

AMPLIFI™

HOME WI-FI MESH TECHNOLOGY™



Table of Contents

Chapter 1: Getting Started	1
Introduction	1
Setup and Configuration	1
App Features	7
Router's Display	8
Chapter 2: Overview	11
Router Settings	11
Mesh Point Settings	18
Chapter 3: Performance	21
Throughput	21
ISP Test	21
Chapter 4: Guest	23
Quick Setup	23
Status and Settings	23
Chapter 5: Controls	25
Hostname	25
Chapter 6: Diagnose	27
Appendix A: FAQs	29
Getting Started	29
Troubleshooting	30
Advanced Features	31
Appendix B: Contact Information	33
24/7 Live Chat Support	33
Support	33
Corporate Headquarters	33

Chapter 1: Getting Started

Introduction

Thank you for purchasing the AmpliFi™ Home Wi-Fi Mesh Technology™ System. This User Guide covers each of the following sections:

- Setup and Configuration
- Product Overview and App Features
- Router's Display
- Troubleshooting and FAQs

Setup and Configuration

The AmpliFi Router can be set up and configured using one of the following methods:

- AmpliFi app for iOS
- AmpliFi app for Android™
- Connecting to the default AmpliFi Wi-Fi network (SSID) from a computer or laptop.

Hardware Setup

Installing the Router

To set up the AmpliFi Router, follow these steps:

1. Power off your broadband modem.



2. Connect one end of the *Ethernet Cable* to your broadband modem and the other end to the Internet port  on the AmpliFi Router.



3. Connect the small end of the *Power Adapter* to the power port  on the AmpliFi Router.



4. Plug the other end of the *Power Adapter* into a power outlet.

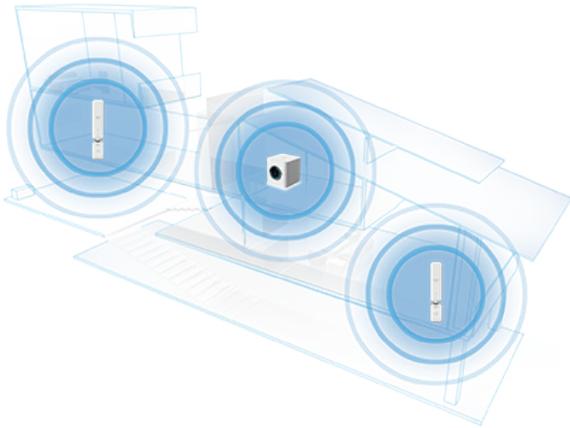


5. Power on your broadband modem.

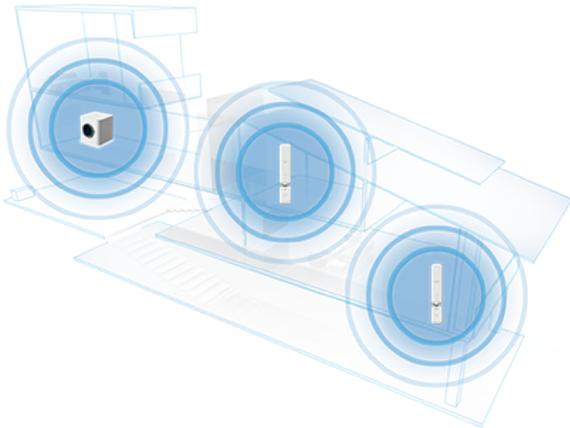


Installing the Mesh Points

For best performance, the Mesh Points should be placed in opposite 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



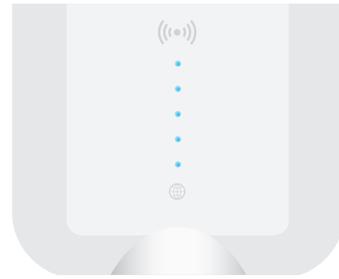
Mesh Multi-Hop

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

1. Plug the Mesh Point into a power outlet.



2. After approximately one minute, the LEDs will reflect signal strength, illuminating upward 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 Users

To set up the AmpliFi Router using the AmpliFi app, follow these steps:

1. Download and install the AmpliFi app from the App Store or Google Play™.

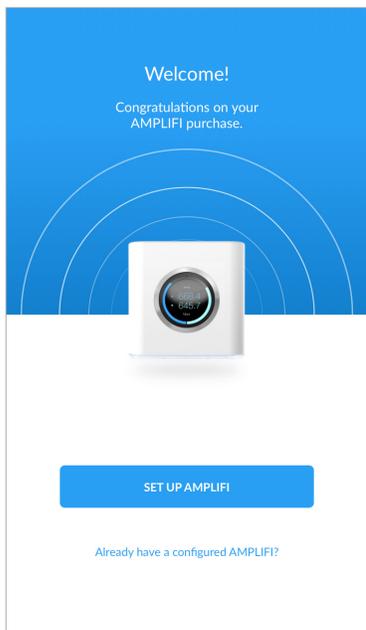


2. Launch the AmpliFi app.



 **Note:** For iOS users, ensure that Bluetooth is enabled on your phone or mobile device. For Android™ users, ensure that Wi-Fi is enabled on your phone or mobile device.

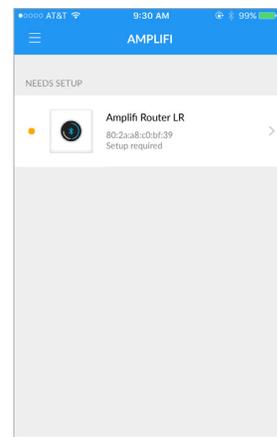
3. Tap **Set Up AmpliFi** to begin configuring the Router.



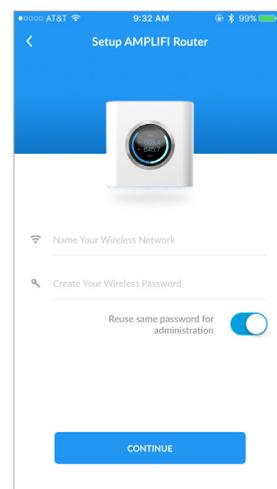
4. Tap **Skip** to bypass the four hardware setup instructions (which were performed in the previous section) or swipe left to review these steps again. When you are finished, tap **Continue**.



5. Tap the AmpliFi Router icon from the list of devices that still require setup.



6. When the AmpliFi portal screen appears, name your wireless network and create a wireless password. Then tap **Continue**.



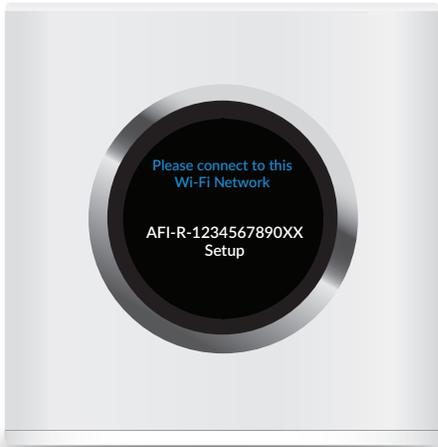
- 7. The *Router* will emit a sound, indicating that the configuration is complete.



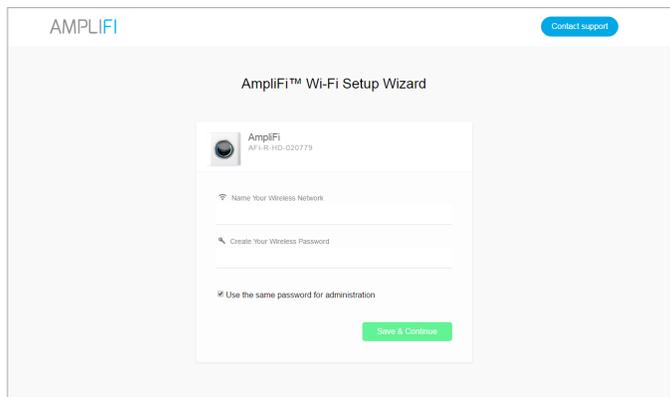
- 8. From your phone or mobile device, join the wireless network you created in step 6. Setup is complete.

Non-App Users

- 1. Tap the screen on the *Router* to see additional setup options.



- 2. Use a computer to connect to the Wi-Fi network name (SSID) displayed on the screen of the AmpliFi Router. The characters in the network name represent the MAC address of the *Router*.
- 3. Once connected, open an Internet browser and wait for the AmpliFi portal to appear.



- 4. Enter a new name for your wireless network and create a wireless password.

Note: Your password must be at least eight characters long.



- 5. By default, the same password you created for your Wi-Fi network will be used to administer the *Router*.
- 6. Click **Save & Continue**.
- 7. On your computer, join the wireless network name you created in step 4.

Configuration

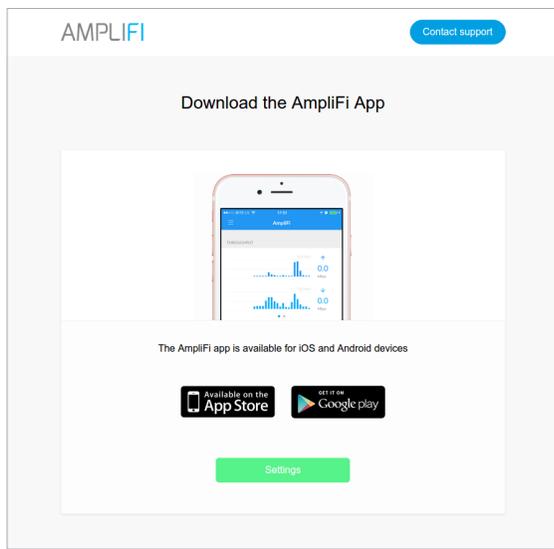
- 1. Open an Internet browser on your computer and type the *Router IP* into the address field. Then press **Enter**.



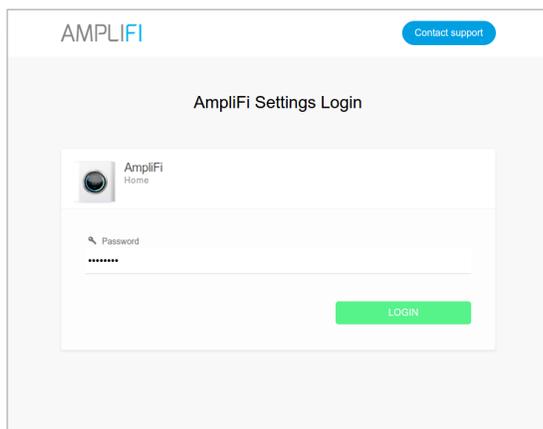
Note: The *Router IP* can be found by tapping the display on the *Router* until you get to the *WAN IP / Router IP* screen.



- When the AmpliFi portal appears, click **Settings**.



