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Chapter 1: System Setup

The UniFi® Controller is a wireless network management software solution from Ubiquiti Networks™. It allows you to manage multiple wireless networks using a web browser. This User Guide is for use with version 3.2 or above of the UniFi Controller software and all of the UniFi Enterprise WiFi System Access Point models, which this User Guide will collectively refer to as UniFi AP. Additional information about the AP models is available on our website at http://documentation.ubnt.com/UniFi

Model 2.4 GHz 5 GHz
---
UAP/UAP-LR ✓ -
UAP-Outdoor/UAP-Outdoor+ ✓ -
UAP-Outdoor-5G - ✓
UAP-AC Outdoor ✓ ✓
UAP-PRO ✓ ✓
UAP-AC ✓ ✓

Additional information about the UniFi Controller is available on our website at http://community.ubnt.com/unifi

System Requirements

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

Network Topology Requirements

- A DHCP-enabled network (for the wired Access Point to obtain an IP address as well as for the wireless Access Points after the deployment)
- A management station computer running the UniFi Controller software, located either onsite and connected to the same Layer-2 network, or off-site in a cloud or NOC

The Sample Network Diagram above illustrates an example of a single UniFi network. The router is connected via Ethernet to a variety of UniFi AP models. There is a wireless uplink from a wireless UAP-PRO to a wired UAP-PRO.

Hardware Overview and Installation

The Quick Start Guide that accompanied your UniFi AP includes a hardware description and instructions for hardware installation.
Software Installation

The UniFi Controller software is installed just once when you initially create a UniFi network. UniFi APs can be added at any time through the controller interface but you do not need to go through the software installation process every time you add another UniFi AP.

Download the UniFi Controller software from the Ubiquiti Networks website.

1. Go to downloads.ubnt.com/UniFi.
2. Mac users should download UniFi.pkg, and Windows users should download UniFi-installer.exe.
3. Follow the instructions for your computer type.

Mac Users

1. Launch UniFi.pkg.
   
   Note: If UniFi.pkg is identified as coming from an unidentified developer, then do the following:
   1. Right-click UniFi.pkg and select Open.
   2. Click Open.
   3. Click Continue and follow the on-screen instructions to install the software.

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

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.

Proceed to “Configuring the UniFi Controller Software” on page 3.
Chapter 1: System Setup

UniFi® Controller User Guide

Ubiquiti Networks, Inc.

For most versions of Windows, the UniFi Controller software can also be launched from Start > All Programs.

For Windows 8, the UniFi Controller software can also be launched from the Start menu.

Configuring the UniFi Controller Software

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

2. Select your language and country. Alternatively, you can click restore from a previous backup to use a file that contains your backup settings. Click Next.

3. Enter the wireless network name or SSID in the Secure SSID field.

4. Enter a passphrase to be used for your primary network in the Security Key field.

5. To enable guest access, select Enable Guest Access, and enter a guest network name in the Guest SSID field.

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

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

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

Proceed to the next chapter for information on using the UniFi Controller software.
Chapter 2: Using the UniFi Controller Software

The UniFi Controller software has a browser-based interface for easy configuration and management. To access the interface, perform the following steps:

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

Interface Tabs

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

- “Map Tab” on page 15
- “Statistics Tab” on page 20
- “Access Points Tab” on page 22
- “Users Tab” on page 25
- “Guests Tab” on page 27
- “Insight Tab” on page 29

Common Interface Options

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

Welcome

At the top left of the screen, click Welcome to display the Change Password and Logout options:

Change Password  To change the login name and/or password, click this option. The Change Password screen will appear:

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

Logout  To manually log out of the UniFi Configuration Interface, click this option.
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.

Site To create a new site, click the ▼ arrow to display the drop-down menu. Click Add Site, and the Add Site screen will appear:

- ID Enter a unique name to permanently identify the site. It will be used in the URL, and if you customize the portal, it will be used to identify the site folder.
- Name Enter a name that describes the site. It will be used in the Site drop-down menu.
- Save Click Save to save changes.
- Cancel Click Cancel to discard changes.

APs
- active Click the ▼ arrow to display a list of Access Points that are online.
- inactive Click the ▼ arrow to display a list of Access Points that were previously online but are no longer accessible.
- pending Click the ▼ arrow to display a list of Access Points that are not yet managed but are available.

Stations
- users Displays the total number of users.
- guests Displays the total number of guests.

Refresh
Click the Refresh icon to update the on-screen information. Select the refresh interval: Manually, Every 5 seconds, Every 15 seconds, Every 30 seconds, Every minute, Every 2 minutes (default), or Every 5 minutes.

At the bottom of the screen, there are four tabs:
- Recent Events (see the next column)
- Alerts (see the next column)
- “Settings” on page 7
- “Admin” on page 14

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

Event Slider Move the slider right and left to navigate between pages of events.

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

You can apply one of the following filters:
- Admin Only display recent events for the administrator.
- AP Only display recent events for the AP.
- All Display all of the recent events.

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.

Clicking an Event Device Link
The messages have clickable links [blue text in gray brackets] for AP (see “Access Point Details” on page 32). User, and Guest (see “User/Guest Details” on page 43). Details vary based on the selection.

Alerts
When there is an alert, a red circle ○ will flash on the Alerts tab. The Alerts tab displays a list of important events, along with the corresponding date, time, and message.

Alert Slider Move the slider right and left to navigate between pages of alerts.

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

You can apply one of the following filters:
- Unarchived Only display alert messages that have not been archived.
- All Display all of the alert messages.

Archive All Archive all of the alert messages.

Adopt Adopt an Access Point that is waiting for adoption.

Archive Archive the selected alert message.
Clicking an Alert Device Link
The messages have clickable links [blue text in gray brackets] for AP (see “Access Point Details” on page 32), User, and Guest (see “User/Guest Details” on page 43). Details vary based on the selection.

Settings
The Settings tab displays a list of available sub-tabs:

- **Site** Site-related settings.
- **Wireless Networks** Wireless networks and group setup, including Zero Handoff Roaming.
- **Guest Control** Guest portal and policies.
- **User Groups** User group settings.
- **Controller** Identity, discovery, and email server settings.
- **Site Admins** Admin accounts and privileges.

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

#### Site Configurations
- **Site Name** Change the name of the site.
- **Country** Select your country from the drop-down menu.
- **Automatic Upgrade** When enabled, this option will automatically upgrade your firmware when an update is available.

**LED** When enabled, the LED on the Access Point will light up. When disabled, the LED will turn off.

**Uplink Connectivity Monitor** It monitors the uplinks of the managed Access Points, 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.

- **Use default gateway** Enabled by default. All managed Access Points will use the gateway of the Access Point that is providing IP information, either by DHCP or Static designation.
- **Use custom IP** Select Use custom IP to specify an IP address; all managed Access Points will use the IP address you enter in the Uplink IP address field.

**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. Enter the IP address and port of the syslog server.

**Device Password** The Device Password protects SSH access to the UniFi APs. It is randomly generated when you create a site. All devices in the same site share the same SSH username and password. You can also make changes:
- **Username** Enter the new username.
- **Password** Enter the new password.

**Apply** Click Apply to save changes.
**Settings > Wireless Networks**

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

**WLAN Group** The Default WLAN group is automatically created. To create a new WLAN group, click the button. The Add WLAN Group screen will appear.

- **Name** Enter a descriptive name for the WLAN group.
- **Roaming** To enable Zero Handoff Roaming, select the checkbox.

**Note:** The UniFi AP-AC does not support Zero Handoff Roaming for the initial release, but it will with a future firmware upgrade.

When you enable this option, multiple 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.
- **Create** Click Create to save changes.
- **Cancel** Click Cancel to discard changes.

