Grandstream Networks, Inc.

GWN.Cloud Application for iOS™

User Manual

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Version 1.0.2

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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 1.0.2

- 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 GWN.Cloud 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.

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GETTING STARTED

Getting GWN.Cloud Application for iOS™

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

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 GWN.Cloud. Refer to this link to sign up: https://www.gwn.cloud/login

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

Figure 2 : GWN.Cloud Application Login Page

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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 3 : APs and Clients

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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 4: 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 5: Top APs, Clients, SSIDs

ACCESS POINTS

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

Adding New Access Points

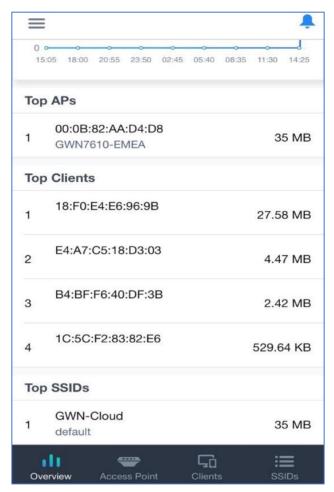To add an Access point to GWN.Cloud, the administrator needs two information:

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

Note: GWN76xx Access Points need to be using firmware 1.0.6.23 or higher. If GWN76xx is using older firmware, make sure to upgrade them before adding them to GWN.Cloud.

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.
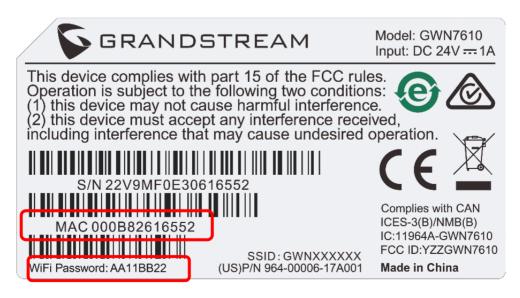2. Locate the Wi-Fi Password.

Figure 6: GWN Access Point MAC and Wi-Fi Password

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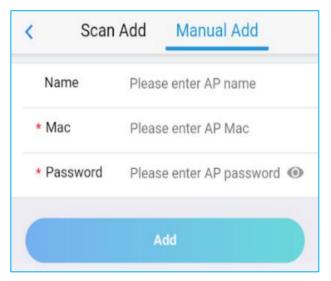

Figure 7 : Manual Add

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

Table 1 : 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 WIFI 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 8 : Adding New AP by Scanning the Barcode

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

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Figure 9 : New APs to GWN.Cloud using GWN Application

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.

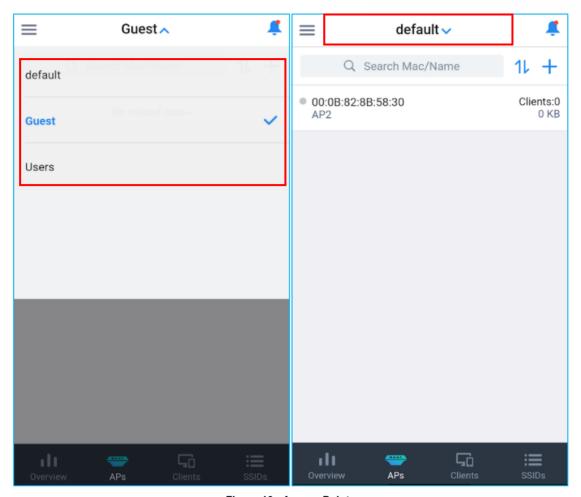GWN.Cloud Application User Manual for iOS™
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Figure 10 : Access Points

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.

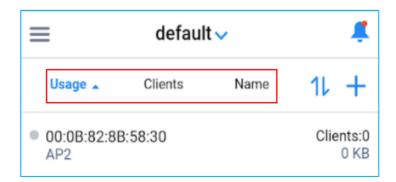Click on ⇅ to filter APs by data usage, Number of clients connected, Name.

Figure 11 : 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.
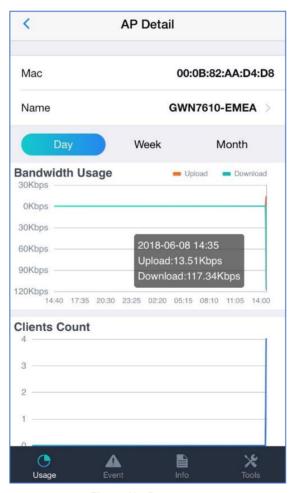

Figure 12 : Data usage

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).
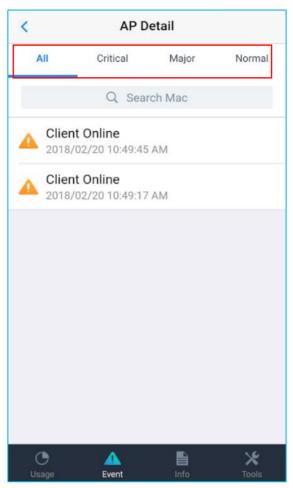
Figure 13 : Events Tab

