

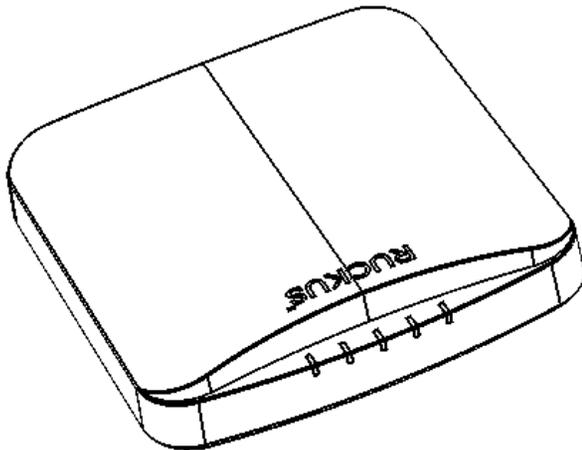
COMMSCOPE® RUCKUS®

R350 Access Point Quick Setup Guide

This *Quick Setup Guide* provides step-by-step instructions on how to set up your RUCKUS R350 access point. After completing the steps in this guide, you will be able to place the access point (AP) at your site and provide network access to wireless clients.

NOTE: The minimum software revision for the R350 is ZoneDirector (ZD) 10.5 or later, SmartZone (SZ) 6.0 new AP model or later, or RUCKUS Cloud 21.08.

FIGURE 1 R350 Access Point: Top View



Before You Begin

Before deploying RUCKUS products, please check for the latest software and the release documentation.

- Release Notes and other user documentation are available at <http://support.ruckuswireless.com/documents>.
- Software upgrades are available at <http://support.ruckuswireless.com/software>.
- Software license and limited warranty information are available at <http://support.ruckuswireless.com/warranty>.
- Before deploying your RUCKUS Access Point, verify that all items listed in Package Contents are included in the package. If any item is damaged or missing, notify your authorized RUCKUS sales representative. Also, make sure that you have the required hardware and tools.

This Guide in Other Languages

- 请从以下网站获得该指南的简体中文版 <http://docs.commscope.com/?docs-box>.
- Vous trouverez la version française de ce guide à l'adresse suivante <http://docs.commscope.com/?docs-box>.
- このガイドの日本語版は <http://docs.commscope.com/?docs-box> でご覧ください。
- 이 가이드의 한국어 버전은 웹 사이트 (<http://docs.commscope.com/?docs-box>) 에서 확인하시기 바랍니다.
- Veja a versão em português (Brasil) deste guia em <http://docs.commscope.com/?docs-box>
- Puede ver la versión en español (América Latina) de esta guía en <http://docs.commscope.com/?docs-box>.

Package Contents

A complete R350 installation package includes all of the following items:

- R350 Access Point
- One external T-bar bracket (two unassembled parts)
- One unit removal pin
- Declaration of Conformity/Regulatory Statement

Configuring the AP

Step 1: Collecting the AP MAC Address

Write down the MAC address (12 alphanumeric digits) from the outside of the AP.

NOTE: If the AP is to be managed by a RUCKUS controller, then follow the controller user documents to connect the AP to your local network and configure it for initial operation. In that case, you may not need to complete the following steps.

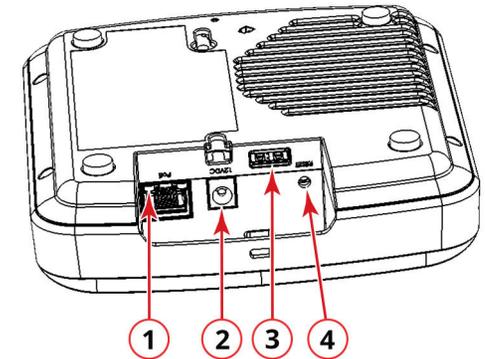
Step 2: Required Hardware and Tools

- A computer with an Ethernet adapter running Windows 10 or equivalent, with Firefox or equivalent web browser
- One Cat 5e (or better) Ethernet cable
- An AC-to-12V DC power adapter (sold separately) or an 802.3af-compliant Power over Ethernet (PoE) switch or PoE injector

Step 3: Connecting Your Computer to the AP

1. Using an Ethernet cable, connect your computer network port to the POE IN port on the AP.
2. Connect the AC power adapter (sold separately) to the 12V DC AP port, and plug the AC power adapter into a convenient and protected AC power source. Alternatively, connect the POE IN port to a PoE injector or PoE switch for both power and network connectivity.