For each WLAN group, you have two tabs:
- **WLANs** (see below)
- **“Options” on page 9**

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

**WLANs**
- **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** Make changes to the wireless network settings. Go to the Create or Edit a Wireless Network section below.
- **Delete** Delete the wireless network.

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

**Create or Edit a Wireless Network**

- **Name/SSID** Enter or edit the wireless network name or SSID.
- **Enabled** Select the checkbox to enable the wireless network.
- **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 Options](image)

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

<table>
<thead>
<tr>
<th>Type</th>
<th>Hex</th>
</tr>
</thead>
<tbody>
<tr>
<td>64-bit</td>
<td>10 Hexadecimal Characters</td>
</tr>
<tr>
<td></td>
<td>(0-9, A-F, or a-f)</td>
</tr>
<tr>
<td></td>
<td>Example: 00112233AA</td>
</tr>
<tr>
<td></td>
<td>Note: You can use 5 printable characters, which will be translated to the corresponding HEX code.</td>
</tr>
<tr>
<td>128-bit</td>
<td>26 Hexadecimal Characters</td>
</tr>
<tr>
<td></td>
<td>(0-9, A-F, or a-f)</td>
</tr>
<tr>
<td></td>
<td>Example: 001122334455667899AAABBC</td>
</tr>
<tr>
<td></td>
<td>Note: You can use 13 printable characters, which will be translated to the corresponding HEX code.</td>
</tr>
</tbody>
</table>

- **Key Index**  Specify which Index of the WEP Key to use. Four different WEP keys can be configured at the same time, but only one is used. Select the effective key: 1, 2, 3, or 4.

- **WPA-Personal**  WPA or Wi-Fi Protected Access was developed as an encryption method stronger than WEP. WPA-Personal requires a passphrase to connect to the wireless network.

- **Security Key**  Enter the passphrase that users will use to connect to the wireless network.

- **WPA-Enterprise**  WPA Enterprise uses a RADIUS server to authenticate users on the wireless network.

- **IP Address**  Specify the IP address of the RADIUS server.
- **Port**  Enter the port number. The default is 1812.
- **Password**  Enter the password used to authenticate on the RADIUS server.
- **Guest Policy**  Select this option to enable guest access policies on this wireless network.

### Advanced

- **VLAN**  To use a VLAN, select Use VLAN ID and enter the port number.
- **Hide SSID**  Select this option if you don’t want the wireless network name or SSID to be broadcast.
- **WPA**  Select the appropriate WPA and encryption methods:
  - **WPA Mode**  Select Both, WPA1 Only, or WPA2 Only.
  - **Encryption**  Select Auto, TKIP Only, or AES/CCMP Only.
- **User Group**  Assign wireless users to a specific user group. For more information about user groups, see “Settings > User Groups” on page 13.

Click **Create** to create a new wireless network, or click **Apply** to save changes. Click **Cancel** to discard changes.

### Options

Options vary depending on whether or not your WLAN group uses Zero Handoff Roaming.

- **Note:** The UniFi AP-AC does not support Zero Handoff Roaming for the initial release, but it will with a future firmware upgrade.

### No Zero Handoff

- **Name**  You can change the name of your WLAN group.
- **Load Balancing**  Select this option to balance the number of clients you specify per radio.

*Note:* The UniFi AP-AC does not support Load Balancing for the initial release, but it will with a future firmware upgrade.

- **Legacy Support**  By default, legacy devices, such as 802.11b devices, are excluded. Select this option if you want to support legacy devices.
- **Apply**  Click **Apply** to save changes.

### Zero Handoff

- **Name**  You can change the name of your WLAN group.
- **Radio**  Select the appropriate radio, 2G or 5G.
- **Channel**  Select the channel that all of the APs will use for Zero Handoff Roaming.
- **Apply**  Click **Apply** to save changes.
Chapter 2: Using the UniFi Controller Software

Settings > Guest Control

The Guest Control screen displays the following sections:

- Guest Policies (see below)
- “Hotspot” on page 11 (for Hotspot authentication)
- “Access Control” on page 12

Guest Policies

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

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

- No Authentication (see below)
- Simple Password (see the next column)
- “Authentication > Hotspot” on page 11
- “Authentication > External Portal Server” on page 12

**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 Guest Policy under Settings > Wireless Networks > wireless_network_name > Edit > Wireless Configurations in order to enforce selection of the Terms of Use by the guest. See “Guest Policy” on page 9 for more information.

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

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

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

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

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

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

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

**Portal Customization** Select this option to have customized portal pages appear in place of the default login pages. See “Portal Customization” on page 48 for details on setting up custom portal pages.

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

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

**Authentication > Simple Password**

Select this option if guests are required to enter a simple password and accept the Terms of Use. When you select Simple Password, you must select Guest Policy under Settings > Wireless Networks > wireless_network_name > Edit > Wireless Configurations in order to enforce password entry and selection of the Terms of Use by the guest. See “Guest Policy” on page 9 for more information.

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

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

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

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

**Portal Customization** Select this option to have customized portal pages appear in place of the default login pages. See “Portal Customization” on page 48 for details on setting up custom portal pages.
Portal URL Hostname  Enter 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.

Portal URL Hostname

Enter a hostname for the portal URL in place of the default IP address. Paired with an SSL certificate, this ensures that site certificates are displayed as trusted in the guest browser. Example: www.ubnt.com

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

Authentication > Hotspot

Select this option to enable Hotspot functionality, including the ability to customize portal login pages and bill customers using major credit cards or other supported methods. You must also select Guest Policy under Settings > Wireless Networks > wireless_network_name > Edit > Wireless Configurations in order to enforce voucher entry, payment, and selection of the Terms of Use by the guest. See “Guest Policy” on page 9 for more information.

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

• Redirect to the original URL  After accepting the Terms of Use, guests are directed to the URL they requested.

• Promotional URL  After accepting the Terms of Use, guests are redirected to the URL that you specify. Ensure that the URL begins with http:// (example: http://www.ubnt.com).

Portal Customization  Select this option to have customized portal pages appear in place of the default login pages. See “Portal Customization” on page 48 for details on setting up custom portal pages.

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

Hotspot

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

Select the Voucher or Payment method of authorization:

• Voucher  Use Hotspot Manager to create vouchers (including distributable code, duration values, and use restrictions). See “Hotspot Manager” on page 45.

• 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™ (US, Canada, UK)  Use your PayPal Website Payments Pro account. To manage payments and transactions, use Hotspot Manager and see “Hotspot Manager” on page 45.

  Enter the PayPal account details:

  • Username  Enter the corresponding Username.

  • Password  Enter the corresponding Password.

  • Signature  Enter the corresponding Signature for the PayPal account that will receive payments.

  • Use Paypal Sandbox  For PayPal testing purposes, select this option. Then click Apply Sandbox Account to set up or access your PayPal Sandbox Test Environment.

  - Stripe (US, Canada)  Use your Stripe account. To manage payments and transactions, use Hotspot Manager and see “Hotspot Manager” on page 45.

  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.
Chapter 2: Using the UniFi Controller Software

- **Quickpay (Europe)** Use your Quickpay account. To manage payments and transactions, use Hotspot Manager and see “Hotspot Manager” on page 45.

  Enter the QuickPay account details:
  - **Merchant ID** Enter the ID for your account.
  - **MD5 Secret** Enter the MD5 secret key.

- **Authorize.Net (US, Canada)** Use your Authorize.Net account. To manage payments and transactions, use Hotspot Manager and see “Hotspot Manager” on page 45.

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

- **Merchant Warrior (Australia, New Zealand)** Use your Merchant Warrior account. To manage payments and transactions, use Hotspot Manager and see “Hotspot Manager” on page 45.

  Enter the Merchant Warrior account details:
  - **Merchant UUID** Enter the ID for your 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 Account** to set up or access your Merchant Warrior test account.

