





Omada BE11000 (US) / BE9300 (EU) Tri-Band Omnidirectional Indoor/Outdoor Wi-Fi 7 Access Point

Model: EAP772-Outdoor

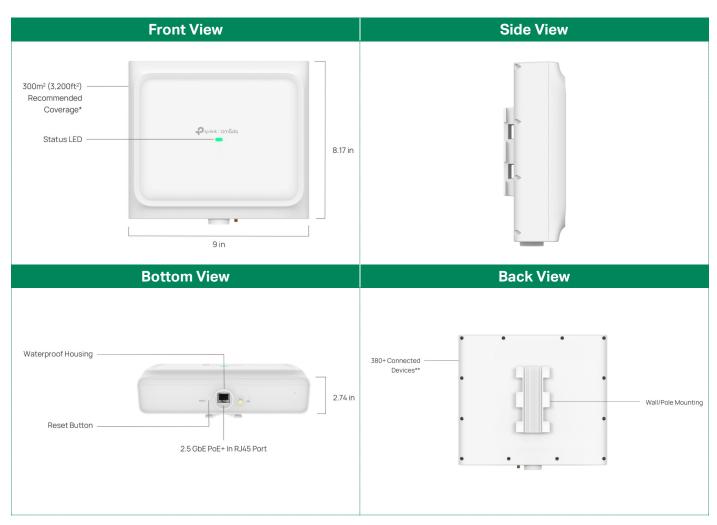
Product Overview

EAP772-Outdoor is Omada's first Tri-Band Six-Stream Omnidirectional BE11000 (US) / BE9300 (EU) Outdoor Access Point. With its 6 GHz band unlocked by AFC, EAP772-Outdoor achieves true tri-band omnidirectional coverage.

An impressive 300 m² (3,200 ft²) recommended omnidirectional coverage, ensuring stable connectivity across outdoor areas, and an IP68-rated rugged design, the highest industry standard for dust and water resistance, the EAP772-Outdoor delivers robust outdoor Wi-Fi for hotels, business parks, yards, farms, and other business outbuildings.

- Tri-Band Six-Stream Outdoor Wi-Fi 7: Up to 11 Gbps for US and up to 9.3 Gbps for EU
- 6 GHz Band Unlocked by AFC: AFC enables 6 GHz band outdoor uses*
- True Tri-Band Omnidirectional Coverage: 300 m² (3,200 ft²) recommended coverage
- **Professional Hardware Design:** Industry-leading IP68-rated, 1× 2.5G PoE+ port, 2.4 GHz dual-polarized antennas
- Easy and Quick Setup: Wall/pole mounting; Omada SDN for one-click setup
- Advanced Features: Centralized management, mesh, and seamless roaming

* AFC availability varies by region or country. For the supported areas, please refer to: <u>https://www.omadanetworks.com/support/faq/4373/</u>



Product Appearance

Feature Descriptions

Omada Wi-Fi 7 Technology: A Significant Upgrade from Wi-Fi 6

Wi-Fi 7, also referred to as IEEE 802.11be or extremely high throughput (EHT), is the next-generation Wi-Fi standard.

Building on Wi-Fi 6, Wi-Fi 7 incorporates advancements such as 320 MHz bandwidth, 4096-QAM, multiresource unit (RU), multi-link operation (MLO), enhanced MU-MIMO, and more. These innovations enable Wi-Fi 7 to achieve higher speed, larger bandwidth, and lower latency compared to Wi-Fi 6. Wi-Fi 7 is projected to support speeds up to 30 Gbps, roughly three times faster than Wi-Fi 6.



Wi-Fi 6 restricts each user to a single resource unit (RU), limiting spectrum flexibility. Wi-Fi 7 overcomes this limitation by allowing multiple RUs to be allocated to a single user and enabling RU aggregation, improving data throughput and spectral efficiency. Preamble puncturing identifies and excludes interference-affected subcarriers, reducing spectral waste and boosting efficiency in challenging wireless conditions.

True Tri-Band Omnidirectional Coverage, 6G Band First Unlocked by AFC

The 6 GHz band, enabled by AFC compliance, provides cleaner spectrum resources and reduced signal interference, allowing the EAP772-Outdoor to deliver true tri-band omnidirectional coverage, critical for reliable connectivity in crowded outdoor settings. Users can enjoy uninterrupted outdoor connectivity, even using bandwidth-intensive applications like 4K/8K gaming, live streaming, and real-time data transfers.

