



UniFi[®]

Enterprise System Controller

Release Version: 4.6

USER GUIDE

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Chapter 1: Software Installation

Introduction

Thank you for purchasing the Ubiquiti Networks® UniFi® Enterprise System. The UniFi devices are bundled with the UniFi Controller software, which allows you to manage your UniFi network using a web browser.

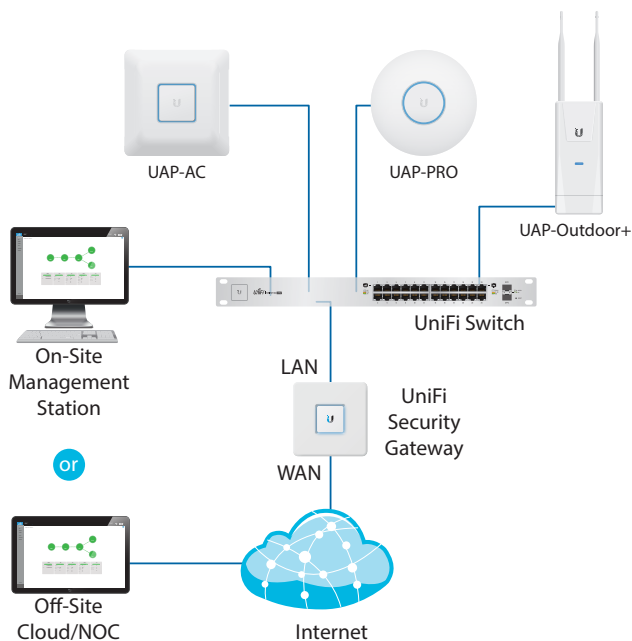
This User Guide is for use with version 4.6 or above of the UniFi Controller software.

System Requirements

- Linux, Mac OS X, or Microsoft Windows 7/8
- Java Runtime Environment 1.6 (or above)
- Web Browser: Mozilla Firefox, Google Chrome, or Microsoft Internet Explorer 10 (or above)

Network Topology Requirements

- A DHCP-enabled network (so any device can obtain an IP address)
- A management station running the UniFi Controller software, located either on-site and connected to the same Layer-2 network, or off-site in a cloud or NOC



Sample Network Diagram

All UniFi devices support off-site management controllers. Follow the instructions in this chapter after you install the hardware, which is described in the Quick Start Guide.

Software Installation

Download the latest version of the UniFi Controller software at downloads.ubnt.com/unifi

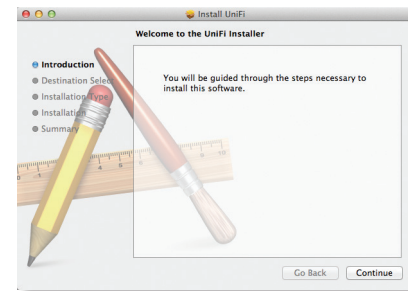
Follow the instructions for your specific computer type.

Mac Users

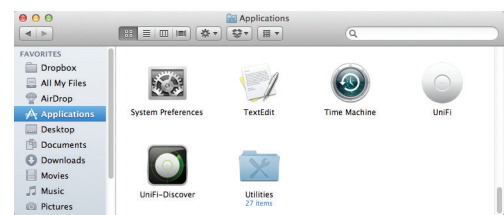
1. Launch **UniFi.pkg**.



2. Click **Continue** and follow the on-screen instructions to install the software.



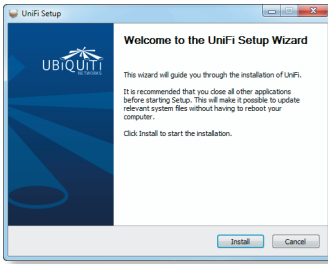
3. Go to **Go > Applications** and double-click the *UniFi* icon.



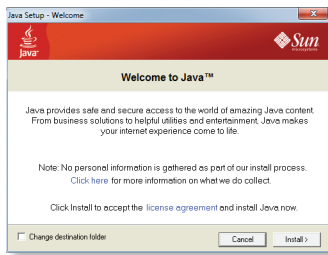
Proceed to **“Configuring the UniFi Controller Software” on page 2.**

PC Users

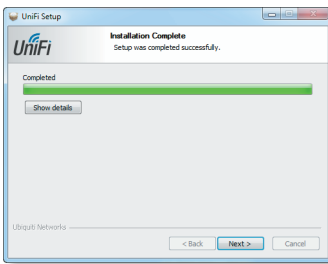
1. Launch **UniFi-installer.exe**.
2. Click **Install**.



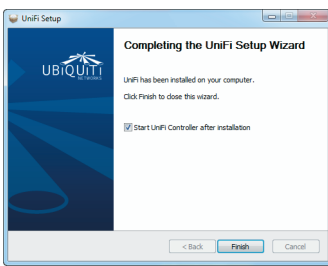
3. If your computer doesn't have Java 1.6 or above installed, you will be prompted to install it. Click **Install** to continue.



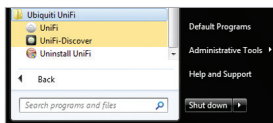
4. Click **Next**.



5. Ensure that the *Start UniFi Controller after installation* option is checked and click **Finish**.



 **Note:** The UniFi Controller software can also be launched from **Start > All Programs**.

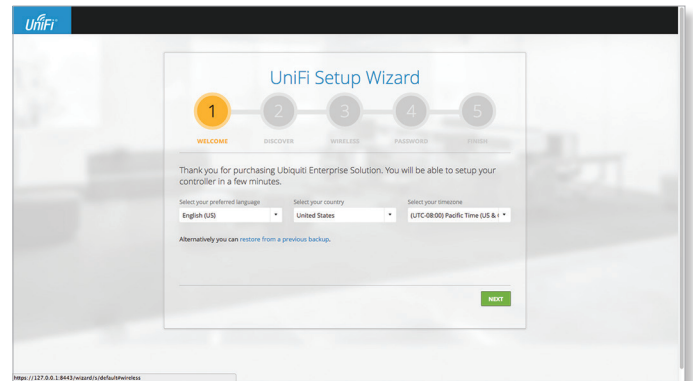



Configuring the UniFi Controller Software

1. The UniFi Controller software startup will begin. Click **Launch a Browser to Manage Wireless Network**.

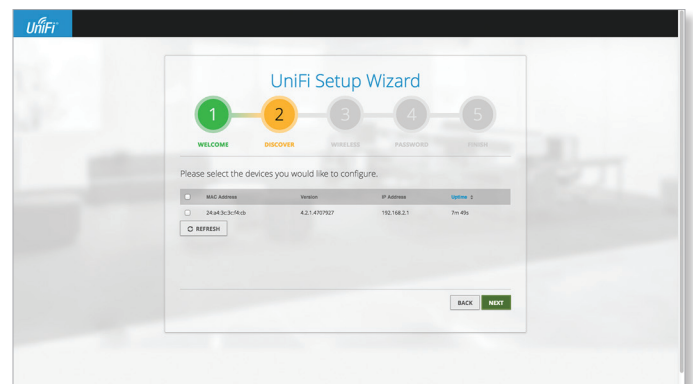


2. By default, the preferred language is *English*. Select your country and time zone. Alternatively, you can click **restore from a previous backup** to use a file that contains your backup settings. Click **Next**.

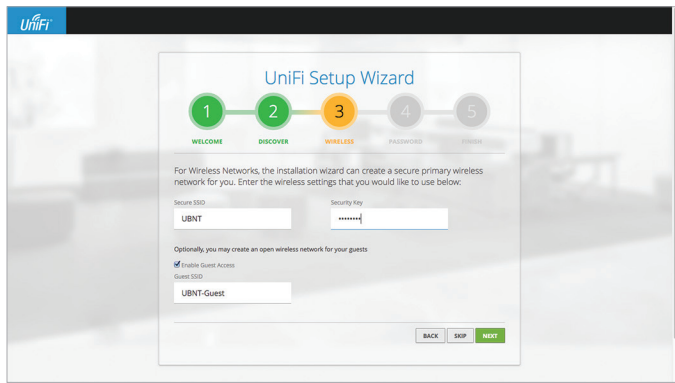


 **Note:** U.S. product versions are locked to the U.S. Country Code to ensure compliance with FCC regulations.

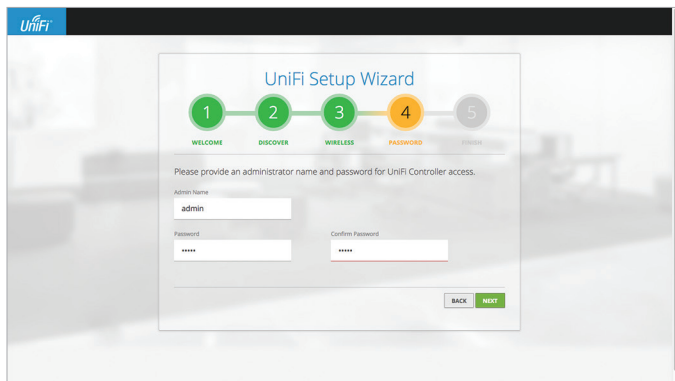
3. Select the devices that you want to configure and click **Next**.



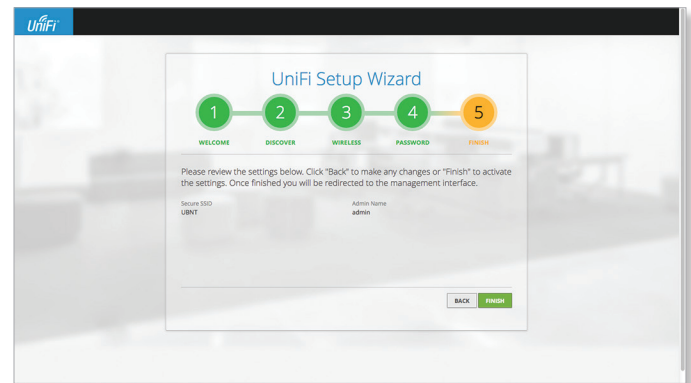
- The UniFi Setup Wizard will create a secure primary wireless network for your devices. Perform the following steps:



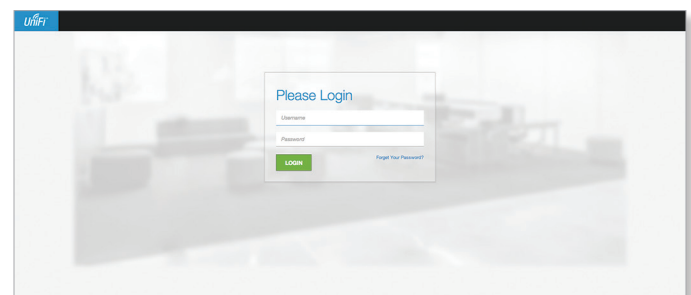
- Enter the wireless network name (SSID) in the *Secure SSID* field.
 - Enter a passphrase to be used for your primary network in the *Security Key* field.
 - To enable guest access, select **Enable Guest Access**, and enter a guest network name in the *Guest SSID* field.
 - Click **Next**.
- Enter an admin name in the *Admin Name* field and password in the *Password* field to use when accessing the management interface. Confirm your password in the *Confirm Password* field. Click **Next**.



- Review your settings. Click **Finish** to save your settings or click *Back* to make changes. Once the wizard is finished, the browser will be redirected to the management interface.



Congratulations, your wireless network is now configured. A login screen will appear for the UniFi Controller management interface. Enter the admin name and password that you created and click **Login**.



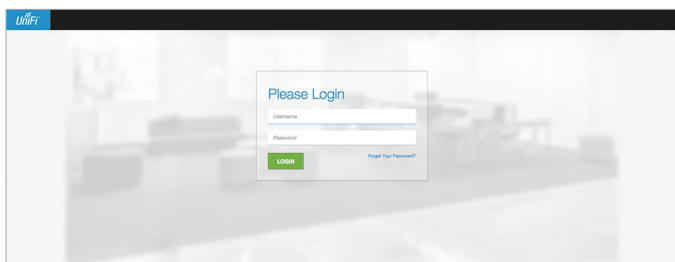
Proceed to the next chapter for information on using the UniFi Controller software.

Chapter 2: Using the UniFi Controller Software

The UniFi Controller software has a browser-based interface for easy configuration and management.

To access the interface, perform the following steps:

1. Launch the UniFi Controller application if hasn't already been started.
 - Mac users: **Go > Applications > UniFi**
 - Windows users: **Start > All Programs > Ubiquiti UniFi**
2. The UniFi login screen will appear. Enter the username and password in the appropriate fields and click **LOG IN**.



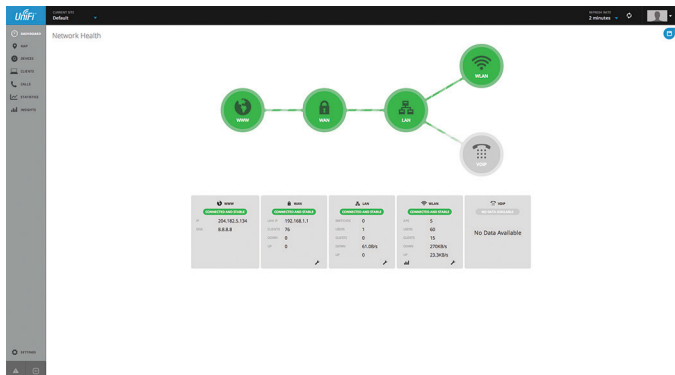
Navigation Bar

The UniFi software consists of six primary pages. This User Guide covers each page with a chapter. For details on a specific page, refer to the appropriate chapter.

- DASHBOARD** [“Dashboard” on page 23](#)
- MAP** [“Map” on page 27](#)
- DEVICES** [“Devices” on page 33](#)
- CLIENTS** [“Clients” on page 39](#)
- CALLS** [“Calls” on page 43](#)
- STATISTICS** [“Statistics” on page 45](#)
- INSIGHTS** [“Insights” on page 49](#)

Common Interface Options

The common interface options are accessible from all tabs in the UniFi interface.

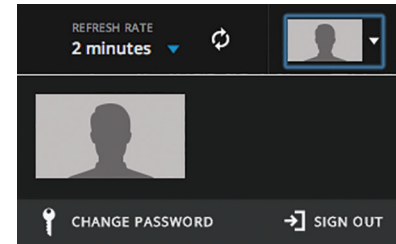


Refresh

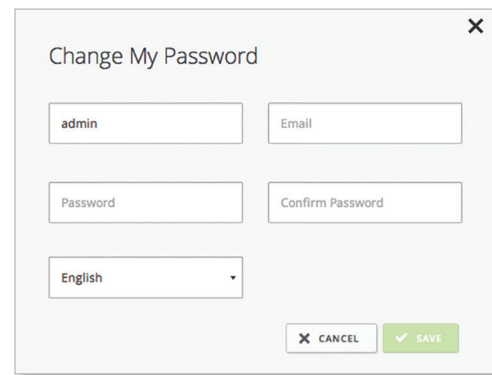
Click the *refresh* icon to update the on-screen information. Select the refresh interval: **Manually, 15 seconds, 1 minute, 2 minutes** (default), **5 minutes, 10 minutes, or Never**.

Admin

At the top right of the screen, click to display the *Change Password* and *Sign Out* options:



Change Password To change the login name and/or password, click **CHANGE PASSWORD**. The *Change My Password* screen will appear:

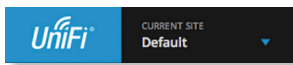


- **Admin** Enter the admin name.
- **Email** Enter the email address of the admin account.
- **Password** Enter the new password.
- **Confirm Password** Enter the new password again.
- **Language** Select the language of the UniFi Controller.
- **Save** Click **SAVE** to apply changes.
- **Cancel** Click **CANCEL** to discard changes.

Sign Out To manually sign out of the UniFi Configuration Interface, click **SIGN OUT**.

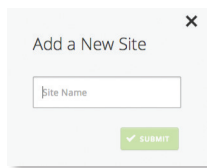
Site

The UniFi Controller can manage multiple UniFi networks, which are called sites. Each site has its own configurations, maps, statistics, guest portals, and site administrator accounts. The multiple sites are logically separated, and the initial site is named *Default*.




Current Site To create a new site, click the *drop-down* ▼ arrow to display the drop-down menu.

Click **Add Site**, and the *Add Site* screen will appear:



- **Site Name** Enter a name that describes the site. It will be used in the *Current Site* drop-down menu.
- **Submit** Click **SUBMIT** to save changes.




Properties

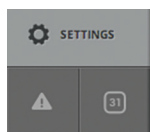
The *Properties* tab is hidden by default. To display it, click the *properties*  icon.

Information about each selected device appears as a popup within this tab. The information varies depending on the device type. For more information, see the appropriate chapter:

- **“UniFi Security Gateway Details” on page 55**
- **“UniFi Switch Details” on page 61**
- **“UniFi Access Point Details” on page 67**
- **“UniFi VoIP Phone Details” on page 77**
- **“Client Details” on page 79**

At the bottom of the screen, there are three controls:

-  **SETTINGS**
-  **Alerts** (see **“Alerts” on page 21**)
-  **Events** (see **“Events” on page 21**)



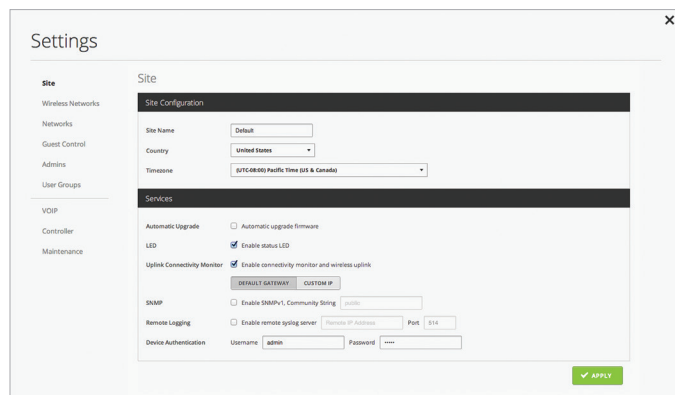
Settings

The  **SETTINGS** tab displays a list of available sub-tabs:

- **Site** Site-related settings.
- **Wireless Networks** Wireless network and group setup, including Zero Handoff Roaming.
- **Networks** Wired network setup.
- **Guest Control** Guest portal and policies.
- **Admins** Admin accounts and privileges.
- **User Groups** User group settings.
- **VoIP** VoIP setup.
- **Extensions** VoIP extension, group, and conference options.
- **Auto-Responder** Business hours and auto-responder settings.
- **Controller** Identity, discovery, and email server settings.
- **Maintenance** System configuration backup, system configuration restore, and support files.

Settings > Site

Configure the site-specific settings. To switch sites, select a different site from the *Current Site* drop-down menu at the top of any screen.



Site Configuration

Site Name Change the name of the site.

Country Select the appropriate country.

Time Zone Select the appropriate time zone.

Services

Automatic Upgrade When enabled, this option will automatically upgrade your firmware when an update is available.

LED When enabled, the LED on the UniFi device will light up. When disabled, the LED will turn off.

Uplink Connectivity Monitor It monitors the uplinks of the managed APs, either wired or wireless, by checking to see if the gateway/custom IP can be reached. The monitor and wireless uplink capability are enabled by default.

- **Default Gateway** Enabled by default. All managed APs will use the gateway of the AP that is providing IP information, either by *DHCP* or *Static* designation.
- **Custom IP** Click **Use custom IP** to specify an IP address;
 - **Uplink IP Address** All managed APs will use the IP address you enter.

SNMP Select this option to activate the SNMP (Simple Network Monitor Protocol) agent. SNMP is an application layer protocol that facilitates the exchange of management information between network devices. Network administrators use SNMP to monitor network-attached devices for issues that warrant attention.

- **Community String** Specify the SNMP community string. It is required to authenticate access to MIB (Management Information Base) objects and functions as an embedded password. The device supports a read-only community string; authorized management stations have read access to all the objects in the MIB except the community strings, but do not have write access. The device supports SNMP v1. The default is *public*.

Remote Logging Enable to define a remote syslog server.

- **Remote IP Address** Enter the IP address of the syslog server.
- **Port** Enter the port number of the syslog server. The default is *514*.

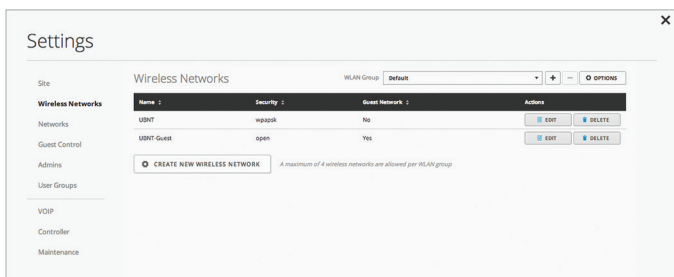
Device Authentication This option protects SSH access to the UniFi devices. All devices in the same site share the same SSH username and password. You can also make changes:

- **Username** Enter the new username.
- **Password** Enter the new password.

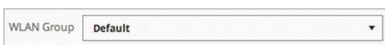
Apply Click **APPLY** to save changes.

Settings > Wireless Networks

Configure the wireless networks for each site. You can have up to four wireless network names or SSIDs per WLAN group.

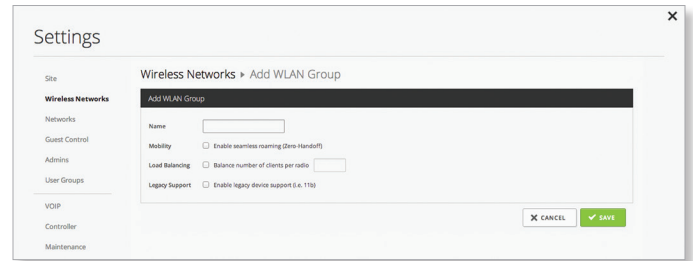


WLAN Group The *Default* WLAN group is automatically created.



Add a New WLAN Group To add a new WLAN group, click the **+** button. Go to the *Add or Edit a WLAN Group* section.

Add or Edit a WLAN Group

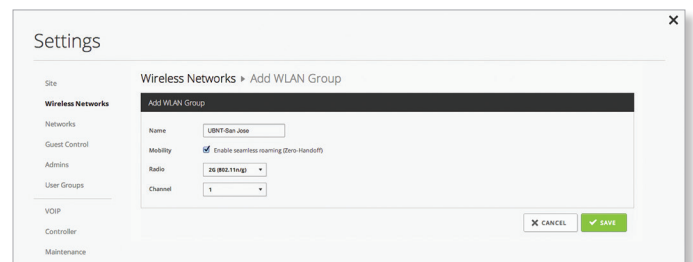


- **Name** Enter or edit a descriptive name for the WLAN group.
- **Mobility** To enable seamless roaming (Zero Handoff), select the checkbox.

Note: The UniFi AP-AC and AP-AC Outdoor do not currently support Zero Handoff Roaming.

When you enable this option, multiple Access Points (APs) act as an AP cluster, appearing as a single AP. The wireless client detects only one AP, so it seamlessly roams from AP to AP – there is no need to re-negotiate. The APs determine which AP has the best connection and should serve the client. They use multicasting to communicate so they must be wired in the same Layer 2 domain.

Zero Handoff Roaming does not support wireless uplinks and can only be used on a secured network. It is also not meant for all scenarios. For example, if there is too much load or interference, then Zero Handoff Roaming may not be appropriate for your scenario.



Configure the following options:

- **Radio** Select the appropriate radio, **2G** or **5G**.
- **Channel** Select the channel that all of the APs will use for Zero Handoff Roaming.

Load Balancing (Not available if you enabled the *Mobility* option.) Select this option to balance the number of clients you specify per radio. Then enter the number of clients in the field provided.

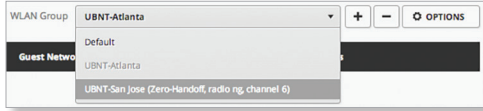
Legacy Support (Not available if you enabled the *Mobility* option.) By default, legacy devices, such as 802.11b devices, are excluded. Select this option if you want to support legacy devices.

Save Click to apply changes.

Cancel Click to discard changes.

For each WLAN group, you have the following:

- **Remove a WLAN Group** To remove a WLAN group, select it from the drop-down menu, and then click the button.



- **Options** To make changes, select the WLAN group from the drop-down menu, and then click . Go to **“Add or Edit a WLAN Group” on page 7.**

Wireless Networks

Name Displays the wireless network name or SSID.

Security Displays the type of security being used on your wireless network.

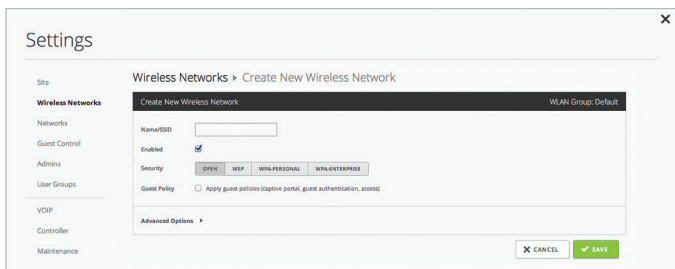
Guest Network Indicates whether or not the network is a guest network.

Actions Click a button to perform the desired action:

- **Edit** Click to make changes to the wireless network settings. Go to the *Create or Edit a Wireless Network* section below.
- **Delete** Click to remove the wireless network.

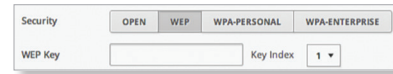
Create Wireless Network Click to add a wireless network. Go to the *Create or Edit a Wireless Network* section below.

Create or Edit a Wireless Network



- **Name/SSID** Enter or edit the wireless network name or SSID.
- **Security** Select the type of security to use on your wireless network.
 - **Open** This option is typically only used on the guest network. When enabled, wireless network access is open to anyone without requiring a password.

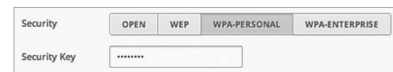
- **WEP** WEP (Wired Equivalent Privacy) is the oldest and least secure security algorithm. WPA™ security methods should be used when possible.



- **WEP Key** Enter a WEP encryption key in hexadecimal format. You can enter a 64-bit or 128-bit key:

Type	Hex
64-bit	10 Hexadecimal Characters (0-9, A-F, or a-f) Example: 00112233AA Note: You can use 5 printable characters, which will be translated to the corresponding HEX code.
128-bit	26 Hexadecimal Characters (0-9, A-F, or a-f) Example: 00112233445566778899AABBCC Note: You can use 13 printable characters, which will be translated to the corresponding HEX code.

- **Key Index** Specify which Index of the WEP Key to use. Four different WEP keys can be configured at the same time, but only one is used. Select the effective key: **1, 2, 3, or 4.**
- **WPA-Personal** WPA or Wi-Fi Protected Access was developed as an encryption method stronger than WEP. WPA-Personal requires a passphrase to connect to the wireless network.

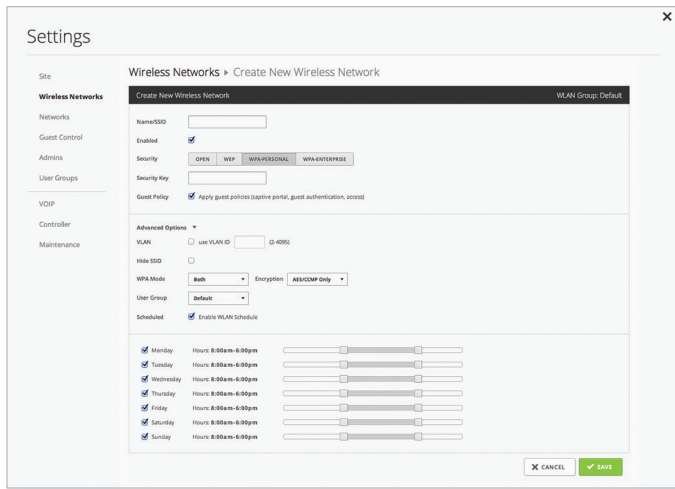


- **Security Key** Enter the passphrase that users will use to connect to the wireless network.
- **WPA-Enterprise** WPA Enterprise uses a RADIUS server to authenticate users on the wireless network.



- **RADIUS Server** Provide the following information about the RADIUS server:
 - **IP Address** Enter the IP address.
 - **Port** Enter the port number. The default is 1812.
 - **Password** Enter the password used for authentication.
- **Guest Policy** Select this option to enable guest access policies on this wireless network.

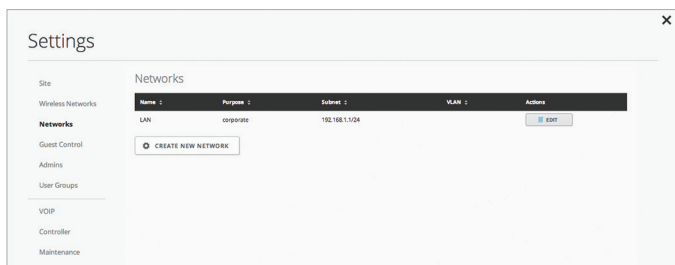
Advanced Options



- **VLAN** To use a VLAN, select **Use VLAN ID** and enter the VLAN ID number.
- **Hide SSID** Select this option if you don't want the wireless network name or SSID to be broadcast.
- **WPA Mode** (Available if WPA security is enabled.) Select the appropriate WPA method: **Both**, **WPA1 Only**, or **WPA2 Only**.
- **Encryption** Select the appropriate encryption method: **Auto**, **TKIP Only**, or **AES/CCMP Only**.
- **User Group** Assign wireless users to a specific user group. For more information about user groups, see **"Settings > User Groups" on page 15**.
- **Scheduled** Select **Enable WLAN Schedule** to restrict wireless access to the schedule you set.
 - **Monday-Sunday** Select the days you want to schedule.
 - **Hours** Use the sliders to select the start and end times of the day's wireless access.
- **Save** Click **SAVE** to apply changes.
- **Cancel** Click **CANCEL** to discard changes.

Settings > Networks

Configure the networks for each site.



Networks

Name Displays the network name.

Purpose Displays a description of this network.

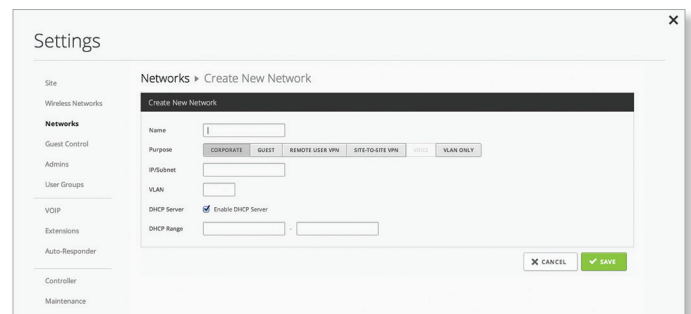
Subnet Displays the IP address and prefix size.

VLAN Displays the VLAN ID, if applicable.

Actions Click a button to perform the desired action:

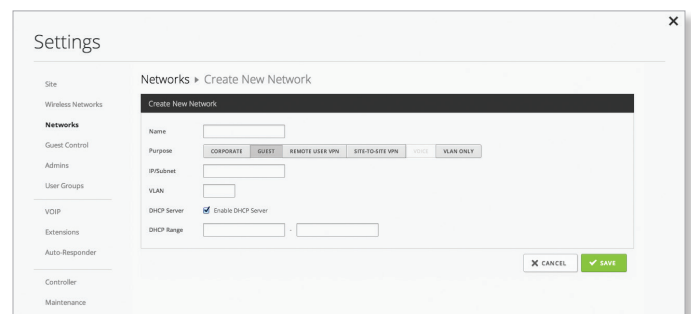
- **Edit** Click **EDIT** to make changes to the network settings. Go to the **Create or Edit a Network** section below.
- **Create New Network** Click **CREATE NEW NETWORK** to add a wireless network. Go to the **Create or Edit a Network** section below.

Create or Edit a Network



- **Name** Enter or edit the network name.
- **Purpose** Select the most appropriate description: **Corporate**, **Guest**, **Remote User VPN**, **Site-to-Site VPN**, **Voice**, or **VLAN Only**. Then follow the instructions for your selection:

Corporate or Guest Network




- **IP/Subnet** Enter the IP address and prefix size.
- **VLAN** (Only available when you create a network.) Enter the VLAN ID.
- **DHCP Server** Enabled by default. The local DHCP server assigns IP addresses to DHCP clients on the network.
- **DHCP Range** Enter the starting and ending IP addresses of the range in the fields provided.
- **Save** Click **SAVE** to apply changes.
- **Cancel** Click **CANCEL** to discard changes.

Remote User VPN

- **IP/Subnet** Enter the IP address and prefix size.
- **IP Pool** The starting and ending IP addresses of the pool automatically appear after you complete the *IP/Subnet* field.
- **RADIUS IP** Enter the IP address of the RADIUS server, which is used for authentication.
- **RADIUS Password** Enter the password of the RADIUS server.
- **Save** Click **SAVE** to apply changes.
- **Cancel** Click **CANCEL** to discard changes.

Site-to-Site VPN

- **Remote Site** Select the appropriate site from the drop-down list.
-  **Note:** If you have admin privileges for the local and remote sites, then you can view and select sites.
- **Save** Click **SAVE** to apply changes.
 - **Cancel** Click **CANCEL** to discard changes.

Voice

In most cases the *Voice* network is automatically created when you enable VoIP (refer to **“Settings > VoIP” on page 16**). If you need to manually create a *Voice* network, then configure the following settings:

- **IP/Subnet** Enter the IP address and prefix size.
- **DHCP Server** Enabled by default. The local DHCP server assigns IP addresses to DHCP clients on the network.
- **DHCP Range** Enter the starting and ending IP addresses of the range in the fields provided.
- **Save** Click **SAVE** to apply changes.
- **Cancel** Click **CANCEL** to discard changes.

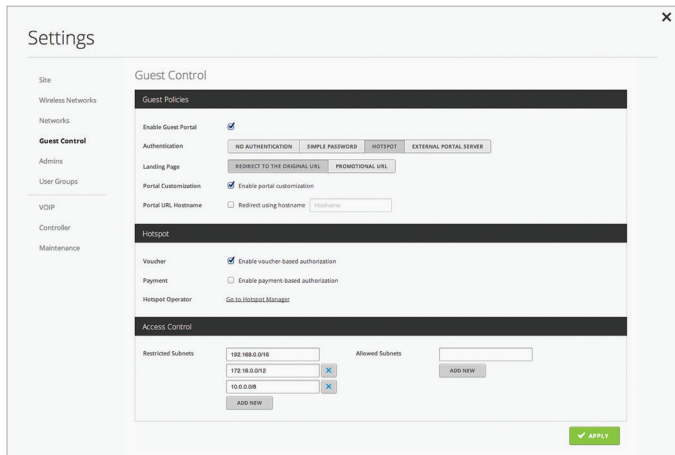
VLAN Only

- **VLAN** Enter the ID number of the VLAN. This is a unique value assigned to each VLAN at a single device; every VLAN ID represents a different VLAN. The VLAN ID range is 2 to 4009.
- **Save** Click **SAVE** to apply changes.
- **Cancel** Click **CANCEL** to discard changes.

Settings > Guest Control

The *Guest Control* screen displays the following sections:

- *Guest Policies* (see below)
- **“Hotspot” on page 13** (for *Hotspot* authentication)
- **“Access Control” on page 15**



Guest Policies

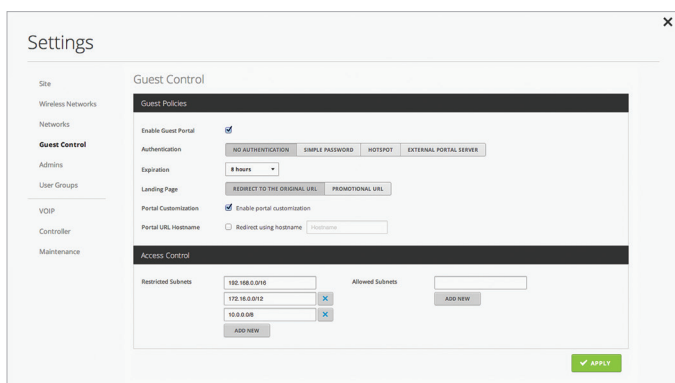
Guest Portal Disabled by default. When disabled, guests can access the Internet without entering a password or accepting the Terms of Use. When this option is enabled, you can control the *Guest Portal*.

Authentication When the *Guest Portal* is enabled, the authentication options will appear:

- **“Authentication > No Authentication” on page 11**
- **“Authentication > Simple Password” on page 11**
- **“Authentication > Hotspot” on page 12**
- **“Authentication > External Portal Server” on page 14**

Authentication > No Authentication

Select this option if guests are not required to log in, but must accept the Terms of Use. You must also select **Enable Guest Portal** under *Settings > Guest Control* to enforce selection of the Terms of Use by the guest. See **“Guest Policy” on page 8** for more information.



Expiration Specify the guest login expiration after a designated period of time: *8 hours, 24 hours, 2 days, 3 days, 4 days, 7 days, or User-defined*, which can be designated in *minutes, hours, and days*.

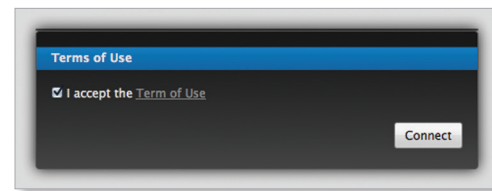
Landing Page After accepting the Terms of Use, guests are redirected to the landing page. Select one of the following options:

- **Redirect to the original URL** After accepting the Terms of Use, guests are directed to the URL they requested.
- **Promotional URL** After accepting the Terms of Use, guests are redirected to the URL that you specify. Ensure that the URL begins with **http://**
Example: <http://www.ubnt.com>

Portal Customization Select this option to have customized portal pages appear in place of the default login pages. See **“Portal Customization” on page 87** for details on setting up custom portal pages.

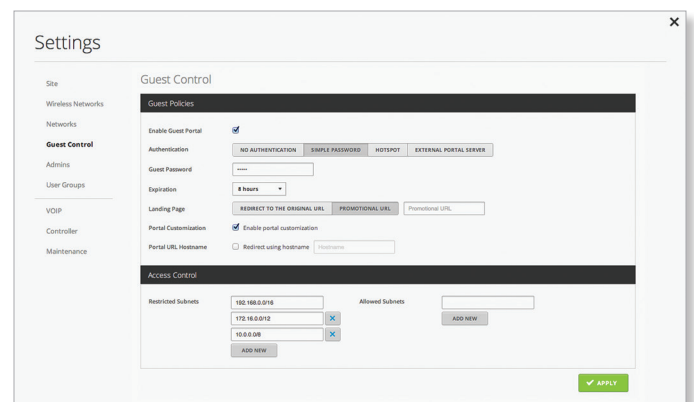
Portal URL Hostname Select this option to enter and use a hostname for the portal URL in place of the default IP address. Paired with an SSL certificate, this ensures that site certificates are displayed as trusted in the guest browser. Example: www.ubnt.com

When logging in with *No authentication*, guests will be required to accept the Terms of Use before gaining access to the Internet.



Authentication > Simple Password

Select this option if guests are required to enter a simple password and accept the Terms of Use. You must also select **Enable Guest Portal** under *Settings > Guest Control* to enforce password entry and selection of the Terms of Use by the guest. See **“Guest Policy” on page 8** for more information.



Guest Password Enter a password that guests must enter before accepting the Terms of Use and connecting to the Internet.

Expiration Specify the guest login expiration after a designated period of time: *8 hours, 24 hours, 2 days, 3 days, 4 days, 7 days, or User-defined*, which can be designated in *minutes, hours, and days*.

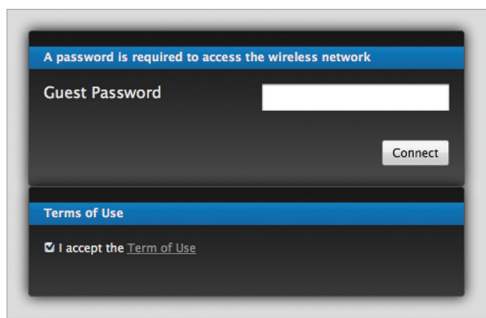
Landing Page After accepting the Terms of Use, guests are redirected to the landing page. Select one of the following options:

- **Redirect to the original URL** After accepting the Terms of Use, guests are directed to the URL they requested.
- **Promotional URL** After accepting the Terms of Use, guests are redirected to the URL that you specify. Ensure that the URL begins with **http://**
Example: <http://www.ubnt.com>

Portal Customization Select this option to have customized portal pages appear in place of the default login pages. See **“Portal Customization” on page 87** for details on setting up custom portal pages.

