

# Quick Start Guide



**Cisco WAP571E Wireless-AC/N Premium Dual Radio Outdoor Access Point**

# Welcome

Thank you for choosing the Cisco WAP571E Wireless-AC/N Premium Dual Radio Outdoor Access Point. The Cisco WAP571E is an outdoor dual radio 802.11ac + 802.11n access point.

This guide is designed to familiarize you with the general layout of the access point, describe how to deploy the device in your network, and describe how to configure the device. Your access point has more features and functionality than what is described in this guide. For additional information, see the Administration Guide. A link to the Administration Guide is found in [Where to Go From Here](#).

## Package Contents

- Wireless Access Point
- Mounting kit
- This Quick Start Guide
- Ethernet cable
- Pointer Card with China RoHS
- Technical Support Contacts
- EU Directives 1999/5/EC Compliance Information (for EU SKU only)

# 1

## Before You Begin

Before you begin the installation, make sure that you have the following equipment and services:

- A computer with browser support for:
  - Internet Explorer v7.0 or later
  - Chrome v5.0 or later
  - Firefox v3.0 or later
  - Safari v3.0 or later
- Tools for installing the hardware
- One or more Ethernet network switches with PoE
- Must use only 26 AWG or larger Ethernet cable

## Front Panel

The front panel of the device consists of a single system LED. For a full description of the colors of the light and its indications, see [Verifying the Hardware Installation](#).

## Back Panel

The back panel of the device has a water proof RJ-45 Ethernet port and reset bottom. Facing the side of the device, the right port (labeled "ETH0/PD") is an 802.3at and 802.3af Power over Ethernet (PoE) port which is used to power your device. The left port (labeled "ETH1") is a general Gigabit Ethernet LAN interface. Both are auto-sensing, Gigabit Ethernet (802.3) ports used to connect your WAP devices to network devices, such as computers, routers, or switches. We strongly recommend that you use a Category 5e or better cable for Gigabit connectivity.

## Side Panel

The side panel of the device has a Reset button at right. See [Rebooting the Devices or Returning them to their Factory Default Settings](#) for information on the Reset button.

## Default Setting

Parameter	Default Value
Username	cisco
Password	cisco
LAN IP Address	DHCP address assigned by server
Fallback LAN IP	192.168.1.245
Subnetwork Mask	255.255.255.0

If you are using a Cisco RV Series router, the default range for the DHCP assigned address is from 192.168.1.100 to 192.168.1.254. Any device connecting to the same LAN will be assigned an IP address in this range.

If your network does not have an existing DHCP server, the WAP571E will start a DHCP server for WLAN stations and stop the DHCP client when WAP571E is in factory default. The DHCP server will assign the IP address from 192.168.1.20 to 192.168.1.100.

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## Mounting the Cisco WAP571E Wireless-AC/N Premium Dual Radio Outdoor Access Point

You can place your access point at an outdoor location and mount it on a wall or pole.

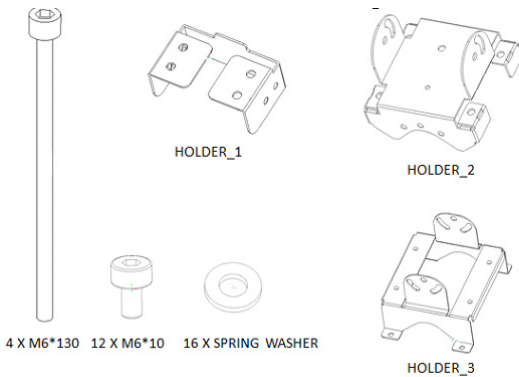
### Placement Tips

- **Ambient Temperature**—To prevent the access point from overheating, do not operate it in an area that exceeds an ambient temperature of 122°F (55°C).
- **Mechanical Loading**—The device should be level, stable, and secure to prevent it from sliding or shifting out of position.

### Wall and Pole Mounting

The Cisco WAP571E device can be wall or pole-mounted. A mounting kit is packaged with your device. The kit is designed to install your device to the wall or a pole.

The outdoor model includes an adjustable bracket to mount on a flat vertical surface. Adjustments can be made in up/down, left/right direction for signal optimization. Pole-mount allows for mounting to small pole (3" diameter max) and is also adjustable.



