



# ExtremeWireless AP4020X Installation Guide

Setup, Maintenance, and Best Practices

9039203-00 Rev AA  
October 2025



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# Abstract

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This installation guide for the ExtremeWireless™ AP4020X indoor access point (October 2025) provides detailed technical procedures and configuration parameters for deploying a quad-radio Wi-Fi 7 (802.11be) access point managed via ExtremeCloud™ IQ. The AP4020X supports concurrent operation across 2.4 GHz, 5 GHz, and 6 GHz bands, with integrated 6 GHz omnidirectional antennas and four RP-SMA connectors for external dual-band and IoT antenna configurations. It includes specifications for power delivery via 802.3af/at/bt PoE and 12V DC input, with detailed power profiles per radio mode and USB load. The document outlines physical installation methods for various ceiling grid types (15/16", 9/16", Silhouette, Interlude), wall surfaces, junction boxes, and structural beams, using specific mounting brackets and torque requirements. It defines onboarding workflows using DHCP, DNS, and NTP prerequisites, and supports pre-provisioning and mobile onboarding via QR code scanning. Security features include WPA3, PPSK, L2–L7 DPI firewall, BLE-based location analytics, and physical tamper prevention via Kensington lock. Additional content includes antenna radiation patterns, LED state diagnostics for CAPWAP and controller modes, environmental tolerances, regulatory compliance by region, and supported accessory part numbers. The guide is intended for network engineers and IT professionals responsible for enterprise WLAN infrastructure deployment.



# Preface

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Read the following topics to learn about:

- The meanings of text formats used in this document.
- Where you can find additional information and help.
- How to reach us with questions and comments.






## Text Conventions

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Unless otherwise noted, information in this document applies to all supported environments for the products in question. Exceptions, like command keywords associated with a specific software version, are identified in the text.

When a feature, function, or operation pertains to a specific hardware product, the product name is used. When features, functions, and operations are the same across an entire product family, such as Extreme Networks switches, the product is referred to as *the switch*.

**Table 1: Notes and warnings**

Icon	Notice type	Alerts you to...
	Tip	Helpful tips and notices for using the product
	Note	Useful information or instructions
	Important	Important features or instructions
	Caution	Risk of personal injury, system damage, or loss of data
	Warning	Risk of severe personal injury

**Table 2: Text**

Convention	Description
screen displays	This typeface indicates command syntax, or represents information as it is displayed on the screen.
The words <i>enter</i> and <i>type</i>	When you see the word <i>enter</i> in this guide, you must type something, and then press the Return or Enter key. Do not press the Return or Enter key when an instruction simply says <i>type</i> .
<b>Key</b> names	Key names are written in boldface, for example <b>Ctrl</b> or <b>Esc</b> . If you must press two or more keys simultaneously, the key names are linked with a plus sign (+). Example: Press <b>Ctrl+Alt+Del</b>
<i>Words in italicized type</i>	Italics emphasize a point or denote new terms at the place where they are defined in the text. Italics are also used when referring to publication titles.
<b>NEW!</b>	New information. In a PDF, this is searchable text.

**Table 3: Command syntax**

Convention	Description
<b>bold</b> text	Bold text indicates command names, keywords, and command options.
<i>italic</i> text	Italic text indicates variable content.
[ ]	Syntax components displayed within square brackets are optional. Default responses to system prompts are enclosed in square brackets.
{ <b>x</b>   <b>y</b>   <b>z</b> }	A choice of required parameters is enclosed in curly brackets separated by vertical bars. You must select one of the options.
<b>x</b>   <b>y</b>	A vertical bar separates mutually exclusive elements.
< >	Nonprinting characters, such as passwords, are enclosed in angle brackets.
...	Repeat the previous element, for example, <i>member[member...]</i> .
\	In command examples, the backslash indicates a “soft” line break. When a backslash separates two lines of a command input, enter the entire command at the prompt without the backslash.

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- A description of the failure
- A description of any actions already taken to resolve the problem
- A description of your network environment (such as layout, cable type, other relevant environmental information)
- Network load at the time of trouble (if known)
- The device history (for example, if you have returned the device before, or if this is a recurring problem)
- Any related RMA (Return Material Authorization) numbers



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- Broken links or usability issues.

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Provide as much detail as possible including the publication title, topic heading, and page number (if applicable), along with your comments and suggestions for improvement.



# Overview

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The AP4020X is an ExtremeCloud IQ managed, Wi-Fi 7 (802.11be) universal *indoor* access point (AP). It has a quad-radio design with three 2x2:2 radios for use across the 6 GHz, 5 GHz, and 2.4 GHz bands. It also features a dedicated sensor and dual IoT radios.

Unlike the AP4020, the AP4020X has two integral 6GHz Omni antennas which cannot be removed. An integral antenna is fixed to the AP and cannot be disconnected. It is also called a fixed antenna or integrated antenna.

The AP4020X also supports four optional RPSMA antennas which you can attach to the AP and use to extend your coverage. You can use any of the supported antennas documented in the Supported Antennas section of [Accessories](#).

You can operate the AP in one of two modes:

- Mode 1: 2.4 GHz /5 GHz/6 GHz data radios and sensor
- Mode 2: 2.4 GHz, and dual 5 GHz, and sensor

It can be mounted to a ceiling, wall, beam or junction box. The AP4020X ships with the AH-ACC-BKT-AX-TB mounting bracket for use on flat t-bar ceiling grids and flat surfaces.

## Purchase Information

Use the information below when you order your AP.

**Table 4: Access Point Part Number**

Part number	Description
AP4020X-WW	Indoor Quad Radio Wi-Fi 7 (2x2:2): 2.4GHz, 5GHz, 6GHz and dedicated sensor, Multi-Rate, Ext antennas: 2.4GHz and 5GHz ports Integral on 6GHz port. Extended Temp, 4 dual banded ant incl, T-Bar Incl Mt (AH-ACC-BKT-AX-TB). Domain: World SKU
AP4020X-WW-TAA	Indoor Quad Radio Wi-Fi 7 (2x2:2): 2.4GHz, 5GHz, 6GHz, dedicated sensor, Multi-Rate, Ext antennas: 2.4GHz & 5GHz, Integral on 6GHz, Extended Temp, 4 dual banded ant incl,T-Bar Incl Mt (AH-ACC-BKT-AX-TB). Domain: World SKU TAA Compliant

## Features and Specifications

The AP4020X features 802.11be, also known as Extremely High Throughput (EHT). For more information about the technical specifications, see the product data sheets [found here](#).

### Physical Specifications

The AP4020X has the following dimensions and weight:

- Dimensions: 11.34 in. x 9.65 in. x 1.69 in. (288 mm x 245 mm x 43 mm)
- Weight: 3.2 lbs (1.43 kg)

### Environmental Specifications

The following list shows the environmental operating conditions for the AP4020X:

- Operating: -20°C to 55°C (-4°F to 131°F)
- Storage/Transportation: 0°C to 70°C (32°F to 158°F)
- Humidity: 0% to 95% (non-condensing)
- Operational Shock: IEC60068-2-27, IEC60721-3-4, Class 4M3; ASTM D3332-99
- Operation Vibration: IEC60068-2-6, IEC60068-2-64, IEC60721-3-4 Class 4M3, ASTM D3580-95, ETSI 300 019-2-3 v2.2.2, Section 3.1 Class 3.1 table 6.2

### Antenna Specifications

The AP4020X supports the following antennas.

Integral:

- Two (2) single band 6 GHz antennas permanently attached or integrated into the AP

External:

- Two (2) dual band 2.4 GHz and 5 GHz
- One (1) dual band 2.4 GHz (IoT Radio 1) and 5 GHz
- One (1) single band 5 GHz



#### Note

The single band 6 GHz integral antennas are only used in Mode 1. The dual band antennas are used in both Mode 1 and Mode 2.

Internal:

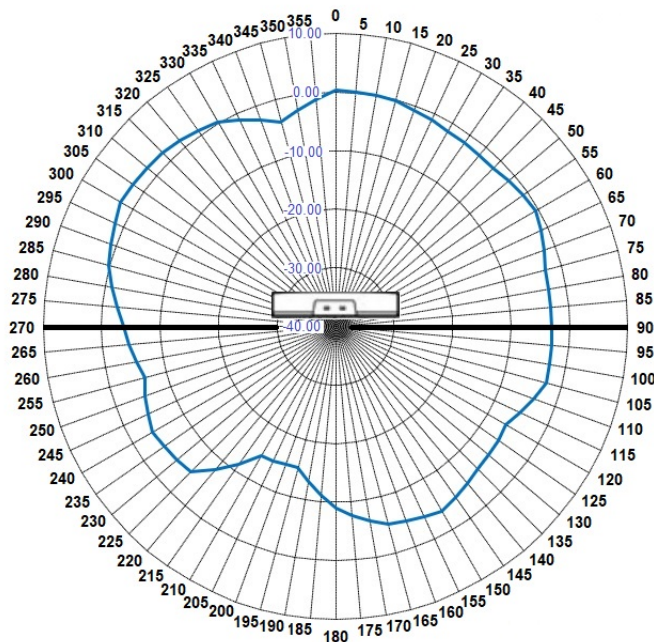
- IoT Radio 1: Selectable between internal and external
- IoT Radio 2: Two (2) selectable internal antennas (for channel sounding)
- One (1) 2.4 GHz/5 GHz/6 GHz sensor

## Radiation Patterns

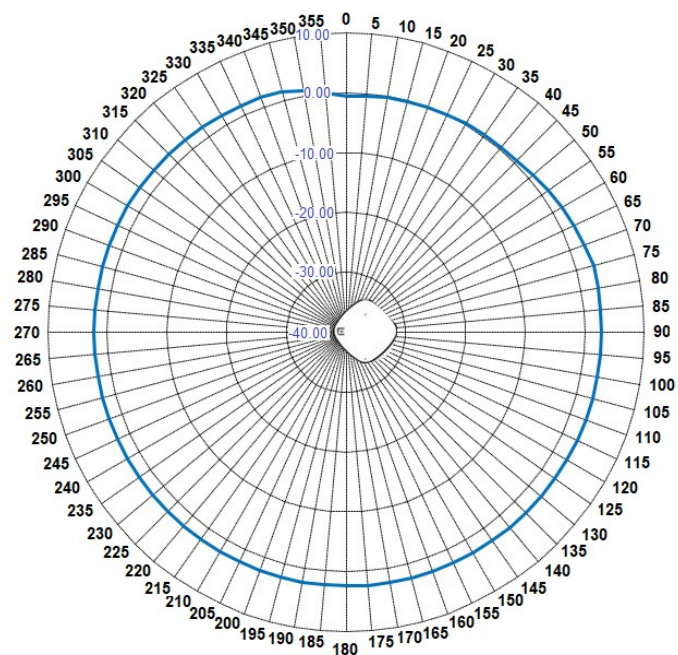
Antenna radiation patterns are an important tool when you install your access point. Use this information to optimize your coverage, to reduce interference from other devices, and to ensure you comply with government regulations.

### *BLE Radio 1 Radiation Patterns*

The following diagrams illustrate the radiation patterns for the AP4020X BLE radio 1.



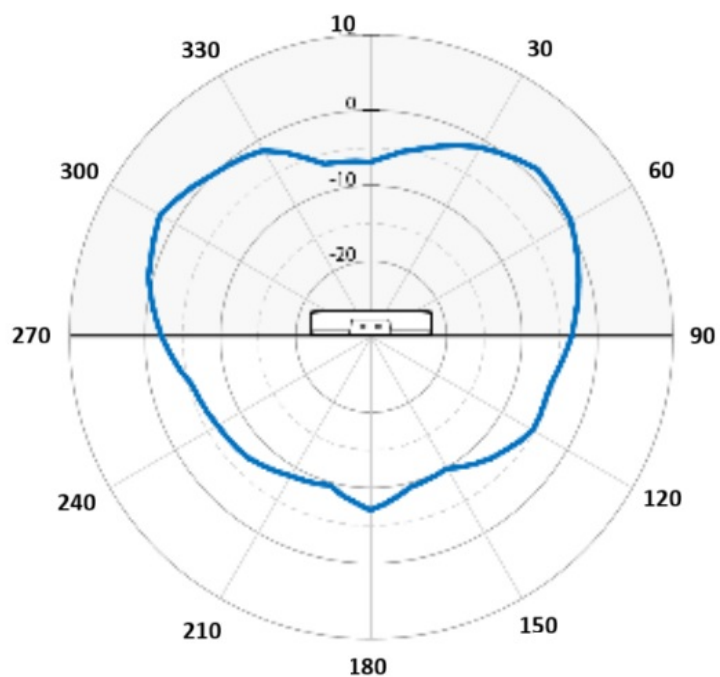
**Figure 1: AP4020X BLE Radio 1 - Vertical Radiation Pattern**



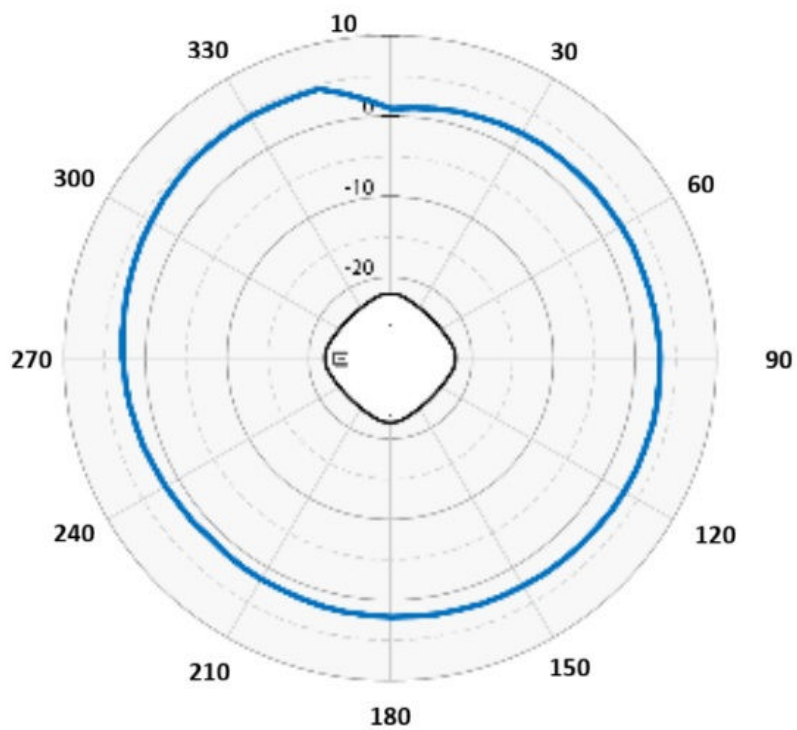
**Figure 2: AP4020X BLE Radio 1 - Horizontal Radiation Pattern**

*Sensor Radiation Patterns*

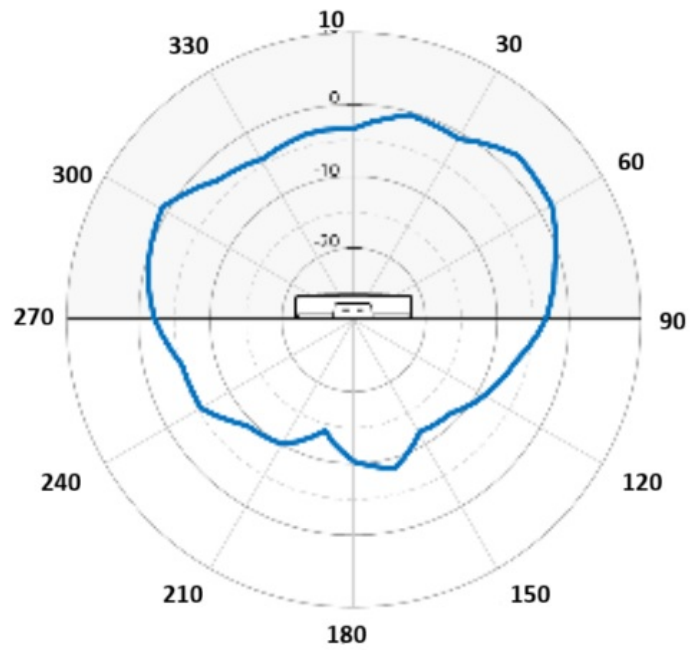
The following diagrams illustrate the radiation patterns for the AP4020X sensor.



