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Ubiquiti UAP-AC-PRO

Ubiquiti Networks UniFi 802.11ac Dual-Radio PRO Access Point

Model: UAP-AC-PRO

Brand: Ubiquiti

Product Overview

The Ubiquiti Networks UniFi AP AC Pro is a high-performance 802.11ac Dual-Radio PRO Access Point designed for scalable enterprise Wi-Fi networks. It offers robust configuration, control, and monitoring capabilities, supporting both users and guests with advanced features like guest portal/hotspot support.

Figure 1: Front view of the UniFi AP AC Pro. This image shows the circular white access point with a central Ubiquiti logo and a glowing blue LED ring, indicating operational status.

Package Contents

The UniFi AP AC Pro package typically includes the following components:

- UniFi AP AC Pro Access Point
- Mounting Bracket
- Ceiling Backing Plate
- Screws and Nuts (for mounting)
- Quick Start Guide
- *Note: Power over Ethernet (PoE) injector may be sold separately depending on the specific product variant.*

Hardware Overview

Familiarize yourself with the ports and buttons on the UniFi AP AC Pro.

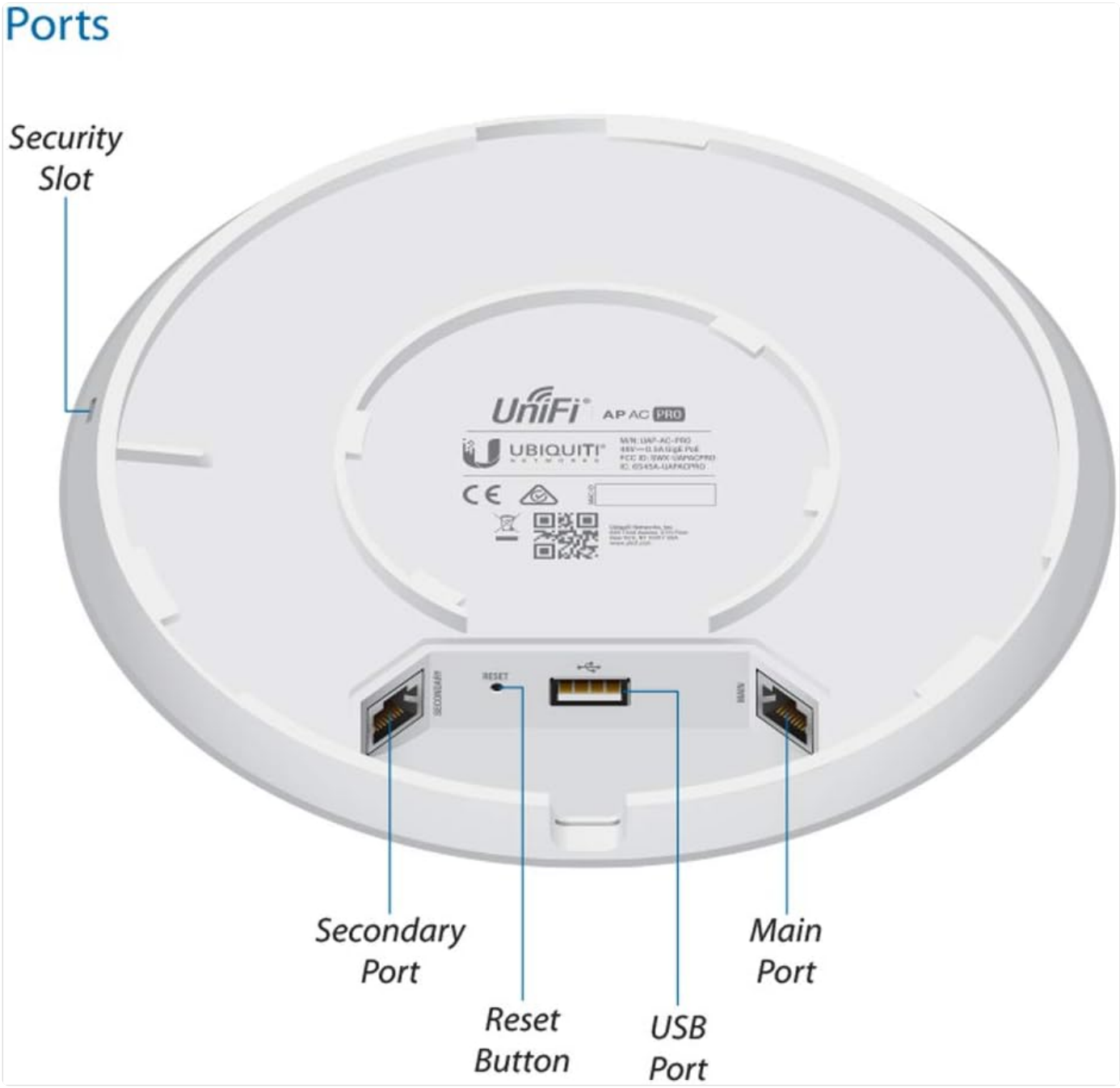

Figure 2: Rear view of the UniFi AP AC Pro. This image highlights the Main Port (PoE+ Gigabit Ethernet), Secondary Port (Gigabit Ethernet), USB Port, and Reset Button. A security slot is also visible.

