

UniFi®

Enterprise System Controller Release Version: 4.8.7

User Guide

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Table of Contents

Chapter 1: Software Installation

Introduction

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

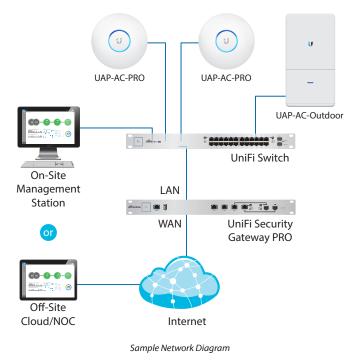
This User Guide is for use with version 4.8.7 or above of the UniFi Controller software.

System Requirements

- Linux, Mac OS X, or Microsoft Windows 7/8/10
- Java Runtime Environment 1.6 (1.8 or above recommended)
- Web Browser: Mozilla Firefox, Google Chrome, Microsoft Edge, or Microsoft Internet Explorer 10 (or above)

Network Topology Requirements

- A DHCP-enabled network (so any device can obtain an IP address)
- One of the following:
 - UniFi Cloud Key
 - 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
- For the public address system capability of the UAP-AC-EDU: A compatible Android[™] or iOS device located on the same Layer-2 network as the UniFi Controller and UniFi APs



* Requires Layer-3 adoption. For details, refer to: http://ubnt.link/UniFi-Layer3-Adoption

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 or device type.

UniFi Cloud Key Users

If you have the UniFi Cloud Key, please refer to <u>"UniFi</u> <u>Cloud Key" on page 5</u> for more information.

UniFi Cloud Users

If you have a UniFi cloud account, please refer to <u>"UniFi</u> <u>Cloud Account" on page 12</u> for more information.

Linux Users

Please refer to the UniFi blog on our community site at: http://ubnt.link/UniFi-Blog

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.

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All My Files	0	1	0	0	1
A Applications	System Preferences	TextEdit	Time Machine	Unifi	
Desktop					
Documents					
O Downloads		×			
JI Music	UniFI-Discover	Utilities			
Pictures	Control of the	27 thereis			

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.



4. Click Next.



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





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



Configuring the UniFi Controller Software

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

UniFi Controller	UniFi
Copyright © 2005-2015 Ubiquiti Networks	Inc. All Rights Reserved.
	Hide
UniFi Controller (4.8.7) started.	

2. 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
1-0-0-0-0
RECOM DESIGN ACCOUNT THE .
Thank you for purchasing Ubiquit Enterprise Solution. You will be able to setup your controller in a few minutes.
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Alternatively yes can instance front a province full-tage.
and the second

- 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**.

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	UniFi	Setup W	/izard		
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WELCOME	HISCOVER				
Optionally, you may one	ane an open wineless ne	Density Vay			
Division Grant Access Science 2020					

- 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 as a super admin. Confirm your password in the *Confirm Password* field. Click **Next**.



Note: Only the super admin – not any site admin – can view devices that are *Pending Approval* and then adopt them on the UniFi Controller. Ensure that you save the super admin login information for future use. 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 Wizard	
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Please review the settings. Drive finished you will be relieved to the management interface.	
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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**.

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Proceed to <u>"Using the UniFi Controller Software" on</u> <u>page 17</u> for information on using the UniFi Controller software.

Chapter 2: UniFi Cloud

Introduction

You can access the UniFi Controller via the UniFi Cloud Key and/or the UniFi cloud account. This chapter describes the following:

- UniFi Cloud Key
- <u>"UniFi Cloud Account" on page 12</u>

UniFi Cloud Key

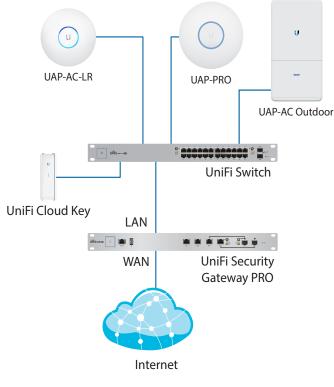
The UniFi Cloud Key includes the pre-installed UniFi Controller software.

System Requirement

Web Browser: Google Chrome, Mozilla Firefox, Microsoft Edge, or Microsoft Internet Explorer 10 (or above)

Network Topology Requirement

A DHCP-enabled network (for the UniFi Cloud Key to obtain an IP address)



Sample Network Diagram

Software Installation

After you follow the hardware installation instructions in the UniFi Cloud Key Quick Start Guide, use one of the following methods to launch the software:

- If you are using Chrome, go to the *Chrome Instructions* section (recommended).
- If you are using a different web browser, go to <u>"Instructions for Other Web Browsers" on page 7</u>.

Chrome Instructions

- 1. Ensure that your host system is on the same Layer-2 network as the UniFi Cloud Key.
- Launch the Chrome web browser and type https://unifi.ubnt.com in the address field. Press enter (PC) or return (Mac).



3. Enter the username and password for your UBNT account. Click **Sign In**.

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	Password	
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	Register	

4. Click Find Cloud Key.

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	No results There are no controls	m.				

Note: The default fallback IP address of the UniFi Cloud Key is *192.168.1.30*.

 If the Ubiquiti[®] Device Discovery Tool is already installed, proceed to step 7.

If the tool is not installed, you will be prompted to add it. Proceed to step 6.

a. Click Install.



b. Click Add app to confirm.



7. The Ubiquiti Device Discovery Tool will search for the UniFi Cloud Key. Select it to continue.



- 8. Configure the UniFi Controller:
 - a. Select the appropriate country.
 - b. Select the appropriate time zone.
 - c. Enter an admin name in the *Admin Name* field and a password in the *Password* field to use when accessing the management interface.
 - d. Confirm your password in the *Confirm Password* field.
 - e. Keep the IP address or enter a hostname in the *Controller Hostname* field.
 - f. If you want to set up an SSH login for management access to the UniFi Cloud Key, then select Use non-default SSH credentials. Enter a username in the SSH Username field, and enter a password in the SSH Password field.
 - g. Click **Submit** to save your changes.



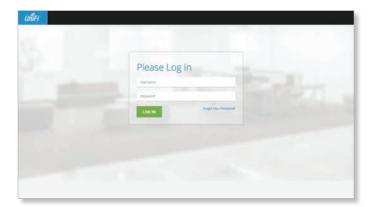
- UniFi Controller User Guide
- 9. Wait for the UniFi Controller to be adopted, and then select it.

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A login screen will appear for the UniFi Controller management interface. Enter the admin name and password that you created and click **Login**.



Proceed to <u>"Using the UniFi Controller Software" on</u> <u>page 17</u> for information on using the UniFi Controller software.



Note: A future feature will enable backup of the UniFi Controller database and configuration on the included microSD card.

- 1. Ensure that your host system is on the same Layer-2 network as the UniFi Cloud Key.
- 2. The UniFi Cloud Key is set to *DHCP* by default, so it will try to automatically obtain an IP address. Assign a specific IP address to the UniFi Cloud Key, or check the DHCP server for its IP address.



Note: The default fallback IP address of the UniFi Cloud Key is *192.168.1.30*.

 Launch the web browser. In the address field, type https:// followed by the appropriate IP address. Press enter (PC) or return (Mac).



4. Click Manage to run the UniFi Setup Wizard.



- Note: You can click *Configure* to change the settings of the UniFi Cloud Key (refer to <u>"UniFi</u> <u>Cloud Key Configuration" on page 8</u> for more information). The default login is *ubnt/ubnt* or *root/ubnt*.
- 5. The *UniFi Setup Wizard* screen appears. Alternatively, you can click **restore from a previous backup** to use a file that contains your backup settings. Click **Next**.

UniFi Setup Wizard
1-0-0-0-0
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Thank you for purchang Ubiquit Enterprise Solution. Now will be able to setup your corrorfort in a forw minutes. Setup are setup used taxes Minutely provide setup setup to the setup of the UD & Constant Minutely provide setup to the setup setup.

Note: U.S. product versions are locked to the U.S. Country Code to ensure compliance with FCC regulations. 6. Select the devices that you want to configure and click **Next**.



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

UniFi Setup Wizard
0-0-0-0
WELCOME ENCOVER WHILES AND THE THE STATE
Thereage day the rate of process multi-rate any scale access pairs. Second 100 Second process access process
Optionally you may create an open winning named for your guests
Channel State Assess Channel State

- 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.
- Enter an admin name in the Admin Name field and password in the Password field to use when accessing the management interface as a super admin. Confirm your password in the Confirm Password field. Click Next.

	UniFi	Setup W	/izard		
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				SMCK MILT	

- Note: Only the super admin not any site admin – can view devices that are *Pending Approval* and then adopt them on the UniFi Controller. Ensure that you save the super admin login information for future use.
- 9. Review your settings. Click **Finish** to save your settings or click *Back* to make changes. Once the wizard is finished, the browser will be redirected to the management interface.



Congratulations, your wireless network is now configured.

A login screen will appear for the UniFi Controller management interface. Enter the admin name and password that you created and click **Login**.

ปก็เคา		
	Please Log In	
	Promote LOG IN Programmer	

Proceed to <u>"Using the UniFi Controller Software" on</u> <u>page 17</u> for information on using the UniFi Controller software.



Note: A future feature will enable backup of the UniFi Controller database and configuration on the included microSD card.

UniFi Cloud Key Configuration

Login Instructions

- 1. Ensure that your host system is on the same Layer-2 network as the UniFi Cloud Key.
- 2. The UniFi Cloud Key is set to *DHCP* by default, so it will try to automatically obtain an IP address. Assign a specific IP address to the UniFi Cloud Key, or check the DHCP server for its IP address.



Note: The default fallback IP address of the UniFi Cloud Key is *192.168.1.30*.

3. Launch the web browser. In the address field, type **https://** followed by the appropriate IP address. Press **enter** (PC) or **return** (Mac).



- 4. You have two options:
 - Manage Click Manage to access the UniFi Controller. Proceed to <u>"Using the UniFi Controller</u> <u>Software" on page 17</u> for more information.
 - **Configure** Click **Configure** to change the settings of the UniFi Cloud Key.



5. After you click *Configure*, enter the *Username* and *Password* (the default login is *ubnt/ubnt*). Then click **Login**.

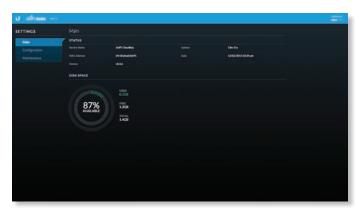


The Main screen will appear.

Navigation Bar

The UniFi Cloud Key configuration consists of three primary pages:

- <u>"Main" on page 9</u>
- <u>"Configuration" on page 10</u>
- <u>"Maintenance" on page 10</u>



Username

At the top right of each screen, click the *Username* to display the *Change Password* and *Logout* options:

- Change password	
C Logout	

Change password To change the password, click Orr Change password. The *Change Password* screen will appear:

CHANGE PASSWORD	×
Old password	
New password	
Confirm password	
	CANCEL SUBMIT

- **Old password** Enter the current password (the default is *ubnt*).
- New password Enter the new password.
- Confirm Password Enter the new password again.
- Submit Click Submit to apply changes.
- Cancel Click Cancel to discard changes.

Logout To manually sign out of the UniFi Cloud Key configuration, click ← Logout.

Main

The *Main* screen displays basic status information about the UniFi Cloud Key.

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SETTINGS				
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Configuration		Ordit Counting	the life	
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	DISK SPACE			
	87%	1358		
	AVALABLE			
		10144 1.458		

Status

Device Name Displays the hostname or alias of the UniFi Cloud Key.

MAC Address Displays the MAC address or hardware identifier of the UniFi Cloud Key.

Version Displays the version number of the UniFi Cloud Key firmware.

Uptime Displays the duration of time the UniFi Cloud Key has been running.

Date Displays the current date and time.

Disk Space

Available Displays the percentage of available disk space.

Used Displays the amount of used disk space.

Free Displays the amount of available disk space.

Total Displays the total amount of disk space.

Configuration

The *Configuration* screen allows you to configure the basic and network settings of the UniFi Cloud Key.

U afrees			-
SETTINGS	Configuration		
Main .	BASIC SETTINGS		
Configuration		Linit Coudiny	
Maleiseance		US Pauls -	
	NETWORK SETTINGS		
	Configuration Made) but 🕛 DH2	
		251.255.255.0	
	060480		

Basic Settings

Device Name Enter a descriptive name or identifier for the UniFi Cloud Key. Also known as a host name.

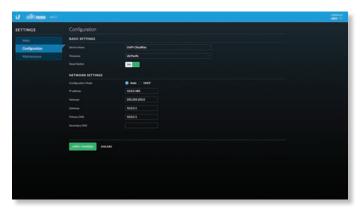
Time Zone Select the appropriate time zone.

Reset Button Use of the hardware *Reset* button on the UniFi Cloud Key is enabled by default. To prevent an accidental reset to default settings, click to toggle *Off*.

Network Settings

Configuration Mode Select the Internet connection type for your service: **Static** or **DHCP**.

- **Static** 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 UniFi Cloud Key.
 - **Netmask** Enter the subnet mask of the UniFi Cloud Key.
 - Gateway Enter the IP address of the network's gateway router.
 - **Primary DNS** Enter the IP address of the network's primary DNS server.
 - Secondary DNS Enter the IP address of the network's secondary DNS server.



- **DHCP** The use of the Dynamic Host Configuration Protocol (DHCP) is the default. The UniFi Cloud Key automatically acquires network settings from the network's DHCP server.
 - Fallback IP Address Enter the IP address for the UniFi Cloud Key to use if an external DHCP server is not found.
 - Fallback Netmask Enter the netmask for the UniFi Cloud Key to use if an external DHCP server is not found.

U afrees			
SETTINGS	Configuration		
	BASIC SETTINGS		
Configuration	Desia None	Unill Couder	
Maintenance		US/Note:	
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	NETWORK SETTINGS		
	Configuration Made) bak 🜒 DH2	

Apply Changes Click Apply Changes to save changes. Discard Click Discard to cancel changes.

Maintenance

The *Maintenance* screen contains administrative options, so you can change the password, reboot the UniFi Cloud Key, power it off, reset it to factory defaults, upgrade the UniFi Cloud Key firmware, or upgrade the UniFi Controller software.



Security

Password To change the password, click **Change Password**. The *Change Password* screen will appear:

CHANGE PASSWORD	3
Old password	- —
New password	
Confirm password	
	CANCEL SUBMIT

- **Old password** Enter the current password (the default is *ubnt*).
- New password Enter the new password.
- Confirm Password Enter the new password again.
- Submit Click Submit to apply changes.
- Cancel Click Cancel to discard changes.

Maintenance

Reboot Click Reboot to powercycle the UniFi Cloud Key.

Power Off Click Power Off to turn off the UniFi Cloud Key.

Reset to Defaults Click **Reset to Defaults** to reset the UniFi Cloud Key to its factory default settings. This option will reboot the UniFi Cloud Key, and all factory default settings will be restored.



Note: We recommend that you back up your UniFi Controller configuration (refer to <u>"Backup" on page</u> <u>31</u> for more information) before resetting the UniFi Cloud Key to its defaults.

Firmware

Version Displays the version number of the UniFi Cloud Key firmware.

Check for Updates Click **Check for Updates** to see if there is a newer firmware version. If there is, then you can follow the on-screen instructions to upgrade now.

Update Manually Click **Update Manually** to update the firmware. The *Please Confirm Update* screen will appear.

You have two options:

• **upload file** If you have the firmware saved in a specific location, then click **Select File** to browse for the file.

LEASE CONFIRM UPDATE	E
o you want to update devic	te now?
 Updating the firmware controller 	will update the UniFi
💿 upload file 🤇	get file from URL
File name	SELECT FILE

• **get file from URL** If you know the URL of the firmware's location, then enter it in the *URL* field.

w?	
update the UniF	I
t file from URL	
CANCEL	
	update the UniF t file from URL

- Update Click Update to proceed with the update.
- Cancel Click Cancel to skip the update.
- Note: Updating the UniFi Cloud Key firmware will also update the UniFi Controller software. We recommend that you back up your UniFi Controller configuration (refer to <u>"Backup" on page 31</u> for more information) before updating the UniFi Cloud Key firmware.

UniFi

Version Displays the version number of the UniFi Controller software.

Check for Updates Click **Check for Updates** to see if there is a newer software version. If there is, then you can follow the on-screen instructions to upgrade now.



Note: We recommend that you back up your UniFi Controller configuration (refer to <u>"Backup" on page</u> <u>31</u> for more information) before upgrading.

UniFi Cloud Account

You must be a super admin for initial cloud management. Once cloud access is enabled by the super admin, then any other admin can also enable cloud access.



Note: The cloud account is also known as the Single Sign-On (SSO) account.

Login Instructions

 Launch the Chrome web browser and type https:// followed by the appropriate Controller Hostname/IP address as specified in <u>"Settings ></u> <u>Controller" on page 30</u>. Press enter (PC) or return (Mac).



2. Enter the username and password for your UBNT account. Click **Sign In**.

	trnaë or troyname		
	Password		
	SIGN IN	Regal your password?	
		il Ubiquiti services.	

Note: If you do not have an account, click **Register** and follow the on-screen instructions.

A list of UniFi Controllers will appear.



Displays the number of UniFi Controllers.

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

You can click any of the column headers to change the list order.

(icon) Displays the icon corresponding to the device running the UniFi Controller. Green indicates an active UniFi Controller. Gray indicates an inactive UniFi Controller.



Computer

Controller Displays the hostname, alias, or MAC address of the device running the UniFi Controller. You can click the name to get additional details at the bottom of the screen. (Go to <u>"Additional Details" on page 13</u> for more information.)

IP Address Displays the IP address of the device running the UniFi Controller.

Sites Displays the total number of sites managed by the UniFi Controller.

Devices Displays the total number of devices managed by the UniFi Controller.

Clients Displays the total number of clients on the sites managed by the UniFi Controller.

Version Displays the software version number of your UniFi Controller.

Actions Click a button to perform the desired action:

• **Remove** Click C REMOVE to remove the UniFi Controller from your cloud account.

Chat At the lower left of the screen, click to open a window for online chat support.

Admin

At the top right of the screen, click **I** to display the *My Account* and *Sign Out* options:



My Account To change your account settings and/or password, click @ My Account. The Account Settings screen will appear:

Acco	ount Settings		
	Analia Security	Profile	
	Bata Program	Fret Same	
		Dev	
		Las Norme	
		ubre	
		Lisenaries.	
		der	
		prai.	
		dev@ubrt.com	

There are three pages available:

- Profile Access your account settings:
 - First Name Enter your first name.
 - Last Name Enter your last name.
 - Username Enter your login username.
 - Email Enter the email address of your cloud account.
 - **Update Settings** Click to apply your changes.
- Security Change your account password:
 - Create a New Password Enter a new password with at least eight characters.
 - Update Settings Click to apply your changes.

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Acc	ount Settings		
	Puella Innolty Res.Program	Security Create 3 him framework Research environment of Manatana	
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• **Beta Program** Follow the on-screen instructions if you want to join the beta program.

Find Cloud Key

To add a UniFi Cloud Key, click **Find Cloud Key** at the top right of the screen. The *Find Cloud Key* screen will appear:



Adopt

IP address Displays the IP address of the UniFi Cloud Key.

(status) Displays the status information: *Pending Adoption*.

mac Displays the MAC address or hardware identifier of the UniFi Cloud Key.

firmware Displays the firmware version number of the UniFi Cloud Key.

Adopt Click to adopt the UniFi Cloud Key. Refer to step 8 of <u>"Chrome Instructions" on page 5</u> for more information.

Cancel Click to exit this screen.

Manage



IP address Displays the IP address of the UniFi Cloud Key.

(status) Displays the status information: *Adopted* or *Pending Adoption*.

mac Displays the MAC address or hardware identifier of the UniFi Cloud Key.

firmware Displays the firmware version number of the UniFi Cloud Key.

Manage Click to configure the UniFi Cloud Key. Refer to <u>"UniFi Cloud Key Configuration" on page 8</u> for more information.

Cancel Click to exit this screen.

Additional Details

Select a UniFi Controller to display more information at the bottom of the screen.



- (icon) Green indicates an active UniFi Controller. Gray indicates an inactive UniFi Controller.
- (controller_name) Displays the Controller Hostname/IP address as specified in <u>"Settings > Controller" on page</u> <u>30</u>.
- IP Address Displays the IP address of the device running the UniFi Controller.
- **Sites** Displays the total number of sites managed by the UniFi Controller.
- Software Version Displays the software version number of your UniFi Controller.
- **Devices** Displays the total number of devices managed by the UniFi Controller.
- **Clients** Displays the total number of clients on the sites managed by the UniFi Controller.

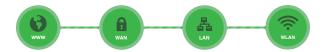
Chapter 2: UniFi Cloud

Sites

- Search Enter the text you want to search for. Simply begin typing; there is no need to press Enter.
- (site_name) Displays the name of the site. You can click the name to get additional details on the right.
- (_Unread Alerts) Displays the number of unread alerts.

(site_name)

- Launch Site Click Launch Site to access the UniFi Controller. Proceed to <u>"Using the UniFi Controller</u> Software" on page 17 for more information.
- (map) Displays a visual representation of your network's status. The status of each dashboard node is indicated by color:
 - **Green** Green indicates that the node is active and all devices are online.



- Red Red indicates one of the following:
 - WWW Internet connectivity is down.
 - WAN The UniFi Security Gateway is offline.
 - LAN One or more Switches are offline.
 - WLAN More than half of the APs are offline.



- **Orange** Orange indicates that half or fewer than half of the APs are offline.



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

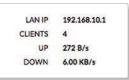
- **Gray** Gray indicates that there are no devices available for that node.

You can place the mouse over each node icon to display basic status information.

- **WWW** The basic details of the Internet connection are displayed.

GATEWAY	10.1.0.1
DNS	10.1.0.1 10.1.0.169
IP	10.1.0.143
UPTIME	19m 38s
LATENCY	3 ms
UP	171 B/s
DOWN	4.67 KB/s

- **Gateway** Displays the IP address of the service provider's gateway.
- **DNS** Displays the IP addresses of the Domain Name System (DNS) servers.
- IP Displays the Internet IP address of the UniFi Security Gateway.
- **Uptime** Displays the length of time the Internet connection has been active.
- Latency Displays the amount of time it takes a packet to travel from the UniFi Security Gateway to the service provider's gateway.
- Up Displays the upload rate of your Internet connection.
- **Down** Displays the download rate of your Internet connection.
- WAN The basic details of the UniFi Security Gateway connection are displayed.



- LAN IP Displays the local IP address of the UniFi Security Gateway.
- Clients Displays the total number of local clients.
- Up Displays the upload rate of the UniFi Security Gateway.
- **Down** Displays the download rate of the UniFi Security Gateway.

UniFi Controller User Guide

- LAN The basic details of the wired network(s) are displayed.

GATEWAY	10.1.0.1
USERS	4
GUESTS	0
SWITCHES	1
UP	277 B/s
DOWN	180 B/s

- **Gateway** Displays the IP address of the service provider's gateway.
- Users Displays the number of clients connected to the wired network.
- **Guests** Displays the number of clients connected to the guest wired network.
- **Switches** Displays the number of UniFi Switches connected to the wired network.
- **Up** Displays the upload rate of the wired network(s).
- **Down** Displays the download rate of the wired network(s).
- WLAN The basic details of the wireless network(s) are displayed.

USERS	0
GUESTS	0
APS	2/3
UP	0.00 B/s
DOWN	0.00 B/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).
- **APs** Displays the number of APs in the primary wireless network(s) and the number of APs in the guest wireless network(s).
- **Up** Displays the upload rate of the wireless network(s).
- **Down** Displays the download rate of the wireless network(s).

Chapter 2: UniFi Cloud

Chapter 3: 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 Log In	
Demane	
Assest	
LOG IN Transfer Transfer Transfer	

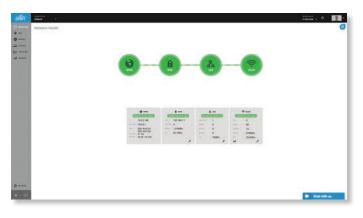
Navigation Bar

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.



