



**GETTING STARTED GUIDE**

# Cisco Catalyst 9120AX Series Access Points

**First Published:** June 21, 2019  
**Last Updated:** October 13, 2020

- 1** [About this Guide](#)
- 2** [About the Access Point](#)
- 3** [Safety Instructions](#)
- 4** [Unpacking](#)
- 5** [AP Views, Ports, and Connectors](#)
- 6** [Preparing the AP for Installation](#)
- 7** [Installation Overview](#)
- 8** [Performing a Pre-Installation Configuration](#)
- 9** [Mounting the Access Point](#)
- 10** [Grounding the Access Point](#)
- 11** [Powering the Access Point](#)
- 12** [Configuring and Deploying the Access Point](#)
- 13** [Self-Identifying Antennas](#)
- 14** [Checking the Access Point LEDs](#)
- 15** [Miscellaneous Usage and Configuration Guidelines](#)
- 16** [FAQs](#)
- 17** [Related Documentation](#)
- 18** [Declarations of Conformity and Regulatory Information](#)  
[Communications, Services, and Additional Information](#)  
[Cisco Bug Search Tool](#)

# 1 About this Guide

This guide provides instructions on how to install your Cisco Catalyst 9120AX series access points and provides links to resources which can help you configure the access point. This guide provides mounting instructions and limited troubleshooting procedures.

The 9120AX series access point is referred to as *access point* or *AP* in this document.

# 2 About the Access Point

The Cisco Catalyst 9120AX series wireless access point is a dual band, dual concurrent, enterprise 802.11ax (Wi-Fi 6) AP. This AP series has three models, one with integrated antennas and the other two with external antennas, which are designed to use both 2.4 GHz and the 5 GHz bands. This access point supports a greater overall High Density Experience (HDX) which provides a more predictable performance for advanced applications such as 4K or 8K video, high-density and high-definition collaboration applications, all-wireless offices and Internet-of-Things (IoT). The access point supports full interoperability with leading 802.11ax and 802.11ac clients, and supports a mixed deployment with other access points and controllers. These APs provide integrated security, resiliency and operational flexibility as well as increased network intelligence.

A full listing of the access point's features and specifications are provided in the Cisco Catalyst 9120AX Series Access Point Data Sheet, at the following URL:

<https://www.cisco.com/c/en/us/products/collateral/wireless/catalyst-9120ax-series-access-points/datasheet-c78-742115.html>

## Access Point Features

The 9120AX series access point is a wireless controller-based product and supports:

- Four dual-band integrated internal antennas, omni directional in azimuth for both 2.4 GHz and 5 GHz on the 9120AXI access point models (C9120AXI-x and C9120AXI-EWC-x)

**Note**

The 'x' in the model numbers represents the regulatory domain. For information on supported regulatory domains, see the [“AP Model Numbers and Regulatory Domains”](#) section on page 5.

- External antennas on the 9120AXE and 9120AXP AP models (C9120AXE-x, C9120AXE-EWC-x, C9120AXP-x and C9120AXP-EWC-x).
- Four radios—a 4x4 XOR radio for 2.4 GHz or 5 GHz, a single band 4x4 radio for 5 GHz, a 2.4 GHz radio that can be used with BLE, Zigbee, Thread and other 802.15.4 protocol devices, and an auxiliary radio for 2.4 GHz and 5 GHz.
- Simultaneous 4x4 MIMO with four spatial streams for both 2.4 GHz and 5 GHz bands
- Multiuser Multiple-Input Multiple-Output (MU-MIMO) technology with 4 spatial streams for downlink.
- Orthogonal Frequency Division Multiple Access (OFDMA)-based scheduling for both downlink and uplink
- The following hardware external interfaces:
  - 1x100/1000/2500 Multigigabit Ethernet (RJ-45)
  - RS-232 Console Interface through RJ-45
  - Recovery push button (enables partial or full system configuration recovery)

- USB 2.0 Port
- One multi-color LED Status indicator. see the [“Checking the Access Point LEDs”](#) section on page 22 for information on the colors of the LED status indicator.
- Integrated Bluetooth Low Energy (BLE) radio to enable IoT use cases such as location tracking and wayfinding.
- Cisco RF ASIC, a fully integrated Software Defined Radio (SDR), that can perform advanced RF spectrum analysis and delivers features like CleanAir, Wireless Intrusion Prevention System (WIPS), and DFS detection.
- Intelligent Capture probes the network and provides Cisco DNA Center with deep analysis.
- Spatial Reuse (also known as Basic Service Set (BSS) coloring) which allows APs and their clients to differentiate between BSSs, thus permitting more simultaneous transmissions.
- New power savings mode called Target Wake Time (TWT) which allows the client to stay asleep and wake up only at pre-scheduled (target) times to exchange data with the AP. This provides significant energy savings for battery-operated devices.
- Cisco Digital Network Architecture (DNA) support enables Cisco Connected Mobile Experiences, Apple FastLane and Cisco Identity Services Engine.
- Optimized AP Roaming for ensuring that client devices associate with the AP in their coverage range that offers the fastest data rate available.
- Cisco CleanAir technology enhanced with 160MHz channel support. CleanAir delivers proactive, high-speed spectrum intelligence across 20-, 40-, 80-, and 160-MHz-wide channels to combat performance problems arising from wireless interference.

The AP supports both Cisco Embedded Wireless Controller and lightweight deployments (using Cisco Wireless Controllers). The AP also supports the following operating modes:

- Local—This is the default mode for the Cisco AP. In this mode, the AP serves clients.
- FlexConnect—FlexConnect mode for the Cisco AP.
- Monitor—This is the monitor-only mode for the Cisco AP.
- Sniffer—In the wireless sniffer mode, the AP starts sniffing the air on a given channel. It captures and forwards all the packets from the clients on that channel to a remote machine that runs Airopeek or Wireshark (packet analyzers for IEEE 802.11 wireless LANs). This includes information on the time stamp, signal strength, packet size, etc.



---

**Note** In the sniffer mode, the server to which the data is sent should be on the same VLAN as the wireless controller management VLAN otherwise an error will be displayed.

---

## AP Model Numbers and Regulatory Domains

| AP Type   | Model Number   | Details   |
|---|----------------|---|
| Access Point for indoor environments, with internal antennas              | C9120AXI-x     | Dual-band, controller-based 802.11ax                                |
|   | C9120AXI-EWC-x | C9120AXI-x with a Cisco Embedded Wireless Controller software image |
| Access Point for indoor environments, with external antennas              | C9120AXE-x     | Dual-band, controller-based 802.11ax                                |
|   | C9120AXE-EWC-x | C9120AXE-x with a Cisco Embedded Wireless Controller software image |
| Access Point for professional indoor environments, with external antennas | C9120AXP-x     | Dual-band, controller-based 802.11ax                                |
|   | C9120AXP-EWC-x | C9120AXP-x with a Cisco Embedded Wireless Controller software image |

You need to verify whether the AP model you have is approved for use in your country. To verify approval and to identify the regulatory domain that corresponds to a particular country, visit <http://www.cisco.com/go/aironet/compliance>. Not all regulatory domains have been approved. As and when they are approved, this compliance list will be updated.

## Antennas and Radios

The 9120AX series access point contains a dedicated 2.4 GHz radio and a 5 GHz radio. The access point configurations are:

- C9120AXI-x
- C9120AXI-EWC-x
- C9120AXE-x
- C9120AXE-EWC-x
- C9120AXP-x
- C9120AXP-EWC-x

### Internal Antennas

The 9120AXI models (C9120AXI-x and C9120AXI-EWC-x) have four integrated, internal, dual-band antennas and four single-band 5 GHz antennas which are used when these APs are configured for dual 5 GHz mode, one 2.4 GHz antenna for IoT, and one dual band antenna for the auxiliary radio.

### External Antennas

The 9120AXE (C9120AXE-x and C9120AXE-EWC-x) and 9120AXP models (C9120AXP-x and C9120AXP-EWC-x) support four external, dual-band RP-TNC connectors.



**Note** Always connect the external antennas to the 9120AXE and 9120AXP models before powering the AP up. Enabling the AP radios without connecting the antennas can result in damage to the AP.

The 9120AXE and 9120AXP models have a 4-port Smart Antenna (DART) connector. External antennas including the Self Identifying Antennas (SIA) can be connected to this Smart Antenna connector using the 4-port DART cable connector (AIR-CAB002-DART-R=). Both the 9120AXE and 9120AXP also support Smart antennas.

For more information on Self Identifying Antennas, see [“What are Self Identifying Antennas?”](#) section.

The radio and antennas support frequency bands 2400–2500 MHz and 5100–5900 MHz.

