Grandstream Networks, Inc.

GWN Cloud Application for iOS™

User Manual

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Table of Contents

CHANGE LOG **7**

GWN Cloud Application Version 1.0.6 7

GWN Cloud Application Version 1.0.2 7

WELCOME **8**

GETTING STARTED **9**

Getting GWN Cloud Application for iOSTM 9

Login to GWN Cloud Application 9

OVERVIEW **12**

AP and Clients 12

Bandwidth Usage and Clients Count 13

Top APs, Clients, SSIDs 14

ACCESS POINTS **15**

Adding New Access Points 15

Adding New AP to your GWN.Cloud Account *15*
Adopt New AP to your GWN Manager Account *18*

Search/Filter Access Points 19

Access Point Details 20

Usage *20*
Events *21*
Info *22*
Tools *24*

CLIENTS **27**

SSIDS **29**

Add New SSID 29

Edit SSID 31

APP SETTINGS **32**

Account 33
Support 33
About 33
Alert 34

EXPERIENCING GWN CLOUD APPLICATION 35

Table of Tables

Table 1: AP requirements 15
Table 2 : Adding New AP manually 16
Table 3 : AP Info Parameters 22
Table 4 : Clients Information.. 27
Table 5 : Add New SSID.. 30

Table of figures

Figure 1: Search GWN Cloud application on App Store 9
Figure 2 : GWN Cloud Application Login Page 10
Figure 3 : GWN Cloud Application Login Page 10
Figure 4: GWN Manager address 11
Figure 5: GWN Manager Account Login 11
Figure 6 : APs and Clients 12
Figure 7: Bandwidth Usage and Clients Count 13
Figure 8: Top APs, Clients, SSIDs 14
Figure 9: GWN Access Point MAC and Wi-Fi Password 16
Figure 10 : Manual Add APs to GWN.Cloud Account 16
Figure 11 : Adding New AP by Scanning the Barcode 17
Figure 12 : New APs to GWN.Cloud using GWN Application 17
Figure 13: Adopt an Access Point to GWN Manager 18
Figure 14: Adopted successfully 18
Figure 15: Adopted Access Points 19
Figure 16 : Access Points 19
Figure 17 : Filter Access Points 20
Figure 18 : Data usage 21
Figure 19 : Events Tab 22
Figure 20 : AP Details 23
Figure 21 : App Tools 24
Figure 22 : Locate AP 25
Figure 23: Ping results 25
Figure 24: Traceroute Test 26
Figure 25 : Clients list and Search 27
Figure 26 :Client Details 28
Figure 27 : Add New SSID 29
Figure 28 : New SSID Configuration 30
Figure 29: Edit SSID 31
Figure 30: App Settings Interface 32
Figure 31 : Account Information 33
Figure 32 : Support Tab 33
Figure 33 : About Tab 33
Figure 34: Alert Notifications 34

CHANGE LOG

This section documents significant changes from previous versions. Only major new features or major document updates are listed here. Minor updates for corrections or editing are not documented here.

GWN Cloud Application Version 1.0.6

- Added support for GWN Manager.

GWN Cloud Application Version 1.0.2

- This is the initial version for GWN Cloud Application for iOS^{TM}.

WELCOME

Thank you for using GWN Cloud Application for iOS™. GWN Cloud app is developed to manage the network-based APs at anytime from anywhere with iOS™ devices. This free app links seamlessly with APs registered in your GWN Management Platform (GWN.Cloud or GWN Manager) and allows users to conveniently monitor and manage the wireless network established by GWN APs. The GWN Cloud App extends web features to iOS™ device to allow you to manage the network and be productive while on-the-go: monitor Network/AP/Client status in different time periods, receive alert information as soon as alert event occurs, add AP to the network via phone camera scanning or manually fill in AP MAC and its corresponding password, monitor AP details including usage, event log and AP information, support AP locate for users to find its exact physical location and AP debug for problem-tracking, and much more. There is no purchase necessary to manage the network-based APs with the GWN Cloud App.

GETTING STARTED

Getting GWN Cloud Application for iOS^{TM}

GWN Cloud application is compatible with most of iOS^{TM} devices running iOS 8.0 or later, including iPhone, iPad and iPod touch. The application is available on App Store:

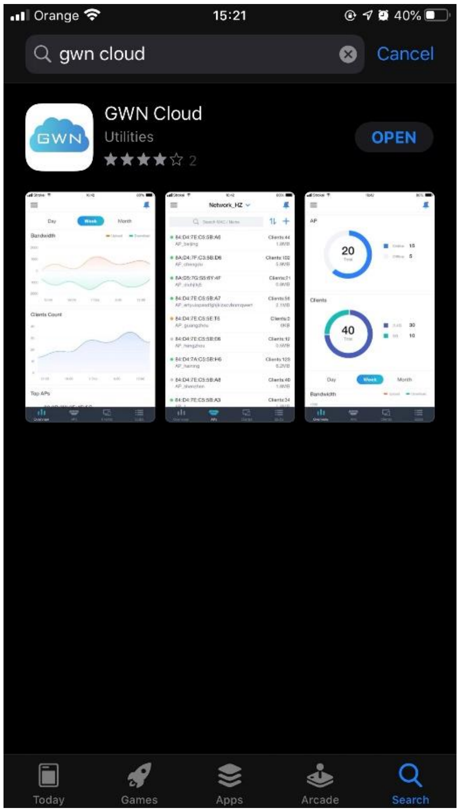

Orange
15:21
40%
gwn cloud
Cancel
GWN Cloud
Utilities
2
OPEN
Today
Games
Apps
Arcade
Search

Figure 1: Search GWN Cloud application on App Store

Login to GWN Cloud Application

To use GWN Cloud Application, users need to have an account previously created on a GWN Management Platform.

- Refer to this link to sign up for GWN.Cloud: https://www.gwn.cloud/login
- Refer to the GWN Management Platform User Manual to create a GWN Manager Account.

Once the GWN.Cloud application is installed on your iOS^{TM} device, click on the app icon to start it and enter the username or email and password of the account created.

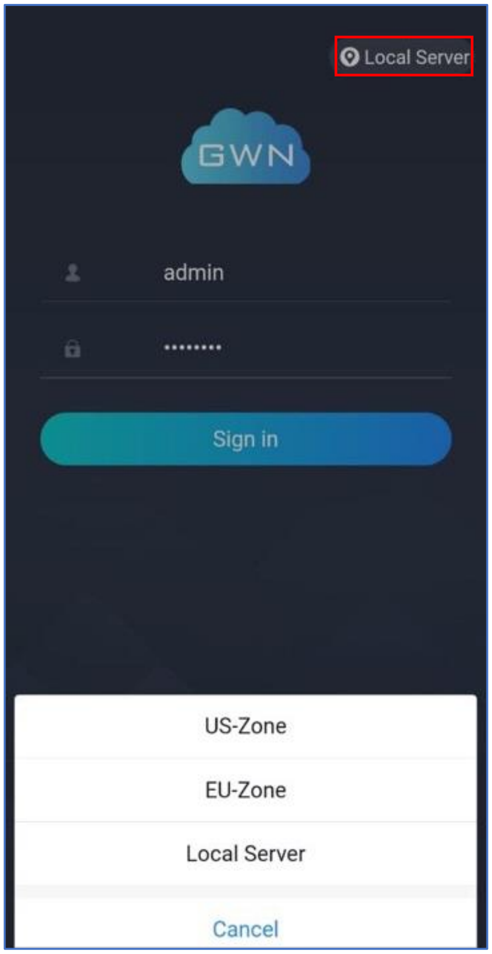

Local Server
GWN
admin
••••••••
Sign in
US-Zone
EU-Zone
Local Server
Cancel

Figure 2 : GWN Cloud Application Login Page

On the top right corner, users could specify which Platform to use:

1. Select the proper Zone EU/US for your GWN.Cloud Account

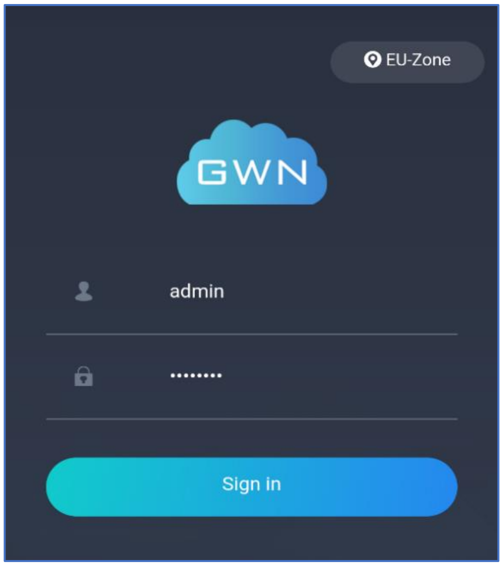
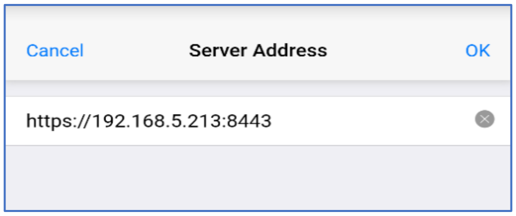

EU-Zone
GWN
admin
••••••••
Sign in

Figure 3 : GWN Cloud Application Login Page

2. Select “Local Server” for your GWN Manager Account

Note: When using a local server, make sure that the iOS device is connected to the same network as your GWN Manager machine.

