configuring Link Aggregation. For information on configuring Link Aggregation, see the *Cisco Wireless LAN Controller Configuration Guide*, Release 8.2, at the following URL:

http://www.cisco.com/c/en/us/td/docs/wireless/controller/8-2/config-guide/b_cg82.html

The Controller Discovery Process

The access point uses standard Control and Provisioning of Wireless Access Points Protocol (CAPWAP) to communicate between the controller and other wireless access points on the network. CAPWAP is a standard, inter-operable protocol which enables an access controller to manage a collection of wireless termination points. The discovery process using CAPWAP is identical to the Lightweight Access Point Protocol (LWAPP) used with previous Cisco Aironet access points. LWAPP-enabled access points are compatible with CAPWAP, and conversion to a CAPWAP controller is seamless. Deployments can combine CAPWAP and LWAPP software on the controllers.

The functionality provided by the controller does not change except for customers who have Layer 2 deployments, which CAPWAP does not support.

In a CAPWAP environment, a wireless access point discovers a controller by using CAPWAP discovery mechanisms and then sends it a CAPWAP join request. The controller sends the access point a CAPWAP join response allowing the access point to join the controller. When the access point joins the controller, the controller manages its configuration, firmware, control transactions, and data transactions.



Note

For additional information about the discovery process and CAPWAP, see the *Cisco Wireless LAN Controller Software Configuration Guide*. This document is available on Cisco.com.

**Note**

CAPWAP support is provided in controller software release 5.2 or later. However, your controller must be running the release that supports 3800 series access points, as specified in the access point data sheet.

**Note**

You cannot edit or query any access point using the controller CLI if the name of the access point contains a space.

**Note**

Make sure that the controller is set to the current time. If the controller is set to a time that has already occurred, the access point might not join the controller because its certificate may not be valid for that time.

Access points must be discovered by a controller before they can become an active part of the network. The access point supports these controller discovery processes:

- **Layer 3 CAPWAP discovery**—Can occur on different subnets than the access point and uses IP addresses and UDP packets rather than MAC addresses used by Layer 2 discovery.
- **Locally stored controller IP address discovery**—If the access point was previously joined to a controller, the IP addresses of the primary, secondary, and tertiary controllers are stored in the access point non-volatile memory. This process of storing controller IP addresses on an access point for later deployment is called *priming the access point*. For more information about priming, see the [“Performing a Pre-Installation Configuration” section on page 13](#).
- **DHCP server discovery**—This feature uses DHCP option 43 to provide controller IP addresses to the access points. Cisco switches support a DHCP server option that is typically used for this capability. For more information about DHCP option 43, see the [“Configuring DHCP Option 43” section on page 23](#).
- **DNS discovery**—The access point can discover controllers through your domain name server (DNS). For the access point to do so, you must configure your DNS to return controller IP addresses in response to CISCO-CAPWAP-CONTROLLER.*localdomain*, where *localdomain* is the access point domain name. Configuring the CISCO-CAPWAP-CONTROLLER provides backwards compatibility in an existing customer deployment. When an access point receives an IP address and DNS information from a DHCP server, it contacts the DNS to resolve CISCO-CAPWAP-CONTROLLER.*localdomain*. When the DNS sends a list of controller IP addresses, the access point sends discovery requests to the controllers.

Deploying the Access Point on the Wireless Network

After you have mounted the access point, follow these steps to deploy it on the wireless network:

Step 1 Connect and power up the access point.

- Step 2** Observe the access point LED (for LED descriptions, see [“Checking the Access Point LEDs” section on page 20](#)).
- a. When you power up the access point, it begins a power-up sequence that you can verify by observing the access point LED. If the power-up sequence is successful, the discovery and join process begins. During this process, the LED blinks sequentially green, red, and off. When the access point has joined a controller, the LED is chirping green if no clients are associated or green if one or more clients are associated.
 - b. If the LED is not on, the access point is most likely not receiving power.

- c. If the LED blinks sequentially for more than 5 minutes, the access point is unable to find its primary, secondary, and tertiary Cisco wireless LAN controller. Check the connection between the access point and the Cisco wireless LAN controller, and be sure the access point and the Cisco wireless LAN controller are either on the same subnet or that the access point has a route back to its primary, secondary, and tertiary Cisco wireless LAN controller. Also, if the access point is not on the same subnet as the Cisco wireless LAN controller, be sure that there is a properly configured DHCP server on the same subnet as the access point. See the “[Configuring DHCP Option 43](#)” section on page 23 for additional information.

Step 3 Reconfigure the Cisco wireless LAN controller so that it is not the Master.