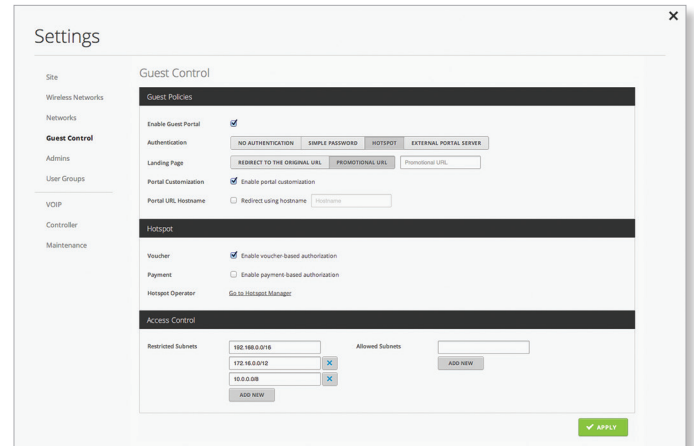
Portal URL Hostname Select this option to enter and use a hostname for the portal URL in place of the default IP address. Paired with an SSL certificate, this ensures that site certificates are displayed as trusted in the guest browser. Example: www.ubnt.com

When logging in with *Simple Password* authentication, guests will be required to enter the *Guest Password* and accept the Terms of Use before gaining access to the Internet.



Authentication > Hotspot

Select this option to enable *Hotspot* functionality, including the ability to customize portal login pages and bill customers using major credit cards or other supported methods. You must also select **Enable Guest Portal** under *Settings > Guest Control* to enforce voucher entry, payment, and selection of the Terms of Use by the guest. See **“Guest Policy” on page 8** for more information.



Landing Page After accepting the Terms of Use, guests are redirected to the landing page. Select one of the following options:

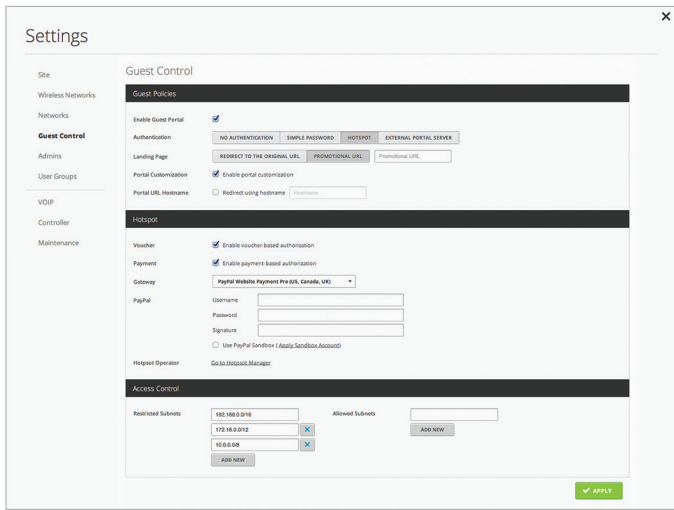
- **Redirect to the original URL** After accepting the Terms of Use, guests are directed to the URL they requested.
- **Promotional URL** After accepting the Terms of Use, guests are redirected to the URL that you specify. Ensure that the URL begins with **http://**
(example: <http://www.ubnt.com>).

Portal Customization Select this option to have customized portal pages appear in place of the default login pages. See **“Portal Customization” on page 87** for details on setting up custom portal pages.

Portal URL Hostname Select this option to enter and use a hostname for the portal URL in place of the default IP address. Paired with an SSL certificate, this ensures that site certificates are displayed as trusted in the guest browser. Example: www.ubnt.com

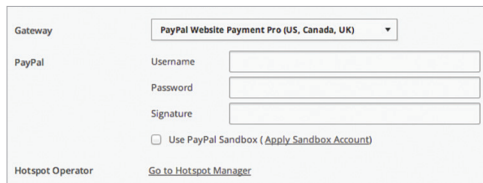
Hotspot

When *Hotspot* authentication is selected, the *Hotspot* section is displayed.



Select the **Voucher** or **Payment** method of authorization:

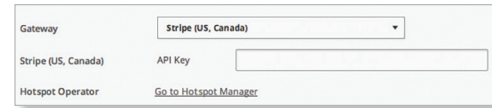
- **Voucher** Use Hotspot Manager to create vouchers (including distributable code, duration values, and use restrictions). See **“Hotspot Manager” on page 83**.
- **Payment** Set up payment-based authentication. If you select this option, then the *Gateway* option will appear.
- **Gateway** (Available only for payment-based authentication.) You have multiple options:
 - **PayPal™ Website Payment Pro (US, Canada, UK)** Use your **PayPal Website Payments Pro** account. To manage payments and transactions, use Hotspot Manager and see **“Hotspot Manager” on page 83**.



Enter the PayPal account details:

- **Username** Enter the corresponding *Username*.
- **Password** Enter the corresponding *Password*.
- **Signature** Enter the corresponding *Signature* for the PayPal account that will receive payments.
- **Use PayPal Sandbox** For PayPal testing purposes, select this option. Then click **Apply Sandbox Account** to set up or access your **PayPal Sandbox Test Environment**.

- **Stripe (US, Canada)** Use your **Stripe** account. To manage payments and transactions, use Hotspot Manager and see **“Hotspot Manager” on page 83**.

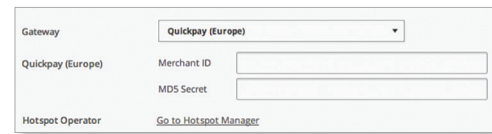


Enter the Stripe account detail:

- **API Key** Enter the live secret API key.

Note: We recommend that you perform a test transaction with the test secret API key first before using the live secret API key.

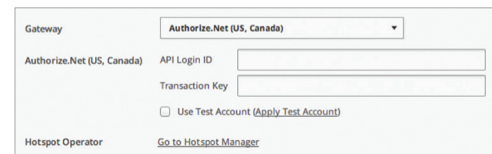
- **Quickpay (Europe)** Use your **Quickpay** account. To manage payments and transactions, use Hotspot Manager and see **“Hotspot Manager” on page 83**.



Enter the Quickpay account details:

- **Merchant ID** Enter the ID for your merchant account.
- **MD5 Secret** Enter the MD5 secret key.

- **Authorize.Net® (US, Canada)** Use your **Authorize.Net** account. To manage payments and transactions, use Hotspot Manager and see **“Hotspot Manager” on page 83**.



Enter the Authorize.Net account details:

- **API Login ID** Enter the API login ID used to identify yourself as an authorized user.
- **Transaction Key** Enter the key used to authenticate transactions.
- **Use Test Account** For Authorize.Net testing purposes, select this option. Then click **Apply Test Account** to set up or access your **Authorize.Net test account**.

- **Merchant Warrior (Australia, New Zealand)** Use your **Merchant Warrior** account. To manage payments and transactions, use Hotspot Manager and see **“Hotspot Manager” on page 83**.

Enter the Merchant Warrior account details:

- **Merchant UID** Enter the ID for your merchant account.
- **API Key** Enter the API key.
- **API Passphrase** Enter the API passphrase.
- **Use Test Account** For Merchant Warrior testing purposes, select this option. Then click **Apply Test Account** to set up or access your **Merchant Warrior test account**.
- **IPpay™ (US, Canada)** Use your **IPpay** account. To manage payments and transactions, use Hotspot Manager and see **“Hotspot Manager” on page 83**.

Enter the IPpay account details:

- **Terminal ID** Enter the terminal number for your merchant account.
- **Use Test Account** For IPpay testing purposes, select this option. Then click **Apply Test Account** to set up or access your **IPpay test account**.
- **Hotspot Operator** Click **Go to Hotspot Manager** to manage *Wireless Guests, Payments/Transactions, Vouchers, and Operator Accounts*. See **“Hotspot Manager” on page 83**.

When logging in with voucher-based *Hotspot* authentication, guests will be required to enter the voucher number and accept the Terms of Use before gaining access to the Internet.

When logging in with payment-based *Hotspot* authentication, guests will be required to select the package type, click the payment choice, and accept the Terms of Use before gaining access to the Internet.

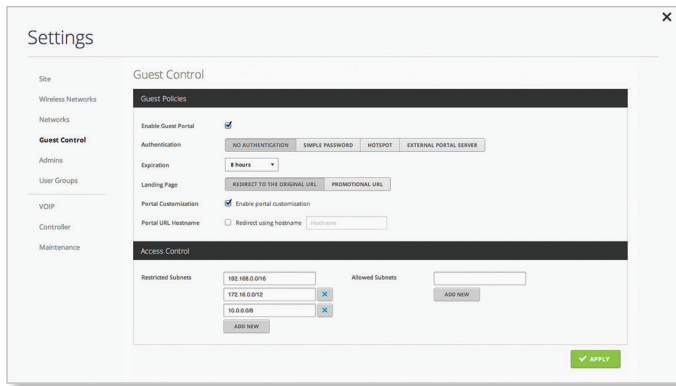
Authentication > External Portal Server

Select this option if you are using an external server to host a custom guest portal.

Custom Portal Enter the IP address in the *IP Address* field.

Portal URL Hostname Select this option to enter and use a hostname for the portal URL in place of the default IP address. Paired with an SSL certificate, this ensures that site certificates are displayed as trusted in the guest browser. Example: www.ubnt.com

Access Control



Restricted Subnets Enter any subnets that you don't want guests to be able to access. Click the *delete* icon to remove a subnet from this list.

Add New Click **Add New** to add more restricted subnets.

Allowed Subnets Enter any subnets that you want guests to be able to access. Click *delete* to remove a subnet from this list.

Add New Click **Add New** to add more allowed subnets.

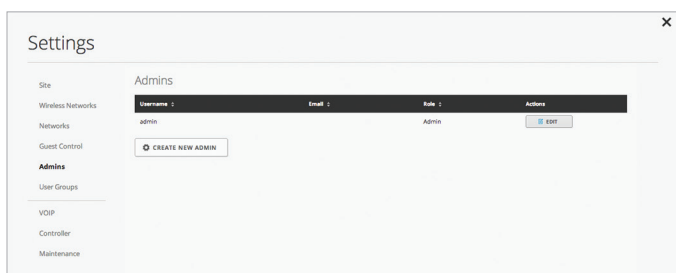
Apply Click to save changes.

Settings > Admins

You can create administrator accounts that are site-specific; these site administrators can only see the sites they manage.

The superadmin account is created during the Setup Wizard and has global admin (read/write) access; this superadmin account cannot be revoked or re-invited.

The list of administrator accounts also includes the operator accounts created in Hotspot Manager; see **“Operator Accounts” on page 86.**



Username Displays the name of the administrator.

Email Displays the email address of the administrator.

Role Displays the permissions level: *Admin* (read/write access), *Read-only*, or *Hotspot* (operator read-only access).

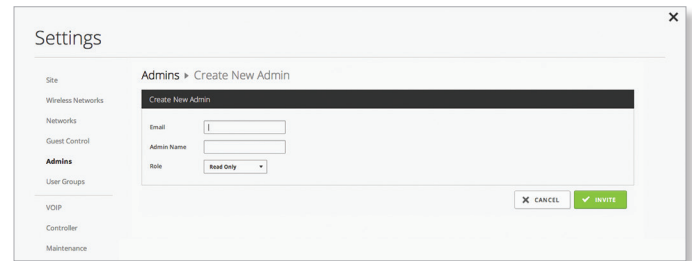
Actions Click a button to perform the desired action:

- **Revoke** Click to remove the selected account.

- **Edit** Click to make changes.

Create New Admin Click to add a new site admin or operator. Go to the *Create or Edit an Admin* section.

Create or Edit an Admin



- **Email** Enter the email address of the new administrator.

- **Admin Name** Enter the name of the new administrator.

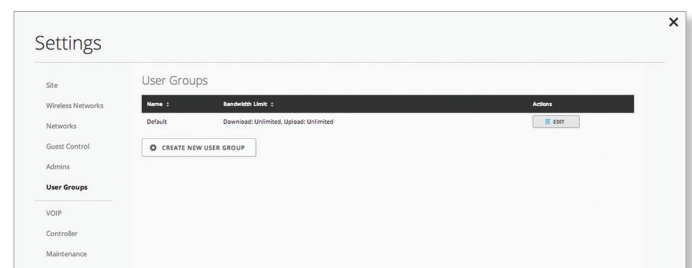
- **Role** Select **Administrator** (read/write access) or **Read Only**.

- **Invite** Click to send an email invitation.

- **Cancel** Click to discard changes.

Settings > User Groups

Configure user groups on this screen. The default user group is named *Default* and has no bandwidth limits.



User Group Settings

Name Displays the name of the user group.

Bandwidth Limit Displays the upload and download limits.

Actions Click a button to perform the desired action:

- **Edit** Click to make changes to the user group settings. Go to **“Create or Edit a User Group” on page 16.**

- **Delete** Click to delete the user group. (The *Default* user group cannot be deleted.)

Create New User Group Click to create a new user group. Go to **“Create or Edit a User Group” on page 16.**

Create or Edit a User Group

- **Name** Enter or edit the name of the user group.
- **Bandwidth Limit (Download)** Select to limit the download bandwidth. Enter the maximum in Kbps.
- **Bandwidth Limit (Upload)** Select to limit the upload bandwidth. Enter the maximum in Kbps.
- **Save** Click **SAVE** to apply changes.
- **Cancel** Click **CANCEL** to discard changes.

See **“Wireless Client – Configuration” on page 80** or **“Wired Client – Configuration” on page 82** for information on how to assign a user or guest to a user group.

Settings > VoIP

Enable the VoIP feature and configure the VoIP settings of the UniFi Controller.

Global

VoIP Select this option to enable the VoIP feature.

Platform Image Cache Select this option to enable the automatic update of the cached platform image.

Apply Click **APPLY** to save the change.

Cancel Click **CANCEL** to discard the change.

Provider & Numbers

When enabled, UniFi will send email alerts triggered by pending and disconnected UniFi devices. Specify the administrator email address when you create an account under **“Settings > Wireless Networks” on page 7**.

VoIP Provider Displays the Session Initiation Protocol (SIP) provider type.

Setup Click this option to set up the SIP provider. The **Provider Setup** screen appears:

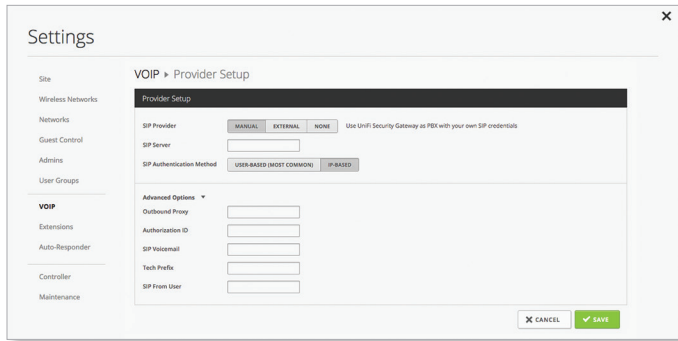
VoIP > Provider Setup

- **SIP Provider** Select the appropriate provider type: **Manual**, **External**, or **None**. Then follow the appropriate instructions.

Manual

Select this option if you are using the UniFi Security Gateway as your PBX with your own SIP credentials.

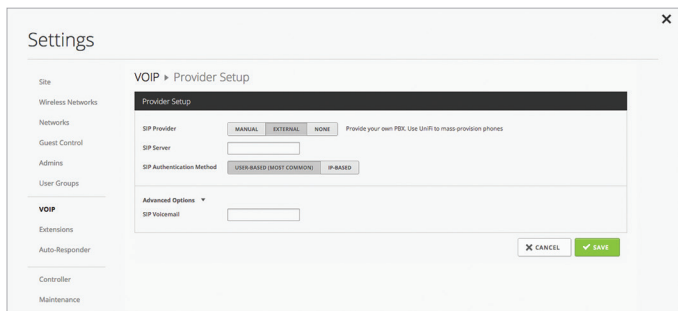
- **SIP Server** Enter the IP address of your SIP server.
- **SIP Authentication Method** Select the authentication method used for your SIP account:
 - **User-Based (Most Common)** If your VoIP system uses a dynamic IP address, then select this option and enter the following:
 - **SIP Username** Enter the username for your SIP account.
 - **SIP Password** Enter the password for your SIP account.
 - **Advanced Options** Click the ▼ arrow to display the following:
 - **SIP Voicemail** Enter the URL or IP address of the SIP voicemail server.



- **IP-Based** If your VoIP system uses a static IP address, then select this option.
 - **Advanced Options** Click the ▼ arrow to display the following:
 - **Outbound Proxy** Enter the URL or IP address of the SIP proxy server.
 - **Authorization ID** Enter the username used for authorization or authentication.
 - **SIP Voicemail** Enter the URL or IP address of the SIP voicemail server.
 - **Tech Prefix** Enter the technology prefix (leading digits) that should be prepended (added) to outbound numbers.
 - **SIP From User** Enter the SIP address in the format: *username@domain*, which is similar to an email address.
 - **Apply** Click **APPLY** to save changes.
 - **Cancel** Click **CANCEL** to discard changes.

External

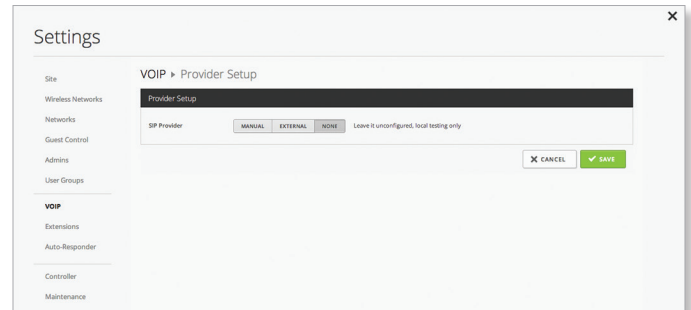
Select this option if you are using an external PBX; the UniFi Controller only manages the UniFi VoIP Phones.



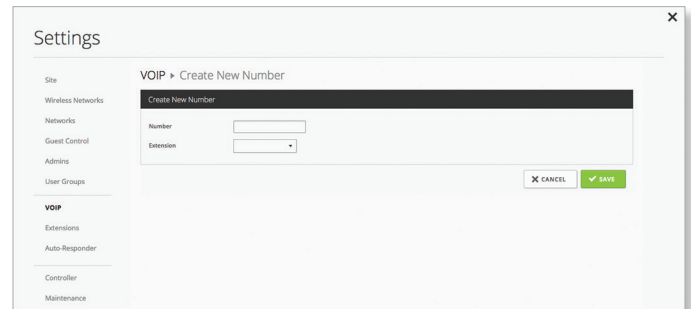
- **SIP Server** Enter the IP address of your SIP server.
- **SIP Authentication Method** Select the authentication method used for your SIP account:
 - **User-Based (Most Common)** If your VoIP system uses a dynamic IP address, then select this option.
 - **IP-Based** If your VoIP system uses a static IP address, then select this option.

Note: If an external PBX is used, then the *Auto-Responder* and other PBX settings will not be shown because they are not available.

- **Advanced Options** Click the ▼ arrow to display the following:
 - **SIP Voicemail** Enter the URL or IP address of the SIP voicemail server.
 - **Apply** Click **APPLY** to save changes.
 - **Cancel** Click **CANCEL** to discard changes.
- None**
Select this option for local testing only.



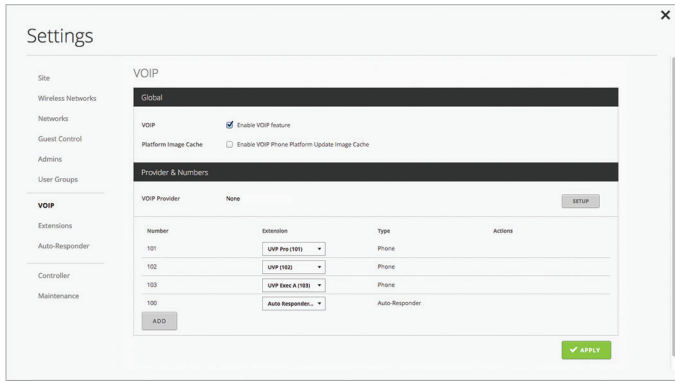
- **Apply** Click **APPLY** to save changes.
 - **Cancel** Click **CANCEL** to discard changes.
- Add** Click this option to set up a new number. The *Create New Number* screen appears:



VOIP > Create New Number

- **Number** Enter the new phone number.
- **Extension** Select the appropriate extension number.
- **Save** Click **SAVE** to apply changes.
- **Cancel** Click **CANCEL** to discard changes.

The new phone numbers you create will appear on the *VoIP* screen:



Number The phone number is displayed.

Extension The extension number is displayed. You can select a different extension number from the drop-down menu.

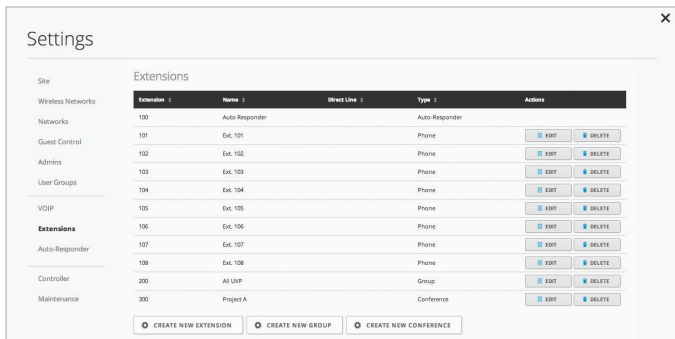
Type The type of extension number: *Phone*, *Auto-Responder*, *Conference*, or *Group* is displayed.

Actions

Save Click to apply changes.

Settings > Extensions

The *Extensions* tab appears if VoIP is enabled.



Extension Displays the number of the extension.

Name Displays the name of the extension.

Direct Line Displays the direct dial number (if applicable).

Type Displays the type of extension: *Auto-Responder*, *Phone*, *Group*, or *Conference*.

Actions Click a button to perform the desired action:

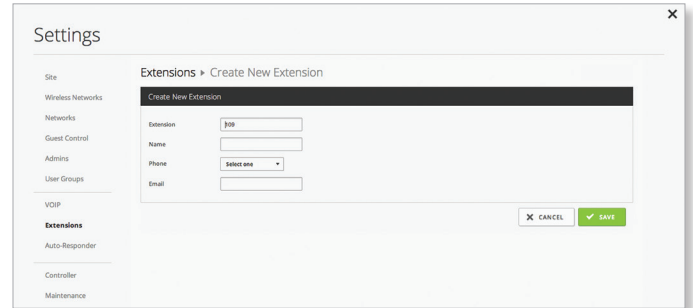
- **Edit** Click to make changes to the user group settings. Go to the *Create or Edit an Extension* section below.
- **Delete** Click to delete the extension. (The *Auto-Responder* cannot be deleted.)

Create New Extension Click to add a new extension. Go to the *Create or Edit an Extension* section below.

Create New Group Click to add a new group. Go to the *"Create or Edit a Group"* on page 18.

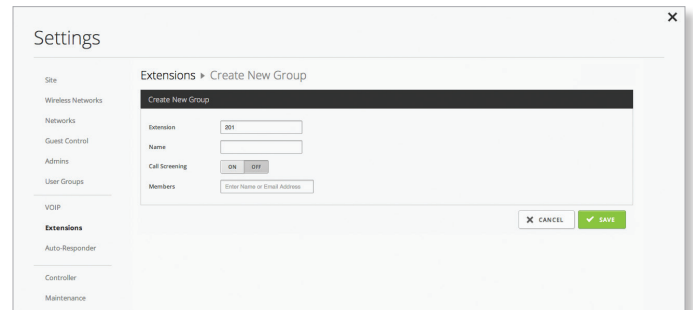
Create New Conference Click to add a new conference. Go to **"Create or Edit a Conference"** on page 19.

Create or Edit an Extension

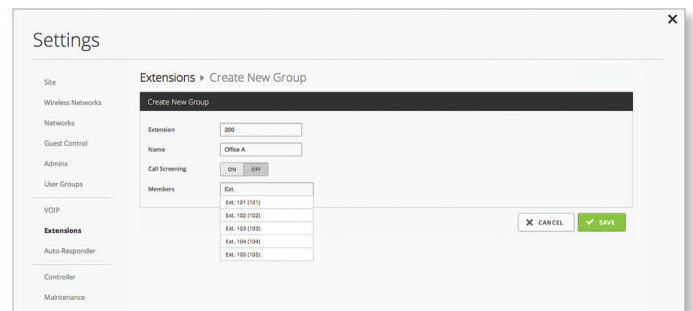


- **Extension** Enter the extension number. The default is 101.
- **Name** Enter a name for the extension.
- **Phone** Select the MAC address of the appropriate UniFi VoIP Phone.
- **Email** Enter the email address of the extension contact.
- **Save** Click to apply changes.
- **Cancel** Click to discard changes.

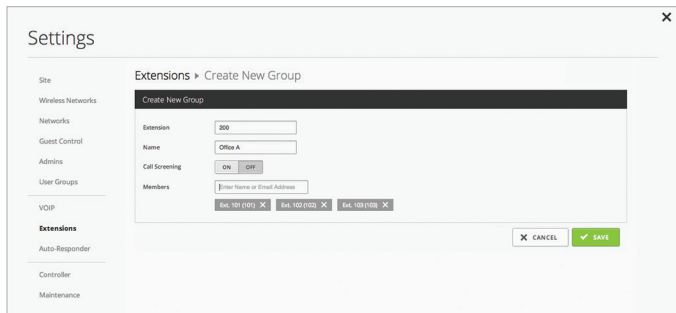
Create or Edit a Group



- **Extension** Enter the extension number. The default is 200.
- **Name** Enter a name for the group.
- **Call Screening** Disabled by default. Click **On** to screen calls to this group.
- **Members** Enter the name or email address of the extension to add. When the appropriate extension is shown in the drop-down list, select it.

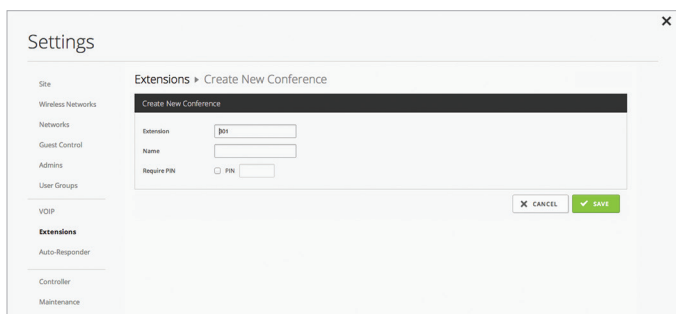


- **Remove** To remove a member from the group, click the **X** of that member in the group list.



- **Save** Click **SAVE** to apply changes.
- **Cancel** Click **CANCEL** to discard changes.

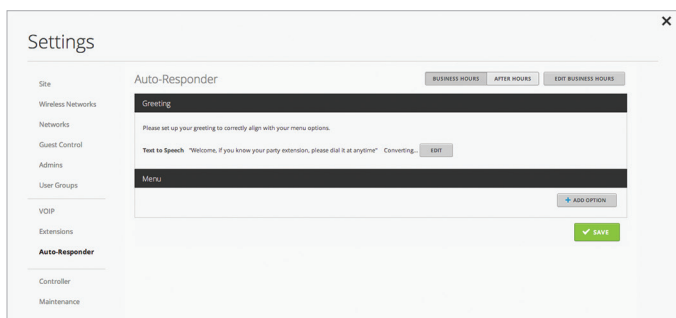
Create or Edit a Conference



- **Extension** Enter the extension number. The default is 300.
- **Name** Enter a name for the conference.
- **Phone** Select the MAC address of the appropriate UniFi VoIP Phone.
- **Require PIN** To set a PIN for joining this conference, enter it in the field provided.
- **Save** Click **SAVE** to apply changes.
- **Cancel** Click **CANCEL** to discard changes.

Settings > Auto-Responder

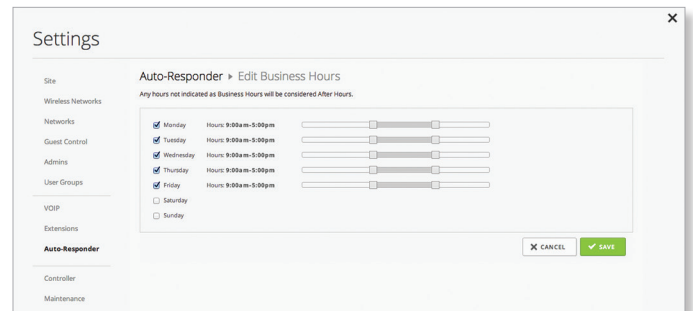
The *Auto-Responder* tab appears if VoIP is enabled. Configure the system settings of the UniFi Controller.



Business Hours When selected, configure the *Auto-Responder* settings for business hours (the defaults are *Monday-Friday, 9:00 am-5:00 pm*).

After Hours When selected, configure the *Auto-Responder* settings for non-business hours.

Edit Business Hours To change the business hours (the defaults are *Monday-Friday, 9:00 am-5:00 pm*), click this option. The *Auto-Responder > Edit Business Hours* screen appears:



- **Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday** Select the days of business.
- **Hours** Adjust the sliders to match the business hours for each business day. (All other hours will be considered *After Hours*.)
- **Save** Click **SAVE** to apply changes.
- **Cancel** Click **CANCEL** to discard changes.

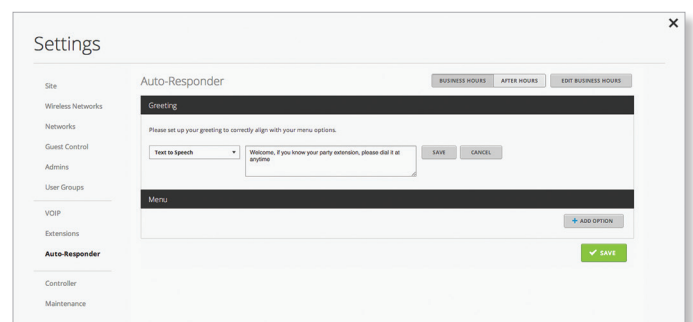
Greeting

The default for *Business Hours* is *Text to Speech*: "Welcome. If you know your party's extension, please dial it at any time."

The default for *After Hours* is *Text to Speech*: "Our business is currently closed. Our business hours are from 8 AM to 5 PM, Monday to Friday."

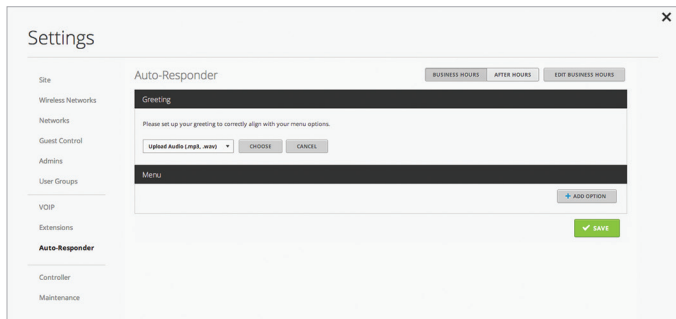
Click **Edit** to change the greeting:

Text to Speech Enter the text in the field provided; it will be converted into an audio file.



- **Save** Click **Save** to apply changes.
- **Cancel** Click *Cancel* to discard changes.

Upload Audio Upload an audio file (.mp3 or .wav) to use as your greeting.



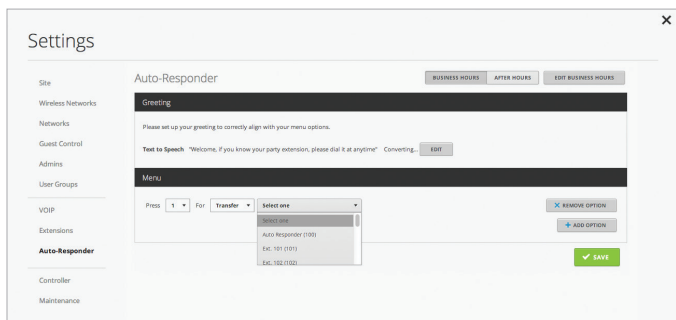
- **Choose** Click **Choose** to select the appropriate audio file, and then click **Open**.
- **Cancel** Click *Cancel* to discard changes.

Menu

Add Option When a call is answered, you can have multiple menu options available. Click **ADD OPTION** to set up menu options for the Auto-Responder. Then configure the following:

- **Press** Select the appropriate keypad number.
- **For** Select the appropriate action: **Transfer** or **Voicemail**.
- **Select one** Select the appropriate extension from the drop-down menu.

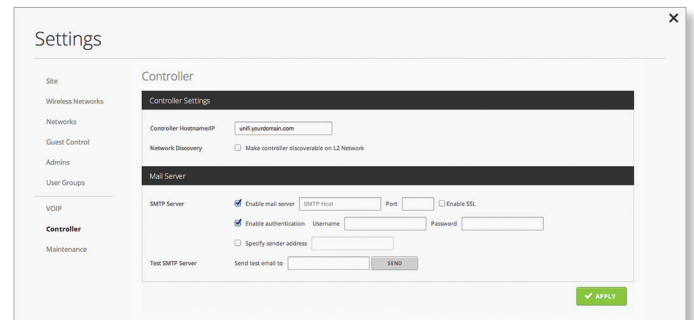
Remove Option Click **REMOVE OPTION** to remove the appropriate menu option.



Save Click **SAVE** to apply changes.

Settings > Controller

Configure the system settings of the UniFi Controller.



Controller Settings

Controller Hostname/IP Enter the hostname or IP address of the UniFi Controller.

Note: When alert emails are sent out, the *Controller Hostname/IP* will be specified in the *Controller URL* at the bottom of every message.

Network Discovery When enabled, this option allows UniFi to be discoverable via UPnP. This option is disabled by default.

Mail Server

When enabled, UniFi will send email alerts triggered by pending and disconnected UniFi devices. Specify the administrator email address when you create an account under **“Settings > Admins” on page 15**.

SMTP Server Select this option to enable emails.

- **Enable mail server** Enter the outgoing (SMTP) mail server name.
- **Port** The default is 25. If Secure Sockets Layer (SSL) is enabled, then the port number will automatically change to 465.
- **Enable SSL** You can enable SSL to enhance secure communications over the Internet.
- **Enable authentication** Select this option to enable authentication.

- **Username** Enter the username required by the mail server.

- **Password** Enter the password required by the mail server.

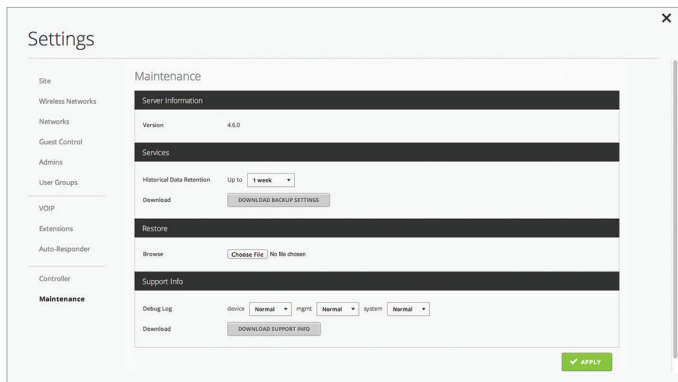
- **Specify sender address** Select this option to specify the sender email address. Enter the email address that will appear as the sender of the email alert.

- **Test SMTP Server** Enter an email address and click **Send** to test the mail server setup.

Apply Click **APPLY** to save changes.

Settings > Maintenance

The *Maintenance* tab displays server version information, allows system backups to be created and downloaded, allows system restoration from backup files, and allows configuration information to be downloaded to assist in support issues.



Server Information

Version Displays the software version. If there is an update, UniFi will display it.

Services

Historical Data Retention Select the time duration of the backup: **1 week**, **30 days**, **60 days**, **90 days**, **180 days**, **365 days**, or **All time**. The default is *1 week*.

Download Click **Download Backup Settings** to download a file that contains all of your settings so you can restore them later if you choose.

Restore

Browser Click **Choose File** to select a backup configuration file that you've already downloaded. Then follow the on-screen instructions to restore settings from the selected backup file.

Support Info


Debug Log You can customize the support information that is collected:

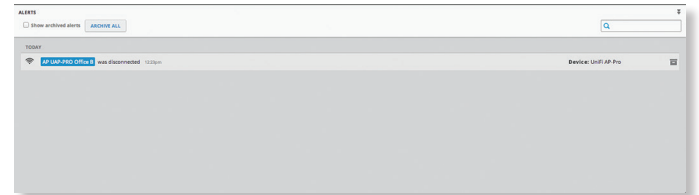
- **device** Select the level of severity required to trigger device log entries: **Normal**, **More**, or **Debug**. The default is *Normal*.
- **mgmt** Select the level of severity required to trigger management log entries: **Normal**, **More**, or **Debug**. The default is *Normal*.
- **system** Select the level of severity required to trigger system log entries: **Normal**, **More**, or **Debug**. The default is *Normal*.

Download Select this option to download a file to your computer with information about your configuration. You can email this file to our support team.

Apply Click **APPLY** to save changes.


Alerts


The *Alerts*  tab displays a list of important events, along with the corresponding date, time, and message. When there is a new alert, a red icon displaying the number of new alerts appears.



Show archived alerts Displays all of the archived alert messages.

Archive All Click **Archive All** to archives all of the alert messages.

Archive Click  to archive the selected alert message.


Search  You can enter text that you want to search for. Simply begin typing; there is no need to press **Enter**.

Clicking an Alert Device Link

The messages have clickable links (white text on a gray background) for client and UniFi devices:

- **[“UniFi Security Gateway Details” on page 55](#)**
- **[“UniFi Switch Details” on page 61](#)**
- **[“UniFi Access Point Details” on page 67](#)**
- **[“UniFi VoIP Phone Details” on page 77](#)**
- **[“Client Details” on page 79](#)**

Events


The *Events*  tab displays a list of recent events, along with the corresponding date, time, and message.



You can apply one of the following filters:

- **All** Display all of the recent events.
- **Admin** Only display recent events for the administrator.
- **LAN** Only display recent events for the wired network.
- **WLAN** Only display recent events for the wireless networks.

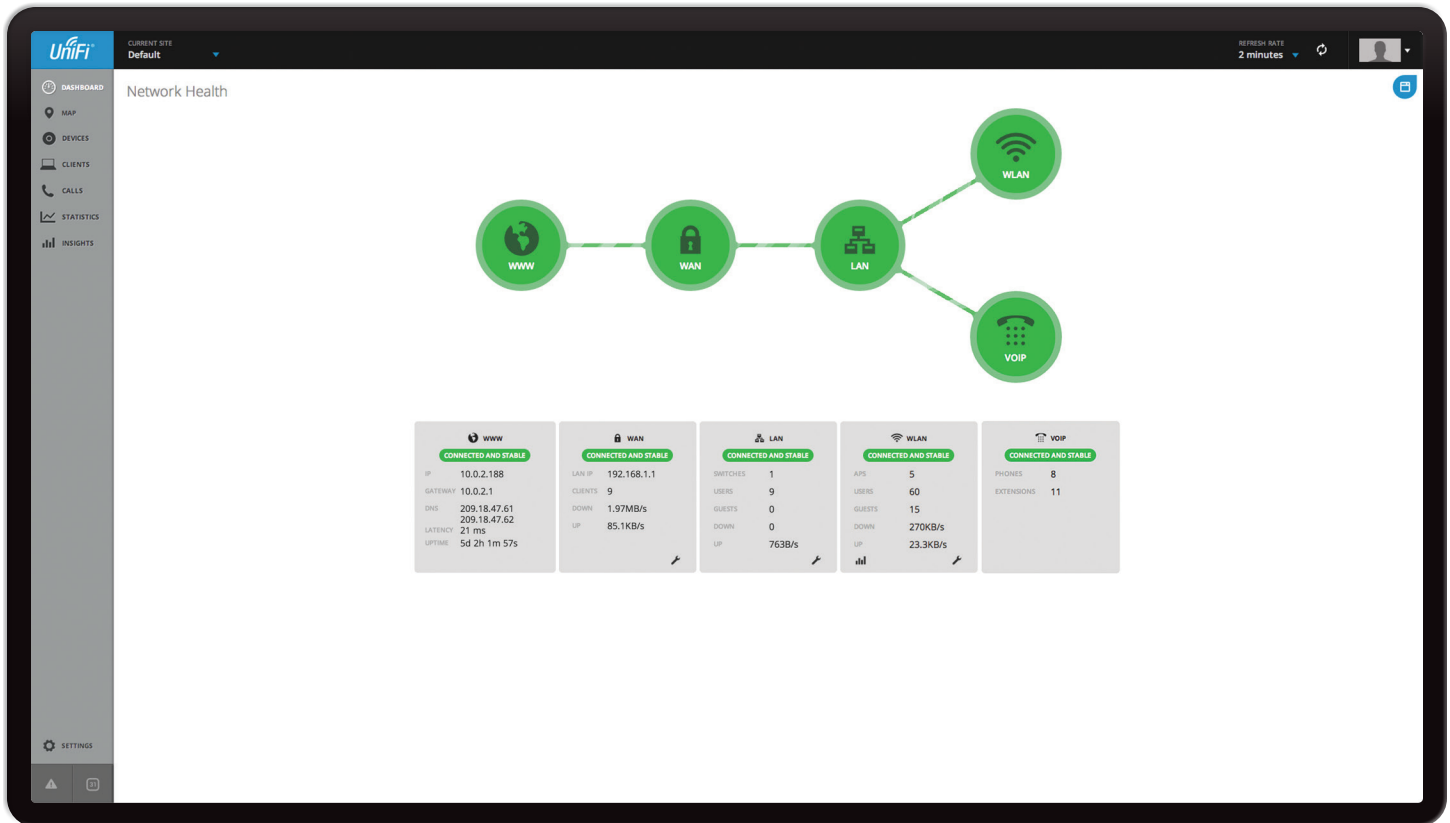
within Filter recent events based on the time period you specify. Select **1 hour**, **8 hours**, **24 hours**, **2 days**, **7 days**, **2 weeks**, or **1 month**.

