AP Pro AX

Super Rugged and Wi-Fi 6 Ready

FAQ

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Is the AP Pro AX suitable for me?

What is the AP Pro AX?

The AP Pro AX is an IP67 rated access point that works seamlessly with other services in the Peplink ecosystem, providing enterprise-grade roaming speeds, unmatched network flexibility and ease of use. Experience the speed of an office network even while you're on the field with Wi-Fi 6.

How fast is the AP Pro AX?

The data rate of 2.4 GHz is up to 574 Mbps, while that of 5 GHz is up to 1200 Mbps. You can find the complete spec sheet here.

What is Wi-Fi 6?

Wi-Fi 6 (also known as 802.11ax) is the new generation of Wi-Fi technology focusing on capacity, efficiency, and performance. Wi-Fi 6 is able to deliver greater throughput (45% faster than Wi-Fi 5), has extended range, improved security, and better power efficiency. Wi-Fi 6 works best in densely populated environments where many different connections are competing for bandwidth. These upgrades, namely MU-MIMO, OFDMA, BSS coloring, and Target Wake Time (TWT), open a window of opportunity for the Internet of Things (IoT), Augmented Reality (AR) and Virtual Reality (VR), 4K and 8K streaming and broadcasting; bringing a new technological progression for businesses and consumers.

What are the benefits of having the AP Pro AX support 802.11k, v, and r?

The use of this technology will reduce the time for scanning between APs, improve wireless LAN quality, and quicken the authentication process, providing users with a more seamless roaming experience between access points.

Does the AP Pro AX come with a power supply?

You can either power up your AP Pro AX by the Waterproof DC Power Plug for IP67 ([ACW-636](#)) or by PoE via Waterproof Ethernet Connector Kit ([ACW-112](#)).

If your router/switch doesn't support PoE output, you can use a PoE Injector ([ACW-107](#)) to add power to an unpowered Ethernet connection. The AP Pro AX supports 802.3at PoE input. We recommend pairing the AP Pro AX with PoE network switches or routers with PoE output to eliminate the cost of installing additional electrical wiring and the time of managing cable clutter.

What is the best use case for the AP Pro AX?

From adding a Wi-Fi network to your environment, extending wireless coverage to adding additional APs to support more clients, the AP Pro AX has got you covered. Click [here](#) and we can work out a cost-effective solution with the best overall performance together.

What if I need 2 separate Wi-Fi networks, 1 for employees and 1 for visitors?

You can create 2 separate Wi-Fi networks with "Layer 2 Isolation" or "Guest Protect" for privacy and security. These are similar features but different in some ways.

When "Layer 2 Isolation" is enabled, it will block the communication between Wi-Fi clients within the same VLAN, SSID or subnet, while the "Guest Protect" feature will block communication between a Wi-Fi client and wired clients within the same VLAN and clients from other VLANs.

You can learn more about Layer 2 Isolation and Guest Protect [here](#).

FAQ - AP Pro AX

What does the AP Pro AX include?

What's in the box?

Along with the access point, there are Waterproof DC Power Plug for IP67 (ACW-636), 1x Waterproof Ethernet Connector Kit (ACW-112), and 1x Mounting Kit (ACW-723)

Is a warranty included with this product?

All products come with a 1-year warranty which is extendable on a year-by-year basis. Care plans can be purchased from our Certified Partners or directly from the Peplink eStore at the time of the sale or thereafter.

	EssentialCare
AP Pro AX	[1-Year	2-Year]

Using the AP Pro AX

What voltage is required?

You can power it with a 12-56V DC or 802.3at PoE input.

What is the maximum power consumption?

The maximum power consumption is 14.5W.

How far should the AP Pro AX's cable run?

The ideal Ethernet cable length is a maximum of 328ft/100m. However, for the best performance and connection stability, we recommend a maximum of 263ft/80m in case the Ethernet cable quality is not perfect.

How many ways can I mount the AP Pro AX?

The AP Pro AX comes with a mounting kit and a mounting screw set. You can either mount it on a vertical / horizontal pole, or on wall with ease. To learn how to mount the AP Pro AX, you can view the mounting options here.

Can the AP Pro AX be remotely managed?

The AP Pro AX can be remotely managed by Peplink's AP Controller or InControl 2.