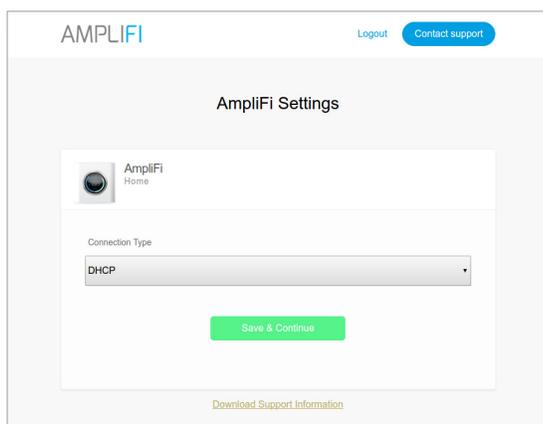
- Enter the administrator password and click **Login**.



Note: The administrator password is the same as the wireless password you created in step 4 of the *Non-App Users* section.

Connection Type

- Click the *Connection Type* drop-down menu and select **DHCP, Static, or PPPoE**.



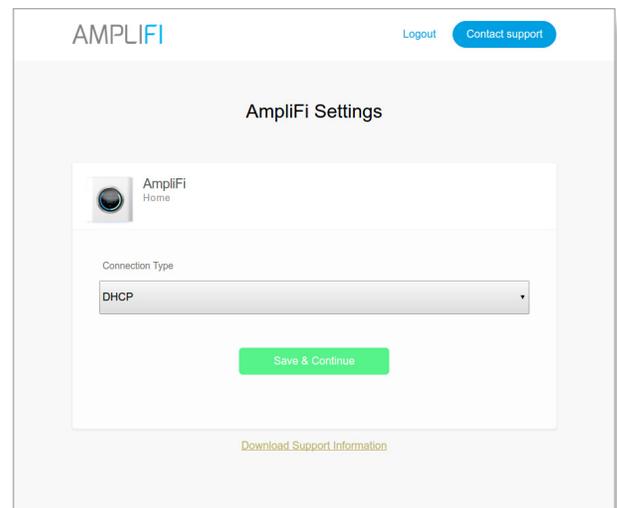
- Proceed to the section in this chapter that corresponds

with your selection.

DHCP

DHCP (Dynamic Host Configuration Protocol) automatically configures your AmpliFi Router.

- Click **Save & Continue**.



The AmpliFi Router will emit a sound indicating that it has been configured.



Configuration is complete.

Static

The *Static* option allows you to manually enter information given to you by your Internet Service Provider (ISP).

1. Enter the appropriate information into each of the corresponding fields.
 - **IP Address** Enter the Internet IP address of the *Router*.
 - **Network Mask** Enter the network or subnet mask of the *Router*.
 - **Gateway Address** Enter the WAN IP address of the service provider's gateway router.
 - **Primary DNS** Enter the IP address of the service provider's primary DNS server.
 - **Secondary DNS** Enter the IP address of the service provider's secondary DNS server.
2. Click **Save & Continue**.

The screenshot shows the AmpliFi Settings page. At the top, there is a 'Contact support' button. Below the title 'AmpliFi Settings', there is a sub-header 'AmpliFi Home' with a device icon and model number 'AFI-R-HD-020855'. The 'Connection Type' dropdown menu is set to 'Static'. Below this, there are input fields for 'IP Address', 'Network Mask', 'Gateway Address', 'Primary DNS', and 'Secondary DNS'. A green 'Save & Continue' button is at the bottom. A link for 'Download Support Information' is at the very bottom.

The AmpliFi Router will emit a sound indicating that it has been configured.



Configuration is complete.

PPPoE

Point-to-Point Protocol over Ethernet (*PPPoE*) is a virtual private and secure connection between two systems that enables encapsulated data transport.

1. Enter the *Username* and *Password* given to you by your Internet Service Provider (ISP).
2. Click **Save & Continue**.

The screenshot shows the AmpliFi Settings page. At the top, there is a 'Logout' button and a 'Contact support' button. Below the title 'AmpliFi Settings', there is a sub-header 'AmpliFi Home' with a device icon and model number 'AFI-R-HD-020855'. The 'Connection Type' dropdown menu is set to 'PPPoE'. Below this, there are input fields for 'Username' (containing 'user2345') and 'Password' (masked with dots). A green 'Save & Continue' button is at the bottom. A link for 'Download Support Information' is at the very bottom.

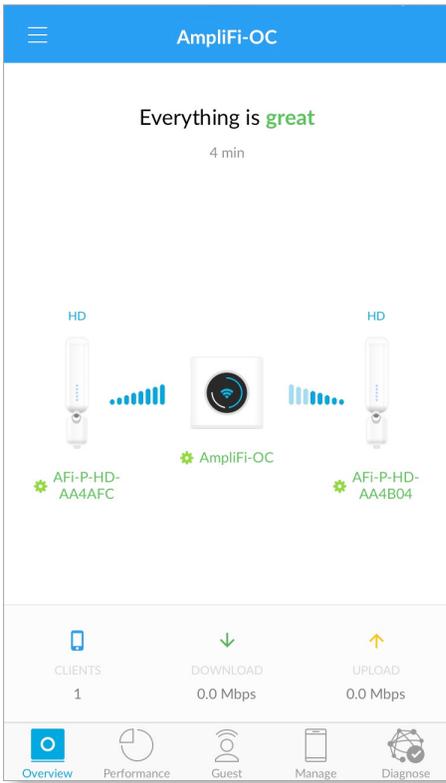
The AmpliFi Router will emit a sound indicating that it has been configured.



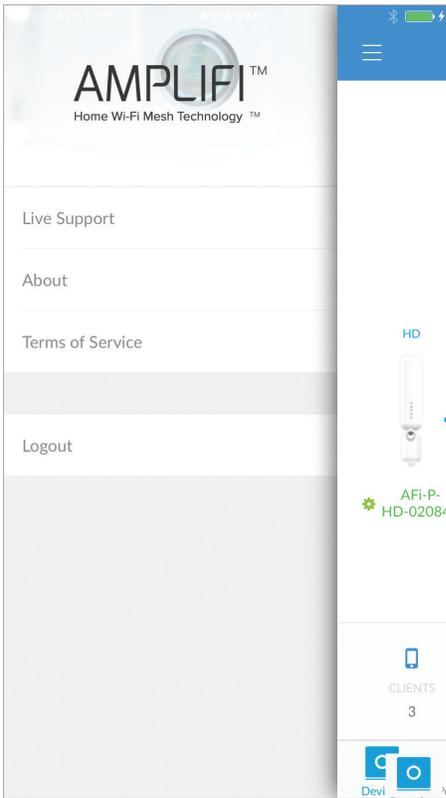
Configuration is complete.

App Features

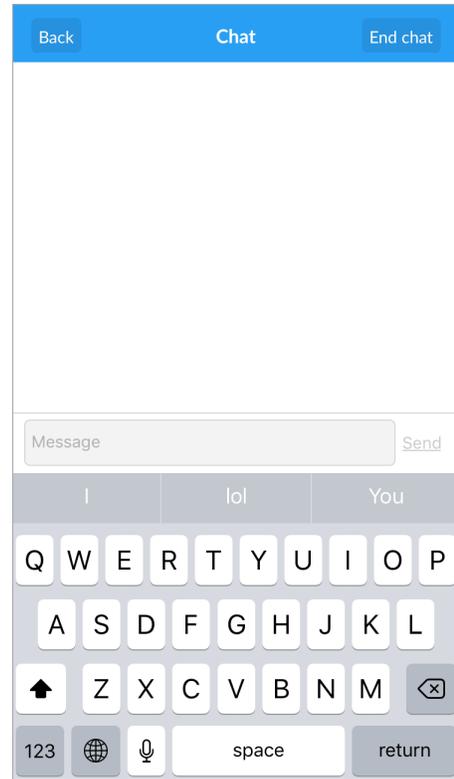
From the main app screen, tap the menu icon  in the upper left corner to reveal additional app functions.



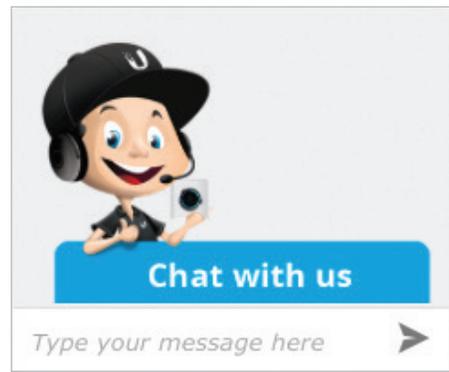
A slide-out menu appears with the following options: *Live Support, About, Terms of Service, and Logout.*



Live Support Starts a *Chat* window within the app. Live chat support is available 24 hours a day, 7 days a week.



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



About Redirects your browser to the AmpliFi website at: www.amplifi.com

Terms of Service Provides you with the terms of service while using the AmpliFi app.

Logout Logs you out of the current AmpliFi Router.

Accessing Another AmpliFi Router

The app accesses one AmpliFi Router at a time. If you want to set up or access a different *Router*, perform these steps:

1. Log out of the current AmpliFi Router.
2. When the *Welcome* screen appears, you will see two options: *Setup AmpliFi* and *Already have a configured AmpliFi?* Proceed to the section below that corresponds with your selection.

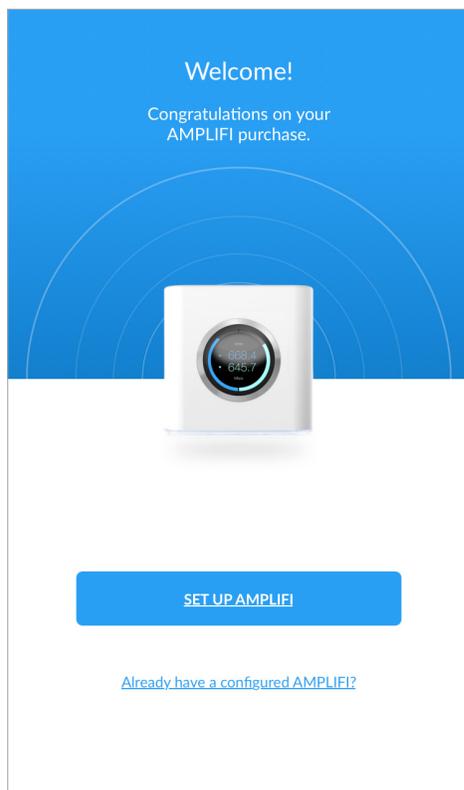
Set Up AmpliFi

This option allows you to set up and configure a new AmpliFi Router. Tap **Set Up AmpliFi** and repeat steps 3 through 8 from the **“App Users” on page 3**.

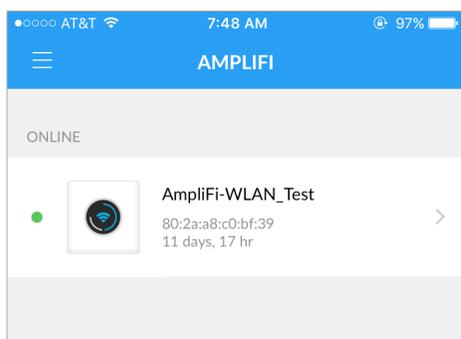
Already have a configured AmpliFi?

