ECW260

Cloud Managed Wi-Fi 6 2×2 Outdoor Access Point (ECW260)

Introduction

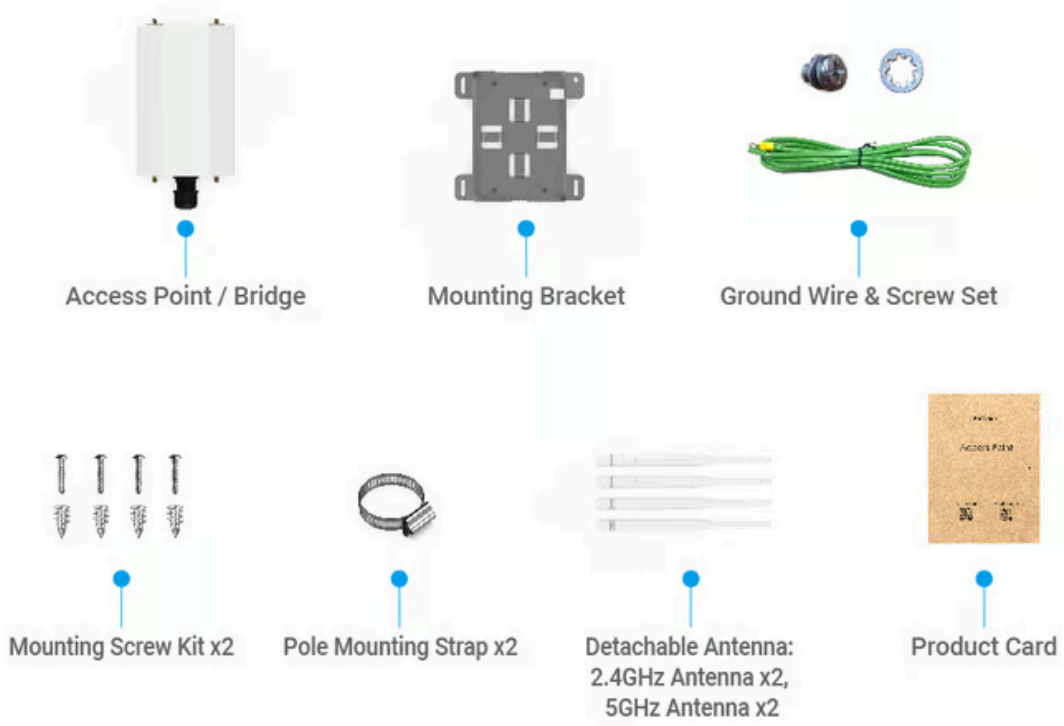
This Quick Start Guide is designed to guide you through the installation of the **Cloud6 2×2 Outdoor** Access Point, model **ECW260**, including hardware mounting and configuration.

> Cloud6 2x2 Outdoor
>
> ### Cloud Managed Wi-Fi 6 2×2 Outdoor Access Point
>
> **Model: ECW260**
>
> - Wi-Fi 6 technology for high-performance Wi-Fi in high-density, multi-device environments.
> - Two spatial streams support up to 1,200 Mbps (5GHz) & 600 Mbps (2.4GHz).
> - Four (4) (2×2) detachable 5dbi high-gain, 360° SMA-type antennas.

Content Quick Links

- Hardware Overview
- Hardware Mounting
- Configure with EnGenius Cloud

Package Contents



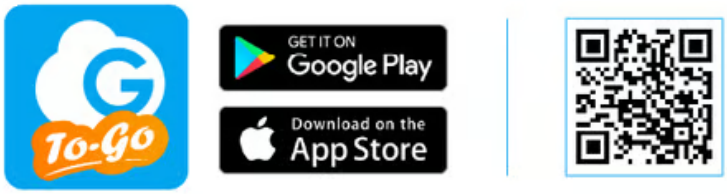
System Requirements

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)

