QUICK START GUIDE

AMPLIFI™ HD
Faster, Whole-Home Wi-Fi™

MODEL: AFi-HD
Introduction

Thank you for purchasing the AmpliFi™ HD Home Wi-Fi System. This Quick Start Guide is designed to guide you through installation and also includes warranty terms.

Package Contents

AMPLIFI™ Router
AMPLIFI™ MeshPoints (Qty. 2)
Power Adapter
Ethernet Cable
Quick Start Guide
Hardware Overview

Router Front

The front of the AmpliFi Router features an adjustable, full-color touchscreen display.

The bottom of the AmpliFi Router features an adjustable LED that is fully lit by default when the Router is configured and ready for use.

The brightness settings of the touchscreen and LED are configurable using the AmpliFi app.
1-4 Four Gigabit Ethernet ports available to connect 10/100/1000 Mbps wired network devices to the internet.

Connects to the broadband modem provided by your ISP (Internet Service Provider).

Reserved for future use.

The Power Adapter connects to this port.
MeshPoint

- Adjustable Antenna
- Signal LEDs
- Magnetic Connector
- MeshPoint Base
Installation

The AmpliFi Router can be installed using one of the following methods:

• AmpliFi app for iPhone®
• AmpliFi app for Android™
• Connecting to the default AmpliFi wireless network (SSID) from a computer or tablet.

App Users

Download and install the AmpliFi app from the App Store® or Google Play™ Store.
If you are not using the app to install the AmpliFi Router, please skip step 1 and proceed to the following page.

1. Launch the AmpliFi app.

iPhone Users: Ensure that Bluetooth is enabled.
Android Users: Ensure that Wi-Fi is enabled.
2 Power off your broadband modem.
3. Connect one end of the *Ethernet Cable* to your broadband modem and the other end to the internet 🌐 port on the AmpliFi Router.
4 Connect the *Power Adapter* to the power \(\mathbf{\text{电源}}\) port on the AmpliFi Router.
5 Connect the *Power Adapter* to a power outlet.
Power on your broadband modem.
7 App Users Follow the on-screen instructions to configure your AmpliFi Router.
Non-App Users  Perform the following steps:

• Tap the touchscreen on the AmpliFi Router.

• Use a computer or tablet to connect to the unique wireless network (SSID) displayed on the screen of your AmpliFi Router.
• Launch a web browser and a portal will appear. Enter a new name for your wireless network and create a wireless password. Click **Save & Continue**.

![AmpliFi Wi-Fi Setup Wizard](image)

• Connect to the new wireless network that you’ve created from your computer or tablet.
Installing the MeshPoints

For best performance, the MeshPoints should be placed in different directions between the Router and the areas farthest from the Router. Mesh multi-hop should only be used when necessary as performance will degrade with each hop.

MeshPoint installation is optional and may not be necessary in smaller homes.
1  Plug the MeshPoint into a power outlet.

2  After about a minute, LEDs will reflect signal strength once the MeshPoint is connected to the Router.
The MeshPoint antenna can be adjusted to provide optimal signal coverage for your location.

Tip: If a MeshPoint is powered on and has been configured with the app but does not appear online, try relocating the MeshPoint closer to the Router.
App Features

Remote access can be enabled using your Facebook or Google account. To enable remote access, go to the side menu as shown on page 20.

The system dashboard is displayed in the Overview window. It provides an overview of the AmpliFi Wi-Fi system including network status, number of connected clients, and active download/upload speeds. Tap devices to display/edit settings.

Tap Start Test on the Performance screen to run a speed test that will provide your download speed, upload speed, and connection ping time. Swipe left on the throughput section to view additional data. A history of recent tests is displayed at the bottom.
To provide guest access, determine the number of guests, select a time limit for their access, and tap **Start**. Guests simply connect to your wireless network named with the -guest label. No password is required. As guests connect, the number of users connected will be displayed in the app. Tap **Stop** at any time to turn off the guest network.

The Family Profiles feature allows you to create profiles for family members, groups, or areas of your home. Assign devices to the profile, schedule quiet time (when internet is not accessible), and pause the internet at any time.

The **Diagnose** option will check your WAN link, IP settings, internet connection, and MeshPoint status.
Side Menu - 24/7 Live Chat Support

Tap the icon in the upper left of the app to access the side menu. Tap **Live Support** for 24/7 live chat support. Remote Access can also be enabled from this menu.

