

Grandstream Networks, Inc.

GWN Cloud Application for Android™

User Manual



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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 1.0.0.19

- Added support for “Local Server”.

GWN Cloud Application Version 1.0.0.2

- This is the initial version for GWN Cloud Application for Android™.



WELCOME

Thank you for using GWN Cloud Application for Android™. GWN Cloud app is developed to manage the network-based APs at anytime from anywhere with Android™ devices. This free app links seamlessly with APs registered in GWN cloud and those adopted in GWN Manager, it allows users to conveniently monitor and manage the wireless network established by GWN APs. The GWN Cloud app extends web features to Android™ 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 Android™

GWN Cloud application is compatible with most of Android™ devices running Android™ 4.0 or higher, including mobile phones, tablets etc. The application is available on Google PlayStore:

<https://play.google.com/store/apps/details?id=com.grandstream.gwn&hl=en>

Login to GWN Cloud Application

Once the GWN cloud application is installed on your android device, click on the app icon to start it.

Notes:

- GWN Cloud application can be used with GWN.Cloud server (EU-Zone or US-Zone) or GWN Manager (Local server).
- To use GWN Cloud Application, users need to have an account previously created on GWN Manager or GWN Cloud. Refer to this link to sign up on GWN Cloud: <https://www.gwn.cloud/login>

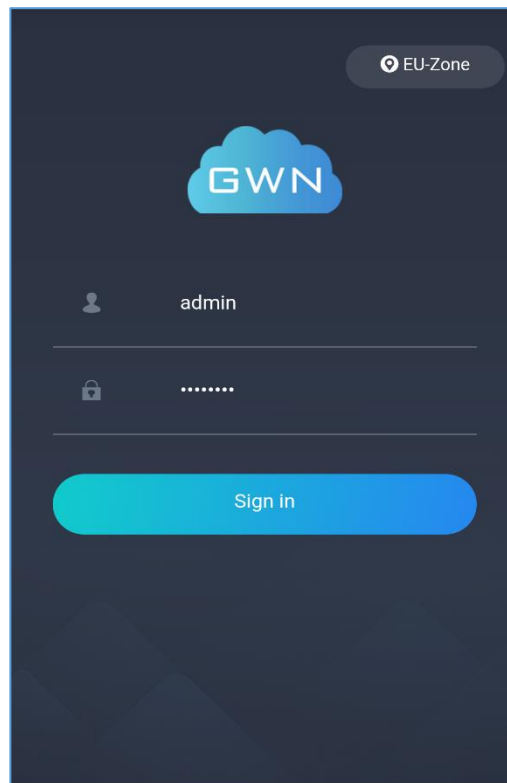


Figure 1: GWN Cloud Application Login Page

Select EU-Zone or US-Zone if using GWN.Cloud server, otherwise if using GWN manager, select “Local Server”.



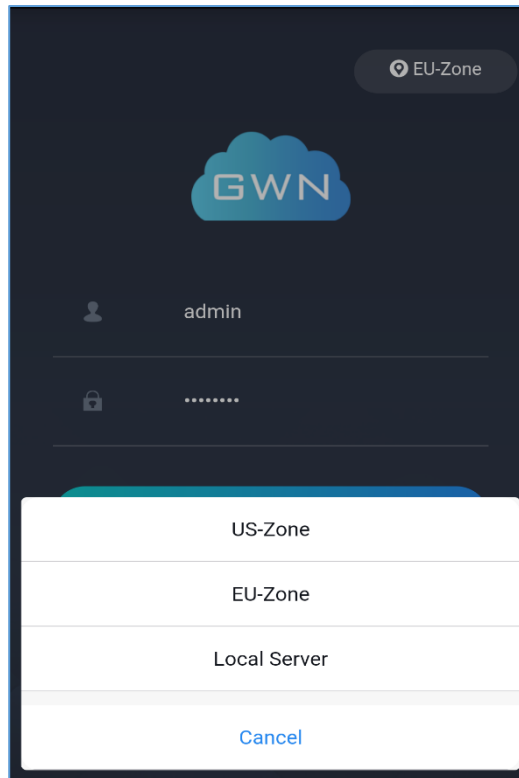


Figure 2: Local Server Login

If using “**Local Server**” (GWN Manager), please specify the server address; for example:
`https://192.168.5.213:8443`