FIGURE 2 R350 AP Rear Panel



- | | |
|-----------|-----------------|
| 1. PoE | 3. USB |
| 2. 12V DC | 4. Reset button |

3. After bootup, verify that the PWR LED on the AP is lit a steady green.

Step 4: Preparing Your Computer for AP Setup

NOTE: The following procedures assume that Windows 10 is the operating system. Procedures for other operating systems are similar.

1. On your Windows 10 PC, navigate to **Control Panel > Network and Sharing Center > Change Adapter Settings** to configure you network adapter from the Local Area Connection settings.
2. Navigate to **Ethernet > Properties > Internet Protocol Version 4 (TCP/IPv4) > Properties** to edit the TCP/IPv4 address settings.

The **Internet Protocol Version 4 (TCP/IPv4) Properties** dialog box appears.

NOTE: Write down all of the currently active settings so you can restore your computer to its current configuration when this procedure is completed.

3. Select **Use the following IP address** (if it is not already selected) and then make the following entries:
 - **IP address:** 192.168.0.22 (or any available address in the 192.168.0.x network, except 192.168.0.1, which is the default used by the R350 AP)
 - **Subnet mask:** 255.255.255.0
 - Leave the **DNS server** and **Default gateway** fields empty.
4. Click **OK** to save your changes. Your changes go into effect immediately.

Step 5: Logging In to the AP Web Interface

As specified in [Step 4: Preparing Your Computer for AP Setup](#) on page 1, the computer must be connected to your AP through the Ethernet port and powered on, ready for setup.

1. On your computer, open a web browser window.
2. In the browser, enter **https://192.168.0.1** to connect to the AP.
3. Press **Enter** to initiate the connection. When a security alert dialog box appears, click **OK/Yes** to proceed.

- When the **RUCKUS Admin** login page is displayed, enter the following information:
 - **Username:** super
 - **Password:** sp-admin
- Click **Login**. On your first login, you will be prompted to change the default password.
- When the **Change Password** dialog box displays, enter the following information:
 - **New Password:** Enter a new password.
 - **Confirm Password:** Re-enter the new password.
- Click **Submit**.
- Log in using the new password.

Step 6: Customizing the Wireless Settings

- On the AP web interface menu, click **Configuration > Wireless > 5G** or **Configuration > Wireless > 2.4G**. The **Configure > Wireless > Common** options are displayed.
- Verify that the following options are active:
 - **Channel:** SmartSelect
 - **Channel Width:** 20 MHz, 40 MHz, or 80 MHz (default)
 - **Country Code:** Select the country in which the AP will be operating.

NOTE: If you purchased the AP in the United States, then this value is fixed to United States at the factory and is not user configurable. If you purchased the AP outside the United States, then verify that the value is set to your country or region. Selecting the correct country code ensures that the AP uses only the radio channels allowed in your country or region.

- Click **Update Settings** if you made any changes.
- Click any of the eight **Wireless #** (Wireless LAN Number) tabs at the top of the page.
- In **Wireless Availability**, click **Enabled**.
- Delete the text in the **SSID** field, and type a name for your network that will help your users identify the AP in their wireless network connection application.
- Click **Update Settings** to save your changes.
- If required, repeat **Step 4** through **Step 7** in this section for any other **Wireless #** (Wireless LAN Number) interface that you want to enable.
- Click **Logout** to exit the web interface.
- Disconnect the AP from the computer and from the current power source, and restore your computer to its original network configuration.

Step 7: Placing the AP at the Site

- Move the AP to its permanent location (accessible to both AC or PoE power and network connection).
- Use a Cat 5e (or better) Ethernet cable to connect your network (or PoE injector or switch) to the POE IN port on the AP.
or
If you are not using an 802.3af-compliant PoE switch or PoE injector, then connect the AC power adapter to the AP, and then to a convenient power source.
- Verify that the POE IN port LED is lit.

Step 8: Verifying the Installation

- Using any wireless-enabled computer or mobile device, search for and select the wireless network you previously configured.
- If you can connect, open a browser and link to any public website.
Congratulations! Your wireless network is active and ready for use. If you want to configure advanced wireless settings, such as enabling security, refer to the *RUCKUS Indoor AP User Guide*.

Mounting the AP

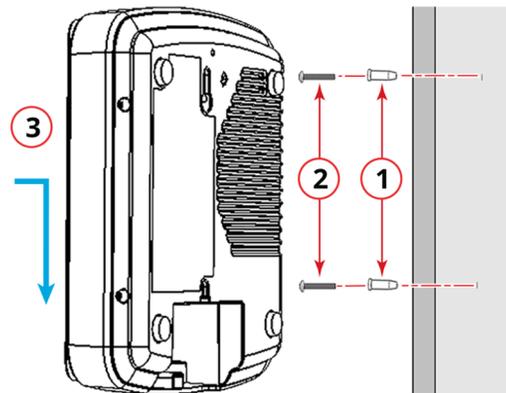
The AP can be mounted on a flat surface, on a drop-ceiling T-bar.