- **Hotspot Operator** Click **Go to Hotspot Manager** to manage Wireless Guests, Payments/Transactions, Vouchers, and Operator Accounts. See “Hotspot Manager” on page 45.

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

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

Authentication > External Portal Server
Select this option if you are using an external server to host a custom guest portal.

**Custom Portal** Enter the IP address in the **IP Address** field using the following format: 192.168.0.0.

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

**Access Control**

- **Restricted Subnets** Enter any subnets that you don’t want guests to be able to access.
- **Allowed Subnets** Enter any subnets that you want guests to be able to access.

**Apply** Click **Apply** to save changes.
Settings > User Groups
Configure user groups on this screen. The default user group is named Default and has no bandwidth limits.

User Group Settings

Name  Displays the name of the user group.
Bandwidth Limit  Displays the upload and download limits.
Actions  Click a button to perform the desired action:
• Edit  Make changes to the user group settings. Go to the Create or Edit a User Group section below.
• Delete  Delete the user group. (The Default user group cannot be deleted.)
Create  Create a new user group. Go to the Create or Edit a User Group section below.

Create or Edit a User Group

- Name  Enter or edit the name of the user group.
- Bandwidth Limit (Download)  Select to limit the download bandwidth. Enter the maximum in Kbps.
- Bandwidth Limit (Upload)  Select to limit the upload bandwidth. Enter the maximum in Kbps.
- Create  Click Create to create a new user group.
- Apply  Click Apply to save changes.
- Cancel  Click Cancel to discard changes.

See “Configuration” on page 44 for information on how to assign a user or guest to a user group.

Settings > Controller
Configure the system settings of the UniFi Controller.

UniFi Controller

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

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

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

Mail Server
When enabled, UniFi will send email alerts triggered by Pending Access Points and Disconnected Access Points. Specify the administrator email address when you create an account under Settings > Site Admins.

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 Auth.  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.
Chapter 2: Using the UniFi Controller Software

Settings > Site Admins

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

The superadmin account is created during the Setup Wizard and has global admin (read/write) access; this superadmin account cannot be revoked or re-invited. The list of administrator accounts also includes the operator accounts created in Hotspot Manager; see “Operator Accounts” on page 47.

Name  Displays the name of the administrator.
Email  Displays the email address of the administrator.
Role  Displays the permissions level: admin (read/write access), read-only, or hotspot (operator read-only access).
Actions  Click a button to perform the desired action:
- Revoke  Remove the selected account.
- Re-invite  (Not applicable to superadmin or operator accounts.) Send another email invitation.
Invite  Click to add a new site administrator.

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

Server Information
Version  Displays the software version. If there is an update, UniFi will automatically download it and display it.

Backup
Historical Data Retention  Select the time duration of the backup: 1 week, 1 month, 2 months, 3 months, 6 months, 1 year, or Everything. The default is 1 week.
Download  Click Download Backup Settings to download a file that contains all of your settings so you can restore them later if you choose.

Restore
Choose File  Select this option to restore settings from a backup file that you’ve already downloaded.

Support Info
Debug Log  You can customize the support information that is collected:
- device  Select the level of severity required to trigger device log entries. The default is Normal.
- mgmt  Select the level of severity required to trigger management log entries. The default is Normal.
- system  Select the level of severity required to trigger system log entries. The default is Normal.
- apply  Click apply to save changes.
Download  Select this option to download a file to your computer with information about your configuration. You can email this file to our support team.
Chapter 3: Map Tab

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 wireless 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 by performing the following steps:

1. Click Configure Maps.
2. Click **Add a Map**.

3. Enter a map name in the **Description** field and click **Upload my own**. Click the **Browse** button to locate the file to use as a map (valid file formats are .jpg, .gif, and .png). Click **Continue**.

4. Click **Close**.

---

**Adding a Google Map**

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

1. Click **Configure Maps**.

2. Click **Add a Map**.

3. Enter a map name in the **Description** field and click **Use Google Maps**. Click **Continue**.

---
4. The default view is Map, which looks like a street map. Use the tools on the left to navigate the map or zoom in/out.

In the Search field, you can enter an address or the latitude and longitude of a specific location. Then press the return or enter key.

You can also click Satellite for a satellite view, as seen from above.

Click Take Snapshot to capture a screenshot.

5. Click Close.

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

Placing Access Points on the Map

Drag the Access Point icon(s) from the Unplaced APs list on the left to the appropriate location(s) on the map.

The Access Point will appear in the area that you placed it.
Wired/Wireless Access Point  Each icon indicates the location of the Access Point on the map. Click and hold this icon to drag the Access Point to another location on the map. Click an Access Point icon to reveal additional options. Click a blank area of the map to hide the icons.

Note: Not all icons are shown here.

Lock  Lock the selected Access Point to the current location on the map.

Details  Display the Details screen so you can view and edit the Access Point configuration. You can also view the lists of connected users and guests. For more information, go to “Access Point Details” on page 32.

Show:  Click any of the following options to display Access Point labels, details, wireless coverage, and topology on the map.

- Labels  Displays the name applied to the Access Point. Refer to Alias under “Configuration” on page 36 to change a name applied to an Access Point. If no custom label is applied, the Access Point’s MAC address will be displayed.

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

- Coverage  Displays a visual representation of the wireless range covered by the Access Point.

Remove  Remove the Access Point from its location on the map.
Topology Displays a visual representation of the network configuration and connections between Access Points. Any device that is wirelessly connected will have a wireless icon next to it. A path of arrows will indicate the wireless Access Point and its uplink to a wired Access Point.

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

Configure Maps Use this option 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. Once you’re happy with the line, click Next.
3. Enter the distance that the line represents in the Distance: field. The distance is specified in meters by default but you can switch to feet using the drop-down menu on the right. Click Next.

The legend at the bottom of the map shows the new scale of the map.
Chapter 4: Statistics Tab

The Statistics tab provides a visual representation of the network traffic connected to your managed APs. Charts representing the number of clients and network traffic. An hour-by-hour chart of the usage over the last 24 hours is also displayed on this screen.

Date At the top right of the screen, you can filter the statistics by date and time period. You can also change the duration interval by toggling between 24h (24 hours) and 30d (30 days).

Clients

# of Clients A visual pie chart represents the client distribution amongst the APs. Place the mouse cursor over the chart for percentage details.
Quick Look

Most Active AP
The details of the most active Access Point are displayed:

Name or MAC address  You can click this link to open the AP Details screen. See “Access Point Details” on page 32 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 User/Guest Details screen. See “User/Guest Details” on page 43 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 User/Guest Details screen. See “User/Guest Details” on page 43 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.

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 percentage details.

Traffic  A pie chart represents traffic on the most active Access Points. Place the mouse cursor over the chart for percentage details.

Recent Activities
The details of recent network activities are displayed.

Clear current stats  Reset the current statistics to start over.

# of Clients  A graph displays the number of clients connected during the selected time period. Place the mouse cursor over a point to display the exact number.

Traffic  A graph displays the network traffic during the selected time period. Place the mouse cursor over a point to display the specific amount of data.
Chapter 5: Access Points Tab

The Access Points tab displays a list of managed Access Points. Three sub-tabs 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 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.

These sub-tabs share common options:

- **Search** Enter the text you want to search for. Simply begin typing; there is no need to press Enter.
- **Page Size** Select how many results are displayed per page: 10, 20, 30, 40, 60, or 100.
- **Rolling upgrade** Click to begin automatically upgrading Access Points, one by one, except for wirelessly uplinked Access Points, which are intentionally excluded from upgrading.

