

ECW336

# Cloud User Manual

# What is EnGenius Cloud?


EnGenius Cloud is a modern cloud-based management platform, where teams manage wireless/wired network devices with a state-of-the-art visualized GUI and features for AI and serverless technologies.

Other Languages: [日本語](#)

## Before You Begin

To start using the EnGenius Cloud service, you must prepare the following:

- At least one supported EnGenius Cloud wireless access point or switch.
- An existing network with an Internet connection including DHCP and DNS configuration.

 You can also install the "EnGenius Cloud" mobile app (available for both iOS and Android) for easier device registration and monitoring.

## Supported Web Browsers

The EnGenius Cloud is primarily accessible with a web browser. Before signing up for the EnGenius Cloud service or logging on to the web interface to manage your network, first verify that you are using a supported browser.

The following table lists the web browsers that EnGenius Cloud supports:


Browser	Release
Google Chrome	57.0.2987.110 and later
Mozilla Firefox	52.0 and later
Microsoft Edge	80.0.361.103 and later

If you use an unsupported web browser, you may experience issues displaying elements on the web interface.

## Getting Started

This session will assist you in setting up a new network on the EnGenius Cloud web application. For easier, faster setup, use the EnGenius Cloud for iOS or EnGenius Cloud for Android mobile apps. No matter which


version you start with, you can always switch seamlessly between the web and mobile.

 This article is not meant to be a comprehensive list of everything EnGenius Cloud, but rather a stepping stone to get started in the most informed way possible.

## Signing Up

Before you start to manage EnGenius devices, you must first sign up for the service.

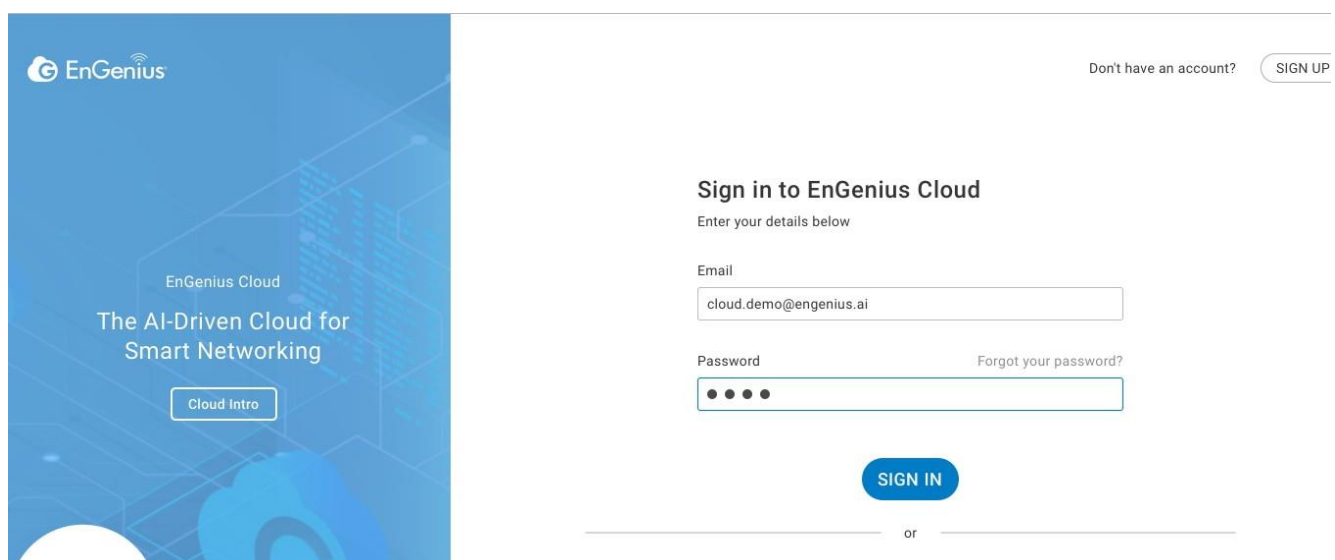
Registering EnGenius Cloud is similar to other web-based platforms and can be done either with a social media account (e.g. Google or Facebook) or by creating an account from scratch. You will need to provide your email address, company name, physical address, and phone number. Furthermore, you must determine the country in which your account will be hosted. That is, all relative device information, user configurations, and client statistics will be kept in the corresponding region of servers (**Oregon** for US and **Frankfurt** for other countries). This enables EnGenius Cloud to protect customer data and comply with requirements like **GDPR** for customers within the European Union.

 Support for signing up with EnGenius Partner Portal is already available.

## Logging On

Once your account has been created, you can login to EnGenius Cloud in the following steps:

1. Open a web browser to <https://cloud.engenius.ai/> . This will bring up the main login page.



The screenshot shows the EnGenius Cloud login interface. On the left is a blue sidebar with the EnGenius logo, the text 'EnGenius Cloud The AI-Driven Cloud for Smart Networking', and a 'Cloud Intro' button. The main area is white and contains the 'Sign in to EnGenius Cloud' heading, a subtext 'Enter your details below', and input fields for 'Email' (containing 'cloud.demo@engenius.ai') and 'Password' (masked with dots). A 'Forgot your password?' link is next to the password field. A blue 'SIGN IN' button is at the bottom. In the top right corner, there is a link 'Don't have an account?' and a 'SIGN UP' button.



2. Enter your EnGenius Cloud email address and password and click the **Sign in** button.

3. For EnGenius Partner who has account on EnGenius Partner Portal already, you can simply click on "E Partner" button, and EnGenius Partner Portal will pop up login page for you to use Single-Sign-On capability of Partner Portal to log on to EnGenius Cloud

4. For Google and Facebook users, you can also click on "Google" or "Facebook" button to use your account on Google and Facebook to log on to EnGenius Cloud

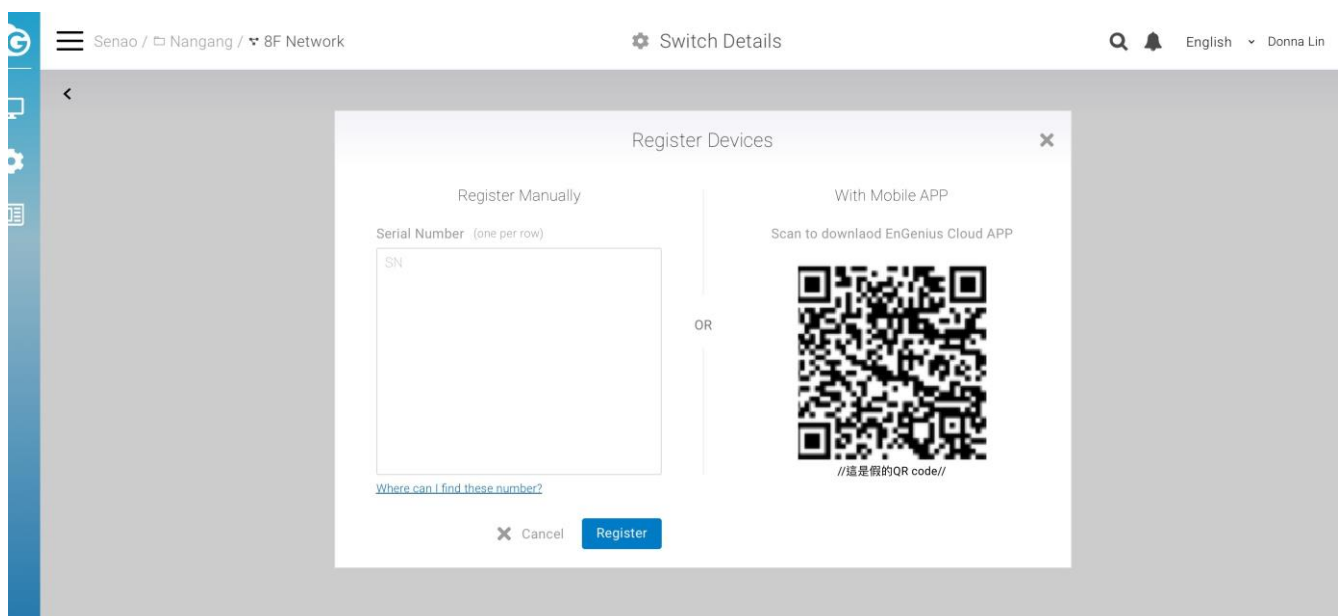
5. EnGenius Cloud will create a new default Organization and Network for every new account based on the email address as unique user identification. (note: If someone is invited to an Organization or Network, this account won't have default Organization and Network.) If you have multiple accounts created on EnGenius Cloud, EnGenius Cloud will merge your accounts based on the "email address" of the account. For example, if you have created a new account on EnGenius Cloud using the same email address as your google account, then you're able to login to this email account either through Google account authentication with Google account password, or through EnGenius Cloud Login with the password while you created the EnGenius Cloud account.

## Registering Devices to Organization

Register a device to EnGenius Cloud inventory by using the serial number located on the device.

### Registering a device

Registering devices with a serial number is easy. Just enter the serial numbers of your devices, one per line, then click the **Register** button.

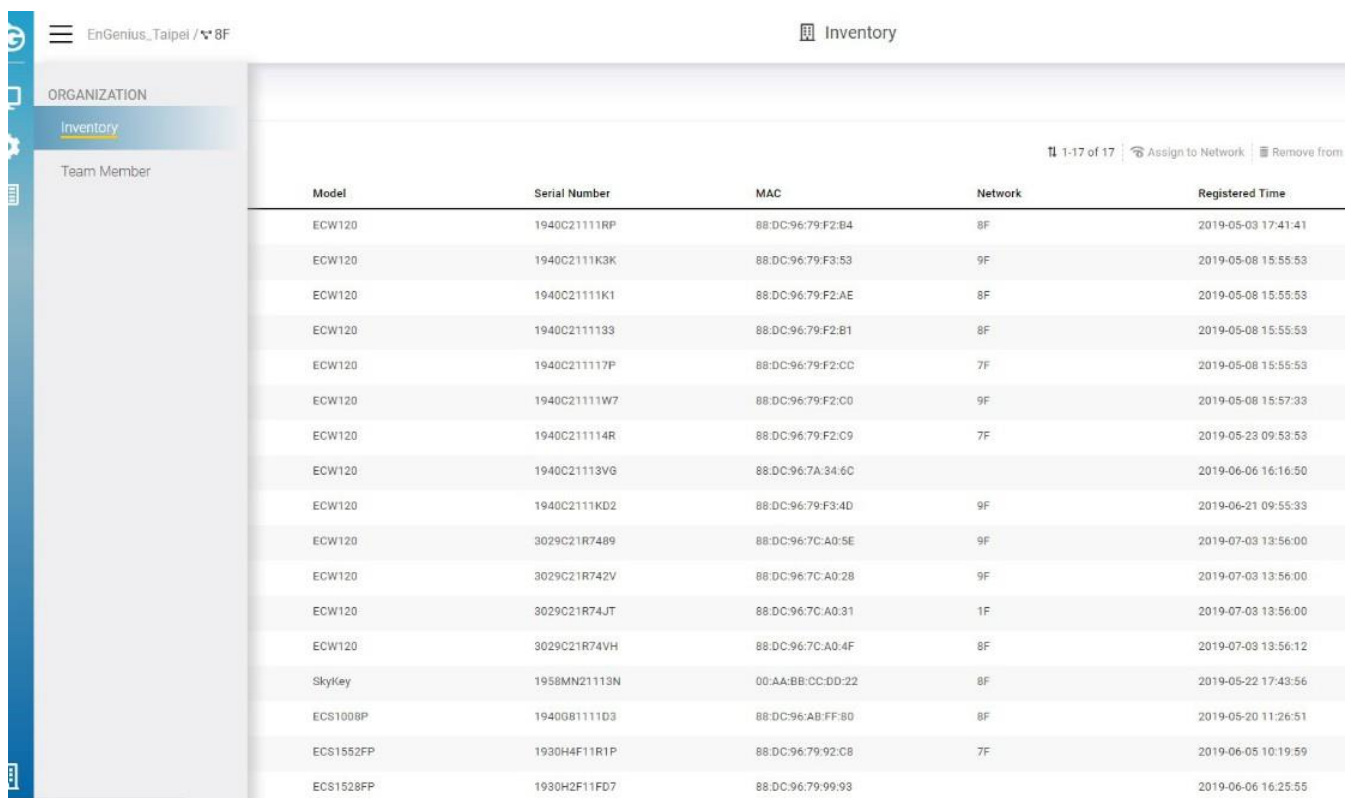


## Assigning Devices to Network

Before devices on EnGenius Cloud can be managed and configured, they must first be added to a network that you have created.

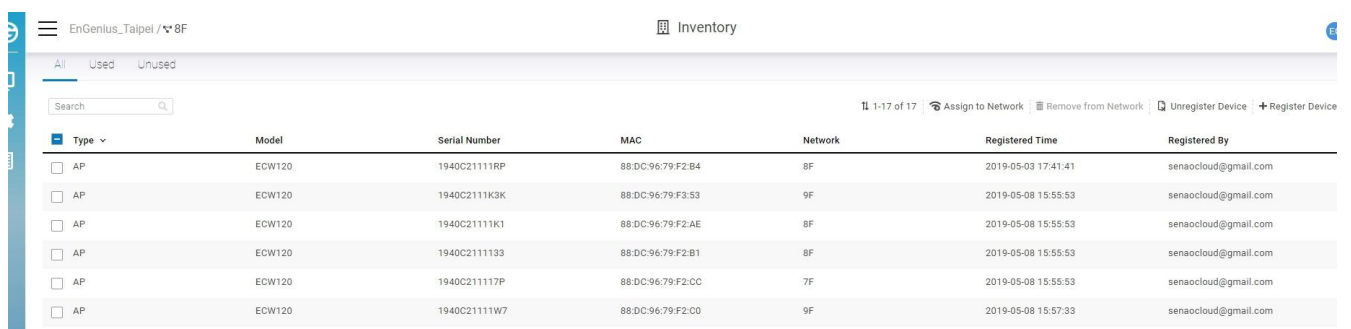
### Adding Devices to a Network

1. Navigate to **Organization > Inventory**.



Model	Serial Number	MAC	Network	Registered Time
ECW120	1940C21111RP	88:DC:96:79:F2:B4	8F	2019-05-03 17:41:41
ECW120	1940C2111K3K	88:DC:96:79:F3:53	9F	2019-05-08 15:55:53
ECW120	1940C21111K1	88:DC:96:79:F2:AE	8F	2019-05-08 15:55:53
ECW120	1940C2111133	88:DC:96:79:F2:B1	8F	2019-05-08 15:55:53
ECW120	1940C211117P	88:DC:96:79:F2:CC	7F	2019-05-08 15:55:53
ECW120	1940C21111W7	88:DC:96:79:F2:C0	9F	2019-05-08 15:57:33
ECW120	1940C211114R	88:DC:96:79:F2:C9	7F	2019-05-23 09:53:53
ECW120	1940C21113VG	88:DC:96:7A:34:6C		2019-06-06 16:16:50
ECW120	1940C2111KD2	88:DC:96:79:F3:4D	9F	2019-06-21 09:55:33
ECW120	3029C21R7489	88:DC:96:7C:A0:5E	9F	2019-07-03 13:56:00
ECW120	3029C21R742V	88:DC:96:7C:A0:28	9F	2019-07-03 13:56:00
ECW120	3029C21R74JT	88:DC:96:7C:A0:31	1F	2019-07-03 13:56:00
ECW120	3029C21R74VH	88:DC:96:7C:A0:4F	8F	2019-07-03 13:56:12
SkyKey	1958MN21113N	00:AA:BB:CC:DD:22	8F	2019-05-22 17:43:56
ECS1008P	1940081111D3	88:DC:96:AB:FF:80	8F	2019-05-20 11:26:51
ECS1552FP	1930H4F11R1P	88:DC:96:79:92:C8	7F	2019-06-05 10:19:59
ECS1528FP	1930H2F11FD7	88:DC:96:79:99:93		2019-06-06 16:25:55