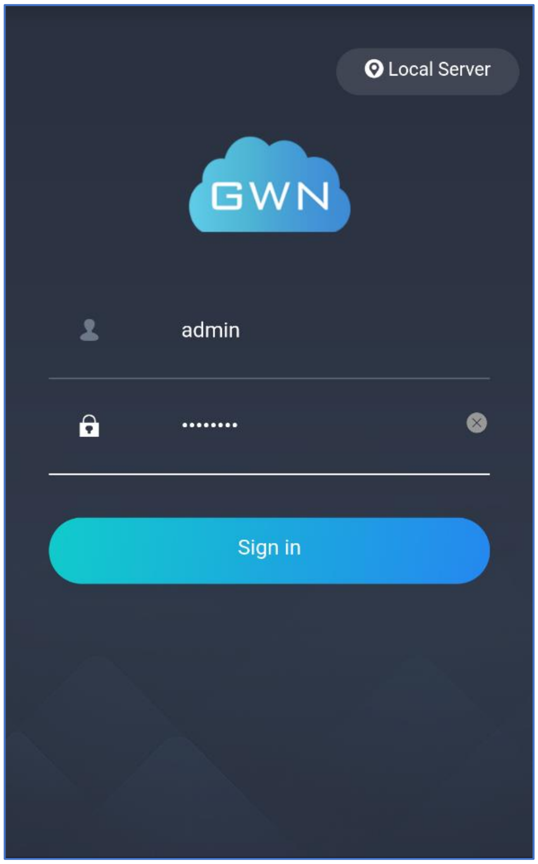
- After Choosing “**Local Server**” the following page appears so you can enter your GWN Manager server address and port number as shown below



https://192.168.5.213:8443

Figure 4: GWN Manager address

- After pressing “**OK”** you will get to the login page, so you can enter your GWN Manager account and password as shown below.



admin
••••••••

Figure 5: GWN Manager Account Login

OVERVIEW

The Overview page provides general information that can be used to monitor both access points and clients connected to them.

AP and Clients

App and clients interface shows the status of the monitored Access points. Users can monitor the number of APs connected to their networks as well as the number of clients connected to each Wi-Fi Band (2.4G/5G).

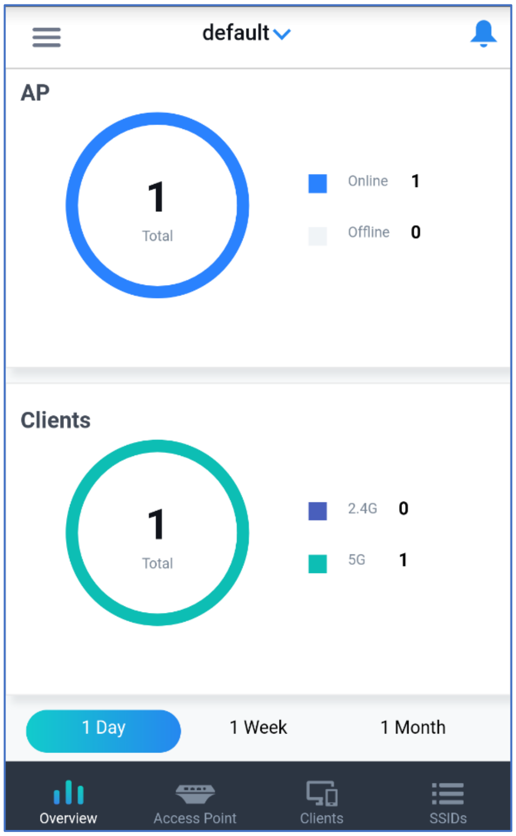

default
AP
1
Total
Online 1
Offline 0
Clients
1
Total
2.4G 0
5G 1
1 Day
1 Week
1 Month
Overview
Access Point
Clients
SSIDs

Figure 6 : APs and Clients

Bandwidth Usage and Clients Count

From the Bandwidth usage and Clients count interface, users can monitor their bandwidth as well as the number of clients connected per time. The time range for monitoring can be set to Days, Weeks, or Months

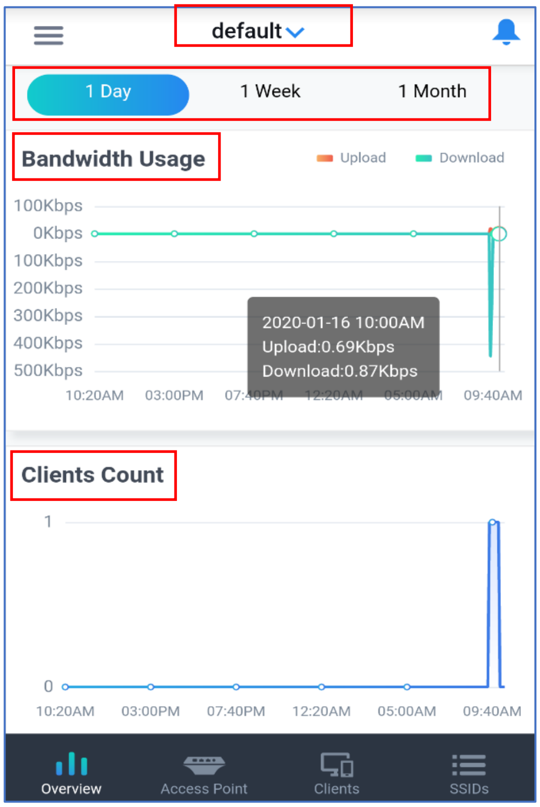
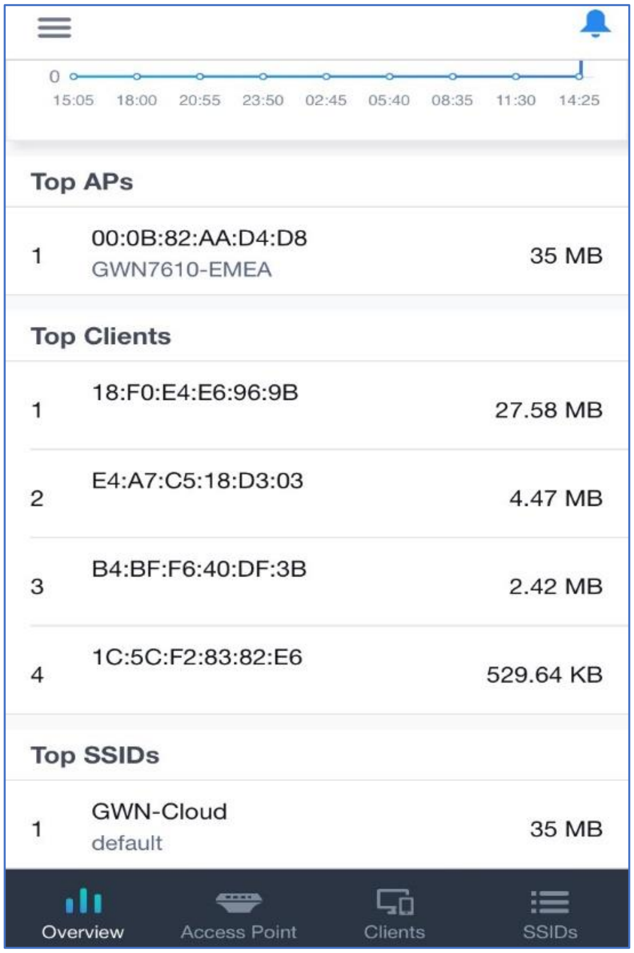

default
1 Day
1 Week
1 Month
Bandwidth Usage
Upload
Download
100Kbps
0Kbps
100Kbps
200Kbps
300Kbps
400Kbps
500Kbps
2020-01-16 10:00AM
Upload:0.69Kbps
Download:0.87Kbps
10:20AM
03:00PM
07:40PM
12:20AM
05:00AM
09:40AM
Clients Count
1
0
10:20AM
03:00PM
07:40PM
12:20AM
05:00AM
09:40AM
Overview
Access Point
Clients
SSIDs

Figure 7: Bandwidth Usage and Clients Count

- Press the drop-down arrow on the top to choose your network
- Available information:
    - Bandwidth Usage Upload/Download
    - Clients Count
- Select to display information either by 1Day, 1Week or 1Mouth

Top APs, Clients, SSIDs

The top APs, Clients and SSIDs interface, displays the top APs, Clients, SSIDs based on the data/Bandwidth usage.



0
15:05
18:00
20:55
23:50
02:45
05:40
08:35
11:30
14:25

Top APs

1	00:0B:82:AA:D4:D8 GWN7610-EMEA	35 MB

Top Clients

1	18:F0:E4:E6:96:9B	27.58 MB
2	E4:A7:C5:18:D3:03	4.47 MB
3	B4:BF:F6:40:DF:3B	2.42 MB
4	1C:5C:F2:83:82:E6	529.64 KB

Top SSIDs

1	GWN-Cloud default	35 MB

Overview
Access Point
Clients
SSIDs

Figure 8: Top APs, Clients, SSIDs

ACCESS POINTS

The access points (AP) tab displays the list of access points paired with GWN platform for each Network/SSID and allows users to add new GWN76XX access points.