Live chat is also available at [help.amplifi.com](http://help.amplifi.com) by selecting **Chat with us** in the bottom right.
Resetting to Factory Defaults

If the AmpliFi Router administration password is lost, factory default settings can be restored. Use an object such as a straightened paper clip or pin to press the Reset located on the bottom of the AmpliFi Router for approximately 10 seconds until the LED turns off.

If the AmpliFi Router is reset, all MeshPoints should also be reset using the same method.
## System Specifications

<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Max. TX Power</td>
<td>26 dBm</td>
</tr>
<tr>
<td>Radios</td>
<td>6</td>
</tr>
<tr>
<td>MIMO Chains</td>
<td>18</td>
</tr>
<tr>
<td>Speed</td>
<td>5.25 Gbps</td>
</tr>
<tr>
<td>Range</td>
<td>20,000 sq. ft</td>
</tr>
<tr>
<td>ESD/EMP Protection</td>
<td>± 24kV Air/Contact</td>
</tr>
<tr>
<td>Buttons</td>
<td>Reset</td>
</tr>
<tr>
<td>Antennas</td>
<td>(3) Dual-Band Antennas</td>
</tr>
<tr>
<td>Display</td>
<td>1.6&quot; (40.6 mm) Diagonal, 240 x 240, 212 ppi, G+F Touch, Full Color</td>
</tr>
<tr>
<td>Wi-Fi Standard</td>
<td>802.11ac</td>
</tr>
<tr>
<td>Power Save</td>
<td>Supported</td>
</tr>
<tr>
<td>Wireless Security</td>
<td>WPA2-PSK AES/TKIP</td>
</tr>
<tr>
<td>Operating Temperature</td>
<td>14 to 131° F (-10 to 55° C)</td>
</tr>
<tr>
<td>Operating Humidity</td>
<td>5 to 95% Noncondensing</td>
</tr>
<tr>
<td>Certifications</td>
<td>FCC / CE / IC</td>
</tr>
</tbody>
</table>

## Supported Data Rates

<table>
<thead>
<tr>
<th>Standard</th>
<th>Data Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>802.11ac</td>
<td>13 Mbps to 1300 Mbps (MCS0 - MCS9, VHT 20/40/80)</td>
</tr>
<tr>
<td>802.11n</td>
<td>6.5 Mbps to 450 Mbps (MCS0 - MCS23, HT 20/40)</td>
</tr>
<tr>
<td>802.11a</td>
<td>6, 9, 12, 18, 24, 36, 48, 54 Mbps</td>
</tr>
<tr>
<td>802.11b</td>
<td>1, 2, 5.5, 11 Mbps</td>
</tr>
<tr>
<td>802.11g</td>
<td>6, 9, 12, 18, 24, 36, 48, 54 Mbps</td>
</tr>
</tbody>
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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.amplifi.com/support/warranty
Disclaimer

EXCEPT FOR ANY EXPRESS WARRANTIES PROVIDED HEREIN, UBIQUITI NETWORKS, ITS AFFILIATES, AND ITS AND THEIR THIRD PARTY DATA, SERVICE, SOFTWARE AND HARDWARE PROVIDERS HEREBY DISCLAIM AND MAKE NO OTHER REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, REPRESENTATIONS, GUARANTEES, OR WARRANTIES OF MERCHANTABILITY, ACCURACY, QUALITY OF SERVICE OR RESULTS, AVAILABILITY, SATISFACTORY QUALITY, LACK OF VIRUSES, QUIET ENJOYMENT, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT AND ANY WARRANTIES ARISING FROM ANY COURSE OF DEALING, USAGE OR TRADE PRACTICE IN CONNECTION WITH SUCH PRODUCTS AND SERVICES. BUYER ACKNOWLEDGES THAT NEITHER UBIQUITI NETWORKS NOR ITS THIRD PARTY PROVIDERS CONTROL BUYER’S EQUIPMENT OR THE TRANSFER OF DATA OVER COMMUNICATIONS FACILITIES, INCLUDING THE INTERNET, AND THAT THE PRODUCTS AND SERVICES MAY BE SUBJECT TO LIMITATIONS, INTERRUPTIONS, DELAYS, CANCELLATIONS AND OTHER PROBLEMS INHERENT IN THE USE OF COMMUNICATIONS FACILITIES. UBIQUITI NETWORKS, ITS AFFILIATES AND ITS AND THEIR THIRD PARTY PROVIDERS ARE NOT RESPONSIBLE FOR ANY INTERRUPTIONS, DELAYS, CANCELLATIONS, DELIVERY FAILURES, DATA LOSS, CONTENT CORRUPTION, PACKET LOSS, OR OTHER DAMAGE RESULTING FROM ANY OF THE FOREGOING. In addition, UBIQUITI NETWORKS does not warrant that the operation of the Products will be error-free or that operation will be uninterrupted. In no event shall UBIQUITI NETWORKS be responsible for damages or claims of any nature or description relating to system performance, including coverage, buyer’s selection of products (including the Products) for buyer’s application and/or failure of products (including the Products) to meet government or regulatory requirements.