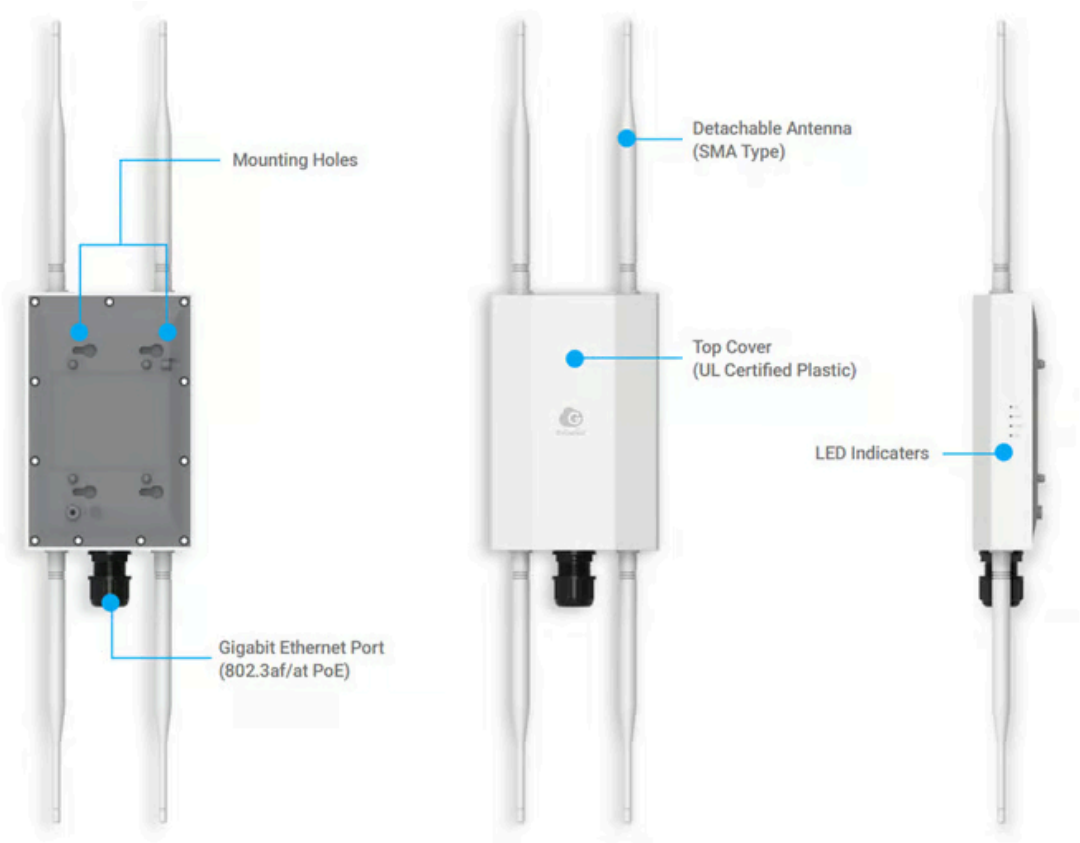
Network Requirements

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 by EnGenius PoE Adapter:

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

LEDs

Status	LED Color				LED Behavior
Connecting to Cloud	PWR (Orange)				Flashing (0.5 Sec)
Cloud Connected	PWR (Orange)				Solid On
LAN Connected	LAN (1G)		LAN (2.5G)		Solid On
LAN Transmitting	LAN (1G)		LAN (2.5G)		Flashing
2.4GHz Radio On	2.4GHz (Green)				Solid On
2.4GHz Transmitting	2.4GHz (Green)				Flashing
5GHz Radio On	5GHz (Green)				Solid On
5GHz Transmitting	5GHz (Green)				Flashing
Firmware Upgrading	PWR	LAN	2.4GHz	5GHz	Flashing (0.5 Sec)
Reset to Default	PWR (Orange)				Fast Flashing
AP Locating Mode	PWR	LAN	2.4GHz	5GHz	Flashing (1.5 sec on -> 0.5 sec off)

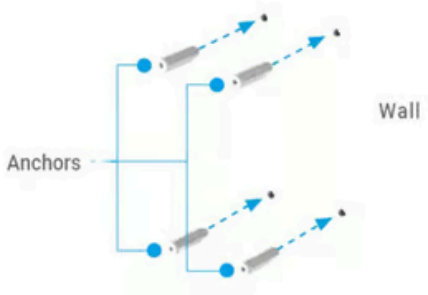
ECW260 has four LED indicators, **PWR/ LAN/ 2.4GHz/ 5GHz**.

Hardware Mounting

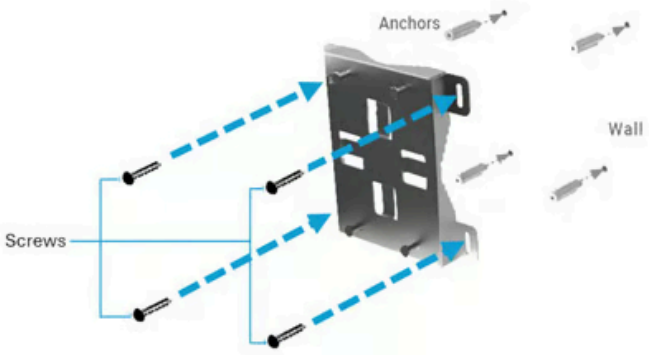
The ECW260 can be mounted on the **Wall** and **Pole**, and please perform the steps for the appropriate installation:

Wall Mount

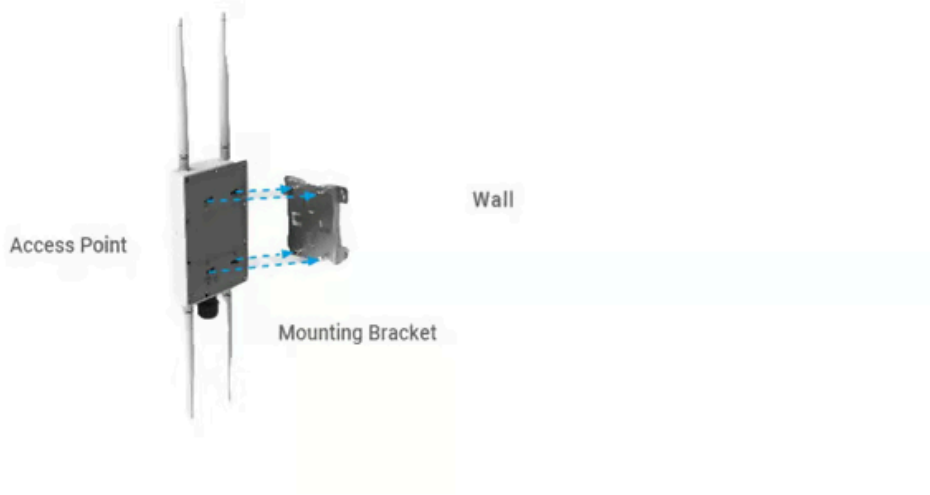
1. Determine where the **Access Point** to be placed and mark location on the surface for the four mounting holes. Use the appropriate drill bit to drill four 8.1mm diagram and 26mm depth holes in the markings.
2. Screw the **Anchors** into the holes until they are flush with the wall.



3. Fasten the **Mounting Bracket** with the included **Screws** into the **Anchors**.



4. Hang the **Access Point** against wall onto the **Mounting Bracket**.

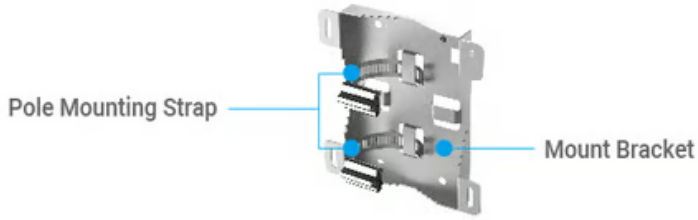


5. Secure the **Access Point** on the **Mounting Bracket** with the secure lock on the side.

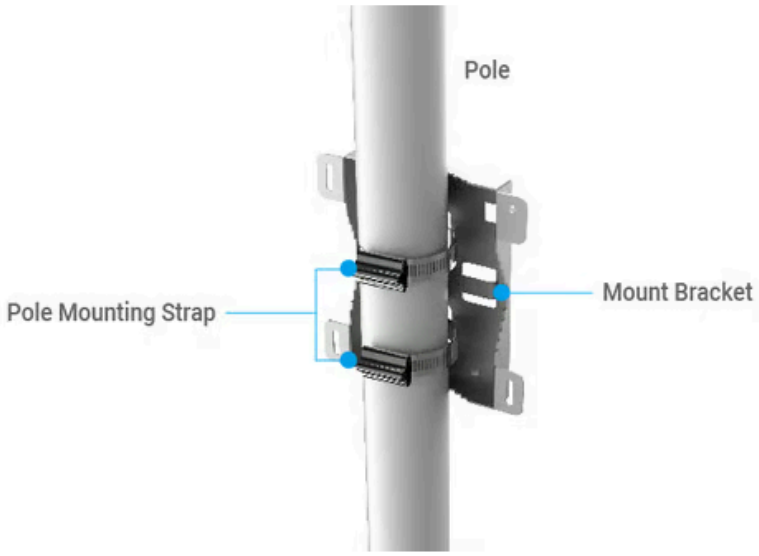


Pole Mount

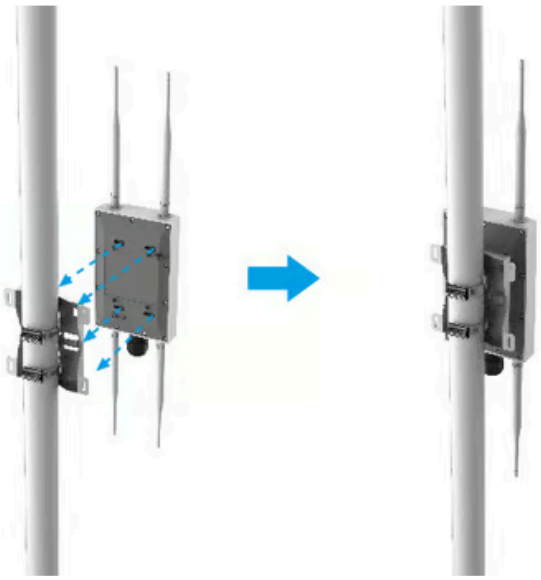
1. Thread the open end of the **Pole Mounting Strap** through the two tabs on the **Mount Bracket**.



