



## HARDWARE INSTALLATION GUIDE

# RA800 SERVICE-READY ACCESS POINT



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## TRADEMARKS



The Relay2 logo is a trademark of Relay2, Inc. of the US.

## COMPANY HEADQUARTERS

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## PRODUCT OVERVIEW

The RA800 family is a cloud-managed Service-Ready Access Point (SR-AP) offering Edge Computing and storage capabilities with a high-performance wireless access point integrated. It enables businesses to deliver superior venue experiences, enhance business operations, and create competitive advantages. The RA800 family consists of various models—including the RA820E and RA830E—to support various deployment needs. For more information about the RA800 family, refer to [www.relay2.com](http://www.relay2.com).



## Opening the Package

- Please ensure that all ordered optional accessories are included in the separate accessory box.
- Please peel off the protective film before using the AP.
- Please do not use a different power adapter than the one included with the package.
- Please check the packaging list first. If there are any missing or broken parts, please contact the authorized distributor of Relay2, Inc.

## Safety

- Read the hardware installation guide carefully before installation and power-up.
- Power supply can be either a 48 VDC power adapter or IEEE 802.3at-compatible PoE+.
- Make sure the power input matches the voltage range of the power adapter.
- To avoid overheating, make sure the AP allows for proper heat dissipation, and leave enough room for air circulation.
- Do not directly touch the bottom of the AP to avoid scalding. When the AP is in operation, the surface temperature of the back plate will be very hot.
- Any unauthorized modification of the product structure and safety design is not allowed.
- Do not put anything on top of the AP. If the AP gets liquid in it, please disconnect the power supply, disconnect all network connections, and contact authorized distributor of Relay2, Inc.

## Before You Start

- Before installation, a signal detecting test can be used to determine the best installation position.
- Keep your body at least 20 cm away from the AP during installation and operation.
- Install the AP at least 1 m distance from any metal obstructions to avoid the radio signal being affected by metal shielding.
- To avoid radio interference, keep the device away from magnets or magnetic fields (e.g., do not place near a microwave, refrigerator, etc.).
- If there is a statement prohibiting the use of wireless devices in restricted places and explosive areas, please do not install this wireless AP.

## Warranty

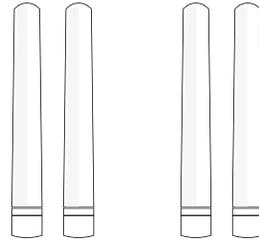
- Please provide the device model, MAC address, and serial number shown on the tag of the side panel.
- The warranty does not cover any product that has been opened without authorization from Relay2 Inc.
- Reasonable repair and shipping costs will be charged for product faults or damage caused by using non-Relay2 accessories or improper operation.

# PACKAGE CONTENT - RA800

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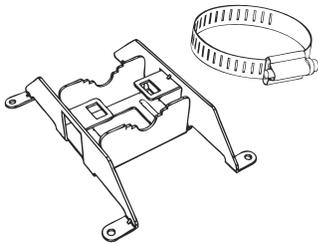


