





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<sup>®</sup> UniFi<sup>®</sup> 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 <u>"Configuring the UniFi Controller Software"</u> on page 2. Chapter 1: Software Installation

#### **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.

| a Setup - Welcome  |  |
|--|--|
| Series and a series of the ser | & <u>Sur</u>   |
| We   | elcome to Java™  |
| From business solutions to   | ire access to the world of amazing Java content,<br>helpful utilities and entertainment, Java makes<br>rnet experience come to life. |
|  | ation is gathered as part of our install process.<br>re information on what we do collect.   |
| Click Install to accept th   | he license agreement and install Java now.   |
| Change destination folder  | Cancel Install>  |

#### 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**.

| <ul> <li>UniFi</li> <li>UniFi-Discover</li> <li>Uninstall UniFi</li> </ul> | Default Programs |
|--|------------------|
| 1 Back   | Help and Support |
| Search programs and files  | P Shut down ▶    |

### Configuring the UniFi Controller Software

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

| UniFi Controller                        | UniFi                     |
|---|---------------------------|
| Copyright © 2005-2014 Ubiquiti Networks | inc. All Rights Reserved. |
| UniFi Controller (4,5,0) started.       | Hide                      |
|   |                           |

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**.

| UniFi Setup Wizard  |
|---|
| 1-2-3-4-5   |
| WELCOME DISCOVER WIRELESS PASSWORD FINISH   |
| controller in a few minutes.<br>Select your preferred language Select your country Select your smacroe                                    |
| Select your preferred language Select your country Select your timecone English (US) • United States • (UTC-08.00) Pacific Time (US & i • |
| Alternativity you can restore from a providen backup.   |
| 200   |

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**.

| l                         | JniFi Setup             | Wizard      |           |  |
|---------------------------|-------------------------|-------------|-----------|--|
| 1                         | 2 - 3                   |             |           |  |
| WELCOME DIS               | OVER WIRELESS           |             |           |  |
| Please select the devices | you would like to confi | gure.       |           |  |
| MAC Address               | Version                 | 17 Address  | Optime 2  |  |
| C REFRESH                 | 4.2.1.4707927           | 192.168.2.1 | 7m 49s    |  |
|                           |                         |             | BACK NEXT |  |

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

|                                   | UniFi                   | Setup V               | /izard |  |  |
|-----------------------------------|-------------------------|-----------------------|--------|--|--|
| 1-                                | _2_                     | -3                    |        |  |  |
| WELCOME                           | DISCOVER                | WIRELESS              |        |  |  |
| Secure SSID<br>UBNT               |                         | Security Key          |        |  |  |
| Optionally, you may cre           | ate an open wireless ne | twork for your guests |        |  |  |
| Enable Guest Access<br>Guest SSID |                         |                       |        |  |  |
| UBNT-Guest                        |                         |                       |        |  |  |

- a. Enter the wireless network name (SSID) in the Secure SSID field.
- b. Enter a passphrase to be used for your primary network in the *Security Key* field.
- c. To enable guest access, select **Enable Guest Access**, and enter a guest network name in the *Guest SSID* field.
- d. Click Next.
- 5. 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**.



6. 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.

|  | UniFi               | Setup W                                 | /izard   |             |  |
|--|---------------------|---|--|-------------|--|
| 1  | _2_                 | -3-                                     | -4-  | - 5         |  |
| WELCOME                                  | DISCOVER            | WIRELESS                                | PASSWORD                                       | FINISH      |  |
| the settings. Onc<br>Secure SSID<br>UBNT | e finished you will | be redirected to t<br>Admin Na<br>admin | e any changes or "f<br>the management in<br>me | terface.    |  |
|  |                     |   |  | BACK FINISH |  |

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**.

| Please Login                       |
|------------------------------------|
| Utername                           |
| Passori<br>LOOIN Page Yor Passori? |
|                                    |
|                                    |
|                                    |

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**.

|  | Please Login |                       |  |
|--|--------------|-----------------------|--|
|  | Usemame      |                       |  |
|  | Password     | Forget Your Pessword? |  |
|  | LOGIN        |                       |  |

## **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       |
|--------------|------------------------------|
| • МАР        | <u>"Map" on page 27</u>      |
| O DEVICES    | "Devices" on page 33         |
|              | <u>"Clients" on page 39</u>  |
| CALLS        | <u>"Calls" on page 43</u>    |
|              | "Statistics" on page 45      |
| III INSIGHTS | <u>"Insights" on page 49</u> |

### **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 **I** 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    | Email            |
|----------|------------------|
| Password | Confirm Password |
| English  | •                |

- 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
- **Cancel** Click × CANCEL to discard changes.

Sign Out To manually sign out of the UniFi Configuration Interface, click **1** servour.

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#### 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* **v** arrow to display the drop-down menu.

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

|           | 1 |
|-----------|---|
| Site Name |   |

- **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:

- <u>"UniFi Security Gateway Details" on page 55</u>
- <u>"UniFi Switch Details" on page 61</u>
- <u>"UniFi Access Point Details" on page 67</u>
- <u>"UniFi VoIP Phone Details" on page 77</u>
- <u>"Client Details" on page 79</u>

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

- SETTINGS
- Alerts (see <u>"Alerts" on page 21</u>)
- Events (see <u>"Events" on page 21</u>)



#### 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              | Site                        |  |  |
|-------------------|-----------------------------|--|--|
| Wireless Networks | Site Configuration          |  |  |
| Networks          | Site Name                   | Default  |  |
| Guest Control     | Country                     | United States •  |  |
| Admins            | Timezone                    | (UTC68t:50) Pacific Time (US & Canada)                 |  |
| User Groups       |                             |  |  |
| VOIP              | Services                    |  |  |
| Controller        | Automatic Upgrade           | Automatic upgrade firmware                             |  |
| Maintenance       | LED                         | Chable status LED                                      |  |
|                   | Uplink Connectivity Monitor | S Enable connectivity monitor and wireless uplink      |  |
|                   |                             | DEFAULT GATEWAY CUSTOM IP                              |  |
|                   | SNMP                        | Enable SNMPv1, Community String     public             |  |
|                   | Remote Logging              | Enable remote syslog server Remote IP Address Port 514 |  |
|                   | Device Authentication       | Username admin Password                                |  |

#### **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 <a>Apply</a> 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.

| Site              | Wireless Network     | s                      | WLAN Group Default                             | • + - O OPTIONS |
|-------------------|----------------------|------------------------|--|-----------------|
| Wireless Networks | Name 1               | Security :             | Guest Network ¢                                | Actions         |
| Networks          | UBNT                 | wpapsk                 | No   | S EDIT          |
| Guest Control     | USNT-Guest           | open                   | Yes  | E DET E DELETE  |
| Admins            | O CREATE NEW WIRELES | S NETWORK A maximum of | 4 wireless networks are allowed per WLAN group |                 |
| User Groups       |                      |                        |  |                 |
| VOIP              |                      |                        |  |                 |
| Controller        |                      |                        |  |                 |

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

| WLAN Group | Default | * |
|------------|---------|---|
|------------|---------|---|

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

| Site              | Wireless Networks + Add WLAN Group                       |  |
|-------------------|--|--|
| Wireless Networks | Add WLAN Group   |  |
| Networks          | Name   |  |
| Guest Control     | Mobility Enable seamless roarning (Zero-Handoff)         |  |
| Admins            | Load Balancing  Balance number of clients per radio      |  |
| User Groups       | Legacy Support 🔲 Enable legacy device support (i.e. 11b) |  |
| VOIP              |  |  |

- 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.

| Site              | Wireless Ne    | tworks ► Add WLAN Group                |  |
|-------------------|----------------|--|--|
| Wireless Networks | Add WLAN Group |  |  |
| Networks          | Name           | UBNT-San Jose                          |  |
| Guest Control     | Mobility       | Enable seamless roaming (Zero-Handoff) |  |
| Admins            | Radio          | 26 (802.11n/g) *                       |  |
| User Groups       | Channel        | 1 ¥                                    |  |
| VOIP              |                |  |  |

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 **SAVE** to apply changes.

**Cancel** Click × CANCEL 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.

| WLAN Group  | UBNT-Atlanta                                      | • | + | - | O OPTIONS |
|-------------|---|---|---|---|-----------|
|             | Default   |   |   | _ |           |
| Guest Netwo | UBNT-Atlanta                                      | 1 |   |   |           |
|             | UBNT-San Jose (Zero-Handoff, radio ng, channel 6) |   |   |   |           |

• **Options** To make changes, select the WLAN group from the drop-down menu, and then click **options**. Go to <u>**"Add**</u> or Edit a WLAN Group" on page 7</u>.

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

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

**Create or Edit a Wireless Network** 

|                   | Wireless Networks ► Create New Wireless Network                                    |                     |
|-------------------|--|---------------------|
| ite               | WIFeless Networks > Create New Wifeless Network                                    |                     |
| /ireless Networks | Create New Wireless Network  | WLAN Group: Default |
| letworks          | NamoSSD  |                     |
| uest Control      | Enabled  |                     |
| dmins             | Security OPEN WEP WPA-PERSONAL WPA-ENTERPEISE                                      |                     |
| lser Groups       | Gwest Policy 🛛 Apply guest policies (captive portal, guest authentication, access) |                     |
| OIP               |  |                     |
| ontroller         | Advanced Options >   |                     |

- 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<sup>™</sup> security methods should be used when possible.

| Security | OPEN | WEP | WPA-PERSONAL | WPA-ENTERPRISE |
|----------|------|-----|--------------|----------------|
| WEP Key  |      |     | Key Index    | 1 *            |

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

| Туре    | Hex  |
|---------|--|
| 64-bit  | 10 Hexadecimal Characters<br>(0-9, A-F, or a-f)<br>Example: <b>00112233AA</b><br>Note: You can use 5 printable characters,<br>which will be translated to the<br>corresponding HEX code.                     |
| 128-bit | 26 Hexadecimal Characters<br>(0-9, A-F, or a-f)<br>Example:<br><b>00112233445566778899AABBCC</b><br>Note: You can use 13 printable<br>characters, which will be translated to the<br>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     | OPEN | WEP | WPA-PERSONAL | WPA-ENTERPRISE |
|--------------|------|-----|--------------|----------------|
| Security Key |      |     |              |                |

- 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.

| Security      | OPEN       | WEP | WPA-PERSONAL | WPA-I | INTERPRIS | E        |
|---------------|------------|-----|--------------|-------|-----------|----------|
| RADIUS Server | IP Address |     |              | Port  | 1812      | Password |

- **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**

| Site              | Wireless No     | etworks + Create            | New Wirele             | ess Network        |   |                     |
|-------------------|-----------------|-----------------------------|------------------------|--------------------|---|---------------------|
| Wireless Networks | Create New Wi   | reless Network              |                        |                    |   | WLAN Group: Default |
| Networks          | Name/SSID       |                             |                        |                    |   |                     |
| Guest Control     | Enabled         | e                           |                        |                    |   |                     |
| Admins            | Security        |                             | RSONAL WPA-EN          | TERPRISE           |   |                     |
| User Groups       |                 | 0714 WEP 11747              | 1044                   | IL AFRICA          |   |                     |
| User Groups       | Security Key    |                             |                        |                    |   |                     |
| VOIP              | Guest Policy    | Apply guest policies (capth | e portal, guest auther | ntication, access) |   |                     |
| Controller        | Advanced Option |                             |                        |                    |   |                     |
| Maintenance       | VLAN            |                             | (2-4095)               |                    |   |                     |
| Maintenance       | Hide SSID       |                             |                        |                    |   |                     |
|                   | WPA Mode        |                             | ption AES/CCMP C       | -                  |   |                     |
|                   | User Group      |                             | ALICCOP                | my .               |   |                     |
|                   |                 | Default •                   |                        |                    |   |                     |
|                   | Scheduled       | S Enable WLAN Schedule      |                        |                    |   |                     |
|                   | 🧭 Monday        | Hours: 8:00am-6:00pm        |                        |                    |   |                     |
|                   | 🗹 Tuesday       | Hours: 8:00am-6:00pm        |                        |                    |   |                     |
|                   | S Wednesday     | Hours: 8:00am-6:00pm        |                        |                    | 0 |                     |
|                   | 🗹 Thursday      | Hours: 8:00am-6:00pm        |                        |                    |   |                     |
|                   | 🗹 Friday        | Hours: 8:00am-6:00pm        |                        |                    |   |                     |
|                   |                 | Hours: 8:00am-6:00pm        |                        |                    |   |                     |
|                   | Saturday        | Hours 8:00am-6:00pm         |                        |                    |   |                     |

- 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 <u>"Settings > User Groups" on page 15</u>.
- 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
- **Cancel** Click × CANCEL to discard changes.

#### **Settings > Networks**

Configure the networks for each site.

| Site              | Networks     |           |                |        |         |
|-------------------|--------------|-----------|----------------|--------|---------|
| Wireless Networks | Name :       | Purpose : | Subnet :       | VLAN : | Actions |
| Networks          | LAN          | corporate | 192.168.1.1/24 |        | TIG3 📓  |
| Guest Control     | O CREATE NEW | N NETWORK |                |        |         |
| Admins            |              |           |                |        |         |
| User Groups       |              |           |                |        |         |
| VOIP              |              |           |                |        |         |
| Controller        |              |           |                |        |         |

#### 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**

|                 | Networks ► Create New Network  |
|-----------------|--|
| reless Networks | Create New Network   |
| etworks         | Name   |
| uest Control    | Purpose CORPORATE GUEST REMOTE USER VPN SITE-TO-SITE VPN VOICE VEAN ONLY |
| dmins           | IP/Subnet  |
| ser Groups      | VLAN   |
| DIP             | DHCP Server 🧭 Enable DHCP Server   |
| tensions        | DHCP Range .   |
| uto-Responder   |  |
|                 | DHCP Range   |

- 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** 

| ettings           |   |
|-------------------|---|
| ite               | Networks + Create New Network   |
| Vireless Networks | Create New Network  |
| letworks          | Name  |
| Guest Control     | Purpose CORPORATE GUEST REMOTEUSER VAN STITE-TO-STITE VAN VOICE VEAN ONLY |
| idmins            | IP/Suboet   |
| lser Groups       | VLAN  |
| OIP               | DHCP Server 🕑 Enable DHCP Server  |
| xtensions         | DHCP Range ·  |
| uto-Responder     | X CANCEL V SAVE   |
| ontroller         |   |

- 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 <a>save</a> to apply changes.
- Cancel Click × CANCEL to discard changes.

#### **Remote User VPN**

| Site              | Networks > Create New Network  |
|-------------------|--|
| Wireless Networks | Create New Network   |
| Networks          | Name   |
| Guest Control     | Purpose CORPORATE GUEST REMOTE USER VPM STITE-TO-STITE VPM VOICE VLAN ONLY |
| Admins            | IP/Subnet  |
| Jser Groups       | IP Pool  |
| /OIP              | RADIUS IP  |
| ixtensions        | RADUS Password   |
| Auto-Responder    | X CANCEL V SAVE  |

- 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

| Site              | Networks > Create New Network  |   |
|-------------------|--|---|
| Wireless Networks | Create New Network   |   |
| Networks          | Name   |   |
| Suest Control     | Purpose CORPORATE GUEST REMOTE USER VPM SITE-TO-SITE VPM VOICE VLAN ONLY |   |
| Admins            | Remote Site •  |   |
| Jser Groups       |  | - |
| /OIP              | X CANCEL SAVE  |   |
| ixtensions        |  |   |
| Auto-Responder    |  |   |
|                   |  |   |
| Controller        |  |   |

• **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
- Cancel Click × CANCEL to discard changes.

Voice

| Site   | Networks ► Edit Network - VOIP   |               |
|--|--|---------------|
| Wireless Networks                                  | Edit Network - VOIP  |               |
| Networks<br>Guest Control<br>Admins<br>User Groups | Nums         JOD           Pupper         CRMAIN Guilt Manual Yes         Interfaulty Yes         Sector           Product         VELNBLAN         Control Velnage         Sector           DVD Storm         Velnage         Velnage         Velnage           DVD Storm         Velnage         Velnage         Velnage | VLAN ONLY     |
| Extensions<br>Auto-Responder                       |  | X CANCEL SAVE |

In most cases the *Voice* network is automatically created when you enable VoIP (refer to <u>"Settings > VoIP" on page</u> <u>16</u>). 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
- Cancel Click × CANCEL to discard changes.

#### VLAN Only

| CANCEL 🗸 SAVE |
|---------------|
|               |
|               |
| CAN           |

- 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.

The Guest Control screen displays the following sections:

- Guest Policies (see below)
- <u>"Hotspot" on page 13</u> (for Hotspot authentication)
- <u>"Access Control" on page 15</u>



#### **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:

- <u>"Authentication > No Authentication" on page 11</u>
- <u>"Authentication > Simple Password" on page 11</u>
- <u>"Authentication > Hotspot" on page 12</u>
- <u>"Authentication > External Portal Server" on page 14</u>

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 <u>"Guest</u> <u>Policy" on page 8</u> for more information.

| Site              | Guest Control        |                              |                      |                          |  |
|-------------------|----------------------|------------------------------|----------------------|--------------------------|--|
| Wireless Networks | Guest Policies       |                              |                      |                          |  |
| Networks          | Enable Guest Portal  | <u>ح</u>                     |                      |                          |  |
| Guest Control     | Authentication       | NO AUTHENTICATION SIN        | IPLE PASSWORD HOTSPO | T EXTERNAL PORTAL SERVER |  |
| Admins            | Expiration           | 8 hours *                    |                      |                          |  |
| User Groups       | Landing Page         | REDIRECT TO THE ORIGINAL UP  | RL PROMOTIONAL URL   |                          |  |
| VOIP              | Portal Customization | Senable portal customization |                      |                          |  |
| Controller        | Portal URL Hostname  | Redirect using hostname      |                      |                          |  |
| Maintenance       | Access Control       |                              |                      |                          |  |
|                   | Restricted Subnets   | 192.168.0.0/16               | Allowed Subn         | ets                      |  |
|                   |                      | 172.16.0.0/12                | ×                    | ADD NEW                  |  |
|                   |                      | 10.0.0.08                    | ×                    |                          |  |
|                   |                      | ADO NEW                      |                      |                          |  |

**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 <u>"Portal Customization" on page 87</u> 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.

| Terms of Use           |        |
|------------------------|--------|
| I accept the Term of U |        |
|                        | Connec |
|                        | Connec |

#### 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 <u>"Guest Policy" on page 8</u> for more information.

| Site              | Guest Control        |  |
|-------------------|----------------------|--|
| Wireless Networks | Guest Policies       |  |
| Networks          | Enable Guest Portal  | ø  |
| Guest Control     | Authentication       | NO AUTHENTICATION SIMPLE PASSWORD HOTSPOT EXTERNAL PORTAL SERVER |
| Admins            | Guest Password       |  |
| User Groups       | Expiration           | 8 hours *  |
| VOIP              | Landing Page         | REDIRECT TO THE ORIGINAL URL PROMOTIONAL URL Promotional URL     |
| Controller        | Portal Customization | S Enable portal customization                                    |
| Maintenance       | Portal URL Hostname  | Redirect using hostname     Hostname                             |
|                   | Access Control       |  |
|                   | Access control       |  |
|                   | Restricted Subnets   | 182.168.0.0116 Allowed Subnets                                   |
|                   |                      | 172 160.012 × ADD NEW  |
|                   |                      | ADD NEW  |

**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 <u>"Portal Customization" on page 87</u> 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.

| Guest Password                  |         |
|---------------------------------|---------|
|                                 | Connect |
| Terms of Use                    |         |
| I accept the <u>Term of Use</u> |         |

#### 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 <u>"Guest Policy" on page 8</u> for more information.

| Site              | Guest Control        |  |    |
|-------------------|----------------------|--|----|
| Wireless Networks | Guest Policies       |  |    |
| Networks          | Enable Guest Portal  | el.  |    |
| Guest Control     | Authentication       | NO AUTHENTICATION SIMPLE PASSWORD HOTSPOT EXTERNAL PORTAL SERVER |    |
| Admins            | Landing Page         | REDIRECT TO THE ORIGINAL URL PROMOTIONAL URL Promotional URL     |    |
| User Groups       | Portal Customization | S Enable portal customization                                    |    |
| VOIP              | Portal URL Hostname  | Redirect using hostname     Hostname                             |    |
| Controller        | Hotspot              |  |    |
| Maintenance       | Voucher              | Stable voucher-based authorization                               |    |
|                   | Payment              | Enable payment-based authorization                               |    |
|                   | Hotspot Operator     | Go to Hotspot Manager  |    |
|                   | Access Control       |  | t. |
|                   | Restricted Subnets   | 192.188.0.016 Allowed Subnets                                    |    |
|                   |                      | 172.16.0.0/12 X ADD NEW  |    |
|                   |                      | 10.0.03  |    |

**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 <u>"Portal Customization" on page 87</u> 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.

| Site              | Guest Control        |   |
|-------------------|----------------------|---|
| Wireless Networks | Guest Policies       |   |
| Networks          | Enable Guest Portal  | ø   |
| Guest Control     | Authentication       | NO AUTHINITICATION SIMPLE PASSWORD HOTSPOT EXTERNAL FORTAL SERVER   |
| Admins            | Landing Page         | REGREET TO THE ORIGINAL URL PROMOTIONAL URL Promotional URL         |
|                   | Portal Customization | Chable portal outportibution  |
| User Groups       | Portal URL Hostname  | Challe porta customization     Redirect using hostmane     Hostmane |
| VOIP              | Portal OKL Prososame | Resince using resonance     Foortaine                               |
| Controller        | Hotspot              |   |
| Maintenance       | Voucher              | Chable voucher based authorization                                  |
|                   | Payment              | S Enable payment based authorization                                |
|                   | Gateway              | Paghal Website Raymont the SUS, Canada, UK)                         |
|                   | PayPal               | Pagran mensule raymons into (us), canceu, (us)                      |
|                   | rayra                | Pateeord  |
|                   |                      | Signature   |
|                   |                      | Use PayPal Sandbox ( <u>Apply Sandbox Account</u> )                 |
|                   | Hotpsot Operator     | Go to Hotpstot Manager  |
|                   | Access Control       |   |
|                   | Access Control       |   |
|                   | Restricted Subnets   | 192.168.0.016 Allowed Subnets                                       |
|                   |                      | 172.16.0.012 × ADD NEW  |
|                   |                      | 10.0.0/8  |

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

- Voucher Use Hotspot Manager to create vouchers (including distributable code, duration values, and use restrictions). See <u>"Hotspot Manager" on page 83</u>.
- **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<sup>™</sup> Website Payment Pro (US, Canada, UK) Use your <u>PayPal Website Payments Pro</u> account. To manage payments and transactions, use Hotspot Manager and see <u>"Hotspot Manager" on page 83</u>.

| Gateway          | PayPal Website Payment Pro (US, Canada, UK) 🔻 |
|------------------|---|
| PayPal           | Username                                      |
|                  | Password                                      |
|                  | Signature                                     |
|                  | Use PayPal Sandbox (Apply Sandbox Account)    |
| Hotspot Operator | Go to Hotspot Manager                         |

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 <u>PayPal Sandbox</u> <u>Test Environment</u>.

 Stripe (US, Canada) Use your <u>Stripe</u> account. To manage payments and transactions, use Hotspot Manager and see <u>"Hotspot Manager" on page 83</u>.

| Gateway             | Stripe (US, Canada)   | • |
|---------------------|-----------------------|---|
| Stripe (US, Canada) | API Key               |   |
| Hotspot Operator    | Go to Hotspot Manager |   |

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 <u>Quickpay</u> account.
   To manage payments and transactions, use Hotspot Manager and see <u>"Hotspot Manager" on page 83</u>.

| Gateway           | Quickpay (Europe)     | • |
|-------------------|-----------------------|---|
| Quickpay (Europe) | Merchant ID           |   |
|                   | MD5 Secret            |   |
| Hotspot Operator  | Go to Hotspot Manager |   |

Enter the Quickpay account details:

- Merchant ID Enter the ID for your merchant account.
- MD5 Secret Enter the MD5 secret key.
- Authorize.Net<sup>\*</sup>(US, Canada) Use your <u>Authorize.Net</u> account. To manage payments and transactions, use Hotspot Manager and see <u>"Hotspot Manager" on page</u> <u>83</u>.

| Gateway                    | Authorize.Net (US, Canada)            |
|----------------------------|---------------------------------------|
| Authorize.Net (US, Canada) | API Login ID                          |
|                            | Transaction Key                       |
|                            | Use Test Account (Apply Test Account) |
| Hotspot Operator           | Go to Hotspot Manager                 |

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 <u>Authorize.Net</u> test account.

