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› Ubiquiti UniFi AP AC PRO 802.11ac Scalable Enterprise Wi-Fi Access Point (UAP-AC-PRO-E-US) Instruction Manual

Wasp UAP-AC-PRO-E-US

Ubiquiti UniFi AP AC PRO 802.11ac Scalable Enterprise Wi-Fi Access Point (UAP-AC-PRO-E-US) Instruction Manual

1. INTRODUCTION

This manual provides essential instructions for the installation, configuration, and operation of the Ubiquiti UniFi AP AC PRO 802.11ac Scalable Enterprise Wi-Fi Access Point, model UAP-AC-PRO-E-US. This device is designed to provide high-performance wireless networking for enterprise environments. Please read this manual thoroughly before using the product.

Note: The Power over Ethernet (PoE) adapter required to power this device is sold separately and is not included in this package.

2. PACKAGE CONTENTS

Verify that all items are present in your package:

- UniFi AC PRO Access Point (UAP-AC-PRO-E-US)
- Ceiling/Wall Mounting Kits
- Quick Start Guide

Please note: PoE adapter is not included.

3. SAFETY INFORMATION

Observe the following safety guidelines to prevent injury and damage to the device:

- Do not expose the device to water or moisture.
- Do not open or attempt to repair the device. Refer all servicing to qualified personnel.
- Use only accessories specified by the manufacturer.
- Ensure proper ventilation around the device to prevent overheating.
- Install the device in a stable location to prevent it from falling.

4. SETUP

4.1. Physical Installation

The UniFi AC PRO Access Point is designed for versatile deployment, including ceiling and wall mounting. Use the provided mounting kits for secure installation.



This image displays the Ubiquiti UniFi AP AC PRO Access Point, a white, circular device with a central Ubiquiti logo and a glowing blue LED ring, indicating operational status.

Powering the Device: This model (UAP-AC-PRO-E-US) requires a Power over Ethernet (PoE) source, such as a PoE injector or a PoE-enabled network switch, which must be purchased separately. Connect an Ethernet cable from your PoE source to the Ethernet port on the access point.

4.2. Software Configuration

The UniFi AC PRO Access Point is managed using the Ubiquiti UniFi Controller software. This software is not included and must be downloaded and installed on a computer or a UniFi Cloud Key.

1. **Download UniFi Controller:** Obtain the latest version of the UniFi Controller software from the official Ubiquiti website.
2. **Install and Launch:** Install the software on your chosen system and launch it.
3. **Device Adoption:** Once the access point is powered on and connected to the network, it should appear in the UniFi Controller interface as a pending device. Follow the on-screen prompts within the controller to "adopt" the access point.
4. **Network Configuration:** Configure your wireless networks (SSIDs), security settings, and other network parameters through the UniFi Controller.

For detailed configuration steps, refer to the UniFi Controller documentation available on the Ubiquiti support website.

5. OPERATING

Once configured, the UniFi AC PRO Access Point will broadcast your specified Wi-Fi networks. It supports 802.11ac Wi-Fi with 3x3 MIMO technology, operating on both 2.4 GHz and 5 GHz frequency bands.

- **2.4 GHz Band:** Offers wider coverage and better penetration through obstacles, with speeds up to 450 Mbps.

- **5 GHz Band:** Provides higher speeds (up to 1300 Mbps) and less interference, ideal for high-bandwidth applications, but with shorter range.

Client devices will automatically connect to the appropriate band based on signal strength and network configuration. The UniFi Controller provides real-time monitoring of connected clients, network traffic, and device status.

6. MAINTENANCE

Regular maintenance ensures optimal performance and security of your access point:

- **Firmware Updates:** Periodically check for and apply firmware updates through the UniFi Controller. Updates often include performance improvements, bug fixes, and security enhancements.
- **Cleaning:** Keep the device clean and free from dust. Use a soft, dry cloth for cleaning. Do not use liquid cleaners.
- **Monitoring:** Regularly monitor the access point's status and network performance using the UniFi Controller to identify and address potential issues early.

7. TROUBLESHOOTING

If you encounter issues with your UniFi AC PRO Access Point, consider the following troubleshooting steps:

- **No Power/LED Off:**
 - Ensure the Ethernet cable is securely connected to both the access point and the PoE source.
 - Verify that the PoE source (injector or switch) is powered on and functioning correctly.
- **Device Not Adopted in Controller:**
 - Confirm the access point is powered on and connected to the same network segment as the UniFi Controller.
 - Check for firewall rules that might be blocking communication between the access point and the controller.
 - Try restarting the UniFi Controller software.
- **Poor Wi-Fi Performance:**
 - Check for physical obstructions or sources of interference (e.g., microwaves, cordless phones).
 - Adjust channel settings in the UniFi Controller to avoid crowded frequencies.
 - Ensure the access point is mounted in an optimal location for coverage.
 - Verify client devices are capable of 802.11ac and 5 GHz operation for best speeds.
- **Factory Reset:** If issues persist, a factory reset can be performed. Locate the reset button on the device (usually a small pinhole) and press and hold it for approximately 10 seconds while the device is powered on. This will revert the access point to its default settings, requiring re-adoption and reconfiguration via the UniFi Controller.

8. SPECIFICATIONS

Model	UAP-AC-PRO-E-US
Wireless Standards	802.11ac (Wi-Fi 5)
Frequency Band Class	Dual-Band (2.4 GHz & 5 GHz)
2.4 GHz Speed	Up to 450 Mbps
5 GHz Speed	Up to 1300 Mbps

MIMO	3x3 MIMO
Antenna Type	Fixed
Connectivity Technology	Ethernet
Power Method	802.3af/at PoE (PoE adapter sold separately)
Dimensions (LxWxH)	7.74 x 7.74 x 1.38 inches
Weight	12.4 oz (AP), 15.9 oz (with mounting kits)
Operating System	Proprietary Operating System developed by Ubiquiti
Color	White

9. WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the official Ubiquiti Networks website or contact their customer service. Keep your purchase receipt for warranty claims.

Online resources, including detailed documentation, community forums, and support tickets, are available on the Ubiquiti support portal.

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