2. Lock and tighten the **Pole Mounting Strap** to secure the **Mount Bracket** to the pole.



3. Hang the **Access Point** onto the **Mounting Bracket**.



4. Secure the **Access Point** on the **Mounting Bracket** with the secure lock on the side.



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**.

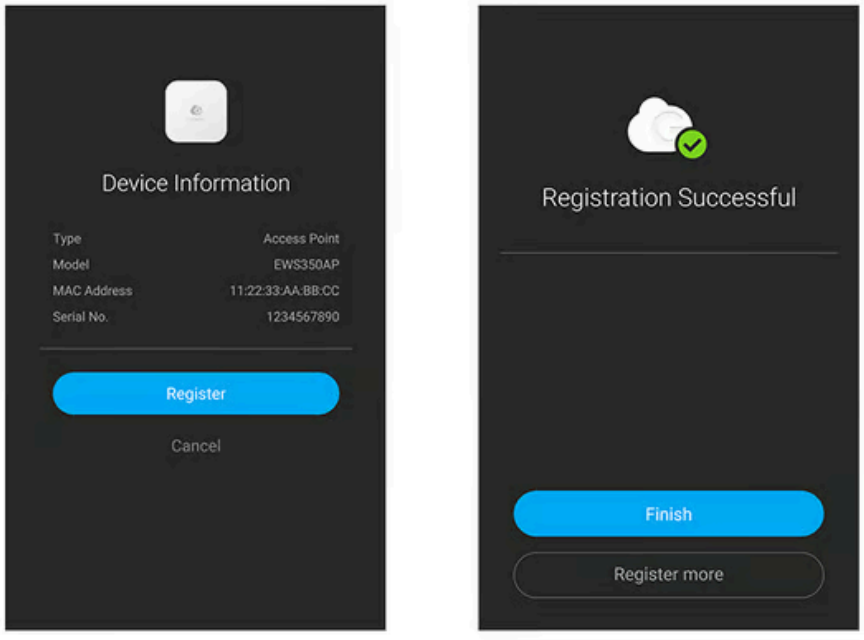
Cloud To-Go Mobile App

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

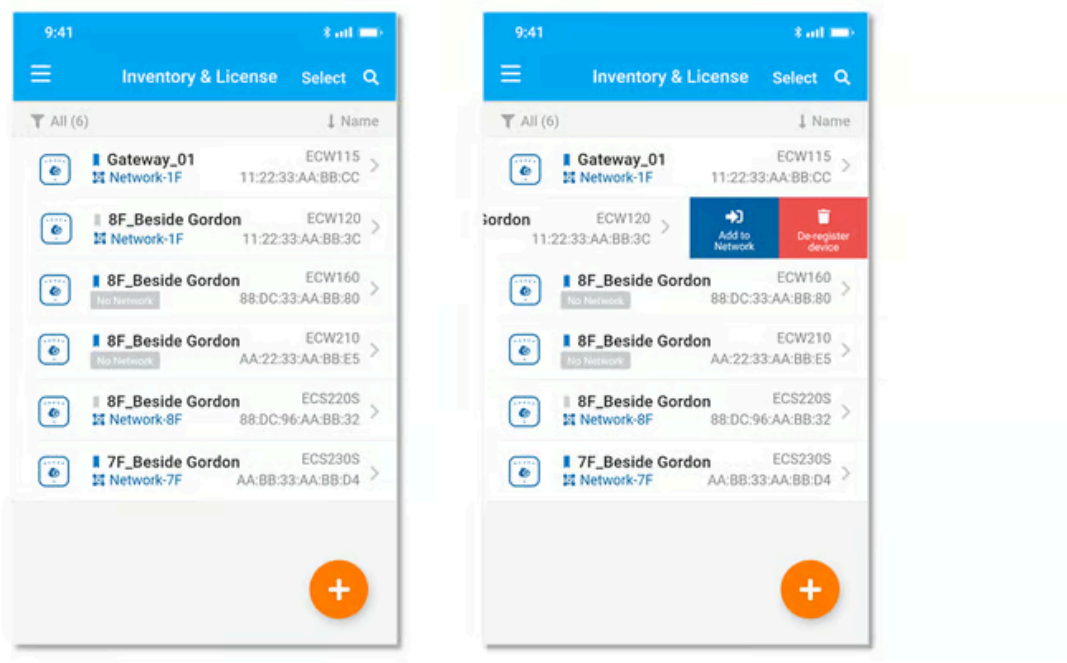
3. If the camera successfully scans a QR code, the app will display the device Information. You could tap "**Register**" to complete the Registration.