 Merchant Warrior (Australia, New Zealand) Use your <u>Merchant Warrior</u> account. To manage payments and transactions, use Hotspot Manager and see <u>"Hotspot Manager" on page 83</u>.

| Gateway                                      | Merchant Warrior (Australia, New Zealand) 🔻 |  |
|--|---|--|
| Merchant Warrior (Australia,<br>New Zealand) | Merchant UUID API Key                       |  |
|  | API Passphrase                              |  |
|  | Use Test Account (Apply Test Account)       |  |
| Hotspot Operator                             | Go to Hotspot Manager                       |  |

Enter the Merchant Warrior account details:

- Merchant UUID 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 <u>Merchant Warrior</u> test account.
- IPpay<sup>™</sup> (US, Canada) Use your <u>IPpay</u> account. To manage payments and transactions, use Hotspot Manager and see <u>"Hotspot Manager" on page 83</u>.

| Gateway            | IPpay (US, Canada) 🔻                  |
|--------------------|---------------------------------------|
| IPpay (US, Canada) | Terminal ID                           |
|                    | Use Test Account (Apply Test Account) |
| Hotspot Operator   | Go to Hotspot Manager                 |

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 <u>IPpay test account</u>.

 Hotspot Operator Click Go to Hotspot Manager to manage Wireless Guests, Payments/Transactions, Vouchers, and Operator Accounts. See <u>"Hotspot</u> 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.

| Voucher      |             |
|--------------|-------------|
|              | Use Voucher |
| Terms of Use |             |

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.

|            | 8-Hour Page 1  | ass – \$5.99 🔍 Da | ay Pass \$8.99 |                |
|------------|----------------|-------------------|----------------|----------------|
|            |                | Pay by Payp       | al Pay b       | by credit card |
|            |                |                   |                |                |
| Terms of   | Use            |                   |                |                |
| 🗹 I accept | the Term of Us |                   |                |                |

Authentication > External Portal Server

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

| Site                      | Guest Control                         |  |
|---------------------------|---------------------------------------|--|
| Wireless Networks         | Guest Policies                        |  |
| Networks<br>Guest Control | Enable Guest Portal<br>Authentication | C NO AUTHINTICATION SHIFT INSINGNO INCIDENT EXTERNAL POTTAL SERVER |
| Admins                    | Custom Portal                         | IP Address   |
| User Groups               | Portal URL Hostname                   | Redirect using hostname     Hostname                               |
| VOIP                      | Access Control                        |  |
| Controller                | Restricted Subnets                    | 192.168.0.018 Allowed Subnets                                      |
| Maintenance               |                                       | 172.16.0.012 × ADD NEW   |
|                           |                                       | 10.0.0.08 ×  |

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*  $\times$  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 <a>Apply</a> 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**.

|         |        |         | Admins             | Site                          |
|---------|--------|---------|--------------------|-------------------------------|
| Actions | Role : | Email : | Username :         | Wireless Networks             |
| 1103 📓  | Admin  |         | admin              | Networks                      |
|         |        |         | C CREATE NEW ADMIN | Guest Control                 |
|         |        |         |                    | Admins                        |
|         |        |         |                    | User Groups                   |
|         |        |         |                    | VOIP                          |
|         |        |         |                    | Admins<br>User Groups<br>VOIP |

**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 **XREVOKE** to remove the selected account.
- Edit Click <sup>■</sup> EDIT to make changes.

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

#### **Create or Edit an Admin**

| Site              | Admins + Create New Admin |
|-------------------|---------------------------|
| Wireless Networks | Create New Admin          |
| Networks          | limal I                   |
| Guest Control     | Admin Name                |
| Admins            | Role Read Only •          |
| User Groups       |                           |
| VOIP              | 🗙 CANCEL 🖌 INVITE         |

- 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 VINVITE to send an email invitation.
- Cancel Click × CANCEL to discard changes.

#### Settings > User Groups

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

| ettings           |            |  |         |
|-------------------|------------|--|---------|
| Site              | User Grou  | ps                                     |         |
| Wireless Networks | Name :     | Bandwidth Limit :                      | Actions |
| Networks          | Default    | Download: Unlimited, Upload: Unlimited | TOS SOT |
| Guest Control     | O CREATE N | W USER GROUP                           |         |
| Admins            |            |  |         |
| Jser Groups       |            |  |         |
| VOIP              |            |  |         |
| Controller        |            |  |         |
| Maintenance       |            |  |         |

#### **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 E EDIT to make changes to the user group settings. Go to <u>"Create or Edit a User Group" on page</u> <u>16</u>.
- **Delete** Click **DELETE** to delete the user group. (The *Default* user group cannot be deleted.)

**Create New User Group** Click CREATE NEW USER GROUP to create a new user group. Go to <u>"Create or Edit a User Group" on</u> page 16.

#### **Create or Edit a User Group**

| ettings           |                                     |    |
|-------------------|-------------------------------------|----|
| lite              | User Groups + Create New User Group |    |
| Wireless Networks | Create New User Group               |    |
| Networks          | Name                                |    |
| Suest Control     | Bendwidth Limit (Download)          |    |
| Admins            | Bandwidth Limit (Uplead)            |    |
| Jser Groups       |                                     |    |
| /OIP              | X CANCEL V SA                       | WE |
| Controller        |                                     |    |

- 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 <u>"Wireless Client – Configuration" on page 80</u> or <u>"Wired Client – Configuration" on page 82</u>

for information on how to assign a user or guest to a user group.

#### Settings > VolP

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

| Site              | VOIP                 |                                      |           |         |         |
|-------------------|----------------------|--------------------------------------|-----------|---------|---------|
| Wireless Networks | Global               |                                      |           |         |         |
| Networks          | VOIP                 | Snable VOIP feature                  |           |         |         |
| Guest Control     | Platform Image Cache | Enable VOIP Phone Platform Update Im | age Cache |         |         |
| Admins            | Provider & Numbers   |                                      |           |         |         |
| User Groups       | Provider & Numbers   |                                      |           |         |         |
| VOIP              | VOIP Provider        | None                                 |           |         | SETUP   |
| Extensions        | Number               | Extension                            | Туре      | Actions |         |
| Auto-Responder    | 101                  | •                                    |           |         |         |
| Controller        | 102                  | •                                    |           |         |         |
| Maintenance       | 103                  | •                                    |           |         |         |
|                   | ADD                  |                                      |           |         |         |
|                   |                      |                                      |           |         | V APPLY |

#### 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 <a>APPLY</a> 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 <u>"Settings > Wireless Networks" on page 7</u>.

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

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

| Site                    | VOIP + Provi   | der Setup          |   |          |        |
|-------------------------|----------------|--------------------|---|----------|--------|
| Wireless Networks       | Provider Setup |                    |   |          |        |
| Networks                | SIP Provider   | MANUAL EXTERNAL NO | E Leave it unconfigured, local testing only |          |        |
| Guest Control<br>Admins |                |                    |   | X CANCEL | ✓ SAVE |
| User Groups             |                |                    |   |          |        |
| VOIP                    |                |                    |   |          |        |
| Extensions              |                |                    |   |          |        |
| Auto-Responder          |                |                    |   |          |        |

#### 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.

| te               | VOIP   Provider Setup   |
|------------------|---|
| ireless Networks | Provider Setup  |
| etworks          | SIP Provider MANUAL EXTERNAL NONE Use UniFi Security Gateway as PEX with your own SIP prodentials |
| uest Control     | SIP Server  |
| mins             | SIP Authentication Method USER/BASED (MOST COMMON) (P-BASED                                       |
| er Groups        | SP Username   |
| NP               | SIP Password  |
| tensions         |   |
| to-Responder     | Advanced Options * SP Voicemail   |

- 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 <a>APPLY</a> 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.

| ite  | VOIP   Provider Setup  |
|--|--|
| Vireless Networks                                  | Provider Setup   |
| letworks<br>Guest Control<br>Idmins<br>Iser Groups | SP Provider     MANULIL     NOW     Provide your own PBC. One Unit to mass provide in phones       SP Server |
| intensions<br>auto-Responder                       | Advanced Options * 59 Wolcowsd  X CANCEL  V LAVE   |

- 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 <a>APPLY</a> to save changes.
- Cancel Click × CANCEL to discard changes.

#### None

Select this option for local testing only.

| Settings                  |                |                     |   |               |      |
|---------------------------|----------------|---------------------|---|---------------|------|
| Site                      | VOIP + Provide | er Setup            |   |               |      |
| Wireless Networks         | Provider Setup |                     |   |               |      |
| Networks<br>Guest Control | SIP Provider   | MANUAL DATERNAL NON | E Leave it unconfigured, local testing only |               |      |
| Admins                    |                |                     |   | 🗙 CANCEL 🗸 SA | re - |
| User Groups               |                |                     |   |               |      |
| VOIP                      |                |                     |   |               |      |
| Extensions                |                |                     |   |               |      |
| Auto-Responder            |                |                     |   |               |      |
| Controller                |                |                     |   |               |      |
| Maintenance               |                |                     |   |               |      |

- Apply Click <a>APPLY</a> to save changes.
- Cancel Click × CANCEL to discard changes.

**Add** Click this option to set up a new number. The *Ceate New Number* screen appears:

|                | VOIP ► Create New Num | ber |          |
|----------------|-----------------------|-----|----------|
| eless Networks | Create New Number     |     |          |
| works          | Number                |     |          |
| st Control     | Extension             | •   |          |
| nins           |                       |     | X CANCEL |
| r Groups       |                       |     | X CANCEL |
| P              |                       |     |          |
| nsions         |                       |     |          |
| -Responder     |                       |     |          |

VoIP > Create New Number

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

阊

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

| Site              | VOIP                 |  |                |         |       |
|-------------------|----------------------|--|----------------|---------|-------|
| Wireless Networks | Global               |  |                |         |       |
| Networks          | VDIP                 | S Enable VOIP feature                  |                |         |       |
| Guest Control     | Platform Image Cache | Enable VOIP Phone Platform Update Imag | e Cache        |         |       |
| Admins            |                      |  |                |         |       |
| User Groups       | Provider & Numbers   |  |                |         |       |
| VOIP              | VOIP Provider        | None                                   |                |         | SETUP |
| Extensions        | Number               | Extension                              | Туре           | Actions |       |
| Auto-Responder    | 101                  | UVP Pro (101) *                        | Phone          |         |       |
| Controller        | 102                  | UVP (102) *                            | Phone          |         |       |
| Maintenance       | 103                  | UVP Exec A (103) *                     | Phone          |         |       |
| indirice drive    | 100                  | Auto Responder *                       | Auto-Responder |         |       |

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 **SAVE** to apply changes.

#### Settings > Extensions

The Extensions tab appears if VoIP is enabled.

| Site              | Extensions  |                |               |                |         |          |
|-------------------|-------------|----------------|---------------|----------------|---------|----------|
| Wireless Networks | Extension 0 | Name 0         | Direct Line 0 | Туре с         | Actions |          |
| Networks          | 100         | Auto Responder |               | Auto-Responder |         |          |
| Guest Control     | 101         | Ext. 101       |               | Phone          | EDIT    | E DELETE |
| Admins            | 102         | Ext. 102       |               | Phone          | II EDIT | E DELETE |
|                   | 103         | Ext. 103       |               | Phone          | 8 кол   | B DELETE |
| User Groups       | 104         | Ext. 104       |               | Phone          | B con   | B DELETE |
| VOIP              | 105         | Ext. 105       |               | Phone          | B EDIT  | B DELETE |
| Extensions        | 105         | Ext. 106       |               | Phone          | E EDIT  | B DELETE |
| Auto-Responder    | 107         | Ext. 107       |               | Phone          | II EDIT | E DELETE |
|                   | 108         | Ext. 108       |               | Phone          | S EDIT  | CELETE   |
| Controller        | 200         | AI UVP         |               | Group          | E EDIT  | · DELETE |
| Maintenance       | 300         | Project A      |               | Conference     | 8 FOIT  | B DELETE |

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

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

**Create New Group** Click CREATE NEW GROUP to add a new group. Go to the <u>"Create or Edit a Group" on page 18</u>. **Create New Conference** Click CREATE NEW CONFERENCE to add a new conference. Go to <u>"Create or Edit a Conference" on</u> page 19.

#### **Create or Edit an Extension**

| Site                                | Extensions        | <ul> <li>Create New Extension</li> </ul> |                 |
|-------------------------------------|-------------------|--|-----------------|
| Wireless Networks                   | Create New Ex     | tension                                  |                 |
| Networks<br>Guest Control<br>Admins | Extension<br>Name | 109                                      |                 |
| User Groups                         | Phone<br>Email    | Select one                               |                 |
| VOIP<br>Extensions                  |                   |  | 🗙 CANCEL 🖌 SAVE |
| Auto-Responder                      |                   |  |                 |

- **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 ✓ SAVE to apply changes.
- Cancel Click × CANCEL to discard changes.

#### **Create or Edit a Group**

| Site   | Extensions >                                   | Create New Group                       |          |        |
|--|--|--|----------|--------|
| Wireless Networks                                  | Create New Group                               | 9                                      |          |        |
| Networks<br>Guest Control<br>Admins<br>User Groups | Extension<br>Name<br>Call Screening<br>Members | 201 ON D77 Enter Name or Email Address |          |        |
| VOIP<br>Extensions                                 |  |  | X CANCEL | ✓ SAVE |

- **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.

| ite               | Extensions     | Create New Group |                 |
|-------------------|----------------|------------------|-----------------|
| fireless Networks | Create New Gro | qu               |                 |
| etworks           | Extension      | 200              |                 |
| uest Control      | Name           | Office A         |                 |
| dmins             | Call Screening | ON OFF           |                 |
| ser Groups        | Members        | Ext.             |                 |
| OIP               |                | Ext. 101 (101)   |                 |
| UIF               |                | Ext. 102 (102)   | X CANCEL V SAVE |
| ctensions         |                | Ext. 103 (103)   | A CANCEL        |
|                   |                | Ext. 104 (104)   |                 |
| uto-Responder     |                | Ext. 105 (105)   |                 |

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

| Site   | Extensions   Create New Group  |                 |
|--|--|-----------------|
| Wireless Networks                                  | Create New Group   |                 |
| Networks<br>Guest Control<br>Admins<br>User Groups | Edendin 20<br>Name Office A<br>Cell forcening Office A<br>Members University of Address<br>Members University of Cell (Cell (Cel |                 |
| Extensions<br>Auto-Responder                       |  | X CANCEL V SAVE |

- Save Click <a>save</a> to apply changes.
- **Cancel** Click × CANCEL to discard changes.

#### **Create or Edit a Conference**

| Site   | Extensions   Creat                      | te New Conference |                 |
|--|---|-------------------|-----------------|
| Wireless Networks                                  | Create New Conference                   |                   |                 |
| Networks<br>Guest Control<br>Admins<br>User Groups | Extension [01<br>Name<br>Require PIN PI |                   |                 |
| VOIP   |   |                   | 🗙 CANCEL 🗸 SAVE |
| Extensions   |   |                   |                 |
| Auto-Responder                                     |   |                   |                 |

- **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 <a>save</a> 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.

| Site              | Auto-Responder   | EDIT BUSINESS HOURS |
|-------------------|--|---------------------|
| Wireless Networks | Greeting   |                     |
| Networks          | Please set up your greeting to correctly align with your menu options.                           |                     |
| Guest Control     | Text to Speech "Welcome, if you know your party extension, please dial it at anytime" Converting |                     |
| Admins            |  |                     |
| User Groups       | Menu   |                     |
| VOIP              |  | + ADD OPTION        |
| Extensions        |  | 🗸 SAVE              |
| Auto-Responder    |  |                     |

**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:

| Site              | Auto-Respor            | nder 🕨 Edit Busir              | less Hours        | 5      |   |          |        |
|-------------------|------------------------|--------------------------------|-------------------|--------|---|----------|--------|
| Wireless Networks | Any hours not indicate | ed as Business Hours will be o | onsidered After H | iours. |   |          |        |
| Networks          | Monday                 | Hours: 9:00am-5:00pm           |                   |        |   |          |        |
| Suest Control     | Tuesday                | Hours: 9:00am-5:00pm           |                   |        |   |          |        |
|                   | Wednesday              | Hours: 9:00am-5:00pm           |                   |        | - |          |        |
| Admins            | Thursday               | Hours: 9:00am-5:00pm           |                   |        | 0 |          |        |
| Jser Groups       | 🗹 Friday               | Hours: 9:00am-5:00pm           |                   |        | - |          |        |
| OIP               | 🖂 Saturday             |                                |                   |        |   |          |        |
|                   | 🗆 Sunday               |                                |                   |        |   |          |        |
| Extensions        |                        |                                |                   |        |   |          |        |
| Auto-Responder    |                        |                                |                   |        |   | X CANCEL | 🖌 SAVE |

- 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.

| ettings           |   |
|-------------------|---|
| ite               | Auto-Responder BUSINESS HOURS ATTER HOURS EDIT BUSINESS HOURS   |
| /ireless Networks | Greeting  |
| letworks          | Please set up your greeting to correctly align with your menu options.  |
| iuest Control     | Text to Speech         Welcome, if you know your party extension, please dial it at anytime         SAVE         CANCEL |
| dmins             | alyana  |
| lser Groups       | Menu  |
| OIP               | + AD0 0710N   |
| xtensions         |   |
| uto-Responder     | ✓ SAVE  |
| ontroller         |   |
| laintenance       |   |

- 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.

| Site              | Auto-Responder   | BUSINESS HOURS AFTER HOURS | EDIT BUSINESS HOURS |
|-------------------|--|----------------------------|---------------------|
| Wireless Networks | Greeting   |                            |                     |
| Networks          | Please set up your greeting to correctly align with your menu options. |                            |                     |
| Guest Control     | Uplead Audio (.mp3, .wav)  CHOOSE CANCEL                               |                            |                     |
| Admins            |  |                            |                     |
| User Groups       | Menu   |                            |                     |
| VOIP              |  |                            | + ADD OPTION        |
| Extensions        |  |                            | 🗸 SAVE              |
| Auto-Responder    |  |                            |                     |

- **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.

| Site              | Auto-Responder  | BUSINESS HOURS            | AFTER HOURS EDIT BUSINESS HOU | 015 |
|-------------------|---|---------------------------|-------------------------------|-----|
| Wireless Networks | Greeting  |                           |                               |     |
| Networks          | Please set up your greeting to correctly align with your menu options.      |                           |                               |     |
| Guest Control     | Text to Speech "Welcome, if you know your party extension, please dial it a | tarytime" Converting EDIT |                               |     |
| Admins            |   |                           |                               |     |
| User Groups       | Menu  |                           |                               |     |
| VOIP              | Press 1 • For Transfer • Select one   | •                         | × REMOVE OPTION               |     |
| Extensions        | Select one<br>Auto Responder (103)  |                           | + ADD OPTION                  |     |
| Auto-Responder    | Exc. 101 (101)<br>Exc. 101 (101)  |                           | 🗸 SAVI                        |     |
|                   | L LAL PERIOR  |                           |                               | _   |

**Save** Click **SAVE** to apply changes.

#### Settings > Controller

Configure the system settings of the UniFi Controller.

| Site                                | Controller                                  |   |
|-------------------------------------|---|---|
| Wireless Networks                   | Controller Settings                         |   |
| Networks<br>Guest Control<br>Admins | Controller Hostname/IP<br>Network Discovery | with yourdomain com  Make constant of scoverable on 12 Network  |
| User Groups                         | Mail Server                                 |   |
| VOIP<br>Controller<br>Maintenance   | SMTP Server<br>Test SMTP Server             | E brate null server         IDIT7 Final         Pret         Obails SSL           M Exit abundhrations         Warmanne         Pressore         Pressore           Specify another ablenes         Pressore         Pressore |

#### **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 <u>"Settings > Admins" on page 15</u>.

**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** Seledct 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 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 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:

- <u>"UniFi Security Gateway Details" on page 55</u>
- <u>"UniFi Switch Details" on page 61</u>
- <u>"UniFi Access Point Details" on page 67</u>
- <u>"UniFi VoIP Phone Details" on page 77</u>
- "Client Details" on page 79

#### **Events**

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

| 6015  | Q |
|---|---|
| 3944  |   |
| Control - Control National Advances   |   |
| Committee and a second se |   |
| Company of the Internet unadimented in the original internet of the Inter |   |
| CONTRACTOR References/Andred How  |   |
|   |   |
| Company of the terrer unable to the terrer unable to the terrer of the terrer unable to the terrer unable terrer terre terrer terre terrer terre terrer terrer terrer terrer terrer terrer terrer terre  |   |
|   |   |
|   |   |

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 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:

- <u>"UniFi Security Gateway Details" on page 55</u>
- <u>"UniFi Switch Details" on page 61</u>
- <u>"UniFi Access Point Details" on page 67</u>
- <u>"UniFi VoIP Phone Details" on page 77</u>
- <u>"Client Details" on page 79</u>



## **Chapter 3: Dashboard**

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

- <u>"Internet" on page 24</u>
- <u>"Gateway/Router" on page 24</u>
- <u>"Local Area Network" on page 24</u>
- <u>"Wireless Local Area Network" on page 25</u>
- <u>"Voice over IP" on page 25</u>



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.



**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.

| 192.168.1.1 |
|-------------|
| 152.100.1.1 |
| 9           |
| 1.97MB/s    |
| 85.1KB/s    |
|             |

**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 <u>"UniFi Security Gateway Details" on</u> page 55 for more information.

### **Local Area Network**

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

|          | 器 LAN          |
|----------|----------------|
| CONNEC   | TED AND STABLE |
| SWITCHES | 1              |
| USERS    | 9              |
| GUESTS   | 0              |
| DOWN     | 0              |
| UP       | 763B/s         |
|          | 4              |

**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 <u>"Settings > Networks" on page</u> **9** for more information.

### Wireless Local Area Network

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

|                      | 🗟 WLAN   |  |  |
|----------------------|----------|--|--|
| CONNECTED AND STABLE |          |  |  |
| APS                  | 5        |  |  |
| USERS                | 60       |  |  |
| GUESTS               | 15       |  |  |
| DOWN                 | 270KB/s  |  |  |
| UP                   | 23.3KB/s |  |  |
| dd.                  | ×        |  |  |

**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* in icon to view detailed status information. Go to <u>"Statistics" on page 45</u> for more information.

**Configuration** Click the *configuration* ≁ icon to edit the configuration. Go to <u>"Settings > Wireless Networks" on</u> 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.

| VOIP                 |    |  |  |  |
|----------------------|----|--|--|--|
| CONNECTED AND STABLE |    |  |  |  |
| PHONES               | 8  |  |  |  |
| EXTENSIONS           | 11 |  |  |  |
|                      |    |  |  |  |
|                      |    |  |  |  |
|                      |    |  |  |  |
|                      |    |  |  |  |

**Phones** Displays the number of UniFi VoIP Phones. **Extensions** Displays the number of extensions, including groups and conferences. Chapter 3: Dashboard



## **Chapter 4: Map**

The UniFi Controller software allows you to upload custom map images of your location(s) or use Google Maps<sup>™</sup> 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*.



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

|       | Actions |        |
|-------|---------|--------|
| ample | EDIT    | DELETE |

#### 3. Click Cancel.

|   | Name    | Date Modified | Size Kind | Date Added |            |
|---|---------|---------------|-----------|------------|------------|
| Ubiquiti Networks                               | ingen a | Late wooleep  | AR 1150   | 0000 mm    |            |
| Ubiquiti Networks                               |         |               |           |            |            |
| Final   |         |               |           |            |            |
| Resources                                       |         |               |           |            |            |
| Review<br>Working<br>Logos<br>guides<br>Desktop |         |               |           |            |            |
| Working   |         |               |           |            |            |
| Logos   |         |               |           |            |            |
| guides  |         |               |           |            |            |
| Desktop   |         |               |           |            |            |
| Applications                                    |         |               |           |            |            |
| Pictures  |         |               |           |            |            |
| Documents                                       |         |               |           |            |            |
| Downloads                                       |         |               |           |            |            |
| **  |         |               |           |            |            |
|   |         |               |           |            | Cancel Ope |

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



5. 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 **9** LOCATE.