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: **15 seconds**, **1 minute**, **2 minutes** (default), **5 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

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

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

Site

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



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

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

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 67</u>
- <u>"UniFi Switch Details" on page 75</u>
- <u>"UniFi Access Point Details" on page 83</u>
- <u>"UniFi VoIP Phone Details" on page 95</u>
- <u>"Client Details" on page 97</u>

Controls and Live Chat

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

- SETTINGS
- Alerts (see <u>"Alerts" on page 32</u>)
- Events (see <u>"Events" on page 32</u>)



At the bottom right of the screen, there is the live chat tab. Click • Chat with us to open a window for online chat support.

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.
- Controller Identity, discovery, and email server settings.
- Cloud Access Cloud login credentials.
- 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.

Ste	Site		
Wireless Networks	Site Configuration		
Networks	Site Name	Detail	
Guest Cornrol	Country	United States +	
Adminu	Teressee	UTC OR STIL Facility Trans (V) & Canada) *	
User Groups		li al li companya di seconda di s	
VOP	Services		
Extensions	Automatic Upgrade	Automatically suggests AP formulae	
		Automatically suggester phone Trensiene	
Controller	uo	🖬 Statestan 133	
Cloud Access	5M	🖸 Rindle deep packet Properties. 🧰	
Maintenance		ELLANA DIM DEVENTED	
	Alex	🛃 tradici altert ernelis	
	Oplink Connectivity Monitor	😹 Enables convertible monthly monthly and with less rights	
		REFAULT DATEMANY CLATCOM #	
	SHMP	🖸 Drable Shirthi, Community Solog	
	Remote Logging	Data series and an	
	Device Authentication	Uternane altern Present	

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, the following options will automatically upgrade your firmware when an update is available.

- Automatically upgrade AP firmware Select this option to automatically upgrade firmware on the APs.
- Automatically upgrade phone firmware Select this option to automatically upgrade firmware on the Phones.

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

DPI (Beta) Deep Packet Inspection (DPI) is more advanced than conventional Stateful Packet Inspection (SPI) filtering for traffic analysis. Ubiquiti's proprietary DPI engine includes the latest application identification signatures to track which applications (and IP addresses) are using the most bandwidth.

 Clear DPI Counters Click to delete all collected DPI data. Click Confirm or Cancel.

Alert Select this option to enable alert emails, which will be sent to the email addresses of the administrators.

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 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

Settings > Wireless Networks

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

M C	Wireless Netwo	rks		(All firms) below +	- O ornens
ireless Networks	Name 1	Security 1	Guard Materials 1	Actions	
eneries	LIBNT	adabas	No.	10 apre	B GHLETS
unit Cornrol	UBNT Guest	aper-	Yes	III ADV	B DELETE
brine .	O CREATE NEW WIRE	LESS NETWORK	d wholese orderets are allowed per MAN group		
ser Groups					
DIP					
tensions					
erester.					
interolaer					

WLAN Group The Default WLAN group is automatically created.

VLAN 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

Shi	Wireless Networks + Add WLAN Group	
Wireless Networks	Add WLAN Group	
Networks Guest Control Admitte User Groups	Name I Multity Is bains summary saming gives invasion", Lead Manachy In Advers watter of device gar radio League Support In Advin Support elever august ().e. 11(a)	
VOR Extensions Controller		X CANCEL V SAME

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



Note: The UAP-AC, UAP-AC-Outdoor, UAP-AC-LITE, UAP-AC-LR, UAP-AC-PRO, and UAP-AC-EDU do not support Zero Handoff Roaming.

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

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



Configure the following options:

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

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

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

Save Click

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	٠	+	-	O OPTIONS
	Default				
Guest Netwo	UBNT-Atlanta	1	1		
	UBNT-San Jose (Zero-Handolf, radio ng, channel 6)				

• **Options** To make changes, select the WLAN group from the drop-down menu, and then click **ornews**. Go to <u>"Add</u> or Edit a WLAN Group" on page 19.

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 FDIT to make changes to the wireless network settings. Go to the *Create or Edit a Wireless* Network section in the next column.
- **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 in the next column.

Create or Edit a Wireless Network

24	Wireless Networks + Create New Wireless Network	
fireless Networks	Create New Wireless Network	WLAN Group: UENT-A
leterories Luest Control dmime Isar Groups	Name:000 Durind Smartly TEVE Smartly Teves patholic logitive print, gavet authoritation, assess	
O/P istensions	Advensed Optime +	
untralian		X CANCEL VIEW

- Name/SSID Enter or edit the wireless network name or SSID.
- Enabled Select this option to make this network active.
- Security Select the type of security to use on your wireless network.
 - **Open** This option is typically only used on the guest network. When enabled, wireless network access is open to anyone without requiring a password.
 - WEP WEP (Wired Equivalent Privacy) is the oldest and least secure security algorithm. WPA[™] security methods should be used when possible.

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

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

Security	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-PER	SONAL WPA-ENTERPRISE	
RADIUS Auth Server	1 IP Address	Port 1812 Password	×
	2 IP Address	Port 1812 Password	×
	ADD AUTH SERVER		
RADIUS Accounting	1 IP Address	Port 1813 Password	×
Server	ADD ACCT SERVER		

- RADIUS Auth Server Provide the following information about the RADIUS authentication server:
 - IP Address Enter the IP address.
 - **Port** Enter the port number. The default is *1812*.
 - **Password** Enter the password.
 - **Delete** Click the *delete* × icon to remove this authentication server.
 - Add Auth Server If you have another authentication server, click this option and complete the *IP Address*, *Port*, and *Password* fields.
- **RADIUS Accounting Server** Provide the following information about the RADIUS server:
 - IP Address Enter the IP address.
 - **Port** Enter the port number. The default is *1813*.
 - Password Enter the password.
 - **Delete** Click the *delete* × icon to remove this accounting server.
 - Add Acct Server If you have another accounting server, click this option and complete the *IP* Address, Port, and Password fields.
- **Guest Policy** Select this option to enable guest access policies on this wireless network.

Advanced Options

SH	Wireless Ne	tworks + Create	New Wire	less Network			
Wireless Networks	Create New Wir	eless Network				WLAN Group: UBNT-A	
Networks	Name	()					1
Guest Cornrol	English						
Admine	Security	THEN WE MAN	URSENAL MYA	envisioners -			
Unior Groups		DELO MEP SPEED	MAN NAME	ANTINPHIL:			
10000	Security Key						
VOP	Guest Policy	Analy good purces (capity	el partel, guest aut	vertication access			
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	of shorter	Part Billen & Ban			10		
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	🖌 Westweater	Hours: Billion & Bigen		0	- C		
	🛃 Thursday	Harri 800am 400pm		0	-13		
	C tratey	Hisrs #Blam&Blpm		0	0		
	Section 200	Haurs: 800am 4.00am		()			

• 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** (default).
- Encryption Select the appropriate encryption method: Auto, TKIP Only, or AES/CCMP Only (default).
- User Group Assign wireless users to a specific user group. For more information about user groups, see <u>"Settings > User Groups" on page 28</u>.
- **UAPSD** Disabled by default. Unscheduled Automatic Power Save Delivery. Select this option to enable the power save mode of Wi-Fi devices.
- Scheduled Select Enable WLAN Schedule to restrict wireless access to the schedule you set.
 - Monday-Sunday Select the days you want to schedule.
 - Hours Use the sliders to select the start and end times of the day's wireless access.
- Save Click ✓ SAVE to apply changes.
- Cancel Click × CANCEL to discard changes.

Settings > Networks

Configure the networks for each site.

he :	Networks					
invient Networks	Name 1	Perpent 1	Maren 1	WAR I	Atlan	
etworks	LAN	corporate	182.188.10.1.04		10 april	l
west Cornrol	10y 10%	remain user-up?	172.16.100.1/24		III ADVI	8 antere
brine	O CREATE NEW NETWORK					
ser Gröups						
5/P						
tersions						
ertroller						

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 <u>"Create or Edit a Network" on page 22</u>.
- Delete (Not available for the default network.) Click
 DELETE to remove the network.

Create New Network Click Create New Network to add a network. Go to <u>"Create or Edit a Network" on page 22</u>.

Create or Edit a Network

She .	Networks + Create New Network	
Wireless Networks	Create New Network	
Networks	Aura I	
Guest Cornrol	Purples CORONAL autor sanchi usan vire alfartitati vire MAN Dist	
Admine	Mildent	
User Groups	WAN	
VOP	ADMP Swaqueg 🔲 Sharen CAMP Societying	
Extensions	DHCP Server 😴 Enviro DHCP Server	
	DHOT Tanga	
Controller	DHCY Name Server Aur 18 MANUAL	
Cloud Access	DeCP WML Server 📋 Dates (DeCP WMS Server - HTTL Dates - 1	
Maintenance	DHCP Lasas Time 60400 Seconds	
	DHOP Duarding DHOP Guinting Transmitter Transmitter	

• 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

Re :	Networks + Create New Network
Windows Networks	Create New Network
Retworks Guerr Control Units Juar Groups 2007	Name Popen Extra and Extra an
Controller Dovel Access Administrative	BHO Rep:

- IP/Subnet Enter the IP address and prefix size.
- VLAN (Not available for the default *Corporate* network, *LAN*.) Enter the VLAN ID.
- **IGMP Snooping** Select this option to monitor IGMP (Internet Group Management Protocol) traffic and thereby manage multicast traffic.
- **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.
- DHCP Name Server Configure the name or DNS (Domain Name System) server setting.
 - Auto Enabled by default. Name servers are automatically assigned by the DHCP server.
 - Manual Select this option to manually select name servers.
 - Name Server 1/2 Enter the IP address of the name server in each field.

- **DHCP WINS Server** Select this option to designate WINS (Windows Internet Naming Service) server(s).
 - WINS Server 1/2 Enter the IP address of the WINS server in each field.
- DHCP Lease Time The IP addresses assigned by the DHCP server are valid only for the duration specified by the lease time. Increasing the time ensures client operation without interruption, but could introduce potential conflicts. Decreasing the lease time avoids potential address conflicts, but might cause more slight interruptions to the client while it acquires a new IP address from the DHCP server. Enter the number of seconds.
- **DHCP Guarding** Disabled by default. Select this option to detect and block unauthorized DHCP servers.
 - **Trusted DHCP Server IP** Enter the IP address of the trusted DHCP server.
- Save Click
- **Cancel** Click × CANCEL to discard changes.

Remote User VPN

Shi.	Networks + Create New Network	
Wintess Networks	Create New Network	
Networks Guest Carrol		
Admine	Paranse COMPEANS BUILT EXECUTIVES INFORMATION AND AN	
Liser Groups	P Paul	
AON.	Name Server Artis Montale,	
Extensions	MOUS #	
Controller	RADUS Password	
Cloud Access	Kite-in-Gite VPM 🖉 Expressed to Star-to-Star-VPM	

- 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.
- Name Server Configure the name or DNS (Domain Name System) server setting.
 - Auto Enabled by default. Name servers are automatically assigned by the DHCP server.
 - Manual Select this option to manually select name servers.
 - Name Server 1/2 Enter the IP address of the name server in each field.
- WINS Server Select this option to designate WINS (Windows Internet Naming Service) server(s).
 - WINS Server 1/2 Enter the IP address of the WINS server in each 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.

- Site-to-Site VPN Enabled by default. The remote user can access the site's resources as well as the resources of any other VPNs connected to the site. If you disable this option, then the remote user can only access the site's resources.
- Save Click
- Cancel Click × CANCEL to discard changes.

Site-to-Site VPN

SH .	Networks >	Create New Network	
Wireless Networks	Create New Net	work	
Networks Guest Corrow	Name		
Admine	Purpose Remote Lity	COMPORATE BUILDT BERCHE URER VINN BETS-FID-BITE VINN VILAN E	DKT
User Groups			X CANCEL V LAND
VOP			
Enternitions			
Controller			
Clouit Access			

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

Voice

SH .	Networks + Edit Network - VOIP	
Wintess Networks	Edit Network - VOIP	
Networks Gaest Control Admine Uner Groups VOIP Extensions	Name PDP Pargent Image: Imag	
Controller Cloud Access	CityCP Wink Server	
Maintenance	BiO Garding Dial DiO Garding Summer Collinger	

If you enable VoIP, then the UniFi Controller automatically creates a *Voice* network; otherwise this network option is not available.

- IP/Subnet Enter the IP address and prefix size.
- **IGMP Snooping** Select this option to monitor IGMP (Internet Group Management Protocol) traffic and thereby manage multicast traffic.
- **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.
- **DHCP Name Server** Configure the name or DNS (Domain Name System) server setting.
 - Auto Enabled by default. Name servers are automatically assigned by the DHCP server.

- Manual Select this option to manually select name servers.
 - Name Server 1/2 Enter the IP address of the name server in each field.
- **DHCP WINS Server** Select this option to designate WINS (Windows Internet Naming Service) server(s).
 - WINS Server 1/2 Enter the IP address of the WINS server in each field.
- DHCP Lease Time The IP addresses assigned by the DHCP server are valid only for the duration specified by the lease time. Increasing the time ensures client operation without interruption, but could introduce potential conflicts. Decreasing the lease time avoids potential address conflicts, but might cause more slight interruptions to the client while it acquires a new IP address from the DHCP server. Enter the number of seconds.
- **DHCP Guarding** Select this option to detect and block unauthorized DHCP servers.
 - **Trusted DHCP Server IP** Enter the IP address of the trusted DHCP server.
- Save Click < SAVE to apply changes.
- Cancel Click × CANCEL to discard changes. VLAN Only

Die .	Networks + Create New Networ	k	
Winstein Natworks	Create New Network		
Networks Genet Connol Marine Star Groups COP	Name Coldination Gale Sectors	ent par ver i als heat yet i (Kat back)	
Latensions			K CANCEL

- VLAN Enter the ID number of the VLAN. Devices belonging to the same VLAN communicate as if they were attached to the same wire. Every VLAN ID represents a different VLAN. The VLAN ID range is 2 to 4009.
- **IGMP Snooping** Select this option to monitor IGMP (Internet Group Management Protocol) traffic and thereby manage multicast traffic.
- **DHCP Guarding** Select this option to detect and block unauthorized DHCP servers.
 - **Trusted DHCP Server IP** Enter the IP address of the trusted DHCP server.
- Save Click <a>save to apply changes.
- **Cancel** Click × CANCEL to discard changes.

Settings > Guest Control

The Guest Control screen displays the following sections:

- Guest Policies (see below)
- <u>"Hotspot" on page 25</u> (for Hotspot authentication)
- <u>"Access Control" on page 27</u>

Ste	Guest Control	
Wevless Networks	Guest Policies	
Neneria Guess Control Admine User Groups VOIP Extensions	Enable Guest Portal Anthermation Datastin Lanting Page Portal Contemportan Portal (Colorent)	A construction and construction construction A construction construction A construction construction A construction construction A construction
Controller Cloud Access Maintenance	Restricted Science	10 10 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

Guest Policies

Enable 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 24</u>
- <u>"Authentication > Simple Password" on page 24</u>
- <u>"Authentication > Hotspot" on page 25</u>
- <u>"Authentication > External Portal Server" on page 27</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 21</u> for more information.

Shi	Guest Control	
Wireless Networks	Guest Policies	
Nanapris Guest Control Admine User Groups VOIP Extensions	Enable Guest Proteit Austromation Depresent Landing Page Prend Commission Prend URI, Noosawe Access Control	An Americanian Suma Analysis Suma A
Controller Cloud Access Maintenance	Rediving Labors	10 100 Jone Advand Salvers 10 100 Jone X 10 Jone X

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 107</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 ⊥	erm of Use	
		Conne

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 21</u> for more information.

SH	Guest Control	
Wireless Networks	Guest Policies	
Necesylas Guess Control Admine User Groups VDIP Extensions	Enable Guest Portal Archevertation Gener Paramet Engination Landing Page Portal Communication Parad Gib Augustanes	Auforectional Marine Analysis and an an and an an and an
Controller Cloud Access	Access Control	
Maintenance	Restricted Subsets	NE HEADY AND

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 107</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 Term of Use	

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 21</u> for more information.

She	Guest Control	
Wireless Networks	Guest Policies	
Networks Guest Control Admires User Groups	Evable Guest Portal Authormation Landing Page Portal Contempation Portal US, Nacioanna	el partecificación sum instance all'anticación de la construcción
Extensions	Hotspot	
Controller Cloud Access Maintenatice	Vessehar Payment Humpot Operator	Source instante lassed autoretation Dealer approver lassed autoretation Exclusionationation
	Access Control	
	Instrumt Laborts	101.004.004 Allowed Subsets 101.004.004 M 102.004.004 M 103.004 M 104.004 M 104.004 M

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 107</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.

Su .	Guest Control	
Wireless Networks	Guest Policies	
Networks Guest Control Admires Uner Groups	Evolut Guest Portal Authomstation Landing Page Portal Commission Portal (20), Neotoene	Mail Annual Coloma Sample Annual Science Sample Annual Science Mail Annual Coloma Mail Science Sample Annual Science
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Controller	Vaulter	🖬 Tratis silabir based actorization
Cloud Access	Payment	🗶 fraith payment haint authoritation
Maintenance	Estevely	Pagihat Weshelte Represent Pro IVA, Canada, UK) *
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	Access Control	
	Restricted Sciences	10 102.010 Along balans 10 102.020 K 10 0.040 K Salawa

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 103</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[™] Website Payment Pro (US, Canada, UK) Use your PayPal Website Payments Pro account. To manage payments and transactions, use Hotspot Manager and see <u>"Hotspot Manager" on page 103</u>.

Gateway	PayPal Website Payment Pro (US, Canad	la, 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 103</u>.

Sateway	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 103</u>.

Gateway	Quickpay (Europe)	
Quickpay (Europe)	Merchant ID]
	MDS 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[®] (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>103</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 103</u>.

Gateway	Merchant Warrior (Australia, New Zealand)	
Merchant Warrior (Australia, New Zealand)	Merchant UUID API Key	
	API Passphrase Use Test Account (<u>Apply Test Account</u>)	
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[™] (US, Canada) Use your <u>IPpay</u> account. To manage payments and transactions, use Hotspot Manager and see <u>"Hotspot Manager" on page 103</u>.

Gateway	IPpay (US, Canada)	13-52
IPpay (US, Canada)	Terminal ID	
	Use Test Account (Apply Test Ac	count)
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 103.

UniFi Controller User Guide

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



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

• 8-Hour Pass - \$5.9	Day Pas	s \$8.99
		Pay by credit card
erms of Use		
I accept the Term of Use		

Authentication > External Portal Server

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



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

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

Access Control

She	Guest Control	
Wireless Networks	Guest Policies	
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Controller Cloud Access Maintenance	Restricted Subsets	10 100.000 Allowed Lakets

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

Add New Click Add New to add more restricted subnets.

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

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

Apply Click <a>Apply to save changes.

Settings > Admins

You can create administrator accounts that are site-specific; these site administrators can only see the sites they manage and cannot see any devices that are *Pending Approval*.

The super admin account is created during the Setup Wizard and has global admin (read/write) access; this super admin account cannot be revoked or re-invited. Only the super admin – not any site admin – can view devices that are *Pending Approval* and then adopt them on the UniFi Controller.



Note: Ensure that you save the super admin login information for future use, including the adoption of new devices.

To create operator accounts for the Hotspot Manager, see **"Operator Accounts" on page 105**.

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24	-			
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ietworks.	admin		Admin	THE REAL
Gent Control	O CREATE NEW ADMIN			
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Q.P Mentions				
Controller				
loud Access				
Asimtematica				

Username Displays the name of the administrator. **Email** Displays the email address of the administrator. **Role** Displays the permissions level: *Admin* (read/write access) or *Read Only*.

Actions Click a button to perform the desired action:

- **Revoke** Click **XREVOKE** to remove the selected account.
- **Re-invite** Click RE-INVITE to re-send an invitation to a pending account.
- Edit Click **EDIT** to make changes.

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

To create operator accounts for the Hotspot Manager, see **"Operator Accounts" on page 105**.

Create or Edit an Admin

Re .	Admins + Create New Admin	
Viraless Networks	Create New Admin	
ietosories kuest Corenal danina kuer Groups	Even Admin Name Internet Inter	
CUP internations		🗙 CAMERI, 🖌 wente
lerender.		

- Email Enter the email address of the new administrator.
- Admin Name Enter the name of the new administrator.
- Invite to SDN Select this option to allow the new administrator access to SDN (Software-Defined Networking) settings. The new administrator must use his or her own cloud account (linked to the same email address) to manage the UniFi Controller. The admin who issued the invitation can select which role the new administrator will have with respect to the UniFi Controller.
- 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.

la .	User Grou	ps	
Virateos Networks	Name 1	Randoldh Linit (Atlan
ietworks	Default	Download Unlimited, Uplaad Unlimited	III 8207
Guest Corneal	O CREATE M	W USER GROUP	
deries			
lser Groups			
0#			
stensions			
ortroller			

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 the *Create or Edit a User Group* section.
- **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 the *Create or Edit a User Group* section.

Create or Edit a User Group

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	ACIL SAVE

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

See <u>"Wireless Client – Configuration" on page 99</u> or <u>"Wired Client – Configuration" on page 101</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.



Global

VoIP Select this option to enable the VoIP feature.

Provider Setup

SIP Server Enter the IP address of the SIP (Session Initiation Protocol) 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.
 - Advanced Options Click the ▼ arrow to display the following:
 - **Outbound Proxy** Enter the URL or IP address of the SIP proxy server.
 - **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.
 - **SIP Voicemail** Enter the URL or IP address of the SIP voicemail server.

She	VOIP		
Winstess Networks	Gobal		
Networks Guest Cornel	NDA	🗭 Joano VOP fasture	
Admine	Provider Setup		
Unier Grinups	SIP Invoire		
VOIP	EP Authentitation Mathael	USER-BARD INDUT CONVON	
Extensions	Advanced Options *		
Controller	Outboard Proxy		
Cloud Access	20P Volcemail		

• Apply Click <a>APPLY to save changes.

Settings > Extensions

The Extensions tab appears if VoIP is enabled.

Shi .	Extensions		
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Networks	w.	UVP-Pro	ann a celete
Guest Corneal	102	UV#	II ADIT B DELETE
Admine	103	UVP Exet A	B KONT B DELETE
	104	UVP Exec 8	B 4547 B 484.878
Liser Groups	105	UVP Exec C	1 FORT
VOP	106	UVF Ever D	it som i salare
Extensions	sar	SNP Exec E	it aber i setarte
	58	UVP Exect F	10 4047 B 001.878
Controller	O CREATE NEW EXTENSION		

Extension Displays the number of the extension.

Name Displays the name of the extension.

Actions Click a button to perform the desired action:

- Edit Click E EDIT to make changes to the extension settings. Go to the *Create or Edit an Extension* section.
- **Delete** Click *** DELETE** to delete the extension.

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

Create or Edit an Extension

SH .	Extensions	Create New Extension	
Wintest Natworks	Create New Exter	sion	
Networks	fateration	100	
Guest Cornrol	Name		
Admire	SIP Username		
User Groups	SP Passesed		
VOP	Frank	Served and 🔹	
Extensions	Advanced Options	•	
Controller	Automation ®		
Cloud Access	Outboard Provy		
Maintenance	SIP Volcemail		

- **Extension** Enter the extension number. The default is *101*.
- Name Enter a name for the extension.
- **SIP Username** (Only available if you are using *User-Based* SIP authentication.) Enter the username for your SIP account.
- **SIP Password** (Only available if you are using *User-Based* SIP authentication.) Enter the password for your SIP account.
- **Phone** Select the MAC address of the appropriate UniFi VoIP Phone.
- Advanced Options Click the ▼ arrow to display the following:
 - **Authorization ID** (Only available if you are using *User-Based* SIP authentication.) Enter the username used for authorization or authentication.
 - **Outbound Proxy** Enter the URL or IP address of the SIP proxy server.

- **SIP Voicemail** Enter the URL or IP address of the SIP voicemail server.
- Save Click
- **Cancel** Click × CANCEL to discard changes.