Note

A Master Cisco wireless LAN controller should be used only for configuring access points and not in a working network.

12 Checking the Access Point LEDs



Note

Regarding LED status colors, it is expected that there will be small variations in color intensity and hue from unit to unit. This is within the normal range of the LED manufacturer's specifications and is not a defect.

The access point status LED indicates various conditions and are described in [Table 2](#).

Table 2 *LED Status Indications*

Message Type	LED State	Message Meaning
Association status	Green	Normal operating condition, but no wireless client associated
	Blue	Normal operating condition, at least one wireless client association
Boot loader status	Green	Executing boot loader
Boot loader error	Blinking Green	Boot loader signing verification failure
Operating status	Blinking Blue	Software upgrade in progress
	Alternating between Green and Red	Discovery/join process in progress
	Cycling through Red-Off-Green-Off-Blue-Off	Access point location command invoked from controller web interface.
Access point operating system errors	Cycling through Blue-Red-Green-Off	General warning; insufficient inline power

13 Miscellaneous Usage and Configuration Guidelines

Using the Mode Button

Using the Mode button (see [Figure 3](#)) you can:

- Reset the AP to the default factory-shipped configuration.
- Clear the AP internal storage, including all configuration files.

To use the mode button, press, and keep pressed, the mode button on the access point during the AP boot cycle. Wait until the AP status LED changes to Amber. During this, the AP console shows a seconds counter, counting the number of seconds the mode button is pressed. Then:

- To reset the AP to its default factory-shipped configuration, keep the mode button pressed for less than 20 seconds. The AP configuration files are cleared.

This resets all configuration settings to factory defaults, including passwords, WEP keys, the IP address, and the SSID.

- To clear the AP internal storage, including all configuration files and the regulatory domain configuration, keep the mode button pressed for more than 20 seconds, but less than 60 seconds.

The AP status LED changes from Amber to Red, and all the files in the AP storage directory are cleared.

If you keep the mode button pressed for more than 60 seconds, the mode button is assumed faulty and no changes are made.

Troubleshooting the Access Point to Cisco Controller Join Process

**Note**

Ensure that your controller is running the latest Cisco Wireless Controller Software Release as specified in the access point data sheet.

Access points can fail to join a controller for many reasons: a RADIUS authorization is pending; self-signed certificates are not enabled on the controller; the regulatory domains of the access point and the controller don't match, and so on.

Controller software enables you to configure the access points to send all CAPWAP-related errors to a syslog server. You do not need to enable any debug commands on the controller because all of the CAPWAP error messages can be viewed from the syslog server itself.

The state of the access point is not maintained on the controller until it receives a CAPWAP join request from the access point. Therefore, it can be difficult to determine why the CAPWAP discovery request from a certain access point was rejected. In order to troubleshoot such joining problems without enabling CAPWAP debug commands on the controller, the controller collects information for all access points that send a discovery message to it and maintains information for any access points that have successfully joined it.

The controller collects all join-related information for each access point that sends a CAPWAP discovery request to the controller. Collection begins with the first discovery message received from the access point and ends with the last configuration payload sent from the controller to the access point.

You can view join-related information for up to three times the maximum number of access points supported by the platform for the 2500 series controllers and the Controller Network Module within the Cisco 28/37/38xx Series Integrated Services Routers.

**Note**

The maximum number of access points varies for the Cisco WiSM2, depending on which controller software release is being used.

When the controller is maintaining join-related information for the maximum number of access points, it does not collect information for any more access points.

An access point sends all syslog messages to IP address 255.255.255.255 by default when any of the following conditions are met:

- An access point running software release 8.2.110.0 or later has been newly deployed.
- An existing access point running software release 8.2.110.0 or later has been reset after clearing the configuration.

If any of these conditions are met and the access point has not yet joined a controller, you can also configure a DHCP server to return a syslog server IP address to the access point using option 7 on the server. The access point then starts sending all syslog messages to this IP address.

When the access point joins a controller for the first time, the controller sends the global syslog server IP address (the default is 255.255.255.255) to the access point. After that, the access point sends all syslog messages to this IP address until it is overridden by one of the following scenarios:

- The access point is still connected to the same controller, and the global syslog server IP address configuration on the controller has been changed using the **config ap syslog host global syslog_server_IP_address** command. In this case, the controller sends the new global syslog server IP address to the access point.
- The access point is still connected to the same controller, and a specific syslog server IP address has been configured for the access point on the controller using the **config ap syslog host specific Cisco_AP syslog_server_IP_address** command. In this case, the controller sends the new specific syslog server IP address to the access point.
- The access point is disconnected from the controller and joins another controller. In this case, the new controller sends its global syslog server IP address to the access point.
- Whenever a new syslog server IP address overrides the existing syslog server IP address, the old address is erased from persistent storage, and the new address is stored in its place. The access point also starts sending all syslog messages to the new IP address provided the access point can reach the syslog server IP address.