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



#### Click **Click** to capture a screenshot.

6. Click X DONE .



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

### **Placing Devices on the Map**

- 1. Click **Unplaced Devices** at the lower right.
- 2. 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
- Our Contract Ou
- OuniFi 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* <sup>(2)</sup> 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:

- <u>"UniFi Security Gateway Details" on page 55</u>
- <u>"UniFi Switch Details" on page 61</u>
- <u>"UniFi Access Point Details" on page 67</u>
- <u>"UniFi VoIP Phone Details" on page 77</u>
- Remove Remove the device icon from its location.

## **Map Display Options**

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

| LABELS | DETAILS | COVERAGE | TOPOLOGY |
|--------|---------|----------|----------|
|        |         |          |          |

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:

- <u>"UniFi Security Gateway Configuration" on page</u> <u>57</u>
- "UniFi Switch Configuration" on page 64
- <u>"UniFi Access Point Configuration" on page 71</u>
- <u>"Settings > Extensions" on page 18</u> (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).





**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.



 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 4: Map

| UniFi         | CURRENT SITE                |                  |           |                           |               |             |          | REFRESH RATE     | φ 🚺                |   |
|---------------|-----------------------------|------------------|-----------|---------------------------|---------------|-------------|----------|------------------|--------------------|---|
| UIIIFI        | Default 🔻                   |                  |           |                           |               |             |          | 2 minutes 🔻      | Ψ                  |   |
| (1) DASHBOARD | Devices                     |                  |           |                           |               |             |          |                  |                    | E |
| • МАР         | Q                           | GATEWAY/SWITCHES | APS P     | HONES                     |               |             |          |                  | Items per page: 50 |   |
| O DEVICES     | Name/MAC Address            | IP Address ÷     | Status ¢  | Model ¢                   | Version ¢     | Uptime ¢    | Actions  |                  |                    |   |
|               | Ext. 101 (101)              | 10.0.0.119       | Connected | UniFi Phone               | 4.6.0.235     | 1d 5h 2m    | LOCATE   | 👌 RESTART 🕹 UPG  | ADE                |   |
| CALLS         | Ext. 102 (102)              | 10.0.0.120       | Connected | UniFi Phone               | 4.6.0.235     | 3h 18m 45s  | LOCATE   | 👌 RESTART 🕹 UPGI | ADE                |   |
|               | Ext. 103 (103)              | 10.0.0.116       | Connected | UniFi Phone               | 4.6.0.235     | 1d 17h 47m  | • LOCATE | 👌 RESTART 🕹 UPGI | ADE                |   |
|               | Ext. 104 (104)              | 10.0.0.117       | Connected | UniFi Phone               | 4.6.0.235     | 15h 1m 33s  | • LOCATE | 👌 RESTART 🕹 UPG  | ADE                |   |
|               | Ext. 105 (105)              | 10.0.0.121       | Connected | UniFi Phone               | 4.6.0.235     | 22h 25m 57s | • LOCATE | 👌 RESTART 🕹 UPG  | ADE                |   |
|               | Ext. 106 (106)              | 10.0.0.122       | Connected | UniFi Phone               | 4.6.0.235     | 1d 20h 3m   | • LOCATE | 👌 RESTART 🕹 UPG  | ADE                |   |
|               | Ext. 107 (107)              | 10.0.0.123       | Connected | UniFi Phone               | 4.6.0.235     | 1d 4h 12m   | • LOCATE | 👌 RESTART 🕹 UPGI | ADE                |   |
|               | Ext. 108 (108)              | 10.0.0.118       | Connected | UniFi Phone               | 4.6.0.235     | 1d 17h 30m  | • LOCATE | 👌 RESTART 🕹 UPGI | ADE                |   |
|               | JuniFi 24-Port PoE Switch A | 10.0.0.115       | Connected | UniFi Switch 24 POE-500W  | 3.3.3693      | 1d 8h 53m   | • LOCATE | C RESTART        |                    |   |
|               | UniFi 48-Port PoE Switch A  | 10.0.0.2         | Connected | UniFi Switch 48 POE-750W  | 3.3.3693      | 1d 14h 3m   | • LOCATE | O RESTART        |                    |   |
|               | UniFi 48-Port PoE Switch B  | 10.0.0.3         | Connected | UniFi Switch 48 POE-750W  | 3.3.3693      | 23h 13m 12s | • LOCATE | O RESTART        |                    |   |
|               | UniFi 48-Port PoE Switch C  | 10.0.0.4         | Connected | UniFi Switch 48 POE-750W  | 3.3.3.3693    | 5h 7m 35s   | • LOCATE | O RESTART        |                    |   |
|               | O UniFLAP A                 | 10.0.0.67        | Connected | UniFi AP                  | 3.2.7.2816    | 9h 11m 57s  | • LOCATE | RESTART          |                    |   |
|               | UniFLAP.B                   | 10.0.0.35        | Connected | PicoStation M2            | 3.2.7.2816    | 1d 15h 1m   | • LOCATE | RESTART          |                    |   |
|               | O UniFi AP C                | 10.0.0.99        | Connected | UniFi AP-LR               | 3.2.7.2816    | 12h 14m 51s | • LOCATE | RESTART          |                    |   |
|               | O UniFi AP D                | 10.0.0.51        | Connected | UniFi AP-Pro              | 3.2.7.2816    | 1d 4h 9m    | • LOCATE | RESTART          |                    |   |
| - Serrings    | UniFLAP.E                   | 10.0.0.83        | Connected | UniFi AP-Outdoor          | 3.2.7.2816    | 19h 41m 14s | • LOCATE | RESTART          |                    |   |
| <b>A</b> 31   | UniFi Security Gateway      | 192.168.1.1      | Connected | UniFi Security Gateway 3P | 4.2.4.4733350 | 8h 16m 31s  | • LOCATE | O RESTART        |                    |   |

# **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 <u>"Settings > VoIP" on page 16</u>.)

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
- Our Contract Ou
- OuniFi 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:

- <u>"UniFi Security Gateway Details" on page 55</u>
- <u>"UniFi Switch Details" on page 61</u>
- <u>"UniFi Access Point Details" on page 67</u>
- <u>"UniFi VoIP Phone Details" on page 77</u>

**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 **O 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.

|            | Devic    | es                          |                 |           |                           |        |       |                      |                    |
|------------|----------|-----------------------------|-----------------|-----------|---------------------------|--------|-------|----------------------|--------------------|
|            | ۹        | ALL GATTY                   | WY/SWITCHES APS | PHONES    |                           |        |       |                      | items per page: 50 |
| NVICES     |          | Name/MAC Address +          | P Address :     | Status :  | Model :                   | Down : | Up :  | Actions              |                    |
|            | 44       | UniFi 24 Port Poll Switch A | 10.0.0.115      | Connected | UniFi Switch 24 POE-500W  |        |       | LOGATE     O RESTART |                    |
|            | 10 A     | UniFi 48-Port PoE Switch A  | 10.0.0.2        | Connected | UniFi Switch 48 POE-750W  | 29.1M  | 361M  | LOCATE     O RESTART |                    |
| FLATISTICS | 60a -    | UniFLAB Part PoE Switch B   | 10.0.03         | Connected | UniFi Switch 48 POE-750W  | 157M   | 1.876 | LOCATE     O RESTART |                    |
|            | 10 A     | Un FL46 Port Poll Switch C  | 10.0.0.4        | Connected | UniFi Switch 48 POE-750W  | 104M   | 1.226 | LOGATE     O RESTART |                    |
|            | <b>a</b> | UniFi Security Gateway      | 192.168.1.1     | Connected | UniFi Security Gateway 3P |        |       | LOCATE     O RESTART |                    |
|            |          |                             |                 |           |                           |        |       |                      |                    |
|            |          |                             |                 |           |                           |        |       |                      |                    |
|            |          |                             |                 |           |                           |        |       |                      |                    |
|            |          |                             |                 |           |                           |        |       |                      |                    |
|            |          |                             |                 |           |                           |        |       |                      |                    |
|            |          |                             |                 |           |                           |        |       |                      |                    |
|            |          |                             |                 |           |                           |        |       |                      |                    |
|            |          |                             |                 |           |                           |        |       |                      |                    |
|            |          |                             |                 |           |                           |        |       |                      |                    |
|            |          |                             |                 |           |                           |        |       |                      |                    |
| TETTINGS   |          |                             |                 |           |                           |        |       |                      |                    |

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

- UniFi Security Gateway
- 🚑 UniFi 24-Port Switch

LniFi 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:

- <u>"UniFi Security Gateway Details" on page 55</u>
- <u>"UniFi Switch Details" on page 61</u>

**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 **O 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.

## 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 START ROLLING UPGRADE to begin automatically upgrading APs, one by one, except for wirelessly uplinked APs, which are intentionally excluded from upgrading.

### **Overview**



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

- UniFi AP AC
- OniFi AP PRO
- OniFi 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 <u>"UniFi Access Point Details" on</u> 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 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 **O RESTART** to restart the selected device.
- **Upgrade** If a software upgrade is available for the device, click <br/>
  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.

## Config

|          | Devi | les              |     |            |                  |            |          |             |             |             | 4        | START ROLLING UPGRADE |
|----------|------|------------------|-----|------------|------------------|------------|----------|-------------|-------------|-------------|----------|-----------------------|
|          | ۹    |                  | ALL | GATEWAY/SW | TOHES APS PHONES | OVERVIEW   | CONRIG   | PERFORMANCE |             |             |          | items per page: S     |
| VICES    |      | Name/MAC Address | 0   | Status :   | Nodel :          | Version 0  | WLAN2G : | WLANSE :    | Radio26 0   | Radio56 :   | Actiona  |                       |
|          | ۲    | Uniti AP.A       |     | Connected  | UniFi AP         | 3.2.7.2816 | Default  |             | auto / auto |             | LOCATE   | O RESTART             |
| LLS      | ŝ.   | UniFLAP.B        |     | Connected  | PiceStation M2   | 3.2.7.2816 | Default  | Default     | auto / auto | auto / auto | · LOCATE | © RESTART             |
| ATISTICS | ۲    | Unifi AP.C       |     | Connected  | UNFIAP-LR        | 3.2.7.2816 | Default  |             | auto / auto |             | LOCATE   | O RESTART             |
| SIGHTS   | ۲    | USELAP.D         |     | Connected  | UniFLAP-Pro      | 3.2.7.2616 | Default  | Default     | auto / auto | auto / auto | LOCATE   | O RESTART             |
|          |      | UniFLAP E        |     | Connected  | UniFi AP-Outdoor | 3.2.7.2816 | Default  |             | auto / auto |             | · LOCATE | O RESTART             |
|          |      |                  |     |            |                  |            |          |             |             |             |          |                       |
|          |      |                  |     |            |                  |            |          |             |             |             |          |                       |
|          |      |                  |     |            |                  |            |          |             |             |             |          |                       |
|          |      |                  |     |            |                  |            |          |             |             |             |          |                       |
|          |      |                  |     |            |                  |            |          |             |             |             |          |                       |
|          |      |                  |     |            |                  |            |          |             |             |             |          |                       |
|          |      |                  |     |            |                  |            |          |             |             |             |          |                       |
|          |      |                  |     |            |                  |            |          |             |             |             |          |                       |
|          |      |                  |     |            |                  |            |          |             |             |             |          |                       |
|          |      |                  |     |            |                  |            |          |             |             |             |          |                       |
| TTINGS   |      |                  |     |            |                  |            |          |             |             |             |          |                       |

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

- UniFi AP AC
- OniFi AP PRO
- OniFi 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 <u>"UniFi Access Point Details" on</u> 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 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 **O 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.

### Performance



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

- UniFi AP AC
- OuniFi AP PRO
- OniFi 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 <u>"UniFi Access Point Details" on</u> page 67 for more information.

IP Address Displays the IP address of the AP.

#### UniFi<sup>®</sup> Controller User Guide

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 **O 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.

| hiFi 🕯      | efault 🔻           |                      |           |             |             | n        |          |           | 2 minutes 🔻 | ۰                  |
|-------------|--------------------|----------------------|-----------|-------------|-------------|----------|----------|-----------|-------------|--------------------|
| DASHBOARD D | levices            |                      |           |             |             |          |          |           |             | & UNSRADE ALL      |
| NAP G       |                    | ALL GATEWAY/SWITCHES | APS PHOP  | IES .       |             |          |          |           |             | items per page: 50 |
| DEVICES     | Name/MAC Address + | P Address :          | Status :  | Extension : | Num Cells 0 | Mostes : | Actions  |           |             |                    |
| CLIENTS     | Ext. 101.(101)     | 10.0.0.119           | Connected | 101         |             |          | • LOCATE | O RESTART | & UPGRADE   |                    |
| CALLS       | Ext. 102.(102)     | 10.0.0.120           | Connected | 102         |             |          | · LOCATE | O RESTART | & UPERADE   |                    |
| STATISTICS  | Ext. 103.0030      | 10.0.0.116           | Connected | 103         |             |          | · LOCATE | O RESTART | & UPGRADE   |                    |
| INSIGHTS    | Ext. 104.000       | 10.0.0.117           | Connected | 108         |             |          | • LOCATE | O RESTART | & UPGRADE   |                    |
|             | Ext. 105 (105)     | 10.0.0.121           | Connected | 105         |             |          | · LOCATE | O RESTART | & UPERADE   |                    |
|             | Ext. 106.0360      | 10.0.0.122           | Connected | 105         |             |          | • LOCATE | O RESTART | S UPGRADE   |                    |
|             | Ext. 107(107)      | 10.0.0.123           | Connected | 102         |             |          | • LOCATE | O RESTART | & UPGRADE   |                    |
|             | Ext. 108/1080      | 10.0.0.118           | Connected | 108         |             |          | · LOCATE | O RESTART | 🕹 UPGRADE   |                    |
|             |                    |                      |           |             |             |          |          |           |             |                    |
| SETTINGS    |                    |                      |           |             |             |          |          |           |             |                    |

**Upgrade All** Click <br/>
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 <u>"UniFi VoIP Phone Details" on</u> 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 <u>Ceate New Number screen appears:" on page 17</u> 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 **O 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:

- <u>"UniFi Security Gateway Details" on page 55</u>
- <u>"UniFi Switch Details" on page 61</u>
- <u>"UniFi Access Point Details" on page 67</u>
- <u>"UniFi VoIP Phone Details" on page 77</u>

| PROPERTIES |          |             | ≡ ≡ »         |
|------------|----------|-------------|---------------|
| O UniFi AF | PRO 🔻    |             | × ي           |
|            |          | Connected   |               |
| DETAILS    | USERS    | GUESTS      | CONFIGURATION |
| OVERVIE    | w        |             |               |
| MAC A      | ddress   | 00:15:6d:00 | :00:05        |
| Model      |          | UniFi AP-Pr | 0             |
| Version    | ı        | 3.0.5       |               |
| IP Add     | ress     | 10.0.0.99   |               |
| Uptime     | 2        | 22h 21m     |               |
| # Users    | 5        | 15          |               |
| # Gues     | ts       | 0           |               |
| UPLINK     | (WIRE)   |             |               |
| RADIO (1   | 11N/B/G) |             |               |
| RADIO (1   | 11N/A)   |             |               |
| • LOCA     | ATE O    | RESTART     | UPGRADE       |

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

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

| PRO | PERTIES               | = | - = | •• |
|-----|-----------------------|---|-----|----|
| •   | UAP Outdoor 2,4 GHz 🕨 |   | 'n  | ×  |
|     | UAP Outdoor+ >        |   | 'n  | ×  |
| •   | UAP Outdoor 5 GHz 🕨   |   | þ   | ×  |
|     | UAP AC Outdoor 🕨      |   | þ   | ×  |

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 I 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.

| UĥiFi             | CURRENT SITE Default     |              |               |                   |        |       |            |             | REFRESH RATE<br>2 minutes | • ¢ 🚺•               |
|-------------------|--------------------------|--------------|---------------|-------------------|--------|-------|------------|-------------|---------------------------|----------------------|
| dashboard     Map | Clients                  | ALL WIRELESS | WIRED ALL     | USERS GUESTS      |        |       |            |             |                           | Items per page: 50 V |
| O DEVICES         | Name/MAC Address 🔺       | IP Address ¢ | Connection \$ | AP/Port           | Down ¢ | Up ‡  | Activity ‡ | Uptime \$   | Actions                   |                      |
|                   | 10:68:3f:00:00:01        | 10.0.0.36    | UBNT-Guest    | UniFi AP B        | 41.7M  | 3.41M | 1.00       | 7h 56m 28s  |                           | INECT                |
| CALLS             | 10:68:3f:00:00:02        | 10.0.0.37    | UBNT-Guest    | UniFi AP B        | 40.5M  | 3.40M |            | 3h 43m 41s  |                           | INECT                |
|                   | 10:68:3f:00:00:03        | 10.0.0.38    | UBNT-Guest    | UniFi AP B        | 38.5M  | 3.30M |            | 10h 53m 23s |                           | INECT                |
|                   | 10:68:3f:00:00:04        | 10.0.0.39    | UBNT-Guest    | UniFi AP B        | 40.7M  | 3.31M | 1          | 8h 5m 45s   |                           | INECT                |
|                   | 10:68:3f:00:00:05        | 10.0.0.40    | UBNT-Guest    | UniFi AP_B        | 36.9M  | 2.99M | 1.00       | 8h 36m 50s  |                           | INECT                |
|                   | 10:68:3f:00:00:06        | 10.0.0.41    | UBNT-Guest    | UniFi AP_B        | 42.0M  | 3.61M |            | 9h 56m 46s  |                           | INECT                |
|                   | 10:68:3f:00:00:07        | 10.0.0.42    | UBNT-Guest    | UniFi AP_B        | 42.6M  | 3.38M |            | 11h 12m 36s |                           | INECT                |
|                   | 10:68:3f:00:00:08        | 10.0.0.43    | UBNT-Guest    | UniFi AP B        | 39.7M  | 3.36M |            | 8h 56m 14s  | × BLOCK ↔ RECOM           | INECT                |
|                   | 10:68:3f:00:00:09        | 10.0.0.44    | UBNT-Guest    | UniFi AP B        | 40.6M  | 3.42M | 1.00       | 5h 33m 54s  |                           | INECT                |
|                   | 10:68:3f:00:00:0a        | 10.0.0.45    | UBNT-Guest    | UniFi AP B        | 38.3M  | 3.20M |            | 11h 24m 34s | × BLOCK ↔ RECOM           | INECT                |
|                   | <u>10:68:3f:00:00:0b</u> | 10.0.0.46    | UBNT-Guest    | UniFi AP B        | 42.9M  | 3.35M |            | 7h 54m 6s   | × BLOCK ↔ RECON           | INECT                |
|                   | <u>10:68:3f:00:00:0c</u> | 10.0.0.47    | UBNT-Guest    | UniFi AP B        | 38.8M  | 3.12M |            | 4h 39m 53s  |                           | INECT                |
|                   | <u>10:68:3f:00:00:0d</u> | 10.0.0.48    | UBNT-Guest    | <u>UniFi AP B</u> | 39.7M  | 3.50M | 1.00       | 4h 32m 39s  |                           | INECT                |
|                   | 10:68:3f:00:00:0e        | 10.0.0.49    | UBNT-Guest    | UniFi AP B        | 43.6M  | 3.43M |            | 4h 2m 58s   |                           | INECT                |
|                   | 10:68:3f:00:00:0f        | 10.0.0.50    | UBNT-Guest    | UniFi AP B        | 34.9M  | 3.11M |            | 2h 26m 7s   |                           | INECT                |
| <b>A</b> 31       | <u>10:68:3f:00:00:10</u> | 10.0.0.52    | UBNT-Guest    | <u>UniFi AP D</u> | 37.3M  | 3.22M | 1          | 8h 45m 5s   |                           | INECT                |

# **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** 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 <u>"Client Details" on</u> 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<br>(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 **X** 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
 X UNAUTHORIZE to remove authorization of wireless guest access and disconnect the client.

## Wireless

| hiFi       | CUMENT STE<br>Default |             |              |                |          |            |        |         |             | 2 minu  |                    |
|------------|-----------------------|-------------|--------------|----------------|----------|------------|--------|---------|-------------|---------|--------------------|
| DASHBOARD  | Clients               |             |              |                |          |            |        |         |             |         |                    |
| MAP        | ٩                     | ALL W       | RELESS WIRED | ALL 26 56      | ALL UI   | ERS GUESTS | AP; Al |         | •           |         | Items per page: 50 |
| OEVICES    | Name/MAC Address +    | P Address 1 | WLAN 0       | Access Point 0 | Stgnal : | Down :     | Up :   | ламку : | Update :    | Actions |                    |
| CLENTS     | 10.58 31:00:00:01     | 10.0.0.36   | UBNT-Guest   | UniFLAP B      | 99% 🗿    | 41.7M      | 3.41M  | 1       | 7h 56m 28s  | × BLOCK | ++ RECONVECT       |
| CALLS      | 10.68 31.00.00.02     | 10.0.0.37   | UBNT-Guest   | UnitiAP.B      | 99% 🗿    | 40.544     | 3.40M  | 1.00    | 3h 43m 41s  | × BLOCK | ** RECONVECT       |
| STATISTICS | 10.58.31.00.00.03     | 10.0.0.38   | UBNT-Guest   | USELAP B       | 096 🗿    | 38.5M      | 3.30M  |         | 10h 53m 23s | × BLOCK | ** RECONVECT       |
| NEIGHTS    | 10.58 3100.00.04      | 10.0.0.39   | UBNT-Guest   | Uniti AP B     | 40% 💿    | 40.7M      | 3.31M  | 1.00    | 8h 5m 45s   | × BLOCK | + RECONVECT        |
|            | 10.58.3100.00.05      | 10.0.0.40   | UBNT-Guest   | UniFLAP B      | 0% 📀     | 36.564     | 2.99M  | 1.00    | 8h 36m 50s  | × BLOCK | ** RECONVECT       |
|            | 10.58 31.00.00.05     | 10.0.0.41   | UBNT-Guest   | UniFLAP B      | 32% 🗿    | 42.064     | 3.61M  |         | 9h 56m 46s  | × BLOCK | ++ RECONVECT       |
|            | 10.68.31.00.00.07     | 10.0.0.42   | UBNT-Guest   | Unifi AP B     | 8476 🙆   | 42.6M      | 3.38M  |         | 11h 12m 36s | × BLOCK | ** RECONNECT       |
|            | 10-58-31-00-00-08     | 10.0.0.43   | UBNT-Guest   | UniFLAP B      | 99% 🗿    | 29.7M      | 3.36M  |         | 8h 56m 14s  | × BLOCK | ** RECONVECT       |
|            | 10.68.31.00.00.09     | 10.0.0.44   | UBNT-Guest   | Uniti AP.B     | 99% 🔕    | 40.644     | 3.42M  | 1.00    | 5h 33m 54s  | × BLOCK | ** RECONVECT       |
|            | 10-58-31-00-00-0a     | 10.0.0.45   | UBNT-Guest   | UNIFI AP B     | 9996 👩   | 36.3M      | 3.20M  |         | 11h 24m 34s | × BLOCK | ** RECONVECT       |
|            | 10.58 31.00.00.05     | 10.0.0.46   | UBNT-Guest   | UniFLAP B      | 016 💿    | 42.944     | 3.35M  | 1.00    | 7h 54m 6s   | × BLOCK | + RECONVECT        |
|            | 10.58-31-00-00-0c     | 10.0.0.47   | UBNT-Guest   | Unifi AP B     | 17% 🗿    | 38.6M      | 3.12M  | 1.00    | 4h 29m 53s  | × BLOCK | ** RECONVECT       |
|            | 10.58 31:00:00:04     | 10.0.0.48   | UBNT-Guest   | UniFLAP B      | 99% 🗿    | 29.7M      | 3.50M  | 1.00    | 4h 33m 39s  | × BLOCK | ++ RECONVECT       |
| LETTINGS   | 10.68.31.00.00.0e     | 10.0.0.49   | UBNT-Guest   | Uniti AP B     | 2.5% 🥝   | 43.644     | 3.43M  | 1.1     | 4h 2m 58s   | × BLOCK | ** RECONVECT       |
|            | 10.68 31 00:00:01     | 10.0.0.50   | UBNT-Guest   | UniFLAP B      | 99% 🗿    | 34.944     | 3.11M  | 1.00    | 2h 26m 7s   | × BLOCK | ** RECONVECT       |
| 83         | 10.58 31 00:00 10     | 10.0.0.52   | UBNT-Guest   | Unifi AP D     | 99% 🙆    | 37.3M      | 3.2254 |         | 8h 45m 5s   | × BLOCK | ++ RECONVECT       |