**Figure 3: AP4020X 2.4 GHz Sensor - Vertical Radiation Pattern**

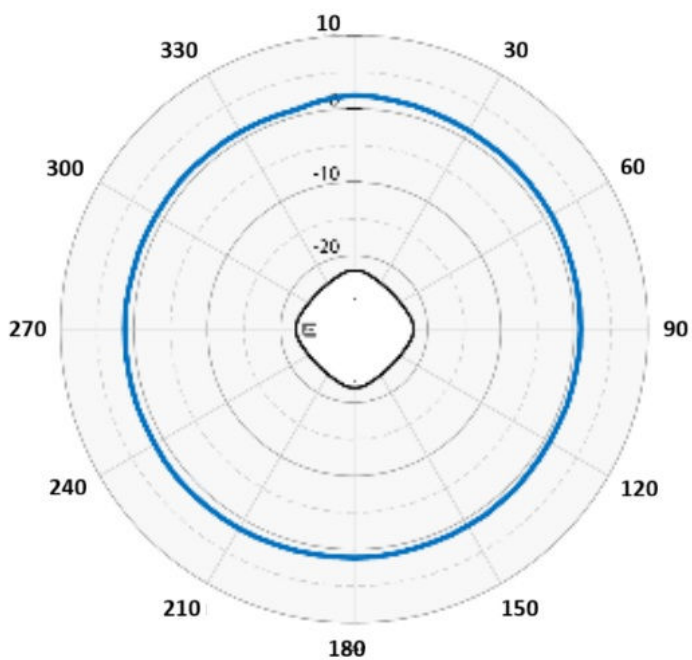


**Figure 4: AP4020X 2.4 GHz Sensor - Horizontal Radiation Pattern**

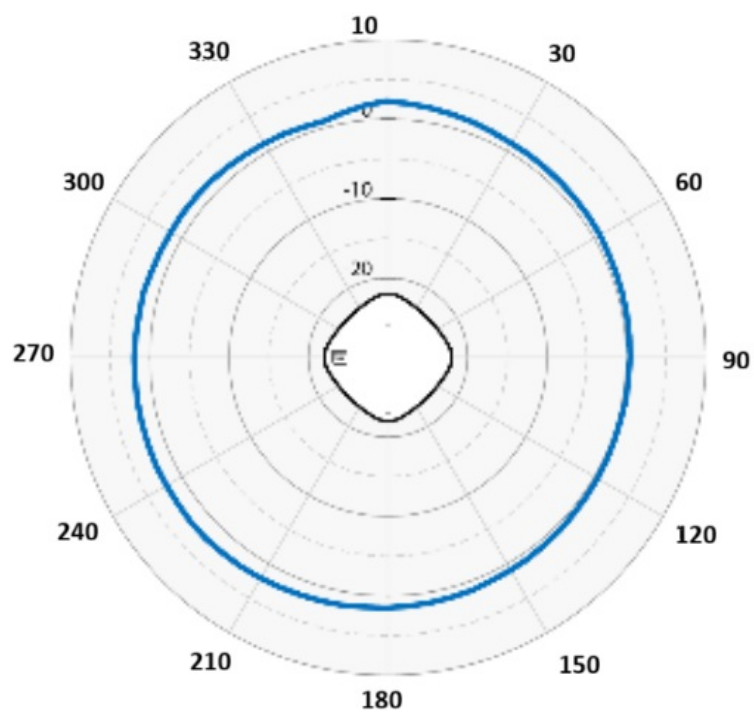


**Figure 5: AP4020X 5 GHz Sensor - Vertical Radiation Pattern**

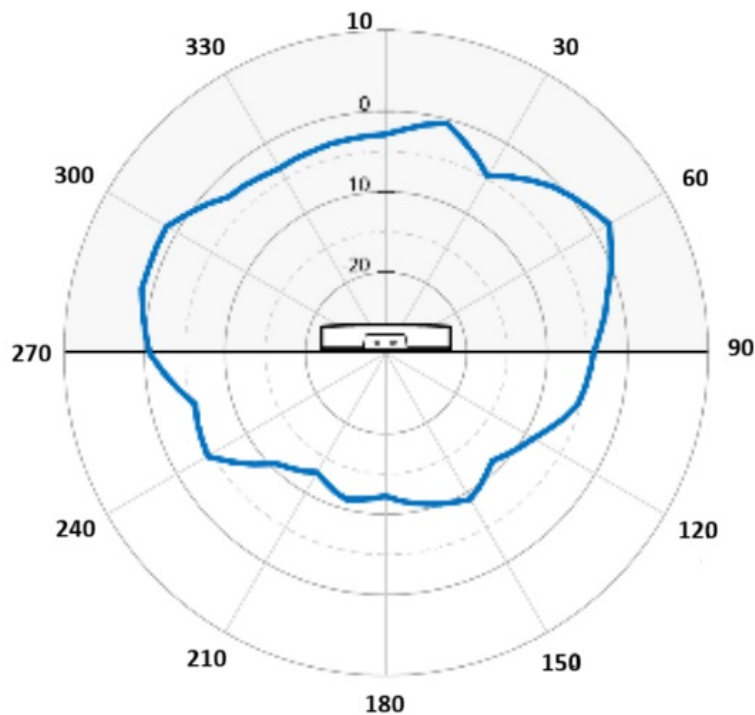




**Figure 6: AP4020X 5 GHz Sensor - Horizontal Radiation Pattern**



**Figure 7: AP4020X 6 GHz Sensor - Horizontal Radiation Pattern**



**Figure 8: AP4020X 6 GHz Sensor - Vertical Radiation Pattern**

## Ports, Connectors, and Hardware Features

The AP4020X has the following ports, connectors, and hardware features:

- Four ports for detachable, dual band 2.4 GHz and 5 GHz antennas.
- Two integral 6 GHz antennas.
- One console port.
- One 12-volt DC connector.
- One Kensington security slot.
- USB 2.0 Type A, 5V/500mA with PoE 802.3at or 5V/1,000mA with PoE 802.3bt
- Two Ethernet ports with RJ45 connectors:
  - ETH0: 100/1000/2500/5000Mbps autosensing link speed Ethernet port, PoE PD.
  - ETH1: 100/1000/2500Mbps autosensing link speed Ethernet port, PoE PD.
  - 802.3az Energy-Efficient Ethernet (EEE).

### Hardware Ports - Front

The following table and graphic show the available ports on the front of the AP.



Figure 9: Front Ports and Connectors

Table 5: AP4020X Front Ports and Connections

Item	Port	Description
1	Console port	<p>Micro USB console port for a serial connection between your management system and the access point. Use the port when you troubleshoot the AP.</p> <p><b>Tip:</b> The best practice is to use the Extreme Networks micro USB cable (ACC-WIFI-MICRO-USB). When you connect to the device, the management station must have a VT100 emulation program, such as the terminal emulator TeraTerm Pro or Hilgraeve HyperTerminal. Set your baud rate to 115200.</p> <p><b>Note:</b> The console port can only be used with the Extreme Networks console cable. You could damage the AP if you use another cable.</p>
2	2.0 USB type A	Used with a thumb drive or other external device.

Hardware Ports - Rear

The following table and graphic show the available ports on the rear of the AP.

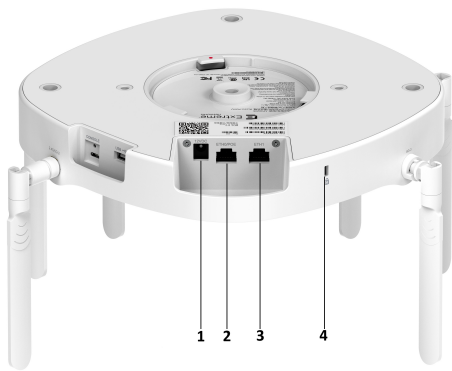


Figure 10: Rear Ports and Connectors

Table 6: AP4020X Rear Ports and Connections

Item	Port	Description
1	12VDC	12 volts of direct current
2	ETH0/POE port	Ethernet port
3	ETH1 port	Ethernet port
4	Kensington security slot	A security feature that prevents someone from removing the AP. This is optional.

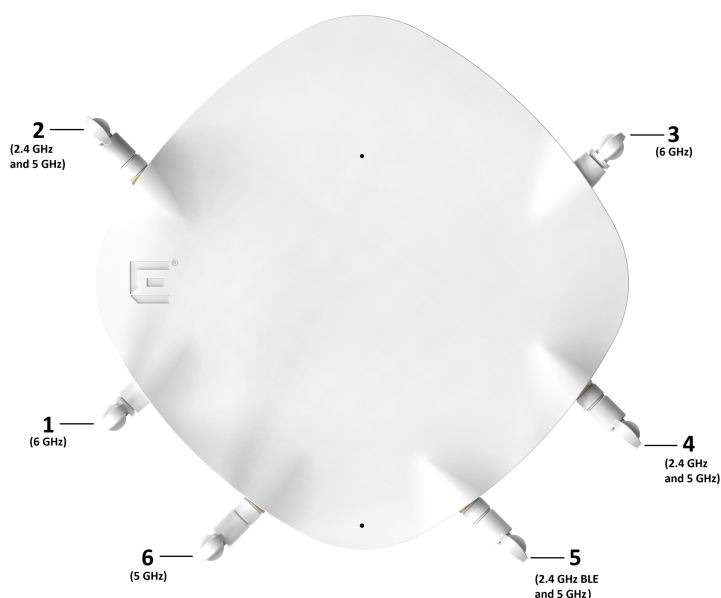
AP4020X Antenna Ports

The following table lists the available radio modes.

Table 7: AP4020X Available Radio Modes

	Radio 1	Radio 2	Radio 3	Scan Radio	Active WiFi Antennas
Radio Mode 1	2.4GHz - Full	5GHz - Full	6GHz - Full	1X1 Sensor	1, 2, 3, 4
Radio Mode 2	2.4GHz - Full	5GHz - High	5GHz - Low	1X1 Sensor	2, 4, 5, 6

The following graphic and table show the antenna ports on the AP4020X.



Active WiFi antennas for each radio mode are as follows:

- Radio Mode 1: 1, 2, 3, and 4
- Radio Mode 2: 2, 4, 5, 6



#### Note

BLE/5G-5 antenna is active when BLE is enabled.

**Figure 11: AP4020X Antenna Ports**

**Table 8: AP4020X Antenna Ports**

Port	Description
1	External integral-type antenna Single frequency: 6G-Full Label: 6G-1
2	External RPSMA-type antenna connector Dual frequency: 2.4G-Full, 5G-Full, 5G-High Label: 2.4G/5G-2
3	External integral-type antenna Single frequency: 6G-Full Label: 6G-3
4	External RPSMA-type connector Dual frequency: 2.4G-Full, 5G-Full, 5G-High Label: 2.4G/5G-4

**Table 8: AP4020X Antenna Ports (continued)**

Port	Description
5	External RPSMA-type connector Dual frequency: BLE/IOT (2.4G) Radio 1, 5G-Low Label: BLE/5G-5
6	External RPSMA-type connector Single frequency: 5G-Low Label: 5G-6

## Radios

The AP4020X has a quad-radio design with three 2x2:2 radios (2.4 GHz, 5 GHz, and 6 GHz bands), a dedicated sensor, and dual IoT radios.

Operational Modes:

- Mode 1: 2.4 GHz /5 GHz/6 GHz data radios and sensor
- Mode 2: 2.4 GHz, and dual 5 GHz, and sensor

For more information about the antennas, see [AP4020X Antenna Ports](#).

Max Users:

- SSID per Radio/Total: 16/48
- Users per Radio/total: 512/1536

## Power Options

The AP4020X supports the following power options:

- Power Draw: 802.3at PoE - Typical 21W with USB 2.5W; Max: 25.5W with USB 2.5W
- Power Draw: 802.3bt - Max: 28W with USB 5W
- 12V DC/3A. DC power has priority when both DC and PoE power sources are available
- PoE Failover

## Power Profile

The following tables show the AP4020X power profiles for the radio modes. Use this information to plan for power consumption as you deploy your APs.



### Note

BLE/5G-5 antenna is active when BLE is enabled.

**Table 9: AP4020X 802.3at Power Profile - Power Status Normal**

	Radio 1	Radio 2	Radio 3	1x1 Sensor	Ethernet Port	USB
Radio Mode 1	2.4GHz (17dBm), 2x2	5GHz (18dBm), 2x2	6G (18dBm), 2x2	Yes	Yes	2.5
Radio Mode 2	2.4GHz (17dBm), 2x2	5GHz High (16dBm), 2x2	5GHz Low (16dBm), 2x2	Yes	Yes	2.5

**Table 10: AP4020X 802.3bt Power Profile - Power Status High**

	Radio 1	Radio 2	Radio 3	1x1 Sensor	Ethernet Port	USB
Radio Mode 1	2.4GHz (17dBm), 2x2	5GHz (18dBm), 2x2	6GHz (18dBm), 2x2	Yes	Yes	2.5 and 5.0
Radio Mode 2	2.4GHz (17dBm), 2x2	5GHz High (16dBm), 2x2	5GHz Low (16dBm), 2x2	Yes	Yes	2.5 and 5.0

**Table 11: AP4020X 802.3af Power Profile - Power Status Low**

	Radio 1	Radio 2	Radio 3	1x1 Sensor	Ethernet Port	USB
Radio Mode 1	2.4GHz (17dBm), 2x2	No	No	Yes	Yes	No
Radio Mode 2	2.4GHz (17dBm), 2x2	No	No	Yes	Yes	No

## Enclosure

The AP4020X has a plastic top with an aluminum bottom. For cleaning guidelines, see [Cleaning Guidelines](#).