Access Point

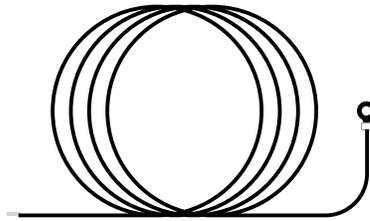


2.4 GHz Detachable Antennae

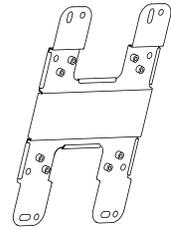
5 GHz Detachable Antennae



Pole Mount Kit



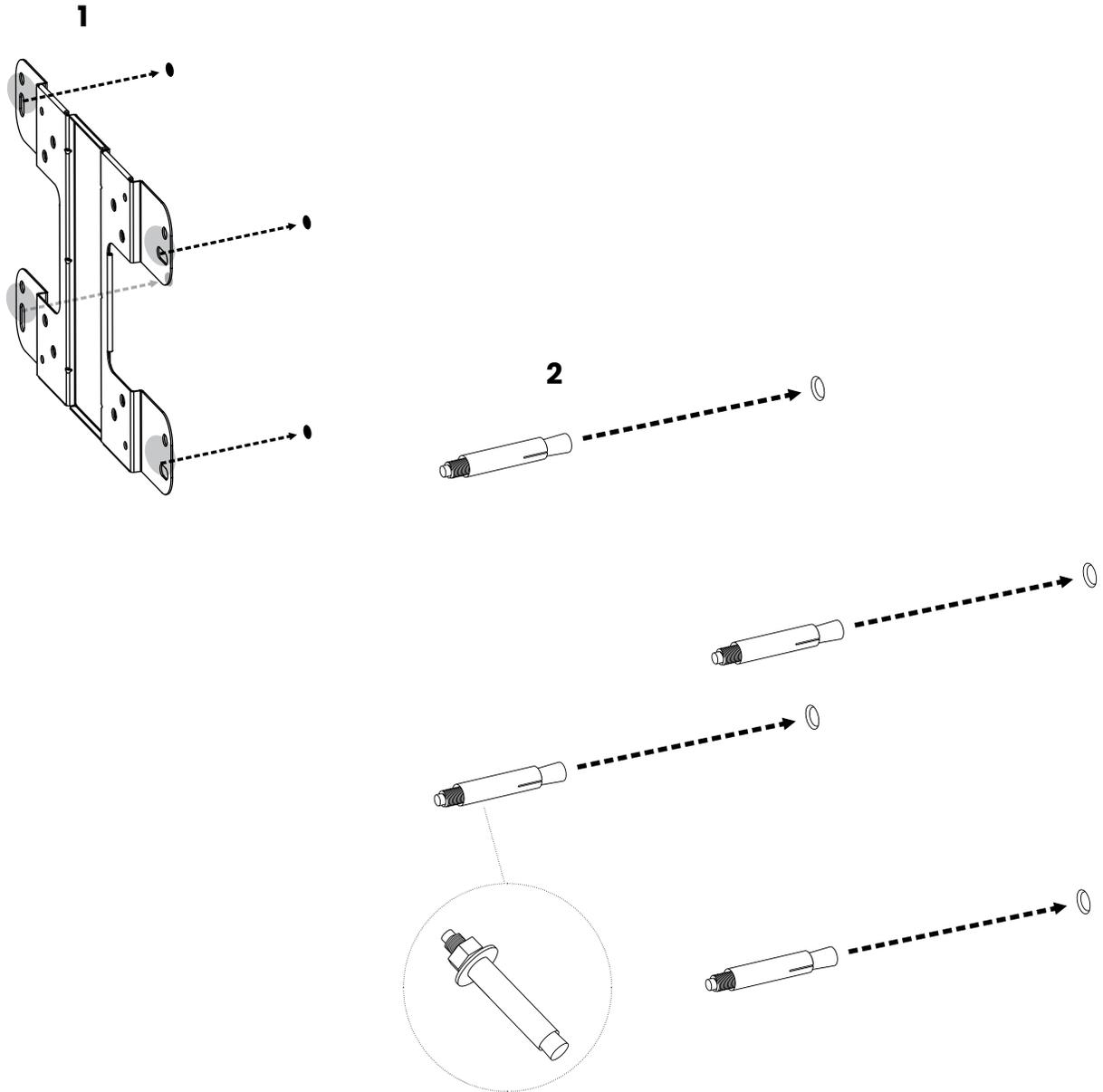
Ground Cable



Wall Mount Kit

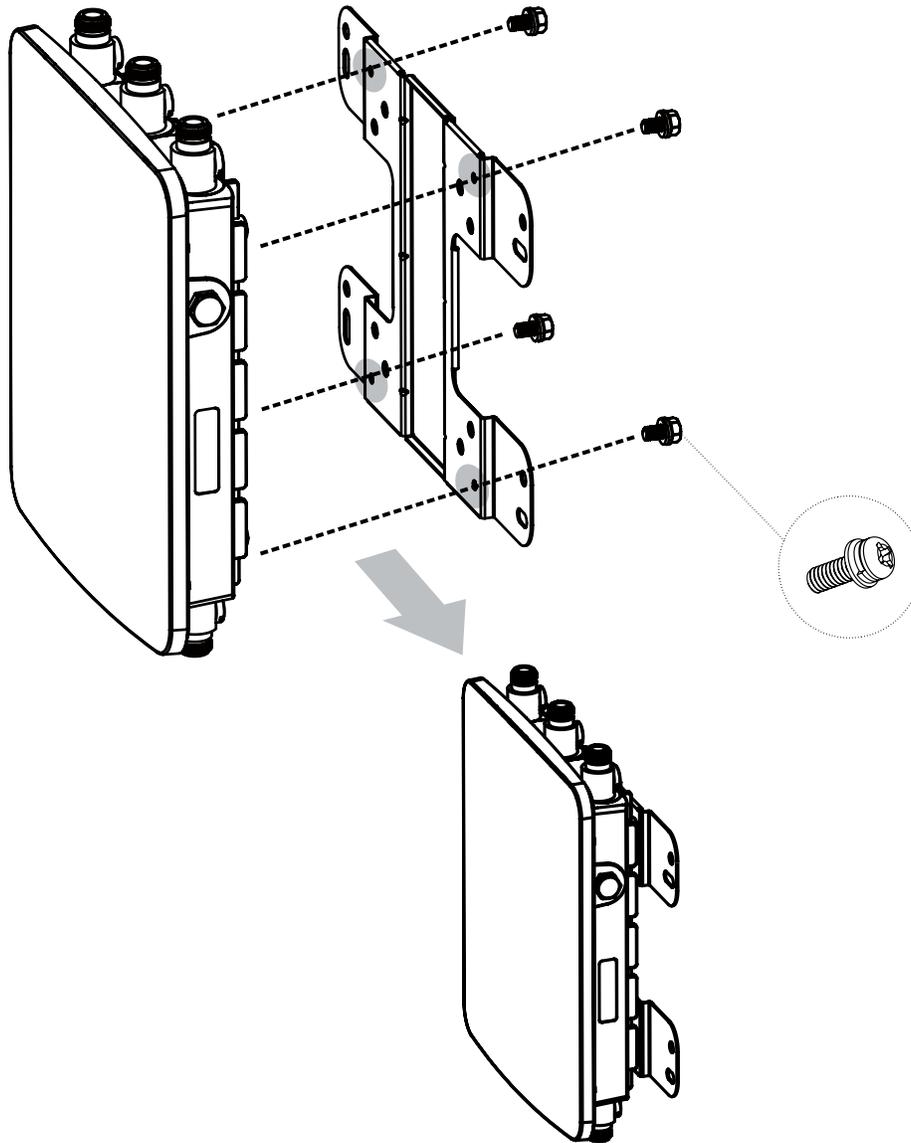
## Wall Mount the AP

1. Determine where the AP is to be placed and mark the location on the surface for the four mounting holes. You may adjust the position with a level.
2. Use the appropriate drill bit to drill four 8 mm diameter and 37 mm depth holes in the markings and hammer the bolts into the openings.



