ECW520

Cloud Managed Wi-Fi 7 2×2×2 Indoor Access Point

Introduction

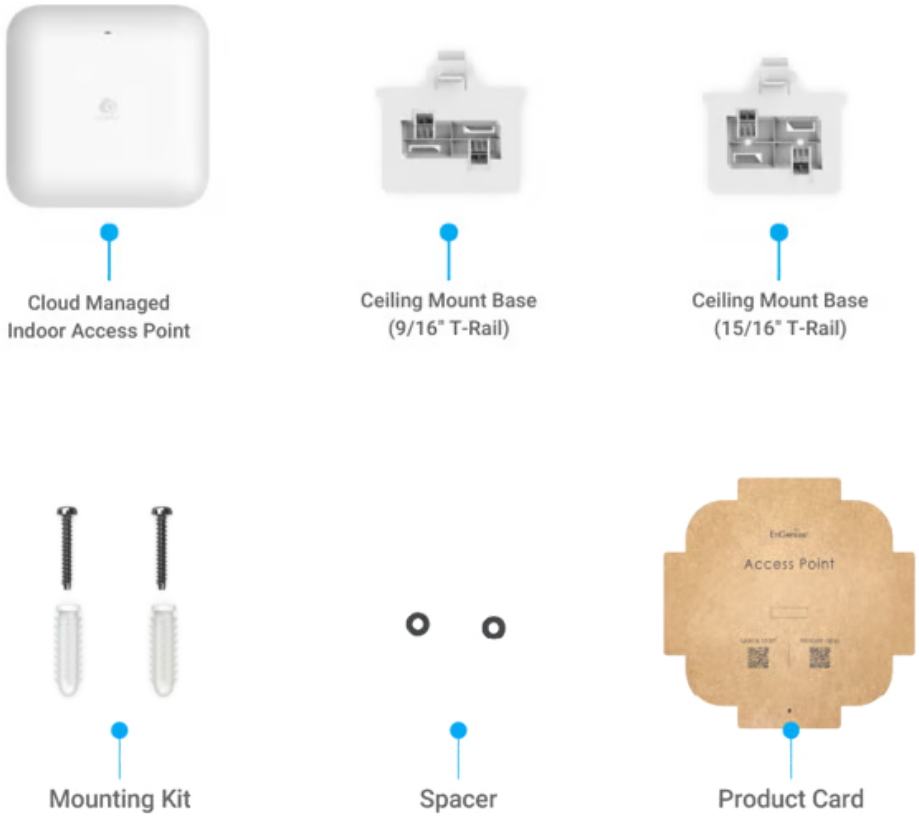
This Quick Start Guide is designed to guide you through the installation of the **Cloud7 2×2×2** Access Point, model **ECW520**, including hardware mounting and configuration.

> **Cloud7 2x2x2**
>
> ### Cloud Managed Wi-Fi 7 2×2×2 Indoor Access Point
>
> **Model: ECW520**
>
> - Wi-Fi 7 technology for high-performance Wi-Fi in high-density, multi-device environments.
> - Tri-band support with speeds up to 5,800 Mbps (6GHz), 4,300 Mbps (5GHz), and 700 Mbps (2.4GHz).
> - 2.5 GbE PoE-in port supports 802.3at PoE and 60W PoE injector input for flexible installation up to 328 feet (100 meters).

Content Quick Links

- Hardware Overview
- Hardware Mounting
- Configure with EnGenius Cloud

Package Contents



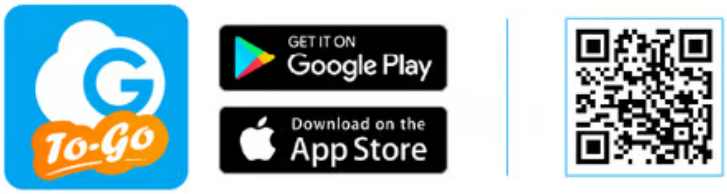
System Requirements

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)