2. Select one or multiple devices as required.



Type	Model	Serial Number	MAC	Network	Registered Time	Registered By
<input type="checkbox"/> AP	ECW120	1940C21111RP	88:DC:96:79:F2:B4	8F	2019-05-03 17:41:41	senaccloud@gmail.com
<input type="checkbox"/> AP	ECW120	1940C2111K3K	88:DC:96:79:F3:53	9F	2019-05-08 15:55:53	senaccloud@gmail.com
<input type="checkbox"/> AP	ECW120	1940C21111K1	88:DC:96:79:F2:AE	8F	2019-05-08 15:55:53	senaccloud@gmail.com
<input type="checkbox"/> AP	ECW120	1940C2111133	88:DC:96:79:F2:B1	8F	2019-05-08 15:55:53	senaccloud@gmail.com
<input type="checkbox"/> AP	ECW120	1940C211117P	88:DC:96:79:F2:CC	7F	2019-05-08 15:55:53	senaccloud@gmail.com
<input type="checkbox"/> AP	ECW120	1940C21111W7	88:DC:96:79:F2:C0	9F	2019-05-08 15:57:33	senaccloud@gmail.com

<input type="checkbox"/>	AP	ECW120	1940C211114R	88:DC:96:79:F2:C9	7F	2019-05-23 09:53:53	senaccloud@gmail.com
<input checked="" type="checkbox"/>	AP	ECW120	1940C21113VG	88:DC:96:7A:34:6C		2019-06-06 16:16:50	roger.liu@senao.com
<input type="checkbox"/>	AP	ECW120	1940C2111KD2	88:DC:96:79:F3:4D	9F	2019-06-21 09:55:33	senaccloud@gmail.com
<input type="checkbox"/>	AP	ECW120	3029C21R7489	88:DC:96:7C:A0:5E	9F	2019-07-03 13:56:00	senaccloud@gmail.com
<input type="checkbox"/>	AP	ECW120	3029C21R742V	88:DC:96:7C:A0:28	9F	2019-07-03 13:56:00	senaccloud@gmail.com
<input type="checkbox"/>	AP	ECW120	3029C21R74JT	88:DC:96:7C:A0:31	1F	2019-07-03 13:56:00	senaccloud@gmail.com
<input type="checkbox"/>	AP	ECW120	3029C21R74VH	88:DC:96:7C:A0:4F	8F	2019-07-03 13:56:12	senaccloud@gmail.com
<input type="checkbox"/>	ezMaster	SkyKey	1958MN21113N	00:AA:BB:CC:DD:22	8F	2019-05-22 17:43:56	senaccloud@gmail.com
<input type="checkbox"/>	Switch	ECS1008P	1940G81111D3	88:DC:96:AB:FF:80	8F	2019-05-20 11:26:51	senaccloud@gmail.com
<input type="checkbox"/>	Switch	ECS1552FP	1930H4F11R1P	88:DC:96:79:92:C8	7F	2019-06-05 10:19:59	senaccloud@gmail.com
<input checked="" type="checkbox"/>	Switch	ECS1528FP	1930H2F11FD7	88:DC:96:79:99:93		2019-06-06 16:25:55	senaccloud@gmail.com

### 3. Click Assign to Network.

EnGenius_Taipei / ▼ 8F		Inventory					
All Used Unused							
Search		1-17 of 17 <b>Assign to Network</b> Remove from Network Unregister Device Register Device					
Type	Model	Serial Number	MAC	Network	Registered Time	Registered By	
<input type="checkbox"/> AP	ECW120	1940C21111RP	88:DC:96:79:F2:B4	8F	2019-05-03 17:41:41	senaccloud@gmail.com	
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<input type="checkbox"/> AP	ECW120	1940C21111W7	88:DC:96:79:F2:C0	9F	2019-05-08 15:57:33	senaccloud@gmail.com	
<input type="checkbox"/> AP	ECW120	1940C211114R	88:DC:96:79:F2:C9	7F	2019-05-23 09:53:53	senaccloud@gmail.com	
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<input type="checkbox"/> AP	ECW120	3029C21R742V	88:DC:96:7C:A0:28	9F	2019-07-03 13:56:00	senaccloud@gmail.com	
<input type="checkbox"/> AP	ECW120	3029C21R74JT	88:DC:96:7C:A0:31	1F	2019-07-03 13:56:00	senaccloud@gmail.com	
<input type="checkbox"/> AP	ECW120	3029C21R74VH	88:DC:96:7C:A0:4F	8F	2019-07-03 13:56:12	senaccloud@gmail.com	
<input type="checkbox"/> ezMaster	SkyKey	1958MN21113N	00:AA:BB:CC:DD:22	8F	2019-05-22 17:43:56	senaccloud@gmail.com	
<input type="checkbox"/> Switch	ECS1008P	1940G81111D3	88:DC:96:AB:FF:80	8F	2019-05-20 11:26:51	senaccloud@gmail.com	
<input type="checkbox"/> Switch	ECS1552FP	1930H4F11R1P	88:DC:96:79:92:C8	7F	2019-06-05 10:19:59	senaccloud@gmail.com	
<input checked="" type="checkbox"/> Switch	ECS1528FP	1930H2F11FD7	88:DC:96:79:99:93		2019-06-06 16:25:55	senaccloud@gmail.com	

## Device Setup

This section will provide device setup information to let users prepare ECW access points and ECS switches for device integration with EnGenius Cloud.

## ECW AP Installation

### ECW AP Package Contents

-ECW120



Cloud Managed

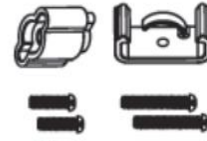




Mounting Bracket



Mounting Screw Kit



T-Rail Mounting Kit

ECW120 Package Contents

-ECW220  
-ECW230  
-ECW336

Cloud Managed  
Indoor Access Point

Quick Installation Guide

Ceiling Mount Base  
(9/16" T-Rail)Ceiling Mount Base  
(15/16" T-Rail)

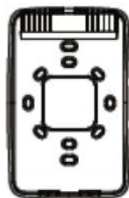
Mounting kit

ECW220/230/ECW336 Package Contents

-ECW215

Cloud Managed  
Indoor Access Point

Quick Installation Guide



Junction plate(short)



Junction plate(tall)




Mounting Screw Kit

ECW215 Package Contents

## Minimum Access Requirement

**Power source option** - An ECW AP device can be powered by an 802.3af/at-compliant PoE device or by DC12V input

 Do not use both power sources at the same time.

### Ethernet port:

- LAN (PoE): Uplink port accepts an 802.3af/at power source.
- LAN2: Data link if this port is built on a device.

### Connect the AP to Internet:

You need to find a way to let the Cloud AP be able to access internet, so it can be managed by EnGenius Cloud.

- **Connect the uplink LAN port to a switch port or port of router:** This is the most common way to let AP be able to access Internet. (Note: please make sure the port is internet accessible by connecting a notebook to the port and browse the internet)
- **Use your existing Cloud-managed ECW AP to mesh the new AP:** Sometimes the place the AP installed is not accessible with Ethernet cable, then you can leverage EnGenius Mesh technology to mesh the new AP to your existing cloud-managed ECW AP.
- After internet connected, you will see Power LED blinking until the AP is able to communicate with EnGenius Cloud and the LED becomes steady lid. Usually it will take about 8 mins if there is new firmware available to upgrade.
- If the LED keeps blinking, then there could be some issues like no IP address, or local proxy server setting required...etc. To set static IP or Proxy, or managed VLAN, you can login to Local Access Page through Managed SSID of the AP.

## ECS Switch Installation

### ECS Switch Package Contents

• For 13" and 19" 1U ECS series model (ECS1xxx/ECS2xxx/ECS5xxx series)	• For Desktop type ECS series model (ECS1008P)
+ ECS Managed Switch	+ ECS Managed Switch
+ Power Cord	+ Power Adapter
+ RJ-45 Console Cable	+ Power Cord
+ Rack Mount Kit	+ Ground Screw Kit



+ Quick Installation Guide

+ Rubber Footpads

+ Wall Mount Kit

+ Quick Installation Guide

## Connecting to ECS Switch

**A)** Connect the supplied power adapter (or power cord) to the switch and plug the other end into an electrical outlet. Verify the power LED indicator is lit on the switch. Wait for the switch to complete boot up. It might take few minutes to complete the process.



**B)** Connect one end of a category 5/6 Ethernet cable into the gigabit (10/100/1000) Ethernet port on the switch's front panel and the other end to the Ethernet port on the computer. Verify that the LED on the Ethernet port of the switch is green.



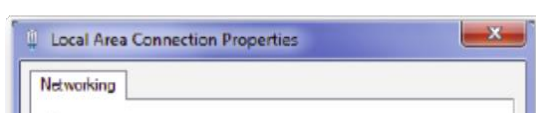
## Login to the ECS Switch Local Access Page

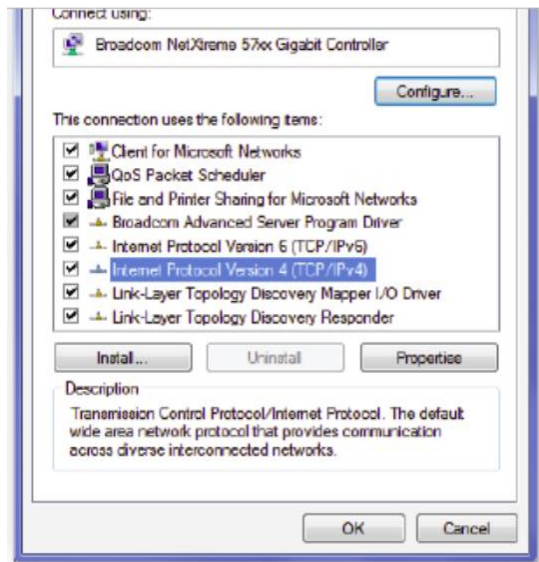
The switch's default IP address setting is DHCP client mode, which will get an IP address from the DHCP server. It will automatically change to static IP address assignment if the switch cannot get an IP address from the DHCP server within two minutes of booting up.

If your switch cannot get an IP address from local DHCP server, or you would like to use static IP address assignment, you may follow the below procedures to manage your computer connection to the switch via a static IP address.

### IP address configuration on your computer:

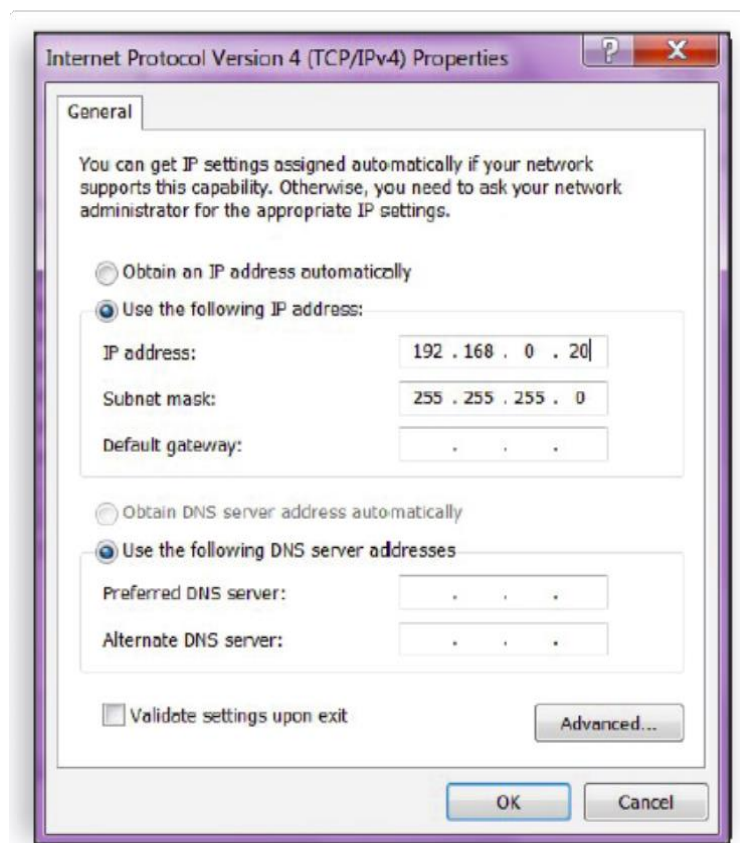
A) Once your computer is on, configure the settings of your network adapter. Open Network Connections > Local Area Connection > Internet Protocol Version 4 (TCP/IPv4) > Properties





B) Select **Use the following IP address** and make the following entries:

- **IP Address:** 192.168.0.10 (or any address in the 192.168.0.x network)
- **Subnet mask:** 255.255.255.0

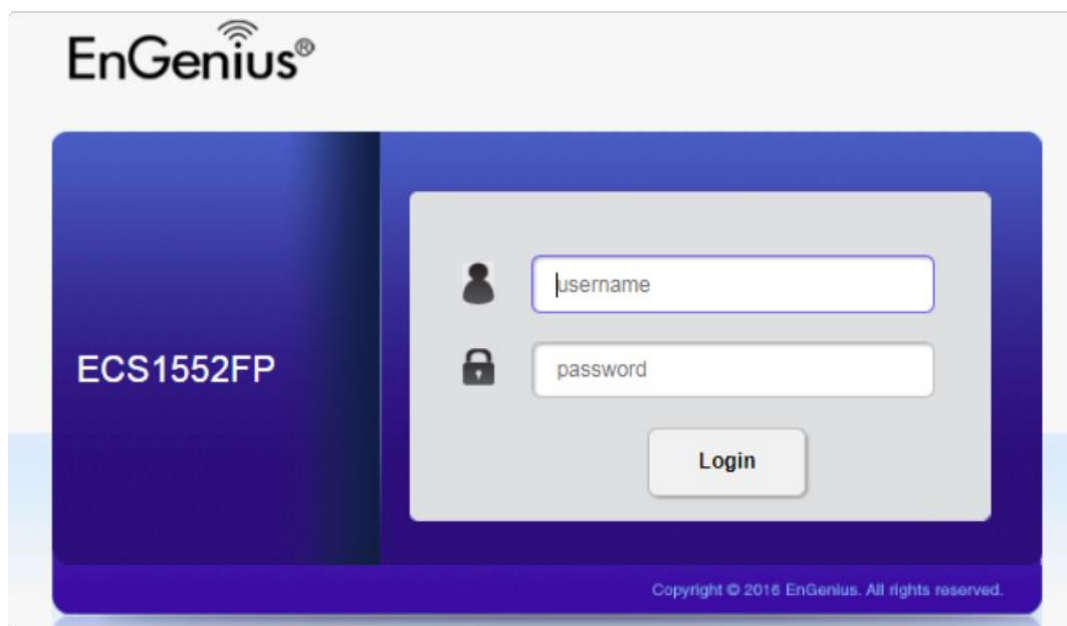


## Login to ECS Switch

A) Open a web browser on your computer. In the address bar of the web browser, enter the ECS switch IP address and hit enter.

B) The default username is **admin** and the password is **password**. We strongly recommend that you

\*Your model number may be different in the web browser interface.



C) ECS Switch local access page will appear.