**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 <u>"Client Details" on</u> 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:

| lcon     | Clients           | Mode       |
|----------|-------------------|------------|
| ac       | 5 GHz (802.11ac)  | Active     |
| ac       | 5 GHz (802.11ac)  | Power Save |
| n        | 5 GHz (802.11n)   | Active     |
| Ø        | 5 GHz (802.11n)   | Power Save |
| <b>n</b> | 2.4 GHz (802.11n) | Active     |
| Ø        | 2.4 GHz (802.11n) | Power Save |
| g        | 2.4 GHz (802.11g) | Active     |
| g        | 2.4 GHz (802.11g) | Power Save |
| b        | 2.4 GHz (802.11b) | Active     |
| ø        | 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<br>(Bytes per second) |
|------|--------------------------------------|
|      | ldle                                 |
|      | 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 **X** 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

| ĥFï       | CURRENT STE<br>Default V |              |           |                                |        |       | n.         | 2 minute    |                    |
|-----------|--------------------------|--------------|-----------|--------------------------------|--------|-------|------------|-------------|--------------------|
| ASHBOARD  | Clients                  |              |           |                                |        |       |            |             |                    |
| 4.9       | ٩                        | ALL WIRELESS | WIRED ALL | USERS GUESTS Network All       | •      |       |            |             | items per page: 50 |
| EVICES    | Name/NAC Address +       | P Address :  | Network : | Part 1                         | Down 0 | Up :  | Activity : | Updme 0     | Actions            |
| LIENTS    | c8/2x/14:00:00:01        | 10.0.0.5     | UAN       | UniFi 48-Port PoE Switch B #2  | 29.5M  | 3.21M | 1.00       | 10h 6m 5s   | × BLOCK            |
| ALLS      | c82x14.00.00.02          | 10.0.0.6     | LAN       | UniFL48 Part PoE Switch 8 #3   | 40.7M  | 3.47M | 1.00       | 5h 52m 55s  | × BLOCK            |
| TATISTICS | c8:2x:14:00:00:03        | 10.0.0.7     | LAN       | Unifi 48-Port Poll Switch A #4 | 35.8M  | 2.88M | 1.00       | 11h 20m 37s | × BLOCK            |
| ISIGHTS   | c82x14000004             | 10.0.0.8     | LAN       | UniFi 48-Port Poll Switch B #4 | 42.7M  | 3.56M | 1.00       | 10h 37s     | × BLOCK            |
|           | c82x14000005             | 10.0.0.9     | LAN       | UniFi 48 Part PoE Switch A #5  | 39.1M  | 3.34M | 1.0        | 5h 7m 1s    | × BLOCK            |
|           | c8/2x14:00:00:05         | 10.0.0.10    | LAN       | Unifi 48-Port Poll Switch B.#5 | 38.4M  | 3.27M | 1.00       | 3h 38m      | × BLOCK            |
|           | ck2x14000007             | 10.0.0.11    | LAN       | UniFi 48-Part PoE Switch A #6  | 37.4M  | 3.11M | 1.00       | 10h 46m 22s | × BLOCK            |
|           | c8/2x14:00:00:08         | 10.0.0.12    | LAN       | Unifi 48-Part PoE Switch B #6  | 39.544 | 3.15M |            | 8h 26m 4s   | × BLOCK            |
|           | c8.2x14.00.00.09         | 10.0.0.13    | LAN       | UniFi 48-Port Poll Switch C #2 | 41.0M  | 3.19M | 1.00       | 5h 47m 30s  | × BLOCK            |
|           | c8.2x14.00.00.0x         | 10.0.0.14    | LAN       | UniFi 48 Part PoE Switch 8 #7  | 37.4M  | 3.32M | 1.1        | 12h 7m 1s   | × BLOCK            |
|           | c8:2x:14:00:00:0b        | 10.0.0.15    | LAN       | Unifi 48-Port PoE Switch C #3  | 39.4M  | 3.16M | 1.00       | 3h 32m 2s   | × BLOCK            |
|           | c8.2x.14.00.00.0c        | 10.0.0.16    | LAN       | UniFi 48-Port Poll Switch A #7 | 28.8M  | 3.03M | 1.00       | Bh 27m 13s  | × BLOCK            |
|           | c82x1400000d             | 10.0.0.17    | LAN       | UniFi 48 Part PoE Switch A #8  | 42.6M  | 3.02M | 1.00       | 8h 42m 2s   | × BLOCK            |
| ETTINGS   | c8.2x14.00.00.0e         | 10.0.0.18    | LAN       | Unifi 48-Port Poll Switch A #9 | 38.3M  | 3.06M | 1.00       | 10h 53m 26s | × BLOCK            |
|           | ck2x1400000f             | 10.0.0.19    | LAN       | UniFi 48-Port PoE Switch B #8  | 41.2M  | 3.23M | 1.00       | 5h 19m 27s  | × BLOCK            |
| 8         | (82+14000010             | 10.0.0.20    | LAN       | Unifi 48-Port PoE Switch A #10 | 29.6M  | 3.37M |            | Sh See St   | × BLOCK            |

**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 <u>"Client Details" on</u> 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 <u>"UniFi Switch Details" on page</u> <u>61</u> 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<br>(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 **X** 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:

- <u>"Wireless Client Details" on page 79</u>
- <u>"Wired Client Details" on page 81</u>



# **Close** Click for the *Properties* tab and client popups.

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

| PROPERTIES          | # = | •• |
|---------------------|-----|----|
| 10:68:3f:00:00:42 ► | p   | ×  |
| c8:2a:14:00:00:18 ► | p   | ×  |
| 10:68:3f:00:00:48 ► | p   | ×  |
| c8;2a;14:00:00;17 ▶ | p   | ×  |

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 6: Clients

| UńiFi      | CURRENT SITE<br>Default |             |                              |              |             |                     |            | 2 minutes V        |
|------------|-------------------------|-------------|------------------------------|--------------|-------------|---------------------|------------|--------------------|
| DASHBOARD  | Calls                   |             |                              |              |             |                     |            |                    |
| мар        | ٩                       |             | ALL INCOMING OUTGOING INTERN | AL 1 hour •  |             |                     |            | Items per page: 50 |
| DEVICES    |                         | Direction ¢ | Origin ¢                     | Recipient ¢  | Status ¢    | Start Time 💠        | Duration ¢ | Actions            |
| CLIENTS    | E⇒                      | Outgoing    | 102                          | 104          | Ongoing     | 2009/02/13 15:31:30 | 0s         | × TERMINATE        |
| CALLS      | ⇒]                      | Incoming    | 2106                         | 1103         | Successful  | 2009/02/13 15:31:30 | 1m 40s     |                    |
| STATISTICS | ⇒                       | Incoming    | 218-555-4567                 | 105          | Voicemail   | 2009/02/13 15:31:30 | 1m 40s     |                    |
| INSIGHTS   | E→                      | Outgoing    | 104                          | 323-555-2312 | Ongoing     | 2009/02/13 15:31:30 | 1m 40s     | × TERMINATE        |
|            | →]                      | Incoming    | Unknown                      | 201          | Transferred | 2009/02/13 15:31:30 | 1m 40s     |                    |
|            | ⇒]                      | Incoming    | Unknown                      | 202          | Voicemail   | 2009/02/13 15:31:30 | 1m 40s     |                    |
|            | ⇒]                      | Incoming    | Unknown                      | 210          | Terminated  | 2014/04/11 13:51:54 | Os         |                    |
|            | ⇒]                      | Incoming    | Unknown                      | 555          | Terminated  | 2014/04/11 13:51:54 | 0s         |                    |
|            |                         |             |                              |              |             |                     |            |                    |
|            |                         |             |                              |              |             |                     |            |                    |
|            |                         |             |                              |              |             |                     |            |                    |
|            |                         |             |                              |              |             |                     |            |                    |
|            |                         |             |                              |              |             |                     |            |                    |
|            |                         |             |                              |              |             |                     |            |                    |
|            |                         |             |                              |              |             |                     |            |                    |
| SETTINGS   |                         |             |                              |              |             |                     |            |                    |
| 31         |                         |             |                              |              |             |                     |            |                    |

# **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.

| Q,     |             | ALL INCOMING OUTSIGING INTERNAL | thear *      |             |                     |            | Rems per page 30 * MICAAGE |
|--------|-------------|---------------------------------|--------------|-------------|---------------------|------------|----------------------------|
|        | Direction 1 | Ongo 1                          | Reciptors :  | Tarkes 1    | SetTime 2           | Duration 1 | Actions                    |
| Ð      | Outgoing    | 102                             | 154          | Orgoing     | 2008/00/13 15:31:30 | 05         | X TERMINATE                |
| -1     | Incoming    | 2106                            | 1108         | Successful  | 2008/52/13 15:31:30 | 14.45      |                            |
| ÷      | incoming    | 218-555-4587                    | 105          | Velomal     | 2098/02/13 15:01:00 | 51.40      |                            |
| Ð      | Outgoing    | 104                             | 323-535-22*2 | Orgoing     | 2008/00/13 15:01:30 | 51.45      | × TERMINATE                |
| -1     | incoming    | Unknown                         | 204          | Transferred | 2008/00/13 15:01:00 | 10.45      |                            |
| ÷      | incoming    | Unknown                         | 202          | Volcenal    | 2008-00/13 15:01:30 | 51.40      |                            |
| 4<br>4 | Incoming    | Urinteen                        | 210          | Terrinated  | 2014/06/11 12:51:54 | Ca.        |                            |
|        |             |                                 |              |             |                     |            |                            |
|        |             |                                 |              |             |                     |            |                            |

**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.

#### Chapter 7: Calls

# 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 **X 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

| UĥiFi   | cusant stri<br>Default v                  | 2 minutes 🗸 💠                          |
|---|---|--|
| <ul> <li>Олабияроляр</li> <li>Олабияроляр</li> <li>Олабияроляр</li> </ul> | Calls                                     | Terrs per page: 50 V MANAGE EXTENSIONS |
| O DEVICES   | Efrection : Origin : Recipient : Status : | Start Time : Duration :                |
| CLIENTS   | There are no records to display.          |  |
| dil insights  |   |  |
|   |   |  |
|   |   |  |
|   |   |  |
| C SETTINGS  |   |  |

**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.

| i.            | CURRENT SITE Default   |                  |  |              | 2 minutes 🗸 🗘                               |
|---------------|--|------------------|--|--------------|---|
| HBOARD        | Statistics<br>overview   | ar Current Stats |  |              | 3 2014/11/3 > ⊨ FILT                        |
| /ICES<br>ENTS | Clients (Total)  |                  | Current Usage - Top Access Points                                    |              |   |
| LS<br>TISTICS | UBNT   | # of Clients     | UniFi AP AC<br>UniFi AP Outdoor+<br>UniFi AP<br>UniFi AP<br>UniFi AP | # of Clients | Traffic                                     |
|               | Quick Look   |                  | Recent Activities  |              |   |
|               | Most Active AP<br>UniFi AP AC                                  | ↓ 3.01G ↑ 289M   | Clients (Total)  |              | 75 Total Clients 70<br>50                   |
|               | Most Active Client<br>10:68:3f:00:00:1d                        | ↓ 85.9M ↑ 7.13M  |  |              | 75 Total Clients 50<br>50<br>30<br>20<br>10 |
|               | All-time Top Client<br><u>10:58:3f:00:00:1b</u><br>14h 16m 19s | ↓ 78.0M ↑ 6.61M  | Traffic  |              | 1.4 GB of Traffic 2.5<br>1.5<br>1.0<br>0.5  |
| TTINGS        |  |                  |  |              | 11AM  |

# **Chapter 8: Statistics**

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

| 44.9                           | Statistics   | lurrent Stats  |  | <         | ≣ 2014/11/3 > ⊨ RLTER     |
|--------------------------------|--|----------------|--|-----------|---------------------------|
| DEVICES                        | Clients (Total)                                      |                | Current Usage - Top Access Points                              |           |                           |
| CALLS<br>STATISTICS<br>NSIGHTS | UBNT   | # of Clients   | E UNFLAPACA<br>E UNFLAPACE<br>E UNFLAP<br>E UNFLAP<br>E UNFLAP | a d Clens | Traffic                   |
|                                | Quick Look   |                | Recent Activities  |           |                           |
|                                | Most Active AP<br>UNIFLAPACA                         | ↓ 163M ↑ 13.2M | Clients (Total)  |           | 70<br>60<br>50            |
|                                | Most Active Client<br>1058-3100-00-27                | ↓ 7.28M ↑ 586K |  |           | 40<br>30<br>20<br>10<br>0 |
|                                | All-time Top Client<br>1058-3100-00-32<br>109-8m 135 | ↓ 4.75M ↑ 537K | Trafic   |           | 25<br>28<br>13<br>14      |
|                                |  |                |  |           | 0.5                       |

#### **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*.

|     |     | < 4pr | n <b>&gt;</b> 2 | 014/6/ | 2   |     |
|-----|-----|-------|-----------------|--------|-----|-----|
| <   |     | J     | une 201         | 4      |     | >   |
| Sun | Mon | Tue   | Wed             | Thu    | Fri | Sat |
| 1   | 2   | 3     | 4               | 5      | 6   | 7   |
| 8   | 9   | 10    | 11              | 12     | 13  | 14  |
| 15  | 16  | 17    | 18              | 19     | 20  | 21  |
| 22  | 23  | 24    | 25              | 26     | 27  | 28  |
| 29  | 30  |       |                 |        |     |     |

| 24 1 | IOUR  | MON      | тн      |        |     |     |  |
|------|-------|----------|---------|--------|-----|-----|--|
|      | <     | 2014/5   | /3 - 20 | 14/6/2 | >   |     |  |
| <    |       | May 2014 |         |        |     |     |  |
| Sun  | Mon   | Tue      | Wed     | Thu    | Fri | Sat |  |
|      |       |          |         | 1      | 2   | з   |  |
| 4    | 5     | 6        | 7       | 8      | 9   | 10  |  |
| 11   | 12    | 13       | 14      | 15     | 16  | 17  |  |
| 18   | 19    | 20       | 21      | 22     | 23  | 24  |  |
| 25   | 26    | 27       | 28      | 29     | 30  | 31  |  |
| 🗸 U  | PDATE | ×        | CANC    | EL     |     |     |  |

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

Chapter 8: Statistics

# **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      |         |         |
|---------------------|---------|---------|
| UniFi AP AC A       | ↓ 163M  | ↑ 13.2M |
| Most Active Client  |         |         |
| 10:68:3f:00:00:27   | ↓ 7.28M | ↑ 586К  |
| All-time Top Client |         |         |
| 10:68:3f:00:00:32   | ↓ 4.75M | ↑ 537K  |
| 10h 8m 13s          |         |         |

## **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 <u>"UniFi Access Point Details" on</u> 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 <u>"Client Details" on page 79</u> 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 <u>"Client Details" on page 79</u> 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.

|                  | - antononom mone   |
|------------------|--|
| 75 Total Clients | minimum and  |
|                  | survey and the second  |
|                  | succession and and   |
|                  | and a state of the |
|                  | in the second se |
|                  | Contraction and the second sec |

**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.

|                   | 2. |
|-------------------|----|
| 1.4 GB of Traffic |    |
|                   | 1. |
|                   | 1. |
|                   |    |

## 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.

| Stati  | stics             |               |         |                 |                       |              |                       |          |
|--------|-------------------|---------------|---------|-----------------|-----------------------|--------------|-----------------------|----------|
| Overvi | ew • Clear.       | Current Stats |         |                 |                       |              | < 🔄 2014/11/3         | > E FILT |
| Clier  | ts (Total)        |               |         | Current Usag    | e - Top Access Points |              | UNIFI AP AC           | 1        |
|        | UBNT # of Clients |               |         | UniFLAP AC      |                       | # of Clients | UniFi AP LR           | 4        |
| 5      |                   |               |         | UniFLAP Out     | toor 5G B             |              | UniFi AP Outdoor 5G B | 3        |
| STICS  |                   |               |         | UniFi AP LR     |                       |              | Unifi AP AC           | 3        |
| HTS    |                   |               |         | UniFi AP AC     |                       |              | UniFi AP Outdoor 5G A | 2        |
|        |                   |               |         |                 |                       |              |                       |          |
| Quic   | k Look            |               |         | Recent Activit  | lies                  |              |                       |          |
| Most   | Active AP         |               |         | Clients (Total) |                       |              |                       |          |
| Unifi  | APAC              | J 317M        | 1 27.1M |                 |                       |              | 75 Total Clients      |          |
|        | Active Client     |               |         |                 |                       |              | 15 UniFLAP AC         | 50<br>40 |
|        | 3100:00:36        | ↓ 11.3M       | 1 815K  |                 |                       |              |                       | 20       |
|        |                   |               |         | Traffic         |                       |              |                       |          |
|        | me Top Client     |               |         |                 |                       |              | 2.6 GB of Traffic     | 25       |
|        | 3100:00:0c        | ↓ 7.49M       | 1 662K  |                 |                       |              | 1.5 GB UNIT AP        | AC 15    |
|        |                   |               |         |                 |                       |              |                       | 2PM      |
|        |                   |               |         |                 |                       |              |                       |          |

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.

| Clients (Total) |                    |                          |
|-----------------|--------------------|--------------------------|
|                 | 75 Total Clients   | 70<br>60                 |
|                 | 15 UniFi AP AC     | 50<br>40                 |
|                 |                    | 30<br>20                 |
| Traffic         |                    | -                        |
|                 |                    | 2.5                      |
|                 | 2 6 GB of Traffic  |                          |
|                 | 2.6 GB of Traffic  | 2.0                      |
|                 | 1.5 GB UniFi AP AC | 2.0                      |
|                 | 1.5 GB UniFi AP AC | 2.0<br>1.5<br>1.0<br>0.5 |

**Chapter 8: Statistics** 

| UĥĨFi       | CURRENT SITE Default                   |                     |                     |                |                |                     | REFRESH RATE         |
|-------------|--|---------------------|---------------------|----------------|----------------|---------------------|----------------------|
| DASHBOARD   | Insights Known Clients                 | •                   |                     |                |                |                     | E                    |
| • МАР       | ٩                                      | ALL BLOCKED NOTED U | SER GUEST STATIC IP | ALL WIRELESS   | WIRED          | Seen: 1 Day 🔹       | Items per page: 50 🔹 |
| O DEVICES   | 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 | × BLOCK              |
| CALLS       | 10:68:3f:00:00:02                      | LgElectr            | Guest               | 43.3M          | 3.59M          | 2015/01/08 17:46:46 | × BLOCK              |
|             | 10:68:3f:00:00:03                      | LgElectr            | Guest               | 41.7M          | 3.49M          | 2015/01/08 17:46:46 | × BLOCK              |
|             | 10:68:3f:00:00:04                      | LgElectr            | Guest               | 43.4M          | 3.51M          | 2015/01/08 17:46:46 | × BLOCK              |
|             | 10:68:3f:00:00:05                      | LgElectr            | Guest               | 40.9M          | 3.26M          | 2015/01/08 17:46:46 | × BLOCK              |
|             | 10:68:3f:00:00:06                      | LgElectr            | Guest               | 44.9M          | 3.91M          | 2015/01/08 17:46:46 | × BLOCK              |
|             | <u>10:68:3f:00:00:07</u>               | LgElectr            | Guest               | 45.5M          | 3.66M          | 2015/01/08 17:46:46 | × BLOCK              |
|             | 10:68:3f:00:00:08                      | LgElectr            | Guest               | 42.7M          | 3.61M          | 2015/01/08 17:46:46 | X BLOCK              |
|             | <u>10:68:3f:00:00:09</u>               | LgElectr            | Guest               | 43.2M          | 3.71M          | 2015/01/08 17:46:46 | × BLOCK              |
|             | <u>10:68:3f:00:00:0a</u>               | LgElectr            | Guest               | 41.1M          | 3.40M          | 2015/01/08 17:46:46 | × 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<br>10:68:3f:00:00:0d | LgElectr            | Guest               | 41.3M<br>41.6M | 3.32M<br>3.73M | 2015/01/08 17:46:46 | × BLOCK              |
|             | 10:68:3f:00:00:0e                      | LgElectr            | Guest               | 41.0M          | 3.62M          | 2015/01/08 17:46:46 | × BLOCK              |
| SETTINGS    | 10:68:3f:00:00:0f                      | LgElectr            | Guest               | 37.4M          | 3.33M          | 2015/01/08 17:46:46 | × BLOCK              |
| <b>A</b> 31 | 10:68:3f:00:00:10                      | LgElectr            | Guest               | 39.3M          | 3.46M          | 2015/01/08 17:47:01 | × 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**

| UńiFi       | CURENT STE<br>Default • |                        |                 |             |         |                     | 2 minutes 🔻 🗘        |
|-------------|-------------------------|------------------------|-----------------|-------------|---------|---------------------|----------------------|
| ) OASHBOARD | Insights Known Clients  | •                      |                 |             |         |                     |                      |
| MAP         | ٩                       | NLL BLOCKED NOTED USER | GUEST STATIC IP | ALL WRILESS | WRED LA | st Seen: 1 Day 🔹    | Items per page: 50 • |
| OEVICES     | Name/MAC Address +      | Manufacturer 0         | User/Guest :    | Down 0      | Up :    | Last Seen ()        | Actives              |
| CLIENTS     | 10.58.31.00.00.33       | LgElectr               | Guest           | 41,1M       | 3.61M   | 2015/01/08 17:47:36 | × BLOCK              |
| CALLS       | 10.58 3000.00.35        | LgDlectr               | Guest           | 42.7M       | 3.35M   | 2015/01/08 17:47:36 | × BLOCK              |
| STATISTICS  | 10.58.31.00.00.35       | LgDiectr               | Guest           | 48.0M       | 4.03M   | 2015/01/06 17:47:36 | × BLOCK              |
| INSIGHTS    | 10.58 31 00.00 35       | LgDectr                | Guest           | 43.3M       | 3.43M   | 2015/01/08 17:47:36 | × BLOCK              |
|             | 10.58.3100.00.37        | LgDlectr               | Guest           | 44.4M       | 3.994   | 2015/01/06 17:47:36 | × BLOCK              |
|             | 10.58 31.00.00.38       | LgElectr               | Guest           | 37.7M       | 3.3344  | 2015/01/08 17:47:36 | × BLOCK              |
|             | 10.68.3/00.00.39        | LgElectr               | Guest           | 45.0M       | 3.8794  | 2015/01/06 17:47:36 | × BLOCK              |
|             | 10.58 31.00.00.3a       | LgElectr               | Guest           | 38.2M       | 2.96M   | 2015/01/08 17:47:36 | × BLOCK              |
|             | 10.68.31.00.00.35       | LgDlectr               | Guest           | 40.8M       | 3.76M   | 2015/01/08 17:47:36 | × BLOCK              |
|             | 10.58.31.00.00.3c       | LgDectr                | Guest           | 39.0M       | 3.22M   | 2015/01/06 17:47:36 | × BLOCK              |
|             | 10.58 37 00:00 34       | LgDettr                | Guest           | 47.6M       | 3.6644  | 2015/01/08 17:47:31 | × BLOCK              |
|             | 10.58-3/00.00.3e        | LgElectr               | Guest           | 45.0M       | 3.54M   | 2015/01/08 17:47:31 | × BLOCK              |
|             | 10.68 3100.00 31        | LgDear                 | Guest           | 43.0M       | 3.52M   | 2015/01/08 17:47:31 | × BLOCK              |
| SETTINGS    | 10.68.3/00.00.40        | LgElectr               | Guest           | 43.0M       | 3.73M   | 2015/01/08 17:47:31 | × BLOCK              |
|             | 10.68 27:00:00.41       | LgDectr                | Guest           | 42.2M       | 3.27M   | 2015/01/08 17:47:31 | × BLOCK              |
| . (3)       | 10583400042             | Lafletty               | Guest           | 42.64       | 3.53M   | 2015/01/08 17:47:31 | × 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 <u>"Wireless Client – Configuration" on page</u> <u>80</u> or <u>"Wired Client – Configuration" on page 82</u> 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.