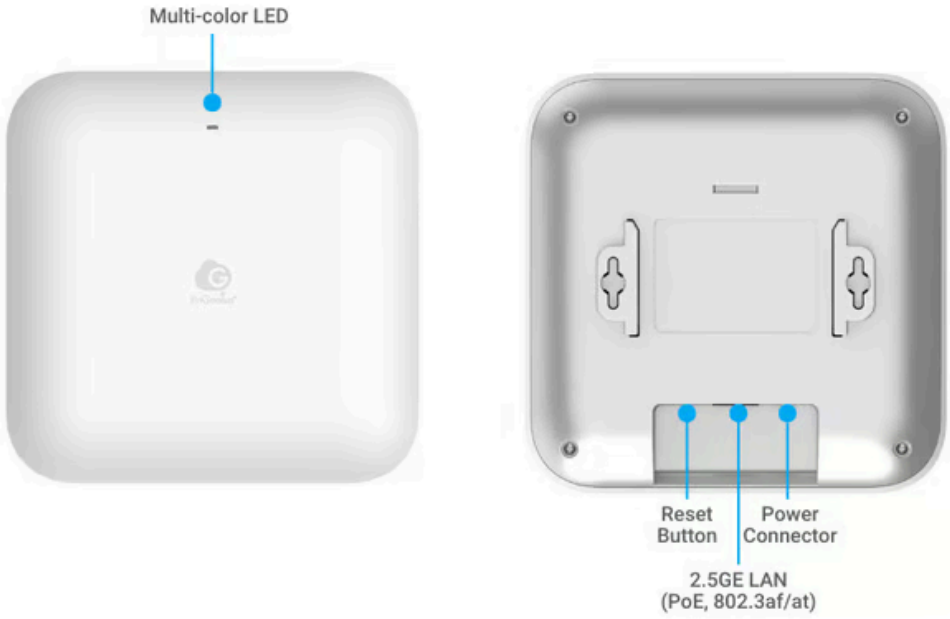
Network Requirements

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(PWR)** will start *Fast Flashing* (0.2 sec). Then, the device will be reset to factory default settings.

LEDs

Status	LED Color
Connecting to Cloud	Green Flashing (0.5 Sec)
Cloud Connected	Blue Solid on
Firmware Upgrading	Green Flashing (1 Sec) <---> Blue Flashing (1 Sec)
Reset to Default	Green Fast Flashing (0.2 Sec)
AP Locating Mode	Blue Flashing (1.5 Sec. On -> 0.5秒 Sec. Off)

Device status and LED behavior

ECW520 only has one LED indicator with two colors (**Green** / **Blue**)

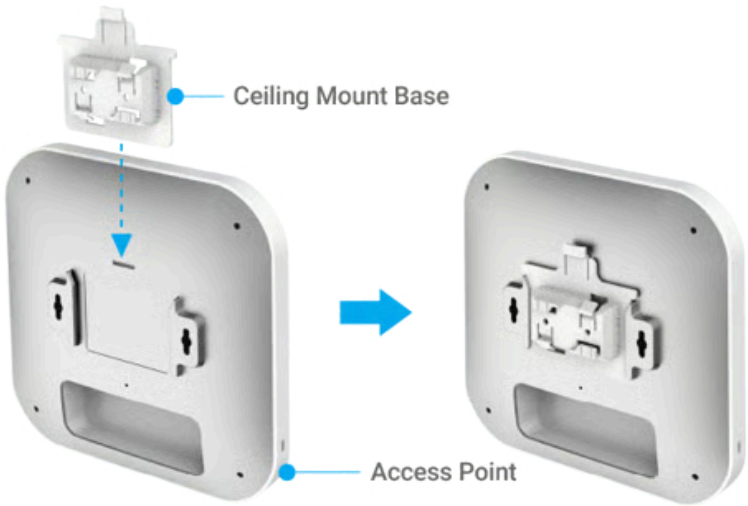
Hardware Mounting

The access point can be mounted on the **Ceiling** and **Wall**, and please perform the steps for the appropriate installation:

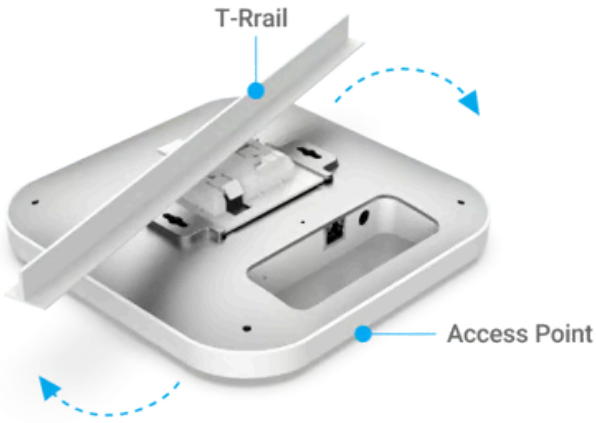
Ceiling Mount

- T-Rail

1. Slide the **Ceiling Mount Base** into the slot of the Access Point.

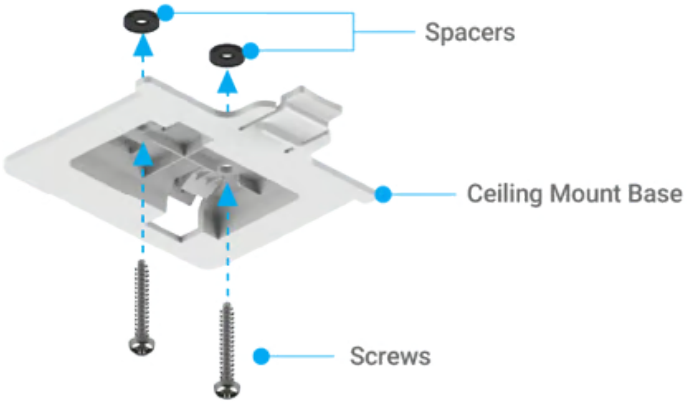


2. Slightly Hook the ceiling mount bracket onto the T-Rail until you hear a click sound.

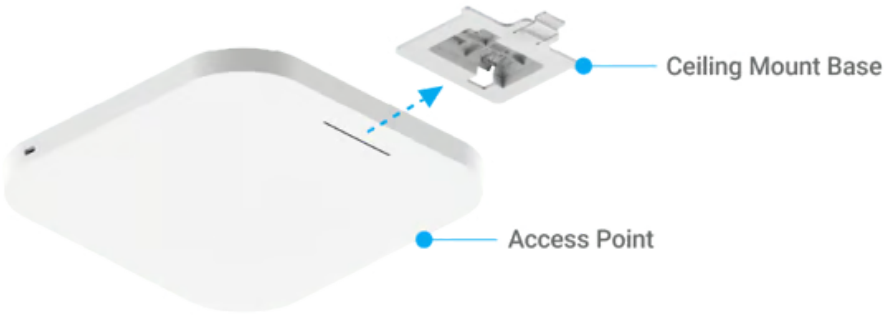


- Hard Ceiling

1. Screw the included **Screws** into the **Ceiling Mount Base** with **Spacers**, and the **Screws** unto the surface until they are flush with the surface.



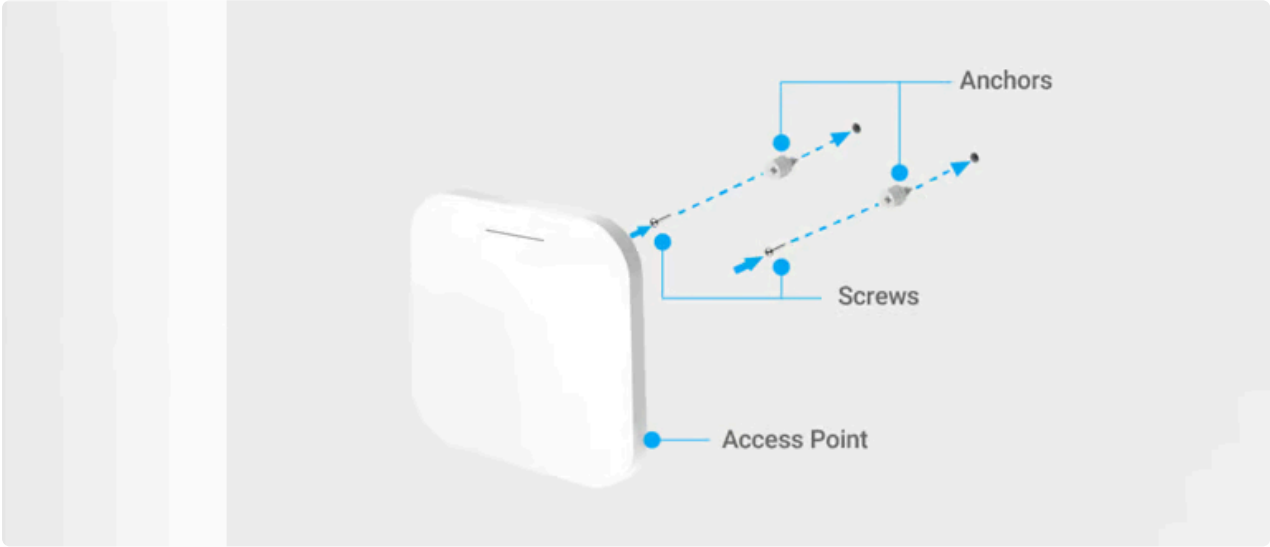
2. Slide the Access Point into the **Ceiling Mount Base**.



Wall Mount

1. Determine where the **Access Point** is to be placed and mark the location on the surface for the two mounting holes. Use the appropriate drill bit to drill two 8.1mm diagram and 26mm depth holes in the markings.

2. Screw the **Anchors** into the holes until they are flush with the wall; screw the included **Screws** into the **Anchors**, but leave the screw head sticking out so you can hang **the Access Point** on it.



4. Hang the **Access Point** against wall onto the **Screw** heads.



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**.