**Table 1 List of External Antennas Supported on C9120AXE and C9120AXP**

| Part Number        | Description  | Gain                               |
|--------------------|--|------------------------------------|
| AIR-ANT2524DB-R/=  | Dipole Antenna, Black, with RP-TNC connectors.                               | 2 dBi (2.4 GHz)<br>4 dBi (5 GHz)   |
| AIR-ANT2524DG-R/=  | Dipole Antenna, Gray, with RP-TNC connectors.                                | 2 dBi (2.4 GHz)<br>4 dBi (5 GHz)   |
| AIR-ANT2524DW-R/=  | Dipole Antenna, White, with RP-TNC connectors.                               | 2 dBi (2.4 GHz)<br>4 dBi (5 GHz)   |
| AIR-ANT2524DW-RS=  | Dipole Self-Identifying Antenna, White, with RP-TNC connectors.              | 2 dBi (2.4 GHz)<br>4 dBi (5 GHz)   |
| AIR-ANT2524V4C-R=  | Ceiling Mount Omni Antenna, 4-port, with RP-TNC connectors.                  | 2 dBi (2.4 GHz)<br>4 dBi (5 GHz)   |
| AIR-ANT2524V4C-RS= | Ceiling Mount Omni Self-Identifying Antenna, 4-port, with RP-TNC connectors. | 2 dBi (2.4 GHz)<br>4 dBi (5 GHz)   |
| AIR-ANT2535SDW-R=  | Low Profile Antenna, White, with RP-TNC connectors.                          | 3 dBi (2.4 GHz)<br>5 dBi (5 GHz)   |
| AIR-ANT2535SDW-RS= | Low Profile Self-Identifying Antenna, White, with RP-TNC connectors.         | 3 dBi (2.4 GHz)<br>5 dBi (5 GHz)   |
| AIR-ANT2544V4M-R=  | Wall Mount Omni Antenna, 4-port, with RP-TNC connectors.                     | 4 dBi (2.4 GHz)<br>4 dBi (5 GHz)   |
| AIR-ANT2544V4M-RS= | Wall Mount Omni Self-Identifying Antenna, 4-port, with RP-TNC connectors.    | 4 dBi (2.4 GHz)<br>4 dBi (5 GHz)   |
| AIR-ANT2566D4M-R=  | 60° Patch Antenna, 4-port, with RP-TNC connectors.                           | 6 dBi (2.4 GHz)<br>6 dBi (5 GHz)   |
| AIR-ANT2566D4M-RS= | 60° Patch Self-Identifying Antenna, 4-port, with RP-TNC connectors.          | 6 dBi (2.4 GHz)<br>6 dBi (5 GHz)   |
| AIR-ANT2566D4M-DS= | 60° Patch Self-Identifying Antenna, 4-port, with 4DART connector.            | 6 dBi (2.4 GHz)<br>6 dBi (5 GHz)   |
| AIR-ANT2566P4W-DS= | Directional Self-Identifying Antenna, 4-port, with 4DART connector.          | 6 dBi (2.4 GHz)<br>6 dBi (5 GHz)   |
| AIR-ANT2566P4W-R=  | Directional Antenna, 4-port, with RP-TNC connectors.                         | 6 dBi (2.4 GHz)<br>6 dBi (5 GHz)   |
| AIR-ANT2566P4W-RS= | Directional Self-Identifying Antenna, 4-port, with RP-TNC connectors.        | 6 dBi (2.4 GHz)<br>6 dBi (5 GHz)   |
| AIR-ANT2513P4M-N=  | Patch Antenna, 4-port, with N connectors. <sup>1</sup>                       | 13 dBi (2.4 GHz)<br>13 dBi (5 GHz) |

1. Supported on the 9120AXP model only.

Cisco also provides the following external antenna accessories:

- 5 ft Low Loss RF cable with RP-TNC and N connectors (4 cables required) (AIR-CAB005LL-R-N/=)
- 2 ft Smart Antenna Connector to RP-TNC Connectors (AIR-CAB002-DART-R=)

### 3 Safety Instructions

Translated versions of the following safety warnings are provided in the translated safety warnings document that is shipped with your access point. The translated warnings are also in the *Translated Safety Warnings for Cisco Catalyst Access Points*, which is available on Cisco.com.



---

#### IMPORTANT SAFETY INSTRUCTIONS

---

**This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device.**

**SAVE THESE INSTRUCTIONS** Statement 1071

---



---

**Read the installation instructions before using, installing or connecting the system to the power source.** Statement 1004

---



---

**Installation of the equipment must comply with local and national electrical codes.** Statement 1074

---



---

**In order to comply with FCC radio frequency (RF) exposure limits, antennas should be located at a minimum of 12 inches (30 cm) or more from the body of all persons.** Statement 332

---



---

**Ultimate disposal of this product should be handled according to all national laws and regulations.** Statement 1040

---



---

**This equipment is suitable for use in environment air spaces (plenums) in accordance with Section 300.22 (C) of the National Electrical Code, and Sections 2-128, 12-010(3) and 12-100 of the Canadian Electrical Code, Part 1, CSA C22.2. External power supply, power adapter and/or power injector, if provided, are not suitable for installation in air spaces.** Statement 440

---



---

**This product relies on the building's installation for short-circuit (overcurrent) protection. Ensure that the protective device is rated not greater than: 20A.** Statement 1005

---



---

The 9120AX AP series is intended for indoor operation. While using the C9120AXE or C9120AXP AP models, if the external antenna is placed outdoors, you must ground the AP. For more information, see [“Grounding the Access Point”](#) section.

---

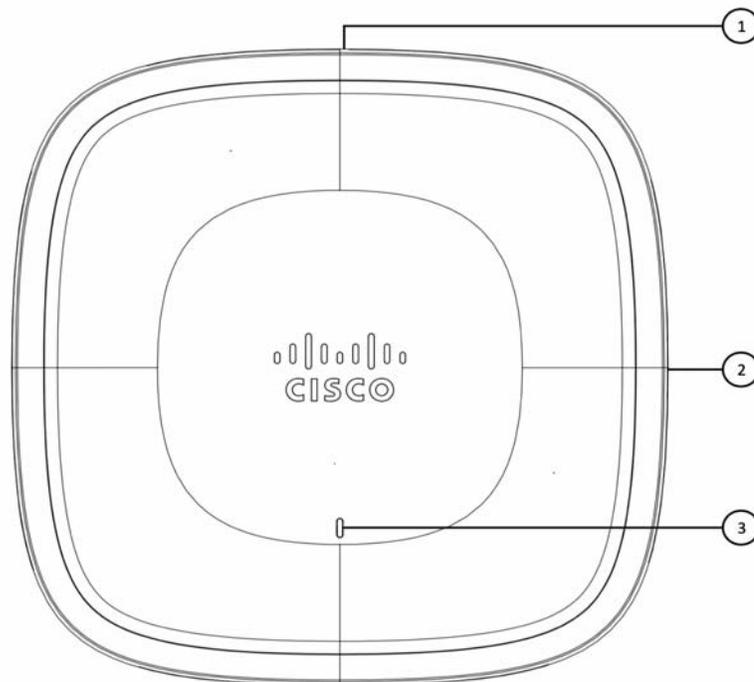
## 4 Unpacking

To unpack the access point, follow these steps:

- 
- Step 1** Unpack and remove the access point and the accessory kit from the shipping box.
- Step 2** Return any packing material to the shipping container and save it for future use.
- Step 3** Verify that you have received the items listed below. If any item is missing or damaged, contact your Cisco representative or reseller for instructions.
- The access point
  - Mounting bracket (selected when you ordered the access point)
  - Adjustable ceiling-rail clip (selected when you ordered the access point)
- 

