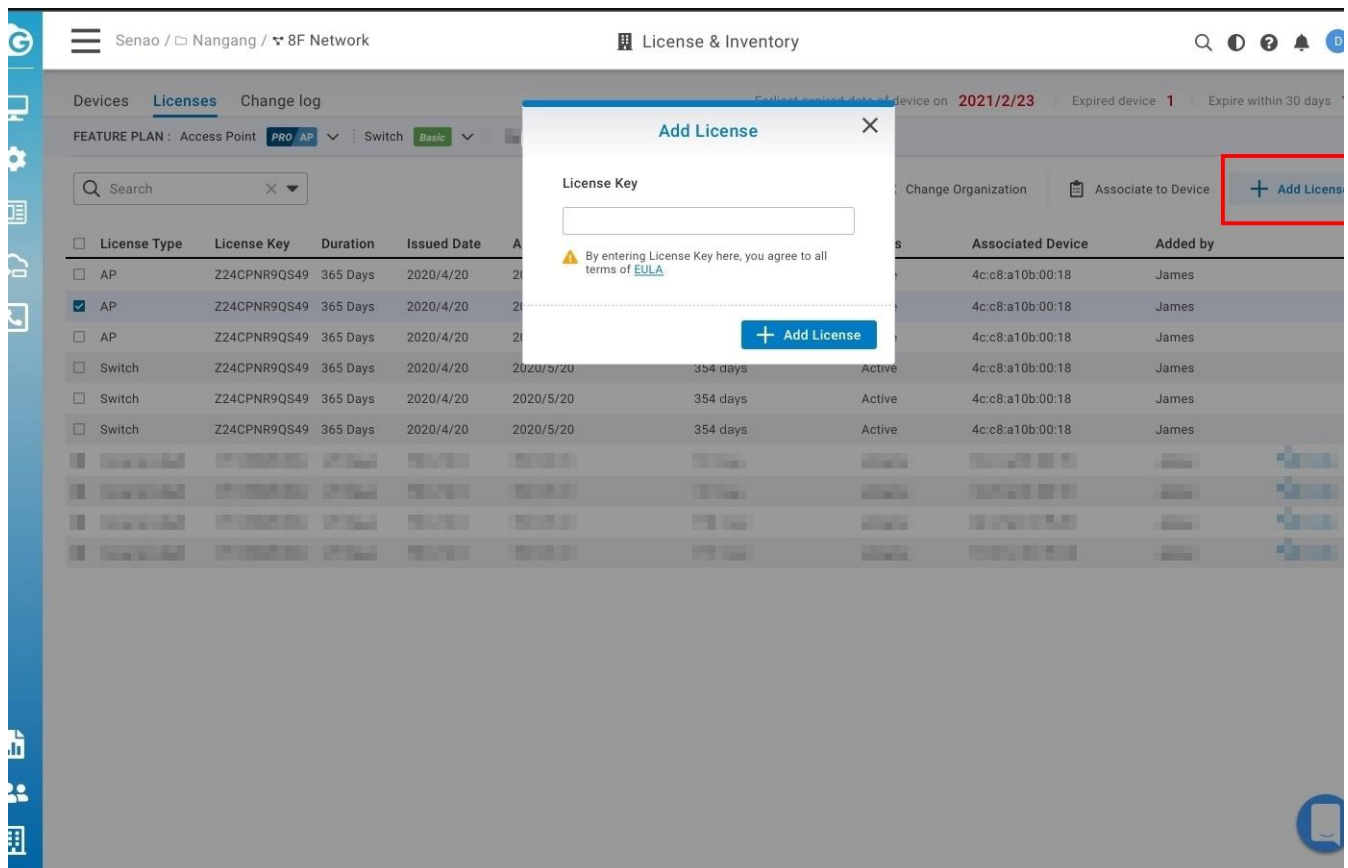


Add License

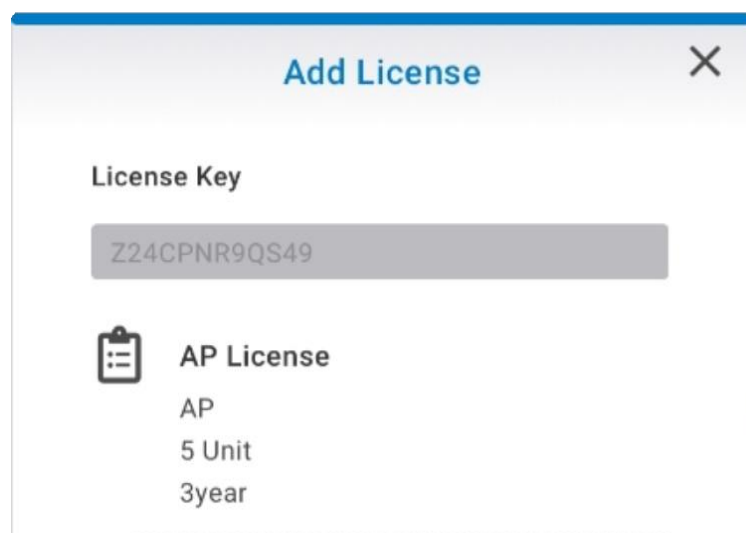
You can add the license key from the Organization > Inventory & License > License page.




After the “license key” is entered into the Cloud, it will extend to multiple units of “License”, all coming from the same “License Key” and showing the same “Issued date”


Auto Associate

When entering the license key, users can choose “Auto Associate” for Cloud to find a list of devices without license randomly for the license to auto-associate to.





Date

| Issued Date | Force Active | Expired |
|-------------|--------------|------------|
| 2018/10/12 | 2019/01/12 | 2020/01/12 |



☐ **Auto Associate**

Automatically associate the license with devices in the org. Otherwise, you will need to manually associate the license after adding it.



If the license unit is more than the candidate devices, after the association, the left license will be put on the License page without association.

Add License
×


Associated Devices

(25 license(s) of AP-1YR-LIC | 5 unlicensed device(s) associated automatically)

| Device Name | Netwok | Model | Mac |
|-------------|--------------|----------|-------------------|
| ECW230v3 | Test Network | ECW230v3 | 88:DC:96:8B:13:DA |
| ECW230S | Test Network | ECW230S | 88:DC:96:9A:43:38 |
| ECW220 | Test Network | ECW220 | 88:DC:96:7E:C7:DF |
| ECW160 | | ECW160 | AA:BB:CC:00:00:04 |
| ECW160 | | ECW160 | AA:BB:CC:00:00:06 |

← Back
Assign Later
✓ Confirm

90 Days Force Activate for License Key

After 90 days the license key has been issued, if the license is not activated during the period, the licenses will be force-activated on the 91st day.

Associate to Device

[illegible]

In the license tab, only licenses that don't associate with any device (association field is empty) can be moved to other organizations. (User needs to have Org Admin privilege of both organizations)

[illegible]

If users want to move the license already associated with the device, please go to the device page to move

The screenshot shows the 'Inventory & License' page. At the top, there's a header with 'Test Staging / 1234' and 'Inventory & License'. Below the header, there's a navigation bar with 'Devices', 'Licenses', and 'Change log'. The 'Devices' tab is selected. The page displays a table of devices with columns: Type, Name, Model, Serial Number, MAC, Network, License Status, Expiration Date, Registered Time, Registered By, and Actions. A red box highlights the 'Change Organization' button in the top right of the table. The table contains 20 rows of device data.

| Type | Name | Model | Serial Number | MAC | Network | License Status | Expiration Date | Registered Time | Registered By | Actions |
|------|--------------|----------|---------------|-------------------|--------------|----------------|-----------------|-----------------|----------------------|----------------|
| AP | ECW115 | ECW115 | 1980C2W11MCL | 88:DC:96:83:2E:59 | | Active | 2022/12/01 | 2020/12/30 | ron.hou@senao.com | Assign License |
| AP | ECW220 | ECW220 | 1970X211D3P9 | 88:DC:96:7E:C7:EB | | Active | 2022/12/01 | 2021/11/15 | ron.hou@senao.com | Assign License |
| AP | ECW115() | ECW115 | 1980C2W11EQN | 88:DC:96:83:2E:B3 | Test Network | Active | 2025/11/30 | 2021/04/27 | ron.hou@senao.com | Assign License |
| AP | ECW120 | ECW120 | 2148C215PP4V | 88:DC:86:79:F2:B4 | | Active | 2022/12/01 | 2021/04/28 | ron.hou@senao.com | Assign License |
| AP | ECW120 | ECW120 | 0160C21111DG | 88:DC:96:76:5A:6D | | Active | 2022/12/01 | 2021/06/17 | ron.hou@senao.com | Assign License |
| AP | ECW120(prod) | ECW120 | 20B6C21N651N | 88:DC:96:72:02:E5 | | Active | 2022/12/01 | 2021/07/27 | ron.hou@senao.com | Assign License |
| AP | ECW230S | ECW230S | 2180V411D1HP | 88:DC:96:9A:43:48 | Test Network | Active | 2025/02/09 | 2021/11/15 | ron.hou@senao.com | Assign License |
| AP | ECW230v3 | ECW230v3 | 2146X42XKVTH | 88:DC:96:8B:13:DA | Test Network | Active | 2027/11/18 | 2021/11/16 | ron.hou@senao.com | Assign License |
| AP | ECW115 | ECW115 | 1980C2W11EW3 | 88:DC:96:83:2E:80 | Test Network | Active | 2022/12/01 | 2021/11/02 | jonse.chang@senao... | Assign License |
| AP | ECW230S | ECW230S | 2180V411D1CK | 88:DC:96:9A:43:38 | Test Network | Active | 2023/11/19 | 2021/11/16 | ron.hou@senao.com | Assign License |
| AP | ECW230S | ECW230S | 2180V411D05P | 88:DC:96:9A:43:60 | Test Network | Active | 2025/02/09 | 2021/11/15 | ron.hou@senao.com | Assign License |
| AP | ECW220 | ECW220 | 1970X211D336 | 88:DC:96:7E:C7:DF | Test Network | Expired | 2021/11/16 | 2021/11/16 | ron.hou@senao.com | Assign License |
| AP | ECW230 | ECW230 | 21B5X41C2N13 | AA:BB:CC:44:55:66 | | Active | 2022/11/15 | 2021/11/15 | ron.hou@senao.com | Assign License |
| AP | ECW160 | ECW160 | 21B5CCE9347X | AA:BB:CC:00:00:01 | | Active | 2022/12/10 | 2021/11/15 | ron.hou@senao.com | Assign License |
| AP | ECW160 | ECW160 | 21B4CCE93GPR | AA:BB:CC:00:00:02 | | Expired | 2021/11/18 | 2021/11/18 | ron.hou@senao.com | Assign License |
| AP | ECW160 | ECW160 | 21B5CCE93GLD | AA:BB:CC:00:00:03 | | Active | 2023/11/18 | 2021/11/18 | ron.hou@senao.com | Assign License |
| AP | ECW160 | ECW160 | 21B7CCE93T3L | AA:BB:CC:00:00:04 | | Active | 2024/02/10 | 2021/11/16 | ron.hou@senao.com | Assign License |
| AP | ECW160 | ECW160 | 21B8CCE93TTQ | AA:BB:CC:00:00:05 | | Active | 2024/02/10 | 2021/11/15 | ron.hou@senao.com | Assign License |

If there are multiple licenses associated with the device, then all licenses will be moved to the new Org together with the device.

Assign License

Users can choose “1 year” or “3 years” and let Cloud choose any license whose issued date is earlier to associate to the device.

The screenshot shows the 'Assign License' dialog box. The dialog has a title bar 'Assign License' and a close button. Inside, there's a 'Time' dropdown menu set to '1 year'. Below it, a warning message says: 'You will have 7 days grace period to undo license after you apply it.' At the bottom, there are 'Cancel' and 'Apply' buttons. The background shows the same device table as the previous screenshot.

7 days grace period

There will be 7 days grace period after you assign a license to the device. in this period, you can change

Undo

Only when in 7-days grace period, user can click undo to disassociate the license from the device.

