ECW515

Cloud Managed Wi-Fi 7 2×2 Wall-Plate Access Point (ECW515)

Introduction

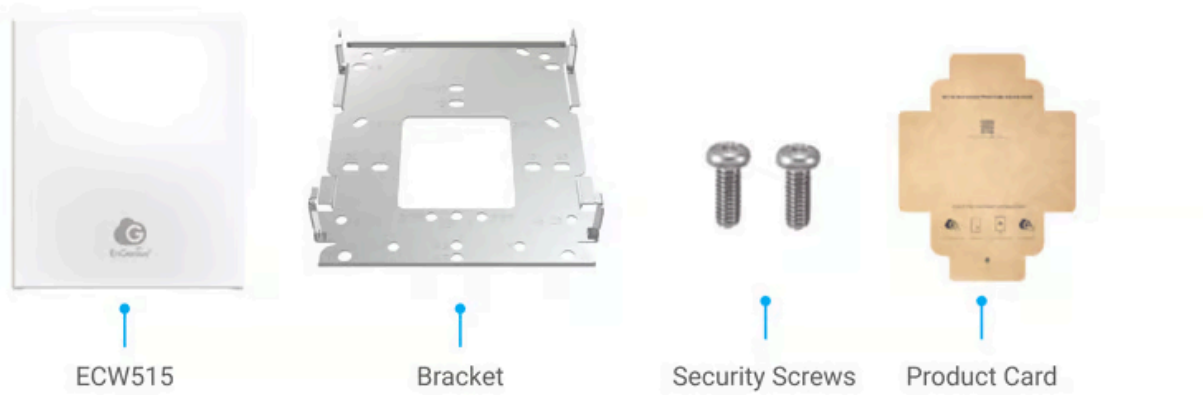
This Quick Start Guide is designed to guide you through the installation of the **Cloud7 2×2 Wallplate** Access Point, model **ECW515**, including hardware mounting and configuration.

> Cloud7 2x2 Wallplate
>
> ### Cloud Managed Wi-Fi 7 2x2 Wall-Plate Access Point
>
> **Model: ECW515**
>
> - Wi-Fi 7 technology for high-performance Wi-Fi in high-density, multi-device environments.
> - Two spatial streams support up to 2,900 Mbps (5GHz) and 700 Mbps (2.4GHz).
> - 2.5 GbE PoE-in port supports 802.3at PoE and PoE injector input for flexible installation up to 328 feet (100 meters).
> - 54V DC input option provides additional power flexibility.
> - Supports PoE-out to power VoIP phones or other PoE devices.

Content Quick Links

- Hardware Overview
- Hardware Mounting
- Configure with EnGenius Cloud

Package Contents



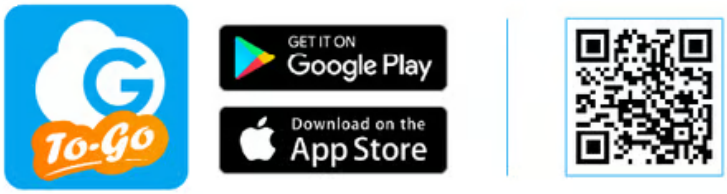
System Requirements

The EnGenius Cloud is primarily accessible with a web browser or mobile app. Before signing up for the EnGenius Cloud Service or logging on to the EnGenius Cloud Platform to manage your network, ensure that you've downloaded the right app and used the supported browser.

Mobile App:

EnGenius Cloud To-Go (iOS/ Android supported)

⬇️ Download the Cloud To-Go mobile app here ↗



Web Browser:

- Google Chrome (57.0.2987.110 and later)
- Microsoft Edge (80.0.361.103 and later)
- Mozilla Firefox (52.0 and later)

Network Requirements

Before you get started, please make sure your network environment is DHCP-enabled. EnGenius Cloud Access Points (ECW series) are default assigned an IP address dynamically by the DHCP server.

If you encounter issues with IP address assignment, you may want to change your IP assignment from "**DHCP mode**" to "**Static IP**". Please check the "User Manual: Login to Local Access Page ↗" for more details.

Hardware Overview

Ports



Reset Button:

- **Reset to default:** Press and hold the reset button for over **10** seconds, and the **LED** will start *Fast Flashing* (0.2 sec). Then, the device will be reset to factory default settings.