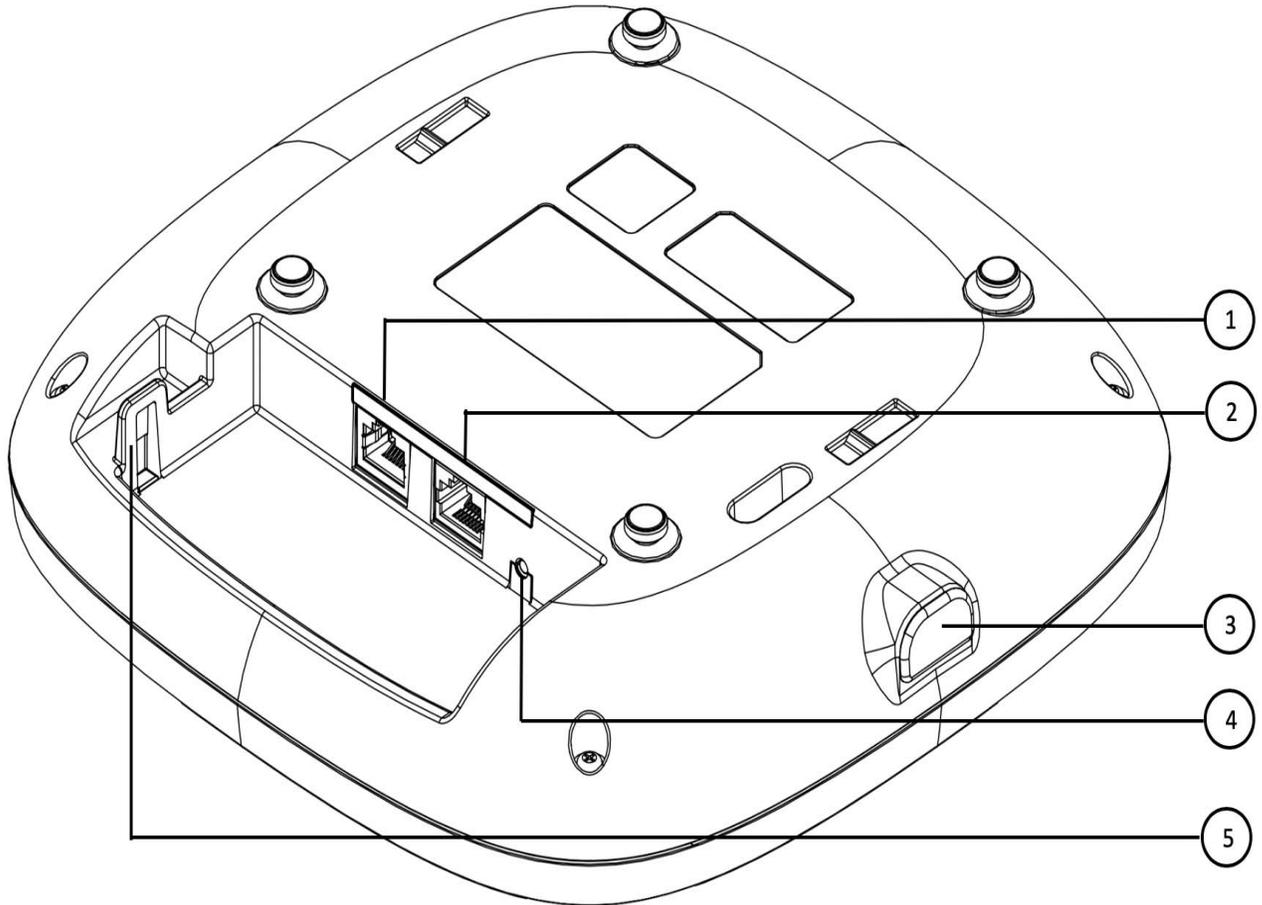
## 5 AP Views, Ports, and Connectors

**Figure 1** Face of the 9120AXI Model

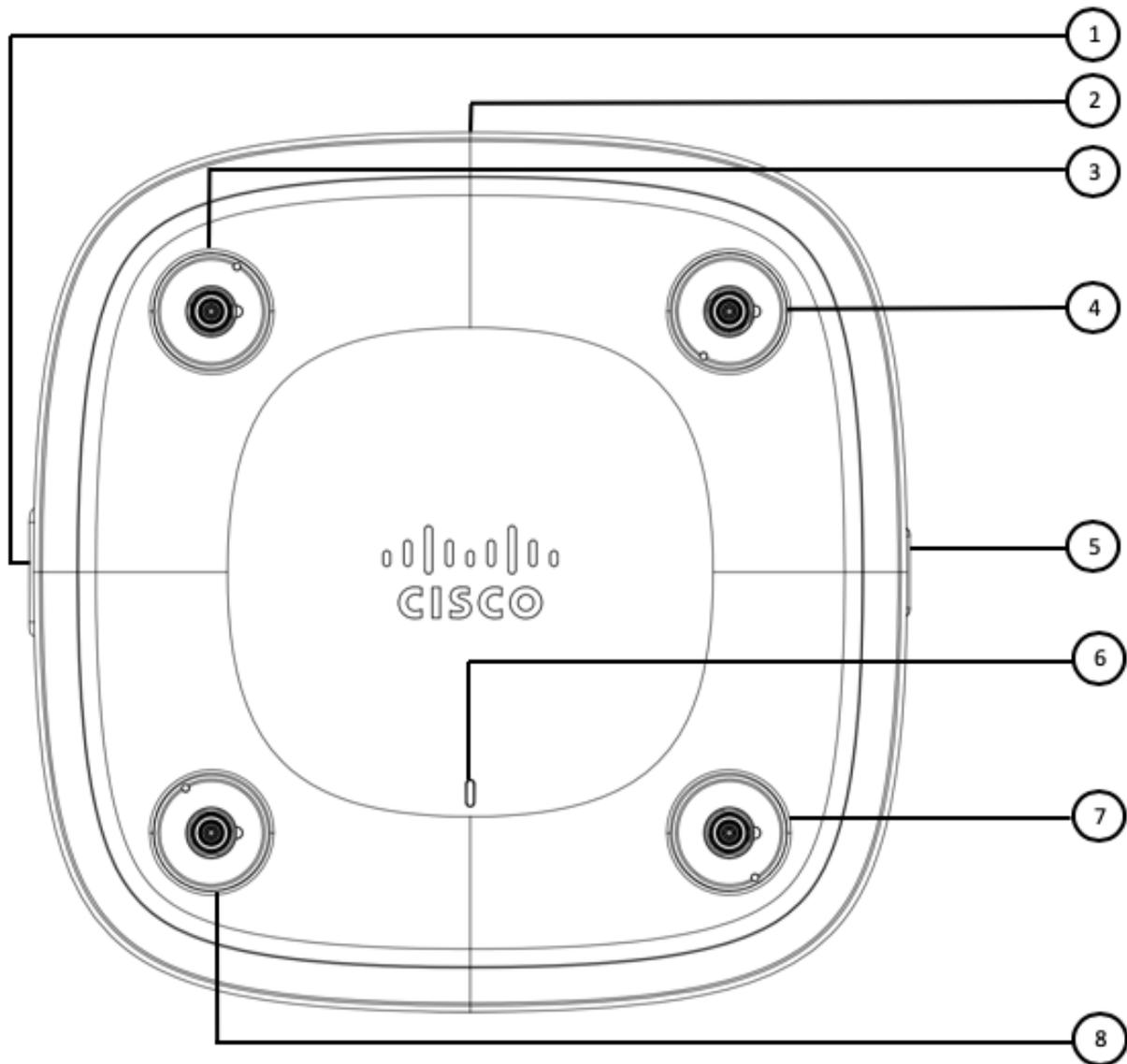


|          |   |
|----------|---|
| <b>1</b> | Location of the ports and connectors on the head of the AP. |
| <b>2</b> | USB 2.0 port  |
| <b>3</b> | Status LED  |

**Figure 2** Ports and Connectors on the Head of the 9120AXI Model



|          |                                   |          |   |
|----------|-----------------------------------|----------|---|
| <b>1</b> | 2.5GbE port                       | <b>4</b> | Mode button   |
| <b>2</b> | RJ-45 console port                | <b>5</b> | Security hasp for padlocking AP to mounting bracket |
| <b>3</b> | USB 2.0 port, under a mylar cover |          |   |

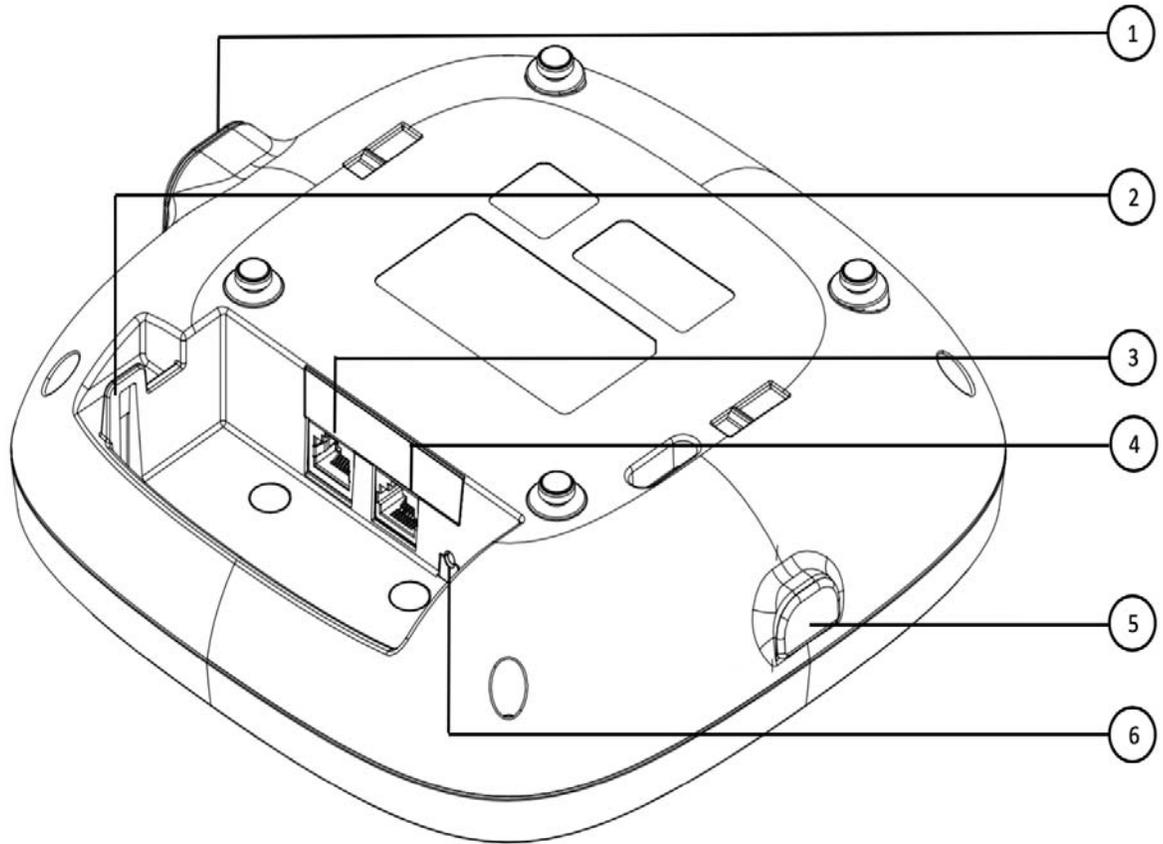
**Figure 3** Face of the 9120AXE and 9120AXP Models

|          |  |          |   |
|----------|--|----------|---|
| <b>1</b> | Location of the 4-port Smart Antenna (DART) connector, under a mylar cover | <b>5</b> | USB 2.0 port, under a mylar cover           |
| <b>2</b> | Location of the ports and connectors on the head of the AP.                | <b>6</b> | Status LED                                  |
| <b>3</b> | RP-TNC antenna connector port (Dual-band A) <sup>1</sup>                   | <b>7</b> | RP-TNC antenna connector port (Dual-band C) |
| <b>4</b> | RP-TNC antenna connector port (Dual-band B)                                | <b>8</b> | RP-TNC antenna connector port (Dual-band D) |

1. Self Identifying Antenna compatible RP-TNC connector port. For more information on Self Identifying Antennas, see [“What are Self Identifying Antennas?”](#) section.

The ports and connections on the bottom of the access point are shown in [Figure 4](#).

**Figure 4** Ports and Connections on the Head of the 9120AXE and 9120AXP Models



|          |   |          |   |
|----------|---|----------|---|
| <b>1</b> | 4-port Smart Antenna (DART) connector port, under a mylar cover <sup>1</sup><br>For more information, see <a href="#">“What is a Smart Antenna connector?”</a> section. | <b>4</b> | RJ-45 console port  |
| <b>2</b> | Security hasp for padlocking AP to mounting bracket   | <b>5</b> | USB 2.0 port, under a mylar cover   |
| <b>3</b> | 2.5 GbE port  | <b>6</b> | Mode button<br>For more information, see <a href="#">“Using the Mode Button”</a> section. |

1. Only external antennas with the 4-port DART cable can be connected to this AP.

## 6 Preparing the AP for Installation

Before you mount and deploy your access point, we recommend that you perform a site survey (or use the site planning tool) to determine the best location to install your access point.

You should have the following information about your wireless network available:

- Access point locations.
- Access point mounting options: below a suspended ceiling, on a flat horizontal surface, or on a desk top.

**Note**

You can mount the access point above a suspended ceiling but you must purchase additional mounting hardware: See [“Mounting the Access Point” section on page 15](#) for additional information.

- Access point power options: 802.3at (PoE+) (Cisco Power Injector AIR-PWRINJ6=) or 802.3af (Cisco Power Injector AIR-PWRINJ5=).

**Note**

If 802.3af is used, both the 2.4 GHz and 5 GHz radios will be reduced to 1x1 and Ethernet will be downgraded to 1 GbE. The USB port will also be off.

- Operating temperature
  - For 9120AXI model: 32°–122° F (0°–50° C)

**Note**

When installing the 9120AXI model in an environment where the ambient temperature is in the range of 104°–122° F (>40°–50° C), the AP must be configured to 2x2 on both the 2.4 GHz and 5 GHz radios, 1GbE Ethernet. Also, there should be no load on the USB port.

- For 9120AXE and 9120AXP model: -4°–122° F (-20°–50° C)

Cisco recommends that you make a site map showing access point locations so that you can record the device MAC addresses from each location and return them to the person who is planning or managing your wireless network.