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.

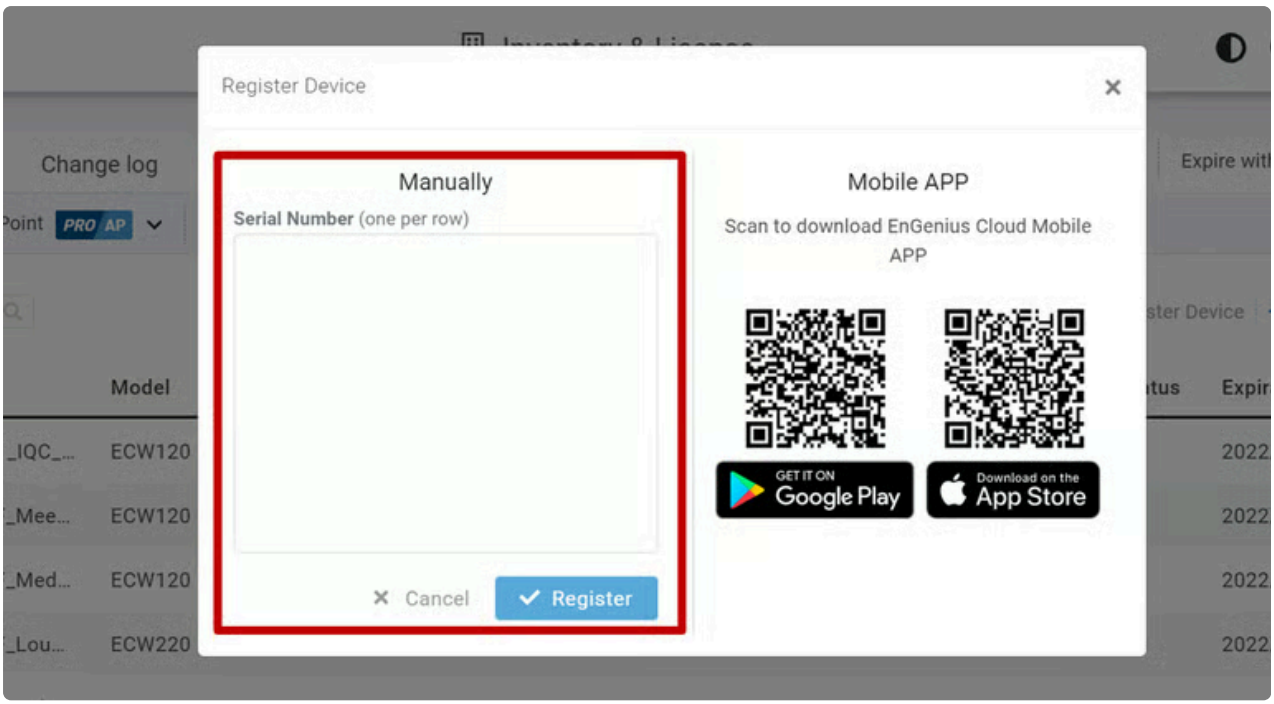
Network: Management domain shared same configurations within EnGenius Cloud.