LEDs

Status	LED Color
Power On	Flashing (1.5 Sec)
Connecting to Cloud	Flashing (0.5 Sec)
Cloud Connected	Solid on
Firmware Upgrading	Flashing (0.5 Sec)
Reset to Default	Fast Flashing (0.2 Sec)
AP Locating Mode	Flashing (1.5 Sec. On -> 0.5 Sec. Off)

Device status and LED behavior

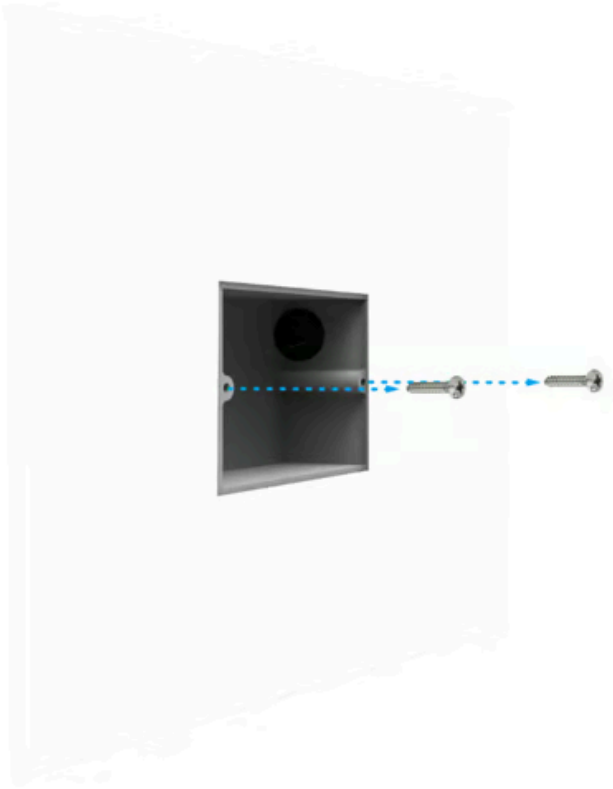
ECW515 only has one LED indicator with one colors (**Orange**)

Hardware Mounting

The access point is designed for wall-mounting.

Please perform the steps for the appropriate installation:

1. Remove the original faceplate from the junction box.



2. Gently pull the required cables through the center of the mounting bracket, align the mounting bracket with the wall plate, and secure it using the original cover screws.



3. Connect the Ethernet cable to the PoE IN LAN/Uplink port on the back of the AP, then align the four locking tabs on the mounting plate to the tab openings on back of the AP. Attach the AP to the mounting plate.



4. Slide the AP down until the AP locks into place on the mounting plate.



5. Use the bracket screw provided to secure the AP to the bracket.



Configure with EnGenius Cloud

Step1: Register Device and Assign to Network

You can register the device either by **Cloud To-Go mobile app** or the **EnGenius Cloud platform**.

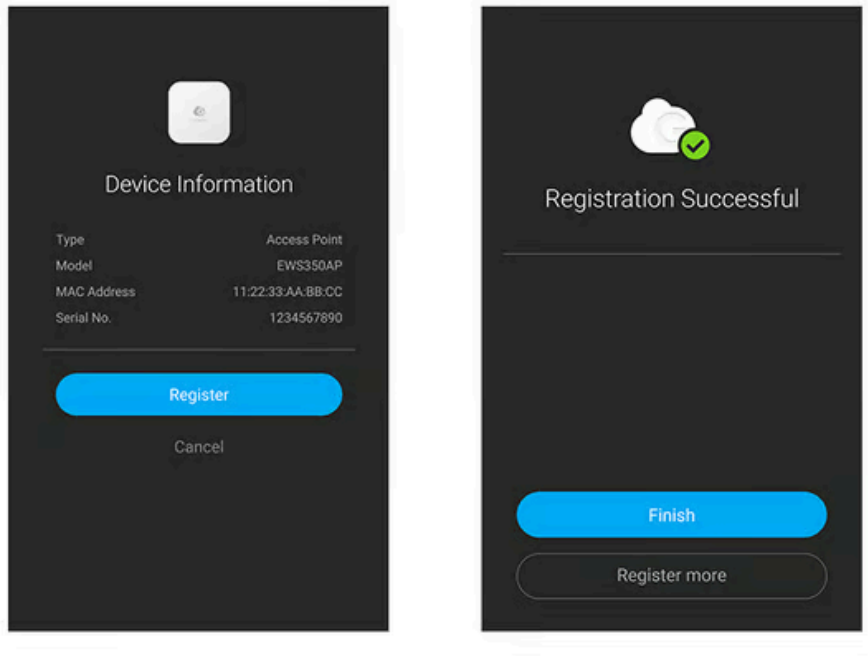
Cloud To-Go Mobile App

1. Open and log in to the **EnGenius Cloud To-Go** mobile app.
2. Scan the QR code on the back of the device via the app.



