UniFi® AP FLEX HD
802.11ac Wave 2 Indoor/Outdoor Enterprise Wi-Fi Access Point
Model: UAP-FlexHD
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Package Contents

UniFi AP FlexHD  Base Mount  Outdoor Mount  Wall/Pole Mount  Plastic Ties (Qty. 2)

PoE Adapter*  Power Cord  Security Screw  Screws (Qty. 3)  Screw Anchors (Qty. 3)

* Included only in the single-pack of the UAP-FlexHD

Installation Requirements

• Phillips screwdriver
• 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

• UniFi Cloud Key or Dream Machine, or machine running Linux, Mac OS X, or 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 v5.11.31 or newer (available at: ui.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</td>
</tr>
<tr>
<td></td>
<td>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</td>
</tr>
<tr>
<td></td>
<td>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</td>
</tr>
<tr>
<td></td>
<td>also display the location of the AP on the map.</td>
</tr>
<tr>
<td>Steady Blue with Occasional</td>
<td>Indicates the device is in an isolated state (all WLANs are brought down until an uplink</td>
</tr>
<tr>
<td>Flashing</td>
<td>is found).</td>
</tr>
</tbody>
</table>
Ports

**Ethernet**  Gigabit Ethernet port used to connect 802.3af PoE 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.
Installation

Determine the installation location of the UAP FlexHD:

- **Desktop** For installing on a flat surface such as a desktop or table/shelf; could be set up for temporary installations.
- **Wall** For installing in a secure location; used more for stationary or permanent installations.
- **Ceiling** For installing in a ceiling tile using the optional recessed ceiling mount assembly (sold separately).
- **Pole** For installing on a pole (indoor or outdoor).

**Note**: When installing Ethernet cabling on a pole or up the outer surface of a wall, use RJ45 connectors without strain-relief boots on them. This will prevent unnecessary tension on the cable ends.

Proceed to the appropriate section for your installation.
1. Remove the *Base Mount* from the UAP FlexHD.
2. Connect an Ethernet cable to the *Ethernet Port* in the base of the UAP FlexHD.

3. Reattach the *Base Mount* to the UAP FlexHD.

4. Orient the UAP FlexHD in the upright position and place on a flat surface for installation.
Wall

If the Ethernet cable is coming from the inside of a wall:

1. Bend and remove the plastic tab that covers the cable feed.

2. Use the *Wall Mount* as a template to mark the holes on the wall where the UAP FlexHD will be installed.

3. Pre-drill the holes in the wall and pull the Ethernet cable forward, sliding it through the opening in the *Wall Mount*. Then use the *Screws* and *Screw Anchors* to secure the *Wall Mount* to the wall.
4. Connect the Ethernet cable to the *Ethernet Port* and slide the UAP FlexHD onto the wall mount.

**Note:** If you are mounting the UAP-FlexHD outside or near the outdoors, attach the *Outdoor Mount* prior to attaching the UAP FlexHD to the *Wall Mount*. 
Installation complete.

**Indoor Installation**
(without Outdoor Mount)

**Outdoor Installation**
(with Outdoor Mount)
Ceiling (Optional Accessory)

Use the optional *Ceiling Mount*, *Mount Cover*, and *Back Plate Assembly* to install the UAP FlexHD on a drop tile ceiling or horizontal surface where the interior side of the *Ceiling Mount* is accessible.

1. Use the base of the *Ceiling Mount* as a template to mark the diameter of the hole where the UAP FlexHD will be installed. Then, cut along the marked line to make a hole in the ceiling tile.

2. Slide the *Ceiling Mount* through the hole and secure it to the ceiling tile by attaching the *Back Plate Assembly* to the *Ceiling Mount*. 
3. Pass the Ethernet cable through the *Ceiling Mount* and connect it to the Ethernet port on the UAP FlexHD.

4. Slide the UAP FlexHD all the way up into the *Ceiling Mount* until it snaps into place. Then, attach the magnetic cover to the base of the ceiling mount.

Installation complete.
Pole

Note: If you are mounting the UAP-FlexHD outdoors, it must be installed in the upright position to prevent water from getting into the base of the device.

1. Attach the *Pole Mount* to a pole using the included *Zip Ties*.

2. Slide the Ethernet cable through the opening in the *Outdoor Mount* and connect the Ethernet cable to the *Ethernet Port*. 

3. Attach the *Outdoor Mount* to the UAP FlexHD.

4. Slide the UAP FlexHD onto the *Pole Mount*. 
5. Use a phillips screwdriver to install the Security Screw through the Outdoor Mount and into the base of the UAP FlexHD. This secures the device to the pole mount.

Installation complete.
Powering the UAP-FlexHD

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

- Ubiquiti UniFi Switch with 802.3af PoE support
- Ubiquiti Gigabit PoE Adapter (48V, 0.32A) (included)

Connecting to an 802.3af 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 install the UniFi Controller software and run the installation wizard, you will be prompted for the credentials to log into UniFi Controller. Enter the username and password you created and click Sign 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 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

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<tr>
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<td><strong>Antenna Gain</strong></td>
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<td><strong>Operating Humidity</strong></td>
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<td><strong>Certifications</strong></td>
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</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 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

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.

AVIS IMPORTANT :

Déclaration sur l’exposition aux rayonnements :
• Cet équipement est conforme aux limites prévues pour l’exposition aux rayonnements dans un environnement non contrôlé.
• Lors de l’installation et de la mise en fonctionnement de l’équipement, assurez-vous qu’il y ait une distance minimale de 21 cm entre l’élément rayonnant et vous.
• Cet émetteur ne doit être installé à proximité d’aucune autre antenne ni d’aucun autre émetteur, et ne doit être utilisé conjointement à aucun autre de ces appareils.
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.

Country List

<table>
<thead>
<tr>
<th>AT</th>
<th>BE</th>
<th>BG</th>
<th>CY</th>
<th>CZ</th>
<th>DE</th>
<th>DK</th>
<th>EE</th>
<th>EL</th>
<th>ES</th>
<th>FI</th>
<th>FR</th>
<th>HR</th>
<th>HU</th>
</tr>
</thead>
<tbody>
<tr>
<td>IE</td>
<td>IT</td>
<td>LV</td>
<td>LT</td>
<td>LU</td>
<td>MT</td>
<td>NL</td>
<td>PL</td>
<td>PT</td>
<td>RO</td>
<td>SE</td>
<td>SI</td>
<td>SK</td>
<td>UK</td>
</tr>
</tbody>
</table>

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

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

English  Hereby, UBIQUITI declares that the radio equipment type UAP-FlexHD is in compliance with Directive 2014/53/EU, 2014/30/EU & 2014/35/EU. The full text of the EU declaration of conformity is available at the following internet address: www.ui.com/compliance