Assign device to a managed Network

EnGenius Cloud Platform

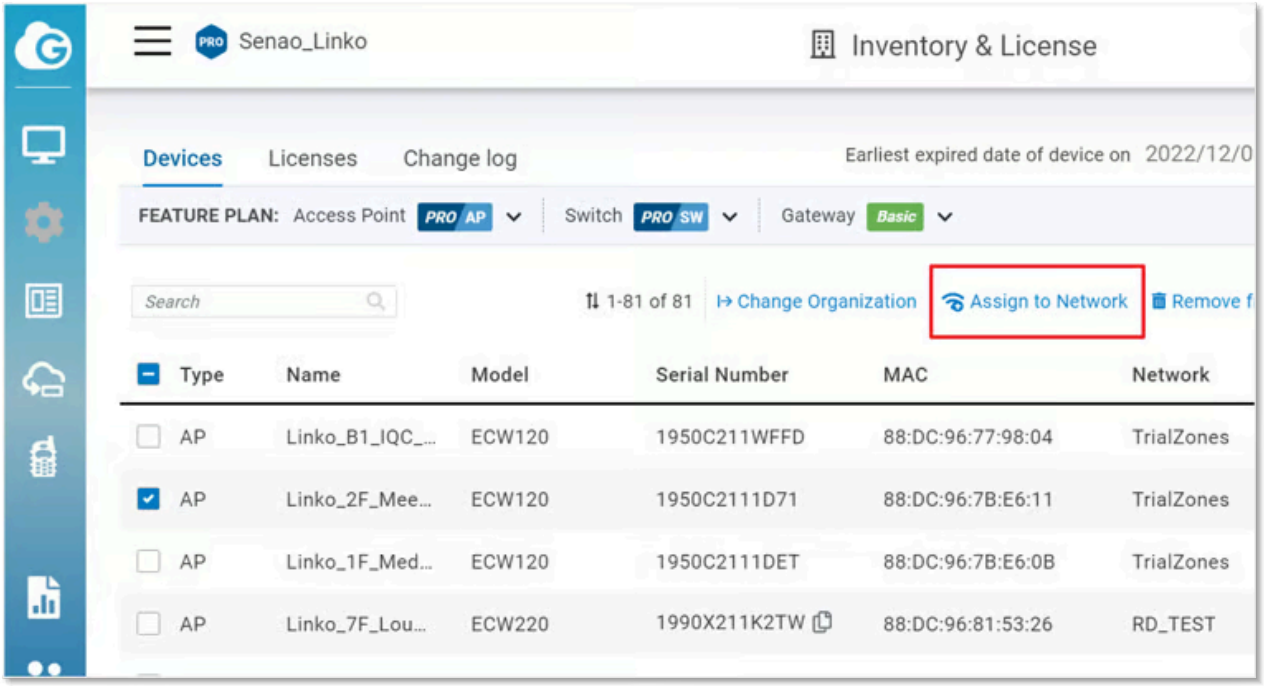
1. Log in to the **EnGenius Cloud Platform**: https://cloud.engenius.ai/.
2. Go to the ***home > Inventory&License*** page and click "**Register Device**".
3. Enter the **Serial Number** of the device(s) for device registration. Please refer to "User Manual-Registering Devices to Organization".



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

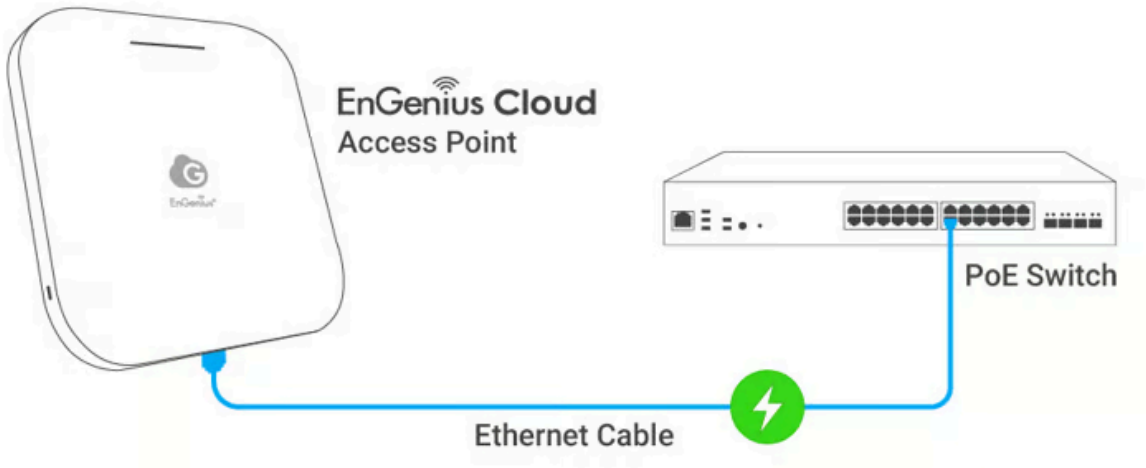
The EnGenius Cloud AP devices can be powered by any of the following:

- EnGenius Cloud PoE Switch or 802.3af/ 802.3at PoE+ compliant Switch
- EnGenius PoE Adapter (EPA5006GR)

