Ruckus Cloud Wi-Fi simplifies deployment, monitoring and management of your geographically distributed multi-site wireless network. Manage all of your WLANs from anywhere using the intuitive web interface or our native mobile app. Administrators get a unified (“single pane of glass”) view of all locations, as well as connected access points (APs) and clients.

MANAGEMENT SIMPLICITY
Radically simplify WLAN administrative tasks—from day-to-day management to setting up new venues and creating guest networks using built-in multi-site management tools. Improve responsiveness to organizational needs while reducing IT overhead.

CENTRALIZED VISIBILITY AND CONTROL FROM ANYWHERE
Get a single-pane-of-glass view of your WLANs, connected APs and clients across multiple sites. View real-time and historical data on applications, traffic, clients and more. Manage your Wi-Fi network from anywhere using the web interface or native mobile app.

BETTER PERFORMANCE AT A LOWER COST OF OWNERSHIP
Give users an exceptional Wi-Fi experience while saving money. Support more users per AP than competitive offerings with our high-density access points (APs). Save on your Wi-Fi infrastructure as you grow by leveraging greater capacity and coverage offered by Ruckus APs.

Figure 1: Ruckus Cloud Web UI and mobile app
RUCKUS CLOUD WI-FI
Exceptional Wi-Fi managed from the cloud

RUCKUS CLOUD WI-FI HIGHLIGHTS

HIGH PERFORMANCE WI-FI 6 (802.11ax) AND 802.11ac APs
- Patented BeamFlex™ and ChannelFly™ technologies in Ruckus APs deliver better performance in challenging RF environments (high client density, high interference, and/or high loss)
- Superior capacity and coverage than competitive solutions (30% to 50% more clients supported per AP) lower Wi-Fi total cost of ownership
- Automatic client load balancing and band balancing ensure QoS for all clients
- SmartMesh, enabled with a click on the Ruckus Cloud UI, reduces cabling and installation costs

INTUITIVE UI AND INTENT-BASED WORKFLOWS
- Single-pane-of-glass web UI provides centralized visibility and control of WLANs, venues, networks, APs, client details, and applications
- View historical client data and trends
- See the health of your network at a glance
- Intuitive UI makes management easy for administrators with any level of expertise, reducing dependence on specialized IT resources
- Wizard-guided, intent-based workflows save time on everyday tasks

EASY, FLEXIBLE GUEST AND EMPLOYEE NETWORK SETUP
- Self-help or sponsored guest WLANs
- Customized, branded captive portal for guests in six easy steps
- Guest captive portal can be customized in 15+ languages
- Integration with multiple Ruckus validated third-party captive portal solutions
- Multiple options to secure guest networks:
  - Social login, SMS, email, click-through, passcode
  - Secure employee access using DPSK, PSK, Cloudpath or 802.1x with AAA

NATIVE MOBILE APP
- Provision, monitor and manage your WLANs using the Ruckus Cloud mobile app
- Get push notifications to alert you of network issues or changes
- Scan AP barcodes with your smartphone camera to register APs
- Scan business cards to generate guest passes
- Set up and configure new employee and guest networks
- Customize captive portal messages and images on the go

BUILT-IN REPORTING AND ANALYTICS
- 11 different report options, including traffic reports (by venue, AP, SSID, radio), application visibility and unique clients
- Up to 6 months of stored data to support long-term trending analysis
- Reports available at granular intervals

COMPLETE INVESTMENT PROTECTION
- Operational WLAN and APs even when Ruckus Cloud Wi-Fi subscription is no longer active
- Complete flexibility to migrate from one management architecture to another (or hybrid management) without losing use of your Ruckus APs

EXPEDITED TROUBLESHOOTING
- Visual Connection Diagnostics (VCD) speeds and simplifies troubleshooting network and wireless client connectivity problem resolution to enable IT to quickly detect and react to potential user experience degradation
- Elasticsearch for comprehensive lookup
- Instant notification of network status via SMS, mobile app push notification, or email
## ADDITIONAL FEATURES AND SPECIFICATIONS

### High-performance APs
- Management of a wide range of indoor and outdoor Ruckus APs, including the latest Wi-Fi 6 (802.11ax) as well as 802.11ac Wave 1 and Wave 2 APs
- Automatic load balancing (between APs and radios)
- Airtime fairness
- Easy-to-configure, secure and reliable mesh networking

### AP models supported
- See [http://www.ruckuswireless.com/cloud-devices](http://www.ruckuswireless.com/cloud-devices) for a list of supported AP models.