## Security

The AP4020X supports Wi-Fi Alliance WPA3 security certifications. Use Extreme Fabric Attach for provisioning and deployment to a Fabric Connect-enabled switch.

The access point also supports the following security features:

- A L2-L7 DPI firewall
- Tri-frequency security
- Private Pre-Shared Key (PPSK) for Cloud deployment
- Location analytics sensor

You can physically secure and lock the access point with the Kensington security slot.

## Accessories

The AP4020X comes with the AH-ACC-BKT-AX-TB mounting bracket that can be used to mount the access point on flat t-bar ceiling grids and flat surfaces, such as Prelude ceilings (15/16 in. ceiling grid), Suprafine ceilings (flat bottomed 9/16 in. ceiling grid), and walls. The ceiling tile sides must be flat.

## Supported Antennas

The AP4020X has two *integral antennas* which cannot be removed. An integral antenna is fixed to the AP and cannot be disconnected. It is also called a fixed antenna or integrated antenna.

The AP4020X also supports up to four RPSMA antennas, which you can attach to the AP.

**Table 12: Supported Antennas**

Item	Description
<b>Included with AP</b>	
AI-TS06360	3.5dBi (2.4 GHz) and 5.5dBi (5 and 6 GHz) Indoor Dipole Tri-band with RP-SMA connector. Four (4) antennas ship with the AP.
<b>Purchased Separately</b>	
AI-TQ08055	8dBi Indoor Quad Sector 65 Degree Tri-band with RP-SMA
AIO-DQ15021-RPSMA	15 dBi Indoor/Outdoor Sector 21 Deg, 36-inch cable, RPSMA
AIO-DD05120-RPSMA	Panel, 120 deg sector, 5dBi/5dBi, dual band, outdoor, 36-inch lead with 2 RP-SMA connectors
AIO-DD75060-RPSMA	Panel, 60 deg sector, 7.5dBi (2.4 GHz) and 7.5dBi (2.4GHz), dual band 36-inch lead with 2 RP-SMA connectors, outdoor rated
WS-AI-DQ05120 (30702)	Indoor, 2.3-2.7/4.9-6.1GHz, 4-feed, 5dBi, 120 degree sector antenna with standard RPSMA-type plug connector

**Table 12: Supported Antennas (continued)**

Item	Description
ML-2452-SEC6M4-036	Polarized Panel, Azimuth 100° Elevation Beamwidth 80 deg, 6.92dBi/ 7.3dBi, dual band, indoor 32" leads, 4 port RP-SMA plug connectors
AI-TQ06120	6dBi Indoor Quad Sector 120 Degree Tri-band with RP-SMA

## Mounting Accessories

The following table lists the supported mounting accessories. For more information, see the *Wi-Fi 6 11ax Accessories Installation Guide*.

**Table 13: Supported Mounting Accessories**

Item	Description
AH-ACC-BKT-AX-TB	Mounting bracket that can be used to mount the access point on flat surfaces such as Prelude ceilings (15/16 in. ceiling grid), Suprafine ceilings (flat bottomed 9/16 in. ceiling grid), and walls.  <b>Note:</b> AH-ACC-BKT-AX-TB is included with the access point.
AH-ACC-BKT-AX-IL	Mounting bracket for Interlude ceilings (9/16 in. wide T-bar with center protrusion).
AH-ACC-BKT-AX-SL	Mounting bracket for Silhouette ceilings (ceiling grid with 1/8 in. or 1/4 in. bottom opening).
AH-ACC-BKT-AX-WL	Mounting bracket for direct-to-wall installations when a 1.25 in. of space is desired between the wall and the access point.
ACC-BKT-TB-NF	Mounting bracket for 15/16 in. wide T-bars with sculpted ceiling tiles.
AH-ACC-BKT-916-KIT	Mounting bracket for 9/16 in. wide T-bars with sculpted ceiling tiles.
ACC-BKT-AX-BEAM	Mounting bracket for beam mounting.
ACC-BKT-AX-JB	Mounting bracket for junction box or wall mounting.
ACC-BKT-AX-WNGADAPT	Adapter bracket for Cloud AP to WiNG Mounting Plate (#37201). Ships in a pack of 10.
ACC-BTK-AX-TBW	Mounting bracket for 1.5 in. wide extruded T-Bars with flat ceiling tiles.

## Power Accessories

You can power the access point through the ETH0 RJ45 Ethernet port. But if you need to power the AP with an external power supply, you can purchase a 12V DC power supply.

For more information, see the *Wi-Fi 6 11ax Accessories Installation Guide*.

**Table 14: Power Accessories**

Part number	Description
37219	PWR 12V DC, 3A, 2.5mm x 5.5mm connector

## Other Accessories

The following table shows the additional accessories available for your access point.

For more information, see the *Wi-Fi 6 11ax Accessories Installation Guide*.

**Table 15: Other Supported Accessories**

Part number	Description
ACC-WIFI-MICRO-USB	<p>Extreme Networks micro USB cable.</p> <p><b>Note:</b> The console port can only be used with the Extreme Networks console cable. You could damage the AP if you use another cable.</p> <p><b>Note:</b> When you connect to the device using the micro USB Console port, the management station from which you connect to the device must have a VT100 emulation program, such as TeraTerm Pro (a free terminal emulator) or Hilgraeve HyperTerminal. Set your baud rate to 115200.</p>

## LED Descriptions

The LED status light shows the AP's operating status. A solid white means that the AP is working normally. A solid or blinking amber indicates an issue.

The following table shows the LED states based on your firmware platform.

**Table 16: ExtremeCloud IQ LED Activity**

Status	Activity
Dark	Power is off.
Solid white	The device power is on and the AP is ready to use. The device has successfully established a Control and Provisioning of Wireless Access Points (CAPWAP) connection to ExtremeCloud IQ and is operating normally.

**Table 16: ExtremeCloud IQ LED Activity (continued)**

Status	Activity
Solid amber	The power is on and the AP is in boot up mode, or is running without a CAPWAP connection.
Fast-blinking amber	The IQ Engine firmware is updating.

**Table 17: ExtremeCloud IQ Controller LED Activity**

Status	Activity
Dark	Power is off or the AP is taken over by the controller. Configuration pushes down to AP from Controller to turn off the LED.
Solid white	The AP is starting up or is already taken over by the controller.
Flashing fading white	Configuration pushes down to AP from controller helping the user locate the AP by sight.
Solid amber	A firmware upgrade is occurring.
Fast-blinking amber	The AP is acquiring the DHCP IP.

## Micro USB Cable

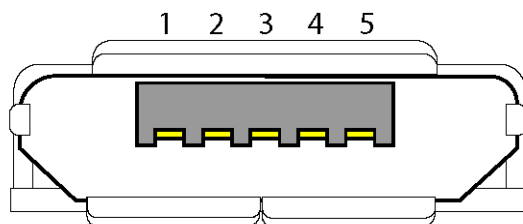
Use the console port to make a serial connection between your management system and the access point. You can order a micro USB console adapter for your access point using the part number ACC-WIFI-MICRO-USB.

**Note**

When you connect to the Micro USB console port, the management station from which you connect to the device must have a VT100 emulation program, such as TeraTerm Pro (a free terminal emulator) or Hilgraeve HyperTerminal (provided with Windows operating systems from XP forward).

**Note**

The console port can only be used with the Extreme Networks console cable. You could damage the AP if you use another cable.



**Figure 12: Micro-B model Console Port Pin Information**

**Table 18: Micro-B USB Pin Information**

Pin number	Pin name and description
1	NC
2	RxD (input to access point)
3	TxD (output to terminal)
4	Signal (GND)
5	Signal (GND)

## Cleaning Guidelines

You can clean your AP with the following solutions:

- Hydrogen peroxide (a 3% solution)
- Chlorine bleach
- Sodium hypochlorite (a 0.05% solution)
- Ethyl alcohol (a 75% solution)
- Isopropyl alcohol (a 75% solution)
- White vinegar
- Sporidical (peracetic acid; a 0.5% solution)
- Water
- Baking soda (a 3:1 solution)
- Non-abrasive soap



### Note

Do not wash or immerse the AP in a liquid as you will damage the device and void the warranty. Instead, wipe the plastic housing - also called the radome - with a damp cloth avoiding the ports and connectors.

Do not power wash the AP.



# Installation

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- [Installation Workflow](#) on page 30
- [Pre-Installation Tasks](#) on page 32
- [Box Contents](#) on page 33
- [Onboard the AP with the ExtremeCloud IQ Mobile Onboarding application](#) on page 33
- [Wall and Ceiling Installations](#) on page 34
- [Install the Access Point on a Beam](#) on page 50
- [Install the Access Point on a Junction Box](#) on page 52
- [Connect the AP to the Network](#) on page 54
- [Connect to a Power Supply](#) on page 55
- [Lock the Access Point](#) on page 56
- [Connect the Optional Antennas](#) on page 57

The AP4020X is an indoor access point that can be installed on a ceiling rail, on non-standard ceilings, and on a wall. For more information about selecting the right access point bracket and accessory for your installation needs, see the Extreme Networks 11.ax Access Points Accessories Guide.

## Installation Workflow

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Access points are automatically added to your network when the DHCP and DNS prerequisites have been met. But you can save time and configure the AP before you

install it with the pre-provision mode. You can revert the AP to production mode when you are ready for deployment.



#### Note

Confirm that Domain Name System (DNS), Network Time Protocol (NTP), and the firewall ports are configured and available before deployment. Create a firewall rule to allow outbound traffic from Extreme Networks devices. For more information about firewalls, see [Firewall Configuration Guides](#).

You should configure the DHCP options on your DHCP server to assign an allowed NTP server to Extreme Networks devices. Both DNS and NTP are critical for country and region detection and certificate validation. For more information about DNS and NTP, see *ExtremeCloud IQ User Guide*, and *ExtremeCloud IQ Controller Deployment Guide* for Cloud deployment and *Extreme Campus Controller Deployment Guide* for Campus or on-premises deployment.

For more information on deployment, see the Knowledge Base article [How to deploy a new Access Point or replace a faulty Access Point to your ExtremeCloud IQ Controller](#). AP deployment is also documented in [ExtremeCloud IQ Controller documentation](#) and the [IQ Engine documentation](#).

Use the information in the following table to help you install your access point.

**Table 19: Installation Work flow**

Steps	Action	Purpose
1.	<a href="#">Verify the box contents.</a>	Confirm that your AP and accessories arrived complete and undamaged.
2.	Install the access point to one of the following: <ul style="list-style-type: none"> <li>• <a href="#">Wall or Flat Ceiling with AH-ACC-BKT-AX-TB</a></li> <li>• <a href="#">Wall with AH-ACC-BKT-AX-WL Bracket</a></li> <li>• <a href="#">Standard flat ceiling rail with sculpted ceiling tiles</a></li> <li>• <a href="#">Silhouette ceiling</a></li> <li>• <a href="#">9/16-inch T-bar ceiling</a></li> <li>• <a href="#">15/16-inch T-bar ceiling</a></li> <li>• <a href="#">1 1/2-inch T-bar with ACC-BTK-AX-TBW</a></li> <li>• <a href="#">Non-standard ceiling or wall</a></li> <li>• <a href="#">Junction Box</a></li> <li>• <a href="#">Beam</a></li> </ul>	Install the AP on a ceiling or wall, and connect the network cable. If you use Power over Ethernet (PoE), then the AP powers up. The AP begins a discovery process to determine its own IP address and the IP address of the controller. When the discovery process is successful, the AP registers with the controller. For more information, see the following articles: <ul style="list-style-type: none"> <li>• <a href="#">Access points failing the Wireless Controller discovery process</a></li> <li>• <a href="#">How to Onboard, Switch, and Troubleshoot the Universal AP modes between IQE (ExtremeCloud IQ Engine) and WiNG modes?</a></li> </ul>
3.	(Optional) <a href="#">Connect the antennas.</a>	Connect the optional antennas and extend your coverage.

**Table 19: Installation Work flow (continued)**

Steps	Action	Purpose
4.	(Optional) <a href="#">Connect to a power supply</a> .	Connect to an external 12-volt DC power supply if you are not using Power over Ethernet (PoE).  <b>Note:</b> Your Extreme AP must be grounded so it can be used safely. Consider this requirement when you plan your deployment.
5.	(Optional) <a href="#">Lock the access point</a> .	Secure the AP and prevent someone from removing it.
6.	(Optional) <a href="#">Onboard the AP with the ExtremeCloud IQ Mobile Onboarding application</a> .	Scan the QR code or bar code on the back of the device and begin the onboarding process.
7.	Confirm that the LED is white.	A white LED indicates that your AP has powered up and registered with the Cloud. An amber light indicates a technical issue that requires a resolution. See the <a href="#">Led Descriptions</a> section in the "Overview" chapter for an explanation of the LED states.

## Pre-Installation Tasks

Extreme Networks access points have been designed for a quick and easy deployment. But you can make the process even easier with a little preparation.

### Site Survey

Before you install your AP, do a site survey and coverage map so you have identified and addressed any potential issues. Here are a few issues that you should consider before you install the AP.

Ask yourself the following questions:

- What is the WLAN's purpose?
- What applications will be used over the WLAN?
- Who will use the WLAN?
- What devices will be connecting to the WLAN?
- Are there any mounting or aesthetic restrictions?

Consider the following items as you plan your deployment:

- Capacity and coverage requirements.
- Existing issues such as RF interference and dead zones
- Existing networks or devices that can interfere with your network. There could be interference from floors above and below, or from outside sources such as nearby office buildings.
- Antenna radiation patterns. Consider the patterns as you decide where to place your APs, their orientation, and their configuration.



For more information on site surveys, see the Knowledge Base article [What is Wireless Site Survey and why is it important?](#)

## Other

Perform the following tasks:

- If you plan to use Power over Ethernet (PoE) then confirm that it meets the AP's requirements. [See "Power Profile"](#).
- Document the switch and ports used by the AP with LLDP protocol.
- Confirm cables meet or exceed the required specifications.
- Check that the AP power ups correctly.

## Box Contents

Your Extreme access point ships with everything that you need for a basic installation. All optional brackets and accessories are sold separately.

Confirm that you have received the following items before you install your device.

