



WILLFUL AUTOMATION
INNOVATIVE TECHNOLOGY SOLUTIONS

CLIENT GUIDE · UNIFI PROTECT + NETWORK

Welcome to your new UniFi system.

A short guide to your cameras, your network, and the app that runs them.
Fifteen minutes from box to phone.



Four steps and you're done.

Your equipment is installed and running. The only thing left is connecting your phone to it. Each step below has its own page in this guide.



UniFi Protect

Your camera system. Live views, recorded footage, and motion alerts on your phone. This is the app you'll open most.



UniFi Network

Your WiFi and wired network. You'll rarely need it, but it's where your WiFi password lives and where you can see every connected device.

The path

- 1 Create your UI account**
One free account at account.ui.com runs everything. Two minutes.
- 2 Accept your invitation**
We send an invite to your email. Accepting it links your new system to your account.
- 3 Set up the UniFi Protect app**
Download, sign in, and your cameras appear. Live view and playback from anywhere.
- 4 Tune your notifications**
Decide what's worth a ping: people, vehicles, packages, or nothing at all.



Nothing here can break your system. Everything in this guide is view-and-notify level. Recording schedules, camera settings, and network configuration are locked behind admin access that we manage for you.

1 Create your UI account

One account controls your cameras and your network, from any phone or browser. It's free and takes about two minutes.

1 Go to account.ui.com

On your phone or computer, open a browser and visit account.ui.com and tap Sign Up.

2 Use your everyday email

Pick the email address you actually check. Invitations and alerts go there. Tell us which one you used so our invite matches.

3 Set a strong password

This account can see inside your home or business. Treat the password like a bank password, and don't reuse one from another site.

4 Verify your email

Ubiquiti sends a confirmation code. Enter it and your account is live.



Turn on multi-factor authentication. In account settings, enable MFA with an authenticator app or push approval. It's the single best thing you can do to keep strangers out of your cameras. We won't skip this during handoff.

account.ui.com

U

Create your account

Email address

Username

Password

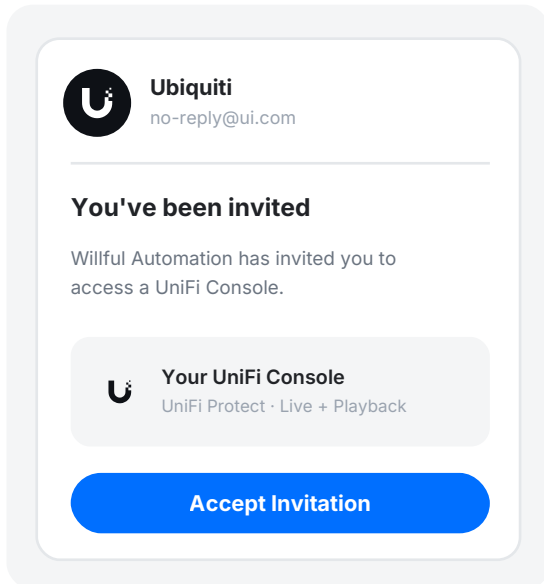
Sign Up

Already have an account? Sign in

2

Accept your invitation

Once your account exists, we invite it to your system. The invite arrives by email from Ubiquiti and takes one tap to accept.



1

Watch your inbox

The email comes from Ubiquiti (ui.com), not from us. Subject line mentions an invitation to UniFi. Check spam if it hasn't landed within a few minutes of us sending it.

2

Tap Accept Invitation

Sign in with the account from Step 1 if asked. The system gets added to your account automatically.

3

Confirm you're in

Visit unifi.ui.com in a browser and sign in. You should see your console listed. That same login now works in the mobile apps.



Invite didn't arrive? Nine times out of ten the invite went to a different address than the account. Call or text us with the email you signed up with and we'll resend it to the right place.

What your access includes

Live camera views, recorded footage, clip exports, and notification controls. Admin-level settings stay with us, so a mis-tap can't take your system down. Want full admin access instead? Just ask, it's your equipment.

3

Set up the UniFi Protect app

This is your daily driver: every camera, live, in one grid. Download it, sign in, done.

1

Download the app

Search **UniFi Protect** in the App Store (iPhone) or Google Play (Android). The icon is a dark square with a camera mark.

2

Sign in

Use the UI account from Step 1. No extra setup; your system is already linked from Step 2.

3

Pick your console

If the app asks, choose your console from the list. Your cameras load into a live grid.