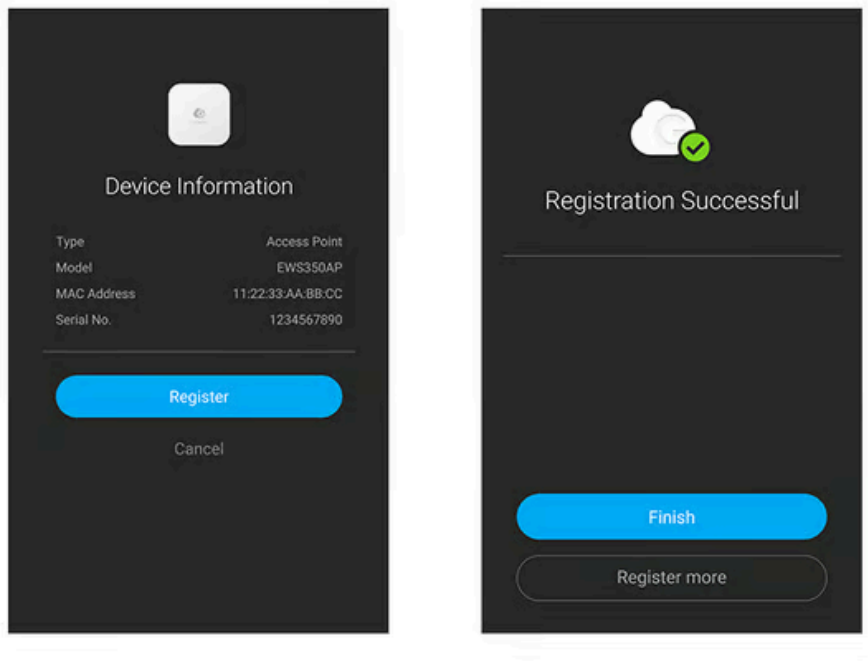
Cloud To-Go Mobile App

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

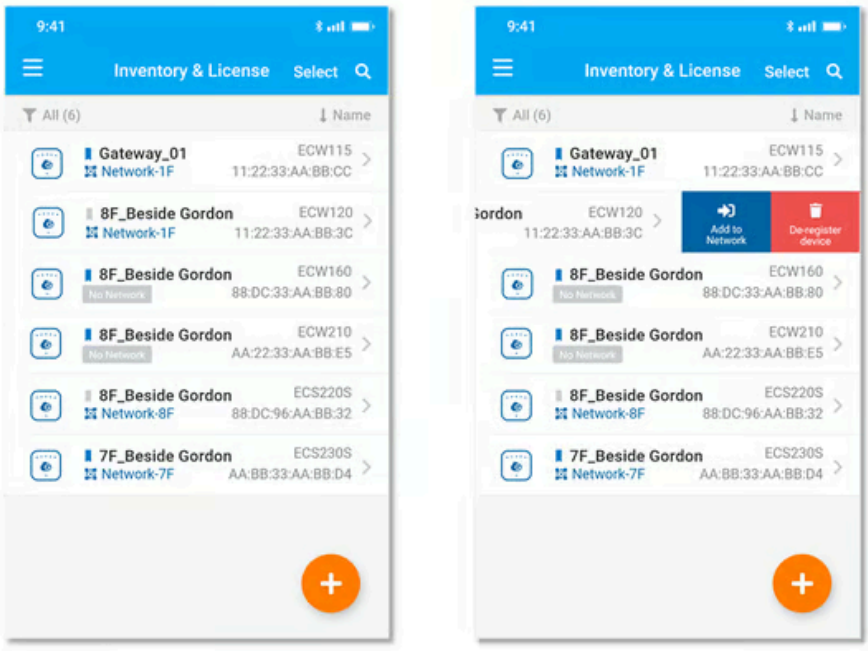
3. If the camera successfully scans a QR code, the app will display the device Information. You could tap "**Register**" to complete the Registration.



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.

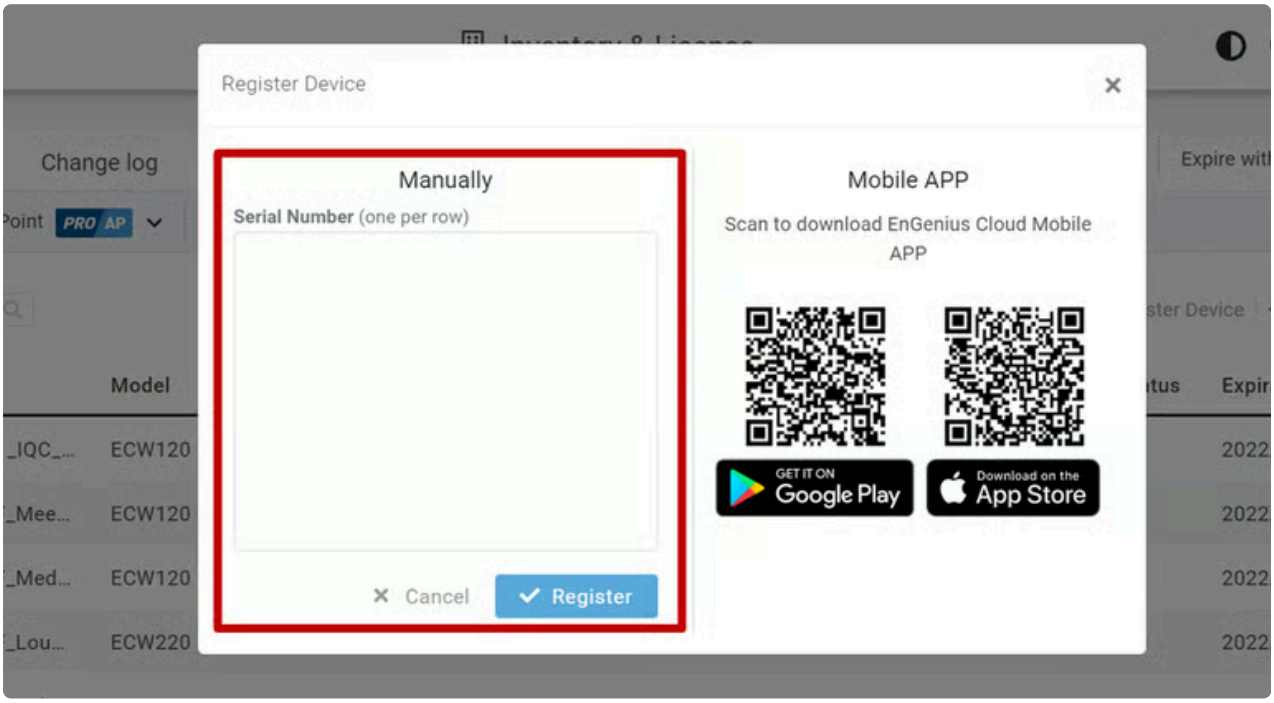
> **Network:** Management domain shared same configurations within EnGenius Cloud.