What is the AP Controller?

Peplink's AP Controller is a software-based AP management tool built into all Balance and selected MAX routers, which doesn't require an active warranty or subscription. Our AP Controller is available in 2 versions: AP Controller Standard and AP Controller Pro.

AP Controller Standard supports up to 2 configuration profiles with multiple SSIDs, meaning that all APs will share the same configuration, and you can only manage APs on the local physical LAN.

AP Controller Pro supports multiple configuration profiles coupled with multiple SSIDs, and you can manage remote APs outside the local physical LAN. The Pro version also supports an extra license upgrade to manage more APs.

What is InControl 2?

InControl is our cloud-based endpoint management system. It allows you to manage an entire network ecosystem for all connectivity needs, whether Balance or MAX router, SD-Switch, Access Point, or FusionHub.

Using InControl, you can save configuration time, minimize truck rolls, stay on top of the status of your network, and proactively resolve any emerging problems with speed and precision.

Which Peplink/Pepwave devices support Peplink's AP Controller?

To know if a device supports Peplink's AP Controller, you may view our Balance Series Comparison Table here. Select the model you wish to check then scroll down and expand the "Features" tab. In the expanded tab, if "Yes" is stated under "Pepwave AP Series Management", this device supports AP Controller Standard. If "Yes" is stated under "Remote AP & Multiple Config Profiles Management", this device supports AP Controller Pro. Otherwise, this device does not support Peplink's AP Controller.

Can I manage my Pepwave APs with both InControl 2 and AP Controller at the same time?

No. All Pepwave AP One and AP Pro devices will be automatically managed by Peplink's AP Controller when the feature is enabled. To manage your devices with InControl 2, you will first need to disable the AP Controller feature on your Peplink Balance/Pepwave MAX.

How do I set up social Wi-Fi and apply the Wi-Fi profiles to my Wi-Fi APs?

For a complete guide on how to set up advanced guest Wi-Fi solutions for your business, click here.

Can I set multiple captive portal profiles with the AP controller?

No. A single Peplink router can create and maintain only a single captive portal profile. All AP Pro devices connected to the same Peplink router with a captive portal enabled will be directed to the same portal page.

Can the AP Pro AX support Wi-Fi mesh?

Yes. Wi-Fi mesh supports Firmware 8.1.1 and Peplink routers with Wi-Fi protocol 802.11ac or above. This, along with the AP Controller, allows for mesh network extension.

What is Wi-Fi mesh?

Wi-Fi mesh is the ability to connect wirelessly to another intermediate AP within the same WAN without the need for an Ethernet connection, providing redundancy in case of AP failure.

With mesh support, you are able to add wireless mesh APs to the network, so you can enhance coverage in areas that you are unable to run Ethernet to. This allows you to wirelessly expand your Wi-Fi coverage using other Peplink APs.

Check out this article for a complete setup guide or click here to watch a video explaining how to do so.

Licenses and Accessories

Where can I get the InControl 2 license?

The AP Pro AX comes with a year's subscription to InControl 2 (IC2) with a valid warranty. No additional purchase is required.

Care plans can be purchased from our Certified Partners or directly from the Peplink eStore at the time of the sale or thereafter.

	EssentialCare
AP Pro AX	[1-Year	2-Year]

What is a PoE Injector (ACW-107)?

A PoE Injector(ACW-107) adds power to an unpowered Ethernet connection, making it capable of delivering 802.3af/802.3at power.

You can learn more about it here.

What can I do if I need support?

Does Peplink offer support for this product? What if I have difficulties setting it up?

Peplink Partners are proud to always provide support to you, our users, so always reach out to the place of purchase first.

For those who prefer self-service, Peplink has a very active forum. Our regular forum users include Peplink Partners, the Peplink team, and many knowledgeable users. Generally, folks with questions get answers rather quickly.

In the unlikely event of a suspected hardware or firmware issue, you can directly enter a support ticket with Peplink. You will then receive attention from some of our best engineers! Peplink supports its owners like no other.

I can't access the Internet via the AP Pro AX. So, what can I do?

Visit this link (troubleshooting section) for a basic software walkthrough and troubleshooting guide. If you need further assistance, please reach out to us on our forum, and the team will get you online.