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

**Overview**

- **Icon** Displays the icon of the Access Point is displayed (the icon will vary depending on the model).
- **Name/MAC Address** Displays the hostname, alias, or MAC address of the Access Point. You can click the name to get additional details on the Access Point.
- **IP Address** Displays the IP address of the Access Point.
Status  Displays the connection status.

- **Connected**  The Access Point is physically wired to the network.
- **Connected (wireless)**  The Access Point is wirelessly uplinked to a physically wired Access Point.
- **Disconnected**  The Access Point is unreachable by the UniFi Controller software. Disconnected Access Points will also appear under Access Points > Disconnected at the top of the interface.
- **Isolated**  A managed Access Point is unable to locate its uplink.
- **Managed by Other**  The Access Point is not in the default state but it is not controlled by the UniFi Controller.
- **Pending Approval**  The Access Point is in the default state and is available for adoption.

Num Clients  Displays the number of clients connected to the Access Point.

Download  Displays the total amount of data downloaded by the Access Point.

Upload  Displays the total amount of data uploaded by the Access Point.

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

Actions  Click a button to perform the desired action:

- **Restart**  Restart the selected Access Point.
- **Locate**  Locate the Access Point on the map. The button will flash green until the Locate button is clicked again. The LED on the Access Point will flash so that you can place it in the correct location on the map. The LED will flash until the Locate button is clicked again.
- **Adopt**  Adopt an Access Point that appears under Access Points > Pending at the top of the interface. The Status will appear as Adopting until the Access Point is connected.
- **Upgrade**  If a software upgrade is available for the Access Point, click Upgrade to install the latest UniFi firmware on the device. The Status will appear as Upgrading until the process is complete and the Access Points reconnects to the UniFi Controller software.

Icon  Displays the icon of the Access Point is displayed (the icon will vary depending on the model).

Name/MAC Address  Displays the hostname, alias, or MAC address of the Access Point. You can click the name to get additional details on the Access Point.

Model  Displays the model number of the Access Point.

Status  Displays the connection status.

- **Connected**  The Access Point is physically wired to the network.
- **Connected (wireless)**  The Access Point is wirelessly uplinked to a physically wired Access Point.
- **Disconnected**  The Access Point is unreachable by the UniFi Controller software. Disconnected Access Points will also appear under Access Points > Disconnected at the top of the interface.
- **Isolated**  A managed Access Point is unable to locate its uplink.
- **Managed by Other**  The Access Point is not in the default state but it is not controlled by the UniFi Controller.
- **Pending Approval**  The Access Point is in the default state and is available for adoption.

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:

- **Restart**  Restart the selected Access Point.
- **Locate**  Locate the Access Point on the map. The button will flash green until the Locate button is clicked again. The LED on the Access Point will flash so that you can place it in the correct location on the map. The LED will flash until the Locate button is clicked again.
• **Adopt**  
Adopt an Access Point that appears under **Access Points > Pending** at the top of the interface. The **Status** will appear as **Adopting** until the Access Point is connected.

• **Upgrade**  
If a software upgrade is available for the Access Point, click **Upgrade** to install the latest UniFi firmware on the device. The **Status** will appear as **Upgrading** until the process is complete and the Access Points reconnects to the UniFi Controller software.

---

### Performance

**Icon**  
Displays the icon of the Access Point is displayed (the icon will vary depending on the model).

**Name/MAC Address**  
Displays the hostname, alias, or MAC address of the Access Point. You can click the name to get additional details on the Access Point.

**IP Address**  
Displays the IP address of the Access Point.

**Status**  
Displays the connection status.

• **Connected**  
The Access Point is physically wired to the network.

• **Connected (wireless)**  
The Access Point is wirelessly uplinked to a physically wired Access Point.

• **Disconnected**  
The Access Point is unreachable by the UniFi Controller software. Disconnected Access Points will also appear under **Access Points > Disconnected** at the top of the interface.

• **Isolated**  
A managed Access Point is unable to locate its uplink.

• **Managed by Other**  
The Access Point is not in the default state but it is not controlled by the UniFi Controller.

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

---

**2G Clients**  
Displays the number of clients connected to the Access Point using the 2.4 GHz band.

**5G Clients**  
Displays the number of clients connected to the Access Point 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:

<table>
<thead>
<tr>
<th>Color</th>
<th>Packet Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Packs sent</td>
</tr>
<tr>
<td></td>
<td>Packs retried</td>
</tr>
<tr>
<td></td>
<td>Packs not sent due to likely interference</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Color</th>
<th>Packet Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Packs sent</td>
</tr>
<tr>
<td></td>
<td>Packs retried</td>
</tr>
<tr>
<td></td>
<td>Packs not sent due to likely interference</td>
</tr>
</tbody>
</table>

**Channel**  
Displays the transmit/receive channel being used by the Access Point. The radio band is represented as *(ng)* for 2.4 GHz and *(na)* for 5 GHz.
Chapter 6: Users Tab

The Users tab displays a list of users that are connected to the primary wireless network(s) of an Access Point. You can click any of the column headers to change the list order.

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

You can apply one of the following filters:

- **2G** Only display users of the 2.4 GHz wireless network.
- **5G** Only display users of the 5 GHz wireless network.
- **All** Display all users.

Filter by AP  Drop-down menu of all available Access Points. Select one to filter the results and only display users connected to the selected Access Point.

Page Size  Select how many results are displayed per page: **10, 20, 30, 40, 60**, or **100**.

Name/MAC Address  Displays the hostname, alias, or MAC address of the connected user. You can click the name to get additional details.

IP Address  Displays the IP address of the connected user.

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

Access Point  Displays the hostname, alias, or MAC address of the Access Point. You can click the name to get additional details on the Access Point.
**Signal** Displays the percentage of signal strength and type of signal in use. The leaf symbol indicates power save mode. The device will return to active mode when Down or Up activity resumes.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Clients</th>
<th>Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="ac.png" alt="ac" /></td>
<td>5 GHz (802.11ac)</td>
<td>Active</td>
</tr>
<tr>
<td><img src="ac.png" alt="ac" /></td>
<td>5 GHz (802.11ac)</td>
<td>Power Save</td>
</tr>
<tr>
<td><img src="a.png" alt="a" /></td>
<td>5 GHz (802.11a)</td>
<td>Active</td>
</tr>
<tr>
<td><img src="a.png" alt="a" /></td>
<td>5 GHz (802.11a)</td>
<td>Power Save</td>
</tr>
<tr>
<td><img src="n.png" alt="n" /></td>
<td>5 GHz (802.11n)</td>
<td>Active</td>
</tr>
<tr>
<td><img src="n.png" alt="n" /></td>
<td>5 GHz (802.11n)</td>
<td>Power Save</td>
</tr>
<tr>
<td><img src="n.png" alt="n" /></td>
<td>2.4 GHz (802.11n)</td>
<td>Active</td>
</tr>
<tr>
<td><img src="n.png" alt="n" /></td>
<td>2.4 GHz (802.11n)</td>
<td>Power Save</td>
</tr>
<tr>
<td><img src="g.png" alt="g" /></td>
<td>2.4 GHz (802.11g)</td>
<td>Active</td>
</tr>
<tr>
<td><img src="g.png" alt="g" /></td>
<td>2.4 GHz (802.11g)</td>
<td>Power Save</td>
</tr>
<tr>
<td><img src="b.png" alt="b" /></td>
<td>2.4 GHz (802.11b)</td>
<td>Active</td>
</tr>
<tr>
<td><img src="b.png" alt="b" /></td>
<td>2.4 GHz (802.11b)</td>
<td>Power Save</td>
</tr>
</tbody>
</table>

**Down** Displays the total amount of data downloaded by the user.

**Up** Displays the total amount of data uploaded by the user.

**Activity** Displays the level of activity for each user.

<table>
<thead>
<tr>
<th>Bars</th>
<th>Activity Level (Bytes per second)</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="idle.png" alt="Idle" /></td>
<td>Idle</td>
</tr>
<tr>
<td><img src="500.png" alt="500" /></td>
<td>500</td>
</tr>
<tr>
<td><img src="8000.png" alt="8000" /></td>
<td>8000</td>
</tr>
<tr>
<td><img src="64000.png" alt="64000" /></td>
<td>64000</td>
</tr>
<tr>
<td><img src="512000.png" alt="512000" /></td>
<td>512000</td>
</tr>
<tr>
<td><img src="2048000.png" alt="2048000" /></td>
<td>2048000</td>
</tr>
</tbody>
</table>

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

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

- **Block** Block this user from accessing the Access Point and add the client device to the Blocked Device list.
- **Reconnect** Reconnect this user to the Access Point and remove the client device from the Blocked Device list.
Chapter 7: Guests Tab

The Guests tab displays a list of guests that are connected to the guest network(s) of an Access Point. You can click any of the column headers to change the list order.