⚠ 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

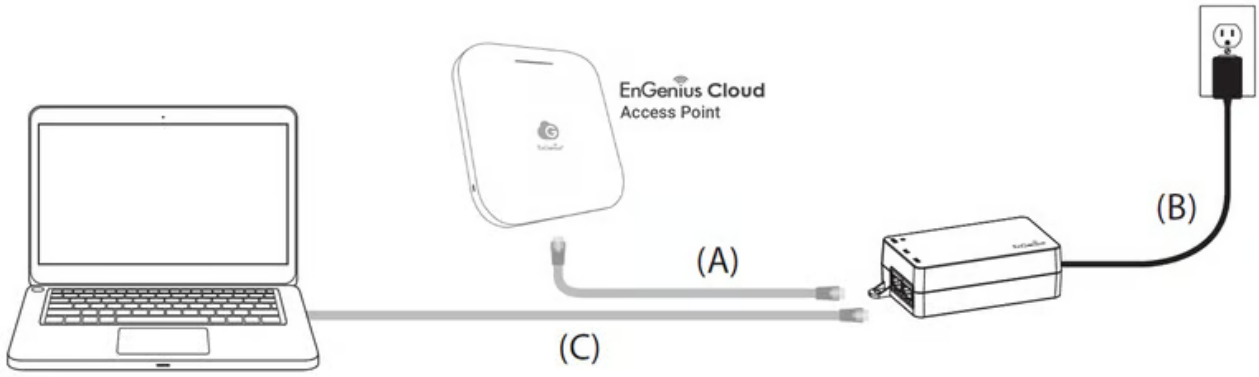
Powered with a PoE Adapter

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



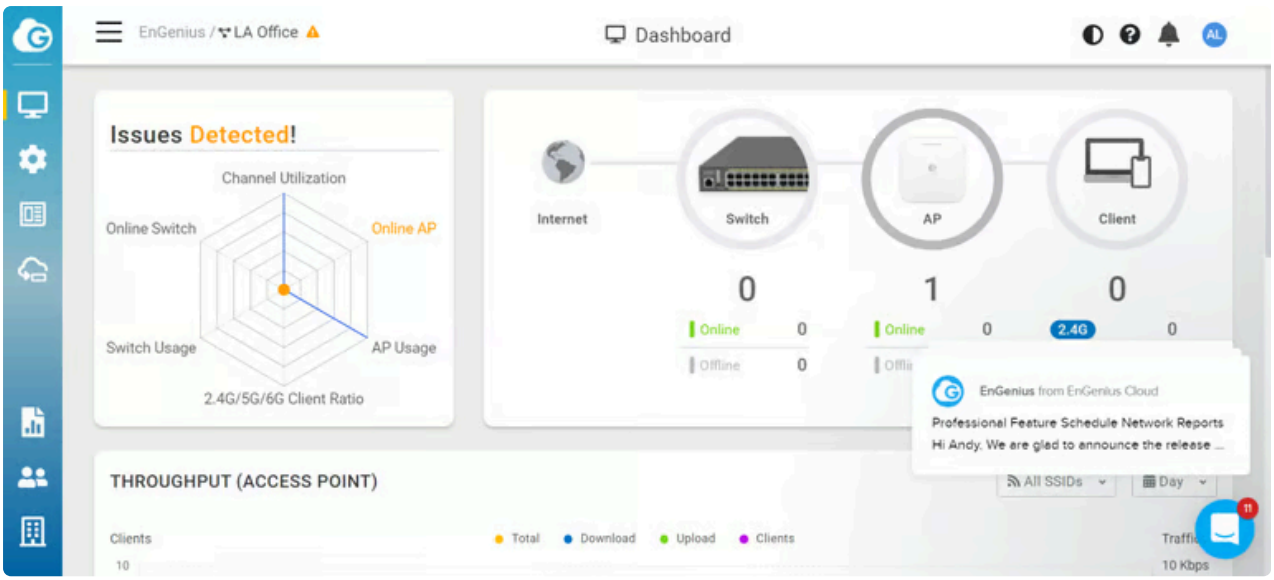
Step3: Connect to the EnGenius Cloud

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 ↗.



