PLANET Networking & Communication

Cloud-based Management

PLANET CloudViewer

Quick Start Guide

Available on the App Store

Get it on Google play

How to use CloudViewer

- Download CloudViewer App
- Register Account
- Upgrade Devices' Latest Firmware
- Bind Devices with CloudViewer Account
- Login CloudViewer App

Step 1.

Download and Register CloudViewer

Download CloudViewer App

Download CloudViewer App

Please use smart phone to download App from **App Store** or **Google play**

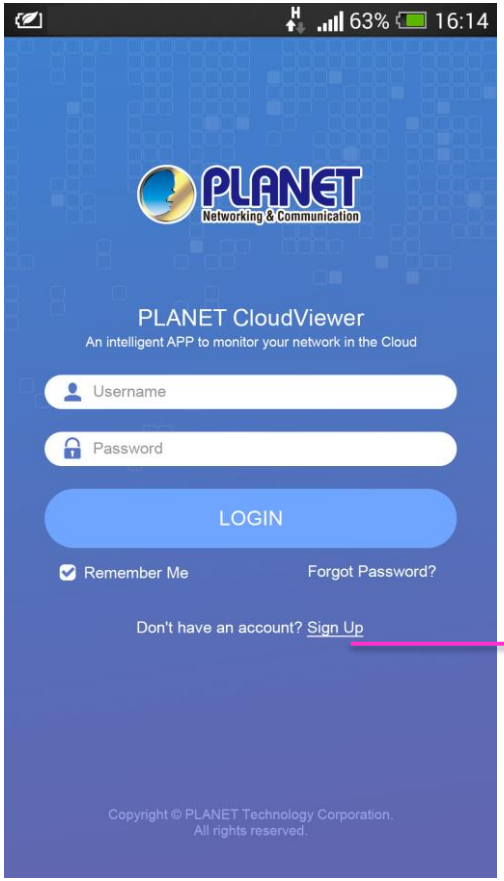
Available on the App Store

Get it on Google play

Register

Register

After installing app, register an account with e-mail address.



1 Register

Use e-mail to Register

Register

Fill in register information.

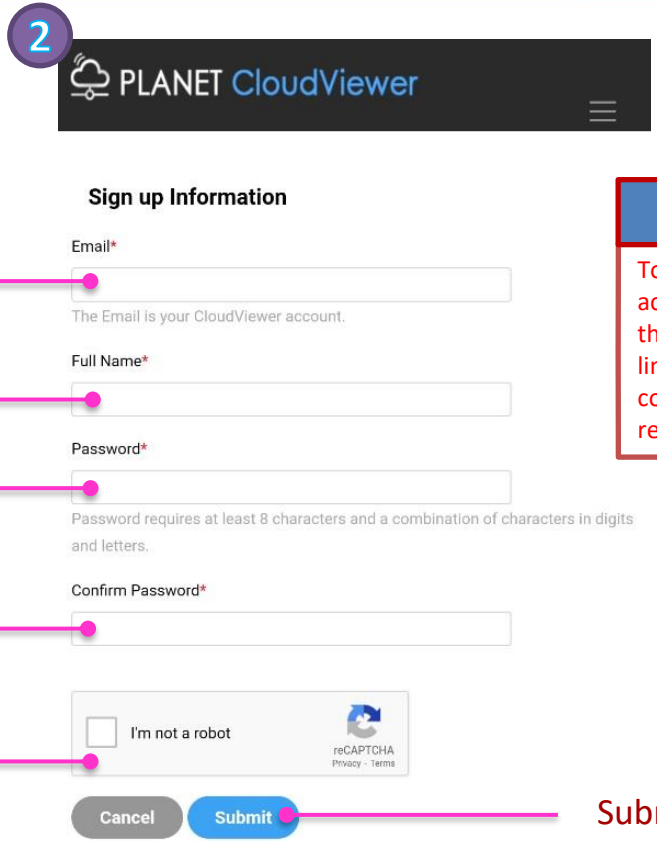
Enter E-mail Account

Enter Your Name

Enter Password

Enter Password Again

Check the Box



Submit

Note

To finally activate your account, please click the e-mail to follow URL link within 48 hours to complete this registration.

