



5453 Great America Parkway  
Santa Clara, CA 95054  
USA  
408 547-5500  
[www.arista.com](http://www.arista.com)

Our social responsibility includes conducting business in a manner that minimizes our ecological impact on the environment and reducing waste in our supply chain. To that end, the Quick Start Guide and Safety Manual are available at [www.arista.com](http://www.arista.com).

### Getting Started

Instructions on getting started with your new access point, including installation and initial configuration instructions, are available at <http://www.arista.com/en/support/product-documentation>

You can access Arista documentation at <https://www.arista.com/en/support>

Documents available at this location include:

- Wireless Manager Appliance Quick Start Guide
- WiFi Regulatory Compliance Statements
- Safety and Compliance Guide
- User Manual

You may also download current software, as well as view FAQs, Warranty Information, Knowledge Base articles, Security Advisories, Software Licenses, and Field Notices at <https://www.arista.com/en/support>

### Receiving and Inspecting the Equipment

Upon receiving the access point, inspect the shipping boxes and record any external damage. Retain the packing materials if you suspect that part of the shipment is damaged; the carrier may need to inspect them. If the boxes were not damaged in transit, unpack them carefully. Ensure that you do not discard any accessories that may be packaged in the same box as the main unit. Inspect the packing list and confirm that you received all listed items. Compare the packing list with your purchase order.

### Obtaining Technical Assistance

Customers, partners, resellers, or distributors holding a valid Arista Service Contract can obtain technical support through these sources:

**Email:** [support-wifi@arista.com](mailto:support-wifi@arista.com). This is the easiest way to create a new service request. Include a detailed description of the problem and the output of "show tech-support".

**Web:** [www.arista.com/en/support](http://www.arista.com/en/support). A support case may be created through the support portal on our website.

### FCC Compliance Statement

This device complies with part 15 of the FCC 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.

### Taiwan NCC Compliance Statement

- 1.取得審驗證明之低功率射頻器材，非經核准，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。低功率射頻器材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。前述合法通信，指依電信管理法規規定作業之無線電通信。低功率射頻器材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。
- 2.應包含無線資訊傳輸設備避免影響附近雷達系統之操作。

### Headquarters

408 547-5500  
[www.arista.com](http://www.arista.com)

### Support

408 547-5502  
866 476-0000  
[support@arista.com](mailto:support@arista.com)

### Sales

408 547-5501  
866 497-0000  
[sales@arista.com](mailto:sales@arista.com)

Arista, Mojo, the Arista logo, and the Mojo logo are trademarks or registered trademarks of Arista Networks, Inc. and Mojo Networks, LLC. in the U.S. and other countries.  
© 2021 Arista Networks, Inc. [www.arista.com](http://www.arista.com)

PDOC-00215-01



# AP-C360 Getting Started Guide

---

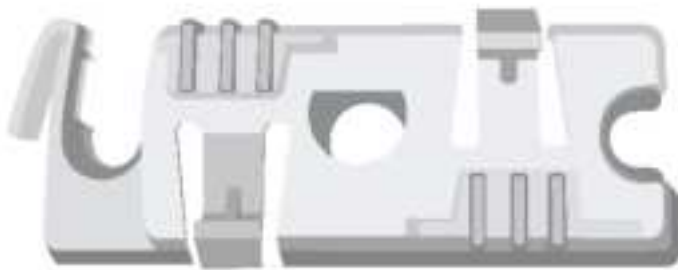
**Note:** For a fully functional access point (AP), please update its firmware to the latest version.

## Package Contents

The C-360 package must contain the following components.