- **Main Port:** Gigabit Ethernet port that supports 802.3at PoE+ for power and data.
- **Secondary Port:** Gigabit Ethernet port for bridging to another network device.
- **USB Port:** Used for future expansion or accessories.

- **Reset Button:** Used to reset the device to factory defaults or reboot.
- **Security Slot:** For attaching a security cable.

Setup and Installation

Follow these steps to set up your UniFi AP AC Pro.

1. Mounting the Access Point

The UniFi AP AC Pro can be mounted on a wall or ceiling.

1. **Choose a Location:** Select a central location for optimal wireless coverage. Avoid obstructions.
2. **Attach Mounting Bracket:** Secure the mounting bracket to the wall or ceiling using the provided screws. Ensure it is firmly attached.
3. **Connect Ethernet Cable:** Route an Ethernet cable from your PoE switch or PoE injector to the Main Port on the back of the UniFi AP.

Figure 3: Connecting the Ethernet cable. This image shows an Ethernet cable being plugged into the Main Port (WAN) on the back of the UniFi AP AC Pro.

4. **Secure the AP:** Align the UniFi AP with the mounting bracket and twist clockwise until it locks into place.

Figure 4: UniFi AP AC Pro mounted on a ceiling. This image demonstrates the access point seamlessly integrated into a ceiling grid, highlighting its discreet design.

2. Software Installation and Configuration

The UniFi Controller software is required to manage the UniFi AP AC Pro.

1. **Download UniFi Controller:** Visit the official Ubiquiti website to download the latest version of the UniFi Controller software for your operating system.
2. **Install Software:** Follow the on-screen instructions to install the UniFi Controller.
3. **Launch Controller:** Open the UniFi Controller. It will automatically discover the UniFi AP AC Pro on your network.
4. **Adopt Device:** In the UniFi Controller dashboard, locate your UniFi AP and click "Adopt" to add it to your managed network.
5. **Configure Wi-Fi:** Create or configure your Wi-Fi networks (SSIDs), security settings, and other advanced options within the controller.

Operating the UniFi AP AC Pro

Once configured, the UniFi AP AC Pro operates automatically to provide wireless connectivity. Management is primarily done through the UniFi Controller.

- **Monitoring:** Use the UniFi Controller dashboard to monitor network performance, connected clients, and device status.
- **Firmware Upgrades:** The UniFi Controller allows for remote firmware upgrades to keep your access point up-to-date with the latest features and security patches.
- **Guest Portal:** Configure a guest portal for secure and controlled guest access to your network.
- **User Management:** Manage user access, bandwidth limits, and other policies through the controller.

Maintenance

Regular maintenance ensures optimal performance and longevity of your UniFi AP AC Pro.

- **Cleaning:** Gently wipe the exterior of the access point with a soft, dry cloth. Do not use liquid cleaners or aerosols.
- **Firmware Updates:** Regularly check for and apply firmware updates via the UniFi Controller to benefit from performance improvements and security enhancements.
- **Environmental Conditions:** Ensure the device is operated within its specified temperature and humidity ranges to

prevent damage.

Troubleshooting

Here are some common issues and their solutions:

Problem	Possible Cause	Solution
Device not powering on.	No PoE power, faulty cable, or faulty PoE injector/switch.	Verify PoE source is active. Check Ethernet cable connection. Test with a known good PoE injector/switch.
Device not discovered by UniFi Controller.	Network connectivity issue, firewall blocking, or device already adopted.	Ensure AP and Controller are on the same network segment. Check firewall settings. Try resetting the AP to factory defaults.
Poor Wi-Fi performance.	Interference, improper placement, or outdated firmware.	Adjust AP placement. Check for sources of interference. Update firmware. Optimize channel settings in UniFi Controller.
Cannot access UniFi Controller.	Controller service not running, incorrect IP address/port.	Ensure UniFi Controller service is running. Verify the correct IP address and port (default 8443).

For more detailed troubleshooting, refer to the official Ubiquiti support resources.

Specifications

Feature	Detail
Wireless Standards	802.11a/b/g/n/ac
Ports	2 x Gigabit Ethernet (Main/PoE+, Secondary), 1 x USB 2.0
Power Method	802.3at PoE+ (Power over Ethernet Plus)
Dimensions (LxWxH)	7.74 x 1.38 x 7.74 inches (196.7 x 35 x 196.7 mm)
Weight	12.3 ounces (350 g)
Operating Voltage	48 Volts
Color	White
First Available Date	September 23, 2015

Warranty and Support

For warranty information, please refer to the official Ubiquiti Networks warranty policy available on their website. Standard warranty terms typically cover manufacturing defects for a specified period from the date of purchase.
For technical support, product documentation, and community forums, please visit the official Ubiquiti support portal. You can also find the full user manual in PDF format here.