Search  You can enter text that you want to search for. Simply begin typing; there is no need to press **Enter**.

Clicking an Event Device Link

The messages have clickable links (white text on a gray background) for client and UniFi devices:


- **[“UniFi Security Gateway Details” on page 55](#)**
- **[“UniFi Switch Details” on page 61](#)**
- **[“UniFi Access Point Details” on page 67](#)**
- **[“UniFi VoIP Phone Details” on page 77](#)**
- **[“Client Details” on page 79](#)**



Chapter 3: Dashboard

The *Dashboard* screen provides a visual representation of your network's status. Basic information is provided for each network segment:

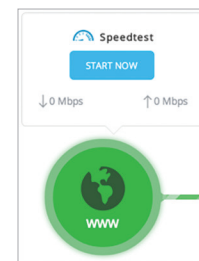
- **“Internet” on page 24**
- **“Gateway/Router” on page 24**
- **“Local Area Network” on page 24**
- **“Wireless Local Area Network” on page 25**
- **“Voice over IP” on page 25**

 **Note:** VOIP functionality requires UniFi Controller version 4.6 or higher.

Green Green indicates that the network segment is active and all devices are online.

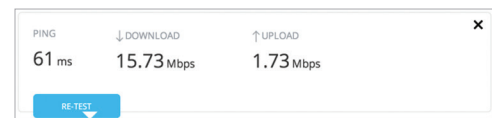


- **Speed Test** If your WAN connection is active, then you can mouse over the WWW icon to display the test.
 - **Start Now** Click **Start Now** to run the test.



After the Speed Test is complete, the results will be displayed.

- **Re-Test** Click **Re-Test** to run the test again.



Red Red indicates one of the following:

- **WWW** Internet connectivity is down.
- **WAN** The gateway/router is offline.
- **LAN** One or more Switches are offline.
- **WLAN** More than half of the APs are offline.
- **VoIP** More than half of the Phones are offline.



Orange Orange indicates one of the following:

- **WLAN** Half or fewer than half of the APs are offline.
- **VoIP** Half or fewer than half of the Phones are offline.

Note: Orange is not applicable to the *WWW*, *WAN*, and *LAN* network segments.

Gray Gray indicates that there are no devices available for that network segment.

Internet

The basic details of the Internet connection are displayed.

The screenshot shows a card for the 'www' network segment. At the top, it says 'CONNECTED AND STABLE' in a green bar. Below that, it lists: IP: 10.0.2.188, GATEWAY: 10.0.2.1, DNS: 209.18.47.61 and 209.18.47.62, LATENCY: 21 ms, and UPTIME: 5d 2h 1m 57s.

Status Displays the status of the network segment: *Connected and Stable*, *Unreachable*, or *No Data Available*.

IP Displays the Internet IP address of the UniFi Security Gateway.

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

DNS Displays the IP addresses of the Domain Name System (DNS) servers.

Latency Displays the amount of time it takes a packet to travel from the UniFi Security Gateway to the service provider's gateway.

Uptime Displays the length of time the Internet connection has been active.

Gateway/Router

The basic details of the UniFi Security Gateway are displayed.

The screenshot shows a card for the 'wan' network segment. At the top, it says 'CONNECTED AND STABLE' in a green bar. Below that, it lists: LAN IP: 192.168.1.1, CLIENTS: 9, DOWN: 1.97MB/s, and UP: 85.1KB/s. There is a configuration icon (wrench) at the bottom right.

Status Displays the status of the network segment: *Connected and Stable*, *Gateway Down*, *Unreachable*, or *No Data Available*.

LAN IP Displays the local IP address of the UniFi Security Gateway.

Clients Displays the total number of local clients.

Down Displays the download rate of your Internet connection.

Up Displays the upload rate of your Internet connection.

Configuration Click the *configuration* icon to edit the configuration. The *UniFi Security Gateway* screen appears and displays three tabs: *Details*, *Networks*, and *Configuration*. Go to ["UniFi Security Gateway Details"](#) on [page 55](#) for more information.

Local Area Network

The basic details of the wired network(s) are displayed:

The screenshot shows a card for the 'lan' network segment. At the top, it says 'CONNECTED AND STABLE' in a green bar. Below that, it lists: SWITCHES: 1, USERS: 9, GUESTS: 0, DOWN: 0, and UP: 763B/s. There is a configuration icon (wrench) at the bottom right.

Status Displays the status of the network segment: *Connected and Stable*, *Switch Down*, *Unreachable*, or *No Data Available*.


Switches Displays the number of UniFi Switches connected to the wired network.

Users Displays the number of clients connected to the wired network.

Guests Displays the number of clients connected to the guest wired network.

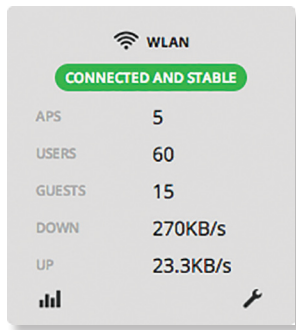
Down Displays the download rate of the wired network.

Up Displays the upload rate of the wired network.

Configuration Click the *configuration*  icon to edit the configuration. Go to **“Settings > Networks” on page 9** for more information.

Wireless Local Area Network

The basic details of the wireless network(s) are displayed.



Status Displays the status of the network segment: *Connected and Stable, Devices Down, Unreachable, or No Data Available.*


APs Displays the number of APs in the wireless network(s).


Users Displays the number of clients connected to the primary wireless network(s).

Guests Displays the number of clients connected to the guest wireless network(s).

Down Displays the download rate of the wireless network(s).

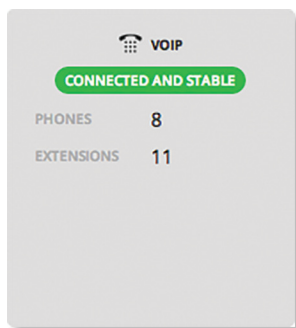
Up Displays the upload rate of the wireless network(s).

Graph Click the *graph*  icon to view detailed status information. Go to **“Statistics” on page 45** for more information.

Configuration Click the *configuration*  icon to edit the configuration. Go to **“Settings > Wireless Networks” on page 7** for more information.

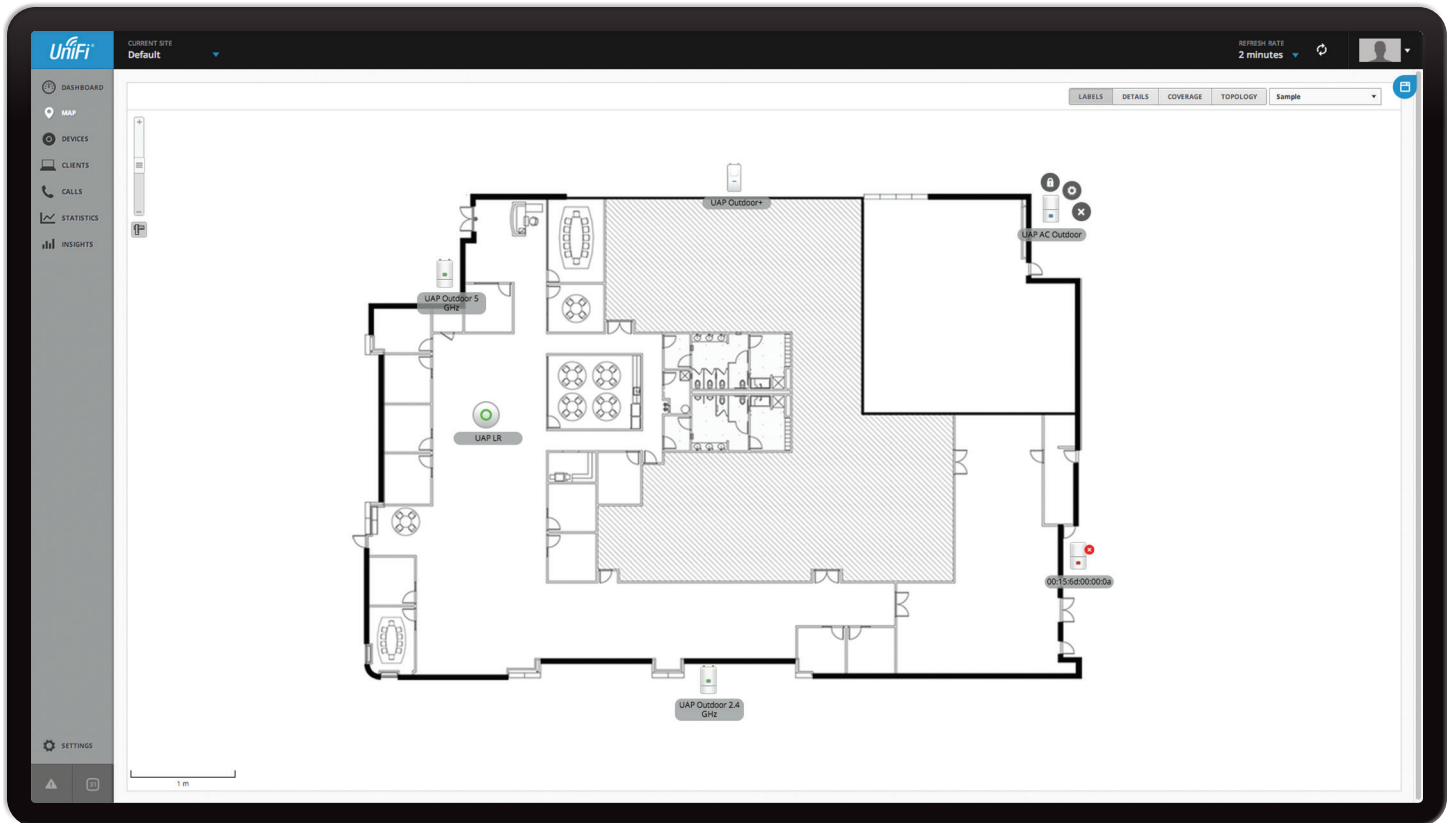
Voice over IP

VOIP functionality is available with UniFi Controller version 4.6 or higher. The basic details of the VoIP network are displayed.



Phones Displays the number of UniFi VoIP Phones.

Extensions Displays the number of extensions, including groups and conferences.



Chapter 4: Map

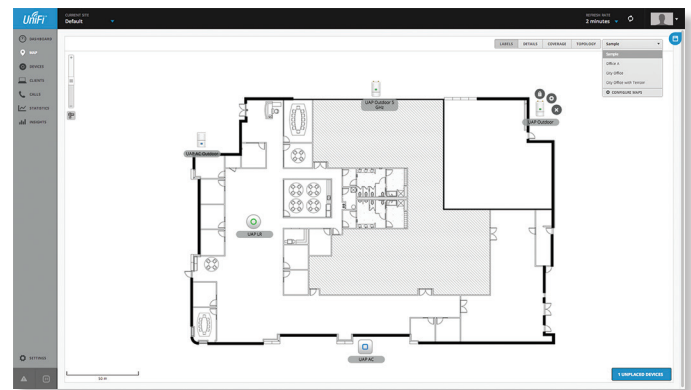
The UniFi Controller software allows you to upload custom map images of your location(s) or use Google Maps™ for a visual representation of your UniFi network. When you initially launch the UniFi Controller application, a default map is displayed. The legend at the bottom of the map shows the scale of the map.

Adding Custom Maps

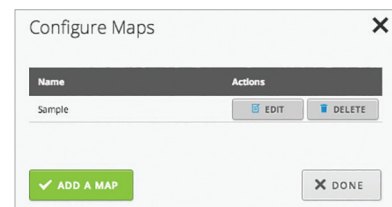
To add a custom map, you must first create the image using an illustration, image editing, or blueprint application that exports a file in .jpg, .gif, or .png file format.

Once you've created the map, you can upload it to the UniFi Controller software:

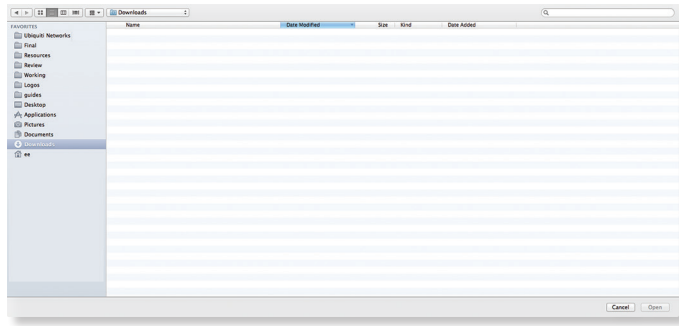
1. Click the drop-down menu at the top right of the screen and then click **CONFIGURE MAPS**.



2. Click **ADD A MAP**.



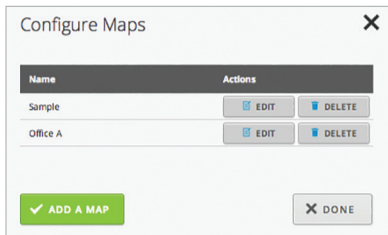
3. Locate the file to use as a map (valid file formats are .jpg, .gif, and .png) and then click **Open**. If you do not want to upload a file, click **Cancel**.



4. Enter a map name in the field provided and click **✓ DONE**.



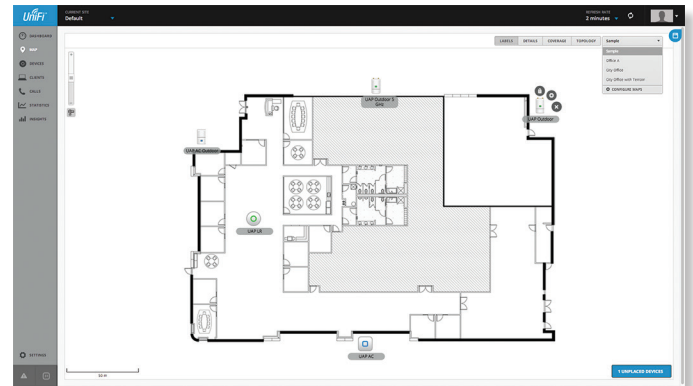
5. Click **✗ DONE**.



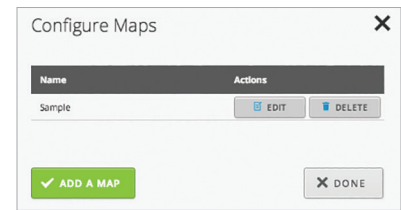
Adding a Google Map

To add a *Google Map* to the UniFi Controller software *Map* view:

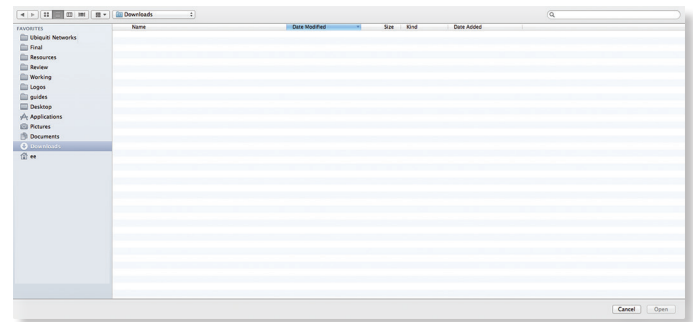
1. Click the drop-down menu at the top right of the screen and then click **⚙️ CONFIGURE MAPS**.



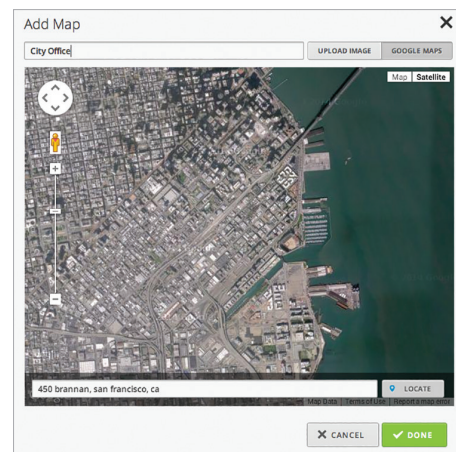
2. Click **✓ ADD A MAP**.




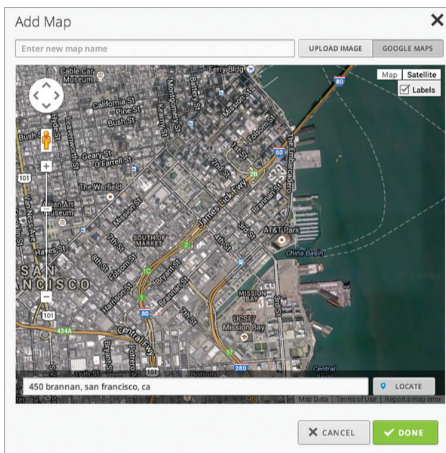
3. Click **Cancel**.



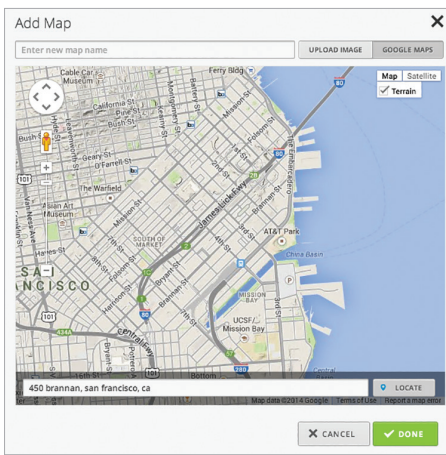
4. Enter a map name in the *Description* field and click **Google Maps**.



- The default view is *Satellite* view, as seen from above. Use the tools to navigate the map or zoom in/out. Click **Labels** to display street and location names. In the *Location* field, enter an address or the latitude and longitude of a specific location. Then click .

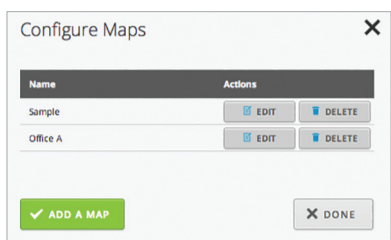


You can also click **Map**, which looks like a street map. Click **Terrain** to display geographic markers.



Click  to capture a screenshot.

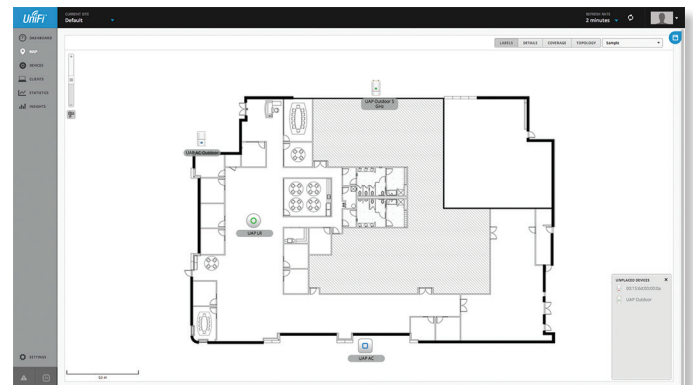
- Click .



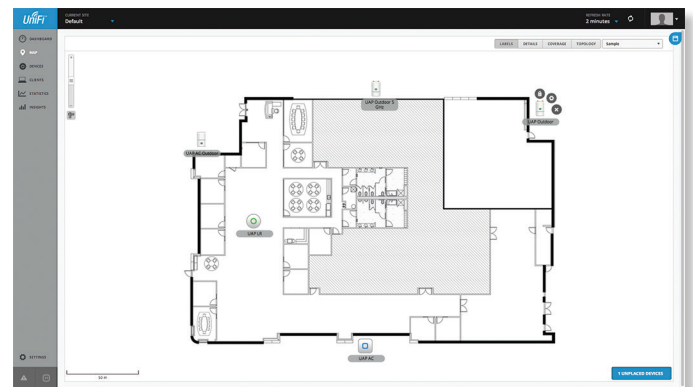
You can adjust the zoom using the slider on the left.

Placing Devices on the Map

- Click **Unplaced Devices** at the lower right.
- Drag each device icon from the *Unplaced Devices* list to the appropriate location on the map.














The device icon will appear in the area that you placed it.




Status

The device icon indicates the UniFi model (not all icons are shown below):




-  UniFi AP AC
-  UniFi AP PRO
-  UniFi AP/AP LR
-  UniFi AP AC Outdoor
-  UniFi AP Outdoor+
-  UniFi AP Outdoor5
-  UniFi Security Gateway
-  UniFi 24-Port Switch
-  UniFi 48-Port Switch
-  UniFi VoIP Phone/Pro
-  UniFi VoIP Phone Executive

The LED color of the device icon indicates the device status.

- **Blue/Green** Indicates the device is connected.
- **Red/Orange** Indicates the device is disconnected. A *disconnected*  icon also marks the device icon.

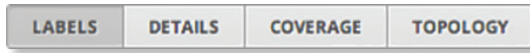
Options

Click a UniFi icon to reveal options. Click a blank area of the map to hide them.

-  **Lock** Lock the device icon to its current location.
-  **Details** Display the *Details* screen. For more information, go to the appropriate chapter:
 - [“UniFi Security Gateway Details” on page 55](#)
 - [“UniFi Switch Details” on page 61](#)
 - [“UniFi Access Point Details” on page 67](#)
 - [“UniFi VoIP Phone Details” on page 77](#)
-  **Remove** Remove the device icon from its location.

Map Display Options

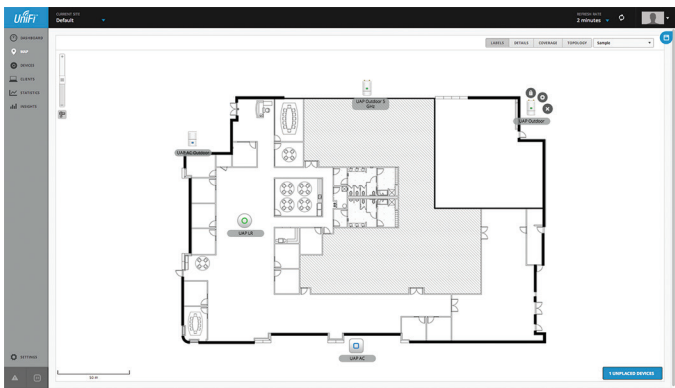
The *Map* screen can display the devices with the following options:



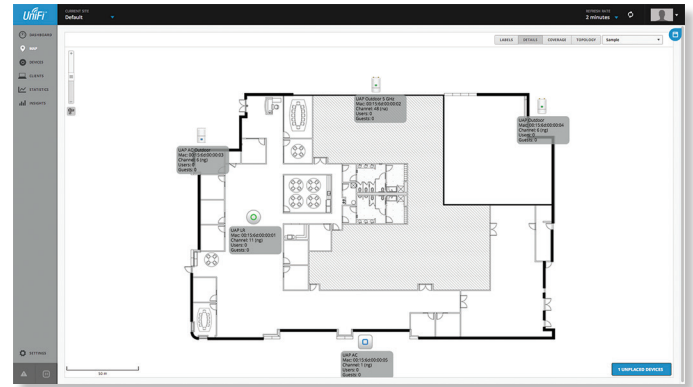
Labels Displays the name applied to the device. If no custom label is applied, the device’s MAC address will be displayed.

To change a name applied to a device, refer to *Alias* in the appropriate section:

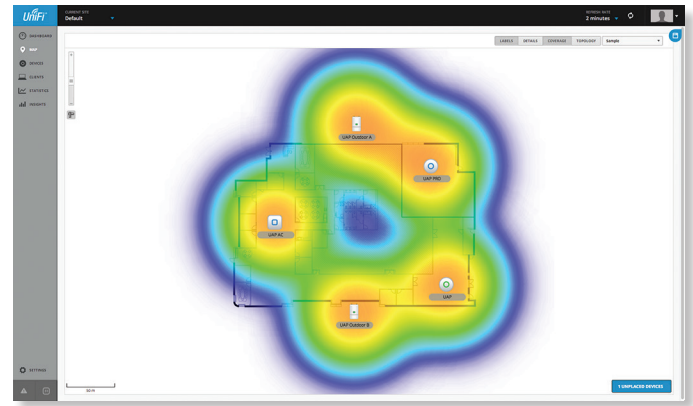
- [“UniFi Security Gateway – Configuration” on page 57](#)
- [“UniFi Switch – Configuration” on page 64](#)
- [“UniFi Access Point – Configuration” on page 71](#)
- [“Settings > Extensions” on page 18](#) (to change the name of a UniFi VoIP Phone)



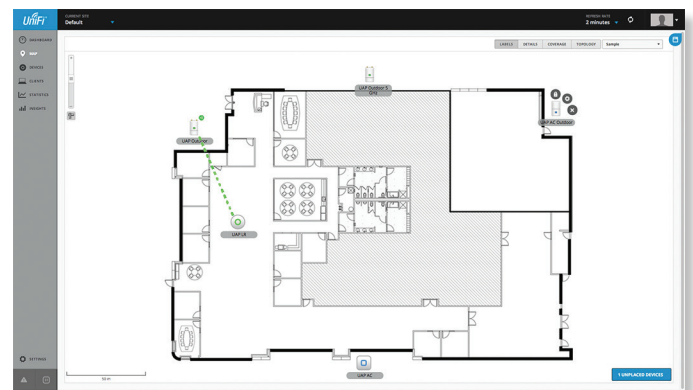
Details Displays the device name, MAC address, transmit/receive channel, number of users connected, and number of guests connected.



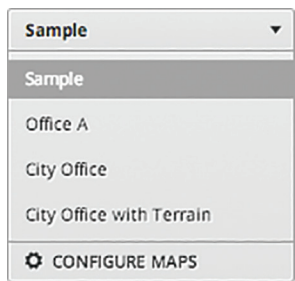
Coverage Displays a visual representation of the wireless range covered by any APs.



Topology Displays a visual representation of the network configuration and connections between any APs. A dashed line will indicate the wireless AP and its uplink to a wired AP.

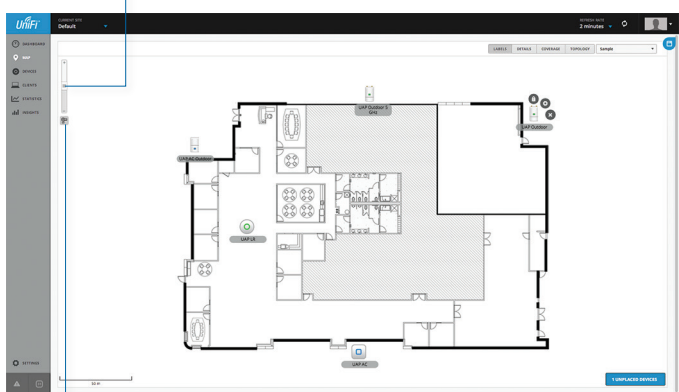


(Map) If multiple maps have been uploaded, you can select which map you want to view using this option.



Configure Maps Click CONFIGURE MAPS to add maps or edit the current map(s).

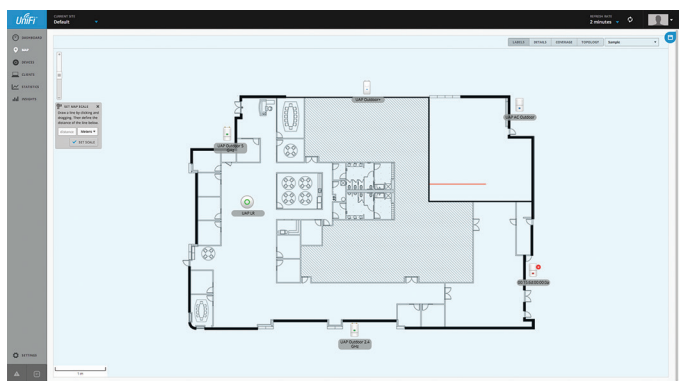
Zoom Slider Use to zoom the map detail in and out.



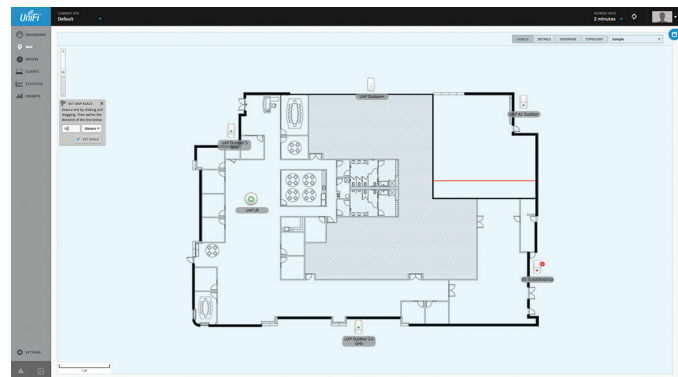
Set Map Scale Use this option to define the scale of the map. You will draw a line and define the distance that the line represents.

Setting the Map Scale

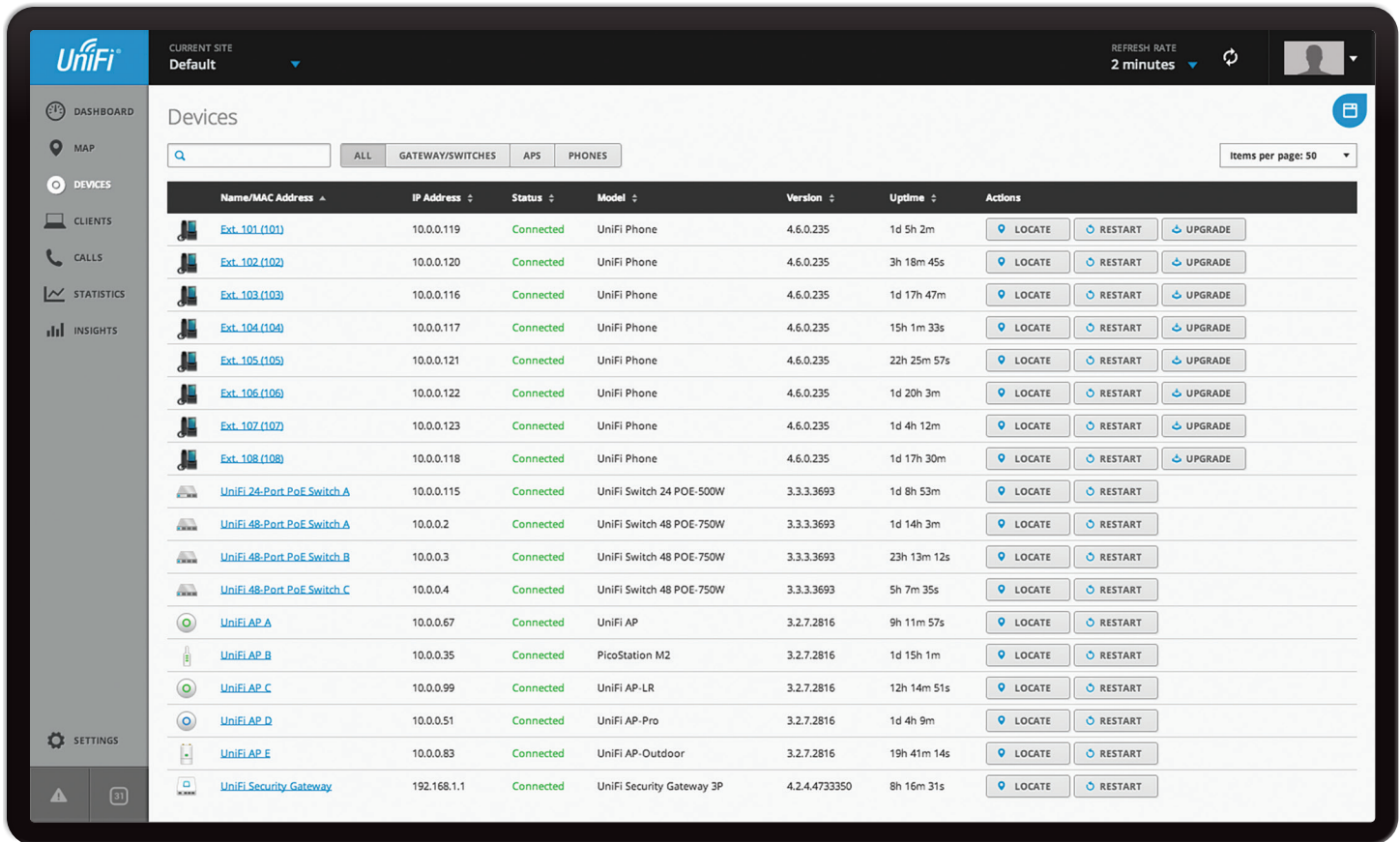
1. Click the *set map scale* button.
2. Click and hold to draw a line in the area that you want to use to set the scale of the map. If you need to redraw the line, just click and hold again to draw a new line.



3. Enter the distance that the line represents in the *Distance* field. By default, the distance is specified in meters but you can switch to feet using the drop-down menu on the right. Click SET SCALE.



The legend at the bottom of the map shows the new scale of the map.



Chapter 5: Devices

The *Devices* screen displays a list of UniFi devices discovered by the UniFi Controller. You can click any of the column headers to change the list order.

Search Enter the text you want to search for. Simply begin typing; there is no need to press **Enter**.

You can apply one of the following primary filters:

- **All** Displays all UniFi devices.
- **Gateway/Switches** Displays all UniFi Security Gateways and Switches.
- **APs** Displays all UniFi APs.
- **Phones** Displays all UniFi VoIP Phones. (Enable VoIP **“Settings > VoIP”** on page 16.)

If the *APs* filter is applied, then another filter is available:

- **Overview** Displays the number of clients, amount of data downloaded, amount of data uploaded, and channel setting.
- **Config** Displays the WLAN and radio settings for the 2.4 GHz and 5 GHz radio bands.
- **Performance** Displays the number of 2.4 GHz and 5 GHz clients, overall transmit rate, overall receive rate, transmit rates in the 2.4 GHz and 5 GHz radio bands, and channel setting.

The columns of information vary depending on which primary filter (*All*, *Gateway/Switches*, *APs*, or *Phones*) is applied.

If there is more than one page of entries to display, click the navigation controls or page numbers at the bottom right of the screen to display different pages.

All

All UniFi device types are displayed.

(icon) Displays the icon corresponding to the UniFi device (not all icons are shown below):

- UniFi AP AC
- UniFi AP PRO
- UniFi AP/AP LR
- UniFi AP AC Outdoor
- UniFi AP Outdoor+
- UniFi AP Outdoor5
- UniFi Security Gateway
- UniFi 24-Port Switch
- UniFi 48-Port Switch
- UniFi VoIP Phone/Pro
- UniFi VoIP Phone Executive

If displayed, the LED color of the device icon indicates the device status.

- **Blue/Green** Indicates the device is connected.
- **Red/Orange** Indicates the device is disconnected.

Name/MAC Address Displays the hostname, alias, or MAC address of the UniFi device. You can click the name to get additional details. For more information, see the appropriate chapter:

- **[“UniFi Security Gateway Details” on page 55](#)**
- **[“UniFi Switch Details” on page 61](#)**
- **[“UniFi Access Point Details” on page 67](#)**
- **[“UniFi VoIP Phone Details” on page 77](#)**

IP Address Displays the IP address used by the UniFi device.

Status Indicates the device status: *Connected*, *Disconnected*, *Pending Approval*, *Adopting*, *Upgrading*, *Managed by Other*, or *Isolated* (APs only).

Model Displays the model name of the UniFi device.

Version Displays the version number of the UniFi device's firmware.

Uptime Displays the duration of time the UniFi device has been running.

Actions Click a button to perform the desired action:

- **Locate** For most devices, click **LOCATE** to flash the LED on the physical device and the device's icon on the *Map* tab so you can locate it. The LED will flash until the *Locate* button is clicked again. (The icon on the *Map* tab will flash three times and stop.)

If the device is a Phone, then click **LOCATE** to ring the Phone and flash the Phone's icon on the *Map* tab so you can locate it. (The Phone will ring three times and stop; the icon on the *Map* tab will flash three times and stop.)

- **Restart** Click **RESTART** to restart the selected device.
- **Upgrade** If a software upgrade is available for the device, click **UPGRADE** to install the latest UniFi firmware on the device. The *Status* will appear as *Upgrading* until the process is complete and the device reconnects to the UniFi Controller software.
- **Adopt** Click **+ ADOPT** to adopt a device that appears as *Pending Approval* for its status. The *Status* will appear as *Adopting* until the device is connected.

Gateway/Switches

All UniFi Gateway and Switch devices are displayed.

Name/MAC Address	IP Address	Status	Model	Down	Up	Actions
UniFi 24-Port Switch A	10.0.0.115	Connected	UniFi Switch 24 POE 500W			LOCATE RESTART
UniFi 48-Port Switch A	10.0.0.2	Connected	UniFi Switch 48 POE 750W	28:1M	36M	LOCATE RESTART
UniFi 48-Port Switch B	10.0.0.3	Connected	UniFi Switch 48 POE 750W	15M	1.87M	LOCATE RESTART
UniFi 48-Port Switch C	10.0.0.4	Connected	UniFi Switch 48 POE 750W	10M	1.22M	LOCATE RESTART
UniFi Security Gateway	192.168.1.1	Connected	UniFi Security Gateway 3P			LOCATE RESTART

(icon) Displays the icon corresponding to the UniFi device (not all icons are shown below):

-  UniFi Security Gateway
-  UniFi 24-Port Switch
-  UniFi 48-Port Switch

The LED color of the device icon indicates the device status.

- **Blue** Indicates the device is connected.
- **Red** Indicates the device is disconnected.

Name/MAC Address Displays the hostname, alias, or MAC address of the UniFi device. You can click the name to get additional details. For more information, see the appropriate chapter:

- **[“UniFi Security Gateway Details” on page 55](#)**
- **[“UniFi Switch Details” on page 61](#)**

IP Address Displays the IP address used by the UniFi device.

Status Indicates the device status: *Connected*, *Disconnected*, *Pending Approval*, *Adopting*, *Upgrading*, or *Managed by Other*.



Model Displays the model name of the UniFi device.

Down Displays the total amount of data downloaded by the UniFi device.

Up Displays the total amount of data uploaded by the UniFi device.

Actions Click a button to perform the desired action:

- **Locate** Click **LOCATE** to flash the Status LED on the Gateway/Switch and its icon on the *Map* tab so you can locate it. The LED will flash until the *Locate* button is clicked again. (The icon on the *Map* tab will flash three times and stop.)
- **Restart** Click **RESTART** to restart the selected device.


- **Upgrade** If a software upgrade is available for the device, click  to install the latest UniFi firmware on the device. The *Status* will appear as *Upgrading* until the process is complete and the device reconnects to the UniFi Controller software.
- **Adopt** Click  to adopt a device that appears as *Pending Approval* for its status. The *Status* will appear as *Adopting* until the device is connected.

APs

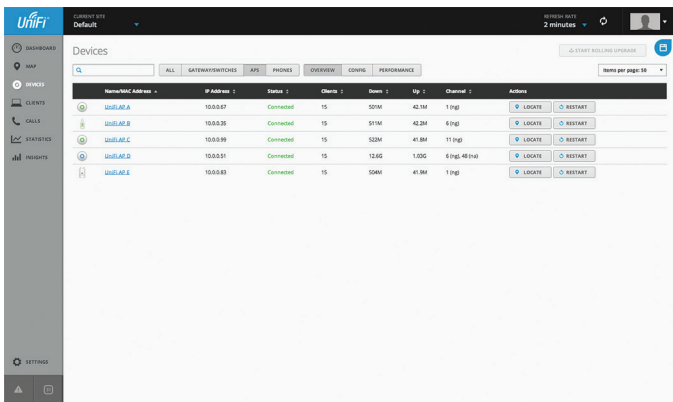
You can apply one of the following filters to display different status information:











- **Overview** Displays the number of clients, amount of data downloaded, amount of data uploaded, and channel setting.
- **Config** Displays the WLAN and radio settings for the 2.4 GHz and 5 GHz radio bands.
- **Performance** Displays the number of 2.4 and 5 GHz clients, overall transmit rate, overall receive rate, 2.4 and 5 GHz transmit rates, and channel setting.

On any sub-tab, you can initiate a rolling upgrade of the firmware for all APs.







Start Rolling Upgrade Click  to begin automatically upgrading APs, one by one, except for wirelessly uplinked APs, which are intentionally excluded from upgrading.

