



Settings for the enCloud™ Management System

Encore Networks' cloud management system, enCloud™, provides management of your connected Encore devices via a web portal. Using a web browser, tablet, or smartphone, you can gain access to enCloud from anywhere.

The enCloud management system manages Encore Networks' EN-1000™, EN-2000™, and EN-4000™ routers. Those devices include software coordinated for enCloud management.

This document provides procedures to customize settings for your enCloud distributor account and its customer accounts.

Note: enCloud is a large system. Changes may take a few minutes to proliferate through the system.

Caution: Let users know when you change information that may affect the users or that may affect displays.

B.1 Opening the enCloud Settings Menus

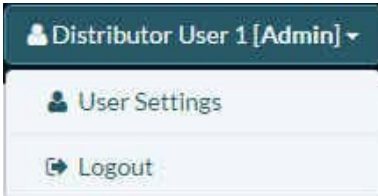
In the upper right corner of the enCloud screen, a button lists your user name and permission level ([Figure B-1](#)).

Figure B-1. User Identification and Permission Level Button



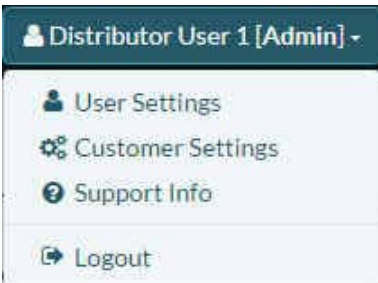
- 1 Right-click the User Identification and Permission Level Button.
 - » One of the following occurs:
 - If you are at the distributor account level, the Dropdown List for Distributor User Settings is displayed ([Figure B-2](#)).

Figure B-2. Dropdown List for Distributor User Settings



- If you are at a customer account level (in this distributorship), the dropdown list includes additional items (similar to [Figure B-3](#)).

Figure B-3. Dropdown List for Customer Account Settings



2 Do one of the following:

a Select **User Settings**.

» The Distributor User Settings Menu is displayed ([Figure B-4](#)). Go to [Section B.2, The Distributor User Settings Menu](#), on page 4.

Note: To revise settings for users other than distributor users, use **Action** buttons in the account listings—for example, in the Table of Users. You must have administrative permission to **Edit** a specific user. See [Section 5.1.6, Reviewing and Editing Settings for a User or Contact](#), in the document *Establishing Users and Contacts for the enCloud™ Management System*.

Figure B-4. Distributor User Settings Menu



b Select Customer Settings.

» The Customer Account Settings Menu is displayed (Figure B-5). Go to [Section B.3, The Customer Account Settings Menu](#), on page 9.

Figure B-5. Customer Account Settings Menu

The screenshot shows the 'Customer Settings' page. The top navigation bar includes the 'encore networks' logo, a 'Customer: Customer Acct A' dropdown, a 'Go Back to Distributor' link, and a user profile 'Distributor User 1 [Admin]'. The left sidebar lists various system components: Use Cases, Groups, Devices, Rules, Events, Alerts, Users, Contacts, HW Profiles, and Help. The main content area is titled 'Customer Settings' and contains five input fields: 'Name', 'Domain', 'Language', 'Logo', and 'Contact Person'.

c Select Support Info.

» The Account Contact Menu is displayed (Figure B-6). Go to [Section B.4, The Account Contact Menu](#), on page 13.

Figure B-6. Account Contact Menu

The screenshot shows the 'Support Info' page. The top navigation bar is identical to Figure B-5. The left sidebar is also identical. The main content area is titled 'Support Info' and contains three input fields: 'E-mail', 'Phone', and 'Address'.

B.2 The Distributor User Settings Menu

- 1 Do the following on the Distributor User Settings Menu (recall [Figure B-4](#)):
 - a If you wish to change the user name, select **Name**.
 - » The **Name** field opens ([Figure B-7](#)).

Figure B-7. Distributor User Settings Menu: User Name

The screenshot displays the 'Settings' page for a distributor user. On the left is a dark sidebar with icons and labels for 'Distributors', 'Customers', 'Devices', 'Rules', 'Events', 'Alerts', 'Users', and 'Help'. The main area has a light blue header with the 'encore-networks' logo and 'ENCORE NETWORKS' text. In the top right, a button shows 'Distributor User 1 [Admin]'. Below the header, the 'Settings' section includes a 'Name' field with a 'Change Name' button, an 'E-mail address' field, a 'Password' field, a 'Phone Number' field, and a 'First Dashboard' field.