## 7 Installation Overview

Installing the access point involves these operations:

- 
- Step 1** [Performing a Pre-Installation Configuration, page 13](#) (optional)
  - Step 2** [Mounting the Access Point, page 15](#)
  - Step 3** [Grounding the Access Point, page 17](#)
  - Step 4** [Preparing the AP for Installation, page 12](#)
-

## 8 Performing a Pre-Installation Configuration

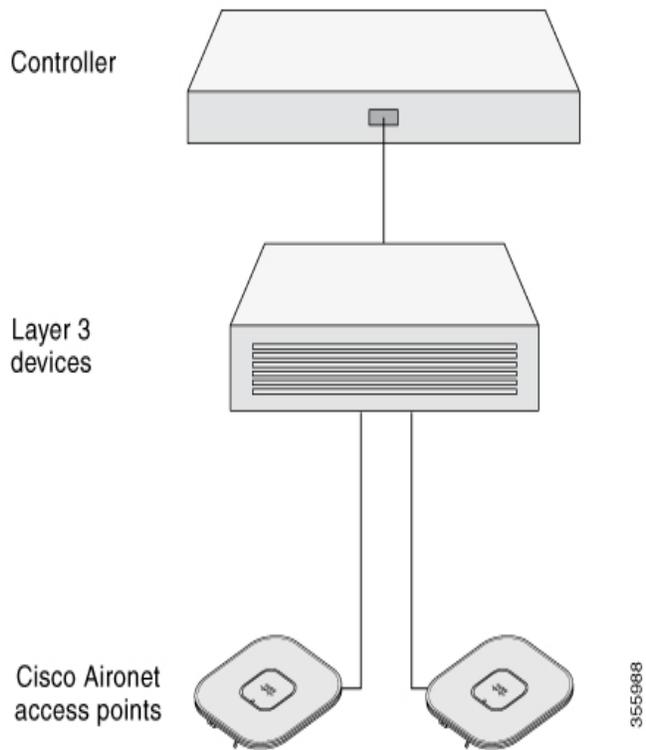
The following procedures ensure that your access point installation and initial operation go as expected. This procedure is optional.



**Note** Performing a pre-installation configuration is an optional procedure. If your network controller is properly configured, you can install your access point in its final location and connect it to the network from there. See the [“Deploying the Access Point on the Wireless Network”](#) section on page 19 for details.

The pre-installation configuration setup is illustrated in [Figure 5](#).

**Figure 5** *Pre-Installation Configuration Setup*



To perform pre-installation configuration, perform the following steps:

- 
- Step 1** Make sure that the Cisco Wireless Controller DS port is connected to the network. Use the procedure for CLI or web-browser interface as described in the appropriate Cisco Wireless Controller guide.
- Make sure that access points have Layer 3 connectivity to the Cisco Wireless Controller Management and AP-Manager Interface.
  - Configure the switch to which your access point is to attach. See the *Cisco Wireless Controller Configuration Guide* for the release you are using, for additional information.
  - Set the Cisco Wireless Controller as the master so that new access points always join with it.
  - Make sure DHCP is enabled on the network. The access point must receive its IP address through DHCP.



---

**Note** An 802.11ax Cisco AP will be assigned an IP address from the DHCP server only if a default router (gateway) is configured on the DHCP server (enabling the AP to receive its gateway IP address) and the gateway ARP is resolved.

---

- CAPWAP UDP ports must not be blocked in the network.
- The access point must be able to find the IP address of the controller. This can be accomplished using DHCP, DNS, or IP subnet broadcast. This guide describes the DHCP method to convey the controller IP address. For other methods, refer to the product documentation. See also the “[Configuring DHCP Option 43](#)” section on [page 24](#) for more information.



---

**Note** The access point requires a gigabit Ethernet (GbE) link to prevent the Ethernet port from becoming a bottleneck for traffic because wireless traffic speeds exceed transmit speeds of a 10/100 Ethernet port.

---

- Step 2** Apply power to the access point. See [Grounding the Access Point, page 17](#).
- As the access point attempts to connect to the controller, the LEDs cycle through a green, red, and blue sequence, which can take up to 5 minutes.



---

**Note** If the access point remains in this mode for more than five minutes, the access point is unable to find the Master Cisco Wireless Controller. Check the connection between the access point and the Cisco Wireless Controller and be sure that they are on the same subnet.

---

- If the access point shuts down, check the power source.
  - After the access point finds the Cisco Wireless Controller, it attempts to download the new operating system code if the access point code version differs from the Cisco Wireless Controller code version. While this is happening, the Status LED blinks blue.
  - If the operating system download is successful, the access point reboots.
- Step 3** Configure the access point if required. Use the controller CLI, controller GUI, or Cisco Prime Infrastructure to customize the access-point-specific 802.11ac network settings.
- Step 4** If the pre-installation configuration is successful, the Status LED is green indicating normal operation. Disconnect the access point and mount it at the location at which you intend to deploy it on the wireless network.
- Step 5** If your access point does not indicate normal operation, turn it off and repeat the pre-installation configuration.

**Note**

When you are installing a Layer 3 AP on a different subnet than the Cisco Wireless Controller, be sure that a DHCP server is reachable from the subnet on which you will be installing the AP, and that the subnet has a route back to the Cisco Wireless Controller. Also be sure that the route back to the Cisco Wireless Controller has destination UDP ports 5246 and 5247 open for CAPWAP communications. Ensure that the route back to the primary, secondary, and tertiary controller allows IP packet fragments. Finally, be sure that if address translation is used, that the AP and the Cisco Wireless Controller have a static 1-to-1 NAT to an outside address. (Port Address Translation is not supported.)

## 9 Mounting the Access Point

Cisco Catalyst 9120AX series access points can be mounted in several configurations - on a suspended ceiling, on a hard ceiling or wall, on an electrical or network box, and above a suspended ceiling.

For access point mounting instructions, go to the following URL:

[http://www.cisco.com/c/en/us/td/docs/wireless/access\\_point/mounting/guide/apmount.html](http://www.cisco.com/c/en/us/td/docs/wireless/access_point/mounting/guide/apmount.html)

The standard mounting hardware supported by the AP is listed in [Table 2](#).

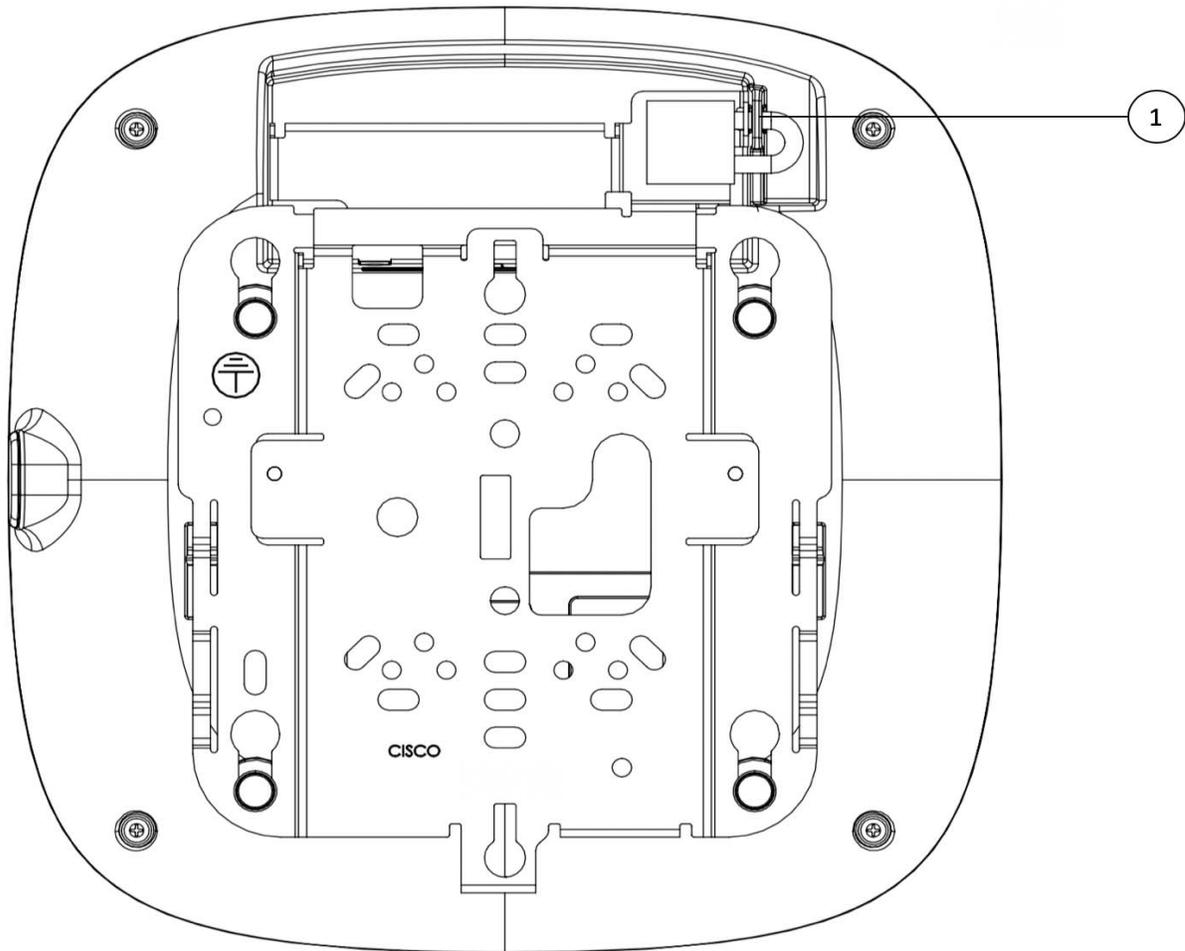
**Table 2**     *Brackets and Clips for Mounting the AP*

|                         | Part Number      | Description   |
|-------------------------|------------------|---|
| Brackets <sup>123</sup> | AIR-AP-BRACKET-1 | Low-profile ceiling bracket (default)                   |
|                         | AIR-AP-BRACKET-2 | Universal bracket (electrical box or wall mounting)     |
| Clips                   | AIR-AP-T-RAIL-R  | Ceiling Grid Clip (Recessed mounting) (default)         |
|                         | AIR-AP-T-RAIL-F  | Ceiling Grid Clip (Flush mounting)                      |
|                         | AIR-CHNL-ADAPTER | Optional adapter for channel-rail ceiling grid profile. |

1. Mount the AP using no less than four screw holes on a bracket.
2. AIR-AP-BRACKET-3 is not compatible for use with Cisco Catalyst 9120AX series access points.
3. You can also use “in-tile” mounting options available from third parties. For more information, visit the access point data sheet available on Cisco.com at <https://www.cisco.com/c/en/us/products/collateral/wireless/catalyst-9100ax-access-points/guide-c07-742311.html>.