Overview



Name/MAC Address	IP Address	Status	Clients	Name	Up	Channel	Actions
UniFi AP A	10.0.0.1	Connected	15	501M	42.1M	1 (ng)	 
UniFi AP B	10.0.0.2	Connected	15	511M	42.2M	6 (ng)	 
UniFi AP C	10.0.0.3	Connected	15	522M	41.8M	11 (ng)	 
UniFi AP D	10.0.0.4	Connected	15	12.6G	1.00G	6 (ng, 48.1M)	 
UniFi AP E	10.0.0.5	Connected	15	504M	41.8M	1 (ng)	 

(icon) Displays the icon corresponding to the AP model (not all icons are shown below):

-  UniFi AP AC
-  UniFi AP PRO
-  UniFi AP/AP LR
-  UniFi AP AC Outdoor
-  UniFi AP Outdoor+
-  UniFi AP Outdoor5

The LED color of the device icon indicates the device status.

- **Blue/Green** Indicates the device is connected.
- **Red/Orange** Indicates the device is disconnected.

Name/MAC Address Displays the hostname, alias, or MAC address of the AP. You can click the name to get additional details; see [“UniFi Access Point Details” on page 67](#) for more information.

IP Address Displays the IP address of the AP.

Status Displays the connection status.

- **Connected** The AP is physically wired to the network.
- **Connected (wireless)** The AP is wirelessly uplinked to a physically wired AP.
- **Disconnected** The AP is unreachable by the UniFi Controller software.
- **Isolated** A managed AP is unable to locate its uplink.
- **Managed by Other** The AP is not in the default state but it is not controlled by the UniFi Controller.
- **Pending Approval** The AP is in the default state and is available for adoption.





Clients Displays the number of clients connected to the AP.

Down Displays the total amount of data downloaded by the AP.

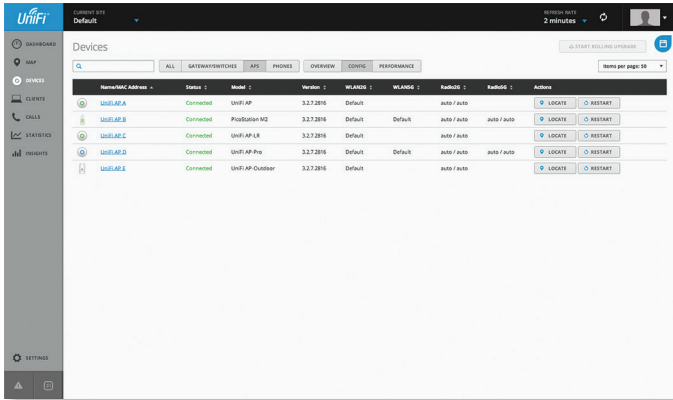
Up Displays the total amount of data uploaded by the AP.

Channel Displays the transmit/receive channel being used by the AP. The radio band is represented as *(ng)* for 2.4 GHz and *(na)/(ac)* for 5 GHz.







Actions Click a button to perform the desired action:

- **Locate** Click  to flash the LED on the AP and the AP's icon on the *Map* tab so you can locate it. The LED will flash until the *Locate* button is clicked again. (The icon on the *Map* tab will flash three times and stop.)
- **Restart** Click  to restart the selected device.
- **Upgrade** If a software upgrade is available for the device, click  to install the latest UniFi firmware on the device. The *Status* will appear as *Upgrading* until the process is complete and the device reconnects to the UniFi Controller software.
- **Adopt** Click  to adopt a device that appears as *Pending Approval* for its status. The *Status* will appear as *Adopting* until the device is connected.

Config



(icon) Displays the icon corresponding to the AP model (not all icons are shown below):

-  UniFi AP AC
-  UniFi AP PRO
-  UniFi AP/AP LR
-  UniFi AP AC Outdoor
-  UniFi AP Outdoor+
-  UniFi AP Outdoor5

The LED color of the device icon indicates the device status.

- **Blue/Green** Indicates the device is connected.
- **Red/Orange** Indicates the device is disconnected.

Name/MAC Address Displays the hostname, alias, or MAC address of the AP. You can click the name to get additional details; see [“UniFi Access Point Details” on page 67](#) for more information.

Status Displays the connection status.

- **Connected** The AP is physically wired to the network.
- **Connected (wireless)** The AP is wirelessly uplinked to a physically wired AP.
- **Disconnected** The AP is unreachable by the UniFi Controller software.
- **Isolated** A managed AP is unable to locate its uplink.
- **Managed by Other** The AP is not in the default state but it is not controlled by the UniFi Controller.
- **Pending Approval** The AP is in the default state and is available for adoption.

Model Displays the model name of the UniFi AP.

Version Displays the version number of the UniFi AP's firmware.





WLAN 2G Displays the name of the WLAN group using the 2.4 GHz radio band.

WLAN 5G Displays the name of the WLAN group using the 5 GHz radio band.

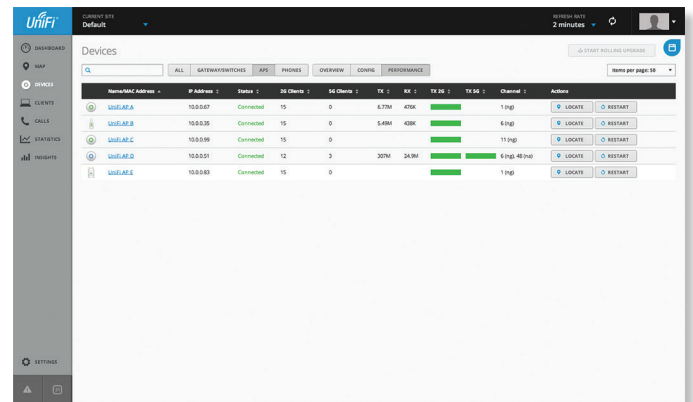
Radio 2G Displays the channel and TX power settings used in the 2.4 GHz radio band.

Radio 5G Displays the channel and TX power settings used in the 5 GHz radio band.







Actions Click a button to perform the desired action:

- **Locate** Click  to flash the LED on the AP and the AP's icon on the *Map* tab so you can locate it. The LED will flash until the *Locate* button is clicked again. (The icon on the *Map* tab will flash three times and stop.)
- **Restart** Click  to restart the selected device.
- **Upgrade** If a software upgrade is available for the device, click  to install the latest UniFi firmware on the device. The *Status* will appear as *Upgrading* until the process is complete and the device reconnects to the UniFi Controller software.
- **Adopt** Click  to adopt a device that appears as *Pending Approval* for its status. The *Status* will appear as *Adopting* until the device is connected.

Performance



(icon) Displays the icon corresponding to the AP model (not all icons are shown below):

-  UniFi AP AC
-  UniFi AP PRO
-  UniFi AP/AP LR
-  UniFi AP AC Outdoor
-  UniFi AP Outdoor+
-  UniFi AP Outdoor5

The LED color of the device icon indicates the device status.

- **Blue/Green** Indicates the device is connected.
- **Red/Orange** Indicates the device is disconnected.

Name/MAC Address Displays the hostname, alias, or MAC address of the AP. You can click the name to get additional details; see [“UniFi Access Point Details” on page 67](#) for more information.

IP Address Displays the IP address of the AP.

Status Displays the connection status.

- **Connected** The AP is physically wired to the network.
- **Connected (wireless)** The AP is wirelessly uplinked to a physically wired AP.
- **Disconnected** The AP is unreachable by the UniFi Controller software.
- **Isolated** A managed AP is unable to locate its uplink.
- **Managed by Other** The AP is not in the default state but it is not controlled by the UniFi Controller.
- **Pending Approval** The AP is in the default state and is available for adoption.

2G Clients Displays the number of clients connected to the AP using the 2.4 GHz band.

5G Clients Displays the number of clients connected to the AP using the 5 GHz band.

TX Displays the overall TX (transmit) rate.

RX Displays the overall RX (receive) rate.

TX 2G Displays the overall TX rate for the 2.4 GHz radio band. The different colors represent different types of packet activity:

Color	Packet Activity
■	Packets sent
■	Packets retried
■	Packets not sent due to likely interference

TX 5G Displays the overall TX rate for the 5 GHz radio band. The different colors represent different types of packet activity:

Color	Packet Activity
■	Packets sent
■	Packets retried
■	Packets not sent due to likely interference

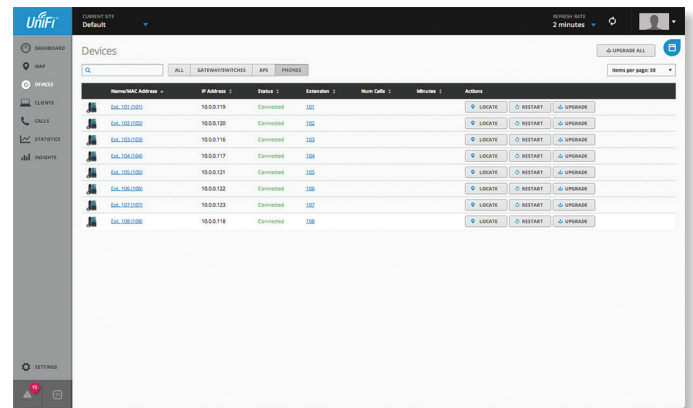
Channel Displays the transmit/receive channel being used by the AP. The radio band is represented as (ng) for 2.4 GHz and (na)/(ac) for 5 GHz.

Actions Click a button to perform the desired action:

- **Locate** Click **LOCATE** to flash the LED on the AP and the AP's icon on the *Map* tab so you can locate it. The LED will flash until the *Locate* button is clicked again. (The icon on the *Map* tab will flash three times and stop.)
- **Restart** Click **RESTART** to restart the selected device.
- **Upgrade** If a software upgrade is available for the device, click **UPGRADE** to install the latest UniFi firmware on the device. The *Status* will appear as *Upgrading* until the process is complete and the device reconnects to the UniFi Controller software.
- **Adopt** Click **ADOPT** to adopt a device that appears as *Pending Approval* for its status. The *Status* will appear as *Adopting* until the device is connected.

Phones

VoIP is available with UniFi Controller version 4.6 or higher.



Upgrade All Click **UPGRADE ALL** to begin automatically upgrading the firmware of all Phones.

(icon) Displays the icon corresponding to the Phone (not all icons are shown below):

UniFi VoIP Phone/Pro

UniFi VoIP Phone Executive

Name/MAC Address Displays the hostname, alias, or MAC address of the Phone. You can click the name to get additional details; see **“UniFi VoIP Phone Details” on page 77** for more information.

IP Address Displays the IP address used by the Phone.

Status Indicates the device status: *Connected*, *Disconnected*, *Pending Approval*, *Adopting*, *Upgrading*, or *Managed by Other*.

Extension Displays the extension of the Phone. You can click the extension to get additional details; see **“Add Click this option to set up a new number. The Create New Number screen appears:” on page 17** for more information.

Num Calls Displays the total number of incoming and outgoing calls for the Phone.

Minutes Displays the total number of call minutes used by the Phone.

Actions Click a button to perform the desired action:

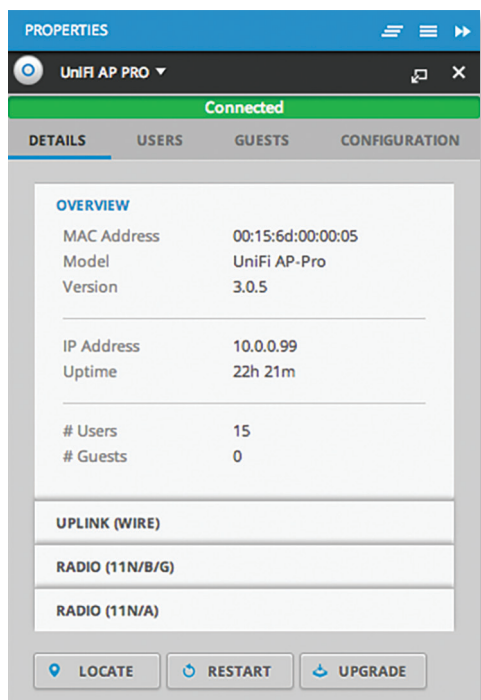
- **Locate** Click **LOCATE** to ring the Phone and flash the Phone's icon on the *Map* tab so you can locate it. (The Phone will ring three times and stop; the icon on the *Map* tab will flash three times and stop.)
- **Restart** Click **RESTART** to restart the selected device.
- **Upgrade** If a software upgrade is available for the device, click **UPGRADE** to install the latest UniFi firmware on the device. The *Status* will appear as *Upgrading* until the process is complete and the device reconnects to the UniFi Controller software.
- **Adopt** Click **ADOPT** to adopt a device that appears as *Pending Approval* for its status. The *Status* will appear as *Adopting* until the device is connected.

Properties

The *Properties* tab is hidden by default. To display it, click the *properties* icon. The *Properties* tab appears on the right side of the *Devices* screen.

Information about each selected device appears as a popup within this tab. The information varies depending on the device type. For more information, see the appropriate chapter:

- **“UniFi Security Gateway Details” on page 55**
- **“UniFi Switch Details” on page 61**
- **“UniFi Access Point Details” on page 67**
- **“UniFi VoIP Phone Details” on page 77**



Close Click to close the *Properties* tab and client popups.

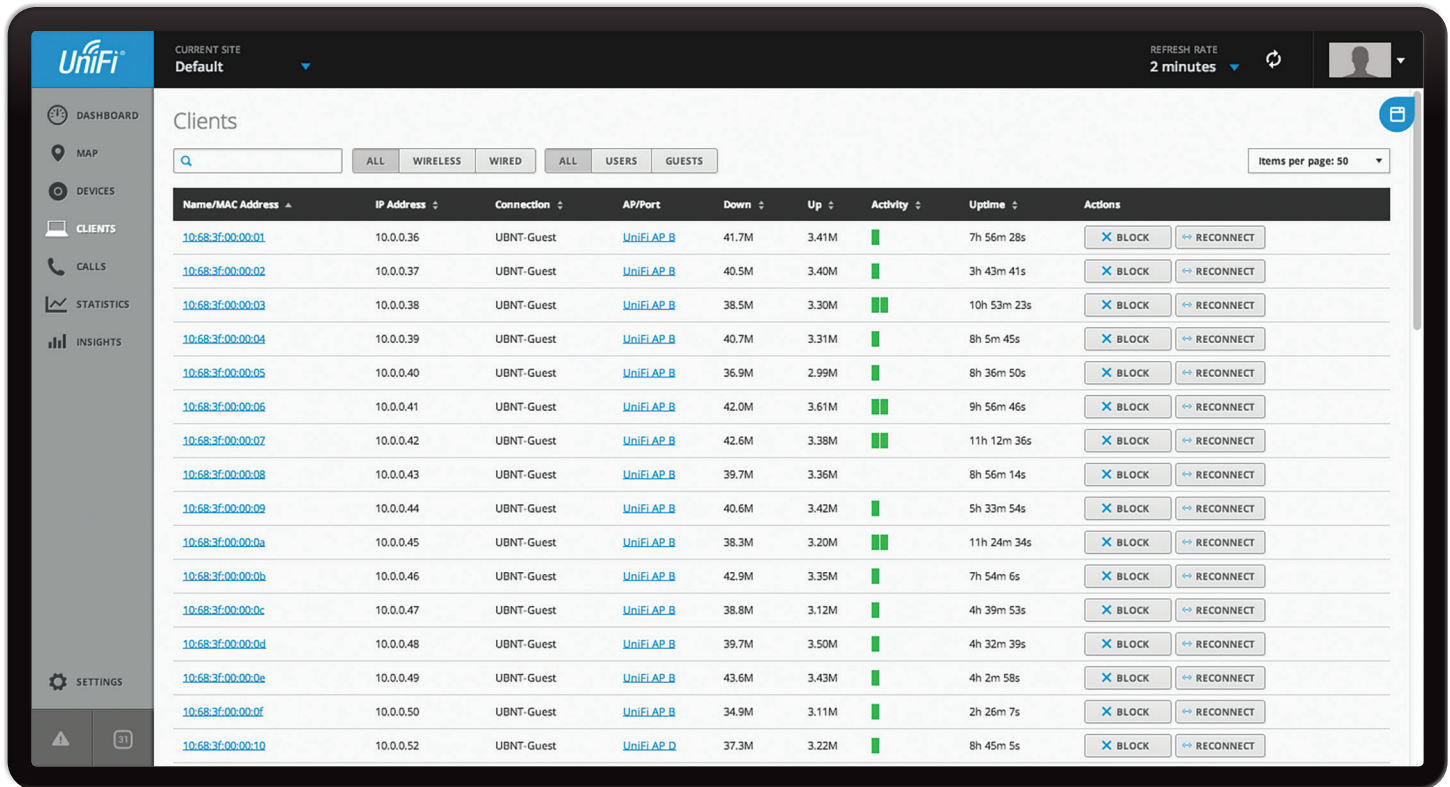
Minimize Click to display the clients as drop-down rows.



Each row displays the following:

- **(icon)** Displays the icon of the device (the icon will vary depending on the model).
- **Name/MAC Address** Displays the hostname, alias, or MAC address of the device.
- **Display** Click to display the device information.

- **Detach** Click to display the same information in a separate popup screen that can be moved anywhere within the browser screen.
 - **Close** Click to close the device popup.
- Hide** Click to hide the *Properties* tab but allow the device popups to remain accessible from this tab.



Chapter 6: Clients

The *Clients* screen displays a list of network clients. You can click any of the column headers to change the list order.

Search Enter the text you want to search for. Simply begin typing; there is no need to press **Enter**.

You can apply one of the following primary filters:

- **All** Displays all clients, regardless of connection type.
- **Wireless** Displays all wireless clients.
- **Wired** Displays all wired clients.

A secondary filter is available:

- **All** Displays all users and guests.
- **Users** Only displays users.
- **Guests** Only displays guests.

Items per page Select how many results are displayed per page: **10, 50, 100, or 200**.

The columns of information vary depending on which primary filter (*All*, *Wireless*, or *Wired*) is applied.

If there is more than one page of entries to display, click the navigation controls or page numbers at the bottom right of the screen to display different pages.

All

Name/MAC Address Displays the hostname, alias, or MAC address of the connected client. You can click the name to get additional details; refer to **“Client Details” on page 79** for more information.

IP Address Displays the IP address used by the client.

Connection Indicates which local network is used.

AP/Port Indicates which AP or switch port is used.

Down Displays the total amount of data downloaded by the client.

Up Displays the total amount of data uploaded by the client.

Activity Displays the level of activity for each client.

Bars	Activity Level (Bytes per second)
	Idle
	500
	8000
	64000
	512000
	2048000

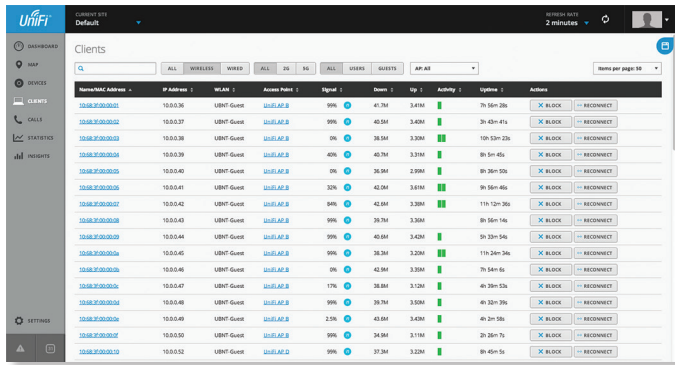
Uptime Displays the amount of time the client has been connected for this session.

Actions Click a button to perform the desired action:

- **Block** Click to block this client from accessing the network.
- **Reconnect** Click to reconnect a client that has been previously blocked. You can also click to kick out a client, which usually reconnects back quickly; this is useful for troubleshooting or resolving a problematic wireless connection.

- **Unauthorize** (Available for *Guests* only.) Click **UNAUTHORIZE** to remove authorization of wireless guest access and disconnect the client.

Wireless



AP If the *Wireless* filter is applied, then the *AP* filter is available:

- **All** Displays all wireless clients.
- **2G** Only displays 2.4 GHz clients.
- **5G** Only displays 5 GHz clients.
- **AP** Select the AP whose clients you want displayed.

Name/MAC Address Displays the hostname, alias, or MAC address of the connected client. You can click the name to get additional details; refer to **“Client Details” on page 79** for more information.

IP Address Displays the IP address used by the client.

Status (Displayed when the *Guests* filter is applied.) Displays “Authorized” for all authorized guests.

WLAN Displays the name of the wireless network.

Access Point Displays the name of the connected AP.

Signal Displays the signal strength level and signal type:

Icon	Clients	Mode
	5 GHz (802.11ac)	Active
	5 GHz (802.11ac)	Power Save
	5 GHz (802.11n)	Active
	5 GHz (802.11n)	Power Save
	2.4 GHz (802.11n)	Active
	2.4 GHz (802.11n)	Power Save
	2.4 GHz (802.11g)	Active
	2.4 GHz (802.11g)	Power Save
	2.4 GHz (802.11b)	Active
	2.4 GHz (802.11b)	Power Save

Down Displays the total amount of data downloaded by the client.

Up Displays the total amount of data uploaded by the client.

Activity Displays the level of activity for each client.

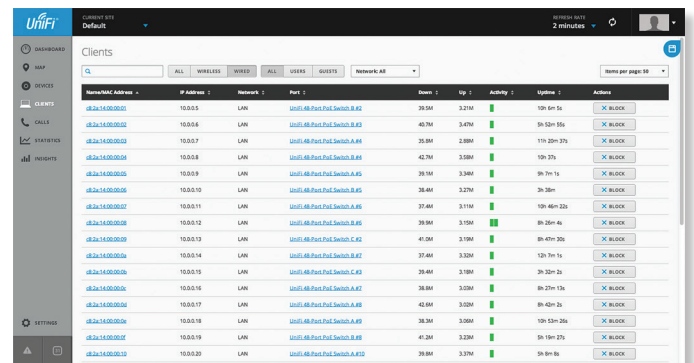
Bars	Activity Level (Bytes per second)
	Idle
	500
	8000
	64000
	512000
	2048000

Uptime Displays the amount of time the client has been connected for this session.

Actions Click a button to perform the desired action:

- **Block** Click **BLOCK** to block this client from accessing the network.
- **Reconnect** Click **RECONNECT** to reconnect a client that has been previously blocked. You can also click **RECONNECT** to kick out a client, which usually reconnects back quickly; this is useful for troubleshooting or resolving a problematic wireless connection.
- **Unauthorize** (Available for *Guests* only.) Click **UNAUTHORIZE** to remove authorization of wireless guest access and disconnect the client.

Wired



Network If the *Wired* filter is applied, then the *Network* filter is available.

- **All** Displays all wired clients.
- **(name)** Select the network whose clients you want displayed.

Name/MAC Address Displays the hostname, alias, or MAC address of the connected client. You can click the name to get additional details; refer to **“Client Details” on page 79** for more information.

IP Address Displays the IP address used by the client.

Network Indicates which local network is used.

Port Displays the name of the network device and port number used by the client. You can click the name to get additional details; refer to [“UniFi Switch Details” on page 61](#) for more information.

Down Displays the total amount of data downloaded by the client.

Up Displays the total amount of data uploaded by the client.

Activity Displays the level of activity for each client.

Bars	Activity Level (Bytes per second)
	Idle
■	500
■ ■	8000
■ ■ ■	64000
■ ■ ■ ■	512000
■ ■ ■ ■ ■	2048000

Uptime Displays the amount of time the client has been connected for this session.

Actions Click a button to perform the desired action:

- **Block** Click **BLOCK** to block this client from accessing the network.
- **Reconnect** Click **RECONNECT** to reconnect a client that has been previously blocked.

Properties

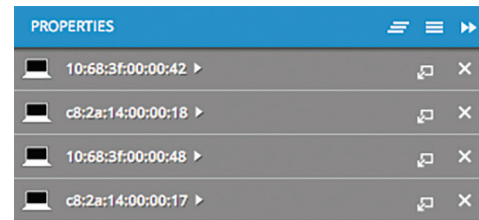
The *Properties* tab is hidden by default. To display it, click the *properties* icon. The *Properties* tab appears on the right side of the *Devices* screen.

Information about each selected client appears as a popup within this tab. The information varies depending on whether the client is wired or wireless:

- [“Wireless Client – Details” on page 79](#)
- [“Wired Client – Details” on page 81](#)

Close Click to close the *Properties* tab and client popups.

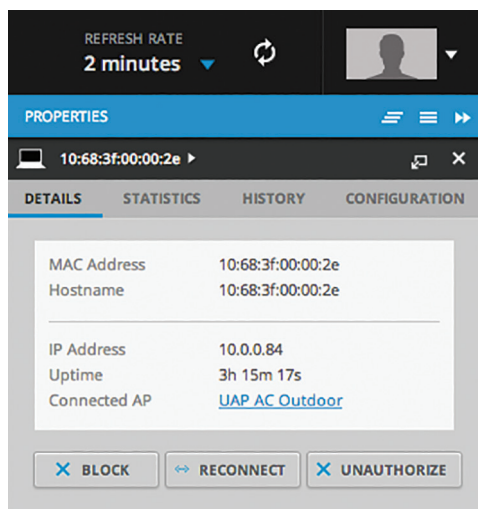
Minimize Click to display the clients as drop-down rows.

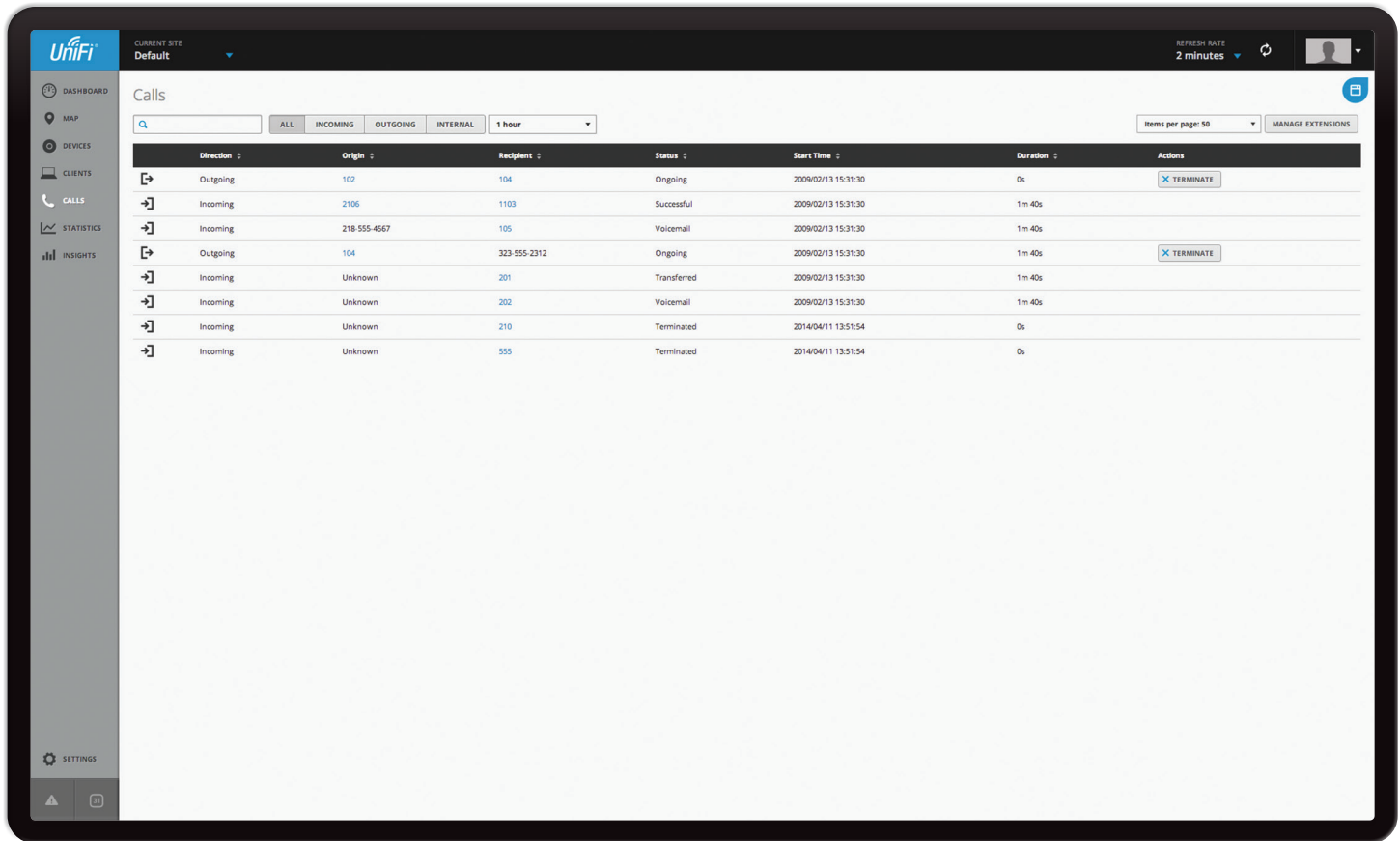


Each row displays the following:

- **(icon)** Displays the icon of the device (the icon may vary depending on the device type).
- **Name/MAC Address** Displays the hostname, alias, or MAC address of the device.
- **Display** Click to display the device information.
- **Detach** Click to display the same information in a separate popup screen that can be moved anywhere within the browser screen.
- **Close** Click to close the device popup.

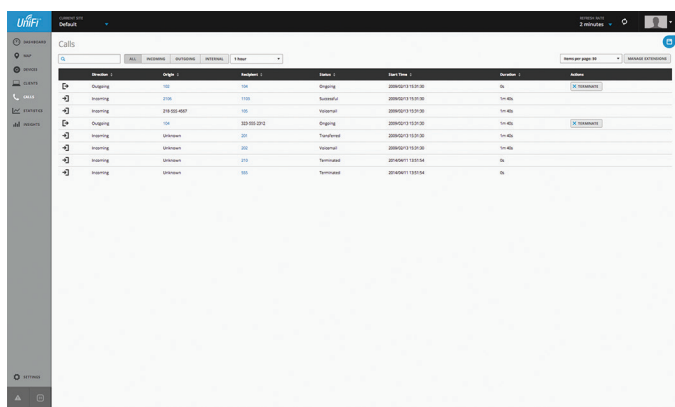
Hide Click to hide the *Properties* tab but allow the device popups to remain accessible from this tab.





Chapter 7: Calls

The *Calls* screen displays a list of VoIP calls. You can click any of the column headers to change the list order.



Search Enter the text you want to search for. Simply begin typing; there is no need to press **Enter**.

You can apply one of the following filters:

- **All** Display all calls.
- **Incoming** Only display incoming calls.
- **Outgoing** Only display outgoing calls.
- **Internal** Only display internal calls.

Time Duration Filter the results on the page based on the time duration. Select **1 hour**, **8 hours**, **24 hours**, **2 days**, **7 days**, **2 weeks**, or **1 month**.

Items per page Select how many results are displayed per page: **10**, **50**, **100**, or **200**.

If there is more than one page of entries to display, click the navigation controls or page numbers at the bottom right of the screen to display different pages.

Manage Extensions Click this button to access the *Settings > Extensions* screen for configuration. Go to **“Add Click this option to set up a new number. The Ceate New Number screen appears:” on page 17** for more information.

All

Direction Displays whether the call is *Incoming* or *Outgoing*.

Origin Displays the extension or phone number of the caller, if known.

Recipient Displays the extension or phone number of the call recipient.

Status Displays the current status of the call: *Ongoing*, *Successful*, *Voicemail*, *Transferred*, or *Terminated*.

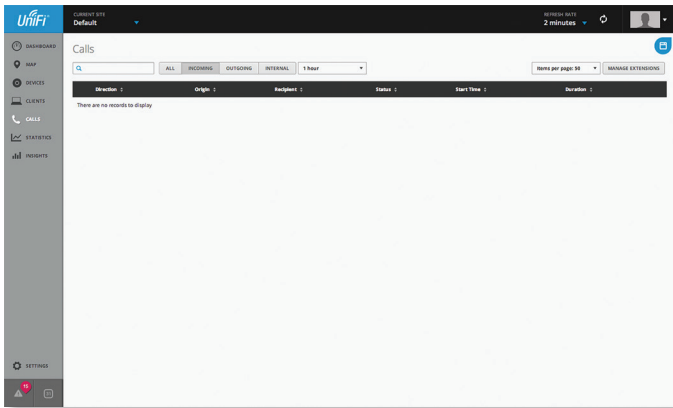
Start Time Displays the start date and time of the call.

Duration Displays how long the call lasted.

Actions Click a button to perform the desired action:

- **Terminate** Click **X TERMINATE** to end this call.

Incoming



Direction Displays *Incoming*.

Origin Displays the extension or phone number of the caller, if known.

Recipient Displays the extension or phone number of the call recipient.

Status Displays the current status of the call: *Ongoing*, *Successful*, *Voicemail*, *Transferred*, or *Terminated*.

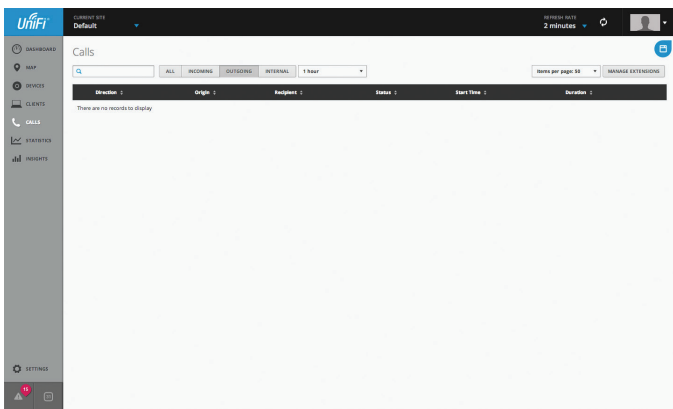
Start Time Displays the start date and time of the call.

Duration Displays how long the call lasted.

Actions Click a button to perform the desired action:

- **Terminate** Click TERMINATE to end this call.

Outgoing



Direction Displays *Outgoing*.

Origin Displays the extension or phone number of the caller, if known.

Recipient Displays the extension or phone number of the call recipient.

Status Displays the current status of the call: *Ongoing*, *Successful*, *Voicemail*, *Transferred*, or *Terminated*.

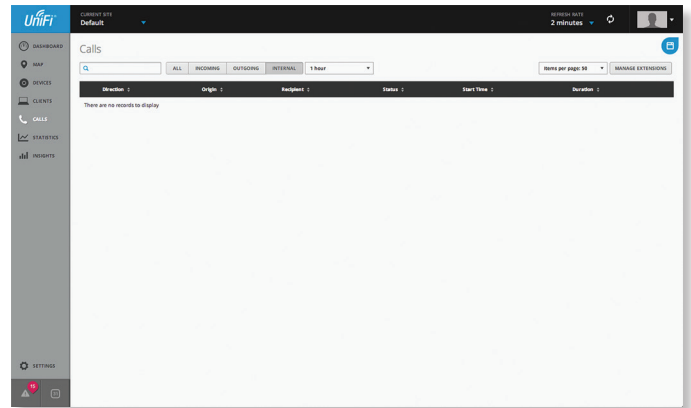
Start Time Displays the start date and time of the call.

Duration Displays how long the call lasted.

Actions Click a button to perform the desired action:

- **Terminate** Click TERMINATE to end this call.

Internal



Direction Displays whether the call is *Incoming* or *Outgoing*.

Origin Displays the extension or phone number of the caller, if known.

Recipient Displays the extension or phone number of the call recipient.

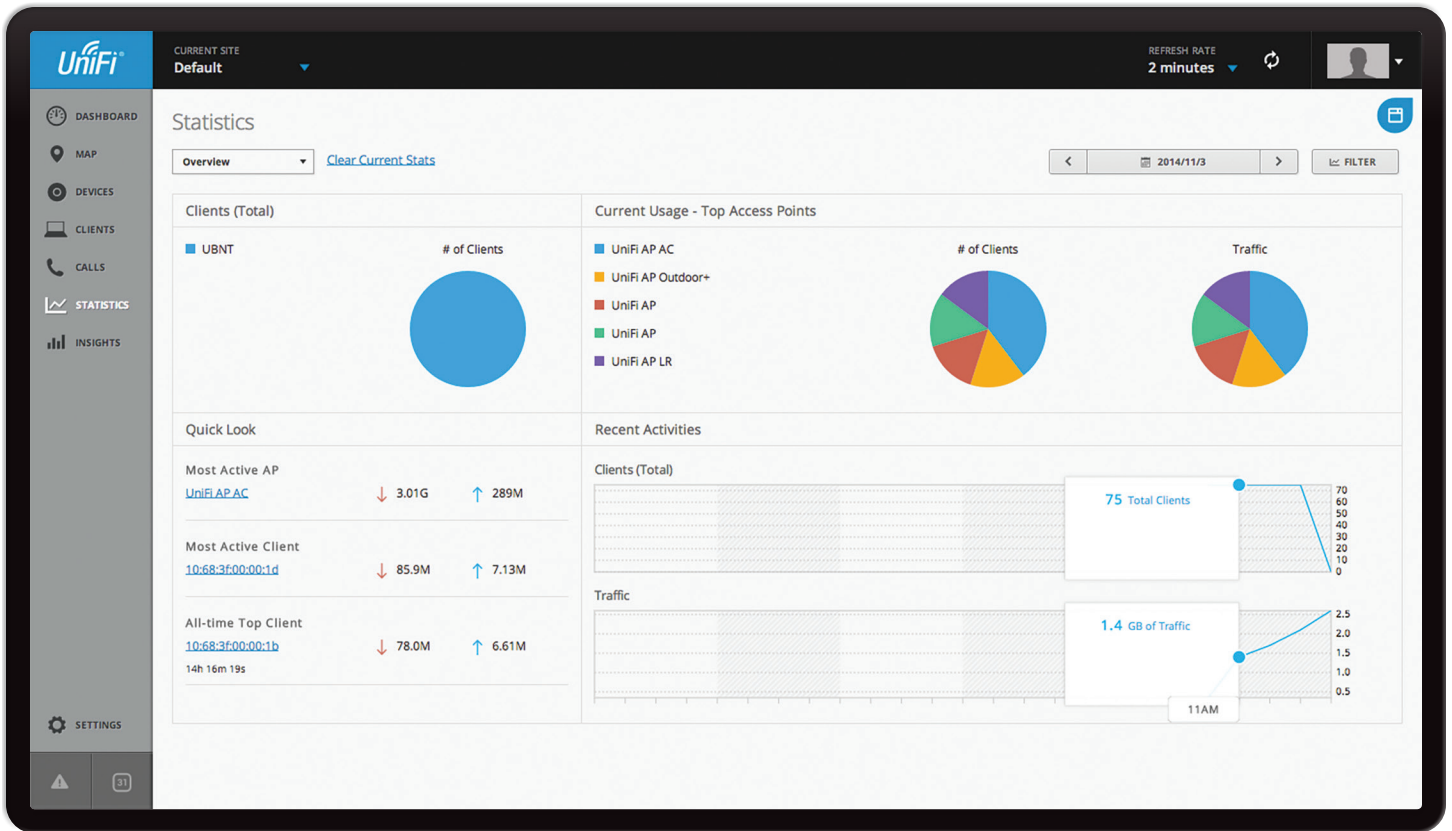
Status Displays the current status of the call: *Ongoing*, *Successful*, *Voicemail*, *Transferred*, or *Terminated*.

Start Time Displays the start date and time of the call.

Duration Displays how long the call lasted.

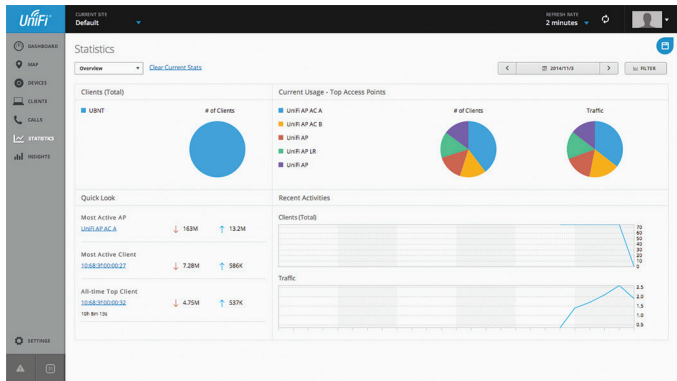
Actions Click a button to perform the desired action:

- **Terminate** Click TERMINATE to end this call.



Chapter 8: Statistics

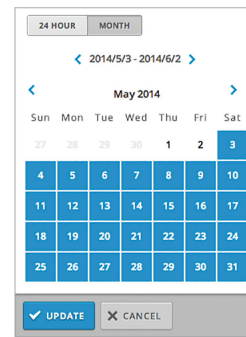
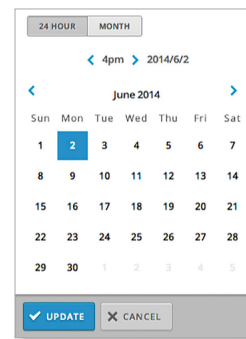
The *Statistics* screen provides a visual representation of the clients and network traffic connected to your managed UniFi network.