Mounting on a Flat Surface

The factory-supplied mounting screws and plastic wall anchors allow you to attach the AP to a wall or other flat surface.

- Use the Mounting Template on the last page of this Quick Setup Guide to mark the locations for two drill holes on the mounting surface.
- Use a 4.75-mm (3/16-in.) drill bit to drill holes approximately 25 mm (1 inch) deep into the mounting surface.
- Insert the factory-supplied anchors (1 in **Figure 3**) and mounting screws (2 in **Figure 3**) into the mounting surface, leaving approximately 6 mm (1/4") of the screw heads protruding from the surface.

FIGURE 3 Mounting the AP on Flat Surface



- Factory-supplied anchors
- Mounting screws
- AP

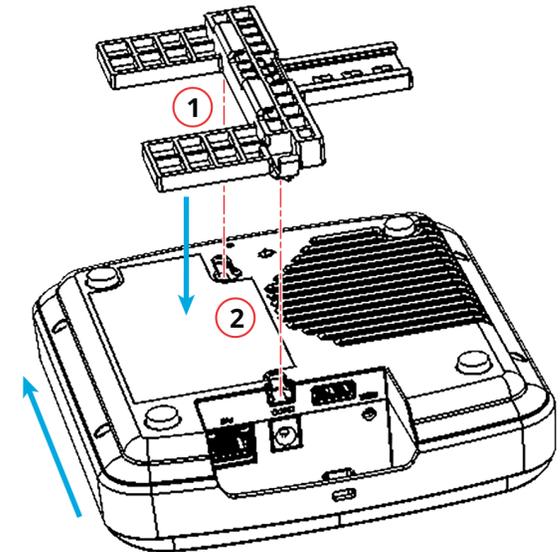
- Place the AP onto the mounting screws so that the screw heads enter the keyholes on the AP enclosure, and gently press down on the AP until the locking tab in the upper AP keyhole locks the AP onto the top mounting screw.

Mounting on a Drop-Ceiling T-Bar

The factory-supplied T-bar mounting assembly kit allows you to attach the AP to recessed and flush drop-ceiling T-bars.

- Position the studs on the bottom of the T-bar bracket (1 in **Figure 4**) in the keyholes on the AP enclosure (2 in **Figure 4**).
- Slide the T-bar bracket away from the Ethernet ports on the bottom of the AP until the AP retainer tab snaps into place, trapping the T-bar bracket studs in the keyholes.

FIGURE 4 Attaching the T-bar Bracket to the AP

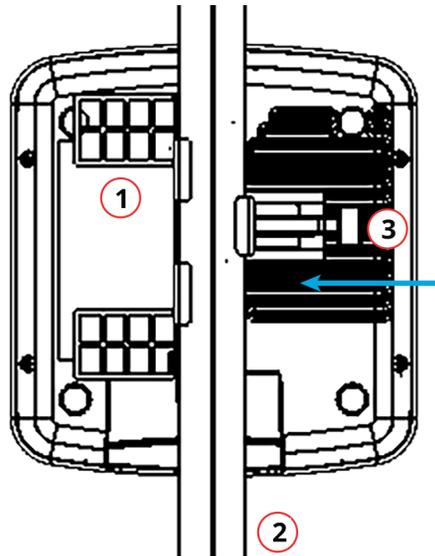


- T-bar bracket studs
- Key holes

- Gently push the ceiling tiles, if present, up and out of the way.
- Position the T-bar bracket (1 in **Figure 5**) so its two clasps grip one edge of the T-bar (2 in **Figure 5**). Make sure that both clasps are gripping the T-bar.
- Hold the AP in place and gently push the locking tab (3 in **Figure 5**) until its clasp grips the other edge of the T-bar.

NOTE: Make sure that all three clasps are gripping the T-bar.

FIGURE 5 Attaching the AP and T-bar Bracket with the Locking Tab



- 1. T-bar bracket
- 2. T-bar
- 3. Locking tab

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Troubleshooting

CAUTION! If required, you can reset the AP to its factory default settings by pressing the reset button. Use the tip of a pen or a 3-mm flat-blade screwdriver to press the reset button. Press and hold the reset button for 4 seconds or longer to restore to factory defaults. DO NOT RESET THE AP TO FACTORY DEFAULT SETTINGS UNLESS SO INSTRUCTED. (Doing this resets the AP IP address to 192.168.0.1.)