Settings > Controller

Configure the system settings of the UniFi Controller.

She .	Controller		
Wireless Networks	Controller Settings		
Networks Guest Corneal	Controller Heatmanist#	erfl essettimetrusen	
Admire	National Discovery	Make controller discoverable on L2 Nativezik	
User Groups	Spelate Image Cache	Invaline VOIP Prisone Update Image Cache	CHECK
VOP	Mail Server		
Estensions	SMITP Server	🖉 Enational array (1977 mat) Per 🖪 (Date:SL	
Centreller		🖬 Entire autoretistice - Stemares - Papeerd	
Cloud Access		Specify sender abbreas.	
Maintenance	Test SMIP Server	Send test amail to	

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.

Override inform host with Controller

Hostname/IP An inform host URL is used for layer-3 device adoption using the UniFi Discovery Utility. Select this option to override the inform host URL. Then enter the appropriate hostname or IP address.

Note: The default inform port is 8080. (You can customize this in system.properties.)

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

Update Image Cache Disabled by default. Select this option to enable the automatic update of the cached VoIP phone image.

Mail Server

When enabled, UniFi will send email alerts triggered by disconnected UniFi devices. Specify the administrator email address when you create an account under **"Settings > Admins" on page 27**.

SMTP Server Select this option to enable emails.

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

- **Enable authentication** Select this option to enable authentication.
 - **Username** Enter the username required by the mail server.
 - **Password** Enter the password required by the mail server.
- **Specify sender address** Select this option to specify the sender email address. Enter the email address that will appear as the sender of the email alert.
- Test SMTP Server Enter an email address and click Send to test the mail server setup.

Apply Click **APPLY** to save changes.

Settings > Cloud Access

Set up the login for cloud access.

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Advise Jaur Grays ADF	Guest Corneal		
Abr Grupp			
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Extensional			
	External contents		
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Controller	Controller		
	Innation		

Enable Cloud Access Click Click Cloud Access to configure the login. The *Cloud Login Credentials* screen will appear. **Cloud Login Credentials**

Re :	Cloud Access + Cloud Login Credentials	
Wireless Networks	Cloud Login Credentials	
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tuer Groups		X CANCES 🗸 SHARE TO DUP ACCEST
Extensions		
Controller		
Controller		
Cloud Access		

- Email or Username Enter the email address or username of your UBNT account.
- **Password** Enter the password of your UBNT account.
- Click here if you do not have an account If you do not have a UBNT account, click here to visit this link: https://account.ubnt.com/register

Follow the on-screen instructions to set up a UBNT account.

- Enable Cloud Access Click ✓ ENABLE CLOUD ACCESS to save changes.
- **Cancel** Click × CANCEL to discard changes.

Controller Cloud Access

If the login for cloud access is configured, then the *Controller Cloud Access screen* will appear:

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Source Control Moltos	
X Instant Court Access	
thar Groups	OUD ACCESS
10#	
antroller	

Configured for Displays the username or email address of your UBNT account.

Status Displays "Connected" if cloud access is active.

Disable Cloud Access Click × DISABLE CLOUD ACCESS to disable cloud access.

Disable and Remove Cloud Access Click

X DISABLE AND REMOVE CLOUD ACCESS to disable cloud access and remove the cloud login credentials.



Note: Enabling or disabling cloud access will affect cloud access for all admins on that UniFi Controller.

Settings > Maintenance

The *Maintenance* screen contains administrative options, so you can customize logs, manage system backups, and download configuration information to assist in support issues.

If your UniFi Controller is running on a UniFi Cloud Key, you can use the *Maintenance* tab to upgrade the UniFi Cloud Key firmware, upgrade the UniFi Controller software located on the UniFi Cloud Key, reboot the UniFi Cloud Key, power it off, or reset it to factory defaults.

She .	Maintenance	
Wireless Networks	Server Information	
Networks	Verslam	- 44
Guest Cornel	Services	
Admine User Groups	laglaset	anna [beef +] alka [peel +] inna [peel +]
vo#	Backup	
Controller	Download	Barlos Dala Roberton 1998 +
Cloud Access	Restore	
Maintenance	Brand	Character File No Tex Housen
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	Description	Browney, Carlo Scorregary many
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	CloudRey Controller	r.
	Current Version	444 DECKIDE JPART
	CloudKey Operation	5. 5.
	Attant	AND AND LOUBREY SHUTSONE COUDERY ANSET CLOCEREY

Server Information

Version Displays the software version.

Services

Log Level 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.

Backup

Download You can download a backup of your settings and data retained for the duration you specify.

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

Restore

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

Support Info

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

Cloud Key Firmware

Current Version Displays the version number of the UniFi Cloud Key firmware.

Available Update If there is an available update, then the available firmware version number is displayed. Click Apply Update to upgrade the firmware.

Check for Update Click this option to see if there is a newer firmware version. If there is, then you can follow the on-screen instructions to upgrade now.



Note: We recommend that you back up your UniFi Controller configuration (refer to the *Backup* section for more information) before upgrading.

Cloud Key Controller

Current Version Displays the version number of the UniFi Controller software.

Available Update If there is an available update, then the available software version number is displayed. Click **Apply Update** to upgrade the software. **Check for Update** Click this option to see if there is a newer software version. If there is, then you can follow the on-screen instructions to upgrade now.



Note: We recommend that you back up your UniFi Controller configuration (refer to the *Backup* section for more information) before upgrading.

Cloud Key Operations

Restart Cloud Key Click this option to powercycle the UniFi Cloud Key.

Shut Down Cloud Key Click this option to turn off the UniFi Cloud Key.

Reset Cloud Key Click this option to reset the UniFi Cloud Key to its factory default settings. This option will reboot the UniFi Cloud Key, and all factory default settings will be restored.



Note: We recommend that you back up your UniFi Controller configuration (refer to <u>"Backup" on page</u> <u>31</u> for more information) before resetting the UniFi Cloud Key to its defaults.

Apply Click **APPLY** to save changes.

Alerts

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



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Show archived alerts Select this option to display all of the archived alert messages.

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

Search Simply begin typing; there is no need to press Enter.

Archive Click to archive the selected alert message.

Clicking an Alert Device Link

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

- <u>"UniFi Security Gateway Details" on page 67</u>
- <u>"UniFi Switch Details" on page 75</u>
- <u>"UniFi Access Point Details" on page 83</u>
- <u>"UniFi VoIP Phone Details" on page 95</u>
- <u>"Client Details" on page 97</u>

Events

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

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hour	
P Provident 1010 en oppetet ten 182 to 182207 total	
A we appoint from "255" to "2312300"	
C Received and the second bar SEC in SECC.	
2 August 1997 an appaint for '127 to '41141' and	
A	
P (NorthWaterCool) we applied for 300 to 302507	
Prove Unit Am (10) see apparent from '305' in '502207 mmm	
A Detailed an appoint on 10.7 to 12.123817 ton-	

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 blue background) for client and UniFi devices:

- <u>"UniFi Security Gateway Details" on page 67</u>
- <u>"UniFi Switch Details" on page 75</u>
- <u>"UniFi Access Point Details" on page 83</u>
- <u>"UniFi VoIP Phone Details" on page 95</u>
- <u>"Client Details" on page 97</u>



Chapter 4: Dashboard

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

- <u>"Internet" on page 34</u>
- <u>"Gateway/Router" on page 34</u>
- <u>"Local Area Network" on page 35</u>
- <u>"Wireless Local Area Network" on page 35</u>

Green Green indicates that the dashboard node is active and all devices are online.

- Speed Test If your WAN connection is active, then you can place the 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 following will be displayed:

- Duration of the average Ping round-trip time
- Download speed
- Upload speed

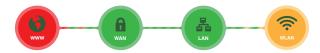


- **Re-Test** Click **Re-Test** to run the test again.



Red Red indicates one of the following:

- WWW Internet connectivity is down.
- WAN The UniFi Security Gateway is offline.
- LAN One or more Switches are offline.
- WLAN More than half of the APs are offline.



Orange Orange indicates that half or fewer than half of the APs are offline.



Note: Orange is not applicable to the WWW, WAN, and LAN nodes.

Gray Gray indicates that there are no devices available for that dashboard node.

Internet

The basic details of the Internet connection are displayed.



Status Displays the status of the node: *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.

LAN IP	192.168.1.1
CLIENTS	9
DOWN	1.97MB/s
UP	85.1KB/s

Status Displays the status of the node: *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. Go to <u>"UniFi Security Gateway Details" on</u> **page 67** for more information.

If the DPI feature is enabled (refer to <u>"Settings > Site"</u> on page 18 for more information), then you can place the mouse over the WAN icon for a top-level view of DPI categories with the bandwidth usage broken down by percentages.

Place the mouse over a specific category to view the download and upload bandwidth usage.



Click a specific category to view a deeper level of details, the subcategories with the bandwidth usage broken down by percentages.

Place the mouse over a specific subcategory to view the download and upload bandwidth usage.



Click the subcategory to open the *Statistics* tab of the *UniFi Security Gateway* screen. For more information, go to **"UniFi Security Gateway – Statistics" on page 69**.

Local Area Network

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

CONNECT	TED AND STABLE
SWITCHES	1
USERS	9
GUESTS	0
DOWN	0
UP	763B/s

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

Switches Displays the number of UniFi Switches managed on this site.

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(s).

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

Configuration Click the *configuration* ∠ icon to edit the configuration. Go to <u>"Settings > Networks" on page</u> <u>21</u> for more information.

Wireless Local Area Network

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

CONNE	CTED AND STABLE
APS	5
USERS	60
GUESTS	15
DOWN	270KB/s
UP	23.3KB/s
ad	1

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

APs Displays the number of APs managed on this site.

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).

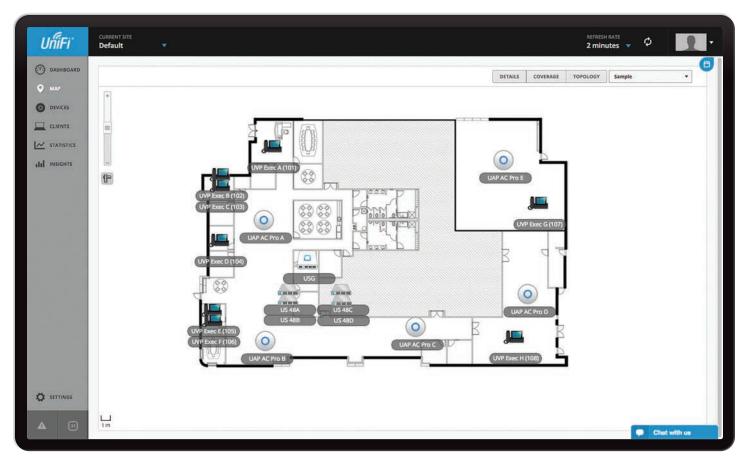
Down Displays the download rate of the wireless network(s).

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 55</u> for more information.

Configuration Click the *configuration* ✓ icon to edit the configuration. Go to <u>"Settings > Wireless Networks" on</u> **page 19** for more information.

Chapter 4: Dashboard



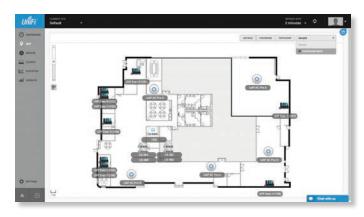
Chapter 5: Map

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

Adding Custom Maps

To add a custom map, you must first create the image using an illustration, image editing, or blueprint application that exports a file in .jpg, .gif, or .png file format. Once you've created the map, you can upload it to the UniFi Controller software:

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



2. Click 🗸 ADD A MAP

	Actions	lame
ELETE	🗧 EDIT 📕 DES	ample

Chapter 5: Map

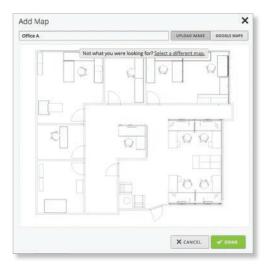
3. Locate the file to use as a map (valid file formats are .jpg, .gif, and .png) and then click **Open**. If you do not want to upload a file, click *Cancel*.

	+ Devrietin	4				9	
14/100	Nate		Date Wedned	 Say Kind	Date Added		
Ubigutt Networks							
Final							
Resources							
Review							
Marking							
Logos							
guides							
Desking							
Applications							
Pictures Documents							
Decements							
							Canal

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



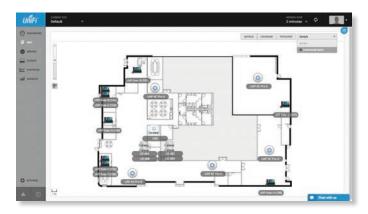
Note: If the map is incorrect, click **Select a different map** and try again.



Adding a Google Map

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

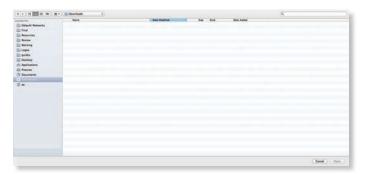
1. Click the drop-down menu at the top right of the screen and then click CONFIGURE MAPS.



2. Click 🗸 ADD A MAP

Name	Actions	
Sample	EDIT	DELETE

3. Click Cancel.



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

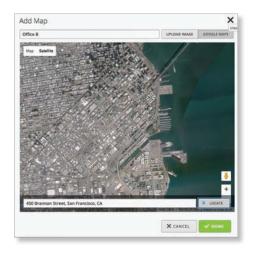


5. The default view is *Satellite* view, which allows the use of labels.

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.

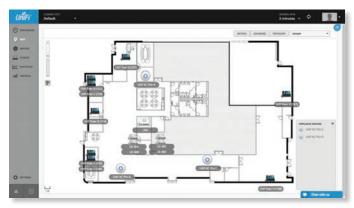


Click **V** DONE to save the map.

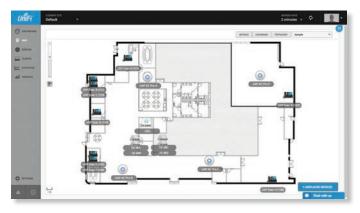
You can adjust the zoom using the + and - buttons.

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
- OniFi AP Pro, UniFi AP AC Lite/LR/Pro
- OuniFi AP/AP LR
- UniFi AP AC Outdoor
- UniFi AP Outdoor+
- UniFi AP Outdoor5
- 🛄 UniFi Security Gateway
- Life Security Gateway Pro
- UniFi 24-Port Switch
- UniFi 48-Port Switch
- 📕 UniFi VoIP Phone/Pro
- 📕 🛛 UniFi VoIP Phone Executive

The LED color of the icon indicates the device status.

- **Blue/Green** Indicates the device is connected.
- **Red/Orange** Indicates the device is disconnected. A *disconnected* ⁽²⁾ icon also marks the device icon.

UniFi Controller User Guide

Options

Click a UniFi icon to reveal options. Click the UniFi icon again 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 67</u>
- "UniFi Switch Details" on page 75
- <u>"UniFi Access Point Details" on page 83</u>
- <u>"UniFi VoIP Phone Details" on page 95</u>
- Statistics (Available for the UAP-AC-LITE, UAP-AC-LR, UAP-AC-PRO, and UAP-AC-EDU only.) Displays the RF Environment screen. For more information, go to "RF Environment" on page 86.
- **Remove** Remove the device icon from its location.

Map Display Options

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



Each device is displayed with its names. 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> 70
- <u>"UniFi Switch Configuration" on page 79</u>
- <u>"UniFi Access Point Configuration" on page 88</u>
- <u>"Create or Edit an Extension" on page 29</u> (to change the name of a UniFi VoIP Phone)



Details Displays the applicable information: transmit/receive channel, signal strength, supported standards, device name, MAC address, number of users connected, and number of guests connected.

You can apply one of the following filters:

- 2G Displays the 2.4 GHz information.
- 5G Displays the 5 GHz information.



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

You can apply one of the following filters:

- 2G Displays the 2.4 GHz information.
- 5G Displays the 5 GHz information.





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

Sample	•
Sample	
Office A	
City Office	
City Office with Terrain	
CONFIGURE MAPS	

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

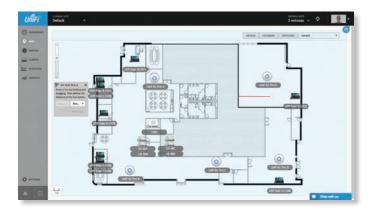


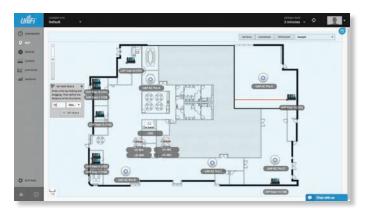
Zoom Slider Use to zoom the map detail in and out.

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

Setting the Map Scale

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





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

Chapter 5: Map

UniFi	CURRENT SITE Default							REFRESH R 2 minut	
DASHBOARD	Devices								
мар	٩	ALL GAT	EWAY/SWITCHES APS PHO	ONES					Items per page: 50
DEVICES	Name/MA	C Address ; IP Addres	s ¢ Status 🔺	Model :	Version ‡	Uptime ‡	Actions		
CLIENTS		10.0.0.4	Connected	UniFI Switch 48 POE-750W	3.3.12.3861	1d 7h 55m	0 LOCATE	O RESTART)
STATISTICS	UVP Exec	0.0.0.11	B Connected	UniFi Phone-Executive	4.7.0.507	8h 21m 58s	• LOCATE	O RESTART	🕹 UPGRADE
INSIGHTS		8.(104) 10.0.0.11	7 Connected	UniFi Phone Executive	4,7.0.507	7h 26m 13s		0 RESTART	CUPGRADE
	UVP Exec	A (103) 10.0.0.11	6 Connected	UniFi Phone-Executive	4.7.0.507	22h 33m 25s	• LOCATE	a RESTART	🕹 UPGRADE
	D USG	192,168,1	.1 Connected	UniFi Security Gateway 3P	4.3.5.4821689	1d 1h 38m	• LOCATE	O RESTART)
	MA US 48D	10.0.0.11	5 Connected	UniFi Switch 48 POE-750W	3.3.12.3861	1d 9h 41m	• LOCATE	0 RESTART)
	UVP Exec	0.(105) 10.0.0.11	9 Connected	UniFi Phone-Executive	4.7.0.507	1d 15h 42m	♥ LOCATE	© RESTART	🕹 UPGRADE
	ALL US:488	10.0.0.3	Connected	UniFi Switch 48 POE-750W	3.3.12.3861	1d 9h 26m	• LOCATE	O RESTART)
	🕰 <u>US 48A</u>	10.0.0.2	Connected	UniFi Switch 48 POE-750W	3.3.12.3861	1d 3h 7m	• LOCATE	O RESTART)
	O UAP AC P	0.8 10.0.0.51	Connected (100 FDX)	UniFi AP-AC-Pro	3.4.9.3346	1d 15h 2m	• LOCATE	O RESTART]
		o.E 10.0.0.35	Connected (100 FDX)	UniFi AP-AC-Pro	3.4.9.3346	22h 59m 59s	• LOCATE	0 RESTART]
	O UAP AC Pr	<u>e A</u> 10.0.0.83	Connected (100 FDX)	UniFi AP-AC-Pro	3.4.9.3346	1d 21h 4m	♥ LOCATE	O RESTART)
		0.0 10.0.0.67	Connected (100 FDX)	UniFi AP-AC-Pro	3.4.9.3346	8h 17m 40s	• LOCATE	O RESTART)
100		o.C 10.0.099	Connected (100 FDX)	UniFi AP-AC-Pro	3.4.9.3346	1d 19h 13m	• LOCATE	C RESTART]
100		01) 10.0.0.12	2 Disconnected	UniFi Phone-X	5.0.2.220				
		08) 10.0.0.12	1 Disconnected	UniFi Phone X	5.0.2.220				
SETTINGS	UVP Exec	10.0.0.12	3 Disconnected	UniFi Phone-Executive	4.6.5.413				
		07) 10.0.0.12	D Disconnected	UniFi Phone-X	5.0.2.220				
• •	M 04:18:d6:c	3:03:95 10.0.2.11	3 Managed by Other	UniFi Phone-Executive	4.6.6.489	4d 1h 49m			Chat with u

Chapter 6: 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 using <u>"Settings > VoIP" on page 29</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.

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*, *Gateway/Switches*, *APs*, or *Phones*) is applied.

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

All

All UniFi device types are displayed.

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

- UniFi AP AC
- UniFi AP Pro, UniFi AP AC Lite/LR/Pro
- UniFi AP/AP LR
- UniFi AP AC Outdoor
- UniFi AP Outdoor+
- UniFi AP Outdoor5
- 🛄 UniFi Security Gateway
- Life Security Gateway Pro
- 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 or not managed by this site (*Pending Approval* or *Managed by Other*).

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 67</u>
- <u>"UniFi Switch Details" on page 75</u>
- <u>"UniFi Access Point Details" on page 83</u>
- <u>"UniFi VoIP Phone Details" on page 95</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).

Only the super admin – not any site admin – can view devices that are *Pending Approval* and then adopt them on the UniFi Controller.



Note: The super admin account was created during the initial installation; for more information, see <u>"Configuring the UniFi Controller Software" on</u> page 2.

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 until you click *Locate* 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.

Gateway/Switches

All UniFi Gateway and Switch devices are displayed.

	Q Q		BATBAAT CONTONES	AR PHONES						Same per page 10
**		Name MAC Address 1	PAthen 1	Based of	Mater 1	free 1	19-1	Atlan		post des contra des aleman
-	44	UL RE	100.04	farmentel	UNIT Swish 48 HOL TSDV	in w	1945	E LOCATE	A second	0
manes .	10	100	10250855	Concession in the local division of the loca	In P. Searchy Generaty SP				-	
-	-	US ME	1080116	forward.	unit Swat 46 PDE 75/W			· sistant	# 00510.00	
	22.	10.68	10.8.6.5	farment	1017 Switz # 105.7504	1894	3.145	W LOCATE	III ASSTAAT	
	-	10.000	1983.5	- In-rest	unit Sean 46 POL NOW	1204	1406	VOCA18	= estimer	

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

- UniFi Security Gateway
- 🚐 UniFi Security Gateway Pro
- IniFi 24-Port Switch
- UniFi 48-Port Switch

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

- Blue Indicates the device is connected.
- **Red** Indicates the device is disconnected or not managed by this site (*Pending Approval* or *Managed by Other*).

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 67</u>
- <u>"UniFi Switch Details" on page 75</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*.

Only the super admin – not any site admin – can view devices that are *Pending Approval* and then adopt them on the UniFi Controller.



Note: The super admin account was created during the initial installation; for more information, see <u>"Configuring the UniFi Controller Software" on page 2</u>.

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.

- 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

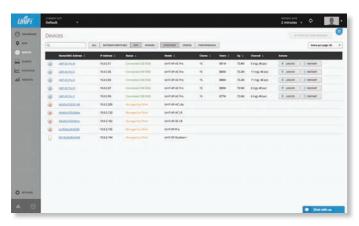
You can apply one of the following filters to display different status information:

- **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, UniFi AP AC Lite/LR/Pro
- OniFi AP/AP LR
- UniFi AP AC Outdoor
- UniFi AP Outdoor+
- UniFi AP Outdoor5

The LED color of the icon indicates the device status.

- Blue/Green Indicates the device is connected.
- **Red/Orange** Indicates the device is disconnected or not managed by this site (*Pending Approval* or *Managed by Other*).

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 83 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 (100 FDX)** The AP is physically wired to the network at 100 Mbps in full-duplex mode.
- **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.

Only the super admin – not any site admin – can view devices that are *Pending Approval* and then adopt them on the UniFi Controller.

[≣]

Note: The super admin account was created during the initial installation; for more information, see <u>"Configuring the UniFi</u> <u>Controller Software" on page 2</u>.

Model Displays the model name of the UniFi device.

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 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

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

- UniFi AP AC
- Onifi AP PRO, Unifi AP AC Lite/LR/Pro
- OniFi AP/AP LR
- UniFi AP AC Outdoor
- UniFi AP Outdoor+
- UniFi AP Outdoor5

The LED color of the icon indicates the device status.