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 B digital device, pursuant
to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful
interference in a residential installation. This equipment generates, uses, and can radiate radio frequency
energy and, if not installed and used in accordance with the instructions, may cause harmful interference
to radio communications. However, there is no guarantee that interference will not occur in a particular
installation. If this equipment does cause harmful interference to radio or television reception, which
can be determined by turning the equipment off and on, the user is encouraged to try to correct the
interference by one or more of the following measures:
  • Reorient or relocate the receiving antenna.
  • Increase the separation between the equipment and receiver.
  • Connect the equipment into an outlet on a circuit different from that to which the receiver is
    connected.
  • Consult the dealer or an experienced radio/TV technician for help.

The AmpliFi Router and MeshPoints have been approved by FCC under FCC ID: SWX-AFR (for Router); FCC
ID: SWX-AFPHD (for MeshPoints).
This Class B digital apparatus complies with Canadian CAN 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.

The AmpliFi Router and MeshPoints have been approved by Industry Canada under IC: 6545A-AFR (for Router); IC: 6545A-AFPHD (for MeshPoints). The device for the band 5150-5250 MHz is only for indoor usage to reduce potential for harmful interference to co-channel mobile satellite systems.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Pour réduire le risque d’interférence aux autres utilisateurs, le type d’antenne et son gain doivent être choisies de façon que la puissance isotope rayonnée équivalente (PIRE) ne dépasse pas ce qui est nécessaire pour une communication réussie.

Cet appareil est conforme à la norme RSS Industrie Canada exempts de licence norme(s). Son fonctionnement est soumis aux deux conditions suivantes :
1. Cet appareil ne peut pas provoquer d’interférences et
2. Cet appareil doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement du dispositif.

Le AMPLIFI Router et MeshPoints ont été approuvés par Industrie Canada en vertu IC : 6545A-AFR (pour le routeur) ; IC : 6545A-AFPHD (pour MeshPoints). 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.
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.

Les antennes utilisées pour ce transmetteur doivent être installé en considérant une distance de séparation de toute personnes d’au moins 20 cm et ne doivent pas être localisé ou utilisé en conflit avec tout autre antenne ou transmetteur.

CE Marking

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

CE

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>
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</thead>
<tbody>
<tr>
<td>IE</td>
<td>IT</td>
<td>LV</td>
<td>LT</td>
<td>LU</td>
<td>MT</td>
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<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/EU 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/EU 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/EU 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
С настоящото UBIQUITI NETWORKS декларира, че този тип радиосъоръжение AFi-R е в съответствие с Директива 2014/53/ЕС. Цялостният текст на ЕС декларацията за съответствие може да се намери на следния интернет адрес: www.ubnt.com/compliance

Hrvatski
UBIQUITI NETWORKS ovime izjavljuje da je radijska oprema tipa AFi-R u skladu s Direktivom 2014/53/EU. Cjeloviti tekst EU izjave o sukladnosti dostupan je na sljedećoj internetskoj adresi: www.ubnt.com/compliance
Hereby, UBIQUITI NETWORKS declares that the radio equipment type AFi-R 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
Il fabbricante, UBIQUITY NETWORKS, dichiara che il tipo di apparecchiatura radio AFI-R è conforme alla direttiva 2014/53/UE. Il testo completo della dichiarazione di conformità UE è disponibile al seguente indirizzo Internet: www.ubnt.com/compliance
Support

Online
help.amplifi.com

Email
help@amplifi.com