

User Guide:

Datto AP840

Version 1.1

Table of Contents

- 1. General Warnings3
- 2. Product Specifications4
- 3. Creating a Network on Network Manager.....6
- 4. Mounting and Installation Instructions13
- 5. Configuring a network.....17
- 6. Monitoring, Management and Troubleshooting.....24
- 7. Additional Resources26
- 8. Appendix A: FCC Professional Installation instruction.....27
- 9. Appendix B: FCC Statement.....28
- 10. Appendix C: IC Professional Installation Instruction.....29
- 11. Appendix D: IC Statement.....30
- 12. Appendix E: Declaration of Conformity31
- 13. Appendix F: CE Statements32

Warnings

Electrical Hazard: Only qualified instructed or skilled personnel should perform installation, repair, or disassembly procedures.

Risques d'électrocution: Seul un personnel qualifié ou qualifié doit effectuer les procédures d'installation, de réparation ou de démontage.

WARNING: 24V Passive PoE is not supported on this device, do not attempt to use, Damage can result.

AVERTISSEMENT: le PoE passif 24 V n'est pas pris en charge sur cet appareil, n'essayez pas de l'utiliser, des dommages peuvent en résulter

Thermal Hazard:

Exposed Metal heatsink can be hot to the touch. Avoid direct physical contact with the heatsink when system is or has been operating.

Risque thermique:

le radiateur en métal exposé peut être chaud au toucher. Évitez tout contact physique direct avec le dissipateur thermique lorsque le système fonctionne ou a fonctionné.

PoE Adapter is not included with Unit

If you need a PoE Injector or Adapter, please contact your local dealer or manufacturer.
Power Supply Cord shall be connected to a socket-outlet with Earth grounding connection.

L'adaptateur PoE n'est pas inclus avec l'unité

Si vous avez besoin d'un injecteur ou d'un adaptateur PoE, veuillez contacter votre revendeur ou fabricant local.

Le cordon d'alimentation doit être connecté à une prise de courant avec mise à la terre.

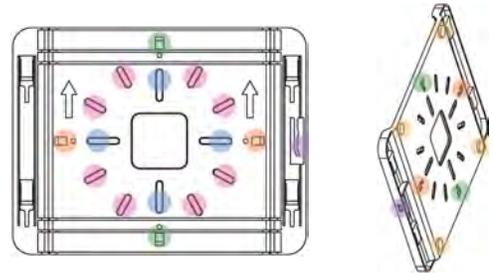
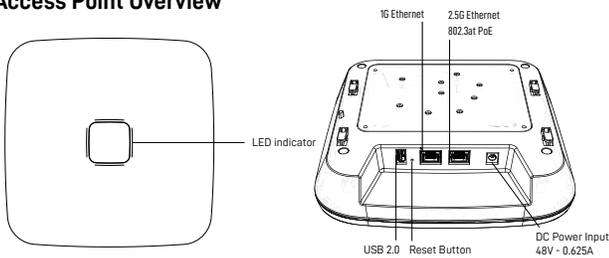
Product Specifications

OFDMA Data rate (aggregate)	3584 Mbps (2.4GHz - 1182 Mbps, 5GHz - 2402 Mbps)
OFDM Data rate (aggregate)	2333.3 Mbps (2.4GHz - 600 Mbps, 5GHz - 1733.3 Mbps)
Transfer Rate	802.11b: up to 11 Mbps 802.11a/g: up to 54 Mbps 802.11n: up to 600 Mbps 802.11ac: up to 1733.3 Mbps 802.11ax: up to 2402 Mbps
Radio	2.4 GHz: 4 stream, 802.11 b/g/n/ax 5 GHz: 4 stream, 802.11 a/b/g/n/ac/ax Scanning Dual Band Radio: 1 Stream Bluetooth Radio: 1 Stream
Antenna	Internal: 4x 2.4GHz, 4x 5GHz, 1x Scanning Dual band, 1x BLE
OFDM Max users (recommended)	75–150 per AP
OFDMA Max users (recommended)	
WLAN standard	WiFi6 - 802.11a/b/g/n/ac/ax
Processor	Quad Core CPU @ 2.2GHz
Memory	1GB DDR4
Ethernet Ports	1 x 2.5 Gigabit Ethernet and 1x 1Gigabit Ethernet
PoE	Standard 802.3af/at* <small>*Difference Performance based on Power Source</small>
DC Power Input	48V 0.625A* <small>*Difference Performance based on Power Source</small>
USB	Yes, USB 2.0, 5V 0.5A
Temperature	0–40 C
InstallationLocation	Indoors
LEDs	Tri-color LED status indicator
Hardware watchdog CPU	Yes
Size	8.66" x 8.66" x 1.2" 2.05 Lbs
Mounting	Ethernet or junction box (EU, UK, US, AU), solid wall, solid ceiling, (universal installation kit included)
Warranty	Lifetime
Certifications	FCC, IC, CE, RCM