When mounting the AP in areas where there is a possibility of the AP being knocked off the mounting bracket, use the lock hasp or a plastic tie on the back of the AP (see [Figure 6](#)) to lock it to the bracket.

**Figure 6** Locking the AP to the Bracket



**1** Position of the hasps for the locks on the back of the 9120AXI model

## 10 Grounding the Access Point

**Warning**

**Only trained and qualified personnel should be allowed to install, replace, or service this equipment.** Statement 1030

Grounding is not always required for indoor installations. However, while using the C9120AXE or C9120AXP AP models, if the external antenna is placed outdoors, you must ground the AP before connecting power.

For supported external antennas, see [“List of External Antennas Supported on C9120AXE and C9120AXP”](#).

The following user-supplied tools and materials are required for grounding the AP:

- Copper ground wire (minimum 18AWG)
- Grounding O-ring connector (M3 stud size)
- Crimping tool
- Wire stripping tool
- Phillips screwdriver (Number 2)

**Warning**

**To reduce the risk of electric shock, the chassis of this equipment needs to be connected to permanent earth ground during normal use.** Statement 445

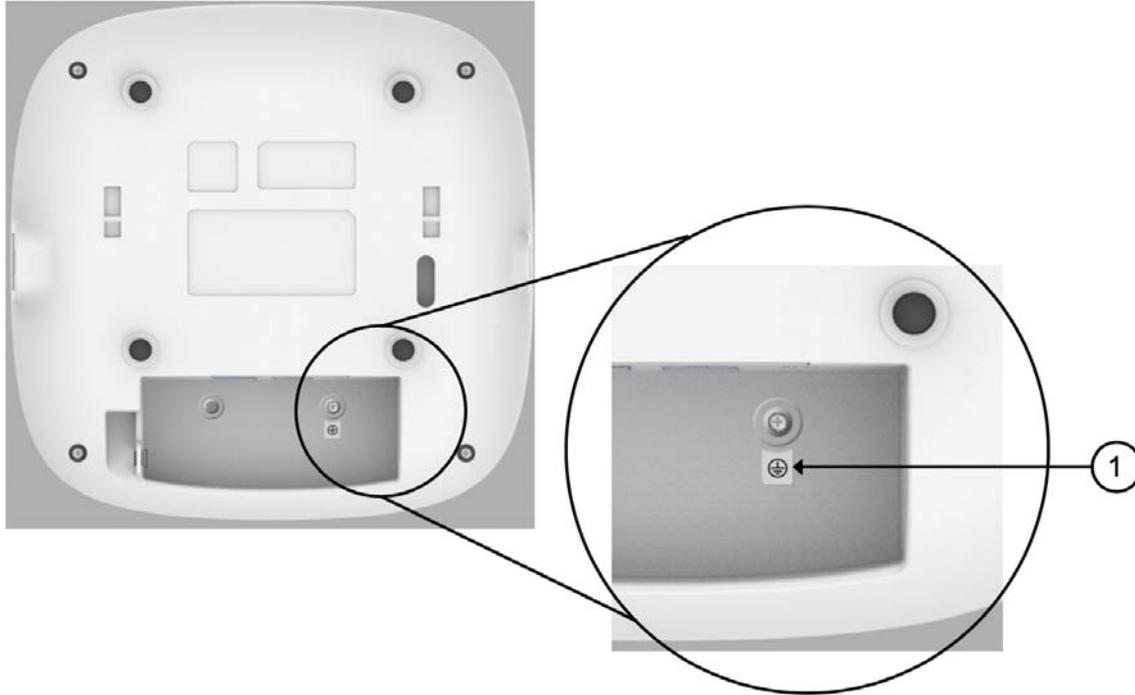
If grounding is required for your C9120AXE or C9120AXP AP installation, follow these steps after mounting the AP:

- Step 1** Find a suitable building grounding point as close to the AP as possible.
- Step 2** Connect the ground wire to the building grounding point.
- Step 3** Route the other end of the ground wire to the AP.
- Step 4** Use the wire stripping tool to strip the ground wire to 0.22 inches (5.56mm).
- Step 5** Insert the ground wire into the open end of the connector.

**Figure 7** *Grounding O-ring connector*



- Step 6** Crimp the connector's wire receptacle carefully around the wire. This ensures a proper mechanical connection.
- Step 7** Locate the chassis ground connector on the AP.

**Figure 8** Grounding Label on the Head of the 9120AXE and 9120AXP Models

|          |                 |
|----------|-----------------|
| <b>1</b> | Grounding label |
|----------|-----------------|

**Step 8** Secure the connector to the AP using the connector's washer and screw. Use the screwdriver to carefully tighten the screws until the connector is held firmly to the chassis. Do not over tighten the screws.

**Caution**

Connect the power cable to the AP after the AP is grounded.

The outdoor antenna connection must be grounded in accordance with the ANSI/NFPA 70, the National Electrical code (NEC), Article 800, Grounding of Outer Conductive Shield of a Coaxial Cable.

**Warning**

**To reduce the risk of electric shock, the shield of the coaxial cable must be connected to the building earth.** Statement 1094

## 11 Powering the Access Point

While using C9120AXE or C9120AXP AP models, ensure that the external antennas are connected to the AP before you apply power to the AP.

The AP can be powered only through Power-over-Ethernet (PoE) using the following:

- 802.3at (PoE+): Any 802.3at (30.0 W) compliant switch port or Cisco Power Injector AIR-PWRINJ6=
- 802.3af: Any 802.3af (15.4 W) compliant switch port or Cisco Power Injector AIR-PWRINJ5=

**Note**

If 802.3af is used, both the 2.4 GHz and 5 GHz radios will be reduced to 1x1 and Ethernet will be downgraded to 1 GbE. The USB port will also be off.

---

## 12 Configuring and Deploying the Access Point

This section describes how to connect the access point to a controller. Because the configuration process takes place on the controller, see the *Cisco Wireless Controller Configuration Guide* for additional information.

### The Controller Discovery Process

**Note**

- The controller must be running release 8.9.111.0 as it supports 9120AX series access points. For more information, visit the access point data sheet available on Cisco.com at <https://www.cisco.com/c/en/us/products/collateral/wireless/catalyst-9100ax-access-points/guide-c07-742311.html>.
  - You cannot edit or query any access point using the controller CLI if the name of the access point contains a space.
  - Make sure that the controller is set to the current time. If the controller is set to a time that has already occurred, the access point might not join the controller because its certificate may not be valid for that time.
- 

Access points must be discovered by a controller before they can become an active part of the network. The access point supports these controller discovery processes:

- **Locally stored controller IP address discovery**—If the access point was previously joined to a controller, the IP addresses of the primary, secondary, and tertiary controllers are stored in the access point non-volatile memory. This process of storing controller IP addresses on an access point for later deployment is called *priming the access point*. For more information about priming, see the “[Performing a Pre-Installation Configuration](#)” section on page 13.
- **DHCP server discovery**—This feature uses DHCP option 43 to provide controller IP addresses to the access points. Cisco switches support a DHCP server option that is typically used for this capability. For more information about DHCP option 43, see the “[Configuring DHCP Option 43](#)” section on page 24.
- **DNS discovery**—The access point can discover controllers through your domain name server (DNS). For the access point to do so, you must configure your DNS to return controller IP addresses in response to CISCO-CAPWAP-CONTROLLER.*localdomain*, where *localdomain* is the access point domain name. Configuring the CISCO-CAPWAP-CONTROLLER provides backwards compatibility in an existing customer deployment. When an access point receives an IP address and DNS information from a DHCP server, it contacts the DNS to resolve CISCO-CAPWAP-CONTROLLER.*localdomain*. When the DNS sends a list of controller IP addresses, the access point sends discovery requests to the controllers.

### Deploying the Access Point on the Wireless Network

After you have mounted the access point, follow these steps to deploy it on the wireless network:

---

**Step 1** Connect and power up the access point.

- Step 2** Observe the access point LED (for LED descriptions, see [“Checking the Access Point LEDs”](#) section on page 22).
- When you power up the access point, it begins a power-up sequence that you can verify by observing the access point LED. If the power-up sequence is successful, the discovery and join process begins. During this process, the LED blinks sequentially green, red, and off. When the access point has joined a controller, the LED is chirping green if no clients are associated or green if one or more clients are associated.
  - If the LED is not on, the access point is most likely not receiving power.
  - If the LED blinks sequentially for more than 5 minutes, the access point is unable to find its primary, secondary, and tertiary Cisco Wireless Controller. Check the connection between the access point and the Cisco Wireless Controller, and be sure the access point and the Cisco Wireless Controller are either on the same subnet or that the access point has a route back to its primary, secondary, and tertiary Cisco Wireless Controller. Also, if the access point is not on the same subnet as the Cisco Wireless Controller, be sure that there is a properly configured DHCP server on the same subnet as the access point. See the [“Configuring DHCP Option 43”](#) section on page 24 for additional information.
- Step 3** Reconfigure the Cisco Wireless Controller so that it is not the master.



**Note** A master Cisco Wireless Controller should be used only for configuring access points and not in a working network.

## 13 Self-Identifying Antennas

The 9120AXE and 9120AXP APs support Self-Identifying Antennas. Self-Identifying Antennas with RP-TNC connectors have a purple band or label indicating the applicable connector. Ensure this labeled connector of the antenna is connected to dual-band port A on the 9120AXE or 9120AXP AP. This AP port can also be identified by the purple text around the RP-TNC connector.

**Figure 9** Dual-band port A on C9120AXE and C9120AXP Models for Self-Identifying Antennas



The remaining dual-band RP-TNC ports that do not support Self-Identifying Antennas can be differentiated by the standard orange color text around the connector. Self-Identifying Antennas can be used on any of the RP-TNC ports of the AP. However, only port A will read the antenna as a Self-Identifying Antenna.



**Note** Always connect the external antennas to the 9120AXE and 9120AXP models before powering the AP up. Enabling the AP radios without connecting the antennas can result in damage to the AP.

**Figure 10** Dual-band port on C9120AXE and C9120AXP Models for non-Self-Identifying Antennas



When the 9120AXE or 9120AXP AP is powered up with a Self-Identifying Antenna connected to it, the AP's circuitry reads the EEPROM in the Self-Identifying Antenna. This enables the AP to automatically configure the antenna gain and beam-width. However, if supported legacy antennas (see ["List of External Antennas Supported on C9120AXE and C9120AXP"](#)) are used with this AP, the antenna parameters must be manually configured in the wireless controller as with older APs.

