

Guest Wi-Fi and Useroam Connection

What is it for?

This page describes the two screens in the console's **GUEST NETWORK** group:

- **Guest Wi-Fi:** *The Wi-Fi network guests connect to: who is online, which accounts exist and which addresses are open.*
- **Useroam Connection:** *Check here whether guest Wi-Fi logins are reaching Useroam records. This is the most important Useroam check; if guest logins do not reach Useroam, 5651 records and guest lists stay incomplete.*

When do you use it?

- You want to see how many guests are online right now and how much data they use.
- You want a device such as a menu tablet or payment terminal to reach the internet without logging in.
- You want to add a site guests can open before logging in (a payment page, your company site).
- Guests log in but do not appear in the panel; you will check the Useroam connection.

Before you start

- The device must be connected to the panel and the guest network set up. If it is not, the screen reads *No guest Wi-Fi (hotspot) is configured on this device.*; run the [Setup Wizard](#) first.
- Changes on these two screens are written to the device immediately.

Step by step: Guest Wi-Fi

1. **Open the section and see who is online.** In the left menu press **GUEST NETWORK > Guest Wi-Fi**. The **Guest Wi-Fi Servers** card shows which port the guest network runs on (**Interface**), with which **IP pool** and **Profile**, and its **Status**. The **Guests Online Now** card lists each guest's **User** (the phone number or username used to log in), **IP address**, **MAC address**, **Connected for**, **Downloaded**, **Uploaded** and **Server**. With nobody online it reads *No guests are connected right now*.

Guest Wi-Fi Servers				
NAME	INTERFACE	IP POOL	PROFILE	STATUS
useroam-hotspot	bridge-misafir	useroam-pool	useroam-profile	enabled

Guests Online Now						
USER	IP ADDRESS	MAC ADDRESS	CONNECTED FOR	DOWNLOADED	UPLOADED	SERVER
5321****67	10.99.1.23	02:00:5E:10:00:23	1 h 12 min	176 MB	21 MB	useroam-hotspot
5417****71	10.99.1.24	02:00:5E:10:00:24	23 min	49 MB	5,9 MB	useroam-hotspot

2. **(Optional) Add a guest account.** The **Guest Accounts** card lists accounts stored on the device itself (**Username**, **Profile**, **Server**, **Downloaded**, **Status**). Guests who log in through Useroam do not appear here; Useroam keeps them. To create a local account on the device enter **Username** (e.g. *guest01*), **Password** and optionally **Profile (optional)**, then press **Add**. With no accounts it reads *No guest accounts defined*.

Guest Accounts				
USERNAME	PROFILE	SERVER	DOWNLOADED	STATUS
misafir01	default	all	0	enabled 

Username	Password	Profile (optional)	
misafir02	Kafe2026		+ Add

3. **Let a device through without login, or block it.** The **IP and MAC Bindings** card lists devices with special treatment (**IP address**, **MAC address**, **Type**, **Note**). The text below reads *Type: bypassed = passes without login, blocked = denied, regular = normal login required*. In the list the types appear as *passes without login, blocked* and *normal login*. For a new entry enter the **IP address** or **MAC address**, type *bypassed, blocked* or *regular* in **Type**, add a **Note** and press **Add**. To remove an entry press the bin on its row. With no entries it reads *No bindings defined*.

IP and MAC Bindings

IP ADDRESS	MAC ADDRESS	TYPE	NOTE	
10.99.1.5	02:00:5E:10:00:05	passes without login	Menu tableti	
—	02:00:5E:10:00:66	blocked	Rahatsız eden cihaz	

Type: bypassed = passes without login, blocked = denied, regular = normal login required.

IP address	MAC address	Type	Note
	02:00:5E:10:00:07	bypassed	Menu tableti 2

+ Add

4. **Add an address open before login.** The **Addresses Open Before Login** card lists what guests can open before logging in (**Address**, **Action**: *allowed* or *denied*, **Note**, **Status**). The text reads *Sites a guest can open before logging in (e.g. a payment page or your company site)*. Enter the domain in **Address** (e.g. *payment.example-business.com*), a description in **Note** and press **Add**. Do not delete the Useroam addresses added by the setup; otherwise the welcome page may not open. With no entries it reads *No addresses defined*.

Addresses Open Before Login

ADDRESS	ACTION	NOTE	STATUS	
*.useroam.com	allowed	useroam-wg	enabled	
odeme.ornek-isletme.com	allowed	Odeme sayfasi	enabled	

Sites a guest can open before logging in (e.g. a payment page or your company site).

Address	Note	
rezervasyon.ornek-isletme.com	Rezervasyon	+ Add

5. **Check the server profiles.** The **Server Profiles** card shows each profile's **Name**, **Hotspot address**, **DNS name**, **Login method** and **Use RADIUS**. The profile used with Useroam must have **Use RADIUS** set to yes. If none are found it reads *No profiles found*.