This option allows you to log into an existing AmpliFi Router by performing these steps:

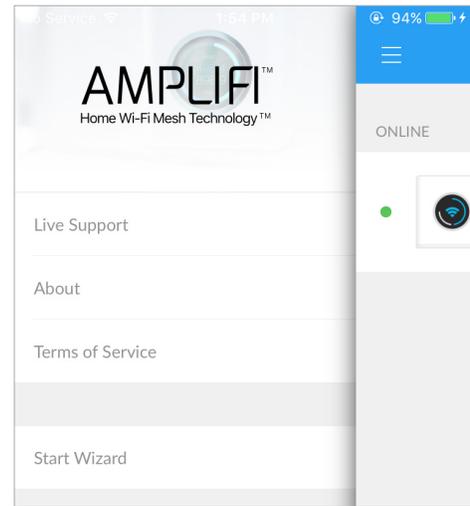
1. Tap **Already have a configured AmpliFi?**



2. When the app presents a list of detected AmpliFi Routers on the network, tap the *Router* you wish to log into.



Start Wizard You may also restart the AmpliFi setup wizard by tapping the menu icon  in the upper left corner and selecting **Start Wizard**. This option is only available if you are not logged into an existing AmpliFi Router.



Router's Display

The *Router* provides the following information as you tap the front display:

- Time and Date
- Throughput
- IP Addresses
- Speed

For configuration, refer to the AmpliFi app.

Time and Date



- **Time** Displays the time of day.
- **Day of the Week** Displays the day of the week.
- **Date** Displays the calendar date.

Throughput



- **Date - Now** Displays the date range for the current throughput, for both uploads and downloads.
- **Total MB, Upload** Displays the amount of data uploaded during the current date range.
- **Total MB, Download** Displays the amount of data downloaded during the current date range.

Speed



- **Speed, Upload** Displays the current upload speed.
- **Speed, Download** Displays the current download speed.

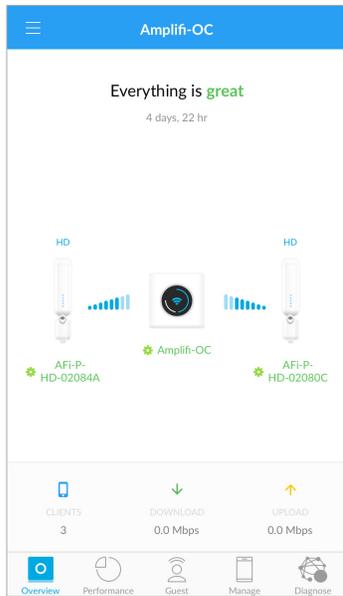
IP Addresses



- **WAN IP** Displays the public or Internet IP address of the WAN interface of the *Router*.
- **Router IP** Displays the private or local IP address of the LAN interface of the *Router*.

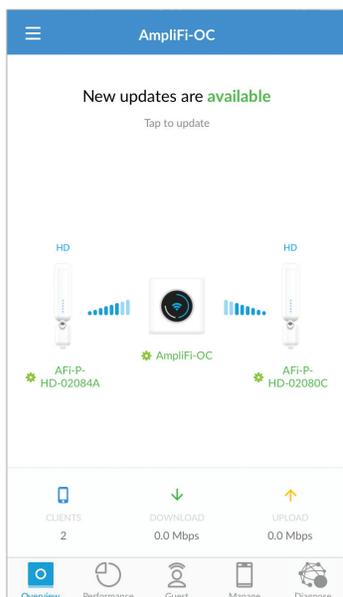
Chapter 2: Overview

The *Overview* screen of the AmpliFi App displays the system dashboard. 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 icon to display or edit the *Router's* settings.

Tap a *Mesh Point* to display signal quality, view/edit the device name, view Mesh Point details, and locate or reboot the *Mesh Point*.

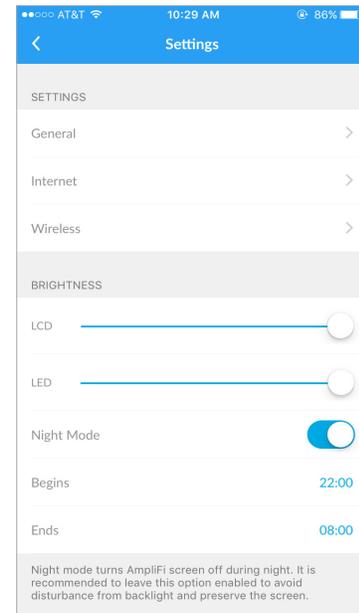


Note: Please update your AmpliFi devices as firmware updates become available. Keep in mind that Wi-Fi functionality will be temporarily unavailable during this time, so if an upload or download is in progress, you may want to postpone the update until that process has completed.

Router Settings

Settings

The *Settings* screen for the AmpliFi Router offers a variety of configuration options and hardware information.



General

- **Device Name** Displays the name of the AmpliFi Router. To change it, tap the name and type in a new name.

Time

- **Time Zone** Select the appropriate time zone for your location.
- **24-Hour Time** Select this option to display the time in 24-hour format, rather than 12-hour format.

Sound Effects

- **Volume** The *Router* emits a sound as you adjust the volume using the slider control.

Actions

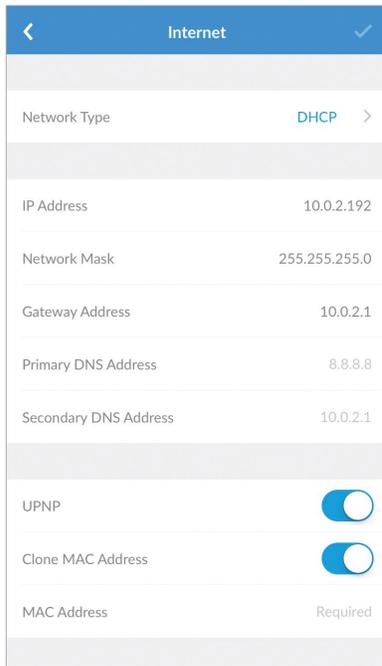
- **Locate** The LED in the base of the *Router* flashes several times to help you identify the device. This is helpful if you have more than one AmpliFi Router in a single location.
- **Change Password** You can change the administrator or device password.
 - **Password** Enter the new password.
 - **Verify Password** Enter the new password again.
 - **Show Password** Disabled by default. Select this option to display the password in plain text.

Tap to save your changes.

- **Reboot** Restarts the *Router*.
- **Factory Reset** Resets the *Router* and all online *Mesh Points* to factory default settings.

Internet

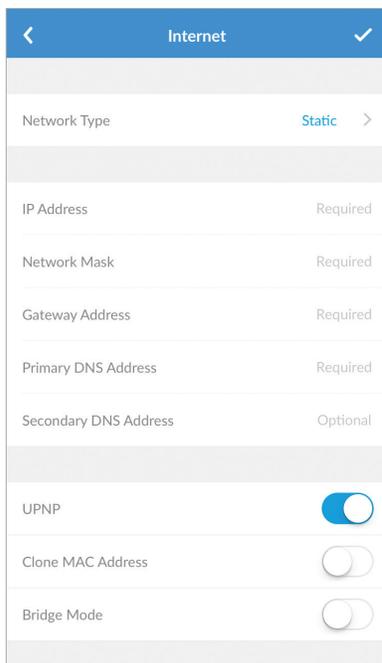
The *Internet* screen for the *Router* allows you to access Internet connection settings, including service type: DHCP, Static IP, or PPPoE. Tap to save your changes.



- **Network Type** Select the type of Internet connection you use: **Static**, **DHCP**, or **PPPoE**.

Static

If your service provider supplies you with fixed network settings to assign to the Router, use the *Static* option to manually enter that information here.



- **IP Address** Enter the Internet IP address of the Router.
- **Network Mask** Enter the network or subnet mask of the Router.
- **Gateway Address** Enter the IP address of the service provider's gateway router.
- **Primary DNS Address** Enter the IP address of the service provider's primary DNS server.
- **Secondary DNS Address** Enter the IP address of the service provider's secondary DNS server.
- **UPnP** Enabled by default. Universal Plug and Play automatically configures port forwarding when you have hardware that supports UPnP.
- **Clone MAC Address** Disabled by default. Select this option to clone a computer's MAC address to the Router. Enter the MAC address in the field provided.
This may be helpful if your service provider registered the MAC address of the computer you had previously connected to the modem. MAC address cloning allows the *Router* to be recognized instead.
- **Bridge Mode** Disabled by default, bridge mode can help you grow your network and/or separate multiple networks. It allows you to use more than one router on the same network by placing one router in bridge mode and connecting it to the client port on another.

Here are a few of the most common applications for bridge mode:

- Connect two routers to share network resources.
- Use the *Router* as an additional access point on an existing network.
- Use the *Router* with a fiber service.

DHCP

The use of the Dynamic Host Configuration Protocol (DHCP) is the default. The Router automatically acquires network settings from the service provider's DHCP server.

- **IP Address** Displays the IP address assigned by your ISP (Internet Service Provider).
- **Network Mask** Displays the network or subnet mask of the Router.
- **Gateway Address** Displays the IP address of the service provider's gateway router.
- **Primary DNS Address** Displays the IP address of the service provider's primary DNS (Domain Name System) server.
- **Secondary DNS Address** Displays the IP address of the service provider's secondary DNS server.
- **UPnP** Enabled by default. Universal Plug and Play automatically configures port forwarding when you have hardware that supports UPnP.

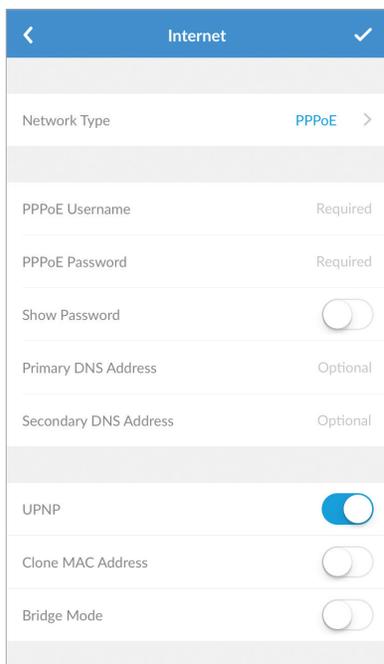
- **Clone MAC Address** Disabled by default. Select this option to clone a computer's MAC address to the *Router*. Enter the MAC address in the field provided.
This may be helpful if your service provider registered the MAC address of the computer you had previously connected to the modem. MAC address cloning allows the *Router* to be recognized instead.
- **Bridge Mode** Disabled by default, bridge mode can help you grow your network and/or separate multiple networks. It allows you to use more than one router on the same network by placing one router in bridge mode and connecting it to the client port on another.

