

## QUICK START GUIDE



AMPLIFI™ **HD**

HOME WI-FI PERFECTED™

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™ Mesh Points (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.

## Router Back



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).

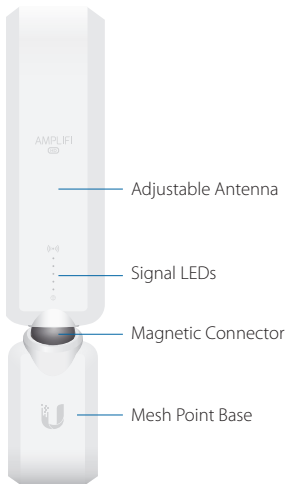


Reserved for future use.



The *Power Adapter* connects to this port.

# Mesh Point



## 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  port on the AmpliFi Router.



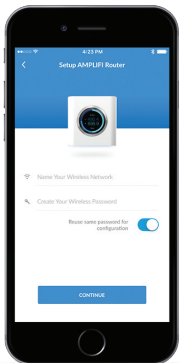
**5** Connect the *Power Adapter* to a power outlet.



6 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:

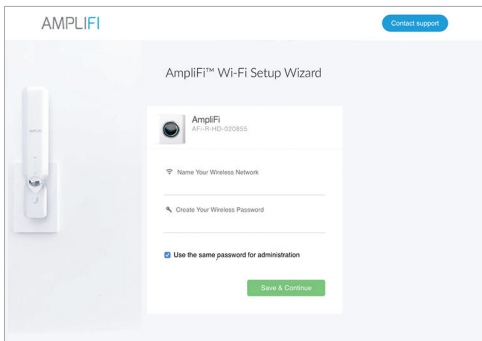
- Tap the touchscreen on the AmpliFi Router.



- 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**.

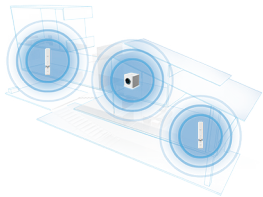


- Connect to the new wireless network that you've created from your computer or tablet.

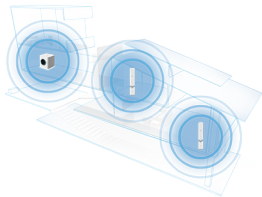


## Installing the Mesh Points

For best performance, the Mesh Points 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.



Best Performance



Mesh Multi-Hop

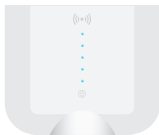


Mesh Point installation is optional and may not be necessary in smaller homes.

- 1 Plug the Mesh Point into a power outlet.



- 2 After about a minute, LEDs will reflect signal strength once the Mesh Point is connected to the Router.



- 3** The Mesh Point antenna can be adjusted to provide optimal signal coverage for your location.



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

## App Features



### Devices

The system dashboard is displayed in the *Devices* window. It provides an overview of the AmpliFi Wi-Fi system including network status, number of connected clients, and active download/upload speeds. Tap the Router to display/edit Router settings or tap a Mesh Point to display signal quality, view/edit the device name, view Mesh Point details, and locate or reboot the Mesh Point.



### Performance

Tap **Start Test** on the *Performance* screen to run a speed test that will provide your download speed, upload speed, and connection ping time. 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.



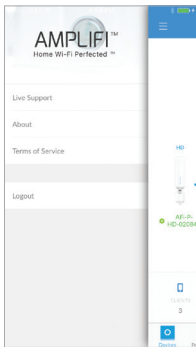
Displays a list of connected clients and the AmpliFi device they are connected to. Tap a client device to see the client details.



The *Diagnose* option will check your WAN link, IP settings, Internet connection, and Mesh Point status.

## 24/7 Live Chat Support

Live chat support is available within the app, 24 hours a day, 7 days a week. Tap the  icon in the upper left of the app and then tap **Live Support**.



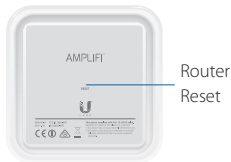
Live chat is also available at **help.amplifi.com** by selecting **Chat with us** in the bottom right.