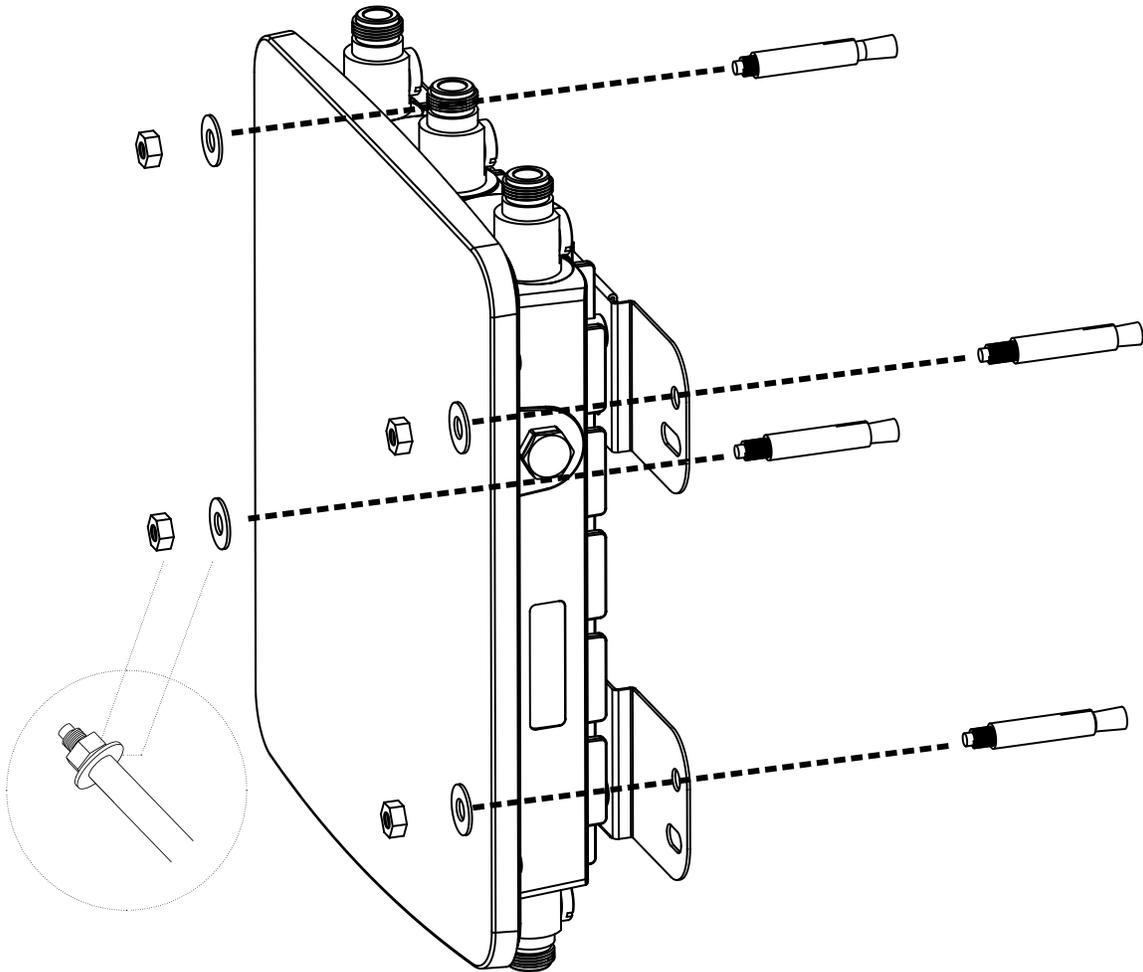
## Wall Mount the AP

3. Place the lock and a washer on the round-head screws and drive the screws to attach the mounting base to the back of the access point.