EnGenius®

Backup Upgrade Reset Reboot Logout

ECS1552FP48-Port Gigabit PoE+ L2 Managed Switch with 4 10G SFP

Search

System

Summary

IP Settings

ARP Settings

Static Route

Neighbor Table

System Time

Port Settings

SFP Information

DHCP Snooping

DHCP Relay

PoE

EEE

L2 Feature

VLAN

Management

ACL

QoS

Security

Monitoring

Diagnostics

Summary

Device Name:	ECS1552FP
FW Version:	3.01.045
Serial Number:	1970H4F11K1R
Base MAC Address:	88:DC:96:7D:DF:1B
Check Code:	6cad053a
System Uptime:	7 days, 2 hours, 36 mins
Fan Status:	OK

**i** Instead of default DHCP settings on ECS switch, users may choose a static IP address setting for their deployed network. Remember to open **System > Static Route** to setup the static IP address/gateway settings on the switch in this case.

## QIG

### ECW AP



QIG\_ECW120\_ECW220\_ECW230.pdf 2MB  
PDF

ECW120\_ECW220\_ECW230\_QIG



QIG\_ECW115.pdf 2MB  
PDF

ECW115\_QIG



QIG\_ECW160.pdf 2MB  
PDF

ECW160\_QIG

### ECS Switch



ECS\_QIG.pdf 2MB  
PDF

ECS\_Switch\_QIG

## Troubleshooting ECW AP

1. Check the [LED Status](#) to see if any problem encountered. If Power LED keeps flashing for over 10 minutes, then there could be Cloud connection issues.
2. Use your mobile phone to scan if Default SSID of the AP found. (you have to be around the AP location)  
From the Default SSID, you can also identify which stage the AP is stuck on. See [details of Default SSID](#).
3. To troubleshoot the connection issue, you may login to Local page:
  1. Use your client device (e.g., a laptop, mobile device, or tablet) to find the SSID: "EnMGMTxxxx" (xxxx is the last four digits of LAN MAC which can be found on the back of the device) and connect to it.
  2. Enter the URL in web browser: <http://EnGenius.local> or the IP 192.168.1.1 to access the device's

user interface. You can review device status after logging into the AP with the default account/password ( default admin account/ password : admin/ admin.)

**Issue: Cannot find Default SSID**

- 1. Check for available wireless networks (Check if a known [default SSID](#) is being broadcast).
- 2. If a default SSID is being broadcast, connect your device to it.
- 3. If no known default SSIDs are present, set up a manual wireless network connection. For the SSID name, use 'EnMGMT', e.g. 'EnMGMTxxxx', where the x's are replaced with the last four digits of the LAN MAC address.
- 4. After connecting, open a web browser and connect to one of the local access page addresses.

**LED Status**



ECW120 LED

Status	LED / Color	State
Cloud Connected	Power LED Orange	Solid On
Connecting to Cloud	Power LED Orange	Flash
No LAN Physical Connection	LAN LED Blue	Off
LAN Connected	LAN LED Blue	Solid On
LAN Transmitting	LAN LED Blue	Flash
Wi-Fi Interface On	2.4G / 5G Blue/Green	Solid On
	2.4G / 5G	

Wi-Fi Transmitting	Blue/Green	Flash
Firmware Upgrade	All LED's	Flash
Mesh Enabled	Mesh LED Blue	Flash



ECW115 LED

Status	LED Color	State
Power Up AP	Orange	Static
Waiting Period (before being added to Cloud)	Orange	Flash (slow)
Connected to Cloud	Blue	Static
Reset to Default	Blue	Flash (quick)
Error or Disconnected	Orange	Flash (quick)
Firmware Upgrading	Orange/Blue	Flash

## Default SSIDs

 Default SSIDs (only available before ECW AP is managed by EnGenius Cloud)

Potential known default SSID names along with potential causes/solutions:

#### **EnMGMTxxxx-Initializing**

Cause: AP is in bootup sequence.

#### **EnMGMTxxxx-SSID\_name>-No\_Eth**

Cause: AP does not have an Ethernet connection.

Solution: Check if the Ethernet cable is unplugged.

#### **EnMGMTxxxx-No\_IP**

Cause: AP cannot get an IP address from the DHCP server. Solution: Check the AP's IP address configuration.

#### **EnMGMTxxxx-IP\_Conflict**

Cause: AP's IP address conflicts with another device's IP in the same network.

Solution: Check the AP's IP address configuration.

#### **EnMGMTxxxx-Gateway\_ERR**

Cause: AP is unable to connect to its default gateway.

Solution: Check the AP's IP address configuration and connectivity to its default gateway.

#### **EnMGMTxxxx-Proxy\_ERR**

Cause: AP could not access Internet through an HTTP/HTTPS proxy.

Solution: Check the AP's proxy configuration in Miscellaneous Settings.

#### **EnMGMTxxxx-DNS\_ERR**

Cause: AP could not resolve the domain name from the DNS server.

Solution: Check the AP's IP address configuration.

#### **EnMGMTxxxx-Cloud\_ERR**

Cause: Everything appears to work normally, but device is unable to connect to cloud server. Solution: Check cloud server status with EnGenius.

#### **EnMGMTxxxx-No\_Cloud\_Configure**

Cause: AP's S/N has not been added to any network.

Solution: Check whether the AP has been added in the inventory and has been added to a network.

#### **EnMGMTxxxx-Cloud\_Configured**

Everything is working as it should!

#### **EnMGMTxxxx**

Cause: An AP has never connected to the EnGenius cloud or has been factory reset.

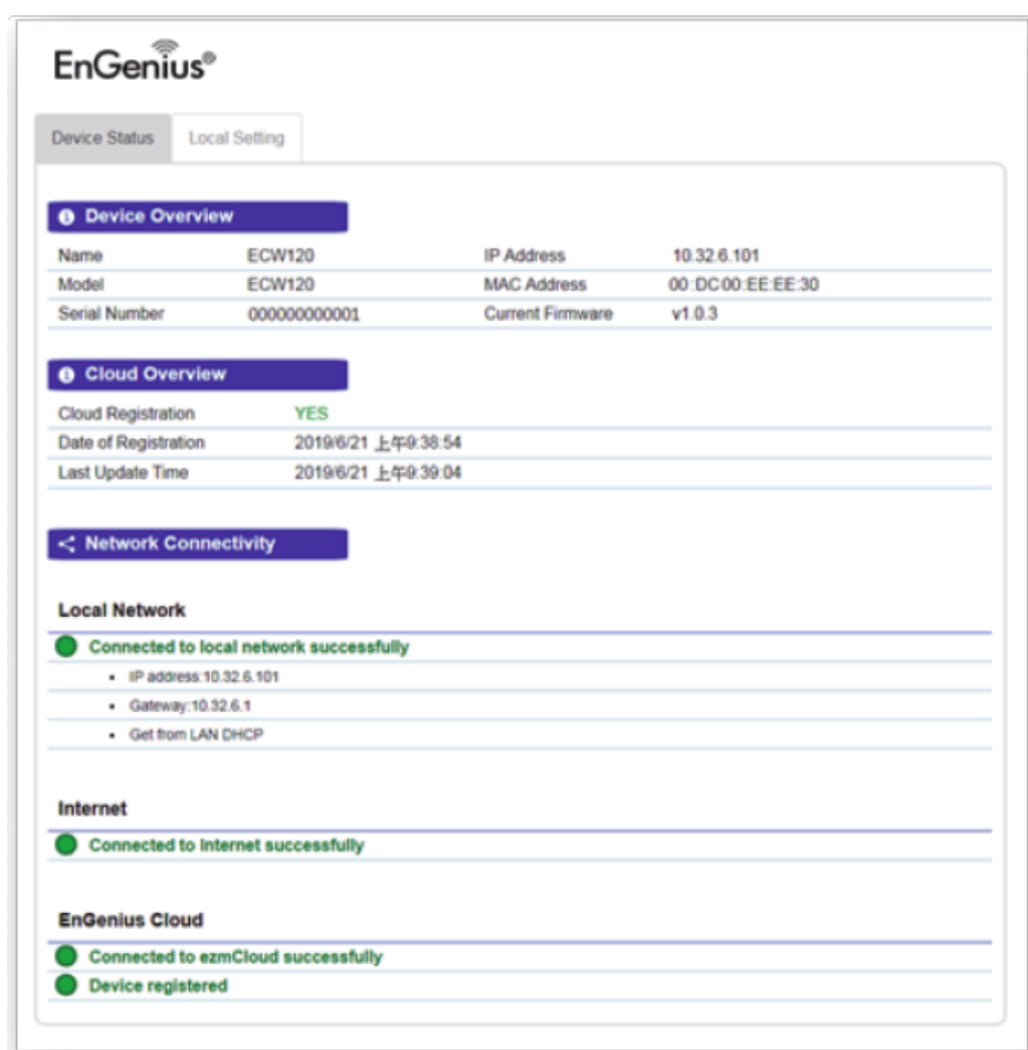
## **Login to Local Access Page**

If you have problem getting the access point to Cloud, you can login to Local Access Page to do IP settings

and diagnostics.

1. Use your client device (e.g., a laptop, mobile device, or tablet) to find the SSID: "EnMGMTxxxx" (xxxx is the last four digits of the MAC address, found on the back of the device) and connect to it.
2. Under your web browser, enter the URL <http://EnGenius.local> or the localhost IP address (192.168.1.1) to access the device's user interface. You can review device status after logging into the AP with the default admin account/password (default account & password: **admin/admin**)

By default, EnGenius cloud access points (ECW series) are assigned an IP address dynamically by the DHCP server. If you encounter issues with IP address assignment, please double check that the IP settings include IP address, subnet mask, gateway, proxy, and management VLAN. If any issues still exist, you may change your IP assignment from "DHCP mode" to "Static IP" via the following procedure:



ECW AP's Local Access Page

- i** By default, EnGenius cloud access points (ECW series) are assigned an IP address dynamically by the DHCP server. If you encounter issues with IP address assignment, please double check that the IP settings including IP address, subnet mask, gateway, proxy, and management VLAN. If any issues still exist, you may change your IP assignment from "DHCP mode" to "Static IP" via the following procedure:



- a) Select "Local Setting" on this page.
- b) Change IPV4 setting from "AS DHCP client" to "Use Static IP"
- c) Configure the IP address, gateway, net mask, and proxy policy as required.
- d) Reconnect this device to the LAN again if necessary.


## Local Access Page Options

Every device's status page includes useful information about the status of the device, basic configuration options (such as setting a static IP), and other tools. The following section will explain the items available on the device status page.

ECW Access Points provide the following information and configuration options on their local status page:

## Device Status Section

Contains information regarding the device overview, EnGenius Cloud overview, and network connectivity information.



Device Status

Local Setting

Reboot

Reset

1

Device Overview

Name	ECW160	IP Address	192.168.2.122
Model	ECW160	MAC Address	88:DC:96:7E:FC:F3
Serial Number	1970CCE1KD15	Current Firmware	v1.2.9

1

Cloud Overview

Cloud Registration	YES
Date of Registration	2019/8/15 下午1:56:30
Last Update Time	2019/9/4 下午3:43:34

<

Network Connectivity

Local Network

●

Connected to local network successfully

Internet

●

Connected to Internet successfully

EnGenius Cloud

●

Connected to ezmCloud successfully

●

Device registered

Device Status on Local Access Page

## Device Overview

Provides information regarding the name, model, serial number, IP address, MAC address, and current firmware.

## Cloud Overview

Provides information about the Cloud registration status, date of registration, and time of last update.

## Network Connectivity

Provides connectivity information to local network, Internet, and EnGenius Cloud.

## Local Setting Section

Provides settings for IPv4 / IPv6 address, management VLAN, firmware upgrade, and other miscellaneous configuration items (such as HTTP/HTTPS Proxy). Users can also reboot the device or reset the device to factory default settings from here.

EnGenius®

Device Status Local Setting Reboot Reset

Apply

**IPv4 Settings**

- As DHCP Client: Get IP from LAN DHCP Server (default)
- Use Static IP

**IPv6 Settings** Link-local Address

**Spanning Tree Protocol (STP) Settings**

Status Enable Disable

**Management VLAN Settings**

- Untagged
- Tagged VLAN ID 4094 (1~4094)

**Firmware Upgrade**

Drag & drop firmware file to upgrade here

選擇檔案 未選擇任何檔案 提交

**Miscellaneous**

☐ HTTP Proxy

Address 192.168.10.25

Port 80

☒ Authorization

☐ HTTPS Proxy Copy HTTP settings


Address 192.168.10.25

Port 80

☒ Authorization

No Proxy for 192.168.100.0/24 192.168.110.0/24

Local Setting on Local Access page

 The HTTP proxy only allows all default management traffic from the EnGenius ECW device to be sent through a proxy.

## Label information

### ECW AP's

The first step is to get the serial numbers of the Cloud equipment you want to add to your cloud account. The serial number can be found on the box of the Cloud AP (ECW) or Cloud switch (ECS). An example of each is below:



Fig 1: ECW Serial number on box

1. Model number of ECW AP
2. Serial Number of ECW AP (This string of information that is added in the Cloud GUI)
3. Hardware version on ECW AP

The serial number for an ECW AP can also be found on the sticker on the back on the unit (check where you plug in the Ethernet cords into the ECW AP)





Fig 2: Back of AP

Below is an example of the sticker on the back on an ECW220 AP.



Fig 3: Sticker on back of ECW AP

As you can see the sticker on the back of the AP has the MAC address of the AP as well. It has the following items:

1. Model of AP
2. Serial number of ECW AP (This string of information that is added in the Cloud GUI)

You can also find the serial number of the ECW AP In the GUI of the ECW AP, when you login into the unit.

Highlighted below is the information needed to add the AP to the Cloud GUI, if the information is obtained via login to the ECW AP locally in the web GUI.



Fig 4: Local Login information

1. Model of the AP
2. Serial Number of ECW AP (This string of information that is added in the Cloud GUI)
3. Firmware version the AP is currently running

## ECS Switches

Below is the sticker that is on the box of the ECS switch

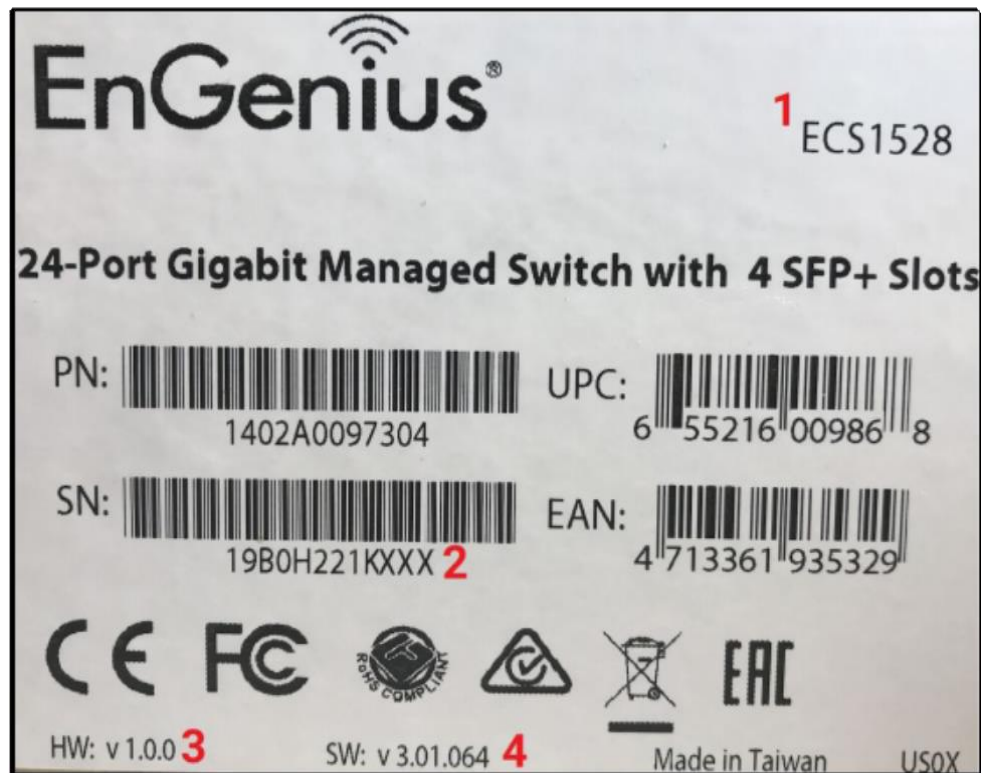


Fig 5: Sticker on the ECS box

1. Model of the ECS switch
- 2.Serial Number of ECW AP (This string of information that is added in the Gloud GUI)
3. Hardware version of the ECS switch
- 4.Firmware version that the switch came shipped with

Below is the information you find when you login to the ECS switch locally and go to **System > Summary** from the left hand column.