Product Specifications

SSIDs	4
SSID to VLAN tagging	Yes
Bridge to LAN	Yes
Seamless roaming	Yes
Cloud management	Yes
Free iOS/Android apps	Yes
Zero config plug and play	Yes
Self-forming, self-healing mesh	Yes
Captive portal w/ bandwidth throttling, splash pages and user controls	Yes

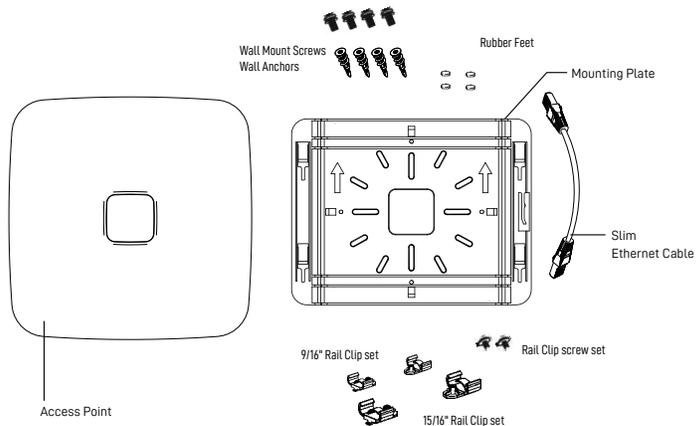
Access Point Overview



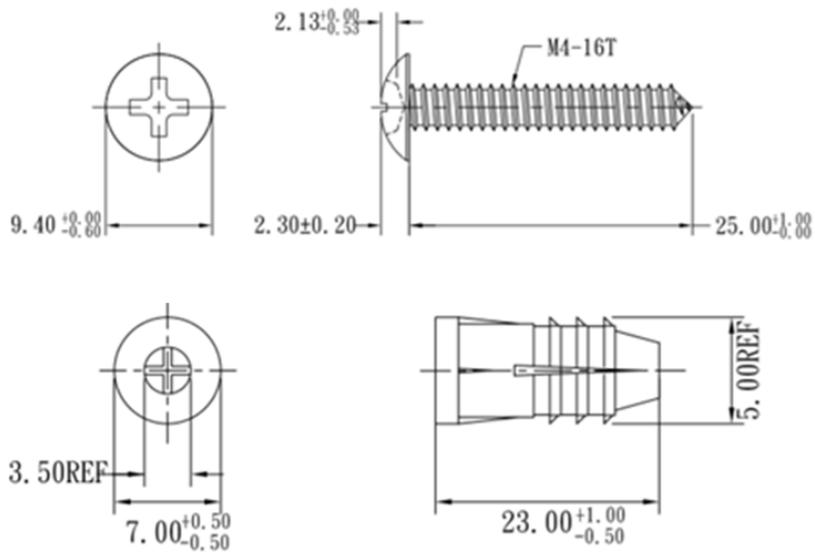
- US Single Gang Box
- US Dual Gang Box
- T-Rail Clip slots option 1
- T-Rail Clip slots Option 2
- Rubber Feet location
- Kensington lock point

What's in the Box

- (1) Access Point
- (2) Sets of T-Rail Clips (ceiling rail mount) with Screws
- (1) Slim Ethernet Cable (for wall or junction box mount)
- (1) Mounting Plate
- (1) Blank LED Indicator Tab
- (4) Wall Mount Screws with anchors
- (4) Rubber Feet