**Table 20: Hardware**

Quantity	Item
1	Extreme AP4020X
1	Regulatory document for your access point
1	AH-ACC-BKT-AX-TB bracket
2	Phillips pan head wood screws
2	Phillips head plastic screw-in anchors
4	AI-TS06360 Antennas (6dBi Indoor Quad Sector 120 Degree Tri-band with RP-SMA)

## Onboard the AP with the ExtremeCloud IQ Mobile Onboarding application

### Before You Begin

You can download the ExtremeCloud IQ Mobile Onboarding application to your mobile device from the [Google application store](#) or from the [Apple application store](#). For more information, see [APs Onboarding - An Effortless Onboarding Experience](#).

You require administrator login privileges. Contact your network administrator if you need login credentials.

### About This Task

You can use the ExtremeCloud IQ Mobile Onboarding application to quickly onboard, monitor and troubleshoot access points.

### Procedure

1. Open the ExtremeCloud IQ Mobile Onboarding application.
2. Enter your login information.
3. Tap **Add a Device**.
4. Scan the QR code or bar code on the back of the AP with your mobile device camera.
5. Verify the AP model and serial number
6. Select the location.
7. Choose any configured network policies for the AP.

## Wall and Ceiling Installations

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Wall and ceiling installations are often easier to maintain and provide optimal coverage for your target area.

### Install the Access Point to a Wall or Flat Ceiling with AH-ACC-BKT-AX-TB

#### Before You Begin

Confirm that you have the following items:

- The access point
- One (1) AH-ACC-BKT-AX-TB mounting bracket. The bracket is used for flat surface wall or solid ceiling installation.
- Two (2) M3.5 pan head wood screws and two screw-in anchors.

#### About This Task

Follow these steps when you install the access point on a wall or solid ceiling.



#### Note

The AP will protrude 1 1/4 inches (31.75mm) from the wall or ceiling.

### Procedure

1. Using the AH-ACC-BKT-AX-TB mounting bracket as a template with the vertical lines pointing in the desired direction, mark and drill two mounting holes corresponding with the center of the holes in the metal tabs.
2. Attach the bracket to the wall.  
Use the two M3.5 pan head screws. Use push-in anchors or screw-in anchors for drywall or plastic board installations.
3. Attach the access point to the bracket.
  - a. Align the red dots on the bracket and the access point base.
  - b. Press and rotate the AP one-sixth turn clockwise.The AP clicks into place on the bracket.
4. Attach the network cable and power-up the AP.  
If you use Power over Ethernet (PoE) then attach the network cable to the ETH0 port. If you use Power Sourcing Equipment (PSE), then connect the power supply and attach the network cable to the ETH0 port.

## Install the Access Point to a Wall with AH-ACC-BKT-AX-WL

### Before You Begin

You need the following items:

- AP4020X
- One (1) AH-ACC-BTK-AX-WL bracket
- Three (3) M3.5 screws and three screw-in anchors, shipped with the -WL bracket

### About This Task

Use the AH-ACC-BKT-AX-WL bracket when you need a 1.25 inch space between the wall and the access point. If you want less space, use the AH-ACC-BKT-AX-TB that comes with the AP.

### Procedure

1. Using the -WL bracket as a template, mark and drill mounting holes on the wall.
2. Bring the LAN cable from the wall through the bracket hole.

Align the cable before attaching the bracket to the wall.



#### Note

A standard Ethernet cable can be used if you do not mind the cable being visible. To hide the Ethernet cable, a flat cable and a cable cap are required.

3. Attach the wall bracket to the wall using three M3.5 screws and three screw-in anchors.
4. Align the access point red dot against the three red dots on the -WL bracket.
5. Press and rotate the access point clockwise about one-sixth turn until it locks into place on the bracket.
6. Attach the network cable.

## Install the Access Point on a Standard Flat Ceiling Rail with Sculpted Ceiling Tiles

### Before You Begin

The following hardware is required for a standard ceiling rail installation:

- One access point
- One AH-ACC-BTK-AX-TB mounting bracket for prelude T-bar ceiling installation, that is shipped with the access point
- One of the following adapters:
  - For sculpted ceiling tiles with 9/16-inch T-bars, one AH-ACC-BKT-916-KIT adapter
  - For sculpted ceiling tiles with 15/16-inch T-bars, one ACC-BKT-TB-NF adapter

### About This Task

The access points ship with a mounting bracket for standard 15/16" (24mm) wide t-bars or 9/16" (14mm) wide t-bar rails.

### Procedure

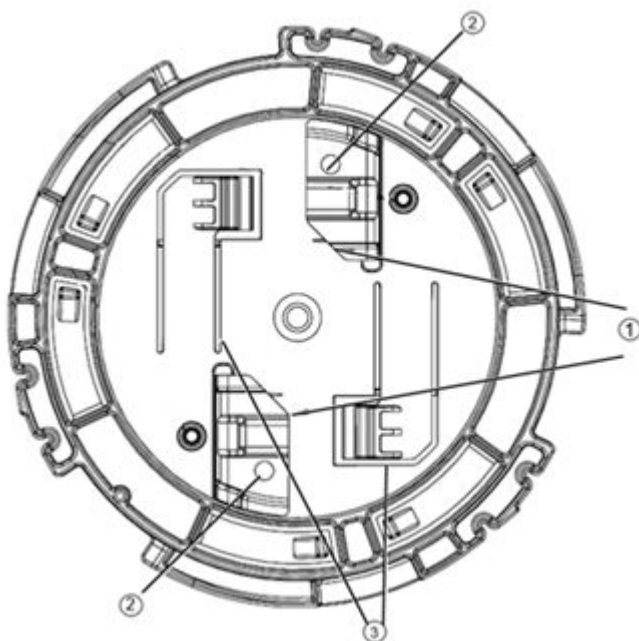
1. Remove the ceiling tiles.

2. Align the bracket on the ceiling rail in such a way that the bracket metal hinges are almost parallel to the sides of the ceiling rail.
3. Rotate the accessory clockwise until the metal hinges hook over the edge of the rail and the white tabs click in place.



**Note**

There are two white tabs on the back of the bracket that holds on to the ceiling rail. Use your finger to push and unhook one side of the white tab if you want to remove the bracket from the ceiling rail.



**Figure 13: AH-ACC-BKT-AX-TB bracket**

**Table 21: AH-ACC-BKT-AX-TB bracket parts description**

Callout	Description
1	Metal hinges on the AH-ACC-BKT-AX-TB bracket
2	Mounting holes for wall mounting
3	White tab on the AH-ACC-BKT-AX-TB bracket

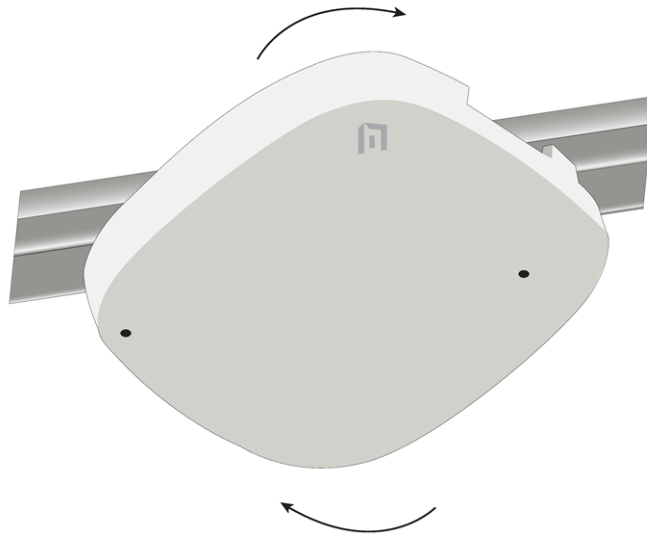
4. Attach the LAN cable Ethernet plug to the appropriate AP Ethernet receptacle.
5. Align the red dot on the back of the access point against the bracket red dot.



**Note**

The bracket has a circular tip that fits into the circular depression on the back of the access point.

6. Press and rotate the access point 1/8th turn clockwise until it clicks into place on the bracket.



**Figure 14: Access point ceiling install**

7. Attach the Cat6 RJ45 cable to the ETH0 or ETH1 port.
8. Replace the ceiling tiles.

## Install the Access Point on a Silhouette Ceiling

### Before You Begin

You need the following items:

- One access point
- One AH-ACC-BKT-AX-SL bracket

### About This Task

You can mount the access point to a ceiling grid with 1/8 in. or 1/4 in. bottom opening.

Silhouette is an Armstrong Ceiling Solutions name.

### Procedure

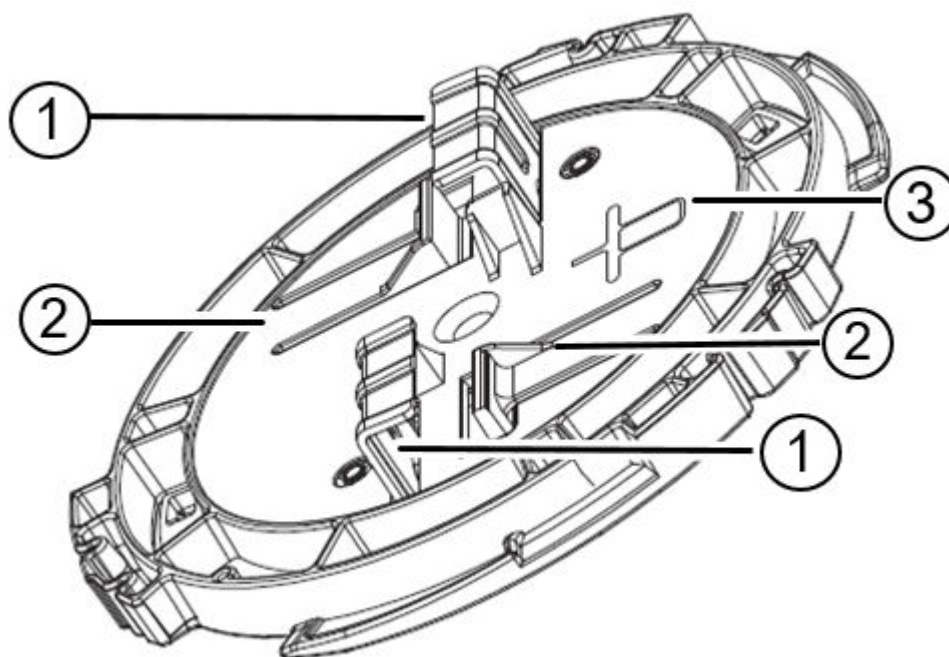
1. Remove the ceiling tiles.
2. Place the bracket on the ceiling rail in such a way that the accessory metal hinges are almost perpendicular to the sides of the ceiling rail with the ceiling rail over the center hole.

- Lightly push onto to the ceiling rail and rotate the accessory clockwise until the hinges hook over the edge of the rail and the white tabs click in place.



#### Note

There are two white tabs in the back of the bracket that holds on to the ceiling rail. Use your finger to pull and unhook one side of the white tab if you want to remove the accessory from the ceiling rail. Gently rotate the bracket counterclockwise and if there is resistance, the other white tab in the back of the accessory must also be released.



**Figure 15: AH-ACC-BKT-AX-SL Accessory Bracket**

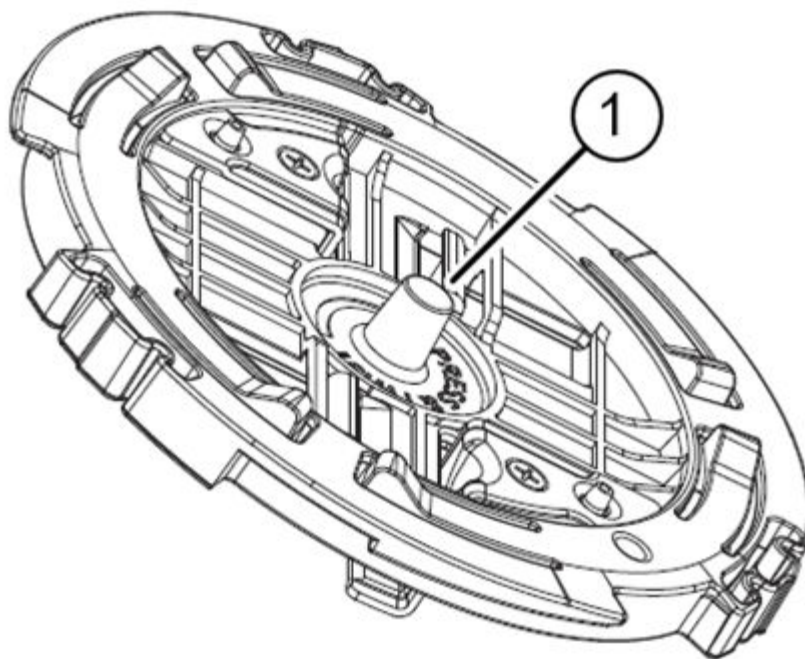
Call out	Description
1	Metal hinges on the AH-ACC-BKT-AX-SL bracket.
2	White tabs on the AH-ACC-BKT-AX-SL bracket.
3	Drawing of 1/8 in. or 1/4 in. ceiling grid, for your reference.

- Align the red dot on the back of the access point against the accessory bracket red dot.



#### Note

The accessory has a circular tip that fits into the circular depression on the back of the access point.



**Figure 16: AH-ACC-BKT-AX-SL Accessory Bracket Circular Tip**

Call out	Description
1	AH-ACC-BKT-AX-SL bracket circular tip

5. Press and rotate the access point clockwise until it locks into place on the accessory.
6. Connect the network cable.
7. Replace the ceiling tiles.

## Install the Access Point to a 9/16-inch T-bar Ceiling

### Before You Begin

You need the following items:

- One (1) access point
- One (1) AH-ACC-BKT-AX-TB accessory bracket if the t-bar bottom is flat
- One (1) AH-ACC-BKT-AX-IL accessory bracket if there is a protrusion in the center of the t-bar bottom
- One (1) AH-ACC-BKT-916-KIT if you have a protruded ceiling tile and you are using the AH-ACC-BKT-AX-TB bracket.

### About This Task

You can mount the access point to a ceiling that has a 9/16 in. wide T-bar.