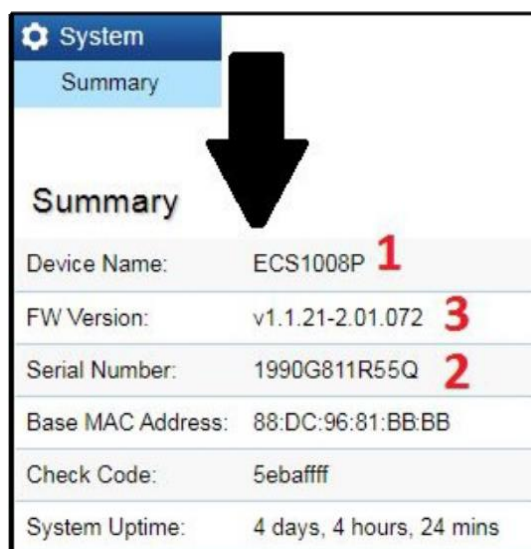


Fig 7: ECS Switch local login screen

1. Model of ECS Switch
2. Serial Number of ECW AP (This string of information that is added in the Cloud GUI)
3. Firmware version the switch is currently running

## Working with Organization Trees

EnGenius Cloud adopts an organization tree structure to let user define the scope of their managed networks. All device managing or monitoring functions can be applied to different scopes as laid out in the user's tree. That gives VAR or MSP users great flexibility in managing their networks.

The current organization tree structure consists of three levels, from largest to smallest:

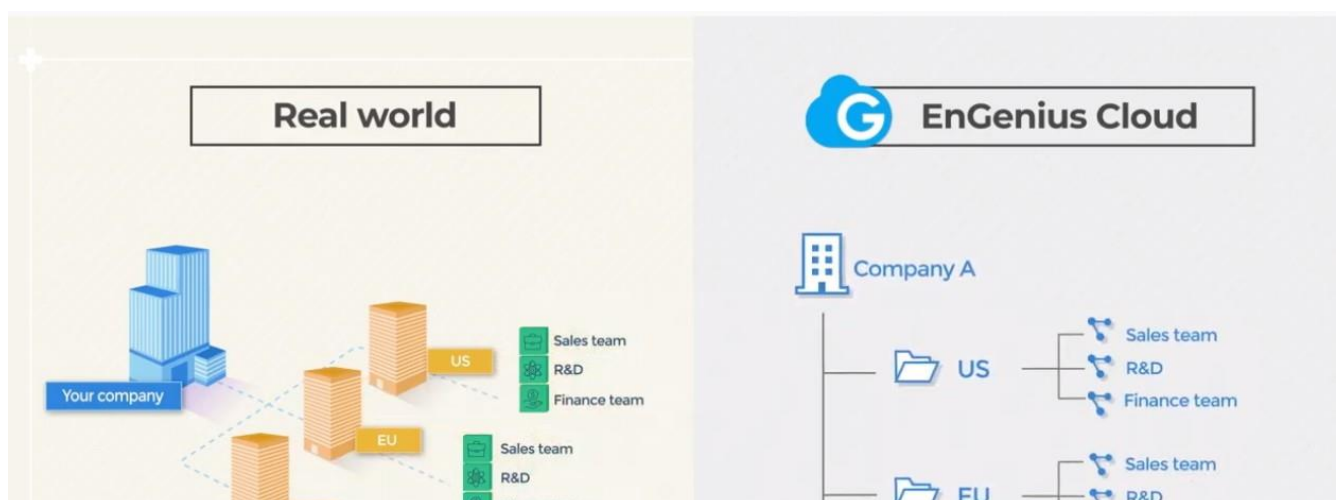
- Organization - A grouping of one or more hierarchies under the umbrella of a single license.
- Hierarchy View - A cluster of networks, which may be geographically concentrated or spread out.
- Network - A set of network devices united by a single configuration set.

The organization tree definition is shown on the top left corner of the web GUI as follows:



## How-to Videos

### How to build your company networks in EnGenius Cloud





<https://www.youtube.com/watch?v=sN2y44Yzi7s&feature=youtu.be&t=5>

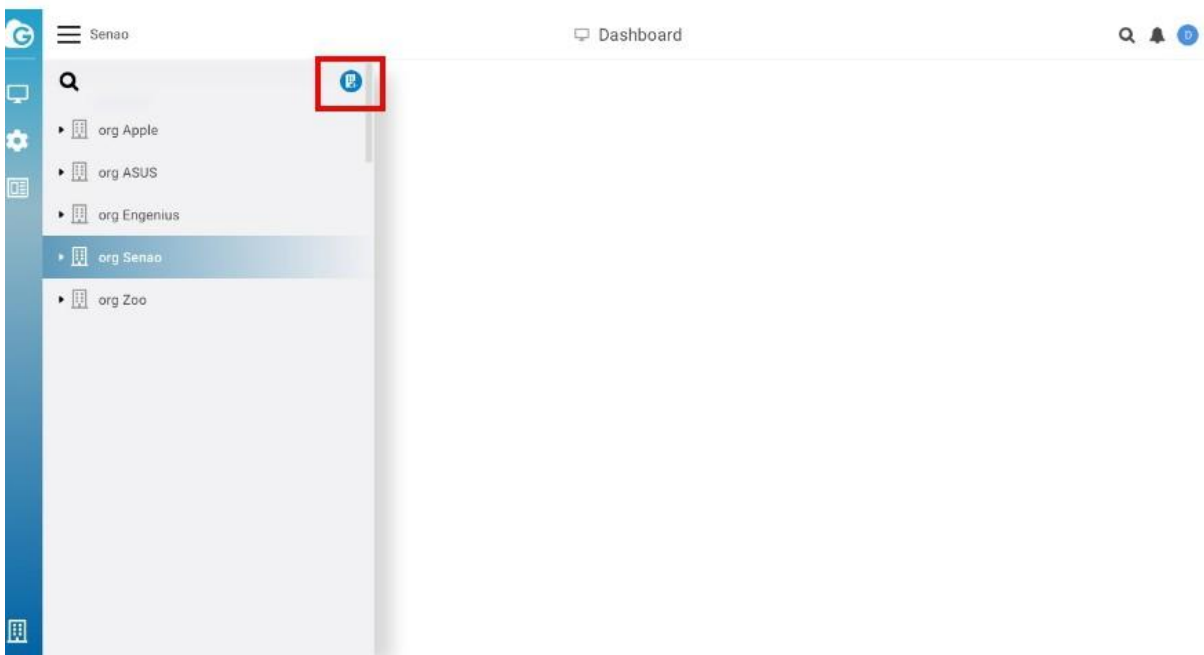
## Organization

A collection of hierarchy views and networks that are part of a single organizational entity, such as a company or school district. Each organization is the owner of a single license.

---

## Adding an organization

Click **Menu > Create Organization** button to create organization



## Edit Organization

Edit a organization if you need to update any its current settings (for example, if you want to change the Organization name, Country, TimeZone.)

Follow these steps to edit a Organization.



### 1. Click Menu > Find the Organization you want to edit > Edit

	Model Name	Channel	WAN IP	LAN IP	FW Version	Network	Uptime	Last Update	Actions
2100	ECW120	6 153	211.23.68.201	192.168.0.66	1.0.8	7F	20h 16m	a minute ago	<a href="#">Details</a>
210C	ECW120	11 48	211.23.68.201	192.168.0.197	1.0.8	7F	11d 7h 15m	a minute ago	<a href="#">Details</a>
21E1	ECW120	6 153	211.23.68.201	192.168.0.6	1.0.8	8F	5d 13h 45m	6 days ago	<a href="#">Details</a>
214F	ECW120	11 153	211.23.68.201	192.168.0.63	1.0.8	8F	11d 7h 16m	a minute ago	<a href="#">Details</a>
21AE	ECW120	6 48	211.23.68.201	192.168.0.64	1.0.8	8F	7d 18h 37m	a minute ago	<a href="#">Details</a>
2184	ECW120	6 48	211.23.68.201	192.168.0.36	1.0.8	8F	1d 20h 6m	a minute ago	<a href="#">Details</a>
214D	ECW120	11 48	211.23.68.201	192.168.0.193	1.0.8	9F	11d 7h 15m	a minute ago	<a href="#">Details</a>
2153	ECW120	11 52	211.23.68.201	192.168.0.177	1.0.8	9F	11d 7h 15m	a minute ago	<a href="#">Details</a>
21CD	ECW120	11 48	211.23.68.201	192.168.0.99	1.0.8	9F	11d 7h 15m	a minute ago	<a href="#">Details</a>
215C	ECW120	11 153	211.23.68.201	192.168.0.91	1.0.8	9F	11d 7h 15m	a minute ago	<a href="#">Details</a>
2128	ECW120	6 143	211.23.68.201	192.168.0.169	1.0.8	9F	3d 14m	a minute ago	<a href="#">Details</a>
2131	ECW120	6 36	211.23.68.201	192.168.0.104	1.0.8	1F	4d 7h 16m	a minute ago	<a href="#">Details</a>

### 2. Update Network Settings as required

Create New Organization

Name

Country

Canada

Time zone

(GMT-8:00) Pacific Time (US & Canada)

Cancel

Create

### 3. Click Apply

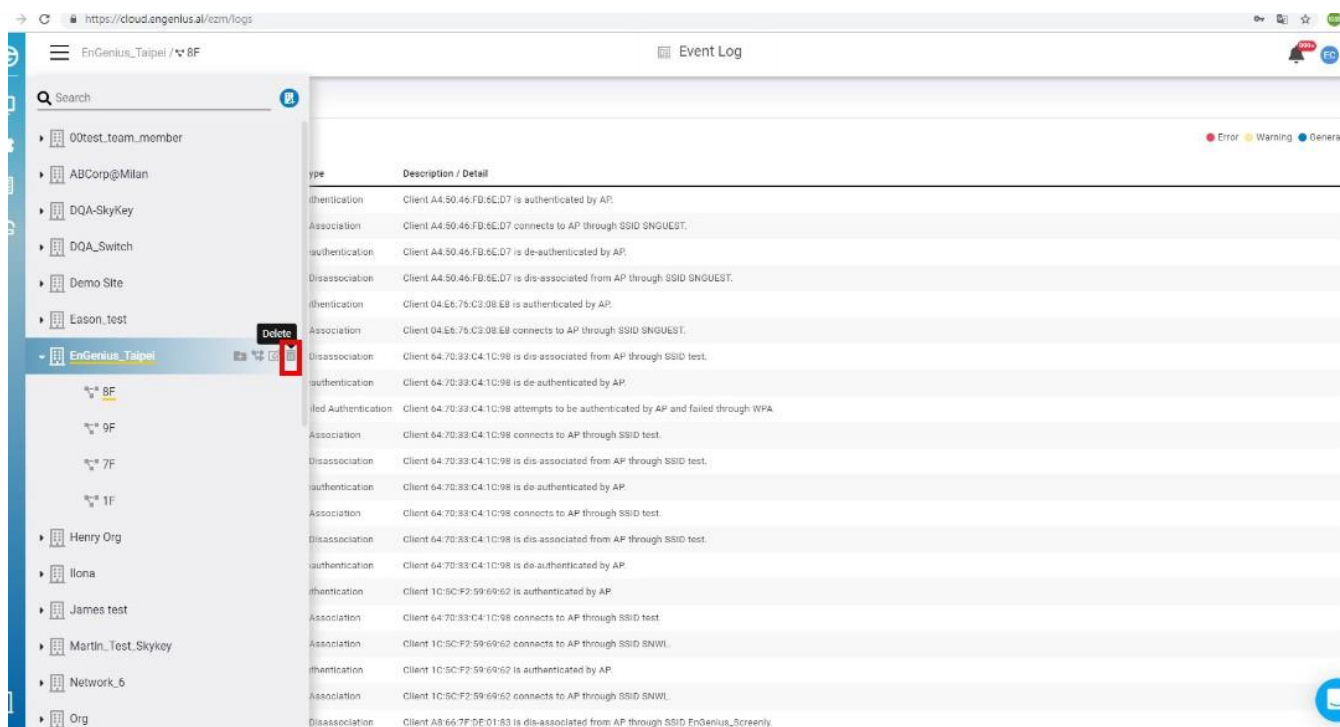
## Delete Organization

If you no longer need a Organization that you previously created, you can delete it.



Follow these steps to delete a organization

## 1. Click **Menu > Find the Organization you want to edit > Delete**



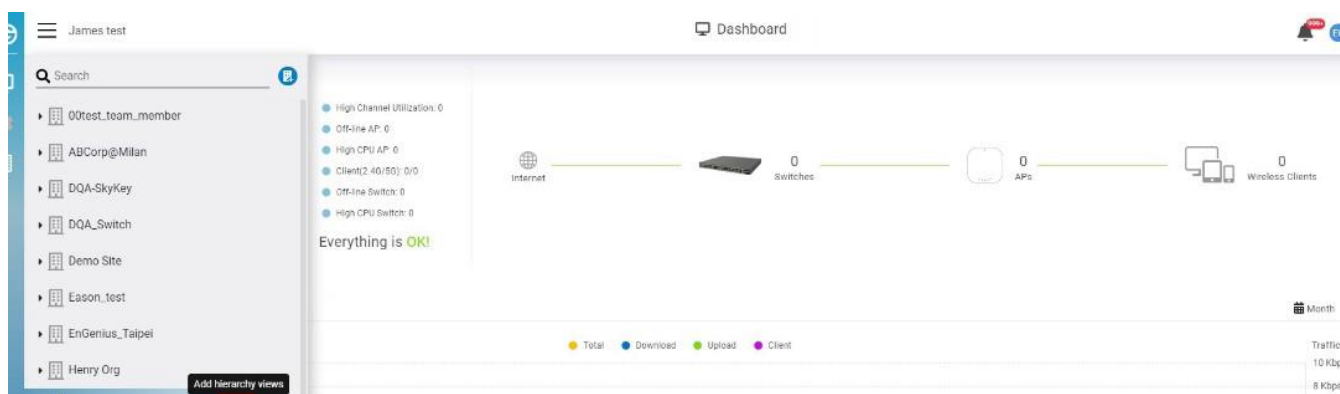
## 2. Popup is displayed and click **Confirm**

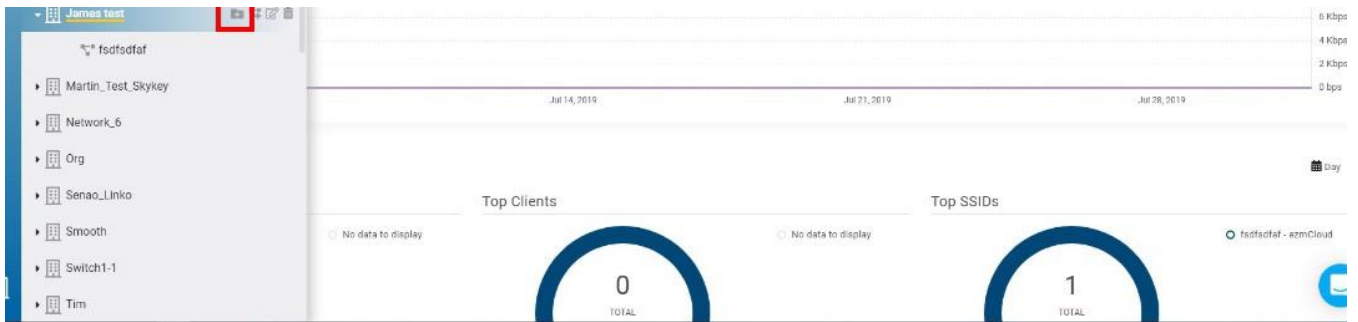
# Hierarchy View

A hierarchy view is a group of networks and/or nested hierarchy views. It follows a tree-like structure much like folders on your computer's operating system.