NOTE: After a reset, you can access the internal AP web interface using <https://192.168.0.1>. Your device must use any other address from 192.168.0.2 through 192.168.0.254, with subnet mask 255.255.255.0. The username is super, and the password is sp-admin. Refer to the *Indoor Access Point User Guide* for information on configuring and operating the AP. This document is available at <https://support.ruckuswireless.com>.

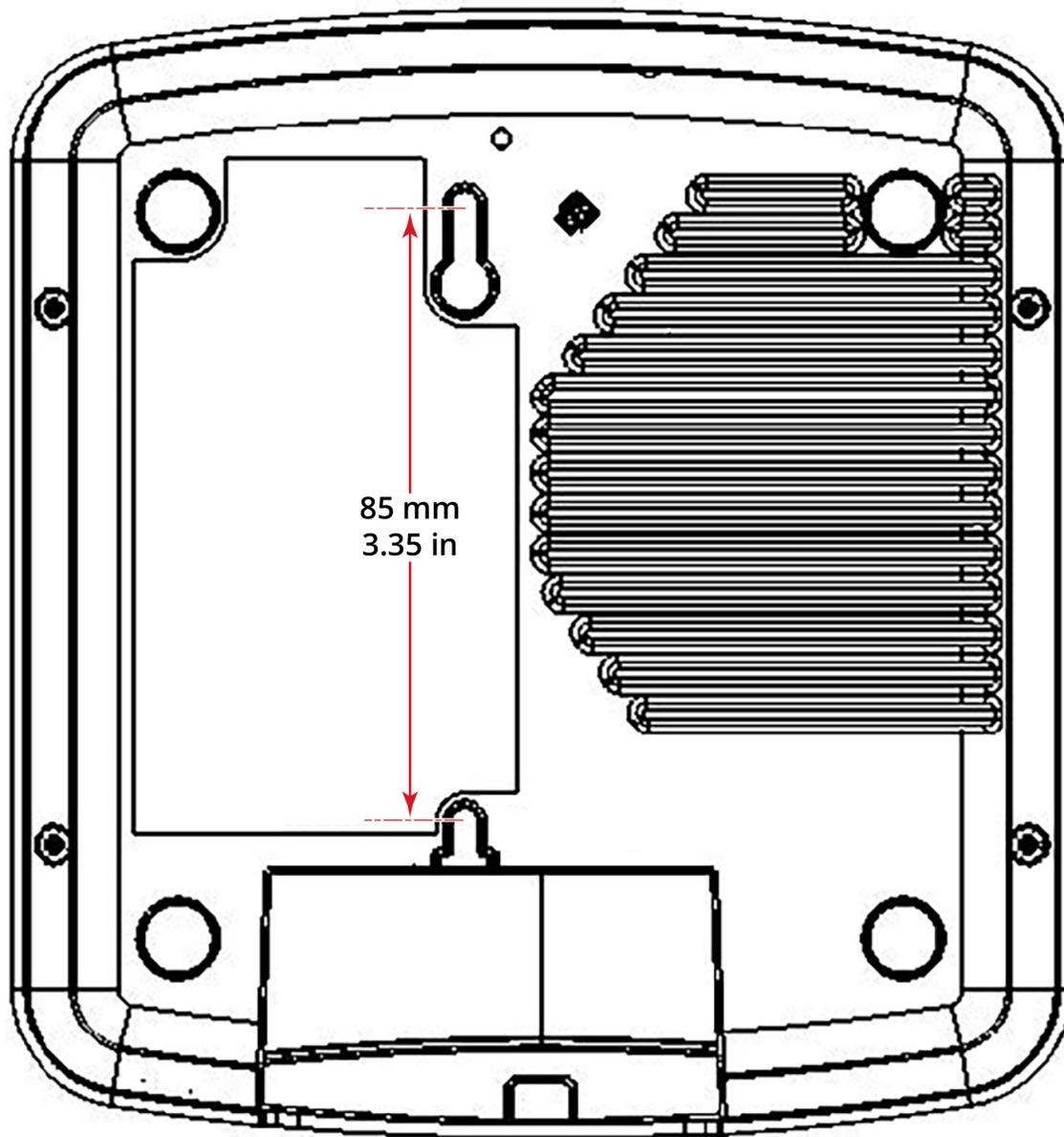
For More Information

For information on how to configure and manage the AP, refer to the *RUCKUS Access Point User Guide*, available from <https://support.ruckuswireless.com>.

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85 mm
3.35 in