Change log

This will record any changes on the license, so you could easily track them. You could navigate to Organization > Inventory & License > Change log tab to access this page.

| Test Staging / Test Network | | Inventory & License | |
|-----------------------------------|----------|------------------------------|--|
| Devices | Licenses | Change log | |
| FEATURE PLAN: Access Point PRO AP | | Switch: PRO SW | Earliest expired date of device on 2021/12/30 Expired device(s) 1 Expire within 30 days 1 |
| Time | Operator | Action | Description / Detail |
| Nov-30 10:34:10 | Hou Ron | Undo License on Device | User: 'Hou Ron (ron.hou@senaoc.com)' Undid License: '618E0F-BCF322-09C0C8-ACEF55' on Device: 'ECW160 (AA:BB:CC:00:00:01)'. |
| Nov-30 10:17:52 | Hou Ron | Move Device To Organization | License: '618E0F-BCF322-09C0C8-ACEF55' of Device 'ECW160 (AA:BB:CC:00:00:06)' was moved from Organization: 'Test Staging' to Organization: 'License Test' by User: 'Hou Ron (ron.hou@senaoc.com)'. |
| Nov-30 10:16:14 | Hou Ron | Move Device To Organization | License: '618E0F-7EF322-0B4D05-ACBE24' of Device 'ECW160 (AA:BB:CC:00:00:09)' was moved from Organization: 'Test Staging' to Organization: 'License Test' by User: 'Hou Ron (ron.hou@senaoc.com)'. |
| Nov-30 10:16:14 | Hou Ron | Move Device To Organization | License: '618E0F-BCF322-09C0C8-ACEF55' of Device 'ECW160 (AA:BB:CC:00:00:06)' was moved from Organization: 'Test Staging' to Organization: 'License Test' by User: 'Hou Ron (ron.hou@senaoc.com)'. |
| Nov-30 10:16:14 | Hou Ron | Move Device To Organization | License: '618E0F-7EF322-0B4D05-ACBE24' of Device 'ECW160 (AA:BB:CC:00:00:24)' was moved from Organization: 'Test Staging' to Organization: 'License Test' by User: 'Hou Ron (ron.hou@senaoc.com)'. |
| Nov-30 10:16:14 | Hou Ron | Move Device To Organization | License: '618E0F-BCF322-09C0C8-ACEF55' of Device 'ECW160 (AA:BB:CC:00:00:24)' was moved from Organization: 'Test Staging' to Organization: 'License Test' by User: 'Hou Ron (ron.hou@senaoc.com)'. |
| Nov-30 10:16:14 | Hou Ron | Move Device To Organization | License: '619625-A0540F-07E151-ACEA55' of Device 'ECW160 (AA:BB:CC:00:00:05)' was moved from Organization: 'Test Staging' to Organization: 'License Test' by User: 'Hou Ron (ron.hou@senaoc.com)'. |
| Nov-30 10:16:14 | Hou Ron | Move Device To Organization | License: '618E0F-7EF322-0B4D05-ACBE24' of Device 'ECW160 (AA:BB:CC:00:00:08)' was moved from Organization: 'Test Staging' to Organization: 'License Test' by User: 'Hou Ron (ron.hou@senaoc.com)'. |
| Nov-30 10:14:53 | Hou Ron | Move License To Organization | License: '618E0F-7FF322-0B2EBA-ACE85C' was moved from Organization: 'Test Staging' to Organization: 'R' by User: 'Hou Ron (ron.hou@senaoc.com)'. |
| Nov-30 10:14:19 | Hou Ron | Undo License on Device | User: 'Hou Ron (ron.hou@senaoc.com)' Undid License: '618E0F-7CF322-0AB028-ACE856' on Device: 'ECW160 (AA:BB:CC:00:00:21)'. |
| Nov-30 10:13:24 | Hou Ron | Undo License on Device | User: 'Hou Ron (ron.hou@senaoc.com)' Undid License: '618E0F-7CF322-0AB028-ACE856' on Device: 'ECW160 (AA:BB:CC:00:00:21)'. |
| Nov-29 14:11:57 | Hou Ron | Move Device To Organization | License: '619760-DAC62C-08EBC0-ACB02F' of Device 'ECW160 (AA:BB:CC:00:00:16)' was moved from Organization: 'Test Staging' to Organization: 'License Test' by User: 'Hou Ron (ron.hou@senaoc.com)'. |
| Nov-29 14:11:57 | Hou Ron | Move Device To Organization | License: '618E0F-BCF322-09C0C8-ACEF55' of Device 'ECW160 (AA:BB:CC:00:00:20)' was moved from Organization: 'Test Staging' to Organization: 'License Test' by User: 'Hou Ron (ron.hou@senaoc.com)'. |
| Nov-29 14:11:57 | Hou Ron | Move Device To Organization | License: '619760-DAC62C-08EBC0-ACB02F' of Device 'ECW160 (AA:BB:CC:00:00:15)' was moved from Organization: 'Test Staging' to Organization: 'License Test' by User: 'Hou Ron (ron.hou@senaoc.com)'. |
| Nov-29 14:11:57 | Hou Ron | Move Device To Organization | License: '618E0F-7FF322-0B2EBA-ACE85C' of Device 'ECW160 (AA:BB:CC:00:00:19)' was moved from Organization: 'Test Staging' to Organization: 'License Test' by User: 'Hou Ron (ron.hou@senaoc.com)'. |
| Nov-29 14:08:54 | Hou Ron | Undo License on Device | User: 'Hou Ron (ron.hou@senaoc.com)' Undid License: '618E0F-7FF322-0B2EBA-ACE85C' on Device: 'ECW160 (AA:BB:CC:00:00:19)'. |
| Nov-29 14:08:35 | Hou Ron | Undo License on Device | User: 'Hou Ron (ron.hou@senaoc.com)' Undid License: '618E0F-BCF322-09C0C8-ACEF55' on Device: 'ECW160 (AA:BB:CC:00:00:20)'. |

Privacy

Exposure Analysis would show you the timeline with the list of clients connected to the same AP based on a particular client. If you enable this feature would allow us to retrieve and present your client data in a timeline manner. Click **Organization > Privacy** to access this screen.



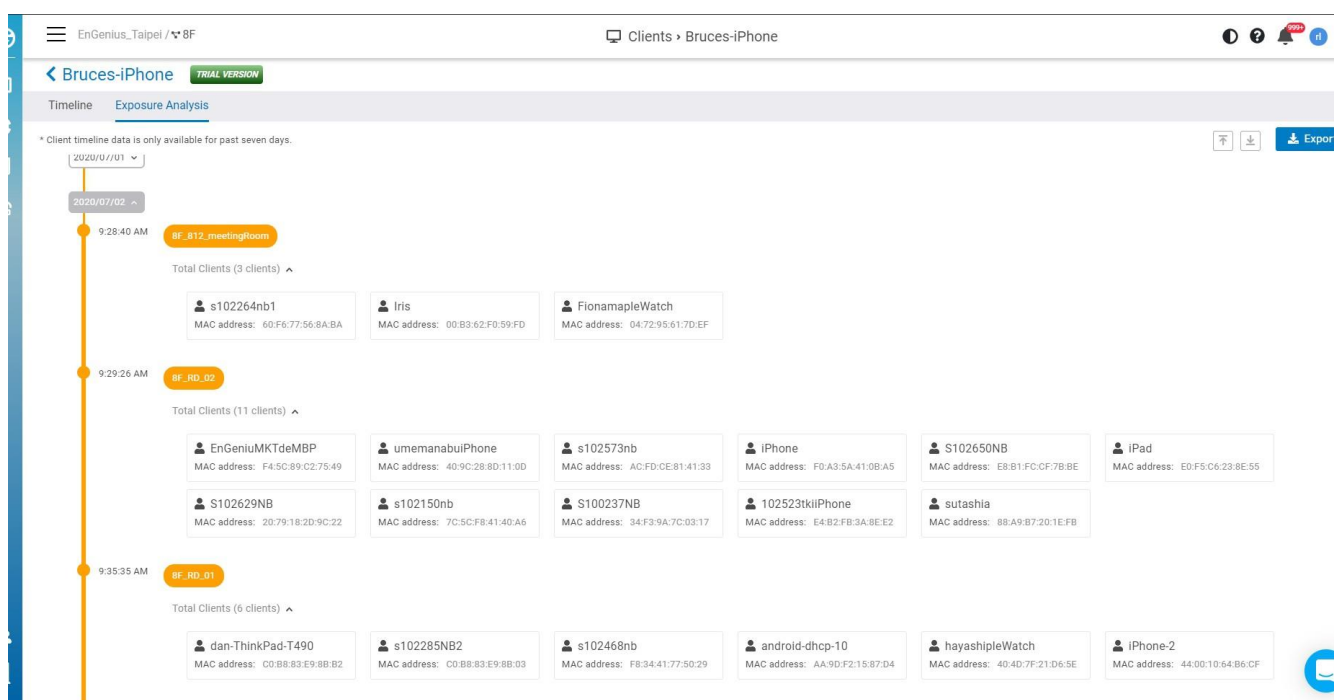
Exposure Analysis is currently off

Exposure Analysis would show you the timeline with the list of clients connected to same AP based on particular client.

- ☒ Enable this feature would allow us to retrieve and present your client data in timeline manner

Enable Exposure Analysis

You can click **Manage=> Clients** to access this page to see the details after you enable the Exposure Analysis.



Backup & Restore

Generating a New Backup

Users can create a new Network-wide setting and device backup by going to **Organizations > Backup & Restore**

The screenshot displays the 'Backup & Restore' page in the EnGenius interface. The page shows a table of configuration backups. The table has the following columns: Name, Network, Time, Creator, and Actions. The table contains one row of data:

| Name | Network | Time | Creator | Actions |
|------------|---------|---------------------|-------------------|-----------------------------|
| move final | | 2021-03-24 14:53:10 | ron.hou@senao.com | Restore Unprotect Re-Backup |

| | | | | | | |
|-------------------------------------|--------------|---------------------|-------------------|---------|-----------|-----------|
| <input type="checkbox"/> 578578 | Test Network | 2021-03-30 16:00:27 | ron.hou@senao.com | Restore | Protect | Re-Backup |
| <input type="checkbox"/> 786786 | | 2021-04-01 14:33:39 | ron.hou@senao.com | Restore | Protect | Re-Backup |
| <input type="checkbox"/> 1 | Test2 | 2021-04-08 14:28:48 | ron.hou@senao.com | Restore | Unprotect | Re-Backup |
| <input type="checkbox"/> TTTTTTTTTT | Test Network | 2021-04-12 10:34:55 | ron.hou@senao.com | Restore | Protect | Re-Backup |



- **Restore:** This allows you to restore all settings(Network-wide settings and Device settings) to the corresponding network.
- **Protect:** This allows you to protect the backup, so the backup will not be rotated when you exceed 2 backups of the network.
- **Re-Backup:** This allows you to update the current settings to the backup of the corresponding network.

Clone Network

When creating a new network you have the option to clone the configuration from another network. This will copy all network-wide configurations from the existing network with the exception of local device configurations.

Senao / Nangang / 8F Network

Create New Network

Name

Config PRO

Clone from backup

Organization

Orgname

Backup

Select backup

This only allows you to clone network-wide settings from the backup

Cancel

Create

Managing Team Members

Use this screen to view, manage, and create user accounts for organization/network.

Click **Team Member icon** to access this screen.

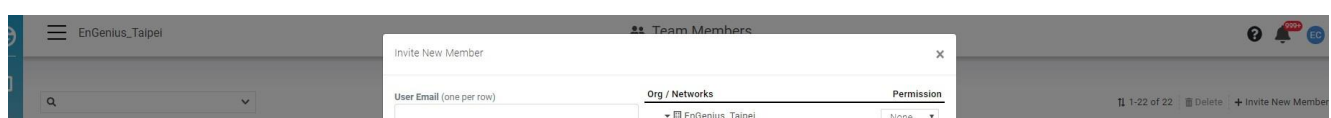
| Name | Email | Org Permissions | Network Managed | Status | Last Login | Actions |
|----------------------------|---------------------------------|-----------------|----------------------|---------------------------------|---------------------|---------|
| Mingi Tsai | mingi.tsai@senao.com | Viewer | Viewer x 4 | Active | 2019/10/04 10:24:36 | Modify |
| Gordon Yang | gordon.yang@senao.com | Admin | Admin x 4 | Active | 2019/10/03 14:01:29 | Modify |
| James chen | jamespoyu@gmail.com | Viewer | Viewer x 4 | Active | 2019/08/02 16:51:07 | Modify |
| douglass wang | douglass.wang@senao.com | Viewer | Viewer x 4 | Active | 2019/08/16 16:36:35 | Modify |
| Jonse Chang | jonse.chang@senao.com | Admin | Admin x 4 | Active | 2019/10/04 09:46:38 | Modify |
| Vincent Hsu | vincent.hsu@senao.com | Viewer | Viewer x 4 | Active | 2019/10/04 10:35:58 | Modify |
| Allan Chien | allan68.chien@gmail.com | Viewer | Admin x 1 Viewer x 3 | Active | 2019/09/15 02:21:44 | Modify |
| Terrel Yeh | terrel.yeh@senao.com | Viewer | Viewer x 4 | Active | 2019/10/04 10:29:17 | Modify |
| Michael Kow | michael.kow@engeniustech.com.sg | Viewer | Viewer x 4 | Active | 2019/10/03 09:15:21 | Modify |
| sigma wu | sigmawu.senao@gmail.com | Viewer | Viewer x 4 | Active | 2019/09/24 16:51:27 | Modify |
| Demo EnGenius Cloud | cloud.demo@engeniustech.com | None | Viewer x 1 | Active | 2019/10/04 10:54:54 | Modify |
| EnGenius Cloud | senaocloud@gmail.com | Admin | Admin x 4 | Active | 2019/10/04 11:24:37 | Modify |
| roger.liu@engeniustech.com | roger.liu@engeniustech.com | None | Viewer x 1 | Invited Resend Invitation Email | Never | Modify |
| roger liu | rogerliu.senao@gmail.com | Admin | Admin x 4 | Active | 2019/05/07 12:21:15 | Modify |
| simon.yu@senao.com | simon.yu@senao.com | Viewer | Viewer x 4 | Invited Resend Invitation Email | Never | Modify |
| Johnson Lee | johnsonlee27@hotmail.com | Viewer | Viewer x 4 | Active | 2019/10/04 09:06:13 | Modify |
| | lupa.liu@senao.com | Viewer | Viewer x 4 | Active | 2019/09/20 15:32:21 | Modify |
| Mei-hui Lin | mei-hui.lin@senao.com | Viewer | Viewer x 4 | Active | 2019/10/03 13:36:58 | Modify |

The Team Member page contains the following information about each member:

- **Name** : member name .
- **Email** : member email .
- **Org Permissions** : member's org permissions .
- **Network Managed** : Displayed numbers of member's network permissions , hovering on the permission badge will display the network .
- **Status** : Member account status . **Active** means member has completed the signup . **Invited** means invitation mail had been sent but member hasn't complete the signup .
- **Last login** : time that user last logged in .
- **Modify** : click to modify the member permissions .