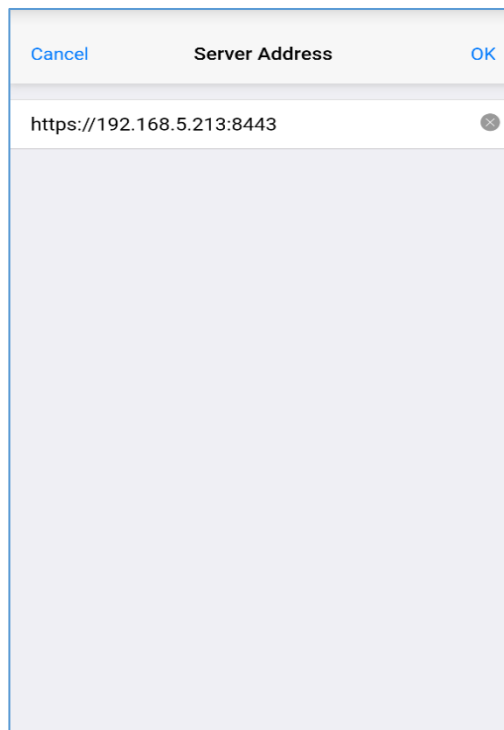


Figure 3: GWN Manager address



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

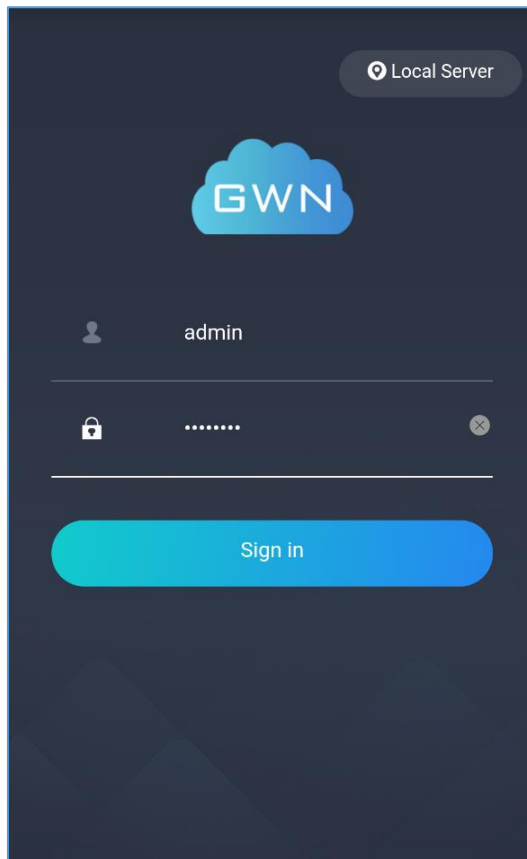


Figure 4: GWN Manager Account Login

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).

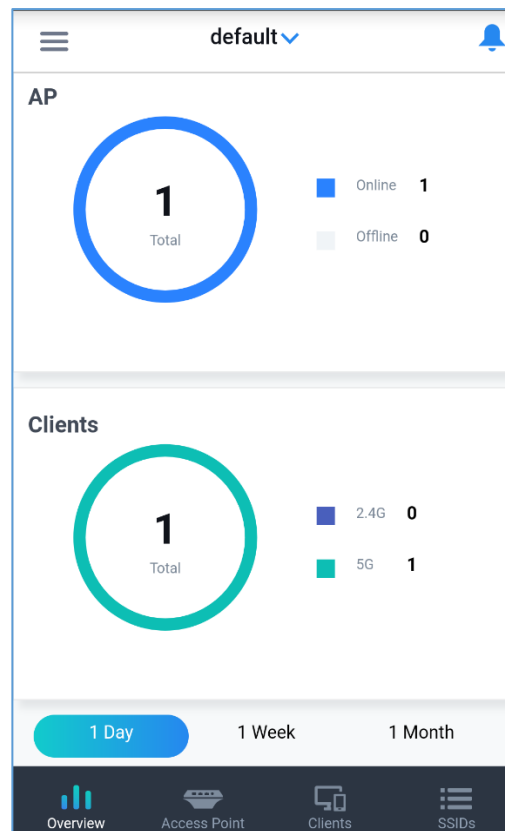


Figure 5 : APs and Clients

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

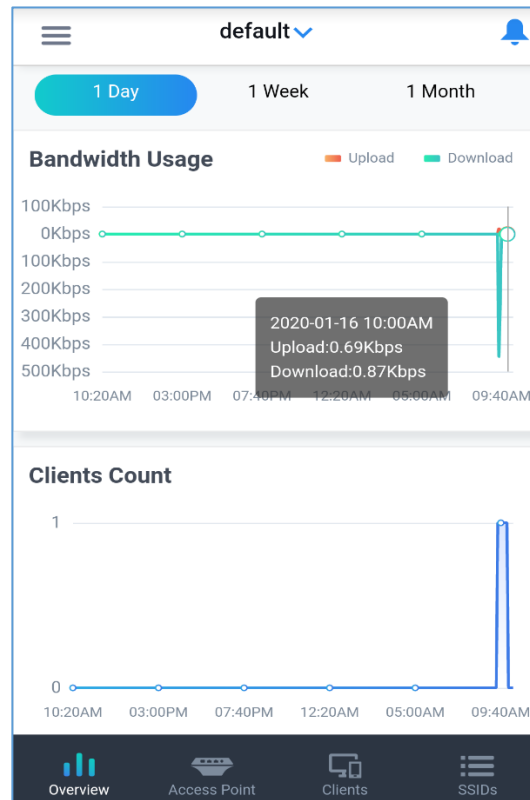


Figure 6: Bandwidth Usage and Clients Count

Top APs, Clients, SSIDs

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

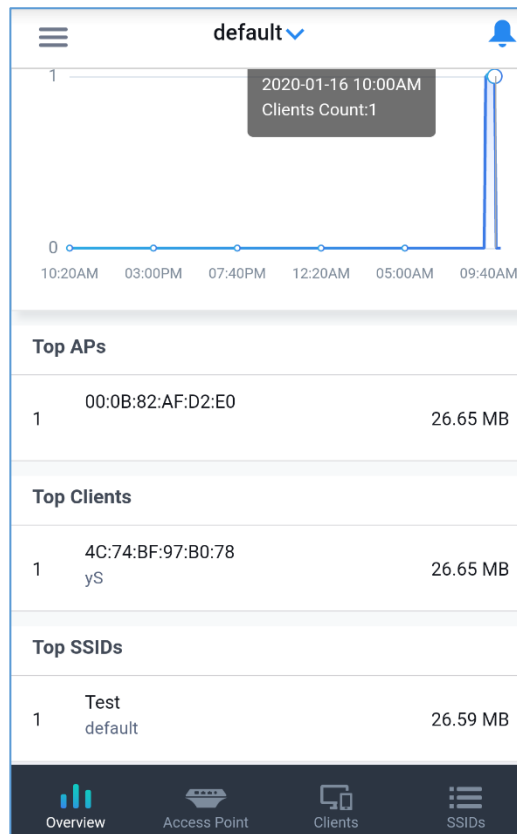


Figure 7: Top APs, Clients, SSIDs

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		GWN Manager	
		1.0.10.9		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 the GWN Cloud

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.

