

AP One Rugged

Case Durable, Price Unbeatable



FAQ

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FAQ - AP One Rugged

What is the AP One Rugged?



What is the AP One Rugged?

The AP One Rugged is an access point that works seamlessly with other services in the Peplink ecosystem, providing unique network capabilities, unmatched network flexibility and ease of use. Ideal for those needing a better Wi-Fi coverage in extreme environment.



How fast is this device?

The Data Rates of 2.4 GHz is up to 300 Mbps and 5 GHz is up to 866 Mbps.

The complete Spec Sheet can be found [here](#).



What certifications does the AP One Rugged have?

The AP One Rugged has certifications on:

- FCC[^], CE[^], IC[^], E-Mark[^]
- Railway Certification: EN 50155[^]
- Railway Certification: EN 50121-3-2[^]
- Railway Certification: EN 50121-4[^]
- Vibration & Shock: EN 61373

[^]Certification Pending



FAQ - AP One Rugged



Does it come with a power supply?

Yes, it comes with a 12V2A power supply ([ACW-632](#)).

However, we recommend pairing the AP One Rugged with [PoE network switches](#) or PoE output routers to decrease the cost of installing additional electrical wiring and eliminate the time of managing cable clutter.



What is the best use case for the AP One Rugged?

From adding a Wi-Fi network to extending wireless coverage, the AP One Rugged has got you covered. The rugged enclosure allows AP One Rugged to withstand extreme environment. Click [here](#) and we can work out a cost-effective solution with the best overall performance together.



What if I need two separate Wi-Fi networks, one for employees and one for visitors?

You can create two separate Wi-Fi networks with “Layer 2 Isolation” or “Guest Protect” for privacy and security. These are two 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.

To enable the features above, you can refer to this [post](#).

What is included with the AP One Rugged?



What's in the box?

Along with the access point, there is a 12V2A Power Supply ([ACW-632](#)) and 2x Wi-Fi Antennas ([ACW-342](#))



FAQ - AP One Rugged



Is my product covered under warranty?

Yes, all Peplink products come inclusive of a 1-year warranty. Please ensure your device is sales registered to reflect an accurate warranty start and end date (see below for more detail)



How do I sales register my device?

Maintaining an accurate sales register date will ensure your warranty status is counted from the date of sale rather than the date of delivery.

To sales register your device:

- 1) Visit access.peplink.com
- 2) Login to your existing PeplinkID account or create a new login
- 3) Once verified and logged in. **Select Device> Register Device**
- 4) Enter details and **Save Changes**.

Once updated, the corresponding warranty status will automatically be updated.



Can I extend my warranty beyond its coverage period?

Yes, all warranties can be extended on a year-to-year basis.

Model	EssentialCare
AP One Rugged	1-Year 2-Year

Renewals can be purchased through our local [Peplink Certified Partners](#) or directly from Peplink [eStore](#) at the time of sale or any time thereafter.



FAQ - AP One Rugged

Using the AP One Rugged



What voltage is required?

You can power it with a 12V2A DC Connector or 802.3at PoE input.



What is the maximum power consumption?

The maximum power consumption is 13W (max).



How far can we run the cable for the AP One Rugged?

The maximum Ethernet cable transmit length is 328ft/100M, but for the best performance and connection stability, we recommend 263ft/80M in case the Ethernet cable quality is not perfect.



How many ways can I mount the AP One Rugged?

The AP One Rugged comes with DIN rail mount system allows for flexible deployment, no matter if it's on a wall, on a pole or on the ceiling.



Can the AP One Rugged be remotely managed?

The AP One Rugged can be remotely managed by Peplink's AP Controller or InControl2.



FAQ - AP One Rugged



What is the AP Controller?

[Peplink's AP Controller](#) is a software-based AP management tool that's built into all Balance and selected MAX routers without the requirement of 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. You can only manage APs on the local physical LAN.