The following table shows the requirements of Grandstream networking products GWN76xx GWN Management Platform:

Table 1: AP requirements

	Model	GWN.Cloud 1.0.10.9		GWN Manager 1.0.0.21	
		Minimum	Recommended	Minimum	Recommended
Version of AP	GWN7610	1.0.6.37	1.0.11.8	1.0.13.1	1.0.13.1
	GWN7600	1.0.6.33	1.0.11.8	1.0.13.1	1.0.13.1
	GWN7600LR	1.0.6.33	1.0.11.8	1.0.13.1	1.0.13.1
	GWN7630	1.0.9.2	1.0.11.8	1.0.13.1	1.0.13.1
	GWN7630LR	1.0.11.8	1.0.11.10	1.0.13.1	1.0.13.1
	GWN7602	1.0.1.6	1.0.3.4	1.0.3.4	1.0.3.4

Adding New Access Points

To add an Access point to GWN.Cloud, the administrator needs two information:

- MAC address of the Access Point.
- Wi-Fi Password in the back of the unit.

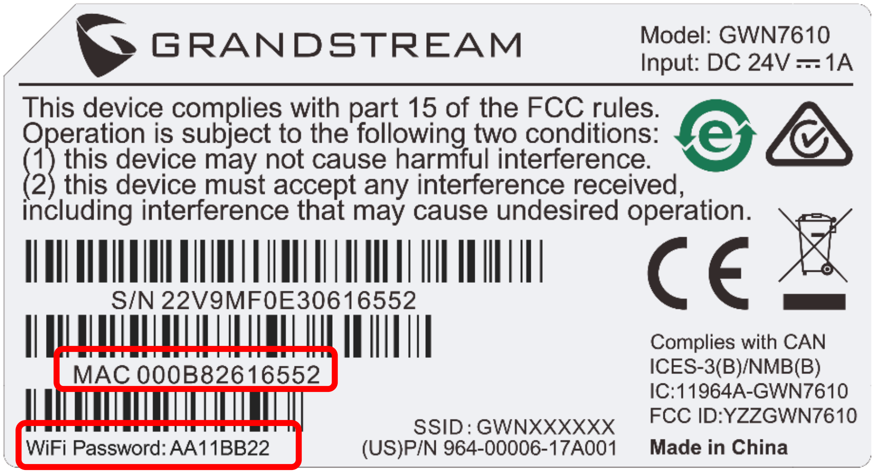
Adding New AP to your GWN.Cloud Account

There are 2 methods to add GWN76xx to the cloud using GWN App:

- **Method 1: Adding New AP Manually**
- **Method 2: Adding New AP by scanning Barcode**

Method 1: Adding New AP Manually

1. Locate the MAC address on the MAC tag of the unit, which is on the underside of the device, or on the package.
2. Locate the Wi-Fi Password.



GRANDSTREAM

Model: GWN7610
Input: DC 24V ⎓ 1A

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference. (2) this device must accept any interference received, including interference that may cause undesired operation.

S/N 22V9MF0E30616552

MAC 000B82616552

WiFi Password: AA11BB22

SSID : GWNXXXXXX
(US)P/N 964-00006-17A001

Complies with CAN
ICES-3(B)/NMB(B)
IC:11964A-GWN7610
FCC ID:YZZGWN7610
Made in China

Figure 9: GWN Access Point MAC and Wi-Fi Password

3. From **APs** tab, click on + button and select **Manual Add**, then enter AP's information:

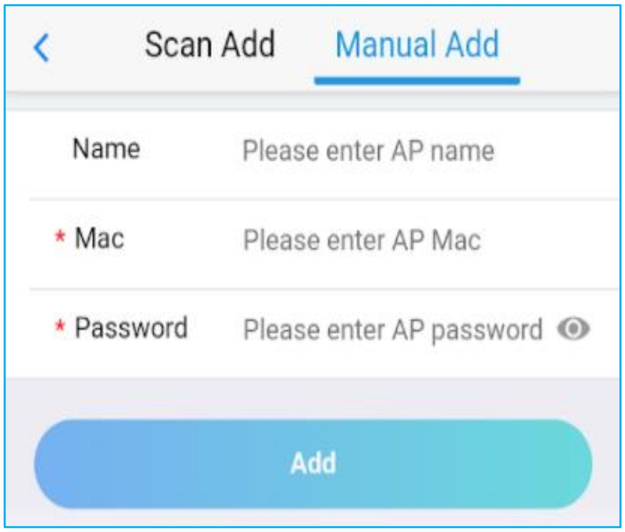


Figure 10 : Manual Add APs to GWN.Cloud Account

The following table describes required parameters to add new AP to GWN.Cloud using GWN App.

Table 2 : Adding New AP manually

Section	Description
Name	Enter a name for the new Access points to identify it easily.
MAC	Enter the MAC address of the new Access Point.
Password	Enter the Wi-Fi Password.

Method 2: Adding New AP by scanning Barcode

New Access Points can also be added to GWN.Cloud by Scanning the Barcode from the Access point's sticker using mobile phone camera.

1. From **APs** tab click on + button and select **Scan Add**, then point the mobile phone camera to the AP's sticker.

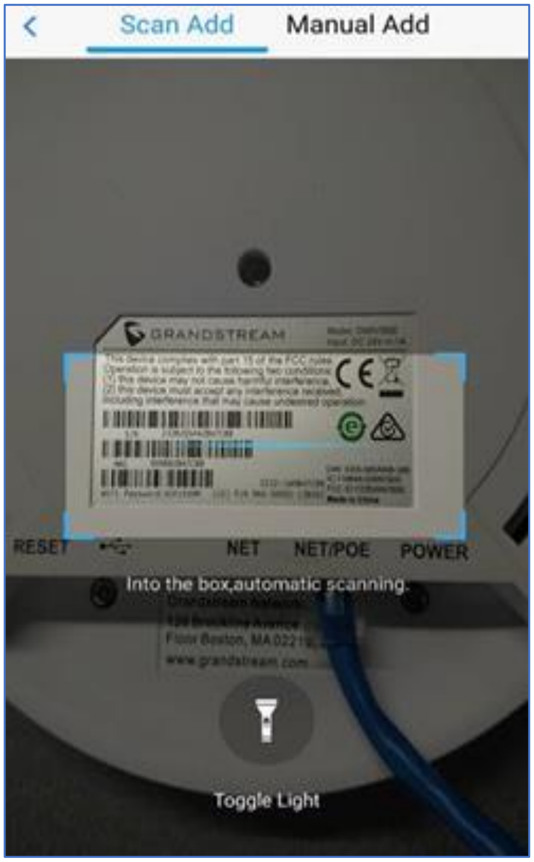
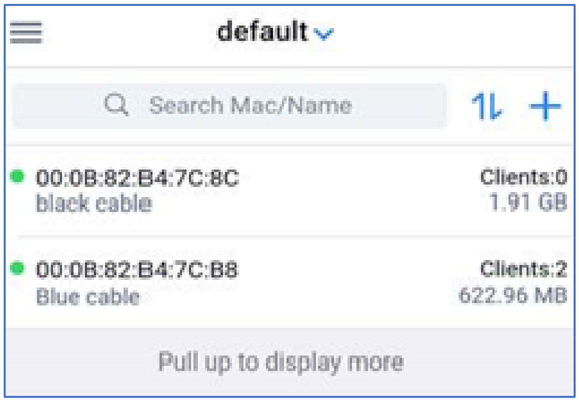

Scan Add
Manual Add
RESET
NET
NET/POE
POWER
Into the box,automatic scanning.
Toggle Light

Figure 11 : Adding New AP by Scanning the Barcode

- Once added, the list of APs will be displayed on APs tab as shown below


default
Search Mac/Name
Pull up to display more

00:0B:82:B4:7C:8C Clients:0
black cable 1.91 GB

00:0B:82:B4:7C:B8 Clients:2
Blue cable 622.96 MB

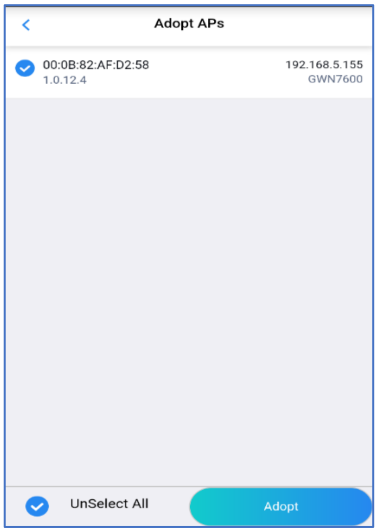
Figure 12 : New APs to GWN.Cloud using GWN Application

Adopt New AP to your GWN Manager Account

The GWN Manager will automatically scan and detect the available APs on your Network.

Note: GWN76xx Access Points need to be using firmware 1.0.13.1 or higher. If GWN76xx is using older firmware, make sure to upgrade them before adding them to GWN Manager otherwise GWN Manager cannot detect them thus they cannot be added.

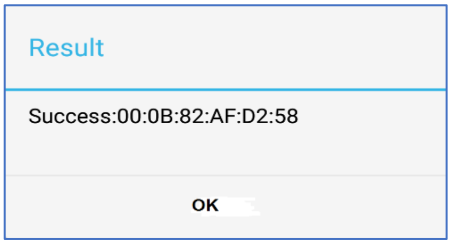
1. From "**Access Point"** tab, click + button, and then the bellow screen will be displayed.