| UĥiFi      | CURRENT STE<br>Default • |                       |                |             |        |                     | 2 minutes 🗸 🗘        |
|------------|--------------------------|-----------------------|----------------|-------------|--------|---------------------|----------------------|
| OASHBOARD  | Insights Known Clients   | •                     |                |             |        |                     |                      |
| MAP        | ٩                        | ALL BLOCKED NOTED USE | GJEST STATICIP | ALL WRILESS | WRED   | st Seen: 1 Day 🔹    | items per page: 50 • |
| DEVICES    | Name/MAC Address +       | Manufacturer 0        | User/Guest :   | Down (      | Up :   | Last Seen 0         | Actions              |
| CLIENTS    | 10.68.2/00.00.33         | LgElectr              | Guest          | 41.1M       | 3.61M  | 2015/01/08 17:47:36 | × slock              |
| CALLS      | 10.58 3/ 00:00 34        | LgDettr               | Guest          | 42.714      | 3.3544 | 2015/01/08 17:47:36 | × BLOCK              |
| STATISTICS | 10.68.3/00.00.35         | LgDiectr              | Guest          | 48.0M       | 4.03M  | 2015/01/08 17:47:36 | × BLOCK              |
| INSIGHTS   | 10.68 31.00.00.36        | LgDectr               | Guest          | 43.3M       | 3.4364 | 2015/01/08 17:47:36 | × BLOCK              |
|            | 10.68 31:00:00 37        | LgElectr              | Guest          | 44.4M       | 3.9944 | 2015/01/08 17:47:36 | × BLOCK              |
|            | 10-58-31-00-00-38        | LgDectr               | Guest          | 37.7M       | 3.33M  | 2015/01/08 17:47:36 | × BLOCK              |
|            | 10.68 3/ 00:00 39        | LgElectr              | Guest          | 45.0M       | 3.87M  | 2015/01/08 17:47:36 | × BLOCK              |
|            | 10.68.3/00.00.3a         | LgDectr               | Guest          | 38.2M       | 2.9614 | 2015/01/08 17:47:36 | × BLOCK              |
|            | 10.68.3/00.00.35         | LgDiectr              | Guest          | 40.9M       | 3.76M  | 2015/01/08 17:47:36 | × BLOCK              |
|            | 10.68 31.00.00 3c        | LgElectr              | Guest          | 39.0M       | 3.22M  | 2015/01/08 17:47:36 | × BLOCK              |
|            | 10.68.3/00.00.34         | LgDiectr              | Guest          | 47.6M       | 3.66M  | 2015/01/08 17:47:31 | × BLOCK              |
|            | 10.68.3/00.00.3e         | LgElectr              | Guest          | 45.0M       | 3.54M  | 2015/01/08 12:47:31 | × slock              |
|            | 10.68 31.00.00 31        | LgDear                | Guest          | 43.0M       | 3.52M  | 2015/01/08 17:47:31 | × slock              |
| SETTINGS   | 10-58-35-00-00-40        | LgElectr              | Guest          | 43.0M       | 3.7364 | 2015/01/08 17:47:31 | × BLOCK              |
|            | 10.68 3/00:00.41         | LgDectr               | Guest          | 42.2M       | 3.27M  | 2015/01/08 17:47:31 | × BLOCK              |
| (1)        | 10/68/3/00:00:42         | Laffecty              | Guest          | 42.64       | 3.53M  | 2015/01/08 17:47:31 | × BLOCK              |

• Wired Display all wired clients.

| lĥiFi      | Default •              |                     |                   |              |         |                     | 2 minutes 🔻 🗘        |
|------------|------------------------|---------------------|-------------------|--------------|---------|---------------------|----------------------|
| DASHBOARD  | Insights Known Clients | •                   |                   |              |         |                     |                      |
| MAP        | ٩                      | AL BLOCKED NOTED US | IR GJEST STATICIP | ALL WIRELESS | WRED La | st Seen: 1 Day 🔹    | items per page: 50 * |
| DEVICES    | Name/MAC Address       | Manufacturer 0      | User/Guest :      | Down 0       | Up :    | Last Seen :         | Actions              |
| CLIENTS    | c8/2a/14/00/00/01      | Apple               | User              | 42.5M        | 3.46M   | 2015/01/08 17:47:41 | × BLOCK              |
| CALLS      | c82x14000002           | Apple               | User              | 43.1M        | 3.68M   | 2015/01/08 17:47:41 | × BLOCK              |
| STATISTICS | c8:2a:14:00:00:03      | Apple               | User              | 38.1M        | 3.06M   | 2015/01/08 17:47:41 | × BLOCK              |
|            | d82x14000004           | Apple               | Uper              | 46.GM        | 3.91M   | 2015/01/08 17:47:41 | × BLOCK              |
|            | c82a14000005           | Apple               | User              | 42.6M        | 3.68M   | 2015/01/08 17:47:41 | × BLOCK              |
|            | c82x14000006           | Apple               | User              | 40.9M        | 3.54M   | 2015/01/08 17:47:41 | × BLOCK              |
|            | c82a14000007           | Apple               | User              | 41.2M        | 3.6454  | 2015/01/08 17:47:41 | × BLOCK              |
|            | c8.2x14.00.00.08       | Apple               | User              | 43.1M        | 3.46M   | 2015/01/08 17:47:41 | × BLOCK              |
|            | c8/2a/14/00:00:09      | Apple               | User              | 44.1M        | 3.44M   | 2015/01/08 17:47:41 | × BLOCK              |
|            | c8.2x14.00.00.0x       | Apple               | User              | 40.0M        | 3.5364  | 2015/01/08 17:47:41 | × BLOCK              |
|            | c82a:14.00.00.0b       | Apple               | User              | 43.7M        | 3.51M   | 2015/01/08 17:47:41 | × BLOCK              |
|            | d82x1400000x           | Apple               | User              | 41.0M        | 3.2064  | 2015/01/08 17:47:41 | × BLOCK              |
|            | c82x1400000d           | Apple               | User              | 45.6M        | 3.27M   | 2015/01/08 17:47:41 | × BLOCK              |
| SETTINGS   | c82a:1400:00:0e        | Apple               | User              | 41.9M        | 3.3294  | 2015/01/08 17:47:41 | × BLOCK              |
|            | c82x1400000f           | Apple               | User              | 44.2M        | 3,51M   | 2015/01/08 17:47:41 | X BLOCK              |
|            | (82x14000010           | Apple               | User              | 42.714       | 3.6214  | 2015/01/08 17:47:41 | × BLOCK              |

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 <u>"Client Details" on</u> 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  $\Leftrightarrow$  **RECONNECT** to reconnect a client that has been previously blocked.

# **Rogue Access Points**

| ίiFi      | CURRENT STE<br>Default | •                 |           |            |                |                       |          | 2 minutes |                     |
|-----------|------------------------|-------------------|-----------|------------|----------------|-----------------------|----------|-----------|---------------------|
| SHIDOARD  | Insights Mar           | e Access Points 🔹 |           |            |                |                       |          |           |                     |
| A.F       | ٩                      | Last Seen: 7 Days | •         |            |                |                       |          |           | items per page: 50  |
| INCES     | Name/SSID :            | #551D :           | Channel : | Security 0 | Manufacturer : | Location :            | Signal : |           | LastSeen :          |
| RNTS      | UBNT-Guest             | dc9fdb:1cbe22     | 6 (ng)    | secured    | Ubiquiti       | near UAP-PRO Office B | 66       | 0         | 2014/11/07 10:12:50 |
| ALLS      | UBNT-OC                | d29fd8c1c8ed22    | 6 (ng)    | secured    | Ubiquiti       | near UAP-PRO Office 8 | 65       | 0         | 2014/11/07 10:12:49 |
| TATISTICS | UVC                    | 0618:66:23:54:56  | 5 (ng)    | open       | Ubiquiti       | near UAP-PRO Office B | 58       | 0         | 2014/11/07 10:12:47 |
|           | UBNT-OC                | 34a43c1e4bc1      | 1 (ng)    | secured    | Ubiquiti       | near UAP-PRO Office B | 47       | 0         | 2014/11/06 16:34:19 |
|           | UBNT-OC                | c6/9/id8/t0/be/22 | 36 (na)   | secured    | Ubiquiti       | near UAP-PRO Office 8 | 47       | 0         | 2014/11/07 10:12:50 |
|           | UBNT-Guest             | c2:9/idb:1bibe:22 | 36 (na)   | secured    | Ubiquiti       | near UAP-PRO Office B | 47       | 0         | 2014/11/07 10:12:50 |
|           | UBNT-Guest             | 24243c1e40.c0     | 1 (ng)    | secured    | Ubiquiti       | near UAP-PRO-Office 8 | 45       | 0         | 2014/11/06 16:39:20 |
|           | ATT840                 | 1c1448207330      | 11 (rg)   | secured    | AnisGro        | near UAP-PRO Office A | 44       | 0         | 2014/11/07 10:12:50 |
|           | UBNT-DC                | 24:24.3c1e36:d1   | 149 (na)  | secured    | Ubiquiti       | near UAP-PRD Office A | 41       | 0         | 2014/11/06 16:18:09 |
|           | UBNT-Guest             | 24a43c1e40.c0     | 149 (na)  | secured    | Ubiquiti       | near UAP-PRO Office 8 | 39       | 0         | 2014/11/06 16:18:09 |
|           | ATT192                 | 903eab/5d/7x50    | 11 (rg)   | secured    | AnisGro        | near UAP-PRO Office A | 27       | 0         | 2014/11/07 10:12:50 |
|           | ATTEND                 | 18:06:5e/2d:01:50 | 11 (ng)   | secured    | AnisGro        | near UAP-PRO Office A | 24       | 0         | 2014/11/07 10:12:50 |
|           | CableWFi               | 00:00:67:2c90:ea  | 1 (ng)    | open       | Ericsson       | near UAP-PRO-Office 8 | 26       | 0         | 2014/11/06 16:18:10 |
|           | «hidden»               | 00-06-67-2c-96-f0 | 1 (ng)    | secured    | Ericsson       | near UAP-PRD Office B | 26       | 0         | 2014/11/06 16:18:10 |
|           | TWOWFI                 | 00:00:67:2c90:e9  | 1 (ng)    | open       | Ericsson       | near UAP-PRO Office B | 26       | 0         | 2014/11/06 16:18:11 |
|           | ATT280                 | e483.99:17.79:e0  | 1 (ng)    | secured    | AnisGro        | near UAP-PRO Office 8 | 25       | 0         | 2014/11/06 16:18:10 |
| ITTINGS   | ATT976                 | b0:77:ac:0a:1d:f0 | 11 (ng)   | secured    | AnisGro        | near UAP-PRO Office B | 24       | 0         | 2014/11/07 10:12:50 |
|           | Student                | c0:8a:de:45:29:78 | 11 (ng)   | secured    | RudovsMi       | near UAP-PRO-Office 8 | 24       | 0         | 2014/11/06 16:44:48 |
|           | Guest                  | r0.8x4e.05.29.29  | 11 (ng)   | apen       | RuckudWi       | new UAP PRO Office B  | 23       | 0         | 2014/11/06 16:44:48 |

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:

| lcon | Clients           | Mode       |
|------|-------------------|------------|
| ac   | 5 GHz (802.11ac)  | Active     |
| ac   | 5 GHz (802.11ac)  | Power Save |
| n    | 5 GHz (802.11n)   | Active     |
| Ø    | 5 GHz (802.11n)   | Power Save |
| 0    | 2.4 GHz (802.11n) | Active     |
| Ø    | 2.4 GHz (802.11n) | Power Save |
| g    | 2.4 GHz (802.11g) | Active     |
| g    | 2.4 GHz (802.11g) | Power Save |
| b    | 2.4 GHz (802.11b) | Active     |
| ø    | 2.4 GHz (802.11b) | Power Save |

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

## **Past Connections**

| Insights Past Com      | ections • |              |                     |            |        |      | <           |                    |
|------------------------|-----------|--------------|---------------------|------------|--------|------|-------------|--------------------|
| <b>a</b>               | ALL USER  | GUIST        |                     |            |        |      |             | items per page: 50 |
| Name/MAC Address :     |           | User/Guest : | Associated :        | Duration 0 | Down 0 | Up : | •:          | Last AP 1          |
| ENTS 44/32/04/40/fd/5d |           | User         | 2014/11/06 16:21:28 | 6m 31s     |        |      |             | 4439.c44010.5d     |
| 011805839539           |           | Guest        | 2014/11/06 16:11:06 | Sen 7s     |        |      | 192.168.1.9 | UAP-PRO-Office A   |
| 44.32.04.40/0.5d       |           | User         | 2014/11/06 15:42:43 | 5m 36s     |        |      |             | 44:32:c4:40:fd:5d  |
| NEHTS 041845939579     |           | User         | 2014/11/06 15:41:46 | 6m 33s     |        |      |             | 5c8d:d4.fca9.50    |
|                        |           |              |                     |            |        |      |             |                    |
|                        |           |              |                     |            |        |      |             |                    |
|                        |           |              |                     |            |        |      |             |                    |
| TINGS                  |           |              |                     |            |        |      |             |                    |

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 **VUPDATE** 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 <u>"Client Details" on</u> 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 <u>"UniFi Access Point Details" on</u> **page 67** for more information.

# **Past Guest Authorizations**

| IĥiFi    | CURRENT STE<br>Default |                      |           |                    |                 |         |            |        | REFRESH RATE<br>2 minutes | •                 | 2    |
|----------|------------------------|----------------------|-----------|--------------------|-----------------|---------|------------|--------|---------------------------|-------------------|------|
| ASHBOARD | Insights [             | Past Guest Authorita |           | 1/11/7 <b>&gt;</b> |                 |         |            |        |                           | items per page: 5 | so . |
| IEVICES  | Name/MAC Addre         |                      | Package 1 | Amount :           | Authorized By 0 | Start : | Duration 0 | Down 0 | Up : I                    | P C Last AP C     |      |
| with s   | There are no reo       | inds to display      |           |                    |                 |         |            |        |                           |                   |      |
| ATISTICS |                        |                      |           |                    |                 |         |            |        |                           |                   |      |
|          |                        |                      |           |                    |                 |         |            |        |                           |                   |      |
|          |                        |                      |           |                    |                 |         |            |        |                           |                   |      |
|          |                        |                      |           |                    |                 |         |            |        |                           |                   |      |
|          |                        |                      |           |                    |                 |         |            |        |                           |                   |      |
|          |                        |                      |           |                    |                 |         |            |        |                           |                   |      |
|          |                        |                      |           |                    |                 |         |            |        |                           |                   |      |
|          |                        |                      |           |                    |                 |         |            |        |                           |                   |      |
|          |                        |                      |           |                    |                 |         |            |        |                           |                   |      |
|          |                        |                      |           |                    |                 |         |            |        |                           |                   |      |
|          |                        |                      |           |                    |                 |         |            |        |                           |                   |      |
| TTINGS   |                        |                      |           |                    |                 |         |            |        |                           |                   |      |
|          |                        |                      |           |                    |                 |         |            |        |                           |                   |      |

**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*.

|     |     | < 2 | 014/11/ | 3 >  |     |     |
|-----|-----|-----|---------|------|-----|-----|
| <   |     | Nov | ember   | 2014 |     | >   |
| Sun | Mon | Tue | Wed     | Thu  | Fri | Sat |
|     |     |     |         |      |     | 1   |
| 2   | 3   | 4   | 5       | 6    | 7   | 8   |
| 9   | 10  | 11  | 12      | 13   | 14  | 15  |
| 16  | 17  | 18  | 19      | 20   | 21  | 22  |
| 23  | 24  | 25  | 26      | 27   | 28  | 29  |
| 30  |     |     |         |      |     |     |

- Update Click **V** 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 <u>"UniFi Access Point Details" on</u> **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**

| UĥiFi        | Default |        | •            |           |                  |                  |                 |            |        |       |           |            |            | ninutes 🔻     | ¢                  | 1   |
|--------------|---------|--------|--------------|-----------|------------------|------------------|-----------------|------------|--------|-------|-----------|------------|------------|---------------|--------------------|-----|
| OASHBOARD    | Insig   | hts [  | Switch Stats |           | •                |                  |                 |            |        |       |           |            |            |               |                    |     |
| 1449         | ٩       |        |              | Switch: U | nifi 48-Port S * | Link Status: All | • OVERVIEW      | POE COU    | NTERS  |       |           |            |            |               | items per page: 51 | • • |
| OEVICES      |         | Fort + | Name :       | PoE :     | Mode :           | Networks/MLANs : | Link Status (   | STP :      | πко    | RX :  | TX Rate : | RX Rate 1  | Activity : | Actions       |                    |     |
| CLENTS       |         | 1      | Port 1       | PoE+      | Switching        | Al               | 1G FOX (Uplink) | Forwarding | 73044  | 63.8M | 1.31Mbps  | 117Kbps    | 1          | 8 corr        |                    |     |
| CALLS        |         | 2      | Port 2       | PoE+      | Switching        | Al               | 1G FOX          | Forwarding |        |       |           |            |            | E EDET        |                    |     |
|              |         | 3      | Port 3       | Pot+      | Switching        | Al               | 1G FOX          | Forwarding |        |       |           |            |            | E E E E E E   |                    |     |
| понить       |         | 4      | Port 4       | PoE+      | Switching        | Al               | 100M FDX        | Forwarding | 25.0M  | 2.14M | 11.7Kbps  | 3.5282pps  | 1.1        | B EDET        |                    |     |
|              |         | 5      | Port 5       | PoE+      | Switching        | Al               | 100M HDX        | Forwarding | 27.064 | 2.52M | 64.1Kbps  | 6.13Kbps   | 1.00       | E EDIT        |                    |     |
|              |         | 6      | Port 6       | PoE+      | Switching        | AL               | 1G FOX          | Forwarding | 23.964 | 2.01M | 27.0Kbps  | 2.38k/bps  |            | 8 EDIT        |                    |     |
|              |         | 7      | Port 7       | PoE+      | Switching        | Al               | 100M HDX        | Forwarding | 23.6M  | 2.10M | 49.062.05 | 4.71Kbps   | 1.00       | E EDET        |                    |     |
|              |         | 8      | Port 8       | PoE+      | Switching        | Al               | 100M FDK        | Forwarding | 23.1M  | 2.14M | 79.3Kbps  | 4.6382pps  | 1.00       | E EDIT        |                    |     |
|              |         | 9      | Port 9       | Pot+      | Switching        | AL               | 1G HOX          | Forwarding | 23.7M  | 2.13M | 65.6Kbps  | 3.17Kbps   | 1.00       | 8 EEFT        |                    |     |
|              |         | 10     | Port 10      | PoE+      | Switching        | Al               | 1G FDX          | Forwarding | 23.2M  | 1.94M | 46.2Kbps  | 2.1683695  |            | E EDET        |                    |     |
|              |         | 11     | Port 11      | Pot+      | Switching        | AL               | 1G FOK          | Forwarding | 22.6M  | 2.02M | 60.3Kbps  | 8.59%bps   | 1          | <b>B</b> EDIT |                    |     |
|              |         | 12     | Port 12      | PoE+      | Switching        | Al               | 100M FDK        | Forwarding | 23.1M  | 1.99M | 64.6Kbps  | 2.91Kbps   | 1          | 8 EDIT        |                    |     |
|              |         | 13     | Port 13      | PoE+      | Switching        | Al               | 100M HDK        | Forwarding | 23.9М  | 2.20M | 15.5Kbps  | 2.3480.ps  | 1.1        | E EDIT        |                    |     |
| SETTINGS     |         | 14     | Port 14      | PoE+      | Switching        | Al               | 100M FDX        | Forwarding | 23.0M  | 2.02M | 32.9Kbps  | 1.9990pps  | 1.00       | 101 B         |                    |     |
|              |         | 15     | Port 15      | PoE+      | Switching        | Al               | 100M FDK        | Forwarding | 22.3M  | 1.85M | 62.2%bps  | 5.5880.005 | 1.00       | B EDET        |                    |     |
| <b>A</b> (3) |         | 16     | Port 16      | PoE+      | Switching        | Al               | 16 FOX          | Forwarding | 23.5M  | 1.85M | 53.0Kbos  | 5.3082x05  |            | TTOS M        |                    |     |

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 <u>"UniFi Switch Details" on page 61</u>.

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 <u>"Port</u> 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.

| Activity ‡   |
|--------------|
| •            |
| Tx: 1.38Mbps |

Actions Click a button to perform the desired action:

- Edit Click **EDIT** to make changes to the wireless network settings. For more information, see <u>"UniFi</u> Switch Details" on page 61.
- **Power Cycle** If applicable, click **POWER CYCLE** to power cycle the port.

### ΡοΕ

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.

| UĥĨFi      | Default |        | *          |                           |                  |              |          |               |           | 2       | minutes 🔻    | ¢                 | X   |
|------------|---------|--------|------------|---------------------------|------------------|--------------|----------|---------------|-----------|---------|--------------|-------------------|-----|
| OASHBOARD  | Insight | ts s   | isch Stats | *                         |                  |              |          |               |           |         |              |                   |     |
| ) MU2      | ٩       |        | S          | visch: UniH 48-Port P., 🔻 | Link Status: All | OVERVIEW POE | COUNTERS | PDE Mode: All |           |         |              | items per page: 1 | • • |
| OEVICES    |         | Fort : | Name :     | POE Mode :                | POE Detection :  | PD Cass :    | Rower :  | Voltage :     | Current : | Actions |              |                   |     |
|            |         | 1      | Port 1     | PoE+                      | Not detected     |              |          |               |           | 1103    |              |                   |     |
| CALLS      |         | 2      | Port 2     | PoE+                      | Not detected     |              |          |               |           | TIOS 🔠  |              |                   |     |
| STATISTICS |         | 3      | Port 3     | Poto                      | Not detected     |              |          |               |           | T103 18 |              |                   |     |
|            |         | 4      | Port 4     | PoC+                      | Not detected     |              |          |               |           | 103 📓   |              |                   |     |
|            |         | 5      | Port 5     | PoE+                      | Not detected     |              |          |               |           | TIO3 📓  |              |                   |     |
|            |         | 6      | Port 6     | PoE+                      | Not detected     |              |          |               |           | T103 😫  |              |                   |     |
|            |         | 7      | Port 7     | PoE+                      | Not detected     |              |          |               |           | 103 B   | ]            |                   |     |
|            |         | 8      | Port 8     | PoE+                      | Not detected     |              |          |               |           | Tros 🔡  |              |                   |     |
|            |         | 9      | Port 9     | Pote                      | Not detected     |              |          |               |           | 103 8   |              |                   |     |
|            |         | 10     | Pert 10    | PoE+                      | Good             |              | 10.45    | 52.30         | 200.00    | nos 📓   | O POWER CYCL | t i               |     |
|            |         | 11     | Port 11    | 24V Passive               | Passive          |              |          | 24.00         |           | T103 📓  | O POWER CYCL | t                 |     |
|            | -       | 12     | Port 12    | PoE+                      | Not detected     |              |          |               |           | 8 EDIT  |              |                   |     |
|            |         | 13     | Port 13    | PoE+                      | Not detected     |              |          |               |           | nos 📓   |              |                   |     |
| SETTINGS   | -       | 14     | Port 14    | PoE+                      | Not detected     |              |          |               |           | 103 😫   | )            |                   |     |
|            | -       | 15     | Port 15    | PoE+                      | Not detected     |              |          |               |           | 1103    |              |                   |     |
|            |         | 16     | Port 16    | PoE+                      | Not detected     |              |          |               |           | TIO3 12 |              |                   |     |

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 <u>"UniFi Switch Details" on page 61</u>.