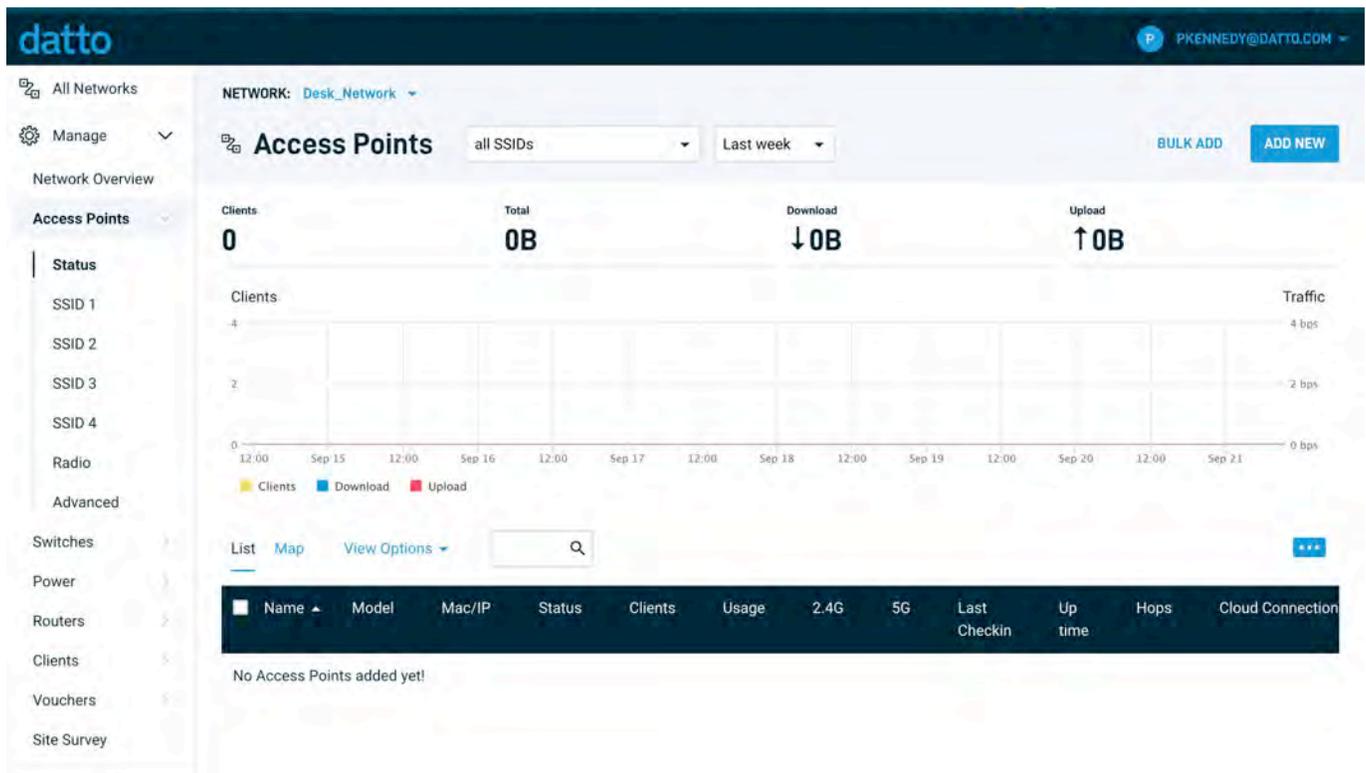
Mounting Screw and Wall Anchor Specifications(Included)



Creating a Network on Network Manager

Overview: what we're doing

This guide is intended to help you set up your first cloud-managed wireless mesh network with Datto Network Manager. Network Manager is a cloud-based network controller that makes it easy for anyone to build, manage, and monitor wireless networks from anywhere in the world.



This guide will assist you in setting up a new network on the Datto Network Manager web application. For easier, faster setup, use the [Datto Networking for iOS](#) or [Datto Networking](#) apps. No matter which version you start with, you can switch between the web and mobile apps seamlessly.

Here's what's about to happen:

1. Log into your Datto Partner Portal
2. We'll create a new network on Network Manager.
3. We'll add access points to the network.
4. We'll physically install the access points.
5. We'll do some basic network configuration.

This guide is not intended to cover every aspect of **Network Manager**. To learn more about planning your network, view the **Datto Knowledge Base** (kb.datto.com)

What you'll need

To set up your network, you'll need the following:

1. One or more **Datto Network Manager**-compatible wireless devices, such as the **AP840** or **AP840E**
2. An Internet connection with at least one Ethernet port available on your modem or router
3. one Ethernet cable and either a **802.3at POE** source or a **48V DC Power Supply**
4. A computer with a browser pointed to datto.com, or an [iOS](#) or [Android](#) device running the **Datto Network Manager App**

Terminology

We'll make this process as easy and nontechnical as possible. Here are a few key words that will help.

Network: A group of computers or devices that can talk to each other (in our case, wirelessly).

