



**UniFi**<sup>®</sup> | AP FLEX **HD**

802.11ac Wave 2  
Enterprise Wi-Fi Access Point  
Model: UAP-FlexHD

QUICK START GUIDE

## Package Contents



UniFi AP AC HD



Base Mount



PoE Adapter



Power Cord



Plastic Ties  
(Qty. 2)



Screws  
(Qty. 2)



Screw Anchors  
(Qty. 2)

## Installation Requirements

- Phillips screwdriver
- Drill and drill bit (8 mm for wall mounting or 3 mm for ceiling tile mounting)
- Cat5/6 UTP cable for indoor installations
- Shielded Category 5 (or above) cabling should be used for all outdoor wired Ethernet connections and should be grounded through the AC ground of the PoE.

## System Requirements

- Linux, Mac OS X, or Microsoft Windows 7/8/10
- Java Runtime Environment 1.8 or above recommended
- Web Browser: Google Chrome (Other browsers may have limited functionality.)
- UniFi Controller software v5.4 or newer (available at: [ui.com/download/unifi](http://ui.com/download/unifi))

## Hardware Overview

### LED



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

## Ports



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

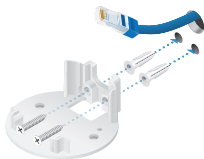
**Reset** The *Reset* button serves two functions for the UniFi AP:

- **Restart** Press and release the *Reset* button quickly.
- **Restore to Factory Default Settings** Press and hold the *Reset* button for more than five seconds.

## Hardware Installation

### Wall Mount

1. If the Ethernet cable is coming from the inside of a wall:
  - a. Drill or cut a hole in the wall and feed the Ethernet cable through the opening.
  - b. Pull the Ethernet cable forward and slide it through the opening in the mount.
2. Use the *Screws* and *Screw Anchors* to secure the *Base Mount* to the wall.



## Connecting Ethernet

Connect the Ethernet cable to the *Ethernet Port* in the base of the FlexHD.



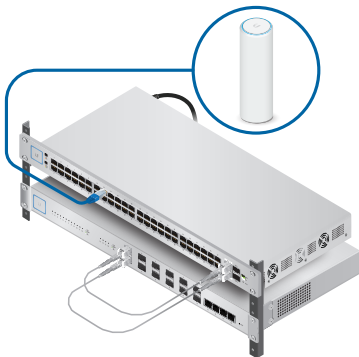
## Powering the UAP-FlexHD

The UAP-FlexHD features auto-sensing 802.3af PoE support and can be powered by any of the following:

- Ubiquiti Networks UniFi Switch with 802.3af PoE support
- 802.3af PoE compliant switch
- Ubiquiti Networks Gigabit PoE Adapter (48V, 0.5A) (included)

## Connecting to a PoE+ Switch

Connect the Ethernet cable from the UAP-FlexHD directly to an 802.3af PoE port on the switch.



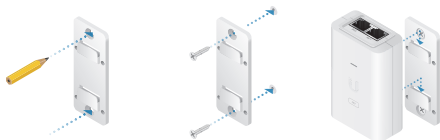
## Connecting to a PoE Adapter

1. Connect the Ethernet cable from the UAP-FlexHD to the **POE** port of the *Gigabit PoE* adapter.
2. Connect an Ethernet cable from your LAN to the **LAN** port of the *Gigabit PoE* adapter.
3. Connect the *Power Cord* to the adapter, and then plug the *Power Cord* into a power outlet.



## Mounting the PoE Adapter (Optional)

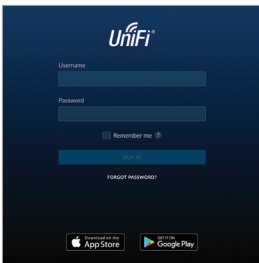
1. Remove the *PoE Mounting Bracket* from the adapter, place the bracket at the desired location, and mark the two holes.
2. Pre-drill the holes if necessary, and secure the bracket using two fasteners (not included).
3. Align the adapter's slots with the tabs of the *PoE Mounting Bracket*, and then slide the adapter down.