You can configure the syslog server for access points and view the access point join information only from the controller CLI.

Important Information for Controller-based Deployments

Keep these guidelines in mind when you use 3802 series access points:

- The access point can only communicate with Cisco wireless LAN controllers.
- The access point does not support Wireless Domain Services (WDS) and cannot communicate with WDS devices. However, the controller provides functionality equivalent to WDS when the access point joins it.

- CAPWAP does not support Layer 2. The access point must get an IP address and discover the controller using Layer 3, DHCP, DNS, or IP subnet broadcast.
- The access point console port is enabled for monitoring and debug purposes. All configuration commands are disabled when the access point is connected to a controller.

Configuring DHCP Option 43

You can use DHCP Option 43 to provide a list of controller IP addresses to the access points, enabling them to find and join a controller.

The following is a DHCP Option 43 configuration example on a Windows 2003 Enterprise DHCP server for use with Cisco Aironet lightweight access points. For other DHCP server implementations, consult product documentation for configuring DHCP Option 43. In Option 43, you should use the IP address of the controller management interface.



Note DHCP Option 43 is limited to one access point type per DHCP pool. You must configure a separate DHCP pool for each access point type.

The 3800 series access point uses the type-length-value (TLV) format for DHCP Option 43. DHCP servers must be programmed to return the option based on the access point DHCP Vendor Class Identifier (VCI) string (DHCP Option 43). The VCI string for the 3800 series access point is:

Cisco AP c3800

The format of the TLV block is listed below:

- Type: 0xf1 (decimal 241)
- Length: Number of controller IP addresses * 4
- Value: List of WLC management interfaces

To configure DHCP Option 43 in the embedded Cisco IOS DHCP server, follow these steps:

Step 1 Enter configuration mode at the Cisco IOS CLI.

Step 2 Create the DHCP pool, including the necessary parameters such as default router and name server. A DHCP scope example is as follows:

```
ip dhcp pool <pool name>
network <IP Network> <Netmask>
default-router <Default router>
dns-server <DNS Server>
```

Where:

<pool name> is the name of the DHCP pool, such as AP3802
<IP Network> is the network IP address where the controller resides, such as 10.0.15.1
<Netmask> is the subnet mask, such as 255.255.255.0
<Default router> is the IP address of the default router, such as 10.0.0.1
<DNS Server> is the IP address of the DNS server, such as 10.0.10.2

Step 3 Add the option 43 line using the following syntax:

option 43 hex *<hex string>*

The *hex string* is assembled by concatenating the TLV values shown below:

Type + Length + Value

Type is always *f1(hex)*. *Length* is the number of controller management IP addresses times 4 in hex. *Value* is the IP address of the controller listed sequentially in hex.

For example, suppose that there are two controllers with management interface IP addresses, 10.126.126.2 and 10.127.127.2. The type is *f1(hex)*. The length is $2 * 4 = 8 = 08$ (*hex*). The IP addresses translate to *0a7e7e02* and *0a7f7f02*. Assembling the string then yields *f1080a7e7e020a7f7f02*. The resulting Cisco IOS command added to the DHCP scope is **option 43 hex f1080a7e7e020a7f7f02**.

14 FAQs

What is Flexible Radio Assignment?

The Flexible Radio Assignment (FRA) feature automatically detects when a high number of devices are connected to a network and changes the dual radios in the access point from 2.4 GHz/5 GHz to 5 GHz/5 GHz to serve more clients. The access point performs this function while still monitoring the network for security threats and RF Interference that may affect performance. Flexible Radio Assignment improves mobile user experience for high-density networks.

FRA has the different modes of operation:

- Default operating mode—Serving Clients on both 2.4 GHz and 5 GHz
- Dual 5 GHz Mode—Serving clients on both 5 GHz Radios
- Wireless Security Monitoring—Scanning both 2.4 GHz and 5 GHz for security threats while also serving 5 GHz clients

What is a Smart Antenna connector?

The 3802E model has a Smart antenna connector (see [Figure 8](#)), which is connected directly to the flexible radio. Without a supported external antenna connected to the Smart Antenna connector, the flexible radio can stay only in 2.4 GHz mode. If an external antenna is connected, the flexible radio can be used in the full Flexible Radio Assignment mode, allowing dual 5 GHz and Wireless Security Monitoring modes.