Here are a few of the most common applications for bridge mode:

- Connect two routers to share network resources.
- Use the *Router* as an additional access point on an existing network.
- Use the *Router* with a fiber service.

PPPoE

Point-to-Point Protocol over Ethernet (PPPoE) is a virtual private and secure connection between two systems that enables encapsulated data transport.



- **PPPoE Username** Enter the username used to connect to the PPPoE server.
- **PPPoE Password** Enter the password used to connect to the PPPoE server.
- **Show Password** Disabled by default. Select this option to display the password in plain text.
- **Primary DNS Address** Enter the IP address of the service provider's primary DNS server.
- **Secondary DNS Address** Enter the IP address of the service provider's secondary DNS server.

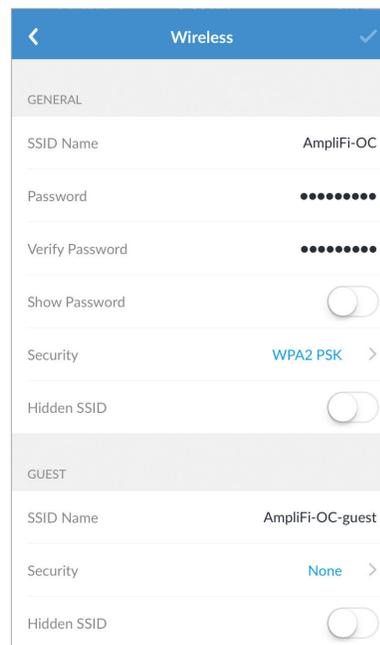
- **UPnP** Enabled by default. Universal Plug and Play automatically configures port forwarding when you have hardware that supports UPnP.
- **Clone MAC Address** Disabled by default. Select this option to clone a computer's MAC address to the *Router*. Enter the MAC address in the field provided.
This may be helpful if your service provider registered the MAC address of the computer you had previously connected to the modem. MAC address cloning allows the *Router* to be recognized instead.
- **Bridge Mode** Disabled by default, bridge mode can help you grow your network and/or separate multiple networks. It allows you to use more than one router on the same network by placing one router in bridge mode and connecting it to the client port on another.

Here are a few of the most common applications for bridge mode:

- Connect two routers to share network resources.
- Use the *Router* as an additional access point on an existing network.
- Use the *Router* with a fiber service.

Wireless

The *Wireless* screen for the *Router* allows you to access wireless network settings. Tap to save your changes.



General

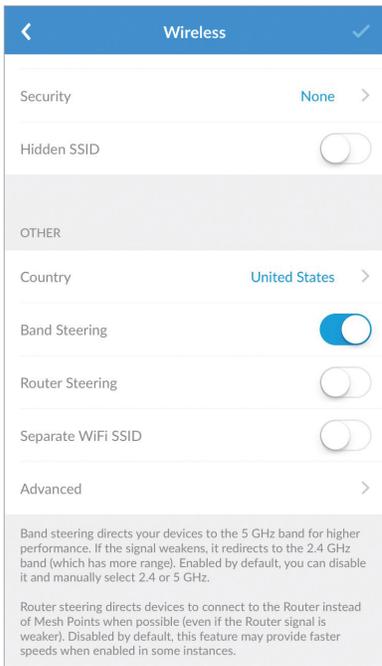
- **SSID Name** The name of the wireless network is displayed. Tap to change it.
- **Password** The password to the wireless network is displayed. Tap to change it.
- **Verify Password** To change the password, enter the new password again.

- **Show Password** Disabled by default. Select this option to display the password in plain text.
- **Security** Select the type of wireless security you use: **None**, **WPA PSK**, or **WPA2 PSK** (recommended). *WPA2 PSK* is the default.
- **Hidden SSID** Disabled by default. Select this option if you don't want the wireless network name or SSID to be broadcast.

Guest

- **SSID Name** The name of the guest wireless network is displayed. Tap to change it.
- **Password** The password to the guest wireless network is displayed. Tap to change it.
- **Verify Password** To change the guest password, enter the new password again.
- **Show Password** Disabled by default. Select this option to display the guest password in plain text.
- **Security** Select the type of wireless security you use: **None**, **WPA PSK**, or **WPA2 PSK**. *None* is the default.
- **Hidden SSID** Disabled by default. Select this option if you don't want the wireless network name or SSID to be visible to any users within range of the *Router*.

Other



- **Country** Select your country.
- **Band Steering** Band steering directs your devices to the 5 GHz band for higher performance. If the *Router's* signal weakens, it redirects to the 2.4 GHz band (which has more range). Enabled by default, you can disable it and manually select 2.4 or 5 GHz.

- **Router Steering** Router steering directs devices to connect to the Router instead of Mesh Points when possible (even if the Router signal is weaker). Disabled by default, this feature may provide faster speeds when enabled in some instances.
- **Separate Wi-Fi SSID** Disabled by default. Select this option to create separate wireless networks for the 2.4 GHz and 5 GHz radio bands.

This may be helpful if you want more control over which radio band a client device uses. For example, if your device can use the 5 GHz radio band and it is within range, then the best option is to connect to the 5 GHz network.

Tap to save your changes.

- **Advanced** Select this option to customize the wireless settings for the 2.4 GHz and 5 GHz radio bands.

Brightness

LCD Move the slider control left or right to adjust the brightness of the touchscreen display.

LED Move the slider control left or right to adjust the brightness of the LED that illuminates the base of the *Router*.

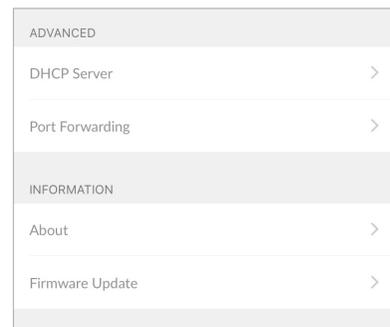
Night Mode Toggle the switch on or off to enable or disable power-saving mode for the touchscreen display. This option is enabled by default.

Begins Set the time you would like the touchscreen display to turn off. This setting is only available when *Night Mode* is enabled.

Ends Set the time you would like the touchscreen display to turn back on. This setting is only available when *Night Mode* is enabled.

 **Note:** Scroll down on the *Settings* screen to view additional configuration options.

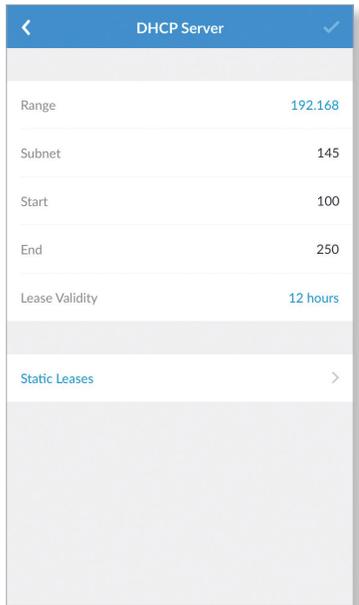
Additional Settings



Advanced

DHCP Server

The *DHCP Server* screen allows you to access the DHCP settings, which determine how IP addresses are assigned in your network. By default, the *Router* acts as a local DHCP server to assign IP addresses to DHCP clients (devices such as computers and smartphones) on the network. If you modify any of these fields, tap to save your changes.



Address

The range of available IP addresses is displayed. The DHCP server assigns IP addresses from the pool (or group) of IP addresses.

DHCP Settings

- **Range** The current range is displayed. Select the range you want to use.
- **Subnet** The current subnet is displayed. Select the subnet you want to use.
- **Start** The current starting IP address of the range is displayed. Select the starting IP address you want to use.
- **End** The current ending IP address of the range is displayed. Select the ending IP address you want to use.
- **Lease Validity** The IP addresses assigned by the DHCP server are valid only for the duration specified by the lease time. Increasing the time ensures client operation without interruption, but could introduce potential conflicts. Decreasing the lease time avoids potential address conflicts, but could lead to minor interruptions for the client while it acquires a new IP address from the DHCP server. Select the appropriate option: **1 hour, 2 hours, 4 hours, 8 hours, 12 hours, 1 day, 1 week, or 1 month (30 days), or 1 year (365 days).**

Tap to save your changes.

- **Static Leases** Select this option to display a list of static IP addresses assigned to specific devices.

Port Forwarding Tap this option to create a virtual port that allows you to forward traffic from one port to another.

Information

About Tap this option to display router information, version numbers, and MAC addresses for each of the hardware interfaces.

Firmware Update Tap this option to check for firmware updates for your AmpliFi devices.

General

The *General* screen allows you to access device settings. Tap to save your changes.

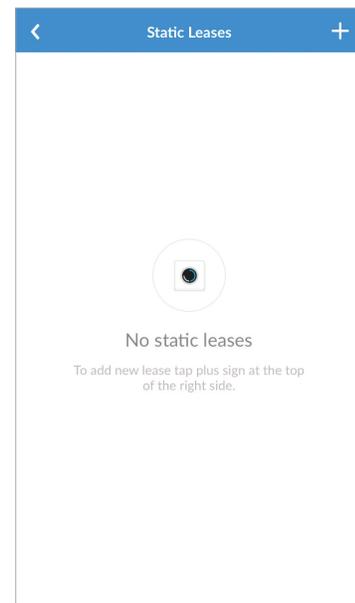
2.4 GHz

- **Automatic** Enabled by default. Disable this option to specify a channel setting.
- **Channel** Select the appropriate channel to use.
- **Bandwidth** Select the appropriate channel width, **20 MHz** or **20/40 MHz**.

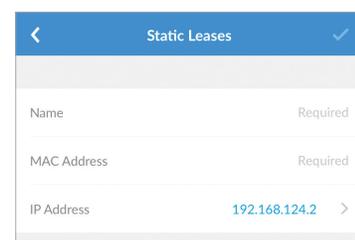
5 GHz

- **Automatic** Enabled by default. Disable this option to specify a channel setting.
- **Channel** Select the appropriate channel to use.
- **Bandwidth** Select the appropriate channel width, **20 MHz, 40 MHz, or 80 MHz**.

Tap to save your changes.



To map a static IP address to a specific MAC address, tap +.

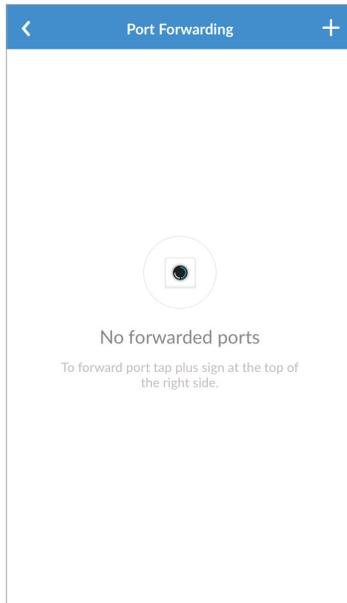


- **Name** Enter a descriptive name for the device that will be assigned a static IP address.
- **MAC Address** Enter the MAC address of the device.
- **IP Address** Select the IP address you want to assign.