**WARNING**

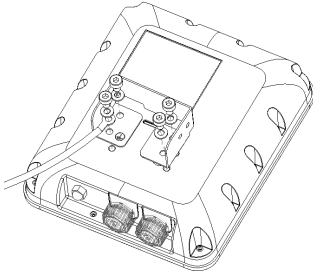
Insecure mounting might damage the device or cause injury. Cisco is not responsible for damages incurred by insecure wall or pole mounting.

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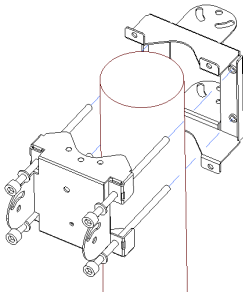
Pole-mounting: To mount the Cisco WAP 571E device on a pole:

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**STEP 1** Fix Holder\_1 and GND wire on WAP571E by 4 M6\*10 screws and screw washers. GND wire can provide better ESD protection.

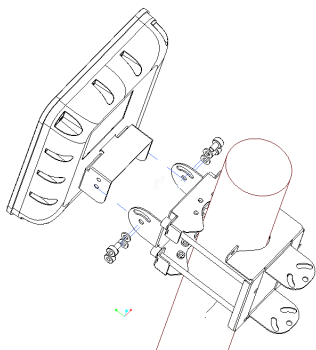


**STEP 2** Fix Holder\_2 and Holder\_3 on Pole by 4 M6\*130 screws and screw washers.



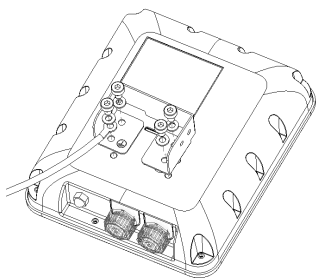
**STEP 3** Fix WAP571E and Holder\_1 to Holder\_2 by 4 M6\*10 Screws and screw washers.

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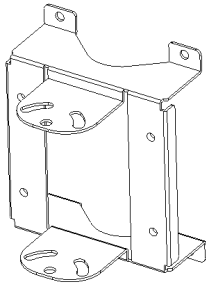


Wall-mounting: To mount the Cisco WAP 571E device on a wall:

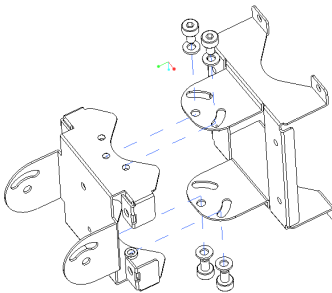
**STEP 1** Fix Holder\_1 and GND wire on WAP571E by 4 M6\*10 screws and screw washers. GND wire can provide better ESD protection.



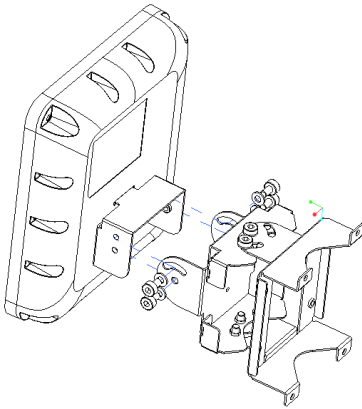
**STEP 2** Fix HOLDER\_3 on wall by 4 anchors.



**STEP 3** Fix Holder\_2 and Holder\_3 by 4 M6\*10 screws and screw washers.



**STEP 4** Fix WAP571E and Holder\_1 to Holder\_2 by 4 M6\*10 Screws and screw washers.





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## Connecting the Cisco WAP571E Wireless-AC/N Premium Dual Radio Outdoor Access Point

You can perform the initial configuration using either a wired or wireless connection. The default configuration of the WAP 571 has the Wi-Fi radio turned on.

To connect the WAP 571E to the wired network:

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**STEP 1** Connect the Ethernet cable to the Ethernet port of a PoE switch.

**STEP 2** Connect the other end of the network Ethernet cable to the Ethernet port (PoE) of the wireless access point.

**NOTE** WAP571E bundles the two Ethernet ports to be link aggregation mode. If the two Ethernet ports have been connected at the same time, the link partner must also support link aggregation.

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This wireless default configuration will not allow traffic between WiFi and Ethernet; users will need to go through the setup wizard to resume the traffic between WiFi and Ethernet.

To connect the WAP 571E to the network wirelessly:

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**STEP 1** Use wireless clients to locate the WAP571E's SSID (CiscoSB-Setup).