Assign device to a managed Network

EnGenius Cloud Platform

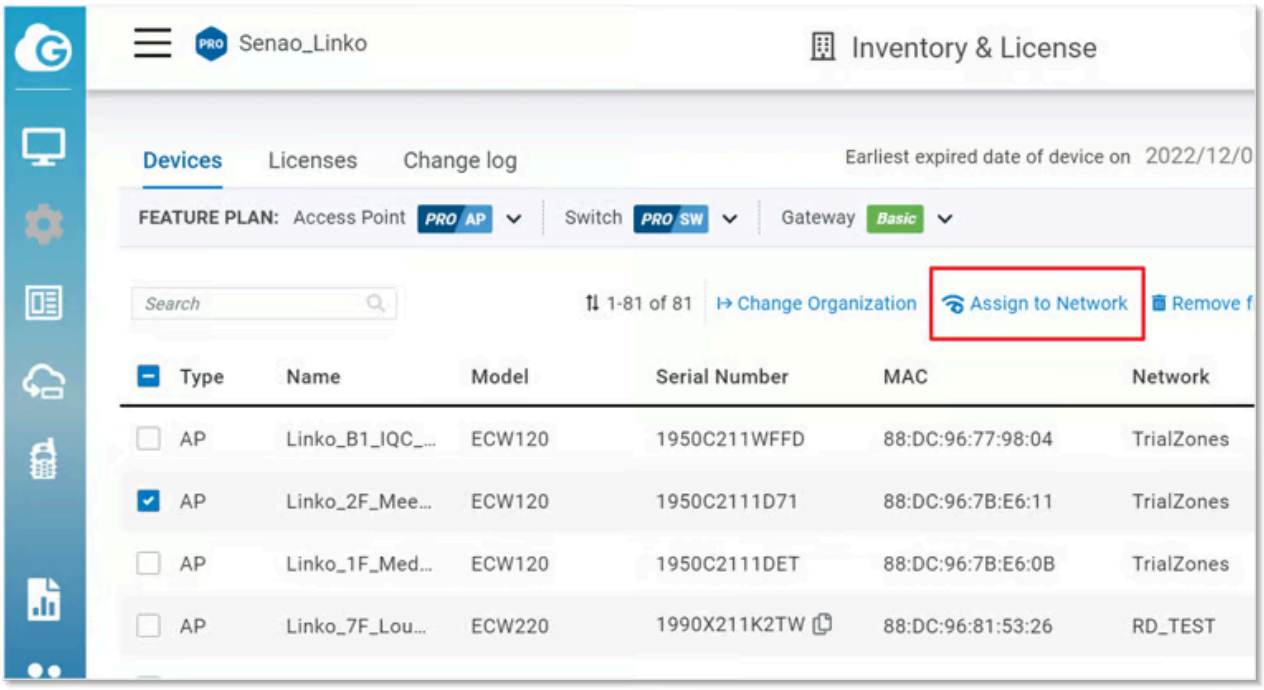
1. Log in to the **EnGenius Cloud Platform**: https://cloud.engenius.ai/.
2. Go to the ***home > Inventory&License*** page and click "**Register Device**".
3. Enter the **Serial Number** of the device(s) for device registration. Please refer to "User Manual-Registering Devices to Organization".