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.



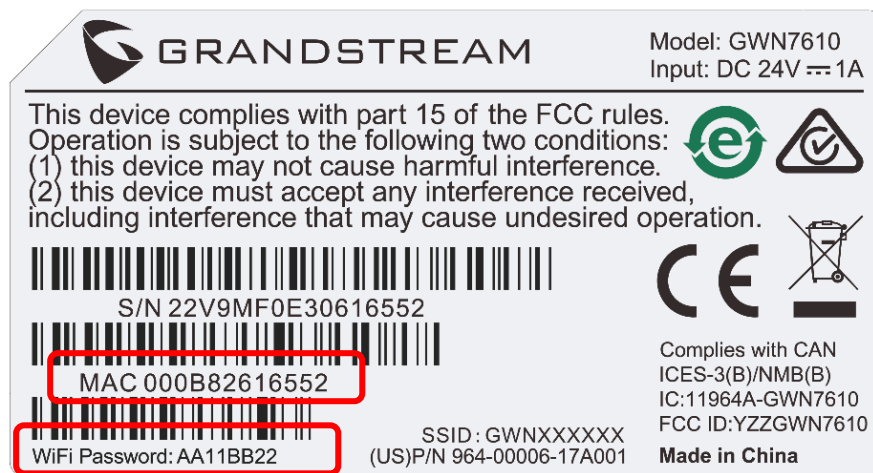


Figure 8: GWN Access Point MAC and Wi-Fi Password

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

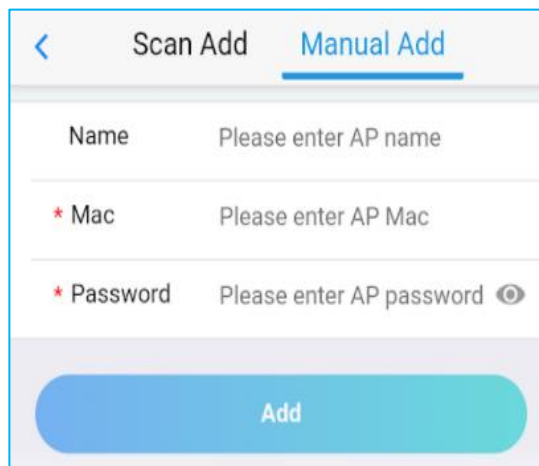


Figure 9 : Manual Add

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.

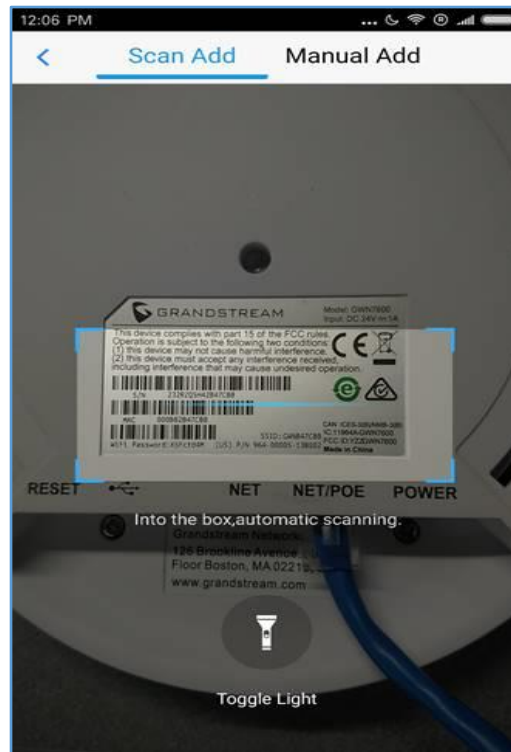


Figure 10 : Adding New AP by Scanning the Barcode

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

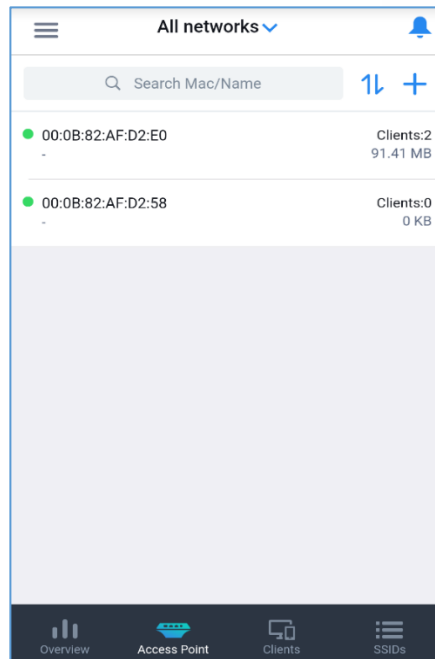


Figure 11 : New APs to GWN Cloud using GWN Application

Adding New Access Points to the GWN Manager

GWN Manager detects the Access points that you can Adopt within the same subnet.

