802.11ac Dual-Radio Pro Access Point
Model: UAP-AC-PRO
Introduction
Thank you for purchasing the Ubiquiti Networks® UniFi® 802.11ac Dual-Radio Pro Access Point. This Quick Start Guide is designed to guide you through installation and includes warranty terms.

Important: The UAP-AC-PRO requires the UniFi Controller v5.4 or newer, available at: downloads.ubnt.com/unifi

Package Contents

UniFi AP AC Pro
Mounting Bracket
Ceiling Backing Plate

Flat Head Screws (Qty. 4)
Keps Nuts (Qty. 4)
Screws (Qty. 4)

Screw Anchors (Qty. 4)
Cable Feed Plug
Quick Start Guide

TERMS OF USE: Ubiquiti radio devices must be professionally installed. Shielded Ethernet cable and earth grounding must be used as conditions of product warranty. TOUGHCable™ is designed for outdoor installations. It is the Professional Installer's responsibility to follow local country regulations, including operation within legal frequency channels, output power, and Dynamic Frequency Selection (DFS) requirements.
Installation Requirements

• Phillips screwdriver
• Drill and drill bit (6 mm for wall-mounting or 3 mm for ceiling-mounting)
• Optional: Drywall or keyhole saw (to cut 18 mm hole for Ethernet cable feed)
• Cat5/6 UTP cable for indoor installations

Outdoor Installation Requirements

Important: The UAP-AC-PRO may be installed outdoors under an eave or other protected location. Do not install the UniFi AP in an open environment.

• Mounting location should be at least 60 cm (2 ft) from the edge of the eave or ceiling.
• Cable feed opening must be directed away from the open environment.
• Cable feed must be pointed downwards when wall-mounted.
• Shielded Category 5 (or above) cabling with drain wire should be used for all outdoor wired Ethernet connections and should be grounded through the AC ground of the PoE.

We recommend that you protect your networks from harmful outdoor environments and destructive ESD events with industrial-grade, shielded Ethernet cable from Ubiquiti Networks. For more details, visit www.ubnt.com/toughcable

System Requirements

• Linux, Mac OS X, or Microsoft Windows 7/8/10
• Java Runtime Environment 1.6 (1.8 or newer recommended)
• Web Browser: Mozilla Firefox, Google Chrome, Microsoft Edge, or Microsoft Internet Explorer 10 (or newer)
• UniFi Controller software v5.4 or newer (available at: www.ubnt.com/download/unifi)
Network Topology Requirements

- A DHCP-enabled network (for the AP to obtain an IP address as well as for the wireless clients after deployment)
- A UniFi Cloud Key or management station running the UniFi Controller v5.4 (or newer) software, located either on-site and connected to the same Layer-2 network, or off-site in the cloud or NOC

All UniFi devices support off-site management controllers. For setup details, see the User Guide on the website: www.ubnt.com/download/unifi
# Hardware Overview

## LED

<table>
<thead>
<tr>
<th>LED Color</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>Factory default, waiting to be integrated.</td>
</tr>
<tr>
<td>Flashing White</td>
<td>Initializing.</td>
</tr>
<tr>
<td>Alternating White/Blue</td>
<td>Device is busy; do not touch or unplug it. This usually indicates that a process such as a firmware upgrade is taking place.</td>
</tr>
<tr>
<td>Blue</td>
<td>Indicates the device has been successfully integrated into a network and is working properly.</td>
</tr>
<tr>
<td>Quickly Flashing Blue</td>
<td>This is used to locate an AP.</td>
</tr>
<tr>
<td></td>
<td>When you click <strong>Locate</strong> in the UniFi Controller software, the AP will flash. It will also display the location of the AP on the map.</td>
</tr>
<tr>
<td>Steady Blue with Occasional Flashing</td>
<td>Indicates the device is in an isolated state (all WLANs are brought down until an uplink is found).</td>
</tr>
</tbody>
</table>
Ports

Secondary Port The *Secondary* port is a Gigabit Ethernet port used for bridging.

Reset The *Reset* button serves two functions for the UniFi AP:
- **Restart** Press and release the *Reset* button quickly.
- **Restore to Factory Default Settings** Press and hold the *Reset* button for more than five seconds.