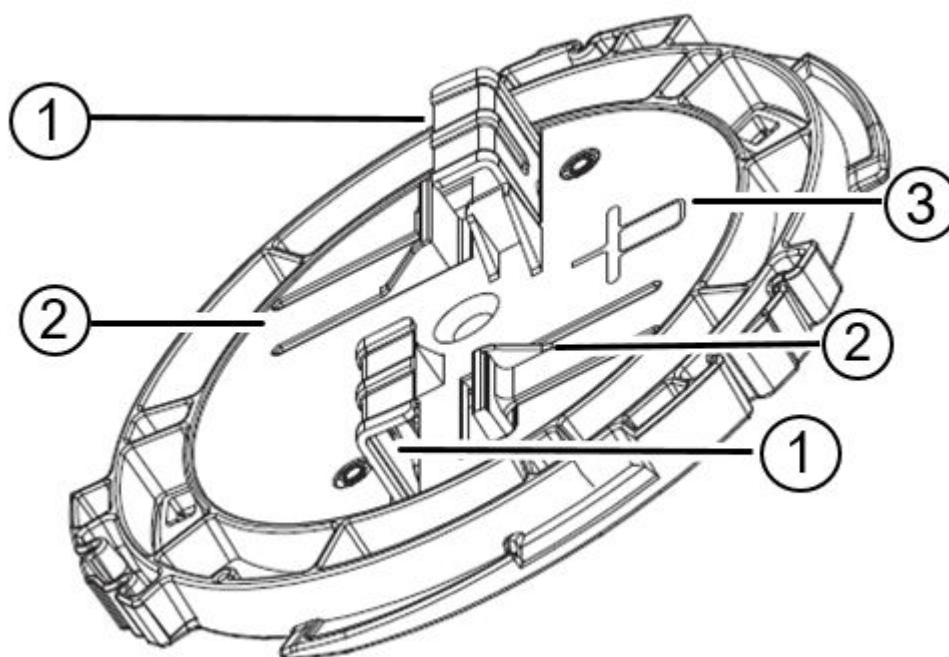
### Procedure

1. Remove the ceiling tiles.

2. Place the bracket on the ceiling rail in such a way that the accessory center is over the protrusion and the metal hinges are between perpendicular and about one-eighth of a turn from the sides of the ceiling rail.
3. Push up gently and rotate the bracket clockwise until the hinges hook over the edge of the rail and the white tabs click in place.

**Note**

Gently rotate the bracket counterclockwise and if there is resistance, the other white tab in the back of the accessory must also be released.



**Figure 17: AH-ACC-BKT-AX-IL accessory bracket**

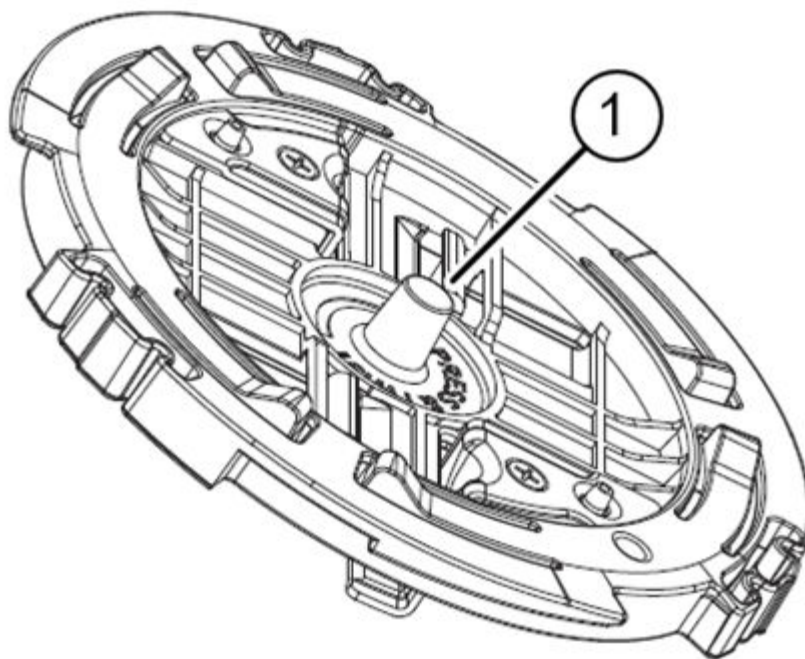
Call out	Description
1	Metal hinges on the AH-ACC-BKT-AX-IL bracket.
2	White tabs on the AH-ACC-BKT-AX-IL bracket.
3	Drawing of 9/16 in. ceiling grid, for your reference.

4. Align the red dot on the back of the access point against the accessory red dot.

**Note**

The bracket has a circular tip that fits into the circular depression on the back of the access point.





**Figure 18: AH-ACC-BKT-AX-IL accessory bracket circular tip**

Call out	Description
1	AH-ACC-BKT-AX-IL bracket circular tip

5. Press and rotate the access point clockwise about one-sixth of a turn until it locks into place on the accessory bracket.
6. Attach the network cable.
7. Place the cable cover over the Ethernet cable.
8. Replace the ceiling tiles.

## Install the Access Point on a 15/16-inch T-bar

### Before You Begin

Obtain the following items:

- One (1) access point
- One (1) ACC-BKT-TB-NF adapter
- One (1) AH-ACC-BKT-AX-TB accessory

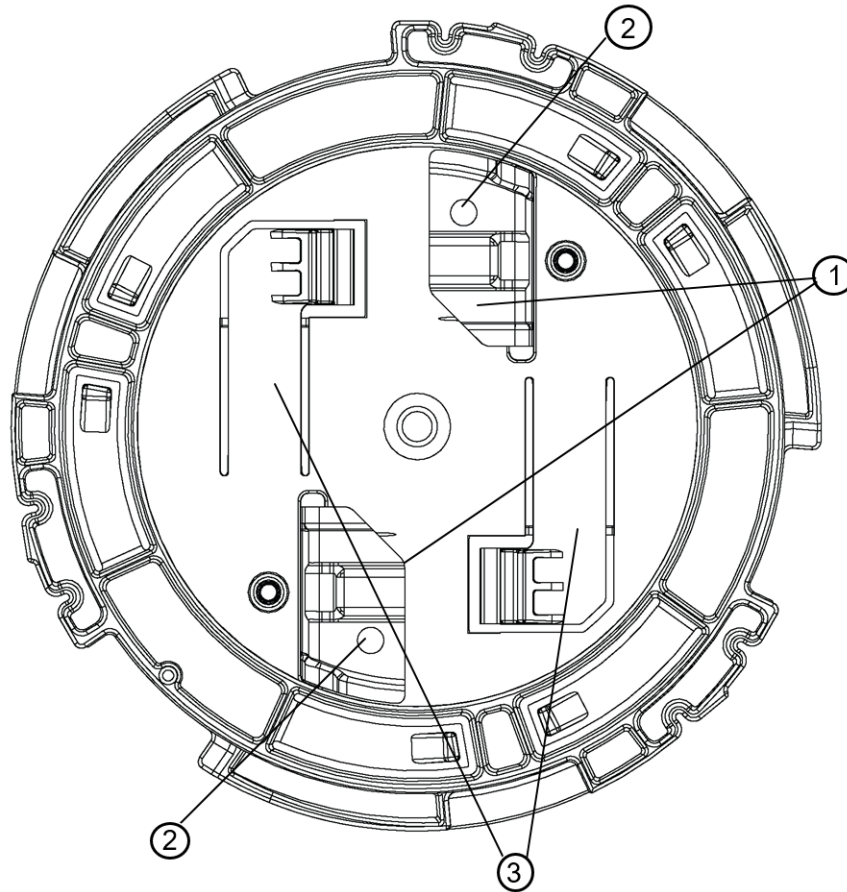
### About This Task

Use the ACC-BKT-TB-NF bracket when you install the AP on a suspended ceiling with 15/16-inch grid system.

### Procedure

1. Remove the ceiling tiles.
2. Using the adapter guide on the top half of the ACC-BKT-TB-NF adapter, align and attach the -NF on to the ceiling rail.

3. Slide the other part of the -NF adapter onto the half attached to the ceiling rail.
4. Attach the AH-ACC-BKT-AX-TB accessory onto the -NF adapter.
  - a. Center the -TB accessory on the attached -NF parts.
  - b. Push up and rotate the -TB accessory clockwise until the metal hinges hook over the bottom halves of the -NF adapter ends and the plastic tabs on the -TB accessory click into place.



**Figure 19: AH-ACC-BKT-AX-TB Accessory Bracket**

Callout	Description
1	Metal hinges on the AH-ACC-BKT-AX-TB bracket
2	Mounting holes for wall mounting
3	White plastic tab on the AH-ACC-BKT-AX-TB bracket

5. Align the red dot on the back of the access point against the -TB bracket red dot.



**Note**

The bracket has a circular tip that fits into the circular depression on the back of the access point.

6. Press and rotate the access point one-eighth of a turn clockwise until it clicks into place on the accessory.

7. Connect the network cable.
8. Replace the ceiling tiles.

## Install the Access Point to a 1 1/2-inch T-bar with an ACC-BKT-AX-TBW

### Before You Begin

The following hardware is required for installing the ACC-BKT-AX-TBW accessory on a T-bar:

- An indoor access point
- One ACC-BKT-AX-TBW Accessory
- Two M3.5 screws (included in the -TBW accessory)



#### Note

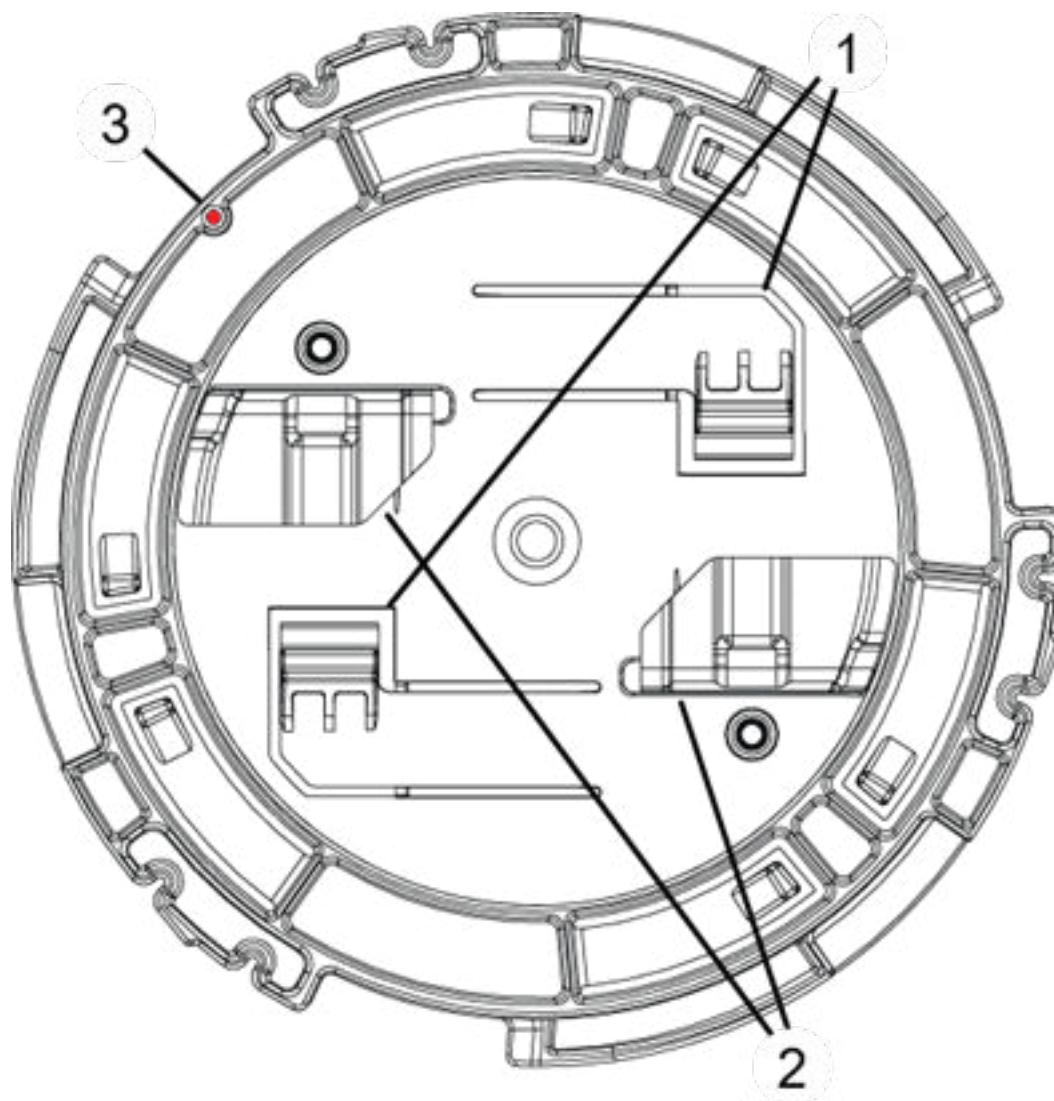
The screws come with the accessory and are partially attached in place.

### About This Task

You can use the ACC-BKT-AX-TBW accessory for T-bar installation. The -TBW bracket is used for 1.5 inch wide T-bars with varying thickness from 3.175 mm to 6.350 mm, with flush ceiling tiles.

The following ceiling tile protrusions are accommodated by the -TBW mounting bracket:

- If the T-bar is 0.25 inches thick, the -TBW bracket will only accommodate flush ceiling tiles
- If the T-bar is 0.1875 inches thick, the -TBW bracket will accommodate flush ceiling tiles as well as ceiling tiles with 0.062 inches sculpting
- If the T-bar is 0.125 inches thick, the -TBW bracket will accommodate flush ceiling tiles as well as ceiling tiles up to 0.125 inches sculpting



**Figure 20: ACC-BKT-AX-TBW bracket T-bar side**

Callout	Description
1	-TBW bracket plastic parts
2	-TBW bracket metal parts
3	Red on the bracket to align against the access point

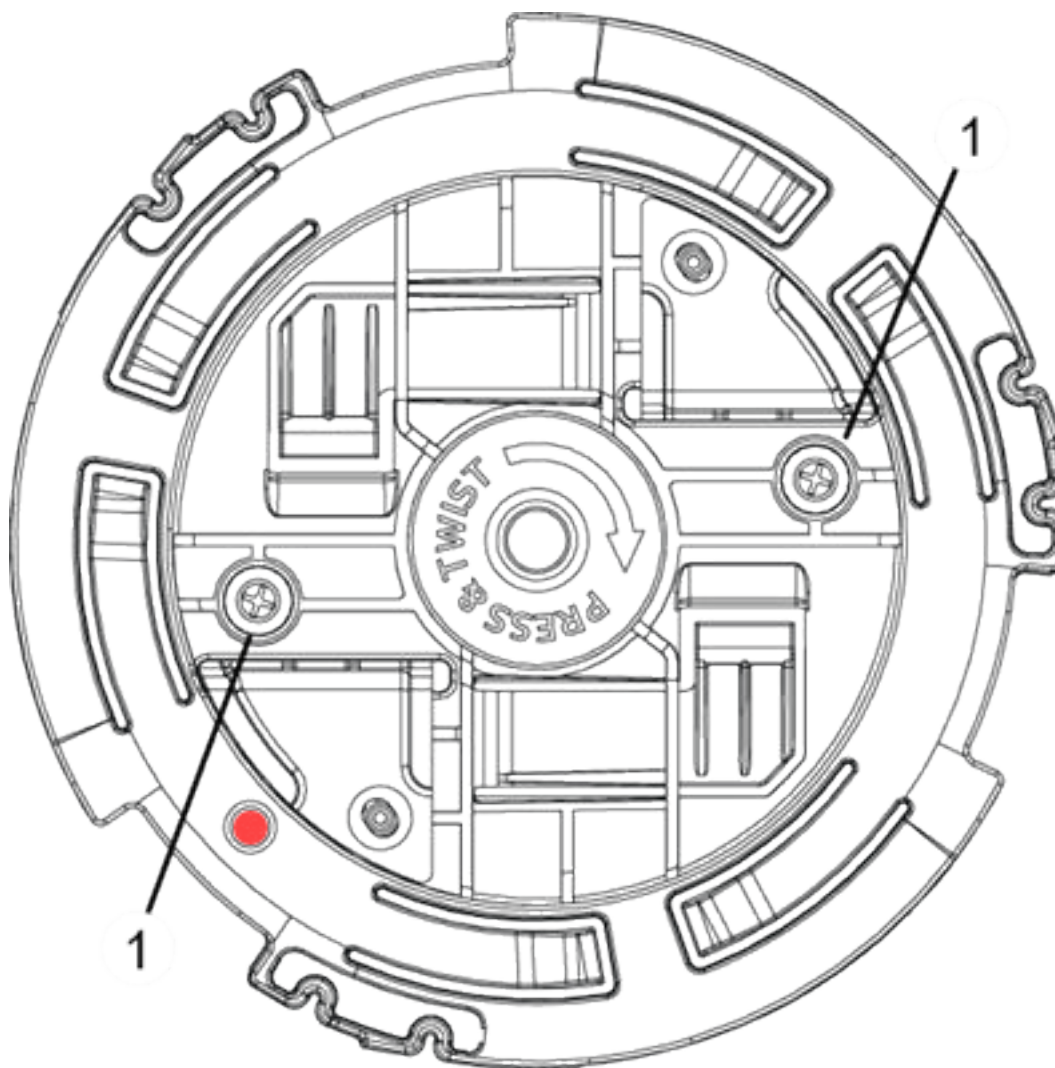
#### Procedure

1. Turn the -TBW accessory screws in such a way that they do not extend past the plastic on the T-bar side.
2. Align the -TBW accessory metal clips on a T-bar and rotate the metal clip about 1/6<sup>th</sup> turn clockwise to attach the bracket to the T-bar.