- Blue/Green Indicates the device is connected.
- **Red/Orange** Indicates the device is disconnected or not managed by this site (*Pending Approval* or *Managed by Other*).

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 83 for more information.

Status Displays the connection status.

- Connected The AP is physically wired to the network.
- Connected (100 FDX) The AP is physically wired to the network at 100 Mbps in full-duplex mode.

- **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.

Only the super admin – not any site admin – can view devices that are *Pending Approval* and then adopt them on the UniFi Controller.

Note: The super admin account was created during the initial installation; for more information, see <u>"Configuring the UniFi</u> <u>Controller Software" on page 2</u>.

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.

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

- UniFi AP AC
- OniFi AP PRO, UniFi AP AC Lite/LR/Pro
- OniFi AP/AP LR
- UniFi AP AC Outdoor
- UniFi AP Outdoor+
- UniFi AP Outdoor5

The LED color of the icon indicates the device status.

- Blue/Green Indicates the device is connected.
- **Red/Orange** Indicates the device is disconnected or not managed by this site (*Pending Approval* or *Managed by Other*).

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 83 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 (100 FDX)** The AP is physically wired to the network at 100 Mbps in full-duplex mode.
- 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.

Only the super admin – not any site admin – can view devices that are *Pending Approval* and then adopt them on the UniFi Controller.



Note: The super admin account was created during the initial installation; for more information, see <u>"Configuring the UniFi</u> Controller Software" on page 2.

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.

	Devi	ces								d-spended.al.
-	9		a. Grower sectors	AN PROPER						Ramo per page 50
		Name Will Address 1	PARma 1	Balan -	Water 1	Extenden 1	Atlan			
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SUTTINGS	-	INCOMPANY.	1042118	Waterpool by Other	(pull Prone Deculier					

Upgrade All Click OUPGRADE 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 VolP Phone/Pro
- La 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 95 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*.

Only the super admin – not any site admin – can view devices that are *Pending Approval* and then adopt them on the UniFi Controller.



Note: The super admin account was created during the initial installation; for more information, see <u>"Configuring the UniFi Controller Software" on</u> page 2.

Model Displays the model name of the UniFi device.

Extension Displays the extension of the Phone. You can click the extension to get additional details; see <u>"UniFi VoIP Phone – Details" on page 95</u> for more information.

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 until you click *Locate* 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.

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 67</u>
- <u>"UniFi Switch Details" on page 75</u>
- <u>"UniFi Access Point Details" on page 83</u>
- <u>"UniFi VoIP Phone Details" on page 95</u>

UAP AC Pro			5					
	Con	nected (100 FDX)						
DETAILS	USERS	GUESTS	CONFIGURATION					
OVERVIEW								
MAC Addr	ress	00:15:6d:00:00	:04					
Model		UniFi AP-AC-Pr	0					
Version		3.4.9.3346						
IP Addres	s	10.0.0.83						
Uptime		19h 27m 33s						
# Users		15						
# Guests		0						
UPLINK (W	IRE)							
RADIO (11N	I/B/G)							
RADIO (11)	RADIO (11N/A/AC)							
RF ENVIRO	NMENT							

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

Minimize Click to close and re-open the device popups.

PROPERTIES	<i>≡</i> ≡ ₩
uAP Outdoor 2.4 GHz ▶	ž ×
UAP Outdoor+ >	× a,
UAP Outdoor 5 GHz >	× م
UAP AC Outdoor 🕨	x 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 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 *Properties* tab and device popups.

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

Chapter 6: Devices

UĥĨFï	CURRENT SITE Default 🗸									nesh Rate
) DASHBOARD	Clients a	ALL WIRELESS	WIRED	USERS GUESTS						Items per page: 50
DEVICES	Name/MAC Address 🗧	IP Address ÷	Connection :	AP/Port	Down :	Up ‡	ActMty :	Uptime ‡	Actions	
CLIENTS	10:68:31:00:00:29	10.0.0.78	UBNT	UAP AC Pro D	62.2M	5.28M		11h 10m 49s	× BLOCK	RECONNECT
STATISTICS	<u>c8:2a:14:00:00:1b</u>	10.0.0.31	LAN	US 48A #11	55.2M	4.77M		7h 59m 2s	× BLOCK	
INSIGHTS	10:68:37:00:00:45	10.0.0.108	UBNT	UAP AC Pro C	57.0M	4.84M		12h 18m 53s	× BLOCK	** RECONNECT
	10.68.35.00:00.09	10.0.0.44	UBNT	UAP AC Pro E	57.9M	4.58M	1	12h 35m 18s	× BLOCK	RECONNECT
	c8:2a:14:00:00:13	10.0.0.23	LAN	US 48C #11	55.3M	4.57M		6h 43m 21s	× BLOCK]
1000	10:68:3f:00:00:2f	10.0.0.85	UBNT	LIAP AC Pro A	54.7M	4.62M	1	11h 59m 47s	× BLOCK	RECONNECT
	10:68:3f:00:00:10	10.0.0.52	UBNT	UAP AC Pro B	58.1M	5.01M		5h 54m 47s	× BLOCK	- RECONNECT
	10:68:3f 00:00:2c	10.0.0.81	UBNT	UAP AC Pro D	60.8M	4.97M	1	6h 32m 49s	× BLOCK	RECONNECT
	10:68:3f:00:00:1a	10.0.0.62	UBNT	UAP AC Pro B	55.5M	4.71M		6h 16m 59s	× BLOCK	* RECONNECT
	10:68:3f:00:00:2d	10.0.0.82	UBNT	UAP AC Pro D	60.6M	4.65M		6h 50m 53s	× BLOCK	- RECONNECT
	c8:2a:14:00:00:06	10.0.0.10	LAN	US.48A #5	55.0M	4.35M		10h 55m 25s	× BLOCK	
	10:68:3f:00:00:43	10.0.0.106	UBNT	UAP AC Pro C	54.1M	5.00M		12h 57m 38s	× BLOCK	RECONNECT
	10:58:31:00:00:44	10.0.0.107	UBNT	UAP AC Pro C	52.8M	4.80M	1	12h 58m 52s	× BLOCK	RECONNECT
	c8:2a:14:00:00:16	10.0.0.26	LAN	<u>US 48A #9</u>	54,1M	4,45M	1	6h 50m 30s	× BLOCK]
100	c8:2a:14:00:00:15	10.0.0.25	LAN	US 488 #5	55.6M	4.55M		6h 43m 55s	× BLOCK	1
	c8:2a:14:00:00:01	10.0.0.5	LAN	US 488 #2	60.0M	5,14M		10h 19m 43s	× BLOCK	
SETTINGS	c8:2a:14:00:00:09	10.0.0.13	LAN	US 48A #6	59.3M	4.69M		11h 20m 7s	× BLOCK	
	c8:2a:14:00:00:14	10.0.0.24	LAN	US 48C #12	\$5.6M	4.95M	1	5h 46m 38s	× BLOCK	1
3	10:68:3f:00:00:2a	10.0.0.79	UBNT	UAP AC Pro D	62.6M	4.78M		Sh 46m 55s	× BLOCK	RECONI Chat with us

Chapter 7: Clients

The *Clients* screen displays a list of network clients. You can click any of the column headers to change the list order. **Search** Clienter 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 97 for more information.

IP Address Displays the IP address used by the client.

Connection Indicates which local network is used. If the connection is wireless, then this displays the wireless network name or SSID.

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

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

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

Activity Displays the level of activity for each client.

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

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

Actions Click a button to perform the desired action:

- **Block** Click **X** BLOCK to block this client from accessing the network.
- Reconnect Click
 execonnect to reconnect a wireless client. You can click
 execonnect to kick out a client, which usually reconnects back quickly; this is useful for troubleshooting or resolving a problematic wireless connection.
- Unauthorize/Authorize (Available for *Guests* only.) Click VUNAUTHORIZE to remove authorization of guest access and disconnect the guest, or click + AUTHORIZE for guests pending authorization.

Wireless

IniFi	Default *										2 minu	
-	Clients											
-	4	AL. 1988		445 28	N	1.00	A.4175	47.4	100			Name per page 10
-	Name MAC Address 1	PAtra 1	WAR I	Access Paller 1	Served 1		free 1		Activity (Martine 1	Atlan	
	rises in marine 24	1982.78	uted	Service and	- 100	•	41.1M	1.284		115 104-88	M RUDON	- NoCEMBELT
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	1244.0000.0	105.585	unit	UNINCTUR	100	•	54.760	4.1211	1	111 (80-47)	RADOR	NUCLEARLY
	1000.0000.00	1088.52	- steel	INACHIA	476	•	1811	5874		51 Sen 476		M. RECEIVANCE
	tion is maked.	10.0.007	unt	WACHER	798	•	10.04	4.876		8132-10a	NEDER	M MICHARD
	1048 Million Alexandra	165162	1001	SMACHER	-	•	11.54	4704		\$1.74×394	N NON /	- moneyer
	these in second sec	168.542	unit	WKAND	-	•	65.0M	-4.8584		81 50× 134		·····
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	then beauting	1553.79	and	in at mail	-		62.64	4.769		Strain Sta	X RADI	- necessary
	1944 Ministration	100.042	1001	ant ACTIVA	101	0	et.m.	3.004		Bitter Ha	MI BUDDE	
	'man in south in	1868.77	unt	UNCALPUL!	1.00	•	11.84	4918		101321-813	Realer	- NICENNET
	10.00.00000.00	166.8.71	1001	WARDER .		0	38.74	4.8581		0-42=74	N BLOCK	- NOTWINKET
	1000.00.00.0	199.5.162	1001	IMACTOR.		•	16.54	4.524		31.391.386	31 81015	OF RECEIPTING
	these in case of a	10.0.042	using	size at the d	400.	٠	10.40	4.000		the about the	M BLOOM	- NICHWART
011A-50	1008.0000.02	168.55	1000	UMAGENE		•	57.8M			414131	N Budets	IN RECEIVED
	tile installer	165.544	uevt	SMACH48	798	•	\$7.4M	STIM		4154130	N mater	- BOLDWART
	tions of second side	10.0.0.100	100ml	LAR NO PLAT	178	•	18.76	6.8284		an bare da	MINING	Chat will um

Frequency band If the *Wireless* filter is applied, then the *Frequency band* 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. Each option in the drop-down list also indicates the number of wireless clients in parentheses.

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 97 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 or *Pending* for guests pending authorization.

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			
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			

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

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

Activity Displays the level of activity for each client.

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

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

Actions Click a button to perform the desired action:

- **Block** Click **X** BLOCK to block this client from accessing the network.
- Reconnect Click
 execonnect to reconnect a wireless client. You can click
 execonnect to kick out a client, which usually reconnects back quickly; this is useful for troubleshooting or resolving a problematic wireless connection.
- Unauthorize/Authorize (Available for *Guests* only.) Click VUNAUTHORIZE to remove authorization of guest access and disconnect the guest, or click + AUTHORIZE for guests pending authorization.

FI'	Default *								instes 🗸 🖓 📗
-	Clients								
	[4]	AL		-					Norro per page 10
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	alizaciante	100.034	LAW	13,495,811	55.64	4100		51-Min-384	# 80.00R
	182414000017	194.627	140	ULAICAL)	\$7,464	4384		79.28+204	N BLOCK
	MERCENTRY'S	10.0.0.0	544	10.004.014	51.44	529		31501-241	× 41000
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	102425-00000	184.5.7	144	12,955.61	58.1M	4700		111.541.400	R BLOCK
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0	and be reasoning	16554	LAN	US REFER	58.251	4704		to be Mar	I BANK

Network If the *Wired* filter is applied, then the *Network* filter is available. Each option in the drop-down list also indicates the number of wired clients in parentheses.

- 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 97 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>75</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 (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.

• Unauthorize/Authorize (Available for Guests only.) Click X UNAUTHORIZE to remove authorization of guest access and disconnect the guest, or click + AUTHORIZE for guests pending authorization.

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 *Clients* 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 97</u>
- <u>"Wired Client Details" on page 100</u>

DETAILS	STATISTICS	HISTORY	CONFIGURATION
MAC Add	iress	10:68:3f:00:00:44	
Hostnam	1e	10:68:3f:00:00:44	
IP Addre	ss	10.0.0.107	
Uptime		49m 26s	
Connect	ed AP	UAP AC Pro C	

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

Minimize Click ≡ to close and re-open the client popups.

PROPERTIES	= =	
<u> </u>	p	×
c8:2a:14:00:00:18 ▶	ą	×
10:68:3f:00:00:48 ≻	ą	×
c8:2a:14:00:00:17 ►	ភ្ជ	×

Each row displays the following:

- (icon) Displays the icon of the device.
- Name/MAC Address Displays the hostname, alias, or MAC address of the client.
- **Display** Click to display the client 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 client popup.

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

Chapter 7: Clients

DASHBOARD	Statistics	ear Current Stats		8	
DEVICES	Clients (Total)		Current Usage - Top Access Points		
CLIENTS STATISTICS INSIGHTS	UBNT	# of Clients	UAP AC Pro D UAP AC Pro A UAP AC Pro B UAP AC Pro E UAP AC Pro C	# of Clients	Traffic
	Quick Look		Recent Activities		
	Most Active AP	↓ 862M ↑ 70.8M	Clients (Total)	75 Total Clients	70 60
	Most Active Client 10:58:3f:00:00:4a	↓ 63.3M ↑ 4.89M			70 60 50 40 90 90 90 10 90
	All-time Top Client 10:68:3f:00:00:14 12h 59m 37s	J 59.0M ↑ 4.78M	Traffic	131MB of Traffic	15 12 10 08 05 04 02 00
				9	AM 0.0

Chapter 8: Statistics

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

Statistics	Daw Current State			4	2 arears
 Clents (Total)			Current Usage - Top Accest Points		
B URV		D	E LAR ACTIVE D LAR ACTIVE D LAR ACTIVE D LAR ACTIVE D LAR ACTIVE D	a d Ciens	
QURK LINK			Recent Activities		
Meet Active AP UNIT ACTIVE D	1 MON	1 76.89	Olerta (Tinal)		/ =
Must Active Cherk ISSNE 100000-14	4 42.94	1 4834			/ III,
Al-American Top Olivert Solice an antibiotical Tab Sen File	<u>i</u> , 16.04	1 479M			\sim

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 > 2	014/6/	2	
<]	une 201	4		>
Sun	Mon	Tue	Wed	Thu	Fri	Sa
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					

	12	13	14	15	16	17
	5	6	7	8	9	10
	28		-24	1	2	3
Sun	Mon	Tue	Wed	Thu	Fri	Sat
<			May 201	14		>

- 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

Quick Look		
Most Active AP		
UAP AC Pro D	↓ 862M	1 70.8M
Most Active Client		
10:58:31:00:00.44	↓ 62.5M	† 4.83M
All-time Top Client		
10.68.3500:00:14	👃 58.3M	1 4.73M
12h 58m 11s		

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 83 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 97</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 97</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.

lients (Total)		
	75 Total Clients	20 50 40 20 20 20 20 20 20 20 20 20 20 20 20 20

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



Filter

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

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

UAP AC Pro A	312M
UAP AC Pro C	312M
UAP AC Pro B	310M
UAP AC Pro D	308M
UAP AC Pro E	305M

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

44P .	Dentes +	Dear Current Plate			4	2 899.997	+	10 FE.198
	Clerni (futal)			Current Usage - Top Access Points		CPHIA CPHIE		10
	 DBN7 	1	arciens	UARACHED HIGHES UARACHES UARACHES UARACHES		CPH II.		210
				• ин клуз	UNPA	Chut	~	80
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	Most Active AP UNIT ACTIVE D	1 8794	† 21.8M	Cherry (Titral)			-	8
	Musi Active Climit ISSN:0100004a	4.034	1 4899			Jan Al Aug	_	ennana.
	All-terms Top Olivert Tablets Attablets Tal Tablets Atta	4,000	1 4380			Connect And	2	accelerce 9

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.

lients (Total)			
		75 Total Clients	70 60
		15 UAP AC Pro D	70 60 50 40 30 20 0
			20
			0
raffic			1.6
/		BIGB of Traffic	1.6 1.4 1.2 0.8 0.6 0.6 0.2 0.0
		2MB UAP AC Pro D	

Chapter 8: Statistics

Fi Default V						2 minutes 🔻 🗘
Insights Known c	ients 🔹					
Q	ALL USER GUEST BLOC	KED NOTED STATIC IP	ALL WIRELESS	WIRED	Last Seen: 1 Day 🔹	Items per page: 5
Name/MAC Address :	Manufacturer ‡	User/Guest ‡	Down ‡	Up ‡	Last Seen 💠	Actions
INTS 10:68:3f:00:00:09	LgElectr	User	29.9M	2.59M	2015/11/17 11:38:06	× BLOCK
TISTICS 10:68:3f:00:00:0d	LgElectr	User	32.3M	2.83M	2015/11/17 11:38:06	× BLOCK
IGHTS 10-58-37-00:00:01	LgElectr	User	32.3M	2.70M	2015/11/17 11:38:06	× BLOCK
10.68:35:00:00:07	LgElectr	User	30.7M	2.58M	2015/11/17 11:38:06	× BLOCK
10:68:3f:00:00:0e	LgElectr	User	38.3M	3.08M	2015/11/17 11:38:06	× BLOCK
10:58:31:00:00:08	LgElectr	User	32.6M	2.69M	2015/11/17 11:38:06	× BLOCK
10:68:3f:00:00:0f	LgElectr	User	31.0M	2.78M	2015/11/17 11:38:06	× BLOCK
10:68:3f:00:00:0a	LgElectr	User	31.5M	2.88M	2015/11/17 11:38:06	× BLOCK
10:68:31:00:00:05	LgElectr	User	36.5M	2.87M	2015/11/17 11:38:06	× BLOCK
10.68:37:00:00:06	LgElectr	User	33.9M	2.79M	2015/11/17 11:38:06	× BLOCK
10:68:3f:00:00:0c	LgElectr	User	35.1M	3.00M	2015/11/17 11:38:06	× BLOCK
10:68:35:00:00:04	LgElectr	User	34.1M	2.88M	2015/11/17 11:38:06	× BLOCK
10:68:3f:00:00:0b	LgElectr	User	33.9M	2.58M	2015/11/17 11:38:06	× BLOCK
10:68:37:00:00:03	LgElectr	User	34.1M	2.76M	2015/11/17 11:38:06	× BLOCK
10:68:35:00:00:02	LgElectr	User	32.7M	2.45M	2015/11/17 11:38:06	× BLOCK
10:68:3f-00:00:1a	LgElectr	User	34.5M	2.83M	2015/11/17 11:37:49	× BLOCK
10.68-31:00:00:45	LgElectr	User	33.0M	2.65M	2015/11/17 11:37:06	× BLOOM

Chapter 9: Insights

The *Insights* screen displays different kinds of status information. Eight 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.
- **Remote User VPN** Displays information about the remote user VPN connections.
- **Dynamic DNS** Displays information about the use of DDNS services.
- **Port Forward Stats** Displays information about the port forwarding entries used by the UniFi Security Gateway.

These sub-tabs share common options:

Search Carter 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

UniFi	Connext (17) Default *						2 minutes + Ø	2
	Insights from them							
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	300000	Lation	ther	33.00	1.790	2010/11/17 11:38:06	K B.00	
	1000.0000	igter	the	30.744	3.00M	2015/11/11 11:38:06	H midde	
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	rave beauties	- Lation	ther.	34.746	2.768	2015/11/1711/36/86	K mate	
arrente .	INTERNE	splace	ther.	12.79	1.400	2010/10/21128-06	N BOX	
	1000.00 Million for	ighter	iner.	34.5M	2.894	2015/11/1711/2048	KRAR	
A O	10103100000	. Aplient	then.	33.0M	2.8540	2015/11/1711/0706	C.X.S.	Tel alli un

You can apply one of the following primary filters:

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

A secondary filter is available:

- Blocked Only display blocked clients.
- Noted Only display clients whose configurations include notes. (See <u>"Wireless Client – Configuration"</u> on page 99 or <u>"Wired Client – Configuration" on</u> page 101 for more information.)
- Static IP Only display clients using static IP addresses.

A tertiary filter is available:

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

hiFi	Default •						2 minutes 🔹 오 🗾	Ł
-	Insights men	-						
	9	-		-	-	Last Seen: 1 Say +	Norm per page 10	1.2
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• Wired Display all wired clients.

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in a series	(Ablantin)	Appro	The .	26.54	3.456	2010/11/17 11:36:12	Name	
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22	102010-0000	Aure	Sec.	21.04	3.3944	2010/11/1711/2020	KROK	
	of the local distance of the	Aure	ther.	2134	2814	2015/11/1711/0812	. X AND	Charl with us

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 97 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
 execonnect to reconnect a wireless client. You can click
 execonnect to kick out a client, which usually reconnects back quickly; this is useful for troubleshooting or resolving a problematic wireless connection.
- Unauthorize/Authorize (Available for *Guests* only.) Click X UNAUTHORIZE to remove authorization of guest access and disconnect the guest, or click AUTHORIZE for guests pending authorization.

Rogue Access Points

the growth had been	ener faires							
9	Last Seen 7 Days +							some per pe
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							-	Out

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
n	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
þ	2.4 GHz (802.11b)	Power Save

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

Past Connections

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• Annes	Name MACANINE	United 1	Associated 2	Burelow 1	tern (191	*1	Last AP(Part 1)	
	Martines.	Guess	3845/1011 (2454)	8×8.		41.04	18.0.2.109	in the state of the	
transmitt	Nuttion	Guest	3819/1011133.34	41110		P.BC	1082543730	No.	
D arrest									
A O								Details a	-

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*.

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

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

Name/MAC Address Displays the hostname, alias, or MAC address of the connected client. You can click the name to get additional details; see <u>"Client Details" on</u> **page 97** 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/Port Displays the name or MAC address of the last AP used by the wireless client or the last port used by the wired client. You can click the device name for more information; refer to <u>"UniFi Access Point Details" on</u> page 83 or <u>"UniFi Switch Details" on page 75</u>.

Past Guest Authorizations

ปก็โFI	Connect prot Default •					2 minutes	•	ŀ
6 m.	Insights [net host Astronomer +]	2 american [3.]					Annue per propri 10	•
	Name Mark (Advant) Parkage (Mark (Advant)	Arresset (Archief and By (Arr	Avet 1 3054-Ver (2003)	Avenius (Seen 1 - NY		Last AP 1	
0 arraa							Out with us	

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*.

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

- 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 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/Port Displays the name or MAC address of the last AP used by the wireless guest or the last port used by the wired guest. You can click the device name for more information; refer to <u>"UniFi Access Point Details" on</u> page 83 or <u>"UniFi Switch Details" on page 75</u>.

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



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 the conection is disabled (no network or VLAN is enabled).
- Indicates no connection (the network or VLAN is enabled, but the port is not in use).

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 75</u>.

Port Displays the port number.

Name Displays the name of the port.

PoE Displays the PoE setting:

- **Disabled** 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> <u>Configuration" on page 77</u>.
- Aggregate This port is part of an aggregate link. A port channel, also known as a Link Aggregation Group (LAG), combines multiple links into a single logical link (single IP address) for load balancing and/or redundancy.

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

Link Status Displays the connection speed and duplex mode.

- **STP** Displays the STP (Spanning Tree Protocol) mode.
- **TX** Displays the amount of data transmitted.
- **RX** Displays the amount of data received.
- **TX Rate** Displays the transmit rate.
- **RX Rate** Displays the receive rate.

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

Color	Packet Activity
	TX rate
	RX rate

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



Actions Click a button to perform the desired action:

- Edit Click **EDIT** to make changes to the port settings. For more information, see <u>"UniFi Switch Details" on</u> page 75.
- Power Cycle If applicable, click O POWER CYCLE to power cycle the port.