For more details on AFC, please visit: <u>https://www.omadanetworks.com/support/faq/4373/</u>

Industry-Leading IP68 Weatherproof Design for Extreme Conditions

The IP68-rated enclosure offers complete dustproof protection and effectively prevents damage from water immersion in water deeper than five feet for more than 30 minutes, allowing it to withstand harsh environments such as heavy rain, strong winds, and humid conditions. Additionally, an extended temperature tolerance of -30°C to 70°C makes it ideal for extremely hot and cold environments.

Professional Hardware Architecture

The EAP772-Outdoor features a 2.5G port for greater bandwidth, supporting high-traffic applications like HD video streaming and online gaming. With 802.3at PoE support, there's no need for more wiring. Plug it into the existing Ethernet cables, and you're ready.

Dual-Polarized 2.4 GHz Antennas, Better Anti-Interference Performance

Equipped with dual-polarized 2.4 GHz antennas, the EAP772-Outdoor brings enhanced anti-interference capabilities. Users can easily switch between vertical and horizontal antenna polarization to avoid interference in different outdoor scenarios through the Omada controllers. This design maximizes signal stability in complex outdoor layouts, even in urban areas with strong base station interference.

GPS—Know Your Devices Anywhere

See at a glance the location of access points in outdoor scenarios on a GPS map via the Omada controllers*, enabling easy management visualization.

* Omada Cloud Standard and on-premises Omada controllers version 5.15.24 and above support the GPS Map.

Easy and Quick Setup

Flexible installation options, including wall and pole mounts, enable quick deployment in diverse settings. Integration with Omada SDN allows for one-click adoption and automatic device discovery, streamlining the setup process.

Cloud-Based Centralized Management

As part of Omada's unified SDN ecosystem, the EAP772-Outdoor works harmoniously with Omada switches, gateways, and controllers. Businesses gain end-to-end visibility, automated optimization, zero-touch provisioning, and batch configuration— all managed from a single cloud interface.

Specifications

Hardware Specifications

ltem	Description		
Wi-Fi Standards	6 GHz: IEEE 802.11ax/be 5 GHz: IEEE 802.11a/n/ac/ax/be 2.4 GHz: IEEE 802.11b/g/n/ax/be		
	Spatial Streams	 2.4 GHz: 2×2 Uplink/Downlink MU-MIMO with 2 spatial streams 5 GHz: 2×2 Uplink/Downlink MU-MIMO with 2 spatial streams 6 GHz: 2×2 Uplink/Downlink MU-MIMO with 2 spatial streams 	
	Frequency Bands	2.400 to 2.4835 GHz ISM 5.150 to 5.250 GHz U-NII-1 5.250 to 5.350 GHz U-NII-2A 5.470 to 5.725 GHz U-NII-2C 5.725 to 5.850 GHz U-NII-3/ISM 6.105 to 6.425 GHz U-NII-5 6.525 to 6.875 GHz U-NII-7 *Note: Country-Specific Restriction Apply	
	Bandwidth	2.4 GHz: 20 MHz/40 MHz 5 GHz: 20 MHz/40 MHz/80 MHz/160/240 MHz 6 GHz: 20 MHz/40 MHz/80 MHz/160 MHz/320 MHz *Note: Country-Specific Restriction Apply	
802.11be	Wireless Data Rate	 2.4 GHz + 5 GHz + 6 GHz:10777 Mbps 2.4 GHz: 8.6 Mbps to 688 Mbps (MCS0-MCS13, NSS=1 to 2, EHT20/40) 5 GHz: 8.6 Mbps to 4324 Mbps (MCS0-MCS13, NSS=1 to 2, EHT20/40/80/160/240) 6 GHz: 8.6 Mbps to 5765 Mbps (MCS0-MCS13, NSS=1 to 2, EHT20/40/80/160/320) 	
	Radio Technology	Uplink/downlink OFDMA (Orthogonal Frequency-Division Multiple Access)	
	Modulation Type	4096-QAM, 1024-QAM, 256-QAM. 64-QAM, 16-QAM, QPSK, BPSK	
	Frame Aggregation	 A-MPDU (Aggregate MAC Protocol Data Unit) for Tx/Rx A-MSDU (Aggregate MAC Service Data Unit) for Tx/Rx 	
	Others	 Preamble Puncturing BSS Coloring Multi-Link Operation (MLO) TWT (Target Wake Time) Maximal Ratio Combining (MRC) Transmit Beamforming (TxBF) Wi-Fi Protect Access 3 (WPA3) Dynamic Frequency Selection (DFS) Cycle Delay Diversity (CDD) Cycle Shift Diversity (CSD) Space-Time Block Coding (STBC) Low-Density Parity Check (LDPC) 	