## Adding a hierarchy view

You can create hierarchy views for a new organization or an existing organization, or even within an existing hierarchy view. Click **Menu > Choose organization or hierarchy view > Add hierarchy view**





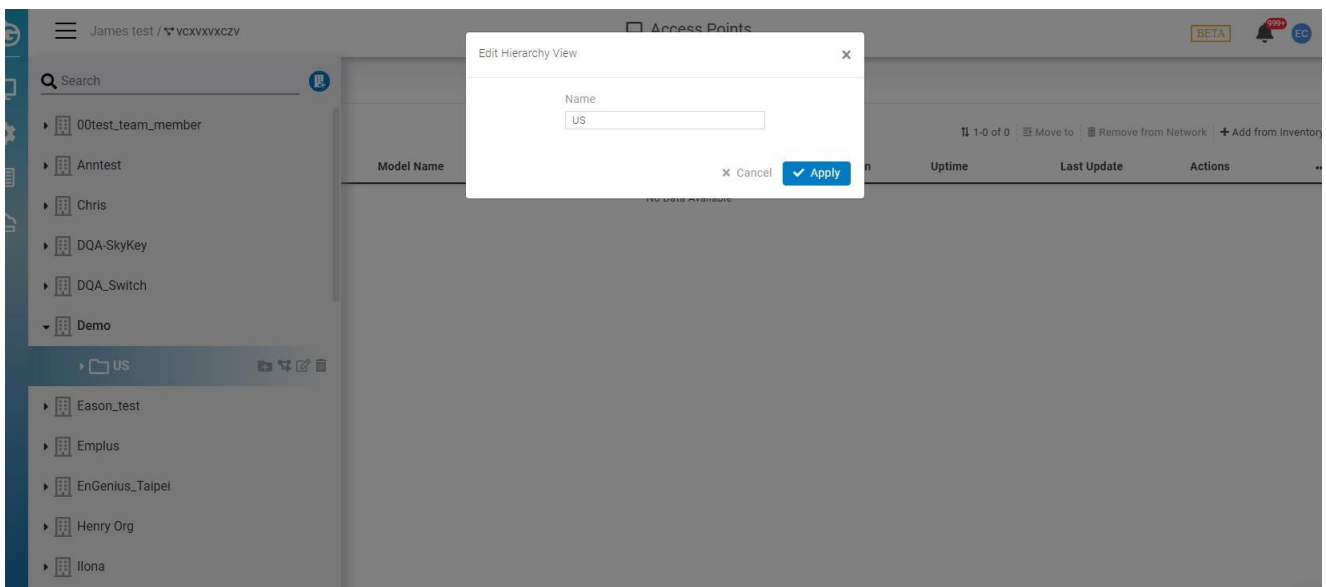
## Edit hierarchy views

1. You can edit the name of a hierarchy view name by clicking **Menu > Choose hierarchy view > Edit**

The screenshot shows the 'SSID' configuration page. On the left, a sidebar displays a hierarchy of network elements under the 'EnGenius\_Taipei / 8F' view. The elements include '00test\_team\_member', 'DQA-SkyKey', 'DQA\_Switch', 'Roger', 'angus', and 'Demo'. The main panel shows a table of SSID settings. The table has columns for Security, Captive Portal, Splash Page, Traffic Shaping, VLAN, Scheduling, and App Detection. There are four rows of data.

Security	Captive Portal	Splash Page	Traffic Shaping	VLAN	Scheduling	App Detection
WPA2-PSK	Click Through	Internal	Unlimited	Disabled	Disabled	Enabled
WPA2-PSK	None	Internal	Unlimited	105	Disabled	Enabled
WPA2-PSK	None	Internal	Unlimited	Disabled	Disabled	Enabled
WPA2-PSK	Voucher Service	Internal	Unlimited	Disabled	Disabled	Enabled

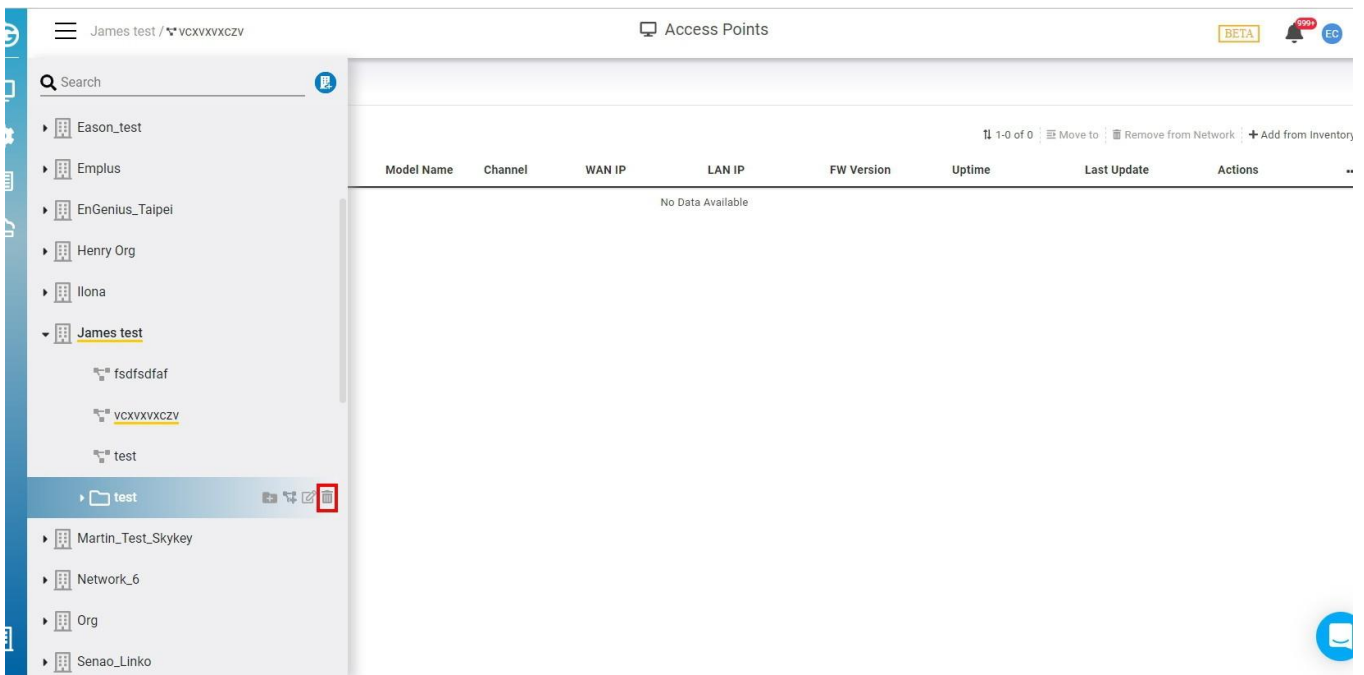
2. Change the **Hierarchy View** name and click **Apply**.





## Delete Hierarchy View

You can delete hierarchy views by clicking **Menu > Choose hierarchy view** and then clicking on the garbage icon.

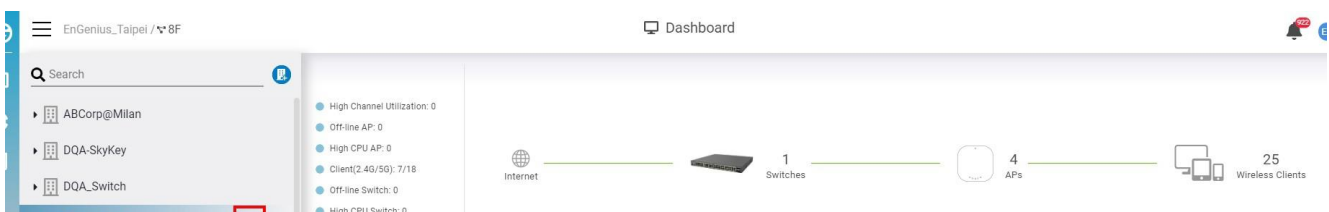


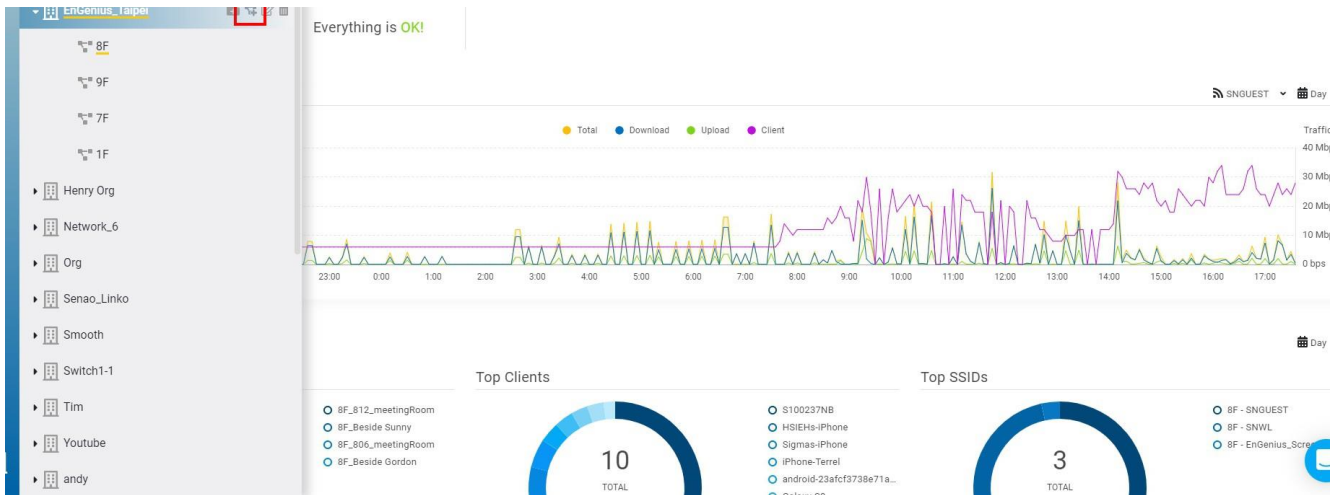
## Network

A network contains a list of devices and relevant information, such as configuration, SSID, radio settings, and firmware upgrade history. Each network contains a single configuration set for its devices, so if you have multiple configurations for devices, you can create a separate network to handle that.

## Adding a network

1. Click **Menu > Choose organization or hierarchy > Create network**





2. Enter a **name** for the network, select the **country**, **time zone**, and then click **Create**.

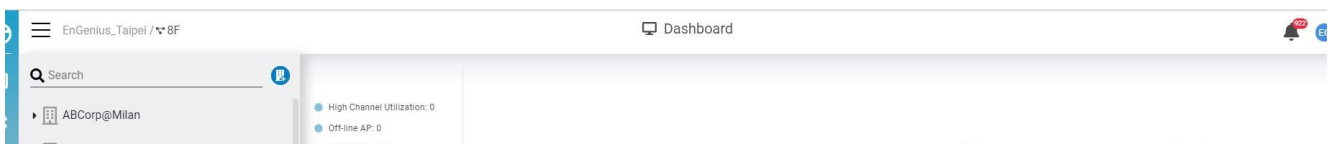
The screenshot shows the 'Create New Network' dialog box in the EnGenius dashboard. The dialog has fields for 'Name' (filled with 'test'), 'Country' (a dropdown menu showing 'Taiwan'), and 'TimeZone' (a dropdown menu showing '(GMT+08:00) Asia/Taipei'). There are 'Cancel' and 'Create' buttons at the bottom. The background shows the 'Team Members' section with a table of users, including 'James test' who is 'Active' and last logged in on '2019/09/06 11:11:14'.

**i** If total networks in an Organization are more than 500, Users might experience unexpected slow responses or issues on Cloud.

## Edit Network

**Network name**, **country**, and **timezone** can be edited as needed. Follow the steps below to edit a network.

**Choose network > Edit**





## Managing Access Points

Once you created Orgs and Networks to define the scope of managed networks, next step is to add the devices to the managed network and manage them. To manage the Access Points in a Network, trigger the toolbar menu at the left-hand side: **Manage > Access Points**.

## Add an AP to Network

Click on **Add from Inventory** button. You can then pick the devices registered to the Org previously and add them to current Network.

### Must Know:

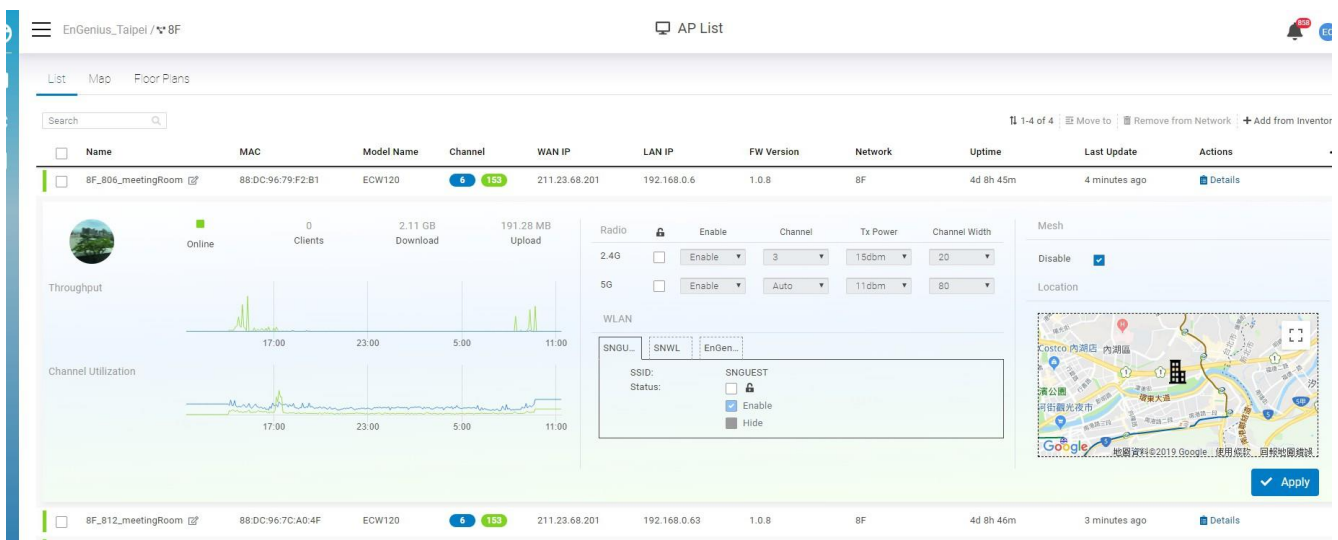
One device can only be added to one network. All devices in the same network should apply the same network-wide settings except the settings are overridden individually.