1. From “**Access Point**” tab,  click on button, and then the bellow screen will be displayed.

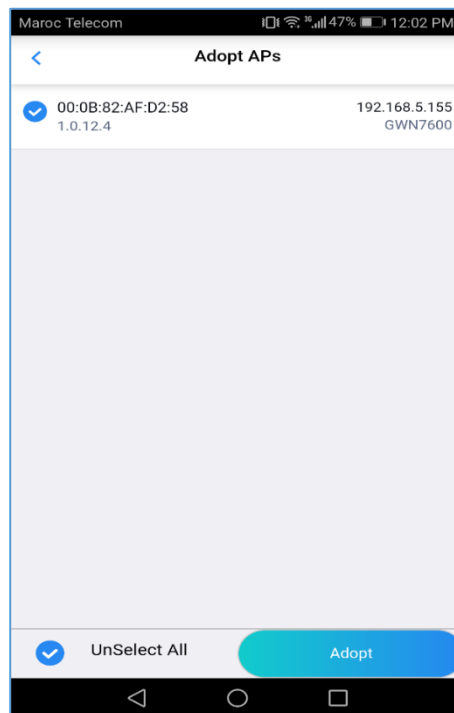


Figure 12: Adopt an Access Point



- Press **“Adopt”** so you can adopt the selected Access Point.

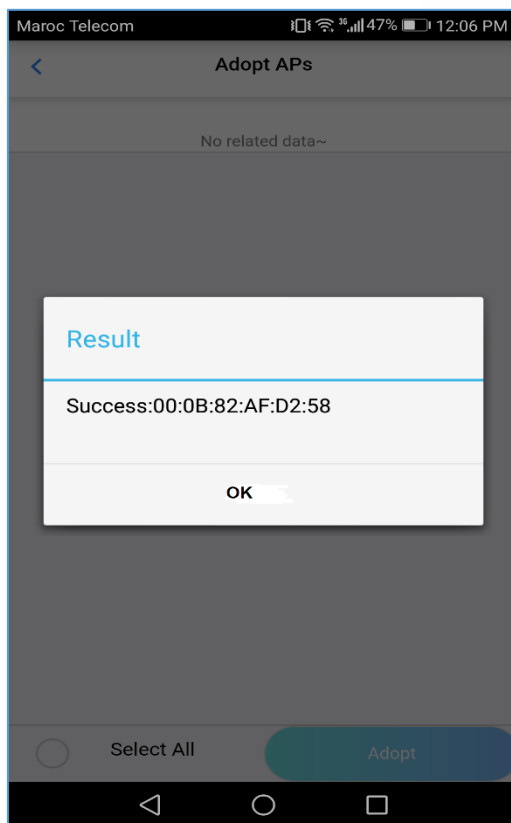


Figure 13: Adopt success screen

- The adopted Access Point will be found in the **“Access Point”** tab

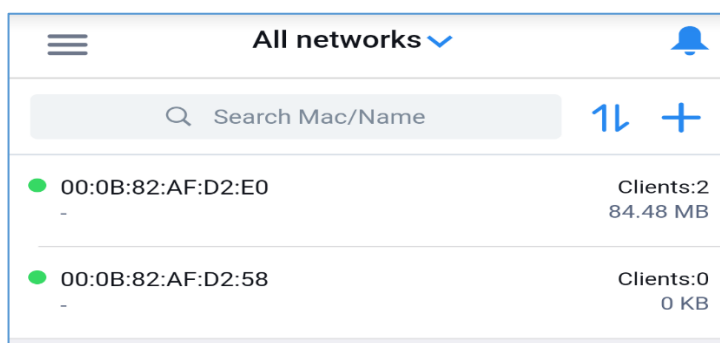


Figure 14: Adopted Access Points

Search/Filter Access Points

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

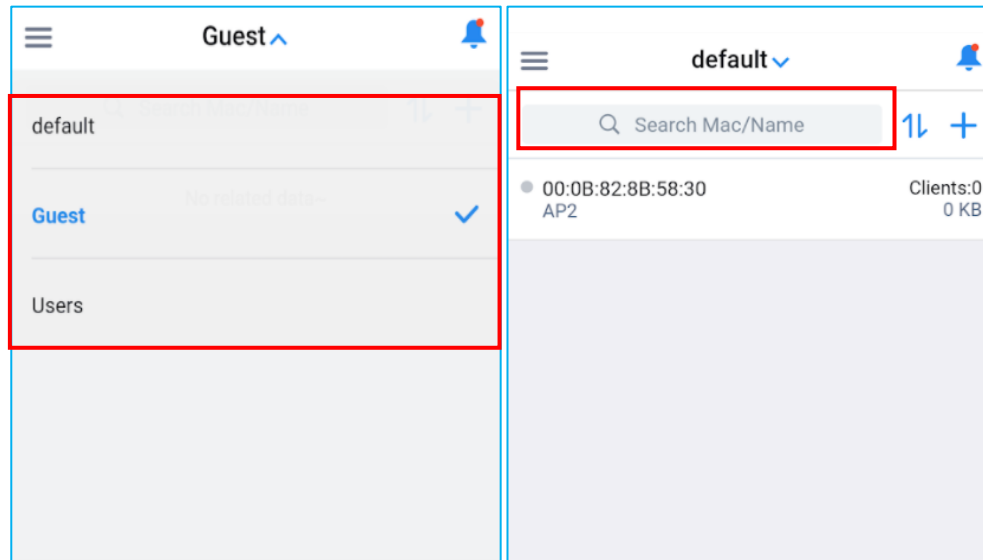


Figure 15 : Access Points

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.

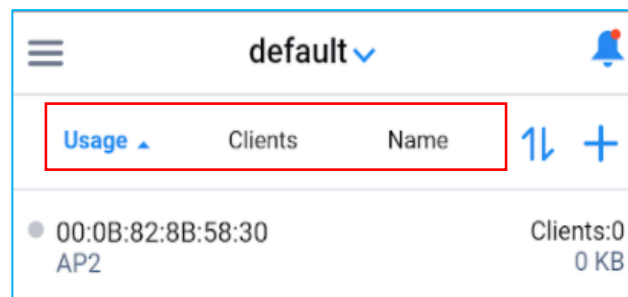


Figure 16 : Filter Access Points

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.