## 14 Checking the Access Point LEDs

The location of the access point status LED is shown in [Figure 2](#).



**Note** Regarding LED status colors, it is expected that there will be small variations in color intensity and hue from unit to unit. This is within the normal range of the LED manufacturer's specifications and is not a defect. However, the intensity of the LED can be changed through the controller.

The access point status LED indicates various conditions and are described in [Table 3](#).

**Table 3** *LED Status Indications*

| Message Type                         | LED State                                  | Message Meaning  |
|--------------------------------------|--|--|
| Association status                   | Green                                      | Normal operating condition, but no wireless client associated        |
|                                      | Blue                                       | Normal operating condition, at least one wireless client association |
| Boot loader status                   | Green                                      | Executing boot loader  |
| Boot loader error                    | Blinking Green                             | Boot loader signing verification failure                             |
| Operating status                     | Blinking Blue                              | Software upgrade in progress   |
|                                      | Alternating between Green and Red          | Discovery/join process in progress                                   |
| Access point operating system errors | Cycling through Red-Off-Green-Off-Blue-Off | General warning; insufficient inline power                           |

## 15 Miscellaneous Usage and Configuration Guidelines

### Using the Mode Button

Using the Mode button (see [Figure 2](#)) you can:

- Reset the AP to the default factory-shipped configuration.
- Clear the AP internal storage, including all configuration files.

To use the mode button, press, and keep pressed, the mode button on the access point during the AP boot cycle. Wait until the AP status LED changes to Blue. During this, the AP console shows a seconds counter, counting the number of seconds the mode button is pressed. Then:

- To reset the AP to the default factory-shipped configuration, keep the mode button pressed for less than 20 seconds. The AP configuration files are cleared.

This resets all configuration settings to factory defaults, including passwords, WEP keys, the IP address, and the SSID.

- To clear the AP internal storage, including all configuration files, keep the mode button pressed for more than 20 seconds, but less than 60 seconds.



**Note** If the mode button is pressed for more than 30 seconds but less than 60 seconds, the FIPS mode flag is also cleared during the full factory reset of the AP. The FIPS flag when set disables console access.

The AP status LED changes from Blue to Red, and all the files in the AP storage directory are cleared.

If you keep the mode button pressed for more than 60 seconds, the mode button is assumed faulty and no changes are made.

## Troubleshooting the Access Point to Cisco Controller Join Process



**Note** Ensure that your controller is running controller software Release 8.9.111.0 or later as specified in see the *Cisco Wireless Solutions Software Compatibility Matrix*.

Access points can fail to join a controller for many reasons: a RADIUS authorization is pending; self-signed certificates are not enabled on the controller; the access point and the controller regulatory domains don't match, and so on.

Controller software enables you to configure the access points to send all CAPWAP-related errors to a syslog server. You do not need to enable any debug commands on the controller because all of the CAPWAP error messages can be viewed from the syslog server itself.

The state of the access point is not maintained on the controller until it receives a CAPWAP join request from the access point. Therefore, it can be difficult to determine why the CAPWAP discovery request from a certain access point was rejected. In order to troubleshoot such joining problems without enabling CAPWAP debug commands on the controller, the controller collects information for all access points that send a discovery message to it and maintains information for any access points that have successfully joined it.

The controller collects all join-related information for each access point that sends a CAPWAP discovery request to the controller. Collection begins with the first discovery message received from the access point and ends with the last configuration payload sent from the controller to the access point.

When the controller is maintaining join-related information for the maximum number of access points, it does not collect information for any more access points.

An access point sends all syslog messages to IP address 255.255.255.255 by default when any of the following conditions are met:

- An access point running software release 8.2.110.0 or later has been newly deployed.
- An existing access point running software release 8.2.110.0 or later has been reset after clearing the configuration.

If any of these conditions are met and the access point has not yet joined a controller, you can also configure a DHCP server to return a syslog server IP address to the access point using option 7 on the server. The access point then starts sending all syslog messages to this IP address.

When the access point joins a controller for the first time, the controller sends the global syslog server IP address (the default is 255.255.255.255) to the access point. After that, the access point sends all syslog messages to this IP address until it is overridden by one of the following scenarios:

- The access point is still connected to the same controller, and the global syslog server IP address configuration on the controller has been changed using the **config ap syslog host global syslog\_server\_IP\_address** command. In this case, the controller sends the new global syslog server IP address to the access point.
- The access point is still connected to the same controller, and a specific syslog server IP address has been configured for the access point on the controller using the **config ap syslog host specific Cisco\_AP syslog\_server\_IP\_address** command. In this case, the controller sends the new specific syslog server IP address to the access point.
- The access point is disconnected from the controller and joins another controller. In this case, the new controller sends its global syslog server IP address to the access point.

- Whenever a new syslog server IP address overrides the existing syslog server IP address, the old address is erased from persistent storage, and the new address is stored in its place. The access point also starts sending all syslog messages to the new IP address provided the access point can reach the syslog server IP address.

You can configure the syslog server for access points and view the access point join information only from the controller CLI.

## Important Information for Controller-based Deployments

Keep these guidelines in mind when you use 9120AX series access point:

- The access point can only communicate with Cisco wireless controllers.
- The access point does not support Wireless Domain Services (WDS) and cannot communicate with WDS devices. However, the controller provides functionality equivalent to WDS when the access point joins it.
- CAPWAP does not support Layer 2. The access point must get an IP address and discover the controller using Layer 3, DHCP, DNS, or IP subnet broadcast.
- The access point console port is enabled for monitoring and debug purposes. All configuration commands are disabled when the access point is connected to a controller.

## Configuring DHCP Option 43

You can use DHCP Option 43 to provide a list of controller IP addresses to the access points, enabling them to find and join a controller.

The following is a DHCP Option 43 configuration example on a Windows 2003 Enterprise DHCP server for use with Cisco Catalyst lightweight access points. For other DHCP server implementations, consult product documentation for configuring DHCP Option 43. In Option 43, you should use the IP address of the controller management interface.



**Note** DHCP Option 43 is limited to one access point type per DHCP pool. You must configure a separate DHCP pool for each access point type.

The 9120AX series access point uses the type-length-value (TLV) format for DHCP Option 43. DHCP servers must be programmed to return the option based on the access point DHCP Vendor Class Identifier (VCI) string (DHCP Option 43). The VCI string for the 9120AX series access point is:

```
Cisco AP C9120AX
```

The format of the TLV block is listed below:

- Type—0xf1 (decimal 241)
- Length—Number of controller IP addresses \* 4
- Value—IP addresses of the WLC management interfaces listed sequentially in hex

To configure DHCP Option 43 in the embedded Cisco IOS DHCP server, follow these steps:

**Step 1** Enter configuration mode at the Cisco IOS CLI.

**Step 2** Create the DHCP pool, including the necessary parameters such as default router and name server. A DHCP scope example is as follows:

```
ip dhcp pool <pool name>
network <IP Network> <Netmask>
```

```
default-router <Default router>  
dns-server <DNS Server>
```

Where:

```
<pool name> is the name of the DHCP pool, such as AP9120AX  
<IP Network> is the network IP address where the controller resides, such as 10.0.15.1  
<Netmask> is the subnet mask, such as 255.255.255.0  
<Default router> is the IP address of the default router, such as 10.0.0.1  
<DNS Server> is the IP address of the DNS server, such as 10.0.10.2
```

**Step 3** Add the option 43 line using the following syntax:

```
option 43 hex <hex string>
```

The *hex string* is assembled by concatenating the TLV values shown below:

*Type + Length + Value*

For example, suppose that there are two controllers with management interface IP addresses, 10.126.126.2 and 10.127.127.2. The type is *f1(hex)*. The length is  $2 * 4 = 8 = 08$  (*hex*). The IP addresses translate to *0a7e7e02* and *0a7f7f02*. Assembling the string then yields *f1080a7e7e020a7f7f02*. The resulting Cisco IOS command added to the DHCP scope is **option 43 hex f1080a7e7e020a7f7f02**.

---

## 16 FAQs

### What is 802.11ax?

The IEEE 802.11ax standard, also known as the High-Efficiency Wireless (HEW) or Wi-Fi 6, builds off of the 802.11ac and delivers a better experience in typical environments, and a more predictable performance for advanced applications such as 4K or 8K video, high-density high-definition collaboration applications, all-wireless offices and Internet-of-Things (IoT). 802.11ax is designed to use both 2.4GHz and the 5GHz bands, unlike prior standards.

### What are Self Identifying Antennas?

Self Identifying Antennas are a new set of external, dual-band antennas that are supported with specific 802.11ax APs like the 9120AXE and 9120AXP models. These new antennas are based on currently existing Cisco antennas.

Before the introduction of Self Identifying Antennas, the wireless controller and network management system had to be manually provisioned with antenna details like the type of antenna connected to the AP and the antenna's gain values. With these new antennas, the AP can automatically detect and identify the external antenna and configure these values without user intervention.

### What is Flexible Radio Assignment?

The Flexible Radio Assignment (FRA) feature automatically detects when a high number of devices are connected to a network and changes the dual radios in the access point from 2.4 GHz/5 GHz to 5 GHz/5 GHz to serve more clients. The access point performs this function while still monitoring the network for security threats and RF Interference that may affect performance. Flexible Radio Assignment improves mobile user experience for high-density networks.

FRA has the different modes of operation:

- Default operating mode—Serving Clients on both 2.4 GHz and 5 GHz
- Dual 5 GHz Mode—Serving clients on both 5 GHz Radios
- Wireless Security Monitoring—Scanning both 2.4 GHz and 5 GHz for security threats while also serving 5 GHz clients

## What is a Smart Antenna connector?

The 9120AXE and 9120AXP models have a Smart antenna connector (see [Figure 12](#)), which is connected directly to the flexible radio. Without a supported external antenna connected to the Smart Antenna connector, the flexible radio can stay only in 2.4 GHz mode. If an external antenna is connected, the flexible radio can be used in the full Flexible Radio Assignment mode, allowing dual 5 GHz and Wireless Security Monitoring modes.

To connect to any supported RP-TNC connector-type external antenna to the Smart antenna connector, use the DART cable connector AIR-CAB002-DART-R= (see [Figure 12](#)), which is to be procured separately from Cisco.