USB The *USB* port is reserved for future use.

Main The *Main* port is a Gigabit Ethernet port used to connect the power and should be connected to the LAN and DHCP server.

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**Note:** If you need to remove the UniFi AP from the *Mounting Bracket*, insert a paper clip in the *Security Slot* to release the *Lock Tab* and turn the UniFi AP counterclockwise.
Upgrade from UAP-PRO

The design of the UAP-AC-PRO *Mounting Bracket* facilitates upgrades from the UAP-PRO, by eliminating the need to drill new holes in the wall or ceiling tile. The following illustrations show the *Mounting Bracket* holes that are used for the UAP-AC-PRO and UAP-PRO:

![Mounting Bracket Holes (4) for UAP-AC-PRO](Image)
![Mounting Bracket Holes (3) for UAP-PRO](Image)

To begin the upgrade, perform the following steps:

1. Insert a paper clip into the UAP-PRO *Locking Notch* to disengage the lock. Then turn the UAP-PRO counterclockwise and lift it off of the mounting bracket.

2. Unscrew the three screws holding the mounting bracket to the wall or ceiling tile.

3. Go to step 3 of the *Wall Mount* section or step 4 of the *Ceiling Mount* section.
Hardware Installation

The UniFi AP can be mounted on the wall or ceiling. Perform the steps for the appropriate installation:

Wall Mount

1. Position the *Mounting Bracket* at the desired location on the wall with the *Arrow* pointing up.

2. Mark the four mounting holes, and use a 6 mm drill bit to drill the holes. If your Ethernet cable feeds through the wall, cut or drill a circle approximately 18 mm in diameter. Then feed the CAT5/6 cable through the hole.
3. Insert the Screw Anchors into the 6 mm holes. Secure the Mounting Bracket to the wall by inserting the Screws into the anchors.

Note: If upgrading from the UAP-PRO, secure the new Mounting Bracket to the wall using the existing holes.

4. Remove the rubber port cover from the UniFi AP.
5. If the Ethernet cable runs along the mounting surface, skip to step 6. If the Ethernet cable is fed through the wall or ceiling, insert the *Cable Feed Plug*.

6. Feed the Ethernet cable through the port cover.

**Note:** The feed hole will stretch to accommodate the RJ45 connector, and then seal around the cable.

7. Connect the Ethernet cable to the *Main* port and replace the port cover.
8. Align the *Notch* on the top edge of the UniFi AP with the *Arrow* on the *Mounting Bracket*.

![Diagram showing Notch, Arrow, and Lock Tab]

9. Rotate the UniFi AP clockwise until the tabs lock into place and the *Lock Tab* engages.
Ceiling Mount

1. Remove the ceiling tile.
2. Place the Ceiling Backing Plate in the center of the ceiling tile. Mark the four mounting screw holes and an 18 mm hole for the Ethernet cable feed.

3. Use a 3 mm drill bit to drill the screw holes, and cut or drill the hole for the Ethernet cable feed.
4. Insert the *Flat Head Screws* through the *Mounting Bracket*, ceiling tile, and *Ceiling Backing Plate* (see note below). Fasten the screws using the *Keps Nuts*. Then feed the Ethernet cable through the tile and bracket.

**Note:** If upgrading from the UAP-PRO, insert the *Flat Head Screws* through the new *Mounting Bracket*, the ceiling tile, and the *Ceiling Backing Plate*. (Either re-use the UAP-PRO *Ceiling Backing Plate* or replace it with the new UAP-AC-PRO plate.)
5. Insert the *Cable Feed Plug*.

6. Remove the port cover from the UniFi AP, and then feed the Ethernet cable through the port cover.

   ![Diagram of UniFi AP with Ethernet cable inserted]

   **Note:** The feed hole will stretch to accommodate the RJ45 connector, and then seal around the cable.

7. Connect the Ethernet cable to the *Main* port and replace the port cover.

   ![Diagram of UniFi AP with Ethernet cable connected to Main port]
8. Align the *Notch* on the top edge of the UniFi AP with the *Arrow* on the *Mounting Bracket*.