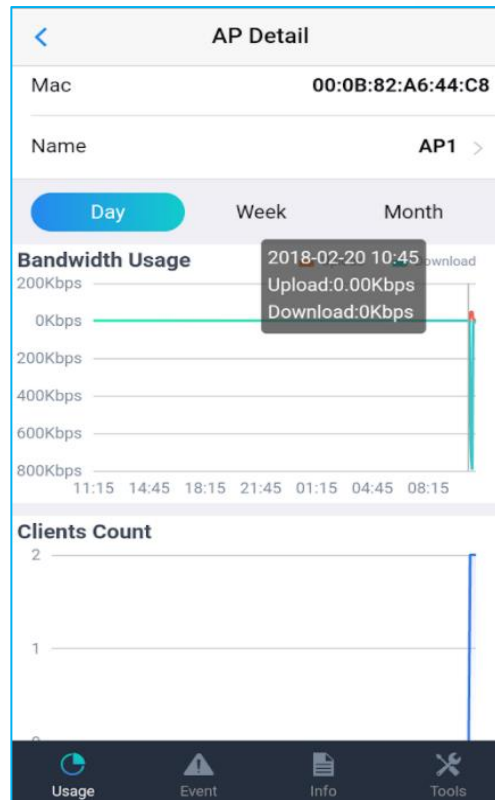


Figure 17 : Data usage

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).

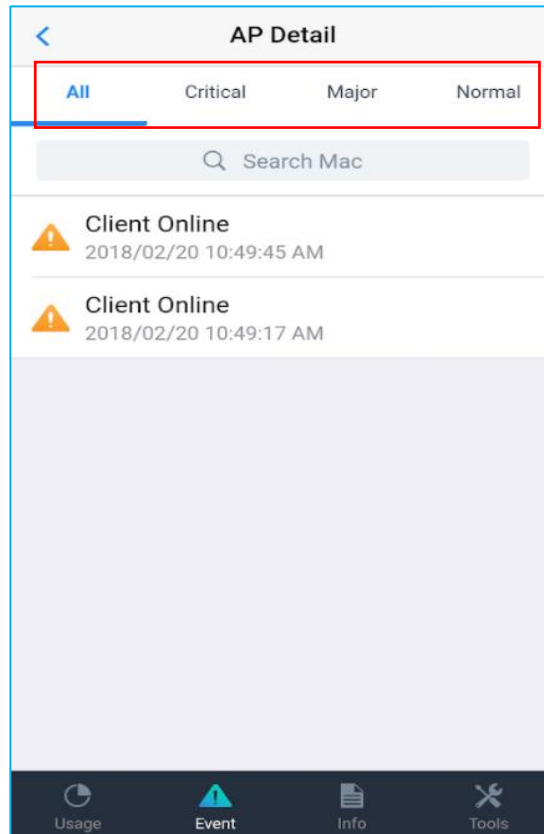


Figure 18 : Events Tab

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		AP Detail	
Mac	00:0B:82:A6:44:C8	Link Speed	
Model	GWN7600	NET/POE	100M/FD
Firmware Version	1.0.6.23	NET	Disconnected
IP	192.168.6.105	2.4G Radio Status	
Link Speed		Channel	1
NET/POE	100M/FD	Clients Count	1
NET	Disconnected	Wireless Power (dBm)	20
2.4G Radio Status		5G Radio Status	
Channel	1	Channel	36
Clients Count	1	Clients Count	1
Wireless Power (dBm)	20	Wireless Power (dBm)	20

Figure 19 : 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.

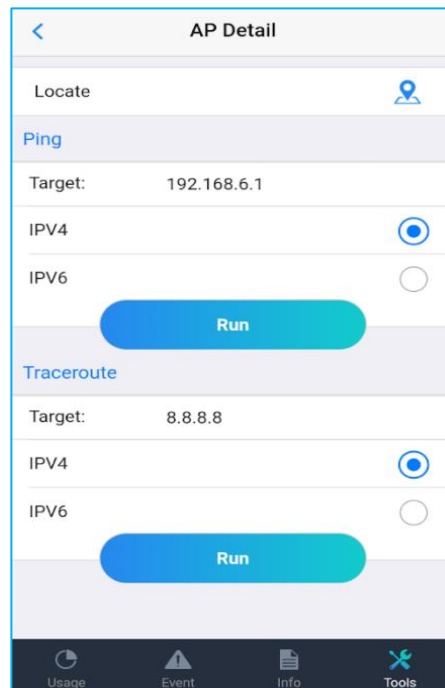


Figure 20 : App Tools

- **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.

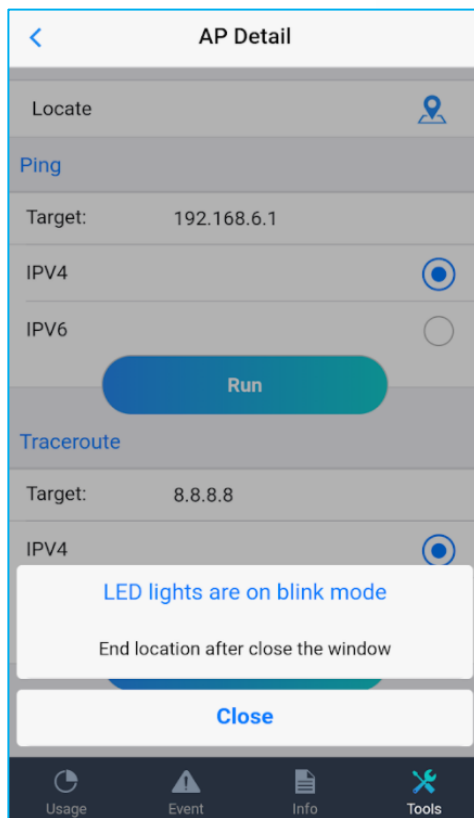


Figure 21 : Locate AP

- **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:



Figure 22: 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.