ltem	Description		
	Spatial Streams	 2.4 GHz: 2×2 Uplink/Downlink MU-MIMO with 2 spatial streams 5 GHz: 2×2 Uplink/Downlink MU-MIMO with 2 spatial streams 6 GHz: 2×2 Uplink/Downlink MU-MIMO with 2 spatial streams 	
	Frequency Bands	2.400 to 2.4835 GHz ISM 5.150 to 5.250 GHz U-NII-1 5.250 to 5.350 GHz U-NII-2A 5.470 to 5.725 GHz U-NII-2C 5.725 to 5.850 GHz U-NII-3/ISM 5.925 to 6.425 GHz U-NII-5 6.525 to 6.875 GHz U-NII-7 *Note: Country-Specific Restriction Apply	
	Bandwidth	2.4 GHz: 20 MHz/40 MHz 5 GHz: 20 MHz/40 MHz/80 MHz/160 MHz 6 GHz: 20 MHz/40 MHz/80 MHz/160 MHz *Note: Country-Specific Restriction Apply	
802.11ax	Wireless Data Rate	 2.4 GHz: 8.6 Mbps to 573 Mbps (MCS0-MCS11, NSS=1 to 2, HE20/40) 5 GHz: 8.6 Mbps to 2402 Mbps (MCS0-MCS11, NSS=1 to 2, HE20/40/80/160) 6 GHz: 8.6 Mbps to 2402 Mbps (MCS0-MCS11, NSS=1 to 2, HE20/40/80/160) *Note: Country-Specific Restriction Apply 	
	Radio Technology	Uplink/downlink OFDMA (Orthogonal Frequency-Division Multiple Access)	
	Modulation Type	1024-QAM, 256-QAM. 64-QAM, 16-QAM, QPSK, BPSK	
	Frame Aggregation	 A-MPDU (Aggregate MAC Protocol Data Unit) for Tx/Rx A-MSDU (Aggregate MAC Service Data Unit) for Tx/Rx 	
	Others	 TWT (Target Wake Time) MRC (Maximal Ratio Combining) TxBF (Transmit Beamforming) WPA3 (Wi-Fi Protect Access 3) DFS (Dynamic Frequency Selection) CDD (Cycle Delay Diversity) CSD (Cycle Shift Diversity) STBC (Space-Time Block Coding) LDPC (Low-Density Parity-Check) 	
	Spatial Streams	• 5 GHz: 2×2 Downlink MU-MIMO with 2 spatial streams	
802.11ac	Frequency Bands	5.150 to 5.250 GHz U-NII-1 5.250 to 5.350 GHz U-NII-2A 5.470 to 5.725 GHz U-NII-2C 5.725 to 5.850 GHz U-NII-3/ISM *Note: Country-Specific Restriction Apply	
	Bandwidth	5 GHz: 20 MHz/40 MHz/80/160 MHz	
	Wireless Data Rate	 5 GHz: 8.6 Mbps to 160M Mbps (MCS0-MCS9, NSS=1 to 2, VHT20/40/80/160) 	