## 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 Mesh Points should also be reset using the same method.



# System Specifications

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

## Supported Data Rates

802.11ac	13 Mbps to 1300 Mbps (MCS0 - MCS9, VHT 20/40/80)
802.11n	6.5 Mbps to 450 Mbps (MCS0 - MCS23, HT 20/40)
802.11a	6, 9, 12, 18, 24, 36, 48, 54 Mbps
802.11b	1, 2, 5.5, 11 Mbps
802.11g	6, 9, 12, 18, 24, 36, 48, 54 Mbps



## 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](http://www.amplifi.com/support/warranty).

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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.

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.

The AmpliFi Router and Mesh Points have been approved by FCC under FCC ID: SWX-AFR (for Router); FCC ID: SWX-AFPHD (for Mesh Points)

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

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 Mesh Points have been approved by Industry Canada under IC: 6545A-AFR (for Router); IC: 6545A-AFPHD (for Mesh Points). 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.

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

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 choisis de façon que la puissance isotrope 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 Mesh Points ont été approuvés par Industrie Canada en vertu IC : 6545A-AFR ( pour le routeur ) ; IC : 6545A-AFPD ( pour Mesh Points ). 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 installées en considérant une distance de séparation de toute personne d'au moins 20 cm et ne doivent pas être localisées ou utilisées en conflit avec toute 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.

## **Alert Sign (!) Follows CE Marking**

Alert sign must be indicated if a restriction on use applied to the product and it must follow the CE marking.



# 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/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.

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Česky [Czech]	UBIQUITI NETWORKS tímto prohlašuje, že toto UBIQUITI NETWORKS zařízení, je ve shod se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.
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Nederlands [Dutch]	Hierbij verklaart UBIQUITI NETWORKS, dat deze UBIQUITI NETWORKS apparaat, in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.
English	Hereby, UBIQUITI NETWORKS, declares that this UBIQUITI NETWORKS device, is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.
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Deutsch [German]	Hiermit erklärt UBIQUITI NETWORKS, dass sich dieses UBIQUITI NETWORKS Gerät, in Übereinstimmung mit den grundlegenden Anforderungen und den anderen relevanten Vorschriften der Richtlinie 1999/5/EG befindet.
Ελληνική [Greek]	Δια του παρόντος, UBIQUITI NETWORKS, δηλώνει ότι αυτή η συσκευή UBIQUITI NETWORKS, είναι σε συμμόρφωση με τις βασικές απαιτήσεις και τις λοιπές σχετικές διατάξεις της οδηγίας 1995/5/EK.
Magyar [Hungarian]	Ezennel UBIQUITI NETWORKS kijelenti, hogy ez a UBIQUITI NETWORKS készülék megfelel az alapvető követelményeknek és más vonatkozó 1999/5/EK irányelv rendelkezéseit.
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Italiano [Italian]	Con la presente, UBIQUITI NETWORKS, dichiara che questo dispositivo UBIQUITI NETWORKS, è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti della direttiva 1999/5/CE.



Latviski [Latvian]	Ar šo, UBIQUITI NETWORKS, deklarē, ka UBIQUITI NETWORKS ierīce, ir saskaņā ar būtiskajām prasībām un citiem attiecīgiem noteikumiem Direktīvā 1999/5/EK.
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Norsk [Norwegian]	Herved UBIQUITI NETWORKS, erklærer at denne UBIQUITI NETWORKS enheten, er i samsvar med de grunnleggende kravene og andre relevante bestemmelser i direktiv 1999/5/EF.
Polski [Polish]	Niniejszym, Ubiquiti Networks, oświadcza, że urządzenie UBIQUITI NETWORKS, jest zgodny z zasadniczymi wymaganiami oraz pozostałymi stosownymi postanowieniami Dyrektywy 1999/5/WE.
Português [Portuguese]	UBIQUITI NETWORKS declara que este dispositivo UBIQUITI NETWORKS, está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.
Română [Romanian]	Prin prezenta, UBIQUITI NETWORKS declară că acest dispozitiv UBIQUITI NETWORKS este în conformitate cu cerințele esențiale și alte prevederi relevante ale Directivei 1999/5/CE.
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# Support

Online

[help.amplifi.com](https://help.amplifi.com)

Email

[help@amplifi.com](mailto:help@amplifi.com)



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