Invite New Members

You can invite multiple users and assign them permissions for entire organization trees at once.



Roles and Permissions

Organization Permission Types

Admin: user has full administrative access to all networks and organization-wide settings. This is the highest level of access available.

Viewer: user is able to access most aspects of network and organization-wide settings, but unable to make any changes.

Network Permission Types

Admin: user has access to view all aspects of a network and makes any changes to it.

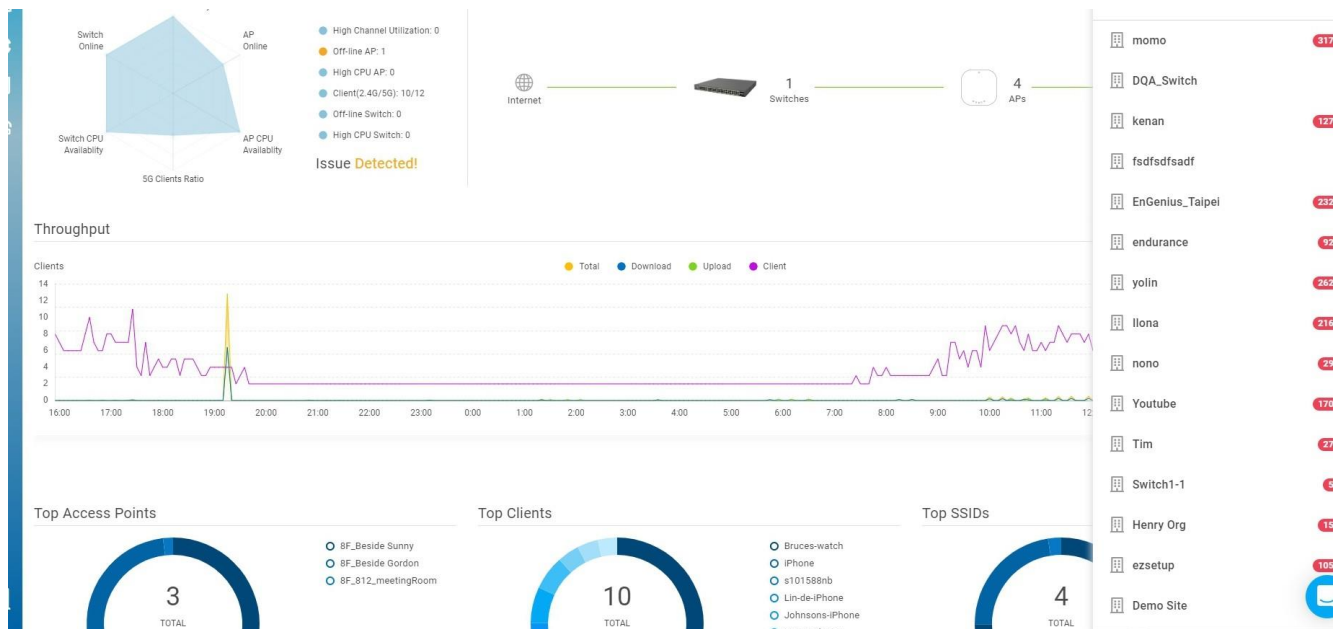
Viewer: user able to access most aspects of a network, including the configuration section, but no changes can be made.

Front desk: user is able to access the front desk portal to generate guess passes and manage guest passes only.

Notification & Alerts

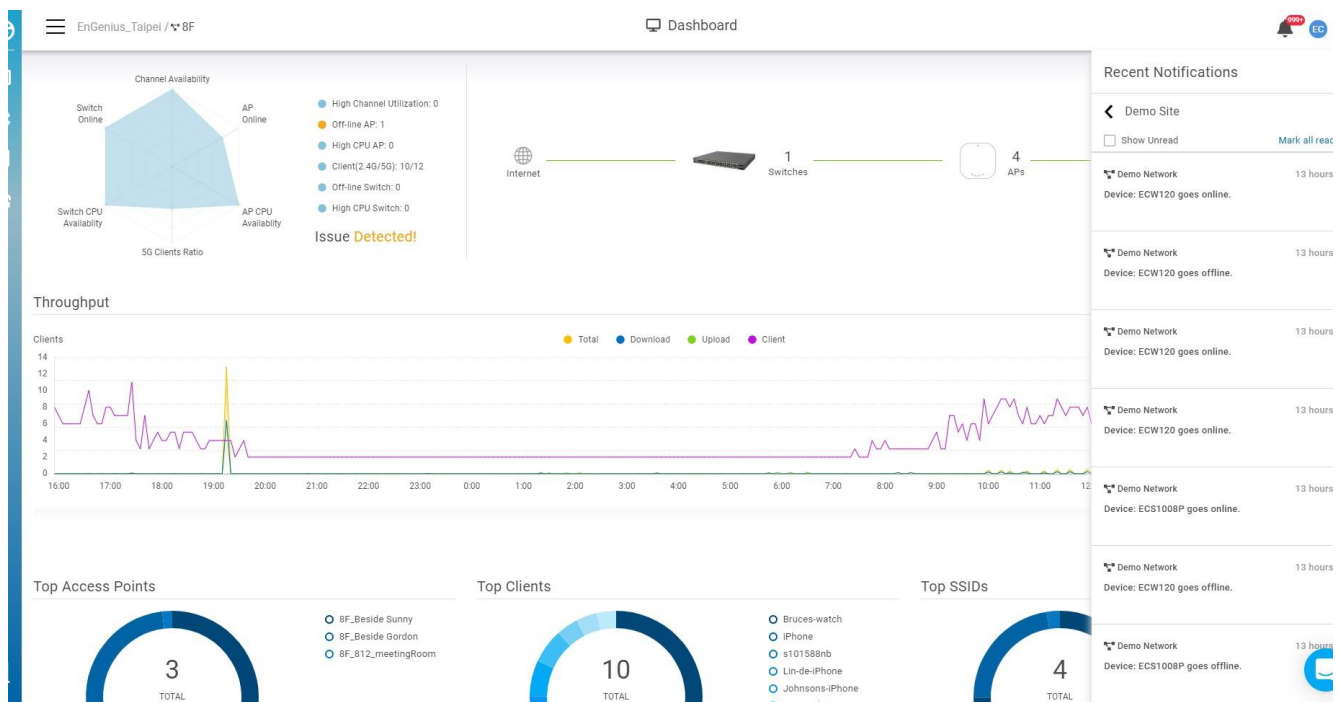
Notification Center

EnGenius Cloud provides a notification mechanism for alerting you to important events that occurred. You can click the bell icon to access this screen.



Recent Notifications

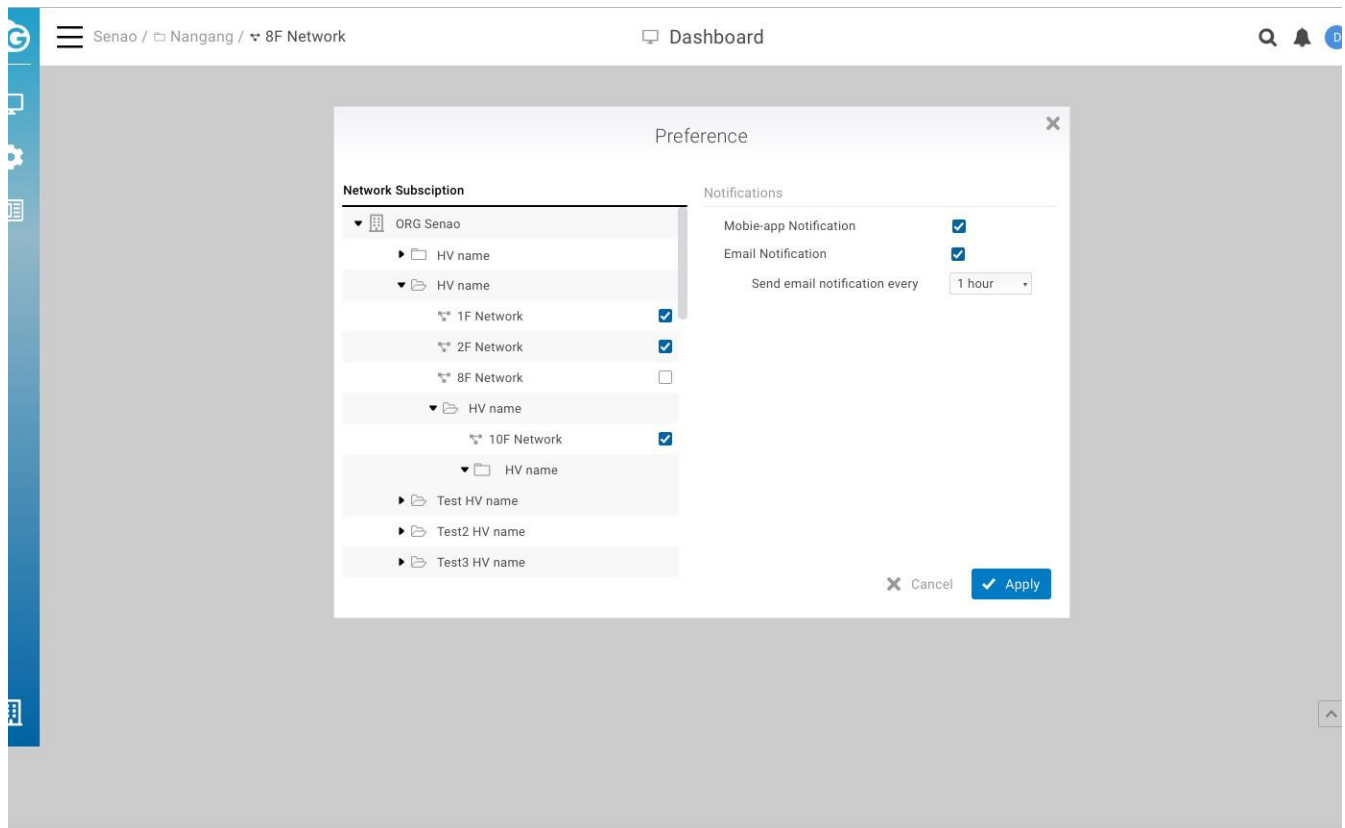
This shows the event numbers that occur and is ordered by organization. You can click one of the organizations in the list to access detailed event information.