- b If you have administrative permission for this user, you may change the user name. If you change it, then select the button to **Change Name**.
 - » The user name is changed.
 - c If you wish to change the user's e-mail address, select **E-Mail Address**.
 - » The **E-Mail Address** field opens ([Figure B-8](#)).

Figure B-8. Distributor User Settings Menu: User E-Mail Address

The screenshot displays the 'Settings' menu for a distributor user. The sidebar on the left lists various system components: Distributors, Customers, Devices, Rules, Events, Alerts, Users, and Help. The main panel shows the 'Settings' section with the following fields and options:

- Name:** A text input field.
- E-mail address:** A section containing an 'E-mail' input field with the value 'abcd@zyxw.cog' and a 'Change E-mail Address' button.
- Password:** A text input field.
- Phone Number:** A text input field.
- First Dashboard:** A dropdown menu.

The top right of the interface indicates the current user is 'Distributor User 1 (Admin)'.

- d If you have administrative permission for this user, you may change the e-mail address. If you change it, then select the button to **Change E-Mail Address**.
 - » The user's e-mail address is changed.
- e If you wish to change the user's password, select **Password**.
 - » The **Password** field opens ([Figure B-9](#)).

Figure B-9. Distributor User Settings Menu: Change Password

The screenshot displays the 'Settings' page for a 'Distributor User 1 [Admin]'. The left sidebar lists navigation items: Distributors, Customers, Devices, Rules, Events, Alerts, Users, and Help. The main settings area includes the following fields and controls:

- Name**: A text input field.
- E-mail address**: A text input field.
- Password**: A section containing three text input fields:
 - Old password
 - New password
 - New password (Again)
- Change Password**: A button located below the password fields.
- Phone Number**: A text input field.
- First Dashboard**: A text input field.

f If you have administrative permission for this user, you may change the password. If you change it, then select the button to **Change Password**.

» The user's password is changed.

g If you wish to change the user's telephone number, select **Phone Number**.

» The **Phone Number** field opens ([Figure B-10](#)).

Figure B-10. Distributor User Settings Menu: Telephone Number

The screenshot shows the 'Distributor User Settings' menu for 'Distributor User 1 [Admin]'. The left sidebar contains navigation links: Distributors, Customers, Devices, Rules, Events, Alerts, Users, and Help. The main content area is titled 'Settings' and contains several input fields: Name, E-mail address, Password, and Phone Number. The Phone Number field is currently empty and has a 'Change Phone Number' button next to it. Below the Phone Number field is a 'First Dashboard' field with a dropdown menu set to 'Distributors' and a 'Change First Dashboard' button.