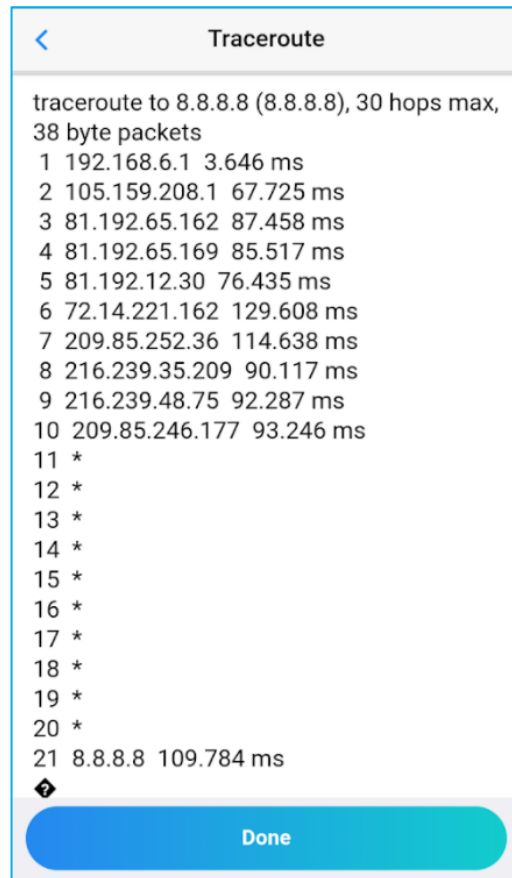


Figure 23: Traceroute Test

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 or Data Usage.

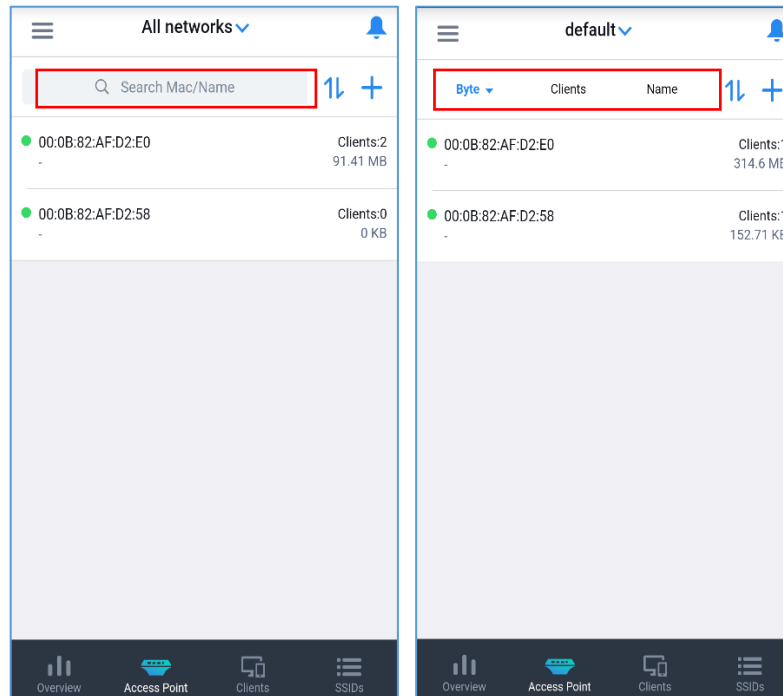


Figure 24 : Clients list and Search

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.

