



ECW Series Access Points

ECS Series Switches



# EnGenius Cloud Management

Optimal Performance, Enterprise Features, & Cloud Management



## The AI-Driven Cloud for Smart Networking

EnGenius Cloud is built on top of the most advanced cloud computing technology. Scalable and AI-ready, the robust and dynamic cloud computing infrastructure helps you work intelligently on your network with important analytics and visualization tools. Artificial intelligence (AI) enables EnGenius Cloud to predict issues before they occur and provide accurate recommendations to proactively improve performance.

- Stability and scalability by the most a serverless Cloud infrastructure
- Secured Cloud deployment for user data
- Plug & Play without complex configuration
- Hierarchy view and multi-user privileges
- Real-time analytics for wired & wireless devices
- Oversee your network in a single glance
- Expert advice from EnGenius' AI-driven advisory board
- Network and monitoring on the go
- Work out network problems easily with visualized Client Timeline
- Customize Splash Page with greater flexibility

### Key Benefits for Your Business

#### Easy Deployment

With quick registration and group device configuration available on your network, EnGenius Cloud makes it easy to deploy multiple sites without the need for costly site visits or onsite support.

#### Smart Networking

EnGenius Cloud makes it easy to manage and monitor multiple sites. Hierarchy view provides a big-picture overview of your network, and real-time and historical device data allows for granular control over your hardware. Remotely manage and update firmware for distributed devices with scheduled maintenance.

#### Visualized Insight

EnGenius Cloud empowers you to perform precise troubleshooting with graphical tools, and its machine-learning component offers accurate and actionable recommendations tailored to your specific infrastructure.