## 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: [ui.com/download/unifi](http://ui.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 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.ui.com](http://unifi.ui.com)



## Specifications

| UAP-FlexHD             |  |
|------------------------|--|
| Dimensions             | Ø 48.50 x 159.49 mm (1.90 x 6.28")                   |
| Weight                 | 315 g (0.69 lb)                                      |
| Networking Interface   | (1) 10/100/1000 Ethernet Port                        |
| Button                 | Reset  |
| Power Method           | 802.3af  |
| Power Supply           | 802.3af<br>48V, 0.5A Gigabit PoE Adapter             |
| Max. Power Consumption | 10.5W  |
| Operating Frequency    | 2.4 GHz<br>5 GHz                                     |
| Max. TX Power          |  |
| 2.4 GHz                | 23 dBm   |
| 5 GHz                  | 26 dBm   |
| Throughput             |  |
| 2.4 GHz                | 300 Mbps   |
| 5 GHz                  | 1733 Mbps  |
| Antenna Gain           |  |
| 2.4 GHz                | 1.6 dBi  |
| 5 GHz                  | 4 dBi  |
| Wi-Fi Standards        | 802.11 a/b/g/n/ac/ac-wave2                           |
| Wireless Security      | WEP, WPA-PSK,<br>WPA-Enterprise (WPA/WPA2, TKIP/AES) |
| Mounting               | Wall/Ceiling/Junction Box (Kits Included)            |
| Operating Temperature  | -10 to 70° C (14 to 158° F)                          |
| Operating Humidity     | 5 to 95% Noncondensing                               |
| Certifications         | CE, FCC, IC  |

## 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 a 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.
3. This equipment is provided with a detachable power cord which has an integral safety ground wire intended for connection to a grounded safety outlet.
  - a. Do not substitute the power cord with one that is not the provided approved type. Never use an adapter plug to connect to a 2-wire outlet as this will defeat the continuity of the grounding wire.
  - b. The equipment requires the use of the ground wire as a part of the safety certification, modification or misuse can provide a shock hazard that can result in serious injury or death.
  - c. Contact a qualified electrician or the manufacturer if there are questions about the installation prior to connecting the equipment.
  - d. Protective earthing is provided by Listed AC adapter. Building installation shall provide appropriate short-circuit backup protection.
  - e. Protective bonding must be installed in accordance with local national wiring rules and regulations.

## Limited Warranty

[www.ui.com/support/warranty/](http://www.ui.com/support/warranty/)

The limited warranty requires the use of arbitration to resolve disputes on an individual basis, and, where applicable, specify arbitration instead of jury trials or class actions.

## 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.

NOTE: 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 ID: SWX-UAPFLEXHD) has been approved by FCC.

## ISED Canada

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

This device complies with ISED 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-UAPFLEXHD) has been approved by ISED Canada.

The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

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

Le présent appareil est conforme aux CNR d'ISDE Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. l'appareil ne doit pas produire de brouillage;
2. l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Le présent émetteur radio (IC : 6545A-UAPFLEXHD) a été approuvé par ISDE Canada.

Les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

## IMPORTANT NOTE:

### Radiation Exposure Statement:

- This equipment complies with radiation exposure limits set forth for an uncontrolled environment.
- This equipment should be installed and operated with minimum distance 21 cm between the radiator and your body.
- This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## 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.

## Brazil



**Nota:** Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

## CE Marking

CE marking on this product represents the product is in compliance with all directives that are applicable to it.

CE

### Country List



|    |    |    |    |    |    |    |    |    |    |    |    |    |    |
|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| AT | BE | BG | CY | CZ | DE | DK | EE | EL | ES | FI | FR | HR | HU |
| IE | IT | LV | LT | LU | MT | NL | PL | PT | RO | SE | SI | SK | UK |

BFWA (Broadband Fixed Wireless Access) members noted in blue



**Note:** This device meets Max. TX power limit per ETSI regulations.

The following apply to products that operate in the 5 GHz frequency range:



**Note:** This device is restricted to indoor use only when operating in the 5150 - 5350 MHz frequency range within all member states.



**Note:** All countries listed may operate at 30 dBm. BFWA member states may operate at 36 dBm.



**Note:** Operation in the 5.8 GHz frequency band is prohibited in BFWA member states. Other countries listed may use the 5.8 GHz frequency band.

## 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

Die Europäische Richtlinie 2012/19/EU verlangt, dass technische Ausrüstung, die direkt am Gerät und/oder an der Verpackung mit diesem Symbol versehen ist, nicht zusammen mit unsortiertem Gemeindeabfall entsorgt werden darf. Das Symbol weist darauf hin, dass das Produkt von regulärem Haushaltsmüll getrennt entsorgt werden sollte. Es liegt in Ihrer Verantwortung, dieses Gerät und andere elektrische und elektronische Geräte über die dafür zuständigen und von der Regierung oder örtlichen Behörden dazu bestimmten Sammelstellen zu entsorgen. Ordnungsgemäßes Entsorgen und Recyceln trägt dazu bei, potentielle negative Folgen für Umwelt und die menschliche Gesundheit zu vermeiden. Wenn Sie weitere Informationen zur Entsorgung Ihrer Altgeräte benötigen, wenden Sie sich bitte an die örtlichen Behörden oder städtischen Entsorgungsdienste oder an den Händler, bei dem Sie das Produkt erworben haben.