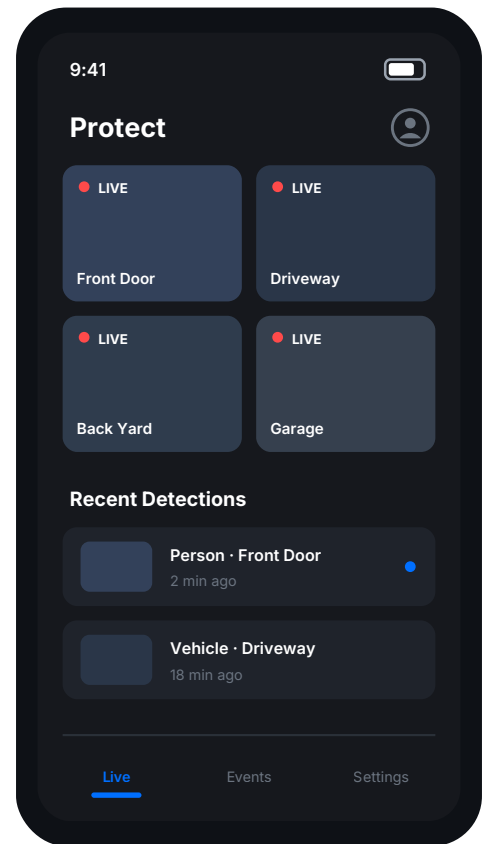
4

Try the basics

Tap any camera for full screen. Pinch to zoom. On cameras with a speaker, the microphone button lets you talk through it.

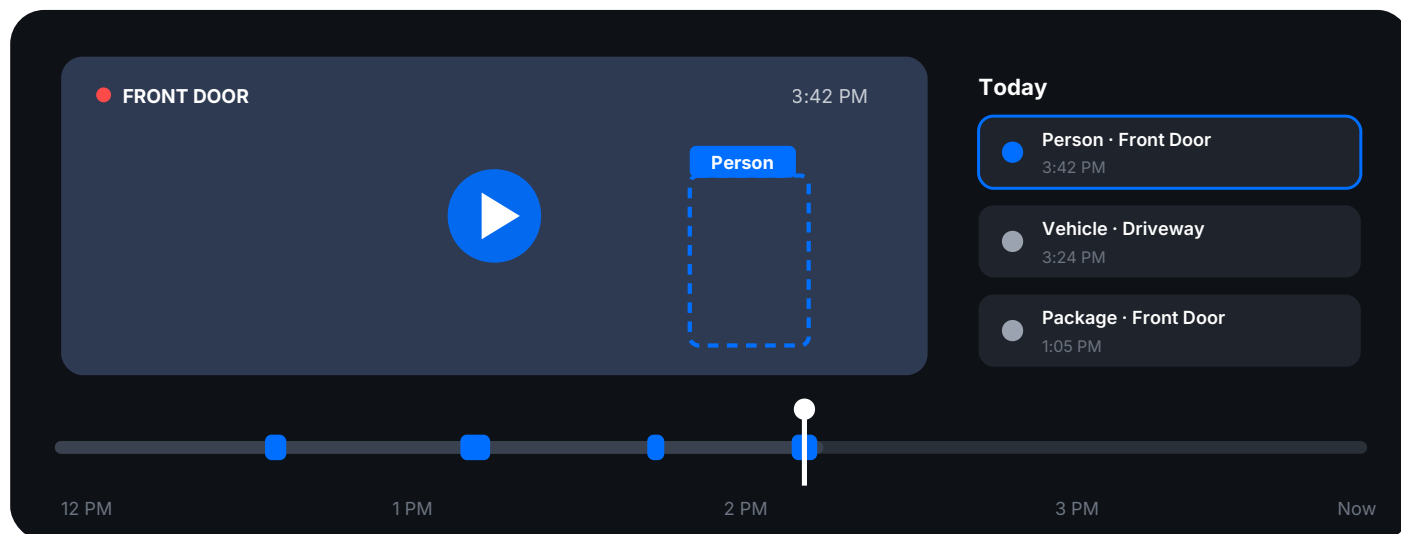
Also works in a browser

Everything in the app is also at **unifi.ui.com** from any computer. Handy for watching footage on a bigger screen.



Finding and saving footage

Your system records around the clock and bookmarks anything it detects. Scrub back in time or jump straight to an event.



Scrub the timeline

Open a camera, then drag the timeline at the bottom. Blue markers are detections. Drag past them or tap one to jump straight to the action.

Jump by event

The Events tab lists every detection with a thumbnail. Filter by camera or by type (person, vehicle, package) to find a moment fast.