# Server-less Cloud Infrastructure for High Resilience

Next-Generation True Cloud for High Stability and Scalability



### Most Advanced Serverless

Cloud Infrastructure  
No more server boundaries



### FaaS: Function-as-a-Service with Dynamic Allocation

Each function has its own scalability and works together seamlessly



### 99.99 Reliability SLA Guaranteed

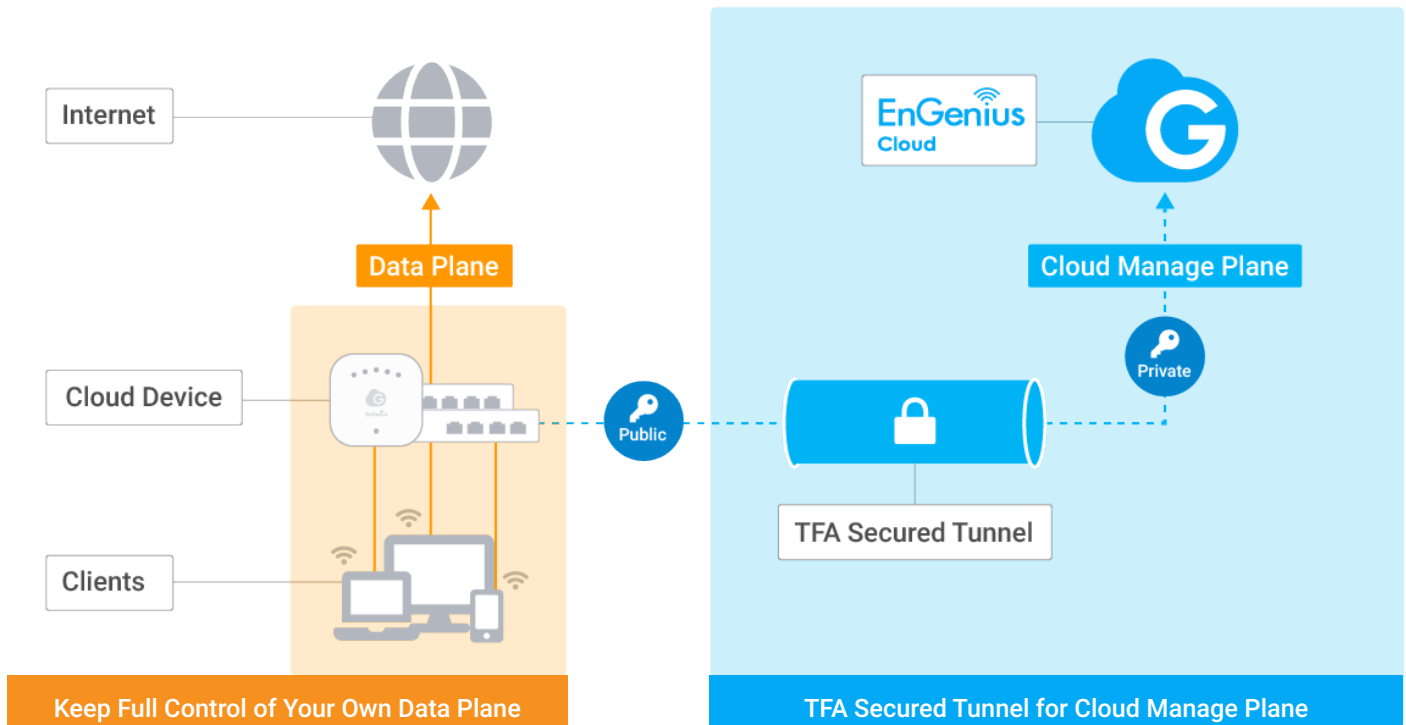
Your network is always available

## Secured Cloud Deployment for User Data

Customers on your network will not have their data shared with EnGenius Cloud. You can be confident that EnGenius Cloud end users retain full ownership of their most sensitive data. EnGenius Cloud only collects device data for management purposes.

In addition, EnGenius Cloud employs two-factor authentication (TFA) to add an extra layer of protection to standard non-sequential serial numbers and MAC address verification. Every Cloud device has an individualized security key built-in during the manufacturing process for first-time authentication. After a device is authenticated,

a secure tunnel is established between the device and the cloud with a unique certificate provided by the EnGenius Cloud to encrypt transmissions. EnGenius Cloud devices will securely transmit data from switches and access points and function normally even in the case of total loss of service on the EnGenius Cloud platform. The only risk in this scenario is the temporary loss of ability to change network device configuration.



## EnGenius Cloud – Basic Structure

A company may have a complex branching network hierarchy, including a combination of central IT management with total access privileges and regional IT teams with grouped network access. EnGenius Cloud defines the hierarchy view level as a multi-layered group of networks.

### Organization - Network - Hierarchical View

The EnGenius Cloud consists of three essential components: Organization, Network, and Hierarchy View (HV).

- **Organization** contains the inventory list of all devices registered within the organization under a single license. It is responsible for one or more networks.
- **Network** refers to a group of cloud devices (access points or switches) under a single device configuration.
- **Hierarchy View (HV)** Layer represents Group of Networks and Hierarchy Views

### Multi-Role Privileges

There are two basic user roles:

- Administrator with full access privileges
- Viewers with read-only privileges

These roles can be granted at two levels: Organization-wide, and Network-specific:

- **Organization level:** Administrator has the highest permission in the Cloud and has full power to manage licenses and inventory.
- **Network Level:** Administrator will have permission to access a network and its devices when granted specific access privileges

## Plug & Play Deployment with Zero Configuration

### Quick Devices Registration with Web or Mobile App

Register Cloud managed devices to a company inventory by entering the serial number of device or scanning the QR code on the device.

### Assign Devices to Network Groups

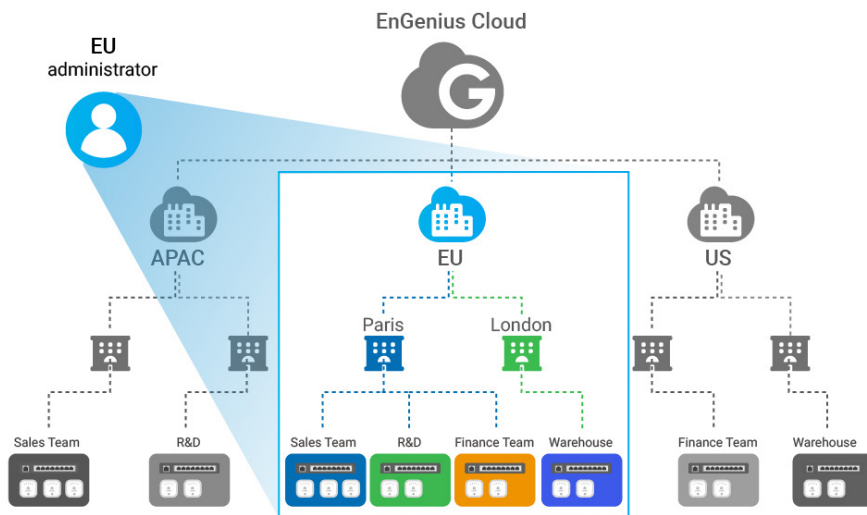
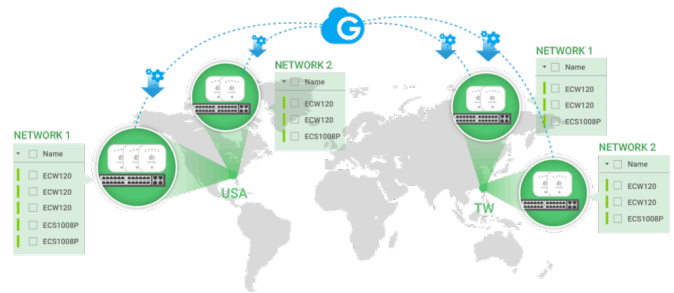
Create networks with predefined configuration profiles for Cloud devices (access point or switch) under the same network group to apply a uniform configuration when connecting to the Cloud.