## 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

**български [Bulgarian]** С настоящото UBIQUITI NETWORKS декларира, че този тип радиосъоръжение UAP-FlexHD е в съответствие с Директива 2014/53/ЕС. Цялостният текст на ЕС декларацията за съответствие може да се намери на следния интернет адрес: [www.ui.com/compliance](http://www.ui.com/compliance)

**Hrvatski [Croatian]** UBIQUITI NETWORKS ovime izjavljuje da je radijska oprema tipa UAP-FlexHD u skladu s Direktivom 2014/53/EU. Cjeloviti tekst EU izjave o sukladnosti dostupan je na sljedećoj internetskoj adresi: [www.ui.com/compliance](http://www.ui.com/compliance)

**Čeština [Czech]** Tímto UBIQUITI NETWORKS prohlašuje, že typ rádiového zařízení UAP-FlexHD je v souladu se směrnicí 2014/53/EU. Úplné znění EU prohlášení o shodě je k dispozici na této internetové adrese: [www.ui.com/compliance](http://www.ui.com/compliance)

**Dansk [Danish]** Hermed erklærer UBIQUITI NETWORKS, at radioudstyrstypen UAP-FlexHD er i overensstemmelse med direktiv 2014/53/EU. EU-overensstemmelseserklæringens fulde tekst kan findes på følgende internetadresse: [www.ui.com/compliance](http://www.ui.com/compliance)

**Nederlands [Dutch]** Hierbij verklaar ik, UBIQUITI NETWORKS, dat het type radioapparatuur UAP-FlexHD conform is met Richtlijn 2014/53/EU. De volledige tekst van de EU-conformiteitsverklaring kan worden geraadpleegd op het volgende internetadres: [www.ui.com/compliance](http://www.ui.com/compliance)

**English** Hereby, UBIQUITI NETWORKS declares that the radio equipment type UAP-FlexHD 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.ui.com/compliance](http://www.ui.com/compliance)

**Eesti keel [Estonian]** Käesolevaga deklareerib UBIQUITI NETWORKS, et käesolev raadioseadme tüüp UAP-FlexHD vastab direktiivi 2014/53/EL nõuetele. ELi vastavusdeklaratsiooni täielik tekst on kättesaadav järgmisel internetiaadressil: [www.ui.com/compliance](http://www.ui.com/compliance)

**Suomi [Finnish]** UBIQUITI NETWORKS vakuuttaa, että radiolaitetyypin UAP-FlexHD on direktiivin 2014/53/EU mukainen. EU-vaatimustenmukaisuusvakuutuksen täysimittainen teksti on saatavilla seuraavassa internetosoitteessa: [www.ui.com/compliance](http://www.ui.com/compliance)

**Français [French]** Le soussigné, UBIQUITI NETWORKS, déclare que l'équipement radioélectrique du type UAP-FlexHD est conforme à la directive 2014/53/UE. Le texte complet de la déclaration UE de conformité est disponible à l'adresse internet suivante: [www.ui.com/compliance](http://www.ui.com/compliance)

**Deutsch [German]** Hiermit erklärt UBIQUITI NETWORKS, dass der Funkanlagentyp UAP-FlexHD der Richtlinie 2014/53/EU entspricht. Der vollständige Text der EU-Konformitätserklärung ist unter der folgenden Internetadresse verfügbar: [www.ui.com/compliance](http://www.ui.com/compliance)

**Ελληνικά [Greek]** Με την παρούσα ο/η UBIQUITI NETWORKS, δηλώνει ότι ο ραδιοεξοπλισμός UAP-FlexHD πληροί την οδηγία 2014/53/ΕΕ. Το πλήρες κείμενο της δήλωσης συμμόρφωσης ΕΕ διατίθεται στην ακόλουθη ιστοσελίδα στο διαδίκτυο: [www.ui.com/compliance](http://www.ui.com/compliance)

**Magyar [Hungarian]** UBIQUITI NETWORKS igazolja, hogy a UAP-FlexHD típusú rádióberendezés megfelel a 2014/53/EU irányelvnek. Az EU-megfelelőségi nyilatkozat teljes szövege elérhető a következő internetes címen: [www.ui.com/compliance](http://www.ui.com/compliance)

**Íslenska [Icelandic]** Hér með lýsir UBIQUITI NETWORKS yfir því að UAP-FlexHD er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 2014/53/EU. Fullur texti ESB samræmisýrflýsing er að finna á eftirfarandi netfangi: [www.ui.com/compliance](http://www.ui.com/compliance)