Step 2.

Upgrade the Latest Firmware

Check the hardware, firmware form the supported model-list in the following pages

CloudViewer Supported Products

	Models		Latest Firmware Download Link
1	GS-4210-24T2S(V2)		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=GS-4210-24T2S&view=5#list
2	GS-4210-16T2S(V2)		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=GS-4210-16T2S&view=5#list
3	GS-4210-8P2S(V2)		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=GS-4210-8P2S&view=5#list
4	GS-4210-24PL4C(V2)		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=GS-4210-24PL4C&view=5#list
5	GS-4210-24P4C(V2)		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=GS-4210-24P4C&view=5#list
6	GS-4210-16P2S(V2)		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=GS-4210-16P2S&view=5#list
7	GS-6320-24UP2T2XV		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=GS-6320-24UP2T2XV&view=5#list

CloudViewer Supported Products

	Models		Latest Firmware Download Link
8	IGS-10020HPT(V3)		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=IGS-10020HPT&view=5#list
9	IGS-10020MT(V3)		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=IGS-10020MT&view=5#list
10	IGS-20040MT(V2)		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=IGS-20040MT&view=5#list
11	IGS-20160HPT(V2)		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=IGS-20160HPT&view=5#list
12	IGS-5225-4P2S		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=IGS-5225-4P2S&view=5#list
13	IGS-6325-8UP2S2X		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=IGS-6325-8UP2S2X&view=5#list
14	VR-100		https://www.planet.com.tw/en/support/downloads?&method=keyword&keyword=VR-100&view=5#list

Step 3.

Binding Devices

After the firmware updated, follow the instructions to make your device(s) get connected to your CloudViewer App from the **NMS** menu option.

Binding Devices

Binding Router with CloudViewer Account

Go to the device **NMS/Remote management** page . .

(Please be sure and upgrade the up-to-date firmware for switches/VPN Gateway.)

Select and enable the **PLANET CloudViewer Server – Internet** function .

Binding Devices

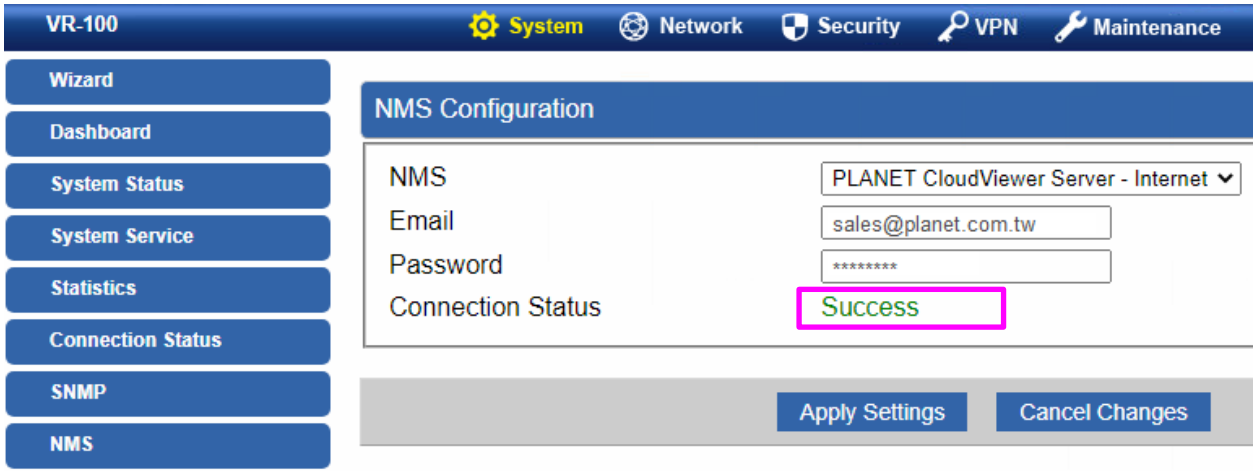
Binding Devices with CloudViewer Account

Step 1. Fill in PLANET CloudViewer account (e-mail address) and password.

Step 2. Apply settings.

Step 3. If CloudViewer server is connected, the status will be **success**.

If it's failed to connect sever, the status will be **authentication failed**.