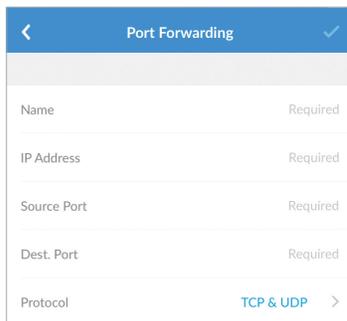
Tap to save your changes.

Port Forwarding

The *Port Forwarding* screen in the app allows you to set up port forwarding rules. Typically you configure a port forwarding rule so a host on the external network can access a server on the internal network by using the public IP address (or hostname) of the Router.



To create a port forwarding rule, tap +.



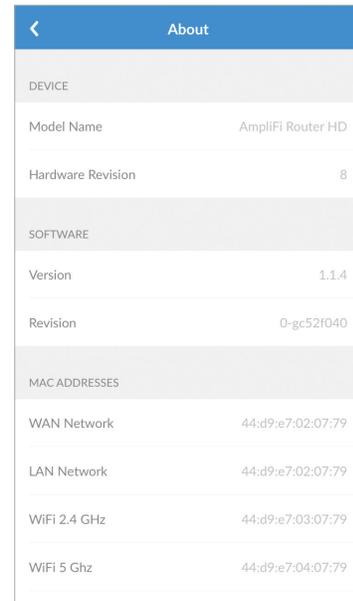
- **Name** Enter a descriptive name for this rule.
- **IP Address** Enter the LAN IP address that will receive the forwarded port traffic.
- **Source Port** Enter the port or ports that will be forwarded to the LAN. You can identify the port or ports by name, number, and/or range. To specify multiple ports, use a comma-separated list.
Example: *https,20-23,554*
- **Dest. Port** Enter the port or ports that will receive the forwarded port traffic. You can identify the port or ports by name, number, and/or range. If you do not specify this port, then the original destination port of the traffic will be used.
- **Protocol** Select the appropriate protocol: **TCP**, **UDP**, or **TCP & UDP**.

Tap  to save your changes.

Information

About

The *About* screen for the Router displays the model name and version numbers of the device and software, as well as the MAC addresses of the hardware interfaces.

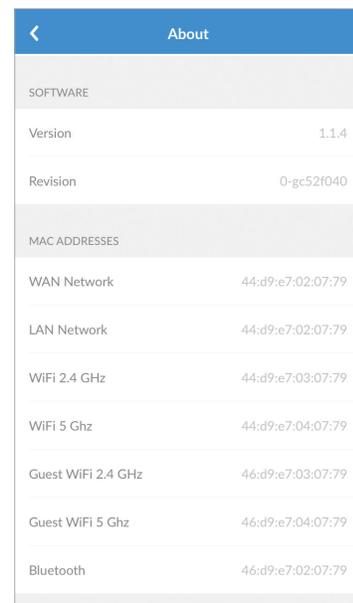


Device

- **Model Name** Displays the model of the Router.
- **Hardware Revision** Displays the revision number of the Router hardware.

Software

- **Version** Displays the version number of the Router software.
- **Revision** Displays the revision number of the Router software.



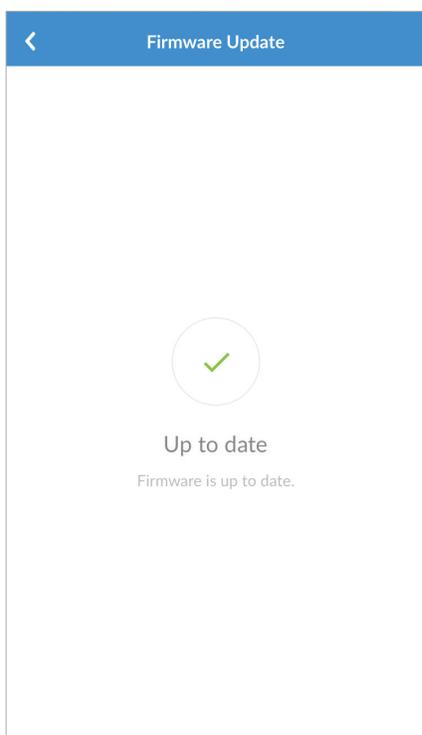
MAC Addresses

- **WAN Network** Displays the MAC address of the WAN (Internet or public) interface.
- **LAN Network** Displays the MAC address of the LAN (local) interface.
- **Wi-Fi 2.4 GHz** Displays the MAC address of the 2.4 GHz wireless interface.
- **Wi-Fi 5 GHz** Displays the MAC address of the 5 GHz wireless interface.
- **Guest Wi-Fi 2.4 GHz** Displays the MAC address of the guest 2.4 GHz wireless interface.
- **Guest Wi-Fi 5 GHz** Displays the MAC address of the guest 5 GHz wireless interface.
- **Bluetooth** Displays the MAC address of the Bluetooth interface.

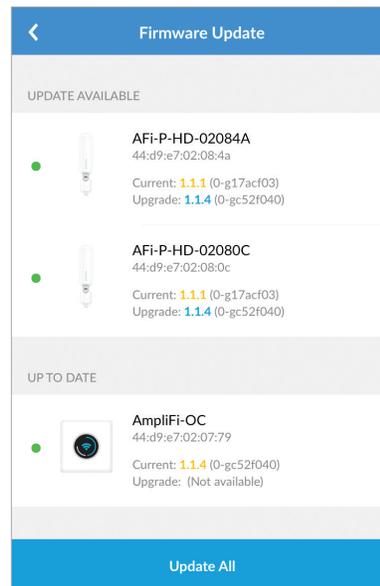
Firmware Update

The *Firmware Update* screen allows you to check for updates to the device firmware for the Router and Mesh Points.

- **Up to date** If there are no firmware updates available, then “Up to date” is displayed.



- **Updates Available** If firmware updates are available, then the current and update version numbers for the firmware are listed for each applicable device. Tap **Update All** to proceed with all available firmware updates.



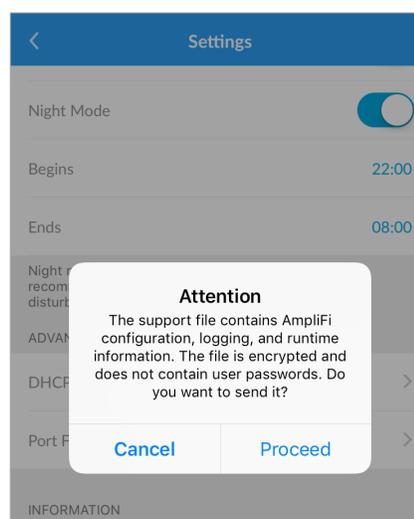
- **Note:** Your Wi-Fi will be temporarily down while you update the AmpliFi devices. If you have significant network activity, such as a download or upload in progress, you can postpone the update until an appropriate time.

Support Info

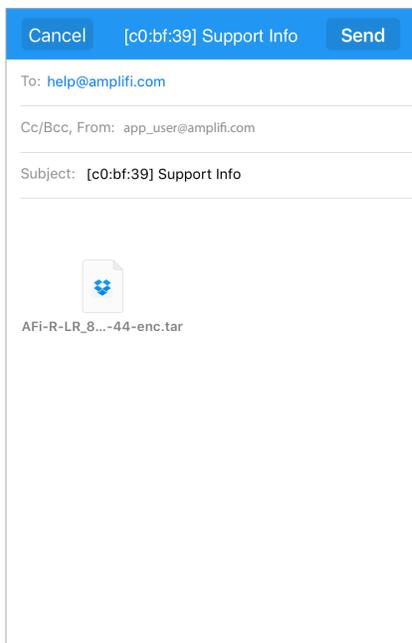
The *Support Info* option generates an encrypted file to send to our support team. This file contains AmpliFi configuration and runtime information that can be used to answer any questions or troubleshoot an issue.

- **Note:** No passwords are stored in the file.

To generate the file, tap **Proceed**. To ignore creating the support file, tap **Cancel**.

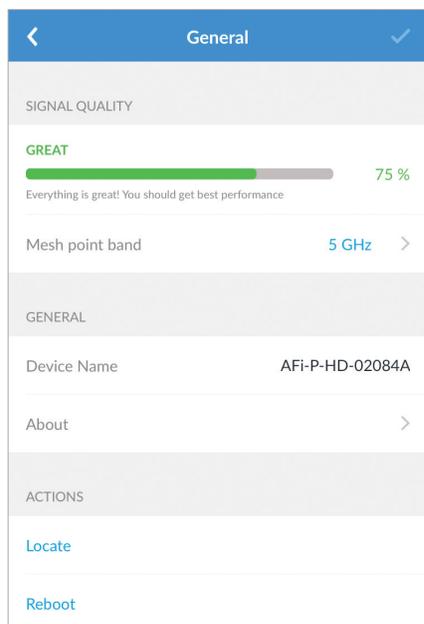


When the file is ready to transmit, tap **Send**. If you want to discard the file, tap **Cancel**.



Mesh Point Settings

The *General* screen for the Mesh Point allows you to access device settings. Tap to save your changes.



Signal Quality

- **Signal Strength** Displays the percentage of signal strength.
- **Mesh Point Band** Displays the radio band used by the Mesh Point. Select **2.4 GHz** or **5 GHz**. The default is **5 GHz**.

General

- **Device Name** Displays the descriptive name of the Mesh Point. Tap to change it.
- **LED** Enabled by default. Tap the toggle switch to turn off the LEDs on the *Mesh Point*.
- **About** Select this option for more information about the Mesh Point.
 - **General**
 - **Model Name** Displays the model of the Mesh Point.
 - **Hardware ID** Displays the revision number of the Mesh Point hardware.
 - **Software**
 - **Version** Displays the version number of the Mesh Point software.
 - **Revision** Displays the revision number of the Mesh Point software.

MAC ADDRESSES	
WiFi 2.4 GHz	44:d9:e7:03:08:4a
WiFi 5 GHz	46:d9:e7:04:08:4a
Guest WiFi 2.4 GHz	46:d9:e7:03:08:4a
Guest WiFi 5 GHz	42:d9:e7:04:08:4a
Bluetooth	46:d9:e7:02:08:4a

- **MAC Addresses**
 - **Wi-Fi 2.4 GHz** Displays the MAC address of the 2.4 GHz wireless interface.
 - **Wi-Fi 5 GHz** Displays the MAC address of the 5 GHz wireless interface.
 - **Guest Wi-Fi 2.4 GHz** Displays the MAC address of the guest 2.4 GHz wireless interface.
 - **Guest Wi-Fi 5 GHz** Displays the MAC address of the guest 5 GHz wireless interface.
 - **Bluetooth** Displays the MAC address of the Bluetooth interface.