00:0B:82:AF:D2:58 192.168.5.155
1.0.12.4 GWN7600

Figure 13: Adopt an Access Point to GWN Manager

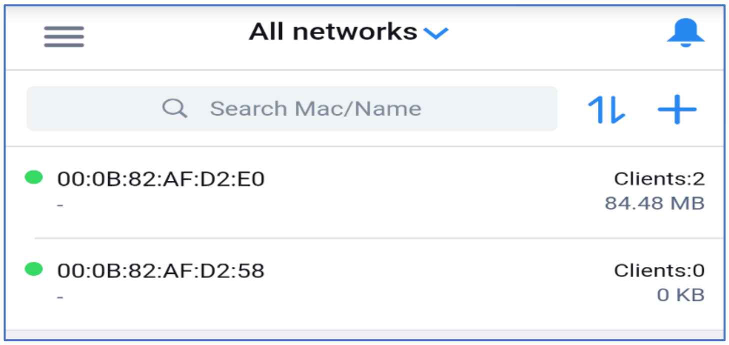
2. Select an AP then Press Adopt to add an Access Point.



Success:00:0B:82:AF:D2:58

Figure 14: Adopted successfully

3. The adopted Access Points can be found under "Access Point" tab


All networks
Search Mac/Name

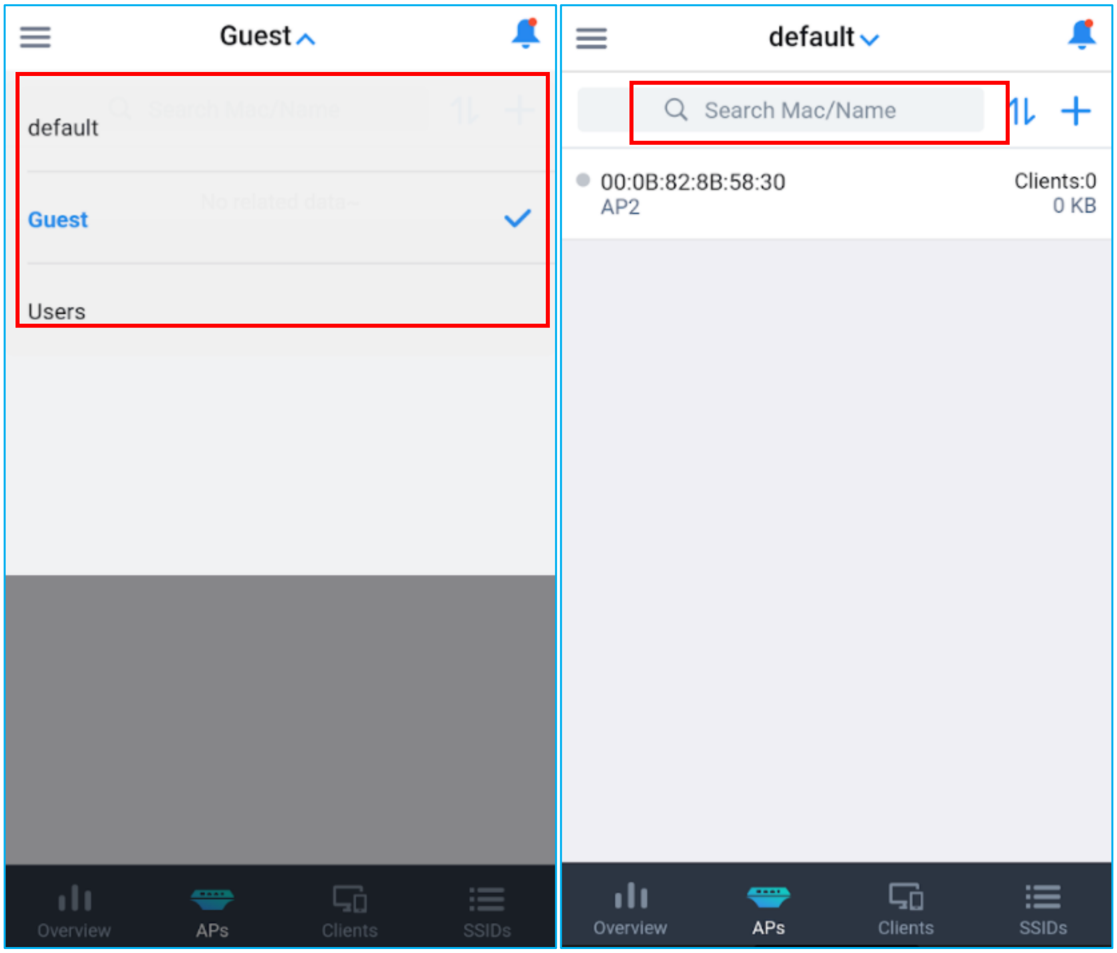
00:0B:82:AF:D2:E0 Clients:2
-
84.48 MB

00:0B:82:AF:D2:58 Clients:0
-
0 KB

Figure 15: Adopted Access Points

Search/Filter Access Points

Click on the top menu to list all the SSIDs/Networks, that can be managed by your account, then select a specific network to list the APs assigned to it.

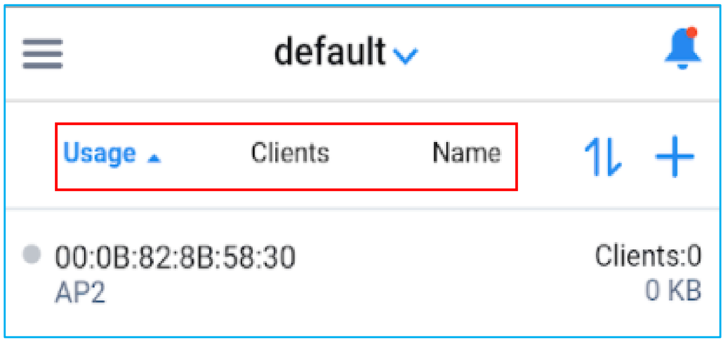

Guest
default
Guest
Users
Overview
APs
Clients
SSIDs
default
Search Mac/Name
Overview
APs
Clients
SSIDs

00:0B:82:8B:58:30 Clients:0
AP2
0 KB

Figure 16 : Access Points

For each AP the application displays the number of clients connected as well as the data usage. Users can search APs by name or MAC address.

Click on ⇅ to filter APs by data usage, Number of clients connected, Name.



00:0B:82:8B:58:30
AP2
Clients:0
0 KB

Figure 17 : Filter Access Points

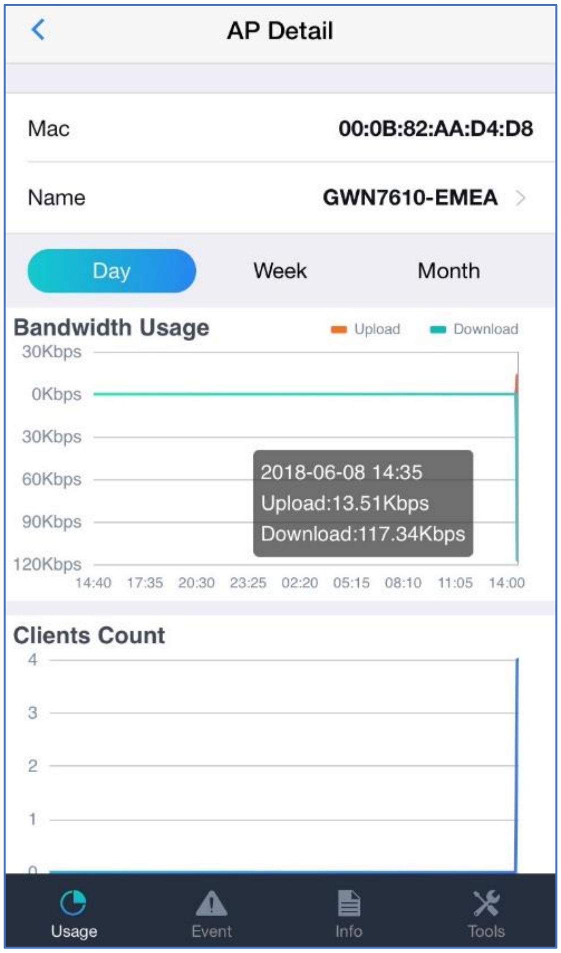
Access Point Details

Click on an AP to view more details about it and monitor it in real time. The AP tab contains 4 subsections

- Usage
- Events
- Info
- Tools

Usage

The usage tab displays a graph for Bandwidth usage and clients count monitoring for the selected AP.



AP Detail

Mac: 00:0B:82:AA:D4:D8

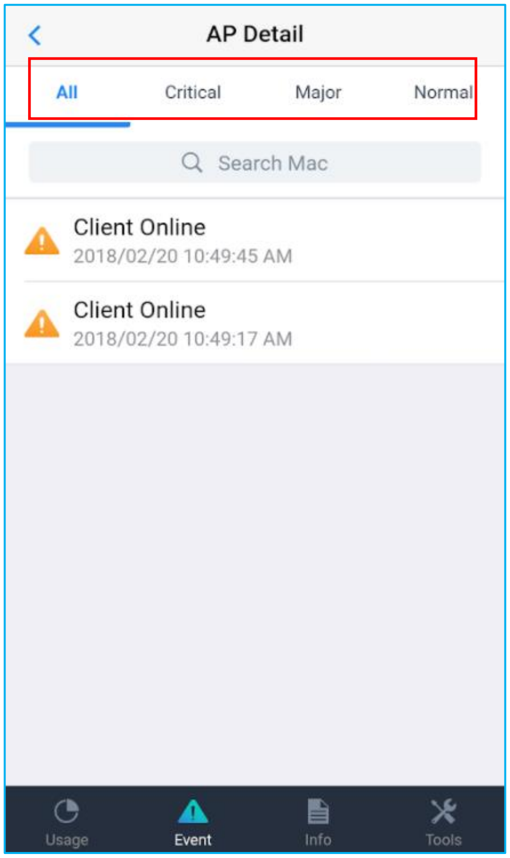
Name: GWN7610-EMEA

Day
Week
Month
Bandwidth Usage
Upload
Download
30Kbps
0Kbps
30Kbps
60Kbps
90Kbps
120Kbps
14:40
17:35
20:30
23:25
02:20
05:15
08:10
11:05
14:00
2018-06-08 14:35
Upload:13.51Kbps
Download:117.34Kbps
Clients Count
4
3
2
1
0
Usage
Event
Info
Tools

Figure 18 : Data usage

Events

Events tab displays the list of different events occurred on the selected AP, users can choose to display all events or filter them by the level (Critical, Major, Normal).