### Native mobile app
- Scan to register multiple APs to the Ruckus Cloud
- Push notifications for alarms
- Monitor status of AP, WLAN and clients
- Create and configure new SSIDs (enterprise or guest)
- Customize captive portal elements (images and message)
- Schedule SSIDs by day of the week and time of day
- Native support for iOS and Android

### Zero-touch provisioning
- Zero-touch AP provisioning and bulk scanning
- Auto update of AP firmware once connected to Ruckus Cloud

### Employee Wi-Fi
- Multiple employee authentication options available:
  - Dynamic pre-shared key (DPSK)
  - Traditional PSK (WPA/WPA2)
  - 802.1X with AAA and dynamic VLAN support
- Ability to set bandwidth rate limit per client and per SSID
- Fast BSS Transition (802.11r) to reduce handoff times between APs while providing security and QoS
- 802.11k support to facilitate efficient roaming

### Guest Wi-Fi
- Flexible login options:
  - Open, SMS, email, click-through, passcode
  - Social networking login (Google, LinkedIn, Facebook, Twitter)
  - PSK, captive portal, sponsored guest
- Bulk creation of guest credentials
- Control access to network resources:
  - Time-based scheduling of SSIDs
  - Free Wi-Fi with lock-out period and simple unblock options
- Granular administrative controls:
  - Per WLAN aggregate bandwidth limit
  - Per WLAN and per client bandwidth limit
- Ability to force DHCP IP addressing
- Guest manager (front desk) admin portal
- MAC caching to allow repeat customers quick access to guest Wi-Fi
- Easily customizable built-in captive portal
- Integration with third-party guest Wi-Fi marketing platforms including Linkyfi, Purple Wi-Fi, Cloud4Wi and more
- Captive portal languages: Chinese (Traditional), Danish, Dutch, English, Finnish, French, German, Greek, Italian, Japanese, Norwegian, Polish, Portuguese, Romanian, Swedish, Spanish, and Turkish

### Location services
- Integration with Ruckus SPoT™ location services
- Integrations with location services by Ruckus ecosystem partners

### Security, privacy and data protection
- All traffic to and from the cloud is encrypted
- Only AP and client management traffic are sent to the cloud
- Client data traffic stays local (broken out to local LAN and sent through existing firewall)
- All data stored in Ruckus Cloud is encrypted at rest
- Ruckus offers EU-located datacenters for European customers
- Latest security patches are automatically updated.
- Configurable client inactivity timeout interval
- Role-based access control is provided for administrative privileges
- Admin is able to grant and revoke access to partners and Ruckus support
- Client isolation is enabled by default for guest SSID
- SSID scheduling prevents unauthorized use of Wi-Fi network
- Advertise only certain SSIDs within a venue
- Auto-discovery of APs
- L3/L4 access control for traffic policies
- L2 device policy to control network access
- View Ruckus Cloud privacy policy
## ADDITIONAL FEATURES AND SPECIFICATIONS (continued)