Preferences

Network Subscription

This allows you to subscribe or unsubscribe to network events. When subscribed, you will receive that network's notifications



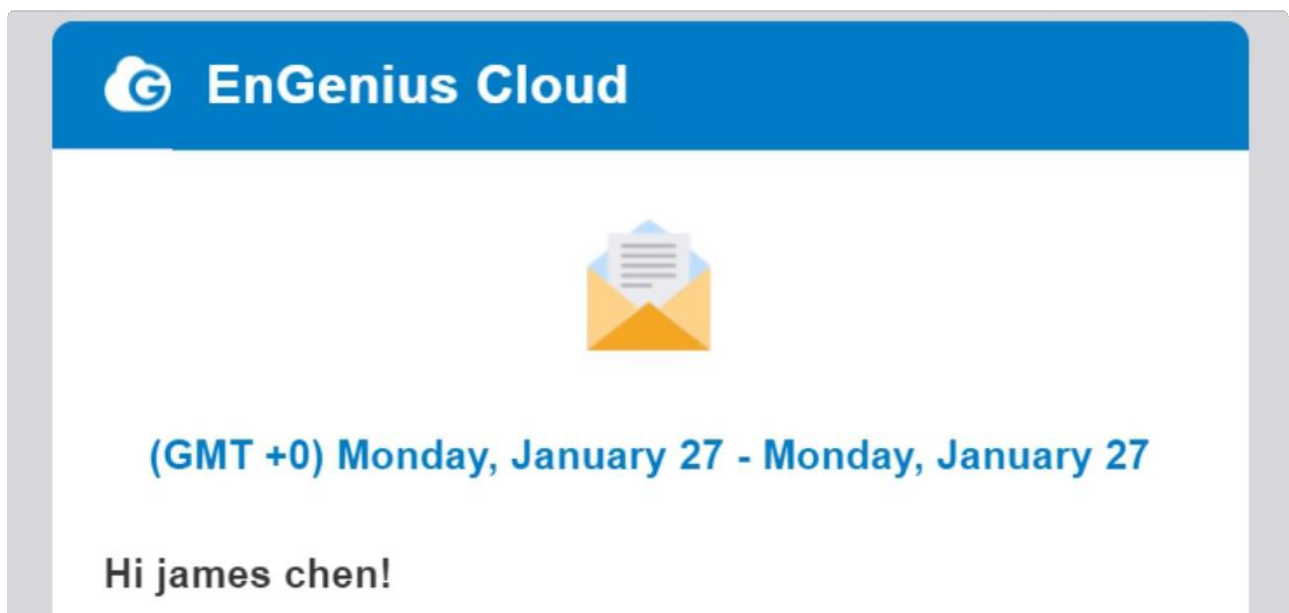
Notifications

Mobile App Notifications: You can turn on/off notifications on the EnGenius Cloud Mobile App.

Email Notification: You will receive an email digest of network events at a scheduled time if at least one event has occurred.

Email format

You will receive email formats like below if you enable the **Email Notification**



Here's a summary of what happened in your workspace last week:

Total 0 Error(s) and 1 Warning(s) are inside 1 Organization(s) and 1 Network(s).

[See more details](#)

Best Regards,
EnGenius Cloud
support@engenius.ai

Click **See more details** to see Network events. Each card represents an individual organization and each divider inside cards represents different networks.

EnGenius Cloud

Error

Warning

EnGenius_Taipei

8F

GMT+0800

Device: 8F_SkyKey I goes online.

2020-01-28 05:46:16

Device: 8F_SkyKey I goes offline.

2020-01-28 05:39:16

Device: 8F_07_ECS1128FP Port: 13 link status changes to up.

2020-01-28 05:29:31

Device: 8F_07_ECS1128FP Port: 13 link status changes to down.

2020-01-28 05:29:30

Device: 8F_07_ECS1128FP Port: 2 link status changes to down.

2020-01-28 05:29:25

Device: 8F_07_ECS1128FP Port: 13 link status changes to up.

2020-01-28 05:29:24

Device: 8F_07_ECS1128FP Port: 13 link status changes to down.

2020-01-28 05:29:24

Device: 8F_07_ECS1128FP Port: 2 link status changes to down.

2020-01-28 05:29:24

Device: 8F_07_ECS1128FP Port: 2 link status changes to up.

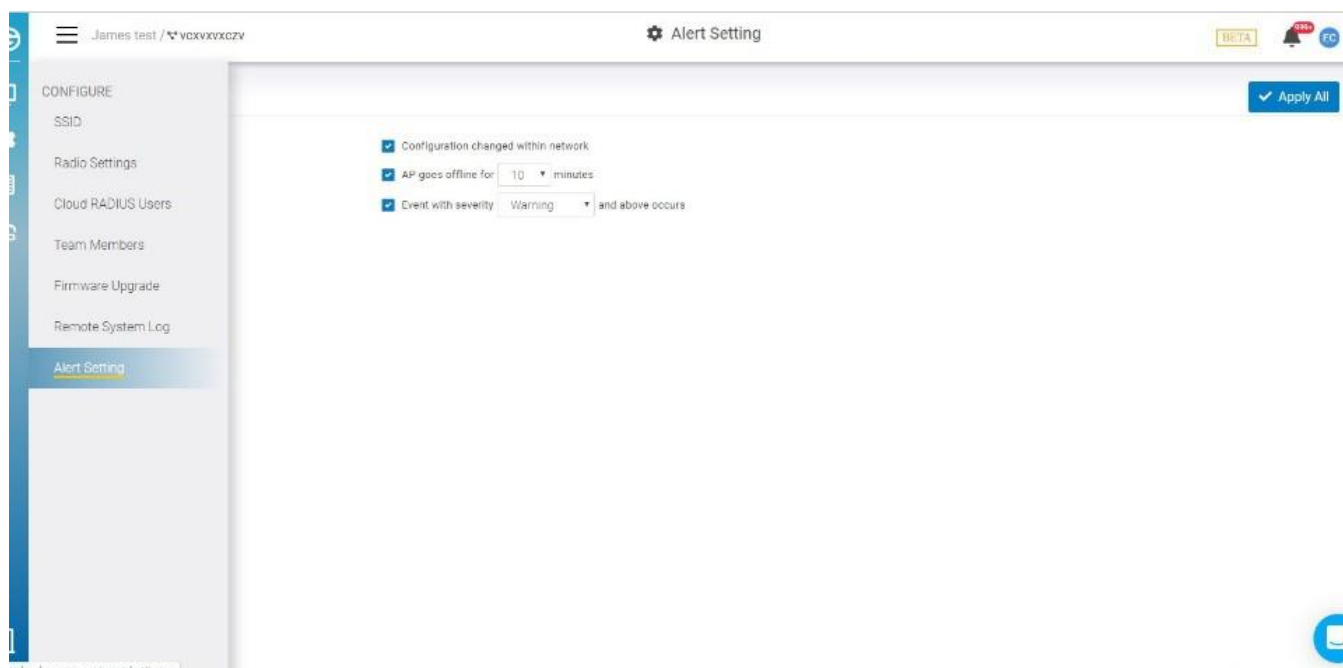
2020-01-28 05:29:23

Filter events: On the top of page allows you to filter events. You can check or uncheck the checkbox near error and warning events.

Configuring Alert Settings

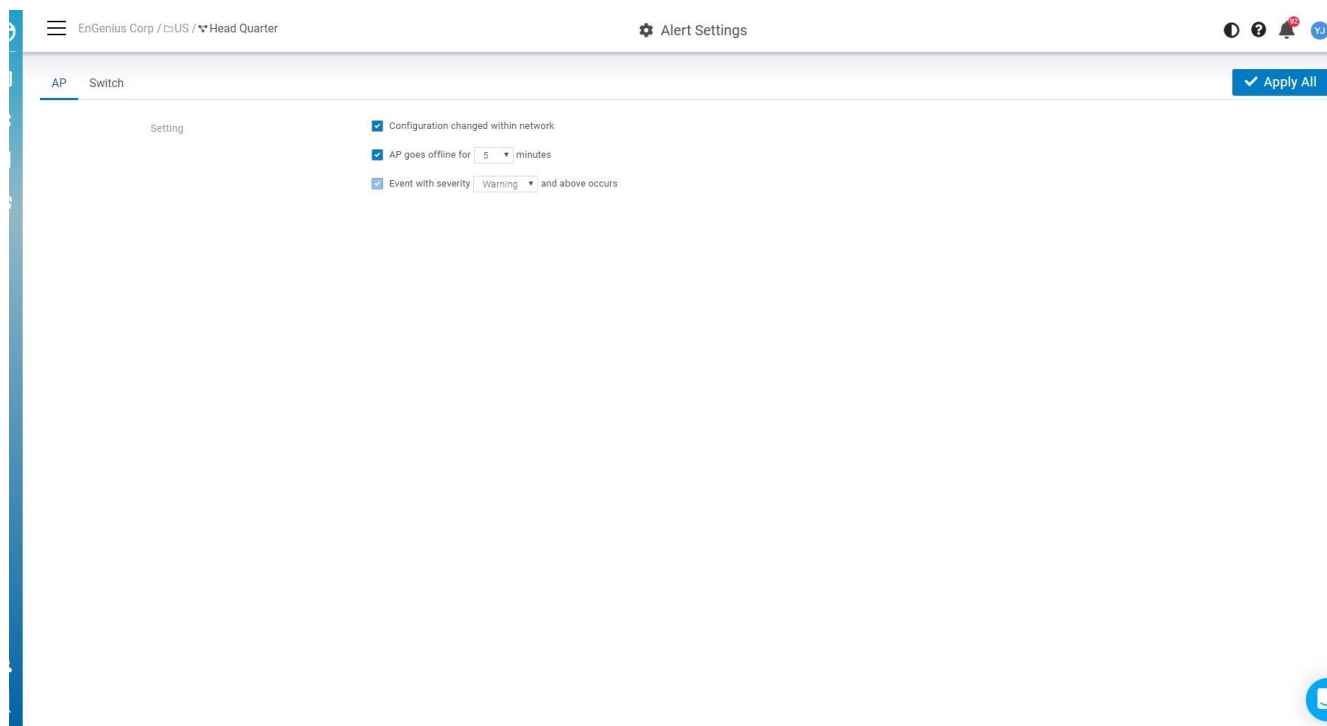
There are a number of options available for email alerts to be sent when certain network or device events occur.

Alerts can be configured under **Configure > Alerts**.



Access Point Alerts

Alerts can be configured for the following access point events:



- **AP(s) go offline for XXX minutes:** sends an email if one or more access points go offline for a preset (and customizable) amount of time.
-

- **Configuration changed within network:** sends an email if SSID, radio settings, firmware upgrade, individual device settings override the default settings.
- **Event with severity XXXX and above occurs:** sends an email if event severity meeting a minimum severity threshold occurs.

Switch Alerts

Alerts can be configured for the following switch events:

Senao / Nangang / 8F Network

Alert Setting

AP Switch

Setting

- ☐ Configuration changed within network
- ☒ Switch(s) go offline for 5 minutes
- ☒ Switch Port Link Status Change
- ☒ Switch STP Port Status Change
- ☐ Any/specific switch port(s) changes link speed
- ☐ Event with severity Warning and above occurs

Apply All

- **Configuration changed within network:** sends an email if SSID, radio settings, firmware upgrades, or individual device settings override the default settings.
- **Switch port link status change:** sends an email when device port link status is changed.
- **Switch STP Port status change:** sends an email when device port STP status is changed.
- **Switch LBD Port status change:** sends an email when device LBD status is changed.
- **Switch(s) go offline for XX minutes:** sends an email when switches go offline for a preset number of minutes.
- **Any/specific switch port(s) changed link speed:** sends an email when a switch port link speed changes.
- **Event with severity XXX and above occurs:** sends an email if an event occurs with a severity equal to or higher than a preset value.