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

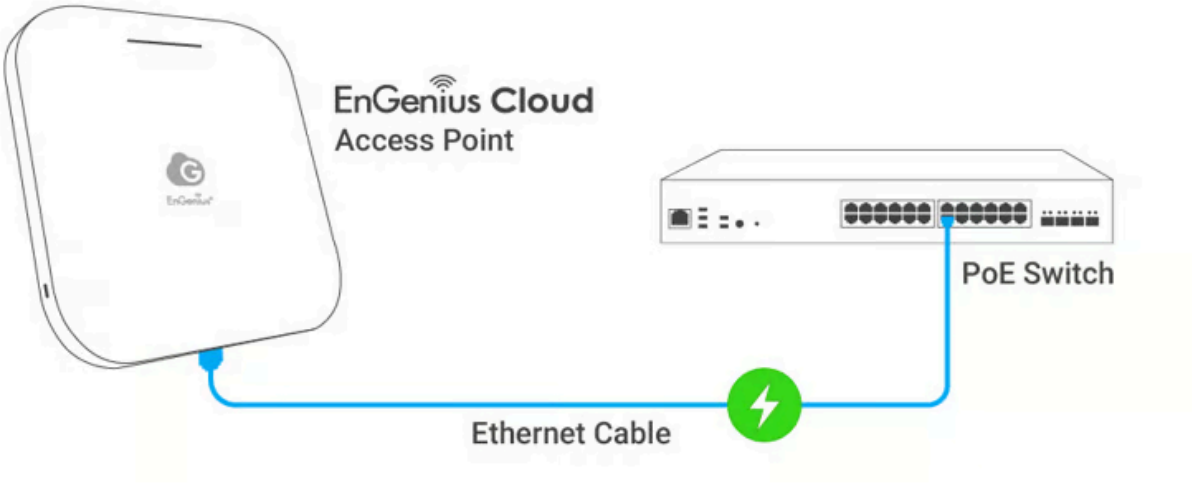
The EnGenius Cloud AP devices can be powered by any of the following:

- EnGenius Cloud PoE Switch or 802.3at PoE+ compliant Switch
- EnGenius PoE adaptor (EPA5006GP/EPA5006GAT)
- Power Adapter (DC 12V/1.5A 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.



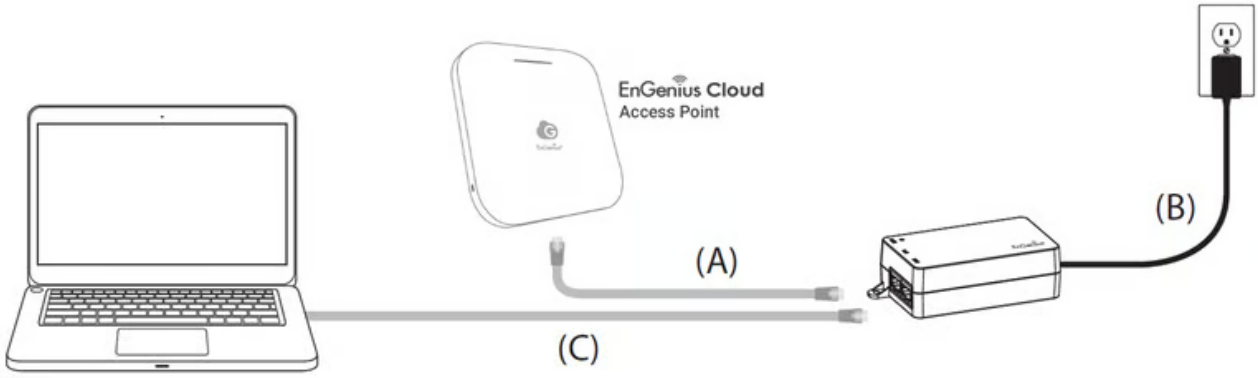
AP is powered by a PoE Switch

Powered with a PoE Adapter

(A) Connect one end of the Ethernet cable into the LAN (PoE) port of EnGenius Cloud 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

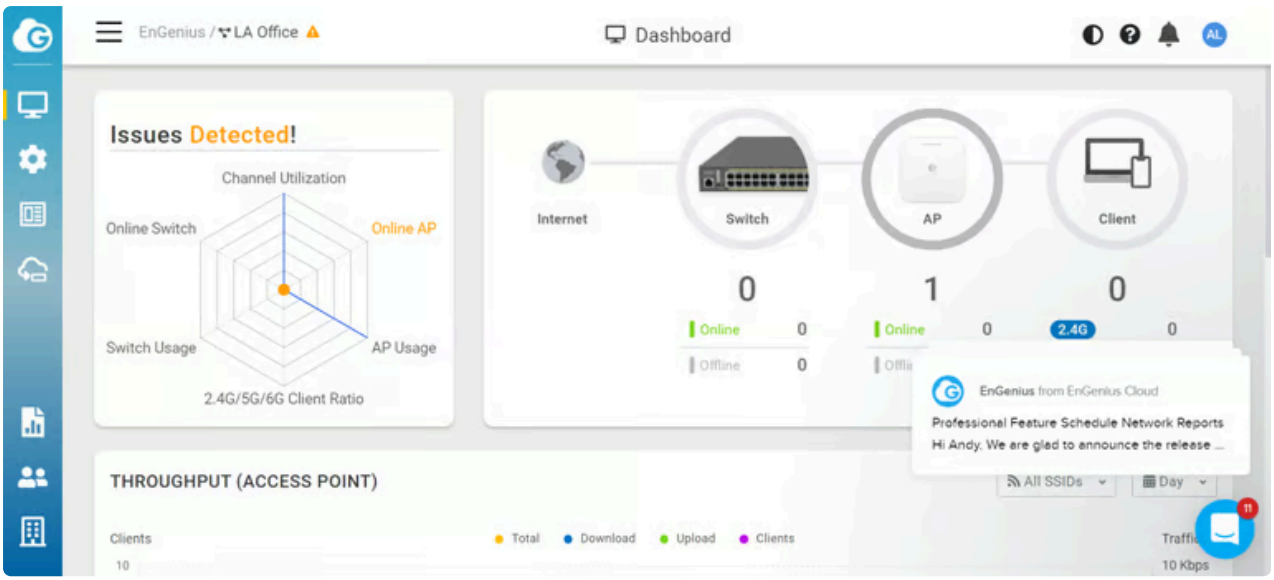
Step3: Connect to the EnGenius Cloud

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 ↗.