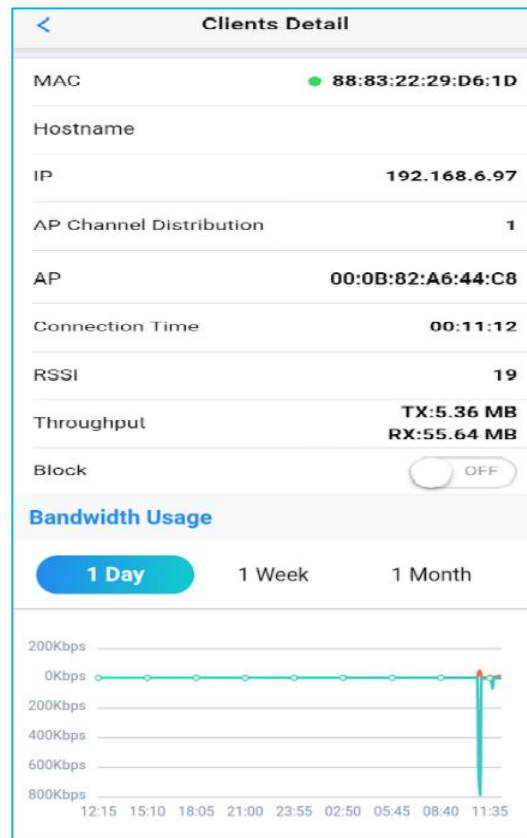


Figure 25 :Client Details

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 

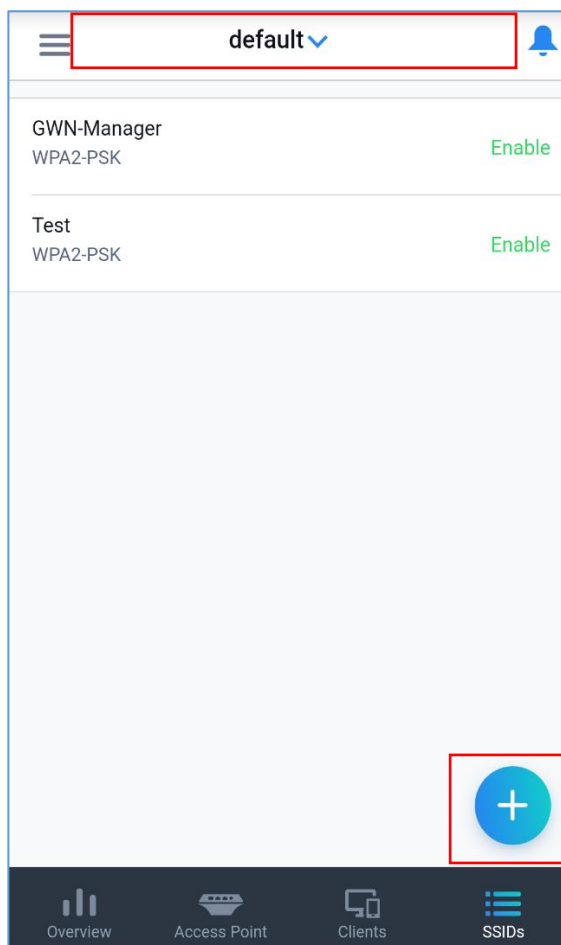


Figure 26 : Add New SSID

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

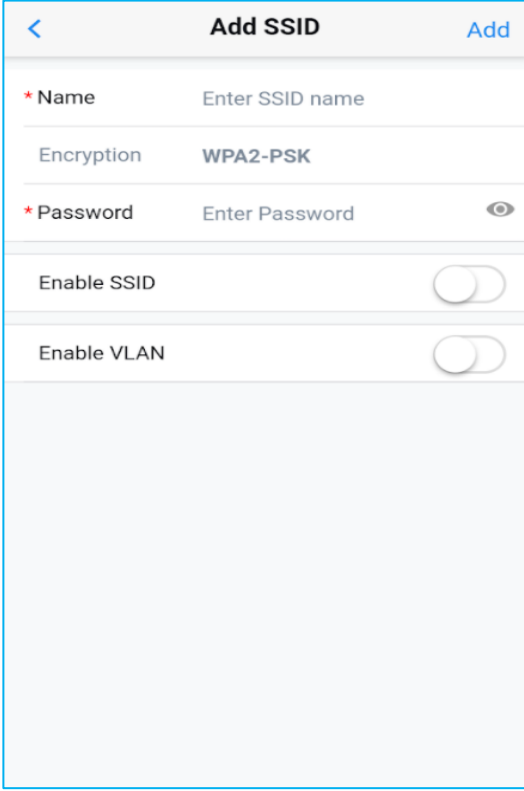


Figure 27 : New SSID Configuration

Table 5 : Add New SSID

Section	Description
Name	SSID Name.
Encryption	Encryption type.
Password	The Wi-Fi 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.

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

Figure 28: 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 and GWN Manager account, support and the application itself.

To access App Settings, click on  icon

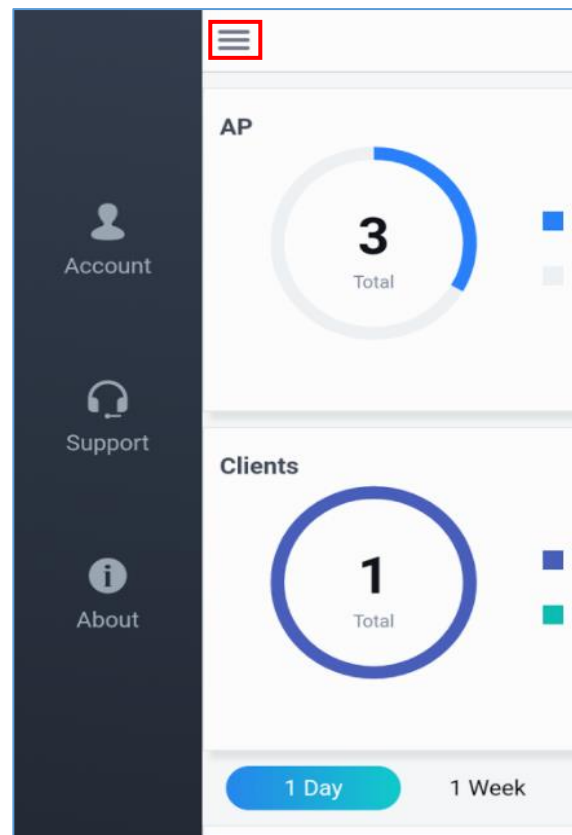


Figure 29: App Settings Interface

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.

