

# C-65 AirTight Access Point / Sensor

## Quick Start Guide

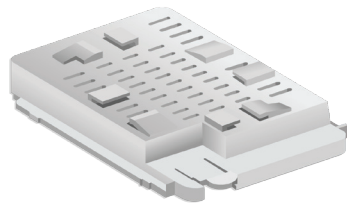
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### Package Contents

You should have received the following components in your C-65 package.



C-65



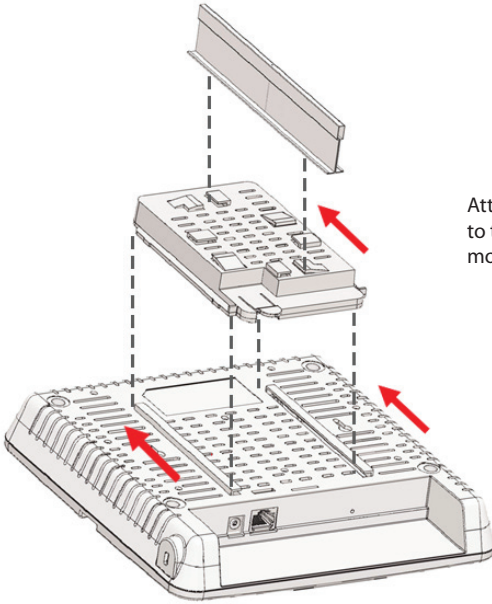
Ceiling-Mount Accessories



Wall-Mount Accessories

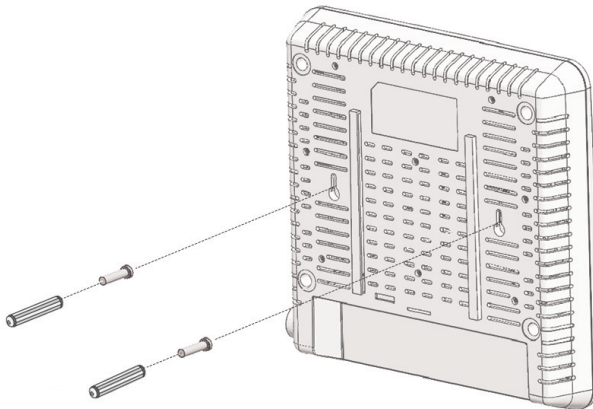
## Mounting the C-65

**Ceiling Mount:** AirTight logo facing the floor.



Attach the ceiling mount accessories to the device and slide it on to the T-rail mounting hardware affixed to the ceiling.

**Wall Mount:** AirTight logo facing away from the wall.



Affix the mounting screws to the wall and hook the device on to the screws.

## Getting the C-65 Online

### Step 1: Power up

If using PoE, plug one end of the Ethernet cable into the PoE switch or injector and plug the other end into the Ethernet + PoE port (LAN) on the C-65. Make sure the PoE source you are using is turned ON.

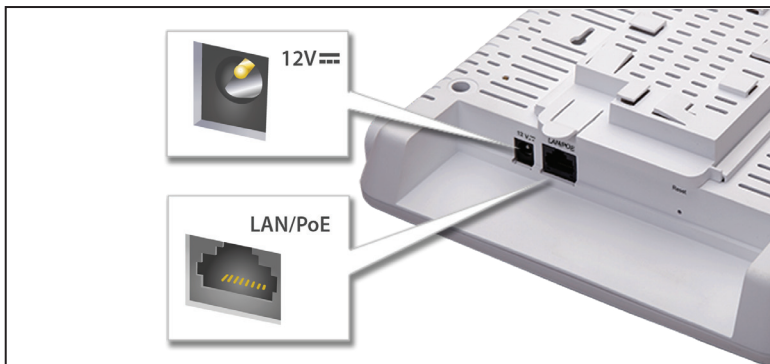
OR

As an alternative to PoE, insert the power adapter plug into an AC power outlet and the other end into the power input port on the C-65.

**Warning:** If not using PoE, make sure you use only an AC power adapter supported by the C-65 access point (AP).

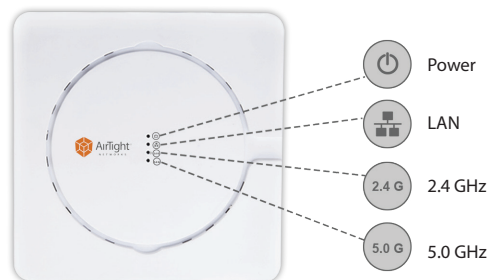
### Step 2: Connect to the network

If you are using PoE, then the C-65 should already be connected to your network. If you are not using PoE, then plug one end of the Ethernet cable into an Ethernet jack on your network and the other end into the Ethernet port (LAN) on the C-65.



### Step 3: Check the LED status

Wait for a few minutes till the Power LED turns solid ORANGE and Ethernet (LAN) turns solid GREEN, which indicates that the C-65 is online and operational.



## Troubleshooting

After the C-65 is powered ON and connected to Ethernet, if the status of LAN (Ethernet) is not **Solid Green**, it indicates that the AP is not able to function normally. The following guidelines may help you to quickly diagnose and fix the problem.

LED Status				What does it mean?
Power	Ethernet (LAN)	2.4 GHz	5.0 GHz	
Off	Off	Off	Off	Not powered on or it is in the process of starting up
Solid Orange	Off	Any	Any	No active Ethernet link <sup>1</sup>
Solid Orange	Fast Blink Green	Any	Any	Did not receive a valid IP address via DHCP <sup>2</sup>
Solid Orange	Slow Blink Green	Any	Any	Unable to connect to the AirTight Cloud Services or AirTight Server <sup>3</sup>

1. Make sure that the Ethernet cable is correctly plugged into the LAN port on the C-65 and the other end of the cable is plugged into an Ethernet jack or a port on a switch that is turned ON.
2. If the C-65 did not receive a valid IP address from the DHCP server, make sure that a 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, you can reboot it once to see if that resolves the problem.
3. If you are using AirTight Cloud Services, make sure that Internet connectivity is available from the VLAN/subnet to which the AP is connected. Check if the required ports for AP and Server communication – UDP 3851 and default HTTP (TCP port 80) – are open on the Firewall. If you are using a Proxy, Web accelerator or URL content filtering, make sure the settings allow communication between the AP and AirTight Cloud Services.

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After following these guidelines, if you are still unable to resolve the problem, contact the local AirTight Sales Engineer or 24/7 AirTight Technical Support.

**Tel: +1 (650) 641 0027 Email: [support@airtightnetworks.com](mailto:support@airtightnetworks.com)**

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### Comprehensive Cloud-Managed Wi-Fi

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