To connect to any supported RP-TNC connector-type external antenna to the Smart antenna connector, use the DART cable connector AIR-CAB002-DART-R= (see [Figure 9](#)), which is to be procured separately from Cisco.

Figure 8 Smart Antenna Connector 3802E Model**Figure 9 AIR-CAB002-DART-R= DART Connector**

What is Cisco Multigigabit Ethernet?

Cisco Multigigabit Ethernet (mGig) is a unique Cisco innovation debuting in the Cisco Aironet 3802 Access Points. With the increasing popularity of 802.11ac and new wireless applications, wireless devices now require more network bandwidth. Hence, there is a need for a technology that supports speeds higher than 1 Gbps on all cabling infrastructure. Cisco Multigigabit technology allows you to achieve bandwidth speeds from 1 to 10 Gbps over traditional Cat 5e cabling or newer. The Cisco AP3802 supports up to 5 Gbps using mGig.

For more information see the following Cisco Multigigabit FAQ document:

<http://www.cisco.com/c/dam/en/us/solutions/collateral/enterprise-networks/catalyst-multigigabit-switching/multigigabit-ethernet-technology.pdf>

How Does Auto-Link Aggregation work with the 3800?

The 3800 AP supports automatic Link Aggregation (LAG) across its Ethernet and AUX ports. This provides up to 2 Gbps of uplink speed to the access point. When operating in LAG, the Multigigabit Ethernet port will operate as a single Gigabit Ethernet port.

The following Cisco switching series support LAG with the 3800 AP:

- Catalyst 3850 / all models (non-CA mode)
- Catalyst 3650 / all models (non-CA mode)
- Catalyst 4500/Sup-8E
- Catalyst 6500/Sup 720 or newer

What is a ClientLink 4.0? How is it different from Tx-Beamforming?

Cisco ClientLink 4.0 is a beamforming capability built into Cisco Aironet wireless LAN access points. When the access point concentrates signals toward the receiving client, that client is better able to hear the AP's transmission, and so throughput is greater. ClientLink also enhances performance in the uplink (client-to-AP) direction, so that the AP can also better hear the client communications. The result is improved performance in both directions, and doesn't require any special capabilities in the client device to work.

ClientLink works with all client technologies. It makes sure each client type always operates at the best possible rate, as determined by the 802.11 access technology supported, network conditions, and the distance of the client from the Wi-Fi AP. ClientLink helps maintain maximum client rates.

Can the USB port be used?

There is no software support for the USB port at this time.



Usage of third-party USB modules with this Access Point is not supported. The behavior of such USB devices and the impact to the Access Point is not guaranteed. If Cisco determines that a fault or defect can be isolated due to the use of third-party USB modules installed by a customer or reseller, Cisco may withhold support under warranty or support program under contract. In the course of providing support for Cisco networking products, the end user may be required to install Cisco-supported USB modules in the event Cisco determines that removing third-party parts will assist Cisco in diagnosing the root cause for troubleshooting purposes. Cisco also reserves the right to charge the customer per then-current time and material rates for services provided to the customer when Cisco determines, after having provided such services, that the root cause of the defective product was caused by an unsupported device.

15 Related Documentation

All user documentation for the Cisco Aironet 3800 series access point is available at the following URL:

<http://www.cisco.com/c/en/us/support/wireless/aironet-3800-series-access-points/tsd-products-support-series-home.html>

For detailed information and guidelines for configuring and deploying your access point in a wireless network, see the following documentation:

- Cisco Wireless LAN Controller Configuration Guide, Release 8.2, at the following URL:

http://www.cisco.com/c/en/us/td/docs/wireless/controller/8-2/config-guide/b_cg82.html

- Cisco Aironet 3800 Series Access Point Deployment Guide, at the following URL:

http://www.cisco.com/c/en/us/td/docs/wireless/controller/technotes/8-3/b_cisco_aironet_series_2800_3800_access_point_deployment_guide.html

16 Declarations of Conformity and Regulatory Information

This section provides declarations of conformity and regulatory information for the Cisco Aironet 3800 Series Access Points. You can find additional information at this URL:

www.cisco.com/go/aironet/compliance

Manufacturers Federal Communication Commission Declaration of Conformity Statement



Access Point Models

AIR-AP3802I-B-K9
AIR-AP3802E-B-K9
AIR-AP3802P-B-K9

Certification Number

LDK102100
LDK102099
LDK102101

Manufacturer:

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA

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

- Reorient or relocate the receiving antenna.
- Increase separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician.



Caution

The Part 15 radio device operates on a non-interference basis with other devices operating at this frequency when using the integrated antennas. Any changes or modification to the product not expressly approved by Cisco could void the user's authority to operate this device.