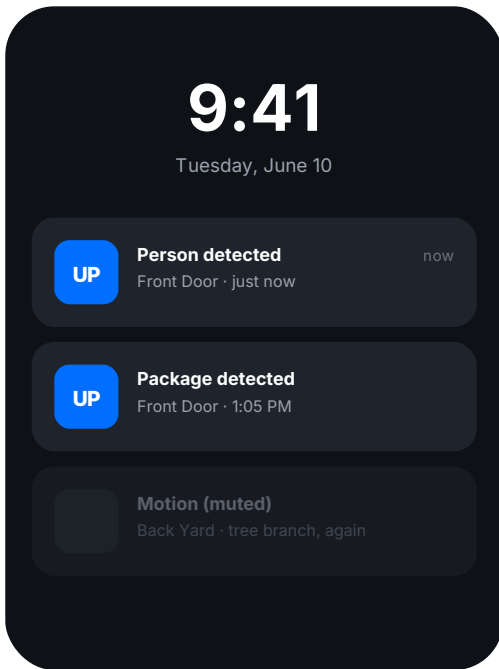
Save a clip

Found what you need? Tap the export or share icon to save the clip to your phone, then text or email it like any other video.

4

Tune your notifications

The difference between a security system you love and one you mute forever is what it pings you about. Five minutes here pays off daily.



1 Open notification settings

In the Protect app, go to Settings and open Notifications. Toggles there only affect **your** phone, not anyone else's.

2 Pick smart detections over raw motion

Person, vehicle, package, and animal alerts are accurate and rare. Raw motion fires on shadows and branches. Most clients run smart detections only.

3 Set it per camera

A person at the front door matters. A person walking past a street-facing camera may not. Each camera gets its own rules.

4 Optional: only when you're away

Location-based notifications can stay quiet while you're home and switch on when you leave, or when everyone leaves.



Getting spammed? Don't mute the app. Tell us which camera is too chatty and we'll adjust its detection zones from our side. Muting everything is how packages get missed.

Your network, when you need it

The Network app manages your WiFi and wired network. Day to day it runs itself. Here's the ten percent you'll actually use.

- 1 Get the app**

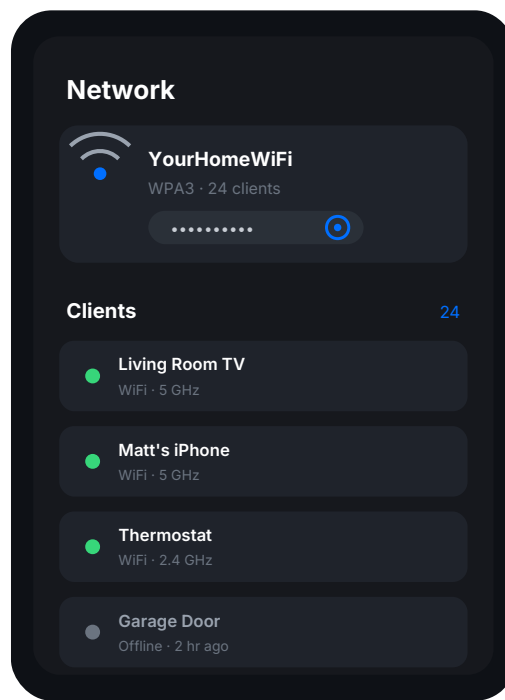
Search **UniFi** in the App Store or Google Play and sign in with the same UI account. Your network shows up alongside Protect.
- 2 Find your WiFi password**

Open Settings, then WiFi, and tap your network name. The password is right there, with a share option for handing it to guests.
- 3 See what's connected**

The Clients list shows every device on your network, wired and wireless, with names where UniFi can identify them. Good first stop when some gadget won't connect.

Leave the rest to us

Settings beyond WiFi passwords (ports, VLANs, firewall rules, device adoption) are part of what we maintain. If something in there looks tempting, call us first. It's cheaper than the second call.



Keep it healthy

UniFi gear is dependable when it's left plugged in and powered. Almost every problem we see traces back to one of the items on the right.

✓ Do

Keep the console and cameras plugged in. They recover from power loss on their own.

Use the app's export feature when you need footage for police or insurance. Do it soon; storage overwrites the oldest video first.

Add family members or staff properly. We'll send each person their own invite. No shared logins.

Call us when something seems off. Most fixes are remote and take minutes.

✗ Don't

Don't press the reset pinhole on any device. It wipes the configuration, and the system goes down until we rebuild it.

Don't unplug the console to "reboot" it during a problem. Recordings stop, and the real cause gets harder to find.

Don't share your UI account password. Anyone with it can watch your cameras.

Don't approve login or MFA prompts you didn't trigger. Decline, then call us.



Questions? That's what we're for.

Setup help, new user invites, notification tuning, or anything that looks wrong. Call or text first; most issues never need a truck roll.

615-339-6489

mwillison@willfultech.com