Item	Description		
	Radio Technology	OFDM (Orthogonal Frequency-Division Multiplexing)	
	Modulation Type	256-QAM. 64-QAM, 16-QAM, QPSK, BPSK	
	Frame Aggregation	 A-MPDU (Aggregate MAC Protocol Data Unit) for Tx/Rx A-MSDU (Aggregate MAC Service Data Unit) for Tx/Rx 	
	Others	 MRC (Maximal Ratio Combining) TxBF (Transmit Beamforming) DFS (Dynamic Frequency Selection) CDD (Cycle Delay Diversity) CSD (Cycle Shift Diversity) STBC (Space-Time Block Coding) LDPC (Low-Density Parity-Check) 	
	Spatial Streams	 2.4 GHz: 2×2 MIMO with 2 spatial streams 5 GHz: 2×2 MIMO with 2 spatial streams 	
	Frequency Bands	2.400 to 2.4835 GHz ISM 5.150 to 5.250 GHz U-NII-1 5.250 to 5.350 GHz U-NII-2A 5.470 to 5.725 GHz U-NII-2C 5.725 to 5.850 GHz U-NII-3/ISM *Note: Country-Specific Restriction Apply	
	Bandwidth	20 MHz/40 MHz	
802.11n	Wireless Data Rate	 2.4 GHz: 8.6 Mbps to 300 Mbps (MCS0-MCS7, NSS=1 to 2, HT20/40) 5 GHz: 8.6 Mbps to 300 Mbps (MCS0-MCS7, NSS=1 to 2, HT20/40) 	
	Radio Technology	OFDM (Orthogonal Frequency-Division Multiplexing)	
	Modulation Type	64-QAM, 16-QAM, QPSK, BPSK	
	Frame Aggregation	 A-MPDU (Aggregate MAC Protocol Data Unit) for Tx/Rx A-MSDU (Aggregate MAC Service Data Unit) for Tx/Rx 	
	Others	 MRC (Maximal Ratio Combining) TxBF (Transmit Beamforming) DFS (Dynamic Frequency Selection) CDD (Cycle Delay Diversity) CSD (Cycle Shift Diversity) STBC (Space-Time Block Coding) LDPC (Low-Density Parity-Check) 	
Antenna	Wi-Fi	 2.4 GHz: 2 × 4 dBi (peak gain), internal omnidirectional antennas 5 GHz: 2 × 6 dBi (peak gain), internal omnidirectional antennas 6 GHz: 2 × 6 dBi (peak gain), internal omnidirectional antennas *Note: The gains above are the single-antenna peak gains. 	
	loT	 Bluetooth: 1 × 3 dBi (peak gain), internal omnidirectional antennas 	
	GNSS	1× 3dBi (peak gain), integrated omnidirectional antennas	

ltem	Description		
Interfaces	 1 x 10M/100M/1000M/2.5Gbps Multigigabit Ethernet Port (RJ45); PoE in 1 x Grounding Terminal 		
loT	BLE 5.2, 1Mbps		
GNSS	GPS (L1: 1574.2N	IHz), Galileo, GLOANASS, BDS (B1)	
Memory	Flash: 128MbiDRAM: 8192M		
Button	1 × Reset button: restore to factory	Press the button for longer than 5 seconds to make the device settings.	
Indicator	Power-on stat	alization or upgrade status	
Reliability	MTBF (Mean Time between - hours at the operating temperature of 25°C (77°F) Failure)		
Input		802.3at PoE+: 42.5 - 57 V=0.36A	
Power Supply	Output	1	
Power Consumption	 802.3at (PoE+): 23w, 2.4GHz radio 2×2, 5GHz radio 2×2, 6GHz radio 2×2, wired link rate can be up to 2.5 Gbps, etc. Idle mode: 8W(PoE) 		
Surge/Lightning Protection	Ethernet Ports: ±6 kV		
ESD/EMP Protection	 Air discharge: ±8 kV Contact discharge: ±4 kV *Note: ESD/EMP Protection means Electrostatic Discharge/Electromagnetic Pulse Protection independently. 		
Tx Power	Maximum transmit power	 CE (ERIP) 2.4 GHz: 20 dBm 5 GHz: 23 dBm in U-NII-1, 23 dBm in U-NII-2A, 28 dBm in U-NII 2C, 6 GHz: 23 dBm FCC (Conducted Power) 	

ltem	Description		
	Minimum transmit power	 CE (ERIP) 2.4 GHz: 7 dBm 5 GHz: 7 dBm in U-NII-1, 7 dBm in U-NII-2A, 7 dBm in U-NII-2C, 7 dBm in U-NII-3 6 GHz: 7 dBm FCC (Conducted Power) 2.4 GHz: 4 dBm 5 GHz: 4 dBm in U-NII-1, 4 dBm in U-NII-2A, 4 dBm in U-NII-2C, 4 dBm in U-NII-3 6 GHz: 4 dBm *Note: MIMO combined power, excluding antenna gains. The actual transmit power depends on local laws and regulations. 	
	Adjustable power increment	1 dBm	
	Temperature	 Operating: -40°C to +70°C (-40°F to +158°F) Storage: -30°C to +70°C (-22°F to +158°F) 	
	Humidity	 Operating: 10% to 90% (non-condensing) Storage: 5% to 90% (non-condensing) 	
Environment	Altitude	 Storage: up to + 2000m(6561feet) Operating: up to + 2000m(6561feet) 	
	Windproof	Class 16	
	Weatherproof Enclosure	IP68	
	Dimensions (W×D×H)	 Main Unit: 230×207.5×69.7 mm (9.06 in. x 8.17 in. x 2.74 in.) Shipping Unit: 324×104×245 mm (12.76 in. x 4.09 in. x 9.65 in.) 	
Unit	Weight	 Main Unit: 1.41 kg (3.11 lbs) Mounting Bracket: 0.048 kg (0.11 lbs) Shipping Unit: 1.83 kg (4.1 lbs) 	
Mounting		Pole Mount (Kits included)Wall Mount (Kits included)	