**STEP 2** Use the 'cisco123' passkey to access the access point.

**NOTE** The system provides a one-time-only access to configure the access point using a wireless connection.

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After installation, all lights should be active. Refer to [Verifying the Hardware Installation](#) for details about the different lights on the WAP 571E.

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## Verifying the Hardware Installation

To verify the hardware installation, complete the following tasks:

- Check the cable connections.
- Check the state of the indicator lights.

Label	Activity	Description
Power	Off	The WAP571E is out of power.
	Solid (Green)	The Cisco WAP571E is normal; no wireless client connected.
	Solid (Blue)	The Cisco WAP571E is normal; at least one wireless client connected.
	Flashing (Blue)	The Cisco WAP571E is upgrading the firmware.
	Solid (Red)	The Cisco WAP571E fails to boot with both firmware images.

**NOTE** If you need help resolving a problem, visit the Cisco Support Community at [www.cisco.com/go/smallbizsupport](http://www.cisco.com/go/smallbizsupport).

To configure the wireless access points, you can either use Ethernet or wireless. Please follow these steps to access the Wizard and then the web-based configuration utility from your computer by Ethernet:

**STEP 1** Ethernet: Connect the wireless access point to the same network (IP subnet) as your computer. The factory default IP address configuration of the access points is DHCP. Make sure your DHCP server is running and can be reached.

See **Incorrect IP Address** for troubleshooting information, or if you do not have a DHCP server.

Wireless: Search the wireless SSID "CiscoSB-Setup", and connect to this SSID with the passphrase "cisco123".

**STEP 2** Locate the IP address of the wireless access point.

- a. The wireless access points can be accessed and managed by Cisco network tools and services including the Cisco FindIT Network Discovery Utility that enables you to automatically discover all supported Cisco devices in the same local network segment as your computer. You can get a snapshot view of each device or launch the product configuration utility to view and configure the settings. For more information, see [www.cisco.com/go/findit](http://www.cisco.com/go/findit).
- b. The wireless access points are Bonjour-enabled and automatically broadcast their services and listen for services being advertised by other Bonjour-enabled devices. If you have a Bonjour-enabled browser, such as Microsoft Internet Explorer with a Bonjour plug-in, or the Apple Mac Safari browser, you can find the wireless access point on your local network without knowing its IP address.

You can download the complete Bonjour for Microsoft Internet Explorer browser from Apple's website by visiting: <http://www.apple.com/bonjour/>

- c. Locate the IP address assigned by your DHCP server by accessing your router or DHCP server. See your DHCP server instructions for more information.

**STEP 3** Launch a web browser, such as Microsoft Internet Explorer or Mozilla Firefox.

**STEP 4** In the Address field, enter the default DHCP address and press the **Enter** key.

- STEP 5** Enter the default user name of cisco and password of cisco in the User Name and Password fields.
- STEP 6** Click Login. The Wireless Access Point Setup Wizard appears.
- STEP 7** Follow the Setup Wizard instructions to finish the WAP device installation. We strongly recommend that you use the Setup Wizard for the first installation. The Setup Wizard turns on the Wi-Fi radio, which allows you to connect wirelessly. For more advanced configurations, see the Administration Guide. A link to the Administration Guide is found in [Where to Go From Here](#).
- Congratulations, you can now start using your wireless access point.
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### Smart PoE

Smart PoE is designed for detecting the power level from the PSE (Power Sourcing Equipment) side; it does not matter whether 802.3at or 802.3af mode, the WAP571 will operate at the appropriate mode automatically.

Smart PoE ensures that the WAP571E remains functional once powered by 802.3af PSE, and intelligently to adjust operations below:

- Second Ethernet port disabled
- 2.4-GHz 802.11n radio in 2x2:2 spatial-stream mode
- 5-GHz 802.11ac radio operates without restrictions

In case of an error while installing, try the following troubleshooting procedures described in this section:

### Troubleshooting

If you cannot display the configuration utility, you can test the ability of the computer to communicate with the device by using **ping**.