Scan QR-code for device registration

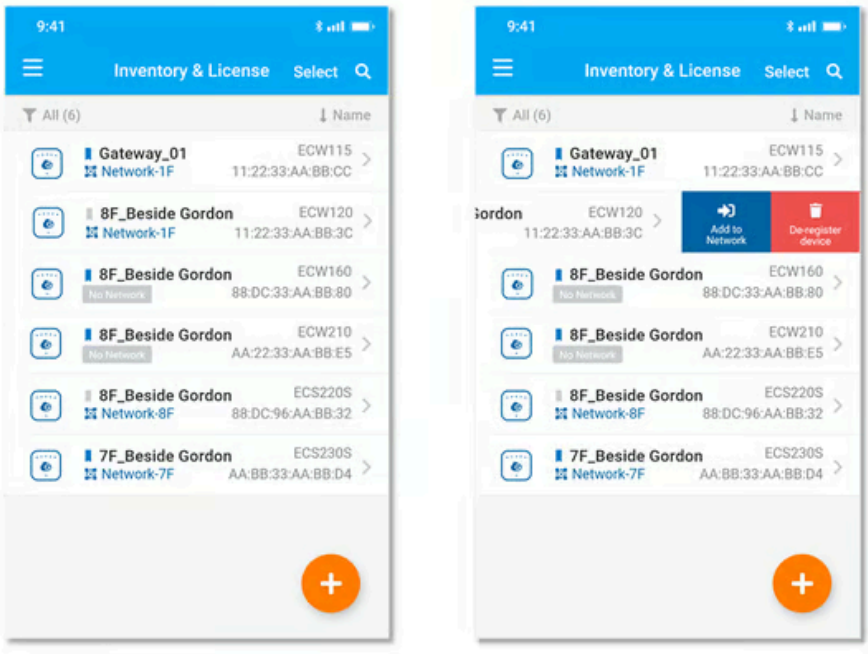
3. If the camera successfully scans a QR code, the app will display the device Information. You could tap "**Register**" to complete the Registration.



Device registration

4. Registered devices will be shown on the ***Inventory&License*** page. Slide left the device and click "**Add to Network**" add the device to your personalized Network.

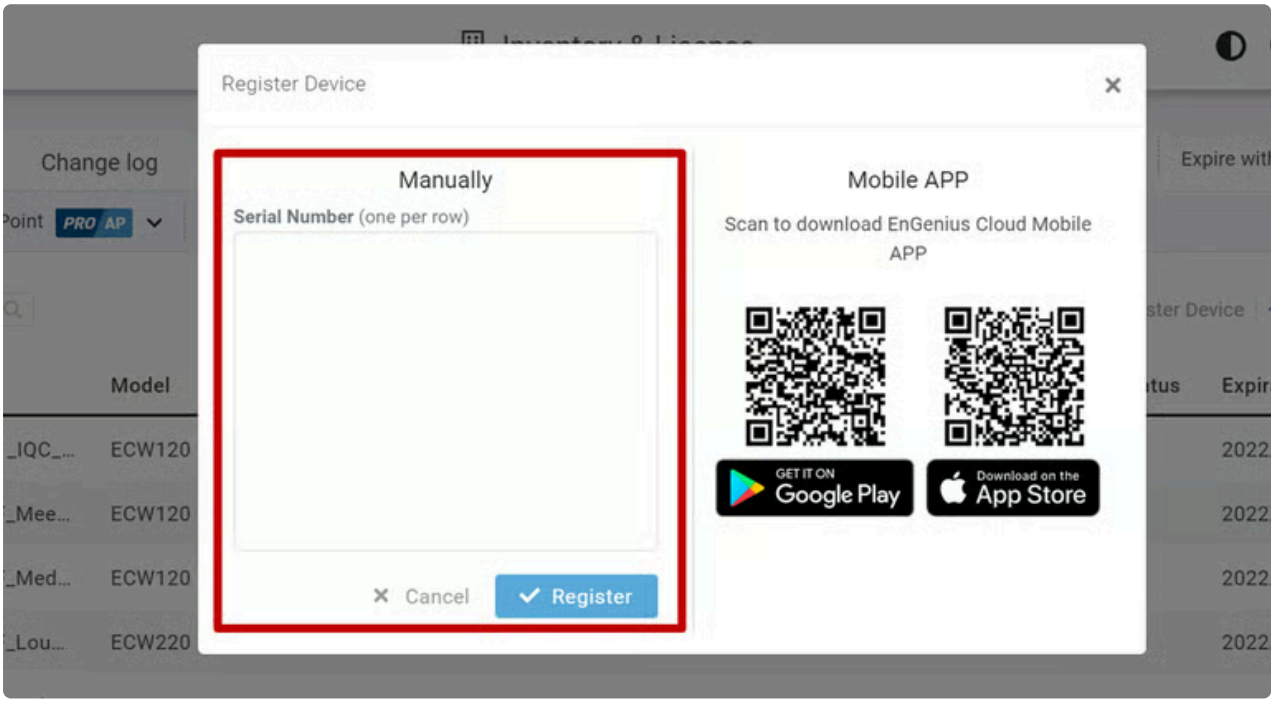
> **Network:** Management domain shared same configurations within EnGenius Cloud.