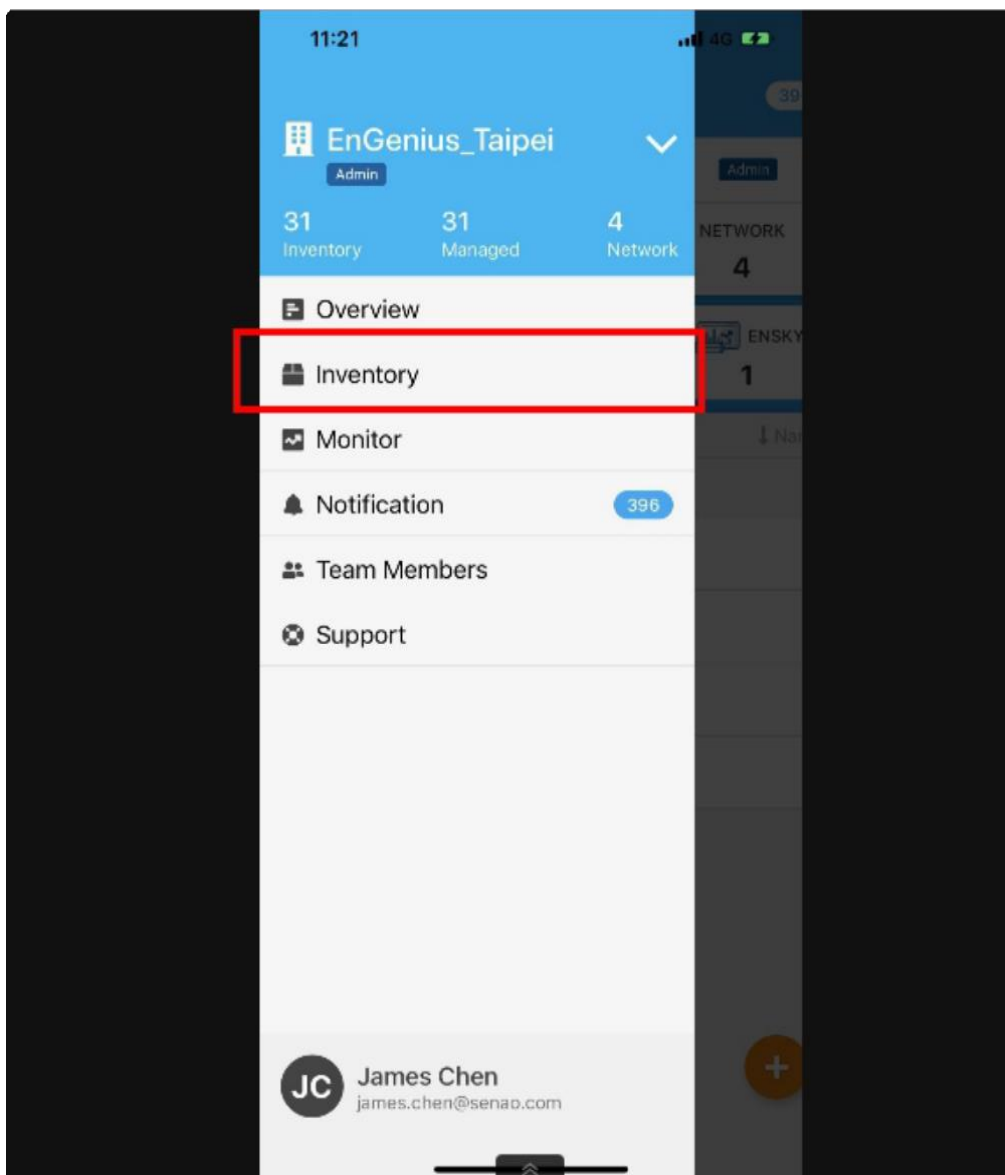
Mobile App

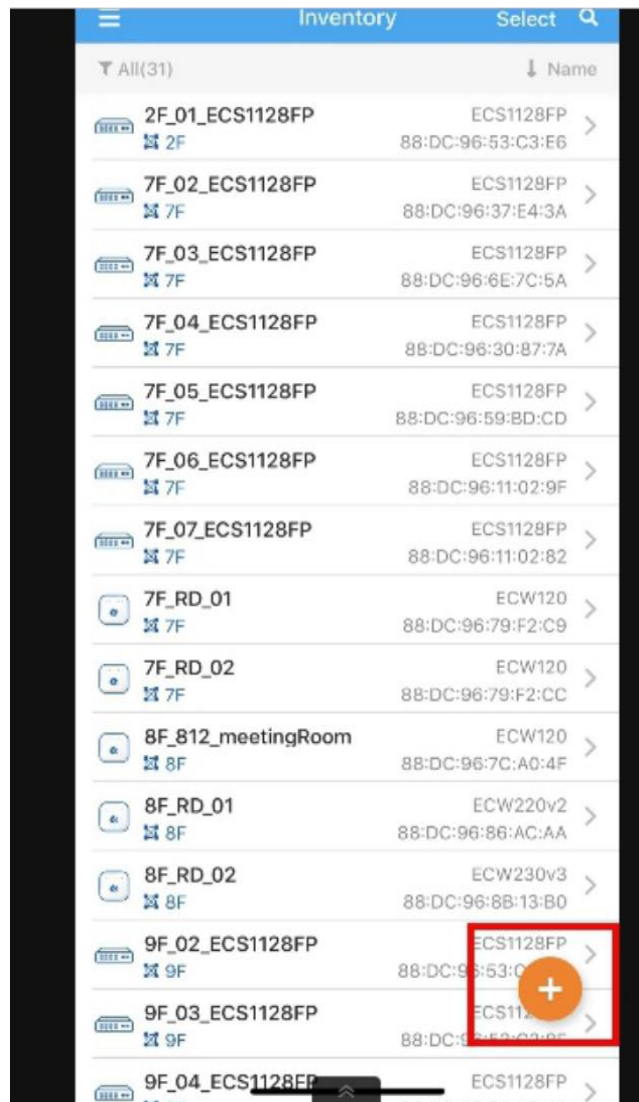
The EnGenius Mobile App is a mobile user interface (UI) for EnGenius Cloud. You can keep an eye on your network when you are on the go. This is a great solution for around the clock network support. Versions are available for Android on Google Play and iOS via the App Store.

Adding a Device

This section explains how to add a networking device to your network using the EnGenius Mobile App.

1. Navigate to the **Inventory** tab and tap the **+** symbol on the bottom-right of the screen.

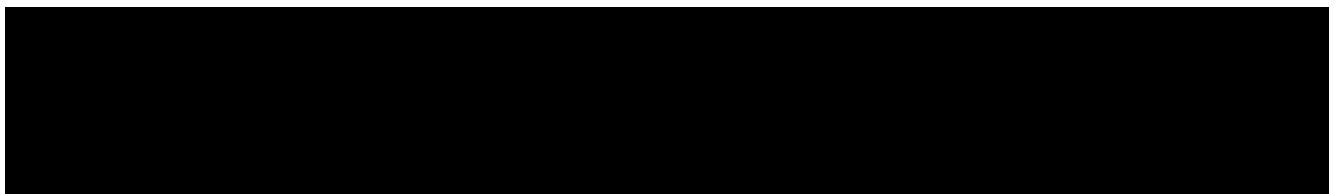




2. Find the QR code at the bottom of the device and scan it.



If the camera successfully scanned a QR code, the app will display the Device Information. You could tap **Register** to complete the Registration.





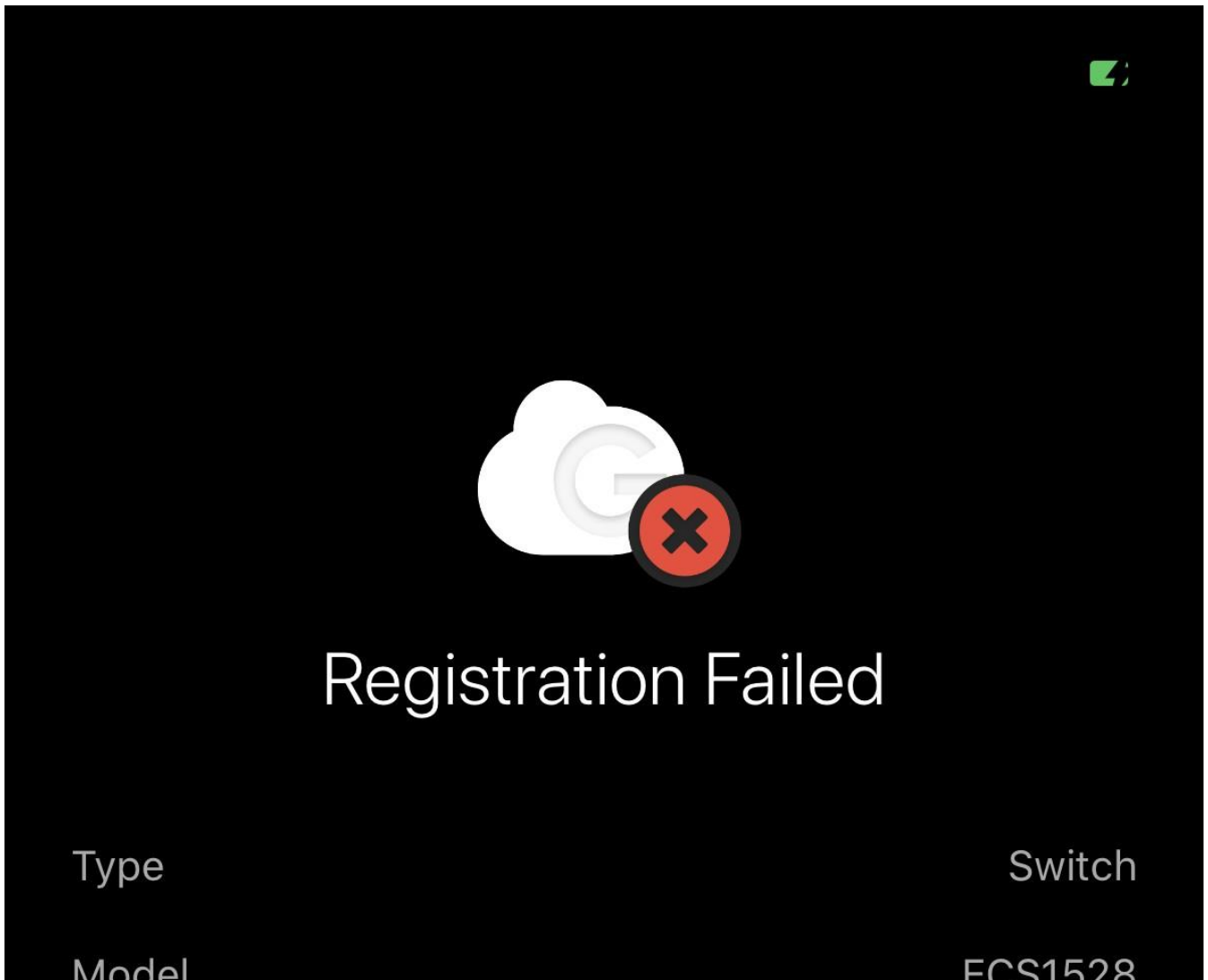
Device Information

| | |
|-------------|-------------------|
| Type | Switch |
| Model | ECS1528 |
| MAC Address | 88:DC:96:83:AC:F9 |
| Serial No. | 19B0H221KF4V |

Register

Cancel

If you failed to scan the QR code successfully, you could tap **Okay, try another**.



Model

MAC Address

EC81020

88:DC:96:83:AC:F9

Serial No.

19B0H221KF4V

Registration

13:44, Oct 27, 2020

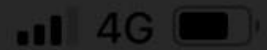
This device has been registered already. Please check again or contact EnGenius sales.