PoE

You can apply the PoE Mode filter:

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

UniFi	Careford and Default +										2 minutes 🗸 O		
	Insights werking +												
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- pantings		15.495	1.1	Peta:	Her:	Not prevented					20.480		
		15.08		Port 2	Pyd+	Not reserved							
		10.00		89.44	Pill-	Not contacted					10 441		
		10.000		Parts	Pole :	Not converse					2		
		10.00		Parts	Pdp-	Not Detected					20 4447		
		10.498	197	Pert	ALC: N	Not internal							
		12.008		Parts	P161	Not presided							
		15.68		Perch.	Pet-	Test patiented					ill dant		
		10.000	1.18	Partit	36/Paint	Fame			24.00			O-POREN CPULE	
		10.00	1.46	Partit	Pulle	1000		18.46	82.30	200.00	III 41017	d POWER CYLLE	
		10,498	14	Post2	Poli-	Not present					III earn		
		10.000	18	Aunts	PHD-	Not presented					10.000		
	-	10.466	- 14	Posts	MO-	Not intended					35.6007		
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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 the conection is disabled (no network or VLAN is enabled).

Indicates no connection (the network or VLAN is enabled, but the port is not in use).

Switch If Switch: All is selected, then this displays the hostname, alias, or MAC address of the UniFi Switch. You can click the name to get additional details. For more information, see "UniFi Switch Details" on page 75.

Port Displays the port number.

Name Displays the name of the port.

PoE Mode Displays the PoE setting:

- Disabled 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 port settings. For more information, see <u>"UniFi Switch Details" on</u> page 75.
- Power Cycle If applicable, click O POWER CYCLE to power cycle the port.

Counters

Insight	5	di Bani										
9		parties in		Lon Those AT		erren Pot	ID-ATHE	Der seuters	•			per page.
-	Pert 1	TERMS 1	Televan 1	Triduktions 1	Toleselant 1	Tablese 1	Milyan 1	Riftman 1	REMARKANT 1	Million I	Million 1	Action
12.00	-14	107072340	2010/2110		_		125-65-175	station				1.0
10.00	18	43.107.428	1296271				3.056/45	101.000				
13.48	1	14,173,022	6396307				3,47,510	687,586				
12.44		41.851,016	1346.183				3,992,295	236,459				
12.00	18	41391394	1063349				10070	196.942				
10.00		20.001.040	6.496.001				8.015.699	702.005				
12.40	1	41705.008	1010279				3.107.000	20.88				
1.48		26,277,686	6546281				1,100.005	801.817				
12.400		44,344,010	timere				3,785,400	211.042				
1.00	.18	542,056,050	10,10,01				TERROR	1040728				
12.86	- 11	627,557,814	105182.945				\$1.421.ME	10.001.000				
10.40	1											10
15.88	18											
12.40	.96											
1.00	. 11											
10.000	16											

Clear counters Select one of the following:

- All Resets all counters to zero.
- (switch_name) Resets the counters of the selected UniFi Switch to zero.

Switch If *Switch: All* is selected, then this displays the hostname, alias, or MAC address of the UniFi Switch. You can click the name to get additional details. For more information, see "UniFi Switch Details" on page 75.

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. **Actions** Click a button to perform the desired action:

• **Clear** Click **CLEAR** to reset the port counters to zero.

Remote User VPN



Interface Displays the interface being used.

Remote IP Displays the IP address of the remote user.

User Displays the username of the remote user.

Down Pkts Displays the amount of data downloaded as packets.

Down Bytes Displays the amount of data downloaded as bytes.

Up Pkts Displays the amount of data uploaded as packets.

Up Bytes Displays the amount of data uploaded as bytes. **Uptime** Displays the duration of time the VPN tunnel has been active without interruption.

Actions Click a button to perform the desired action:

• Terminate Click **Click** to end the VPN tunnel.

Dynamic DNS

UniFi	Cutrent yrs Default						apraeponenta 2 minutes	• 👥 • .				
) 100000000 0 000	Insights Reven RM •											
O	Service 1	Bate 1	Restored 1	Decreme 2	Never 1		Last Sydecal 1	Actions				
alesa a	444	halad	195.2%	48.01				H. stor:				
	abelutares	Good	asteria	- det		911.00	NO AN TAK	III NAT				
artnud O								Outsitus				

Service Displays the name of the DDNS service.

Status Displays the status of the latest DDNS update.

Hostname Displays the hostname registered with the DDNS service.

Username Displays the username of the DDNS account.

Server Displays the IP address or hostname of the DDNS server that should receive DDNS updates.

IP Displays the WAN (public) IP address of the hostname.

Last Updated Displays the duration of time since the hostname IP address was last updated.

Actions Click a button to perform the desired action:

• Edit Click EDIT to make changes to the UniFi Security Gateway settings. For more information, see <u>"UniFi</u> Security Gateway Details" on page 67.

Port Forward Stats

You can apply one of the following primary filters:

- All Displays all port forwarding entries.
- **User-Defined** Displays the user-defined port forwarding entries.
- UPnP Displays the UPnP port forwarding entries.

All



Name Displays the name of the port forwarding entry. **Protocol** Displays the protocol that will be forwarded. **Port** Displays the port or ports that will be forwarded to the LAN. Also known as the external port(s).

Forward IP Displays the destination IP address that will receive the forwarded port traffic.

Forward Port Displays the destination port or ports that will receive the forwarded port traffic. Also known as the internal port(s).

Packets Displays the number of packets transferred.

Bytes Displays the number of bytes transferred.

Actions Click a button to perform the desired action:

• Edit Click **EDIT** to make changes to the UnFi Security Gateway settings. For more information, see <u>"UniFi</u> Security Gateway Details" on page 67.

User-Defined



Name Displays the name of the port forwarding entry. From Displays the source IP address, if specified.

Protocol Displays the protocol that will be forwarded.

Port Displays the port or ports that will be forwarded to the LAN. Also known as the external port(s).

Forward IP Displays the destination IP address that will receive the forwarded port traffic.

Forward Port Displays the destination port or ports that will receive the forwarded port traffic. Also known as the internal port(s).

Packets Displays the number of packets transferred.

Bytes Displays the number of bytes transferred.

Actions Click a button to perform the desired action:

 Edit Click E EDIT to make changes to the UnFi Security Gateway settings. For more information, see <u>"UniFi</u> <u>Security Gateway Details" on page 67</u>.

UPnP



Name Displays the name of the port forwarding entry.

Protocol Displays the protocol that will be forwarded.

Port Displays the port or ports that will be forwarded to the LAN. Also known as the external port(s).

Forward IP Displays the destination IP address that will receive the forwarded port traffic.

Forward Port Displays the destination port that will receive the forwarded port traffic. Also known as the internal port.

Packets Displays the number of packets transferred.

Bytes Displays the number of bytes transferred.

Lease Duration Displays the uptime of the port forwarding entry.

Chapter 9: Insights

Chapter 10: UniFi Security Gateway Details

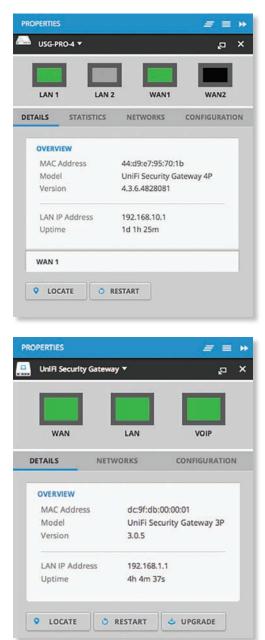
The UniFi Security Gateway hyperlink opens the UniFi Security Gateway's *Details* window either in the *Properties* tab or as a separate popup window. You can always dock this window in the *Properties* tab or detach it as a separate window.

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 screen.

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



Close Click **Close** the *Properties* tab and device popups.

Minimize Click [■] to close and re-open the device popups.

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.	USG-PRO-4 ►	× م
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0	Unifi AP PRO 🕨	,p ×

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 **D** 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.

If you are using the USG-PRO-4 model, then the upper part of the detached popup screen has four icons:

- LAN1
- LAN2
- WAN1
- WAN2

If you are using the USG model, then the upper part of the detached popup screen has three icons:

- WAN
- *LAN*
- VOIP (enabled in <u>"Settings > VoIP" on page 29</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 four clickable tabs:

- <u>"UniFi Security Gateway Details" on page 68</u>
- <u>"UniFi Security Gateway Statistics" on page 69</u>
- <u>"UniFi Security Gateway Networks" on page 69</u>
- <u>"UniFi Security Gateway Configuration" on page</u>
 <u>70</u>

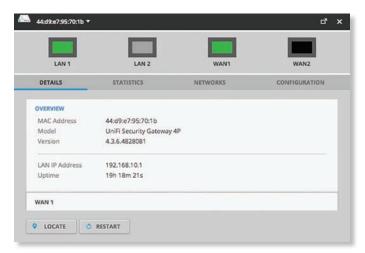
The bottom of the window has three buttons:

- 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



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

The number of *WAN* sections will vary depending on the number of active WAN ports.

LAN 1	LAN 2	WA	N1	WAN2
DETAILS	STATISTICS	NETWORKS		CONFIGURATION
OVERVIEW				
WAN 1				
IP Address	10.1.0.143	Down Pkts/Bytes	3.12M/1.40G	
Speed	1000	Up Pkts/Bytes	712K/209M	
Duplex	Full Duplex	Down Activity	7.36KB / sec	
		Up Activity	962B / sec	

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 – Statistics

Click **Statistics** to display the bandwidth usage information, which is available if the DPI feature is enabled (refer to <u>"Settings > Site" on page 18</u> for more information).

LAN 1	LAN 2	WAN1	WAN2
DETAILS	STATISTICS	NETWORKS	CONFIGURATION
DTAL USAGE - 1.26	G(¥ 1.11G ▲ 154M)		
39.0% Network Pro	tocols - 503M (🔻 484M 🔺	• 18.9M)	
World Wide Web HTTP	NTP		
100.0%	< 1%		

Total Usage Displays the following:

- Total bandwidth usage
- · Total download bandwidth usage
- Total upload bandwidth usage

(DPI category) Displays the following:

- Percentage of total bandwidth used
- DPI category name
- Total bandwidth usage
- Download bandwidth usage
- Upload bandwidth usage

(DPI subcategory) Displays the following:

- DPI subcategory name
- · Percentage of bandwidth used within the DPI category

You can click the DPI subcategory to view the DPI subcategory usage broken down by client:

▲ 44:d9:e7:95:70:1b ▼			د "a
LAN 1	LAN 2	WAN1	WAN2
DETAILS	STATISTICS	NETWORKS	CONFIGURATION
TOTAL USAGE >			
Name/MAC Addr	ITTP" app usage by client	Packets ‡	Bytes ¢
UniFi-CloudKey		4	264
• LOCATE	RESTART		

- 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 97 for more information.
- Packets Displays the number of packets transferred.
- Bytes Displays the number of bytes transferred.

UniFi Security Gateway – Networks

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

LAN 1	LAN 2		WAN1	WAN2
DETAILS	STATISTICS	NET	WORKS	CONFIGURATION
Network ‡	IP ¢	тх :	RX ‡	Num Hosts 🗧
LAN	192.168.10.1	208M	1.11G	7

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 Hosts 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

44:d9:e7:95:70:1b ▼			ď ،
LAN 1	LAN 2	WAN1	WAN2
DETAILS	STATISTICS	NETWORKS	CONFIGURATION
CONFIG Alias			
WAN 1			
WAN 2			
PORT FORWARD			
DYNAMIC DNS			
CUSTOM UPGRADE			
FORGET THIS GATEW	AY		
• LOCATE	RESTART		

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 1/2

Connection Type Select the Internet connection type for your service.

USG-PRO-4 -			•
LAN 1	LAN 2	WAN1	WAN2
DETAILS	STATISTICS	NETWORKS	CONFIGURATION
CONFIG			
WAN 1			
Connection Type	Using DHCP 🔫		
Preferred DNS	1		
Alternate DNS			
Alternate DNS			
Use VLAN ID			
APPLY			
WAN 2			
PORT FORWARD			
DYNAMIC DNS			
CUSTOM UPGRADE			
FORGET THIS GATEWAY			

- 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.
- Use VLAN ID To use a VLAN, select Use VLAN ID and enter the VLAN ID number.
- Apply Click Apply to save changes.

USG-PRO-4 🔻			ď
LAN 1	LAN 2	WAN1	WAN2
DETAILS	STATISTICS	NETWORKS	CONFIGURATION
CONFIG			
WAN 1			
Connection Type	Static IP 🔹		
IP Address		Preferred DNS	
Subnet Mask		Alternate DNS	
Router		Use VLAN ID	
APPLY			
WAN 2			
PORT FORWARD			
DYNAMIC DNS			
CUSTOM UPGRADE			
FORGET THIS GATEWAY			
	ESTART		

- 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.
- Use VLAN ID To use a VLAN, select Use VLAN ID and enter the VLAN ID number.
- Apply Click Apply to save changes.

LAN 1 DETAILS	LAN 2 STATISTICS	WAN1 NETWORKS	CONFIGURATION
CONFIG			
WAN 1			
Connection Type	PPPoE *		
Username		Preferred DNS	
Password		Alternate DNS	
		Use VLAN ID	0
APPLY			
WAN 2			
PORT FORWARD			
DYNAMIC DNS			
CUSTOM UPGRADE			
FORGET THIS GATEWAY			

- **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.
- Use VLAN ID To use a VLAN, select Use VLAN ID and enter the VLAN ID number.
- Apply Click Apply to save changes.

A	USG-PRO-4 🔻			ت" × "ت
	LAN 1	LAN 2	WAN1	WAN2
	DETAILS	STATISTICS	NETWORKS	CONFIGURATION
	CONFIG			
	WAN 1			
	WAN 2 Connection Type	Disabled •		
	PORT FORWARD			
	DYNAMIC DNS			
	CUSTOM UPGRADE			
	FORGET THIS GATEW	AY		
	O LOCATE	RESTART		

- **Disabled** If you are not using the *WAN 2* port, then select **Disabled**.
- Apply Click Apply to save your change.

Port Forward

_			_	_
LAN 1	1	LAN 2	WAN1	WAN2
DETAILS	STATIST	ICS	NETWORKS	CONFIGURATION
CONFIG				
WAN 1				
WAN 2				
PORT FORWARD				+ CREATE
Name ‡	From \$	Port 🛊	Dest IP/Port	Actions
CloudKey	*	1122	192.168.10.11:22	
DYNAMIC DNS				
CUSTOM UPGRADE				
FORGET THIS GATEV	VAY			
LOCATE	RESTART			

Create Click **+ CREATE** to add a new entry. Go to **<u>"Create or</u> Edit Port Forwarding Entry" on page 72**.

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. Also known as the external port(s).

Dest IP/Port Displays the destination IP address and port(s) that will receive the forwarded port traffic. Also known as the internal port(s).

Actions Click a button to perform the desired action:

- Edit Click [■] to edit the port forwarding entry.
- Delete Click i to delete the port forwarding entry.

Create or Edit Port Forwarding Entry

LAN 1 DETAILS	LAN 2 STATISTICS	WAN1 NETWORKS	WAN2 CONFIGURATION
CONFIG			
WAN 1			
WAN 2			
PORT FORWARD			
Name	CloudKey		
From	• Anywhere 🔿 Limited		
Port	1122 (1	000,1002-1004,)	
Forward IP	192.168.10.11		
Forward Port	22		
Advanced Options			
Protocol			
APPLY	CANCEL		
DYNAMIC DNS			
CUSTOM UPGRADE			
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 (also known as the external port or ports). You can identify the port or ports by name, number, and/or range. To specify multiple ports, use a comma-separated list (example: *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 (also known as the internal port). 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.

Dynamic DNS

	1			
LAN 1		LAN 2	WAN1	WAN2
DETAILS	STATIS	TICS	NETWORKS	CONFIGURATION
CONFIG				
WAN 1				
WAN 2				
PORT FORWARD				
DYNAMIC DNS				+ CREATE
Service 0	Hostname 0	Username ‡	Password \$	Server Actions
afraid	ubnt	ubnt	ubnt	
sitelutions	ubnt	ubnt	ubnt	
CUSTOM UPGRA	DE			
FORGET THIS GA	TEWAY			
LOCATE	C RESTART			

Create Click + CREATE to add a new entry. Go to the Create or Edit DDNS Entry section on the next page.

Service Displays the name of your Dynamic DNS (DDNS) service provider.

Hostname Displays the host name of the device.

Username Displays the user name of the DDNS account. Password Displays the password of the DDNS account. Server Displays the address of your DDNS server.

Actions Click a button to perform the desired action:

- Edit Click 🗉 to edit the DDNS entry.
- **Delete** Click **i** to delete the DDNS entry.

Create or Edit DDNS Entry

LAN 1 DETAILS	LAN 2 STATISTICS	WAN1 NETWORKS	WAN2 CONFIGURATION
CONFIG			
WAN 1			
WAN 2			
PORT FORWARD			
DYNAMIC DNS			
Service	afraid 🔫]	
Hostname			
Username			
Password			
Server			
APPLY	CANCEL		
CUSTOM UPGRADE			
FORGET THIS GATEW	AY		

Service If available, select your DDNS service provider from the drop-down list.

Hostname Enter the host name of the device, which has to be updated on the DDNS server. For example: *sample.ddns.com*

Username Enter the user name of the DDNS account.

Password Enter the password of the DDNS account.

Server Enter the address of your DDNS server.

Apply Click Apply to save changes.

Cancel Click Cancel to discard changes.

Custom Upgrade

For firmware upgrades, the UniFi devices retrieve the latest firmware from the Ubiquiti website. To specify firmware saved in a custom location, select this option.

USG-PRO-4 🔻			്
LAN 1	LAN 2	WAN1	WAN2
DETAILS	STATISTICS	NETWORKS	CONFIGURATION
CONFIG			
WAN 1			
WAN 2			
PORT FORWARD			
DYNAMIC DNS			
Apply an upgrade	firmware from a custom loc	ation.	
FORGET THIS GATEV	IAY		
• LOCATE	RESTART		

Custom Upgrade Click CUSTOM UPGRADE to upgrade the firmware from a location you specify.

Forget This Gateway

USG-PRO-4 ¥			ರೆ
LAN 1	LAN 2	WAN1	WAN2
DETAILS	STATISTICS	NETWORKS	CONFIGURATION
CONFIG			
WAN 1			
WAN 2			
PORT FORWARD			
DYNAMIC DNS			
CUSTOM UPGRADE			
FORGET THIS GATEW If you no longer wis history with respec		you may remove it. Note tha ed out.	at all configurations and
A FORGET	Move to 🔻		
• LOCATE	RESTART		

Forget Click Sector 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 screen.

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

	Connected	
DETAILS PO	RTS	CONFIGURATION
OVERVIEW		
MAC Address	00:27:22:00:00	:01
Model	UniFi Switch 48	POE-750W
Version	3.3.12.3861	
IP Address	10.0.0.2	
Power Consumption Temperature	38.40 W	
Uptime	1d 10h 37m	
UPLINK		
DOWNLINKS		

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

Minimize Click to close and re-open the device popups.

PRC	PERTIES	# =	
	UniFi Switch 48 A 🕨	p	×
	UniFi Switch 48 B 🕨	ą	×
0	Unifi ap pro 🕨	ą	×
0	UnIFI AP AC ►	ą,	×

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.
- Managed by Other Not in the default state but not controlled by the current UniFi Controller.
- **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	1
Name	Port 1
Status	1000 FDX (Uplink)
TX	313M
RX	25.9M
PoE	PoE+
Networks/VLANs	All

There are three clickable tabs:

- <u>"UniFi Switch Details" on page 76</u>
- <u>"UniFi Switch Ports" on page 77</u>
- <u>"UniFi Switch Configuration" on page 79</u>

The bottom of the window has three buttons:

- Locate Click O 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 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.

Temperature Displays the general temperature of the Switch.

Fan Level If the Switch has a fan, then the *Fan Level*, from *1* to *3*, is displayed. If the Switch does not have a fan, then the *Fan Level* is not displayed.

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

Uplink

				1	Con	necte	1									
3 5 7	11 13	15 17	19 2	1 23	25	27 2	31	33	35	37	39	41	43	45	47	SFP+1 SFF
	0 12 14	16 18	20 2	2 24	26	28 30	32	34	36	38	40	42	44	46	48	SFP+2 5FF
DETAIL	5			P	ORTS							CO1	NFIG	URA	TION	
OVERVIEW																
UPLINK																
Port		1			Dov	n Pkts	Byte	s:		5.64	M/28	8.2N				
Uplink		USG			Upi	kts/B	tes		1	57.0	M/34	42M				
Speed		1000			Acti	vity			3	3688	B/:	sec				
Duplex		Full Dup	lex													
DOWNLINKS				-			-	-	_	-	-	-	-	-	-	

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

			ೆ
-		Connected	
3 5 7	9 11 13 15 17 19	21 23 25 27 29 31 33 35 37 3	9 41 43 45 47 SFP+1 S
4 6 8	10 12 14 16 18 20	22 24 26 28 30 32 34 36 38 4	10 42 44 46 48 SFP+2 50
DETAI	LS	PORTS	CONFIGURATION
OVERVIEW			
UPLINK			
DOWNLINKS			
Port :	Device ¢	Model ¢	Status 💠
2	<u>US 488</u>	UniFi Switch 48 POE-750W	1000 FDX
3	US 48C	UniFi Switch 48 POE-750W	1000 FDX
13	UAP AC Pro E	UniFi AP-AC-Pro	100 FDX
	UAP AC Pro D	UniFi AP-AC-Pro	100 FDX
14	UAP AC Pro A	UniFi AP-AC-Pro	100 FDX
14	UMP AC PIDA	OTIVITY THE TTO	
	UAP AC PID A	01010-96210	∢ 1of2 ►

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.

	48A ¥	61 						ď
				49	Connect	ted		
3	5		13 15 17 1	9 21 23		29 31 33 3	5 37 39 41 43	45 47 SFP+1 S
		8 10 13		0 22 24	26 28	30 32 34 3	6 38 40 42 44	46 48 STP+2 S
		TAILS			ORTS			URATION
	U	TAILS	-	R	/813	-	CONFIC	UNITION:
0	Port	Name	Status	тх	RX	POE	Networks/VLANs	Actions
0	1	Port 1	1000 FDX (Uplink)	342M	28.2M	PoE+	All	
0	2	Port 2	1000 FDX			PoE+	All	1
0	3	Port 3	1000 FDX			PoE+	All	8
0	4	Port 4	100 FDX	4.78M	434K	PoE+	All	
0	5	Port 5	1000 FDX	5.51M	430K	PoE+	All	Ø
0	6	Port 6	100 FDX	4.84M	382K	PoE+	All	
0	7	Port 7	1000 HDX	4.25M	369K	PoE+	All	Ø
0	8	Port 8	100 FDX	4.99M	536K	PoE+	All	8
0	9	Port 9	100 HDX	4.57M	280K	PoE+	All	Ø
0	10	Port 10	100 FDX	5.22M	502K	PoE+	All	8
0	11	Port 11	100 FDX	4.98M	432K	PoE+	All	Ø
0	12	Port 12	100 HDX	4.66M	375K	PoE+	IIA	B
0	13	Port 13	100 FDX	70.7M	6.08M	24V Passive	All	0
0	14	Port 14	100 FDX	76.5M	6.08M	24V Passive	All	0
0	15	Port 15	100 FDX	75.7M	5.89M	24V Passive	All	
0	16	Port 16	100 FDX	75.2M	6.52M	24V Passive	All	0
0	17	Port 17				PoE+	All	Ø

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

Port Configuration

3 5 7 9 11	13 15 17 19	21 23	25 27	29 31	13 35	37	39	41	43	45	47	SFP+1
								-	-			
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
DETAILS		PO	RTS					CON	IFIGL	IRA	TION	
Port	1											
Name	Port 1		ľ.									
PoE	○ Off ○ 24	V Passive	· Po	E+								
Networks/VLANs	All		1									
			1									
Advanced Options	•											
Operation	• Switching	Mirrori	ng ()	Aggrega	te							
Link Negotiation	⊙Auto ⊖M	anual										
Isolation	Enable Por	t Isolation										
Storm Control	Unicast	0		P	ackets/s							
	Multicast	0		P	ackets/s							
	-											
	Broadcast	0		P	ackets/s							
APPLY	CANCEL											

- Port Displays the number of the port.
- Name Displays the customizable name or identifier of the port.
- **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.
 - Link Negotiation Keep the default, *Auto*, or select Manual to specify the duplex and speed:
 - Full Duplex (Available for RJ45 ports only.) Full-duplex transmission is enabled by default.
 - Link Speed For RJ45 ports, select the appropriate speed: 1000 Mbps, 100 Mbps, or 10 Mbps. For SFP+ ports, select the appropriate speed: 10 Gbps or 1000 Mbps. For SFP ports, select 1000 Mbps.
 - Isolation Select this option to create a Private VLAN (Virtual Local Area Network). Isolated ports cannot communicate directly with each other.
 - Storm Control Monitor the unicast, multicast, and/or broadcast traffic for this port. If the specified type of traffic on this port exceeds the threshold rate you specify, then the UniFi Switch drops the excess traffic.
 - **Unicast** Select this option to monitor unicast traffic. Enter the threshold value in packets per second.
 - **Multicast** Select this option to monitor multicast traffic. Enter the threshold in packets per second.
 - **Broadcast** Select this option to monitor broadcast traffic. Enter the threshold in packets per second.