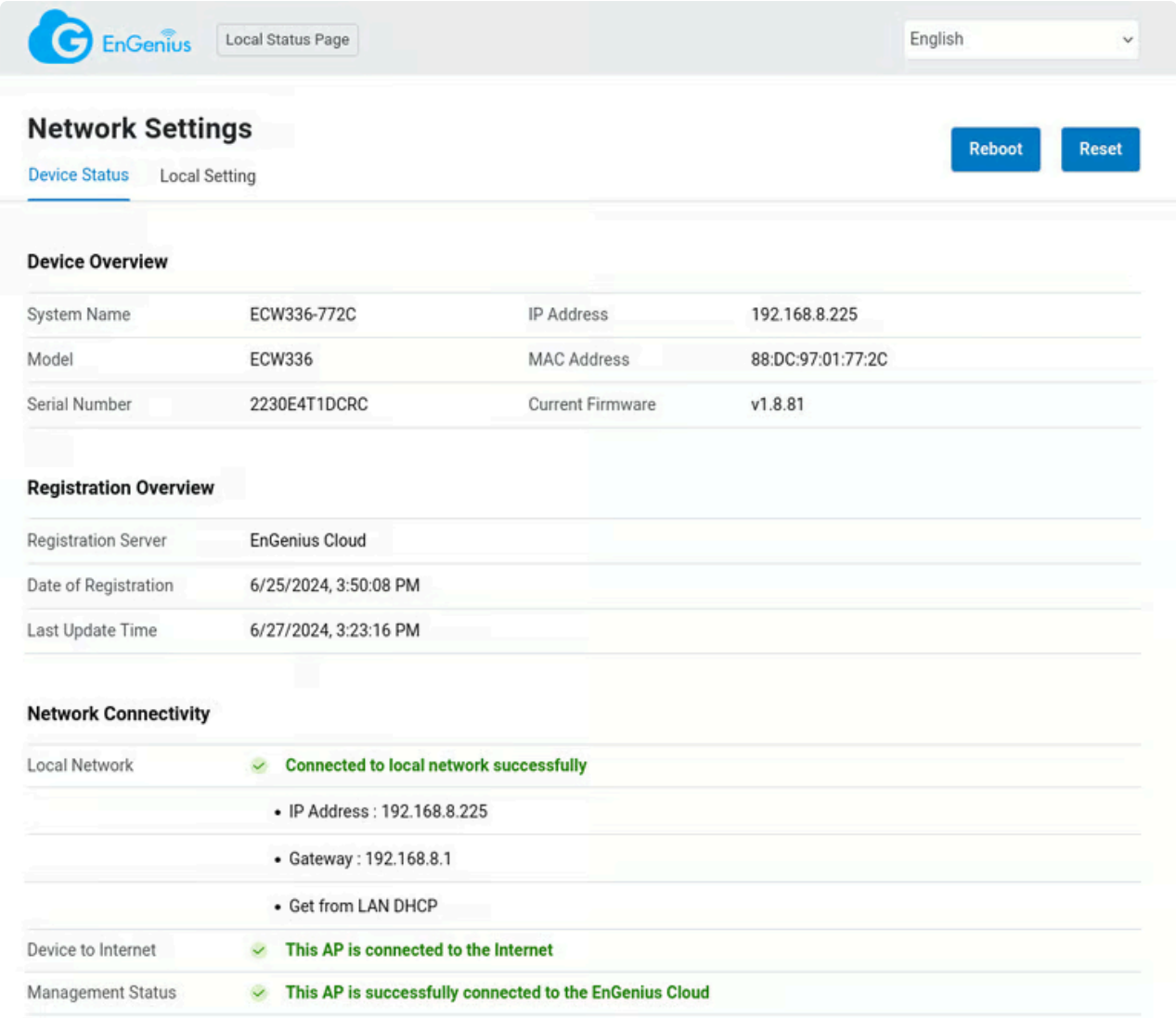
EnGenius Cloud Dashboard

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.