**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 **EDIT** to make changes to the wireless network settings. For more information, see <u>"UniFi</u> <u>Switch Details" on page 61</u>.
- **Power Cycle** If applicable, click **POWER CYCLE** to power cycle the port.

#### Counters

| Fi     | CURRENT ST<br>Default | •               |                  |                    |                |             |             |             |                | 2 minutes V    | ۰ 🎍                |
|--------|-----------------------|-----------------|------------------|--------------------|----------------|-------------|-------------|-------------|----------------|----------------|--------------------|
| HBOARD | Insigh                | ts switch stars | •                |                    |                |             |             |             |                |                |                    |
|        | ٩                     |                 | Switch: UniH 484 | Port P • Link Stat | an All • 01    | ERNEW POI   | COUNTERS    |             |                |                | items per page: 50 |
| CES    | Port :                | TX Bytes :      | TX Frames :      | TX Multicest 0     | TX Broadcast 🔅 | TX Errors 🗧 | RX Bytes :  | RX Frames : | RX Multicast 0 | EX Broadcast 0 | RX Errors ;        |
| NTS    | 1                     | 2,611,154,948   | 435,194,158      |                    |                |             | 216,495,990 | 43,299,198  |                |                |                    |
| .5     | 2                     | 45,718,758      | 7,619,793        |                    |                |             | 3.715.490   | 743.098     |                |                |                    |
| 151165 | 3                     | 46,287,258      | 7,714,543        |                    |                |             | 3,969,910   | 793,982     |                |                |                    |
| INTS   | 4                     | 50,152,860      | 8.358.810        |                    |                |             | 4,204,570   | \$40,914    |                |                |                    |
|        | 5                     | 43.603.284      | 7,267,214        |                    |                |             | 3,750,180   | 750.036     |                |                |                    |
|        | 6                     | 45,887,442      | 7,647,907        |                    |                |             | 3,711,110   | 742,222     |                |                |                    |
|        | 7                     | 43.398.246      | 7,233,041        |                    |                |             | 3.848.640   | 769.728     |                |                |                    |
|        | 8                     | 47,615,010      | 7,935,835        |                    |                |             | 3,793,615   | 758,723     |                |                |                    |
|        | 9                     | 44,916,780      | 7,486,130        |                    |                |             | 3,936,710   | 787.342     |                |                |                    |
|        | 10                    | 46.321.596      | 7,720,266        |                    |                |             | 3.881,235   | 776.247     |                |                |                    |
|        | 11                    | 45,245,864      | 8,041,144        |                    |                |             | 4,039,090   | 807,818     |                |                |                    |
|        | 12                    | 47,560,620      | 7,926,770        |                    |                |             | 4,092,585   | 816,517     |                |                |                    |
|        | 13                    | 699,351,690     | 116,558,615      |                    |                |             | 58,254,640  | 11,650,928  |                |                |                    |
| INGS   | 14                    | 691,138,938     | 115,189,823      |                    |                |             | 58,072,015  | 11,614,403  |                |                |                    |
|        | 15                    | 710,965,602     | 118,494,267      |                    |                |             | \$7,236,200 | 11,447,240  |                |                |                    |
| 83     | 16                    |                 |                  |                    |                |             |             |             |                |                |                    |

**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 <u>"UniFi Switch Details" on page 61</u>.

**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 9: Insights

# 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.

| PRC      | PERTIES                  | <i>=</i> = » |  |  |  |  |
|----------|--------------------------|--------------|--|--|--|--|
| <u> </u> | UniFI Security Gateway 🕨 | × م          |  |  |  |  |
|          | UniFi Switch 48 A 🕨      | x م          |  |  |  |  |
| 0        | Unifi AP PRO 🕨           | x ت          |  |  |  |  |

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 <u>"Settings > VoIP" on page 16</u>)

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:

- <u>"UniFi Security Gateway Details" on page 56</u>
- <u>"UniFi Security Gateway Networks" on page 56</u>
- <u>"UniFi Security Gateway Configuration" on page</u>
   <u>57</u>

The bottom of the window has three buttons:

- Locate Click Locate 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 **O RESTART** to restart the Gateway.
- Upgrade If a software upgrade is available for the Gateway, click UPGRADE 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**

| 24:a4:3c:3c:f4:cb ▼ |                           | ∟" ×          |
|---------------------|---------------------------|---------------|
| WAN                 | LAN                       | VOIP          |
| DETAILS             | NETWORKS                  | CONFIGURATION |
| OVERVIEW            |                           |               |
| MAC Address         | 24:a4:3c:3c:f4:cb         |               |
| Model               | UniFi Security Gateway 3P |               |
| Version             | 4.2.1.4707927             |               |
| LAN IP Address      | 192.168.1.1               |               |
| Uptime              | 3m 34s                    |               |
| WAN                 |                           |               |
|                     |                           |               |
| • LOCATE            | RESTART                   |               |

### **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

| 24:a4:3c:3c:f4:cb | •           |                 |               | ď | ; |
|-------------------|-------------|-----------------|---------------|---|---|
| WAN               | 1           | LAN             | VOIP          |   |   |
| DETAILS           |             | NETWORKS        | CONFIGURATION |   |   |
| OVERVIEW          |             |                 |               |   |   |
| WAN               |             |                 |               |   |   |
| IP Address        | 10.0.2.122  | Down Pkts/Bytes | 781/82.9K     |   |   |
| Speed             | 1000        | Up Pkts/Bytes   | 11.0/1.83K    |   |   |
| Duplex            | Full Duplex | Down Activity   | 228B / sec    |   |   |
|                   |             | Up Activity     | 9.00B / sec   |   |   |
|                   |             |                 |               |   |   |
| • LOCATE          | RESTART     |                 |               |   |   |
|                   |             |                 |               |   |   |

#### **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.

| WAN        |             | LAN      |       | VOIP          |
|------------|-------------|----------|-------|---------------|
| DETAILS    |             | NETWORKS |       | CONFIGURATION |
| Network \$ | IP \$       | тх ‡     | RX \$ | Num Clients 💠 |
| LAN        | 192.168.1.1 | 41.7K    | 32.0K | 1             |

**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



**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.



- 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.

| 24:a4:3c:3c:f4:cb ► |                    | ď             | × |
|---------------------|--------------------|---------------|---|
| WAN                 | LAN                | VOIP          |   |
| DETAILS             | NETWORKS           | CONFIGURATION |   |
| CONFIG              |                    |               |   |
| WAN                 |                    |               |   |
| Connection Type     | Static IP   Router |               |   |
| IP Address          | Preferred DNS      |               |   |
| Subnet Mask         | Alternate DNS      |               |   |
| APPLY               |                    |               |   |
| PORT FORWARD        |                    |               |   |
| FORGET THIS GATEWAY |                    |               |   |
| LOCATE              | START 🕹 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.

|                       |               |               | ď |
|-----------------------|---------------|---------------|---|
|                       |               |               |   |
| WAN                   | LAN           | VOIP          |   |
| DETAILS               | NETWORKS      | CONFIGURATION |   |
| CONFIG                |               |               |   |
| WAN                   |               |               |   |
| Connection Type PPPoE | •             |               |   |
| Username              | Preferred DNS |               |   |
| Password              | Alternate DNS |               |   |
| APPLY                 |               |               |   |
| PORT FORWARD          |               |               |   |
| FORGET THIS GATEWAY   |               |               |   |
| LOCATE O RESTART      |               |               |   |

- **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**

| UnIFI Security Gatewa |                 |         |                  |               |
|-----------------------|-----------------|---------|------------------|---------------|
| WAN                   |                 | LAT     | N                | VOIP          |
| DETAILS               |                 | NETWORK | s                | CONFIGURATION |
| CONFIG                |                 |         |                  |               |
| WAN                   |                 |         |                  |               |
| PORT FORWARD          |                 |         |                  | + CREATE      |
| Name 💠                | From $\Diamond$ | Port ¢  | Dest IP/Port 👙   | Actions       |
| web server            | *               | 80      | 192.168.1.150:80 |               |
| FORGET THIS GATEW     | AY              |         |                  |               |
| LOCATE                | RESTART         | UPGRADE |                  |               |

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

#### Create New Entry

| WAN               |                    | LAN              | VOIP          |  |
|-------------------|--------------------|------------------|---------------|--|
| DETAILS           | NETW               | ORKS             | CONFIGURATION |  |
| CONFIG            |                    |                  |               |  |
| WAN               |                    |                  |               |  |
| PORT FORWARD      |                    |                  |               |  |
| Name              | web server         |                  |               |  |
| From              | • Anywhere 🔾 Limit | ted              |               |  |
| Port              | 80                 | (1000,1002-104,) |               |  |
| Forward IP        | 192.168.1.150      |                  |               |  |
| Forward Port      | 80                 |                  |               |  |
| Advanced Options  |                    |                  |               |  |
| Protocol          | 🔾 Both 💿 TCP 🔾 U   | JDP              |               |  |
| APPLY             | CANCEL             |                  |               |  |
| FORGET THIS GATEW | AY                 |                  |               |  |

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 commaseparated 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**

| 24:a4:3c:3c:f4:cb >  |           | ೆ                                   |
|--|-----------|-------------------------------------|
| WAN  | LAN       | VOIP                                |
| DETAILS  | NETWORKS  | CONFIGURATION                       |
| CONFIG   |           |                                     |
| WAN  |           |                                     |
| PORT FORWARD   |           |                                     |
| FORGET THIS GATEWAY<br>If you no longer wish to man<br>history with respect to this gr<br>& FORGET Move to |           | t. Note that all configurations and |
| • LOCATE   | ن UPGRADE |                                     |

**Forget** Click A 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.

| PRC     | PERTIES             | = = | •• |
|---------|---------------------|-----|----|
| <b></b> | UnIFI Switch 48 A ► | p   | ×  |
|         | UnIFI Switch 48 B 🕨 | Į.  | ×  |
| 0       | Unifi AP PRO 🕨      | Į.  | ×  |
|         | Unifi AP AC 🕨       | 5   | ×  |

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.
  - \_\_\_\_ 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:

- <u>"UniFi Switch Details" on page 62</u>
- <u>"UniFi Switch Ports" on page 63</u>
- <u>"UniFi Switch Configuration" on page 64</u>

- 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 **O RESTART** to restart the Switch.
- **Upgrade** If a software upgrade is available for the Switch, click <br/>
  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.

### UniFi<sup>®</sup> Controller User Guide

## Uplink

|          |        |      |         |        |      |      | Con  | nect | ed |       |     |       |      |    |    |      |        |            |
|----------|--------|------|---------|--------|------|------|------|------|----|-------|-----|-------|------|----|----|------|--------|------------|
| 3 5 7 9  | 11 1   | 3 15 | 17      | 19 21  | 23   | 25   | 27   | 29   | 31 | 33    | 35  | 37    | 39   | 41 | 43 | 45   | 47     | SFP+1 SFP1 |
| 4 6 8 1  | 0 12 1 | 4 16 | 18      | 20 22  | 24   | 26   | 28   | 30   | 32 | 34    | 36  | 38    | 40   | 42 | 44 | 46   | 48     | SFP+2 SFP2 |
| DETAI    | .s     |      | _       |        |      | PC   | DRTS |      |    |       |     |       |      |    | СС | DNFI | GURA   | TION       |
| OVERVIEW |        |      |         |        |      |      |      |      |    |       |     |       |      |    |    |      |        |            |
| JPLINK   |        |      |         |        |      |      |      |      |    |       |     |       |      |    |    |      |        |            |
| Port     |        | 1    |         |        |      |      |      |      |    | Dow   | n P | kts/8 | Byte | s  | 4  | 5.0N | 1/225  | M          |
| Uplink   |        | Uni  | Fi 48-1 | Port P | OE S | witc | hA   |      |    | Up F  | kts | Byte  | 25   |    | 4  | 46N  | /2.61  | G          |
| Speed    |        | 100  | D       |        |      |      |      |      |    | Activ | ity |       |      |    | 2  | 54K  | B / se | c          |
| Duplex   |        | Full | Dupl    | ex     |      |      |      |      |    |       |     |       |      |    |    |      |        |            |
| OWNLINKS |        |      |         |        |      |      |      |      |    |       |     |       |      |    | -  |      |        |            |

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**

| UniFi 48-Port P | oE Switch B 🔻          |   | ď                      |
|-----------------|------------------------|---|------------------------|
|                 |                        | Connected   |                        |
| 3 5 7 9         | 11 13 15 17 19 21 23   | 25 27 29 31 33 35 37 39   | 41 43 45 47 SFP+1 SFP1 |
| 4 6 8 1         | 0 12 14 16 18 20 22 24 | 26         28         30         32         34         36         38         40 | 42 44 46 48 SFP+2 SFP2 |
| DETAIL          | .s                     | PORTS   | CONFIGURATION          |
| OVERVIEW        |                        |   |                        |
| UPLINK          |                        |   |                        |
| DOWNLINKS       |                        |   |                        |
| Port ¢          | Device \$              | Model \$  | Status 💠               |
| 12              | UniFi AP B             | UniFi AP-AC Outdoor   | 1000 FDX               |
| 13              | UniFi AP A             | UniFi AP-AC Outdoor   | 1000 FDX               |
| 14              | UniFi AP E             | UniFi AP-LR   | 100 FDX                |
|                 |                        |   |                        |
| LOCATE          | 👌 RESTART 👌 UPGF       | RADE  |                        |

**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.

|      |                 | DE Switch B ▼                                      |                         | Conn  | ected                      |                                  | ď                              |
|------|-----------------|--|-------------------------|-------|----------------------------|----------------------------------|--------------------------------|
|      | 5 7 9<br>6 8 10 | 11 13 15 17 19<br>5 5 6 7 7 7 19<br>12 14 16 18 20 | 21 23<br>21 23<br>22 24 |       | 29 31 33 35<br>30 32 34 36 | 37 39 41 43 45<br>38 40 42 44 46 | 47 SFP+1 SFP1<br>48 SFP+2 SFP2 |
|      | DETAIL          | s  |                         | PORTS |                            | CONFI                            | GURATION                       |
| Port | Name            | Status   | тх                      | RX    | PoE                        | Networks/VLANs                   | Actions                        |
| 1    | Port 1          | 1000 FDX (Uplink)                                  | 2.68G                   | 231M  | PoE+                       | All                              |                                |
| 2    | Port 2          | 1000 FDX   | 47.7M                   | 4.22M | PoE+                       | All                              |                                |
| 3    | Port 3          | 100 HDX  | 49.2M                   | 4.25M | PoE+                       | All                              |                                |
| 4    | Port 4          | 1000 FDX   | 48.3M                   | 4.03M | PoE+                       | All                              |                                |
| 5    | Port 5          | 100 HDX  | 54.3M                   | 4.52M | PoE+                       | All                              |                                |
| 6    | Port 6          | 100 HDX  | 46.9M                   | 3.94M | PoE+                       | All                              | E                              |
| 7    | Port 7          | 100 FDX  | 53.3M                   | 4.52M | PoE+                       | All                              | e                              |
| 8    | Port 8          | 100 FDX  | 48.4M                   | 3.98M | PoE+                       | All                              | E                              |
| 9    | Port 9          | 1000 FDX   | 49.2M                   | 3.98M | PoE+                       | All                              |                                |
| 10   | Port 10         | 100 FDX  | 48.9M                   | 4.20M | PoE+                       | All                              | E                              |
| 11   | Port 11         | 1000 FDX   | 53.8M                   | 4.42M | PoE+                       | All                              | E                              |
| 12   | Port 12         | 1000 FDX   | 743M                    | 62.9M | 15.63w                     | All                              | 5                              |
| 13   | Port 13         | 1000 FDX   | 749M                    | 64.1M | 15.63w                     | All                              | 0                              |
| 14   | Port 14         | 100 FDX  | 755M                    | 62.2M | 24V Passive                | All                              | 0                              |
| 15   | Port 15         |  |                         |       | PoE+                       | All                              | <b>B</b>                       |

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.
- \_\_\_\_ 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 for to change the port configuration. Proceed to the following section, *Port Configuration*.
- Powercycle (Available only if the connected devices uses PoE.) Click of to restart the connected device.

## **Port Configuration**

| IniFi 48-Port PoE Swi  | tch B 🔻   | ď      | × |  |  |  |  |  |  |  |  |  |  |  |  |
|--|---|--------|---|--|--|--|--|--|--|--|--|--|--|--|--|
|  | Connected   |        |   |  |  |  |  |  |  |  |  |  |  |  |  |
|  |   | SFP1   |   |  |  |  |  |  |  |  |  |  |  |  |  |
| 2 4 6 8 10 12  | 14 16 18 20 22 24 26 28 30 32 34 36 38 40 42 44 46 48 SFP+2     | 2 SFP2 |   |  |  |  |  |  |  |  |  |  |  |  |  |
| DETAILS  | DETAILS PORTS CONFIGURATION                                     |        |   |  |  |  |  |  |  |  |  |  |  |  |  |
| Port<br>Name<br>PoE<br>Networks/VLANs<br>Advanced Options<br>Operation | 1 Port 1 Off 24V Passive PoE+ All Switching Mirroring Aggregate |        |   |  |  |  |  |  |  |  |  |  |  |  |  |
| APPLY<br>Q LOCATE  | CANCEL<br>RESTART   |        |   |  |  |  |  |  |  |  |  |  |  |  |  |

- 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:
- **Operation** Select the operation mode for this port.
  - 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.



- 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.)

| UniFi 48-Port PoE 9 | vitch B 🔻         |               |          |            |            | ď          |
|---------------------|-------------------|---------------|----------|------------|------------|------------|
|                     |                   | Connect       | ted      |            |            |            |
| 3 5 7 9 1           | 13 15 17 19 21 23 | 3 25 27 29    | 31 33 35 | 37 39 4    | 43 45 47   | SFP+1 SFP1 |
| 4 6 8 10 1          | 14 16 18 20 22 24 | 1 26 28 30    | 32 34 36 | 5 38 40 42 | 2 44 46 48 | SFP+2 SFP2 |
| DETAILS             |                   | PORTS         |          |            | CONFIGURAT | TION       |
|                     |                   |               |          |            |            |            |
| Port                | 1                 |               |          |            |            |            |
| Name                | Port 1            |               |          |            |            |            |
| Networks/VLAN       | All               | •             |          |            |            |            |
| Advanced Optio      | 5 ▼               |               |          |            |            |            |
| Operation           | ◯ Switching ◯ Min | rroring 💽 A   | ggregate |            |            |            |
| Aggregate Ports     | 1 to (2           | between 2 and | 14)      |            |            |            |
| APPLY               | CANCEL            |               |          |            |            |            |
| LOCATE              | RESTART 🕹 UPG     |               |          |            |            |            |

- 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

|   |           |             |      |      |      |      |       |    |    |    |     |     |     |    | ď  | ×  |    |    |    |    |    |     |      |       |      |  |
|---|-----------|-------------|------|------|------|------|-------|----|----|----|-----|-----|-----|----|----|----|----|----|----|----|----|-----|------|-------|------|--|
|   | Connected |             |      |      |      |      |       |    |    |    |     |     |     |    |    |    |    |    |    |    |    |     |      |       |      |  |
| 1 | 3         | 5           | 7    | 9    | 11   | 13   | 15    | 17 | 19 | 21 | 23  | 25  | 27  | 29 | 31 | 33 | 35 | 37 | 39 | 41 | 43 | 45  | 47   | SFP+1 | SFP1 |  |
| 2 | 4         | 6           | 8    | 10   | 12   | 14   | 16    | 18 | 20 | 22 | 24  | 26  | 28  | 30 | 32 | 34 | 36 | 38 | 40 | 42 | 44 | 46  | 48   | SFP+2 | SFP2 |  |
|   |           |             | DET  | AILS |      |      |       |    |    |    |     | PO  | RTS |    |    |    |    |    |    |    | С  | NFI | SUR/ | TION  |      |  |
|   |           | as<br>IniFi | 48-1 |      | PoE  | Swit | tch E | 3  |    |    |     | ]   |     |    |    |    |    |    |    |    |    |     |      |       |      |  |
|   | NET       | wo          | RKS  | VLA  | NS   |      |       |    |    |    |     |     |     |    |    |    |    |    |    |    |    |     |      |       |      |  |
|   | SER       | VICE        | s    |      |      |      |       |    |    |    |     |     |     |    |    |    |    |    |    |    |    |     |      |       |      |  |
|   | NET       | wo          | RK   |      |      |      |       |    |    |    |     |     |     |    |    |    |    |    |    |    |    |     |      |       |      |  |
|   | FOR       | GET         | THE  | s sw | лтсн | •    |       |    |    |    |     |     |     |    |    |    |    |    |    |    |    |     |      |       |      |  |
| • | •         | .00         | ATE  |      | 0    | RES  | TAR   | т  |    | U  | PGR | ADE |     |    |    |    |    |    |    |    |    |     |      |       |      |  |

**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**

|   | UniFi ( | 48-Pc    | ort Po        | e Sw | ltch | в▼         |    |    |     |       |       |     |     |    |    |    |       |     |    |      |     |      | C    | r ×    |
|---|---------|----------|---------------|------|------|------------|----|----|-----|-------|-------|-----|-----|----|----|----|-------|-----|----|------|-----|------|------|--------|
|   |         |          |               |      |      |            |    |    |     |       | Cor   | nec | ted |    |    |    |       |     |    |      |     |      |      |        |
| 1 | 3 5     | 7        | 9             | 11   | 13   | 15         | 17 | 19 | 21  | 23    | 25    | 27  | 29  | 31 | 33 | 35 | 37    | 39  | 41 | 43   | 45  | 47   | SFP+ | 1 SFP1 |
| 2 | 4 6     | 8        | 10            | 12   | 14   | 16         | 18 | 20 | 22  | 24    | 26    | 28  | 30  | 32 | 34 | 36 | 38    | 40  | 42 | 44   | 46  | 48   | SFP+ | 2 SFP2 |
|   |         | DET      | AILS          |      |      |            |    |    |     | P     | ORT   | 5   |     |    |    |    |       |     | 00 | NFIG | URA | TION |      |        |
| ( | CONFI   | G        |               |      |      |            |    |    |     |       |       |     |     |    |    |    |       |     |    |      |     |      |      |        |
| 1 | NETW    | ORK      | 5/VL/         | NS   |      |            |    |    |     |       |       |     |     |    |    |    |       |     |    |      | +   | CRE  | ATE  |        |
|   | Na      | Config 💠 |               |      |      |            |    |    |     |       |       |     |     |    |    |    | Actio | ns  |    |      |     |      |      |        |
|   | Ne      | etwo     | rkA           |      |      | Customized |    |    |     |       |       |     |     |    |    |    |       |     |    |      | Ø   | ][1  |      |        |
|   | Ne      | etwo     | rkB           |      |      | Customized |    |    |     |       |       |     |     |    |    |    |       |     |    |      |     |      |      |        |
|   | Ne      |          | Native (VOIP) |      |      |            |    |    |     |       |       |     |     |    |    | (  | Ø     | ][1 | ĩ  |      |     |      |      |        |
|   | Ne      | etwo     | rkD           |      |      |            |    |    | ٢   | lativ | re (L | AN) |     |    |    |    |       |     |    |      | ľ   | 1    | ĩ    |        |
| s | SERVIO  | ES       |               |      |      |            |    |    |     |       |       |     |     |    |    |    |       |     |    |      |     |      |      |        |
| 1 | NETW    | ORK      |               |      |      |            |    |    |     |       |       |     |     |    |    |    |       |     |    |      |     |      |      |        |
| F | FORGE   | ттн      | IIS SV        | νітс | н    |            |    |    |     |       |       |     |     |    |    |    |       |     |    |      |     |      |      |        |
| • | LO      | CATE     |               | ٥    | RES  | STAR       | т  |    | b U | PGR   | ADE   |     |     |    |    |    |       |     |    |      |     |      |      |        |

**Create** Click + CREATE to add a new entry. Go to <u>"Create</u> <u>New Network/VLAN" on page 65</u>. Name Displays the name of the network/VLAN.