9. Rotate the UniFi AP clockwise until the tabs lock into place and the *Lock Tab* engages.

10. Set the ceiling tile back into place.
Powering the UniFi AP

The UAP-AC-PRO features auto-sensing 802.3af/802.3at PoE support and can be powered by any 802.3af/802.3at PoE+ compliant switch.

Connecting to a PoE Switch

Connect the Ethernet cable from the UniFi AP directly to a PoE port on the switch.
Software Installation

Download and install the latest version of the UniFi Controller software. Launch it and follow the on-screen instructions. The software and step-by-step instructions in the User Guide are available at: www.ubnt.com/download/unifi

After you have installed the software and run the UniFi Installation Wizard, a login screen will appear for the UniFi Controller management interface. Enter the Admin Name and Password that you created and click Log In.

You can manage your wireless network and view network statistics using the UniFi Controller management interface. For information on configuring and using the UniFi Controller software, refer to the User Guide.

Mobile App Installation

Ubiquiti Networks also offers the UniFi mobile app, which is available from the App Store (iOS) or Google Play™ Store (Android). You can use it to provision a UniFi AP for basic functionality without configuring a UniFi Controller. It also allows seamless provisioning of APs for remote controllers (controllers not on the same Layer 2 network) and easy access to local controllers and those monitored on unifi.ubnt.com
## Specifications

<table>
<thead>
<tr>
<th>UAP-AC-PRO</th>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Dimensions</strong></td>
<td>196.7 x 196.7 x 35 mm (7.74 x 7.74 x 1.38&quot;)</td>
</tr>
<tr>
<td><strong>Weight</strong></td>
<td>350 g (12.35 oz) 450 g (15.87 oz)</td>
</tr>
<tr>
<td><strong>Networking Interface</strong></td>
<td>(2) 10/100/1000 Ethernet Ports</td>
</tr>
<tr>
<td><strong>Buttons</strong></td>
<td>Reset</td>
</tr>
<tr>
<td><strong>Power Method</strong></td>
<td>PoE 802.3af/802.3at</td>
</tr>
<tr>
<td><strong>Power Supply</strong></td>
<td>UniFi Switch (PoE)</td>
</tr>
<tr>
<td><strong>Max. Power Consumption</strong></td>
<td>9W</td>
</tr>
<tr>
<td><strong>Max. TX Power</strong></td>
<td>22 dBm 22 dBm</td>
</tr>
<tr>
<td><strong>2.4 GHz</strong></td>
<td>22 dBm</td>
</tr>
<tr>
<td><strong>5 GHz</strong></td>
<td>22 dBm</td>
</tr>
<tr>
<td><strong>Antennas</strong></td>
<td>(3) Dual-Band Antennas, 3 dBi each</td>
</tr>
<tr>
<td><strong>Wi-Fi Standards</strong></td>
<td>802.11 a/b/g/n/ac</td>
</tr>
<tr>
<td><strong>Wireless Security</strong></td>
<td>WEP, WPA-PSK, WPA-Enterprise (WPA/WPA2, TKIP/AES)</td>
</tr>
<tr>
<td><strong>Mounting</strong></td>
<td>Wall/Ceiling (Kits Included)</td>
</tr>
<tr>
<td><strong>Operating Temperature</strong></td>
<td>-10 to 70°C (14 to 158°F)</td>
</tr>
<tr>
<td><strong>Operating Humidity</strong></td>
<td>5 to 95% Noncondensing</td>
</tr>
<tr>
<td><strong>Certifications</strong></td>
<td>CE, FCC, IC</td>
</tr>
</tbody>
</table>
Safety Notices

1. Read, follow, and keep these instructions.
2. Heed all warnings.
3. Only use attachments/accessories specified by the manufacturer.

⚠️ **WARNING:** Do not use this product in location that can be submerged by water.

⚠️ **WARNING:** Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.

