

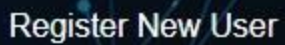
Dear Hive Customer,

Thank you for choosing **TRENDnet Hive**.

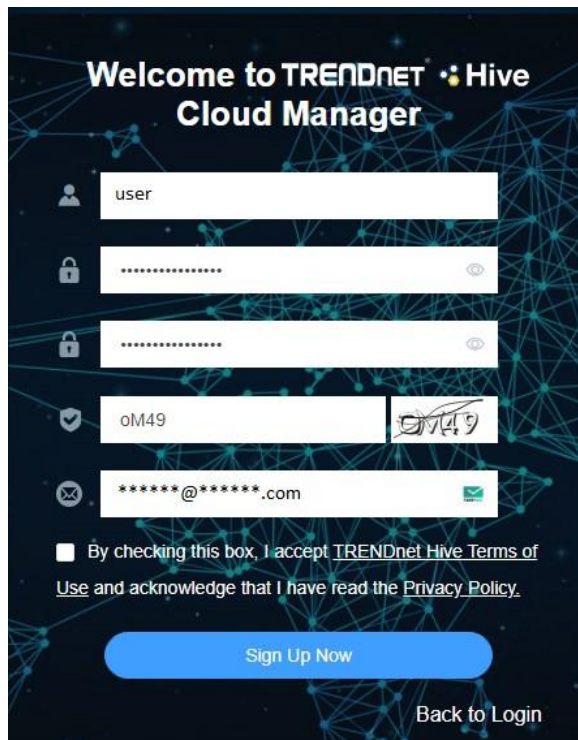
Please find the instructions and information below on getting started with your TRENDnet Hive cloud account and registering your TRENDnet cloud managed network devices.

## How do I sign up for my TRENDnet Hive cloud account?

- Create a free Hive account at <https://cloud.trendnet.com>.
- Click on **Register New User**.

A rectangular button with a dark blue background and white text that reads "Register New User".

- Enter the required information, enter the captcha, review and accept the terms, then click **Sign Up Now**.  
(**Note:** User name must be between 6 and 18 alphanumeric characters. Passwords must be between 6 and 18 characters and may contain special characters such as ~'!@#\$\$%^&{}[]()\_+.=.)


A screenshot of the registration form for TRENDnet Hive Cloud Manager. The form is set against a dark blue background with a network diagram pattern. It includes fields for Username (containing "user"), Password (masked with dots), Confirm Password (masked with dots), CAPTCHA (containing "oM49" and a handwritten "oM49" image), and Email (containing "\*\*\*\*\*@\*\*\*\*\*.com"). Below the fields is a checkbox for accepting terms and a "Sign Up Now" button. A "Back to Login" link is located at the bottom right.

Welcome to TRENDnet® Hive Cloud Manager

user

.....

.....

oM49 

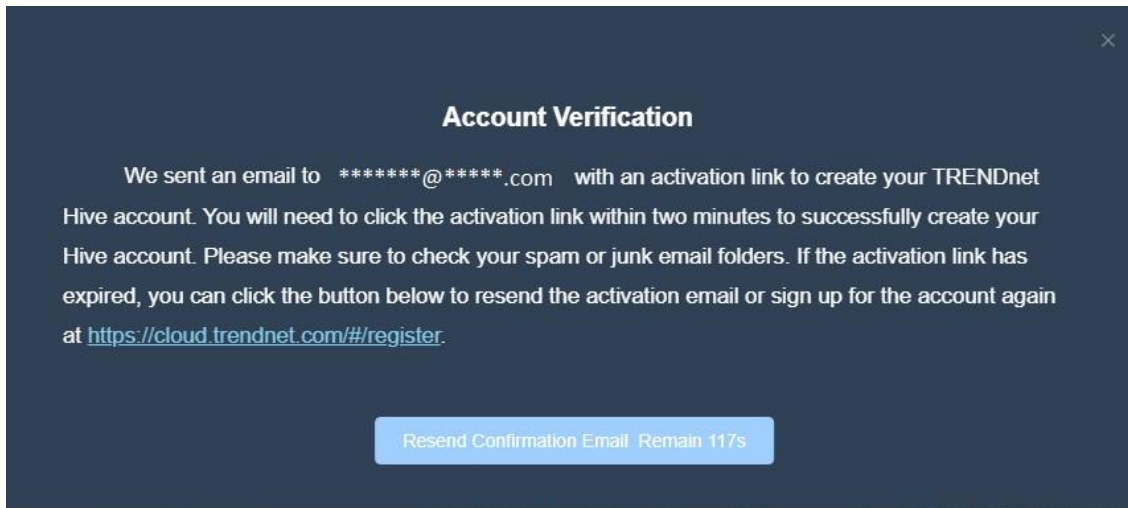
\*\*\*\*\*@\*\*\*\*\*.com

By checking this box, I accept TRENDnet Hive Terms of Use and acknowledge that I have read the Privacy Policy.