To use **ping** on a computer running Windows:

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- STEP 1** Verify that the Cisco WAP571E is powered on and the lights indicate the appropriate links.
- STEP 2** Locate the device's IP address. While there are different ways to locate your device's IP address, this procedure uses Cisco FindIT.
- a. If you have previously downloaded Cisco FindIT, open Internet Explorer and launch Cisco FindIT. For more information on downloading Cisco FindIT, see [www.cisco.com/go/findit](http://www.cisco.com/go/findit).
  - b. In the Cisco FindIT display, place your mouse over the device's name. The device IP address is displayed along with other device information.
- STEP 3** Open a command window by choosing **Start > Run** and enter **cmd**.
- STEP 4** At the **command** window prompt, enter **ping** and the device IP address. In this example, we **pinged 192.0.2.10**.

If successful, you should get a reply similar to the following:

```
Pinging 192.0.2.10 with 32 bytes of data:  
Reply from 192.0.2.10: bytes=32 time<1ms TTL=128
```

If it fails, you should get a reply similar to the following:

```
Pinging 192.0.2.10 with 32 bytes of data:  
Request timed out.
```

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## Possible Cause of Installation Failure

### No Power

- Power up the switch and your computer if they are turned off.
- Make sure your PoE switch is powered on and the lights indicate that you have a link. See [Verifying the Hardware Installation](#).
- Verify that the devices on your network are not plugged into a switchable outlet.

### Bad Ethernet Connection

- Check the state of the indicator lights. See [Verifying the Hardware Installation](#).
- Check the Ethernet cable to ensure that it is firmly connected to your devices. Devices connected by the Ethernet cable can include the WAP device, and routers, any switches, and your computer.
- Verify the connected switch has auto-negotiation enabled. The access point and the switch need the same negotiation parameters set.

### Bad Image

After a new firmware installation, if the Power light is solid red, contact system support; see [Where to Go From Here](#).

### Incorrect IP Address

The most likely cause of connectivity failure is an incorrect IP address. The Web browser may be pointing to the wrong IP address, or your computer may be configured with an IP address that is not in the same subnet as the device.

Because the factory default IP address configuration is DHCP, make sure that your DHCP server is running and can be reached. You may need to disconnect and reconnect the devices for them to discover their new IP addresses from the DHCP server. You can then query the DHCP server for the new IP address. See [Step 2 of Getting Started with the Configuration](#) for more information on how to find the DHCP address.

If the wireless access points do not receive a DHCP response (there is no DHCP server on your network) after 60 seconds, the access points will fallback to the following default static IP address: 192.168.1.245 and a default mask of 255.255.255.0. To reach that IP address, be sure that your computer is on the 192.168.1.xxx network.

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# Rebooting the Devices or Returning them to their Factory Default Settings

### To reboot your device:

- The Cisco WAP571 uses PoE power supply; unplug your Ethernet connection and plug it back in.  
or
- With the power on, press the Reset button with an opened paper clip for less than three seconds, or until the lights go off.
  - Release the Reset button as soon as the lights go off, or you will restore the device to factory default settings and lose your configurations.
  - Release the Reset button when the system light turns on.

### To reset the device to factory default settings:

- With the power on, press and hold the Reset button with an opened paper clip for more than 10 seconds. The system light will go off.

## Where to Go From Here

Support	
Cisco Support Community	<a href="http://www.cisco.com/go/smallbizsupport">www.cisco.com/go/smallbizsupport</a>
Cisco Support and Resources	<a href="http://www.cisco.com/go/smallbizhelp">www.cisco.com/go/smallbizhelp</a>
Phone Support Contacts	<a href="http://www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html">www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html</a>

Cisco Firmware Downloads	<a href="http://www.cisco.com/go/smallbizfirmware">www.cisco.com/go/smallbizfirmware</a> Select a link to download firmware for Cisco Products. No login is required.
Cisco Open Source Requests	<a href="http://www.cisco.com/go/smallbiz_opensource_request">www.cisco.com/go/smallbiz_opensource_request</a>
Cisco Partner Central (Partner Login Required)	<a href="http://www.cisco.com/web/partners/sell/smb">www.cisco.com/web/partners/sell/smb</a>
<b>Product Documentation</b>	
Cisco WAP571E Administration Guide	<a href="http://www.cisco.com/go/300_wap_resources">www.cisco.com/go/300_wap_resources</a>
Cisco Power Adapters	<a href="http://www.cisco.com/go/wap_accessories">www.cisco.com/go/wap_accessories</a>

For EU lot 26 related test result, please check this web page:  
[www.cisco.com/go/eu-lot26-results](http://www.cisco.com/go/eu-lot26-results).

### Americas Headquarters

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