Software Specifications

Item	Desci	ription	
	Maximum number of BSSIDs	24 (8 on each band)	
	Maximum number of associated STAs	380+	
	Guest Network	Yes	
	ACS (Automatic Channel Selection)	Yes	
	Airtime Fairness	Yes	
	Band Steering	Yes	
	802.11 Rate Control	Yes	
	Rogue AP Detection	Yes	
	URL Filtering	Yes	
	RF Scan	Yes	
	WLAN Optimization	Yes	
	WIDS/WIPS	No	
	Lock to AP	Yes	
Wireless Functions	Rate Limit	SSID Rate LimitClient Rame Limit	
	Load Balance	Maximum Associated ClientsRSSI Threshold	
	MLO	 2.4 GHz+5 GHz 2.4 GHz+6 GHz 5 GHz+6 GHz 2.4 GHz+5 GHz+6 GHz 	
	Roaming	 802.11 k 802.11v 802.11r Non-Stick Roaming Ping-Pong Roaming Suppression Al Roaming *Note: Only support Layer 2 Roaming currently. 	
	Multicast/Broadcast Management	 Multicast-to-Unicast Conversion ARP-to-Unicast Conversation Multicast Filtering Multicast/Broadcast Rate Limit 	

Item	Descr	iption		
	QoS (Quality of Service)	 WMM (Wi-Fi Multimedia) DSCP (Differentiated Services Code Point) U-APSD (Unscheduled Automatic Power Save Delivery) 		
	ACL	·		
	MAC Filter			
	802.1X Authentication			
	MAC-Based Authentication			
	 None Enhanced Open WPA/WPA2/WPA3-Personal WPA/WPA2/WPA3-Enterprise 			
	Radius Accounting			
	 PPSK without Radius PPSK with Radius (Generic Radius Radius with unbound MAC) 	with bound MAC/EKMS/Generic		
Security and Authentication	Captive Portal	 No Authentication Simple Password Hotspot (Voucher / Local User / SMS / RADIUS / Form Auth) RADIUS Server External LDAP Server External Portal Server Pre-Authentication Access Authentication-Free Client 		
	EAP Types	 EAP-TLS EAP-TTLS EAP-PEAP EAP-CHAP EAP-SIM EAP-AKA EAP-GTC EAP-FAST EAP-PEAP EAP-MD5 EAP-MSCHAPv2 PEAPv0 PEAPv1 		
Management methods	Omada Controller	 Omada Controller V5.15.24 and above Omada Essential V5.15.24 and above 		
	Арр	Omada App V4.20 and above		
	Standalone Management	Yes		

Item	Description		
	Standalone Mesh	No	
	SSH	Yes	
	SNMP	v1, v2c, v3	
	AP	Yes	
Operating Modes	Repeater	Yes	
	Mesh	Yes	
	System Log	Yes	
	Reboot Schedule	Yes	
	WLAN Schedule	Yes	
Custom Fasture	NTP (Network Time Protocol)	Yes	
System Feature	Email Alerts	Yes	
	Firmware Upgrade	Yes	
	Restore & Backup	Yes	
	LED Control	Yes	
	VLAN	SSID VLANDynamic VLANManagement VLAN	
	Static IP / DHCP Client	Yes	
	IPv4/IPv6	Yes	
Network Features	LLDP (Link Layer Discovery Protocol)	Yes	
	mDNS	Yes	
	Tools	 Ping / Traceroute / DNSLookup / ARP Table Packet Capture Terminal 	