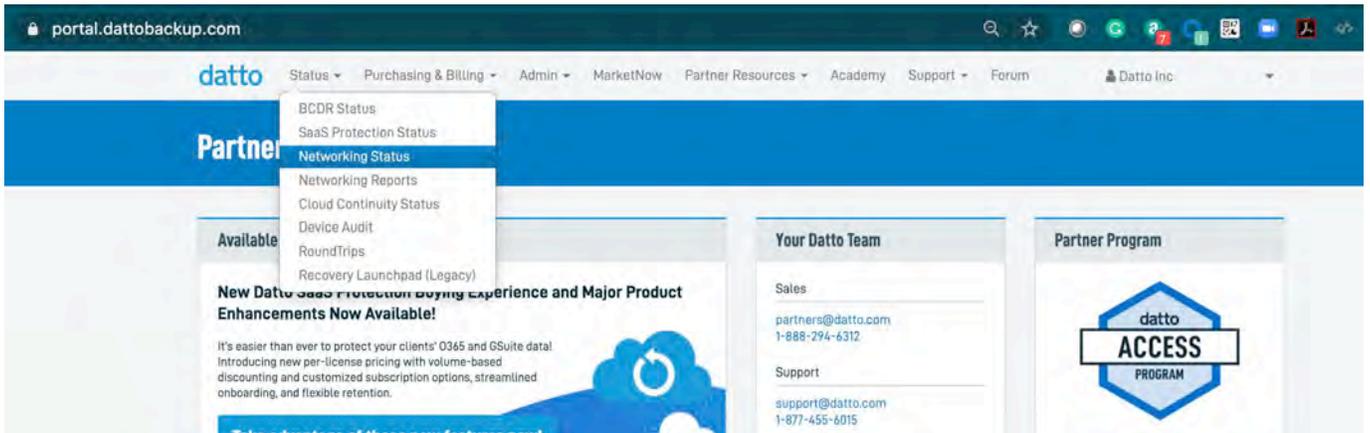
Gateway: A **Network Manager**-compatible router that is connected to the Internet (usually through a DSL, cable, or LAN connection).

Repeater: A **Network Manager**-compatible router that is not connected to the Internet that repeats the signals from local computers and other access points to the gateway.

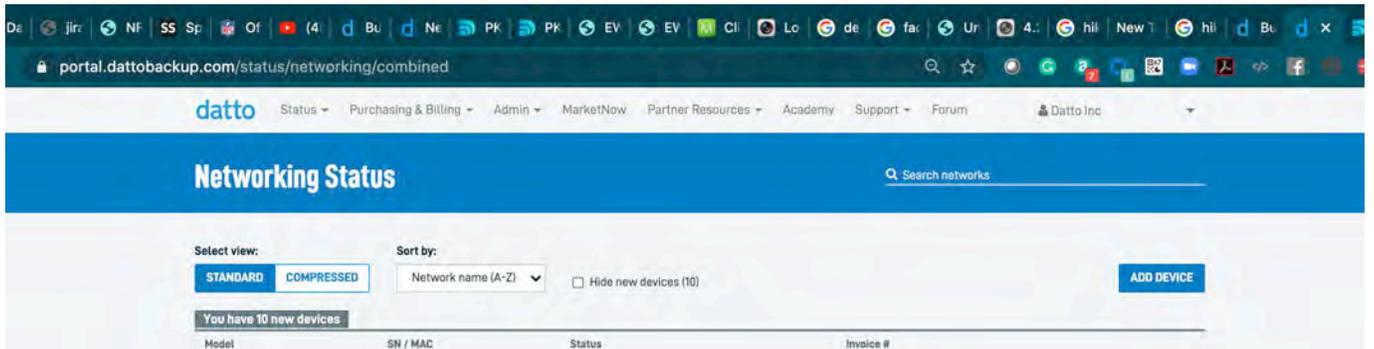
Access point: A generic name for an **Network Manager**-compatible router/access point which can be either a Gateway or a Repeater. You may also see these called "Nodes."

All **Datto Networking Access Points** configure themselves: they become gateways or repeaters depending on if they are connected to the Internet or not.

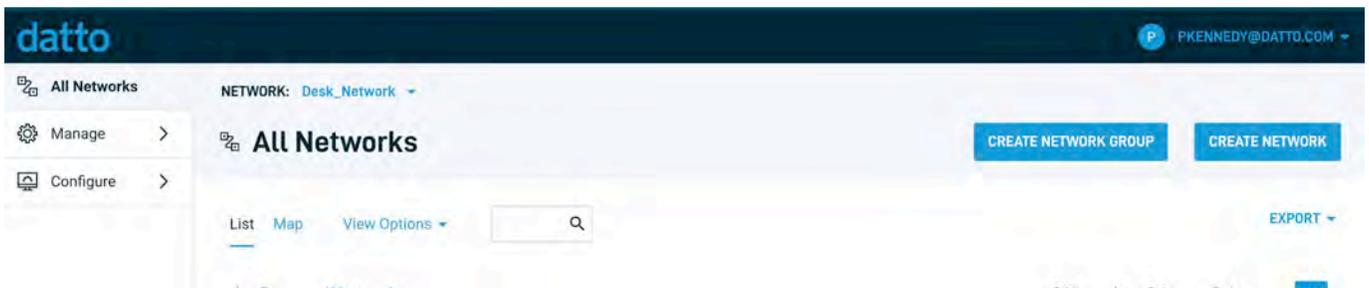
Step 1: Log into the Datto Partner Portal(datto.com) and Navigate to the Network Status Page