Note

If you could not get a **Success** green indication, please check either your APP submission account or device setting again if there are typo.

Step 4.

Login CloudViewer

After you get a Success indication from your device, you may now login the App again and you shall find your device in the list.

What's more!

Since your are the owner of the device, you may also share this device to another administrator if you want!

Login

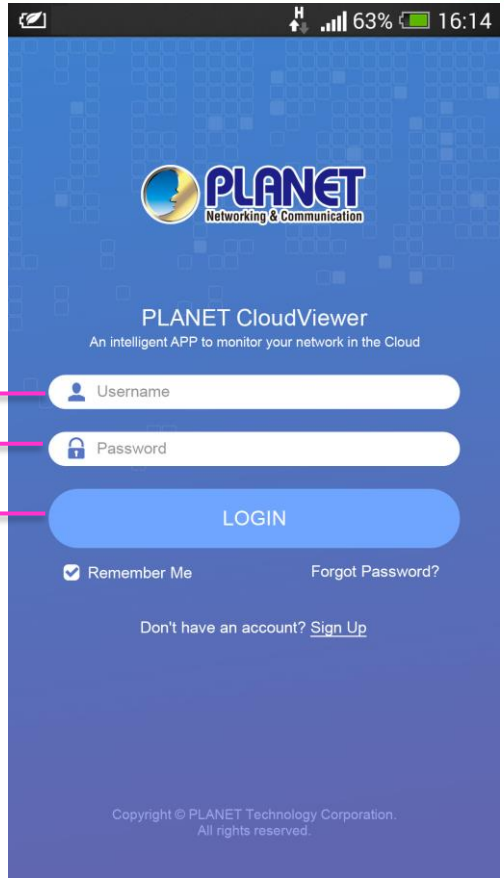
Login

Log in the CloudViewer with e-mail account.

Account

Password

Login



Managed Device List

Device List:

After setting the supported devices on the CloudViewer server, you just can see the managed devices on the app. In the list, you shall find:

PoE Usage

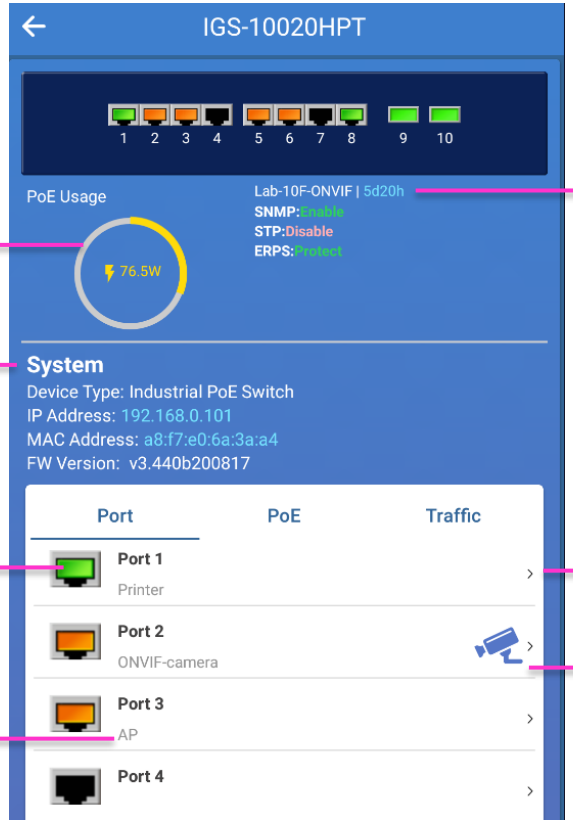
Device Description

Device Uptime

Virtual Panel

Virtual Panel

After touch the device button to see more information, includes Port status



PoE Usage Health

System Info

Port Status

Port Description

Device description | up time
Config. Status

Go to detail of port

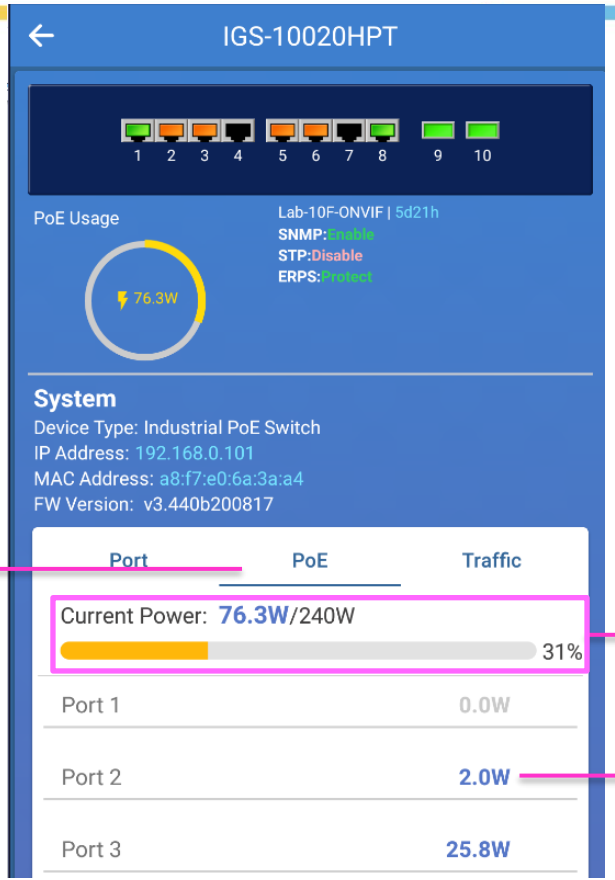
PLANET ONVIF
Camera detected

Virtual Panel

Virtual Panel

Touch the device button to see more information.

Then POE status



Touch to See Per Port PoE Usage

Total PoE Usage

Port PoE Usage

Virtual Panel

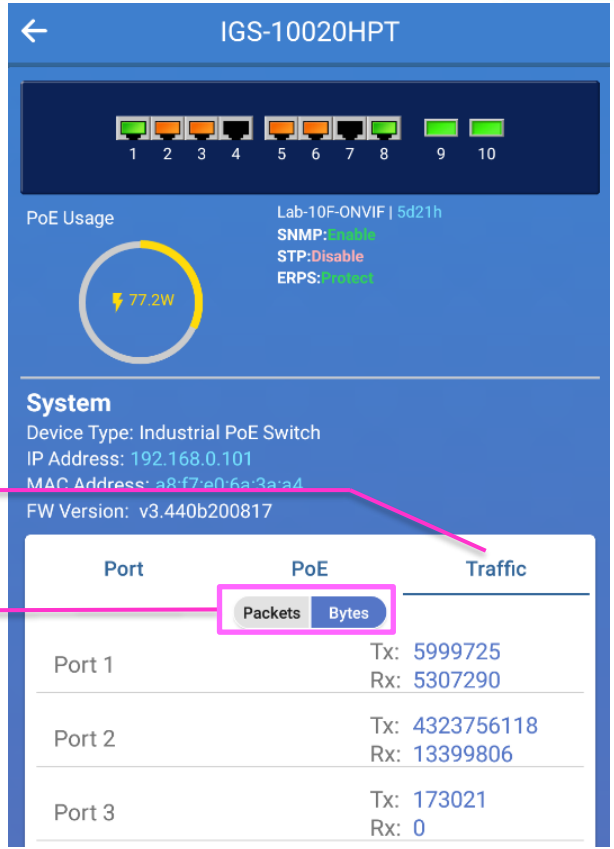
Virtual Panel

Touch the device button to see more information.

Then the Traffic status.