**Figure 11** Smart Antenna Connector C9120AXE and C9120AXP Models



**Figure 12** AIR-CAB002-DART-R= DART Connector



## What is Cisco Multigigabit Ethernet?

Cisco Multigigabit Ethernet (mGig) is a unique Cisco innovation also available in the Cisco Catalyst 9120AX series access point. With the increasing popularity of 802.11ax and new wireless applications, wireless devices now require more network bandwidth. Hence, there is a need for a technology that supports speeds higher than 1 Gbps on all cabling infrastructure. Cisco Multigigabit technology allows you to achieve bandwidth speeds from 1 to 10 Gbps over traditional Cat 5e cabling or newer. The 9120AX AP supports up to 2.5 Gbps using mGig.

For more information see the following Cisco Multigigabit FAQ document:

<http://www.cisco.com/c/dam/en/us/solutions/collateral/enterprise-networks/catalyst-multigigabit-switching/multigigabit-ethernet-technology.pdf>

## 17 Related Documentation

All user documentation for the Cisco Catalyst 9120AX series access point is available at the following URL:

<http://www.cisco.com/c/en/us/support/wireless/catalyst-9120ax-series-access-points/tsd-products-support-series-home.html>

For detailed information and guidelines for configuring and deploying your access point in a wireless network, see the following documentation:

- Cisco Wireless Controller Configuration Guide, Release 8.9, at the following URL:

[http://www.cisco.com/c/en/us/td/docs/wireless/controller/8-9/config-guide/b\\_cg89.html](http://www.cisco.com/c/en/us/td/docs/wireless/controller/8-9/config-guide/b_cg89.html)

- Cisco Catalyst 9120AX Series Access Point Deployment Guide, at the following URL:

<https://www.cisco.com/c/en/us/products/collateral/wireless/catalyst-9100ax-access-points/guide-c07-742311.html>

## 18 Declarations of Conformity and Regulatory Information

This section provides declarations of conformity and regulatory information for the Cisco Catalyst 9120AX Series Access Points. You can find additional information at this URL:

[www.cisco.com/go/aironet/compliance](http://www.cisco.com/go/aironet/compliance)

### Manufacturers Federal Communication Commission Declaration of Conformity Statement



#### Access Point Models

C9120AXI-B

C9120AXE-B

C9120AXP-B

#### Certification Number

LDKVCVER1937

LDKEDAC92157

LDKROFSN2177

Manufacturer:

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA

This device complies with Part 15 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 equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment. This equipment generates, uses, and radiates radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference. However, there is no guarantee that interference will not occur. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to correct the interference by one of the following measures:

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

**Caution**

---

The Part 15 radio device operates on a non-interference basis with other devices operating at this frequency when using the integrated antennas. Any changes or modification to the product not expressly approved by Cisco could void the user's authority to operate this device.

---

## VCCI Statement for Japan

**Warning**

---

**This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.**

**警告** この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。  
取扱説明書に従って正しい取り扱いをして下さい。

VCCI-B

---

## Guidelines for Operating Cisco Catalyst Access Points in Japan

This section provides guidelines for avoiding interference when operating Cisco Catalyst access points in Japan. These guidelines are provided in both Japanese and English.

### Japanese Translation

この機器の使用周波数帯では、電子レンジ等の産業・科学・医療用機器のほか工場の製造ライン等で使用されている移動体識別用の構内無線局（免許を要する無線局）及び特定小電力無線局（免許を要しない無線局）が運用されています。

- 1 この機器を使用する前に、近くで移動体識別用の構内無線局及び特定小電力無線局が運用されていないことを確認して下さい。
- 2 万一、この機器から移動体識別用の構内無線局に対して電波干渉の事例が発生した場合には、速やかに使用周波数を変更するか又は電波の発射を停止した上、下記連絡先にご連絡頂き、混信回避のための処置等(例えば、パーティションの設置など)についてご相談して下さい。
- 3 その他、この機器から移動体識別用の特定小電力無線局に対して電波干渉の事例が発生した場合など何かお困りのことが起きたときは、次の連絡先へお問い合わせ下さい。

連絡先 : 03-6434-6500

208697

### English Translation

This equipment operates in the same frequency bandwidth as industrial, scientific, and medical devices such as microwave ovens and mobile object identification (RF-ID) systems (licensed premises radio stations and unlicensed specified low-power radio stations) used in factory production lines.

1. Before using this equipment, make sure that no premises radio stations or specified low-power radio stations of RF-ID are used in the vicinity.
2. If this equipment causes RF interference to a premises radio station of RF-ID, promptly change the frequency or stop using the device; contact the number below and ask for recommendations on avoiding radio interference, such as setting partitions.
3. If this equipment causes RF interference to a specified low-power radio station of RF-ID, contact the number below.

Contact Number: 03-6434-6500

## Statement 371—Power Cable and AC Adapter

接続ケーブル、電源コード、ACアダプタ、バッテリーなどの部品は、必ず添付品または指定品をご使用ください。添付品・指定品以外の部品をご使用になると故障や動作不良、火災の原因となります。また、電気用品安全法により、当該法の認定（PSEとコードに表記）でなくUL認定（ULまたはCSAマークがコードに表記）の電源ケーブルは弊社が指定する製品以外の電気機器には使用できないためご注意ください。

### English Translation

When installing the product, please use the provided or designated connection cables/power cables/AC adaptors. Using any other cables/adaptors could cause a malfunction or a fire. Electrical Appliance and Material Safety Law prohibits the use of UL-certified cables (that have the “UL” shown on the code) for any other electrical devices than products designated by CISCO. The use of cables that are certified by Electrical Appliance and Material Safety Law (that have “PSE” shown on the code) is not limited to CISCO-designated products.

### Industry Canada

| Access Point Models | Certification Number |
|---------------------|----------------------|
| C9120AXI-A          | 2461N-VCVER1937      |
| C9120AXE-A          | 2461N-EDAC92157      |
| C9120AXP-A          | 2461N-ROFSN2177      |

### Canadian Compliance Statement

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

This radio transmitter has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain and required antenna impedance for each antenna type indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

Le présent émetteur radio a été approuvé par Industrie Canada pour fonctionner avec les types d'antenne énumérés ci-dessous et ayant un gain admissible maximal et l'impédance requise pour chaque type d'antenne. Les types d'antenne non inclus dans cette liste, ou dont le gain est supérieur au gain maximal indiqué, sont strictement interdits pour l'exploitation de l'émetteur.

**Table 4 List of Internal Antennas Supported on C9120AXI**

| Antenna Type     | Antenna Gain | Antenna Impedance |
|------------------|--------------|-------------------|
| Single-band Omni | 3 dBi        | 50 ohms           |
| Dual-band Omni   | 3/5 dBi      | 50 ohms           |
| Dual-band Omni   | 4/5 dBi      | 50 ohms           |
| Single-Band HPOL | 5 dBi        | 50 ohms           |

**Table 5 List of External Antennas Supported on C9120AXE and C9120AXP**

| Part Number        | Description   | Gain                               |
|--------------------|---|------------------------------------|
| AIR-ANT2524DB-R/=  | Dipole Antenna, Black, with RP-TNC connectors.                                      | 2 dBi (2.4 GHz)<br>4 dBi (5 GHz)   |
| AIR-ANT2524DG-R/=  | Dipole Antenna, Gray, with RP-TNC connectors.                                       | 2 dBi (2.4 GHz)<br>4 dBi (5 GHz)   |
| AIR-ANT2524DW-R/=  | Dipole Antenna, White, with RP-TNC connectors.                                      | 2 dBi (2.4 GHz)<br>4 dBi (5 GHz)   |
| AIR-ANT2524DW-RS=  | Dipole Self-Identifying Antenna, White, with RP-TNC connectors.                     | 2 dBi (2.4 GHz)<br>4 dBi (5 GHz)   |
| AIR-ANT2524V4C-R=  | Ceiling Mount Omni Antenna, 4-port, with RP-TNC connectors.                         | 2 dBi (2.4 GHz)<br>4 dBi (5 GHz)   |
| AIR-ANT2524V4C-RS= | Ceiling Mount Omni Self-Identifying Antenna, 4-port, with RP-TNC connectors.        | 2 dBi (2.4 GHz)<br>4 dBi (5 GHz)   |
| AIR-ANT2535SDW-R=  | Low Profile Antenna, White, with RP-TNC connectors.                                 | 3 dBi (2.4 GHz)<br>5 dBi (5 GHz)   |
| AIR-ANT2535SDW-RS= | Low Profile Self-Identifying Antenna, White, with RP-TNC connectors.                | 3 dBi (2.4 GHz)<br>5 dBi (5 GHz)   |
| AIR-ANT2544V4M-R=  | Wall Mount Omni Antenna, 4-port, with RP-TNC connectors.                            | 4 dBi (2.4 GHz)<br>4 dBi (5 GHz)   |
| AIR-ANT2544V4M-RS= | Wall Mount Omni Self-Identifying Antenna, 4-port, with RP-TNC connectors.           | 4 dBi (2.4 GHz)<br>4 dBi (5 GHz)   |
| AIR-ANT2566D4M-R=  | 60° Patch Antenna, 4-port, with RP-TNC connectors.                                  | 6 dBi (2.4 GHz)<br>6 dBi (5 GHz)   |
| AIR-ANT2566D4M-RS= | 60° Patch Self-Identifying Antenna, 4-port, with RP-TNC connectors.                 | 6 dBi (2.4 GHz)<br>6 dBi (5 GHz)   |
| AIR-ANT2566D4M-DS= | 60° Patch Self-Identifying Antenna, 4-port, with 4DART connector.                   | 6 dBi (2.4 GHz)<br>6 dBi (5 GHz)   |
| AIR-ANT2566P4W-DS= | Directional Self-Identifying Antenna, 4-port, with 4DART connector.                 | 6 dBi (2.4 GHz)<br>6 dBi (5 GHz)   |
| AIR-ANT2566P4W-R=  | Directional Antenna, 4-port, with RP-TNC connector.                                 | 6 dBi (2.4 GHz)<br>6 dBi (5 GHz)   |
| AIR-ANT2566P4W-RS= | Directional Self-Identifying Antenna, 4-port, with RP-TNC connectors.               | 6 dBi (2.4 GHz)<br>6 dBi (5 GHz)   |
| AIR-ANT2513P4M-N=  | Patch Antenna, 4-port, with N connectors.<br>(Supported on the 9120AXP model only.) | 13 dBi (2.4 GHz)<br>13 dBi (5 GHz) |

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.