Then Select to Add Device, as shown in the Diagram below in the top right corner of the screen



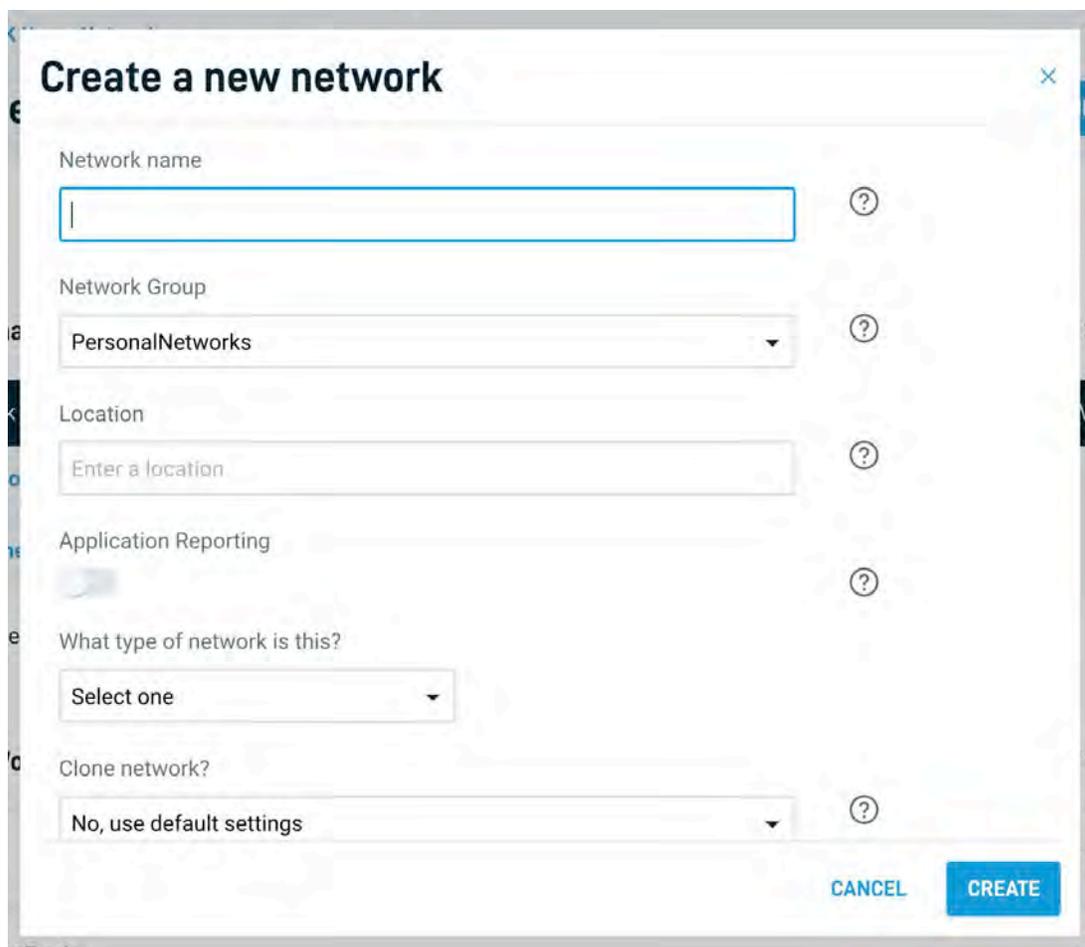
You will now be automatically redirected to the Datto Networking Manager webpage, as seen below:



Now you may create new network to add this device to, or navigate to the network you would like to add this device to. For this guide we will be setting up a new Network. So click "Create Network"

Step 2: Create a new network

You'll automatically be taken to a page, similar to the one below, to create your first network.