3. Tighten the screws until either resistance is noticed or the screw head bottoms on the -TBW accessory plastic part.

**Note**

Torque the screws to 1.0 in-lbs, and turn each screw 1 more complete turn clockwise.



**Figure 21: ACC-BKT-AX-TBW bracket access point side**

Callout	Description
1	Screws for tightening to T-bar

4. Attach the access point to the -TBW bracket by aligning the red dot on the bracket and the access point.

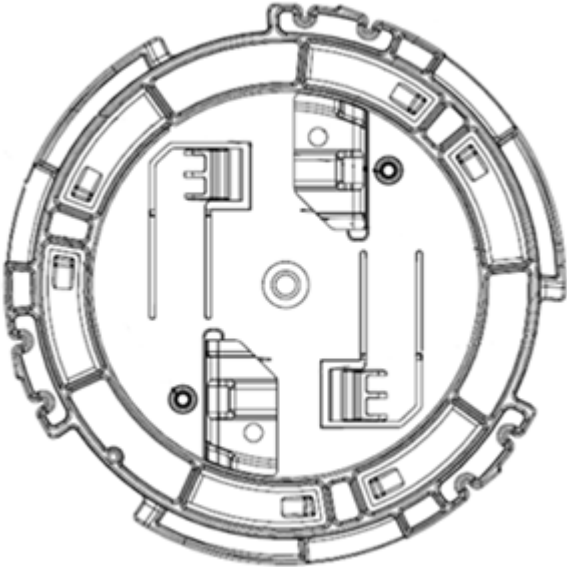
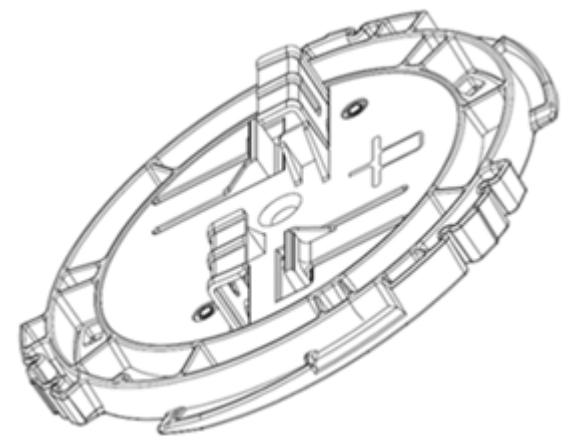
**Note**

The bracket has a circular tip that fits into the circular depression on the back of the access point.

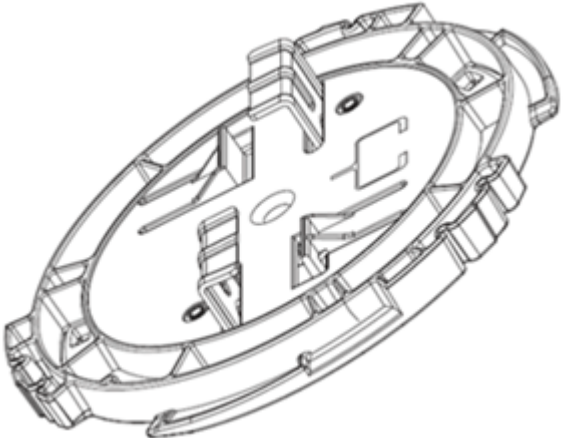
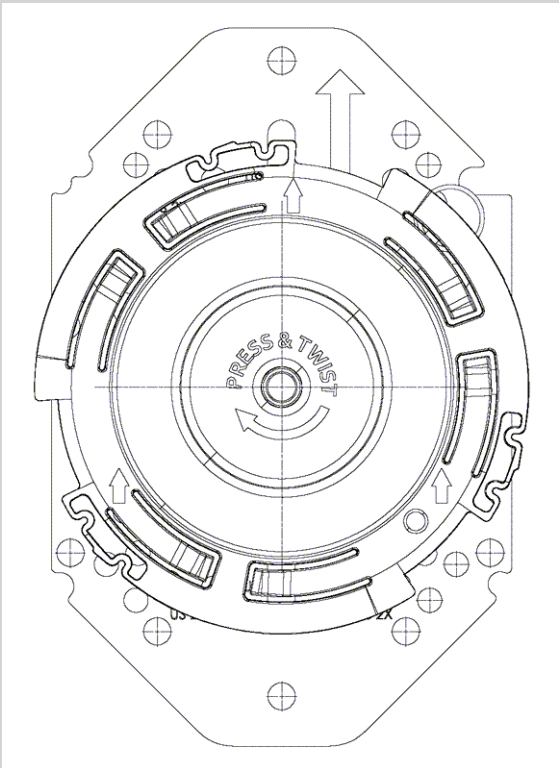
- 5. Press and rotate the access point 1/6<sup>th</sup> turn clockwise until it clicks into place on the bracket.
- 6. Attach the Cat5e RJ45 cable to the ETH0 port on AP305C/CX or the Cat6 RJ45 cable to the ETH0 or ETH1 port on all other indoor access points.
- 7. If desired for aesthetics, place the cable cover over the Ethernet cable.

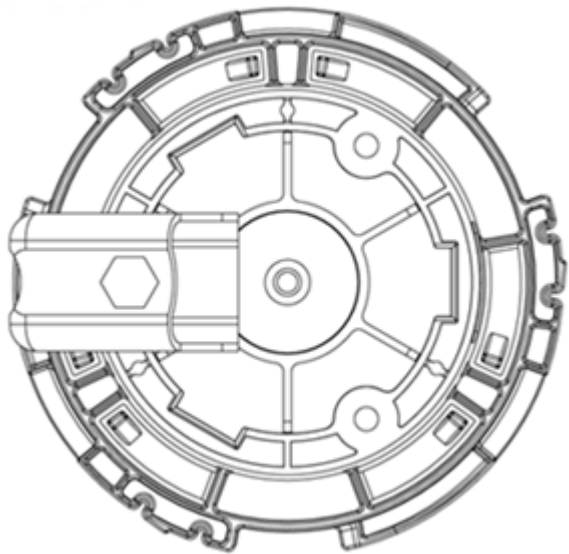
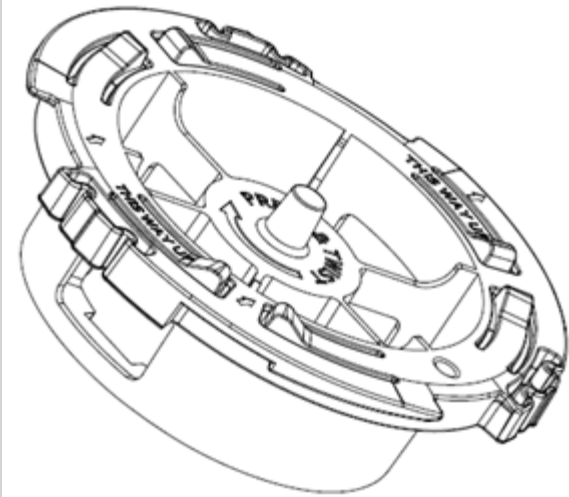
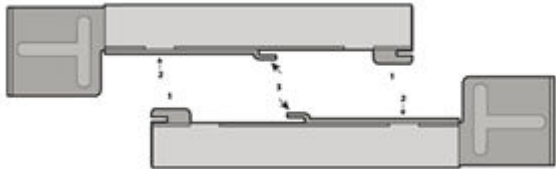
Non-standard Ceiling or Wall

The access point can be installed on a nonstandard ceiling grid using the following accessories:

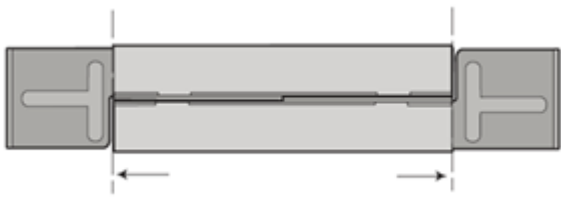
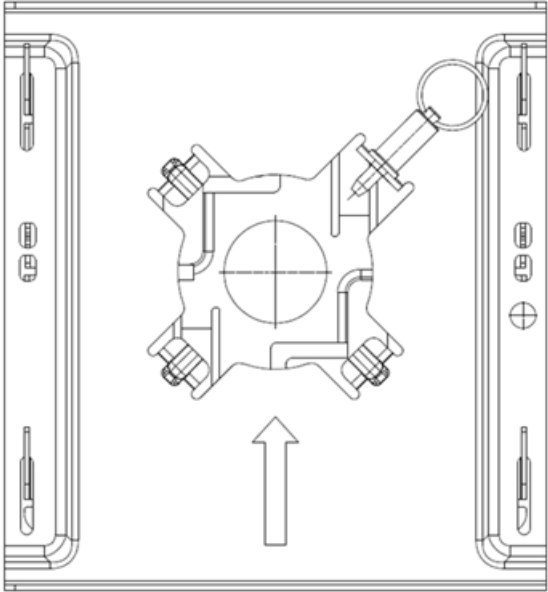
Order part number	Description
AH-ACC-BKT-AX-TB  <b>Note:</b> Only this bracket is included with the access point	Mounting bracket for 15/16 in. ceiling grid 
AH-ACC-BKT-AX-IL	Mounting bracket for 9/16 in. wide T-bar with protrusion, 9/16 in. ceilings, and walls 

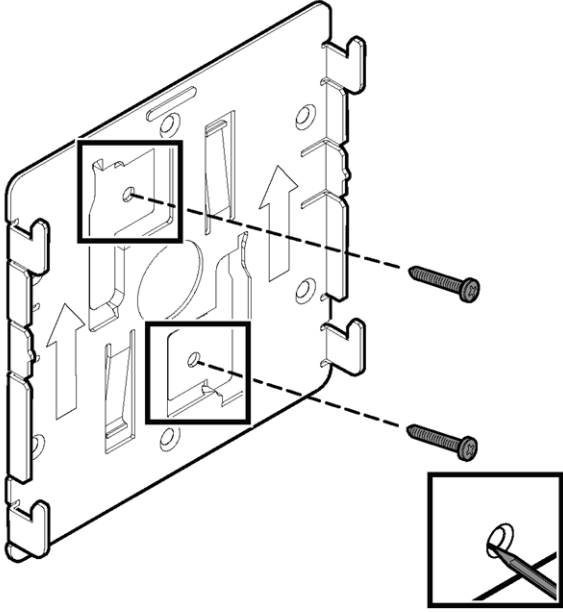


Order part number	Description
AH-ACC-BKT-AX-SL	<div>Mounting bracket for 1/8 in. and 1/4 in. ceiling grids with a bottom opening</div> <div></div>
ACC-BKT-AX-JB	<div>Junction box or wall mounting for indoor access points</div> <div></div>

Order part number	Description
ACC-BKT-AX-BEAM	Beam mounting for indoor access points 
AH-ACC-BKT-AX-WL	Mounting bracket for direct-to-wall installations 
AH-ACC-BKT-916-KIT	9/16 in. ceiling mount brackets for non-flat and protruded ceiling tiles. Use with AH-ACC-BKT-AX-TB 



Order part number	Description
ACC-BKT-TB-NF	<div>Adapter bracket for use with AH-ACC-BKT-TB with 15/16 in. wide T-bars on non-flat or protruded ceiling tiles</div> <div>A side-view technical drawing of a rectangular adapter bracket. It features a central horizontal slot and two T-shaped protrusions on the left and right ends. Arrows at the bottom indicate the direction of assembly or adjustment.</div>
ACC-BKT-AX-WNGADAPT	<div>Adapter bracket for use with cloud access point that has an existing WiNG mounting plate (#37201)</div> <div>A top-down technical drawing of a square adapter bracket. It has a central circular hole with a crosshair. Four mounting arms extend from the corners, each ending in a circular hole. A large upward-pointing arrow is centered below the bracket. The bracket is shown within a rectangular frame representing a ceiling tile.</div> <div>Figure 22: ACC-BKT-AX-WNGADAPT adapter bracket</div>

Order part number	Description
	 <p><b>Figure 23: WiNG metal bracket (#37201)</b></p>



### Important

The default bracket for wall installation is the ACC-BKT-AX-JB bracket.



### Note

Order the -JB bracket for new wall installations. The AH-ACC-BKT-AX-WL bracket is for users who already have the -WL brackets.



### Note

For detailed nonstandard ceiling grid installation or wall installation instructions, refer to the [Wi-Fi 6 802.11ax Access Points Accessories Guide](#).

## Install the Access Point on a Beam

### Before You Begin

The following hardware is required to install the access point on a beam:

- An indoor model access point
- ACC-BKT-AX-BEAM accessory

Find a location that supports the following requirements:

- The beam must be able to support the access point in all environmental conditions.
- The beam must be flat.