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

You can apply one of the following filters:
- **2G** Only display guests of the 2.4 GHz wireless network.
- **5G** Only display guests of the 5 GHz wireless network.
- **All** Display all guests.

**Filter by AP**  Drop-down menu of all available Access Points. Select one to filter the results and only display guests connected to the selected Access Point.

**Page Size**  Select how many results are displayed per page: 10, 20, 30, 40, 60, or 100.

**Name/MAC Address**  Displays the hostname, alias, or MAC address of the connected guest. You can click the name to get additional details.

**Status**  Indicates whether the guest is authorized or not. For authorization, guests must accept the Terms of Use if the guest portal is enabled and authenticate if authentication is enabled.

**IP Address**  Displays the IP address of the connected guest.

**Access Point**  Displays the hostname, alias, or MAC address of the Access Point. You can click the name to get additional details on the Access Point.
**Signal** Displays the percentage of signal strength and type of signal in use. The leaf symbol indicates power save mode. The device will return to active mode when *Down* or *Up* activity resumes.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Clients</th>
<th>Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>🍁</td>
<td>5 GHz (802.11ac)</td>
<td>Active</td>
</tr>
<tr>
<td>🍁</td>
<td>5 GHz (802.11ac)</td>
<td>Power Save</td>
</tr>
<tr>
<td>🍁</td>
<td>5 GHz (802.11a)</td>
<td>Active</td>
</tr>
<tr>
<td>🍁</td>
<td>5 GHz (802.11a)</td>
<td>Power Save</td>
</tr>
<tr>
<td>🍁</td>
<td>5 GHz (802.11n)</td>
<td>Active</td>
</tr>
<tr>
<td>🍁</td>
<td>5 GHz (802.11n)</td>
<td>Power Save</td>
</tr>
<tr>
<td>🍁</td>
<td>2.4 GHz (802.11n)</td>
<td>Active</td>
</tr>
<tr>
<td>🍁</td>
<td>2.4 GHz (802.11n)</td>
<td>Power Save</td>
</tr>
<tr>
<td>🍁</td>
<td>2.4 GHz (802.11g)</td>
<td>Active</td>
</tr>
<tr>
<td>🍁</td>
<td>2.4 GHz (802.11g)</td>
<td>Power Save</td>
</tr>
<tr>
<td>🍁</td>
<td>2.4 GHz (802.11b)</td>
<td>Active</td>
</tr>
<tr>
<td>🍁</td>
<td>2.4 GHz (802.11b)</td>
<td>Power Save</td>
</tr>
</tbody>
</table>

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

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

**Activity** Displays the level of activity for each guest.

<table>
<thead>
<tr>
<th>Bars</th>
<th>Activity Level (Bytes per second)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Idle</td>
</tr>
<tr>
<td>■</td>
<td>500</td>
</tr>
<tr>
<td>■■</td>
<td>8000</td>
</tr>
<tr>
<td>■■■</td>
<td>64000</td>
</tr>
<tr>
<td>■■■■</td>
<td>512000</td>
</tr>
<tr>
<td>■■■■■</td>
<td>2048000</td>
</tr>
</tbody>
</table>

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

**Actions** Click a button to perform the desired action:
- **Block** Block this guest from accessing the Access Point.
- **Reconnect** Reconnect this guest to the Access Point.
- **Authorize** Manually grant authorization when a guest is in a pending state.
- **Unauthorize** Remove authorization of wireless guest access and disconnect the client.
Chapter 8: Insight Tab

The Insight tab displays different kinds of status information. Four sub-tabs are available:

- **Known Wireless Clients** Displays information about detected wireless clients.
- **Rogue Access Points** Displays information about APs 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.

These sub-tabs share common options:

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

**Page Size** Select how many results are displayed per page: 10, 20, 30, 40, 60, or 100.

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

Known Wireless Clients

Slider  Move the slider right and left to navigate between pages of clients.

You can apply one of the following primary filters:

- **Blocked** Only display blocked clients.
- **Noted** Only display clients whose configurations include notes or who are forced to connect to a specific Access Point. (See “Configuration” on page 44 for more information.)
- **User** Only display users.
- **Guest** Only display guests.
- **All** Display all users and guests.
For the User, Guest, and All filters, a secondary filter is available:

- **Offline Only** Only display clients who are currently offline.
- **All** Display all clients, regardless of connection status.

**Last Seen** Filter the results on the page based on the time 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.

**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** Block this client from accessing the Access Point. After you have blocked a client, you can click unblock to allow access.

**Rogue Access Points**

**Slider** Move the slider right and left to navigate between pages of APs.

**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.

**Type** Displays the security status indicating whether encryption is used.

**Manufacturer** Displays the name of the AP manufacturer.

**Location** Displays the name of the closest Access Point managed by UniFi. You can click the name to get additional details on the Access Point.

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

**Past Connections**

You can apply one of the following filters:

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

**Date** Filter by date and time period.

**Name/MAC Address** Displays the hostname, alias, or MAC address of the connected client. You can click the name to get additional details.

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

**Associated** Displays the date and time the client first connected.

**Duration** Displays the length of time the client was connected.

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

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

**IP** Displays the last known IP address of the client.

**Last AP** Displays the name or MAC address of the last Access Point used by the guest. You can click the name to get additional details on the Access Point.
### Past Guest Authorizations

<table>
<thead>
<tr>
<th>Date</th>
<th>Filter by date.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name/MAC Address</td>
<td>Displays the hostname, alias, or MAC address of the previous guest.</td>
</tr>
<tr>
<td>Package</td>
<td>Displays the name of the guest access package.</td>
</tr>
<tr>
<td>Amount</td>
<td>Displays the amount paid by the guest.</td>
</tr>
<tr>
<td>Authorized By</td>
<td>Displays the name of the authorizing body.</td>
</tr>
<tr>
<td>Start</td>
<td>Displays the start date and time of guest access.</td>
</tr>
<tr>
<td>Duration</td>
<td>Displays the length of time the guest was connected.</td>
</tr>
<tr>
<td>Down</td>
<td>Displays the total amount of data downloaded by the guest.</td>
</tr>
<tr>
<td>Up</td>
<td>Displays the total amount of data uploaded by the guest.</td>
</tr>
<tr>
<td>IP</td>
<td>Displays the last known IP address of the guest.</td>
</tr>
<tr>
<td>Last AP</td>
<td>Displays the name or MAC address of the last Access Point used by the guest. You can click the name to get additional details on the Access Point.</td>
</tr>
</tbody>
</table>
Chapter 9: Access Point Details

UniFi Access Points connect to the UniFi Controller software either by Ethernet, indicated as Connected, or by a wireless connection, indicated as Connected (wireless). Based on connection type, options under each tab vary.

Note: The UniFi AP-AC and AP-AC Outdoor do not support wireless uplinks for the initial release, but they will with a future firmware upgrade.