The image shows a web form titled "Create a new network" with a close button (X) in the top right corner. The form contains several fields and controls:

- Network name:** A text input field with a placeholder character and a help icon (question mark) to its right.
- Network Group:** A dropdown menu currently showing "PersonalNetworks" and a help icon to its right.
- Location:** A text input field with a placeholder "Enter a location" and a help icon to its right.
- Application Reporting:** A toggle switch that is currently turned off and a help icon to its right.
- What type of network is this?:** A dropdown menu currently showing "Select one" and a help icon to its right.
- Clone network?:** A dropdown menu currently showing "No, use default settings" and a help icon to its right.

At the bottom right of the form, there are two buttons: "CANCEL" and "CREATE".

Fill in the following information:

Network name: This is the name you want to give this specific network. You will use this name to make changes to the network, display reports, etc.

Password: This is the password for local administrators and should be different from your master account login. This limits access and prevents users from making changes to your network.

Email: Enter your email address or the address of a local administrator to contact. We will never share this with others.

Network Location: Enter a street address for the first access point. To add access points, you will be shown a map that you click on to place access points. By entering an address here, you will be centered on the correct location for your network.

Email for Notifications: Enter the email addresses, separated by spaces, for all people you'd like to receive "outage" notifications. These are sent hourly.

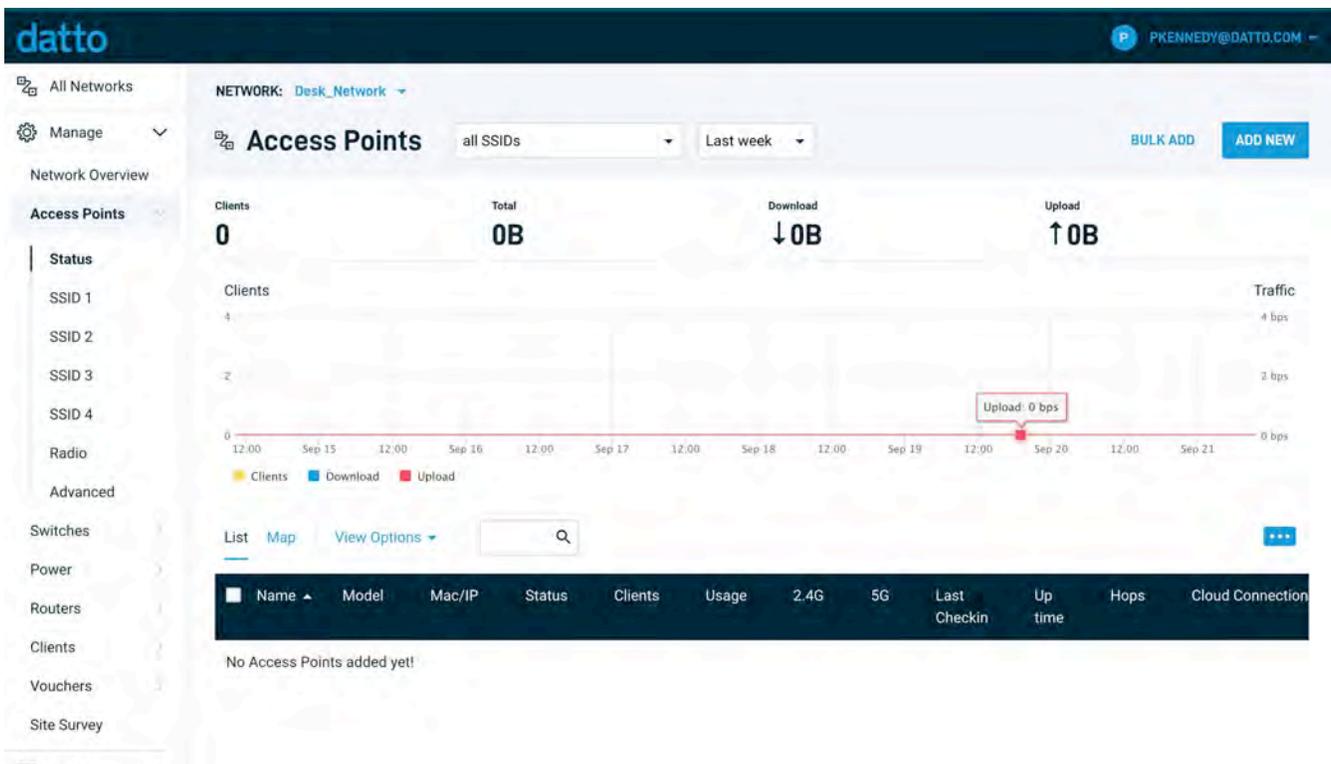
When finished, click "Create" to save your new network settings.