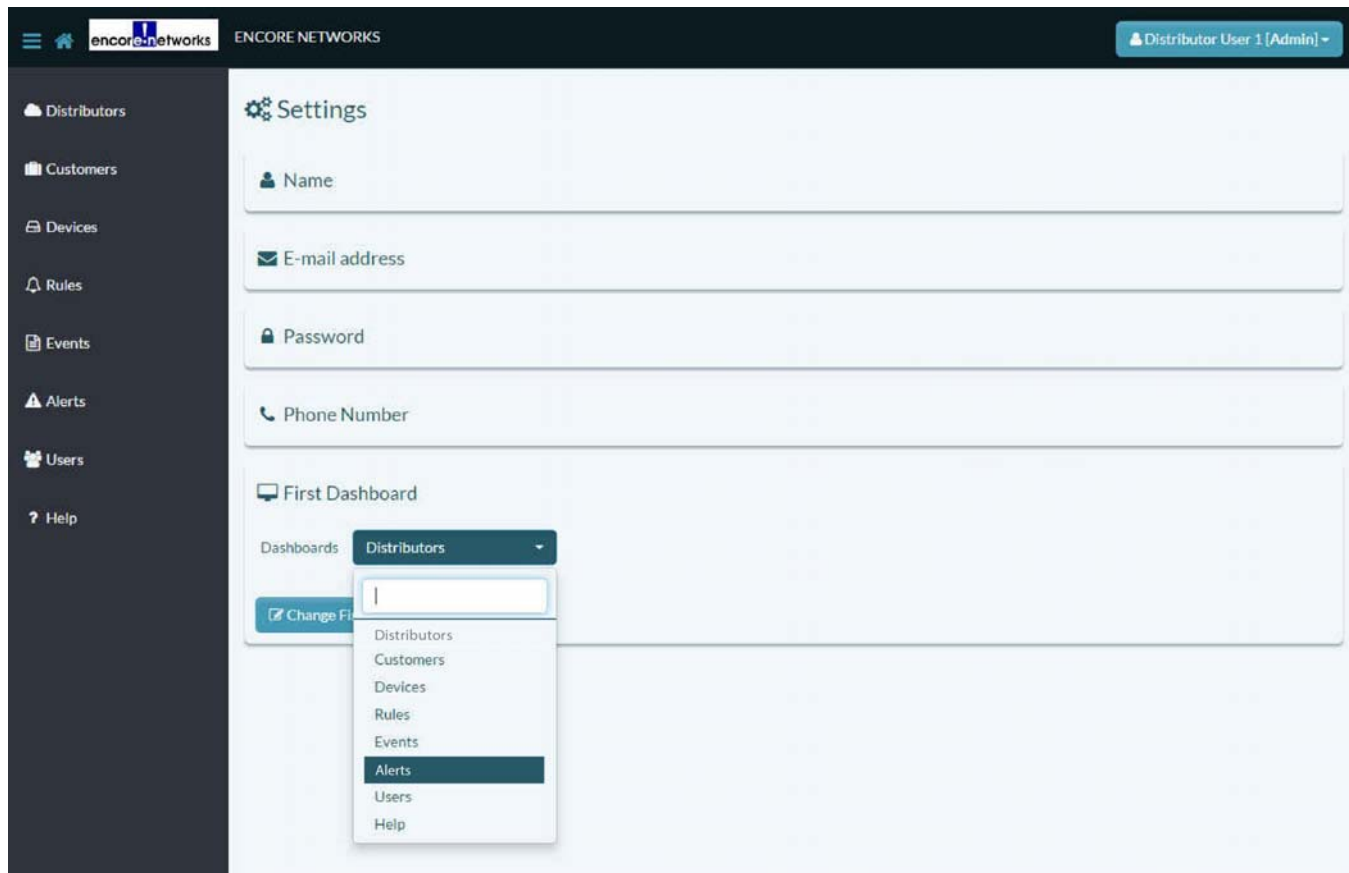
- h If you have administrative permission for this user, you may change the telephone number. If you change it, then select the button to **Change Phone Number**.
 - » The user's telephone number is changed.
- i If you wish to change the first screen displayed after the user logs into enCloud, select **First Dashboard**.
 - » The **First Dashboard** field opens ([Figure B-11](#)).

Figure B-11. Distributor User Settings Menu: First Screen

The screenshot shows the 'Distributor User Settings' menu for 'Distributor User 1 [Admin]'. The left sidebar contains navigation links: Distributors, Customers, Devices, Rules, Events, Alerts, Users, and Help. The main content area is titled 'Settings' and contains several input fields: Name, E-mail address, Password, and Phone Number. The Phone Number field is currently empty and has a 'Change Phone Number' button next to it. Below the Phone Number field is a 'First Dashboard' field with a dropdown menu set to 'Distributors' and a 'Change First Dashboard' button.

- j If you have administrative permission for this user, you may change the first screen displayed after the user logs into enCloud. To do so, select the **Dashboards** field. (In [Figure B-11](#), the heading **Distributors** is displayed in that field.)
 - » A dropdown menu is displayed, listing possibilities for the first screen displayed after the user logs into enCloud ([Figure B-12](#)).