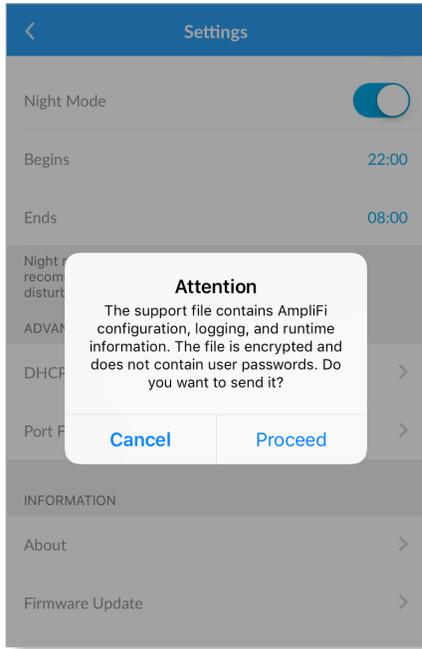
Actions

- **Locate** The Mesh Point emits a sound beacon for several seconds.
- **Reboot** Restarts the Mesh Point.
- **Support Info** The *Support Info* option generates an encrypted file to send to our support team. This file contains AmpliFi configuration and runtime information that can be used to answer any questions or troubleshoot an issue.



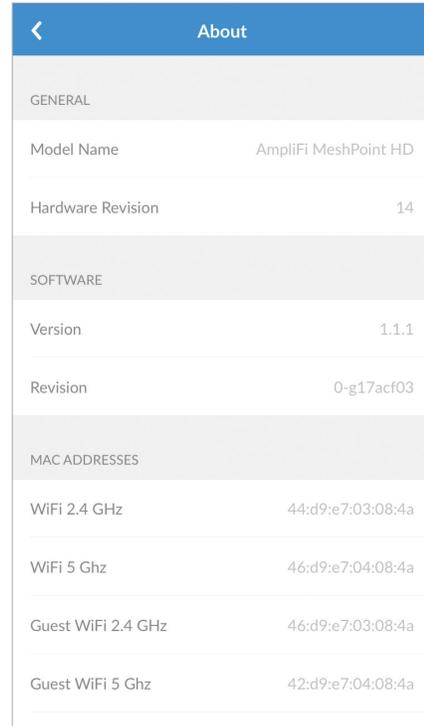
Note: No passwords are stored in the file.

To generate the file, tap **Proceed**. To ignore creating the support file, tap **Cancel**.

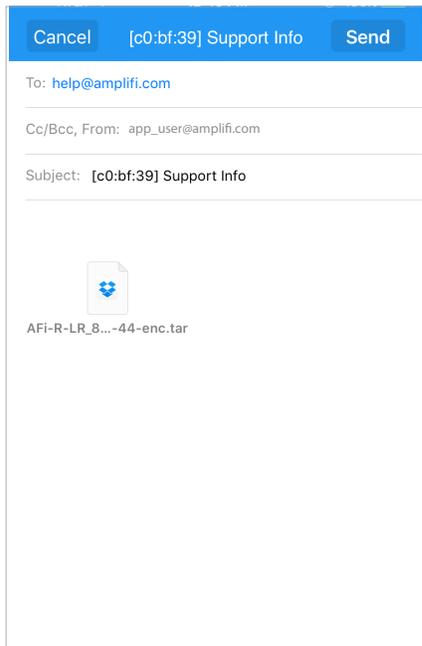


About

The *About* screen for the Mesh Point displays the model name and version numbers of the device and software, as well as the MAC addresses of the hardware interfaces.



When the file is ready to transmit, tap **Send**. If you want to discard the file, tap **Cancel**.

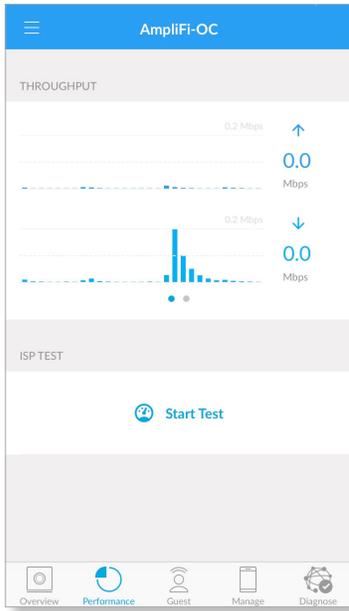


Chapter 3: Performance

The *Performance* screen allows you to access the throughput statistics and run a speed test. You can examine up-to-date, second-by-second performance so you know how the *Router* and *Mesh Points* are communicating with your devices.

Throughput

The initial view displays the *Throughput* bar graph. It shows a recent history of upload and download throughput. The maximum upload and download values are labeled in the graph, and the current upload and download values are displayed on the right.



ISP Test

You can 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.

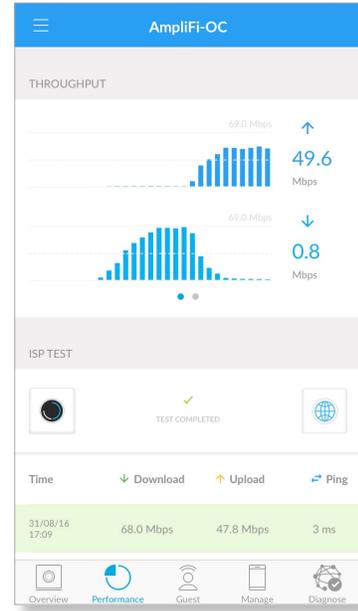
Tap **Start Test** to run the ISP test. When the test is complete, the following results will be displayed:

Time Displays the date and time of the speed test.

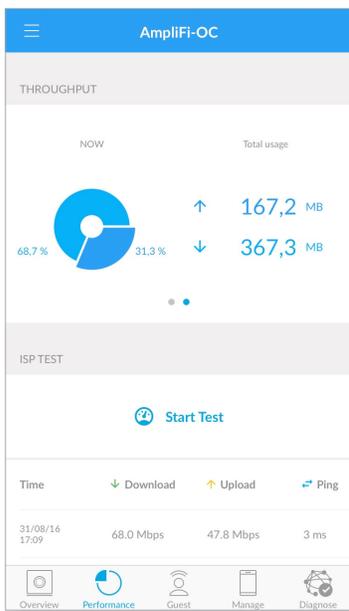
Download Displays the download speed.

Upload Displays the upload speed.

Ping Displays the duration of the average Ping round-trip time.

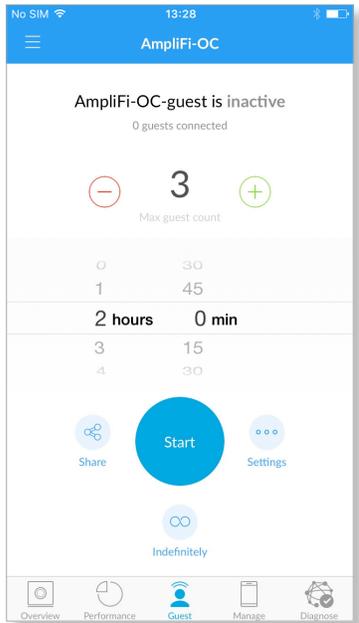


Swipe the bar graph to the left to display the *Throughput* pie chart. It shows the percentages of current download and upload data usage. The *Total Usage* column displays the total amount of data uploaded and downloaded.



Chapter 4: Guest

The *Guest* screen allows you to enable guest access to the wireless network.



Quick Setup

To enable the guest network:

1. Select how many guests you want to allow, up to a maximum of 10.
2. Set a time limit for how long you want them to have access to it.

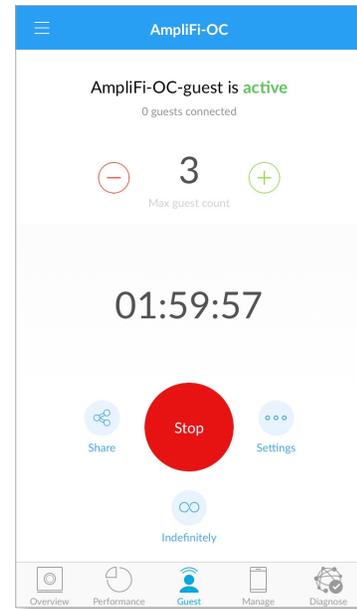
Note: If you want the guest network to remain active without a time limit, tap  **Indefinitely** and the guest network will be immediately enabled.

3. Tap **Start**  to activate the guest network.

Guests simply connect to your wireless network named with the *-guest* label. No password is required unless you enable a guest password in the *Wireless* settings (tap **Settings** for access).

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.

Status and Settings



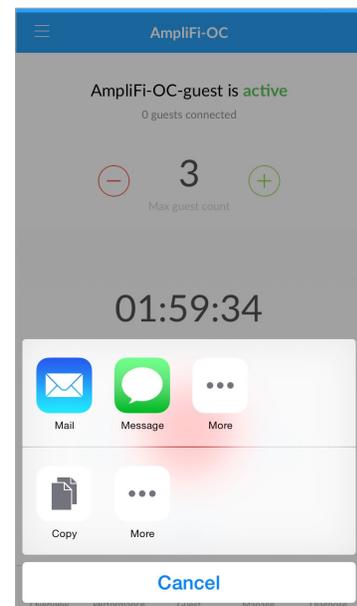
Active/Inactive Displays the status of the guest network.

Guests Connected Displays how many guests are currently connected to the guest network.

Max. Guest Count Displays the maximum number of guests allowed to connect at the same time.

Timer (Counting Down) Displays the amount of time remaining before the guest network is disabled. The countdown starts as soon as you tap **Start**.

Share Tap  to share the guest network name or SSID. Tap the appropriate option, or tap **Cancel** to exit.

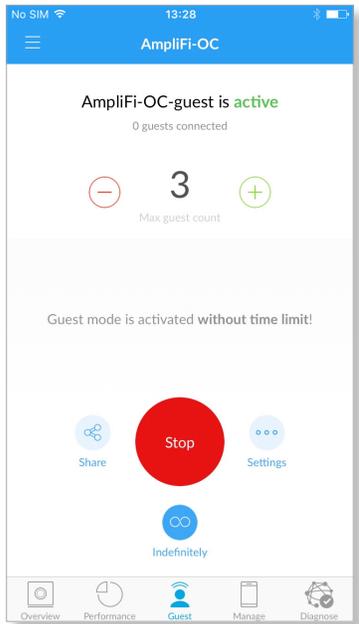


Start Tap to enable the guest network.

Stop Tap to disable the guest network.