			Cor	nnect	ed			_	_	 	_	_	c,	
3 5 7 9 11	13 15 17 19	H	23 25	27	29 31	ŀ		-			-	-	SFP+1	1
DETAILS			PORT			-						TION		
Port	1													
Name	Port 1													
PoE	○ Off ○ 24	IV Pass	ive 🢽) PoE	+									
Networks/VLANs	All		•											
Advanced Options	•													
Operation	• Switching	OMir	roring	0	\ggreg.	ate								
Operation Link Negotiation			roring	0	\ggreg.	ate								
			roring	0	\ggreg.	ate								
Link Negotiation	⊖Auto ⊙N		roring •	0	Aggreg	ate								
Link Negotiation Full Duplex	⊖Auto ⊙M ✓Enable	fanual	•	0	\ggreg.	ate								
Link Negotiation Full Duplex Link Speed	 Auto ● M ✓ Enable 1000 Mbps 	fanual t Isolat	•	0		ate	ets/s							
Link Negotiation Full Duplex Link Speed Isolation	Auto Auto M Enable 1000 Mbps	t Isolat	•	04	5									
Link Negotiation Full Duplex Link Speed Isolation	Auto M Enable Enable Por Unicast	t Isolat 0	•	04	5	Packe	ts/s							

- **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.
 - Link Negotiation Keep the default, *Auto*, or select Manual to specify the duplex and speed:
 - Full Duplex (Available for RJ45 ports only.) Full-duplex transmission is enabled by default.
 - Link Speed For RJ45 ports, select the appropriate speed: 1000 Mbps, 100 Mbps, or 10 Mbps. For SFP+ ports, select the appropriate speed: 10 Gbps or 1000 Mbps. For SFP ports, select 1000 Mbps.

US 48A 🔻		c" ×
	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
DETAILS	PORTS CONFIGURATIO	N
Port	4	
Name	Port 1	
Advanced Options	*	
Operation	⊖Switching ⊙Mirroring ⊖Aggregate	
Mirroring Port		
Link Negotiation	OAuto Manual	
Full Duplex	C Enable	
Link Speed	1000 Mbps •	
APPLY	CANCEL	
LOCATE	RESTART	
COCATE U	ne l'ast	

- 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.)
 - Link Negotiation Keep the default, *Auto*, or select Manual to specify the duplex and speed:
 - Full Duplex (Available for RJ45 ports only.) Full-duplex transmission is enabled by default.
 - Link Speed For RJ45 ports, select the appropriate speed: 1000 Mbps, 100 Mbps, or 10 Mbps. For SFP+ ports, select the appropriate speed: 10 Gbps or 1000 Mbps. For SFP ports, select 1000 Mbps.

US 48A 🔻																c,	>
				C	onnec	ted											
3 5 7 9 11	13 15	7 19	21	23 2	5 27	29	31	33	35	37	39	41	43	45	47	SFP+1	SFP1
4 6 8 10 12	14 16	18 20	22	24 2	5 28	30	32	34	36	38	40	42	44	46	48	SFP+2	55P2
DETAILS				POR	TS							con	NFIG	URA	TION		
Port	1																
Name	Port 1																
Networks/VLANs	All			٠													
Advanced Options	•																
Operation	Swite	hing	⊖Mi	rrorin	g 💿	Agg	rega	te									
Aggregate Ports	1	to		(be	tween	2 ar	id 4)										
Link Negotiation	 Auto 	OM	anual														
APPLY	CANG	EL															
Q LOCATE	RESTART																

- 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

🔜 US 48A 🔻			c" ×
	Connected		Q
		31 33 35 37 39 41 43 45 47 32 34 36 38 40 42 44 46 44	
DETAILS	PORTS	CONFIGURATIO	N
CONFIG Alias US 48A APPLY			
NETWORKS/VLANS			
SERVICES			
COPY CONFIG CUSTOM UPGRADE			_
FORGET THIS SWITCH			
LOCATE RESTART			

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

🔜 US 48A 🔻	l .			c" ×
		Connected		
1 3 5 7 9 2 4 6 8 10	11 13 15 17 19 21 2 10 10 10 10 10 10 10 10 10 10 10 10 10 1	23 25 27 29 31 24 26 28 30 32		43 45 47 SFP+1 SFP1 44 46 48 SFP+2 SFP2
DETAILS		PORTS	cor	NFIGURATION
CONFIG				
NETWORKS/VLAN	S			+ CREATE
Name 🗧		Config ¢		Actions
No networks	or VLANs have been confi	igured		
SERVICES				
NETWORK				
COPY CONFIG				
CUSTOM UPGRAD	E			
FORGET THIS SWI	гсн			
• LOCATE	C RESTART			

Create Click + CREATE to add a new entry. Go to <u>"Create</u> <u>New Network/VLAN" on page 80</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 21</u>.)

Actions Click a button to perform the desired action:

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

Create New Network/VLAN

US 48A ¥											c,
			Conne	cted							
3 5 7 9 11 1		9 21 23	25 27	29 3	1 33	35 37	39	41	43 4	5 47	SFP+1 SF
4 6 8 10 12 1 DETAILS	14 16 18 2		26 28 PORTS	30 3	2 34	36 38	40	-	44 4	6 48	SFP+2 SF
CONFIG											
NETWORKS/VLANS											
Name											
Native Network	(none)		•								
Tagged Networks		VOIP									
APPLY	CANCEL										
SERVICES											
NETWORK											
COPY CONFIG											
CUSTOM UPGRADE											
FORGET THIS SWITCH											

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

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

This table lists how the packets are handled:

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

Each physical port can have multiple networks attached; however, only one of them can be native (untagged). Select the appropriate native network. (Additional networks may be created in <u>"Settings > Networks" on</u> <u>page 21</u>.)

- Tagged Networks For a Switch belonging to a tagged network, the packets will be tagged in both ingress and egress directions. For example, the native network is *LAN* with *VLAN 1* as the PVID. The switch is connected to an AP with two tagged networks:
 - VLAN 20: corporate
 - VLAN 30: guest

This table lists how the packets are handled:

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

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

Select the appropriate tagged network. (Use <u>"Settings ></u> <u>Networks" on page 21</u> to create more networks.)

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

Services

US 48A 🔻	Connected		c'
	Connected		
3 5 7 9 11 13 15 17 19	21 23 25 27 29 31 3	3 35 37 39 41 43 45 4	7 SFP+1 S
4 6 8 10 12 14 16 18 20	22 24 26 28 30 32 3	4 36 38 40 42 44 46 4	18 SFP+2 S
DETAILS	PORTS	CONFIGURATI	ON
CONFIG			
NETWORKS/VLANS			
ERVICES			
MGMT VLAN LAN	•		
Enable Jumbo Frame			
Enable Flow Control			
APPLY			
APPLY			
NETWORK			
COPY CONFIG			
CUSTOM UPGRADE			
ORGET THIS SWITCH			

MGMT VLAN 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.

US 48A 🔻																		ď	
					1	Cor	inec	ted											
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	SFI
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	5.9
DETAILS					S P	ORT	s			-	_	_	_	CON	VFIG	URA	TION		
CONFIG																			
NETWORKS/VLANS																			
SERVICES																			
NETWORK																			
Configure IP	Us	ing Di	ICP	•															
APPLY																			
COPY CONFIG																			
CUSTOM UPGRADE																			

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

US 48A 🔻										c'
			Connect	ed						
3 5 7 9 1	13 15 17	19 21 23	25 27	29 31 33	35 3	7 39	41	43 43	5 47	SFP+1
4 6 8 10 1	2 14 16 18	20 22 24	26 28	30 32 34	36 3	8 40	42	44 4	6 48	SFP+2
DETAILS		1	PORTS				CON	FIGUR	ATION	
-										
CONFIG							_		_	
NETWORKS/VLANS										
SERVICES										
NETWORK										
Configure IP	Static IP	•								
comparen										
IP Address			Pre	erred DN	s					
Subnet Mask				rnate DN						
Subnet Mask			Alte	rnate DN	>					
Gateway			DNS	suffix						
APPLY										
COPY CONFIG										
CUSTOM UPGRADE										
CUSTOM OPGRADE										
FORGET THIS SWITC	н									

- **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.

Copy Config

If you have settings that you want to apply to multiple Switches, use this option to copy the configuration.

A	US 48A 🔻	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
	DETAILS PORTS CONFIGURATION		
	CONFIG		
	NETWORKS/VLANS		
	SERVICES		
	NETWORK		
	COPY CONFIG You may copy a similar switch's configuration onto this switch.		
	CUSTOM UPGRADE		
	FORGET THIS SWITCH		1
	LOCATE O RESTART		

Copy from Select the appropriate Switch whose configuration will be copied to this Switch. Then click **Confirm** to overwrite its current configuration with the configuration of the selected Switch.

Custom Upgrade

For firmware upgrades, the UniFi devices retrieve the latest firmware from the Ubiquiti website. To specify firmware saved in a custom location, select this option.

🔜 US 48A 🔻											5	×
	- T.	Connec	ted									
	21 23	25 27	29 31	33	35 37	39	41	43	45	47	SFP+1 S	FP1
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+2.5	FP2
DETAILS	PC	ORTS		_			CON	IFIG	URA	TION		
CONFIG												
NETWORKS/VLANS												
SERVICES												
NETWORK												
COPY CONFIG												
CUSTOM UPGRADE Apply an upgrade firmware from a CUSTOM UPGRADE	custom lo	ocation.										
FORGET THIS SWITCH			_									1
• LOCATE O RESTART												

Custom Upgrade Click CUSTOM UPGRADE to upgrade the firmware from a location you specify.

Forget This Switch

A	US 48A 🔻	⊔, ×
	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
	DETAILS PORTS CONFIGURATION	
	CONFIG	
	NETWORKS/VLANS	
	SERVICES	
	NETWORK	
	COPY CONFIG	
	CUSTOM UPGRADE	
	FORGET THIS SWITCH If you no longer wish to manage this switch, you may remove it. Note that all configurations an history with respect to this switch will be wiped out. Store Tore Tore Tore Tore Tore Tore Tore T	d
	Q LOCATE O RESTART	

Forget Click Sector 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 screen.

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

	Con	nected (100 FDX)	
ETAILS	USERS	GUESTS	CONFIGURATION
OVERVIEW			
MAC Addr	ess	00:15:6d:00:00	:04
Model		UniFi AP-AC-Pr	o
Version		3.4.9.3346	
IP Address	s	10.0.0.83	
Uptime		19h 27m 33s	
# Users		15	
# Guests		0	
UPLINK (WI	IRE)		
RADIO (11N	I/B/G)		
RADIO (11N	I/A/AC)		
RF ENVIRO	NMENT		

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

Minimize Click to close and re-open the device popups.

PROPERTIES	≡ ≡ ₩
■ UAP Outdoor 2.4 GHz >	x م
UAP Outdoor+ 🕨	× م
■ UAP Outdoor 5 GHz ►	× م
UAP AC Outdoor 🕨	x در

Each row displays the following:

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

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

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

The upper part of the window displays the connection status:

- Pending Approval Default state, available for adoption.
- **Connected** Indicates a wired connection.
- Connected (wireless) Indicates a wireless connection.
- 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 84</u>
- <u>"UniFi Access Point Users" on page 87</u>
- <u>"UniFi Access Point Guests" on page 88</u>
- <u>"UniFi Access Point Configuration" on page 88</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 OUPGRADE 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

	Conr	nected (100 FD)	X)
DETAILS	USERS	GUESTS	CONFIGURATION
OVERVIE	w		
MAC A	ddress	00:15:6d:00	0:00:04
Model		UniFi AP-AC	-Pro
Version	n	3.4.9.3346	
IP Addr	ess	10.0.0.83	
Uptime		19h 27m 33	3s
# User	5	15	
# Gues	ts	0	
UPLINK	(WIRE)		
RADIO (1	11N/B/G)		
RADIO (1	I1N/A/AC)		
RF ENVI	RONMENT		
• LOCA		RESTART	

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.

	Conr	nected (100 FDX)	
DETAILS	USERS	GUESTS	CONFIGURATION
OVERVIE	w		
UPLINK	(WIRE)		
Speed		100	
Duplex		Full Duplex	
Uplink		<u>US 488 #10</u>	
Down F	kts/Bytes	109K/9.73M	
Up Pkts	s/Bytes	53.3K/20.2M	
Activity		386B / sec	
RADIO (1	11N/B/G)		
RADIO (1	11N/A/AC)		
RF ENVI	RONMENT		
Q LOCA		RESTART	

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.

	Conn	ected (wireles	s)
DETAILS	USERS	GUESTS	CONFIGURATION
OVERVI	EW		
UPLINK	(WIRELESS)		
Uplink	AP	UAP-PRO	Office B
Signal		99%	
TX Rat	e	300M	
RX Rat	te	6M	
Down	Pkts/Bytes	81.0/14.4K	
Up Pk	ts/Bytes	101/55.4K	
Activit	y .	1.25KB / s	ec
RADIO	(11N/B/G)		
RADIO	(11N/A)		

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.

	Conn	ected (limite	d)
DETAILS	USERS	GUESTS	CONFIGURATION
OVERVI	ew		
UPLINK	(WIRE)		
DOWNL	INKS		
AP		Signal	Actions
UAP-PR	O Office A	99%	REMOVE
RADIO (11N/B/G)		
RADIO (11N/A)		

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.

	Conn	ected (100 FDX)	
ETAILS	USERS	GUESTS	CONFIGURATION
OVERVIE	w		
UPLINK (WIRE)		
RADIO (1	1N/B/G)		
Channe	el l	1	
Transm	it Power	24 dBm (EIRP)	
TX Pkts	/Bytes	15.8M / 95.0M	
RX Pkts	/Bytes	1.65M / 8.27M	
TX Retr	y/Dropped	0.0% / 0.0%	
RX Retr	y/Dropped	0.0% / 0.0%	
# Users		11	
# Guest	ts	0	
RADIO (1	1N/A/AC)		_
	ONMENT		
• LOCA	те	RESTART	
UAP AC	Pro A 🔻		c" ×
	Conn	ected (100 FDX)	
ETAILS	USERS	GUESTS	CONFIGURATION

Coni	nected (100 FDX)	
ETAILS USERS	GUESTS	CONFIGURATION
OVERVIEW		
UPLINK (WIRE)		
RADIO (11N/B/G)		
RADIO (11N/A/AC)		
Channel	48	
Transmit Power	22 dBm (EIRP)	
TX Pkts/Bytes	5.37M / 32.2M	
RX Pkts/Bytes	600K / 2.93M	
TX Retry/Dropped	0.0% / 0.0%	
RX Retry/Dropped	0.0% / 0.0%	
# Users	4	
# Guests	0	
RF ENVIRONMENT		
LOCATE	RESTART	

Channel Displays the channel being used.

Transmit Power Displays the EIRP in dBm.

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.

RF Environment

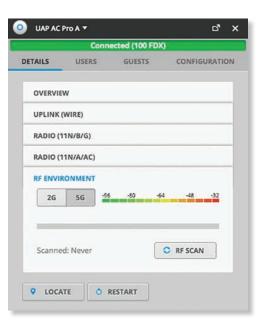


Note: Only the UAP-AC-LITE, UAP-AC-LR, UAP-AC-PRO, and UAP-AC-EDU support spectral

analysis.

Click **RF Environment** for spectral analysis to help in channel selection and planning.

	20163540520	ected (100 FD)	A CONTRACTOR OF A CONTRACTOR O
DETAILS	USERS	GUESTS	CONFIGURATION
OVERVIE	w		
UPLINK	(WIRE)		
RADIO (1	1N/B/G)		
RADIO (1	1N/A/AC)		
RF ENVIR	RONMENT		
2G	5G -96	-80 -6	54 -48 -32
Scanne	d: Never	[C RF SCAN



2G/5G Select the frequency band you want to analyze.

RF Scan Click **CRF SCAN** to scan the RF environment and then click **Confirm** to continue.



Note: The RF scan may take more than five minutes. All clients using this AP will be disconnected, and the AP will be offline for the duration of the scan.

	INVESTIGATION OF THE OWNER	ected (limited)			
DETAILS	USERS	GUESTS		CONFIGU	RATION
OVERVIEW					
UPLINK (WIRE)					
RADIO (11N/8/G)					
RADIO (11N/A/AC)					
RF ENVIRONMENT					
2G 5G			26 - 1	64	-48 -32
40 MHz 1 2				10	11
20 MHz 2 3 4		9 10 11			
Constant all dates for some					F SCAN
Scanned: 1h 11m 2s ago				O R	FSCAN

		Connected (limited)	
DETAILS	USERS	GUESTS	CONFIGURATION
OVERVIEW			
UPLINK (WIRE)			
RADIO (11N/8/6)			
RADIO (11N/A/AC)			
RF ENVIRONMENT			
26 56			-16 - 42 - 44 - 49
80 A0		48 149 159	152 164
40 Mig 86 42 44	48 149 119	157 141	
JO 10 10 10 10 10 10 10 10 10 10 10 10 10			
Scanned: 1h 11m 2s ago			C RF SCAN
LOCATE O RESTART			

Each bar graph represent a channel option and its color-coded level of interference (from green at -96 dBm to red at -32 dBm).

MHz The 2.4 GHz results are displayed in channel widths of 20 and 40 MHz. The 5 GHz results are displayed in channel widths of 20, 40, and 80 MHz.

____ Displays the corresponding channel number for each channel width option.

(outlined) The current channel is outlined.

Place your cursor over a channel option to view the following:

- **Channel** _ Displays the channel number and frequency range.
- Utilization Displays the percentage of the frequency range already in use.
- Interference Displays the level of interference.
- Interference Types Displays the type of interference being detected.

2417 - 2457	
Utilization: 17	7%
Interference:	-72dBm
	1.1
LOW	HIGH
Interference t	ypes:
	Jhen.

Scanned Displays the duration of time since the last scan. UniFi Access Point – Users

DETAILS L	JSERS	GUES	тѕ со	ONFIGURATION
Name		Wlan	Signal 🗧	тх о
10:68:3f:00:0	0:2e	UBNT	-66 dBm	7.2M
10:68:3f:00:0	0:2f	UBNT	-53 dBm	72.2M
10:68:3f:00:0	0:30	UBNT	-63 dBm	15M
10:68:3f:00:0	0:31	UBNT	-4 dBm	162M
10:68:3f:00:0	0:32	UBNT	-50 dBm	15M
			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 97</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



Name Displays the hostname, alias, or MAC address of the connected guest. You can click the name to get additional details; see <u>"Client Details" on page 97</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

	Conn	ected (100 FD	X)
DETAILS	USERS	GUESTS	CONFIGURATION
CONFIG			
Alias			
UAP /	AC Pro A		
A	PPLY		
RADIOS			-
WLANS			
NETWOR	ĸ		
BAND ST	EERING		
сизтом	UPGRADE		
FORGET	THIS AP		

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 (100 F	DX)
ETAILS US	ERS GUESTS	CONFIGURATION
CONFIG		
RADIOS		
Radio 2G (11)	n/b/g)	
Channel	Auto	•
	HT20	·
Tx Power	Medium	•
Min. RSSI	-94 de	3m
Radio 5G (11)	n/a/ac)	
Channel	Auto	•
	HT40	•
Tx Power	Medium	•
Min. RSSI	-94 dE	3m
APPLY		
WLANS		
NETWORK		
BAND STEERIN	5	
CUSTOM UPGR	ADE	
FORGET THIS A	•	
	👌 RESTART	

Channel Select the appropriate settings:

- Auto/(channel number) Select a channel number or keep the default, *Auto*.
- HT20/HT40/HT80 Select HT20 for 20 MHz operation, HT40 for 40 MHz operation, or HT80 for 80 MHz operation in the 5 GHz band.

Note: If the AP is part of a Zero Handoff WLAN Group, then the *Channel* settings 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.
- Antenna Gain (Only available for Outdoor models) Specify the antenna gain.

 Min. RSSI (Not available for Zero Handoff.) Disabled by default. Select this option and enter a minimum threshold. For UniFi, RSSI is synonymous with SNR. If the client signal falls below the specified threshold, then the AP kicks out the client, allowing it to reconnect with a more suitable AP.



Note: If the AP is part of a Zero Handoff WLAN Group, the *Min. RSSI* setting cannot be changed.

Apply Click Apply to save your changes.

WLANs

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

	Conn	ected (100	FDX)	
ETAILS	USERS	GUESTS	CONFIGUR	ATION
CONFIG				
RADIOS				
WLANS				
WLANs	2G (11n/b/g)		
WLAN	Group	Default	•	
Nar	me O	verrides /	Actions	
UBI	NT	(OVERRIDE	
UBI	NT-Guest	(OVERRIDE	
WLANs	5G (11n/a/a	c)		
WLAN	Group	Default	•	
Nar	ne O	verrides /	Actions	
UBI	NT	(OVERRIDE	
UBI	NT-Guest	(OVERRIDE	
NETWOR	ĸ			
BAND ST	EERING			
CUSTOM	UPGRADE			
FORGET	THIS AP			

WLAN Group Select the appropriate group.

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.

Chapter 12: UniFi Access Point Details

Override

	Conn	ected (100 FD)	0
DETAILS	USERS	GUESTS	CONFIGURATION
CONFIG			
RADIOS			
WLANS			
Override			
Enabled	🗹 E	nabled on this	AP
VLAN	Οu	Ise VLAN ID	
SSID	UBN	NT	
PSK	pas	sword	
APPLY	RES	TORE	NCEL
NETWORK			
BAND STEEP	ING		
CUSTOM UP	GRADE		
FORGET THI	S AP		

Enabled Select the checkbox to enable the WLAN for use. **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.

	Conr	nected (100 FDX)	s
DETAILS	USERS	GUESTS	CONFIGURATION
CONFIG			
RADIOS			
WLANS			
Config		Using DHCP	•
BAND ST	EERING		
CUSTOM	UPGRADE		
	THIS AP		
FORGET			

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

	Conn	ected (100 FD)	0
DETAILS	USERS	GUESTS	CONFIGURATION
CONFIG			
RADIOS			
WLANS			
NETWOR	ĸ		
Configu	ire IP	Static IP	•
IP Addr	ess		
Subnet	Mask		
Gatewa	у		
Preferr	ed DNS		
Alterna	te DNS		
DNS su	ffix		
AF	PPLY		
BAND ST	EERING		
CUSTOM	UPGRADE		
FORGET T	HIS AP		

• Apply Click Apply to save changes.

Band Steering

2.4 GHz networks are typically more congested due to support of legacy clients and multiple sources of 2.4 GHz interference, including Bluetooth devices. Band steering can help distribute the load on 2.4 GHz and 5 GHz networks by steering dual-band clients to the 5 GHz band when appropriate.

Some dual-band clients are band-steering unfriendly for various reasons and are marked as such by the AP. Such clients are not steered to any band even when conditions would justify it.

Note: Only the UAP-PRO, UAP-AC-LITE, UAP-AC-LR, UAP-AC-PRO, and UAP-AC-EDU models support band steering.