Okay, try another

Cancel

3. Once a device has been successfully registered, you can tap **Assign to Network site now**.

13:44



Registration Successful

Name the device

1F office_ECS1528

Assign to Network site now

4. Tap the Network and tap **Apply**.

13:45



Skip

Select Network Site

Apply

+ Assign to New Network



2F

1 APs | 1 Switches | 1 Clients

7F

/r

2APs | 6 Switches | 17 Clients

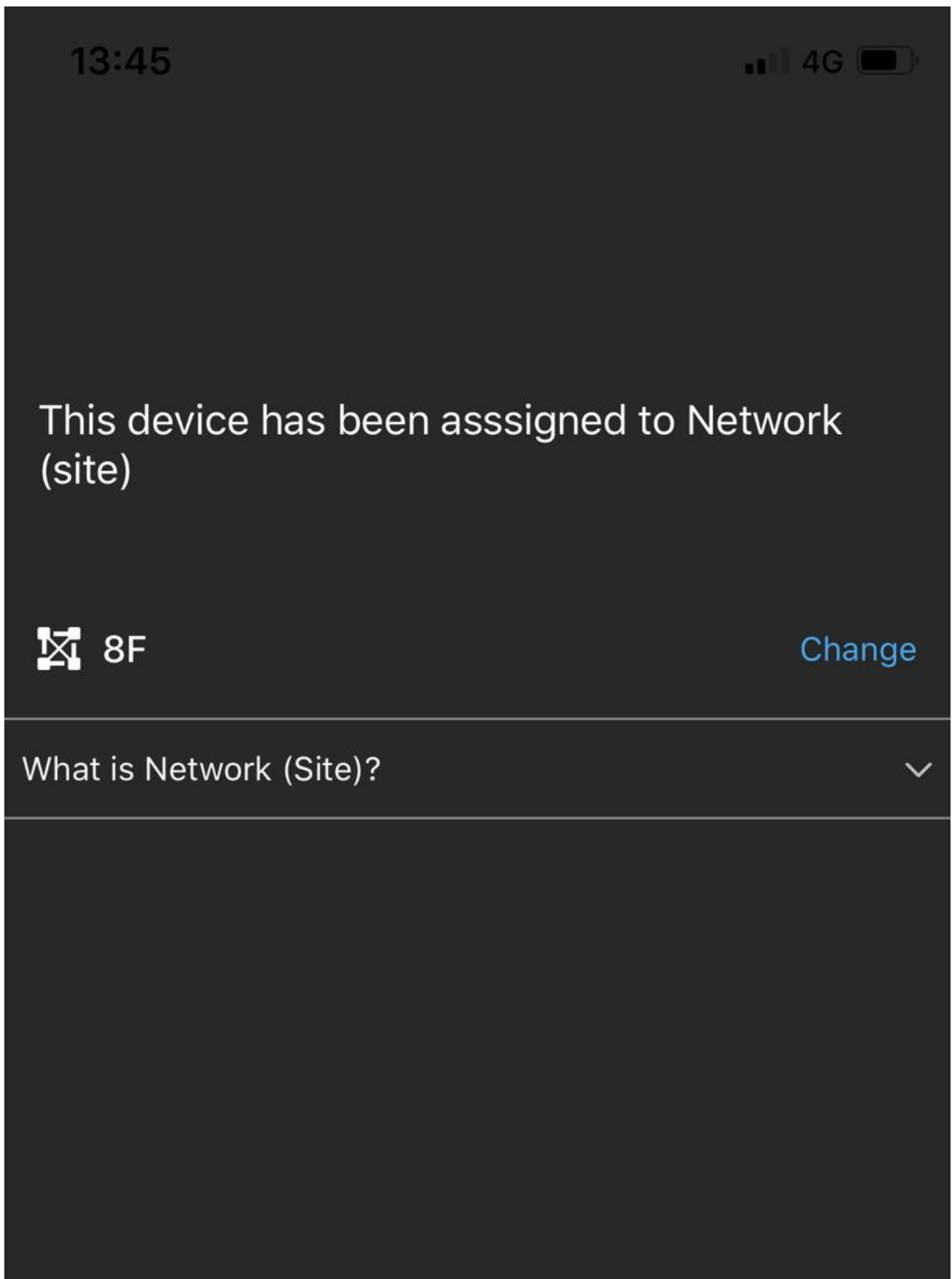
BF

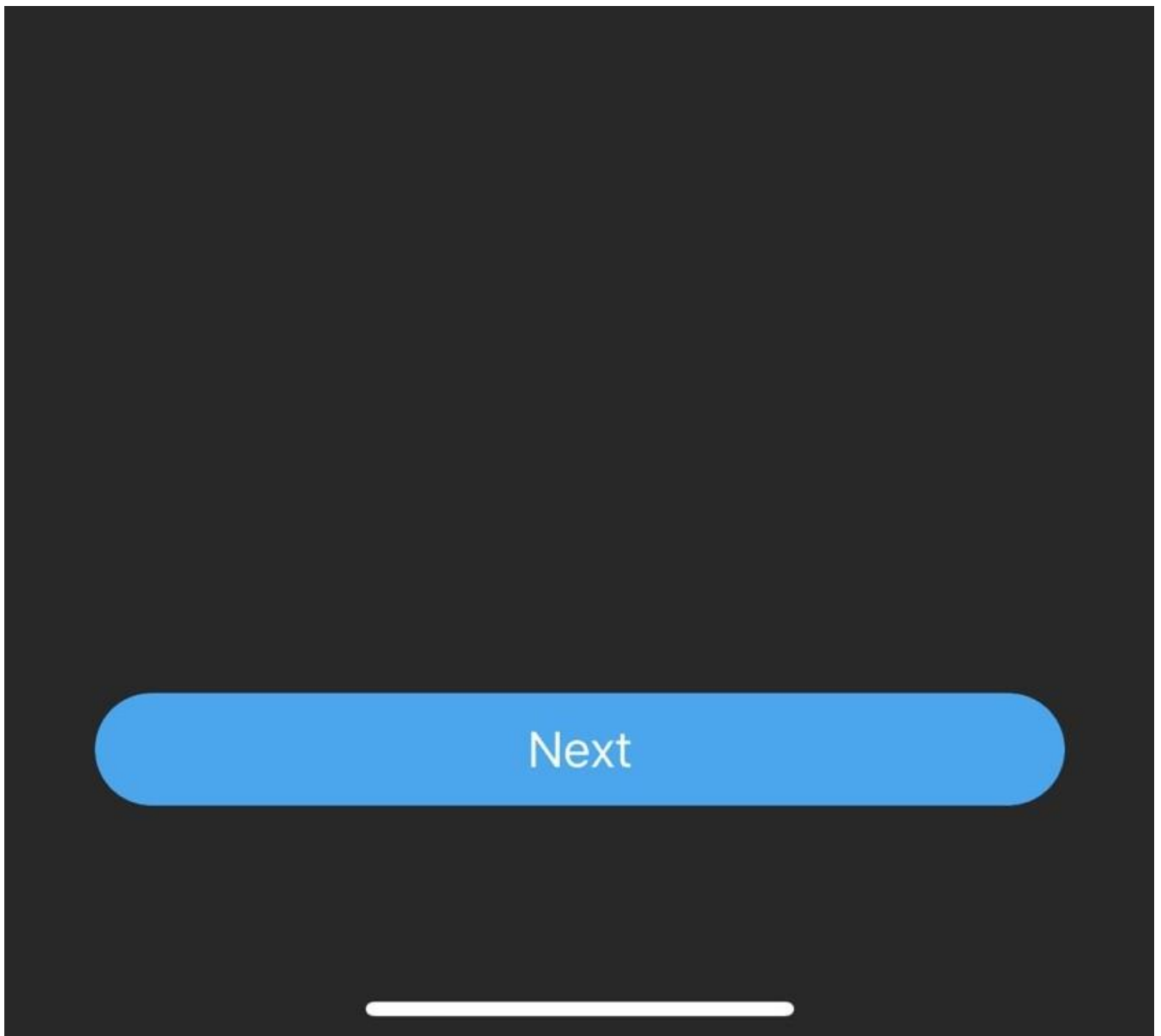
3APs | 6 Switches | 16 Clients

9F

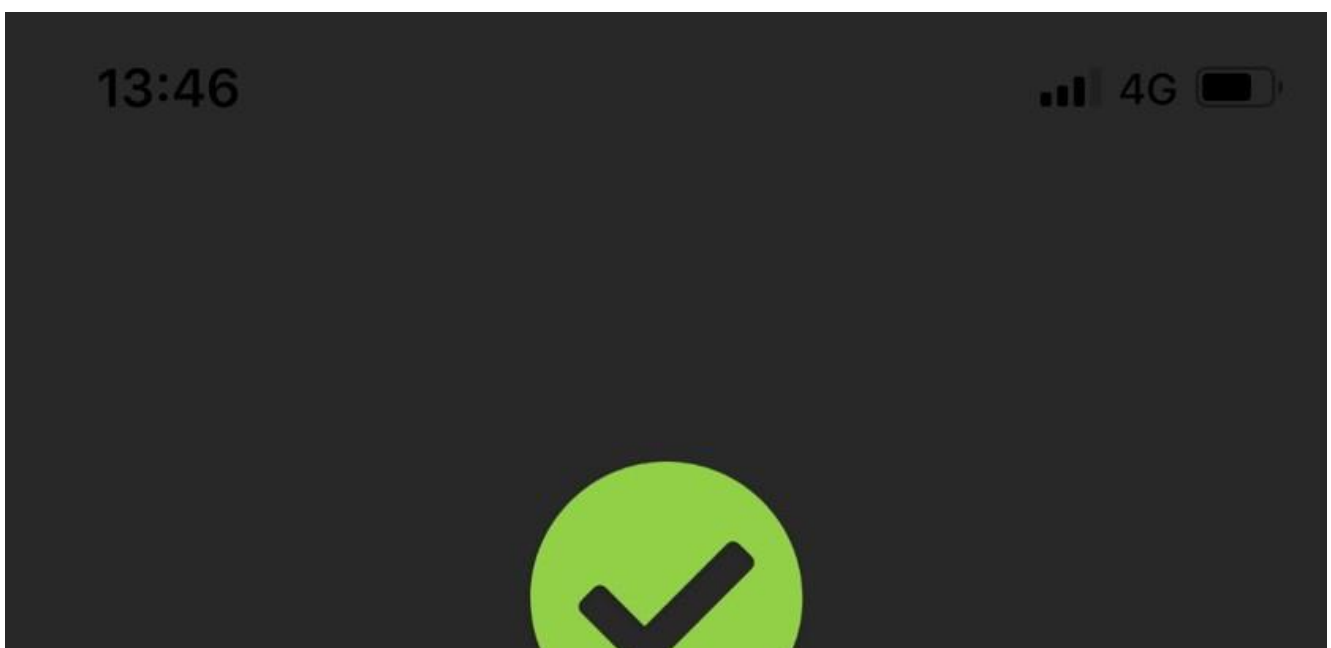
SAPS | 6 Switches | 16 Clients

5. Once you select the wrong network, you could tap **Change** to select the correct network. If the network is correct, tap **Next** .





6. You could tap **Finish** to complete the whole process or tap **Register more** to register other devices .





Congratulations!

Your setup is complete! Once you finish upgrading, your network will be ready to go!

Finish

Register more

Get Remote Support

LiveChat

Whenever you login the system, you can always find a **LiveChat** button at bottom-right corner of the page.



You can leave a message with this chat system. EnGenius support team will usually feed back in minutes.

Remote Support Passcode

The EnGenius Support Passcode is used to verify users' identities for security purposes. When you get trouble on configuring your networks or operating your cloud configurations, you can click on the **Help** button on the top-right corner of menu.



Choose Remote Support and click on **Generate PASSCODE**.

 Remote Support

Get PASSCODE



Give EnGenius Support access to your account

We need **PASSCODE** to temporarily access your account to diagnose and resolve issues you've raised.

Generated PASSCODE automatically expires after

1 day



Generate PASSCODE

There is an option here that you can decide how long the generated passcode is valid (from 1 hour to 7 days). By sending the generated passcode to EnGenius support team on LiveChat, support team can access your account temporarily to diagnose and resolve issues you've raised.



Note that the generated PASSCODE will automatically expire after a period of time. Support team won't be able to access your resource once the PASSCODE is expired.

Security

Two Factor Authentication

Two Factor Authentication, also known as 2FA or TFA, is a two-step verification process that requires more information in addition to the usual username and password. This extra piece of information is something only the user will know or have physically with them, like a token sent to a mobile app, for example. It is very important to create backup codes the moment you enable 2FA on your account in case your phone is lost and cannot access the 2FA code.

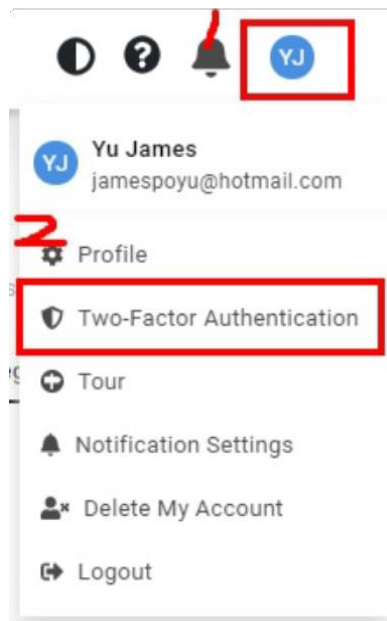
How to Enable TFA to protect your account

1. Download and install the "Google Authenticator" APP on your mobile phone.

<https://apps.apple.com/us/app/google-authenticator/id388497605> . Google Authenticator will generate OTP

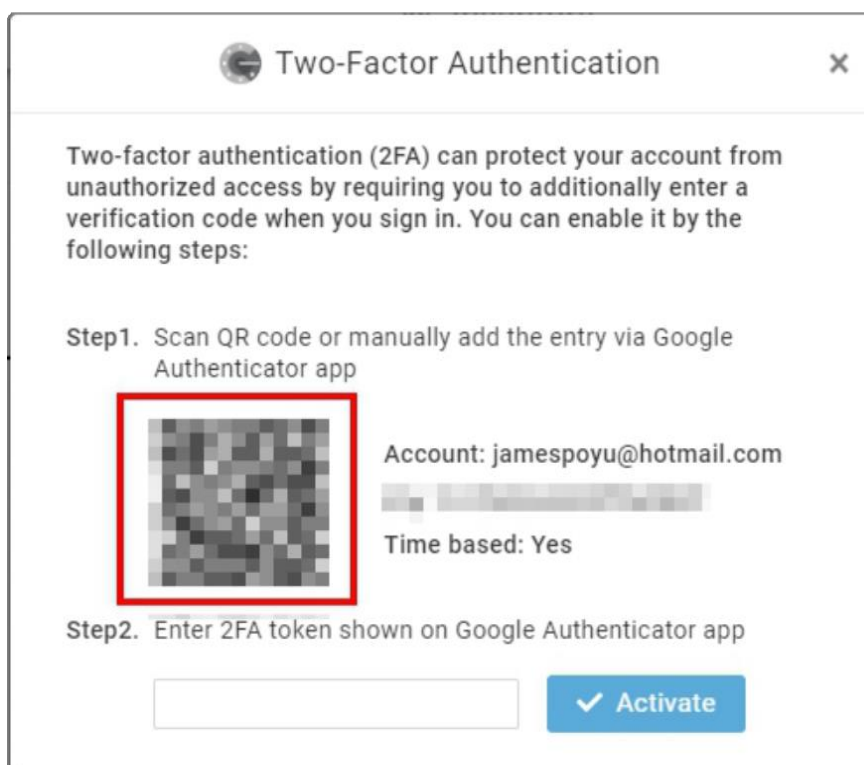
(One-time passcode) for your account on EnGenius Cloud by following below steps. Please be reminded that if you have multiple accounts, then you need to generate corresponding entries to each account in Google Authenticator.