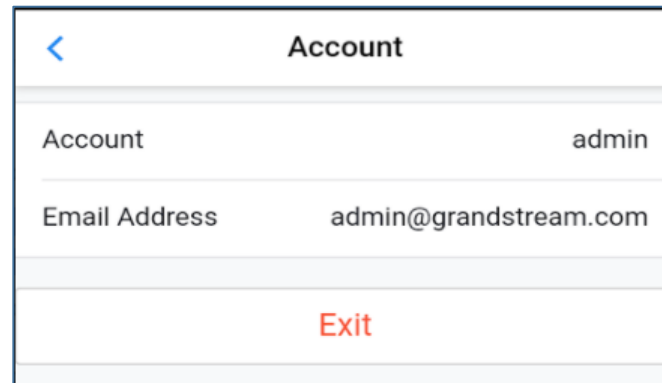


Figure 30 : Account Information

Support

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

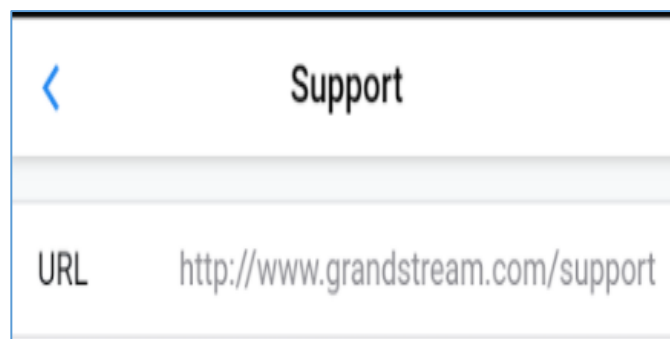


Figure 31 : Support Tab

About

About tab shows the version of the app installed in your mobile phone. Users can also check for any new updates and upgrade the app to benefit from new features.

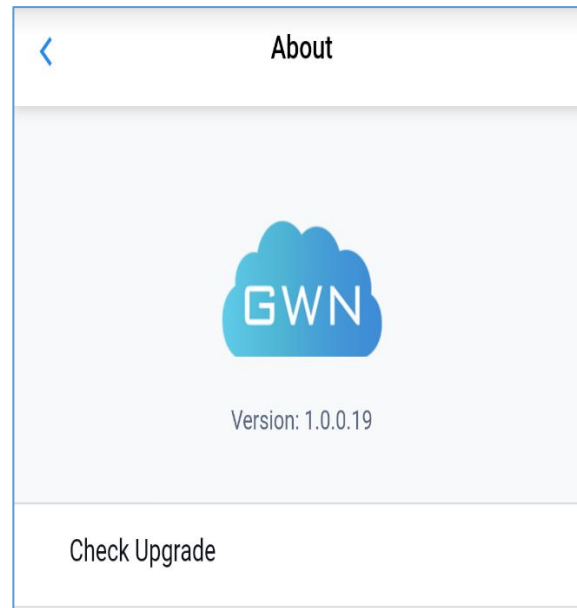


Figure 32 : About Tab

Alert

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

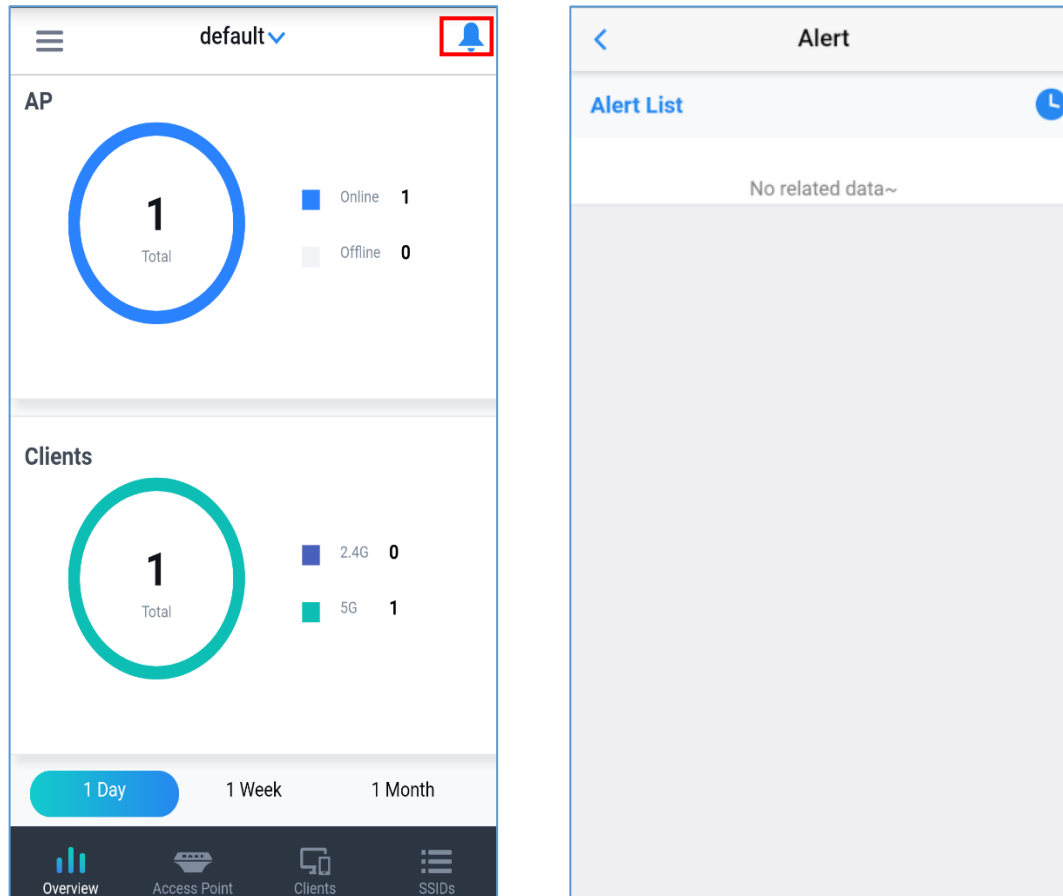


Figure 33: Alert Notifications

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.

* Android is a trademark of Google LLC.