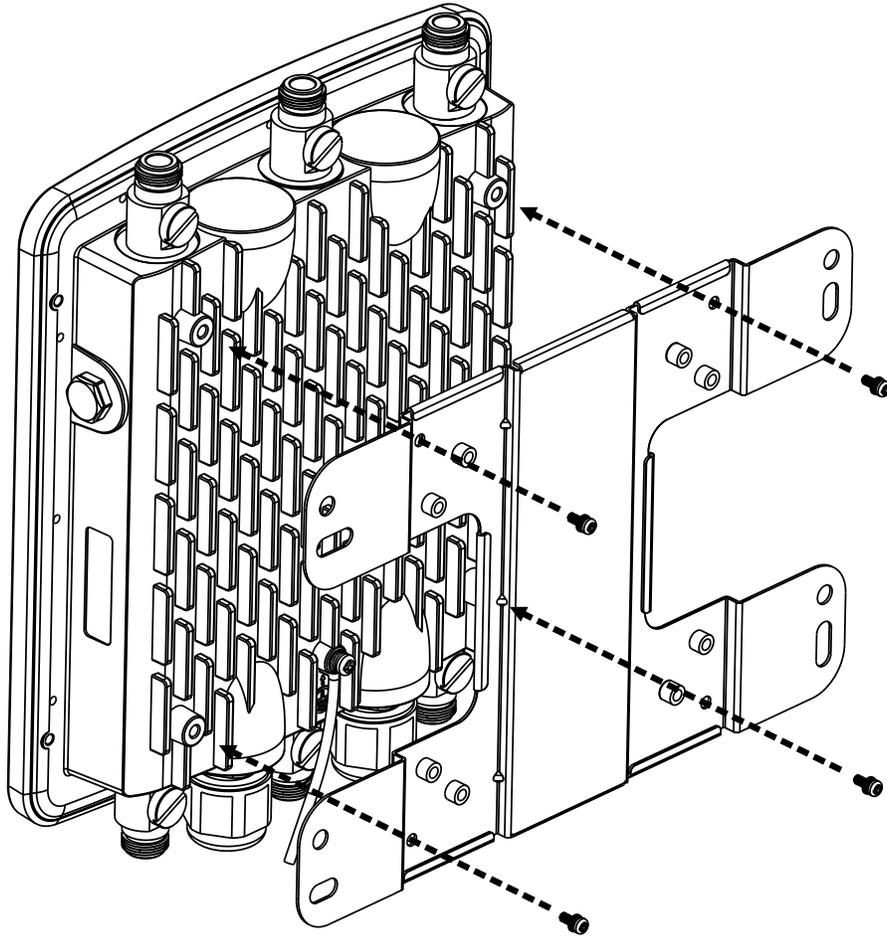
## Wall Mount the AP

4. Attach the device onto the wall by tightening the bolt's flat washers and nuts to secure the mounting base to the mounting surface.



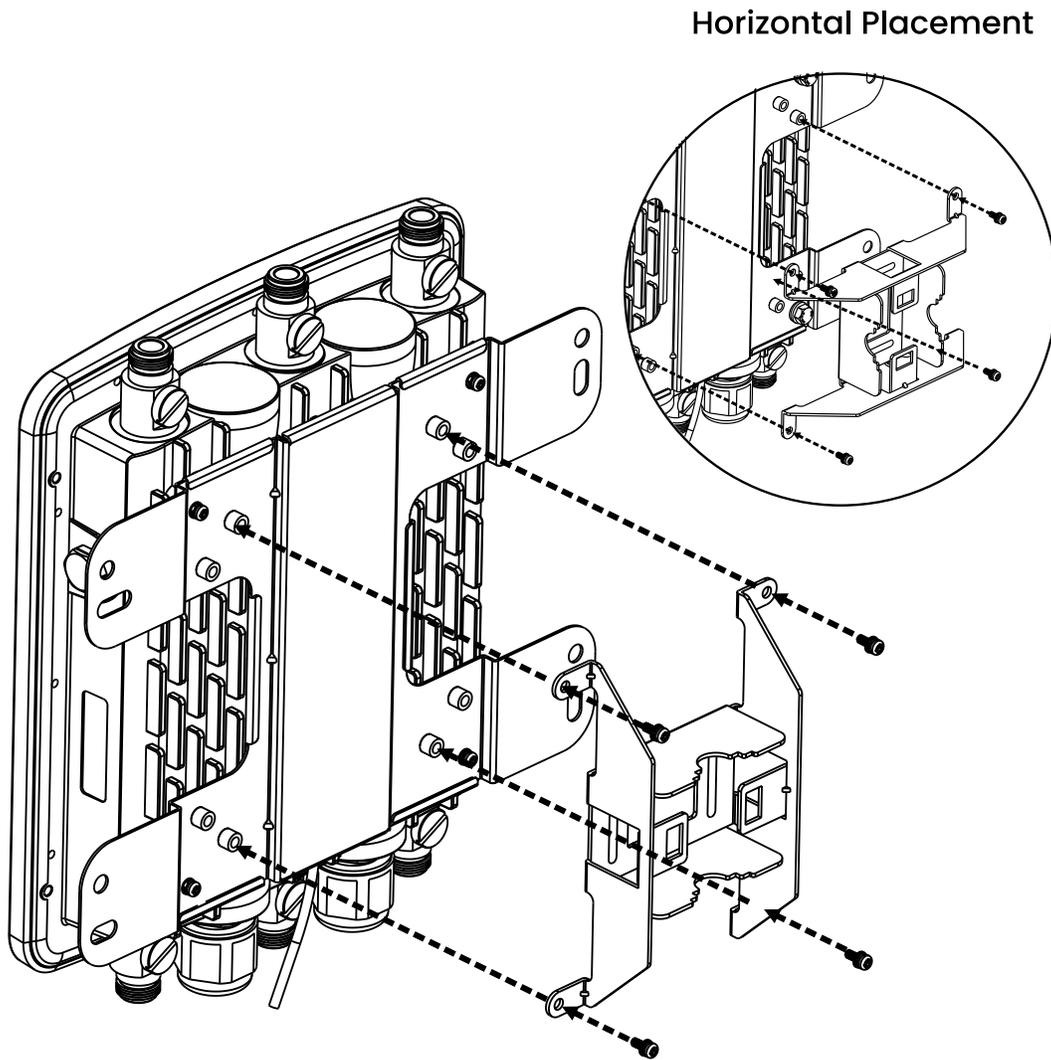
## Pole Mount the AP

1. Place the lock and flat washer on the cap screws and drive the screws to attach the mounting base to the back of the access point.