Figure B-12. Distributor User Settings Menu: Dropdown List for Opening Screen



- k In the dropdown list, select the information to display in the first screen after a log-in. (In [Figure B-12](#), the user will review system alerts immediately after logging in.)
- l Then select the button to **Change First Dashboard**.
 - » The screen to display after log-in is changed.
- 2 When you have finished revising the user settings, select an item in the enCloud menu on the left side of the screen—for example, select **Distributors**.
 - » The selected information screen opens—in this example, the Table of Distributor Accounts ([Figure B-13](#)).

Figure B-13. Table of Distributor Accounts

	Name	Description	Creation Date	Last Update Date	Total Customers	Total Users	Total Devices	
<input type="checkbox"/>	Distributor 4 (Acct1)	-	03/23/2016 4:39:15 PM	03/30/2016 6:53:43 AM	1	2	4	Actions

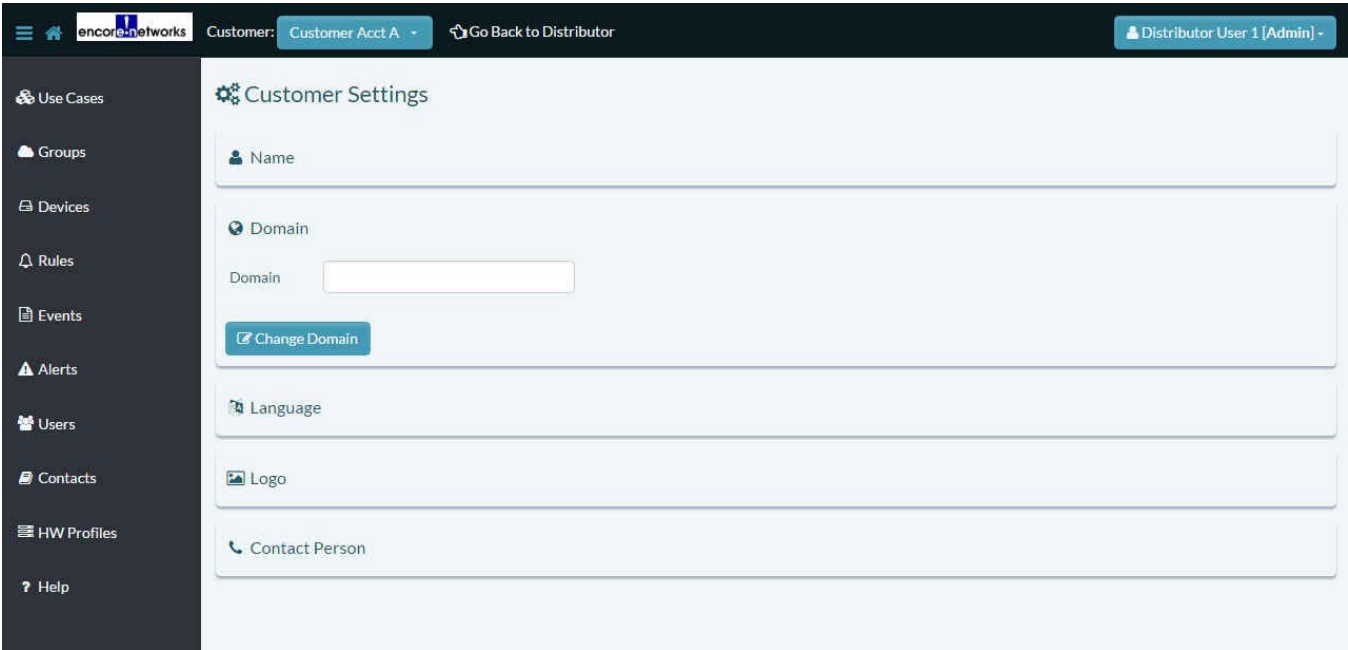
B.3 The Customer Account Settings Menu

- 1 Do the following on the Customer Account Settings Menu (recall [Figure B-5](#)):
 - a If you wish to change the account name, select **Name**.
 - » The **Name** field opens ([Figure B-14](#)).