- Beam attachment area is at least 0.5 in. (12.7mm) wide and as long as the access point's largest dimension.
- Beam mounting surface is at least 0.040 in. (1.0 mm) thick, but less than 0.650 in. (16.5mm) thick.

### About This Task

If you are installing the access point in a warehouse or other industrial environments, then you might have to install the AP on a beam instead of a ceiling.

### Procedure

1. Align the red dot on the access point with the red dot on the accessory bracket.
2. Insert the plastic part posts into the access point back recess.
3. Push the access point onto the plastic part, and rotate the access point about one-sixth turn clockwise to make it lock in place.



#### Note

If you can turn or twist the access point, it was not locked in place properly. Remove the access point and attach it again until it locks in place.

4. Plug the RJ45 connector plug into ETH or ETH0, RJ45 connector receptacle on the access point.

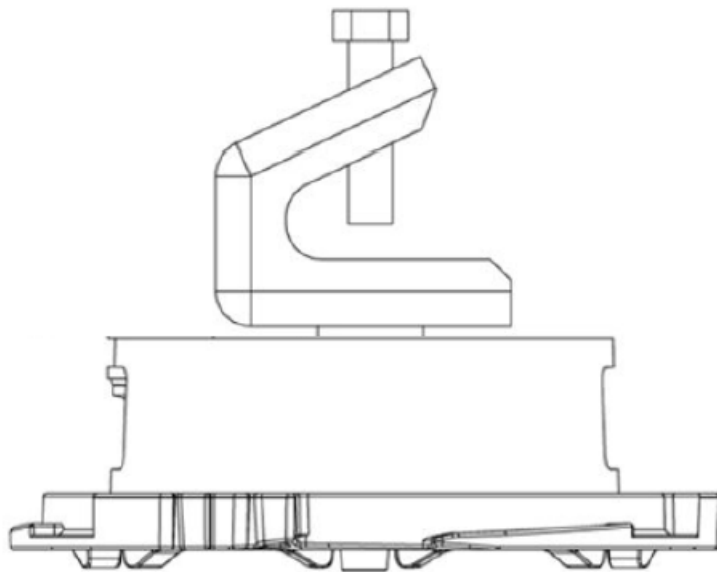
If desired, flat Ethernet cables and caps may be used with all indoor access points.

5. Open the top screw as necessary and place the beam clip onto a beam.



#### Note

You must hold the access point when attaching the beam clip.



**Figure 24: ACC-BKT-AX-BEAM Accessory Bracket**

6. Tighten the beam clip top screw to a torque of 50 in-lbs.

## Install the Access Point on a Junction Box

### Before You Begin

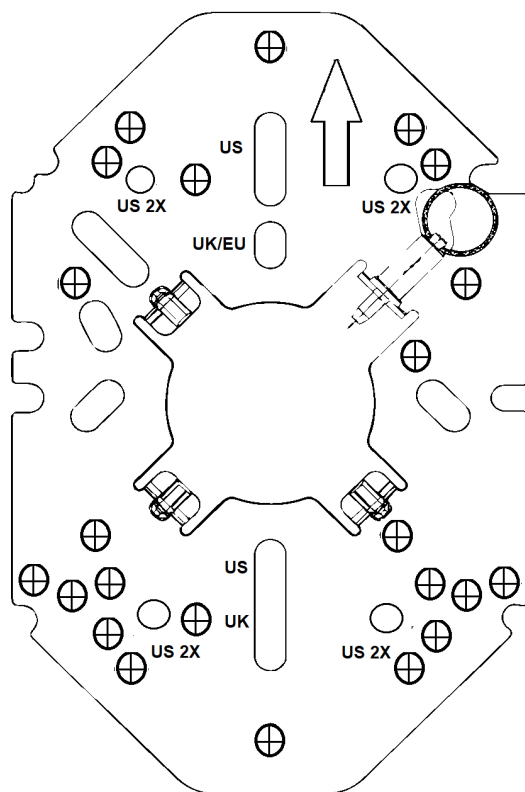
The following hardware is required to install an indoor access point on a junction box (box):

- An indoor access point
- ACC-BKT-AX-JB accessory

### About This Task

Install the access point to a junction box if you want to power the AP using an electrical connection.

The ACC-BKT-AX-JB accessory bracket is used when you need to install the access point on an indoor junction box. The ACC-BKT-AX-JB access has two parts:



**Figure 25: ACC-BKT-AX-JB Accessory Bracket Metal Part**

### Procedure

1. Remove the screws holding the junction box cover plate.
2. Remove the LAN cable from the cover plate.
3. Bring the LAN cable through the center hole of the metal bracket part.

The LAN wire must be in-between the metal part and the plastic part during installation.

4. Place the ACC-BKT-AX-JB accessory metal part, with the bracket holes against the cover plate of the box.
5. Using the screws removed from the cover plate, find the bracket holes that align with the junction box screw holes.

**Important**

The text for the holes must be normally readable.

6. Using the cover plate screws, attach the metal bracket part to the junction box.
7. Place the plastic part on the metal part, rotate it  $\frac{1}{4}$ <sup>th</sup> to  $\frac{1}{3}$ <sup>rd</sup> turn clockwise until you hear it click in place as the lock is set.

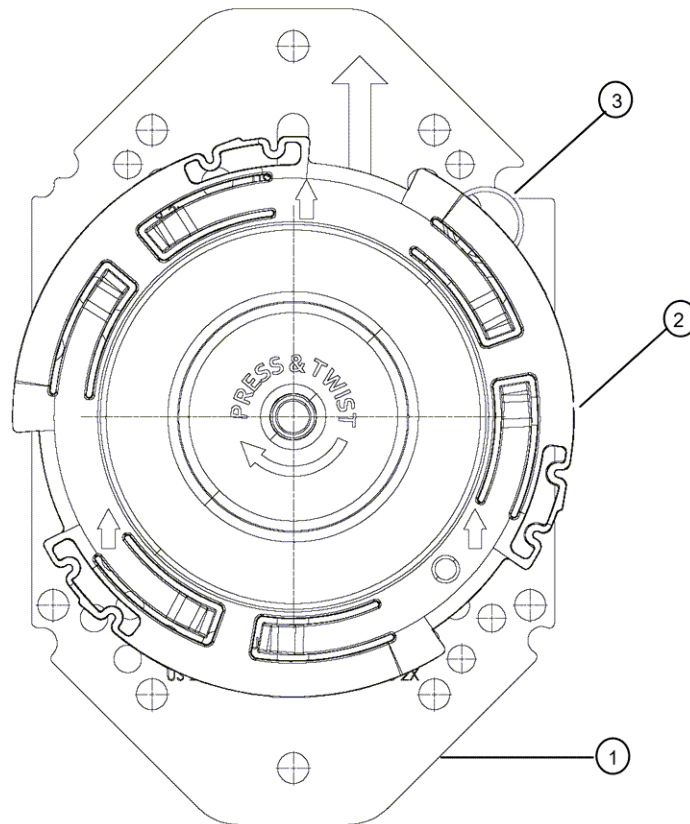
**Important**

When installed correctly on a wall, the side arrows on the plastic part must be pointing up.

**Note**

There is a metal pull ring in the metal part that is used to unlock and remove the plastic part.

To unlock the plastic part, pull out the pin's ring and turn the plastic part  $\frac{1}{3}$ <sup>rd</sup> turn counter-clockwise and lift it apart.



**Figure 26: Junction Box Accessory Bracket Assembly**

Callout	Description
1	Sheet-metal junction box hole metal part
2	Plastic twist plate part
3	Pull ring with 10 mm diameter ring for unlocking the plastic part

8. Align the red dot on the back of the access point against the red dot on the plastic part.
9. Push the access point onto the plastic part and turn it clockwise until you hear it lock in place.
10. Insert the RJ45 cable connector to the Ethernet connector on the access point.

## Connect the AP to the Network

### Before You Begin

You will need a Ethernet cable. Locate the Ethernet ports on the AP before you begin. See [Ports and Connections](#).

### About This Task

Connect the AP to your network using one of the Ethernet ports and a network cable.

Procedure

- 1. Connect the Ethernet cable to one of the Ethernet ports on the AP.
- 2. Connect the other end of the cable to the Ethernet port on the switch.

Connect to a Power Supply

Before You Begin

Obtain a Powertron 12V DC power supply. The power supply is ordered separately. See the table below.



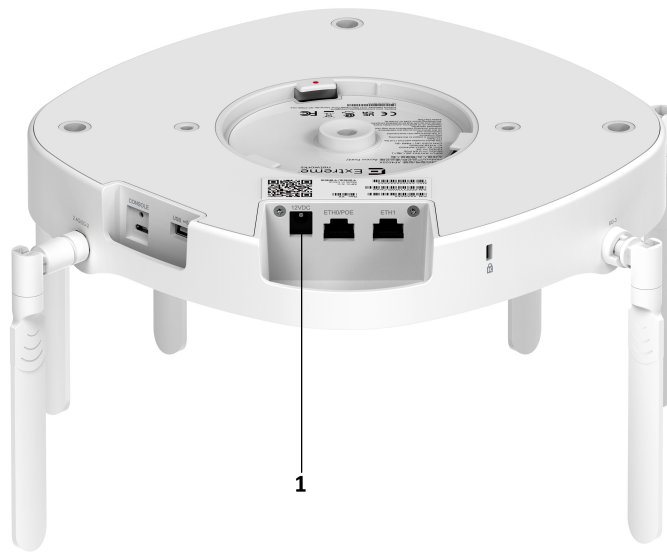
**Caution**  
Only use Extreme approved power supplies for your access point. Unapproved third-party components can damage your AP.

Table 22: Power Accessory

Part number	Description
37219	PWR 12VDC, 3A, 2.5 mm X 5.5 mm connector

About This Task

You can power the AP through the ETH0 RJ45 Ethernet port. But if you prefer an external power supply, then you can use the 12V DC power supply. See the [Power Profile](#) for power consumption specifications.



**Figure 27: AP4020X 12V Port**

**Table 23: AP4020X 12V Port**

Item	Description	Use
1	12V DC	12-volts of direct current.

#### Procedure

Plug the power supply into the 12-volt power connector.

#### Results

The LED on the top of the AP lights up. It should be white. If the LED is amber, then your AP has a technical issue.

•

## Lock the Access Point

### Before You Begin

You will need a Kensington security lock.

### About This Task

Secure the access point from damage or theft.

#### Procedure

1. Securely attach the free end of the Kensington lock cable near the AP.
2. Insert the rectangular lock end into the Kensington security slot on the AP.
3. Lock the Kensington lock.



## Connect the Optional Antennas

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### Before You Begin

Two important points:

- The AP4020X has two *integral* antennas which cannot be removed. An integral antenna is fixed to the AP and cannot be disconnected. It is also called a fixed antenna or integrated antenna.
- The AP4020X also supports four RPSMA antennas which you can attach to the AP and use to extend your coverage. You can use any of the supported antennas documented in the Supported Antenna section of [Supported Accessories](#).

### About This Task

Connect the external antennas and adjust them for maximum signal.

### Procedure

1. Thread the antennas onto the RP-SMA connector.
2. Torque the antennas to 5 in-pounds.
3. Twist all antennas so the bend opening is towards the radome.
4. Rotate each antenna to the 45 or 90-degree position for maximum signal strength.



# Regulatory and Compliance

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[Country of Manufacture](#) on page 58  
[Professional Installation Instructions](#) on page 59  
[Safety Guidelines](#) on page 60  
[CE Marking and European Area \(EEA\)](#) on page 60  
[FCC Notice \(Part 15 - Class B\)](#) on page 61  
[FCC Radiation Exposure Statement](#) on page 62  
[Industry Canada Notice](#) on page 62  
[Brazil Agência Nacional De Telecomunicações \(Anatel\) Statement](#) on page 63  
[Israel Regulatory Statement](#) on page 64  
[Mexico Compliance Statement](#) on page 64  
[Thailand Regulatory Statements](#) on page 64  
[Japan \(VCCI\) - Voluntary Control Council for Interference Class A ITE](#) on page 64  
[Taiwan Regulatory Statement](#) on page 65  
[China Compliance Statement](#) on page 65  
[United Kingdom \(UK\) and European Union \(EU\) Radiation Warning Statement](#) on page 65  
[Extreme Networks EU Importer Address](#) on page 66  
[Extreme Networks UK Address](#) on page 66  
[Supplement to Product Instructions](#) on page 66  
[European Waste Electrical and Electronic Equipment \(WEEE\) Notice](#) on page 66  
[Declaration of Conformity in Languages of the European Community](#) on page 67

The following sections outline the regulatory and compliance information for your AP.

## Country of Manufacture

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### China

**Manufacturer:** Sercomm Corporation

**Address:** No.8, Tangzhuang Road, Suzhou Industrial Park, Jiangsu, China

## Philippines

**Manufacturer:** Sercomm Philippines, Inc.

**Address:** Lot 4, Innovation Drive, CIP 1, Canlubang, 4027, City of Calamba Laguna, Philippines

## Taiwan

**Manufacturer:** Sercomm Chunan

**Address:** No.81, YuYi Road, Chu-Nan Miao-Li 350, Taiwan

## Professional Installation Instructions

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### Installation personnel

This product is designed for specific application and needs to be installed by a qualified personnel who has RF and related rule knowledge. The general user shall not attempt to install or change the setting.

### Installation location

The product shall be installed at a location where the radiating antenna can be kept 36 cm from nearby person in normal operation condition to meet regulatory RF exposure requirement.

### External antenna

Use only the antennas which have been approved by the applicant. The non-approved antenna(s) may produce unwanted spurious or excessive RF transmitting power which may lead to the violation of FCC/IC limit and is prohibited.

### Installation procedure

Refer to the installation instructions for details.



#### **Warning**

Select the installation position and make sure that the final output power does not exceed the limit set force in relevant rules. The violation of the rule could lead to serious federal penalty.

### Installation

Ce produit est destine a un usage specifique et doit etre installe par un personnel qualifie maitrisant les radiofrequences et les regles s'y rapportant. L'installation et les reglages ne doivent pas etre modifies par l'utilisateur final.

## Emplacement d'installation

En usage normal, afin de respecter les exigences réglementaires concernant l'exposition aux radiofréquences, ce produit doit être installé de façon à respecter une distance de 36 cm entre l'antenne émettrice et les personnes.

## Antenn externe

Utiliser uniquement les antennes approuvées par le fabricant. L'utilisation d'autres antennes peut conduire à un niveau de rayonnement essentiel ou non essentiel dépassant les niveaux limites définis par FCC/IC, ce qui est interdit.

## Procédure d'installation

Consulter le manuel d'utilisation.



### Warning

**Avertissement:** Choisir avec soin la position d'installation et s'assurer que la puissance de sortie ne dépasse pas les limites en vigueur. La violation de cette règle peut conduire à de sérieuses pénalités fédérales.