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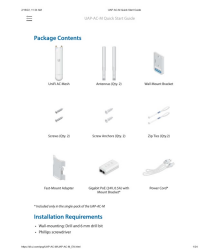
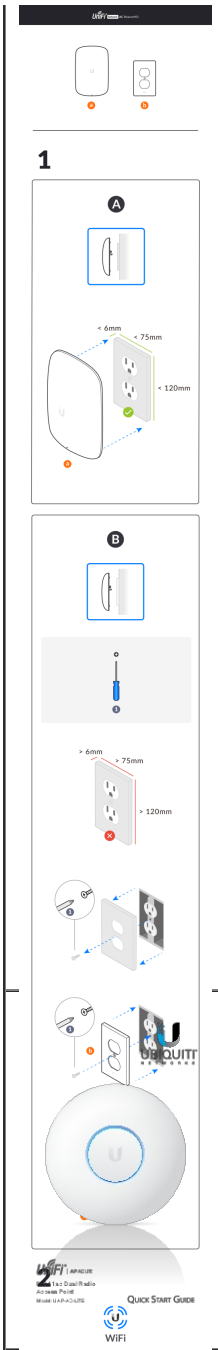
This manual is for informational purposes only. Specifications are subject to change without notice.

Related Documents - UAP-AC-PRO

	Ubiquiti UniFi AC Mesh UAP-AC-M Quick Start Guide Get started with the Ubiquiti UniFi AC Mesh (UAP-AC-M) wireless access point. This guide covers package contents, installation options (wall, pole, fast-mount), network connection, power setup, and software requirements for seamless network deployment.
	UniFi AC BeaconHD Installation Guide Step-by-step guide for installing the Ubiquiti UniFi AC BeaconHD Wi-Fi access point, including mounting and app setup.

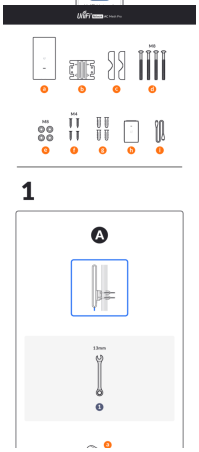


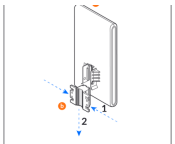
[Ubiquiti UniFi AP AC Lite Quick Start Guide]

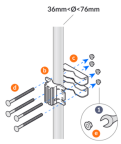
Quick start guide for the Ubiquiti UniFi AP AC Lite, covering installation, hardware overview, power options, software setup, specifications, safety notices, and warranty information.

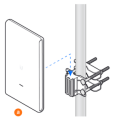
[Ubiquiti UniFi AP AC LR Quick Start Guide - Installation and Setup]

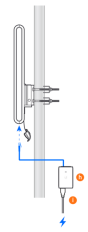
Get started with your Ubiquiti UniFi AP AC LR. This guide covers installation, system requirements, hardware overview, powering, software setup, and specifications for reliable wireless networking.

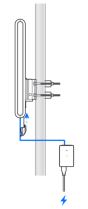


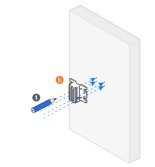


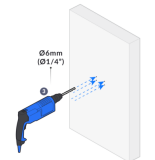


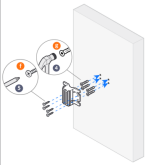


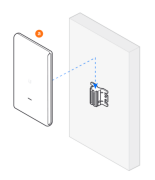






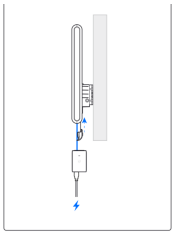






[Ubiquiti UniFi AC Mesh Pro Access Point Installation Guide]

Installation and connection guide for the Ubiquiti UniFi AC Mesh Pro (UAP-AC-M-PRO) wireless access point, detailing mounting hardware, dimensions, and network port configurations.



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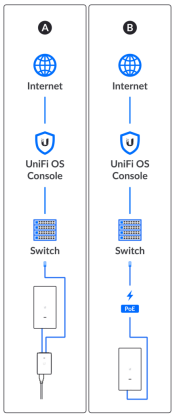

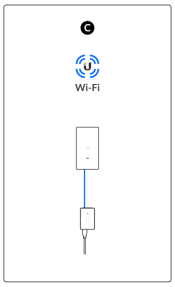

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[Ubiquiti UniFi Network Controller 5.11.39 Release Notes: New Features and Improvements]

Explore the latest updates for the Ubiquiti UniFi Network Controller v5.11.39, detailing new features like 802.1X multi-host, Japanese language support, and numerous bug fixes for enhanced network management.