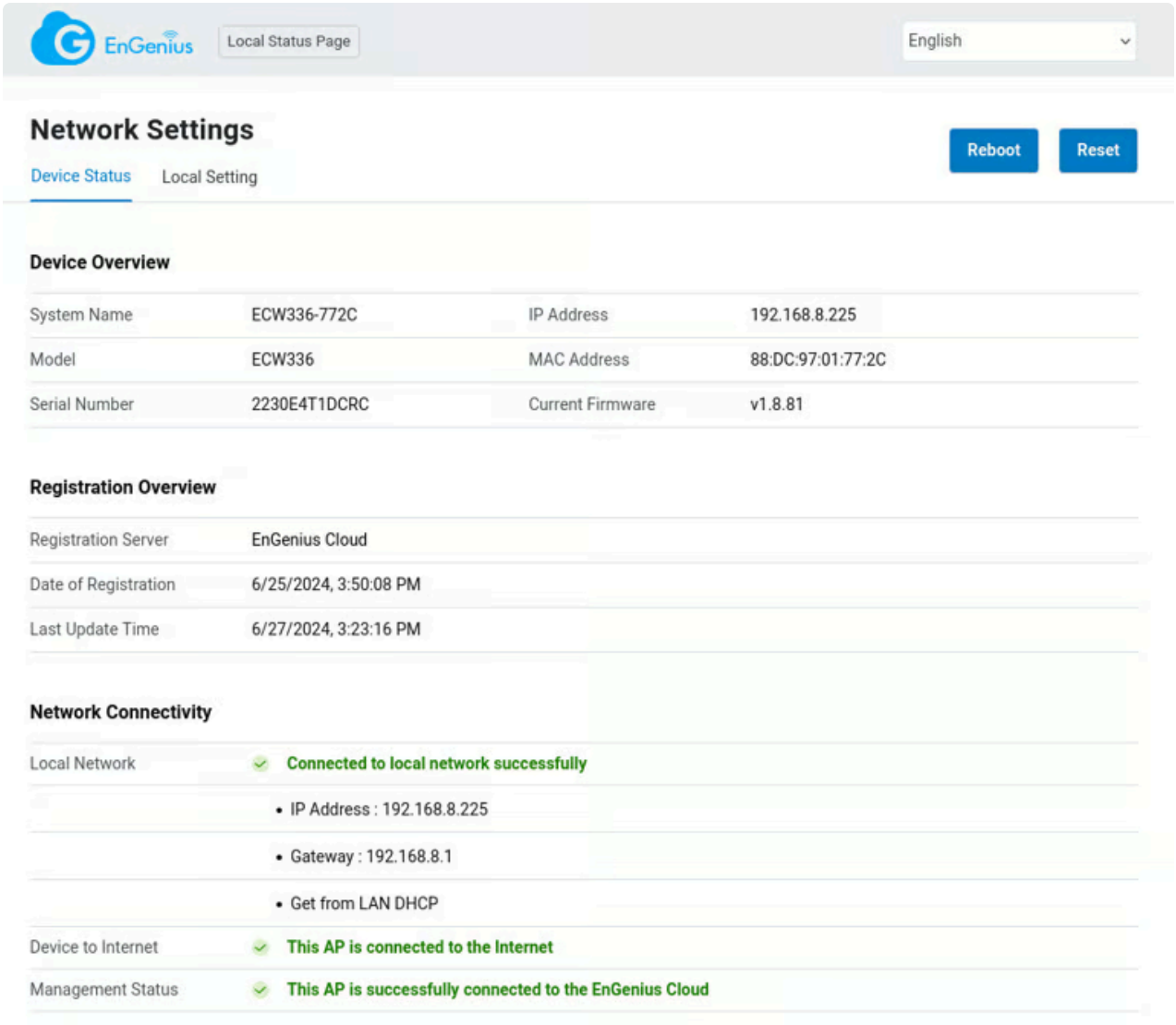
EnGenius Cloud Dashboard

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.

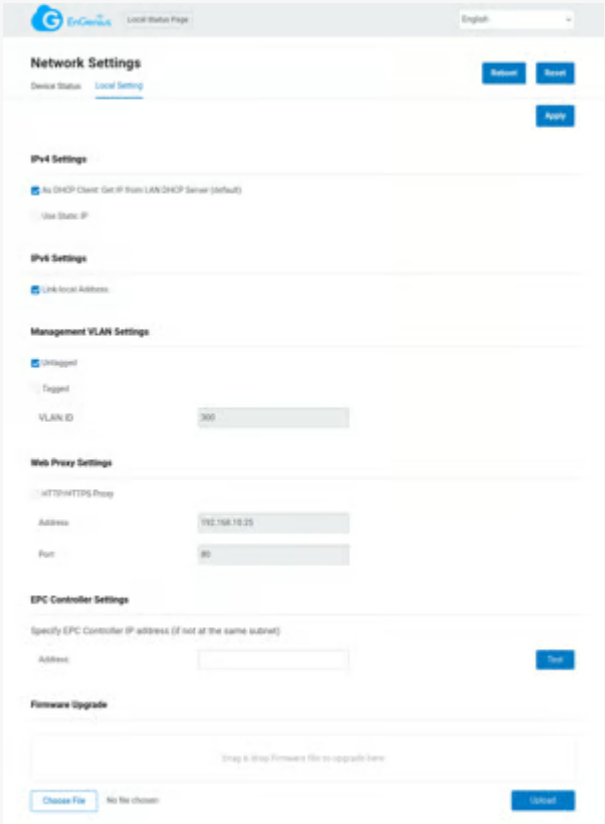


ECW AP's Local Access Page

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 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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