### Tips:

when you have multiple Org/Networks, you can stay in the AP list page and directly change the scope of Org/Networks. The system would lead you to different AP list pages quickly.

## Quickview Panel

Single click on the row of a AP (anywhere but hyperlink). It invokes a Quickview Panel that helps showing important status and key configurations for you. User can quickly finetune settings and do comparisons among different APs without going in and out different pages.



The screenshot displays the EnGenius management interface. At the top, the breadcrumb is "EnGenius\_Taipei / 8F". The main section is titled "AP List" and includes tabs for "List", "Map", and "Floor Plans". A search bar is present, and a toolbar shows "1-4 of 4" items, with actions like "Move to", "Remove from Network", and "Add from Inventory".

Name	MAC	Model Name	Channel	WAN IP	LAN IP	FW Version	Network	Uptime	Last Update	Actions
8F_806_meetingRoom	88:DC:96:79:F2:B1	ECW120	6 (153)	211.23.68.201	192.168.0.6	1.0.8	8F	4d 8h 45m	4 minutes ago	Details
8F_812_meetingRoom	88:DC:96:7C:A0:4F	ECW120	6 (153)	211.23.68.201	192.168.0.63	1.0.8	8F	4d 8h 46m	3 minutes ago	Details

The Quickview Panel for the selected AP (8F\_806\_meetingRoom) shows:

- Status:** Online, 0 Clients, 2.11 GB Download, 191.28 MB Upload.
- Throughput:** A line graph showing network activity over time.
- Channel Utilization:** A line graph showing channel usage over time.
- Radio Settings:**
  - 2.4G: Enabled, Channel 3, Tx Power 15dbm, Channel Width 20.
  - 5G: Enabled, Channel Auto, Tx Power 11dbm, Channel Width 80.
- WLAN Settings:**
  - SSID: SNGUEST
  - Status: Enabled (with lock icon), Hide checkbox is present.
- Mesh:** Disabled (checked), Location map showing the AP's physical location.
- Buttons:** "Apply" and "Details" (in the table).

8F_Beside Gordon	88:DC:96:79:F2:AE	ECW120	1	68	211.23.68.201	192.168.0.64	1.0.8	8F	21h 7m	3 minutes ago	Details
8F_Beside Sunny	88:DC:96:79:F2:B4	ECW120	1	36	211.23.68.201	192.168.0.36	1.0.8	8F	21h 7m	3 minutes ago	Details

## Customize Radio Settings

It's pretty common that for some cases you need to set channel or Tx power for specific APs. This would require the capability to override network's default radio settings.

Follow these steps to customize the radio settings for an AP.

1. Choose an access point from the list to show its expanded settings.

The screenshot shows the EnGenius Taipei management interface. The top navigation bar includes 'List', 'Map', and 'Floor Plans'. The main table lists APs with columns: Name, MAC, Model Name, Channel, WAN IP, LAN IP, FW Version, Uptime, Last Update, and Actions. The selected AP, 8F\_806\_meetingRoom, is highlighted. Its expanded settings are shown below the table, including a throughput graph, channel utilization graph, and radio settings. The radio settings section shows the 2.4G radio is enabled, channel 3 is selected, and Tx power is 15dBm. The 5G radio is also enabled, channel is Auto, and Tx power is 11dBm. The WLAN section shows the SSID is SNGUEST, status is Enabled, and the mesh is disabled. A map shows the location of the AP.

Name	MAC	Model Name	Channel	WAN IP	LAN IP	FW Version	Uptime	Last Update	Actions
8F_806_meetingRoom	88:DC:96:79:F2:B1	ECW120	1	211.23.68.201	192.168.0.6	1.2.7	3d 9h 41m	3 days ago	Details Reboot
8F_812_meetingRoom	88:DC:96:7C:A0:4F	ECW120	11	211.23.68.201	192.168.0.63	1.2.9	3d 11h	3 minutes ago	Details Reboot
8F_Beside Gordon	88:DC:96:79:F2:AE	ECW120	11	211.23.68.201	192.168.0.64	1.2.9	3d 11h 1m	3 minutes ago	Details Reboot
8F_Beside Sunny	88:DC:96:79:F2:B4	ECW120	6	211.23.68.201	192.168.0.36	1.2.9	3d 11h 1m	3 minutes ago	Details Reboot
linkou_7F_Beside_Yolin	88:DC:96:7B:E6:56	ECW120	6	111.241.37.121	172.27.0.49	1.2.10	1h 15m	18 minutes ago	Details Reboot

2. In the **Radio** section, click the checkbox below the lock icon to override default settings.

The screenshot shows the Senao Linko management interface. The top navigation bar includes 'List', 'Map', and 'Floor Plans'. The main table lists APs with columns: Name, MAC, Model Name, Channel, WAN IP, LAN IP, FW Version, Network, Uptime, Last Update, and Actions. The selected AP, Linko\_3F\_Office01, is highlighted. Its expanded settings are shown below the table, including a throughput graph, channel utilization graph, and radio settings. The radio settings section shows the 2.4G radio is enabled, channel is Auto, and Tx power is Auto. The 5G radio is also enabled, channel is Auto, and Tx power is Auto. The WLAN section shows the SSID is SENADWL, status is Enabled, and the mesh is disabled. A map shows the location of the AP.

Name	MAC	Model Name	Channel	WAN IP	LAN IP	FW Version	Network	Uptime	Last Update	Actions
Linko_3F_Office01	88:DC:96:76:FA:7F	ECW120	5	220.132.176.115	192.168.30.87	1.2.10	TrialZones	11h 6m	4 minutes ago	Details Reboot
Linko_3F_Office02	88:DC:96:76:FA:7C	ECW120	1	220.132.176.115	192.168.30.5	1.2.10	TrialZones	11h 6m	4 minutes ago	Details Reboot
Linko_3F_Office03	88:DC:96:76:FA:76	ECW120	11	220.132.176.115	192.168.30.68	1.2.10	TrialZones	11h 5m	4 minutes ago	Details Reboot



Throughput					5G	<input checked="" type="checkbox"/>	Auto	Auto	20	Disabled	<input checked="" type="checkbox"/>	Location
------------	--	--	--	--	----	-------------------------------------	------	------	----	----------	-------------------------------------	----------

3. Configure the following settings for both the 2.4GHz and 5GHz radio band:

- Channel
- Tx Power
- Channel Width

Senao\_Linko Access Points

List Map Floor Plans

Search

1-15 of 15 Move to Remove from Network Add from Inventory

Name	MAC	Model Name	Channel	WAN IP	LAN IP	FW Version	Network	Uptime	Last Update	Actions
Linko_3F_Office01	88:DC:96:76:FA:7F	ECW120	5 149	220.132.176.115	192.168.30.87	1.2.10	TrialZones	11h 6m	4 minutes ago	Details Reboot
Linko_3F_Office02	88:DC:96:76:FA:7C	ECW120	1 149	220.132.176.115	192.168.30.5	1.2.10	TrialZones	11h 6m	4 minutes ago	Details Reboot

Online 18 Clients 5.32 GB Download 928.57 MB Upload

Throughput

Channel Utilization

Radio Enabled

Channel Tx Power Channel Width

2.4G ☒ ☒ Auto Auto 20

5G ☐ ☒ Auto Auto 40

WLAN

SSID: SENAOWL

Status: ☒ Enabled ☐ Hide

Mesh Disabled ☒

Location

Please set AP location at Map

Apply

Name	MAC	Model Name	Channel	WAN IP	LAN IP	FW Version	Network	Uptime	Last Update	Actions
Linko_3F_Office03	88:DC:96:76:FA:76	ECW120	11 149	220.132.176.115	192.168.30.68	1.2.10	TrialZones	11h 5m	4 minutes ago	Details Reboot

Online 10 Clients 3.45 GB Download 560.45 MB Upload

Throughput

Channel Utilization

Radio Enabled

Channel Tx Power Channel Width

2.4G ☐ ☒ Auto Auto 20

5G ☐ ☒ Auto Auto 40

WLAN

SSID: SENAOWL

Status: ☒ Enabled ☐ Hide

Mesh Disabled ☒

Location

Please set AP location at Map

Apply

4. Click Apply.

Senao\_Linko Access Points

List Map Floor Plans

Search

1-15 of 15 Move to Remove from Network Add from Inventory

Name	MAC	Model Name	Channel	WAN IP	LAN IP	FW Version	Network	Uptime	Last Update	Actions
Linko_3F_Office01	88:DC:96:76:FA:7F	ECW120	5 149	220.132.176.115	192.168.30.87	1.2.10	TrialZones	11h 6m	4 minutes ago	Details Reboot
Linko_3F_Office02	88:DC:96:76:FA:7C	ECW120	1 149	220.132.176.115	192.168.30.5	1.2.10	TrialZones	11h 6m	4 minutes ago	Details Reboot

Online 18 Clients 5.32 GB Download 928.57 MB Upload

Throughput

Channel Utilization

Radio Enabled

Channel Tx Power Channel Width

2.4G ☒ ☒ Auto Auto 20

5G ☐ ☒ Auto Auto 40

WLAN

SSID: SENAOWL

Status: ☒ Enabled ☐ Hide

Mesh Disabled ☒

Location

Please set AP location at Map

Apply

Name	MAC	Model Name	Channel	WAN IP	LAN IP	FW Version	Network	Uptime	Last Update	Actions
Linko_3F_Office03	88:DC:96:76:FA:76	ECW120	11 149	220.132.176.115	192.168.30.68	1.2.10	TrialZones	11h 5m	4 minutes ago	Details Reboot

Online 10 Clients 3.45 GB Download 560.45 MB Upload

Throughput

Channel Utilization

Radio Enabled

Channel Tx Power Channel Width

2.4G ☐ ☒ Auto Auto 20

5G ☐ ☒ Auto Auto 40

WLAN

SSID: SENAOWL

Status: ☒ Enabled ☐ Hide

Mesh Disabled ☒

Location

Please set AP location at Map

Apply



## Customize SSID settings

Although APs in the same network share the same SSID settings, sometimes you just do not want a specific AP to enable all SSIDs in the network. For example, you don't want the SSID of financial department to be enabled and accessible everywhere. In the [Quickview Panel](#), you can also finetune and override SSID settings.

Follow the steps to override network-wide settings and enable or hide the SSID of a network.

1. In the **WLAN** section, click on the checkbox near lock icon to override default settings.

The screenshot shows the Senao\_Linko management interface for Access Points. The top navigation bar includes 'List', 'Map', and 'Floor Plans'. A search bar is present. Below the navigation bar, there is a table of access points. The table has columns: Name, MAC, Model Name, Channel, WAN IP, LAN IP, FW Version, Network, Uptime, Last Update, and Actions. Three access points are listed: Linko\_3F\_Office01, Linko\_3F\_Office02, and Linko\_3F\_Office03. The details for Linko\_3F\_Office02 are expanded, showing a 'WLAN' section with a list of SSIDs: SENA..., SNGU..., and SNGUEST. The SNGUEST SSID is highlighted with a red box, and its status is set to 'Enabled'. The 'Radio' section shows 2.4G and 5G radio settings. The 'Mesh' section shows 'Disabled' and 'Location' settings. The 'Throughput' and 'Channel Utilization' graphs are also visible.

Name	MAC	Model Name	Channel	WAN IP	LAN IP	FW Version	Network	Uptime	Last Update	Actions
Linko_3F_Office01	88:DC:96:76:FA:7F	ECW120	5	220.132.176.115	192.168.30.87	1.2.10	TrialZones	11h 6m	4 minutes ago	Details Reboot
Linko_3F_Office02	88:DC:96:76:FA:7C	ECW120	1	220.132.176.115	192.168.30.5	1.2.10	TrialZones	11h 6m	11 minutes ago	Details Reboot
Linko_3F_Office03	88:DC:96:76:FA:76	ECW120	11	220.132.176.115	192.168.30.68	1.2.10	TrialZones	11h 5m	4 minutes ago	Details Reboot

2. Configure SSID to be enabled or hidden per your request.

This screenshot is identical to the one above, showing the configuration for Linko\_3F\_Office02. The 'WLAN' section shows the 'SNGUEST' SSID is highlighted with a red box and its status is set to 'Enabled'. The 'Radio' section shows 2.4G and 5G radio settings. The 'Mesh' section shows 'Disabled' and 'Location' settings. The 'Throughput' and 'Channel Utilization' graphs are also visible.

Name	MAC	Model Name	Channel	WAN IP	LAN IP	FW Version	Network	Uptime	Last Update	Actions
Linko_3F_Office01	88:DC:96:76:FA:7F	ECW120	5	220.132.176.115	192.168.30.87	1.2.10	TrialZones	11h 6m	4 minutes ago	Details Reboot
Linko_3F_Office02	88:DC:96:76:FA:7C	ECW120	1	220.132.176.115	192.168.30.5	1.2.10	TrialZones	11h 6m	11 minutes ago	Details Reboot
Linko_3F_Office03	88:DC:96:76:FA:76	ECW120	11	220.132.176.115	192.168.30.68	1.2.10	TrialZones	11h 5m	4 minutes ago	Details Reboot

### 3. Click **Apply**.

The screenshot shows the Senao Linko management console. At the top, there's a navigation bar with 'List', 'Map', and 'Floor Plans' tabs. Below this is a table of access points. Two points are selected: 'Linko\_3F\_Office01' and 'Linko\_3F\_Office02'. Below the table, there are two detailed views for the selected APs. Each view includes a status indicator (Online), client count, and throughput graphs. To the right of the graphs are configuration settings for Radio (2.4G, 5G) and Mesh (Disabled). The 'Apply' button is highlighted with a red box in the bottom right corner of the configuration panel.

## Manipulate APs in a Network

Once you have APs added to the network, you can apply more actions on the APs:

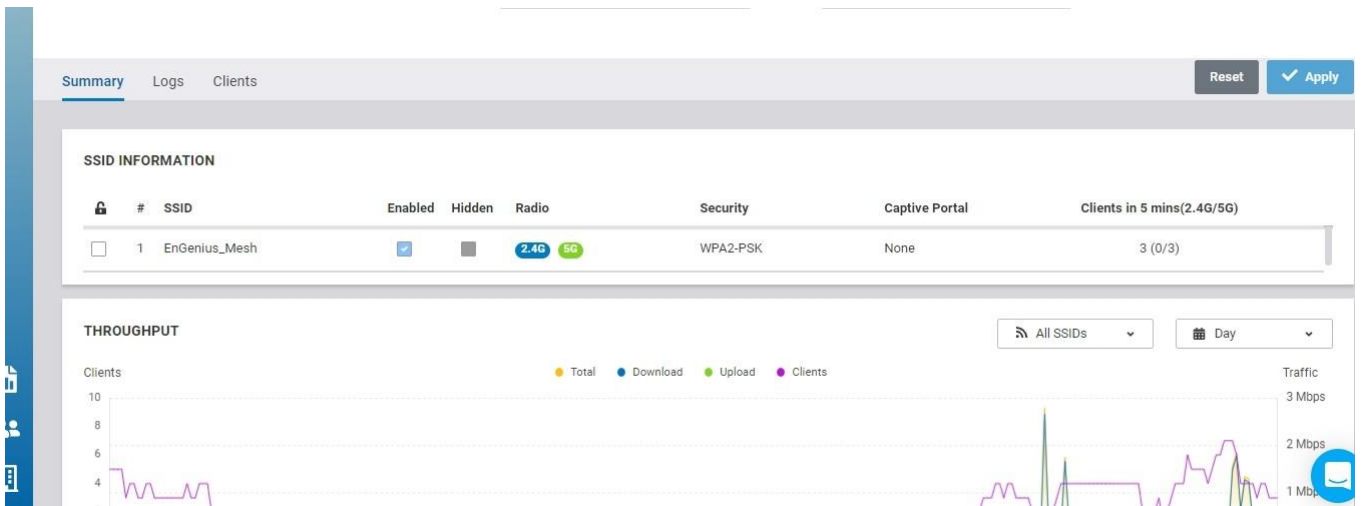
- **Move**  
Select one or multiple access points and click to move the AP(s) to another hierarchy view/network.
- **Remove**  
Select one or multiple access points and click to remove from the current org/hierarchy view/network.

