



SS-300-AT-C-55-E

AirTight Access Point/Sensor

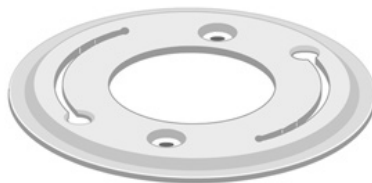
Quick Start Guide

Package Contents

You should have received the following components in your SS-300-AT-C-55-E package.



SS-300-AT-C-55-E



Mounting Bracket



Mounting Accessories



External Antennas

Tip: The external antennas of the SS-300-AT-C-55-E give optimal coverage and performance in the following configurations:



Vertical Wall Mount

AirTight logo facing away from the mounted wall



Horizontal Ceiling Mount

AirTight logo facing the floor

Getting the SS-300-AT-C-55-E Online

Step 1: Attach the antennas to the device

You must affix the external antennas to the device for proper functioning. The device does not work without the external antennas.

Step 2: Power up the device

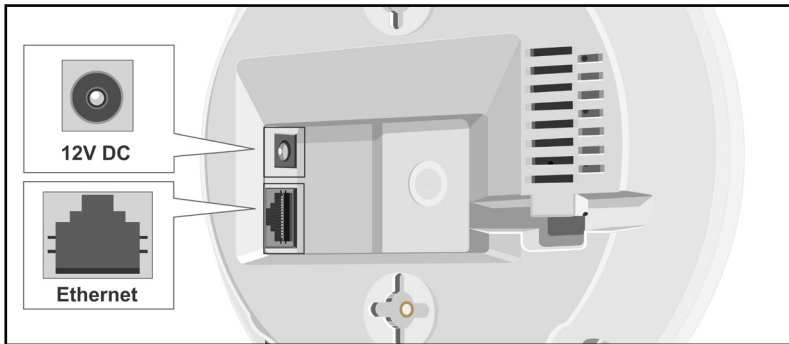
If using PoE, plug one end of the Ethernet cable into the PoE switch or injector and plug the other end into the Ethernet port on the SS-300-AT-C-55-E. Ensure that the PoE source is turned ON.

As an alternative to PoE, insert the power adapter plug into an AC power outlet and the other end into the power input port on the SS-300-AT-C-55-E.

Warning: If you are using AC power to power up the device, ensure that you only use the AC power adapter that is shipped as part of the SS-300-AT-C-55-E package.

Step 3: Connect device to the network

If you are using PoE, then the SS-300-AT-C-55-E should already be connected to your network. If you are not using PoE, then plug one end of the Ethernet cable into an Ethernet jack on your network and the other end into the Ethernet port on the SS-300-AT-C-55-E.



Step 4: Check the LED status

Wait for a few minutes till the three LEDs for Wi-Fi, Ethernet, and Power turn GREEN indicating that the SS-300-AT-C-55-E is online and operational.



Troubleshooting

After the SS-300-AT-C-55-E AP/Sensor is powered ON and connected to Ethernet, if the status of LED 3 (Power) remains *Solid Orange*, it indicates that the AP/Sensor is not able to function normally.

The following guidelines may help you to quickly diagnose and fix the problem.

LED Status			What does it mean?
Wi-Fi	Ethernet	Power	
Any	Solid Green	Solid Orange	No active Ethernet link ¹
Any	Fast Blink Green	Solid Orange	Did not receive a valid IP address via DHCP ²
Any	Slow Blink Green	Solid Orange	Unable to connect to the Server or AirTight Cloud Service ³
Any	Solid Orange	Solid Orange	Radio interface error ⁴

1. Make sure that the Ethernet cable is plugged into the correct port on the SS-300-AT-C-55-E and the other end of the cable is plugged into an Ethernet jack or a port on a switch that is turned ON.
2. If the SS-300-AT-C-55-E AP/Sensor did not receive a valid IP address from the DHCP server, ensure that a DHCP server is ON and available on the VLAN/subnet to which the AP/Sensor is connected. If the AP/Sensor still fails to obtain a valid IP address, reboot the device once to check whether the problem gets resolved.
3. If you are using AirTight Cloud Services, ensure that Internet connectivity is available from the VLAN/subnet to which the AP/Sensor is connected. Check if the required ports for AP/Sensor and Server communication – UDP 3851 and default HTTP (TCP port 80) – are open on the Firewall. If you are using a Proxy, Web accelerator, or URL content filtering, ensure the settings allow communication between the AP/Sensor and AirTight Cloud Service.
4. This is a rare occurrence and usually indicates a failure of the Wi-Fi radio. Try rebooting the AP/Sensor once to check if it functions normally.

After following these guidelines, if you are still unable to resolve the problem, contact the local AirTight SE or 24/7 AirTight Technical Support.

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SS-300-AT-C-55-E Quick Start Guide [Doc ID: ATN-QS-1013-007-00-EN]

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Secure Cloud - Managed Wi-Fi