Overview The default view.

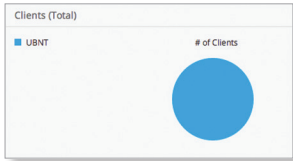
Clear Current Stats Reset the current statistics to start over.

Time and Date At the top right of the screen, you can filter by date and time period. You can also change the duration interval by toggling between *24 Hour* and *Month*.



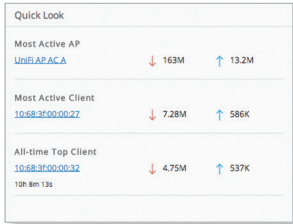
- **Update** Click UPDATE to apply the new filter.
- **Cancel** Click CANCEL to discard changes.

Clients (Total)



of Clients A visual pie chart represents the client distribution amongst the APs. Place the mouse cursor over the chart for the number of clients per network.

Quick Look



Most Active AP

The details of the most active Access Point are displayed:

Name or MAC address You can click this link to open the *AP Details* screen. See **“UniFi Access Point Details” on page 67** for additional information.

Download Displays the total amount of data downloaded by the AP.

Upload Displays the total amount of data uploaded by the AP.

Most Active Client

The details of the most active client in current use are displayed:

Name or MAC address You can click this link to open the *Client Details* screen. See **“Client Details” on page 79** for additional information.

Download Displays the total amount of data downloaded by the client.

Upload Displays the total amount of data uploaded by the client.

All-Time Top Client

The details of the all-time, most active client are displayed:

Name or MAC address You can click this link to open the *Client Details* screen. See **“Client Details” on page 79** for additional information.

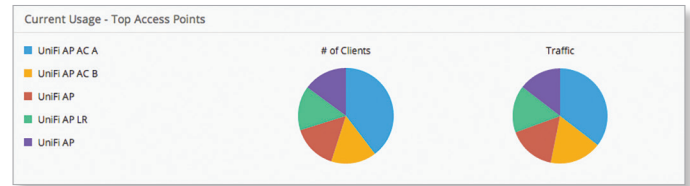
Uptime Displays the duration of time the client has been connected.

Download Displays the total amount of data downloaded by the client.

Upload Displays the total amount of data uploaded by the client.

Current Usage - Top Access Points

The details of the most active Access Points in current use are displayed.

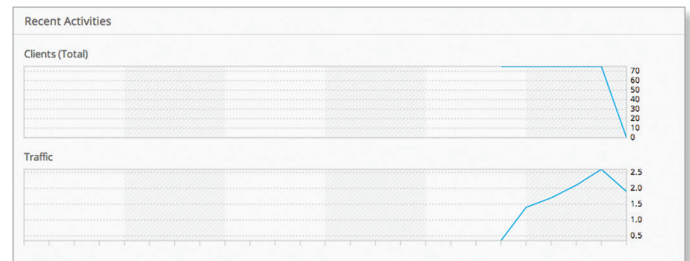


of Clients A pie chart represents the client distribution on the most active Access Points. Place the mouse cursor over the chart for the number of clients per specified AP.

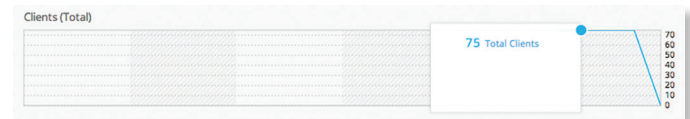
Traffic A pie chart represents traffic on the most active Access Points. Place the mouse cursor over the chart for the amount of traffic per specified AP.

Recent Activities

The details of recent network activities are displayed.



Clients (Total) A graph displays the number of clients connected during the selected time period. Place the mouse cursor over an hour or day to display the exact number.



Traffic A graph displays the network traffic during the selected time period. Place the mouse cursor over an hour or day to display the specific amount of data.



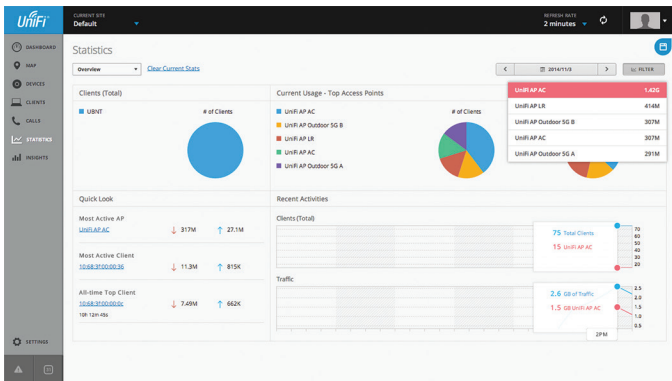
Filter

You can view the number of clients and amount of traffic by device. The *Filter* drop-down list displays managed devices by name or MAC address and amount of traffic.

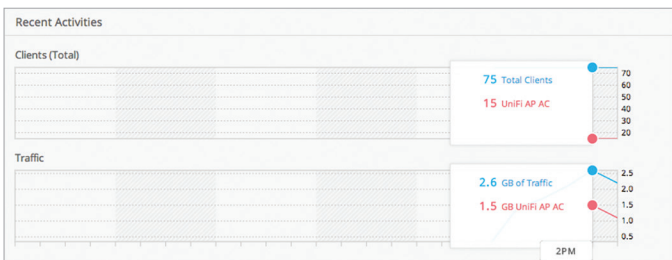
Click the appropriate device from the *Filter* drop-down list.

UniFi AP AC	1.42G
UniFi AP LR	414M
UniFi AP Outdoor 5G B	307M
UniFi AP AC	307M
UniFi AP Outdoor 5G A	291M

A second line that is color-coded to the selected device appears in the time period selected.



You can place your mouse over an hour or day to display the number of clients and amount of data in total and per the selected device.



The screenshot shows the UniFi Insights page for 'Known Clients'. The interface includes a sidebar with navigation options: DASHBOARD, MAP, DEVICES, CLIENTS, CALLS, STATISTICS, and INSIGHTS. The main content area features a search bar, filter tabs (ALL, BLOCKED, NOTED, USER, GUEST, STATIC IP), and a table of client data. The table columns are Name/MAC Address, Manufacturer, User/Guest, Down, Up, Last Seen, and Actions. The table lists 15 entries for LgElectr Guest users with various MAC addresses and traffic statistics.

Name/MAC Address	Manufacturer	User/Guest	Down	Up	Last Seen	Actions
10.68:3f:00:00:01	LgElectr	Guest	43.6M	3.59M	2015/01/08 17:46:46	[X] BLOCK
10.68:3f:00:00:02	LgElectr	Guest	43.3M	3.59M	2015/01/08 17:46:46	[X] BLOCK
10.68:3f:00:00:03	LgElectr	Guest	41.7M	3.49M	2015/01/08 17:46:46	[X] BLOCK
10.68:3f:00:00:04	LgElectr	Guest	43.4M	3.51M	2015/01/08 17:46:46	[X] BLOCK
10.68:3f:00:00:05	LgElectr	Guest	40.9M	3.26M	2015/01/08 17:46:46	[X] BLOCK
10.68:3f:00:00:06	LgElectr	Guest	44.9M	3.91M	2015/01/08 17:46:46	[X] BLOCK
10.68:3f:00:00:07	LgElectr	Guest	45.5M	3.66M	2015/01/08 17:46:46	[X] BLOCK
10.68:3f:00:00:08	LgElectr	Guest	42.7M	3.61M	2015/01/08 17:46:46	[X] BLOCK
10.68:3f:00:00:09	LgElectr	Guest	43.2M	3.71M	2015/01/08 17:46:46	[X] BLOCK
10.68:3f:00:00:0a	LgElectr	Guest	41.1M	3.40M	2015/01/08 17:46:46	[X] BLOCK
10.68:3f:00:00:0b	LgElectr	Guest	45.7M	3.64M	2015/01/08 17:46:46	[X] BLOCK
10.68:3f:00:00:0c	LgElectr	Guest	41.3M	3.32M	2015/01/08 17:46:46	[X] BLOCK
10.68:3f:00:00:0d	LgElectr	Guest	41.6M	3.73M	2015/01/08 17:46:46	[X] BLOCK
10.68:3f:00:00:0e	LgElectr	Guest	45.1M	3.62M	2015/01/08 17:46:46	[X] BLOCK
10.68:3f:00:00:0f	LgElectr	Guest	37.4M	3.33M	2015/01/08 17:46:46	[X] BLOCK
10.68:3f:00:00:10	LgElectr	Guest	39.3M	3.46M	2015/01/08 17:47:01	[X] BLOCK

Chapter 9: Insights

The *Insights* screen displays different kinds of status information. Four filters are available:

- **Known Clients** Displays information about detected clients.
- **Rogue Access Points** Displays information about wireless devices not managed by the UniFi Controller.
- **Past Connections** Displays information about previous client connection sessions (for example, a client can have multiple sessions from different days).
- **Past Guest Authorizations** Displays information about the authorization of previous guest connections.
- **Switch Stats** Displays information about the status, ports, PoE, and traffic activity of the UniFi Switches.

These sub-tabs share common options:

Search Enter the text you want to search for. Simply begin typing; there is no need to press **Enter**.

Items per page Select how many results are displayed per page: **10**, **50**, **100**, or **200**.

On any sub-tab, you can click any of the column headers to change the list order.

If there is more than one page of entries to display, click the navigation controls or page numbers at the bottom right of the screen to display different pages.

Known Clients

The screenshot shows the UniFi Insights page for 'Known Clients'. The interface includes a sidebar with navigation options: DASHBOARD, MAP, DEVICES, CLIENTS, CALLS, STATISTICS, and INSIGHTS. The main content area features a search bar, filter tabs (ALL, BLOCKED, NOTED, USER, GUEST, STATIC IP), and a table of client data. The table columns are Name/MAC Address, Manufacturer, User/Guest, Down, Up, Last Seen, and Actions. The table lists 15 entries for LgElectr Guest users with various MAC addresses and traffic statistics.

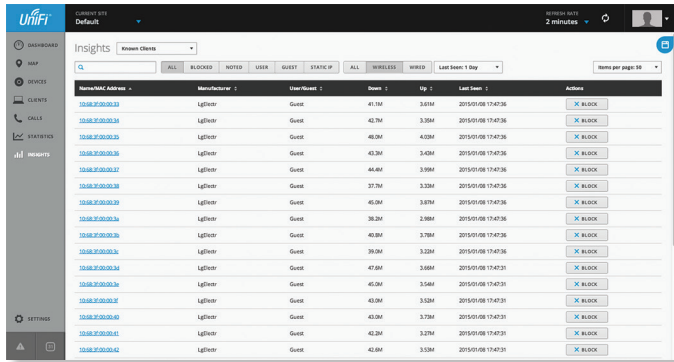
Name/MAC Address	Manufacturer	User/Guest	Down	Up	Last Seen	Actions
10.68:3f:00:00:11	LgElectr	Guest	41.1M	3.01M	2015/01/08 17:47:36	[X] BLOCK
10.68:3f:00:00:12	LgElectr	Guest	43.7M	3.59M	2015/01/08 17:47:36	[X] BLOCK
10.68:3f:00:00:13	LgElectr	Guest	48.0M	4.03M	2015/01/08 17:47:36	[X] BLOCK
10.68:3f:00:00:14	LgElectr	Guest	43.3M	3.43M	2015/01/08 17:47:36	[X] BLOCK
10.68:3f:00:00:15	LgElectr	Guest	44.4M	3.99M	2015/01/08 17:47:36	[X] BLOCK
10.68:3f:00:00:16	LgElectr	Guest	37.7M	3.33M	2015/01/08 17:47:36	[X] BLOCK
10.68:3f:00:00:17	LgElectr	Guest	45.0M	3.87M	2015/01/08 17:47:36	[X] BLOCK
10.68:3f:00:00:18	LgElectr	Guest	38.2M	2.98M	2015/01/08 17:47:36	[X] BLOCK
10.68:3f:00:00:19	LgElectr	Guest	40.8M	3.78M	2015/01/08 17:47:36	[X] BLOCK
10.68:3f:00:00:1a	LgElectr	Guest	39.0M	3.22M	2015/01/08 17:47:36	[X] BLOCK
10.68:3f:00:00:1b	LgElectr	Guest	47.6M	3.66M	2015/01/08 17:47:37	[X] BLOCK
10.68:3f:00:00:1c	LgElectr	Guest	45.0M	3.54M	2015/01/08 17:47:37	[X] BLOCK
10.68:3f:00:00:1d	LgElectr	Guest	43.0M	3.02M	2015/01/08 17:47:37	[X] BLOCK
10.68:3f:00:00:1e	LgElectr	Guest	40.0M	3.75M	2015/01/08 17:47:37	[X] BLOCK
10.68:3f:00:00:1f	LgElectr	Guest	42.0M	3.27M	2015/01/08 17:47:37	[X] BLOCK
10.68:3f:00:00:20	LgElectr	Guest	40.0M	3.03M	2015/01/08 17:47:37	[X] BLOCK

You can apply one of the following primary filters:

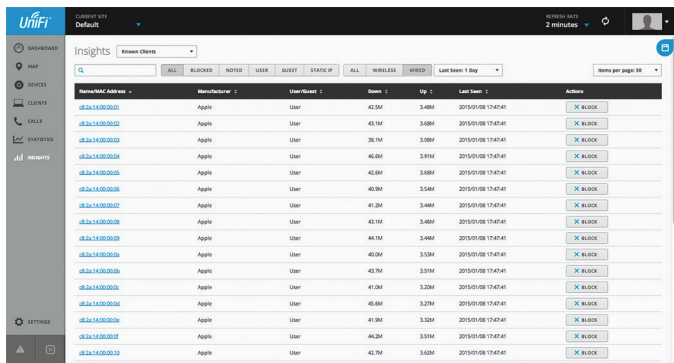
- **All** Display all users and guests.
- **Blocked** Only display blocked clients.
- **Noted** Only display clients whose configurations include notes or who are forced to connect to a specific AP. (See [“Wireless Client – Configuration” on page 80](#) or [“Wired Client – Configuration” on page 82](#) for more information.)
- **User** Only display users.
- **Guest** Only display guests.
- **Static IP** Only display clients using static IP addresses.

A secondary filter is available:

- **All** Display all clients, regardless of connection type.
- **Wireless** Display all wireless clients.



- **Wired** Display all wired clients.



Last Seen Filter the results on the page based on the date the client was last seen. Select **1 Day, 3 Days, 7 Days, 2 Weeks, 1 Month, 2 Months, or 1 Year**.

Name/MAC Address Displays the hostname, alias, or MAC address of the connected client. You can click the name to get additional details; see **“Client Details” on page 79** for more information.

Manufacturer Displays the name of the device manufacturer.

User/Guest Indicates whether the client is/was connected to a primary or guest network.

Down Displays the total amount of data downloaded by the client.

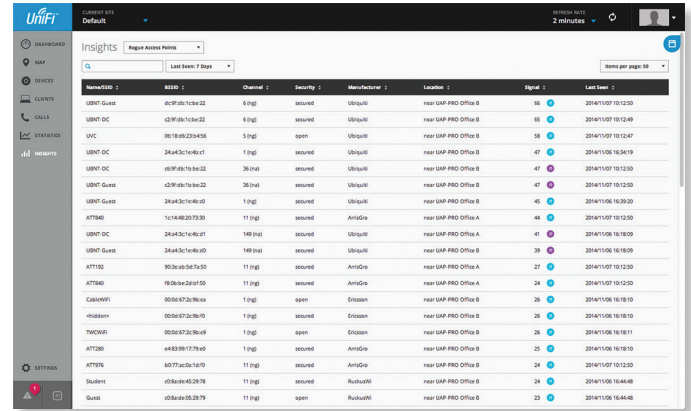
Up Displays the total amount of data uploaded by the client.

Last Seen Displays the last date and time the client was connected.

Actions Click a button to perform the desired action:

- **Block** Click **X BLOCK** to block this client from accessing the network.
- **Reconnect** Click **↔ RECONNECT** to reconnect a client that has been previously blocked.

Rogue Access Points



Last Seen Filter the results on the page based on the time the AP was last seen. Select **1 Day, 3 Days, 7 Days, 2 Weeks, 1 Month, 2 Months, or 1 Year**.

Name/SSID Displays the name of the wireless network.

BSSID Displays the MAC address of the AP’s wireless interface.

Channel Displays the channel setting that the AP was detected on.

Security Displays the security status indicating whether encryption is used.

Manufacturer Displays the name of the AP manufacturer.

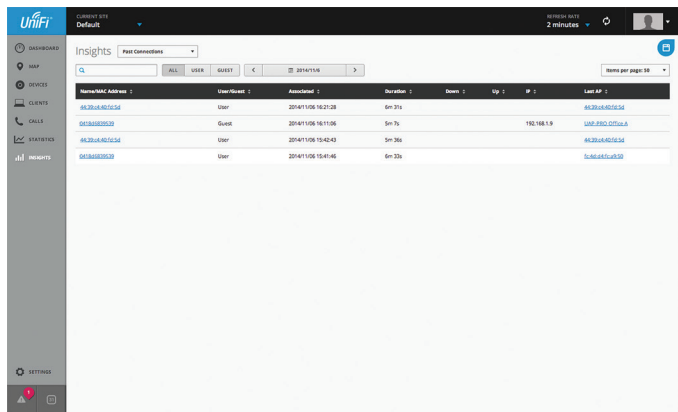
Location Displays the name of the closest AP managed by the UniFi Controller. You can click the name to get additional details on the AP.

Signal Displays the signal strength level and signal type:

Icon	Clients	Mode
	5 GHz (802.11ac)	Active
	5 GHz (802.11ac)	Power Save
	5 GHz (802.11n)	Active
	5 GHz (802.11n)	Power Save
	2.4 GHz (802.11n)	Active
	2.4 GHz (802.11n)	Power Save
	2.4 GHz (802.11g)	Active
	2.4 GHz (802.11g)	Power Save
	2.4 GHz (802.11b)	Active
	2.4 GHz (802.11b)	Power Save

Last Seen Displays the last date and time the AP was connected.

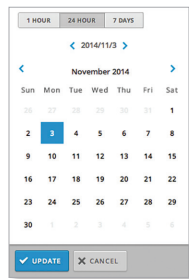
Past Connections



You can apply one of the following filters:

- **All** Display all users and guests.
- **User** Only display users.
- **Guest** Only display guests.

Time and Date You can filter by time and date period. You can also change the duration interval by toggling between *1 Hour*, *24 Hour*, and *7 Days*.



- **Update** Click **UPDATE** to apply the new filter.
- **Cancel** Click **CANCEL** to discard changes.

Name/MAC Address Displays the hostname, alias, or MAC address of the connected client. You can click the name to get additional details; see [“Client Details” on page 79](#) for more information.

User/Guest Indicates whether the client is/was connected to a primary or guest network.

Associated Displays the date and time the client first connected.

Duration Displays the length of time the client was connected.

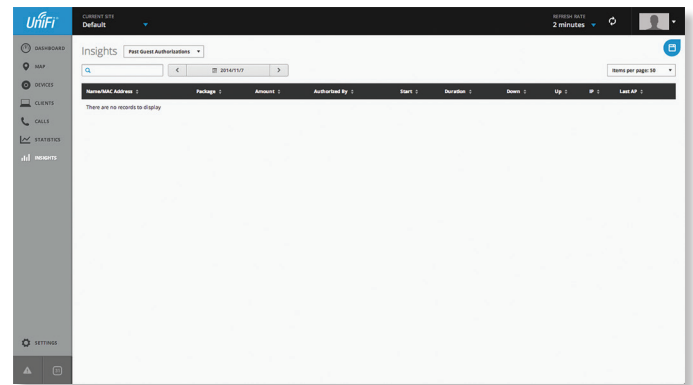
Down Displays the total amount of data downloaded by the client.

Up Displays the total amount of data uploaded by the client.

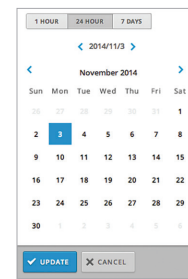
IP Displays the last known IP address of the client.

Last AP Displays the name or MAC address of the last AP used by the client. You can click the name of the AP to get additional details; refer to [“UniFi Access Point Details” on page 67](#) for more information.

Past Guest Authorizations



Time and Date You can filter by time and date period. You can also change the duration interval by toggling between *1 Hour*, *24 Hour*, and *7 Days*.



- **Update** Click **UPDATE** to apply the new filter.
- **Cancel** Click **CANCEL** to discard changes.

Name/MAC Address Displays the hostname, alias, or MAC address of the previous guest.

Package Displays the name of the guest access package.

Amount Displays the amount paid by the guest.

Authorized By Displays the name of the authorizing body.

Start Displays the start date and time of the session.

Duration Displays the length of time the guest was connected.

Down Displays the total amount of data downloaded by the guest.

Up Displays the total amount of data uploaded by the guest.

IP Displays the last known IP address of the guest.

Last AP Displays the name or MAC address of the last AP used by the guest. You can click the name of the AP to get additional details; refer to [“UniFi Access Point Details” on page 67](#) for more information.

Switch Stats

You can apply one of the following primary filters:

- **Switch** Displays the ports of all UniFi Switches or a specific Switch.
- **Link Status** Displays the ports of the specified status:
 - **All** Displays all ports.
 - **Connected** Displays all connected ports.
 - **Disconnected** Displays all disconnected ports.

Once you have applied the primary filters, then apply a secondary filter:

- **Overview** Displays the general status information of each port.
- **PoE** Displays the specific PoE configuration and status of each port.
- **Counters** Displays the specific TX and RX rates for each port.

Overview

Port	Name	PoE	Mode	Interconnect Mode	Link Status	STP	Tx	Rx	Tx Rate	Rx Rate	Activity	Action
1	Port 1	PoE+	Switching	All	10/100 (Ethernet)	Forwarding	705B	83.8K	1.29Mbps	4.79Mbps	📊	EDIT
2	Port 2	PoE+	Switching	All	10/100	Forwarding					📊	EDIT
3	Port 3	PoE+	Switching	All	10/100	Forwarding					📊	EDIT
4	Port 4	PoE+	Switching	All	1000 FDX	Forwarding	25.2M	1.4M	11.7Mbps	3.57Mbps	📊	EDIT
5	Port 5	PoE+	Switching	All	1000 FDX	Forwarding	27.2M	2.02M	64.1Mbps	6.17Mbps	📊	EDIT
6	Port 6	PoE+	Switching	All	10 FDX	Forwarding	23.9M	2.01M	27.9Mbps	2.38Mbps	📊	EDIT
7	Port 7	PoE+	Switching	All	1000 FDX	Forwarding	23.9M	2.0M	49.9Mbps	4.79Mbps	📊	EDIT
8	Port 8	PoE+	Switching	All	1000 FDX	Forwarding	23.7M	2.1M	79.3Mbps	4.63Mbps	📊	EDIT
9	Port 9	PoE+	Switching	All	10 FDX	Forwarding	23.7M	2.1M	85.4Mbps	3.17Mbps	📊	EDIT
10	Port 10	PoE+	Switching	All	10 FDX	Forwarding	23.2M	1.9M	46.2Mbps	2.16Mbps	📊	EDIT
11	Port 11	PoE+	Switching	All	10 FDX	Forwarding	22.9M	2.02M	69.2Mbps	5.93Mbps	📊	EDIT
12	Port 12	PoE+	Switching	All	1000 FDX	Forwarding	23.1M	1.9M	64.8Mbps	2.81Mbps	📊	EDIT
13	Port 13	PoE+	Switching	All	1000 FDX	Forwarding	23.9M	2.02M	15.9Mbps	2.81Mbps	📊	EDIT
14	Port 14	PoE+	Switching	All	1000 FDX	Forwarding	23.9M	2.02M	32.9Mbps	1.99Mbps	📊	EDIT
15	Port 15	PoE+	Switching	All	1000 FDX	Forwarding	23.3M	1.85M	62.2Mbps	1.58Mbps	📊	EDIT
16	Port 16	PoE+	Switching	All	10 FDX	Forwarding	23.5M	1.85M	53.9Mbps	1.30Mbps	📊	EDIT

The ports display their status:

- 🟡 Indicates a 10/100 Mbps connection.
- 🟡⚡ Indicates 10/100 Mbps connection with PoE.
- 🟢 Indicates a 1000 Mbps connection.
- 🟢⚡ Indicates 1000 Mbps connection with PoE.
- ⬛ Indicates no connection.

Switch If *Switch: All* is selected, then this displays the hostname, alias, or MAC address of the UniFi Switch. You can click the name to get additional details. For more information, see [“UniFi Switch Details” on page 61](#).

Port Displays the port number.

Name Displays the name of the port.

PoE Displays the PoE setting:

- **Off** PoE is disabled.
- **24V Passive** 24V passive PoE is enabled.
- **PoE+** 802.3at/af devices can be plugged in and automatically receive PoE.

Mode Displays the operation mode:

- **Switching** The default mode.
- **Mirroring** The network traffic of this port will receive the mirrored traffic from the port selected in [“Port Configuration” on page 63](#).
- **Aggregate** This port is part of an aggregate link. A port channel, also known as a Link Aggregation Group (LAG), combines multiple links into a single logical link (single IP address) for load balancing and/or redundancy.

Networks/VLANs Displays the networks/VLANs that the port belongs to.

Link Status Displays the connection speed and duplex mode.

STP Displays the STP (Spanning Tree Protocol) mode.

TX Displays the amount of data transmitted.

RX Displays the amount of data received.

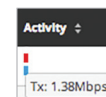
TX Rate Displays the transmit rate.

RX Rate Displays the receive rate.

Activity Displays the level of activity. The different colors represent different types of packet activity.

Color	Packet Activity
🔴	TX rate
🔵	RX rate

You can place your mouse over the *Activity* icon to display the specific TX or RX rate.



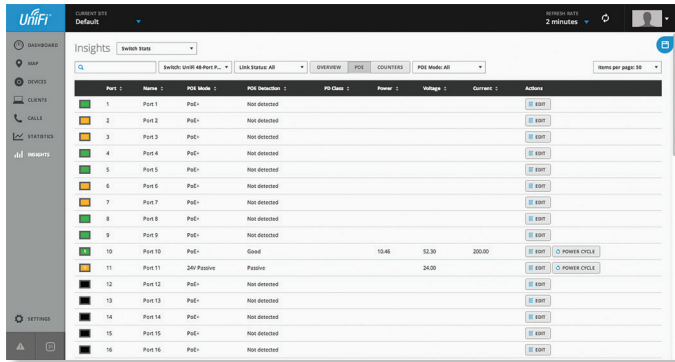
Actions Click a button to perform the desired action:

- **Edit** Click **EDIT** to make changes to the wireless network settings. For more information, see [“UniFi Switch Details” on page 61](#).
- **Power Cycle** If applicable, click **POWER CYCLE** to power cycle the port.

PoE

You can apply the *PoE Mode* filter:

- **All** Displays all ports using any *PoE Mode* setting.
- **Enabled** Displays all ports set to *PoE+* or *24V Passive*.
- **Power On** Displays all ports with active PoE output.
- **Passive** Displays all ports set to *24V passive PoE*.
- **Disabled** Displays all ports with PoE disabled.



The ports display their status:

- Indicates a 10/100 Mbps connection.
- Indicates 10/100 Mbps connection with PoE.
- Indicates a 1000 Mbps connection.
- Indicates 1000 Mbps connection with PoE.
- Indicates no connection.

Switch If *Switch: All* is selected, then this displays the hostname, alias, or MAC address of the UniFi Switch. You can click the name to get additional details. For more information, see **“UniFi Switch Details” on page 61**.

Port Displays the port number.

Name Displays the name of the port.

PoE Mode Displays the PoE setting:

- **Off** PoE is disabled.
- **24V Passive** 24V passive PoE is enabled.
- **PoE+** 802.3at/af devices can be plugged in and automatically receive PoE.

PoE Detection Displays the PoE status:

- **Not detected** No 802.3at/af device is detected.
- **Passive** 24V passive PoE is enabled.
- **Good** An 802.3at/af device is plugged in and automatically receiving PoE.

PD Class Displays the PD (Powered Device) class of the detected device, if applicable; this indicates its power requirements.

Power Displays the power output in watts, if applicable.

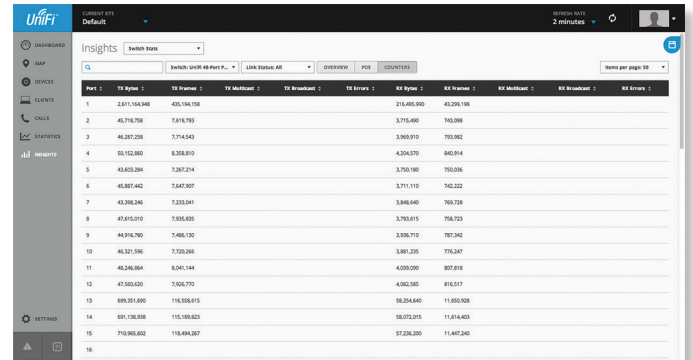
Voltage Displays the voltage output, if applicable.

Current Displays the current output in amperes, if applicable.

Actions Click a button to perform the desired action:

- **Edit** Click to make changes to the wireless network settings. For more information, see **“UniFi Switch Details” on page 61**.
- **Power Cycle** If applicable, click to power cycle the port.

Counters



Switch If *Switch: All* is selected, then this displays the hostname, alias, or MAC address of the UniFi Switch. You can click the name to get additional details. For more information, see **“UniFi Switch Details” on page 61**.

Port Displays the port number.

TX Bytes Displays the number of bytes transmitted.

TX Frames Displays the number of frames transmitted.

TX Multicast Displays the number of multicast packets transmitted.

TX Broadcast Displays the number of broadcast packets transmitted.

TX Errors Displays the number of error packets transmitted.

RX Bytes Displays the number of bytes received.

RX Frames Displays the number of frames received.

RX Multicast Displays the number of multicast packets received.

RX Broadcast Displays the number of broadcast packets received.

RX Errors Displays the number of error packets received.

Chapter 10: UniFi Security Gateway Details

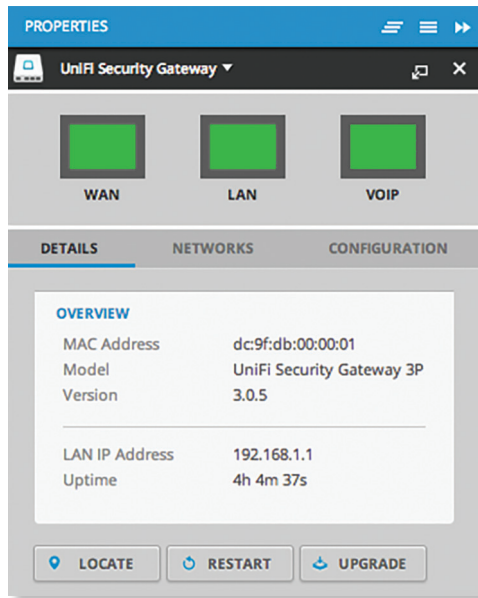
The UniFi Security Gateway hyperlink opens the UniFi Security Gateway's *Details* window either in the *Properties* tab or as a separate popup window. You can always dock this window in the *Properties* tab or detach it as a separate window.

The top of the window displays the device icon and name (or MAC address).

Properties

The *Properties* tab is hidden by default. To display it, click the *properties* icon. The *Properties* tab appears on the right side of the *Devices* screen.

Information about each selected device appears as a popup within this tab.



Close Click to close the *Properties* tab and client popups.

Minimize Click to display the clients as drop-down rows.



Each row displays the following:

- **(icon)** Displays the icon of the device (the icon will vary depending on the model).
- **Name/MAC Address** Displays the hostname, alias, or MAC address of the device.
- **Display** Click to display the device information.
- **Detach** Click to display the same information in a separate popup screen that can be moved anywhere within the browser screen.
- **Close** Click to close the device popup.

Hide Click to hide the *Properties* tab but allow the device popups to remain accessible from this tab.

The upper part of the detached popup screen has three icons:

- *WAN*
- *LAN*
- *VOIP* (enabled in **“Settings > VoIP” on page 16**)

A green icon indicates an active port, and a black icon indicates no activity. A gray icon indicates a disabled port (VoIP requires UniFi Controller v4.6 or higher).

There are three clickable tabs:

- **“UniFi Security Gateway – Details” on page 56**
- **“UniFi Security Gateway – Networks” on page 56**
- **“UniFi Security Gateway – Configuration” on page 57**

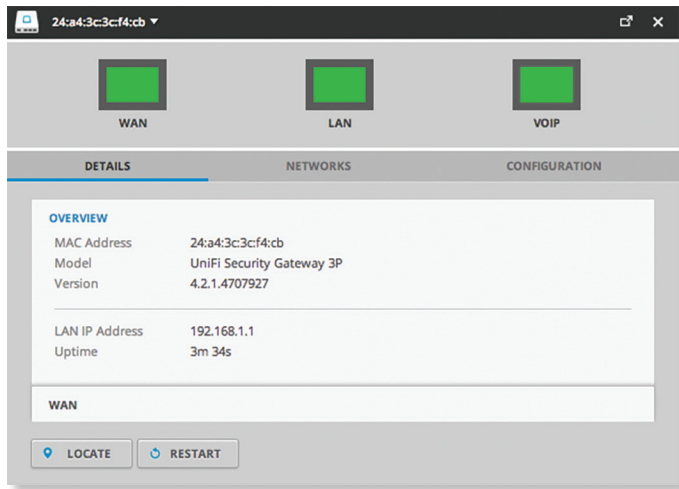
The bottom of the window has three buttons:

- **Locate** Click to flash the Status LED on the Gateway and the Gateway's icon on the *Map* tab so you can locate it. The LED will flash until the *Locate* button is clicked again. (The icon on the *Map* tab will flash three times and stop.)
- **Restart** Click to restart the Gateway.
- **Upgrade** If a software upgrade is available for the Gateway, click to install the latest UniFi firmware on the Gateway. The *Status* will appear as *Upgrading* until the process is complete and the Gateway reconnects to the UniFi Controller software.

UniFi Security Gateway – Details

Click **Details** to display the device specifics, LAN/WAN connection details, and uptime.

Overview



Overview

MAC Address Displays the MAC address or unique hardware identifier of the Gateway.

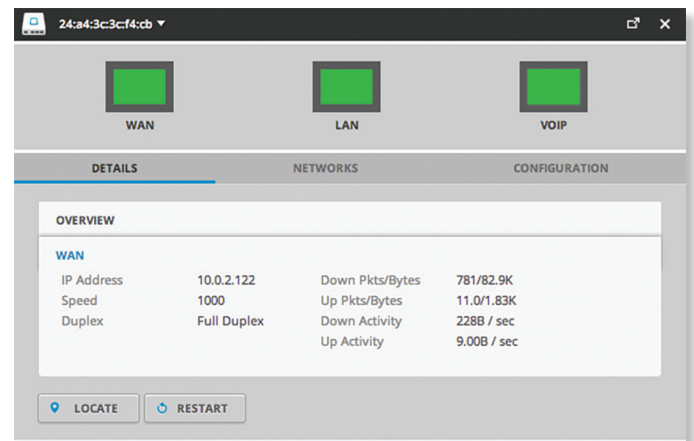
Model Displays the model name of the Gateway.

Version Displays the version number of the Gateway's firmware.

LAN IP Address Displays the local IP address of the Gateway.

Uptime Displays the duration of time the Gateway has been running without interruption.

WAN



Overview

IP Address Displays the WAN (public) IP address of the WAN interface.

Speed Displays the connection speed in Mbps.

Duplex Displays the mode, *Full Duplex* or *Half Duplex*.

Down Pkts/Bytes Displays the amount of data downloaded as packets and bytes.

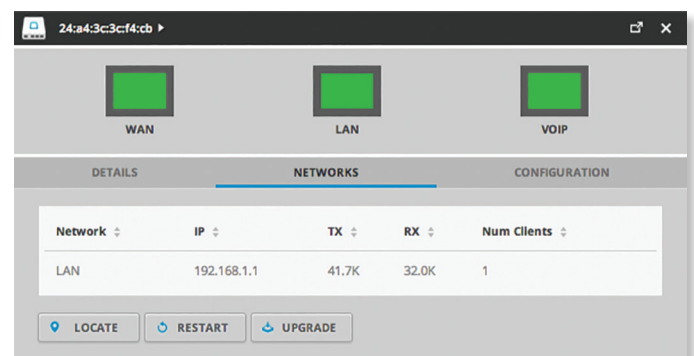
Up Pkts/Bytes Displays the amount of data uploaded as packets and bytes.

Down Activity Displays the level of download activity in Bytes per second.

Up Activity Displays the level of upload activity in Bytes per second.

UniFi Security Gateway – Networks

Click **Networks** to display the network name, IP address, TX and RX throughput, and number of clients.



Network Displays the name of the network.

IP Displays the local IP address of the network.

TX Displays the outgoing (transmit) throughput.

RX Displays the incoming (receive) throughput.

Num Clients Displays the number of clients on the network.

UniFi Security Gateway – Configuration

Click **Configuration** to configure the alias, WAN settings, and port forwarding entries. You can also move the Gateway to another site.

Config

The screenshot shows the UniFi Security Gateway configuration interface. At the top, there are three status indicators for WAN, LAN, and VOIP, all showing green. Below this is a navigation bar with three tabs: DETAILS, NETWORKS, and CONFIGURATION. The CONFIGURATION tab is active. Under the CONFIG section, there is a field for 'Alias' with an empty text box and an 'APPLY' button below it. Below the Alias field are three sections: WAN, PORT FORWARD, and FORGET THIS GATEWAY. At the bottom of the interface are three buttons: LOCATE, RESTART, and UPGRADE.

Alias Displays the customizable name or identifier of the Gateway. The *Alias* is also known as the host name.

Apply Click **Apply** to save the change.

WAN

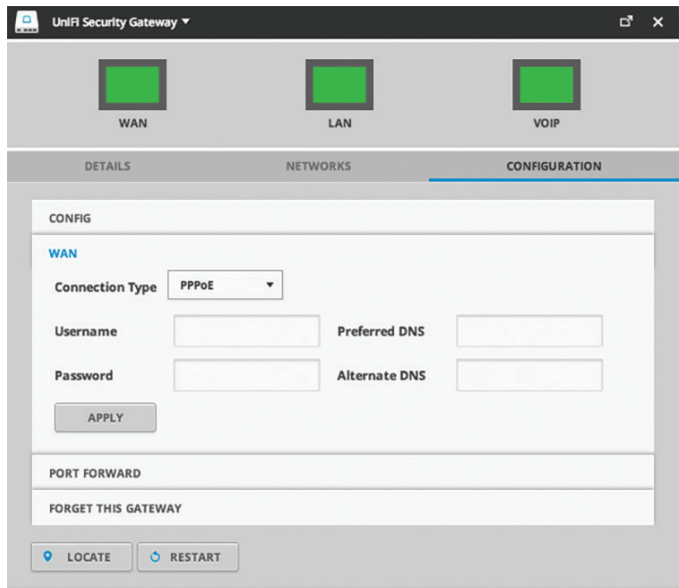
Connection Type Select the Internet connection type for your service.

The screenshot shows the UniFi Security Gateway configuration interface. At the top, there are three status indicators for WAN, LAN, and VOIP, all showing green. Below this is a navigation bar with three tabs: DETAILS, NETWORKS, and CONFIGURATION. The CONFIGURATION tab is active. Under the CONFIG section, there is a 'WAN' sub-section. It contains a 'Connection Type' dropdown menu set to 'Using DHCP', and two empty text boxes for 'Preferred DNS' and 'Alternate DNS'. Below these fields is an 'APPLY' button. Below the WAN section are three sections: PORT FORWARD, FORGET THIS GATEWAY, and at the bottom, three buttons: LOCATE, RESTART, and UPGRADE.

- **Using DHCP** The use of the Dynamic Host Configuration Protocol (DHCP) is the default. The Gateway automatically acquires network settings from the service provider's DHCP server.
 - **Preferred DNS** Enter the IP address of the service provider's primary DNS server.
 - **Alternate DNS** Enter the IP address of the service provider's secondary DNS server.
- **Apply** Click **Apply** to save changes.