## Diag Tools

This allows you to run the diagnostic tests that can help the Network administrator to troubleshoot.

Under AP detail page > you can easily see the “Diag Tools” icon

The screenshot shows the detailed configuration page for an ECW220 access point. The page is divided into several sections. On the left, there's a sidebar with icons for different functions. The main content area shows various configuration details for the selected AP, including Model Name, IP Address, Subnet Mask, Gateway, Topology, LED Light, LED Blinking, Channel, Tx Power, Antenna Gain, and Mesh settings. The 'Diag Tools' icon is visible in the bottom right corner.



Under Manage > Access Points > Diag

Senao / Nangang / 8F Network

AP List

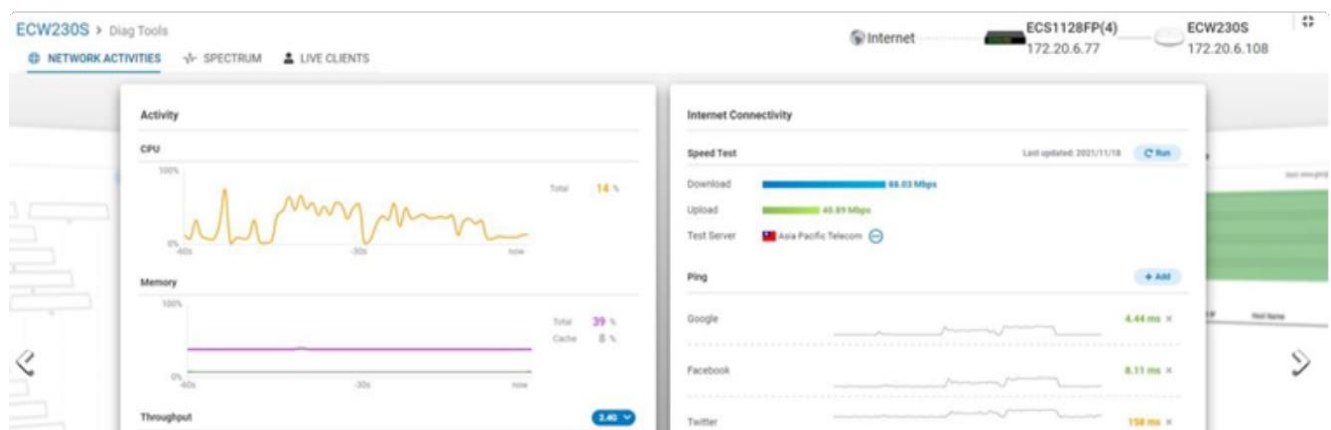
1-6 of 6

Search

Move to Remove from Network Add from Inventory

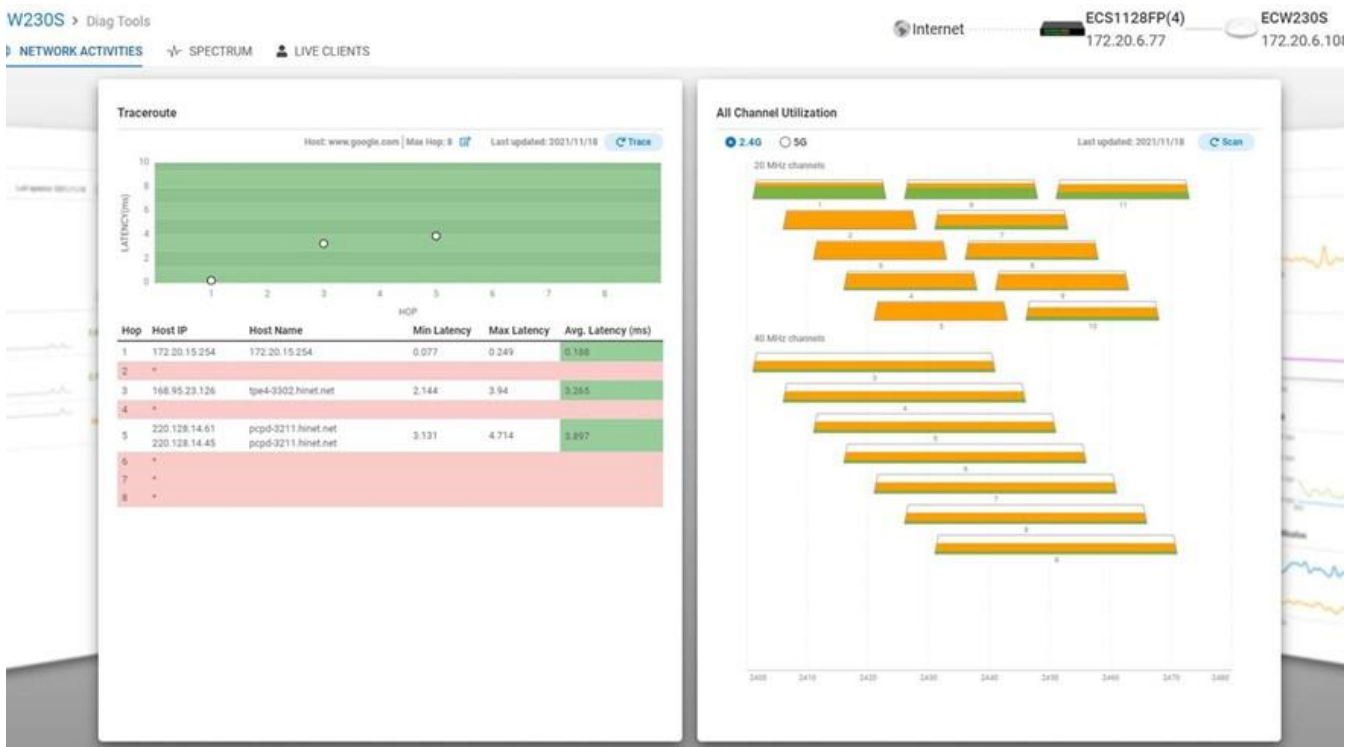
Name	MAC	Model Nme	2.4G	5G	WAN IP	LAN IP	FW Version	Mesh Mode	...
ECW120	A0:00:00:62:00:00	ECW120	6	153	211.72.124.13	192.168.0.75	sim_v4.0	AP	Details Diag Reboot Upgrades Configuration
ECW120	A0:00:00:62:00:00	ECW120	6	153	211.72.124.13	192.168.0.75	sim_v4.0	AP	
ECW120	A0:00:00:62:00:00	ECW120	6	153	211.72.124.13	192.168.0.75	sim_v4.0	Gateway	
ECW120	A0:00:00:62:00:00	ECW120	6	153	211.72.124.13	192.168.0.75	sim_v4.0	Gateway	

So the Full-screen tools are displayed, So you can use them.





- Diag Tools are all “real-time”
- AP diagnostic tools includes (1) Activity: CPU/Memory/Throughput/Channel Utilization(2) Speed test / Ping (3) traceroute (4) All channel utilization (5) Live Clients + (6) Spectrum Analyzer
- Except Spectrum Analyzer is for “S” models only, (1)-(5) are all available for all models
- Activity: The info is as now and we add “non-WiFi” channel utilization % to let users know how much of the total channel utilization rate is from non-WiFi, so users can know if the interfering is from other AP or the environment of the channel is dirty and got high white noise.
- For the Speed test, users can choose one from the “Test Server” list (detected by AP) and do a speed test, so when users have an issue on “slow connectivity” issue, the admin can check if it’s due to “Slowuplink” of AP or due to dirty WiFi between client and AP.
- Ping: We put 3 default servers for users to check the latency change. User can also define their own server for the ping test.



- Traceroute: By default, we set the destination site to Google for the traceroute, and max hop is set to 8, which can be changed by the user. Traceroute allows user to know “the path” from the AP to the destination and will list every router/gateway (hop) and its latency, so if the destination is unreachable, then there must be some setting issue on router/gateway; and from the latency of each hop, the user will know the “slow uplink” is caused by which router/gateway. When the latency is over 10ms, the color will change to yellow, and if > 40ms, the color will change to red.

All channel utilization: This is a useful tool that user can easily see how dirty each channel is at a glance, and decide if he wants to change the channel of the AP manually. “Green” is “WiFi” traffic and “Orange” is “non-WiFi” interfering. By mouse-over, you can see the details of how much the % of WiFi and non-WiFi.



- For the spectrum analysis tool (spectrogram or waterfall graph), we provide a rolling timeline view of signal strengths measured. The upper part shows the signal strength (RSSI) detected and the color indicates how many sources have been detected. The Lower part is the timeline view to let users know that, for example, channel 8 is dirtier than others, which might not be able to show from glance view of all channel utilization at the time, because the interfering source might not emit continuously but in high frequency.

## Live Clients

Search 1-13 of 100

Name	MAC	SSID	IP	Band	OS	RSSI	Download	Upload
SNWL1234567890	B4:6B:FC:27:B5:91	SNGUEST	192.168.0.164	2.4G	Apple	-38	493.62 MB	76.84 MB
SNWL1234567890	B4:6B:FC:27:B5:91	SNGUEST	192.168.0.164	2.4G	Apple	-38	493.62 MB	76.84 MB
SNWL1234567890	B4:6B:FC:27:B5:91	SNGUEST	192.168.0.164	2.4G	Apple	-38	493.62 MB	76.84 MB
SNWL1234567890	B4:6B:FC:27:B5:91	SNGUEST	192.168.0.164	5G	Apple	-38	493.62 MB	76.84 MB
SNWL1234567890	B4:6B:FC:27:B5:91	SNGUEST	192.168.0.164	5G	Apple	-38	493.62 MB	76.84 MB
SNWL1234567890	B4:6B:FC:27:B5:91	SNGUEST	192.168.0.164	2.4G	Apple	-38	493.62 MB	76.84 MB
SNWL1234567890	B4:6B:FC:27:B5:91	SNGUEST	192.168.0.164	2.4G	Apple	-38	493.62 MB	76.84 MB
SNWL1234567890	B4:6B:FC:27:B5:91	SNGUEST	192.168.0.164	2.4G	Apple	-38	493.62 MB	76.84 MB
SNWL1234567890	B4:6B:FC:27:B5:91	SNGUEST	192.168.0.164	5G	Apple	-38	493.62 MB	76.84 MB
SNWL1234567890	B4:6B:FC:27:B5:91	SNGUEST	192.168.0.164	5G	Apple	-38	493.62 MB	76.84 MB

SNWL1234567890	B4:6B:FC:27:B5:91 SNGUEST	192.168.0.164	2.4G	Apple	38	493.62 MB	76.84 MB
SNWL1234567890	B4:6B:FC:27:B5:91 SNGUEST	192.168.0.164	5G	Apple	38	493.62 MB	76.84 MB
SNWL1234567890	B4:6B:FC:27:B5:91 SNGUEST	192.168.0.164	5G	Apple	38	493.62 MB	76.84 MB

In the Live clients, you can monitor the clients that are connected to specific AP. You can use it when the AP feature plan is PRO.

**i** In the AP Basic feature plan, we only allow you to use the Diag tool in 1 min, after 1 min, Diag tools will be deactivated. If you want to use it longer, you can switch the AP feature plan to PRO. you can use the diag tool when the AP firmware is 1.x.35 or above.

## Configure and Check AP Details

For each AP, there are more settings available to configure and fine-tune the system. In addition, EnGenius Cloud collects and aggregates lots of data reported by AP periodically. Sophisticated graphs and tables are available in the AP detail page to ease the monitoring and tracking on an AP. To get all the details, at **AP list** page, hover your mouse cursor on the row of AP you interested. A **Details** button is shown and click on it to get into AP detail page.

EnGenius\_Taipei / 8F

AP List

List Map Floor Plans

Search

1-4 of 4 Move to Remove from Network Add from Inventory

<input type="checkbox"/>	Name	MAC	Model Name	Channel	WAN IP	LAN IP	FW Version	Network	Uptime	Last Update	Actions
<input type="checkbox"/>	8F_806_meetingRoom	88:DC:96:79:F2:B1	ECW120	6 153	211.23.68.201	192.168.0.6	1.0.8	8F	4d 8h 45m	4 minutes ago	Details
<input type="checkbox"/>	8F_812_meetingRoom	88:DC:96:7C:A0:4F	ECW120	6 153	211.23.68.201	192.168.0.63	1.0.8	8F	4d 8h 46m	3 minutes ago	Details
<input type="checkbox"/>	8F_Beside Gordon	88:DC:96:79:F2:AE	ECW120	1 45	211.23.68.201	192.168.0.64	1.0.8	8F	21h 7m	3 minutes ago	Details
<input type="checkbox"/>	8F_Beside Sunny	88:DC:96:79:F2:B4	ECW120	1 36	211.23.68.201	192.168.0.36	1.0.8	8F	21h 7m	3 minutes ago	Details



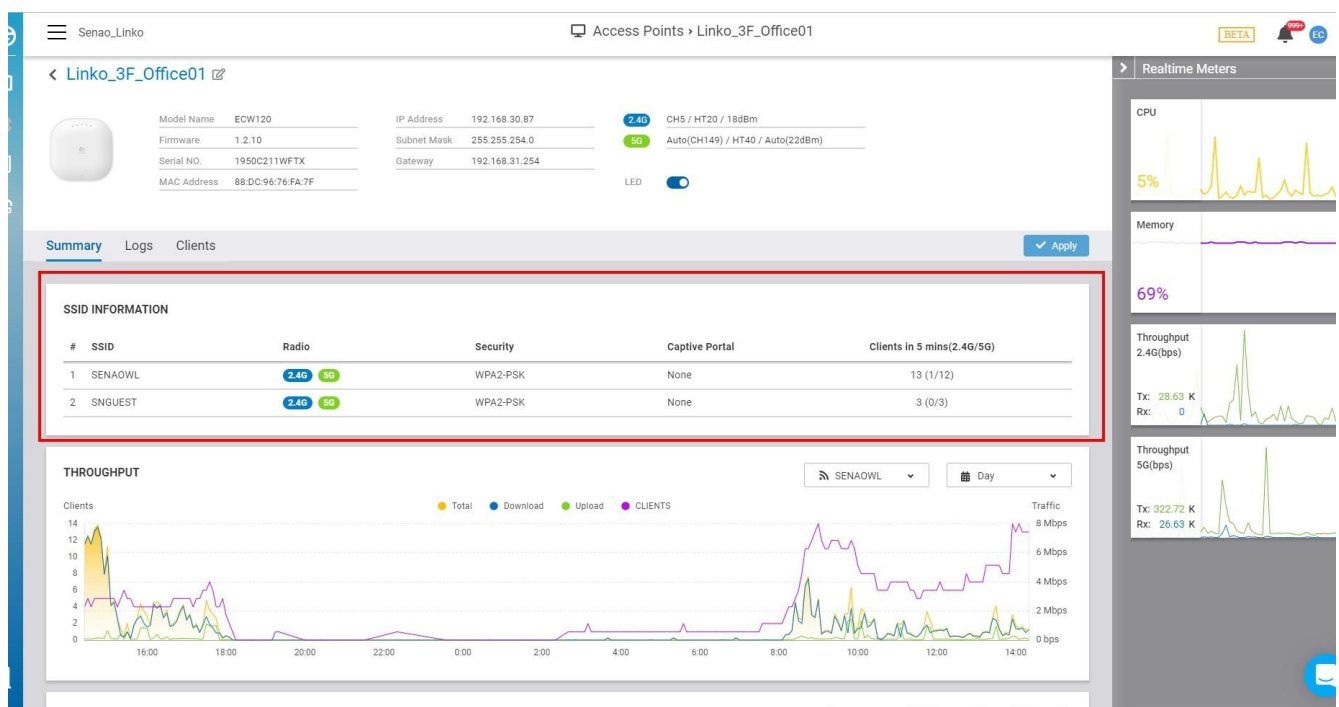
# Summary

The first TAB page summarizes AP's current settings and states. All details of configurations and statistics are shown in this page.

