



# RUCKUS

## CLOUD WI-FI

### QUICK START GUIDE



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## Set up your Ruckus Cloud account

1. If you did not already set up an account through the trial page:  
Go to <http://ruckus.cloud>
2. Click on "Click here to start trial/create account."
3. Fill out the form.

You will receive a confirmation email that will activate your cloud account. If you do not see it in your inbox, be sure to check your spam folder.

Click on the link in the confirmation email and log into the Ruckus Cloud user interface.

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## Connect your AP

1. If you already have an Unleashed network, please follow the steps in the [Cloud Trial Migration Guide](#).
2. Remove the new AP from box and connect Ethernet to local router.
3. Click on "APs" on the left-hand navigation.
4. Click "+ New AP" on the top right-hand side.
5. Create venue name, AP name, and add AP serial #.
6. Click "create". In the dashboard, AP will be listed as "operational." If it has connected to the cloud and will populate the MAC Address. Take your dog for a short walk, as this may take a few minutes. Watch for a fast-blinking DIR LED during this time.
7. Create a WLAN and apply it to your venue.
8. Connect your clients and enjoy the Ruckus Cloud!



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 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 all LEDs show the right color but the Cloud UI indicates the AP never connected, unplug all APs from your network and factory-reset them.

**TIP#3:** If all else fails, perform a factory reset by pressing the factory reset button for more than 10 seconds.

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

## Have questions? Contact the support team!

- Check out Ruckus Cloud Wi-Fi online documentation by clicking the "Help" button on the top right corner.
- Chat: [support.ruckuswireless.com/contact-us](http://support.ruckuswireless.com/contact-us)
- Phone: US & Canada - 855-782-5871
- Open a case online: [support.ruckuswireless.com/cases/new](http://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.