The upper part of the window has four clickable tabs:

• Details (see below)
• “Users” on page 35
• “Guests” on page 35
• “Configuration” on page 36

The bottom of the window has two buttons:

• Locate Use the Locate button to flash the LED on the Access Point and flash the Access Point icon on the map.
• Restart Use the Restart button to restart the Access Point.

Note: The UAP-AC, UAP-PRO, and UAP models are shown in this chapter; however, this information also applies to the other UniFi AP models.

Details

Details about the Access Point. Click Overview to display the device specifics, connection details, uptime, and user statistics.

Overview

| MAC Address | Displays the MAC address of the Access Point. |
| Model | Displays the model number. |
| Version | Displays the version of software used on the Access Point. |
| IP Address | Displays the IP address of the Access Point. |
| Uptime | Displays the amount of time the Access Point 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 (Wireless)

Click Uplink (Wireless) to display details about the wireless uplink. See “Wireless Uplinks” on page 39 to find, select, and connect to a wireless Access Point.

Uplink AP Displays the name or MAC address of the Uplink Access Point.
Signal Displays the percentage of signal strength between the two APs.
TX Rate Displays the TX (transmit) rate.
RX Rate Displays the RX (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.
Uplink (Wire)
Click Uplink (Wire) to display details about the wired uplink.

<table>
<thead>
<tr>
<th>Speed</th>
<th>Displays the connection speed in Mbps.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duplex</td>
<td>Displays the mode, Full Duplex or Half Duplex.</td>
</tr>
<tr>
<td>Down Pkts/Bytes</td>
<td>Displays the amount of data downloaded as packets and bytes.</td>
</tr>
<tr>
<td>Up Pkts/Bytes</td>
<td>Displays the amount of data uploaded as packets and bytes.</td>
</tr>
<tr>
<td>Activity</td>
<td>Displays the level of activity in Bytes per second.</td>
</tr>
</tbody>
</table>

Downlinks
The wireless Access Points currently connected to the wired Access Point are displayed.

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

- AP Displays the name, alias, or MAC address of the Downlink Access Point.
- Signal Displays the percentage of signal strength between the two APs.
- Actions Click a button to perform the desired action:
  - Remove Remove the wireless Access Point from the wired Access Point.
Radio 2G (11n/b/g) or Radio 5G (11n/a)
Click Radio 2G (11n/b/g) or Radio 5G (11n/a) to display the channel and transmit/receive statistics.

Channel Displays the wireless channel in use.
Transmit Power Displays the EIRP in dBm.
Note: If the device has an external antenna, you can place the mouse over the icon for additional details.
TX Pkts / Bytes Displays the amount of data transmitted by the Access Point as packets and bytes.
RX Pkts / Bytes Displays the amount of data received by the Access Point as packets and bytes.
TX Retry / Dropped Displays the percentage of transmitted packets that needed to be resent and the percentage of packets that were dropped.
RX Error / Dropped Displays the percentage of packets received that needed to be resent and the percentage of packets that were dropped.
# Users Displays the number of users connected to the primary network.
# Guests Displays the number of users connected to the guest network.
### Users

<table>
<thead>
<tr>
<th>Name</th>
<th>WLAN</th>
<th>Signal</th>
<th>TX</th>
</tr>
</thead>
<tbody>
<tr>
<td>UBNTPC (jerry-corp)</td>
<td></td>
<td>-56dBm</td>
<td>300M</td>
</tr>
<tr>
<td>mFi (jerry-corp)</td>
<td></td>
<td>32dBm</td>
<td>52M</td>
</tr>
<tr>
<td>Jessica-PC (jerry-corp)</td>
<td></td>
<td>-60dBm</td>
<td>52M</td>
</tr>
<tr>
<td>Matt-macair (jerry-corp)</td>
<td></td>
<td>-59dBm</td>
<td>300M</td>
</tr>
<tr>
<td>android-83280f6a1fc60ea3 (jerry-corp)</td>
<td></td>
<td>7dBm</td>
<td>52M</td>
</tr>
<tr>
<td>Lobby-AirCam (jerry-corp)</td>
<td></td>
<td>-82dBm</td>
<td>162M</td>
</tr>
<tr>
<td>android-e9b80e6fdfe88b8130 (jerry-corp)</td>
<td></td>
<td>4dBm</td>
<td>72.222M</td>
</tr>
<tr>
<td>Austin’s-iPhone (jerry-corp)</td>
<td></td>
<td>-53dBm</td>
<td>58.5M</td>
</tr>
</tbody>
</table>

**Name** Displays the hostname, alias, or MAC address of the connected user. You can click the name to get additional details. See “User/Guest Details” on page 43 for more information.

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

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

**TX** Displays the TX (transmit) rate.

### Guests

<table>
<thead>
<tr>
<th>Name</th>
<th>WLAN</th>
<th>Signal</th>
<th>TX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stacey (ubnt-guest)</td>
<td></td>
<td>-48dBm</td>
<td>54M</td>
</tr>
<tr>
<td>android-b29194bd2959adf (ubnt-guest)</td>
<td></td>
<td>-45dBm</td>
<td>72.222M</td>
</tr>
<tr>
<td>User-HP (ubnt-guest)</td>
<td></td>
<td>-52dBm</td>
<td>65M</td>
</tr>
<tr>
<td>iPhone (ubnt-guest)</td>
<td>0dBm</td>
<td>-0.001M</td>
<td></td>
</tr>
</tbody>
</table>

**Name** Displays the hostname, alias, or MAC address of the connected guest. You can click the name to get additional details. See “User/Guest Details” on page 43 for more information.

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

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

**TX** Displays the TX (transmit) rate.
**Configuration**

Change device configuration settings. Click the **Apply** button to save changes.

**Config**

**Alias**  Enter or edit the name of the device.

**Apply**  Click **Apply** to save your change.

**Radio(s)**

**Radio (11n/b/g) or Radio (11n/a)**

**Channel**  Select a channel or keep the default setting, *Auto*. You can also use the default *HT20* for 20 MHz operation or *HT40* for 40 MHz operation.

**Note:** If the AP is part of a Zero Handoff WLAN Group, the **Channel** setting is chosen for you (“Zero Handoff” on page 9) and cannot be changed.

**Tx Power**  By default the transmit power is set to *Auto*. You can also manually select *High*, *Medium*, *Low*, or *Custom*.

- **High**  The highest TX power available.
- **Low**  The lowest TX power available.
- **Medium**  Halfway between *High* and *Low*.
- **Custom**  Custom setting that you specify.

If the AP is using an external antenna, the **Antenna Gain** field will appear, allowing you to specify the gain of the attached antenna. After applying the settings, go to **Transmit Power** under **Details > Radio**, which always shows EIRP, and place the mouse over it to display how it’s calculated.

**Apply**  Click **Apply** to save changes.
**WLANs**

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

**WLANs (11n/b/g) or WLANs (11n/a)**

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

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

**Overrides**  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.

![Override](image)

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

**Override**

- **Enabled**  Select the checkbox to enable override settings on the Access Point.

- **VLAN**  Select the checkbox to enable the VLAN.

- **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” on page 8, 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 the Access Point to obtain an IP address automatically or use a static IP address.

Configure IP  Select Using DHCP or Static IP:
• Using DHCP  Obtain the IP address, gateway IP address, and DNS (Domain Name Server) addresses dynamically from the external DHCP server.

• Static IP  Assign fixed network settings to the Access Point.
  - IP address  Enter the IP address for the Access Point.
  - Subnet mask  Enter the subnet mask for the Access Point.
  - Gateway  Enter the IP address of the 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 FQDN (Fully Qualified Domain Name) without the hostname.