AP Detail
All
Critical
Major
Normal
Search Mac

Client Online
2018/02/20 10:49:45 AM

Client Online
2018/02/20 10:49:17 AM

Usage
Event
Info
Tools

Figure 19 : Events Tab

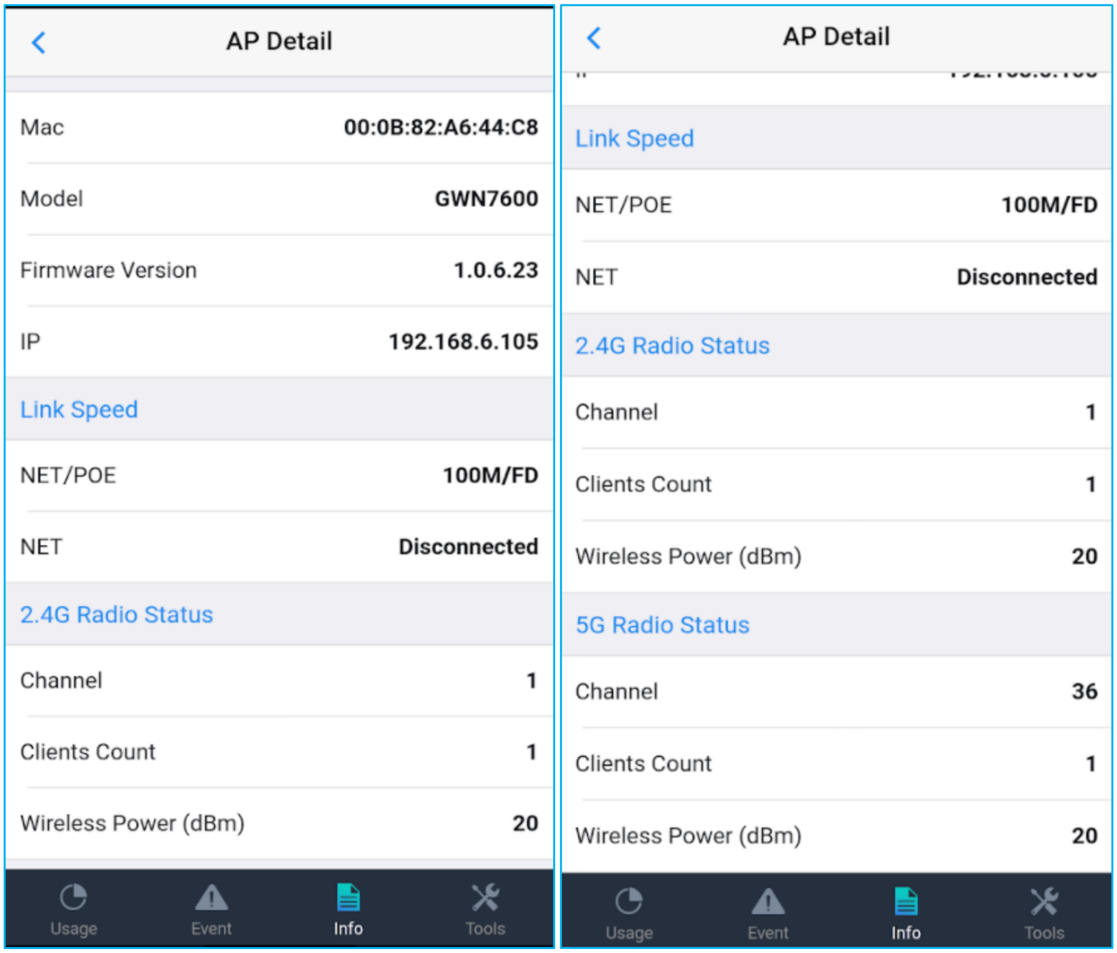
Info

The info tab displays all the information related to the selected access points including:

Table 3 : AP Info Parameters

Section	Description
MAC	The MAC address of the selected Access Point
Model	The Model of the Selected AP
Firmware version	The firmware version of the selected AP
IP	The local IP address of the AP
NET/PoE	Status of the NET/PoE port
NET	Status of the NET port

2.4G Radio Status	The status of the 2.4G Band
Channel	Channel Used by AP on 2.4G band
Clients Count	Number of clients connected to the AP using 2.4G band
Wireless Power (dBm)	Wireless power on 2.4G band.
5G Radio Status	The status of the 5G Band
Channel	Channel Used by AP on 5G band
Clients Count	Number of clients connected to the AP using 5G band
Wireless Power (dBm)	Wireless power on 5G band.



AP Detail

Mac	00:0B:82:A6:44:C8
Model	GWN7600
Firmware Version	1.0.6.23
IP	192.168.6.105
Link Speed	
NET/POE	100M/FD
NET	Disconnected
2.4G Radio Status	
Channel	1
Clients Count	1
Wireless Power (dBm)	20

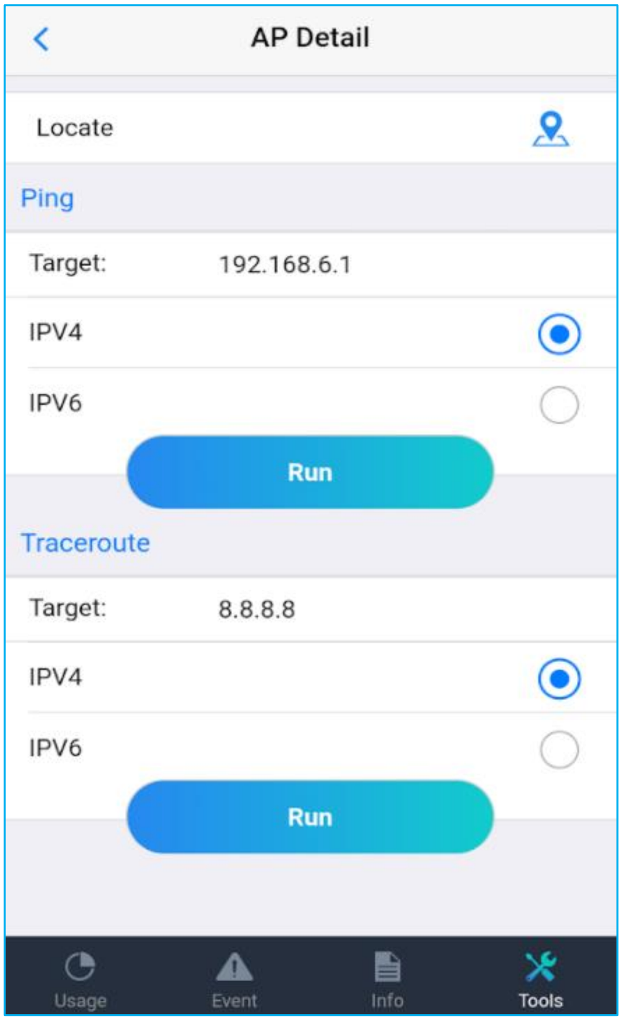
AP Detail

Link Speed	
NET/POE	100M/FD
NET	Disconnected
2.4G Radio Status	
Channel	1
Clients Count	1
Wireless Power (dBm)	20
5G Radio Status	
Channel	36
Clients Count	1
Wireless Power (dBm)	20

Figure 20 : AP Details

Tools

The GWN.Cloud application provides different tools to monitor and troubleshoot issues related to the selected access points. From the app users can locate the access points, run ping and traceroute tests between the AP and another device.



AP Detail
Locate
Ping
Run
Traceroute
Run
Usage
Event
Info
Tools

Target: 192.168.6.1

IPV4 ●

IPV6 ○

Target: 8.8.8.8

IPV4 ●

IPV6 ○

Figure 21 : App Tools

- **Locate an AP**

To locate the selected AP, click on locate icon, the LED lights of the AP will start blinking. Click on **Close** to end the location.