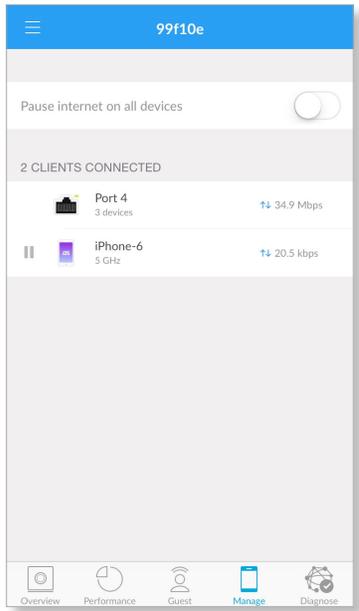
Settings Tap  to access the wireless settings for more configuration options, including wireless security options.

Indefinitely Tap  to remove the time limit for guest access. If the guest network was inactive, you can tap this option to immediately enable the guest network.



Chapter 5: Controls

The *Controls* screen displays the list of clients currently connected to the *Router* and *Mesh Points*.

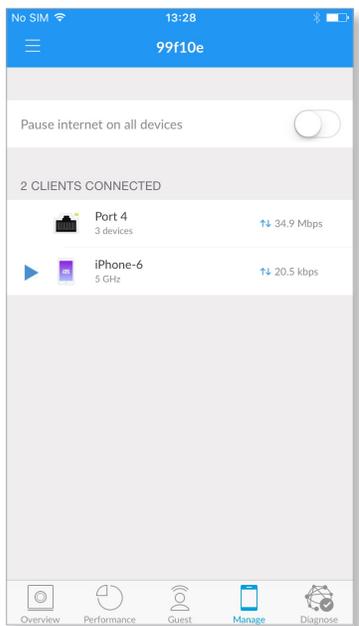


The following is displayed:

Pause Internet on all devices Tap to pause the Internet connection for all client devices.

(number of) clients Displays the number of client devices connected to the Router or Mesh Point.

(pause/play) Tap to pause the Internet connection for the client device. Tap to resume the Internet connection.



(icon) Represents the client device connected to your AmpliFi network.

Hostname Displays the descriptive name of the client connected to your AmpliFi network.

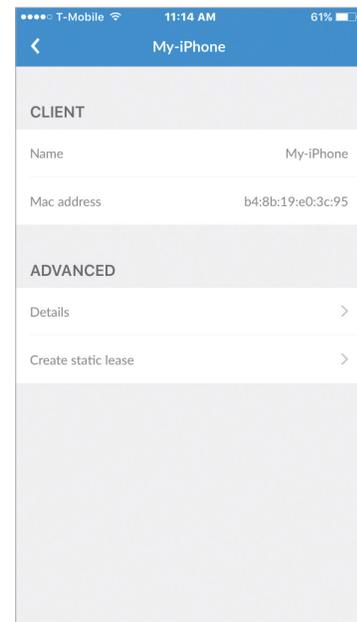
(2.4 or 5) GHz Displays the radio band being used by the client connected to your AmpliFi network.

(throughput) Displays the current amount of data being uploaded and downloaded by the client connected to your AmpliFi network.

Tap a client to display additional details.

Hostname

The *Hostname* screen displays basic information about the client device.



Client

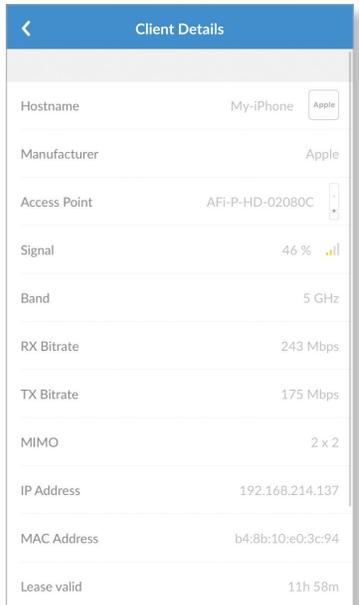
- **Name** Displays the device name of the client currently connected to your AmpliFi network.
- **MAC Address** Displays the MAC address of the client currently connected to your AmpliFi network.

Advanced

Client Details

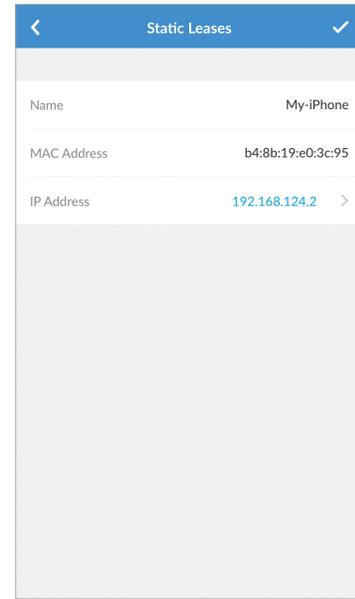
The *Client Details* screen displays device and status information about the client connected to your network.

- **Details** Tap to display additional device and status information about the client device.



- **Hostname** Displays the descriptive name of the client device.
- **Manufacturer** Displays the name of the client device manufacturer.
- **Access Point** Displays the name and icon of the Router or Mesh Point, depending on which is connected to the client device.
- **Signal** Displays the percentage of signal strength between the client device and its access point (Router or Mesh Point), as well as signal strength bars.
- **Band** Displays the radio band being used.
- **RX Bitrate** Displays the amount of receive (RX) data transmitted per second.
- **TX Bitrate** Displays the amount of transmit (TX) data transmitted per second.
- **MIMO** Displays the number of TX and RX MIMO (Multiple Input, Multiple Output) streams used by the client.
- **IP Address** Displays the IP address assigned to the client device.
- **MAC Address** Displays the hardware identifier of the client device.
- **Lease valid** Displays the duration of time its IP address is valid for.

- **Create static lease** Tap to map a static IP address to the client device.

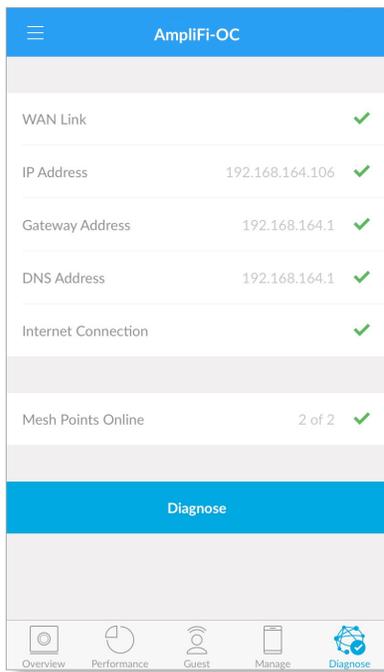


- **Name** The hostname of the client device is automatically displayed. If you want to change it, tap to edit the name.
- **MAC Address** The MAC address of the client device is automatically displayed. If you want to change it, tap to edit the MAC address.
- **IP Address** The currently assigned IP address is automatically displayed. If you want to change it, tap to select another IP address.

Tap to save your changes.

Chapter 6: Diagnose

The *Diagnose* screen will check your WAN link, IP settings, Internet connection, and Mesh Point status. A green check mark ✓ indicates success.



WAN Link The connection between the Router and modem is checked.

IP Address Displays the public IP address of the *Router*.

Gateway Address Displays the IP address of the service provider's gateway router.

DNS Address Displays the IP address(es) of the service provider's DNS server(s).

Internet Connection The connection to the service provider is checked.

Mesh Points Online Displays the number of active Mesh Points. If there is an issue, please ensure that each Mesh Point is properly plugged into a power source.

Diagnose Tap to run the diagnostic checks again.

Appendix A: FAQs

This appendix includes three types of frequently asked questions:

- Getting Started
- Troubleshooting
- Advanced Features

Getting Started

How do I set up my Wi-Fi password?

By default, the AmpliFi administrator password (or device password) and the Wi-Fi password match. During the initial setup of the Router, you have the option to change your administrator password. To change the Wi-Fi password, follow these steps:

1. Open the AmpliFi app.
2. Tap the picture of the Router.
3. Tap **Wireless**.
4. Change your password and SSID (wireless network name).
5. Tap to save your settings.

How do I set up and configure a guest network?

1. Open the AmpliFi app.
2. Tap **Guest**.
3. Select how many guests, up to a maximum of 10, you want to allow.
4. Set a time limit for how long you want them to have access.



Note: If you do not want a time limit, tap **Indefinitely** and the guest network will be immediately enabled.

5. Tap **Start**. Your guest network is now active.

How do I configure my Mesh Points?

Your Mesh Points automatically pair (auto-pair) to your Router. If you are having issues connecting your Mesh Points, plug the Mesh Points into outlets that are physically closer to the Router. After they have paired, change the radio band from 5 GHz to 2.4 GHz by following these steps:

1. Open the AmpliFi app.
2. Tap the picture of a Mesh Point.
3. Tap **Wireless**.
4. Tap **2.4 GHz**. This allows the signal to travel farther.
5. Repeat steps 2-4 for your other Mesh Points.
6. Move the Mesh Points and plug them into outlets at the desired locations.

Where should I place my Router and Mesh Points for best performance?

If possible, place the Router at the center of the home or as close to the center as possible. We recommend placing a Mesh Point on each side of the Router, halfway between the Router and an area in the home where you have poor connectivity.



Tip: The LEDs on the Mesh Points indicate signal strength. All of the LEDs on a Mesh Point will light up when it is receiving a strong signal.

How do I change my admin password?

To change the admin password, follow these steps:

1. Open the AmpliFi app.
2. Tap the picture of the Router.
3. Tap **General**.
4. Change your password.
5. Tap to save your settings.

What do the LEDs indicate?

- **Initial configuration state** When the Router is not configured (not paired), the Router LED will be lit at the maximum brightness setting, and the bottom LED of the Mesh Points will flash.
- **Initial configuration in progress** While you are configuring your Router, its LED will flash slowly, and the bottom LED of the Mesh Points will flash.
- **Wi-Fi not ready or connected / booting** While the Router is booting up, the Router LED will be lit at the minimum brightness setting, and the bottom LED of the Mesh Points will flash.
- **Ready state** The Router LED will be lit solid white at the maximum setting or at the brightness level you choose in the AmpliFi app. The Mesh Points will be lit based on the signal strength that they are receiving from the Router.
- **Locate state** If you use the Locate feature in the AmpliFi app, the Router LED will flash quickly, and all of the Mesh Points' LEDs will also flash quickly.
- **Upgrading state** While the Router is being upgraded, the Router LED will increase in brightness and the Mesh Points' LEDs will light up one by one.

How do I adjust or turn off the lights on my Router?

1. Open the AmpliFi app.
2. Tap the picture of the Router.
3. Tap **General**.
4. Use the *Brightness* sliders to adjust or turn off the LCD screen and LED on the Router.

Can I use my current Internet service provider?

Yes, the Router works with most ISPs (Internet Service Providers) because it connects directly to the modem you already have.

Does AmpliFi support fiber services, such as Google Fiber or Fios?

Yes, you can use AmpliFi with a fiber service if you set up the Router to use bridge mode. See the FAQ: "Does AmpliFi support bridge mode?"