**Config** Displays the configuration: *Native* (\_\_\_\_\_) or *Customized*. (Networks may be created in <u>"Settings ></u> <u>Networks" on page 9</u>.)

Actions Click a button to perform the desired action:

- Edit Click <sup>■</sup> to edit the network/VLAN entry.
- **Delete** Click it to delete the network/VLAN entry.

#### **Create New Network/VLAN**

|   | UniFi 48-Port PoE Switch B 🔻 🖸 🗙   |
|---|--|
|   | Connected  |
| 1 | 3 5 7 9 11 13 15 17 19 21 23 25 27 29 31 33 35 37 39 41 43 45 47 SFP+1 SFP<br> |
| 2 | 4 6 8 10 12 14 16 18 20 22 24 26 28 30 32 34 36 38 40 42 44 46 48 SFP+2 SFP    |
|   | DETAILS PORTS CONFIGURATION  |
|   | CONFIG   |
|   | NETWORKS/VLANS   |
|   | Name   |
|   | Native Network (none)  |
|   | Tagged Networks LAN VOIP   |
|   | APPLY CANCEL   |
|   | SERVICES   |
|   | NETWORK  |
|   | FORGET THIS SWITCH   |
|   | O         LOCATE         Image: O         UPGRADE                              |

- 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<br>Type | Ingress  | Action                             | Egress   |
|----------------|----------|------------------------------------|--|
| Tagged         | Accepted | Remains tagged                     | Sent out as tagged                                 |
| Untagged       | Accepted | Assigned to VLAN of native network | VLAN header<br>removed and sent<br>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 <u>"Settings > Networks" on</u> 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<br>Type       | Ingress  | Action             | Egress   |
|----------------------|----------|--------------------|--|
| Untagged             | Accepted | Assigned to VLAN 1 | VLAN header<br>removed and sent<br>out as untagged |
| Tagged as<br>VLAN 20 | Accepted | Remains tagged     | Sent out tagged as<br>VLAN 20                      |
| Tagged as<br>VLAN 30 | Accepted | Remains tagged     | Sent out tagged as<br>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 <u>"Settings > Networks" on</u> page 9.)

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

#### Services

| 🔜 UniFi 48-Port PoE Switc                                      | ch B 🔻                       |         |                |        |       |         |                         | ď >        |
|--|------------------------------|---------|----------------|--------|-------|---------|-------------------------|------------|
|  |                              |         | Con            | nected |       |         |                         |            |
|  | 13 15 17 1<br>5 <b>11 11</b> |         | 25 27          | 29 31  | 33 35 | 37 39 4 |                         | SFP+1 SFP1 |
| 2 4 6 8 10 12 1<br>DETAILS                                     | 14 16 18 2                   | 0 22 24 | 26 28<br>PORTS | 30 32  | 34 36 | 38 40 4 | 2 44 46 48<br>CONFIGURA | SFP+2 SFP2 |
| CONFIG<br>NETWORKS/VLANS                                       |                              |         |                |        |       |         |                         |            |
| SERVICES Network Group Enable Jumbo Fra Enable Flow Cont APPLY |                              | •       |                |        |       |         |                         |            |
| NETWORK<br>FORGET THIS SWITCH<br>Q LOCATE O R                  | RESTART                      | 🕹 UPGF  | LADE           |        |       |         |                         |            |

**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.

| - | Uni        | FI 44                    | 8-Por | t Pol | E Sw           | itch i  | в 🕶  |      |     |    |     |     |      |      |    |    |    |    |    |    |    |      |      |      | ď      | × |
|---|------------|--------------------------|-------|-------|----------------|---------|------|------|-----|----|-----|-----|------|------|----|----|----|----|----|----|----|------|------|------|--------|---|
|   |            |                          |       |       |                |         |      |      |     |    |     |     | Coni | nect | ed |    |    |    |    |    |    |      |      |      |        |   |
| 1 | 3          | 5                        | 7     | 9     | 11             | 13<br>• | 15   | 17   | 19  | 21 | 23  | 25  | 27   | 29   | 31 | 33 | 35 | 37 | 39 | 41 | 43 | 45   | 47   | SFP+ | 1 SFP1 |   |
| 2 | 4          | 6                        | 8     | 10    | <b>9</b><br>12 | 14      | 16   | 18   | 20  | 22 | 24  | 26  | 28   | 30   | 32 | 34 | 36 | 38 | 40 | 42 | 44 | 46   | 48   | SFP+ | 2 SFP2 |   |
|   |            |                          | DET   | AILS  | ;              |         |      |      |     |    |     | PO  | ORTS |      |    |    |    |    |    |    | со | NFIC | GURA | TION |        |   |
|   | SER<br>NET | wo<br>vice<br>wo<br>nfig | -     | IP    | NS             | l       | Usin | g DH | ICP | •  | ]   |     |      |      |    |    |    |    |    |    |    |      |      |      |        |   |
|   |            | GET                      |       | s sw  | лтсн<br>0      | RES     | TAR  | т    |     | U  | PGR | ADE |      |      |    |    |    |    |    |    |    |      |      |      |        |   |

- 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.

| UniFI 48-Port PoE Swi | tch B 🔻    |       |     |     |     |      |      |      |    |    |    |    |    |    |     |      | 6          | ? : |
|-----------------------|------------|-------|-----|-----|-----|------|------|------|----|----|----|----|----|----|-----|------|------------|-----|
|                       |            |       |     |     |     | Coni | nect | ed   |    |    |    |    |    |    |     |      |            |     |
| 1 3 5 7 9 11          | 13 15<br>1 | 17 19 | 21  | 23  | 25  | 27   | 29   | 31   | 33 | 35 | 37 | 39 | 41 | 43 | 45  | 47   | SFP+1 SFP1 |     |
| 2 4 6 8 10 12         | 14 16      | 18 20 | 22  | 24  | 26  | 28   | 30   | 32   | 34 | 36 | 38 | 40 | 42 | 44 | 46  | 48   | SFP+2 SFP2 |     |
| DETAILS               |            |       |     |     | PO  | RTS  |      |      |    |    |    |    |    | С  | NFI | SURA | TION       |     |
| CONFIG                |            |       |     |     |     |      |      |      |    |    |    |    |    |    |     |      |            |     |
| NETWORKS/VLANS        |            |       |     |     |     |      |      |      |    |    |    |    |    |    |     |      |            |     |
| SERVICES              |            |       |     |     |     |      |      |      |    |    |    |    |    |    |     |      |            |     |
| NETWORK               |            |       |     | _   |     |      |      |      |    |    |    |    |    |    |     |      |            |     |
| Configure IP          | Static     | IP    | •   |     |     |      |      |      |    |    |    |    |    |    |     |      |            |     |
| IP Address            |            |       |     |     |     | Pre  | ferr | ed [ | NS |    |    |    |    |    |     |      |            |     |
| Subnet Mask           |            |       |     |     |     | Alt  | erna | te I | NS |    |    |    |    |    |     |      | ]          |     |
| Gateway               |            |       |     |     |     | DN   | S su | ffix |    |    | Г  |    |    |    |     |      | ]          |     |
| APPLY                 |            |       |     |     |     |      |      |      |    |    |    |    |    |    |     |      |            |     |
| FORGET THIS SWITCH    | 1          |       | _   |     |     |      |      |      |    |    |    | _  |    |    |     |      |            |     |
| LOCATE O              | RESTART    |       | 5 U | DCD | ADE |      |      |      |    |    |    |    |    |    |     |      |            |     |

- **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**

| 🔜 Uni       | FI 48-                      | Port          | PoE        | Swi            | tch I        | в▼ |        |    |      |    |    |      |       |     |       |      |       |       |       |      |      |      |      |      | ď     | × |
|-------------|-----------------------------|---------------|------------|----------------|--------------|----|--------|----|------|----|----|------|-------|-----|-------|------|-------|-------|-------|------|------|------|------|------|-------|---|
|             |                             |               |            |                |              |    |        |    |      |    |    | Con  | nect  | ed  |       |      |       |       |       |      |      |      |      |      |       |   |
| 1 3         | 5                           | 7             | 9          | 11             | 13<br>•      | 15 | 17     | 19 | 21   | 23 | 25 | 27   | 29    | 31  | 33    | 35   | 37    | 39    | 41    | 43   | 45   | 47   | SF   | P+1  | SFP1  |   |
| 2 4         | 6                           | 8             | 10         | <b>5</b><br>12 | 14           | 16 | 18     | 20 | 22   | 24 | 26 | 28   | 30    | 32  | 34    | 36   | 38    | 40    | 42    | 44   | 46   | 48   | SF   | P+2  | SFP2  |   |
|             |                             | DETA          | ILS        |                |              |    |        |    |      |    | PO | ORTS |       |     |       |      |       |       |       | сс   | NFI  | GUR  | ATIO | N    |       |   |
| SER         | IFIG<br>WOR<br>VICES<br>WOR |               | LAN        | 45             |              |    |        |    |      |    |    |      |       |     |       |      |       |       |       |      |      |      |      |      |       |   |
| lf y<br>wit | GET 1<br>rou n<br>th res    | o loi<br>pect | ngei<br>to | r wis          | sh to<br>swi |    | will I |    | ipeo |    |    | u m  | ay re | emo | ve it | . No | te ti | nat a | ll co | nfig | urat | ions | anc  | l hi | story |   |

**Forget** Click Second 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.

| UniFi Al    | PRO 🔻    |              | × ت           |
|-------------|----------|--------------|---------------|
|             |          | Connected    |               |
| DETAILS     | USERS    | GUESTS       | CONFIGURATION |
| OVERVI      | w        |              |               |
| MAC Address |          | 00:15:6d:00: | 00:05         |
| Model       |          | UniFi AP-Pro | D             |
| Version     |          | 3.0.5        |               |
| IP Address  |          | 10.0.0.99    |               |
| Uptime      |          | 22h 21m      |               |
| # Users     |          | 15           |               |
| # Gues      | ts       | 0            |               |
| UPLINK      | (WIRE)   |              |               |
| RADIO (     | 11N/B/G) |              |               |
| RADIO (     | 11N/A)   |              |               |
|             |          |              |               |

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

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

| PROPERTIES              | ≡ ≡ » |
|-------------------------|-------|
| ■ UAP Outdoor 2.4 GHz ► | × م   |
| UAP Outdoor+ >          | × دړ  |
| ■ UAP Outdoor 5 GHz ►   | × دړ  |
| ■ UAP AC Outdoor ▶      | × دړ  |

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.

[二]

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:

- <u>"UniFi Access Point Details" on page 68</u>
- <u>"UniFi Access Point Users" on page 70</u>
- <u>"UniFi Access Point Guests" on page 70</u>
- <u>"UniFi Access Point Configuration" on page 71</u>

The bottom of the window has three buttons:

- 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 **O RESTART** to restart the AP.
- **Upgrade** If a software upgrade is available for the AP, click Upgrade 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

| DETAILS          | USERS               | GUESTS | CONFIGURATION |
|------------------|---------------------|--------|---------------|
|                  |                     |        |               |
| OVERVIEW         |                     |        |               |
| MAC Address      | 00:15:6d:00:00:04   |        |               |
| Model            | UniFi AP-AC Outdoor |        |               |
| Version          | 3.0.5               |        |               |
| IP Address       | 10.0.0.83           |        |               |
| Uptime           | 4h 47m 56s          |        |               |
| # Users          | 0                   |        |               |
| # Guests         | 15                  |        |               |
| UPLINK (WIRE)    |                     |        |               |
| RADIO (11N/B/G)  |                     |        |               |
| RADIO (11N/A/AC) |                     |        |               |

**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.

| UAP AC Outdoor ► |                      | Connected | d'            |
|------------------|----------------------|-----------|---------------|
| DETAILS          | USERS                | GUESTS    | CONFIGURATION |
| OVERVIEW         |                      |           |               |
| UPLINK (WIRE)    |                      |           |               |
| Speed            | 1000                 |           |               |
| Duplex           | Full Duplex          |           |               |
| Uplink           | UniFi Switch 48 C #1 |           |               |
| Down Pkts/Bytes  | 0.00 / 0.00          |           |               |
| Up Pkts/Bytes    | 0.00 / 0.00          |           |               |
| Activity         | OB / sec             |           |               |
| RADIO (11N/B/G)  |                      |           |               |
| RADIO (11N/A/AC) |                      |           |               |
|                  |                      |           |               |
| LOCATE 💍         | RESTART 📥 UPGRAI     | DE        |               |

**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.

| OVERVIEW<br>UPLINK (WIRELESS)<br>Uplink AP UAP-PRO Office B<br>Signal 99%<br>TX Rate 300M<br>RX Rate 6M |   |
|---|---|
| UPLINK (WIRELESS)<br>Uplink AP UAP-PRO Office B<br>Signal 99%<br>TX Rate 300M                           |   |
| Uplink AP UAP-PRO Office B<br>Signal 99%<br>TX Rate 300M  |   |
| Signal 99%<br>TX Rate 300M  |   |
| TX Rate 300M  |   |
|   |   |
| DY Pate 6M  |   |
| NA Rate OW  |   |
| Down Pkts/Bytes 81.0/14.4K  |   |
| Up Pkts/Bytes 101/55.4K   |   |
| Activity 1.25KB / sec   |   |
| RADIO (11N/B/G)   | 1 |
|   | - |

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.

| UAP-PR   | O Office B 🔻 |               | ď            |
|----------|--------------|---------------|--------------|
|          | Conn         | ected (limite | ed)          |
| ETAILS   | USERS        | GUESTS        | CONFIGURATIO |
| OVERVIE  | w            |               |              |
| UPLINK   | (WIRE)       |               |              |
| DOWNL    | INKS         |               |              |
| АР       |              | Signal        | Actions      |
| UAP-PR   | O Office A   | 99%           | REMOVE       |
| RADIO (1 | 11N/B/G)     |               |              |
| RADIO (1 | 11N/A)       |               |              |
| • LOCA   | TE O         | RESTART       |              |

(二)

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.

| DETAILS          | USERS         | onnected<br>GUESTS | CONFIGURATION |
|------------------|---------------|--------------------|---------------|
| DETAILS          | USERS         | 002313             | CONFIGURATION |
| OVERVIEW         |               |                    |               |
| UPLINK (WIRE)    |               |                    |               |
| RADIO (11N/B/G)  |               |                    |               |
| 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%   |                    |               |
| TX Retry/Dropped | 0.0% / 0.0%   |                    |               |
| # Users          | 0             |                    |               |
| # Guests         | 11            |                    |               |
| RADIO (11N/A/AC) |               |                    |               |
|                  |               |                    |               |



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**

| • | UAP AC Outdoor 🕨      |                      |           | □" ×          |
|---|-----------------------|----------------------|-----------|---------------|
|   |                       |                      | Connected |               |
|   | DETAILS               | USERS                | GUESTS    | CONFIGURATION |
|   | Name                  | Wlan                 | Signal 💠  | тх 💠          |
|   | There are no users of | connected to this de | evice.    |               |
|   | • LOCATE              | RESTART              | UPGRADE   |               |

**Name** Displays the hostname, alias, or MAC address of the connected client. You can click the name to get additional details; see <u>"Client Details" on page 79</u> 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

| DETAILS           | USERS            | GUESTS   | CONFIGURATION |
|-------------------|------------------|----------|---------------|
| Name              | Wian             | Signal ¢ | тх ≑          |
| 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           |
|                   |                  |          | 4 1 of 3 ▶    |

**Name** Displays the hostname, alias, or MAC address of the connected client. You can click the name to get additional details; see <u>"Client Details" on page 79</u> 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

| UAP AC Outdoor ► |                |           | ď             |
|------------------|----------------|-----------|---------------|
|                  |                | Connected |               |
| DETAILS          | USERS          | GUESTS    | CONFIGURATION |
| CONFIG           |                |           |               |
| Alias            |                |           |               |
| UAP AC Outdoor   |                |           |               |
| APPLY            |                |           |               |
|                  |                |           |               |
| RADIOS           |                |           |               |
| WLANS            |                |           |               |
| NETWORK          |                |           |               |
| FORGET THIS AP   |                |           |               |
|                  |                |           |               |
| LOCATE    O RI   | ESTART 🕹 UPGRA | DE        |               |

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

|               |                   | Connected |               |
|---------------|-------------------|-----------|---------------|
| DETAILS       | USERS             | GUESTS    | CONFIGURATION |
| CONFIG        |                   |           |               |
| RADIOS        |                   |           |               |
| Radio 2G (11n | /b/g)             |           |               |
| Channel       | Auto 🔻            |           |               |
|               | HT20 ¥            |           |               |
| Tx Power      | Medium 🔻          |           |               |
| Radio 5G (11n | a/ac)             |           |               |
| Channel       | Auto 🔻            |           |               |
|               | HT20 -            |           |               |
| Tx Power      | Medium 🔻          |           |               |
| APPLY         |                   |           |               |
| WLANS         |                   |           |               |
| NETWORK       |                   |           |               |
| FORGET THIS A | P                 |           |               |
| LOCATE        | 👌 RESTART 👌 UPGRA |           |               |

**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.

|                |         | Connec    | ted      |               |
|----------------|---------|-----------|----------|---------------|
| DETAILS        | USERS   |           | GUESTS   | CONFIGURATION |
| CONFIG         |         |           |          |               |
| RADIOS         |         |           |          |               |
| WLANS          |         |           |          |               |
| WLANs 2G (11n/ | b/g)    |           |          |               |
| WLAN Group     | Default | •         |          |               |
| Name           |         | Overrides | Actions  |               |
| UBNT_UniFi     |         |           | OVERRIDE |               |
| UBNT_UniFi_    | Guest   |           | OVERRIDE | )             |
| WLANs 5G (11n/ | a/ac)   |           |          |               |
| WLAN Group     | Default | •         |          |               |
| Name           |         | Overrides | Actions  |               |
| UBNT_UniFi     |         |           | OVERRIDE |               |
| UBNT_UniFi_    | Guest   |           | OVERRIDE | ]             |
| NETWORK        |         |           |          |               |
| FORGET THIS AP |         |           |          |               |

**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

|               | Cor                 | nected |               |
|---------------|---------------------|--------|---------------|
| DETAILS       | USERS               | GUESTS | CONFIGURATION |
| CONFIG        |                     |        |               |
| RADIOS        |                     |        |               |
| WLANS         |                     |        |               |
| Override      |                     |        |               |
| Enabled       | Enabled on this AP  |        |               |
|               |                     |        |               |
| VLAN          | Use VLAN ID         |        |               |
| SSID          | UBNT                |        |               |
|               |                     |        |               |
| PSK           | password            |        |               |
| APPLY         | RESTORE             |        |               |
| NETWORK       |                     |        |               |
| FORGET THIS / | \P                  |        |               |
| LOCATE        | 👌 RESTART 🕹 UPGRADE |        |               |

**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.

|                                  | Co           | onnected |               |
|----------------------------------|--------------|----------|---------------|
| DETAILS                          | USERS        | GUESTS   | CONFIGURATION |
| CONFIG                           |              |          |               |
| RADIOS                           |              |          |               |
| WLANS                            |              |          |               |
| NETWORK<br>Configure IP<br>APPLY | Using DHCP 🔻 |          |               |
| FORGET THIS AP                   |              |          |               |
| LOCATE                           | RESTART      | E        |               |

- 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.

| UAP AC Outdoor 🕨 |             |               | c" :          |
|------------------|-------------|---------------|---------------|
|                  |             | Connected     |               |
| DETAILS          | USERS       | GUESTS        | CONFIGURATION |
| CONFIG           |             |               |               |
| RADIOS           |             |               |               |
| WLANS            |             |               |               |
| NETWORK          |             |               |               |
| Configure IP     | Static IP 🔻 |               |               |
| IP Address       |             | Preferred DNS |               |
| Subnet Mask      |             | Alternate DNS |               |
| Gateway          |             | DNS suffix    |               |
| APPLY            |             |               |               |
| FORGET THIS AP   |             |               |               |
| ♥ LOCATE Ŏ       | RESTART     | ADE           |               |

- **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.

|                       | Isolat | ed     |             |
|-----------------------|--------|--------|-------------|
| DETAILS               |        | co     | NFIGURATION |
| CONFIG                |        |        |             |
| RADIOS                |        |        |             |
| WLANS                 |        |        |             |
| NETWORK               |        |        |             |
| WIRELESS UPLINKS      |        |        |             |
| AP                    | Chan.  | Signal | Actions     |
| UniFi AP PRO Office B | 36     | 92%    | SELECT      |
|                       |        |        |             |

**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 <u>"Wireless</u> <u>Uplinks" on page 73</u> to find, select, and connect to a wired AP.

|                       | Isolat |        |             |  |
|-----------------------|--------|--------|-------------|--|
| DETAILS               |        | co     | NFIGURATION |  |
| CONFIG                |        |        |             |  |
| RADIOS                |        |        |             |  |
| WLANS                 |        |        |             |  |
| NETWORK               |        |        |             |  |
| WIRELESS UPLINKS      |        |        |             |  |
| AP                    | Chan.  | Signal | Actions     |  |
| UniFi AP PRO Office B | 36     | 92%    | SELECT      |  |
|                       |        |        |             |  |

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

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

| Ma          | naged by Other    |  |
|-------------|-------------------|--|
|             | DETAILS           |  |
| OVERVIEW    |                   |  |
| MAC Address | 04:18:d6:00:54:94 |  |
| Model       | UniFi AP-Outdoor+ |  |
| Version     | 3.2.5.2791        |  |
| Last Seen   | 7s ago            |  |

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** 

| 04:18:d6:00:54: | 94 🔻            |             | ď | × |
|-----------------|-----------------|-------------|---|---|
|                 | Managed by Othe | r           |   |   |
|                 | DETAILS         |             |   |   |
| OVERVIEW        |                 |             |   |   |
| ADVANCED OPT    | IONS            |             |   |   |
| IP              | 10.0.2.136      | : 22        | ] |   |
| Username        |                 |             |   |   |
| Password        |                 |             |   |   |
| Inform URL      | http://10.0.2.  | 113:8080/iı |   |   |
| ADOPT           |                 |             |   |   |
|                 |                 |             |   |   |

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.

|             | ending Approval   |  |
|-------------|-------------------|--|
|             | DETAILS           |  |
| OVERVIEW    |                   |  |
| MAC Address | dc:9f:db:b0:23:55 |  |
| Model       | UniFi AP-Pro      |  |
| Version     | 3.2.5.2791        |  |
| Last Seen   | 21s ago           |  |

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**

|  |  | Connected                                   |                        |
|--|--|---|------------------------|
| DETAILS  | USERS  | GUESTS                                      | CONFIGURATION          |
| CONFIG   |  |   |                        |
| RADIOS   |  |   |                        |
| WLANS  |  |   |                        |
| NETWORK  |  |   |                        |
| FORGET THIS AP<br>If you no longer wis<br>history with respect | h to manage this AP, you<br>to this access point will<br>Move to | u may remove it. Note that<br>be wiped out. | all configurations and |
|  | RESTART  |   |                        |

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



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

# Chapter 13: UniFi VoIP Phone Details

A UniFi VolP Phone hyperlink opens the UniFi VolP 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.

| PROPERTIES         | ≡ ≡ » |
|--------------------|-------|
| Ext. 105 (105) ►   | x در  |
| Ext. 104 (104) ►   | × در  |
| Ext. 103 (103) >   | x در  |
| Ext. 102 (102) >   | x در  |
| J Ext. 101 (101) ► | × دړ  |

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
- <u>"UniFi VoIP Phone Configuration" on page 78</u>

The bottom of the window has three buttons:

- 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 **O RESTART** to restart the Phone.
- **Upgrade** If a software upgrade is available for the Phone, click <br/>
  Upgrade 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**

| DETAILS     | CONFIGURATION     |
|-------------|-------------------|
|             | _                 |
| OVERVIEW    |                   |
| MAC Address | 04:21:14:00:00:04 |
| Model       | UniFi Phone       |
| Version     | 4.6.0.235         |
| IP Address  | 10.0.0.119        |
| Uptime      | 1d 14h 7m         |
| Uptime      | 1d 14h 7m         |

**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 <u>"Add Click</u> <u>this option to set up a new number. The Ceate New</u> <u>Number screen appears:" on page 17</u> for more information.