**Italiano [Italian]** Il fabbricante, UBIQUITI NETWORKS, dichiara che il tipo di apparecchiatura radio UAP-FlexHD è conforme alla direttiva 2014/53/UE. Il testo completo della dichiarazione di conformità UE è disponibile al seguente indirizzo Internet: [www.ui.com/compliance](http://www.ui.com/compliance)

**Latviešu valoda [Latvian]** Ar šo UBIQUITI NETWORKS deklarē, ka radioiekārta UAP-FlexHD atbilst Direktīvai 2014/53/ES. Pilns ES atbilstības deklarācijas teksts ir pieejams šādā interneta vietnē: [www.ui.com/compliance](http://www.ui.com/compliance)

**Lietuvių kalba [Lithuanian]** Aš, UBIQUITI NETWORKS, patvirtinu, kad radijo įrenginių tipas UAP-FlexHD atitinka Direktyvą 2014/53/ES. Visas ES atitikties deklaracijos tekstas prieinamas šiuo interneto adresu: [www.ui.com/compliance](http://www.ui.com/compliance)



**Malti [Maltese]** B'dan, UBIQUITI NETWORKS, niddikjara li dan it-tip ta' taghmir tar-radju UAP-FlexHD huwa konformi mad-Direttiva 2014/53/UE. Id-dikjarazzjoni tal-konformità tista' tiġi kkonsultata minn [www.ui.com/compliance](http://www.ui.com/compliance)

**Norsk [Norwegian]** UBIQUITI NETWORKS erklærer herved at utstyret UAP-FlexHD er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 2014/53/EU. Den fulle teksten til EU-samsvarserklæringen er tilgjengelig på følgende internetadresse: [www.ui.com/compliance](http://www.ui.com/compliance)

**Polski [Polish]** UBIQUITI NETWORKS niniejszym oświadczam, że typ urządzenia radiowego UAP-FlexHD jest zgodny z dyrektywą 2014/53/UE. Pełny tekst deklaracji zgodności UE jest dostępny pod następującym adresem internetowym: [www.ui.com/compliance](http://www.ui.com/compliance)

**Português [Portuguese]** O(a) abaixo assinado(a) UBIQUITI NETWORKS declara que o presente tipo de equipamento de rádio UAP-FlexHD está em conformidade com a Diretiva 2014/53/UE. O texto integral da declaração de conformidade está disponível no seguinte endereço de Internet: [www.ui.com/compliance](http://www.ui.com/compliance)

**Română [Romanian]** Prin prezenta, UBIQUITI NETWORKS declară că tipul de echipamente radio UAP-FlexHD este în conformitate cu Directiva 2014/53/UE. Textul integral al declarației UE de conformitate este disponibil la următoarea adresă internet: [www.ui.com/compliance](http://www.ui.com/compliance)

**Slovenčina [Slovak]** UBIQUITI NETWORKS týmto vyhlasuje, že rádiové zariadenie typu UAP-FlexHD je v súlade so smernicou 2014/53/EÚ. Úplné EÚ vyhlásenie o zhode je k dispozícii na tejto internetovej adrese: [www.ui.com/compliance](http://www.ui.com/compliance)

**Slovenščina [Slovenian]** UBIQUITI NETWORKS potrjuje, da je tip radijske opreme UAP-FlexHD skladen z Direktivo 2014/53/EU. Celotno besedilo izjave EU o skladnosti je na voljo na naslednjem spletnem naslovu: [www.ui.com/compliance](http://www.ui.com/compliance)

**Español [Spanish]** Por la presente, UBIQUITI NETWORKS declara que el tipo de equipo radioeléctrico UAP-FlexHD es conforme con la Directiva 2014/53/UE. El texto completo de la declaración UE de conformidad está disponible en la dirección Internet siguiente: [www.ui.com/compliance](http://www.ui.com/compliance)

**Svenska [Swedish]** Härmed försäkras UBIQUITI NETWORKS att denna typ av radioutrustning UAP-AC-HD överensstämmer med direktiv 2014/53/EU. Den fullständiga texten till EU-försäkran om överensstämmelse finns på följande webbadress: [www.ui.com/compliance](http://www.ui.com/compliance)



## Online Resources

Support [help.ui.com](https://help.ui.com)

Community [community.ui.com](https://community.ui.com)

Downloads [downloads.ui.com](https://downloads.ui.com)

Ubiquiti Networks, Inc.  
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New York, NY 10017  
USA



[www.ui.com](https://www.ui.com)

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