Info

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

Table 2 : 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

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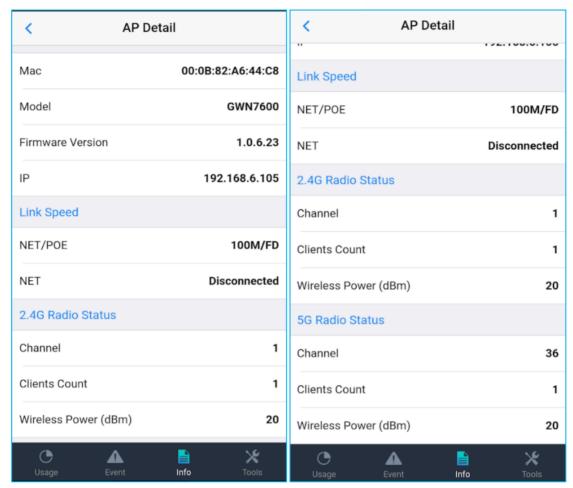|	
NET	Status of the NET port
2.4G Radio Status	The status of the 2.4G Band
Channel	Channel Used by AP on 2.4G band
Clients Count	Number of clients connected to the AP using 2.4G band
Wireless Power (dBm)	Wireless power on 2.4G band.
5G Radio Status	The status of the 5G Band
Channel	Channel Used by AP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

Figure 14 : 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.
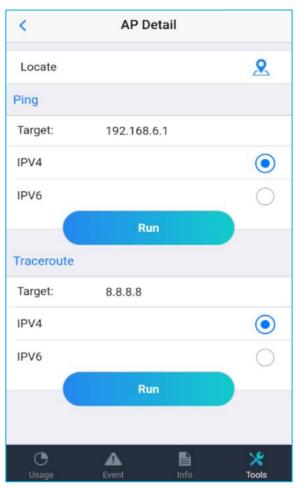
Figure 15 : App Tools

- **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.

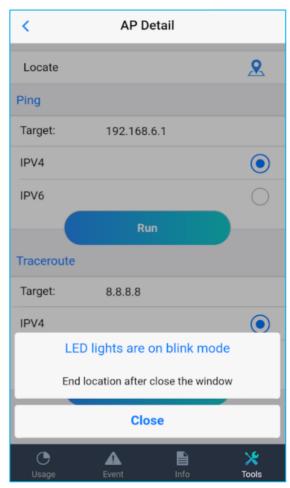GWN.Cloud Application User Manual for iOS™
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Figure 16 : Locate AP

- **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:
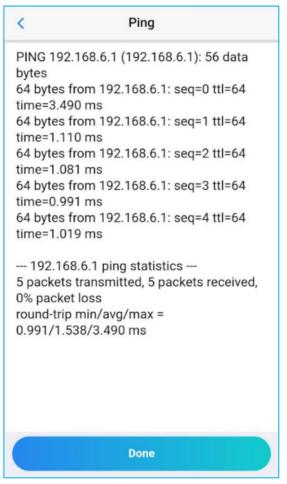
Figure 17: Ping results

- **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.
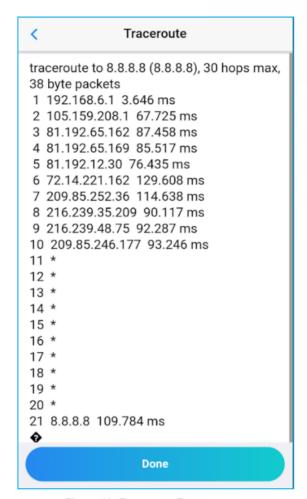
Figure 18: Traceroute Test

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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.
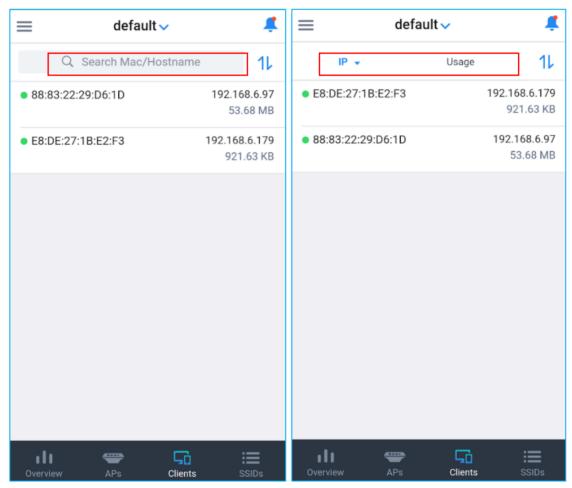

Figure 19 : Clients list and Search

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

Table 3 : 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

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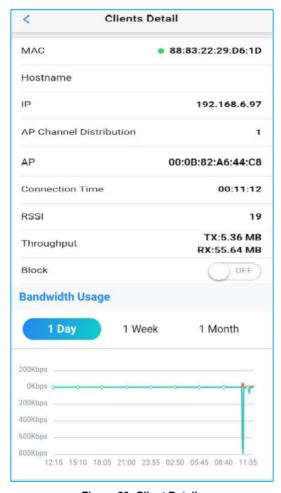|	
AP	The access points where the client is connected
Connection time	The connection time for the selected client.
RSSI	Displays the RSSI in dBm
Throughput	Displays the TX and RX throughput for a specific client
Block	This option can be used to block the selected client.