VCCI Statement for Japan

Warning

This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

警告

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

VCCI-B

Guidelines for Operating Cisco Aironet Access Points in Japan

This section provides guidelines for avoiding interference when operating Cisco Aironet access points in Japan. These guidelines are provided in both Japanese and English.

Japanese Translation

この機器の使用周波数帯では、電子レンジ等の産業・科学・医療用機器のほか工場の製造ライン等で使用されている移動体識別用の構内無線局（免許を要する無線局）及び特定小電力無線局（免許を要しない無線局）が運用されています。

- 1 この機器を使用する前に、近くで移動体識別用の構内無線局及び特定小電力無線局が運用されていないことを確認して下さい。
- 2 万一、この機器から移動体識別用の構内無線局に対して電波干渉の事例が発生した場合には、速やかに使用周波数を変更するか又は電波の発射を停止した上、下記連絡先にご連絡頂き、混信回避のための処置等(例えば、パーティションの設置など)についてご相談して下さい。
- 3 その他、この機器から移動体識別用の特定小電力無線局に対して電波干渉の事例が発生した場合など何かお困りのことが起きたときは、次の連絡先へお問い合わせ下さい。

連絡先 : 03-6434-6500

208697

English Translation

This equipment operates in the same frequency bandwidth as industrial, scientific, and medical devices such as microwave ovens and mobile object identification (RF-ID) systems (licensed premises radio stations and unlicensed specified low-power radio stations) used in factory production lines.

1. Before using this equipment, make sure that no premises radio stations or specified low-power radio stations of RF-ID are used in the vicinity.

2. If this equipment causes RF interference to a premises radio station of RF-ID, promptly change the frequency or stop using the device; contact the number below and ask for recommendations on avoiding radio interference, such as setting partitions.
3. If this equipment causes RF interference to a specified low-power radio station of RF-ID, contact the number below.

Contact Number: 03-6434-6500

Statement 371—Power Cable and AC Adapter

接続ケーブル、電源コード、AC アダプタ、バッテリーなどの部品は、必ず添付品または指定品をご使用ください。添付品・指定品以外の部品をご使用になると故障や動作不良、火災の原因となります。また、電気用品安全法により、当該法の認定（PSE とコードに表記）でなく UL 認定（UL または CSA マークがコードに表記）の電源ケーブルは弊社が指定する製品以外の電気機器には使用できないためご注意ください。

English Translation

When installing the product, please use the provided or designated connection cables/power cables/AC adaptors. Using any other cables/adaptors could cause a malfunction or a fire. Electrical Appliance and Material Safety Law prohibits the use of UL-certified cables (that have the “UL” shown on the code) for any other electrical devices than products designated by CISCO. The use of cables that are certified by Electrical Appliance and Material Safety Law (that have “PSE” shown on the code) is not limited to CISCO-designated products.

Industry Canada

Access Point Models

AIR-AP3802I-A-K9

AIR-AP3802E-A-K9

AIR-AP3802P-A-K9

Certification Number

2461B-102100

2461B-102099

2461B-102101

Canadian Compliance Statement

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

This radio transmitter has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain and required antenna impedance for each antenna type indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

Le présent émetteur radio a été approuvé par Industrie Canada pour fonctionner avec les types d'antenne énumérés ci-dessous et ayant un gain admissible maximal et l'impédance requise pour chaque type d'antenne. Les types d'antenne non inclus dans cette liste, ou dont le gain est supérieur au gain maximal indiqué, sont strictement interdits pour l'exploitation de l'émetteur.

Antenna Type	Antenna Gain	Antenna Impedance
Dual-band Omni	2/4 dBi	50 ohms
Dual-band Dipole	2/4 dBi	50 ohms
Dual-Band Directional	6/6 dBi	50 ohms

Operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

La bande 5 150–5 250 MHz est réservée uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

Users are advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Les utilisateurs êtes avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5 250-5 350 MHz et 5 650-5 850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

European Community, Switzerland, Norway, Iceland, and Liechtenstein

Access Point Models:

AIR-AP3802I-E-K9

AIR-AP3802E-E-K9

AIR-AP3802P-E-K9

Declaration of Conformity with regard to the R&TTE Directive 1999/5/EC & Medical Directive 93/42/EEC