Apply  Click Apply to save changes.
Wireless Uplinks

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

Potential Uplinks

**AP** Displays the name or MAC address of the potential Uplink Access Point.

**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 Access Point to the wired Access Point.
- **Remove** Click Remove to remove the wired Access Point from this list of Potential Uplinks.

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

Access Point - Heartbeat Missed

When a wired Access Point is disconnected from the router, its state will initially change to Heartbeat Missed, followed by Isolated, and ending with Disconnected.
Access Point - Isolated

When an Access Point is in an Isolated state, you can reestablish a connection to the UniFi Controller software using one of three methods:

• Reconnect the Access Point to the router.
• Connect an Ethernet cable from the Secondary Ethernet Port (if available) of the isolated Access Point to the Secondary Ethernet Port (if available) of another UniFi AP that is connected to the router.
• Establish a wireless uplink to a wired Access Point. See “Wireless Uplinks” on page 39 to find, select, and connect to a wireless Access Point.

Isolated Access Point  In an Isolated state, the Access Point icon will change to red/orange with an Isolated icon on the Map tab.

The LED on the actual device will be steady green with occasional flashing. This Access Point doesn’t provide any wireless service.

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

Access Point - Disconnected

When an Access Point is in a Disconnected state, you can reestablish a connection to the UniFi Controller software using one of three methods:

• Reconnect the Access Point to the router.
• Connect an Ethernet cable from the Secondary Ethernet Port (if available) of the isolated Access Point to the Secondary Ethernet Port (if available) of another UniFi AP that is connected to the router.
• Establish a wireless uplink to a wired Access Point. See “Wireless Uplinks” on page 39 to find, select, and connect to a wireless Access Point.

Disconnected Access Point  In a Disconnected state, the Access Point icon will change to red/orange with a Disconnected icon on the Map tab.

The LED on the actual device will be steady green with occasional flashing. This Access Point doesn’t provide any wireless service.

Note: Do not use the Forget this AP option when the Access Point is in a Disconnected state. If you do, then the only way to make the Access Point 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 Access Point is not in the default state but it is not controlled by the UniFi Controller.

Overview

**MAC Address**  Displays the MAC address of the Access Point.

**Model**  Displays the model number.

**Version**  Displays the version of software used on the Access Point.

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

Advanced Adoption

**IP**  Displays the IP address and SSH port of the Access Point.

**Username**  Enter the SSH Username for management access. This is the *Device Username* you configured in "Settings > Site" on page 7.

**Password**  Enter the SSH Password for management access. This is the *Device Password* you configured in "Settings > Site" on page 7.

**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 Access Point so you can manage it using the UniFi Controller software.
Access Point - Pending Approval

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

**MAC Address**  Displays the MAC address of the Access Point.

**Model**  Displays the model number.

**Version**  Displays the version of software used on the Access Point.

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

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

Forget this AP/Move

Remove the Access Point from management by the UniFi Controller software and reset it to factory default settings.

**Forget**  Remove the Access Point from management by the UniFi Controller software and reset it to factory default settings.

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

**Move to**  To move the Access Point, select another site from the drop-down menu.
Chapter 10: User/Guest Details

The User and Guest hyperlinks open the User/Guest Details window. Unless otherwise needed to specify differences between the user and guest, this User Guide will refer to both as user in the rest of this chapter.

The upper part of the window has four clickable tabs:
- Details (see below)
- Statistics (see the next column)
- “History” on page 44
- “Configuration” on page 44

The bottom of the window has two or three buttons:
- Block  Block this user from accessing the network.
- Reconnect  Reconnect a user that has been previously blocked.
- Unauthorize  (Available for guests only.) Remove authorization of wireless guest access and disconnect the client.

Details

Overview

**MAC Address**  Displays the MAC address of the user.
**Hostname**  Displays the name (if defined).
**IP Address**  Displays the IP address of the Access Point.
**Uptime**  Displays the amount of time the Access Point has been running without interruption.
**Connected AP**  Displays the name, alias, or MAC address of the Access Point in use.

If the user is offline, the following information is displayed:
**MAC Address**  Displays the MAC address of the user.
**Hostname**  Displays the name (if defined).
**Last Seen**  Displays the last date and time the user was connected to the primary or guest network.

Statistics

**ESSID**  Displays the network name or SSID of the wireless network in use.
**Connected AP**  Displays the name, alias, or MAC address of the Access Point in use.
**Channel**  Displays the wireless channel in use.
**Signal**  Displays the signal strength.
**TX Rate**  Displays the TX (transmit) rate.
**RX Rate**  Displays the RX (receive) rate.
**Activity**  Displays the level of activity in Bytes per second.
**Power Save**  Displays the status of the power save mode.
**Down Pkts / Bytes**  Displays the amount of data downloaded by the user in packets and bytes.
**Up Pkts / Bytes**  Displays the amount of data uploaded by the user in packets and bytes.

Note: The Statistics tab will only appear when the user is connected.
History

Date/Time  Displays the date and time the user first connected to the Access Point.
Duration  Displays the length of time the user was connected to the Access Point.
Down  Displays the amount of data downloaded by the user during the session.
Up  Displays the amount of data uploaded by the user during the session.

Configuration

Config

Alias  Enter a name for the user.
Note  Enter a description or comments. Once the note is saved, the user will be designated a “Noted” client on the Insight > Known Wireless Clients tab.
Usergroups  Assign a User Group to the user, or keep the default, Automatic. User Groups are set up under the Settings tab > User Groups option (see “Settings > User Groups” on page 13 for more information).
Apply  Click Apply to save changes.

Debug

Device Type  Displays the manufacturer of the client device.
Chapter 11: Hotspot Manager

Hotspot Manager includes four main tabs when accessed by the UniFi Controller admin account. These tabs include Wireless Guests, Payments/Transactions, Vouchers, and Operator Accounts.

The UniFi Controller admin can create operator accounts for the Hotspot Manager. Operator accounts are designed for use by hotels or other businesses to service guests and have no access to other UniFi administrative features. Operator accounts will have access to three tabs after login: Wireless Guests, Payments/Transactions, and Vouchers.

Wireless Guests

The Hotspot’s active wireless guests are displayed.

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

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

Name/MAC Address  Displays the connected guest’s device name or MAC address.

Package  Displays the description of the package that was purchased (if applicable).

Amount  Displays the amount paid for access (if applicable).

Authorized By  Displays the authorization method. If there is no authorization, then None is displayed.

Download  Displays the total amount of data downloaded.

Upload  Displays the total amount of data uploaded.

Status  Displays the remaining session time for the guest.

Actions  Click a button to perform the desired action:

• Disconnect  Immediately disconnect the selected guest.

• Extend  Every time you click this button, you extend a guest’s session for an additional 24 hours. For example, if you click it three times, you will extend guest access for three more days.
Payments/Transactions
The Hotspot’s payments and transactions are displayed.

Search  Enter keywords in the Search field to find a specific voucher based on Time, Name, Package, Amount, Extra Info, or Status value.

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

Time  Displays the date and time of the transaction.

Last Name  Displays the user’s last name.

First Name  Displays the user’s first name.

Package  Displays the description of the package.

Amount  Displays the amount of the transaction.

Extra Info  If the user paid by PayPal, the Extra Info field displays the email address associated with the PayPal account. If the user paid by credit card, the Extra Info field will display the type of credit card and the last four digits of the credit card used.

Status  Displays the status of the transaction.

Actions  Click a button to perform the desired action:
  •  Refund  Click the Refund button to refund the selected customer if necessary.

Vouchers
Create vouchers that include distributable codes, duration values, and use restrictions.

Search  Enter keywords in the Search box to find a specific voucher based on Code, Create Time, Note, Duration, or Status value.

Print all Unused Vouchers  Click Print All Unused Vouchers to send a page to your printer with the codes and durations of unused vouchers.