La bande 5 150-5 250 MHz est 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.

Users are advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Les utilisateurs êtes avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5 250-5 350 MHz et 5 650-5 850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

## European Community, Switzerland, Norway, Iceland, and Liechtenstein

### Access Point Models:

C9120AXI-E

C9120AXE-E

C9120AXP-E



#### Note

This equipment is intended to be used in all EU and EFTA countries. Outdoor use may be restricted to certain frequencies and/or may require a license for operation. For more details, contact Cisco Corporate Compliance.

The product carries the CE Mark:



## Declaration of Conformity for RF Exposure

This section contains information on compliance with guidelines related to RF exposure.

### Generic Discussion on RF Exposure

The Cisco products are designed to comply with the following national and international standards on Human Exposure to Radio Frequencies:

- US 47 Code of Federal Regulations Part 2 Subpart J
- American National Standards Institute (ANSI) / Institute of Electrical and Electronic Engineers / IEEE C 95.1 (99)
- International Commission on Non Ionizing Radiation Protection (ICNIRP) 98
- Ministry of Health (Canada) Safety Code 6. Limits on Human Exposure to Radio Frequency Fields in the range from 3kHz to 300 GHz
- Australia Radiation Protection Standard

To ensure compliance with various national and international Electromagnetic Field (EMF) standards, the system should only be operated with Cisco approved antennas and accessories.

## This Device Meets International Guidelines for Exposure to Radio Waves

The 9120AX series device includes a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

As such the systems are designed to be operated as to avoid contact with the antennas by the end user. It is recommended to set the system in a location where the antennas can remain at least a minimum distance as specified from the user in accordance to the regulatory guidelines which are designed to reduce the overall exposure of the user or operator.

| Separation Distance       |                   |                         |
|---------------------------|-------------------|-------------------------|
| MPE                       | Distance          | Limit                   |
| 0.2611 mW/cm <sup>2</sup> | 30 cm (12 inches) | 1.00 mW/cm <sup>2</sup> |

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of wireless devices. They recommend that if you are interested in further reducing your exposure then you can easily do so by reorienting antennas away from the user or placing the antennas at a greater separation distance than recommended.

## This Device Meets FCC Guidelines for Exposure to Radio Waves

The 9120AX series device includes a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) as referenced in FCC Part 1.1310. The guidelines are based on IEEE ANSI C 95.1 (92) and include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

As such the systems are designed to be operated as to avoid contact with the antennas by the end user. It is recommended to set the system in a location where the antennas can remain at least a minimum distance as specified from the user in accordance to the regulatory guidelines which are designed to reduce the overall exposure of the user or operator.

The device has been tested and found compliant with the applicable regulations as part of the radio certification process.

| Separation Distance       |                   |                         |
|---------------------------|-------------------|-------------------------|
| MPE                       | Distance          | Limit                   |
| 0.2611 mW/cm <sup>2</sup> | 30 cm (12 inches) | 1.00 mW/cm <sup>2</sup> |

The US Food and Drug Administration has stated that present scientific information does not indicate the need for any special precautions for the use of wireless devices. The FCC recommends that if you are interested in further reducing your exposure then you can easily do so by reorienting antennas away from the user or placing the antennas at a greater separation distance than recommended or lowering the transmitter power output.

## This Device Meets the Industry Canada Guidelines for Exposure to Radio Waves

The 9120AX series device includes a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) as referenced in Health Canada Safety Code 6. The guidelines include a substantial safety margin designed into the limit to ensure the safety of all persons, regardless of age and health.

As such the systems are designed to be operated as to avoid contact with the antennas by the end user. It is recommended to set the system in a location where the antennas can remain at least a minimum distance as specified from the user in accordance to the regulatory guidelines which are designed to reduce the overall exposure of the user or operator.

| Separation Distance |                       |                   |                      |
|---------------------|-----------------------|-------------------|----------------------|
| Frequency           | MPE                   | Distance          | Limit                |
| 2.4 GHz             | 1.72 W/m <sup>2</sup> | 30 cm (12 inches) | 5.4 W/m <sup>2</sup> |
| 5 GHz               | 2.55 W/m <sup>2</sup> |                   | 9.2 W/m <sup>2</sup> |

Health Canada states that present scientific information does not indicate the need for any special precautions for the use of wireless devices. They recommend that if you are interested in further reducing your exposure you can easily do so by reorienting antennas away from the user, placing the antennas at a greater separation distance than recommended, or lowering the transmitter power output.

### Cet appareil est conforme aux directives internationales en matière d'exposition aux fréquences radioélectriques

Cet appareil de la gamme 9120AX comprend un émetteur-récepteur radio. Il a été conçu de manière à respecter les limites en matière d'exposition aux fréquences radioélectriques (champs électromagnétiques de fréquence radio), recommandées dans le code de sécurité 6 de Santé Canada. Ces directives intègrent une marge de sécurité importante destinée à assurer la sécurité de tous, indépendamment de l'âge et de la santé.

Par conséquent, les systèmes sont conçus pour être exploités en évitant que l'utilisateur n'entre en contact avec les antennes. Il est recommandé de poser le système là où les antennes sont à une distance minimale telle que précisée par l'utilisateur conformément aux directives réglementaires qui sont conçues pour réduire l'exposition générale de l'utilisateur ou de l'opérateur.

| Distance d'éloignement |                       |                   |                      |
|------------------------|-----------------------|-------------------|----------------------|
| Fréquence              | MPE                   | Distance          | Limite               |
| 2.4 GHz                | 1.72 W/m <sup>2</sup> | 30 cm (12 inches) | 5.4 W/m <sup>2</sup> |
| 5 GHz                  | 2.55 W/m <sup>2</sup> |                   | 9.2 W/m <sup>2</sup> |

Santé Canada affirme que la littérature scientifique actuelle n'indique pas qu'il faille prendre des précautions particulières lors de l'utilisation d'un appareil sans fil. Si vous voulez réduire votre exposition encore davantage, selon l'agence, vous pouvez facilement le faire en réorientant les antennes afin qu'elles soient dirigées à l'écart de l'utilisateur, en les plaçant à une distance d'éloignement supérieure à celle recommandée ou en réduisant la puissance de sortie de l'émetteur.

### Additional Information on RF Exposure

You can find additional information on the subject at the following links:

- Cisco Systems Spread Spectrum Radios and RF Safety white paper at this URL: [http://www.cisco.com/warp/public/cc/pd/witc/ao340ap/prodlit/rfhr\\_wi.htm](http://www.cisco.com/warp/public/cc/pd/witc/ao340ap/prodlit/rfhr_wi.htm)
- FCC Bulletin 56: Questions and Answers about Biological Effects and Potential Hazards of Radio Frequency Electromagnetic Fields
- FCC Bulletin 65: Evaluating Compliance with the FCC guidelines for Human Exposure to Radio Frequency Electromagnetic Fields

You can obtain additional information from the following organizations:

- World Health Organization Internal Commission on Non-Ionizing Radiation Protection at this URL: [www.who.int/emf](http://www.who.int/emf)

- United Kingdom, National Radiological Protection Board at this URL: [www.nrpb.org.uk](http://www.nrpb.org.uk)
- Cellular Telecommunications Association at this URL: [www.wow-com.com](http://www.wow-com.com)
- The Mobile Manufacturers Forum at this URL: [www.mmfa.org](http://www.mmfa.org)

## Administrative Rules for Cisco Catalyst Access Points in Taiwan

This section provides administrative rules for operating Cisco Catalyst access points in Taiwan. The rules for all access points are provided in both Chinese and English.

### Chinese Translation

#### 低功率電波輻射性電機管理辦法

第十二條 經型式認證合格之低功率射頻電機，非經許可，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。

第十四條 低功率射頻電機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。

前項合法通信，指依電信法規定作業之無線電信。

低功率射頻電機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。

127046

### English Translation

#### Administrative Rules for Low-power Radio-Frequency Devices

##### Article 12

For those low-power radio-frequency devices that have already received a type-approval, companies, business units or users should not change its frequencies, increase its power or change its original features and functions.

##### Article 14

The operation of the low-power radio-frequency devices is subject to the conditions that no harmful interference is caused to aviation safety and authorized radio station; and if interference is caused, the user must stop operating the device immediately and can't re-operate it until the harmful interference is clear.

The authorized radio station means a radio-communication service operating in accordance with the Communication Act.

The operation of the low-power radio-frequency devices is subject to the interference caused by the operation of an authorized radio station, by another intentional or unintentional radiator, by industrial, scientific and medical (ISM) equipment, or by an incidental radiator.

## Chinese Translation

### 低功率射頻電機技術規範

#### 4.7 無線資訊傳輸設備

4.7.5 在 5.25-5.35 赫茲頻帶內操作之無線資訊傳輸設備，限於室內使用。

4.7.6 無線資訊傳輸設備須忍受合法通信之干擾且不得干擾合法通信；如造成干擾，應立即停用，俟無干擾之虞，始得繼續使用。

4.7.7 無線資訊傳輸設備的製造廠商應確保頻率穩定性，如依製造廠商使用手冊上所述正常操作，發射的信號應維持於操作頻帶中。

202591

## English Translation

### Low-power Radio-frequency Devices Technical Specifications

#### 4.7 Unlicensed National Information Infrastructure

4.7.5 Within the 5.25-5.35 GHz band, U-NII devices will be restricted to indoor operations to reduce any potential for harmful interference to co-channel MSS operations.

4.7.6 The U-NII devices shall accept any interference from legal communications and shall not interfere the legal communications. If interference is caused, the user must stop operating the device immediately and can't re-operate it until the harmful interference is clear.

4.7.7 Manufacturers of U-NII devices are responsible for ensuring frequency stability such that an emission is maintained within the band of operation under all conditions of normal operation as specified in the user manual.

## Operation of Cisco Catalyst Access Points in Brazil

This section contains special information for operation of Cisco Catalyst access points in Brazil.

### Access Point Models:

C9120AXI-Z

C9120AXE-Z

C9120AXP-Z

**Figure 13** *Brazil Regulatory Information*



330856

### Portuguese Translation

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

### English Translation

This equipment is not entitled to the protection from harmful interference and may not cause interference with duly authorized systems.

### Declaration of Conformity Statements

All the Declaration of Conformity statements related to this product can be found at the following location:  
<http://www.ciscofax.com>

## Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

## Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

© 2020 Cisco Systems, Inc. All rights reserved.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1721R)