Server Profiles

NAME	HOTSPOT ADDRESS	DNS NAME	LOGIN METHOD	USE RADIUS
default	—	—	cookie,http-chap	no
useroam-profile	10.99.1.1	hotspot.useroam.local	http-chap,http-pap	yes

Step by step: Useroam Connection

1. **Open the section and read the result at the top.** In the left menu press **GUEST NETWORK > Useroam Connection**. The top card checks two things on the device: is there an active RADIUS server for hotspot, and is **Use RADIUS** on in the guest Wi-Fi profile. On a correctly set up device it reads, in green, *The Useroam connection appears to be in place with RADIUS is enabled on the guest Wi-Fi profile and a RADIUS server is defined for hotspot*. below.



The Useroam connection appears to be in place

RADIUS is enabled on the guest Wi-Fi profile and a RADIUS server is defined for hotspot.

RADIUS Servers

ADDRESS	USED FOR	AUTH PORT	ACCOUNTING PORT	TIMEOUT	STATUS	
panel.useroam.com	hotspot	1812	1813	5s	enabled	

The shared secret is never displayed, for security reasons.

Server address

Shared secret

Service

Useroam RADIUS address

+ Add server

2. **If the result is yellow or grey, see what to do.** The five possible results and what to do are in the table below. The quickest fix is usually to run the [Setup Wizard](#) again.



A RADIUS server exists but guest Wi-Fi is not using it

Use RADIUS is turned off on the hotspot profiles. As it stands, guest logins will not reach Useroam records.



Guest Wi-Fi expects RADIUS but no server is defined

Use RADIUS is enabled on the profile, but no active RADIUS server was found for the hotspot service.



The Useroam connection is not set up

This device has no RADIUS definition for hotspot. Guest logins will not reach Useroam records.

3. **(If needed) Add the RADIUS server by hand.** The **RADIUS Servers** card lists the defined servers (**Address**, **Used for**, **Auth port**, **Accounting port**, **Timeout**, **Status**). Below it reads *The shared secret is never displayed, for security reasons*. To add one by hand, enter `panel.useroam.com` in **Server address**, the **Device Password** from the panel's **Device Settings > General** tab in **Shared secret** and `hotspot` in **Service**, then press **Add server**. We recommend using the Setup Wizard instead; it writes the correct settings itself. With no servers it reads *No RADIUS servers defined*.

RADIUS Servers

No RADIUS servers defined.

The shared secret is never displayed, for security reasons.

Server address

Shared secret

Service

panel.useroam.com

.....

hotspot

+ Add server

4. **Check the profiles.** The **Guest Wi-Fi Profiles** card shows **Profile**, **Hotspot address**, **Login method** and **Use RADIUS**. The profile used by the guest network must have **Use RADIUS** set to yes.

Guest Wi-Fi Profiles

PROFILE	HOTSPOT ADDRESS	LOGIN METHOD	USE RADIUS
default	—	cookie,http-chap	no
useroam-profile	10.99.1.1	http-chap,http-pap	yes

Useroam Connection results

Result	Explanation (on screen)	What to do
<i>The Useroam connection appears to be in place (green)</i>	<i>RADIUS is enabled on the guest Wi-Fi profile and a RADIUS server is defined for hotspot.</i>	Nothing. If logins still do not appear in the panel, contact support.
<i>A RADIUS server exists but guest Wi-Fi is not using it (yellow)</i>	<i>Use RADIUS is turned off on the hotspot profiles. As it stands, guest logins will not reach Useroam records.</i>	Run the Setup Wizard again.
<i>Guest Wi-Fi expects RADIUS but no server is defined (yellow)</i>	<i>Use RADIUS is enabled on the profile, but no active RADIUS server was found for the hotspot service.</i>	Run the Setup Wizard again or add the server by hand.
<i>The Useroam connection is not set up (grey)</i>	<i>This device has no RADIUS definition for hotspot. Guest logins will not reach Useroam records.</i>	Run the Setup Wizard.
<i>Status could not be read (grey)</i>	<i>The Useroam connection could not be checked because the device is unreachable.</i>	Check the device connection (error table on MikroTik Management).

This check only looks at the device settings; it does not guarantee that the server address is right or the secret matches. For a definite answer, connect a phone to the guest network, log in and check that the guest appears in the panel.

Frequently asked questions

A guest logged in but is not in the Guests Online Now list.

Reload the page; the list is read when it opens. If still missing, check the Useroam Connection screen.

We do not want our menu tablet to log in every day.

Add the tablet's MAC address to **IP and MAC Bindings** with type *bypassed*. This device never logs in to Useroam, so it does not appear in guest lists.

The welcome page does not open; I deleted the Useroam addresses.

Run the Setup Wizard again; it adds the Useroam addresses back.

I cannot see the shared secret.

For security the console never shows it. The correct secret is on the panel's **Device Settings > General** tab.

Related pages

- [Setup Wizard](#)
- [Overview](#) (block a guest)
- [Active Guests](#)

Revizyon #4

tugay tarafından 11 Ağustos 2026 12:13:30 oluşturuldu

tugay tarafından 26 Eylül 2026 06:53:44 güncellendi