<table>
<thead>
<tr>
<th>Dynamic Pre-Shared Key (DPSK)</th>
<th>Cloudpath support (subscription sold separately)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• More secure than PSK, DPSK enables easy implementation of unique PSKs for each device</td>
<td>• Set password complexity and expiration policies</td>
</tr>
<tr>
<td>• Generate PSKs individually or upload in bulk for known devices</td>
<td>• Export generated DPSK list for your records</td>
</tr>
<tr>
<td>• Generate PSKs individually or upload in bulk for known devices</td>
<td>• Muse® multiple certificate sources, including built-in public key infrastructure (PKI), Microsoft CA and InCommon, provide stronger security than passwords/PSKs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Built-in reporting and analytics</th>
<th>Cloudpath support (subscription sold separately)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 11 different report options, including:</td>
<td>• Add-on service enables self-service onboarding and granular per user, per device-based policy</td>
</tr>
<tr>
<td>• Traffic per AP, per SSID, per venue, per radio</td>
<td>• Up to 6 months data storage for trending with big data analytics:</td>
</tr>
<tr>
<td>• Top 10 applications</td>
<td>• Big data architecture using Hadoop multi-node clusters</td>
</tr>
<tr>
<td>• Top clients by traffic</td>
<td>• Indexed structured reporting for fast access</td>
</tr>
<tr>
<td>• Session details</td>
<td></td>
</tr>
<tr>
<td>• Unique client reports (tracking 2.4 vs. 5GHz clients over time)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other management highlights</th>
<th>Cloudpath support (subscription sold separately)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Ability to select RF policies, WLAN types (PSK, DPSK, 802.1X, Captive Portal, Cloudpath), guest access options, QoS and VLANs</td>
<td>• Add-on service enables self-service onboarding and granular per user, per device-based policy</td>
</tr>
<tr>
<td>• Flexibility to segment APs within a venue into different AP groups</td>
<td>• Set password complexity and expiration policies</td>
</tr>
<tr>
<td>• Channel and power control per venue, per AP group and per AP</td>
<td>• Export generated DPSK list for your records</td>
</tr>
<tr>
<td>• Ability to customize Bonjour services per AP</td>
<td>• M.use® multiple certificate sources, including built-in public key infrastructure (PKI), Microsoft CA and InCommon, provide stronger security than passwords/PSKs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Troubleshooting</th>
<th>Cloudpath support (subscription sold separately)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Visual Connection Diagnostics (VCD) speeds and simplifies troubleshooting network and wireless client connectivity problem resolution to enable IT to quickly detect and react to potential user experience degradation</td>
<td>• Add-on service enables self-service onboarding and granular per user, per device-based policy</td>
</tr>
<tr>
<td>• Visual Connection Diagnostics supports open, PSK, 802.1X, and WISPr networks</td>
<td>• Set password complexity and expiration policies</td>
</tr>
<tr>
<td>• Remotely reboot APs, pull diagnostics information</td>
<td>• Export generated DPSK list for your records</td>
</tr>
<tr>
<td>• Get notifications of network status via SMS, mobile app push notification, or email</td>
<td>• M.use® multiple certificate sources, including built-in public key infrastructure (PKI), Microsoft CA and InCommon, provide stronger security than passwords/PSKs</td>
</tr>
<tr>
<td>• Event logs are sorted by venue, SSID, AP, client, event severity, and event type related to AP, client, network, admin</td>
<td>• M.use® multiple certificate sources, including built-in public key infrastructure (PKI), Microsoft CA and InCommon, provide stronger security than passwords/PSKs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Partner admin delegation</th>
<th>Cloudpath support (subscription sold separately)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Delegate management of your Wi-Fi network to a Ruckus authorized VAR (value added reseller) by invitation</td>
<td>• Add-on service enables self-service onboarding and granular per user, per device-based policy</td>
</tr>
<tr>
<td>• Revoke VAR administrative privileges at any time</td>
<td>• Set password complexity and expiration policies</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Value Added Reseller</th>
<th>Cloudpath support (subscription sold separately)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Branded Ruckus Cloud Wi-Fi management portal</td>
<td>• Add-on service enables self-service onboarding and granular per user, per device-based policy</td>
</tr>
<tr>
<td>• Advanced troubleshooting by enabling SSH based CLI access to APs</td>
<td>• Set password complexity and expiration policies</td>
</tr>
</tbody>
</table>
RUCKUS CLOUD WI-FI
Exceptional Wi-Fi managed from the cloud

ADDITIONAL FEATURES AND SPECIFICATIONS (continued)

<table>
<thead>
<tr>
<th>Cloud datacenter</th>
<th>Ability to choose the hosting region for your service. (USA or EU)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hosted in USA and Europe on world-class IAAS provider with:</td>
<td></td>
</tr>
<tr>
<td>− ISO 27001 information security certification</td>
<td></td>
</tr>
<tr>
<td>− SSAE-16, SOC 1, SOC 2 and SOC 3 certifications</td>
<td></td>
</tr>
<tr>
<td>− Stringent physical, data access, data disposal security measures</td>
<td></td>
</tr>
<tr>
<td>− Per-tenant migration capabilities</td>
<td></td>
</tr>
<tr>
<td>− Green carbon-neutral facilities</td>
<td></td>
</tr>
<tr>
<td>− Dedicated inter-DC fiber connectivity</td>
<td></td>
</tr>
</tbody>
</table>

SLA

| 99.9% network availability (does not include planned maintenance, including periodic software upgrades and other pre-announced activities) |

Technical support

| Easy button access to support |
| 24x7 chat/online ticketing system/phone support |
| U.S.-based Ruckus NOC |

| AP hardware warranty is covered separately with the AP purchase (refer to AP datasheet); advanced hardware replacement for each AP is sold separately (SKUs starting with 803-) |

Cloud SKUs

| 1-year Cloud Wi-Fi license for one AP |
| 3-year Cloud Wi-Fi license for one AP |

| 5-year Cloud Wi-Fi license for one AP |
| 5-year state, local, EDU license for one AP |

A PARTNER AND PLATFORM FOR THE FUTURE

Ruckus Cloud is our platform for innovation—with planned support of breakthrough wired/wireless technologies, IoT, big data and continued advances in management automation. Our open architecture also allows us to integrate a wide variety of complementary third-party services that enhance the value of your Wi-Fi network and provide greater user insight. We’re working on every level—on the ground and in the cloud—to support your wireless business initiatives.