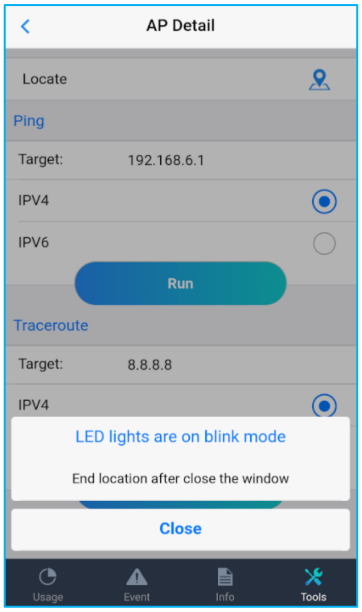
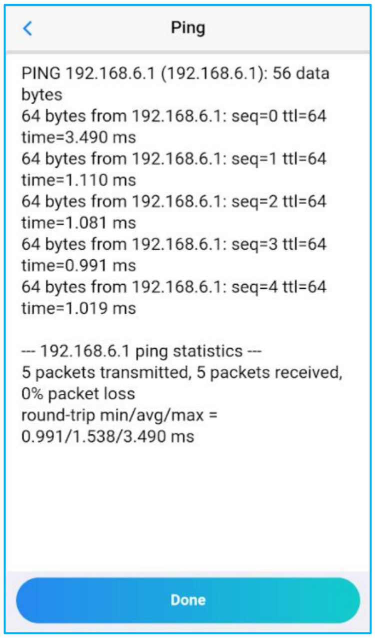

AP Detail
Locate
Ping
Target: 192.168.6.1
IPV4
IPV6
Run
Traceroute
Target: 8.8.8.8
IPV4
LED lights are on blink mode
End location after close the window
Close
Usage
Event
Info
Tools

Figure 22 : Locate AP

- **Ping**

The ping tool is used to ping a remote device from the AP to test the connectivity between them. To ping another device from GWN AP, set the target to the IP or FQDN of the remote device, then click on Run button, the result will be displayed in a new page:



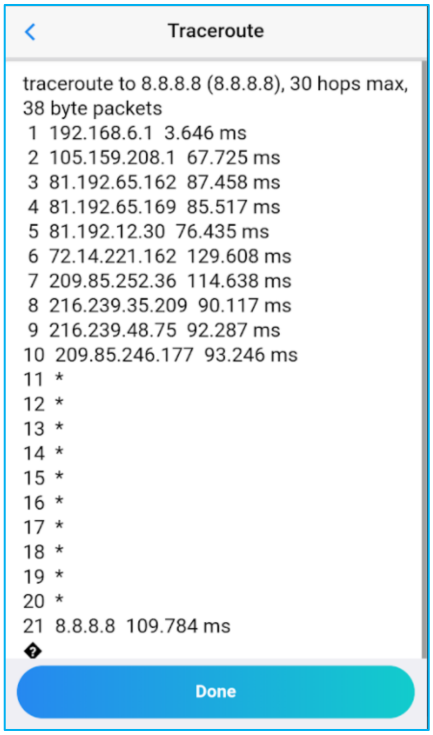
```
PING 192.168.6.1 (192.168.6.1): 56 data
bytes
64 bytes from 192.168.6.1: seq=0 ttl=64
time=3.490 ms
64 bytes from 192.168.6.1: seq=1 ttl=64
time=1.110 ms
64 bytes from 192.168.6.1: seq=2 ttl=64
time=1.081 ms
64 bytes from 192.168.6.1: seq=3 ttl=64
time=0.991 ms
64 bytes from 192.168.6.1: seq=4 ttl=64
time=1.019 ms

--- 192.168.6.1 ping statistics ---
5 packets transmitted, 5 packets received,
0% packet loss
round-trip min/avg/max =
0.991/1.538/3.490 ms
```

Figure 23: Ping results

- **Traceroute**

Traceroute allows users to check the number of hops between the AP and a remote device as well all the gateways traversed to reach the destination.

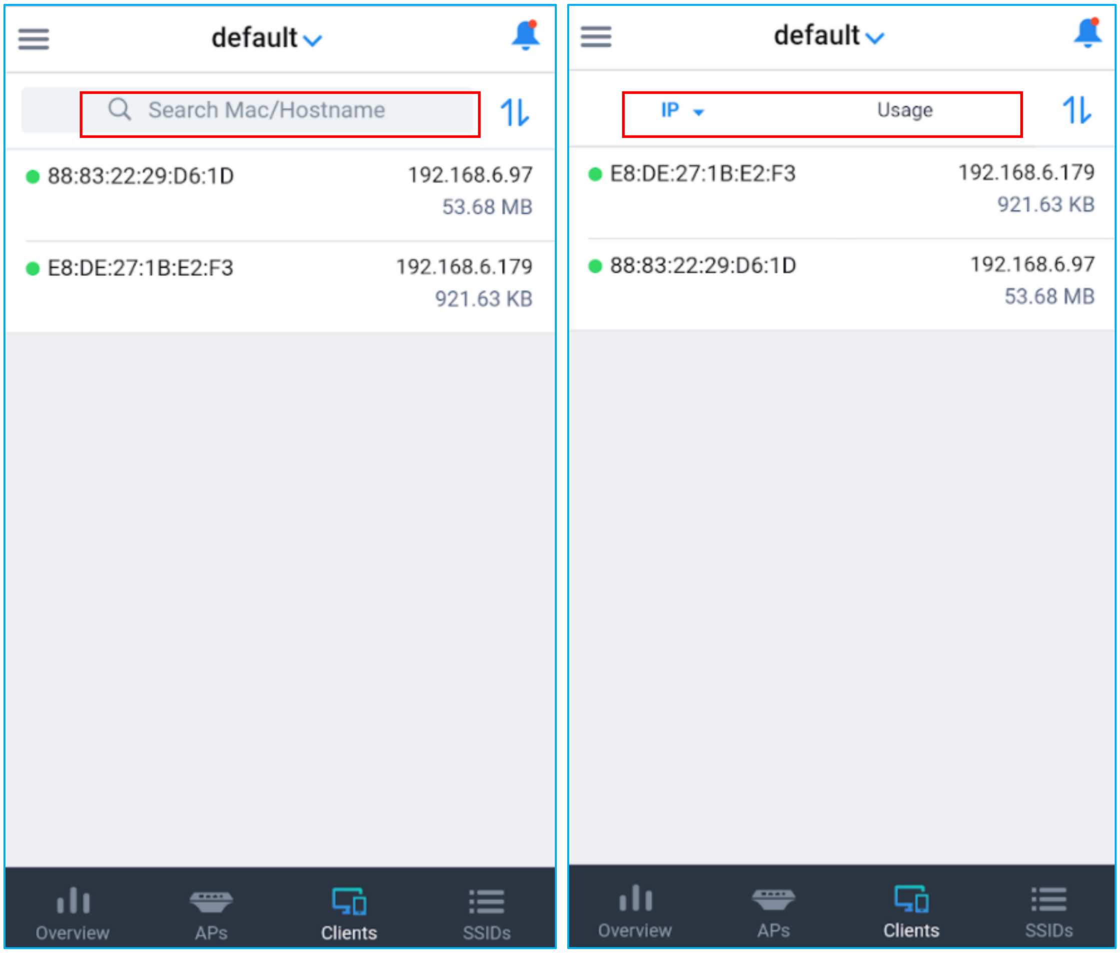


```
traceroute to 8.8.8.8 (8.8.8.8), 30 hops max,
38 byte packets
 1  192.168.6.1  3.646 ms
 2  105.159.208.1  67.725 ms
 3  81.192.65.162  87.458 ms
 4  81.192.65.169  85.517 ms
 5  81.192.12.30  76.435 ms
 6  72.14.221.162  129.608 ms
 7  209.85.252.36  114.638 ms
 8  216.239.35.209  90.117 ms
 9  216.239.48.75  92.287 ms
10  209.85.246.177  93.246 ms
11  *
12  *
13  *
14  *
15  *
16  *
17  *
18  *
19  *
20  *
21  8.8.8.8  109.784 ms
�
```

Figure 24: Traceroute Test

CLIENTS

Clients tab allows to monitor clients connected to a specific SSID/Network. This tab allows also to search for a specific client by its MAC or Hostname, and lists clients per IP address or Data Usage.


default
Search Mac/Hostname
Overview
APs
Clients
SSIDs
default
IP
Usage
Overview
APs
Clients
SSIDs

88:83:22:29:D6:1D 192.168.6.97 53.68 MB
E8:DE:27:1B:E2:F3 192.168.6.179 921.63 KB

E8:DE:27:1B:E2:F3 192.168.6.179 921.63 KB
88:83:22:29:D6:1D 192.168.6.97 53.68 MB

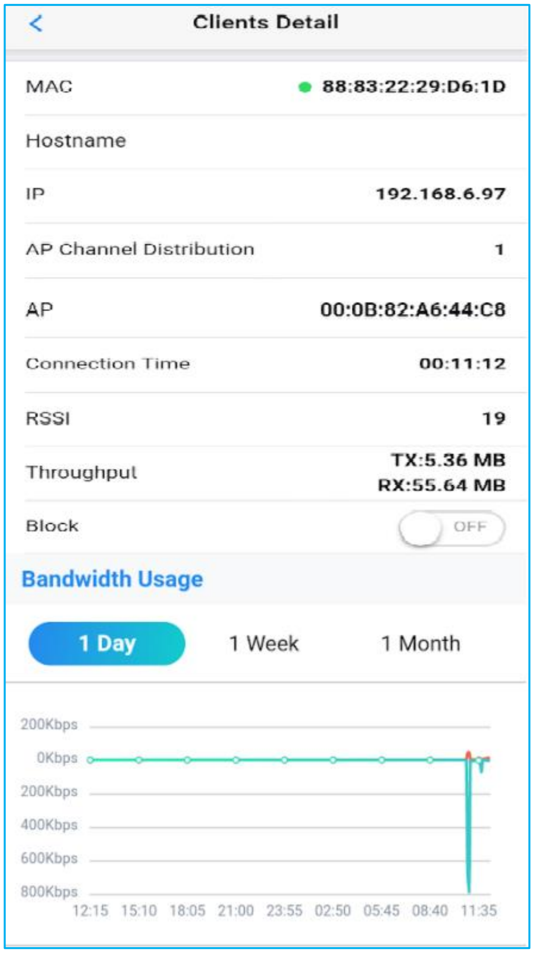
Figure 25 : Clients list and Search

Click on each client to view its details including the following:

Table 4 : Clients Information

Section	Description
MAC	The MAC address of the selected client
Hostname	The hostname of the client
IP	The local IP address of the client
AP Channel distribution	The number of channels/Spatial streams used by the client

AP	The access points where the client is connected
Connection time	The connection time for the selected client.
RSSI	Displays the RSSI in dBm
Throughput	Displays the TX and RX throughput for a specific client
Block	This option can be used to block the selected client.