### Plug and Play Auto Provisioning

When a device is plugged in for the first time, EnGenius Cloud will push the proper configuration to the device and work automatically.

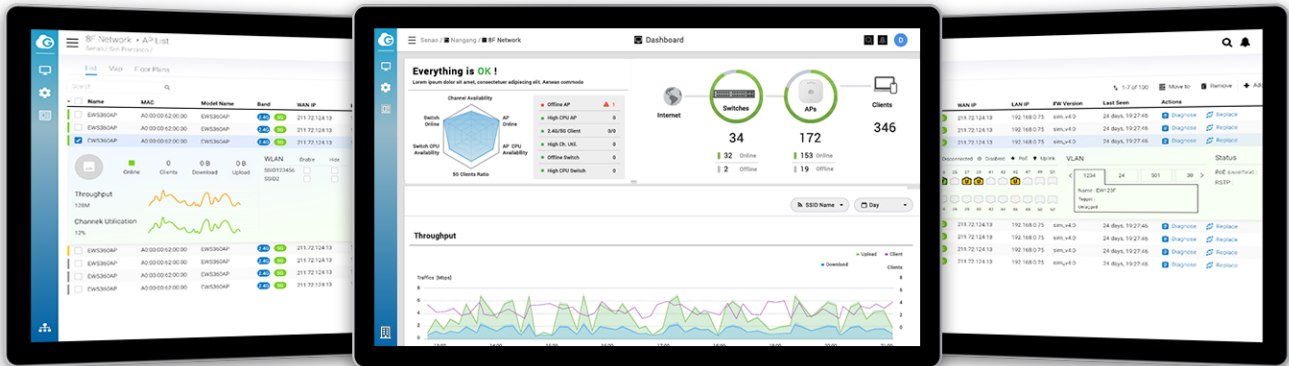
### Multiple-Site Deployment Made Easy

EnGenius Cloud makes it easy to deploy and manage multiple sites in different time zones and with different network policies.



# Smart Management with EnGenius Cloud

EnGenius Cloud organizes your network workload to make your workflow more efficient, pinpoints network issues quickly even when you're on the go, and increases up time for greater customer satisfaction.



## Manage Your Network with Hierarchy View

EnGenius Cloud removes the complication of tagging and allows you to create and organize networks, add managed access points & switches, and assign team members all in one place. You can manage and monitor company networks with a hierarchy view based on different locations or business setups.

## Quick Access to Access Point Status

Manage all access points in one place and get quick access to current configuration and traffic usage data.



## User Authentication for Secure Guest Networks

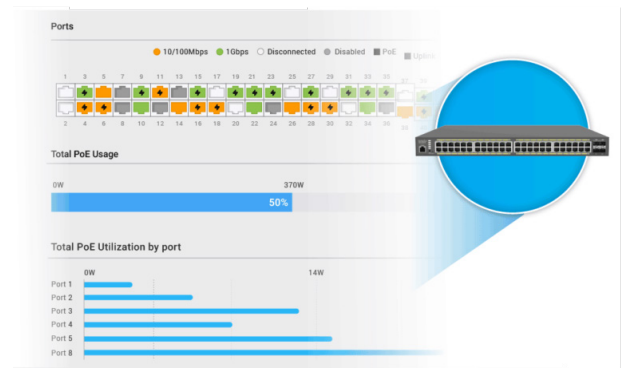
EnGenius Cloud offers various authentication methods for different business requirements. You can configure the AAA authentication on the Cloud or by a customer's RADIUS server, create a guest Wi-Fi network with preset access, or let users login by linking to their social account. IT administrators are flexible to customize the Splash Page from Captive Portal with what-you-see-is-what-you-get way that you want clients to see or do before accessing the network.