## SSID

The SSID section allows you to check and configure the exact SSID settings for this AP.

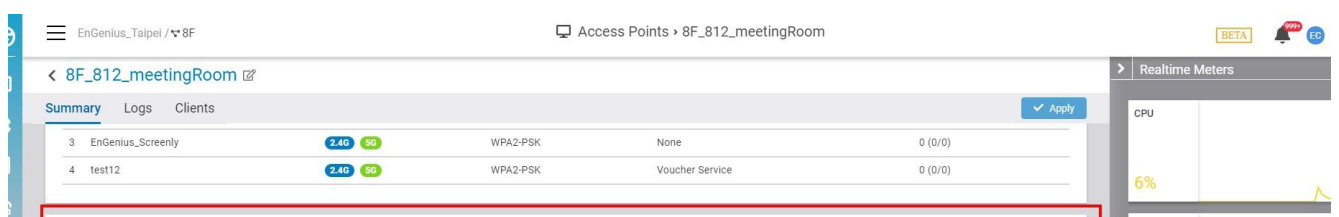
- **SSID:** shows the SSID name.
- **Radio:** shows the Radio (2.4GHz or 5GHz bands) turned on in this AP.
- **Security:** security type set on the SSID.
- **Captive portal:** shows authentication type for captive portal.

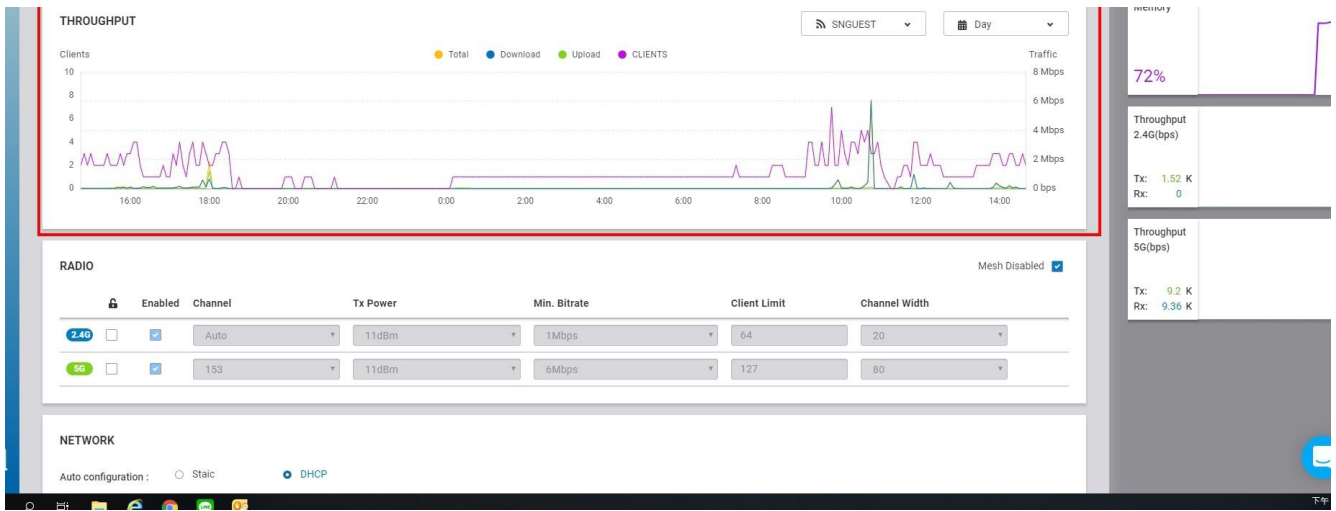


## Throughput

The Throughput section allows you to check the throughput statistics for this AP. Note that you can control the filters to get different results based on your requirement:

- By SSID
- By Time (daily/weekly/monthly)





## Radio

The Radio section allows you to configure individual radio settings. The default radio setting will be followed by the network radio setting. If you want the radio settings of an access point to be different from the default, you can override them with custom values.

	Enable	Channel	Tx Power	Min. Bitrate	Client Limit	Channel Width	...
2.4G	<input checked="" type="checkbox"/>	Auto	11dBm	1Mbps	64	20	
5G	<input checked="" type="checkbox"/>	153	11dBm	6Mbps	127	80	

## IP Addressing

This section allows you to configure IP address settings for the AP individually.

**IP ADDRESSING**

IP Assignment: ☐ Static ☒ DHCP

IPv4 Address: 192.168.0.53

Subnet Mask: 255.255.255.0

Gateway: 192.168.0.1

DNS Server1: 8.8.8.8

DNS Server2: 168.95.1.1

Management VLAN: Disabled

- **DHCP:** You can choose to auto assign IP addresses if there is a **DHCP** server in the network.
- **Static:** Allows you to manually assign an IP address.  
Enter the IP address you wish to assign to the access point and fill in the subnet mask, default gateway,



and DNS server address.

- **IPV4 Address:** Enter the IP address for the access point.
- **Subnet Mask:** Enter the subnet mask for the access point.
- **Gateway:** Enter the default gateway for the access point.
- **DNS Server 1:** Enter the primary DNS server name.
- **DNS Server 2:** Enter the secondary DNS server name.

## Photos

When an AP is just installed, you can take a photo (or several) on the AP and uploaded it to EnGenius Cloud as a property data for the AP. It's helpful for the installer to memorize where and how he installed the AP.

**Good to Know:** It is easier to take photo and upload it in Cloud-to-go App.

## Logs

The EnGenius Cloud Log contains several logging subsystems that each have unique data retention and export options available. Datasets like device event, system configuration, and analytics are used for starkly different purposes (business intelligence, operations, risk management, etc.) and are reflected in the native logging capabilities. In the Log TAB page, the system list all the device logs for current AP. If you need to track events across a network, check [Device Events](#) for more details.

The screenshot displays the EnGenius Cloud interface for a specific Access Point (AP) named '9F\_906\_meetingRoom'. The interface is divided into several sections:

- Header:** Shows the AP name and a search bar.
- Summary:** Displays basic information about the AP, including its model (ECW120), MAC address (1940C2111KD2), and IP address (192.168.0.1).
- Logs:** The active tab, showing a list of log entries. The table has columns for Time, SSID, Client, Event Type, and Description / Detail. The log entries show disassociation events for various clients.
- Clients:** A tab for viewing client information.
- System Metrics:** A section on the right showing charts for CPU, Memory, and Throughput.

Time	SSID	Client	Event Type	Description / Detail
Jul-25 16:51:24	SNGUEST	54:99:63:C1:F1:41	802.11 Disassociation	Band: 2.4G Vap: 0 Channel: 1 Reason: 3 Aid: 5d39635fd3d27
Jul-25 16:51:24	SNGUEST	54:99:63:C1:F1:41	802.11 Disassociation	Band: 2.4G Vap: 0 Channel: 1 Reason: 3 Aid: 5d39635fd3d27
Jul-25 16:47:21	SNWL	30:52:CB:28:6E:2B	802.11 Disassociation	Band: 5G Vap: 1 Channel: 40 Reason: 3 Aid: 5d3960b289c1b
Jul-25 16:47:21	SNWL	30:52:CB:28:6E:2B	802.11 Disassociation	Band: 5G Vap: 1 Channel: 40 Reason: 3 Aid: 5d3960b289c1b
Jul-25 16:43:38	SNGUEST	20:39:56:AE:99:C8	802.11 Disassociation	Band: 2.4G Vap: 0 Channel: 1 Reason: 3 Aid: 5d3965b508d0
Jul-25 16:43:38	SNGUEST	20:39:56:AE:99:C8	802.11 Disassociation	Band: 2.4G Vap: 0 Channel: 1 Reason: 3 Aid: 5d3965b508d0
Jul-25 16:22:52	SNGUEST	20:39:56:AE:99:C8	802.11 Disassociation	Band: 2.4G Vap: 0 Channel: 1 Reason: 3 Aid: 5d3965b508d0
Jul-25 16:22:52	SNGUEST	20:39:56:AE:99:C8	802.11 Disassociation	Band: 2.4G Vap: 0 Channel: 1 Reason: 3 Aid: 5d3965b508d0

## Filtering

2021-12-18 15:38:36

2021-12-25 15:38:36

« < Dec 2021 Jan 2022 > »

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Time

Today

Yesterday

Last 1 Hour

Last 12 Hours

Last 24 Hours

Last 7 Days

Last 14 Days

Severity

☒ Error

☒ Warning

☐ General

Type

Select All

Unselect All

☐ WLAN Client Connection

☐ WLAN Client Control

☐ WLAN Radio

☐ Client Roaming

☒ Device Status

☐ Mesh

☐ Switch Port Status

☐ AirGuard

SSID

Name

Client

Name / MAC Address

Reset

✓ Apply

Log Filter

While the device log provides a thorough timeline of events on the AP, it is usually unnecessary to view all events. The following options are available to filter down the event log as needed.

### Filtering By SSID or Client

Filtering events to a specific client can help troubleshoot individual connectivity issues. Entering the MAC address, hostname, or custom name in the **Client** field will display only events affecting that client, excluding other client information and device events. For the same reason, **SSID** field can be used to filter out events related with other SSIDs.

### Filtering By Date and Time

The event log shows all events for clients and devices, starting with the most recent event by default. The date and time filters are useful to display only events that happened at or before the specified time.

### Filtering By Severity

The event log are categorized in different severity:

- Error
- Warning
- General

You can also set the filter to only show the logs with dedicated severity.

### Filtering By Event Type

The following types of events will be reported by ECW access points:

- WLAN Client Connection
- WLAN Client Control
- WLAN Radio
- Client Roaming
- Device Status

- Mesh
- AirGuard

The filter also support all types of events listed above.



## Clients

**Clients** page provides comprehensive details of wireless clients that ever managed by the access point.

< 8F\_RD\_01 













Model Name	ECW230S
Firmware	1.5.41
Serial NO.	2180V411DD5P
MAC Address	88:DC:96:9A:43:60
Configuration	Up-to-date

IP Address	192.168.0.53
Subnet Mask	255.255.255.0
Gateway	192.168.0.1
Topology	<a href="#">Show</a>
LED Light	
LED Blinking	

<b>2.4G</b>	Channel	CH1 / HT20
	Tx Power	11dBm
	Antenna Gain	5dBi
<b>5G</b>	Channel	Auto(CH56) / HT80
	Tx Power	17dBm
	Antenna Gain	6dBi



Summary Logs <b>Clients</b>												
<div> <input type="text" value="Time:5min"/> <span>1-4 of 4</span> <span>Live Clients <b>PRO AP</b></span> <span>Access Control</span> <span>Export <b>PRO</b></span> </div>												
	Client Name	MAC	Access	Last Seen	SSID	IP	OS	Vendor	RSSI	Rate	Band	Dow
<input type="checkbox"/>	 <a href="#">s102468nb</a> 	F8:34:41:77:50:29		5 minutes ago	SNWL	10.0.80.102		IntelCor		156M	<b>5G</b>	147
<input type="checkbox"/>	 <a href="#">102285NB</a> 	C0:B8:83:E9:8B:03		5 minutes ago	SNWL	10.0.80.131		IntelCor		1080M	<b>5G</b>	203

This page is filtered for current AP and supports all features as same as in [Managing Clients](#). To get more details, please refer to the [Managing Clients](#) section.

### Tips:

- To browse the clients page by page, you just need to scroll down the page to the end of screen. The web system will automatically load next page for you.
- The clients in the list are historical data reported by AP minutes ago. If you want to see clients connecting with AP in realtime, click on the **Live Clients** link. It will lead you to the diag tools which give you an update of client list in seconds.

## Realtime Diagnostics

EnGenius Cloud provides powerful diag tools to track every details of your network in **REALTIME**. To trigger the Diag Tools, simply click on the diag button shown below:





Please refer to [Diag Tools](#) to get more details.

## LED Control

On the top of AP detail page, there are two buttons available to control AP LEDs instantly.

8F\_RD\_01



Model Name	ECW230S
Firmware	1.5.41
Serial NO.	2180V411DD5P
MAC Address	88:DC:96:9A:43:60
Configuration	Up-to-date

IP Address	192.168.0.53
Subnet Mask	255.255.255.0
Gateway	192.168.0.1
Topology	<a href="#">Show</a>

LED Light	<input type="checkbox"/>
LED Blinking	

2.4G	Channel	CH1 / HT20
	Tx Power	11dBm
	Antenna Gain	5dBi
5G	Channel	Auto(CH56) / HT80
	Tx Power	17dBm
	Antenna Gain	6dBi



- **LED Light:** This allows you to enable or disable all LEDs on the AP. This is helpful if users do not want LEDs of AP interfering their vision at night.
- **LED Blinking:** Click light bulb icon. LEDs on the AP will blink for 10 seconds. This helps the installer to find and identify a AP.

## Managing Switches

Click **Manage > Switches** to access this screen and double-click the organization/hierarchy view/network on the tree to change the scope.

Senao / Nangang / 8F Network

Switch List

English Donna Lin

List Map Floor Plans

REFRESH

Search

1-7 of 100 Reboot Move to Remove Add From Invent

Name	MAC	Model Name	WAN IP	LAN IP	Port(Active/Total)	FW Version	Uptime	Actions
<input type="checkbox"/> ECS1128	A0:00:00:62:00:00	ECS1128	211.72.124.13	192.168.0.75	1/28	sim_v4.0	24 days, 19:27:46	Diagnose  Replace
<input type="checkbox"/> ECS1128	A0:00:00:62:00:00	ECS1128	211.72.124.13	192.168.0.75	1/28	sim_v4.0	24 days, 19:27:46	Diagnose  Replace
<input checked="" type="checkbox"/> ECS1152	A0:00:00:62:00:00	ECS1128	211.72.124.13	192.168.0.75	4/28	sim_v4.0	24 days, 19:27:46	Diagnose  Replace

Port view

100/10 Mbps 1 Gbps 10 Gbps

Disconnected Disabled PoE Uplink

VLAN STP



The **Switch List** page lists all switches within your organization/hierarchy view/network, and allows you to choose each switch to view the port status, VLAN , STP and PoE.

The following describes the functions in this screen:

**Move to:** Select one or multiple switches and click to move the switches to another hierarchy view/network.

**Remove From Networks:** Select one or multiple switches and click to remove the switches from the current organization/hierarchy view/network.

**Add From Inventory:** Click this button to add switches from your existing inventory.

**Detail:** Click to display the individual switch details.

## PoE scheduling

This allows you to view and configure PoE schedules that can be applied to the ports. Below screens display the existing schedules visually. Click **Manage > Switch lists > detail > PoE scheduling** to access this screen