Assign device to a managed Network

EnGenius Cloud Platform

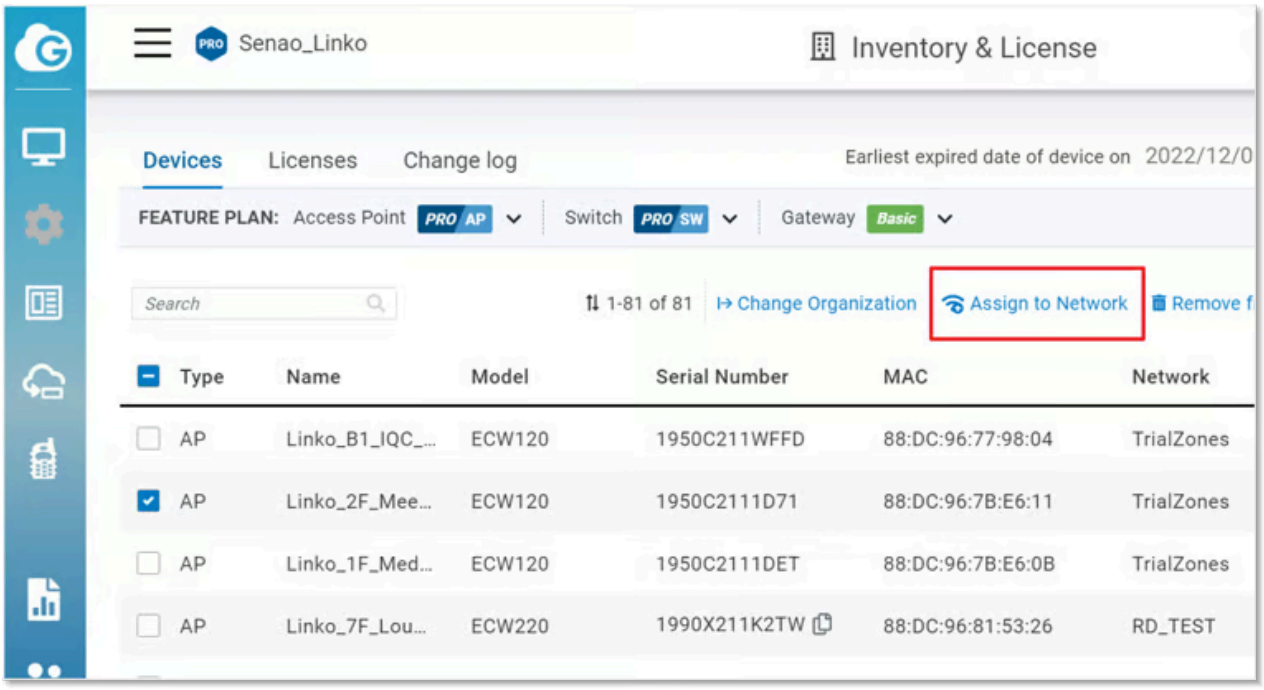
1. Log in to the **EnGenius Cloud Platform**: https://cloud.engenius.ai/.
2. Go to the ***home > Inventory&License*** page and click "**Register Device**".
3. Enter the **Serial Number** of the device(s) for device registration. Please refer to "User Manual-Registering Devices to Organization".



Register device(s) with device's Serial Number

4. Select the registered device and click "**Assign to Network**" to add the device to your personalized Network.

> **Network**: Management domain shared same configurations within EnGenius Cloud.



Assign selected device(s) to a managed Network

Step2: Power On Device

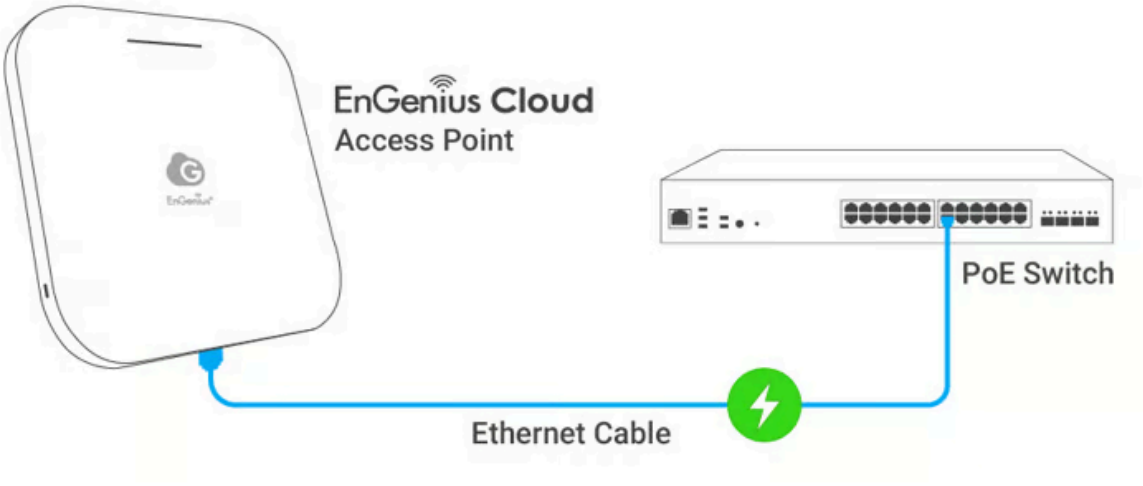
The EnGenius Cloud AP devices can be powered by any of the following:

- EnGenius Cloud PoE Switch or 802.3af/ 802.3at PoE+ compliant Switch
- EnGenius PoE adaptor (EPA5006GAT)
- Power Adapter (DC 54V power input)

⚠ Do not use both power sources at the same time.

Connecting to a PoE Switch

Connect the Ethernet cable from the EnGenius Cloud AP directly to the PoE port of the PoE switch.



AP is powered by a PoE Switch

LAN 1 (PoE In) / LAN 2 / LAN 3 / LAN 4

You can only use LAN1 to power up the ECW515 access point.

LAN 5 (PSE Out)

With 802.3at PoE+ in, you can use the LAN5 port as PSE Out to provide 7W(MAX) to a powered device.

With 802.3af PoE in, the LAN5 port PSE output will be disable.

With DC 54V power adapter, the LAN5 port as PSE Out to provide 15W(MAX) to a powered device.

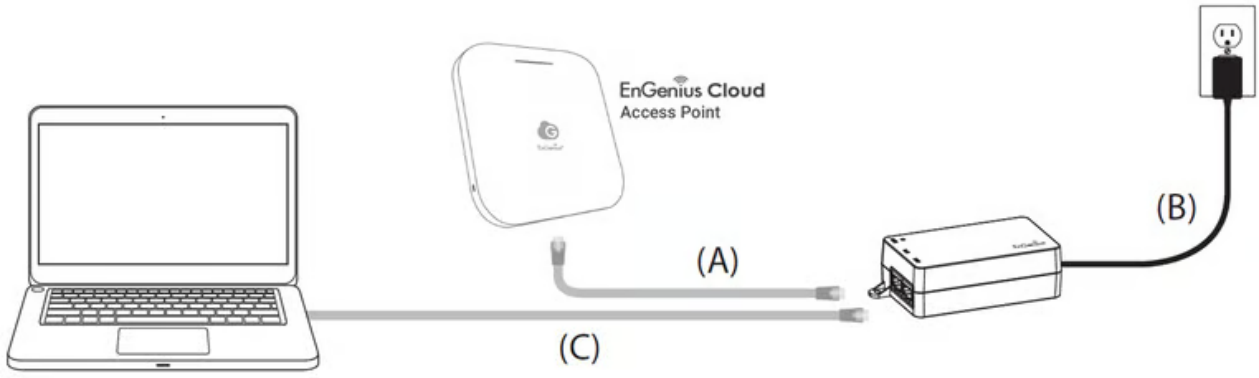
Powered with a PoE Adapter

(A) Connect one end of the Ethernet cable into the LAN (PoE) port of EnGenius AP and the other end to the PoE port on the PoE Adapter.

(B) Connect the power cord with the PoE Adapter and plug the other end into an electrical outlet.

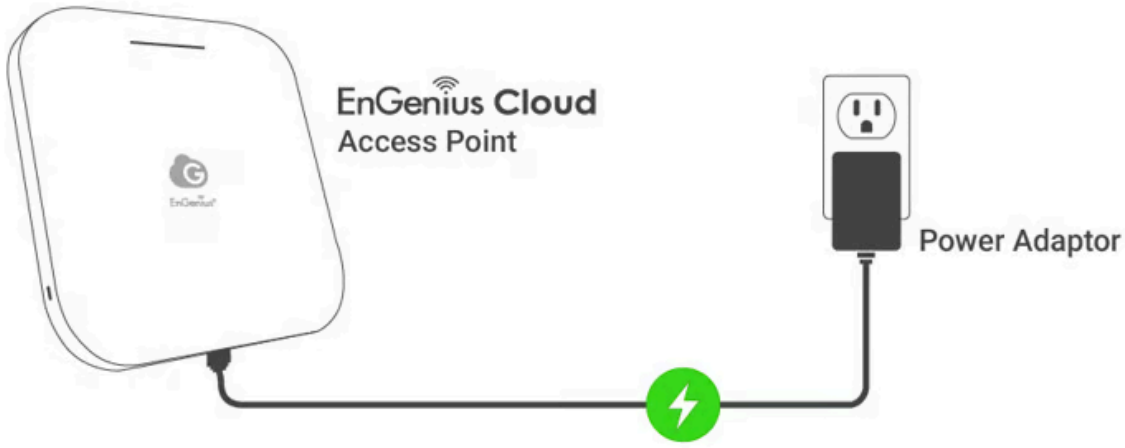
(C) Connect the second Ethernet cable into the LAN port of the PoE Adapter and the other end to the Ethernet port on the computer.