Standards Compliance and Certifications

ltem	Category	Description
	IEEE Standards	 IEEE 802.11a/b/g/n/ac/ax/be IEEE 802.11e/i/k/v/r IEEE 802.1x/q IEEE 802.3at IEEE 802.3ab IEEE 802.3bz IEEE 802.3x
	Radio Standards	 ETSI EN 300 328 ETSI EN 301 893 EN 303 413 EN 303 687 EN 50385 EN50665 EN IEC 62311 FCC Part 15E RSS-247, RSS-GEN LP0002
Standards compliance	EMC standards	 EN 55032 EN 55035 EN 301489-1 EN 301489-17 EN 301489-19 FCC Part 15C ICES-003 issue7 CNS 15936
	Safety Standards	 EN 62368-1 IEC 62368-1 CNS 15598-1
	Security Standards	 WPA-Personal/Enterprise WPA2-Personal/Enterprise WPA3-Personal/Enterprise OWE
	RoHS	 Directive 2011/65/EU, Directive (EU) 2015/863 EN IEC 63000: 2018
	Others	 Equipment Radio Regulations: 2008 (including amendments) VCCI-CISPR 32
Certifications	 Wi-Fi Alliance: Wi-Fi 7 (R1), Wi-Fi 6 (R2), Wi-Fi 6E, WPA3-R3, WPA3-Suite B, Enhanced Open Security FCC/CE/NCC/VCCI/JRF/BSMI 	

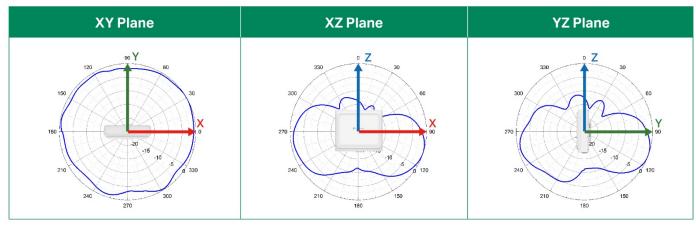
RF Performance

Frequency Band	Wi-Fi Protocol & Bandwidth	MCS Index / Data Rate	EU/US Maximum Transmit Power (dBm) per transmit chain	Receiver Sensitivity (dBm) per receive chain
		MCS0	15/22	-96
	802.11n, HT20	MCS7	15/22	-78
	802.11n, HT40	MCS0	15/22	-93
	ου2.1 III, Π140	MCS7	15/22	-75
	802.11ax, HE20	MCS0	15/22	-96
2.4 GHz	002.11ax, HE20	MCS11	15/20	-66
2.4 GHZ		MCS0	15/22	-93.0
	802.11ax, HE40	MCS11	15/20	-66.0
		MCS0	15/22	-96
	802.11be, EHT20	MCS13	15/19	NA
		MCS0	15/22	-93
	802.11be, EHT40	MCS13	15/19	NA
		MCS0	22/22	-95
	802.11n, HT20	MCS7	20/20	-75.5
		MCS0	22/22	-91.5
	802.11n, HT40 802.11ac, HT20	MCS7	20/20	-72
		MCS0	22/22	-95.5
		MCS7	19/19	-76
	000 11 UT 40	MCS0	22/22	-92.5
	802.11ac, HT40	MCS9	19/19	-67
5 GHz		MCS0	22/22	-89.5
	802.11ac, HT80	MCS9	19/19	-64
		MCS0	22/22	-95
	802.11ax, HE20	MCS11	18/18	-66
		MCS0	22/22	-92.5
	802.11ax, HE40	MCS11	18/18	-64.5
		MCS0	22/22	-89
	802.11ax, HE80	MCS11	18/18	-61
	802.11ax, HE160	MCS0	22/22	-88