2. Select **Two Factor Authentication** from the top-right menu.



3. Open your chosen authenticator app on your smartphone. Since the following is using Google Authenticator as an example, the steps might vary slightly. Open the Google Authenticator app on your phone, tap Menu, then tap **Begin Setup > Scan barcode**. If you already have other accounts, you would click the plus sign (+) on the upper right and then **Scan barcode**.

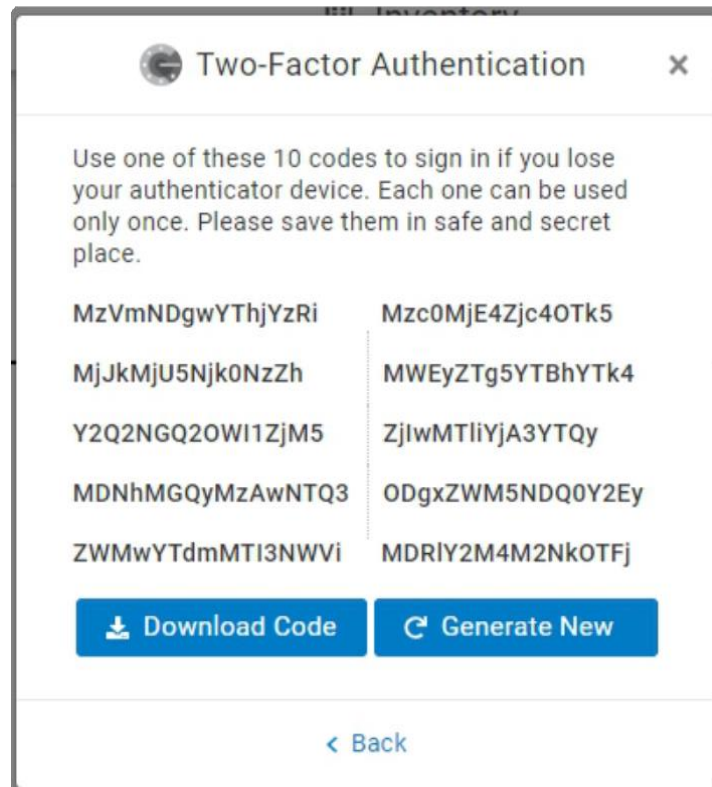
4. Your phone will now be in the "scanning" mode. Go ahead and scan the QR code that appeared in the popup.



5. Enter the 6-digit authentication token provided by Google Authenticator into the popup, then click **Activate** .

Recovery codes

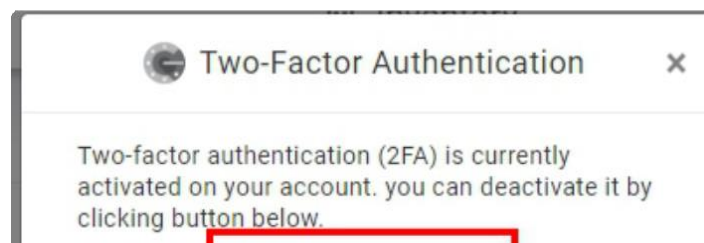
It is extremely important to back up a set of Recovery codes the moment two-factor authentication is enabled. These codes will allow you to unlock your account to disable TFA if you somehow lose access to your authenticator app (if say you lost your mobile).

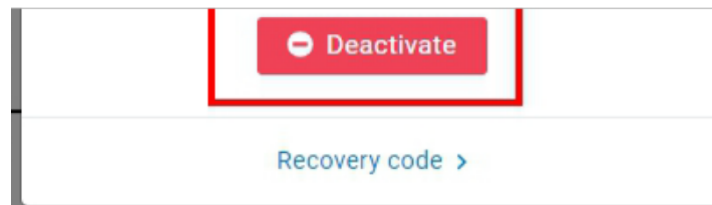


You can access Recovery code after you enabled 2FA. You will be given a list of 10 backup codes, copy them somewhere safe. If there's a possibility someone has gained access to your codes, generate new ones to make those compromised ones obsolete.

How to Deactivate TFA

1. Select **Two Factor Authentication** from the top-right menu.
2. Click **Deactivate**



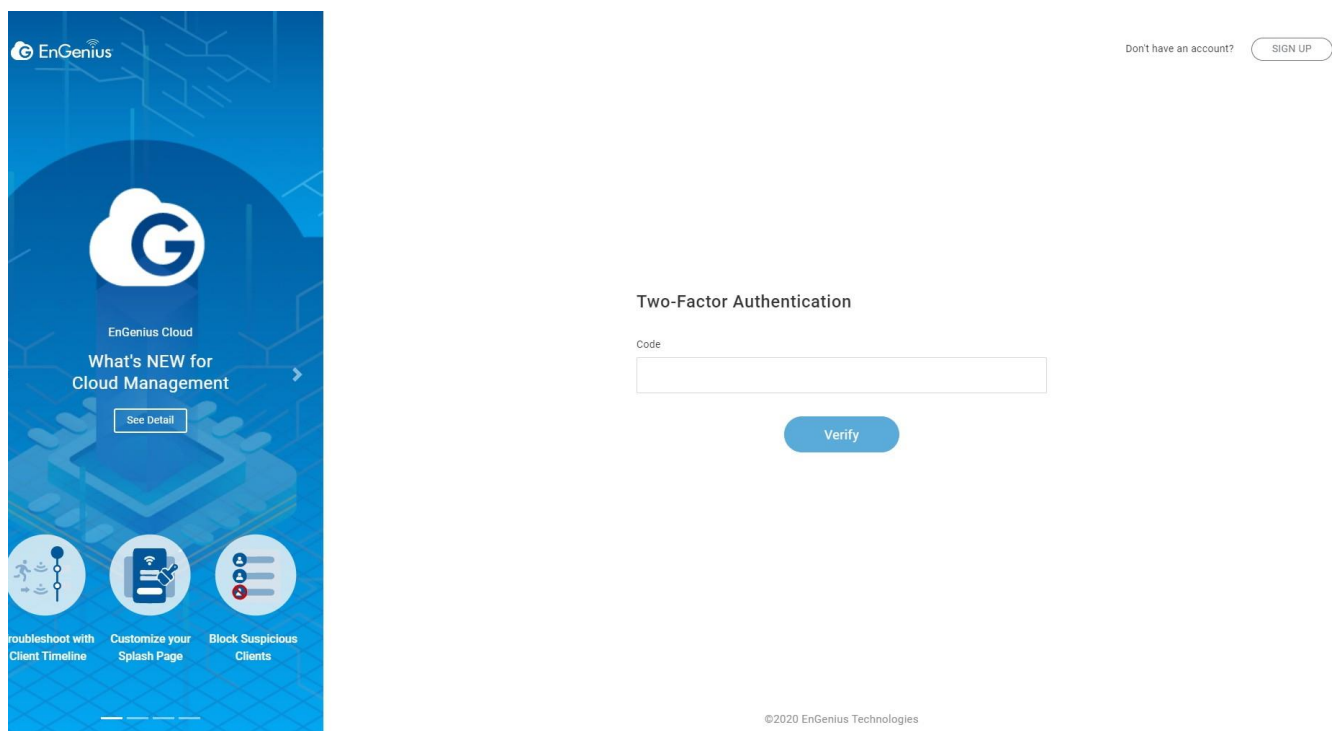


How to Access a Locked Out Account

If you are locked out of your account because you changed mobiles, deleted the authenticator app by mistake or lost your phone, you can get access to your account once more with the below method.


Login Cloud using recovery codes

1. Go to cloud.engenius.ai enter your username and password as usual, and prompted for the screen for you to enter code.




2. Now just paste one of the backup codes you previously saved and click **Verify**.

3. Follow the **How to Deactivate 2FA** and **How to Enable 2FA to protect your account** procedure again. Remember to click **Download code** to save a new set of backup codes.

 Other possible issues and solutions are discussed in this [Google 2-Step Verification Help article](#).

TFA Enforcement to your Organization

This feature helps the Organization administrator to enforce all Cloud users to have more secure to access the organization. If you enable TFA Enforcement , your team members are required to have two-factor authentication (TFA) enabled when access this organization. If team members don't activate 2FA, they are not allowed to access this organization . You can access this feature by clicking **Organization > Security** .

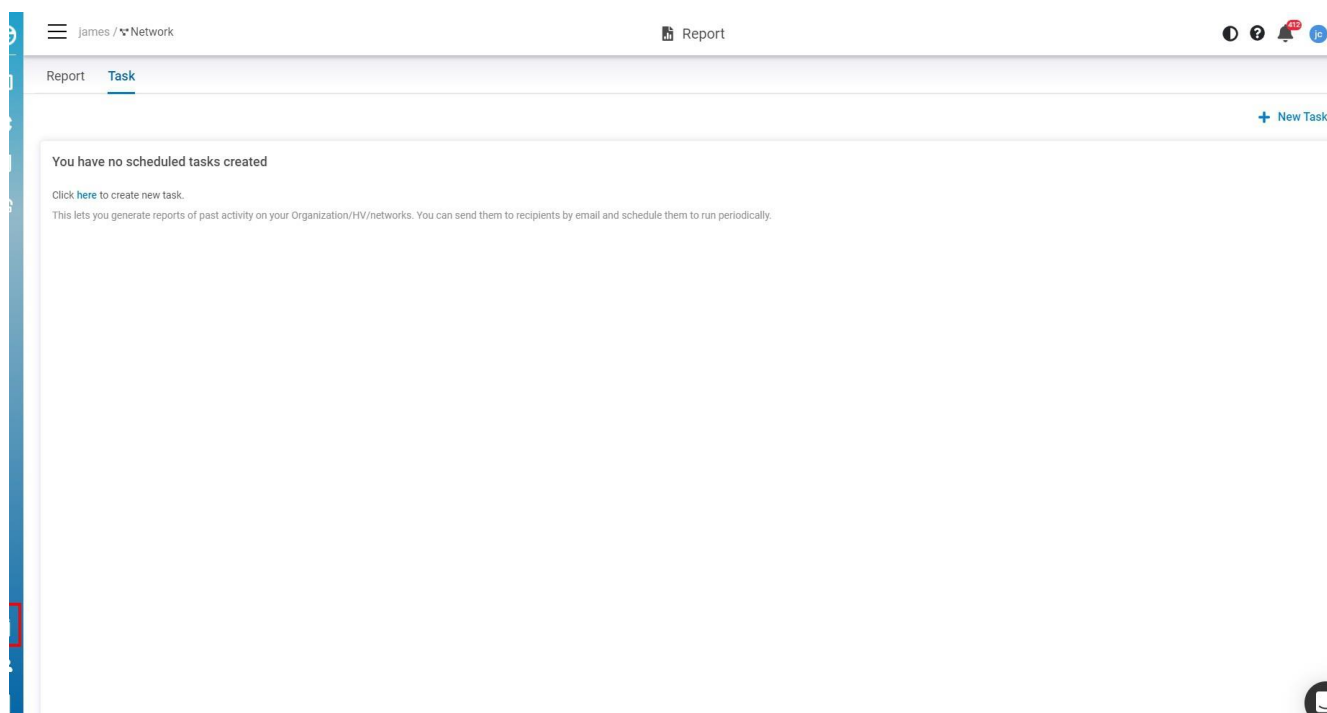
 If the user manages multiple Organizations and does not enable TFA, he is still able to log in to Cloud. However, he cannot access the Org with TFA enforcement enabled as a requirement.

Report

Report lets you compile reports of past activity on your Organization/HV/networks. These reports can be filtered to only include certain organizations, HV, or networks. You can send them to recipients by email and schedule them to run periodically.

How can I create Reports?

To create your reports, you need to go to the **Reports** located on the left panel. Under the tab '**Task**' you will find the button '**New Task**' and click it.