Please ensure to use cat5/cat5e UTP/STP RJ45 Ethernet cables.



Powered with a Power Adapter

Connect the Power Cord to the adapter, and then plug the Power Cord into the power outlet.



AP is powered with a power adapter

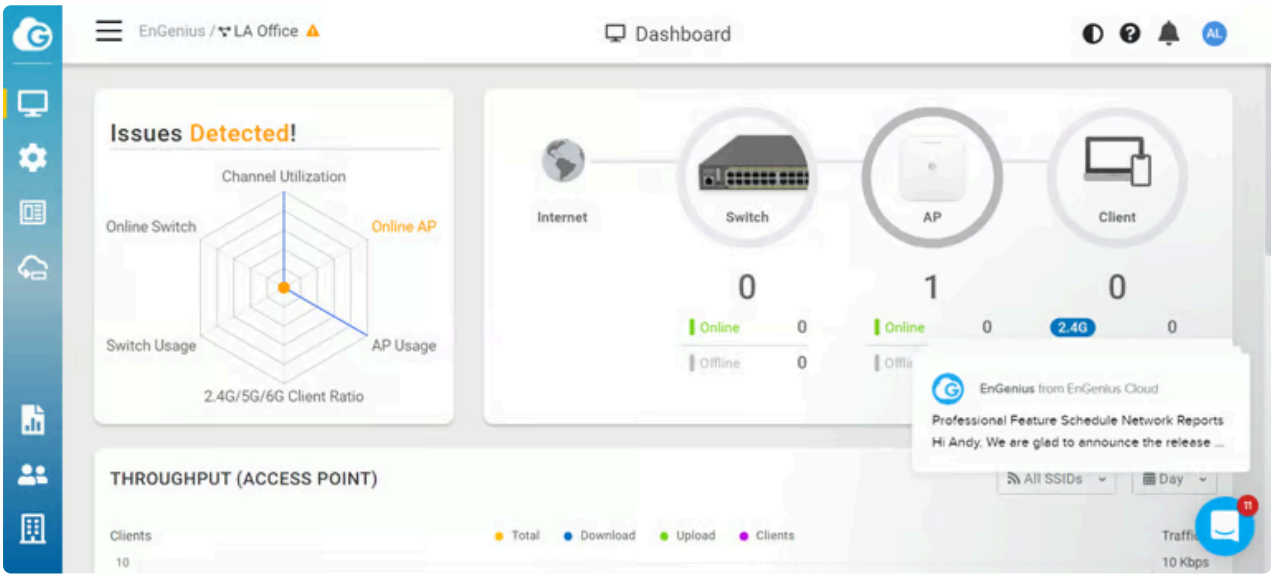
Step3: Connect to the EnGenius Cloud

Once the device is powered on and ready to connect to the Internet, the **LED indicator** will stay *Solid On*, which means the device is now connected to the EnGenius Cloud Platform. It will automatically download the default configuration settings from EnGenius Cloud for automated provisioning.

When the Access Point is connected to the EnGenius Cloud Platform for the first time, it will automatically check the latest firmware version available. If the **firmware upgrade** is required, it might take **8~10 minutes** to complete the process. The **LED** indicator will be *Flashing (0.5 sec)* till the process is finished.

Step4: Manage with the EnGenius Cloud

Log in to the **EnGenius Cloud ↗ platform** to configure detailed settings. For more information, please refer to User Manual ↗.