### **Forget This Switch**

| Connected       DETAILS     CONFIGURATION       FORGET THIS PHONE     If you no longer wish to manage this phone, you may remove it. Note that all configurations and history with respect to this phone will be wiped out. <b>…</b> FORGET      Move to ▼ | Ext. 101 (101) 🔻   | ď              | × |
|--|--|----------------|---|
| FORGET THIS PHONE<br>If you no longer wish to manage this phone,<br>you may remove it. Note that all configurations<br>and history with respect to this phone will be<br>wiped out.  | Connected  |                |   |
| If you no longer wish to manage this phone,<br>you may remove it. Note that all configurations<br>and history with respect to this phone will be<br>wiped out.   | DETAILS CONFIGURAT   | rion           |   |
| LOCATE     O RESTART     O UPGRADE   | If you no longer wish to manage this phor<br>you may remove it. Note that all configure<br>and history with respect to this phone will<br>wiped out. | itions<br>I be |   |

**Forget** Click **A** 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
- <u>"Wired Client Details" on page 81</u>



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

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

| PROPERTIES          | ≡ ≡ » |
|---------------------|-------|
| 10:68:3f:00:00:42 ► | ₽ ×   |
| c8:2a:14:00:00:18 ▶ | p ×   |
| 10:68:3f:00:00:48 ▶ | p ×   |
| c8:2a:14:00:00:17 ► | × ي   |

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

# Wireless Client – Details

| DETAILS      | STATISTICS        | HISTORY | CONFIGURATION |
|--------------|-------------------|---------|---------------|
| MAC Address  | 10:68:3f:00:00:10 |         |               |
| Hostname     | 10:68:3f:00:00:10 |         |               |
| P Address    | 10.0.0.52         |         |               |
| Uptime       | 5h 54m 18s        |         |               |
| Connected AP | UAP Outdoor+      |         |               |

**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 <u>"UniFi Access Point Details" on</u> **page 67** for more information.

# **Wireless Client – Statistics**

| DETAILS         | STATISTICS    | HISTORY | CONFIGURATION |
|-----------------|---------------|---------|---------------|
| ESSID           | UBNT_UniFi    |         |               |
| Connected AP    | UAP Outdoor+  |         |               |
| Channel         | 11 (11ng)     |         |               |
| Signal          | 47% (-92 dBm) |         |               |
| TX Rate         | 72.2M         |         |               |
| RX Rate         | 7.2M          |         |               |
| Power Save      | Not Enabled   |         |               |
| Activity        | 1.48KB/sec    |         |               |
| Down Pkts/Bytes | 9.58M / 57.5M |         |               |
| Up Pkts/Bytes   | 1.05M / 5.26M |         |               |
|                 |               |         |               |

**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

| 10:68:3f:00:00:1                      | 0 >         |         | ď             | × |
|---------------------------------------|-------------|---------|---------------|---|
| DETAILS                               | STATISTICS  | HISTORY | CONFIGURATION |   |
| CONFIG<br>Alias<br>Note<br>User Group | Automatic • |         |               |   |
| IP CONFIG<br>DEBUG<br>X BLOCK         | ↔ RECONNECT |         |               |   |

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 <u>"Settings > User Groups" on</u> **page 15** for more information). The default *User Group* is *Automatic*.

#### Apply Click Apply to save changes.

## **IP Config**

| 💻 10:68:3f:00                          | 0:00:10 ►           |         | ت" ×          |
|--|---------------------|---------|---------------|
| DETAILS                                | STATISTICS          | HISTORY | CONFIGURATION |
| CONFIG                                 |                     |         |               |
| IP CONFIG<br>Fixed IP<br>Network<br>IP | Use Fixed IP addres | 55      |               |
| АРР                                    | LY                  |         |               |
| DEBUG                                  |                     |         |               |
| × BLOCK                                |                     |         |               |

**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**

| vork         |                                  |   |   |   |
|--------------|----------------------------------|---|---|---|
|              | LAN                              |   |   |   |
|              | UniFi Switch 48                  | <u>A #11</u>                                |   |   |
| rity         | 28.0B/sec                        |   |   |   |
| n Pkts/Bytes | 2.28M / 13.7M                    |   |   |   |
| kts/Bytes    | 247K / 1.21M                     |   |   |   |
|              | ity<br>n Pkts/Bytes<br>kts/Bytes | ity 28.0B/sec<br>n Pkts/Bytes 2.28M / 13.7M | ity 28.0B/sec<br>n Pkts/Bytes 2.28M / 13.7M | ity 28.0B/sec<br>n Pkts/Bytes 2.28M / 13.7M |

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/Tir | me ¢    | Durati     | on 💠     | Down \$     | Up 🗧 |
|----------|---------|------------|----------|-------------|------|
| There is | no hist | tory relat | ed to th | his client. |      |

**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

| <b>70:cd:</b> | i0:f1:68:7e ► |         | ⊔, ×          |
|---------------|---------------|---------|---------------|
| DETAILS       | STATISTICS    | HISTORY | CONFIGURATION |
| CONFIG        | i             |         |               |
| Note          |               |         |               |
| User (        | Group Autor   | natic 🔻 |               |
|               | APPLY         |         |               |
| IP CON        | FIG           |         |               |
| DEBUG         |               |         |               |
| × BLC         | оск           |         |               |

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 <u>"Settings > User Groups" on</u> **page 15** for more information). The default *User Group* is *Automatic*.

Apply Click Apply to save changes.

## **IP Config**

| <b>70:cd:60:f1:68:7e</b> | •             | ් ×           |
|--------------------------|---------------|---------------|
| DETAILS STATIST          | ICS HISTORY   | CONFIGURATION |
|                          |               |               |
| CONFIG                   |               |               |
| IP CONFIG                |               |               |
| Fixed IP                 | 🗹 Use Fixed I | IP address    |
| Network                  | LAN           | •             |
| IP                       | 192.168.1.6   |               |
| APPLY                    |               |               |
| DEBUG                    |               |               |
| × BLOCK                  |               |               |

**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

|    | 70:cd:6 | 0:f1:68:7e ► |         | ď ×           |
|----|---------|--------------|---------|---------------|
| DE | TAILS   | STATISTICS   | HISTORY | CONFIGURATION |
|    |         |              |         |               |
|    | CONFIG  |              |         |               |
|    | IP CONF | IG           |         |               |
|    | DEBUG   |              |         |               |
|    | Device  | Туре         | Apple   |               |
|    |         |              |         |               |
|    | × BLO   | ск           |         |               |

**Device Type** Displays the type of device. If it is offline, "Unknown" is displayed.

| UĥiFi                  |   |           |               |             |           |          |         | REFRESH RATE 2 minutes | ф |
|------------------------|---|-----------|---------------|-------------|-----------|----------|---------|------------------------|---|
| GUESTS<br>S PAYMENTS   | Guests           Q         show: 120 days |           |               |             |           |          |         | Items per page: 50     | • |
| VOUCHERS     OPERATORS | Name (MAC Address) ;     Package          | Amount \$ | Authorized By | Download \$ | Uplasd \$ | Status ÷ | Actions |                        |   |

# **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.

| 1 | GUESTS |
|---|--------|
|---|--------|

"Wireless Guests" on page 84

<u>"Payments and Transactions" on page</u> 84

VOUCHERS <u>"Vouchers" on page 85</u>

OPERATORS <u>"Operator Accounts" on page 86</u>

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 <u>"Hotspot" on page 13</u> 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** <sup>Q</sup> 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.

| AYMENTS              |                     |         |            |                        |                 |                    |
|----------------------|---------------------|---------|------------|------------------------|-----------------|--------------------|
|                      |                     |         |            | @ PRINTALL C           | INUSED VOUCHERS | items per page: 50 |
| Code :               | Create Time :       | Notes 0 | Duration : | Status                 | Actions         |                    |
| PERATORS 54779-92145 | 2015/01/25 17:59:17 |         | 14         | Valid for one-time use | × REVOKE        | PRINT BATCH        |
| 34364-46133          | 2015/01/26 17:59:17 |         | 14         | Valid for one-time use | × REVORE        | 🗢 PRINT BATCH      |
| 02226-67385          | 2015/01/26 17:59:17 |         | 14         | Valid for one-time use | × REVOKE        | PRINT BATCH        |
| 39933-51206          | 2015/01/25 17:59:17 |         | 14         | Valid for one-time use | × REVOKE        | 🖶 PRINT BATCH      |
| 09399-55092          | 2015/01/26 12:59:17 |         | 14         | Valid for one-time use | × REVORE        | PRINT BATCH        |
| 11378-20409          | 2015/01/26 17:59:17 |         | м          | Valid for one-time use | × REVORE        | PRINT BATCH        |
| 44213-17510          | 2015/01/26 17:59:17 |         | 14         | Valid for one-time use | × REVOKE        | PRINT BATCH        |
| 23514-32916          | 2015/01/26 17:59:17 |         | 54         | Valid for one-time use | × REVORE        | PRINT BATCH        |
| 31928-86836          | 2015/01/26 17:59:17 |         | 16         | Valid for one-time use | × REVOKE        | PRINT BATCH        |
| 60530-39838          | 2015/01/25 12:59:17 |         | 14         | Valid for one-time use | × REVOKE        | PRINT BATCH        |
|                      | OUCHERS             |         |            |                        |                 |                    |
|                      |                     |         |            |                        |                 |                    |
|                      |                     |         |            |                        |                 |                    |
|                      |                     |         |            |                        |                 |                    |

**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 **X**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.

| Vouchers     |                     |         |            |                        |                 |                    |
|--------------|---------------------|---------|------------|------------------------|-----------------|--------------------|
| AYMENTS Q    |                     |         |            | C PRINT ALL I          | INUSED VOUCHERS | items per page: 50 |
| Code :       | Create Time :       | Notes : | Duration 0 | Status                 | Actions         |                    |
| S4779-92146  | 2015/01/26 17:59:17 |         | 1d         | Valid for one-time use | × REVOKE        | 🗢 PRINT BATCI      |
| 34364-46133  | 2015/01/26 17:59:17 |         | 1d         | Valid for one-time use | × REVOKE        | PRINT BATCH        |
| 02226-67385  | 2015/01/26 17:59:17 |         | 1d         | Valid for one-time use | × REVOKE        | 🖶 PRINT BATCH      |
| 39933 51206  | 2015/01/26 17:59:17 |         | 1d         | Valid for one time use | × REVOKE        | PRINT BATCH        |
| 09399-55092  | 2015/01/26 17:59:17 |         | 1d         | Valid for one-time use | × REVOKE        | PRINT BATCH        |
| 11378-20409  | 2015/01/26 17:59:17 |         | 1d         | Valid for one-time use | × REVOKE        | PRINT BATC         |
| 44213-17510  | 2015/01/26 17:59:17 |         | 1d         | Valid for one time use | × REVOKE        | PRINT BATCH        |
| 23514-32916  | 2015/01/26 17:59:17 |         | 1d         | Valid for one-time use | × REVOKE        | PRINT BATCH        |
| 31928 86836  | 2015/01/26 17:59:17 |         | 1d         | Valid for one time use | × REVOKE        | PRINT BATC         |
| 60530-39838  | 2015/01/25 17:59:17 |         | 1d         | Valid for one-time use | × REVOKE        | PRINT BATCH        |
| Create Vou   | hers                |         |            |                        |                 |                    |
| Create       | 10 One time *       |         |            |                        |                 |                    |
| vouchers for | 24 hours *          |         |            |                        |                 |                    |
| Notes        | Notes               |         |            |                        |                 |                    |

# **Operator Accounts**

Create Operator Accounts that can log in to Hotspot Manager to manage wireless guests, payments or transactions, and vouchers.

| Operator Accounts   |                     |                           |              |
|---------------------|---------------------|---------------------------|--------------|
| <sup>m</sup>        |                     |                           | items per pa |
| Name :              | Password :          | Notes :                   | Acti         |
| 110301 A            | Hotel A password    | Hotel A front desk        |              |
| Business D          | Business B password | Dusiness B administration |              |
| School C            | School C password   | School C technology team  |              |
| CREATE NEW OPERATOR |                     |                           |              |
|                     |                     |                           |              |
|                     |                     |                           |              |
|                     |                     |                           |              |
|                     |                     |                           |              |
|                     |                     |                           |              |
|                     |                     |                           |              |
|                     |                     |                           |              |
|                     |                     |                           |              |
|                     |                     |                           |              |
|                     |                     |                           |              |

**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 DE CREATE NEW OPERATOR to create the operator account.
- Cancel Click × CANCEL to discard changes.

| líFi"   |                   |                     |                           |        | 2 minutes 🗸 🗘      |
|---------|-------------------|---------------------|---------------------------|--------|--------------------|
| 21515   | Operator Accounts | 5                   |                           |        |                    |
| WHEN TS | ٩                 |                     |                           |        | items per page: 50 |
| UCHERS  | Name :            | Password :          | Notes 0                   |        | Actions            |
| DUATORS | Hotel A           | Hotel A password    | Hotel A front desk        |        | B DELETE           |
|         | Business B        | Business B password | Business B administration |        | STS.150            |
|         | School C          | School C password   | School C technology team  |        | B DILETE           |
|         | Password Notes    |                     |                           | X CANC | CREATE OPERATOR    |
|         |                   |                     |                           |        |                    |

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 <u>"Settings > Guest Control"</u> <u>on page 11</u> 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**.

| lite              | Guest Control       |                |   |                 |         |   |       |
|-------------------|---------------------|----------------|---|-----------------|---------|---|-------|
| Wireless Networks | Guest Policies      |                |   |                 |         |   |       |
| Networks          | Enable Guest Portal | 0              |   |                 |         |   |       |
| Admins            | Access Control      |                |   |                 |         |   |       |
| Jser Groups       | Restricted Subnets  | 192.168.0.0/16 |   | Allowed Subnets |         |   |       |
| VOIP              |                     | 172.16.0.0/12  | × |                 | ADD NEW |   |       |
| Extensions        |                     | ADD NEW        |   |                 |         |   |       |
| Auto-Responder    |                     |                |   |                 |         | _ |       |
|                   |                     |                |   |                 |         |   | APPLY |

2. Select **Guest Portal** to enable it, and then select an authentication method.



 Select Portal Customization to enable it, and then click

| Site              | Guest Control        |  |
|-------------------|----------------------|--|
| Wireless Networks | Guest Policies       |  |
| Networks          | Enable Guest Portal  | ø  |
| Guest Control     | Authentication       | NO AUTHENTICATION SIMPLE PASSWORD HOTSPOT EXTERNAL PORTAL SERVER |
| Admins            | Expiration           | Ehours v   |
| User Groups       | Landing Page         | REDIRECT TO THE ORIGINAL URL PROMOTIONAL URL                     |
| VOIP              | Portal Customization | C Enable portal customization                                    |
| Controller        | Portal URL Hostname  | Redirect using hestname     Hostname                             |
| Maintenance       | Access Control       |  |
|                   | Restricted Subnets   | 192.198.0.016 Allowed Subnets                                    |
|                   |                      | 172.16.0.012 × ADD NEW   |
|                   |                      | 10.0.08  |

# **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**.
- Depending on the security type applied to the network, enter the security key or password. Click OK or Connect.
- Launch your web browser and you will be directed to the default portal page for the authentication type configured on the *Guest Portal* (see <u>"Settings > Guest</u> <u>Control" on page 11</u> for screenshots of default portal pages by authentication method).

#### Mac

- 1. Click the *AirPort*  $\widehat{\ }$  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.
- Launch your web browser and you will be directed to the default portal page for the authentication type configured on the *Guest Portal* (see <u>"Settings > Guest</u> <u>Control" on page 11</u> 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

### • <u>"Windows" on page 89</u>

#### 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.

| 00  |                    | -          | Contents        |         |                     |     |
|---|--------------------|------------|-----------------|---------|---------------------|-----|
| • •   | *                  | • 🐨 🔳 •    |                 | Q       |                     | ?   |
| FAVORITES  FAVORITES  Final  Resources  Resources  Logos  Judes  Desktop  Applications  Downloads  Judes  SUARED  Divices | Infodiscover plist | Info.plist | MacOS<br>1 item | Pkginfo | RECORDER<br>11 dens |     |
| Mac's MacB  |                    |            |                 |         |                     | - 1 |

5. Double-click the **data** folder to open it.

| 000                           |                 | 🚞 Re            | esources            |                  |                    |
|-------------------------------|-----------------|-----------------|---------------------|------------------|--------------------|
|                               | *               | • *•            | ? Q                 |                  | ?                  |
| FAVORITES<br>Dropbox<br>Final |                 |                 |                     |                  |                    |
| Resources                     | bin<br>3 items  | data<br>6 items | dl<br>1.item        | Java<br>48 items | lib                |
| Working<br>Logos              |                 |                 |                     | 0                |                    |
| Desktop<br>Applications       | logs<br>2 items | run<br>1 item   | unifi.discover.icns | unifi.icns       | webapps<br>2 items |
| Documents Ownloads            |                 |                 |                     |                  |                    |
| 當 j<br>SHARED                 | work<br>1 item  |                 |                     |                  |                    |
| DEVICES                       |                 |                 |                     |                  |                    |

6. Double-click the **sites** folder to open it.

| 00  |                                       | i             | lata             |          |                 |
|---|---------------------------------------|---------------|------------------|----------|-----------------|
|   |                                       | • • • •       | ? @              |          | ?               |
| FAVORTIS<br>↓ Dropbox<br>↓ Final<br>■ Resources<br>■ Review<br>Working<br>■ Logos<br>■ guides<br>■ guides<br>■ pesktop<br>A Applications<br>● Petures<br>♥ J<br>SIAAED<br>DEVVECS<br>■ Mac's MacR | Lackup<br>2 firm<br>System properties | db<br>5 items | devices<br>1 nom | keystore | CTCD<br>1 North |

7. Double-click the folder whose name matches the name of the site you are configuring.

| 000          | iii sites                              |
|--------------|--|
| • •          | ;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;; |
| FAVORITES    |  |
| 👽 Dropbox    |  |
| Final        |  |
| Resources    | default<br>1 litern                    |
| Review       | 1 item                                 |
| Working      |  |
| Logos        |  |
| 🚞 guides     |  |
| Desktop      |  |
| Applications |  |
| Pictures     |  |
| Documents    |  |
| O Downloads  |  |
| 企j           |  |
| DEVICES      |  |
| Mac's MacB   |  |
|              |  |
|              |  |

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.

| •••  | **                   |                   | portal ? Q        |            | ?             |
|--|----------------------|-------------------|-------------------|------------|---------------|
| FAVORITES<br>Dropbox<br>Final<br>Resources<br>Review<br>Working<br>Logos | Eundle<br>3 items    | ATML<br>fail.html | images<br>5 items | index.html | js<br>2 items |
| guides<br>Desktop<br>Applications<br>Pictures<br>Documents<br>Downloads  | HTML<br>payment.html | README.txt        | reset-min.css     | styles.css |               |
| junelee<br>SHARED<br>DEVICES<br>June's MacB                              |                      |                   |                   |            |               |

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.

| 0 0                      | imessages.properties                             |
|--------------------------|--|
| W package 1              |  |
| ∉ amount is in US doll   | ars  |
| ackage.1.amount=5.99     |  |
| ackage.1.hours=8         |  |
| # what's shown in the    | Hotspot Manager                                  |
| ackage.1.name=Basic 8    |  |
| What's shown on the      |  |
| ackage.1.charged_as=H    |  |
| annage it in ha geo_ann  | ocopor o-mode anna                               |
| ## package 2             |  |
| ackage.2.anount=8.99     |  |
| ackage.2.hours=24        |  |
| ackage.2.name=Prentum    | Davages  |
| ackage.2.charged_as=H    |  |
|                          |  |
| 🛤 package 3              |  |
|                          | package (with amount 0)                          |
| cackage.3.anount=0       |  |
| ackage.3.hours=2         |  |
| ackage.3.name=Free Tr    | ial  |
| # whether to overwrite   | the user group policy per NLAN/User, default is  |
| false                    |  |
| ackage.3.limit_overvr    | ite-true   |
| # kbps, default is unl   |  |
| ackage.3.limit.down=4    |  |
| # kbps, default is unl   |  |
| ackage.3.limit.up=182    |  |
| # Mbytes, default is u   |  |
| ackage.3.limit_guoto=    |  |
|                          |  |
|                          |  |
|                          | ase connect from guest wireless network          |
| InvalidPassword-Invali   |  |
| InvalidVoucher=Invalid   |  |
|                          | he voucher has been used too many times          |
| /oucherExpired=The you   |  |
| JseVoucher=I have a vo   |  |
| PasswordReguiredForVir   | elessAccess=A password is required to access the |
| vireless network         |  |
| Paypa (Cance Lied-Paymen | t concelled                                      |
|                          |  |
|                          | on Required – Guess Access                       |
| /elcomePage.FailedInte   | rnal=The hotspot is not configured correctly     |
|                          |  |
|                          | t=Please input the credit card information       |
|                          | dNumber=Invalid credit card number               |
|                          | irationMonth=Invalid expiration month            |
|                          | irationVear=Invalid expiration year              |
| PaymentPage . InvalidCCV |  |
| PaymentPage.InvalidCou   | ntryCode=Invalid country code                    |
|                          |  |
|                          |  |
| PaywentPage.FailedInte   | institucionabile co process che puyalenc         |

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 <u>"Software Installation"</u> <u>on page 1</u> 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 (Rooftop)   | 10.0.0.136 (dhcp) | UniFi AP-Outdoor+ | 3.2.7.2816 | Managed/Adopted | locate | manage | reset |
| db:9f:db:b0:55:9f (UBNT)      | 10.0.0.104 (dhcp) | UniFi AP-Pro      | 3.2.5.2791 | Managed/Adopted | locate | manage | reset |
| db:a4:3c:10:72:5e (ACLAB)     | 10.0.0.149 (dhcp) | UniFi AP-AC       | 3.2.5.2791 | Managed/Adopted | locate | manage | reset |
| db:9f:db:1a:be:22 (MainAPPRO) | 10.0.0.148 (dhcp) | UniFi AP-Pro      | 3.2.5.2791 | Managed/Adopted | locate | manage | reset |
| db:9f:db:b0:55:96 (UBNT)      | 10.0.0.132 (dhcp) | 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 <u>"UniFi Access Point – Configuration" on</u> **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:

- <u>"Locate" on page 92</u>
- <u>"Manage" on page 92</u>
- <u>"Reset" on page 93</u>



Note: To reboot the AP, click one of the buttons listed above and proceed to <u>**"Reboot" on page 93**</u>.

### Locate

Locate the AP. The following window will appear:

| 00                 | 10.0.2.104 - Apply  |
|--------------------|---|
| Device Information |   |
| Status:            | Managed/Adopted   |
|                    | This device is managed by other controller. You<br>need to provide the username/password in<br>order to perform any actions against this<br>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:           | Locate \$   |
| Username:          | ubnt  |
| Password:          | ubnt  |
|                    | Apply Cancel  |

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 <u>"Network Topology Requirements" on page</u> <u>1</u> for a visual representation of this configuration.) The following window will appear:

| Status:         | Managed/Adopted   |
|-----------------|---|
|                 | This device is managed by other controller. You<br>need to provide the username/password in<br>order to perform any actions against this<br>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 \$   |
| Set Inform URL: | http://unifi:8080/inform  |
| Username:       | ubnt  |
| Password:       | ubnt  |

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:

| 10.0.2.104 - Apply  |
|---|
|   |
| Managed/Adopted   |
| This device is managed by other controller. You<br>need to provide the username/password in<br>order to perform any actions against this<br>device. |
| UniFi AP-Pro (3.2.5.2791)   |
| 10.0.0.104 (dhcp)   |
| 55:9f:db:b0:55:9f (UBNT)  |
| Restore to factory default \$   |
| ubnt  |
| ubnt  |
|   |

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:

| Device Information |   |
|--------------------|---|
| Status:            | Managed/Adopted   |
|                    | This device is managed by other controller. You<br>need to provide the username/password in<br>order to perform any actions against this<br>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:           | Reboot ÷  |
| Username:          | ubnt  |
| Password:          | ubnt  |
|                    |   |

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** 

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