Figure B-14. Customer Account Settings Menu: Customer Name

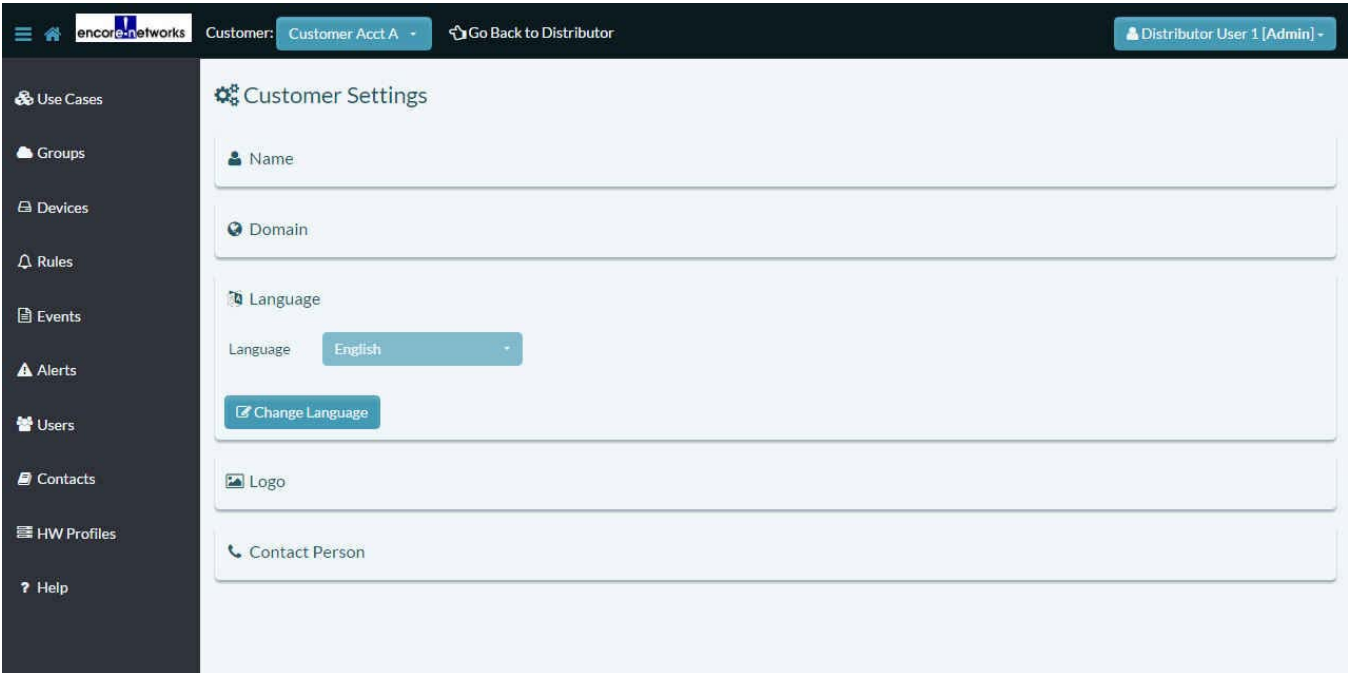
- b If you have administrative permission for this customer account, you may change the customer account name. If you change it, then select the button to **Change Name**.
 - » The account name is changed.
 - c If you wish to change the account's domain, select **Domain**.
 - » The **Domain** field opens ([Figure B-15](#)).

Figure B-15. Customer Account Settings Menu: Domain



- d If you have administrative permission for this customer account, you may change the customer domain. If you change it, then select the button to **Change Domain**.
 - » The domain is changed.
- e If you wish to change the language for this customer account, select **Language**.
 - » The **Language** field opens (Figure B-16).

Figure B-16. Customer Account Settings Menu: Language



f If you have administrative permission for this customer account, you may change the language used for this customer account. If you change it, then select the button to **Change Language**.

» The language for this customer account is changed.

Note: In the current release, enCloud uses only American English.

g If you wish to change the logo for this customer account, select **Logo**.

» The **Logo** field opens (Figure B-17).

Figure B-17. Customer Account Settings Menu: Logo

The screenshot shows the 'Customer Settings' interface for 'Customer Acct A'. The left sidebar contains navigation links: Use Cases, Groups, Devices, Rules, Events, Alerts, Users, Contacts, HW Profiles, and Help. The main content area is titled 'Customer Settings' and includes fields for Name, Domain, Language, and Logo. The 'Logo' field is currently active, displaying the 'encore networks' logo. Below the logo, there are 'Remove' and 'Browse ...' buttons. A red error message states 'Please upload an image.' with a note: '* Horizontal image with transparency is suggested.' At the bottom of the logo section is a 'Change Logo' button. Below the logo section is a 'Contact Person' field.