Figure 20 :Client Details

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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

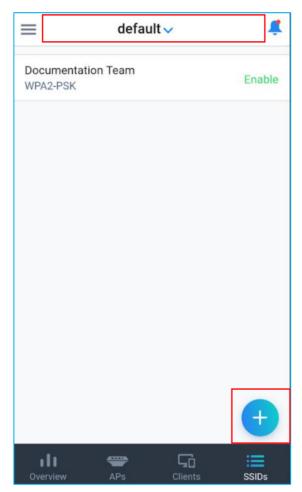1. Select the Network that will be used by the SSID from the top dropdown menu, then click on Add button

Figure 21 : Add New SSID

2. A new tab will be displayed where users need to enter the following information
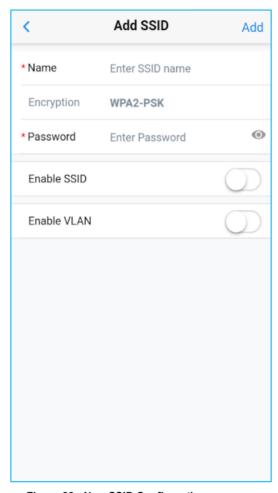
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Figure 22 : New SSID Configuration

Table 4 : 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.

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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.
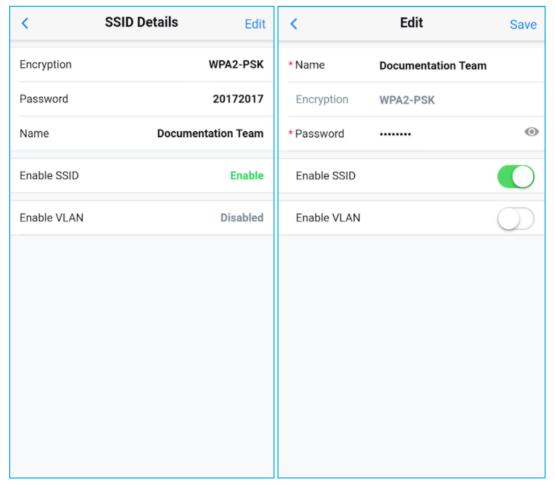2. Click on **Edit** button to have access to SSID edit section.

Figure 23: 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.
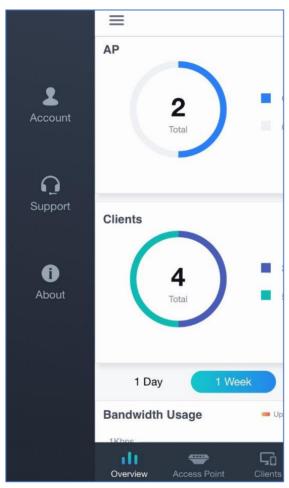
To access App Settings, click on ☰ icon

Figure 24: 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.
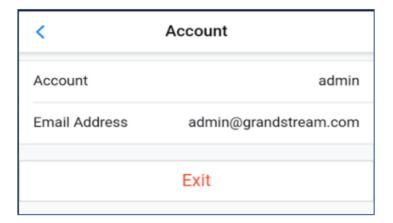

Figure 25 : Account Information

Support

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

Figure 26 : Support Tab

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About

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

Figure 27 : About Tab

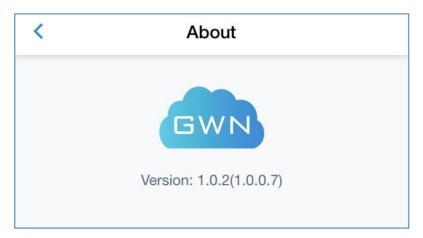GWN.Cloud Application User Manual for iOS™
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Alert

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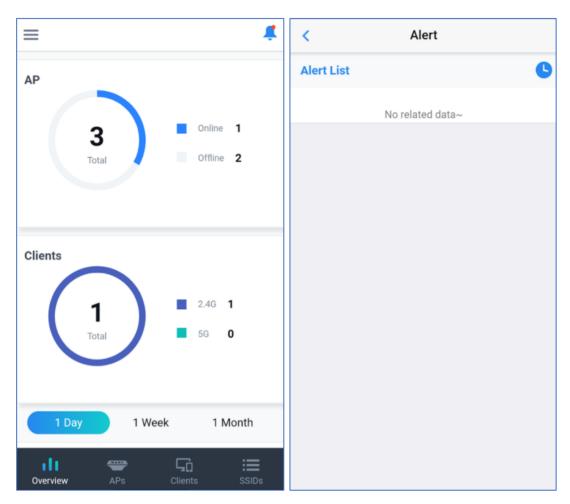

Figure 28: Alert Notifications

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.