Български [Bulgarian]:	Това оборудване отговаря на съществените изисквания и приложими клаузи на Директива 1999/5/EC.
Česky [Czech]:	Toto zařízení je v souladu se základními požadavky a ostatními odpovídajícími ustanoveními Směrnice 1999/5/EC.
Dansk [Danish]:	Dette udstyr er i overensstemmelse med de væsentlige krav og andre relevante bestemmelser i Direktiv 1999/5/EF.
Deutsch [German]:	Dieses Gerät entspricht den grundlegenden Anforderungen und den weiteren entsprechenden Vorgaben der Richtlinie 1999/5/EU.
Eesti [Estonian]:	See seade vastab direktiivi 1999/5/EÜ olulistele nõuetele ja teistele asjakohastele sätetele.
English:	This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.
Español [Spanish]:	Este equipo cumple con los requisitos esenciales así como con otras disposiciones de la Directiva 1999/5/CE.
Ελληνική [Greek]:	Αυτός ο εξοπλισμός είναι σε συμμόρφωση με τις ουσιώδεις απαιτήσεις και άλλες σχετικές διατάξεις της Οδηγίας 1999/5/EC.
Français [French]:	Cet appareil est conforme aux exigences essentielles et aux autres dispositions pertinentes de la Directive 1999/5/EC.
Íslenska [Icelandic]:	Þetta tæki er samkvæmt grunnkröfum og öðrum viðeigandi ákvæðum Tilskipunar 1999/5/EC.
Italiano [Italian]:	Questo apparato é conforme ai requisiti essenziali ed agli altri principi sanciti dalla Direttiva 1999/5/CE.
Latviešu [Latvian]:	Šī iekārta atbilst Direktīvas 1999/5/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.

Nederlands [Dutch]:	Dit apparaat voldoet aan de essentiële eisen en andere van toepassing zijnde bepalingen van de Richtlijn 1999/5/EC.
Malti [Maltese]:	Dan l-apparat huwa konformi mal-htigiet essenzjali u l-provedimenti l-oħra rilevanti tad-Direttiva 1999/5/EC.
Magyar [Hungarian]:	Ez a készülék teljesíti az alapvető követelményeket és más 1999/5/EK irányelvben meghatározott vonatkozó rendelkezéseket.
Norsk [Norwegian]:	Dette utstyret er i samsvar med de grunnleggende krav og andre relevante bestemmelser i EU-direktiv 1999/5/EF.
Polski [Polish]:	Urządzenie jest zgodne z ogólnymi wymaganiami oraz szczególnymi warunkami określonymi Dyrektywą UE: 1999/5/EC.
Português [Portuguese]:	Este equipamento está em conformidade com os requisitos essenciais e outras provisões relevantes da Directiva 1999/5/EC.
Română [Romanian]:	Acest echipament este în conformitate cu cerințele esențiale și cu alte prevederi relevante ale Directivei 1999/5/EC.
Slovensko [Slovenian]:	Ta naprava je skladna z bistvenimi zahtevami in ostalimi relevantnimi pogoji Direktive 1999/5/EC.
Slovensky [Slovak]:	Toto zariadenie je v zhode so základnými požiadavkami a inými príslušnými nariadeniami direktív: 1999/5/EC.
Suomi [Finnish]:	Tämä laite täyttää direktiivin 1999/5/EY olennaiset vaatimukset ja on siinä asetettujen muiden laitetta koskevien määräysten mukainen.
Svenska [Swedish]:	Denna utrustning är i överensstämmelse med de väsentliga kraven och andra relevanta bestämmelser i Direktiv 1999/5/EC.
Türk [Turkish]:	Bu cihaz 1999/5/EC Direktifi'nin temel gereklerine ve ilgili diğer hükümlerine uygundur.

142730

The following standards were applied:

EMC—EN 301.489-1 v1.9.2; EN 301.489-17 v2.2.1

Health & Safety—EN60950-1: 2006; EN 50385: 2002

Radio—EN 300 328 v 1.8.1; EN 301.893 v 1.7.1

The conformity assessment procedure referred to in Article 10.4 and Annex III of Directive 1999/5/EC has been followed.

This device also conforms to the EMC requirements of the Medical Devices Directive 93/42/EEC.



Note

This equipment is intended to be used in all EU and EFTA countries. Outdoor use may be restricted to certain frequencies and/or may require a license for operation. For more details, contact Cisco Corporate Compliance.

The product carries the CE Mark:



Declaration of Conformity for RF Exposure

This section contains information on compliance with guidelines related to RF exposure.

Generic Discussion on RF Exposure

The Cisco products are designed to comply with the following national and international standards on Human Exposure to Radio Frequencies:

- US 47 Code of Federal Regulations Part 2 Subpart J
- American National Standards Institute (ANSI) / Institute of Electrical and Electronic Engineers / IEEE C 95.1 (99)
- International Commission on Non Ionizing Radiation Protection (ICNIRP) 98
- Ministry of Health (Canada) Safety Code 6. Limits on Human Exposure to Radio Frequency Fields in the range from 3kHz to 300 GHz
- Australia Radiation Protection Standard

To ensure compliance with various national and international Electromagnetic Field (EMF) standards, the system should only be operated with Cisco approved antennas and accessories.