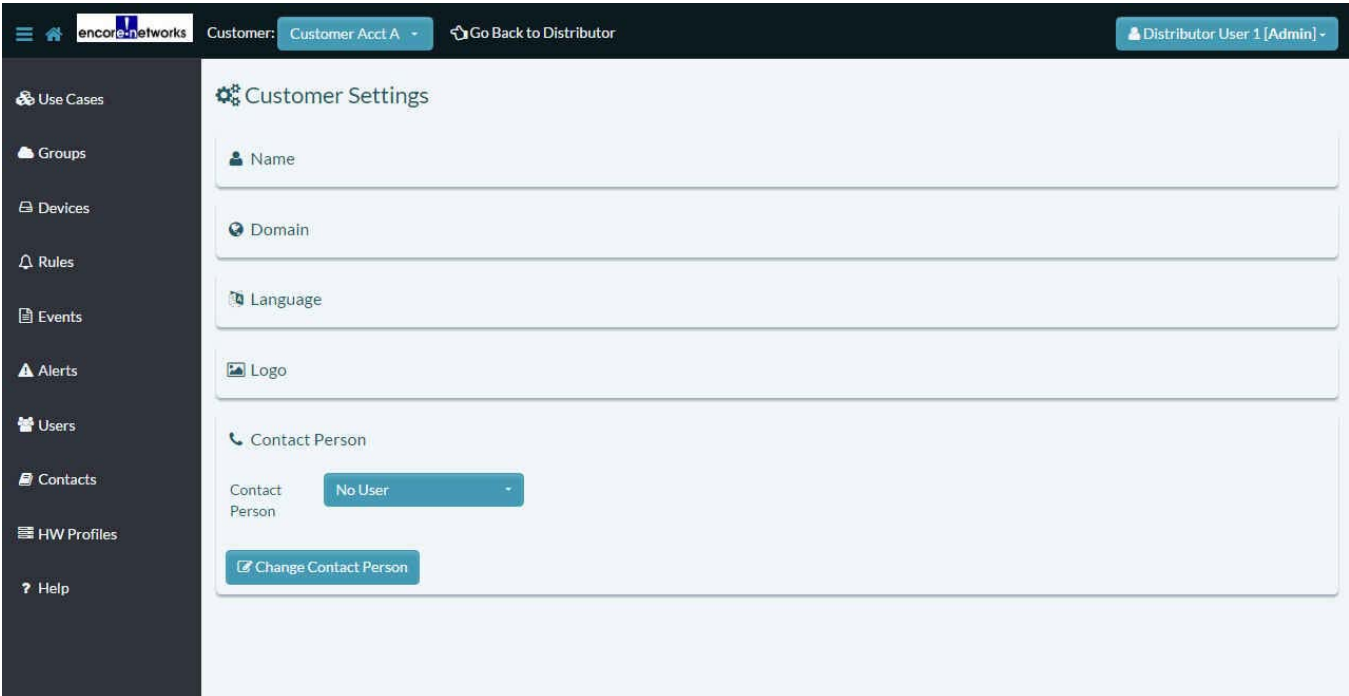
h If you have administrative permission for this customer account, you may change the logo for this customer account. If you change it, then select the button to **Change Logo**.

» The logo for this customer account is changed.

i If you wish to change the contact for this customer account, select **Contact Person**.