Electrical Safety Information

1. Compliance is required with respect to voltage, frequency, and current requirements indicated on the manufacturer’s label. Connection to a different power source than those specified may result in improper operation, damage to the equipment or pose a fire hazard if the limitations are not followed.
2. There are no operator serviceable parts inside this equipment. Service should be provided only by a qualified service technician.
Limited Warranty

UBIQUITI NETWORKS, Inc (“UBIQUITI NETWORKS”) warrants that the product(s) furnished hereunder (the “Product(s)”) shall be free from defects in material and workmanship for a period of one (1) year from the date of shipment by UBIQUITI NETWORKS under normal use and operation. UBIQUITI NETWORKS’ sole and exclusive obligation and liability under the foregoing warranty shall be for UBIQUITI NETWORKS, at its discretion, to repair or replace any Product that fails to conform to the above warranty during the above warranty period. The expense of removal and reinstallation of any Product is not included in this warranty. The warranty period of any repaired or replaced Product shall not extend beyond its original term.

Warranty Conditions

The above warranty does not apply if the Product:

(I) has been modified and/or altered, or an addition made thereto, except by Ubiquiti Networks, or Ubiquiti Networks’ authorized representatives, or as approved by Ubiquiti Networks in writing;

(II) has been painted, rebranded or physically modified in any way;

(III) has been damaged due to errors or defects in cabling;

(IV) has been subjected to misuse, abuse, negligence, abnormal physical, electromagnetic or electrical stress, including lightning strikes, or accident;

(V) has been damaged or impaired as a result of using third party firmware;

(VI) has no original Ubiquiti MAC label, or is missing any other original Ubiquiti label(s); or

(VII) has not been received by Ubiquiti within 30 days of issuance of the RMA.

In addition, the above warranty shall apply only if: the product has been properly installed and used at all times in accordance, and in all material respects, with the applicable Product documentation; all Ethernet cabling runs use CAT5 (or above), and for outdoor installations, shielded Ethernet cabling is used, and for indoor installations, indoor cabling requirements are followed.

Returns

No Products will be accepted for replacement or repair without obtaining a Return Materials Authorization (RMA) number from UBIQUITI NETWORKS during the warranty period, and the Products being received at UBIQUITI NETWORKS’ facility freight prepaid in accordance with the RMA process of UBIQUITI NETWORKS. Products returned without an RMA number will not be processed and will be returned freight collect or subject to disposal. Information on the RMA process and obtaining an RMA number can be found at: www.ubnt.com/support/warranty
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Limitation of Liability

EXCEPT TO THE EXTENT PROHIBITED BY LOCAL LAW, IN NO EVENT WILL UBIQUITI OR ITS SUBSIDIARIES, AFFILIATES OR SUPPLIERS BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES (INCLUDING LOST PROFIT, LOST DATA, OR DOWNTIME COSTS), ARISING OUT OF THE USE, INABILITY TO USE, OR THE RESULTS OF USE OF THE PRODUCT, WHETHER BASED IN WARRANTY, CONTRACT, TORT OR OTHER LEGAL THEORY, AND WHETHER OR NOT ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
Note

Some countries, states and provinces do not allow exclusions of implied warranties or conditions, so the above exclusion may not apply to you. You may have other rights that vary from country to country, state to state, or province to province. Some countries, states and provinces do not allow the exclusion or limitation of liability for incidental or consequential damages, so the above limitation may not apply to you. EXCEPT TO THE EXTENT ALLOWED BY LOCAL LAW, THESE WARRANTY TERMS DO NOT EXCLUDE, RESTRICT OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE LICENSE OF ANY SOFTWARE (EMBEDDED IN THE PRODUCT) TO YOU. The United Nations Convention on Contracts for the International Sale of Goods shall not apply to any transactions regarding the sale of the Products.

Compliance

FCC

Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions.

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operations of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This radio transmitter (FCC: SWX-UAPACPRO) has been approved by FCC to operate with the antenna types listed below with the maximum permissible gain and required antenna impedance for each antenna type indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

Antenna Information: Dual-band tri-polarity antenna, Gain: 3 dBi
Industry Canada

**CAN ICES-3(A)/NMB-3(A)**

This Class A digital apparatus complies with Canadian ICES-003.
To reduce potential radio interference to other users, the antenna type and
its gain should be so chosen that the equivalent isotropically radiated power
(e.i.r.p.) is not more than that permitted for successful communication.

This device complies with Industry Canada licence-exempt RSS standard(s).
Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that
may cause undesired operation of the device.