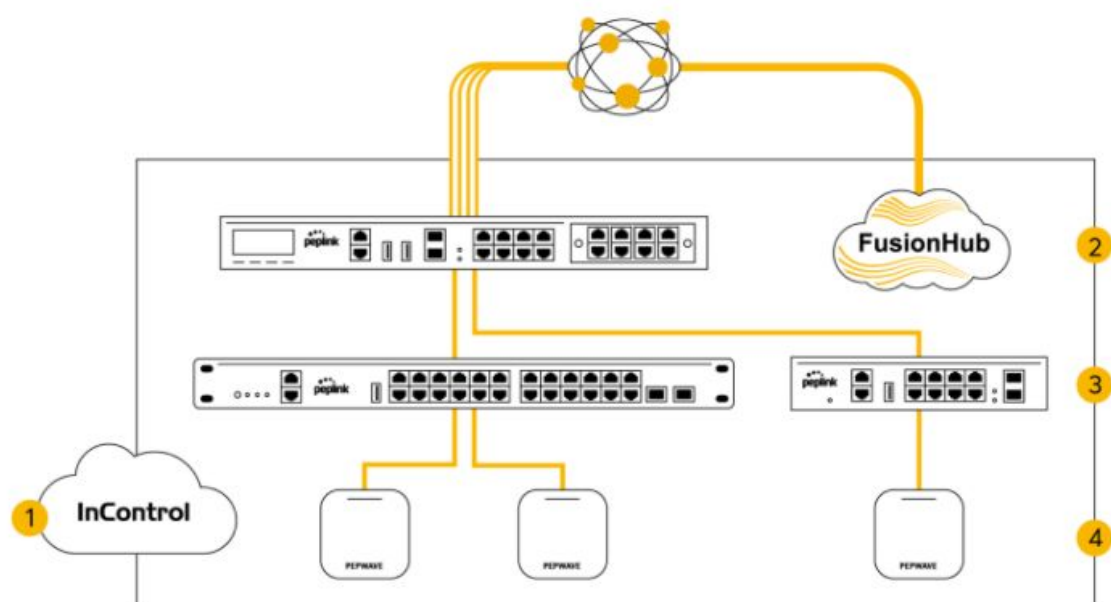
AP Controller Pro supports multiple configuration profiles coupled with multiple SSIDs, and you can manage remote APs outside the local physical LAN. The Pro version also supports an extra license upgrade to manage more APs.



What is InControl?

From Balance & Max routers, SD-Switches, Access Points to Fusion Hub, you can manage the entire network ecosystem with our cloud-based endpoint management system - InControl.

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





FAQ - AP One Rugged



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

To know if a device supports Peplink's AP Controller, you may view our Balance/MAX 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, the device does not support Peplink's AP Controller if these are not specified.



Can I manage my Pepwave APs with both InControl and the 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, you will need to disable the AP Controller feature on your Peplink Balance/Pepwave MAX.



How can I set up a guest Wi-Fi network 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 one captive portal profile. All AP One devices connected to the same Peplink router with a captive portal enabled will be directed to the same portal page



FAQ - AP One Rugged



Can the AP One Rugged support Mesh Wi-Fi?

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



What is Mesh Wi-Fi?

Mesh Wi-Fi is the ability to connect wirelessly to another intermediate AP within the same WAN, without the need of an Ethernet connection. This can provide 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 the 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 an InControl license?

The AP One Rugged comes with a year's subscription and a valid warranty for InControl. Additional purchase is not required.

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

Model	EssentialCare
AP One Rugged	1-Year 2-Year



FAQ - AP One Rugged

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 always happy to provide support to their product users, so reach out to the place of purchase first.

For those who prefer self-service, Peplink has a very active [forum](#). Among the regular forum users are Peplink Partners, Peplink employees, and many very knowledgeable users. Generally, folks with questions get answers rather quickly. In the unlikely event of a suspected hardware or firmware issue, you can enter a [support ticket](#) with Peplink directly. You will then receive attention from some of our best engineers! Peplink supports its owners like no one else in the business.



I can't access the Internet via the AP One Rugged. What can I do?

Visit this [link](#) (troubleshooting section) for a basic software walkthrough and troubleshooting guide. If that doesn't work, reach out on our [forum](#) and the team will get you online.