



CLOUD WI-FI™ QUICK START GUIDE



If your AP does not connect to the Ruckus Cloud, please try the following trouble-shooting tips:

TIP #1: Check LEDs



ALL GOOD!



PWR Slow Blinking: Local network / DHCP / VLAN issue.



DIR/CTL Slow Blinking: No connection to internet. Check Firewall settings.



2.4/5GHz Off: Radio is not configured in the cloud.



2.4/5GHz Orange: No Clients.

TIP #2: If the AP is advertising SSIDs, but the Ruckus Cloud UI displays that the AP has never contacted Ruckus Cloud, it is likely that your newly-powered AP has connected to a local Ruckus controller (SmartZone or Unleashed).

TIP #3: It is always a good idea to do a factory reset of the AP. Press the AP's reset button for 10+ seconds.

TIP #4: Is the AP still not coming online? Double check your serial number and re-enter it if required.

1 Activate

1. Click on the link on the "SPA" email to activate your Ruckus Cloud account. Create login and password (for both Ruckus Cloud and Ruckus Support portals).
2. Log in to cloud.ruckuswireless.com (North America and Latin America) or cloud-eu.ruckuswireless.com (Europe) to configure your new Ruckus Cloud Wi-Fi network.

2 Set Up

1. Everything starts with a venue, which can be an office location, site, or department. Edit the default venue or create a new one. Give it an address.
2. Create a SSID (network) and activate it for one or more venues. Click on "Add New Network." You may want to create a PSK (WPA2) secure network for your employees and a guest SSID (captive portal with self sign-in) for your guest users.

3 Connect AP

1. Add one or more APs to your venues by clicking on "Add AP". Type in the AP serial number found on back of the AP or the box. Alternatively, download the Ruckus Cloud mobile app to scan the serial number.
2. Plug in the APs and monitor the LED lights on the APs for status (look at the LED tips below).
3. You should see the SSID(s) you created being advertised within 5 to 10 minutes.

4 Manage

1. You have the option of outsourcing management of your Wi-Fi network to a Ruckus authorized partner. Go to Administration on the dashboard (located on the left-hand navigation).
2. Click on the Administrator tab and under 3rd Party Administrators, click on the "Add Administrator" link.
3. Enter in the email address of your Ruckus partner representative to invite him or her to administer your account.

**Have questions?
Contact the Ruckus Support team!**



• Check out the Ruckus Cloud Wi-Fi online documentation by clicking the "Help" button on the top right corner of your Ruckus Cloud dashboard.

• Chat/Phone: <https://support.ruckuswireless.com/contact-us>

• Open a case online: <https://support.ruckuswireless.com/cases/new>

Note: use your non-Ruckus email (same as your Cloud account) to open cases, select "Ruckus Cloud" in the case type.