If enabled, the UniFi band steering policy takes two criteria into account:

- channel utilization metrics
- signal quality measurements, including RSSI

The AP steers the client to the optimal band during association (not after association). If both bands or neither band is overloaded, the AP does not perform band steering; instead, the client chooses a band.

UniFi Controller User Guide

If the 2.4 GHz band is overloaded, and the RSSI of the client is above the threshold for association on the 5 GHz band, then the AP will steer the client to the 5 GHz band by withholding probe responses.

If the client still attempts to associate on the 2.4 GHz band, the AP will send auth failure frames in response to auth requests from the client.

If the 5 GHz band is overloaded and the 2.4 GHz band is not, then clients are steered to the 2.4 GHz band (RSSI is not a factor). The RSSI thresholds are 30 dBm or better for the 5 GHz band. For example, if the 2.4 GHz network has low utilization, then the *Steer to 5G* option does not steer all clients to 5 GHz.

All APs must use the same SSID for the 2.4 GHz and 5 GHz bands. For example, if you have multiple WLANs in your default WLAN group, you cannot override the 5 GHz SSID name in one of the WLANs and still use band steering on the other two WLANs. All APs must use band steering – or none of them do.

_	Conr	nected (100 F			
DETAILS	USERS	GUESTS	CONFI	GURATIO	N
CONFIG					
RADIOS					
WLANS					
NETWOR	ĸ				
BAND ST	EERING				
STEE	R TO 5G	BALANCED	OFF		
сизтом	UPGRADE				1
FORGET	THIS AP				

- Steer to 5G Select this option to steer clients to the 5 GHz band at a lower channel utilization threshold than the *Balanced* option. The threshold is not a single value; instead it is a function of two values: the 2.4 GHz channel utilization and 5 GHz channel utilization.
- **Balanced** (Not available for the UAP-PRO.) Select this option to steer clients to the 5 GHz band channel at a higher channel utilization threshold than the *Steer to 5G* option.
- Off Keep the default, Off, if you do not want to use band steering.

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	
FORGET THIS AP		_		-

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 disconnect the wireless AP from the wired AP.



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.

Custom Upgrade

For firmware upgrades, the UniFi devices retrieve the latest firmware from the Ubiquiti website. To specify firmware saved in a custom location, select this option.

	Conn	ected (100 FD	x)
DETAILS	USERS	GUESTS	CONFIGURATION
CONFIG			
RADIOS			
WLANS			
NETWOR	RK		
BAND ST	EERING		
Apply a	I UPGRADE in upgrade fir USTOM UPGRA		custom location.
FORGET	THIS AP		

Custom Upgrade Click CUSTOM UPGRADE to upgrade the firmware from a location you specify.

Forget This AP

USERS	GUESTS	CONFIGURATIO
RING		
PGRADE		
onger wish Note that	all configurati	ons and history
GET	Move to	•
	Note that ect to this a	PGRADE IS AP onger wish to manage th Note that all configurati ect to this access point wi

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



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

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

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 the *Wireless Uplinks* section to find, select, and connect to a wired AP.

UAP-PRO Office A *				ď
lsolati DETAILS			CONFIGURATION	
CONFIG				
RADIOS				
WLANS				
NETWORK				
WIRELESS UPLINKS				
AP	Chan.	Signal	Actions	
UniFi AP PRO Office B	36	92%	SELECT	
BAND STEERING				
CUSTOM UPGRADE				
FORGET THIS AP				

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.

100	
\sim	

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

naged by Other		
DETAILS		
04:18:d6:00:54:94		
UniFi AP-Outdoor+		
3.2.5.2791		
7s ago		
7s ago		_
	DETAILS 04:18:d6:00:54:94 UniFi AP-Outdoor+ 3.2.5.2791 75 ago	04:18:d6:00:54:94 UniFi AP-Outdoor+ 3:2:5:2791

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

M	lanaged by Other	
	DETAILS	
OVERVIEW		
ADVANCED OPTIO	NS	
IP	10.0.2.136	: 22
Username		
Password	[
Inform URL	http://10.0.2.1	13:8080/ii
ADOPT	1	

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 18**.

Password Enter the SSH Password for management access. This is the *Device Password* you configured in **"Settings > Site" on page 18**.

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.

	nding 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.

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 screen.

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



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

Minimize Click to close and re-open the device popups.

PROPERTIES	= = ₩
UVP Exec A (101) >	× q
UVP Exec B (102) ►	× q
UVP Exec C (103) ►	× c,
UVP Exec D (104) ►	× م
UVP Exec E (105) >	× g

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 MAC address of the device or the extension name and number.
- **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.

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 96</u>

The bottom of the window has three buttons:

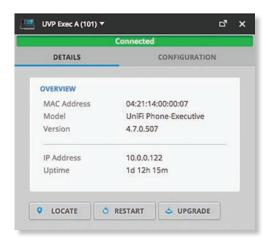
- Locate Click LOCATE to ring the Phone and flash the Phone's icon on the *Map* tab so you can locate it. The Phone will ring until you click *Locate* again. (The icon on the *Map* tab will flash three times and stop.)
- **Restart** Click **O RESTART** to restart the Phone.
- **Upgrade** If a software upgrade is available for the Phone, click

 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



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>"Create or</u> <u>Edit an Extension" on page 29</u> for more information.

Forget This Phone

 UVP Exec A (101) 🔻	□" ×
	Connected
DETAILS	CONFIGURATION
may remove it. No	E vish to manage this phone, you te that all configurations and tet to this phone will be wiped out.
& FORGET	Move to
R FORGET	

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.

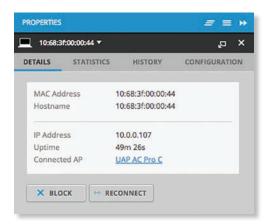
The top of the window displays the client icon and name (or MAC address).

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 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 100</u>



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

Minimize Click to close and re-open the client popups.

PROPERTIES	≡ ≡ ₩
10:68:3f:00:00:42 ▶	× م
c8:2a:14:00:00:18 ▶	× م
■ 10:68:3f:00:00:48 >	× م
c8:2a:14:00:00:17 ▶	z z,

Each row displays the following:

- (icon) Displays the icon of the device.
- Name/MAC Address Displays the hostname, alias, or MAC address of the device.
- **Display** Click to display the client 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 client popup.

Hide Click ***** to hide the *Properties* tab but allow the client 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
 execonnect to reconnect a wireless client. You can click
 execonnect to kick out a client, which usually reconnects back quickly; this is useful for troubleshooting or resolving a problematic wireless connection.
- Unauthorize/Authorize (Available for Guests only.) Click X UNAUTHORIZE to remove authorization of guest access and disconnect the guest, or click + AUTHORIZE for guests pending authorization.

Wireless Client – Details

DETAILS	STATISTICS	HISTORY	CONFIGURATION
MAC Add	ress	10:68:3f:00:00:44	
Hostnam	e	10:68:3f:00:00:44	
IP Addres	is	10.0.0.107	
Uptime		49m 26s	
Connecte	ed AP	UAP AC Pro C	
× BLOG	ж) (+	ECONNECT	

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 83** for more information.

Wireless Client – Statistics Overview

ubnt 🔻 ď DETAILS STATISTICS HISTORY CONFIGURATION OVERVIEW UBNT ESSID Connected AP UAP AC Pro C Channel 48 (11na) 45% (-72 dBm) Signal TX Rate 65M RX Rate 72.2M Power Save Not Enabled Activity 8.07KB/sec Down Pkts/Bytes 1.09M / 6.51M Up Pkts/Bytes 109K/543K DEEP PACKET INSPECTION × BLOCK

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.

Deep Packet Inspection

The *Deep Packet Inspection* information is available if the DPI feature is enabled (refer to <u>"Settings > Site" on page</u> <u>18</u> for more information).

OVER	VIEW			
DEEP	PACKET INSPECTION	l.		
	gory : rating System	Samsung Andro Android	id Phone	
	Application \$	Packets ¢	Bytes 💠	
	Secure Shell (SSH)	732	97.5K	
	нттр	7,042	7.26M	
	NTP	73	6.42K	
	World Wide Web HTTP	4	264	
	SSL/TLS	4,550	1.19M	
	Unknown	70,179	12.5M	

Category Displays the type of device.

Operating System Displays the name of the operating system.

Application Displays the name of the application.

Packets Displays the amount of data uploaded and downloaded as packets.

Bytes Displays the amount of data uploaded and downloaded as bytes.

Wireless Client – History

TAILS ST	ATISTICS	HISTORY	CON	IGURATION
Date/Time	e Du	ration 🗧	Down ¢	Up ÷
2015/06/10 08:34:14	9h	49m 24s	47.5M	4.08M
2015/03/19 08:46:25	7h	46m 10s	104M	8.40M

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

ubnt •	7		c" >
ETAILS	STATISTICS	HISTORY	CONFIGURATION
CONFIG	5		
Alias			
Note			
			1.
User	Group Auto	matic 🔻	
_	Group Auto	matic 🔻	
_		matic 🔻	
	APPLY	matic 🔻	
	APPLY	matic 🔻	
IP CON	APPLY	matic •	

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 *Insights* > *Known 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</u> > <u>User Groups" on</u> <u>page 28</u> for more information). The default *User Group* is *Automatic*.

Apply Click Apply to save changes.

IP Config

DETAILS STATIST	ICS HISTORY	CONFIGURATION
CONFIG		
IP CONFIG		
Fixed IP	Use Fixed IP a	address
Network	LAN	·
IP	10.0.0.107	
APPLY		
DEBUG		

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.

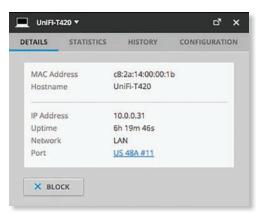
Apply Click Apply to save changes.

Debug

ubnt 🔻			ď >
DETAILS STA	TISTICS	HISTORY	CONFIGURATION
CONFIG			
IP CONFIG			
DEBUG			
Device Type	5	Samsung Andr	oid Phone
× BLOCK	+ RECON	NNECT	

Device Type Displays the type of device.

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.

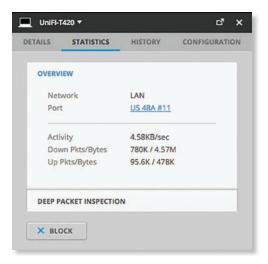
Uptime Displays the duration of time the client has been connected.

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

Overview



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.

Deep Packet Inspection

The *Deep Packet Inspection* information is available if the DPI feature is enabled (refer to <u>"Settings > Site" on page</u> <u>18</u> for more information).

OVER	/IEW		
	PACKET INSPECTION		
Cate	gory W rating System W	Indows	
ope.	oung system in	indows	
	Application 💠	Packets \$	Bytes 👙
	Web File Transfer	13	10.2K
D	Youtube	5	1.36K
	Spotify	6,591	9.08M
	HTTP	10	2.40K
8	Google-analytics	5	819
	World Wide Web HTTP	18	2.13K
	HTTP Protocol over TLS SSL	1,153,481	1.53G
	SSL/TLS	181	161K
8	Google User Content(SSL)	156	101K
		4	1 of 2 🕨

Category Displays the type of device (one example is Windows).

Operating System If available, displays the name of the operating system (examples include Windows 10, Windows 8, Windows 7).

Application Displays the name of the application.

Packets Displays the amount of data uploaded and downloaded as packets.

Bytes Displays the amount of data uploaded and downloaded as bytes.

Wired Client – History

ETAILS	STATIS	TICS	HISTORY	CONI	FIGURATIC
Date/Tir	ne o	Du	ration 💠	Down ¢	Up ¢
2015/06		10	n 50m 54s	37.4M	3.26M
2015/03 07:33:25		8h	59m 32s	94.3M	7.69M

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

ETAILS	STATISTICS	HISTORY	CONFIGURATION
CONFIG	1		
Alias			
Note			
User	Group Aut	omatic 🔻	
	APPLY		
IP CON			
	FIG		

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 *Insights* > *Known 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 28** for more information). The default *User Group* is *Automatic*.

Apply Click Apply to save changes.

IP Config

Use Fixed	IP address	5
LAN	•	
10.0.031		
	LAN	

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

UniFl-T4	120 🔻	□" ×	
DETAILS	STATISTICS	HISTORY	CONFIGURATION
CONFIG			
IP CONF	IG		
DEBUG			
Device	Туре	Windows	
× BLO	ск		

Device Type Displays the type of device.

Chapter 14: Client Details

UĥiFi								REFRESH RATE 2 minutes 👻 🗭
GUESTS S PAYMENTS	Guests	Show: 2 weeks •						Items per page: 50 🔹
VOUCHERS	Name [MAC Address] ÷	Package	Amount \$	Authorized By ‡	Download \$	Upload : 48.8K	Status e Expired	Actions DISCONNECT O EXTEND
								Chat with us

Chapter 15: Hotspot Manager

The Hotspot Manager includes four main tabs when accessed by the UniFi Controller super admin account. For details on a specific tab, refer to the appropriate section.

guests	Guests
\$ PAYMENTS	<u>"Payments and Transactions" on page</u> 104
VOUCHERS	"Vouchers" on page 104
	<u>"Operator Accounts" on page 105</u>

Only admins with read/write access to the UniFi Controller 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, click the navigation controls or page numbers at the bottom right of the screen to display different pages.

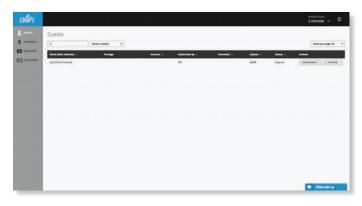
To access the Hotspot Manager, go to **Settings** > **Guest Control**, and click **Go to Hotspot Manager**. See <u>"Hotspot" on page 25</u> for more information.

If you create a bookmark for the Hotspot Manager, ensure that you include the site name in the URL, which should be in this format:

https://unifi.yourdomain.com:8443/hotspot/s/site_name

Guests

The Hotspot's active guests are displayed.



Search Enter keywords in the *Search* field to find a specific guest based on *Name/MAC Address, Package, Amount, Authorized By*, or *Status* value.

Show Filter by time duration: last 24 hours, 3 days,7 days, 2 weeks, 30 days, and 120 days.

Name [MAC Address] Displays the 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. Displays *Expired* if there is no remaining session time.

Actions Click a button to perform the desired action:

- Disconnect Immediately disconnect the selected guest.
- Extend Click EXTEND to 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.

9	Show Last 24 hours +						Rents per page
Tere :		Prot Name 1	Pechage ()	Arment 1	form linfly (Balan (-
The party hards	a range						

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 credit card, the *Extra Info* field will display the type of credit card and the last four digits of the credit card used. If the user paid by an alternative method such as PayPal, the *Extra Info* field may display information such as the email address associated with the PayPal account.

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.

Arten Arten Arten Arten	
	· · · · · · · · · · · · · · · · · · ·
-1	
	a new a
nd usd X MANNA	· · · · · · · · · · · · · · · · · · ·
10 Left X 10/10	· ······
× 10/01	
- 30 HONDO	· · · · · · · ·
	n minist be
nd year X NEVER	e rent as
***** X 10104	· energy
	· · · · · · · · · · · · · · · · · · ·
	ne vale X Alpinate Ne vale X Alpinate Ne vale X Alpinate

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.

Down Displays the maximum download bandwidth allowed.

Up Displays the maximum upload bandwidth allowed.

Byte Quota Displays the maximum amount of data transfer allowed per session.

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. Displays *Expired* if the voucher is no longer valid. Displays the number of times used and time until expiration for multi-use vouchers.

Actions Click a button to perform the desired action:

- **Revoke** Click **XREVOKE** 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.

- 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.
- **Byte Quota** Select to limit the amount of data transfer allowed per session. Enter the maximum in megabytes.
- 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.

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Operator Accounts

(Only available for admins with read/write access to the UniFi Controller). Create *Operator Accounts* that can log in to *Hotspot Manager* to manage guests, payments or transactions, and vouchers.

Q.			Rente per page 10
New 2	Passed 1	Notes 1	Action
Internet Internet.A	Passe A passant	Plana A Plant days	1 ani
School C	School Canademic	School C technology team	8 882
Burren B	Bairms Epansori	Bulaness & administration	8 894
W CREATE NEW DISEA	TON M OFCN OFSIATON LOOM		
1.1			

Search Carter 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 a new operator account, click GE CREATE NEW OPERATOR and complete the following:

- Account Name Enter a name for the operator. The Account Name should use A-Z, a-z, or 0-9. Spaces and symbols are allowed but not recommended.
- **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 Operator Click
 CREATE OPERATOR to create the new operator account.
- Cancel Click × CANCEL to discard changes.

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Innex	Passe A glasser II	Name A Prairy steel	
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Raison 8	Balters I passard	Rutines Eatmoniester	
			X CANCEL V COLON AND

Open Operator Login Click **IE OPEN OPERATOR LOGIN** to test the operator credentials.

If you create a bookmark for the Hotspot Manager, ensure that you include the site name in the URL, which should be in this format:

https://unifi.yourdomain.com:8443/hotspot/s/site_name

The UniFi Hotspot Manager login screen will appear. Enter the username and password in the appropriate fields and click **LOG IN**.

Hotspot Manager Login	
themone	
Assest	
LOG IN	

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 24</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.

Settings Set

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

She .	Guest Control	
Westess Networks	Guest Policies	
Natasylis Guest Control Admine Uter Groups VOIP Extensions	Esolie Guest Perta Anterescators Darration Landing Page Pertal Commissione Pertal Commissione Access Content	Manufacture service extension service ser
Controller Cloud Access Maintenance	Restricted fadorers	No.00 K

3. Select **Portal Customization** to enable it, and then click ✓ APPLY.

She	Guest Control	
Wireless Networks	Guest Policies	
Networks Guest Control	Enable Guest Portal Automotion	
Admine User Groups	Exploration Landing Page	R Name •
VO#	Pertal Customization Pertal URL Hostowine	ef transportumentation
Controller	Access Control	
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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 10/7 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 24</u> for screenshots of default portal pages by authentication method).

Mac

- 1. Click the *AirPort* $\widehat{\frown}$ 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* $\widehat{\neg}$ 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 24</u> for screenshots of default portal pages by authentication method).

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:

UniFi Cloud Key

/srv/unifi/data/sites/<site_name>/portal

Mac

/Applications/UniFi.app/Contents/Resources/data/ sites/<site_name>/portal

Windows

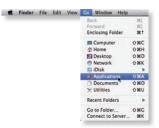
<Drive_Letter>:\Users\<Username>\Ubiquiti UniFi\data\ sites\<site name>\portal

For specific instructions on accessing the files, refer to the specific operating system:

- Mac
- <u>"Windows" on page 109</u>

Mac

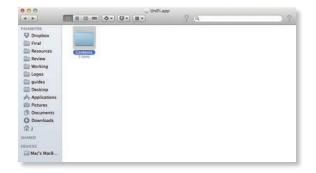
1. Navigate to **Go** > **Applications**.



2. Control-click the UniFi application and then click Show Package Contents.

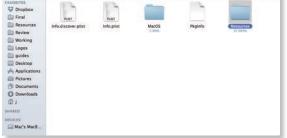


3. Double-click the Contents folder to open it.



4. Double-click the Resources folder to open it.

000 1 F



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



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

000 (*)>)			data ? Q		?
Avcourts	backup 2 mm system properties	60 1 1000	devices Trans	krystore	

7. Double-click the folder whose name matches the site ID (for example: /manage/s/<site_ID>/dashboard).

000		 sites)?
Avointts Dropbox Final Resources Review Working Logos guides Desktop Applications Pictures Downloads	CELUC		
12 J DEVICES Mac's MacB			

8. Double-click the **portal** folder to open it.



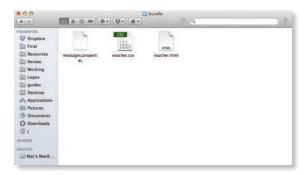
9. You have several files that you can customize in the portal folder (these are described in the *Customizable Default Files* section).

VORITES Dropbox		-			
Enal Resources Review	bundle 3 mm	setter. Sail.homi	images 3 items	index.html	aliana 5
Working Logos guides Desktop	HTML	TH	CSS	CSS	
Applications	payment.html	README.txt	reset-min.css	styles.css	
Downloads					

10. To customize the voucher, double-click the **bundle** folder to open it.

000			portal		
4 1		· · · ·	? 9) ?
AvointES Tropbox Final Review Acksources Review Working Gogos guides Postrop Acksop Acksop Acksop Commods Downods Downods Downods Downods Diamides	Payment 25ml	Failhow	Images 3 anna CEC Feset-min.CSS	Index.html	B 2 trees

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 Page for vouchers.
- **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, duration of a free trial period, package titles, and how the charge will appear on a customer's credit card account. Error messages are also defined by this file.



Additional details on portal customization can be found in our community site at:

http://ubnt.link/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).

db/f/db/s155/ff UBVT 10.0.01/44 dhcpit Usrif AP-Pro 3.2.5.2791 Managed/Adopted Void Managed Managed	0.0.0		Ubiquiti UniFi - Discovery Utility					
d6 18 d6 00 54:94 (Boohtop) 10.0.0.136 (bhcp) Unit? AP-Ouxdoor+ 32.7.2816 Managed/Adopted localn manage reset db 9f db 00.55 5F (URVT) 10.0.0.146 (bhcp) Unit? AP-AP-0 32.5.2791 Managed/Adopted localn manage reset db 9f db 00.55 5F (URVT) 10.0.0.146 (bhcp) Unit? AP-AP-0 32.5.2791 Managed/Adopted localn manage reset db 9f db 1.abe.22 (ManA9RO) 10.0.0.146 (bhcp) Unit? AP-AC 32.5.2791 Managed/Adopted localn manage reset	overing UniFi devices							
db/f/db/s155/ff UBVT 10.0.01/44 dhcpit Usrif AP-Pro 3.2.5.2791 Managed/Adopted Void Managed Managed	Address	IP Address	Model	Version	Status	_	_	
db a+3 c1 0 72.5 e (ACLAB) 10.0.0.149 (dhcp) UniFI AP-AC 3.2.5.2791 Managed/Adopted locate manage db 9f db 1a be 22 (MainAPRIO) 10.0.0.148 (dhcp) UniFI AP-Pro 3.2.5.2791 Managed/Adopted locate manage reset	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:1a:be:22 (MainAPPRO) 10.0.0.148 (dhcp) UniFi AP-Pro 3.2.5.2791 Managed/Adopted locate manage reset	f.db.b0.55.9f (UBNT)	10.0.0.104 (dhcp)	UniFi AP-Pro	3.2.5.2791	Managed/Adopted	locate	manage	reset
	14.3c 10.72.5e (ACLAB)	10.0.0.149 (dhcp)	UNIFI AP-AC	3.2.5.2791	Managed/Adopted	locate	manage	reset
dh:9f dh:bh:55:56 (JBNT) 10.0.0.132 (Jhrcp) Unifi AF-Pro 3.2.5.2791 Managed/Adopted Backe manage reset	If db 1a be 22 (MainAPPRO)	10.0.0.148 (dhcp)	UniFi AP-Pro	3.2.5.2791	Managed/Adopted	locate	manage	reset
	f.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 88** 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 name 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 112</u>
- <u>"Manage" on page 112</u>
- <u>"Reset" on page 113</u>



Note: To reboot the AP, click one of the buttons listed above and proceed to <u>**"Reboot" on page 113**</u>.

