Ruckus 901-R350-US02

Ruckus Wireless R350 AP User Manual

Model: 901-R350-US02

1. INTRODUCTION

This manual provides essential information for the installation, operation, maintenance, and troubleshooting of the Ruckus Wireless R350 Access Point. Please read this manual thoroughly before using the device to ensure proper functionality and safety.

2. SETUP GUIDE

2.1 Unboxing and Contents

Carefully unpack the Ruckus R350 Access Point and verify that all components are present. The standard package typically includes the R350 AP unit and a quick start guide. Power adapters or PoE injectors may be sold separately depending on the specific product bundle.

2.2 Powering the Device

The Ruckus R350 AP can be powered using one of two methods:

1. **Power over Ethernet (PoE):** Connect an Ethernet cable from a PoE-enabled switch or PoE injector to the PoE port on the R350 AP. This method provides both power and data connectivity through a single cable.

2. **12V DC Power Adapter:** If PoE is not available, connect a compatible 12V DC power adapter (not included) to the 12VDC power input port on the R350 AP.

2.3 Network Connection

Connect an Ethernet cable from your network switch or router to the PoE port on the R350 AP. This port serves as the primary network uplink for the device.

2.4 Initial Configuration

The Ruckus R350 AP requires configuration to integrate into your wireless network. This typically involves accessing the device's web interface or using a Ruckus controller (e.g., Unleashed, SmartZone) to set up Wi-Fi SSIDs, security settings, and other network parameters. Refer to the Ruckus documentation specific to your chosen

management platform for detailed configuration steps.

3. OPERATING INDICATORS (LEDS)

The Ruckus R350 AP features several LED indicators on its front panel that provide visual feedback on the device's status and operation. Understanding these indicators is crucial for monitoring the AP's health and connectivity.

Image: Top view of the Ruckus R350 Access Point, displaying the Ruckus logo and five LED indicators labeled PWR, CTL, AIR, 2.4G, and 5G.

- **PWR (Power):** Indicates the power status of the device. Typically solid green when powered on and operating normally.

- **CTL (Control):** Indicates the control plane status, often related to connection with a Ruckus controller or management system.

- **AIR (Air Interface):** Indicates wireless activity or status of the radio interfaces.

- **2.4G (2.4 GHz Radio):** Indicates the operational status and activity of the 2.4 GHz Wi-Fi radio.

- **5G (5 GHz Radio):** Indicates the operational status and activity of the 5 GHz Wi-Fi radio.

Refer to the Ruckus R350 product documentation for a detailed explanation of specific LED blink patterns and their meanings.

4. MAINTENANCE

To ensure optimal performance and longevity of your Ruckus R350 AP, follow these maintenance guidelines:

- **Cleaning:** Regularly clean the exterior of the device with a soft, dry cloth. Avoid using liquid cleaners or aerosols directly on the unit. Ensure ventilation openings are free from dust and debris.

- **Environmental Conditions:** Operate the AP within its specified temperature and humidity ranges. Avoid exposing the device to direct sunlight, excessive heat, or moisture.

- **Firmware Updates:** Periodically check for and apply firmware updates provided by Ruckus. Firmware updates often include performance improvements, bug fixes, and security enhancements.

5. TROUBLESHOOTING

If you encounter issues with your Ruckus R350 AP, consider the following troubleshooting steps:

- **No Power:**

    - Verify that the power cable or PoE Ethernet cable is securely connected.

    - Ensure the power source (outlet, PoE switch) is active.

    - Check the PWR LED indicator for status.

- **No Network Connectivity:**

    - Confirm the Ethernet cable is properly connected to the AP's PoE port and the network switch/router.

    - Check the network status on your switch or router.

    - Ensure the AP has obtained an IP address from your network's DHCP server, if applicable.

- **Poor Wi-Fi Performance:**

    - Check for potential sources of interference (e.g., microwaves, cordless phones).

    - Ensure the AP is centrally located and not obstructed by physical barriers.

    - Verify that the 2.4G and 5G LEDs indicate activity.

    - Consider adjusting Wi-Fi channel settings to avoid congestion.

- **Device Reset:**
  If the AP is unresponsive or requires a factory reset, locate the reset button (often a small pinhole) on the device. Use a paperclip to press and hold the button for approximately 10-15 seconds until the LEDs change, indicating a reset. **Warning:** A factory reset will erase all custom configurations.

6. SPECIFICATIONS

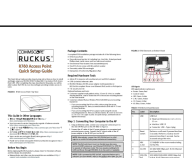| Feature	Detail
Product Dimensions	6.14 x 1.55 x 5.75 inches
Item Weight	1.21 pounds
Item Model Number	901-R350-US02
Brand	Ruckus
Model Name	R350
Special Feature	WPS
Frequency Band Class	Dual-Band
Wireless Communication Standard	802.11ax
Compatible Devices	Security Camera
Frequency	5 GHz
Recommended Uses For Product	Business
Connectivity Technology	Wi-Fi
Security Protocol	WPS
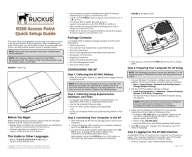
7. WARRANTY INFORMATION

The Ruckus R350 AP typically comes with a manufacturer's warranty. Please note that a lifetime warranty for Ruckus products is generally provided only through authorized resellers. Purchases made from unauthorized channels, such as certain online marketplaces, may not qualify for the full manufacturer's warranty. Always verify warranty terms with your point of purchase or the official Ruckus website.

8. SUPPORT

For further assistance, technical support, or detailed product documentation, please visit the official Ruckus Networks website or contact your authorized Ruckus reseller. Ensure you have your product model number (901-R350-US02) and serial number ready when seeking support.

Related Documents - 901-R350-US02

	[Ruckus R350 Access Point Quick Setup Guide](#) Step-by-step instructions for setting up a Ruckus R350 Access Point, including hardware requirements, network configuration, and mounting procedures.
	[RUCKUS Q950 LTE Access Point Quick Setup Guide](#) Step-by-step instructions for setting up the RUCKUS Q950 LTE Access Point, including package contents, required tools, power and data connections, antenna installation, grounding, security cable, cold shrink deployment, and LED troubleshooting.
	[Périodes de souscription Ruckus One](#) Ce document détaille les périodes de souscription pour Ruckus One, incluant les périodes de grâce, la durée de l'abonnement, la conservation des configurations et le comportement attendu après l'expiration de l'abonnement.
	[RUCKUS R760 Access Point: Quick Setup Guide for Wireless Network Installation](#) Comprehensive guide for installing and configuring the RUCKUS R760 Tri-Band 802.11ax Indoor Wi-Fi Access Point. Learn setup steps, package contents, and mounting instructions for reliable wireless network deployment.
	[Ruckus Wireless and Switching Products Limited Warranty Statement](#) This document outlines the limited lifetime hardware warranty and limited 90-day software warranty for Ruckus Wireless and Switching Products, including ICX switching products. It details warranty coverage, disclaimers, limitations of liability, and the process for obtaining warranty service.
	[Ruckus R550p Access Point Quick Setup Guide](#) A step-by-step guide to installing and configuring the Ruckus R550p dual-band 802.11ax indoor Wi-Fi access point.