EnGenius Cloud Dashboard

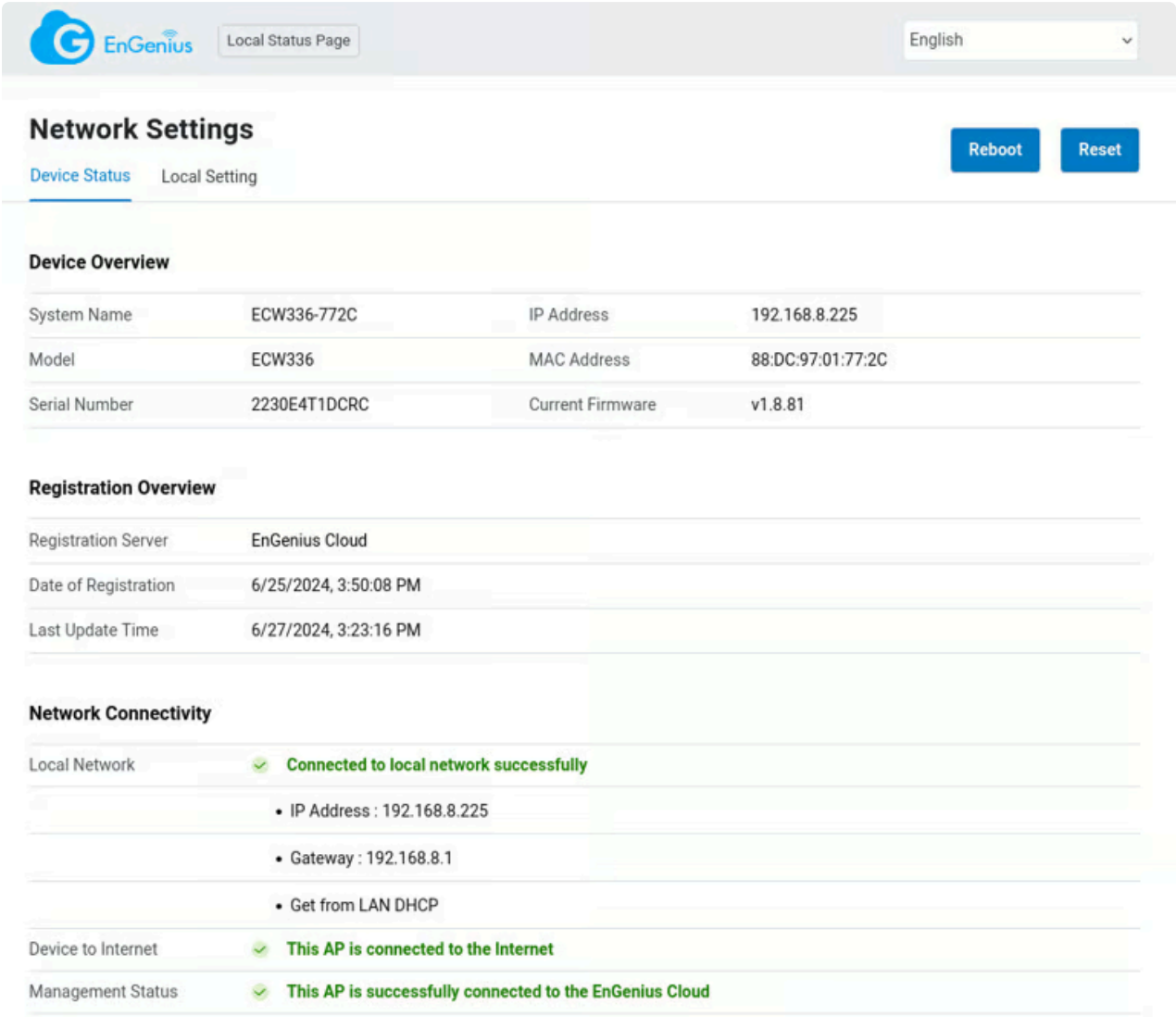
Troubleshooting

If your AP cannot be managed by the EnGenius Cloud Platform, there might be a problem with connecting to EnGenius Cloud.

To troubleshoot the connection issue, you may log in to the **Device Local Access** page:

1. Use your client device (e.g., a laptop, mobile device, or tablet) to find the SSID: "**EnMGMTxxxx**" (xxxx is the last four digits of MAC - MAC would be found on the back of the device) and connect to it.
2. Under your web browser, enter the URL: **http://EnGenius.local ↗** or **http://192.168.1.1** to access the device's user interface.

3. You can review the device status after logging into the AP with the default admin account/password (admin/admin).
4. Check the information on **Network Connectivity** and take action if necessary.