Locate

Locate the AP. The following window will appear:

vice Information	
Status:	Managed/Adopted
	This device is managed by other controller. You need to provide the username/password in order to perform any actions against this device.
Model:	UniFi AP-Pro (3.2.5.2791)
IP Address:	10.0.0.104 (dhcp)
MAC Address:	55:9f:db:b0:55:9f (UBNT)
Actions:	Locate \$
Username:	ubnt
Password:	ubnt

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:

Device Information	
Status:	Managed/Adopted
	This device is managed by other controller. You need to provide the username/password in order to perform any actions against this device.
Model:	UniFi AP-Pro (3.2.5.2791)
IP Address:	10.0.0.104 (dhcp)
MAC Address:	55:9f:db:b0:55:9f (UBNT)
Actions:	Set Inform \$
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:

00	10.0.2.104 - Apply	
evice Information		
Status:	Managed/Adopted	
	This device is managed by other controller. You need to provide the username/password in order to perform any actions against this device.	
Model:	UniFi AP-Pro (3.2.5.2791)	
IP Address:	10.0.104 (dhcp)	
MAC Address:	55:9f:db:b0:55:9f (UBNT)	
Actions:	Restore to factory default \$	
Username:	ubnt	
Password:	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:

ged/Adopted evice is managed by other controller. You o provide the username/password in to perform any actions against this AP-Pro (3.2.5.2791) 0.104 (dhcp) :db:b0:55:9f (UBNT)
evice is managed by other controller. You o provide the username/password in to perform any actions against this AP-Pro (3.2.5.2791) 0.104 (dhcp)
o provide the username/password in to perform any actions against this AP-Pro (3.2.5.2791) 0.104 (dhcp)
0.104 (dhcp)
db:b0:55:9f (UBNT)
boot ÷

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: Mobile Apps

Overview

Ubiquiti Networks offers two UniFi mobile apps:

- UniFi EasySetup App You can use a mobile device to provision a UniFi AP for basic functionality without configuring a UniFi Controller.
- UniFi EDU App You can use the UAP-AC-EDU to broadcast announcements with clarity from your mobile device. Refer to <u>"UniFi EDU App" on page 117</u> for more information.

UniFi EasySetup App

The Android version can set up any UniFi AP. The iOS version can set up the UAP-AC-LITE, UAP-AC-LR, UAP-AC-PRO, or UAP-AC-EDU. A future upgrade will enable the iOS version to set up any UniFi AP.

Requirements

- An Ethernet connection from the UniFi AP to the LAN with DHCP
- Firmware version 3.4.4.3231 or higher
- A compatible Android or iOS device

The following instructions describe the Android version of the app; however, the iOS version is similar.

 Download the UniFi AC EasySetup App from the App Store (iOS) or the UniFi EasySetup App from Google Play[™] (Android).



- 2. Launch the app, and use one of the following options:
 - Log In Enter the Username and Password of your Ubiquiti Single Sign-On (SSO) account. Tap Log In.
 - **Register** To register for an SSO account, tap **Register**.
 - **Continue** If you do not want to back up or restore configurations, you can skip the login and tap **Continue**.



3. The app will search for new devices. Tap the UniFi AP on the device list and go to step 5.



If a new device is not detected, you have two options:

- Scan QR Code Tap Scan QR Code and go to step 4.
- Wi-Fi Settings Tap Wi-Fi Settings and connect to your Wi-Fi network. Then the app will run a search again.

JniFi AC	10: C
Wi-Fi network is Connect to your Wi-Fi net	
QR Code Setup	3
If you don't have any wirel easily install your first Unil code on its back side.	less network, you can Fi AP by scanning QR
SCAN QR	CODE

4. Scan the QR code on the back of the UniFi AP, or tap **You can enter your ID manually** to type the case-sensitive MAC address.



Note: For Android, the mobile device automatically connects to the helper SSID. For iOS, manually copy and paste the helper SSID and password.



Ubiquiti Networks, Inc.

Appendix C: Mobile Apps

Settings		
Username	ubrit	
Password		
Country code	United States	1

6. On the *Config* screen, you can change *UBNT* (the default device name) to a descriptive name.

Configure the following settings for each radio:

- Channel
 - Select a channel number or keep the default, Auto.
 - Select the appropriate channel width.
- **TX Power** The default is *Auto*. Select **High**, **Medium**, or **Low**.
- Name/SSID Enter the name of the wireless network.
- Enabled Enable or disable wireless functionality.
- Security Select the security method you want to use.

7.6

• Security Key Enter the passphrase.

Tap **Apply Settings**.

Config

7. Tap Continue.



- 8. Scroll down the *Config* screen to access the following:
 - Firmware Upgrade Install the latest firmware on the UniFi AP. (Not available if the latest firmware is already installed.)
 - Forget This AP Remove the UniFi AP from management by the UniFi EasySetup App and reset it to factory default settings. All configurations and history associated with this UniFi AP will be deleted.
 - Restart Power cycle the UniFi AP.
 - Locate Flash the LED indicator on the UniFi AP.

÷	Config
	ATT OF OLD THROUGH
FIRM	WARE UPGRADE
You	have latest version installed.
OR	GET THIS AP
may	su no longer wish to manage this AP you remove it. Note that all configurations and ory with respect to this access point will be ed out.
	FORGET
	RESTART LOCATE

9. Return to the *UniFi AC* screen. Tap the *overflow* **I** icon in the upper-right corner, and then tap **Settings**. (The *Scan QR code* option adds another UniFi AP.)

UniFi AC	Settings	
\bigcirc	UBN Scan QR code 192 168 129 UAP-AC-EDU	,

UniFi Controller User Guide

10. The Settings screen offers the following options:

- Secure Shell (SSH) Login Username Change the username of the device login.
- SSH Login Password Change the password of the device login.
- **Country Code** Change the country selection.
- Single Sign-On (SSO) Username Change the username of the SSO account.
- **SSO Password** Change the password of the SSO account.
- Automatic Configuration Backup Enable or disable automatic backup of the current configuration.
- Back Up Now Back up the current configuration.
- **Restore** Restore the previously saved configuration.

Secure Shell (SSH)		
Login Username		
Please provide your login us	emame	
Login Password		
Please provide your login pa	ssword	
Wireless		
Country Code		
Select your country		
Single Sign On (SSO)		
Username		
Password		
Automatic Configuration	Backup	
Last backup: Never		
BACKUP NOW	RESTOR	Æ

Scroll down further to view the UniFi Controller settings:

- **Controller mode** Enable or disable use of the UniFi EasySetup App with a UniFi Controller.
- Address Enter the IP address of the UniFi Controller.
- Port Enter the port number of the UniFi Controller.
- Note: The *Controller* settings are not available in the iOS version; however, they will be available in a future upgrade.

Country Code	U V.	23:31
Select your country		
Single Sign On (SSO)		
Username		
Password		
Automatic Configuration	Backup	
BACKUP NOW	RESTO	RE
UniFi Controller		
Controller mode If enabled app will work with	a controller	(\mathbf{p})
Address		
Enter controller IP address		
Port		

The UniFi EasySetup App configures basic features accessed via a mobile device. Advanced features require the UniFi Controller software.

UniFi EDU App

Use the UniFi EDU app to broadcast announcements from the UAP-AC-EDU.

Requirements

- UniFi Controller software v4.8.7 or higher
- A compatible Android or iOS device located on the same Layer-2 network as the UniFi Controller and UniFi APs

The following instructions describe the Android version of the app; however, the iOS version is similar.

1. Download the UniFi EDU app from the App Store (iOS) or Google Play (Android).



- 2. Launch the app.
- 3. Tap Discover Controller.



Note: Tap **Advanced** to manually enter the IP address instead. Then tap **Connect** and go to step 5.



4. Tap the UniFi Controller you want to use.





6. Tap the site of your UniFi AP AC EDU devices.



7. After the app checks the status of the speakers, select the ones you want to use, and tap **Broadcast**.



Note: Use the slider control to adjust the volume for each speaker.

Ŷ	All PAs	
0	Main Office	-
0	Library	••
0	Science Lab	
0	Classroom 101	- 1() C

8. After the speakers initialize, begin the announcement. Tap **Stop Broadcasting** to end the announcement.

U	All PAs		C
0	Main Office	+()	2
0	Library		2
۲	Science Lab	()	
0	Classroom 101	-()	2

The speakers will automatically shut down when you stop broadcasting.

Appendix D: Controller Scenarios

Overview

Ë

The UniFi Controller is a software program that sets up, manages, and monitors UniFi devices, which do not have individual configuration interfaces (except for the UniFi Cloud Key); instead, you use the UniFi Controller as a network management system to configure settings.

For very small installation that don't require a guest portal or advanced features, you can set up UniFi APs in stand-alone mode. Refer to <u>"UniFi EasySetup App" on</u> <u>page 115</u> for details.

Hosting Controller Software

The UniFi Controller can be hosted on any of the following:

- a local UniFi Cloud Key (a low-power dedicated network device)
- a local server running Linux, Mac OS X, or Microsoft Windows 7/8/10
- a remote server running Linux, Mac OS X, or Microsoft Windows 7/8/10

Note: The remote controller option requires Layer-3 adoption and management.

Only one instance of the UniFi Controller is required. For example, use either the UniFi Cloud Key or a local server, not both. A UniFi Cloud Key can be used as a remote controller. For example, if you have a campus-wide UniFi network and each building has its own router, then Layer-3 adoption is required.

Deployment Options

There are different scenarios for the deployment of the UniFi Controller. This chapter describes three examples of typical deployments:

- Local (see below)
- <u>"Layer-3 Deployment" on page 120</u>
- <u>"Hybrid Deployment" on page 121</u>

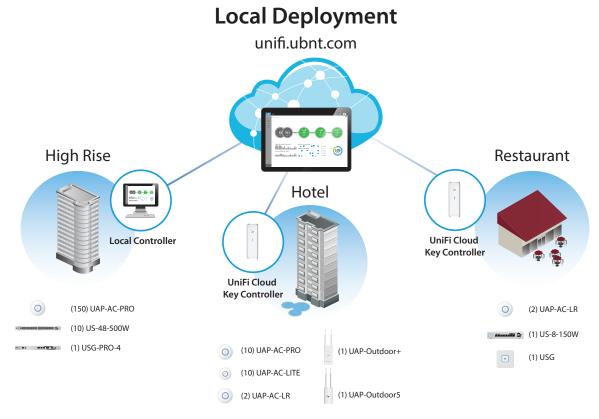
Local Deployment

The application diagram below shows an example of a deployment using local controllers. Each site has a local instance of the UniFi Controller:

- **High rise** The UniFi Controller is running on a computer.
- Hotel The UniFi Controller is running on a UniFi Cloud Key.
- **Restaurant** The UniFi Controller is running on a UniFi Cloud Key.

Remote Access

Cloud access is enabled on the UniFi Controllers, so you can use **unifi.ubnt.com** to remotely monitor and access multiple controllers. Each controller, in turn, can manage multiple sites.



Layer-3 Deployment

The application diagram below shows an example of a deployment using a remote controller.

The UniFi Controller is running in the cloud or your NOC (Network Operating Center).

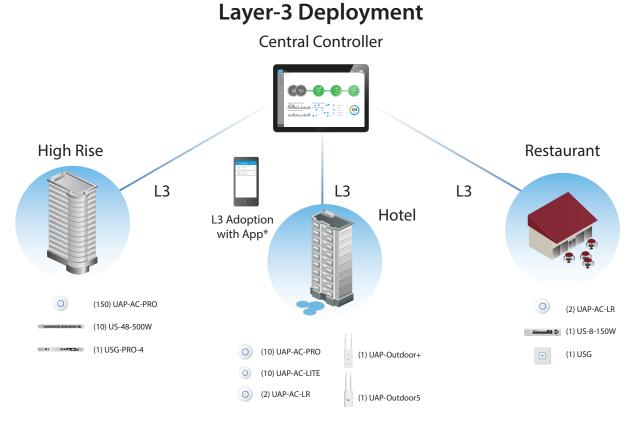
- **High rise** The UniFi Controller is off-site. Use Layer-3 adoption to manage this site.
- Hotel The UniFi Controller is off-site. Use Layer-3 adoption to manage this site.
- **Restaurant** The UniFi Controller is off-site. Use Layer-3 adoption to manage this site.

There are multiple methods to carry out Layer-3 adoption.

Here is an overview of a typical example:

- 1. Create a remote controller.
- 2. At the customer site, open a browser to the remote controller.
- 3. Use one of the following methods to configure all local APs so they inform back to the UniFi Controller:
 - <u>"UniFi EasySetup App" on page 122</u>
 - <u>"DNS" on page 123</u>
 - <u>"DHCP Option 43" on page 123</u>
 - <u>"SSH" on page 124</u>

For details about Layer-3 adoption, go to <u>"Layer-3</u> <u>Adoption" on page 122</u>.



* Refer to "Layer-3 Adoption" on page 122 for other methods that can be used.

Hybrid Deployment

The application diagram below shows an example of a deployment using local and remote controllers.

Your sites use a mixture of controller types. Some sites have local instances of the UniFi Controller, while other sites have a remote UniFi Controller.

• Sites 1, 2, and 3 The UniFi Controller is off-site. Use Layer-3 adoption to manage these sites.



Note: For details about Layer-3 adoption, go to "Layer-3 Adoption" on page 122.

- Hotel The UniFi Controller is running on a UniFi Cloud Key.
- **Restaurant** The UniFi Controller is running on a UniFi Cloud Key.

Remote Access

Cloud access is enabled on the UniFi Controllers, so you can use **unifi.ubnt.com** to remotely monitor and access multiple controllers. Each controller, in turn, can manage multiple sites.

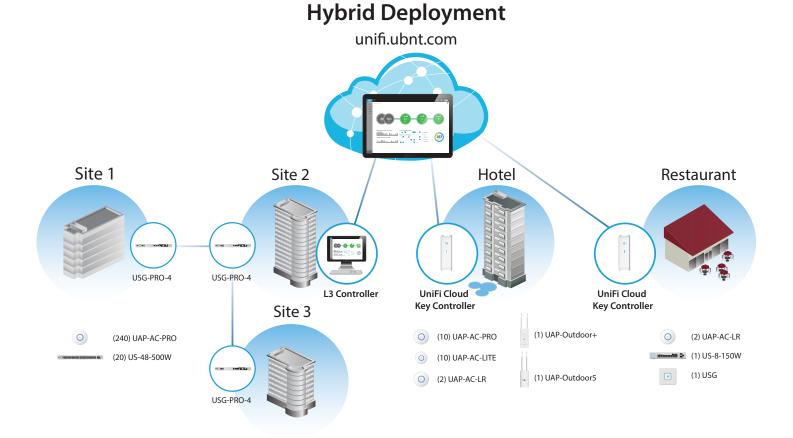
For example, in the application diagram below, you can use **<u>unifi.ubnt.com</u>** to access three controllers:

- remote controller
- UniFi Cloud Key controller for the hotel
- UniFi Cloud Key controller for the restaurant

In turn, the remote controller manages three sites:

- Site 1
- Site 2
- Site 3





Layer-3 Adoption

Here is an overview of a typical example:

- 1. Create your controller.
- 2. At the customer site, open a browser to the UniFi Controller.
- 3. Every UniFi AP has a default inform URL: http://unifi:8080/inform

Use one of the following methods to configure all local APs so they inform back to the UniFi Controller:

- UniFi EasySetup App (see below)
- UniFi Discovery Utility (see the next column)
- <u>"DNS" on page 123</u>
- <u>"DHCP Option 43" on page 123</u>
- <u>"SSH" on page 124</u>

UniFi EasySetup App

1. Launch the UniFi EasySetup App from your mobile device.



2. Tap **Settings**. If *Settings* is not displayed, then tap the *overflow* **B** icon in the upper-right corner, and then tap **Settings**.



- 3. Scroll down the *Setting* screen to view the *UniFi Controller* settings:
 - **Controller mode** Enable use of the UniFi EasySetup App with a UniFi Controller.
 - Address Enter the IP address of the UniFi Controller.
 - Port Enter the port number of the UniFi Controller.



For more information about the UniFi EasySetup App, refer to <u>"UniFi EasySetup App" on page 115</u>.

UniFi Discovery Utility

The UniFi Discovery Utility listens to the multicast and broadcast packets from UniFi APs and allows you to tell the UniFi AP to inform any URL you want. (Only APs in the default state or not in contact with any controller will be displayed).

The UniFi Discovery Utility is installed alongside your UniFi Controller. Follow the instructions for the operating system you are using:

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.

Volgohi Unifi
 Volgohi

For other versions, including Windows 8, go to the *Start* menu and double-click the *UniFi-Discover* icon.



Linux Users Run the following command:

java -jar <unifi_base>/lib/ace.jar discover

To perform Layer-3 adoption with the UniFi Discovery Utility:

1. Wait for the UniFi AP to be displayed.

MAC Address IP Address Model Version Status d618.d6.00.54.94 (Boothop) 10.0.0.116 (Bhcp) Unit? AP-Dutdoore 3.2.7.2116 Managed/Adopted Iocate manage ress d618.d6.00.55.94 (UNIT) 10.0.0.104 (Bhcp) Unit? AP-Dutdoore 3.2.7.2116 Managed/Adopted locate manage ress d6.91 db.05.55 (M UNIT) 10.0.0.149 (Bhcp) Unit? AP-Pro 3.2.5.2791 Managed/Adopted locate manage ress db.91 db.12.10 / 25.46 (KLAB) 10.0.0.149 (Bhcp) Unit? AP-Pro 3.2.5.2791 Managed/Adopted locate manage ress db.91 db.12.82 / 25.MainAPPRO) 10.0.0.149 (Bhcp) Unit? AP-Pro 3.2.5.2791 Managed/Adopted locate manage ress	Discovering UniFi devices							
d6 18 d6 00-54:54 (Boohtsp) 10.0.0.136 (Bhcg) Unit? AP-Durdocer+ 3.2.7.2816 Managed/Adopted Incam manage manage <th< th=""><th>uscovering Unit'l devices</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></th<>	uscovering Unit'l devices							
db/f/db/s15/s74_UBVT 10.0.0.240 slhcp; Umir/ AP-Proj 12.5.2791 Managed/Adapted Heritie manage manage <th>MAC Address</th> <th>IP Address</th> <th>Model</th> <th>Version</th> <th colspan="4">Status</th>	MAC Address	IP Address	Model	Version	Status			
db a4 3c 10 72-56 (ACLAB) 10.0.0.149 (dhcp) Uniti AP-AC 3.2.5.2791 Managed/Adopted locate manage ress db 9f db 1a be 22 (MainAPRO) 10.0.0.148 (dhcp) Uniti AP-Pro 3.2.5.2791 Managed/Adopted locate manage ress	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/1a/be/22 (MainAPPRO) 10.0.0.148 (dhcp) UniFi AP-Pro 3.2.5.2791 Managed/Adopted locate manage resi	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 b0.55.96 (UBNT) 10.0.0.132 (dhcp) UniFi AP-Pro 3.2.5.2791 Managed/Adopted locate manage res	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
	db.9f.db.b0:55.96 (UBNT)	10.0.0.132 (dhcp)	UniFi AP-Pro	3.2.5.2791	Managed/Adopted	locate	manage	- 16

2. If the UniFi AP is not in the factory default state, then click **reset**. Enter the SSH username and password, and then click **Apply**.

Status:	Managed/Adopted
	This device is managed by other controller. You need to provide the username/password in order to perform any actions against this device.
Model:	UniFi AP-Pro (3.2.5.2791)
IP Address:	10.0.0.104 (dhcp)
MAC Address:	55:9f:db:b0:55:9f (UBNT)
Actions:	Restore to factory default \$
Username:	ubnt
Password:	ubnt

3. Click manage.

4. Change the inform URL. The SSH username and password should be *ubnt/ubnt*. Click **Apply**.

0 0	10.0.2.104 - Apply
Device Information	
Status:	Managed/Adopted
	This device is managed by other controller. You need to provide the username/password in order to perform any actions against this device.
Model:	UniFi AP-Pro (3.2.5.2791)
IP Address:	10.0.104 (dhcp)
MAC Address:	55:9f:db:b0:55:9f (UBNT)
Actions:	Set Inform ‡
Set Inform URL:	http://unifi:8080/inform
Username:	ubnt
osemanie.	USIK
Password:	ubnt

- 5. Open a browser to the remote UniFi Controller. The UniFi AP should be displayed as *Pending Approval*.
- 6. Click **approve**. The UniFi AP will change to an *Adopting* state. Eventually it will change to an *Adoption Failed* or *Disconnected* state.
- 7. Perform step 3 again.

The UniFi AP is now managed by the UniFi Controller. Once adopted, the UniFi Controller will upgrade these APs automatically.

For more information about the UniFi Discovery Utility, refer to <u>"UniFi Discovery Utility" on page 111</u>.

DNS

You have a couple of options:

DNS resolution Configure your DNS server to resolve *unifi* to the IP address of the UniFi Controller.

Ensure that the UniFi AP can resolve the domain name of the UniFi Controller. For example, if you have configured *http://<XYZ>:8080/inform*, then ping the UniFi Controller from the UniFi AP to determine if *<XYZ>* can be resolved or reached.

FQDN Use FQDN for the inform URL of the UniFi Controller: *http://FQDN:8080/inform*

If the UniFi AP (using a static IP address) fails to connect to the remote UniFi Controller, then ensure that you have properly configured the IP address of the DNS server when you changed the UniFi AP from DHCP to static in the UniFi Controller UI. If not properly configured, then the UniFi AP cannot contact the DNS server to resolve the domain name of the UniFi Controller.

If the UniFi AP has been reset to its factory defaults, then ensure that you have informed the UniFi AP twice (using the UniFi Discovery Utility) about the location of the UniFi Controller.

DHCP Option 43

Instructions vary depending on the router you are using.

EdgeMAX If you are using a Ubiquiti[®] EdgeMAX[®] or EdgePoint[™] router, then follow these instructions:

- 1. Access the user interface of the EdgeMAX router.
- 2. Click the **Services** tab.
- Go to Actions > View Details for the appropriate DHCP server.



Appendix D: Controller Scenarios

4. In the *UniFi Controller* field, enter the IP address of the UniFi Controller. Then click **Save**.

		Unifi Controller:	0.2.200	Status: Enabled	
	ternal 1.0.2.0/24	DNS 1 DNS 2	10.0.2.1		
	0.0.2.100	Domain	-		
	10.0.2.200	Lease Time	85400		seconds
	10.0.2.1	Enable	ø		Transition
Jnifi Controller					

The DHCP server will return the IP address of the UniFi Controller to its DHCP clients, so if a client is a UniFi AP, it will know how to contact the UniFi Controller.

Linux ISC DHCP Server Configure the dhcpd.conf file:

```
# ...
option space ubnt;
option ubnt.unifi-address code 1 = ip-address;
class "ubnt" {
  match if substring (option vendor-class-identifier,
   0, 4) = "ubnt";
  option vendor-class-identifier "ubnt";
   vendor-option-space ubnt;
}
subnet 10.10.10.0 netmask 255.255.255.0 {
   range 10.10.10.100 10.10.10.160;
  option ubnt.unifi-address 201.10.7.31; ### UniFi
  Controller IP ###
   option routers 10.10.10.2;
   option broadcast-address 10.10.10.255;
  option domain-name-servers 168.95.1.1, 8.8.8.8;
   # ...
}
```

Note: You can also use the IP address of the UniFi Controller instead of the domain name in the inform URL.

Instructions for other DHCP servers are available at: http://ubnt.link/UniFi-Layer3-Adoption

SSH

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If you can SSH into the UniFi AP, then you can perform the layer-3 adoption via CLI command:

- Use the UniFi Discovery Utility to ensure that the UniFi AP is running the same firmware as the UniFi Controller. If it is not, then follow the instructions at: <u>http://ubnt.link/UniFi-SSH-Firmware-Upgrade</u>
- 2. Use the UniFi Discovery Utility to ensure that the UniFi AP is in the factory default state. If it is not, then SSH into the UniFi AP and run: syswrapper.sh restore-default
- 3. SSH into the UniFi AP and enter: mca-cli set-inform http://<ip-of-controller>:8080/inform

Appendix E: Contact Information

Ubiquiti Networks Support

Ubiquiti Support Engineers are located around the world and are dedicated to helping customers resolve software, hardware compatibility, or field issues as quickly as possible. We strive to respond to support inquiries within a 24-hour period.

Ubiquiti Networks, Inc. 2580 Orchard Parkway San Jose, CA 95131 www.ubnt.com

Online Resources

Support: <u>ubnt.link/UniFi-Support</u> Community: <u>community.ubnt.com/unifi</u> Downloads: <u>downloads.ubnt.com/unifi</u>



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