Code  Displays each active voucher code.

Create Time  Displays the date and time a voucher was created.

Note  Displays any notes that were added using the Add Notes option during voucher creation.

Duration  Displays the duration of minutes, hours, or days that the voucher enables the user to access the Internet.

Status  Indicates whether the voucher is valid for a single use or multiple uses.

Actions  Click a button to perform the desired action:
  •  Revoke  Immediately deactivate the selected voucher.
  •  Print Batch  Print the batch of vouchers created at the same time.

Active Voucher Page Slider  Adjust the slider from left to right to view all Active Vouchers.

Create Vouchers  To create a batch of vouchers, complete the following:
  •  Create  Enter the number of vouchers to create.
  •  ___ vouchers  Select how often the voucher can be used: One-time or for Multi-use.
  •  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.
  •  Add Notes  Click Add Notes to include any notes specific to this batch of vouchers.
  •  Create Vouchers  Click Create Vouchers to create the vouchers as specified.
Operator Accounts

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

---

**Search** Enter keywords in the Search field to find a specific operator account based on Name, Password, or Notes value.

**Account** 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 Operator** To create an operator account, complete the following:

- **Account** Enter a name for the operator. The Account name can only be A-Z, a-z, or 0-9. No spaces are allowed.

- **Password** Enter a password for the operator. The Password has to start with A-Z, a-z, or 0-9. The other characters can only be printable ASCII characters.

- **Notes** (Optional) Enter a note to identify or describe the operator.

- **Create Operator** Click Create Operator to create the operator account.

To test the operator account, log out of the UniFi Controller software and log in using the operator credentials. Only the Wireless Guests, Payments/Transactions, and Vouchers tabs will appear.
Appendix A: Portal Customization

Overview
With Portal Customization, the UniFi Controller software allows complete branding of a portal implementation, allowing you to “white label” your wireless Internet service as if you had developed it yourself.

In order to provide the maximum flexibility in your branding effort, the UniFi Controller software provides total access to the portal directory on the system in which it is installed.

This open architecture allows you to include unlimited content while keeping development simple through the use of plain .html (hand code or use any editor of your choice). Testing is simple and immediate; simply reload changes from any browser.

Enabling Portal Customization

By default, Portal Customization is disabled in all Guest Portal implementations. See “Settings > Guest Control” on page 10 for more information on enabling the Guest Portal for the following authentication and landing page options: No authentication, Simple Password, and Hotspot.

To enable Portal Customization, perform the following steps:

1. Go to Settings and click Guest Control.

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

3. Select Portal Customization to enable it, and then click Apply.

Viewing the Default Portal

Once Guest Portal and Portal Customization are enabled, connect to the Guest Network SSID as shown below, depending on your platform.

Windows

1. Go to Connect to Network.
   - Windows 8 Go to the Settings menu and click the Network icon.
   - Windows 7 Right-click the Network icon.
   - Windows Vista Go to Start > Connect To.
2. Select the Guest Network SSID and click Connect.
3. Depending on the security type applied to the network, enter the security key or password. Click OK or Connect.
4. Launch your web browser and you will be directed to the default portal page for the authentication type configured on the Guest Portal (see “Settings > Guest Control” on page 10 for screenshots of default portal pages by authentication method).

Mac

1. Click the AirPort icon in the menu bar (top right side of the screen).
2. Select the Guest Network SSID and click Connect.
3. Depending on the security type applied to the network, enter the security key or password. Click OK.
4. Once connected, the AirPort icon will change from gray to solid black. The number of black lines indicates the signal strength.
5. Launch your web browser and you will be directed to the default portal page for the authentication type configured on the Guest Portal (see “Settings > Guest Control” on page 10 for screenshots of default portal pages by authentication method).

Setup

The html and css files are located on the system that the UniFi Controller software has been installed on. The files are in the following locations:

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

Windows
<Drive_Letter>\Users\<Username>\Ubiquiti UniFi\data\sites\<site_name>\portal

For specific instructions on accessing the files, refer to the specific operating system:
• “Mac” on page 49
• “Windows” on page 50
Mac

1. Navigate to Go > Applications.

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

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

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

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

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

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

8. Double-click the portal folder to open it.
9. You have several files that you can customize in the portal folder (these are described in the *Customizable Default Files* section).

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

11. You can customize voucher.css and voucher.html to fit your needs.

### Customizable Default Files

The following default customizable html and css files are located in the **portal** folder:

- **index.html** Main landing page that displays pricing to the guest.
- **payment.html** Used to submit credit card information. It requires https and also serves as an example of an additional .html page.
- **fail.html** Displayed when there is an error handling a guest login.
- **reset-min.css** Standardizes the rendering of HTML elements across browsers.
- **styles.css** Controls the style of HTML elements.

The following default files are located in the **bundle** folder:

- **voucher.html** Main landing page.
- **voucher.css** Standardizes the rendering of HTML elements across browsers.
- **messages.properties** You can edit this file using a text editor such as TextEdit. This file defines package costs, duration of access, package titles, and how the charge will appear on a customer’s credit card account. Error messages are also defined by this file.

### Additional Details

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

http://kb.ubnt.com/unifi/portal-customization

**Windows**

The Windows files are located in the following location:

<Drive_Letter>:\Users\<Username>\Ubiquiti UniFi\data\sites\<site_name>\portal
Appendix B: UniFi Discovery Utility

Overview
The Ubiquiti UniFi Discovery Utility includes tools that allow the discovery and management of UniFi Enterprise WiFi System Access Points. It is installed automatically as part of the UniFi Controller software installation process. See “Software Installation” on page 2 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 Access Points in both a factory default state and an unmanaged state (adopted but unable to contact the UniFi Controller software).

<table>
<thead>
<tr>
<th>MAC Address</th>
<th>IP Address</th>
<th>Model</th>
<th>Version</th>
<th>Status</th>
</tr>
</thead>
</table>

MAC Address Displays the MAC address and alias of the Access Point. The alias is displayed in parentheses if it has been specified; see “Configuration” on page 36 for details.

IP Address Displays the IP address of the Access Point and the method used by the Access Point to obtain an IP address. The method is displayed as DHCP or Static in parentheses.

Model Displays the model number of the Access Point.

Version Displays the software version installed on the Access Point.

Status Displays the current status of the Access Point: Pending, Managed/Adopted, Login Failed, or IP Unreachable.

There are three buttons available:

• “Locate” on page 52
• “Manage” on page 52
• “Reset” on page 53

Note: To reboot the Access Point, click one of the buttons listed above and proceed to “Reboot” on page 53.
Locate
Locate the Access Point. The following window will appear:

Actions  Locate is automatically selected.
Username  If required, enter the device username.
Password  If required, enter the device password.
Apply  Click Apply to locate the Access Point. The LED on the Access Point will flash so that it can be differentiated from the other Access Points.

Manage
Set the inform URL, allowing the Access Point to be managed by the UniFi Controller software running in a NOC or in the cloud. (See “Network Topology Requirements” on page 1 for a visual representation of this configuration.) The following window will appear:

Actions  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 Access Point to factory default settings. The following window will appear:

**Actions**  
*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 Access Point to factory default settings.

Reboot
To reboot the Access Point, click any of the buttons *(Locate, Manage, or Reset)* on the *UniFi Discovery Utility* screen. The following window will appear:

**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 Access Point.
Appendix C: Contact Information

Ubiquiti Networks Support
Ubiquiti Support Engineers are located around the world and are dedicated to helping customers resolve software, hardware compatibility, or field issues as quickly as possible. We strive to respond to support inquiries within a 24-hour period.

Online Resources
Support: support.ubnt.com
Community: community.ubnt.com
Downloads: downloads.ubnt.com

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