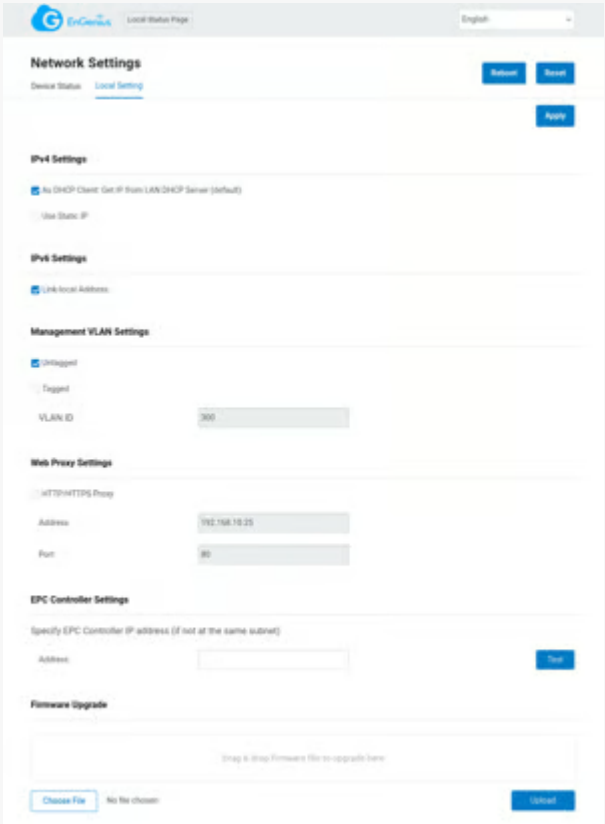


ECW AP's Local Access Page

Change IP Assignment Settings

By default, the EnGenius Cloud Access Point (ECW series) is assigned an IP address dynamically by the DHCP server. If you encounter issues with IP address assignment, please double-check the IP setting, including IP address, subnet mask, gateway, proxy, and management VLAN. If the issue still exists, you may change your IP assignment from "***DHCP mode***" to "***Static IP***" via the following procedure.

1. Go to the **Local Setting** section.
2. Change IPv4 settings to "***Use Static IP***".
3. Configure the ***IP address, gateway, subnet mask, and proxy*** settings.
4. Reconnect this device to the LAN network and try again.



For more details, please refer to the "User Manual-Troubleshooting ECW AP".

Appendix

Technical Support

Country of Purchase	Service Center	Service Information
North America	Los Angeles, USA	cloud.engenius.ai support@engeniustech.com Local: (+1) 714 432 8668
North America	Canada	cloud.engenius.ai support@engeniustech.com Local: (+1) 905 940 8181
Europe	Netherlands	eusupport@engeniustech.com Local: (+31) 40 8200 887
Asia / Oceania / Africa / CIS / Middle East	Singapore	techsupport-sg@engeniustech.com Local: (+65) 6227 1088
Taiwan	Taiwan, R.O.C	support@engeniustech.com.tw
Japan	Tokyo, Japan	jp.support@engenius.ai Local: (+81) 3 6809 6608
India	Hyderabad, India	indiasupport@engenuistech.com Ph: +91 76740 47729

Security Bulletin

The EnGenius Product Security Team is tasked with researching, analyzing, and responding to security incident reports about EnGenius products. This team serves as the initial point of contact for all security incident reports and collaborates directly with EnGenius customers, security researchers, government agencies, consultants, industry security organizations, and other vendors to detect security issues with EnGenius products. Moreover, the team is responsible for issuing security advisories and communicating with external entities regarding measures to mitigate specific security issues encountered with EnGenius products. Please visit EnGenius PSIRT ↗ for more detailed information.

EnGenius refrains from disclosing details of a vulnerability that could be utilized to create an exploit. To report a security vulnerability, please contact psirt@engenius.ai.

Compliance

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator & your body.

CE

The device complies with Directive 2014/53/EU issued by the Commission of the European Community.

Standards:

- ETSI EN 300 328 V2.2.2 (2019-07)
- ETSI EN 301 893 V2.1.1 (2017-05) Final Draft
- ETSI EN 303 687 V0.0.20 (2022-03)
- EN 55032:2015+A1:2020 EN 55035:2017/A11:2020 ETSI
- EN 301489-1 V2.2.3 (2019-11)

- ETSI EN 301 489-17 V3.2.4 (2020-09)
- EN 62368-1:2014+A11: 2017
- EN 62311: 2020

UKCA

The device is in conformity with the relevant legislation of United Kingdom: 2017 (S.I. 2017/1206)/ Regulations 2016 (S.I. 2016/1091)/ Regulations 2016 (S.I. 2016/1101).

Standards:

- EN 300 328 V2.2.2 (2019-07)
- EN 301 893 V2.1.1 (2017-05) Final Draft
- EN 303 687 V0.0.20 (2022-03)
- EN 55032:2015+A1:2020
- EN 55035:2017/A11:2020
- EN 301489-1 V2.2.3 (2019-11)
- EN 301 489-17 V3.2.4 (2020-09)
- EN 62368-1:2014+A11: 2017
- EN 62311: 2020
- IR 2030

IC

This device complies with ISED's license-exempt RSS. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution :

(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;

(iv) where applicable, antenna type(s), antenna models(s), and worst-case tilt angle(s) necessary to remain compliant with the e.i.r.p. elevation mask requirement set forth in section 6.2.2.3 shall be clearly indicated.

Declaration of Conformity

Hereby, EnGenius Networks declare that this product is in compliance with:

- Directive 2014/53/EU
- Regulations 2017 (S.I. 2017/1206)/ Regulations 2016 (S.I. 2016/1091)/ Regulations 2016 (S.I. 2016/1101)
- RoHS 2015/863
- WEEE 2022
- REACH Regulation

Disclaimer Note

- Maximum data rates are based on the IEEE standards. Actual throughput and range may vary depending on many factors including environmental conditions, the distance between devices, radio interference in the operating environment, and the mix of devices in the network.
- Features and specifications are subject to change without notice.
- 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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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