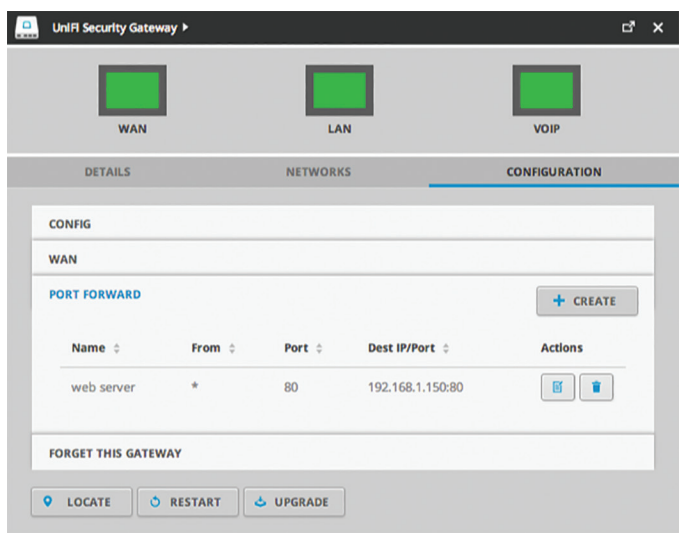
The screenshot shows the UniFi Security Gateway configuration interface. At the top, there are three status indicators for WAN, LAN, and VOIP, all showing green. Below this is a navigation bar with three tabs: DETAILS, NETWORKS, and CONFIGURATION. The CONFIGURATION tab is active. Under the CONFIG section, there is a 'WAN' sub-section. It contains a 'Connection Type' dropdown menu set to 'Static IP', and a 'Router' text box. Below these are two rows of text boxes: 'IP Address' and 'Subnet Mask' on the left, and 'Preferred DNS' and 'Alternate DNS' on the right. Below these fields is an 'APPLY' button. Below the WAN section are three sections: PORT FORWARD, FORGET THIS GATEWAY, and at the bottom, three buttons: LOCATE, RESTART, and UPGRADE.

- **Static IP** The service provider assigns fixed network settings to your service for manual entry. Enter the following information:
 - **IP Address** Enter the Internet IP address of the Gateway.
 - **Subnet Mask** Enter the subnet mask of the Gateway.
 - **Router** Enter the IP address of the service provider's gateway router.
 - **Preferred DNS** Enter the IP address of the service provider's primary DNS server.
 - **Alternate DNS** Enter the IP address of the service provider's secondary DNS server.
- **Apply** Click **Apply** to save changes.



- **PPPoE** Point-to-Point Protocol over Ethernet (PPPoE) is a virtual private and secure connection between two systems that enables encapsulated data transport. Enter the following information:
 - **Username** Enter the username used to connect to the PPPoE server.
 - **Password** Enter the password used to connect to the PPPoE server.
 - **Preferred DNS** Enter the IP address of the service provider's primary DNS server.
 - **Alternate DNS** Enter the IP address of the service provider's secondary DNS server.
- **Apply** Click **Apply** to save changes.

Port Forward



Create Click **+ CREATE** to add a new entry. Go to the *Create New Entry* section in the next column.

Name Displays the name of the port forwarding entry.

From Displays the source IP address, if specified.

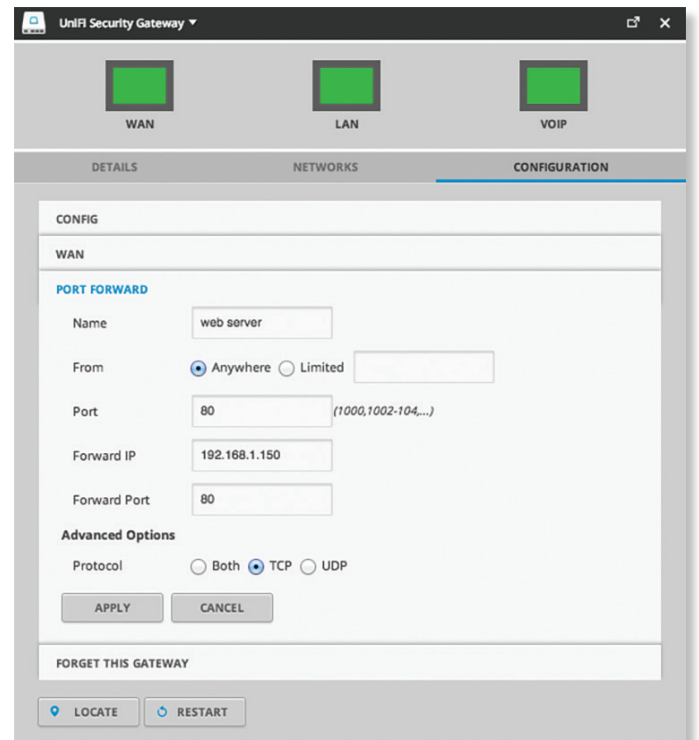
Port Displays the port or ports that will be forwarded to the LAN.

Dest IP/Port Displays the destination IP address and/or port, which will receive the forwarded port traffic.

Actions Click a button to perform the desired action:

- **Edit** Click to edit the port forwarding entry.
- **Delete** Click to delete the port forwarding entry.

Create New Entry



Name Enter a name to identify this port forwarding entry.

From The default is *Anywhere*, which accepts traffic from any source IP address. To specify a source IP address, select **Limited** and enter the source IP address in the field provided.

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*).

Forward IP Enter the LAN IP address that will receive the forwarded port traffic.

Forward 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.

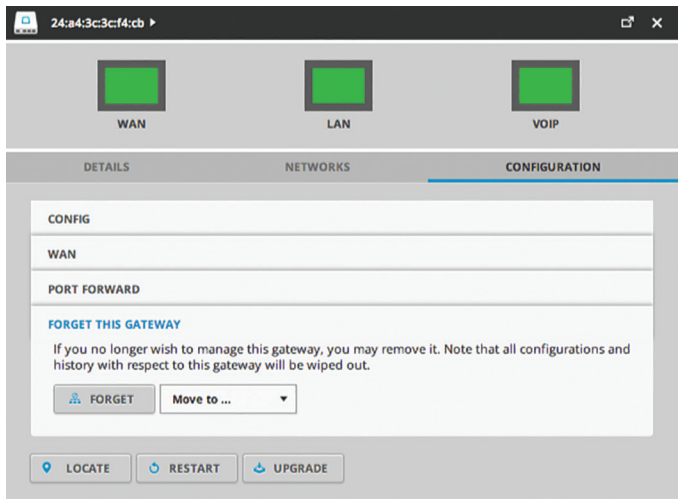
Advanced Options


Protocol Select the protocol that will be forwarded: **Both**, **TCP**, or **UDP**.


Apply Click **Apply** to save changes.

Cancel Click *Cancel* to discard changes.

Forget This Gateway



Forget Click  **FORGET** to remove the Gateway from management by the UniFi Controller software and reset it to factory default settings.

 **Note:** Use caution when clicking *Forget*. This will restore the Gateway to factory default settings while it is in a *Connected* state.

Move to To move the Gateway, select another site from the drop-down menu.

Chapter 11: UniFi Switch Details

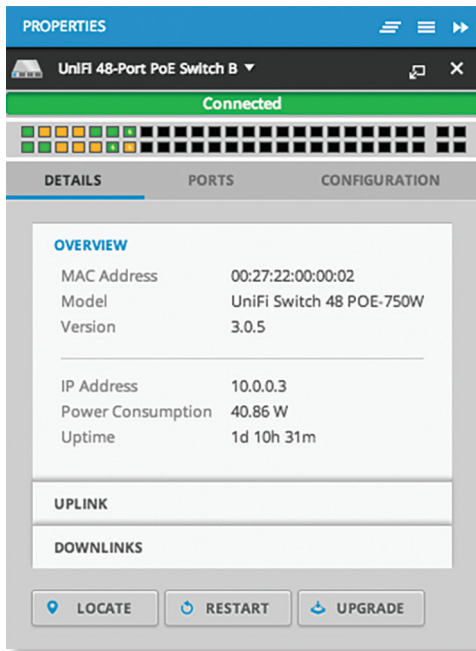
A UniFi Switch hyperlink opens the UniFi Switch's *Details* window either in the *Properties* tab or as a separate popup window. You can always dock this window in the *Properties* tab or detach it as a separate window.

The top of the window displays the device icon and name (or MAC address).

Properties

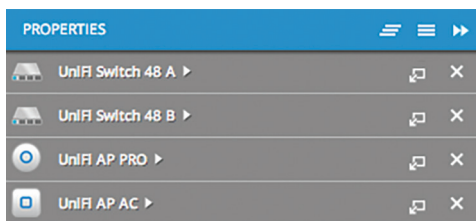
The *Properties* tab is hidden by default. To display it, click the *properties* icon. The *Properties* tab appears on the right side of the *Devices* screen.

Information about each selected device appears as a popup within this tab.



Close Click to close the *Properties* tab and client popups.

Minimize Click to display the clients as drop-down rows.



Each row displays the following:

- **(icon)** Displays the icon of the device (the icon will vary depending on the model).
- **Name/MAC Address** Displays the hostname, alias, or MAC address of the device.

- **Display** Click to display the device information.
- **Detach** Click to display the same information in a separate popup screen that can be moved anywhere within the browser screen.
- **Close** Click to close the device popup.

Hide Click to hide the *Properties* tab but allow the device popups to remain accessible from this tab.

The top part of the window displays the connection status:

- **Pending Approval** Default state, available for adoption.
- **Connected** Indicates a managed connection.
- **Disconnected** Indicates no connection.

The ports display their status:

- Indicates a 10/100 Mbps connection.
- Indicates 10/100 Mbps connection with PoE.
- Indicates a 1000 Mbps connection.
- Indicates 1000 Mbps connection with PoE.
- Indicates no connection.

Place your cursor over a port to view the following:

- **Port** Displays the port number.
- **Name** Displays the name of the port.
- **Status** Displays the connection speed and duplex mode.
- **TX** Displays the amount of data transmitted.
- **RX** Displays the amount of data received.
- **PoE** (Not applicable to the SFP ports.) Displays the PoE setting:
 - **Off** PoE is disabled.
 - **24V Passive** 24V passive PoE is enabled.
 - **__W** Power output is displayed in watts.
 - **PoE+** 802.3at/af devices can be plugged in and automatically receive PoE.
- **Networks/VLANs** Displays the networks/VLANs that the port belongs to.

Port	12
Name	Port 12
Status	1000 FDX
TX	804M
RX	67.8M
PoE	15.63w
Networks/VLANs	All

There are three clickable tabs:

- **“UniFi Switch – Details” on page 62**
- **“UniFi Switch – Ports” on page 63**
- **“UniFi Switch – Configuration” on page 64**

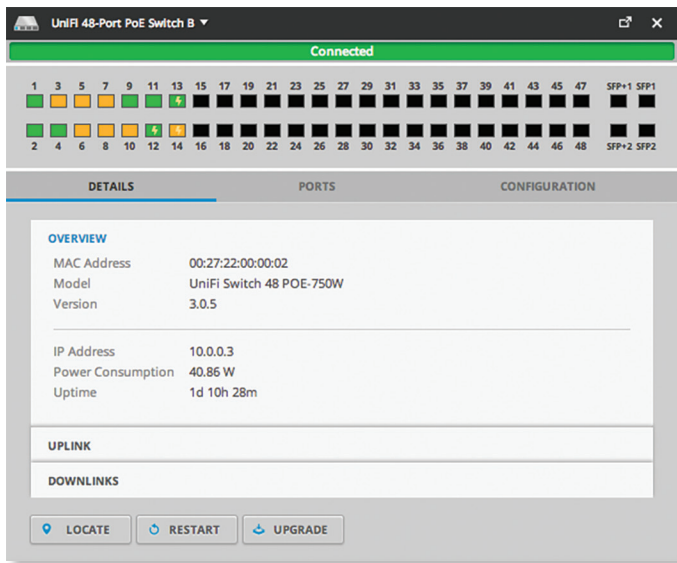
The bottom of the window has three buttons:

- **Locate** Click [LOCATE](#) to flash the System LED on the Switch and the Switch's icon on the *Map* tab so you can locate it. The LED will flash until the *Locate* button is clicked again. (The icon on the *Map* tab will flash three times and stop.)
- **Restart** Click [RESTART](#) to restart the Switch.
- **Upgrade** If a software upgrade is available for the Switch, click [UPGRADE](#) to install the latest UniFi firmware on the Switch. The *Status* will appear as *Upgrading* until the process is complete and the Switch reconnects to the UniFi Controller software.

UniFi Switch – Details

Click **Overview** to display the device specifics, connection details, and uptime.

Overview



MAC Address Displays the MAC address or unique hardware identifier of the Switch.

Model Displays the model name of the Switch.

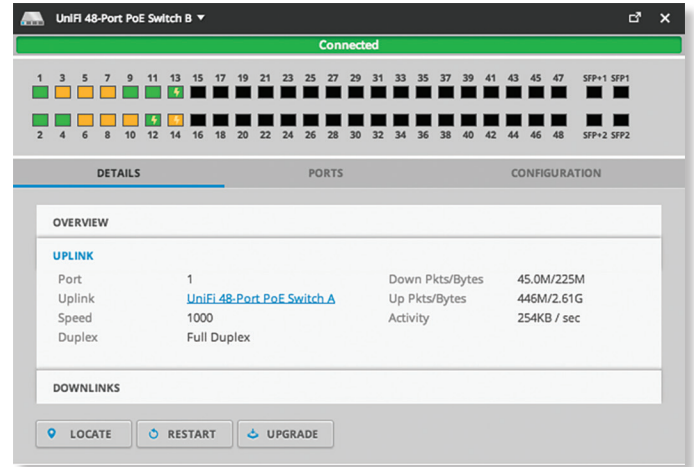
Version Displays the version number of the Switch's firmware.

IP Address Displays the IP address of the Switch.

Power Consumption Displays the amount of power used by the Switch.

Uptime Displays the duration of time the Switch has been running without interruption.

Uplink



Port Displays the port number.

Uplink Displays the name or MAC address of the uplink device. You can click the name to get additional details.

Speed Displays the connection speed in Mbps.

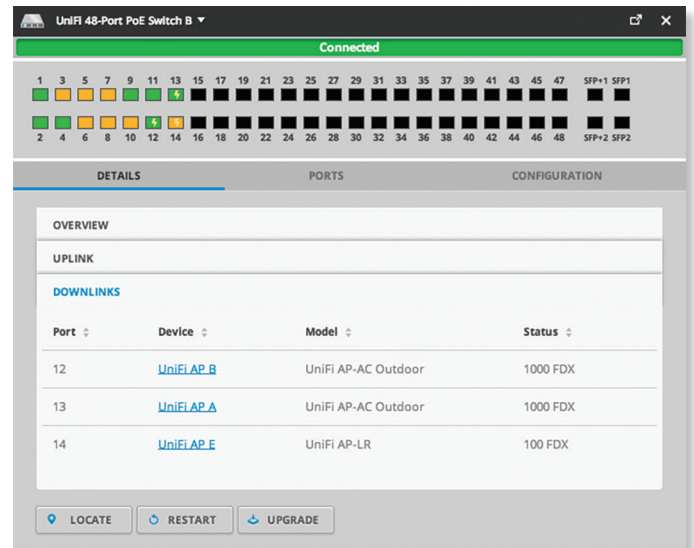
Duplex Displays the mode, *Full Duplex* or *Half Duplex*.

Down Pkts/Bytes Displays the amount of data downloaded as packets and bytes.

Up Pkts/Bytes Displays the number of packets and total bytes uploaded by the device.

Activity Displays the level of activity in Bytes per second.

Downlinks



Port Displays the number of the connected port.

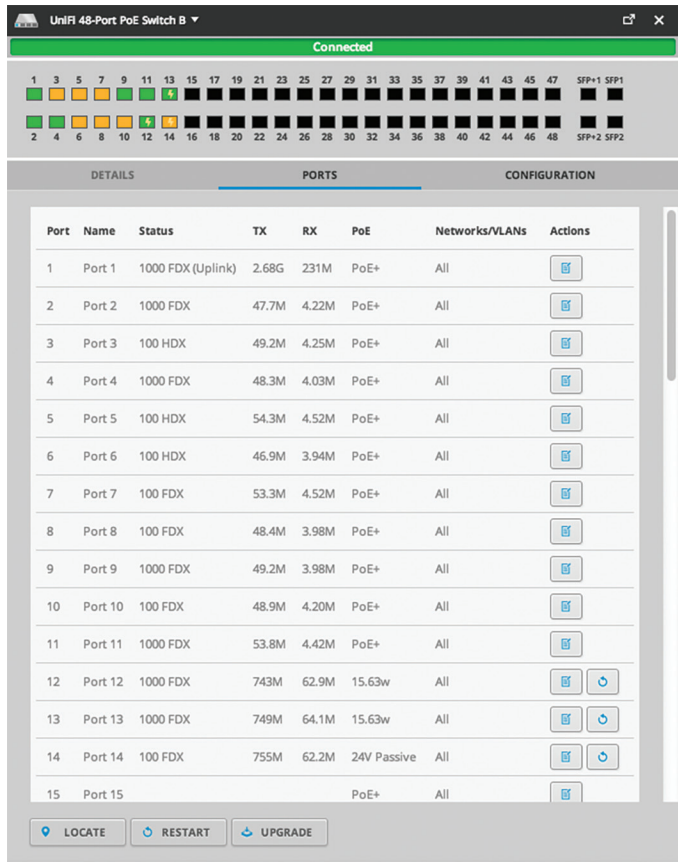
Device Displays the name or MAC address of the downlink device. You can click the name to get additional details.

Model Displays the model number of the downlink device.

Status Displays the connection speed and duplex mode.

UniFi Switch – Ports

Click **Ports** to display the port name, status, TX and RX throughput, PoE setting, and networks/VLANs.



Port Displays the port number.

Name Displays the name of the port.

Status Displays the connection speed and duplex mode.

TX Displays the amount of data transmitted.

RX Displays the amount of data received.

PoE Displays the PoE setting:

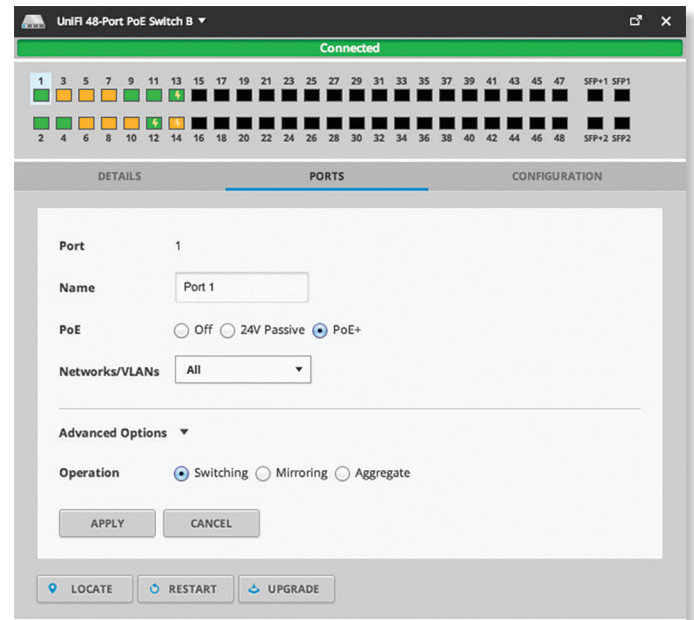
- **Off** PoE is disabled.
- **24V Passive** 24V passive PoE is enabled.
- **__W** Power output is displayed in watts.
- **PoE+** 802.3at/af devices can be plugged in and automatically receive PoE.

Networks/VLANs Displays the networks/VLANs that the port belongs to.

Actions Click a button to perform the desired action:

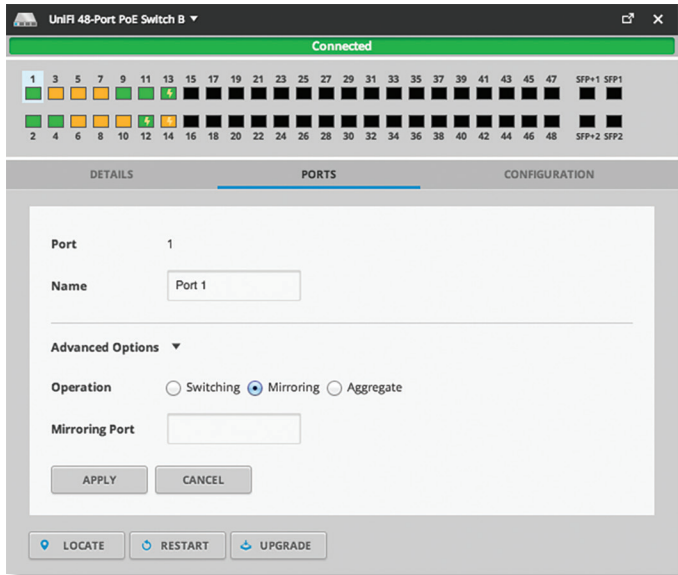
- **Edit** Click [Edit] to change the port configuration. Proceed to the following section, *Port Configuration*.
- **Powercycle** (Available only if the connected devices uses PoE.) Click [Powercycle] to restart the connected device.

Port Configuration



- **Port** Displays the number of the port.
- **Name** Displays the customizable name or identifier of the port. Click **Apply** to save the change.
- **PoE** All ports are set to auto-sensing *PoE+* by default.
 - **Off** Disable PoE.
 - **24V Passive** Select this option to power devices that support 24V passive PoE.
- **Note:** Before activating 24V passive PoE, ensure that the connected device supports PoE and the supplied voltage.
 - **PoE+** 802.3at/af devices can be plugged in and automatically receive PoE.
- **Networks/VLANs** Select the appropriate network or VLAN, or select *Disabled* to disable this port. The default is *All*.

- **Advanced Options** Click the icon to display the following:
 - **Switching** The default mode.
 - **Mirroring** The network traffic of this port will receive the mirrored traffic from the port listed below for analysis:
 - **Mirroring Port** Enter the number of the port that will be mirrored.

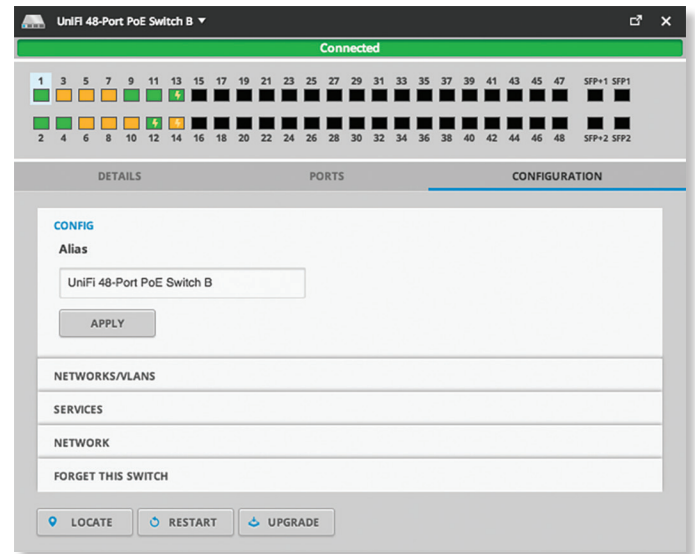


- **Apply** Click **Apply** to save changes.
- **Cancel** Click *Cancel* to discard changes.

UniFi Switch – Configuration

Click **Configuration** to configure the alias, network/VLANs, services, and network settings. You can also move the Switch to another site.

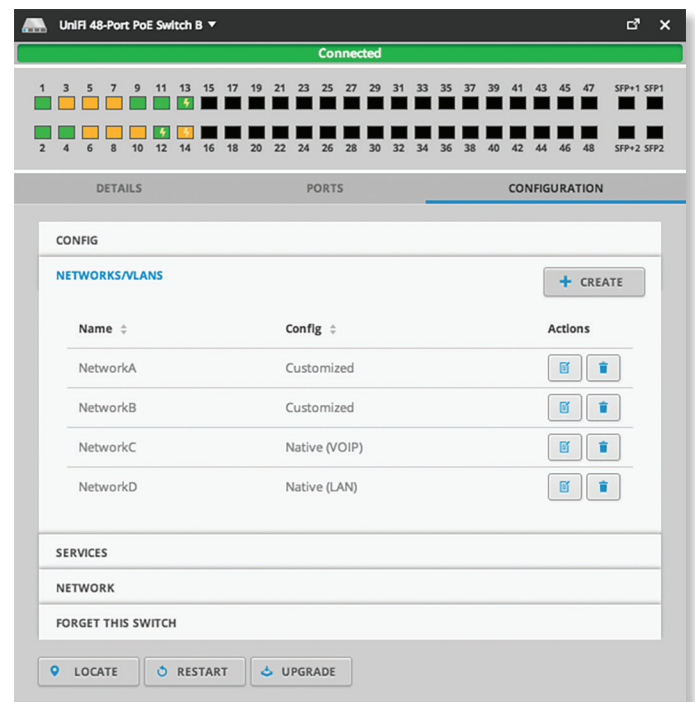
Alias



Alias Displays the customizable name or identifier of the Switch. The *Alias* is also known as the host name.

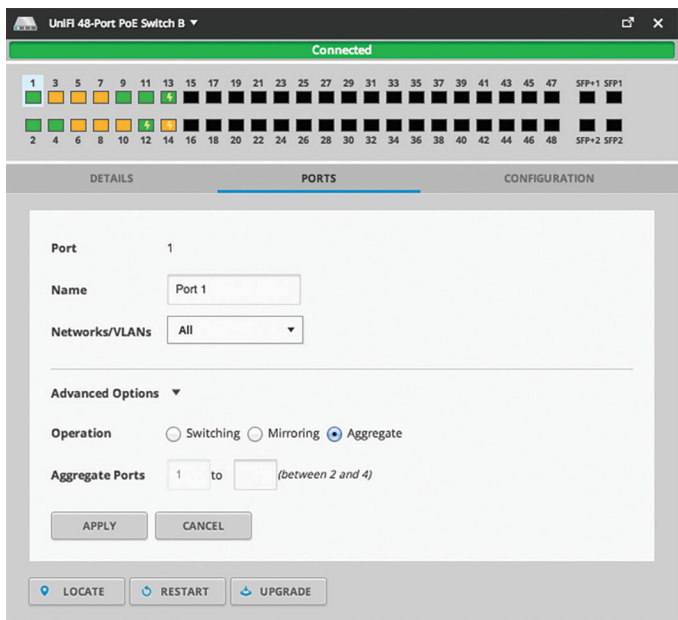
Apply Click **Apply** to save changes.

Networks/VLANs





Create Click **+ CREATE** to add a new entry. Go to **“Create New Network/VLAN”** on page 65.

- **Aggregate** A port channel, also known as a Link Aggregation Group (LAG), combines multiple links into a single logical link (single IP address) for load balancing and/or redundancy. If you select this option, then this port becomes the start port of the aggregate link.
 - **Aggregate Ports** Enter the end port number of the LAG. (Two to four ports are permitted per LAG.)

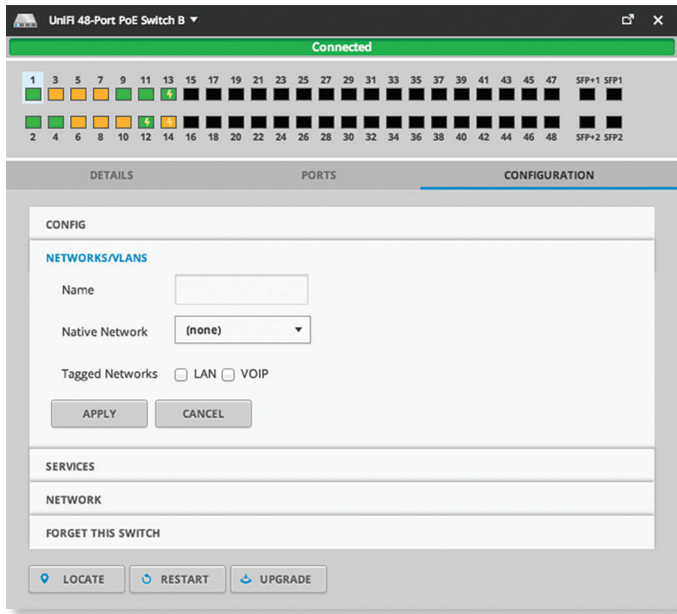


Name Displays the name of the network/VLAN.
Config Displays the configuration: *Native* (____) or *Customized*. (Networks may be created in **“Settings > Networks” on page 9.**)

Actions Click a button to perform the desired action:

- **Edit** Click  to edit the network/VLAN entry.
- **Delete** Click  to delete the network/VLAN entry.

Create New Network/VLAN



- **Name** Enter a name to identify this network/VLAN.
- **Native Network** A native network has a Port VLAN Identifier (PVID), which identifies the default VLAN. A switch assigned to a native network participates in the VLAN of that native network.

The Switch accepts tagged and untagged packets in the ingress direction, and the untagged packets are assigned to the VLAN of the native network. For example, if the PVID is *VLAN 30*, then all untagged packets are assigned to *VLAN 30*. In the egress direction, the native network packets are stripped of the VLAN 30 header and exit as untagged packets.

This table lists how the packets are handled:

Packet Type	Ingress	Action	Egress
Tagged	Accepted	Remains tagged	Sent out as tagged
Untagged	Accepted	Assigned to VLAN of native network	VLAN header removed and sent out as untagged

Each physical port can have multiple networks attached; however, only one of them can be native (untagged). Select the appropriate native network. (Additional networks may be created in **“Settings > Networks” on page 9.**)

- **Tagged Networks** For a Switch belonging to a tagged network, the packets will be tagged in both ingress and egress directions. For example, the native network is *LAN* with *VLAN 1* as the PVID. The switch is connected to an AP with two tagged networks:

- VLAN 20: corporate
- VLAN 30: guest

This table lists how the packets are handled:

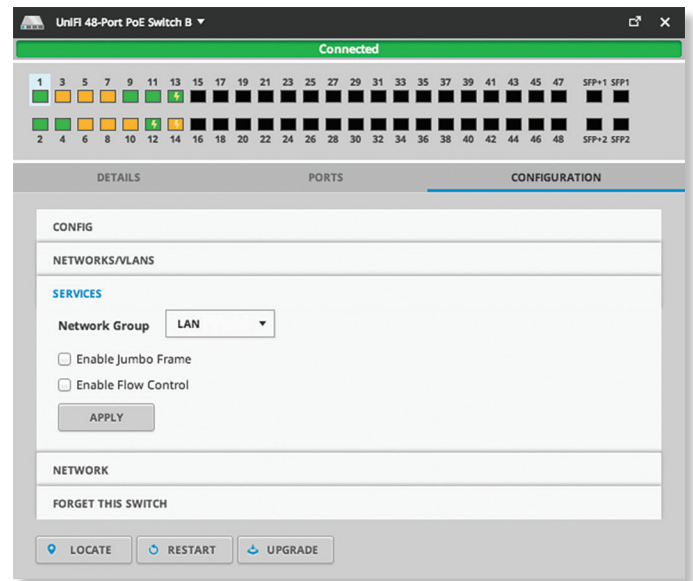
Packet Type	Ingress	Action	Egress
Untagged	Accepted	Assigned to VLAN 1	VLAN header removed and sent out as untagged
Tagged as VLAN 20	Accepted	Remains tagged	Sent out tagged as VLAN 20
Tagged as VLAN 30	Accepted	Remains tagged	Sent out tagged as VLAN 30

The proper use of VLANs isolates the traffic of each VLAN. The guest traffic on VLAN 30 will be kept separate from the traffic on the corporate network.

Select the appropriate tagged network. (Additional networks may be created in **“Settings > Networks” on page 9.**)

- **Apply** Click **Apply** to save changes.
- **Cancel** Click *Cancel* to discard changes.

Services



Network Group A network group defines the management VLAN for the Switch. Select the appropriate network group.

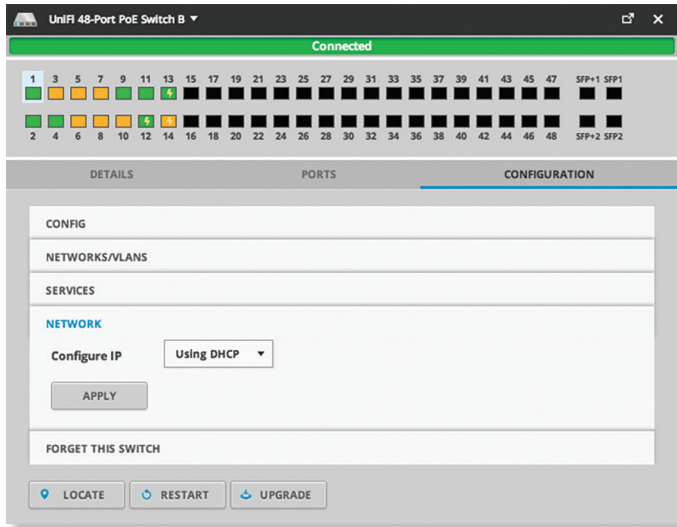
Enable Jumbo Frame Disabled by default. The Maximum Transmission Unit (MTU) is the maximum packet size (in bytes) that a network interface can transmit. A jumbo frame is larger than the standard Ethernet frame with an MTU of 1500. Jumbo frames are typically used for Gigabit Ethernet connections. If you enable this option, then this port handles jumbo frames and forwards them.

Enable Flow Control Disabled by default. *Flow Control* allows the port to manage data rates in case the sending and receiving devices use different data transmission rates.

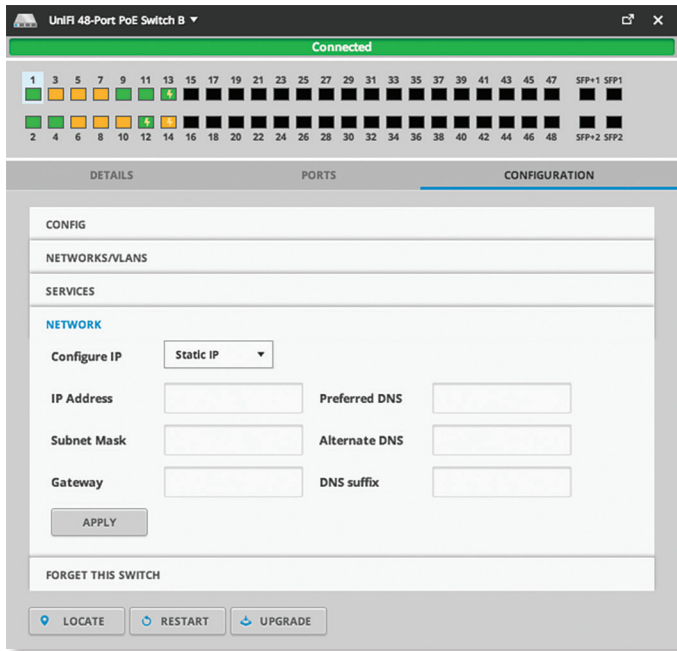
Apply Click **Apply** to save changes.

Network

Configure IP Select the Internet connection type for your service.

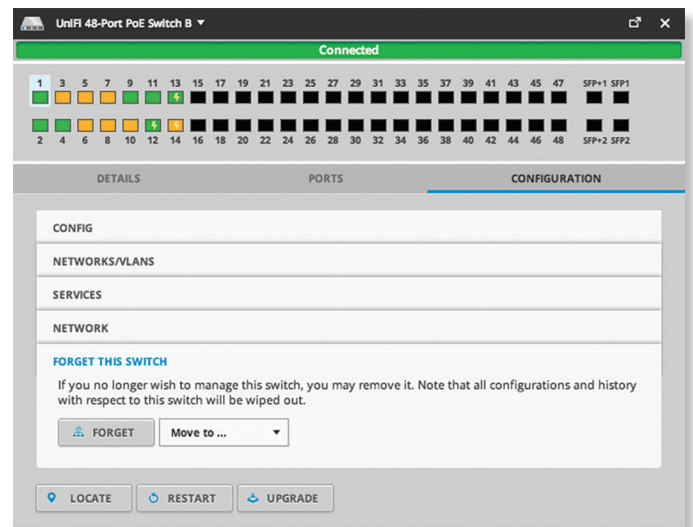


- **Using DHCP** The use of the Dynamic Host Configuration Protocol (DHCP) is the default. The AP automatically acquires network settings from the network's DHCP server.
- **Apply** Click **Apply** to save changes.



- **Static IP** Assign fixed network settings to the Switch. Enter the following information:
 - **IP Address** Enter the IP address for the Switch.
 - **Subnet Mask** Enter the subnet mask of the Switch.
 - **Gateway** Enter the IP address of the gateway (for example, the UniFi Security Gateway).
 - **Preferred DNS** Enter the IP address of the primary DNS server.
 - **Alternate DNS** Enter the IP address of the secondary DNS server.
 - **DNS Suffix** Enter the Fully Qualified Domain Name (FQDN) without the hostname.
- **Apply** Click **Apply** to save changes.

Forget This Switch



Forget Click **FORGET** to remove the Switch from management by the UniFi Controller software and reset it to factory default settings.

Note: Use caution when clicking *Forget*. This will restore the Switch to factory default settings when it is in a *Connected* state.

Move to To move the Switch, select another site from the drop-down menu.

Chapter 12: UniFi Access Point Details

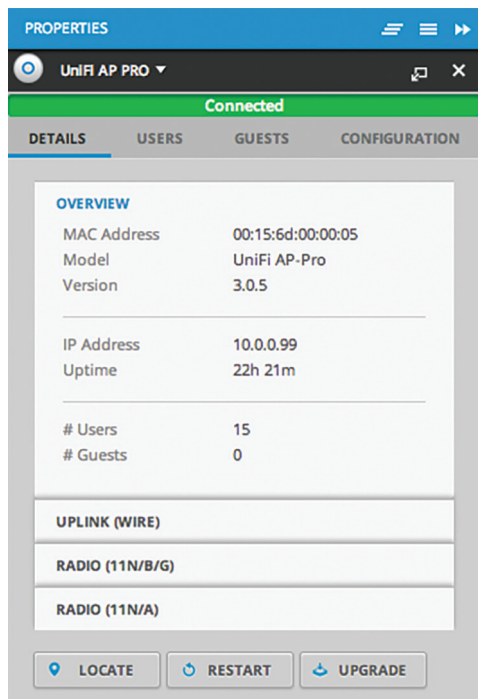
A UniFi AP hyperlink opens the UniFi AP's *Details* window either in the *Properties* tab or as a separate popup window. You can always dock this window in the *Properties* tab or detach it as a separate window.

The top of the window displays the device icon and name (or MAC address).

Properties

The *Properties* tab is hidden by default. To display it, click the *properties* icon. The *Properties* tab appears on the right side of the *Devices* screen.

Information about each selected device appears as a popup within this tab.



Close Click to close the *Properties* tab and client popups.

Minimize Click to display the clients as drop-down rows.



Each row displays the following:

- **(icon)** Displays the icon of the device (the icon will vary depending on the model).

- **Name/MAC Address** Displays the hostname, alias, or MAC address of the device.
- **Display** Click to display the device information.
- **Detach** Click to display the same information in a separate popup screen that can be moved anywhere within the browser screen.
- **Close** Click to close the device popup.

Hide Click to hide the *Properties* tab but allow the device popups to remain accessible from this tab.

The upper part of the window displays the connection status:

- **Pending Approval** Default state, available for adoption.
- **Connected** Indicates a wired connection.
- **Connected (wireless)** Indicates a wireless connection.

Note: The UAP-AC and UAP-AC Outdoor do not support wireless uplinks for this release.

- **Managed by Other** Not in the default state but not controlled by the current UniFi Controller.
- **Isolated** To establish a connection to the UniFi Controller, perform one of the following actions:
 - Reconnect the AP to the gateway or router.
 - Connect an Ethernet cable from the *Secondary Ethernet Port* (if available) of the isolated AP to the *Secondary Ethernet Port* (if available) of another UniFi AP that is connected to the gateway or router.
 - Establish a wireless uplink to a wired AP.
- **Disconnected** To establish a connection to the UniFi Controller, perform one of the following actions:
 - Reconnect the AP to the gateway or router.
 - Connect an Ethernet cable from the *Secondary Ethernet Port* (if available) of the isolated AP to the *Secondary Ethernet Port* (if available) of another UniFi AP that is connected to the gateway or router.
 - Establish a wireless uplink to a wired AP.

There are four clickable tabs:

- **“UniFi Access Point – Details” on page 68**
- **“UniFi Access Point – Users” on page 70**
- **“UniFi Access Point – Guests” on page 70**
- **“UniFi Access Point – Configuration” on page 71**

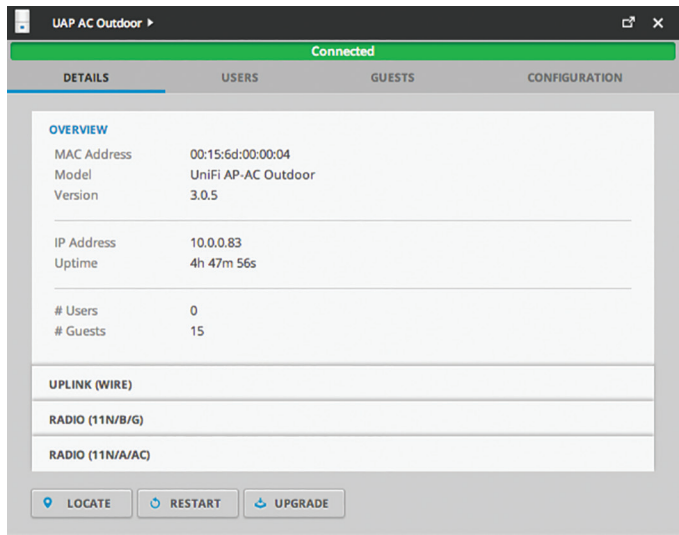
The bottom of the window has three buttons:

- **Locate** Click to flash the LED on the AP and the AP's icon on the *Map* tab so you can locate it. The LED will flash until the *Locate* button is clicked again. (The icon on the *Map* tab will flash three times and stop.)
- **Restart** Click to restart the AP.
- **Upgrade** If a software upgrade is available for the AP, click to install the latest UniFi firmware on the AP. The *Status* will appear as *Upgrading* until the process is complete and the AP reconnects to the UniFi Controller software.