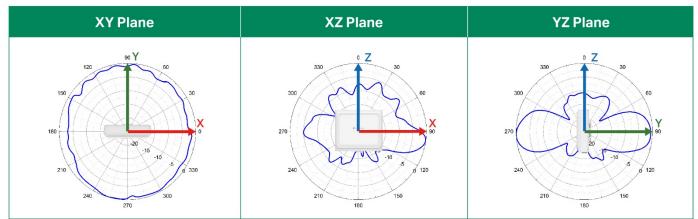
Frequency Band	Wi-Fi Protocol & Bandwidth	MCS Index / Data Rate	EU/US Maximum Transmit Power (dBm) per transmit chain	Receiver Sensitivity (dBm) per receive chain
		MCS11	18/18	-61
	000 11h a EUT20	MCS0	22/22	-96
	802.11be, EHT20	MCS13	18/18	-61
	000 11h a 511740	MCS0	22/22	-93
	802.11be, EHT40	MCS13	18/18	-57
	902 11ha EUT90	MCS0	22/22	-89
	802.11be, EHT80	MCS13	18/18	-55
	000 11h a EUT100	MCS0	22/22	-87
	802.11be, EHT160	MCS13	18/18	-55
	902 11 ox UE20	MCS0	17/22	-95
	802.11ax, HE20	MCS11	17/18	-65
	002 11 ov UE 40	MCS0	17/22	-92
	802.11ax, HE40	MCS11	17/18	-64.5
	802.11ax, HE80	MCS0	17/22	-89
		MCS11	17/18	-60.5
		MCS0	17/22	-87
	802.11ax, HE160	MCS11	17/18	-61
	802.11be, EHT20	MCS0	17/22	-95.0
6 GHz	802.11be, EH120	MCS13	17/18	-60.5
	802.11be, EHT40	MCS0	17/22	-91.5
	602.11De, EH140	MCS13	17/18	-57
	802.11be, EHT80	MCS0	17/22	-89
		MCS13	17/18	-54
		MCS0	17/22	-86.5
	802.11be, EHT160	MCS13	17/17	-53.5
	000 11ha EUT200	MCS0	17/22	-82.5
	802.11be, EHT320	MCS13	16/16	-53.5

Antenna Radiation Patterns

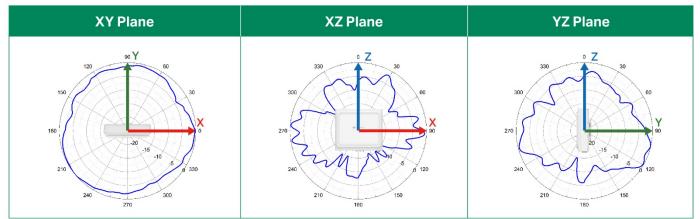
2.4 GHz



5 GHz



6 GHz



Package Contents

ltem	Quantity
EAP772-Outdoor	1
Waterproof Kit	1 (See the picture below for details)
Mounting Kit	1 (See the picture below for details)
Installation Guide	1



Support Services

We are committed to providing you with comprehensive and reliable support services to ensure seamless experience with TP-Link Business products.

- Email Contact: https://support.omadanetworks.com/email-feedback/
- Online Chat Contact: https://support.omadanetworks.com/contact-support/
- Warranty Services: https://www.omadanetworks.com/support/replacement-warranty/

Revision History

Version	Date	Description
V1.0	2025-04-24	Initial release.

- * Maximum wireless signal rates are the physical rates derived from IEEE Standard 802.11 specifications. The 320 MHz bandwidth is only available on the 6 GHz band. Simultaneously, the 160 MHz and 240 MHz bandwidths or the 320 MHz bandwidth might not be available on the 5 GHz band or the 6 GHz band, respectively, in some regions/countries due to regulatory restrictions. Actual wireless data throughput, wireless coverage, and connected devices are not guaranteed and will vary as a result of internet service provider factors, network conditions, client limitations, and environmental factors, including building materials, obstacles, volume and density of traffic, and client location.
- * Use of Wi-Fi 7 (802.11be), Wi-Fi 6 (802.11ax), and features including Multi-Link Operation (MLO), 320 MHz Bandwidth, 4K-QAM, Multi-RUs, OFDMA, and MU-MIMO requires clients to also support the corresponding features.
- * Omada Mesh, Seamless Roaming, Cloud Access, and Captive Portal require the use of Omada controllers. Go to the Omada Mesh Product List to find all the models supported by Omada mesh technology and refer to the User Guides of Omada controllers for configuration methods.
- * Coverage is calculated based on laboratory testing. Actual coverage is not guaranteed and will vary as a result of client limitations and environmental factors.
- * The actual capacity depends on the wireless environment and client traffic and is generally less than the maximum number of client connections.
- * Zero-Touch Provisioning requires the use of the Omada Cloud-Based Controller. The Omada Cloud-Based Controller offers the Essentials version of cloud services for free, while the Standard version, which includes advanced features, requires a license.
- * PoE budget calculations are based on laboratory testing. Actual PoE power budget is not guaranteed and will vary as a result of client limitations and environmental factors.
- * Protection against lightning and electro-static discharge may be achieved through proper product setup, grounding and cable shielding. Refer to the instruction manual and consult an IT professional to assist with setting up this product.
- * Some models featured in this guide may be unavailable in your country or region. Visit TP-Link website for local sales information: https://www.omadanetworks.com. Specifications are subject to change without notice.

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