This Device Meets International Guidelines for Exposure to Radio Waves

The 3800 series device includes a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

As such the systems are designed to be operated as to avoid contact with the antennas by the end user. It is recommended to set the system in a location where the antennas can remain at least a minimum distance as specified from the user in accordance to the regulatory guidelines which are designed to reduce the overall exposure of the user or operator.

Separation Distance - 3800I and 3800E		
MPE	Distance	Limit
0.6 mW/cm ²	30 cm (12 inches)	1.00 mW/cm ²

Separation Distance - 3800P		
MPE	Distance	Limit
0.57 mW/cm ²	30 cm (12 inches)	1.00 mW/cm ²

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of wireless devices. They recommend that if you are interested in further reducing your exposure then you can easily do so by reorienting antennas away from the user or placing the antennas at a greater separation distance than recommended.

This Device Meets FCC Guidelines for Exposure to Radio Waves

The 3800 series device includes a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) as referenced in FCC Part 1.1310. The guidelines are based on IEEE ANSI C 95.1 (92) and include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

As such the systems are designed to be operated as to avoid contact with the antennas by the end user. It is recommended to set the system in a location where the antennas can remain at least a minimum distance as specified from the user in accordance to the regulatory guidelines which are designed to reduce the overall exposure of the user or operator.

The device has been tested and found compliant with the applicable regulations as part of the radio certification process.

Separation Distance - 3800I and 3800E		
MPE	Distance	Limit
0.6 mW/cm ²	30 cm (12 inches)	1.00 mW/cm ²

Separation Distance - 3800P		
MPE	Distance	Limit
0.57 mW/cm ²	30 cm (12 inches)	1.00 mW/cm ²

The US Food and Drug Administration has stated that present scientific information does not indicate the need for any special precautions for the use of wireless devices. The FCC recommends that if you are interested in further reducing your exposure then you can easily do so by reorienting antennas away from the user or placing the antennas at a greater separation distance than recommended or lowering the transmitter power output.

This Device Meets the Industry Canada Guidelines for Exposure to Radio Waves

The 3800 series device includes a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) as referenced in Health Canada Safety Code 6. The guidelines include a substantial safety margin designed into the limit to ensure the safety of all persons, regardless of age and health.

As such the systems are designed to be operated as to avoid contact with the antennas by the end user. It is recommended to set the system in a location where the antennas can remain at least a minimum distance as specified from the user in accordance to the regulatory guidelines which are designed to reduce the overall exposure of the user or operator.

Separation Distance - 3800I and 3800E			
Frequency	MPE	Distance	Limit
2.4 GHz	1.89 W/m ²	30 cm (12 inches)	5.4 W/m ²
5 GHz	2.73 W/m ²		9.2 W/m ²

Separation Distance - 3800P			
Frequency	MPE	Distance	Limit
2.4 GHz	2.04 W/m ²	30 cm (12 inches)	5.4 W/m ²
5 GHz	3.36 W/m ²		9.2 W/m ²

Health Canada states that present scientific information does not indicate the need for any special precautions for the use of wireless devices. They recommend that if you are interested in further reducing your exposure you can easily do so by reorienting antennas away from the user, placing the antennas at a greater separation distance than recommended, or lowering the transmitter power output.

Cet appareil est conforme aux directives internationales en matière d'exposition aux fréquences radioélectriques

Cet appareil de la gamme 3800 comprend un émetteur-récepteur radio. Il a été conçu de manière à respecter les limites en matière d'exposition aux fréquences radioélectriques (champs électromagnétiques de fréquence radio), recommandées dans le code de sécurité 6 de Santé Canada. Ces directives intègrent une marge de sécurité importante destinée à assurer la sécurité de tous, indépendamment de l'âge et de la santé.

Par conséquent, les systèmes sont conçus pour être exploités en évitant que l'utilisateur n'entre en contact avec les antennes. Il est recommandé de poser le système là où les antennes sont à une distance minimale telle que précisée par l'utilisateur conformément aux directives réglementaires qui sont conçues pour réduire l'exposition générale de l'utilisateur ou de l'opérateur.