## Safety Guidelines

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The following safety guidelines are intended to protect your personal safety and prevent damage to the equipment.



### Important

Only qualified personnel must perform installation procedures. Within the context of the safety notes in this documentation, qualified persons are defined as persons who are authorized to commission grounding, label devices, systems, and circuits in accordance with established safety practices and standards. A qualified person understands the requirements and risks involved with installing outdoor electrical equipment in accordance with national codes.

## CE Marking and European Area (EEA)

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### Warning

This is a class B product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

## Energy-related Products (ErP) Notice

This equipment has been tested and is found to comply with the limits of Ecodesign Directive 2009/125/EC. Under the directive, this device may be considered a "networked equipment with high network availability" (HiNA equipment).

The communication protocol used is IEEE 802.11 b/g/n/a/ac/ax/be.

Wi-Fi functions can be controlled by ExtremeCloud IQ.

## FCC Notice (Part 15 - Class B)

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

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

This device complies with Part 15 of the FCC 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 transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules

For 5925-7125 MHz transmitter operation in Low Power Indoor mode:

1. FCC regulations restrict the operation of this device to indoor use only.
2. The operation of this device is prohibited on oil platforms, cars, trains, boats, and aircraft, except that operation of this device is permitted in large aircraft while flying above 10,000 feet in the 5.925-6.425 GHz band.
3. Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.

For 5925-6425 MHz and 6525-6875 MHz transmitter operation in Standard power access point mode:

1. The operation of this device is prohibited on oil platforms, cars, trains, boats, and aircraft.
2. Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.

## FCC Radiation Exposure Statement

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This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This device meets all the other requirements specified in Part15C, Section 247 and Part 15E, Section 15.407 of the FCC Rules.

**Warning**

**FCC Radiation Exposure Statement:** This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device has been tested and meets applicable limits for Radio Frequency (RF) exposure.

This device was tested with a separation distance of 62 cm. Always keep the device away from your body to ensure exposure levels remain at or below the tested levels.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

## Industry Canada Notice

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**Warning**

The device for 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.

**Warning**

les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

This device complies with ICSED's licence-exempt RSSs. 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 complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 34cm between the radiator & your body.

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 34cm de distance entre la source de rayonnement et votre corps

### Indoor AP(6ID)

Operation shall be limited to indoor use only.

Le fonctionnement doit être limitée à une utilisation à l'intérieur seulement.

- Devices shall not be used for control of or communications with unmanned aircraft systems.
- Devices shall not be used on oil platforms.
- Devices shall not be used on aircraft, except for the low-power indoor access points, indoor subordinate devices, low-power client devices, and very low-power devices operating in the 5925-6425 MHz band, that may be used on large aircraft as defined in the Canadian Aviation Regulations, while flying above 3,048 metres (10,000 feet).
- Devices shall not be used on automobiles.
- Devices shall not be used on trains.
- Devices shall not be used on maritime vessels
- Les dispositifs ne doivent pas être utilisés pour commander des systèmes d'aéronef sans pilote ni pour communiquer avec de tels systèmes.
- Les dispositifs ne doivent pas être utilisés sur les plateformes de forage pétrolier.
- Les dispositifs ne doivent pas être utilisés dans les aéronefs, à l'exception des points d'accès intérieurs de faible puissance, des dispositifs subordonnés intérieurs, des dispositifs clients de faible puissance et des dispositifs de très faible puissance fonctionnant dans la bande de 5 925 à 6 425 MHz, qui peuvent être utilisés dans les gros aéronefs tel qu'il est défini dans le Règlement de l'aviation canadien, et ce, lorsqu'ils volent à une altitude supérieure à 3 048 mètres (10 000 pieds).
- Les dispositifs ne doivent pas être utilisés dans les automobiles.
- Les dispositifs ne doivent pas être utilisés dans les trains.
- Les dispositifs ne doivent pas être utilisés sur les navires maritimes.

## Brazil Agência Nacional De Telecomunicações (Anatel) Statement

1. Este produto está homologado pela ANATEL, de acordo com os procedimentos regulamentados pela Resolução nº. 242/2000 e atende aos requisitos técnicos aplicados.

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados. Para maiores informações, consulte o site da ANATEL – [www.anatel.gov.br](http://www.anatel.gov.br)

2. O uso deste equipamento é restrito a ambientes fechados e proibido em plataformas petrolíferas, carros, trens, embarcações e no interior de aeronaves abaixo de 3.048 m (10.000 pés).

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados. Para maiores informações, consulte o site da ANATEL – [www.anatel.gov.br](http://www.anatel.gov.br)

## Israel Regulatory Statement

מספר אישור התאמה מטעם משרד התקשורת: 51-95969

חל איסור לבצע פעולות במכשיר שיש בהן כדי לשנות את תכונותיו האלחוטיות של המכשיר, ובכלל זה שינויי תוכנה, החלפת אנטנה מקורית או הוספת אפשרות לחיבור לאנטנה חיצונית, בלא קבלת אישור משרד התקשורת, בשל החשש להפרעות אלחוטיות.

חל איסור על הפעלת המכשיר מחוץ למבנה, בשל חשש להפרעות אלחוטיות.

## Mexico Compliance Statement

La operación de este equipo está sujeta a las siguientes dos condiciones

1. es posible que este equipo o dispositivo no cause interferencia perjudicial y
2. este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

The operation of this equipment is subject to the following two conditions:

1. it is possible that this equipment or device does not cause disruptive interference and
2. this equipment or device must accept any interference, including interference that may cause undesired operation.

## Thailand Regulatory Statements

เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามข้อกำหนดของ กทช.

## Japan (VCCI) - Voluntary Control Council for Interference Class A ITE

This is a class A product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may arise. When such trouble occurs, the user may be required to take corrective actions.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。



## Taiwan Regulatory Statement

取得審驗證明之低功率射頻器材，非經核准，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。低功率射頻器材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。前述合法通信，指依電信管理法規定作業之無線電通信。低功率射頻器材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。

應避免影響附近雷達系統之操作。

本器材須經專業工程人員安裝及設定，始得設置使用，且不得直接販售給一般消費者

## China Compliance Statement

核准编号 CMIIT ID 在产品铭牌位置标识

## United Kingdom (UK) and European Union (EU) Radiation Warning Statement

The device is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range.

The device is restricted to indoor use only when operating in the 5945 to 6425MHz frequency range.



### Warning

EU/UK 20 cm radiation distance. This equipment complies with EU/UK radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

	AT	BE	BG	HR	CY	CZ	DK
	EE	FI	FR	DE	EL	HU	IE
	IT	LV	LT	LU	MT	NL	PL
	PT	RO	SK	SI	ES	SE	UK (NI)

AP4020X EU	AP4020X UK
2412-2472MHz: 19.99dBm	2412-2472MHz: 19.99dBm
2402-2480MHz (BT): 9.97dBm	2402-2480MHz (BT): 9.97dBm
5180-5240MHz: 22.99dBm	5180-5240MHz: 22.99dBm
5260-5320MHz: 22.99dBm	5260-5320MHz: 22.99dBm
5500-5700MHz: 28.06dBm	5500-5700MHz: 28.06dBm
5745-5825MHz: 13.97dBm	5745-5825MHz: 22.99dBm
5955-6415MHz: 22.98dBm	5925-6425MHz: 23.98dBm

## Extreme Networks EU Importer Address

Extreme Networks, Ireland Ops Ltd.  
  
Rineanna House Shannon Industrial Estate  
  
Shannon, V14CA36 Ireland

## Extreme Networks UK Address

Extreme Networks, UK Ltd.  
  
250 Longwater Avenue Green Park  
  
1st Floor  
  
Reading, UK

## Supplement to Product Instructions

單元Unit	限用物質及其化學符號 Restricted substances and its chemical symbols					
	鉛Lead (Pb)	汞Mercury (Hg)	鎘Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr <sup>+6</sup> )	多溴聯苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)
金屬零件 (Metal Parts)	○	○	○	○	○	○
電路模組 (Circuit Modules)	—	○	○	○	○	○
電纜及電纜組件 (Cables & Cable Assemblies)	○	○	○	○	○	○
塑料和聚合物零件 (Plastic and Polymeric parts)	○	○	○	○	○	○
<p>備考1. “超出0.1 wt %”及“超出0.01 wt %”係指限用物質之百分比含量超出百分比含量基準值。 Note 1 : “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.</p> <p>備考2. “○”係指該項限用物質之百分比含量未超出百分比含量基準值。 Note 2 : “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.</p> <p>備考3. “—”係指該項限用物質為排除項目。 Note 3 : The “—” indicates that the restricted substance corresponds to the exemption.</p>						

## European Waste Electrical and Electronic Equipment (WEEE) Notice



In accordance with Directive 2012/19/EU of the European Parliament on waste electrical and electronic equipment (WEEE):

1. The symbol above indicates that separate collection of electrical and electronic equipment is required.
2. When this product has reached the end of its serviceable life, it cannot be disposed of as unsorted municipal waste. It must be collected and treated separately.
3. It has been determined by the European Parliament that there are potential negative effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment.
4. It is the user's responsibility to utilize the available collection system to ensure WEEE is properly treated.

Information on the product take back program, treatment and recycling facilities, detailed information regarding the components, materials, and location of hazardous substances is available upon request by contacting [Green@extremenetworks.com](mailto:Green@extremenetworks.com).

## Declaration of Conformity in Languages of the European Community

English	Hereby, Extreme Networks declares that the radio equipment type (AP4020X/AP4020XWW) is in compliance with Directive 2014/53/EU. For full text of the EU Declaration of Conformity, contact Extreme Regulatory Compliance at <a href="mailto:compliancerequest@extremenetworks.com">compliancerequest@extremenetworks.com</a>
Finnish	Valmistaja Extreme Networks vakuuttaa täten että Radio LAN device (AP4020X/AP4020XWW) tyyppinen laite on direktiivin 2014/53/EU oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen. EU-vaatimustenmukaisuusvaatimuksen täydellisestä tekstistä ota yhteyttä äärimmäisiin säädösten noudattamiseen osoitteessa <a href="mailto:compliancerequest@extremenetworks.com">compliancerequest@extremenetworks.com</a>
Dutch	Hierbij verklaart Extreme Networks dat het toestel Radio LAN device (AP4020X/AP4020XWW) in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 2014/53/EU. Neem voor de volledige tekst van de EU-conformiteitsverklaring u contact opnemen met extreme regelgeving op <a href="mailto:compliancerequest@extremenetworks.com">compliancerequest@extremenetworks.com</a>
French	Par la présente Extreme Networks déclare que l'appareil Radio LAN device (AP4020X/AP4020XWW) est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 2014/53/EU. Pour obtenir le texte intégral du processus de Déclaration de la conformité de l'UE, veuillez contacter la conformité réglementaire extrême à l'adresse suivante: <a href="mailto:compliancerequest@extremenetworks.com">compliancerequest@extremenetworks.com</a>
Swedish	Härmed intygar Extreme Networks att radioutrustningstypen (AP4020X/AP4020XWW) överensstämmer med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 2014/53/ EU. För fullständig text av EU-försäkran om överensstämmelse, kontakta Extreme regelefterlevnad på <a href="mailto:compliancerequest@extremenetworks.com">compliancerequest@extremenetworks.com</a>
Danish	Undertegnede Extreme Networks erklærer herved, at følgende udstyr Radio LAN device (AP4020X/AP4020XWW) overholder de væsentlige krav og øvrige relevante krav i direktiv 2014/53/EU. For den fulde ordlyd af EU-overensstemmelseserklæringen bedes du kontakte Extreme Regulatory Compliance på <a href="mailto:compliancerequest@extremenetworks.com">compliancerequest@extremenetworks.com</a>

German	Hiermit erklärt Extreme Networks die Übereinstimmung des "WLAN Wireless Controller bzw. Access Points" (AP4020X/AP4020XWW) mit den grundlegenden Anforderungen und den anderen relevanten Festlegungen der Richtlinie 2014/53/EU. Für den vollständigen Wortlaut der EU-Konformitätserklärung wenden Sie sich bitte an extreme Regulatory Compliance unter <a href="mailto:compliancerequest@extremenetworks.com">compliancerequest@extremenetworks.com</a>
Greek	ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Extreme Networks ΔΗΛΩΝΕΙ ΟΤΙ Radio LAN device (AP4020X/AP4020XWW) ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 2014/53/EU. Για το πλήρες κείμενο της δήλωσης συμμόρφωσης ΕΕ, παρακαλούμε επικοινωνήστε με την ακραία κανονιστική συμμόρφωση στο <a href="mailto:compliancerequest@extremenetworks.com">compliancerequest@extremenetworks.com</a>
Icelandic	Extreme Networks lýsir her með yfir að thessi bunadur, Radio LAN device (AP4020X/AP4020XWW), uppfyllir allar grunnkrofur, sem gerðar eru í R&TTE tilskipun ESB nr 2014/53/EU. Fyrir fullan texta í ESB yfirlýsingu um samræmi, vinsamlegast hafðu samband við Extreme Reglufylgni á <a href="mailto:compliancerequest@extremenetworks.com">compliancerequest@extremenetworks.com</a>
Italian	Con la presente Extreme Networks dichiara che questo Radio LAN device (AP4020X/AP4020XWW) è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 2014/53/EU. Per il testo integrale della Dichiarazione di conformità dell'UE, contattare Extreme Regulatory Compliance presso <a href="mailto:compliancerequest@extremenetworks.com">compliancerequest@extremenetworks.com</a>
Spanish	Por medio de la presente Extreme Networks declara que el Radio LAN device (AP4020X/AP4020XWW) cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 2014/53/EU. Para obtener el texto completo de la Declaración de conformidad de la UE, póngase en contacto con Extreme Regulatory Compliance en <a href="mailto:compliancerequest@extremenetworks.com">compliancerequest@extremenetworks.com</a>
Portuguese	Extreme Networks declara que este Radio LAN device (AP4020X/AP4020XWW) está conforme com os requisitos essenciais e outras disposições da Directiva 2014/53/EU. Para o texto integral da declaração de conformidade da UE, contacte a conformidade regulamentar extrema em <a href="mailto:compliancerequest@extremenetworks.com">compliancerequest@extremenetworks.com</a>
Malti	Hawnhekk, Extreme Networks, jiddikjara li dan Radio LAN device (AP4020X/AP4020XWW) jikkonforma mal-htigijiet essenzjali u ma provvedimenti ohrajn relevanti li hemm fid-Direttiva 2014/53/EU. Għat-test sħiħ tad-dikjarazzjoni ta' konformità tal-UE, jekk jogħġbok ikkuntattja lill-konformità regolatorja <a href="mailto:compliancerequest@extremenetworks.com">compliancerequest@extremenetworks.com</a>



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