This radio transmitter (IC: 6545A-UAPACPRO) has been approved by
Industry Canada to operate with the antenna types listed below with the
maximum permissible gain and required antenna impedance for each
antenna type indicated. Antenna types not included in this list, having a
gain greater than the maximum gain indicated for that type, are strictly
prohibited for use with this device.

Antenna Information: Dual-band tri-polarity antenna, Gain: 3 dBi
RF Exposure Warning

The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be located or operating in conjunction with any other antenna or transmitter, except as listed for this product’s certification.

Les antennes utilisées pour cet émetteur doit être installé pour fournir une distance de séparation d’au moins 20 cm de toutes les personnes et ne doit pas être situé ou opérant en conjonction avec une autre antenne ou un autre émetteur, sauf dans les cas énumérés à la certification de ce produit.

Australia and New Zealand

⚠️ Warning: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

CE Marking

CE marking on this product represents the product is in compliance with all directives that are applicable to it.
RoHS/WEEE Compliance Statement

English

European Directive 2012/19/EU requires that the equipment bearing this symbol on the product and/or its packaging must not be disposed of with unsorted municipal waste. The symbol indicates that this product should be disposed of separately from regular household waste streams. It is your responsibility to dispose of this and other electric and electronic equipment via designated collection facilities appointed by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences to the environment and human health. For more detailed information about the disposal of your old equipment, please contact your local authorities, waste disposal service, or the shop where you purchased the product.

Deutsch

Español

La Directiva 2012/19/UE exige que los equipos que lleven este símbolo en el propio aparato y/o en su embalaje no deben eliminarse junto con otros residuos urbanos no seleccionados. El símbolo indica que el producto en cuestión debe separarse de los residuos domésticos convencionales con vistas a su eliminación. Es responsabilidad suya desechar este y cualesquiera otros aparatos eléctricos y electrónicos a través de los puntos de recogida que ponen a su disposición el gobierno y las autoridades locales. Al desechar y reciclar correctamente estos aparatos estará contribuyendo a evitar posibles consecuencias negativas para el medio ambiente y la salud de las personas. Si desea obtener información más detallada sobre la eliminación segura de su aparato usado, consulte a las autoridades locales, al servicio de recogida y eliminación de residuos de su zona o pregunte en la tienda donde adquirió el producto.

Français

La directive européenne 2012/19/UE exige que l’équipement sur lequel est apposé ce symbole sur le produit et/ou son emballage ne soit pas jeté avec les autres ordures ménagères. Ce symbole indique que le produit doit être éliminé dans un circuit distinct de celui pour les déchets des ménages. Il est de votre responsabilité de jeter ce matériel ainsi que tout autre matériel électrique ou électronique par les moyens de collecte indiqués par le gouvernement et les pouvoirs publics des collectivités territoriales. L’élimination et le recyclage en bonne et due forme ont pour but de lutter contre l’impact néfaste potentiel de ce type de produits sur l’environnement et la santé publique. Pour plus d’informations sur le mode d’élimination de votre ancien équipement, veuillez prendre contact avec les pouvoirs publics locaux, le service de traitement des déchets, ou l’endroit où vous avez acheté le produit.

Italiano

La direttiva europea 2012/19/UE richiede che le apparecchiature contrassegnate con questo simbolo sul prodotto e/o sull’imballaggio non siano smaltite insieme ai rifiuti urbani non differenziati. Il simbolo indica che questo prodotto non deve essere smaltito insieme ai normali rifiuti domestici. È responsabilità del proprietario smaltire sia questi prodotti sia le altre apparecchiature elettriche ed elettroniche mediante le specifiche strutture di raccolta indicate dal governo o dagli enti pubblici locali. Il corretto smaltimento ed il riciclaggio aiuteranno a prevenire conseguenze potenzialmente negative per l’ambiente e per la salute dell’essere umano. Per ricevere informazioni più dettagliate circa lo smaltimento delle vecchie apparecchiature in Vostro possesso, Vi invitiamo a contattare gli enti pubblici di competenza, il servizio di smaltimento rifiuti o il negozio nel quale avete acquistato il prodotto.
Declaration of Conformity

Hereby, UBIQUITI NETWORKS declares that the radio equipment type UAP-AC-PRO is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: www.ubnt.com/compliance