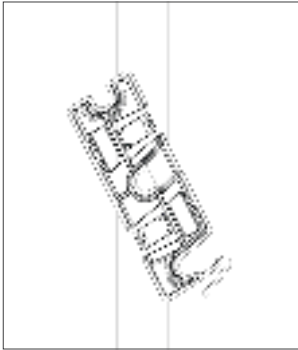


C-360

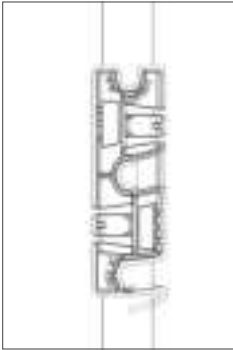


15/16" (24mm)  
Mounting Bracket

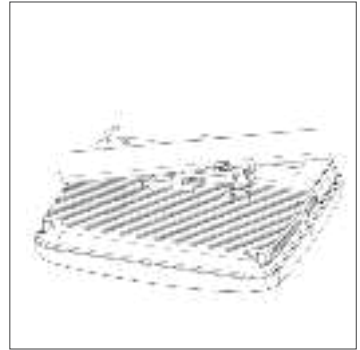
## Ceiling Mounting the C-360



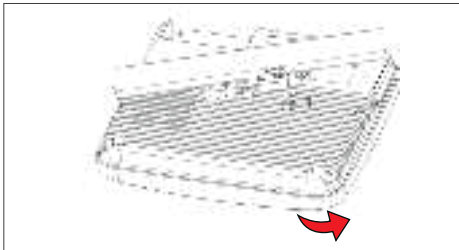
1. Affix bracket to T - Grid.



2. Rotate bracket to snap on to T- Grid.



3. Place the first mounting post on the rear-side of the AP on to the lower notch of the bracket.



4. Rotate the AP such that the center mounting post fits in to the center notch on the bracket.



5. Ensure that all the mounting posts on the rear-side of the AP are snapped in to the respective notches on the bracket.

**Wall Mount:** If needed, the wall mounting accessory SKU (MNT-AP-FLAT-14CM) can be ordered separately. For more information on the mounting instructions for the wall mount, visit <https://wifihelp.arista.com/post/new-wall-mount>.

## Getting the C-360 Online

### Step 1: Power up

Plug one end of an Ethernet cable into the PoE+ (802.3bt or 802.3at) switch or injector and the other end into the Ethernet/PoE+ port on the C-360. Ensure the PoE+ source you are using is turned ON, or use a compatible power adaptor to power the C-360.

**Warning:** If you are not using PoE+, ensure that you use only an AC power adaptor supported by the C-360 access point (AP). This product is intended to be supplied by a Listed Direct Plug-In Power Unit marked "Class 2", Listed Power Adapter or DC power source marked "L.P.S." (or "Limited Power Source") and rated from 12 V DC, 3.3 A minimum.



### Step 2: Connect to the network

If you are using a PoE+ injector, make sure the data connection is plugged into a suitable switch port with proper network connectivity.

**Note:** If you are connecting only one Ethernet cable, you must connect it to the LAN1 port.

### Step 3: Check the LED status



**Power LED:** The table below describes the states of the Power LED.

	Green	Orange
<b>Solid</b>	Running at full capability	Running at reduced capability
<b>Blinking</b>	Received IP address, but not connected to the server	Did not receive an IP address

Reduced capability indicates that the AP is getting less than the required maximum power from the PoE switch, i.e., 802.3at instead of 802.3bt.

**LAN LEDs:** ON when the corresponding link is up.

**WiFi Radio LEDs:** ON when the corresponding radio is up.

### Troubleshooting

Using an 802.11ax Access Point on a 100 Mb or 10 Mb Ethernet connection may cause performance issues in the WLAN. Use Gigabit Ethernet uplinks when possible.

1. Check whether the Ethernet cable is plugged into the correct port (PoE+) on the C-360 and the other end of the cable is plugged into an Ethernet jack or port on a switch that is turned ON.
2. If the C-360 did not receive a valid IP address from the DHCP server, check whether the DHCP server is ON and available on the VLAN/subnet to which the AP is connected. If the AP still fails to get a valid IP address, reboot the AP by pressing the reset button to see if the problem gets resolved.
3. If you are using Arista Cloud Services, then open the TCP port 443 (SSL). If you have an on-premises installation, then open the ports UDP 3851 and port 80. If you are using a Proxy, Web Accelerator or URL Content Filter in between the AP and the Internet, ensure that the settings allow communication between the AP and Arista Cloud Services. If your configuration requires you to specify an exact IP address or IP range for Arista Cloud Services, please contact Technical Support.