Clients Detail

MAC	● 88:83:22:29:D6:1D
Hostname	
IP	192.168.6.97
AP Channel Distribution	1
AP	00:0B:82:A6:44:C8
Connection Time	00:11:12
RSSI	19
Throughput	TX:5.36 MB RX:55.64 MB
Block	OFF

Bandwidth Usage
1 Day
1 Week
1 Month
200Kbps
0Kbps
200Kbps
400Kbps
600Kbps
800Kbps
12:15
15:10
18:05
21:00
23:55
02:50
05:45
08:40
11:35

Figure 26 :Client Details

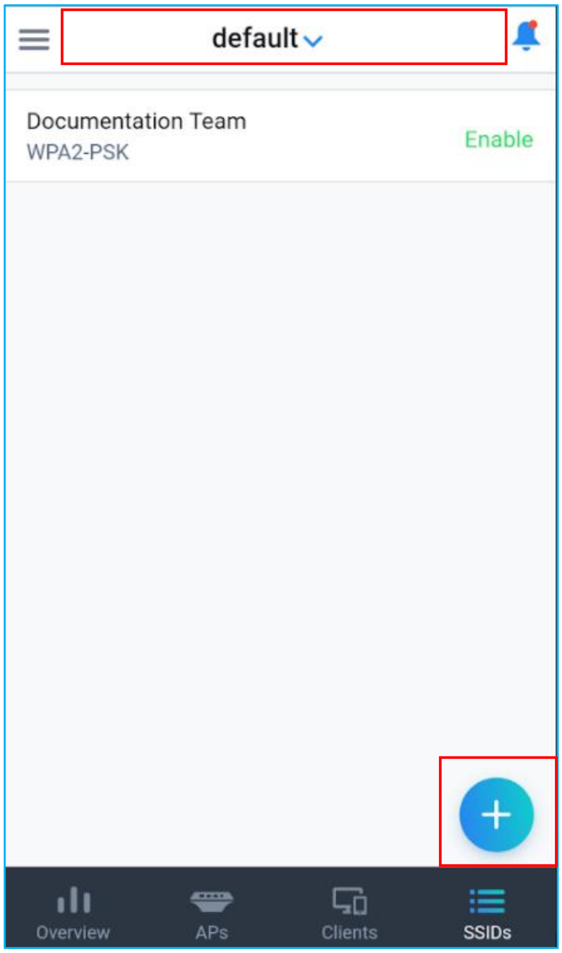
SSIDS

The SSID tab lists all the SSIDs assigned to a specific Network and allows users to add new ones or edit existing SSIDS.

Add New SSID

The steps below describe how to add New SSID from GWN Application

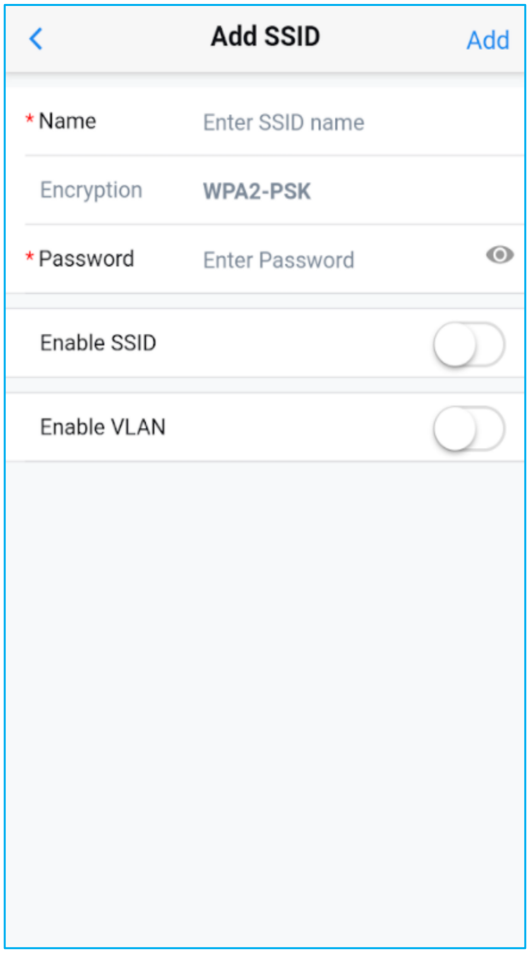
1. Select the Network that will be used by the SSID from the top dropdown menu, then click on Add button +



Documentation Team
WPA2-PSK
Enable

Figure 27 : Add New SSID

2. A new tab will be displayed where users need to enter the following information



Add SSID
Add
* Name
Enter SSID name
Encryption
WPA2-PSK
* Password
Enter Password
Enable SSID
Enable VLAN

Figure 28 : New SSID Configuration

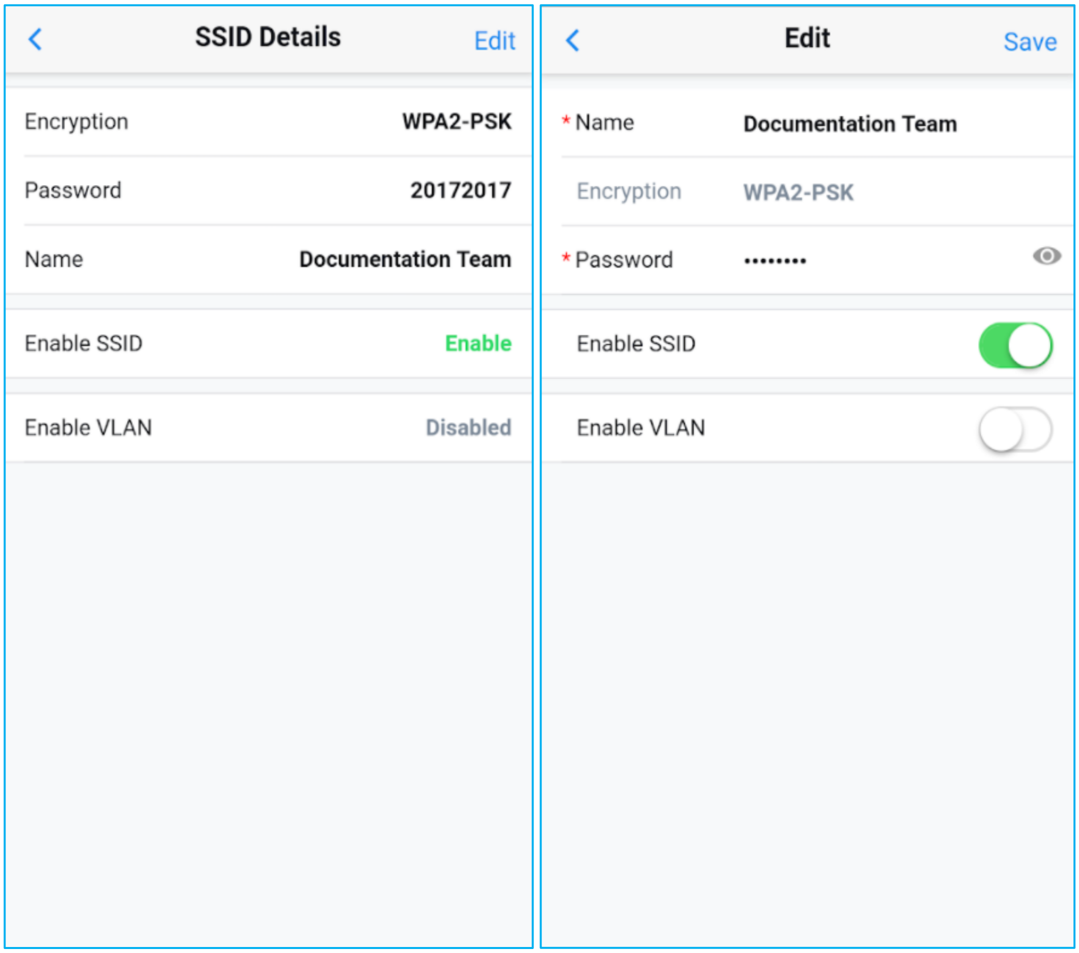
Table 5 : Add New SSID

Section	Description
Name	SSID Name.
Encryption	Encryption type.
Password	The WIFI password for the new SSID.
Enable SSID	Choose either to enable or disable this SSID.
Enable VLAN	Choose to enable or disable VLAN for this SSID.
VLAN ID	Enter the VLAN ID if VLAN is enabled.

Edit SSID

Users can edit SSIDs created either from the application or from the GWN.Cloud webGUI.

1. To edit SSID click on **SSID name**, a new tab with the SSID details will be displayed.
2. Click on **Edit** button to have access to SSID edit section.



Encryption	WPA2-PSK
Password	20172017
Name	Documentation Team
Enable SSID	Enable
Enable VLAN	Disabled

* Name	Documentation Team
Encryption	WPA2-PSK
* Password	••••••••
Enable SSID	●
Enable VLAN	○

Figure 29: Edit SSID

3. Once edited click on **Save** to save the new configuration.

APP SETTINGS

App Settings page allows users to check the information related to the GWN.Cloud account, support and the application itself.