UniFi Access Point – Details

Click **Overview** to display the device specifics, connection details, uptime, and user statistics.

Overview



MAC Address Displays the MAC address or unique hardware identifier of the AP.

Model Displays the model name of the AP.

Version Displays the version number of the AP's firmware.

IP Address Displays the IP address of the AP.

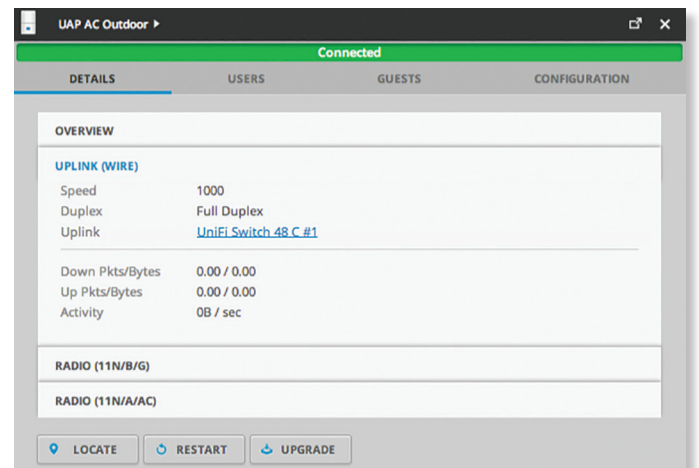
Uptime Displays the duration of time the AP has been running without interruption.

Users Displays the number of users connected to the primary network.

Guests Displays the number of users connected to the guest network.

Uplink (Wire)

If your AP has a wired uplink connection, click **Uplink (Wire)** to display details about the wired uplink.



Speed Displays the connection speed in Mbps.

Duplex Displays the mode, *Full Duplex* or *Half Duplex*.

Uplink Displays the name, alias, or MAC address of the switch or other uplink device being used by the AP. You can click the name to get additional details on the device.

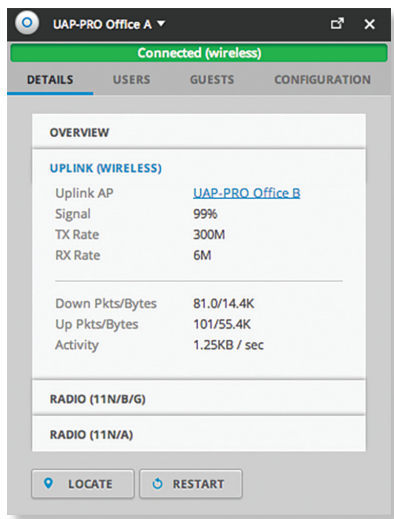
Down Pkts/Bytes Displays the amount of data downloaded as packets and bytes.

Up Pkts/Bytes Displays the amount of data uploaded as packets and bytes.

Activity Displays the level of activity in Bytes per second.

Uplink (Wireless)

If your AP has a wireless uplink connection, click **Uplink (Wireless)** to display details about the wireless uplink.



Uplink AP Displays the name, alias, or MAC address of the uplink AP. You can click the name to get additional details on the uplink AP.

Signal Displays the percentage of signal strength between the two APs.

TX Rate Displays the transmit rate.

RX Rate Displays the receive rate.

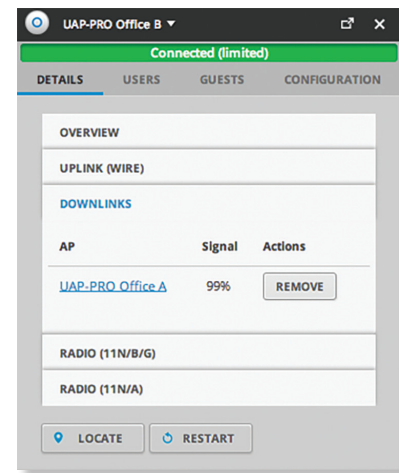
Down Pkts/Bytes Displays the amount of data downloaded as packets and bytes.

Up Pkts/Bytes Displays the amount of data uploaded as packets and bytes.

Activity Displays the level of activity in Bytes per second.

Downlink

The wireless APs currently connected to the wired AP are displayed.



Note: *Downlinks* will only be visible under the *Details* tab when a wireless AP is connected.

AP Displays the name, alias, or MAC address of the downlink AP. You can click the name to get additional details on the device.

Signal Displays the percentage of signal strength between the two APs.

Actions Click a button to perform the desired action:

- **Remove** Remove the wireless AP from the wired AP.

Radio (11N/B/G) or Radio (11N/A/AC)

Click **Radio (11N/B/G)** or **Radio (11N/A/AC)** to display the channel and transmit/receive statistics.

The screenshot shows the 'Radio (11N/B/G)' section of the UniFi Controller interface. The 'Overview' tab is active, displaying the following statistics:

Radio (11N/B/G)	Value
Channel	11
Transmit Power	30 dBm (EIRP)
TX Pkts/Bytes	16.0G / 95.8G
RX Pkts/Bytes	1.58G / 7.89G
TX Retry/Dropped	0.0% / 0.0%
RX Retry/Dropped	0.0% / 0.0%

Below the statistics, the number of users and guests is shown:

# Users	0
# Guests	11

At the bottom, there are buttons for 'LOCATE', 'RESTART', and 'UPGRADE'.

The screenshot shows the 'Radio (11N/A/AC)' section of the UniFi Controller interface. The 'Overview' tab is active, displaying the following statistics:

Radio (11N/A/AC)	Value
Channel	48
Transmit Power	28 dBm (EIRP)
TX Pkts/Bytes	/
RX Pkts/Bytes	/
TX Retry/Dropped	0% / 0%
RX Retry/Dropped	0% / 0%

Below the statistics, the number of users and guests is shown:

# Users	0
# Guests	4

At the bottom, there are buttons for 'LOCATE', 'RESTART', and 'UPGRADE'.

Channel Displays the channel being used.

Transmit Power Displays the EIRP in dBm.



Note: If the device has an external antenna, you can place the mouse over the icon for additional details.

TX Pkts/Bytes Displays the amount of data transmitted as packets and bytes.

RX Pkts/Bytes Displays the amount of data received as packets and bytes.

TX Retry/Dropped Displays the percentage of transmit packets that needed to be re-sent and the percentage of packets that were dropped.

RX Retry/Dropped Displays the percentage of receive packets that needed to be re-sent and the percentage of packets that were dropped.

Users Displays the number of users connected to the primary network.

Guests Displays the number of guests connected to the guest network.

UniFi Access Point – Users

The screenshot shows the 'Users' tab of the UniFi Controller interface. The 'Overview' tab is active, displaying a table with the following columns: Name, Wlan, Signal, and TX. The table is empty, and a message states: 'There are no users connected to this device.' Below the table are buttons for 'LOCATE', 'RESTART', and 'UPGRADE'.

Name Displays the hostname, alias, or MAC address of the connected client. You can click the name to get additional details; see [“Client Details” on page 79](#) for more information.

WLAN Displays the name or SSID of the wireless network in use.

Signal Displays the percentage of signal strength between the user and AP.

TX Displays the transmit rate.

UniFi Access Point – Guests

The screenshot shows the 'Guests' tab of the UniFi Controller interface. The 'Overview' tab is active, displaying a table with the following columns: Name, Wlan, Signal, and TX. The table contains five rows of data:

Name	Wlan	Signal	TX
10:68:3f:00:00:2f	UBNT_UniFi_Guest	-13 dBm	15M
10:68:3f:00:00:2e	UBNT_UniFi_Guest	-60 dBm	72.2M
10:68:3f:00:00:30	UBNT_UniFi_Guest	-69 dBm	72.2M
10:68:3f:00:00:31	UBNT_UniFi_Guest	-87 dBm	65M
10:68:3f:00:00:32	UBNT_UniFi_Guest	-8 dBm	65M

At the bottom, there are buttons for 'LOCATE', 'RESTART', and 'UPGRADE'.

Name Displays the hostname, alias, or MAC address of the connected client. You can click the name to get additional details; see [“Client Details” on page 79](#) for more information.

WLAN Displays the name or SSID of the wireless network in use.

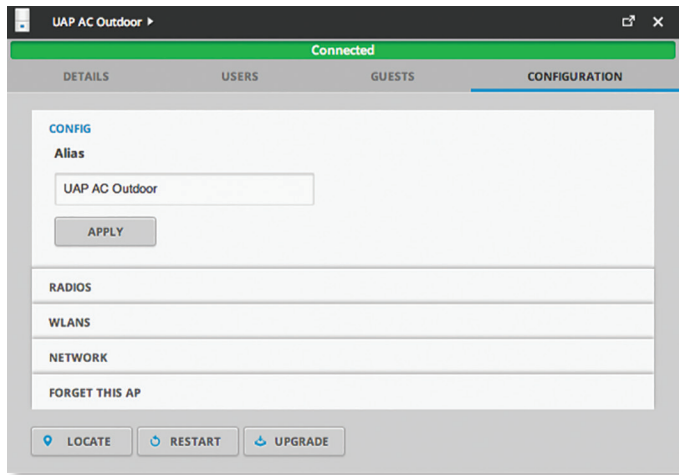
Signal Displays the percentage of signal strength between the guest and AP.

TX Displays the transmit rate.

UniFi Access Point – Configuration

Change device configuration settings.

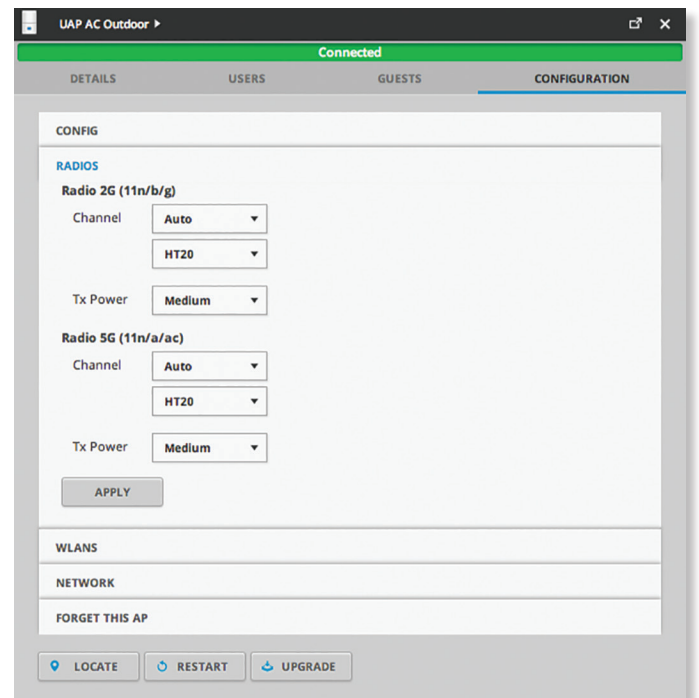
Alias



Alias Enter or edit the customizable name or identifier of the AP. The *Alias* is also known as the host name.


Apply Click **Apply** to save the change.

Radios



Channel Select the appropriate settings:

- **Auto/(channel number)** Select a channel number or keep the default, *Auto*.
- **HT20/HT40** Select **HT20** for 20 MHz operation or **HT40** for 40 MHz operation.

 **Note:** If the AP is part of a Zero Handoff WLAN Group, the *Channel* settings are chosen for you and cannot be changed.

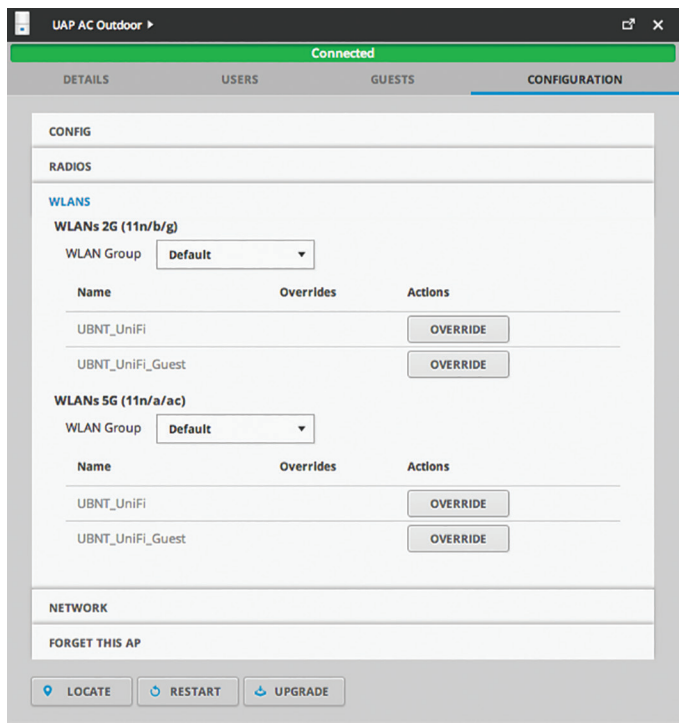
TX Power By default the transmit power is set to *Auto*. You can also manually select the following:

- **High** The highest TX power available.
- **Medium** Halfway between *High* and *Low*.
- **Low** The lowest TX power available.
- **Custom** Custom setting that you specify in the field provided. The *Antenna Gain* field also appears:
 - **Antenna Gain** Specify the antenna gain for your custom setting.

Apply Click **Apply** to save your changes.

WLANs

You can deploy multiple wireless networks organized into WLAN groups on different APs.



WLAN Group Select the appropriate group from the drop-down menu.

Name Displays the network name or SSID of the available wireless network.

Overrides Displays the SSID override information applied to the wireless network.

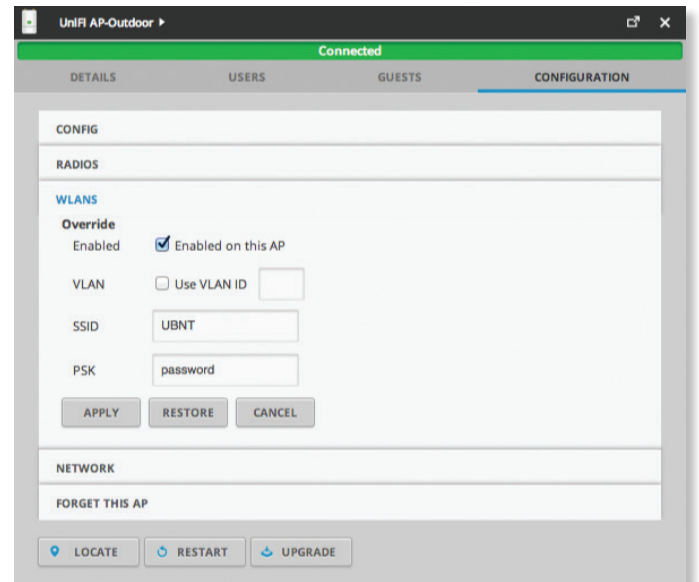
Actions Click a button to perform the desired action:

- **Override** Click **Override** to enable a VLAN (Virtual Local Area Network), set the VLAN ID, and enter the SSID override name to apply to the wireless network.



Note: The *Override* option is not available for a Zero Handoff WLAN Group.

Override



Enabled Select the checkbox to enable override settings on the AP

VLAN Select the checkbox to enable the VLAN.

- **Use VLAN ID** The VLAN ID is a unique value assigned to each VLAN on a single device. Enter a value between 2 and 4095. For example, in a large deployment where there are multiple buildings, you can use a different VLAN ID for each building while all of the VLANs remain on the same corporate network.

SSID Enter the SSID override name to apply to the wireless network.

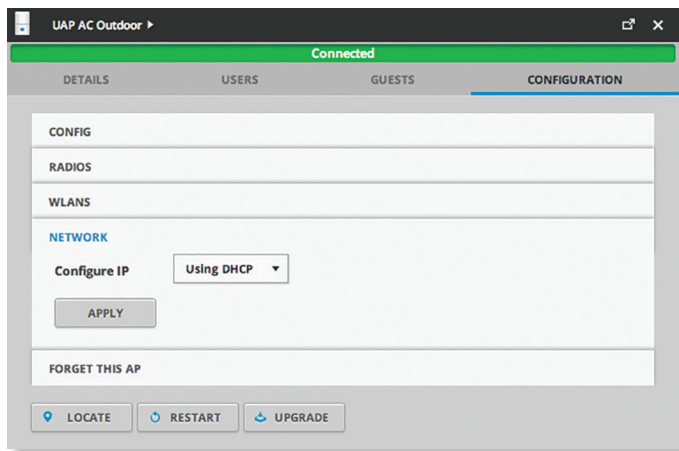
PSK If the WPA-Personal security option has been applied to the WLAN under *Settings > Wireless Networks*, then the Pre-Shared Key (PSK) for the SSID specified will automatically appear in this field.

Actions Click a button to perform the desired action:

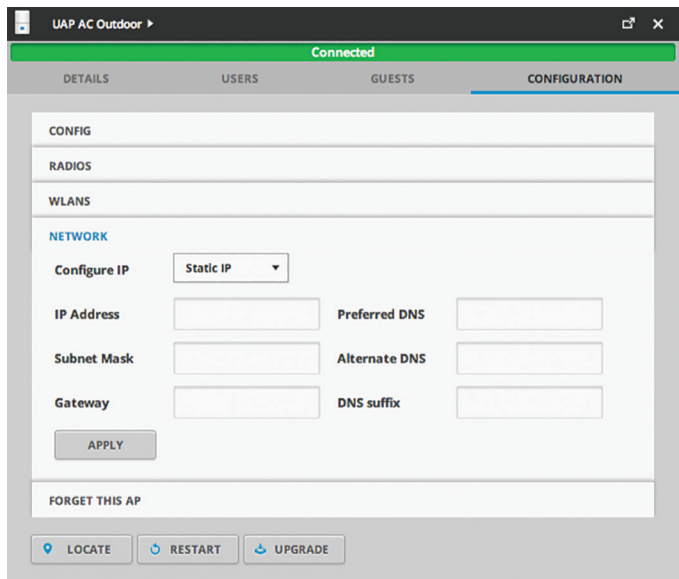
- **Apply** Click **Apply** to save changes.
- **Restore** Click **Restore** to remove any overrides that were applied to the selected wireless network.
- **Cancel** Click *Cancel* to discard changes.

Network

Configure IP Select the Internet connection type for your service.



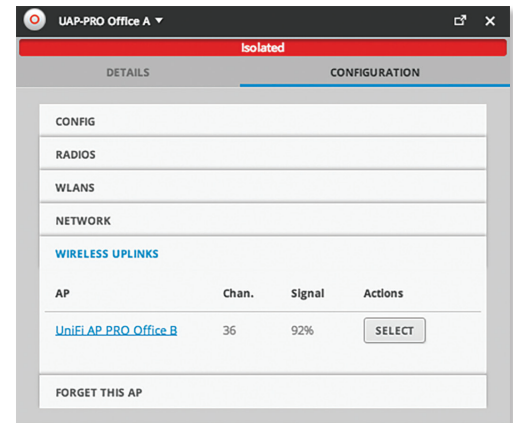
- **Using DHCP** Enabled by default. The AP automatically acquires network settings from the network's Dynamic Host Configuration Protocol (DHCP) server.
- **Apply** Click **Apply** to save the change.



- **Static IP** Assign fixed network settings to the AP. Enter the following information:
 - **IP Address** Enter the IP address for the AP.
 - **Subnet Mask** Enter the subnet mask of the AP.
 - **Gateway** Enter the IP address of the gateway (for example, the UniFi Security Gateway).
 - **Preferred DNS** Enter the IP address of the primary DNS server.
 - **Alternate DNS** Enter the IP address of the secondary DNS server.
 - **DNS Suffix** Enter the Fully Qualified Domain Name (FQDN) without the hostname.
- **Apply** Click **Apply** to save changes.

Wireless Uplinks

When an AP is not connected by a wire, the *Wireless Uplinks* section lists potential uplink APs that can be selected to establish a wireless connection.



AP Displays the hostname, alias, or MAC address of the potential Uplink AP. You can click the name to get additional details.

Channel Displays the channel in use for wireless communication.

Signal Displays the percentage of signal strength.

Actions Click a button to perform the desired action:

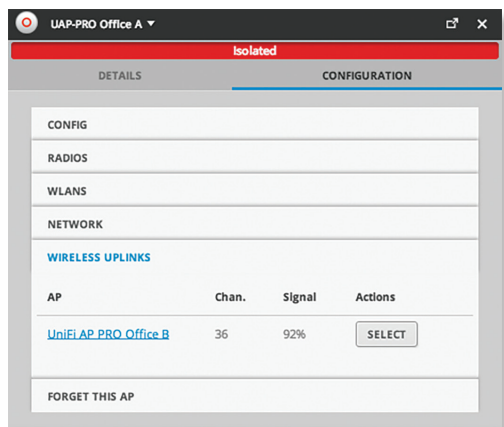
- **Select** Click **Select** to connect the wireless AP to the wired AP.
- **Remove** Click **Remove** to remove the wired AP from this list.


Note: An AP can only uplink to another AP using the same radio band. For example, the UAP-Outdoor 5G can only uplink to another UniFi AP using the 5 GHz radio band.

Access Point - Isolated/Disconnected


When an AP is in an *Isolated* or *Disconnected* state, you can re-establish a connection to the UniFi Controller software using one of three methods:

- Reconnect the AP to the gateway/router.
- Connect an Ethernet cable from the *Secondary Ethernet Port* (if available) of the isolated AP to the *Secondary Ethernet Port* (if available) of another UniFi AP that is connected to the gateway/router.
- Establish a wireless uplink to a wired AP. See **“Wireless Uplinks” on page 73** to find, select, and connect to a wired AP.



In an *Isolated* or *Disconnected* state, the *Map* tab displays the AP icon with a red/orange LED and *disconnected*  icon.

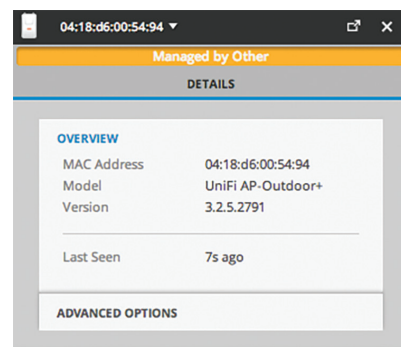
The LED on the actual device will be steady green or blue with occasional flashing. This AP doesn't provide any wireless service.

 **Note:** Do not use the *Forget this AP* option when the AP is in an *Isolated* or *Disconnected* state. If you do, then the only way to make the AP accessible from the UniFi Controller is to take it down and connect it by wire.

Access Point - Managed by Other

The *Managed by Other* state indicates that the AP is not in the default state but it is not controlled by the UniFi Controller.

Overview



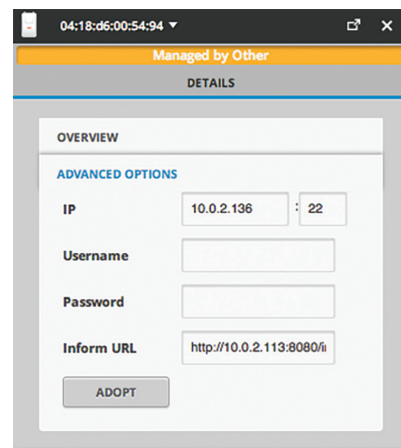
MAC Address Displays the MAC address of the AP.

Model Displays the model number.

Version Displays the version of software used on the AP.

Last Seen Displays the amount of time that has passed since the Access Point was last seen.

Advanced Options



IP Displays the IP address and SSH port of the AP.

Username Enter the SSH Username for management access. This is the *Device Username* you configured in **“Settings > Site” on page 6**.

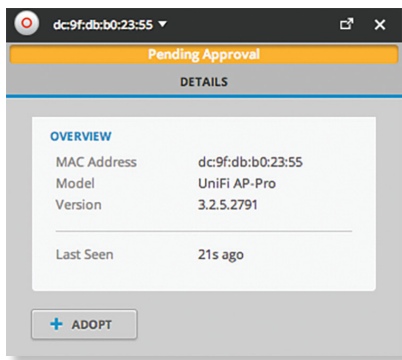
Password Enter the SSH Password for management access. This is the *Device Password* you configured in **“Settings > Site” on page 6**.

Inform URL This tells the AP where to look for the UniFi Controller. The URL will be automatically displayed but you may need to verify its accuracy as the system may have multiple interfaces.

Adopt Click **Adopt** to adopt the AP so you can manage it using the UniFi Controller software.

Access Point - Pending Approval

The *Pending Approval* state indicates that the Access Point is in the default state and is available for adoption.



MAC Address Displays the MAC address of the AP.

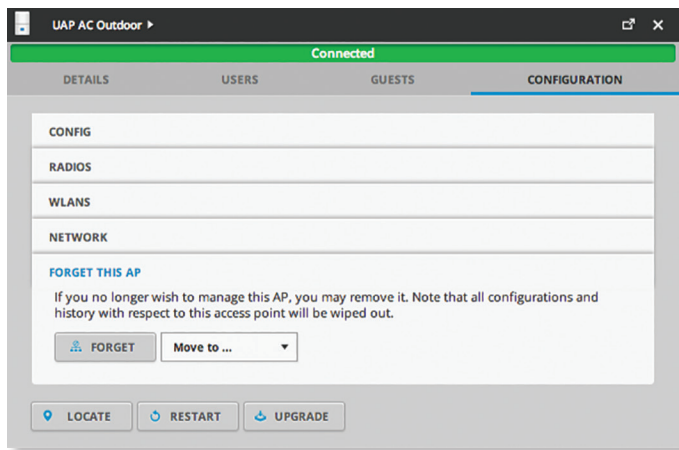
Model Displays the model number.

Version Displays the version of software used on the AP.

Last Seen Displays the amount of time that has passed since the AP was last seen.

Adopt Click **Adopt** to adopt the AP so you can manage it using the UniFi Controller software.

Forget This AP



Forget Click **FORGET** to remove the AP from management by the UniFi Controller software and reset it to factory default settings.

Note: Use caution when clicking *Forget*. This will restore the AP to factory default settings when it is in a *Connected* state. Do not use the *Forget* option when the AP is in an *Isolated* or *Disconnected* state. If you do, the only way to make the AP accessible from the UniFi Controller is to take it down and connect by wire.

Move to To move the AP, select another site from the drop-down menu.

Chapter 13: UniFi VoIP Phone Details

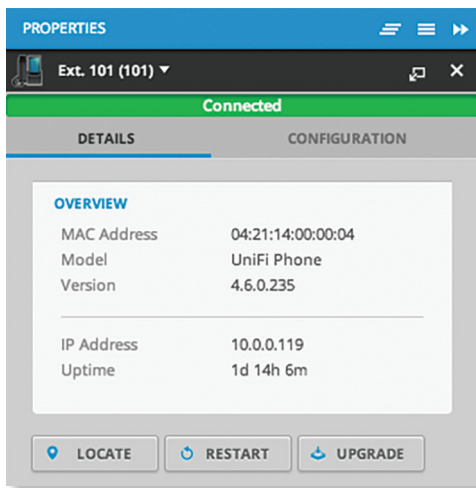
A UniFi VoIP Phone hyperlink opens the UniFi VoIP Phone's *Details* window either in the *Properties* tab or as a separate popup window. You can always dock this window in the *Properties* tab or detach it as a separate window.

The top of the window displays the device icon and name (or MAC address).

Properties

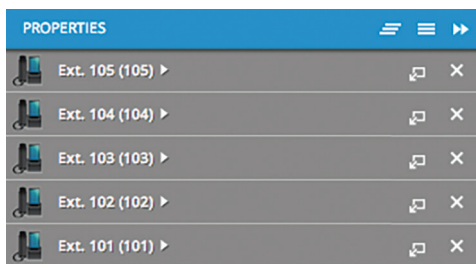
The *Properties* tab is hidden by default. To display it, click the *properties* icon. The *Properties* tab appears on the right side of the *Devices* screen.

Information about each selected device appears as a popup within this tab.



Close Click to close the *Properties* tab and client popups.

Minimize Click to display the clients as drop-down rows.



Each row displays the following:

- **(icon)** Displays the icon of the device (the icon will vary depending on the model).
- **Name/MAC Address** Displays the hostname, alias, or MAC address of the device.
- **Display** Click to display the device information.

- **Detach** Click to display the same information in a separate popup screen that can be moved anywhere within the browser screen.

- **Close** Click to close the device popup.

Hide Click to hide the *Properties* tab but allow the device popups to remain accessible from this tab.

The top part of the window displays the connection status:

- **Pending Approval** Default state, available for adoption.
- **Connected** Indicates a managed connection.
- **Disconnected** Indicates no connection.

There are two clickable tabs:

- *Details*
- **“UniFi VoIP Phone – Configuration” on page 78**

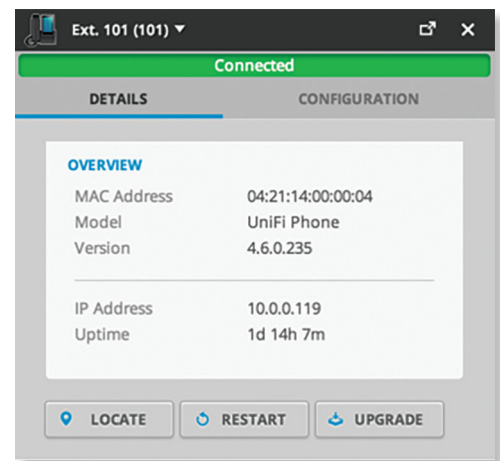
The bottom of the window has three buttons:

- **Locate** Click to ring the Phone and flash the Phone's icon on the *Map* tab so you can locate it. (The Phone will ring three times and stop; the icon on the *Map* tab will flash three times and stop.)
- **Restart** Click to restart the Phone.
- **Upgrade** If a software upgrade is available for the Phone, click to install the latest UniFi firmware on the Phone. The *Status* will appear as *Upgrading* until the process is complete and the Phone reconnects to the UniFi Controller software.

UniFi VoIP Phone – Details

The *Overview* displays the device specifics and uptime.

Overview



MAC Address Displays the MAC address or unique hardware identifier of the Phone.

Model Displays the model name of the Phone.

Version Displays the version number of the Phone's firmware.

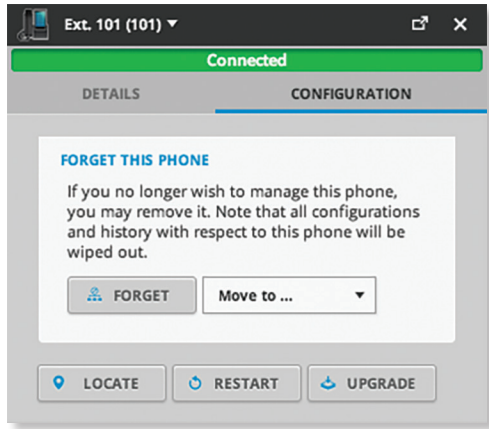
IP Address Displays the IP address of the Phone.

Uptime Displays the duration of time the Phone has been running without interruption.

UniFi VoIP Phone – Configuration

Click **Configuration** to reset the Phone to its factory default settings. To make other changes, go to **“Add Click this option to set up a new number. The Ceate New Number screen appears:” on page 17** for more information.

Forget This Switch



Forget Click **FORGET** to remove the Phone from management by the UniFi Controller software and reset it to factory default settings.

Note: Use caution when clicking *Forget*. This will restore the Phone to factory default settings when it is in a *Connected* state.

Chapter 14: Client Details

A client hyperlink opens the client's *Details* window either in the *Properties* tab or as a separate popup window. You can always dock this window in the *Properties* tab or detach it as a separate window.

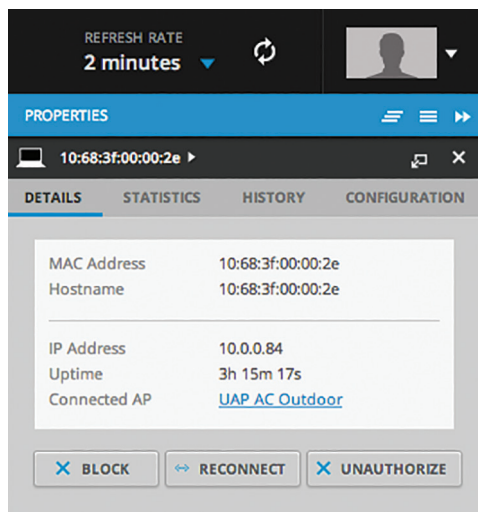
The top of the window displays the device icon and name (or MAC address).

Properties

The *Properties* tab is hidden by default. To display it, click the *properties* icon. The *Properties* tab appears on the right side of the *Devices* screen.

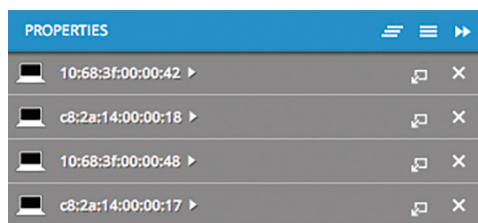
Information about each selected client appears as a popup within this tab. The information varies depending on whether the client is wired or wireless:

- *Wireless Client – Details*
- **“Wired Client – Details” on page 81**



Close Click to close the *Properties* tab and client popups.

Minimize Click to display the clients as drop-down rows.



Each row displays the following:

- **(icon)** Displays the icon of the device (the icon may vary depending on the device type).
- **Name/MAC Address** Displays the hostname, alias, or MAC address of the device.
- **Display** Click to display the device information.

- **Detach** Click to display the same information in a separate popup screen that can be moved anywhere within the browser screen.

- **Close** Click to close the device popup.

Hide Click to hide the *Properties* tab but allow the device popups to remain accessible from this tab.

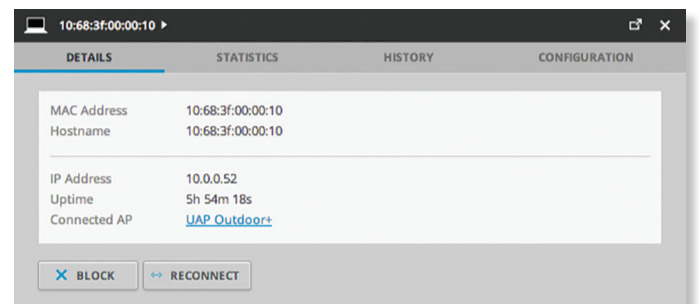
There are four clickable tabs:

- *Details*
- *Statistics*
- *History*
- *Configuration*

The bottom of the window has three buttons:

- **Block** Click to block this client from accessing the network.
- **Reconnect** Click to reconnect a user that has been previously blocked.
- **Unauthorize** (Available for *Guests* only.) Click to block guest access and disconnect the client.

Wireless Client – Details



MAC Address Displays the MAC address or unique hardware identifier of the client.

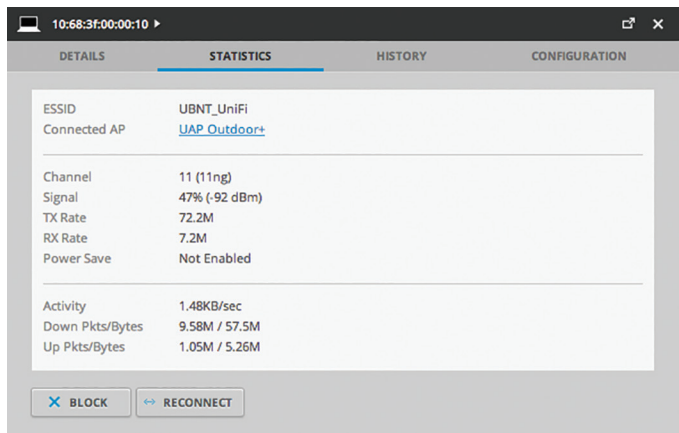
Hostname Displays the customizable name or identifier of the client.

IP Address Displays the IP address of the client.

Uptime Displays the duration of time the client has been connected.

Connected AP Displays the hostname, alias, or MAC address of the UniFi AP. You can click the name to get additional details; see **“UniFi Access Point Details” on page 67** for more information.

Wireless Client – Statistics



ESSID Displays the name of the wireless network.

Connected AP Displays the name or MAC address of the AP being used by the client. You can click the name to get additional details on the AP.

Channel Displays the channel being used.

Signal Displays the percentage of signal strength between the AP and client.

TX Rate Displays the transmit rate.

RX Rate Displays the receive rate.

Power Save Displays the status of the power save mode.

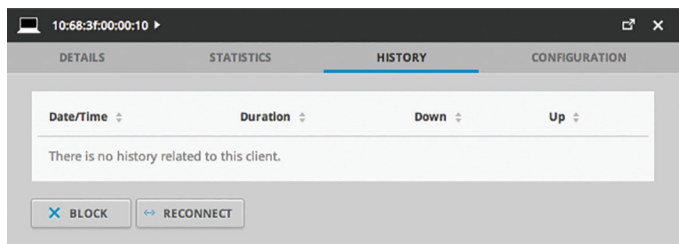
Activity Displays the level of activity in Bytes per second.

Down Pkts/Bytes Displays the amount of data downloaded as packets and bytes.

Up Pkts/Bytes Displays the amount of data uploaded as packets and bytes.

Wireless Client – History

Config



Date/Time Displays the date and time of the connection.

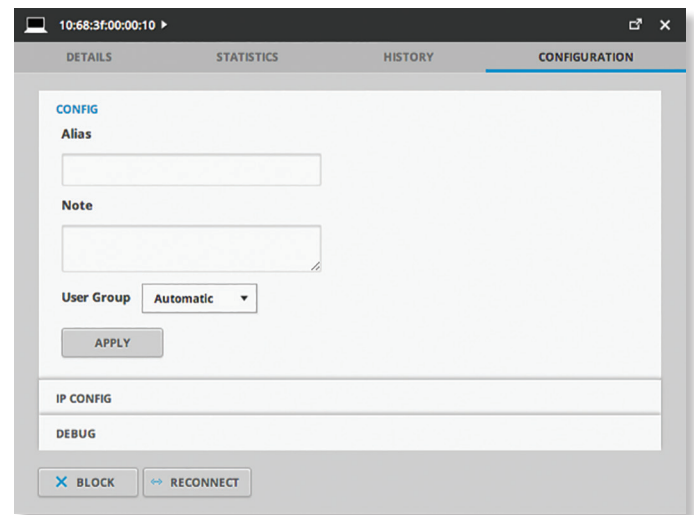
Duration Displays the duration of the connection.

Down Displays the total amount of data downloaded by the client.

Up Displays the total amount of data uploaded by the client.

Wireless Client – Configuration

Config



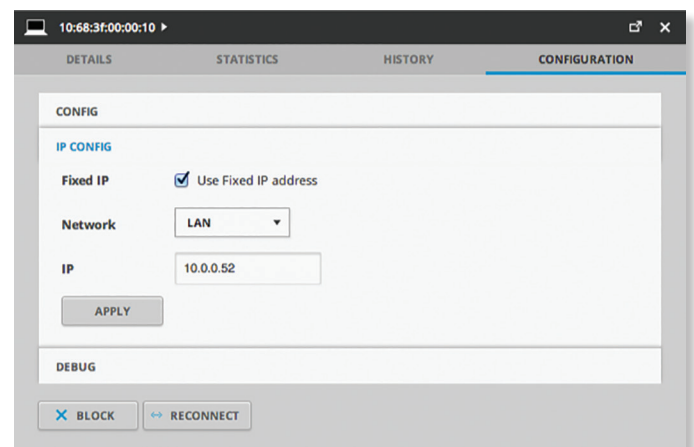
Alias Allows you to change the hostname of the client.

Note Allows you to enter comments about the client. Once saved, the client will be designated as a “Noted” client on the *Clients* tab.

User Group Allows you to assign the client to a User Group. User Groups are set up under the *Settings* tab > *User Groups* option (see [“Settings > User Groups” on page 15](#) for more information). The default *User Group* is *Automatic*.

Apply Click **Apply** to save changes.