Does AmpliFi have a web interface?

Yes, you will be able to monitor and configure your AmpliFi network using a web browser on your PC or Mac, as well as any iOS or Android device.

Does AmpliFi support bridge mode?

Yes, AmpliFi supports bridge mode. Bridge mode is a useful feature that can help you grow your network and/or separate networks. Bridge mode allows you to use multiple Routers on the same network by placing one of the Routers in bridge mode and connecting it to a port on the other Router.

Here are a few of the most common uses for bridge mode:

- Connect two Routers/AmpliFi to share network resources.
- Use AmpliFi as an additional access point on an existing network.
- Use AmpliFi with a fiber service.

To set up bridge mode, perform these steps:

1. Open the AmpliFi app.
2. Tap the picture of the Router.
3. Tap **Internet**.
4. Tap **Bridge Mode** to enable it.
5. Confirm the use of bridge mode.

The Router will restart and apply the updated settings.

The Router is now in bridge mode.

Troubleshooting

My Internet is down; what do I do?

Follow these steps:

1. Ensure that the Router is properly plugged into a power source.
2. Ensure that the modem and the Router are both connected to each other via an Ethernet cable.
3. Disconnect power from the modem and Router.
4. Wait one minute and then connect power to the modem.
5. Wait one more minute and then connect power to the Router.

6. If there is no Internet connection, contact your ISP (Internet Service Provider) to find out if there are any outages on their end or if your account information has changed.

If the issue still persists, please click **Chat with us** at the bottom of the help.amplifi.com screen for help.

The Router display doesn't respond; what do I do?

The Router features a smart LCD touchscreen display.

If the display becomes unresponsive or freezes in any way, follow these steps:

1. Disconnect power from the Router.
2. Wait 10 seconds.
3. Connect power to the Router.

If the issue still persists, please click **Chat with us** at the bottom of the help.amplifi.com screen for help.

The Router display has a lighting issue; what do I do?

Perform these steps:

1. Check the lighting settings and your brightness level in your AmpliFi app.
2. If the lighting issue persists, reset your Router to its factory default settings. See the FAQ: "How do I reset my Router to the factory default settings?"

If the issue still persists, please click **Chat with us** at the bottom of the help.amplifi.com screen for help.

What do I do if I can't see the Router in the AmpliFi app?

Ensure that your device is connected to the correct Wi-Fi network. (The Router can only be configured in the local network; there is no cloud or remote access.)

How do I retrieve my password if I forgot it?

Currently there is no way to retrieve a custom password. You can reset the password to the default by resetting the Router to the factory default settings. See the FAQ below: *How do I reset my Router to the factory default settings?*

How do I reset my Router to the factory default settings?

Use the AmpliFi app on your smartphone or tablet device to perform the following steps:

1. Open the AmpliFi app.
2. Tap the picture of the Router.
3. Tap **General**.
4. Scroll down to the bottom of the screen and tap **Factory Reset**.

The AmpliFi app resets the Router and all online Mesh Points.

Alternative method: You can manually reset each device to factory defaults.

1. On the Router, use a straightened paperclip or similar object to press the *Reset* button for approximately 10 seconds until the LED turns off.
2. On each Mesh Point, use a straightened paperclip or similar object to press the *Reset* button for approximately 10 seconds until you hear a long beep. Repeat this with each device, one by one.



Tip: If you manually reset the Router, then you must reset the Mesh Points, too.

Advanced Features

Band and Channel Selection

As the number of devices in the connected home continues to grow, understanding band and channel selection can help you maximize your connected experience. To learn how to set up your network to provide each device with the best signal, you need to know how band and channel selection works and how your Wi-Fi signal operates.

Band and channel selection are important when you want to have the most efficient network possible. Your wireless data communicates using a band of frequencies. Frequency is measured in Hertz (Hz).

Our Routers and Mesh Points use two of these frequencies; 2.4 GHz and 5 GHz. Most devices can use either 2.4 GHz or 5 GHz. The difference between these frequencies varies depending on your location and distance to the Router. The 2.4 GHz frequency has a longer range but slower speeds; its signal can penetrate many walls. The 5 GHz has a shorter range but faster speeds; its signal is strong but is better suited to open spaces.

Here are a couple of examples:

- **In-home use** If your home has many walls, then you should use the 2.4 GHz frequency to cover the entire home.
- **Open-office use** If you have no walls between the Router and your devices, then use the 5 GHz frequency, which is more efficient and provides a stronger signal with less range.

There is no need to select a frequency for your Router in the AmpliFi app because your Router uses both frequencies automatically. Both 2.4 GHz and 5 GHz will be available for your devices. On each of your devices, access the Wi-Fi settings if you want to select the frequency to use. (This is available only if your device supports both 2.4 GHz and 5 GHz; some devices may support only one frequency.)

You can select the frequency used by your Mesh Points in the AmpliFi app. The Mesh Points use the default frequency, 5 GHz, but can use 2.4 GHz instead if longer range is needed. We highly recommend keeping the Mesh Points close enough to the Router so the Mesh Points use the 5 GHz frequency with more power.

Data Monitoring and Performance

Use the AmpliFi app to examine up-to-date, second-by-second performance so you know how your Router and Mesh Points are communicating with your devices.

Data monitoring is the ability to keep track of the statistics of your Router, moment by moment. The Router never stops conveying this data unless it is interrupted by a reset or if the Router is unplugged. You will be able to view how your Router is currently performing.

Having access to your Router's data is useful if your network has issues or if you make changes to your network.

There are two ways to access your Router's data.

Once your Router has been set up, use its touchscreen display to view the following:

- Download and upload speeds
- Daily data download and upload totals
- Internet (WAN or Wide Area Network) and Router IP addresses
- Date and time

You can also view this data using the AmpliFi app on your smartphone or tablet. Perform these steps:

1. Open the AmpliFi app.
2. Tap **Performance** at the bottom of the screen.
3. The following are displayed:
 - **Throughput** The dynamic graphs convey the download and upload speeds.
 - **Speed Test** You can click *Start Test* to initiate a speed test that will analyze download and upload speeds and ping test results. Every time you initiate a speed test, it will record the date, time, and results for your network.

Port Forwarding

Port forwarding allows a device to get through your firewall to reach a specific port on your computer. This allows a device outside your network to connect to a device inside your network. For example, port forwarding can be used to connect two computers together for gaming or allow you to check on a camera in the home while you are away.

To set up port forwarding, perform these steps:

1. Open the AmpliFi app.
2. Tap the picture of the Router.
3. Tap **Port Forwarding**.
4. Tap **+** to create a new service.
5. Enter a descriptive name for the service.
6. Enter the IP address of your gateway device, which can be found here: *Internet > Gateway Address*.
7. Enter the appropriate port number in the *Source Port* field.
8. Enter the appropriate port number in the *Destination Port* field.

9. Select the appropriate protocol. This is typically TCP (Transmission Control Protocol); however, some services may require UDP (User Datagram Protocol).
10. Tap to save your settings.



Tip: You can usually find the port number and protocol for your service in your device documentation or during an online search.

DHCP Server

To manage the DHCP server settings, perform these steps:

1. Open the AmpliFi app.
2. Tap the picture of the Router.
3. Tap **DHCP Server**.
4. Configure the following:
 - **Range** Select the IP address range to use.
 - **Subnet** Select the subnet mask to use.
 - **Start** Enter the starting IP address of the available range.
 - **End** Enter the ending IP address of the available range.
 - **Lease Validity** Select the duration of time for which IP addresses are valid.
 - **Static Leases** You can assign a fixed IP address to a specific device. Select this option and then tap +.
 - Enter a descriptive name.
 - Enter the MAC address of the device.
 - Select the IP address that you want to assign.
 - Tap to save your static lease settings.
5. Tap **Apply** to save your settings.

Configuring a Guest Network: Advanced Settings

When you set up your new Router, you may also want to set up a guest network for friends and family. See the FAQ: [**“How do I set up and configure a guest network?” on page 29.**](#)

If you want to configure advanced settings for your guest network, then perform these steps:

1. Open the AmpliFi app.
2. Tap **Guest** at the bottom of the screen.
3. On the *Guest* screen, you can configure the following:
 - **Guest Wi-Fi** You can enable or disable the guest network.
 - **Guest Number** You can change the number of guests to allow at one time.
 - **Time Limit** You can set a time limit for guest access, or you can tap **Indefinitely** for no time limit.
4. Tap **Settings**.

5. The *Wireless* screen appears. Scroll down to the *Guest* section. You can configure the following:
 - **SSID Name** You can change the name of your guest network.
 - **Security** Select the type of wireless security you use: **None**, **WPA PSK**, or **WPA2 PSK**. *None* is the default.
 - **Password** If you selected *WPA PSK* or *WPA2 PSK* security, then you can change the password.
 - **Verify Password** If you change the password, enter it again to verify it.
 - **Show Password** Tap the control to display or hide the password on this screen.
 - **Hidden SSID** Tap the control to display or hide the SSID (name of the guest network).
6. Tap to save your settings.

Band and Router Steering

Understanding band and Router steering may help you understand how to configure your network for the best possible speeds and connectivity.

Router steering directs devices to connect to the Router instead of Mesh Points when possible (even if the Router signal is weaker). Disabled by default, this feature may provide faster speeds when enabled in some instances.

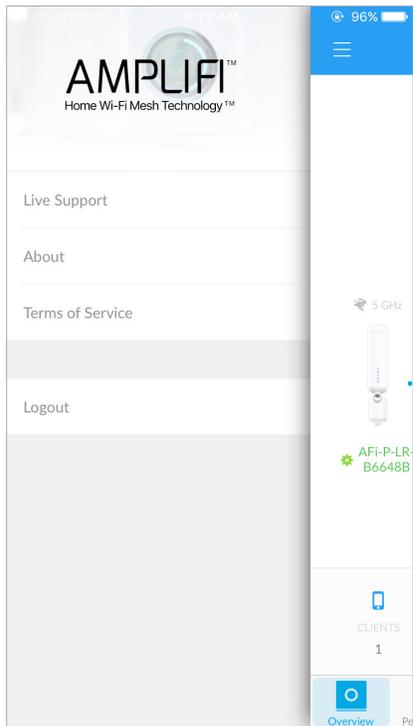
To enable or disable band and Router steering on the Router, follow these steps:

1. Open the AmpliFi app.
2. Tap the picture of the Router.
3. Tap **Wireless**.
4. Scroll down. You can tap the *Band Steering* or *Router Steering* control to enable or disable the option.
5. Tap to save your settings.

Appendix B: Contact Information

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**.



Corporate Headquarters

U Labs
2880 Stevens Creek Blvd.
San Jose, CA 95128
www.amplifi.com



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

Support

Online

help.amplifi.com

Email

help@amplifi.com

Call Us

9am - 5pm (MST)

Monday - Friday

+1 (855) 906-8585