To access App Settings, click on ≡ icon

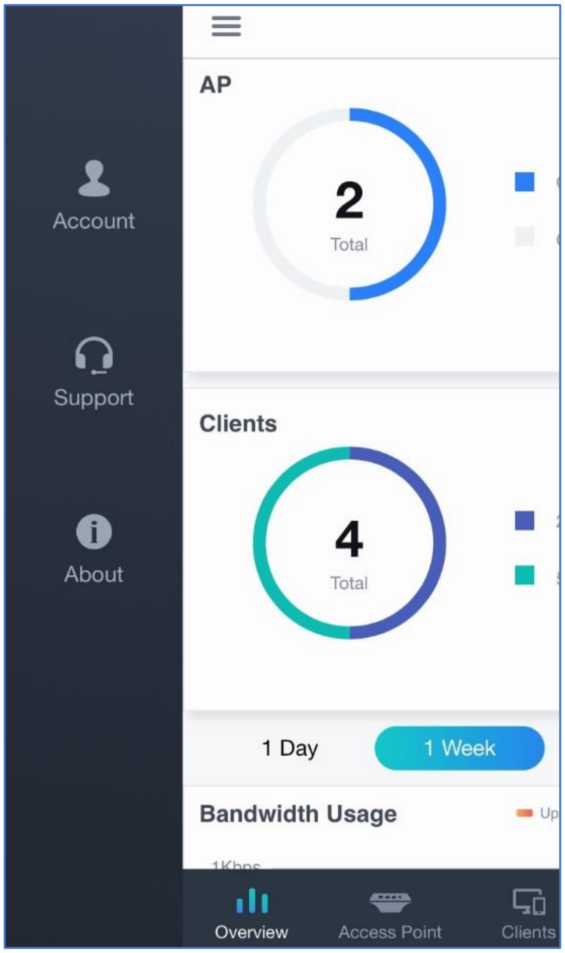
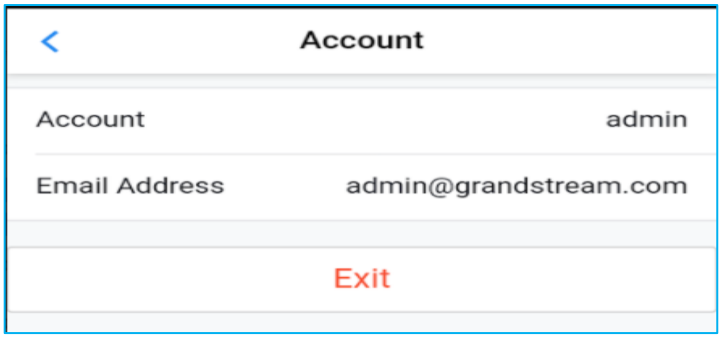

Account
Support
About
AP
2
Total
Clients
4
Total
1 Day
1 Week
Bandwidth Usage
Up
1Kbps
Overview
Access Point
Clients

Figure 30: App Settings Interface

Account

The account tab shows the account name as well as the email address used to connect to the app, users can quit the app by clicking on Exit button.



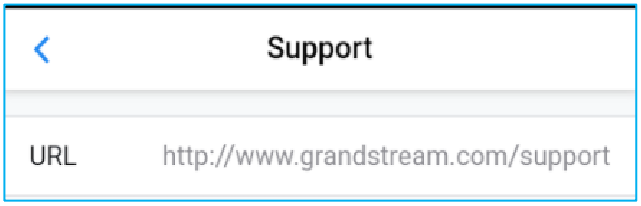
Account admin

Email Address admin@grandstream.com

Figure 31 : Account Information

Support

The support tab gives information on how to contact the support for any technical assistance.

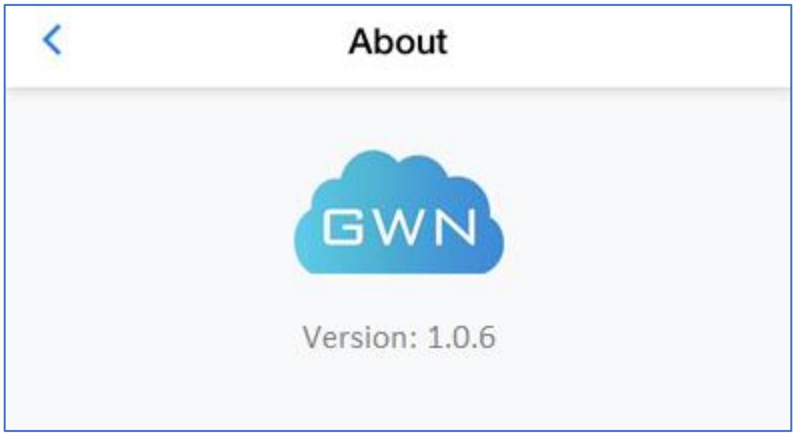


URL http://www.grandstream.com/support

Figure 32 : Support Tab

About

About tab shows the version of the app installed in your mobile phone.

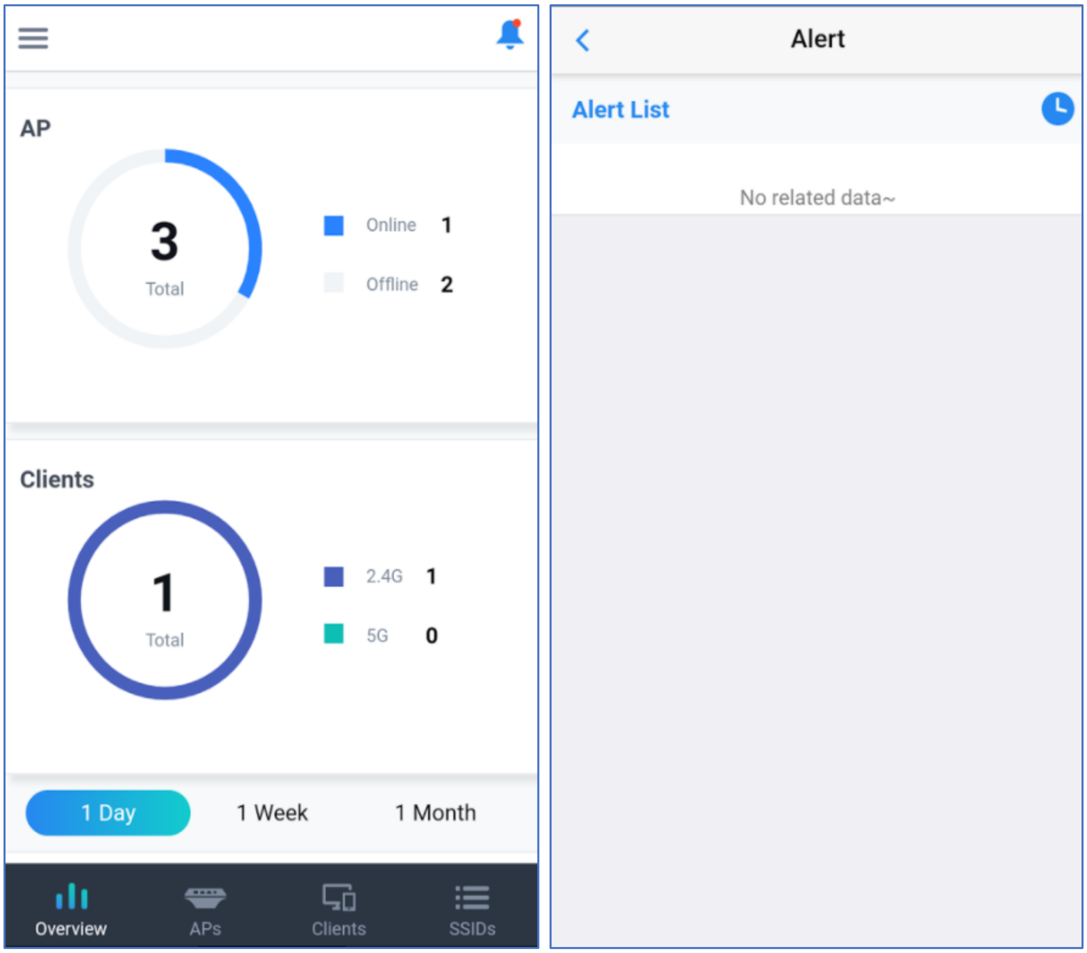


Version: 1.0.6

Figure 33 : About Tab

Alert

Click on 🔔 icon in the top right side of the app to list all the alert notifications.


AP
3
Total
Online 1
Offline 2
Clients
1
Total
2.4G 1
5G 0
1 Day
1 Week
1 Month
Overview
APs
Clients
SSIDs
Alert
Alert List

No related data~

Figure 34: Alert Notifications

EXPERIENCING GWN CLOUD APPLICATION

Please visit our Website: http://www.grandstream.com to receive the most up- to-date updates on firmware releases, additional features, FAQs, documentation and news on new products.

We encourage you to browse our product related documentation, FAQs and User and Developer Forum for answers to your general questions. If you have purchased our products through a Grandstream Certified Partner or Reseller, please contact them directly for immediate support.

Our technical support staff is trained and ready to answer all your questions. Contact a technical support member or submit a trouble ticket online to receive in-depth support.

Thank you again for using Grandstream GWN Cloud application, it will be sure to bring convenience to both your business and personal life.