IP Config

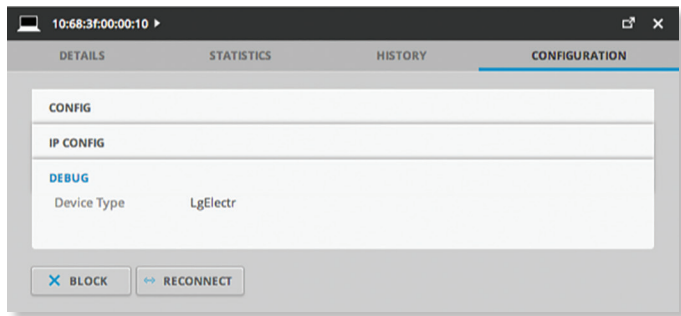


Fixed IP Select this option to assign a static IP address to the client, and configure the settings below. If you want the local DHCP server to assign an IP address to the client, remove the checkmark.

- **Network** Select the appropriate network from the drop-down list.
- **IP** Enter the local IP address.

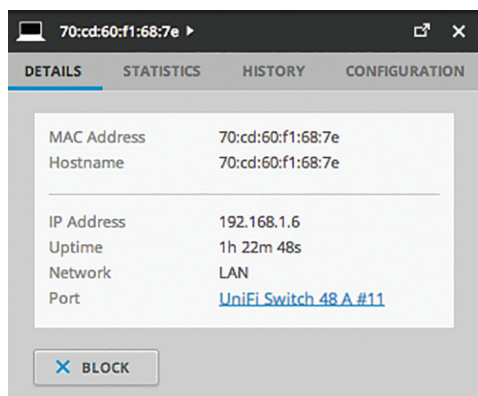
Apply Click **Apply** to save changes.

Debug



Device Type Displays the type of device. If it is offline, “Unknown” is displayed.

Wired Client – Details



MAC Address Displays the MAC address or unique hardware identifier of the client.

Hostname Displays the customizable name or identifier of the client.

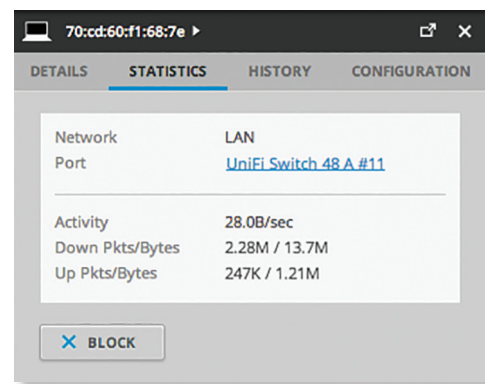
IP Address Displays the local IP address of the client.

Uptime Displays the duration of time the client has been connected.

Network Displays the network used by the client.

Port Displays the name and port of the UniFi device being used by the client. You can click the name to get additional details on the UniFi device.

Wired Client – Statistics



Network Displays the network used by the client.

Port Displays the name and port of the UniFi device being used by the client. You can click the name to get additional details on the UniFi device.

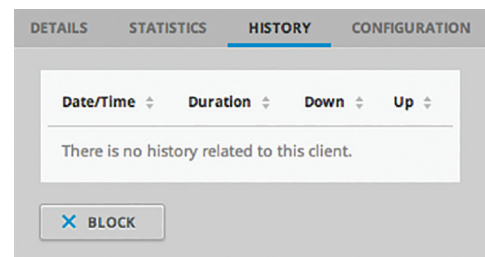
Activity Displays the level of activity in Bytes per second.

Down Pkts/Bytes Displays the amount of data downloaded as packets and bytes.

Up Pkts/Bytes Displays the amount of data uploaded as packets and bytes.

Wired Client – History

Config



Date/Time Displays the date and time of the connection.

Duration Displays the duration of the connection.

Down Displays the total amount of data downloaded by the client.

Up Displays the total amount of data uploaded by the client.

Wired Client – Configuration Config

The screenshot shows the 'CONFIG' tab in the UniFi Controller. It features a form with the following elements:

- Alias:** A text input field.
- Note:** A larger text area for comments.
- User Group:** A dropdown menu currently set to 'Automatic'.
- Buttons:** An 'APPLY' button and a 'BLOCK' button (with a red 'X' icon).

Alias Allows you to change the hostname of the client.

Note Allows you to enter comments about the client. Once saved, the client will be designated as a “Noted” client on the *Clients* tab.

User Group Allows you to assign the client to a User Group. User Groups are set up under the *Settings* tab > *User Groups* option (see [“Settings > User Groups” on page 15](#) for more information). The default *User Group* is *Automatic*.

Apply Click **Apply** to save changes.

IP Config

The screenshot shows the 'IP CONFIG' tab in the UniFi Controller. It features the following settings:

- Fixed IP:** A checkbox labeled 'Use Fixed IP address' which is checked.
- Network:** A dropdown menu set to 'LAN'.
- IP:** A text input field containing '192.168.1.6'.
- Buttons:** An 'APPLY' button and a 'BLOCK' button (with a red 'X' icon).

Fixed IP Select this option to assign a static IP address to the client, and configure the settings below. If you want the local DHCP server to assign an IP address to the client, remove the checkmark.

- **Network** Select the appropriate network from the drop-down list.
- **IP** Enter the local IP address.

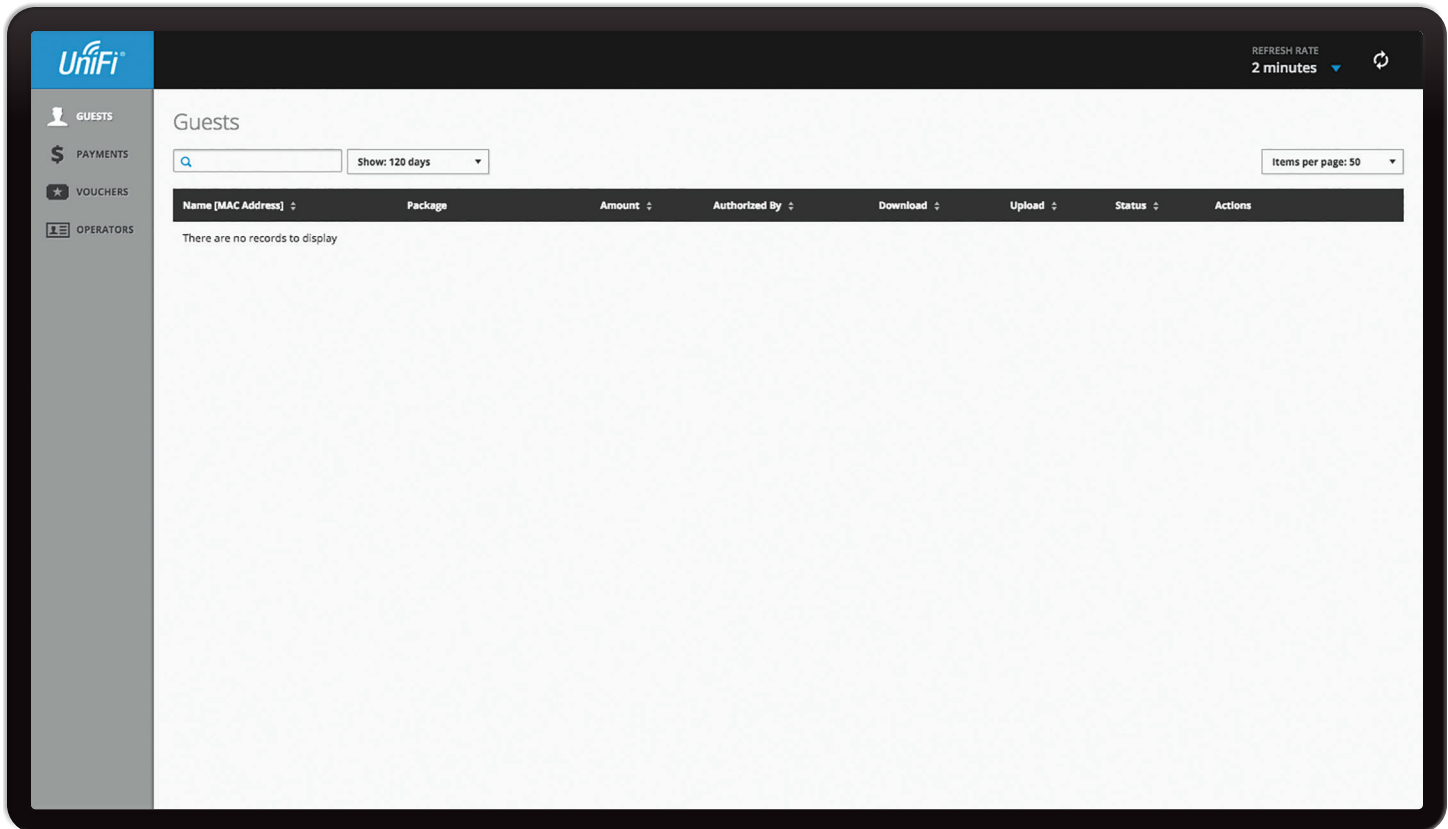
Click **Apply** to save changes.

Debug

The screenshot shows the 'DEBUG' tab in the UniFi Controller. It displays the following information:

- Device Type:** A field showing the value 'Apple'.
- Buttons:** A 'BLOCK' button (with a red 'X' icon).

Device Type Displays the type of device. If it is offline, “Unknown” is displayed.



Chapter 15: Hotspot Manager

Hotspot Manager includes four main tabs when accessed by the UniFi Controller admin account. For details on a specific tab, refer to the appropriate section.

GUESTS **“Wireless Guests” on page 84**

PAYMENTS **“Payments and Transactions” on page 84**

VOUCHERS **“Vouchers” on page 85**

OPERATORS **“Operator Accounts” on page 86**

The UniFi Controller admin can create operator accounts for the Hotspot Manager. Operator accounts are designed for use by hotels or other businesses to service guests and have no access to other UniFi administrative features. Operator accounts will have access to three tabs after login: *Guests*, *Payments*, and *Vouchers*.

Items per page Select how many results are displayed per page: **10, 50, 100, or 200**.

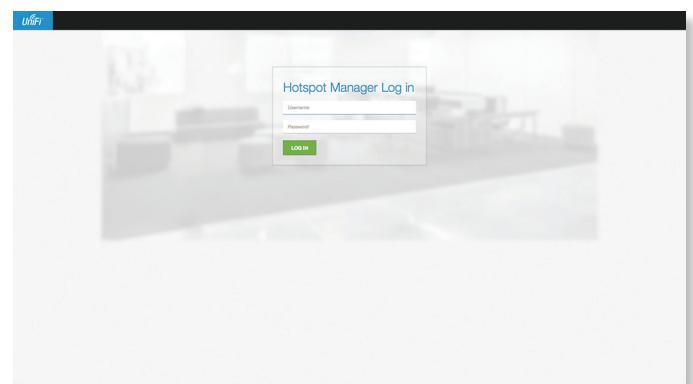
On any sub-tab, you can click any of the column headers to change the list order.

If there is more than one page of entries to display, a vertical scroll bar will appear on the right; use it to display additional entries.

If there is more than one page of entries to display, click the navigation controls or page numbers at the bottom right of the screen to display different pages.

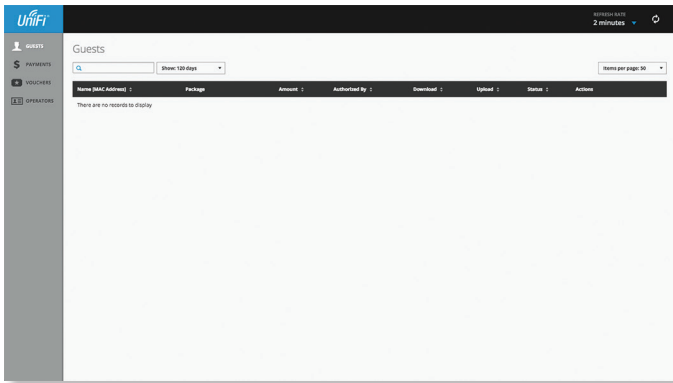
To access the Hotspot Manager, go to **Settings** > **Guest Control**, and click **Go to Hotspot Manager**. See **“Hotspot” on page 13** for more information.

The UniFi Hotspot Manager login screen will appear. Enter the username and password in the appropriate fields and click **LOG IN**.



Wireless Guests

The Hotspot's active wireless guests are displayed.



Search Enter keywords in the *Search* field to find a specific guest based on *Name/MAC Address*, *Package*, *Amount*, *Authorized By*, or *Status* value.

Show Filter by time duration: **last 24 hours**, **3 days**, **7 days**, **2 weeks**, **30 days**, and **120 days**.

Name [MAC Address] Displays the connected guest's device name or MAC address.

Package Displays the description of the package that was purchased (if applicable).

Amount Displays the amount paid for access (if applicable).

Authorized By Displays the authorization method. If there is no authorization, then *None* is displayed.

Download Displays the total amount of data downloaded.

Upload Displays the total amount of data uploaded.

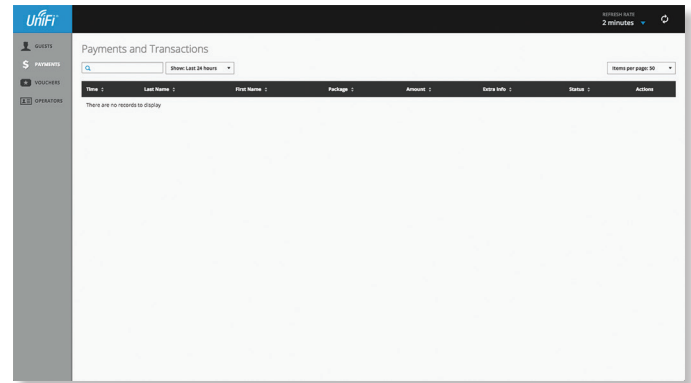
Status Displays the remaining session time for the guest.

Actions Click a button to perform the desired action:

- **Disconnect** Immediately disconnect the selected guest.
- **Extend** Every time you click this button, you extend a guest's session for an additional 24 hours. For example, if you click it three times, you will extend guest access for three more days.

Payments and Transactions

The Hotspot's payments and transactions are displayed.



Search Enter keywords in the *Search* field to find a specific voucher based on *Time*, *Name*, *Package*, *Amount*, *Extra Info*, or *Status* value.

Show Filter by time duration: **last 24 hours**, **3 days**, **7 days**, **2 weeks**, **30 days**, and **120 days**.

Time Displays the date and time of the transaction.

Last Name Displays the user's last name.

First Name Displays the user's first name.

Package Displays the description of the package.

Amount Displays the amount of the transaction.

Extra Info If the user paid by PayPal, the *Extra Info* field displays the email address associated with the PayPal account. If the user paid by credit card, the *Extra Info* field will display the type of credit card and the last four digits of the credit card used.

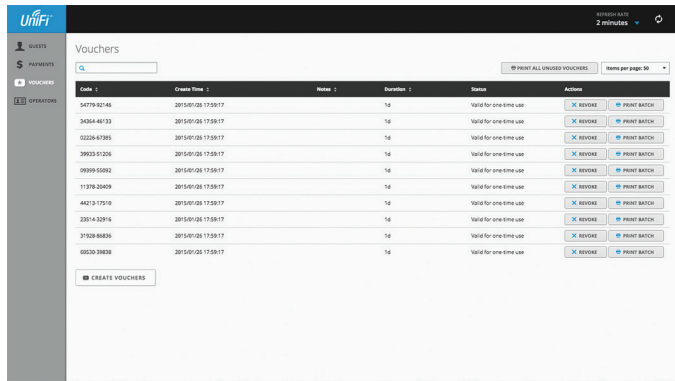
Status Displays the status of the transaction.

Actions Click a button to perform the desired action:

- **Refund** Click the **Refund** button to refund the selected customer if necessary.

Vouchers

Create vouchers that include distributable codes, duration values, and use restrictions.



Search Enter keywords in the *Search* box to find a specific voucher based on *Code*, *Create Time*, *Note*, *Duration*, or *Status* value.

Print all Unused Vouchers Click **PRINT ALL UNUSED VOUCHERS** to send a page to your printer with the codes and durations of unused vouchers.

Code Displays each active voucher code.

Create Time Displays the date and time a voucher was created.

Note Displays any notes that were added using the *Notes* option during voucher creation.

Duration Displays the duration of minutes, hours, or days that the voucher enables the user to access the Internet.

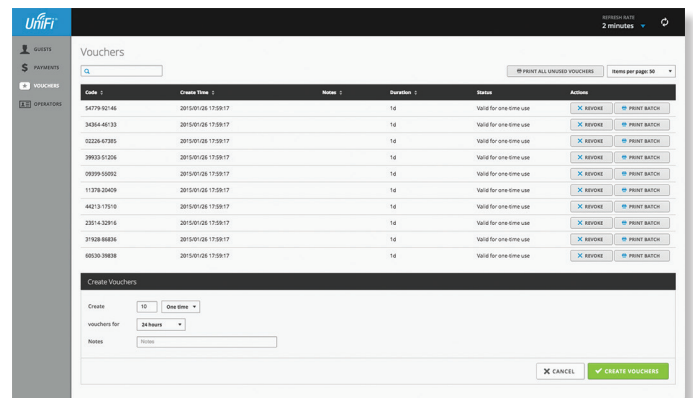
Status Indicates whether the voucher is valid for a single use or multiple uses.

Actions Click a button to perform the desired action:

- **Revoke** Click **REVOKE** to immediately deactivate the selected voucher.
- **Print Batch** Click **PRINT BATCH** to print the batch of vouchers created at the same time.

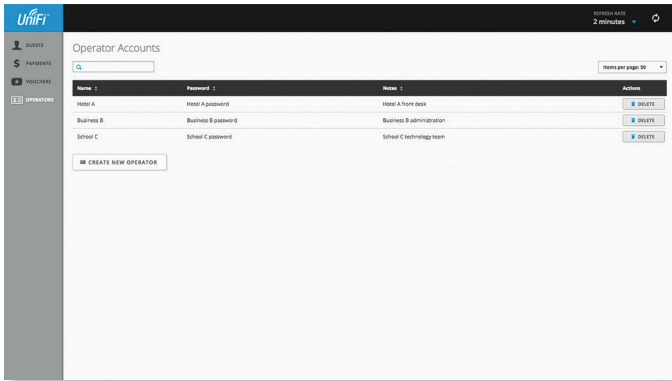
Create Vouchers To create a batch of vouchers, click **CREATE VOUCHERS** and complete the following:


- **Create** Enter the number of vouchers to create.
- **One time/Multi-use** Select how often the voucher can be used: **One time** or for **Multi-use**.
- **vouchers for** Select how long the voucher is valid: **8 hours, 24 hours, 2 days, 3 days, 4 days, 7 days, or User-defined**. If you select *User-defined*, enter a number and specify **day, minute, or hour**.
- **Notes** Enter any notes specific to this batch of vouchers.
- **Create Vouchers** Click **CREATE VOUCHERS** to create the vouchers as specified.
- **Cancel** Click **CANCEL** to discard changes.



Operator Accounts

Create *Operator Accounts* that can log in to *Hotspot Manager* to manage wireless guests, payments or transactions, and vouchers.




Search  Enter keywords in the *Search* field to find a specific operator account based on *Name*, *Password*, or *Notes* value.

Name Displays the name of the operator.

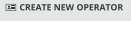

Password Displays the password.

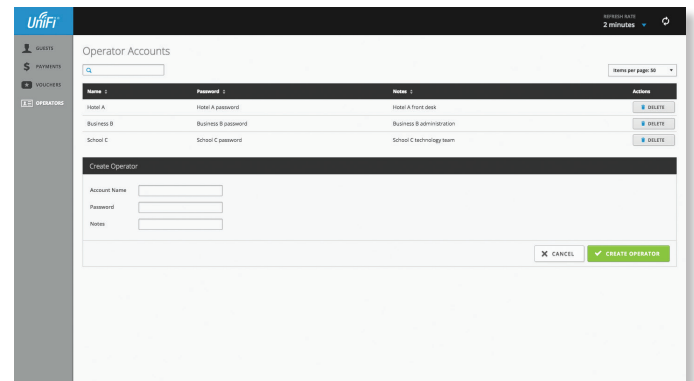
Notes Displays any descriptive notes.

Actions Click a button to perform the desired action:

- **Delete** Click  **DELETE** to remove an operator account.

Create New Operator To create an operator account, complete the following:

- **Account Name** Enter a name for the operator. The *Account Name* can only be A-Z, a-z, or 0-9. No spaces are allowed.
- **Password** Enter a password for the operator. The *Password* has to start with A-Z, a-z, or 0-9. The other characters can only be printable ASCII characters.
- **Notes** (Optional) Enter a note to identify or describe the operator.
- **Create New Operator** Click  to create the operator account.
- **Cancel** Click  to discard changes.



To test the operator account, log out of the UniFi Controller software and log in using the operator credentials. Only the *Guests*, *Payments*, and *Vouchers* tabs will appear.

Appendix A: Portal Customization

Overview

With *Portal Customization*, the UniFi Controller software allows complete branding of a portal implementation, allowing you to “white label” your wireless Internet service as if you had developed it yourself.

In order to provide the maximum flexibility in your branding effort, the UniFi Controller software provides total access to the portal directory on the system in which it is installed.

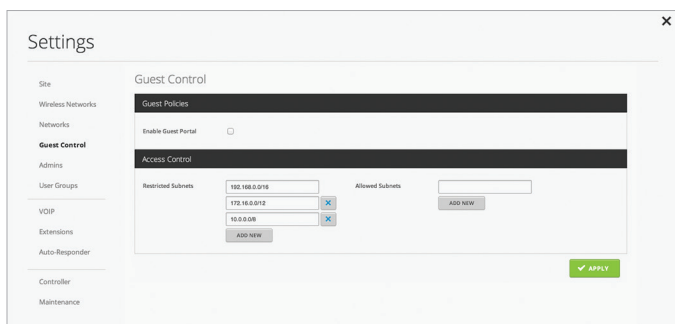
This open architecture allows you to include unlimited content while keeping development simple through the use of plain .html (hand code or use any editor of your choice). Testing is simple and immediate; simply reload changes from any browser.

Enabling Portal Customization

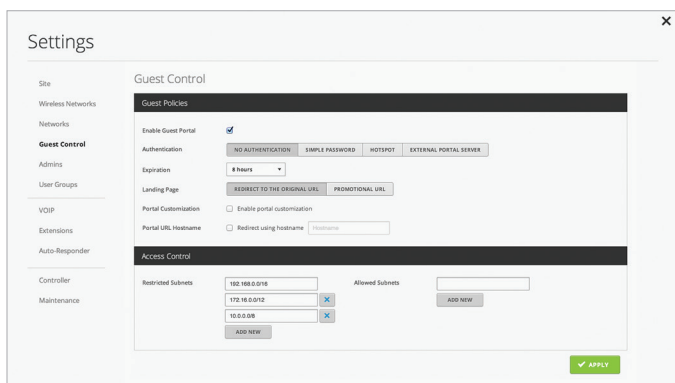
By default, *Portal Customization* is disabled in all *Guest Portal* implementations. See [“Settings > Guest Control” on page 11](#) for more information on enabling the *Guest Portal* for the following authentication and landing page options: *No authentication*, *Simple Password*, and *Hotspot*.

To enable *Portal Customization*, perform the following steps:

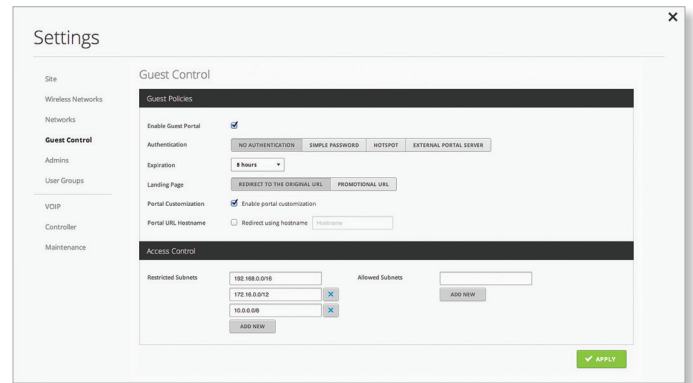
1. Go to **Settings** and click **Guest Control**.



2. Select **Guest Portal** to enable it, and then select an authentication method.



3. Select **Portal Customization** to enable it, and then click **APPLY**.



Viewing the Default Portal

Once *Guest Portal* and *Portal Customization* are enabled, connect to the *Guest Network SSID* as shown below, depending on your platform.

Windows

1. Go to **Connect to Network**.
 - **Windows 8** Go to the *Settings* menu and click the *Network* icon.
 - **Windows 7** Right-click the *Network* icon.
2. Select the *Guest Network SSID* and click **Connect**.
3. Depending on the security type applied to the network, enter the security key or password. Click **OK** or **Connect**.
4. Launch your web browser and you will be directed to the default portal page for the authentication type configured on the *Guest Portal* (see [“Settings > Guest Control” on page 11](#) for screenshots of default portal pages by authentication method).

Mac

1. Click the *AirPort* icon in the menu bar (top right side of the screen).
2. Select the *Guest Network SSID* and click **Connect**.
3. Depending on the security type applied to the network, enter the security key or password. Click **OK**.
4. Once connected, the *AirPort* icon will change from gray to solid black. The number of black lines indicates the signal strength.
5. Launch your web browser and you will be directed to the default portal page for the authentication type configured on the *Guest Portal* (see [“Settings > Guest Control” on page 11](#) for screenshots of default portal pages by authentication method).

Setup

The html and css files are located on the system that the UniFi Controller software has been installed on. The files are in the following locations:

Mac

/Applications/UniFi.app/Contents/Resources/data/sites/<site_name>/portal

Windows

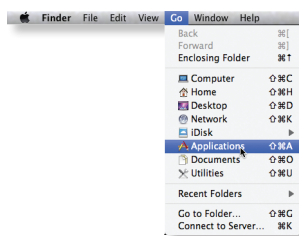
<Drive_Letter>:\Users\<Username>\Ubiquiti UniFi\data\sites\<site_name>\portal

For specific instructions on accessing the files, refer to the specific operating system:

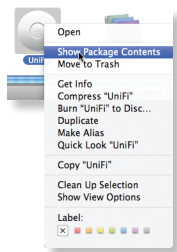
- *Mac*
- **“Windows” on page 89**

Mac

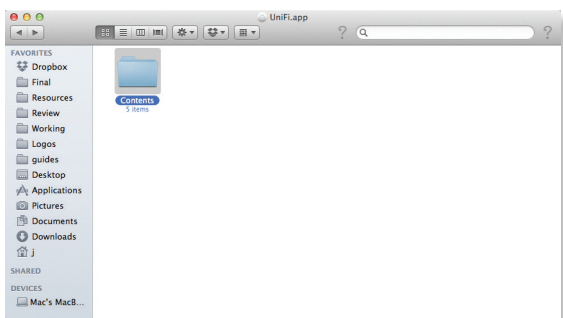
1. Navigate to **Go > Applications**.



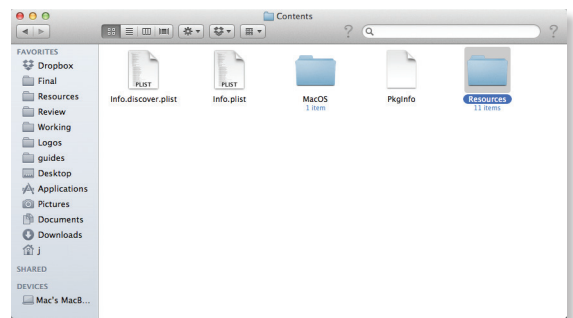
2. Control-click the **UniFi** application and then click **Show Package Contents**.



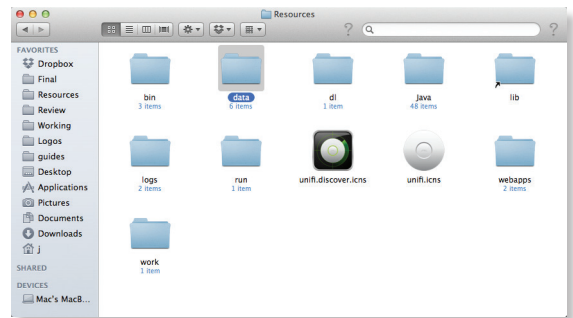
3. Double-click the **Contents** folder to open it.



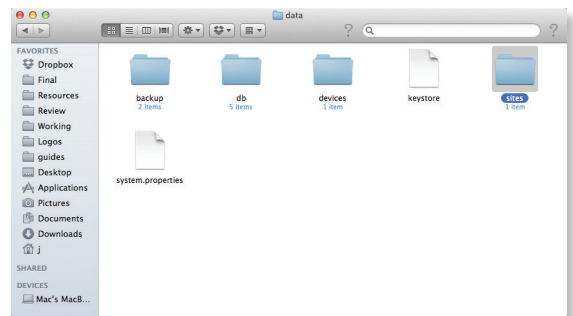
4. Double-click the **Resources** folder to open it.



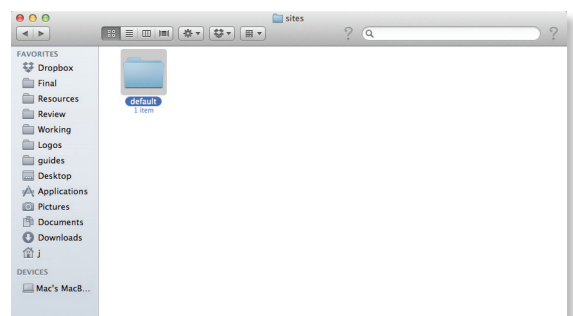
5. Double-click the **data** folder to open it.



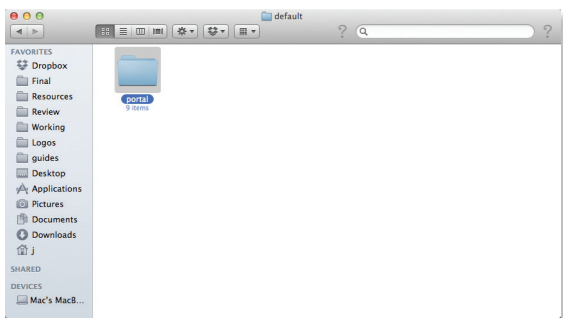
6. Double-click the **sites** folder to open it.



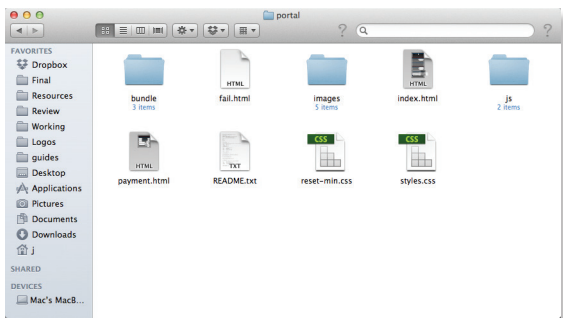
7. Double-click the folder whose name matches the name of the site you are configuring.



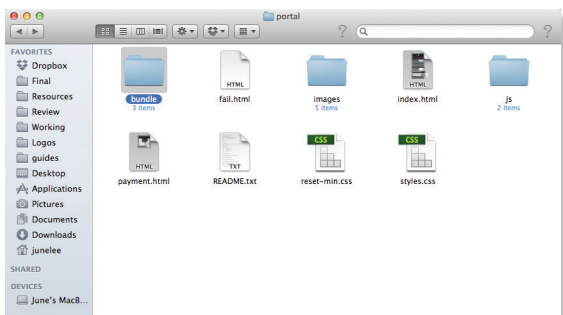
8. Double-click the **portal** folder to open it.



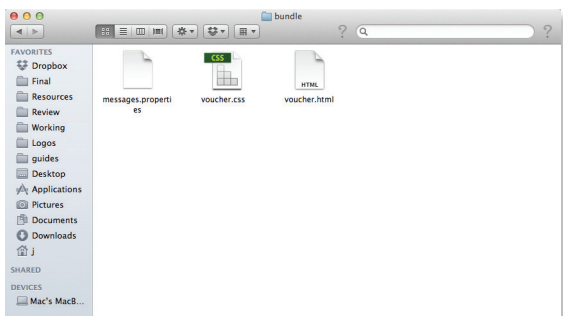
9. You have several files that you can customize in the portal folder (these are described in the *Customizable Default Files* section).



10. To customize the voucher, double-click the **bundle** folder to open it.



11. You can customize voucher.css and voucher.html to fit your needs.



Windows

The Windows files are located in the following location:
<Drive_Letter>\Users\<Username>\Ubiquiti UniFi\data\sites\<site_name>\portal

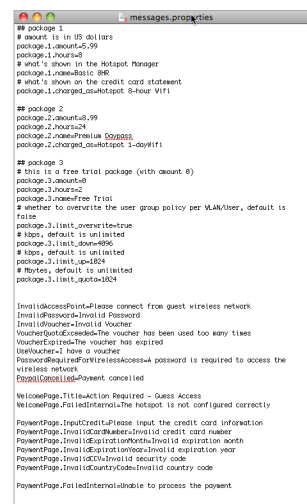
Customizable Default Files

The following default customizable html and css files are located in the *portal* folder:

- **index.html** Main landing page that displays pricing to the guest.
- **payment.html** Used to submit credit card information. It requires https and also serves as an example of an additional .html page.
- **fail.html** Displayed when there is an error handling a guest login.
- **reset-min.css** Standardizes the rendering of HTML elements across browsers.
- **styles.css** Controls the style of HTML elements.

The following default files are located in the *bundle* folder:

- **voucher.html** Main landing page.
- **voucher.css** Standardizes the rendering of HTML elements across browsers.
- **messages.properties** You can edit this file using a text editor such as TextEdit. This file defines package costs, duration of access, package titles, and how the charge will appear on a customer's credit card account. Error messages are also defined by this file.



Additional details on portal customization can be found in our community site at:

<http://kb.ubnt.com/unifi/portal-customization>

Appendix B: UniFi Discovery Utility

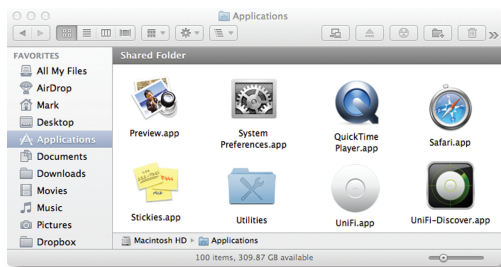
Overview

The Ubiquiti UniFi Discovery Utility includes tools that allow the discovery and management of UniFi APs. It is installed automatically as part of the UniFi Controller software installation process. See [“Software Installation” on page 1](#) for more information.

Launching the UniFi Discovery Utility

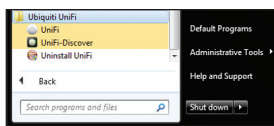
Mac Users

From the Finder, click **Go > Applications** and double-click the *UniFi-Discover.app* icon.

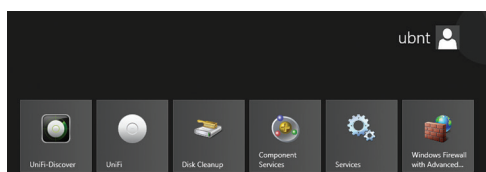


PC Users

For most versions of Windows, go to **Start > All Programs > Ubiquiti UniFi** and double-click the *UniFi-Discover* icon.



For Windows 8, go to the *Start* menu and double-click the *UniFi-Discover* icon.



UniFi Discovery Utility Interface

Upon launch, the UniFi Discovery Utility listens to Layer-2 broadcast/multicast beacons from UniFi APs in both a factory default state and an unmanaged state (adopted but unable to contact the UniFi Controller software).

MAC Address	IP Address	Model	Version	Status			
d6:18:d6:00:54:94 (Roofop)	10.0.0.136 (dhcpc)	UniFi AP-Outdoor+	3.2.7.2816	Managed/Adopted	locate	manage	reset
db:9f:db:b0:55:9f (UBNT)	10.0.0.104 (dhcpc)	UniFi AP-Pro	3.2.5.2791	Managed/Adopted	locate	manage	reset
db:a4:3c:10:72:5e (ACLAB)	10.0.0.149 (dhcpc)	UniFi AP-AC	3.2.5.2791	Managed/Adopted	locate	manage	reset
db:9f:db:1a:be:22 (MainAPPRO)	10.0.0.148 (dhcpc)	UniFi AP-Pro	3.2.5.2791	Managed/Adopted	locate	manage	reset
db:9f:db:b0:55:96 (UBNT)	10.0.0.132 (dhcpc)	UniFi AP-Pro	3.2.5.2791	Managed/Adopted	locate	manage	reset

MAC Address Displays the MAC address and alias of the AP. The alias is displayed in parentheses if it has been specified; see [“UniFi Access Point – Configuration” on page 71](#) for details.

IP Address Displays the IP address of the AP and the method used by the AP to obtain an IP address. The method is displayed as *DHCP* or *Static* in parentheses.

Model Displays the model number of the AP.

Version Displays the firmware version installed on the AP.

Status Displays the current status of the AP: *Pending*, *Managed/Adopted*, *Login Failed*, or *IP Unreachable*.

There are three buttons available:

- [“Locate” on page 92](#)
- [“Manage” on page 92](#)
- [“Reset” on page 93](#)

Note: To reboot the AP, click one of the buttons listed above and proceed to [“Reboot” on page 93](#).

Locate

Locate the AP. The following window will appear:

10.0.2.104 - Apply

Device Information

Status: Managed/Adopted
This device is managed by other controller. You need to provide the username/password in order to perform any actions against this device.

Model: UniFi AP-Pro (3.2.5.2791)

IP Address: 10.0.0.104 (dhcp)

MAC Address: 55:9f:db:b0:55:9f (UBNT)

Actions:

Username:

Password:

Actions If you clicked the *Locate* button, then *Locate* is automatically selected.

Username If required, enter the device username.

Password If required, enter the device password.

Apply Click **Apply** to locate the AP. The LED on the AP will flash so that it can be differentiated from the other APs.

Manage

Set the inform URL, allowing the AP to be managed by the UniFi Controller software running in a NOC or in the cloud. (See **“Network Topology Requirements” on page 1** for a visual representation of this configuration.) The following window will appear:

10.0.2.104 - Apply

Device Information

Status: Managed/Adopted
This device is managed by other controller. You need to provide the username/password in order to perform any actions against this device.

Model: UniFi AP-Pro (3.2.5.2791)

IP Address: 10.0.0.104 (dhcp)

MAC Address: 55:9f:db:b0:55:9f (UBNT)

Actions:

Set Inform URL:

Username:

Password:

Actions If you clicked the *Manage* button, then *Manage* is automatically selected.

Set Inform URL Enter the URL, port, and path to the UniFi Controller software.

Username If required, enter the device username.

Password If required, enter the device password.

Apply Click **Apply** to save the inform URL.

Reset

Reset the AP to factory default settings. The following window will appear:

The screenshot shows a window titled "10.0.2.104 - Apply". Inside, there is a "Device Information" section with the following details: Status: Managed/Adopted (with a note: "This device is managed by other controller. You need to provide the username/password in order to perform any actions against this device."); Model: UniFi AP-Pro (3.2.5.2791); IP Address: 10.0.0.104 (dhcp); MAC Address: 55:9f:db:b0:55:9f (UBNT). Below this is an "Actions:" dropdown menu currently showing "Restore to factory default". At the bottom, there are fields for "Username:" (containing "ubnt") and "Password:" (containing "ubnt"), and two buttons: "Apply" and "Cancel".

Actions If you clicked the *Reset* button, then *Restore to factory default* is automatically selected.

Username If required, enter the device username.

Password If required, enter the device password.

Apply Click **Apply** to reset the AP to factory default settings.

Reboot

To reboot the AP, click any of the buttons (*Locate*, *Manage*, or *Reset*) on the *UniFi Discovery Utility* screen. The following window will appear:

The screenshot shows a window titled "10.0.2.104 - Apply". Inside, there is a "Device Information" section with the following details: Status: Managed/Adopted (with a note: "This device is managed by other controller. You need to provide the username/password in order to perform any actions against this device."); Model: UniFi AP-Pro (3.2.5.2791); IP Address: 10.0.0.104 (dhcp); MAC Address: 55:9f:db:b0:55:9f (UBNT). Below this is an "Actions:" dropdown menu currently showing "Reboot". At the bottom, there are fields for "Username:" (containing "ubnt") and "Password:" (containing "ubnt"), and two buttons: "Apply" and "Cancel".

Actions Select **Reboot** from the drop-down menu.

Username If required, enter the device username.

Password If required, enter the device password.

Apply Click **Apply** to reboot the AP.

Appendix C: Contact Information

Ubiquiti Networks Support

Ubiquiti Support Engineers are located around the world and are dedicated to helping customers resolve software, hardware compatibility, or field issues as quickly as possible. We strive to respond to support inquiries within a 24-hour period.

Ubiquiti Networks, Inc.
2580 Orchard Parkway
San Jose, CA 95131
www.ubnt.com

Online Resources

Support: support.ubnt.com

Community: community.ubnt.com

Downloads: downloads.ubnt.com