Step 3: Add access points to your network

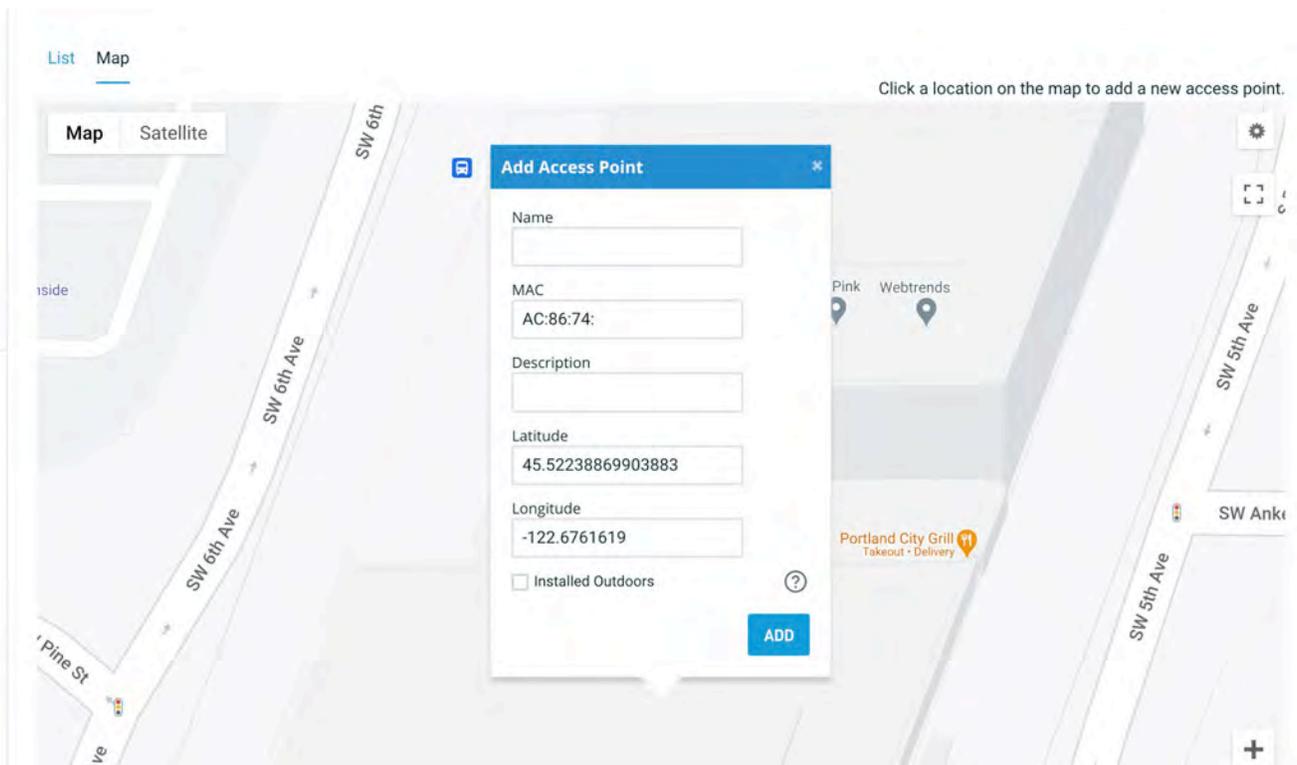
It's time to let **Network Manager** know which access points you want to include in the network. Adding them to **Network Manager** will allow you to manage and monitor the access points from anywhere.

Navigate to the Manage > Access Points screen.

There are three options to add access points to your network: click the "Add New" button to add access points one at a time by clicking on a map, or use the down arrow to the right of that to add access points in bulk.



If you add access points the default way, you'll be taken to the Map tab of the Access Points page. A Google map, centered on the address you entered when you created the network, will show a popup to enter your first access point. You can often (depending on location) click the "Satellite" view button and zoom in for a closer look.



Fill in the following information:

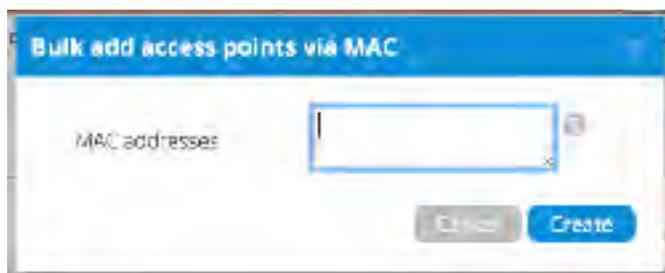
Name: Enter a name for this access point. This name is used to reference its location and will be displayed in reports. It does not affect users.