Distance d'éloignement - 3800I et 3800E			
Fréquence	MPE	Distance	Limite
2.4 GHz	1.89 W/m ²	30 cm (12 inches)	5.4 W/m ²
5 GHz	2.73 W/m ²		9.2 W/m ²

Distance d'éloignement - 3800P			
Fréquence	MPE	Distance	Limite
2.4 GHz	2.04 W/m ²	30 cm (12 inches)	5.4 W/m ²
5 GHz	3.36 W/m ²		9.2 W/m ²

Santé Canada affirme que la littérature scientifique actuelle n'indique pas qu'il faille prendre des précautions particulières lors de l'utilisation d'un appareil sans fil. Si vous voulez réduire votre exposition encore davantage, selon l'agence, vous pouvez facilement le faire en réorientant les antennes afin qu'elles soient dirigées à l'écart de l'utilisateur, en les plaçant à une distance d'éloignement supérieure à celle recommandée ou en réduisant la puissance de sortie de l'émetteur.

Additional Information on RF Exposure

You can find additional information on the subject at the following links:

- Cisco Systems Spread Spectrum Radios and RF Safety white paper at this URL:
http://www.cisco.com/warp/public/cc/pd/witc/ao340ap/prodlit/rfhr_wi.htm
- FCC Bulletin 56: Questions and Answers about Biological Effects and Potential Hazards of Radio Frequency Electromagnetic Fields
- FCC Bulletin 65: Evaluating Compliance with the FCC guidelines for Human Exposure to Radio Frequency Electromagnetic Fields

You can obtain additional information from the following organizations:

- World Health Organization Internal Commission on Non-Ionizing Radiation Protection at this URL: www.who.int/emf
- United Kingdom, National Radiological Protection Board at this URL: www.nrp.org.uk
- Cellular Telecommunications Association at this URL: www.wow-com.com
- The Mobile Manufacturers Forum at this URL: www.mmfa.org

Administrative Rules for Cisco Aironet Access Points in Taiwan

This section provides administrative rules for operating Cisco Aironet access points in Taiwan. The rules for all access points are provided in both Chinese and English.

Chinese Translation

低功率電波輻射性電機管理辦法

第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電信。

低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

English Translation

Administrative Rules for Low-power Radio-Frequency Devices

Article 12

For those low-power radio-frequency devices that have already received a type-approval, companies, business units or users should not change its frequencies, increase its power or change its original features and functions.

Article 14

The operation of the low-power radio-frequency devices is subject to the conditions that no harmful interference is caused to aviation safety and authorized radio station; and if interference is caused, the user must stop operating the device immediately and can't re-operate it until the harmful interference is clear.

The authorized radio station means a radio-communication service operating in accordance with the Communication Act.

The operation of the low-power radio-frequency devices is subject to the interference caused by the operation of an authorized radio station, by another intentional or unintentional radiator, by industrial, scientific and medical (ISM) equipment, or by an incidental radiator.

Chinese Translation

低功率射頻電機技術規範

4.7 無線資訊傳輸設備

4.7.5 在 5.25-5.35 兆赫頻帶內操作之無線資訊傳輸設備，限於室內使用。

4.7.6 無線資訊傳輸設備須忍受合法通信之干擾且不得干擾合法通信；如造成干擾，應立即停用，俟無干擾之虞，始得繼續使用。

4.7.7 無線資訊傳輸設備的製造廠商應確保頻率穩定性，如依製造廠商使用手冊上所述正常操作，發射的信號應維持於操作頻帶中。

202591

English Translation

Low-power Radio-frequency Devices Technical Specifications

- 4.7 Unlicensed National Information Infrastructure
- 4.7.5 Within the 5.25-5.35 GHz band, U-NII devices will be restricted to indoor operations to reduce any potential for harmful interference to co-channel MSS operations.
- 4.7.6 The U-NII devices shall accept any interference from legal communications and shall not interfere the legal communications. If interference is caused, the user must stop operating the device immediately and can't re-operate it until the harmful interference is clear.
- 4.7.7 Manufacturers of U-NII devices are responsible for ensuring frequency stability such that an emission is maintained within the band of operation under all conditions of normal operation as specified in the user manual.

Operation of Cisco Aironet Access Points in Brazil

This section contains special information for operation of Cisco Aironet access points in Brazil.

Access Point Models:

AIR-AP3802I-Z-K9

AIR-AP3802E-Z-K9

AIR-AP3802P-Z-K9

Figure 10 Brazil Regulatory Information



Portuguese Translation

Este equipamento opera em caráter secundário, isto é, não tem direito a proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

English Translation

This equipment operates on a secondary basis and consequently must accept harmful interference, including interference from stations of the same kind. This equipment may not cause harmful interference to systems operating on a primary basis.

Declaration of Conformity Statements

All the Declaration of Conformity statements related to this product can be found at the following location:

<http://www.ciscofax.com>.

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

© 2018 Cisco Systems, Inc. All rights reserved.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1721R)

