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Introduction

A production run of approximately 12,000 units of the AIR-ANT2566P4W-R antenna were shipped with a mis-printed label applied to the antenna stating the gain as 7 dBi for the 2.4 GHz and 5GHz elements, instead of the correct value of 6 dBi. This label was only applied to this single batch of units, not all antennas are affected. The antennas are identical to all other AIR-ANT2566P4W-R produced, there is no functional difference but the label applied to them is incorrectly printed.

Components Used

AIR-ANT2566P4W-R Indoor/outdoor wall mounted dual band patch antenna. Designed for use with Access Points having dual band ports such as 1600, 2600, or 3600.

Actions

To verify if the antenna is affected, check the label on the base. If the gain is listed as 6dbi, the label is correct and no further action is necessary. If the gain listed is 7dbi, then the label is incorrect and Cisco can provide the correct label to apply to the antenna if desired.

To request a replacement label, open a support case with the Cisco Technical Assistance Center (TAC) online at www.cisco.com/support or by phone at <http://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>.

TAC will collect the shipping contact and address information to provide to Wireless Product Management, who will fulfill mailing of replacement labels.