Touch to See per Port Traffic Status

Per Port Tx/Rx Date Rate

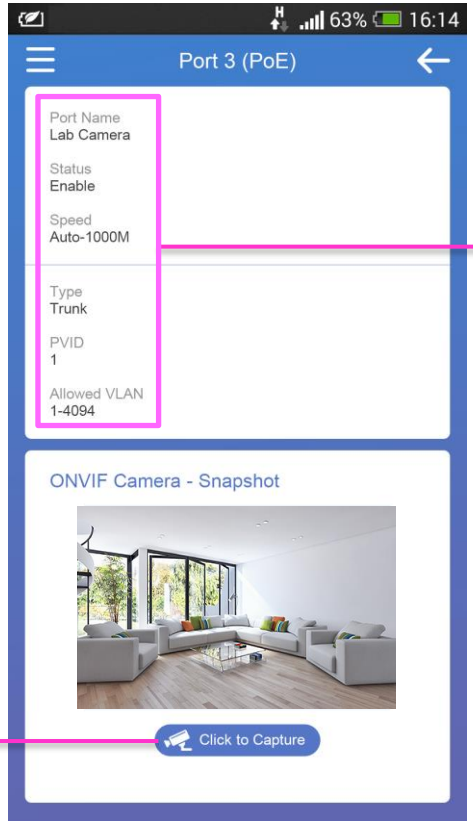


IP Cam Snapshot

IP Cam Snapshot

Touch the IP Cam Snapshot icon to enter the

ONVIF Camera Snapshot page.



Port Info.

Note

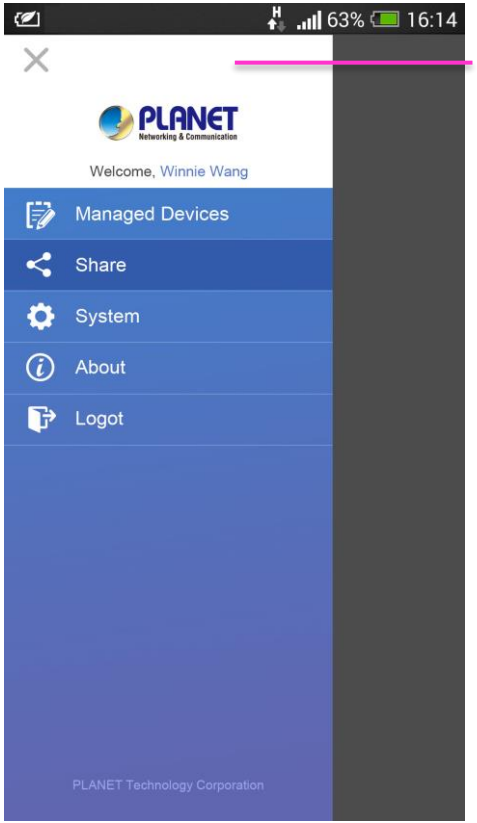
Now only support when smart phone is within local site subnet or VPN tunnel network .

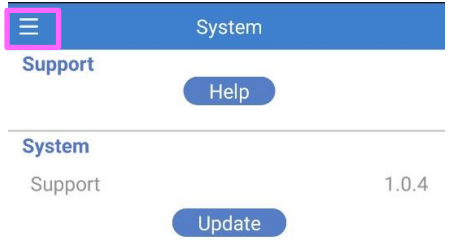
Touch to Get Snapshot Photo

Menu

Menu

More advanced features in the future.





PLANET
Networking & Communication
Copyright©PLANET Technology Corporation.
All rights reserved.