When you click on this button a new wizard will be displayed with the steps to customize report content directly

Cover letter

- **Author:** Input Author and will be displayed in report cover letter)
- **Cover letter:** Select the style and will be displayed in the cover letter)
- **Language:** Support English only currently)
- **Logo:** Upload the logo you want to display on the cover letter)

The screenshot shows the 'Cover letter' configuration step of a report wizard. The breadcrumb path is 'Senao / Nangang / 8F Network' and the current step is 'Report > Add Report'. The progress bar indicates four steps: 'Cover letter' (active), 'Page Contents', 'Configuration', and 'Confirmation'. The 'Cover letter' section displays four style templates: 'Streamline', 'Simplicity', 'Digital', and 'Classic'. Below these are input fields for 'Title', 'Author', and 'Language' (set to 'English'). A 'Logo' section shows a placeholder for a 205*51 pixel image with an 'Update Logo' button. A 'Preview' pane on the right shows a sample report cover with the selected 'Streamline' style, including the title 'Senao / Nangang / 8F Network', author 'James, Alice', language 'English', and creation date 'Feb 21, 2019'.

Page Content

This allows you to select page contents that will be displayed on your report. You can click the gear icon to show or hide the table data.

The screenshot shows the 'Page Contents' configuration step. The breadcrumb path is 'james / Network' and the current step is 'Report > Add Report'. The progress bar indicates four steps: 'Cover letter', 'Page Contents' (active), 'Configuration', and 'Confirmation'. The 'Page Contents' section lists three items: '1. Dashboard', '1.1 Hexagonal Diagram', and '1.2 Network Diagram'. Each item has a checkbox that is currently checked, indicating they are selected for the report.

☒ 1.3 Throughput

☒ 1.4 Top Access Points

☒ 1.5 Top Clients

☒ 1.6 Top SSID

☒ 1.7 Top Applications

☒ 1.8 Top Device OS

☒ 2. AP List

Table Display

☒ Name
 ☒ Model name
 ☒ MAC
 ☐ Radio

☒ LAN IP
 ☒ FW Version

☒ 3. Switch List

Configuration

1. **Select Org-tree:** this is the report data to collect from).
2. **Dashboard Period:** Select the day, week, or month data you want to display on the dashboard Data. eg: Throughput. Top series .)
3. **Throughput SSID:** Select the SSID you want to collect on throughput data)
4. **Schedule:** Select the report to be generated right now or Specific time or weekly)
5. **Email:** Enter the recipient's email address that you want to send the report)

James

Report > Add Report

Back

Cover letter

Page Contents

Configuration

Confirmation

Next

Configuration

Select Org-tree

James

Dashboard Period (Dashboard)

Day

Throughput SSID (Dashboard)

All

Schedule

Weekly

Weekday

Monday

Time (Asia/Taipei)

13:00

Email

Confirmation

This allows you to review all the page contents and settings on a single page. If you want to change the settings, you could click back to change. If all the settings are OK, click **Apply** to create a task.

James / Network

Report > Add Report

Back

Cover letter

Page Contents

Configuration

Confirmation

Apply

test

Reports View

When you open a saved report from **Report** Tab, cloud will display reports that your task generated:

- EnGenius Technologies, Inc / EnGenius United States

Report

ReportTask

Select All on Page

EnGenius LA Report

Scope

Schedule

Last Report

One Time

2021/2/2 13:00

View

(2021/2/2 05:00)

Remove

Sort By Name

3

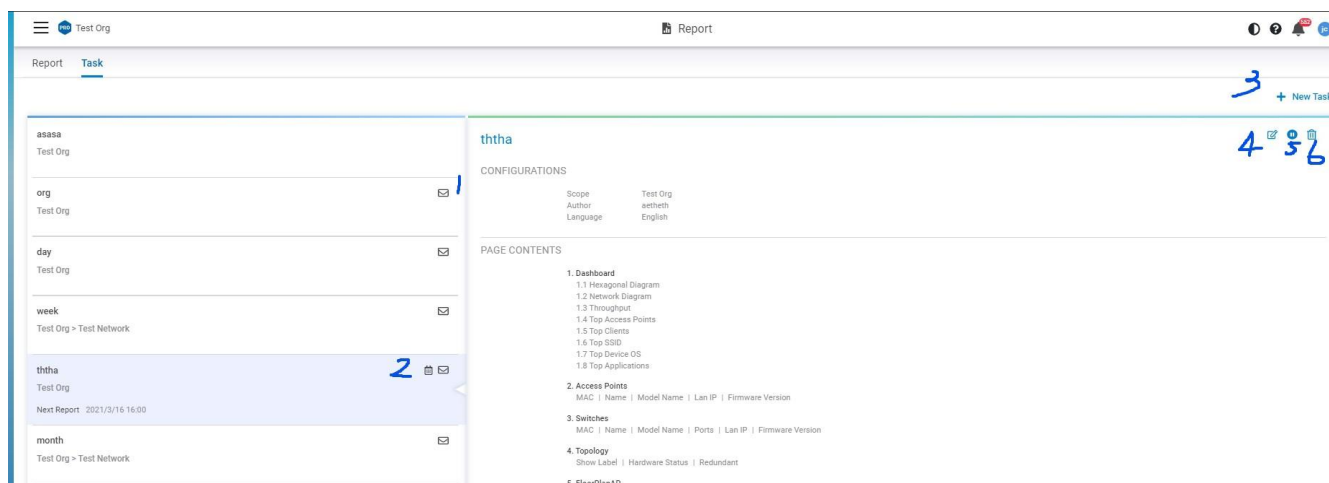
(5)

| | | |
|--------------|-------------------------------------|----------|
| File Name | EnGenius_LA_Report_202102021300.pdf | ✉️ ⬇️ 🗑️ |
| Status | Success | 4 5 6 |
| Created Time | 2021/2/2 05:00 | |
| Language | English | |
| File Name | EnGenius_LA_Report_202102010953.pdf | ✉️ ⬇️ 🗑️ |
| Status | Success | |
| Created Time | 2021/2/1 01:53 | |
| Language | English | |
| File Name | EnGenius_LA_Report_202102010941.pdf | ✉️ ⬇️ 🗑️ |
| Status | Success | |
| Created Time | 2021/2/1 01:41 | |
| Language | English | |
| File Name | EnGenius_LA_Report_202102010941.pdf | ✉️ ⬇️ 🗑️ |
| Status | Success | |
| Created Time | 2021/2/1 01:41 | |
| Language | English | |
| File Name | EnGenius_LA_Report_202102010941.pdf | ✉️ ⬇️ 🗑️ |
| Status | Success | |
| Created Time | 2021/2/1 01:41 | |
| Language | English | |
| File Name | EnGenius_LA_Report_202101271528.pdf | ✉️ ⬇️ 🗑️ |
| Status | Success | |
| Created Time | 2021/1/27 07:28 | |
| Language | English | |

Edit Task

After you created the Tasks, this page allows you to monitor the data that you have selected. There are some icons for you to know the task status and do further editing.

1. **Mail icon:** This task has some email recipients that have been configured.
2. **Calendar icon:** This task has been scheduled to generate a report continuously.
3. **New Task:** This allows you to create another task. The basic mode only allowing you to create a single task and only have one report recorded.
4. **Edit icon:** This allows you to edit the task settings.
5. **Pause icon:** This allows you to temporarily stop the scheduled task.



Appendix


Access Point LED Behavior

Access Point LEDs and what they mean

The table below describes the LEDs on the access point, their flashing patterns, and what those mean for its function.

| | | |
|--|--|--|
| | | |
|--|--|--|

| LED | Static | Flash | Off |
|-------|--|---|-----------------------|
| Power | Power is on | Cloud is connecting | Power is off |
| LAN | Connected to LAN | Data is transmitting between AP and the Internet. | No connections to LAN |
| 2.4G | AP is not transmitting data, Radio is on | AP is transmitting data between AP and client | Radio is off |
| 5G | AP is not transmitting data, Radio is on | AP is transmitting data between AP and client | Radio is off |

 If four LEDs are flashing, it means that AP is performing a firmware upgrade.

SSID Troubleshooting Naming Rules

There is a management SSID that lets users know the current status when an access point connects to EnGenius Cloud. If an access point has lost its connection to the Internet but still receives power, it will broadcast a management service set identifier (SSID) that can be connected to for administrative tasks.

Connect to the default SSID by completing the following steps:

1. Physically check that the access point has power.
2. Check if a known default SSID is being broadcast.
3. If a management SSID is being broadcast, connect your device to it.
4. After connecting, check your gateway IP address to connect to the local status page. If you can't find the gateway IP, please make sure the access point is in NAT mode.

Management SSIDS

<EnMGMTxxxx>-SSID_name>-No_Eth

Cause: AP does not have Ethernet connection.

Solution: Check if the Ethernet cable is unplugged.

<EnMGMTxxxx>-No_IP

Cause: AP cannot get an IP address from 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 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 seems to be working, but a connection to EnGenius Cloud cannot be established.

Solution: Check EnGenius Cloud server status with EnGenius.

Firewall rules

Below is the Firewall rules which is needed to access EnGenius Cloud.

| Cloud Devices | Cloud Services | Source IP | Destination IP | Ports | Protocol (TCP/UDP /ICMP..) | Direction (Inbound outbound) |
|---------------|----------------|-----------|----------------|-------|----------------------------|------------------------------|
|---------------|----------------|-----------|----------------|-------|----------------------------|------------------------------|

| | | | | | | |
|-------------------|---|------------------|--------------------|-----------|--------------|---------|
| AP, SW , Ensky | Periodical Cloud communic ation,Firm ware Upgrade,R eal-Time Meter | Your Networks | any | 443 | TCP | Outboun |
| AP, SW , Ensky | Persistent Cloud communic ation | Your Networks | 44.224.197 .174 | 80 | TCP | Outboun |
| AP | Cloud Radius | Your Networks | 44.225.123 .183 | 1812/1813 | TCP & UDP | Outboun |
| AP, SW , Ensky | NTP time synchroniza tion | Your Networks | any | 123 | UDP | Outboun |
| AP, SW , Ensky | Remote Tunnel | Your Networks | 44.230.110 .152 | 22 | TCP | Outboun |
| AP | Splash Page | Your Networks | any | 80/443 | TCP | Outboun |

FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

CAUTION

Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

FCC regulations restrict the operation of this device to indoor use only.

The operation of this device is prohibited on oil platforms, cars, trains, boats, and aircraft, except that operation of this device is permitted in large aircraft while flying above 10,000 feet.

Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.

RF Exposure warning

This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least **20** cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provide with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance.

Industry Canada Equipment Standard for Digital Equipment (ICES) –Canada Compliance Statement

This Class B digital apparatus complies with Canadian ICES-003. CAN ICES-003 (B)/NMB-003(B)

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Innovation, Science and Economic Development Canada(ISED) Compliance Statement

This device complies with ISED's licence-exempt RSS standard(s).

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Caution

User should also be advised that:

- (i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;
- (ii) the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall comply with the e.i.r.p. limit; and
- (iii) the maximum antenna gain permitted for devices in the band 5725-5825 MHz shall comply with the e.i.r.p. limits specified for point-to-point and non point-to-point operation as appropriate. High-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Les utilisateurs devraient aussi être avisés que

- (i) les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;
- (ii) le gain maximal d'antenne permis pour les dispositifs utilisant les bandes 5250-5350 MHz et 5470-5725MHz doit se conformer à la limite de p.i.r.e.;
- (iii) le gain maximal d'antenne permis (pour les dispositifs utilisant la bande 5725-5825 MHz) doit se conformer à la limite de p.i.r.e. spécifiée pour l'exploitation point à point et non point à point, selon le cas.

De plus, les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

The operation of this device to indoor use only.

The operation of this device is prohibited on oil platforms, cars, trains, boats, and aircraft, except that operation of this device is permitted in large aircraft while flying above 10,000 feet.

Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.

Le fonctionnement de cet appareil pour une utilisation en intérieur uniquement.

L'utilisation de cet appareil est interdite sur les plates-formes pétrolières, les voitures, les trains, les bateaux et les avions, sauf que l'utilisation de cet appareil est autorisée dans les gros aéronefs en vol au-dessus de 10 000 pieds.

L'exploitation d'émetteurs dans la bande 5,925-7,125 GHz est interdite pour le contrôle ou les communications avec des systèmes d'aéronefs sans pilote.

Radio Frequency (RF) Exposure Information

The radiated output power of the Wireless Device is below the Innovation, Science and Economic Development Canada (ISED) radio frequency exposure limits. The Wireless Device should be used in such a manner such that the potential for human contact during normal operation is minimized.

This device has also been evaluated and shown compliant with the ISED RF Exposure limits under mobile exposure conditions. (antennas are greater than 20 cm from a person's body).

informations concernant l'exposition aux fréquences radio (RF)

La puissance de sortie émise par l'appareil de sans fil est inférieure à la limite d'exposition aux fréquences radio d'ISED Canada (ISED). Utilisez l'appareil de sans fil de façon à minimiser les contacts humains lors du fonctionnement normal.

Ce périphérique a également été évalué et démontré conforme aux limites d'exposition aux RF d'ISED dans des conditions d'exposition à des appareils mobiles (antennes sont supérieures à 20 cm à partir du corps d'une personne).