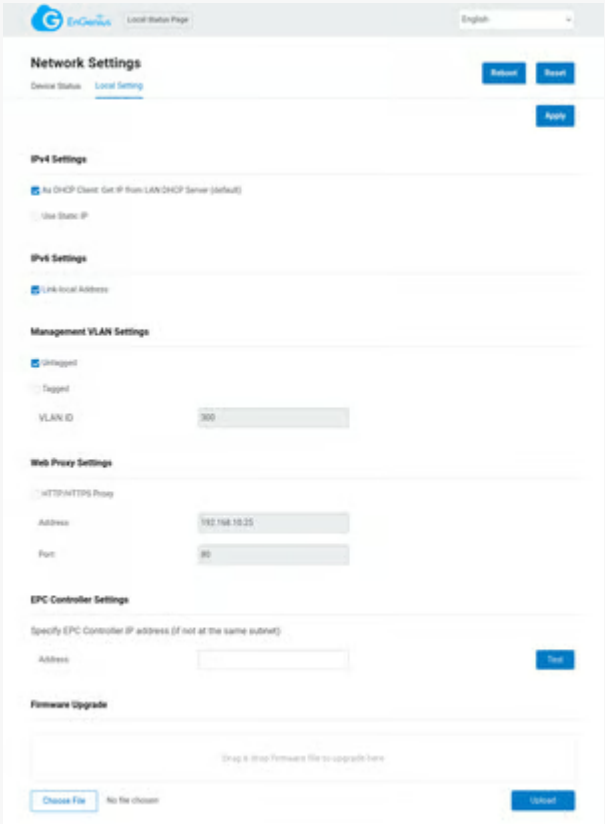


ECW AP's Local Access Page

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

FCC

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.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Operations in the 5.15-5.25GHz band are restricted to indoor usage only.

(If device is outdoor AP, please delete it. If device is indoor AP, need to add it.)

This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

For mobile device usage (>20cm/low power)

Radiation Exposure Statement:

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 contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions:

(1) This device may not cause interference; and
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes :

(1) L'appareil ne doit pas produire de brouillage;
(2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Caution:

(i) any devices capable of operating in the band 5150–5250 MHz shall only be used indoors to reduce the potential for harmful interference to co-channel mobile satellite systems

(ii) for devices with detachable antenna(s), the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall be such that the equipment still complies with the e.i.r.p. limit

(iii) for devices with detachable antenna(s), the maximum antenna gain permitted for devices in the band 5725-5850 MHz shall be such that the equipment still complies with the e.i.r.p. limits as appropriate; and Operations in the 5.25-5.35GHz band are restricted to indoor usage only.

Avertissement:

(i) tout dispositif capable de fonctionner dans la bande de 5150 à 5250MHz ne doit être utilisé qu'à l'intérieur des bâtiments afin de réduireles risques d'interférences nuisibles avec les systèmes mobiles parsatellite à canaux multiples

(ii) pour les dispositifs munis d'antennes amovibles, le gain maximald'antenne permis pour les dispositifs utilisant les bandes de 5250 à5350 MHz et de 5470 à 5725 MHz doit être conforme à la limite dela p.i.r.e;

(iii) pour les dispositifs munis d'antennes amovibles, le gain maximald'antenne permis (pour les dispositifs utilisant la bande de 5725 à 5850 MHz) doit être conforme à la limite de la p.i.r.e. spécifiée, selonle cas

Les opérations dans la bande de 5.25-5.35GHz sont limités à un usage intérieur seulement.

Radiation Exposure Statement:

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

Déclaration d'exposition aux radiations:

Cet équipement est conforme Canada limites d'exposition aux radiations dans un environnement non contrôlé. Cet équipement doit être installé et utilisé à distance minimum de 20cm entre le radiateur et votre corps.

Operation shall be limited to indoor use only
Devices shall not be used for control of or communications with unmanned aircraft systems.
Devices shall not be used on oil platforms.
Devices shall not be used on aircraft, except for the low-power indoor access points, indoor subordinate devices, low-power client devices, and very low-power devices operating in the 5925-6425 MHz band, that may be used on large aircraft as defined in the Canadian Aviation Regulations, while flying above 3,048 metres (10,000 feet).
Devices shall not be used on automobiles.
Devices shall not be used on trains.
Devices shall not be used on maritime vessels.

Le fonctionnement doit être limitée à une utilisation à l’intérieur seulement
Les dispositifs ne doivent pas être utilisés pour commander des systèmes d’aéronef sans pilote ni pour communiquer avec de tels systèmes;
Les dispositifs ne doivent pas être utilisés sur les plateformes de forage pétrolier;
Les dispositifs ne doivent pas être utilisés dans les aéronefs, à l'exception des points d'accès intérieurs de faible puissance, des dispositifs subordonnés intérieurs, des dispositifs clients de faible puissance et des dispositifs de très faible puissance fonctionnant dans la bande de 5 925 à 6 425 MHz, qui peuvent être utilisés dans les gros aéronefs tel qu’il est défini dans le Règlement de l'aviation canadien, et ce, lorsqu'ils volent à une altitude supérieure à 3 048 mètres (10 000 pieds).
Les dispositifs ne doivent pas être utilisés dans les automobiles;
Les dispositifs ne doivent pas être utilisés dans les trains;
Les dispositifs ne doivent pas être utilisés sur les navires maritimes.

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.
- Trademarks and registered trademarks are the property of their respective owners. For the United States of America: Copyright © 2026 EnGenius Technologies, Inc. All rights reserved.