Share Devices information

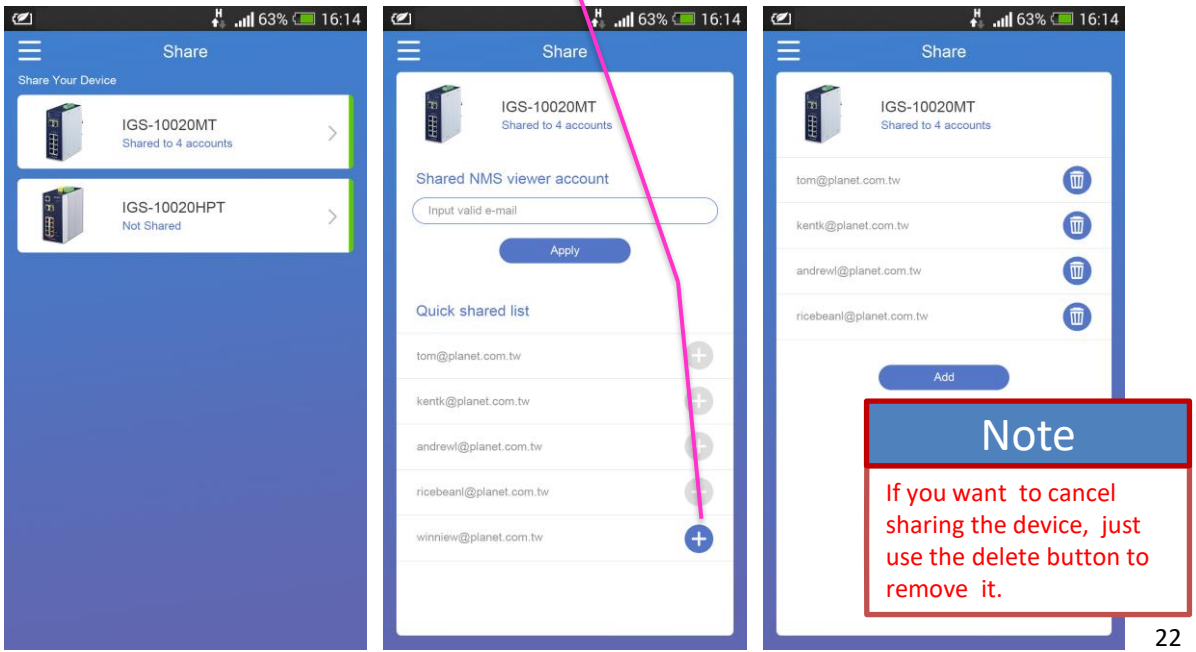
Share

If your are the device owner, using share function, you can share your managed devices with other **registered accounts** by just add the email account to the share list .

Note

This feature is very useful for MIS that are more then one admin need to know the device information.

Share this device to other admin



Note

If you want to cancel sharing the device, just use the delete button to remove it.

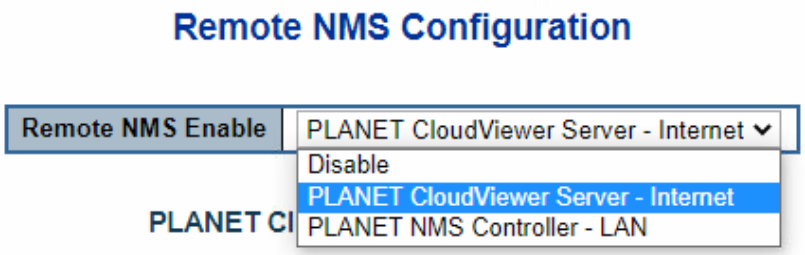
APPENDIX

FAQ(1/3)

- Why don’t I see CloudViewer setting on my switch or Router?
  - Please check if your devices and hardware version is supported and make sure your FW is up-to-date.
- I don’t have a CloudViewer account and how do I use the service
  - Please download PLANET CloudViewer APP from **Google play** or **Apple App Store** and sign up an account in few steps.

FAQ(2/3)

- I have a NMS-500 and can I use CloudViewer APP to manage my devices at the same time.
  - It’s only allowed to bind NMS controller or CloudViewer server for a device.



FAQ(3/3)

- Why do I have CloudViewer server connection failed for my switch
  - Check if switch can ping internet successfully

Ping (IPv4) Output

```
PING 8.8.8.8 (8.8.8.8): 56 data bytes
64 bytes from 8.8.8.8: seq=0 ttl=117 time=18.185 ms
64 bytes from 8.8.8.8: seq=1 ttl=117 time=17.714 ms
64 bytes from 8.8.8.8: seq=2 ttl=117 time=17.930 ms
64 bytes from 8.8.8.8: seq=3 ttl=117 time=18.010 ms
64 bytes from 8.8.8.8: seq=4 ttl=117 time=17.824 ms

--- 8.8.8.8 ping statistics ---
5 packets transmitted, 5 packets received, 0% packet loss
round-trip min/avg/max = 17.714/17.932/18.185 ms
```

  - Check if your **DNS** is configured

IP Configuration

Domain Name	No Domain Name	
Mode	Host	
DNS Server	Configured IPv4 or IPv6	8.8.8.8
DNS Proxy		

  - Check if a **static route** to your gateway is configured

IP Routes

Delete	Network	Mask Length	Gateway	Next Hop VLAN
	0.0.0.0	0	192.168.0.1	1

www.planet.com.tw

PLANET
Networking & Communication

THANK YOU