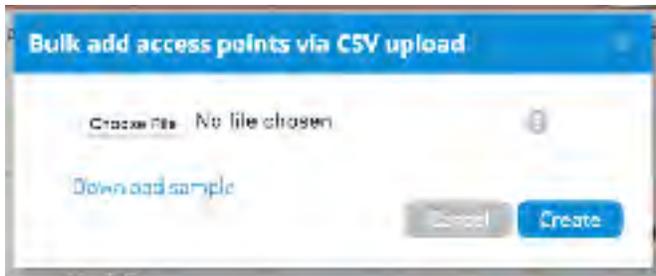
MAC address: A MAC address is a sequence of 12 numbers and the letters A-F often separated by colons (Eg: 00:02:6F:8A:B2:6E). This can be found on a label on the bottom of the router and on the side of the product box.

Description: You can enter optional descriptive text that will be shown on the reports. This is typically used to keep notes on where the access point is installed, etc.

Click "Add" and repeat the process for each additional access point.

If you need to add a large number of access points, you may want to add them in bulk. You can do so two ways: by entering the MAC addresses in a text field (one per line), or by uploading a list of access points (along with optional name, location, channel overrides, etc.) in a CSV file.





For both of these options, your access points will be added to the map based on your network location (similar to how the **Datto Networking** iOS and Android apps add access points). You can reposition these access points on the map after adding them.

When adding by CSV, the CSV file must be in a specific format. You can download a [sample CSV file here](#).

Step 4: Install the access points

Once your access points are added to **Network Manager**, it's time to install them. If you're using an enclosure, video installation guides are available [here](#).

First, connect your Gateway unit to the Internet with an Ethernet cable. This can be plugged in directly to your high-speed modem (if it has a single Ethernet port, power cycle it first), or it can be fed from a router or switch. If it can get an Internet connection through the cable, it'll connect to the **Datto cloud**. Once the Ethernet cable is plugged in, connect power.

The Ethernet cable (PoE device) must be connected only to PoE networks that is SELV circuit and without routing to the outside plant.

Next, plug in additional access points as either gateways (connected to Ethernet) or repeaters, connected only to power.

When mounting **Datto** access points directly onto a wall, use a minimum 30 mm screw length.

To ensure strong, consistent signal coverage, follow these guidelines:

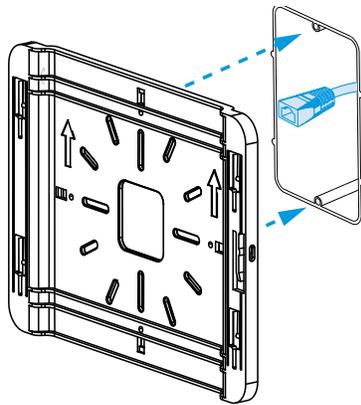
1. Place your gateway in the center of the network. For most devices, every time data is transmitted over one repeater hop, it loses half its speed. A central gateway minimizes the number of hops required.
2. Never go through more than three to four walls or floors.
3. Never go more than 50-150 feet (depending on building materials) between access points.
4. Install no more than about five repeaters to every one gateway.

Once all access points are plugged in, you should see them turn green on the **Network Manager** Status page in about 5 to 15 minutes. For more detailed information on planning and optimizing your network, see the [Network Planning Guide](#).

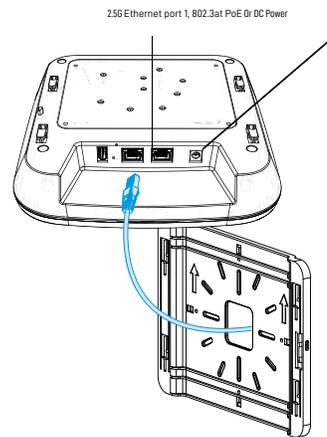
Ethernet or Junction Box Mount

This access point can be mounted to any junction box for secure installations in hotel and resort guest rooms, dorms, care facilities and more.

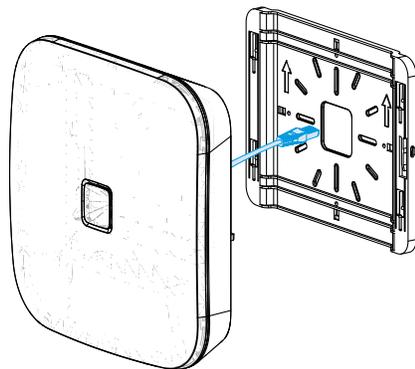
(1) Mount flat side of plate to junction box.



(2) Connect included slim 2 cable from and power cable if no PoE



(2) Connect included slim Ethernet cable to connection in wall.



4) Slide device down plate to lock in place.