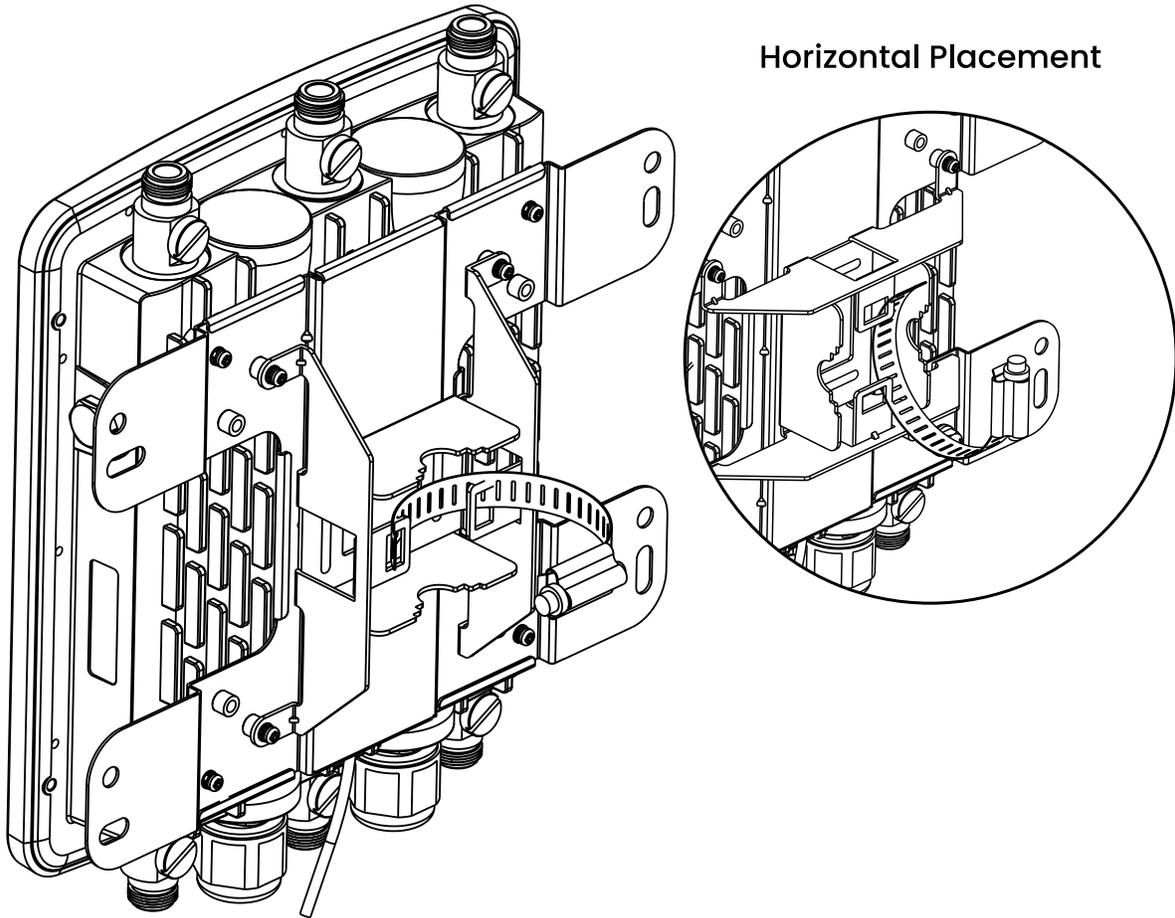
## Pole Mount the AP

2. Determine which placement is to be assembled. Drive the four round-head screws to attach the pole mount bracket to the mounting base.



## Pole Mount the AP

3. Thread the open end of the pole strap through the two tabs on the pole mount bracket.



## Pole Mount the AP

4. Determine where the AP is to be fastened. Lock and tighten the pole strap to secure the pole mount bracket to the pole.