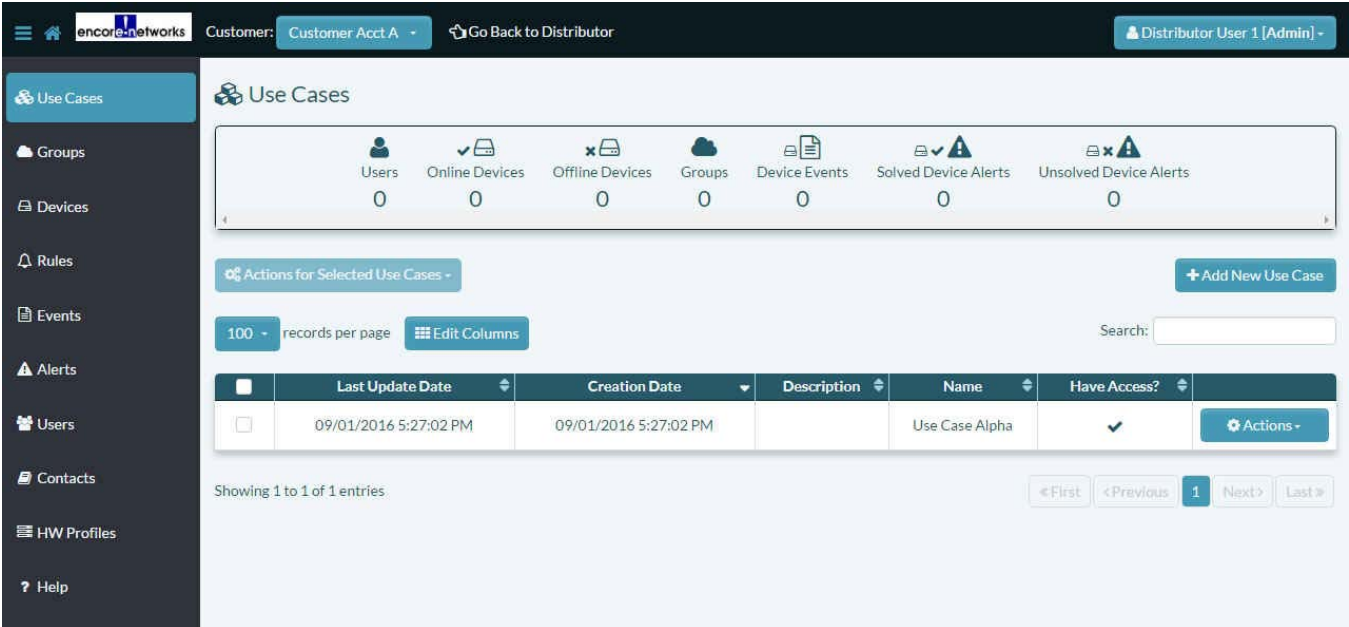
» The **Contact Person** field opens (Figure B-18).

Figure B-18. Customer Account Settings Menu: Contact Person



- j If you have administrative permission for this customer account, you may change the contact person for this customer account. If you change it, then select the button to **Change Contact Person**.
 - » The contact for this customer account is changed.
- 2 When you have finished revising the account settings, select an item in the enCloud menu on the left side of the screen—for example, select **Use Cases**.
 - » The selected information screen opens—in this example, this customer’s Table of Use Cases (Figure B-19).

Figure B-19. Table of Use Cases



B.4 The Account Contact Menu

- 1 Do the following on the Account Contact Menu (recall [Figure B-6](#)):
 - a You must enter at least one of the following:
 - The contact person's **E-mail Address**.
 - The contact person's **Telephone Number**.
 - b You may also enter the contact person's **Street Address**.
- 2 When you have finished entering the contact person's information, select an item in the enCloud menu on the left side of the screen—for example, select **Events**.
 - » The selected information screen opens—in this example, the Table of Events for this customer's devices ([Figure B-20](#)).

Figure B-20. Table of Events

The screenshot displays the 'Events' section of the enCloud Management System. The interface features a dark sidebar on the left with navigation links: Use Cases, Groups, Devices, Rules, Events (highlighted), Alerts, Users, Contacts, HW Profiles, and Help. The main content area has a header with 'enCloud networks' and 'Customer: Customer Acct A'. Below this, there's a 'Go Back to Distributor' button and a user profile 'Distributor User 1 [Admin]'. The 'Events' section includes a table with columns: Rule Name, Condition, Trigger Value, Has Alert?, Has Notification?, Has Device Task?, and Creation Date. The table is currently empty, showing 'No data available in table'. Above the table, there are filters and a search bar. The bottom of the table area shows 'Showing 0 to 0 of 0 entries' and pagination controls: «First, <Previous, Next>, Last».