## Scheduled Firmware Upgrades for Multiple Sites and Networks

Create firmware upgrade tasks for different groups of devices based on region, local time zone, or other parameter.

## Detailed Switch Port View and PoE Status

Check real-time information of port connection states and PoE utilization and make port configurations for individual switches.



## Customize Splash Page with Ease

Empower your IT personnel to customize the splash page as you see fit with pre-made templates with WYSIWYG editor. This gives you a starting point to customize logos, images, or add your own HTML so you can give your customers the entrance page that you want them to see before accessing the network.



## Visualize Your Network with the AI-Driven Cloud



### Network Health at a Glance

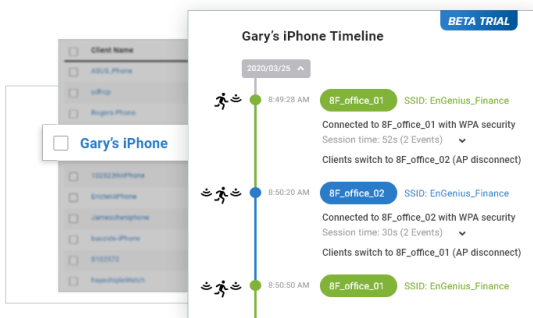
EnGenius Cloud's dashboard promptly checks network health, provides managed device monitoring, and collects analytics data (including client applications & operating systems) to grant users better insights into the performance of their network.

### Pinpoint Issues with the AI-Driven Advisory Board

Notifications can be sent to you based on customizable settings to identify any abnormal situation in your network devices, including AI-recommended best responses to common issues.

### Monitor and Troubleshoot with the Client Timeline

The client timeline pulls up an entire device's history to allow for tracing of potential problems at their source. It provides information about issues by analyzing the authentication process between devices, such as a smartphone and wireless access points. The timeline also assists you to realize if the network problems are related to weak signals or incorrect password between clients and access points.



### Supervise Devices with Real-Time Metrics

Break down key performance diagnostics such as CPU, memory, and throughput to determine the root cause of the current network problem.

### Wi-Fi Heatmaps for Access Point Monitoring in Real Time

The included Wi-Fi site survey tool accepts an upload of your floor plan and simulates Wi-Fi coverage with a heat map of your desired Tx power, RSSI value, and channel. It is capable of factoring in physical obstacles and other impediments to coverage in its forecast.

### Get Information of Layer 7 Applications

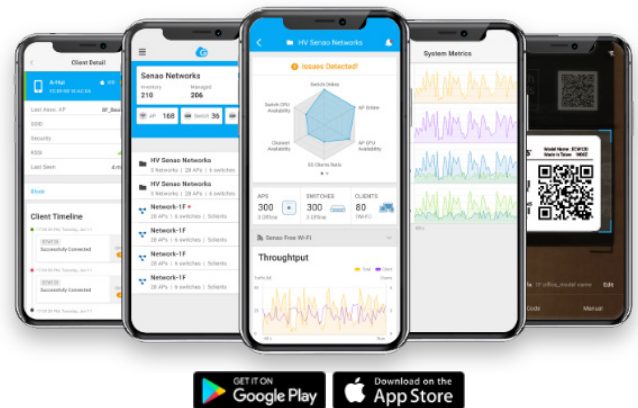
EnGenius Cloud access points have a Layer 7 DPI engine embedded to collect application traffic information at the source, eliminating the need for a separate L7 traffic box and removing a potential speed bottleneck.



## Manage and Monitor Your Networks On the Go

### EnGenius Cloud To-Go Mobile App

The EnGenius Cloud To-Go mobile app grants you full control of cloud-managed switches, access points, and devices. It offers easy device deployment, visualized monitoring, and real-time alerts for abnormal network activity. The notification is highly customizable for users to pinpoint and quickly rectify issues at their source.



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