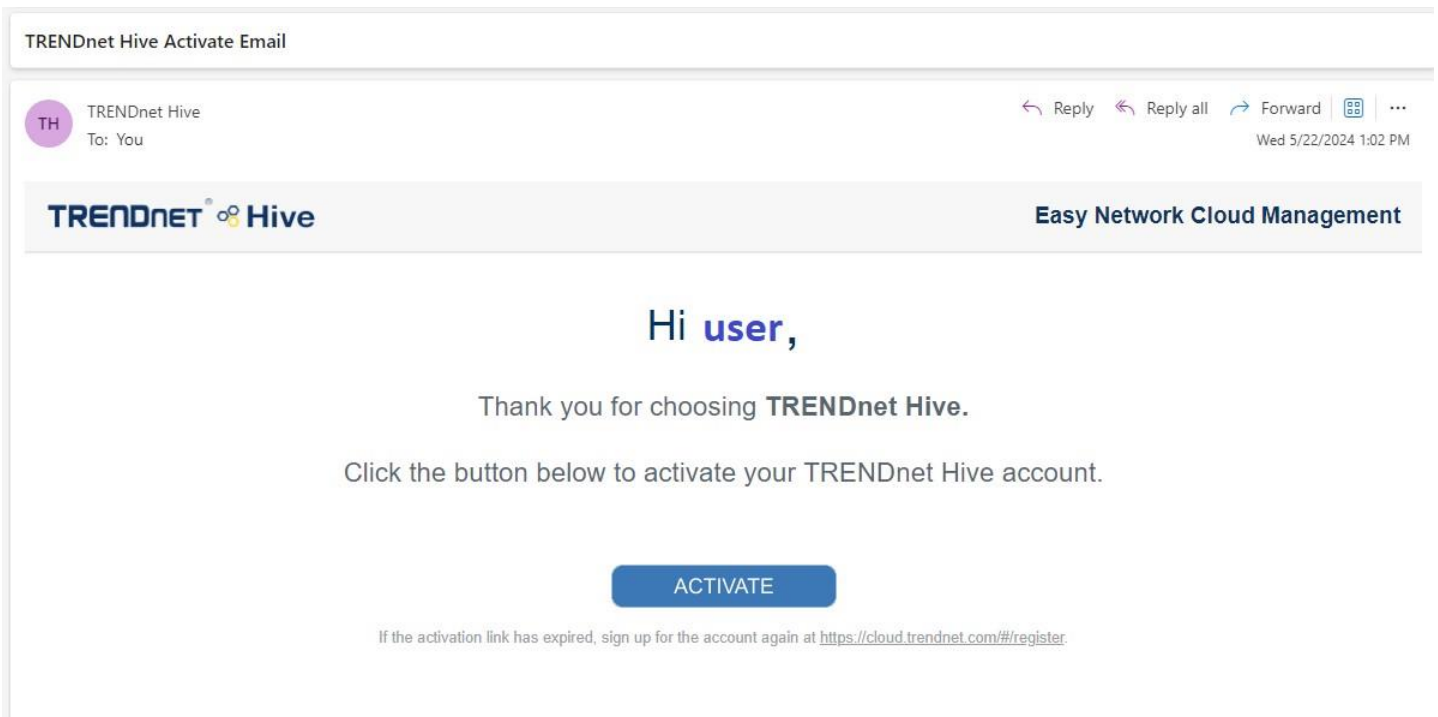
Sign Up Now

Back to Login

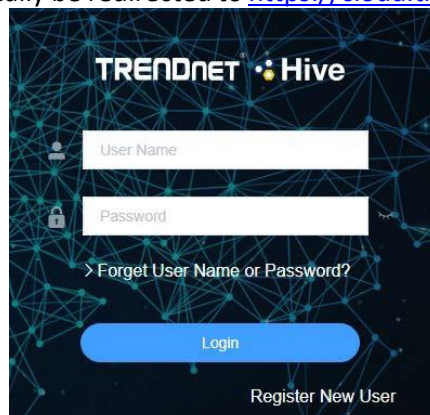
- Access your email inbox and open the verification email for the TRENDnet Hive account.



- Click **Activate** to verify and create the Hive account.



- After verifying, you will automatically be redirected to <https://cloud.trendnet.com> to log into your Hive account.



## How do I register and configure my devices to work with my Hive Account?

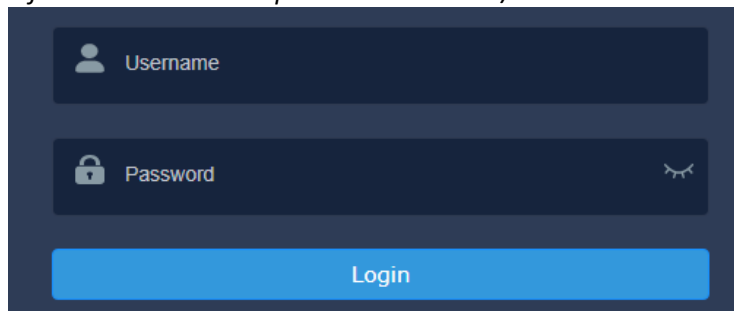
### Web Smart Switches

**Important Note (TRENDnet Web Smart Switches):** Please make sure you have updated your switches to enable TRENDnet Hive capability (firmware version 3.01.010 or above). Firmware 3.01.010 can be downloaded from the link provided below.

<https://www.trendnet.com/hive/firmware>

1. Login to the web smart switch management page.

**Note:** The TRENDnet web smart switch default IP address and subnet mask is 192.168.10.200 / 255.255.255.0. The TRENDnet web smart switch default user name and password is admin / admin.

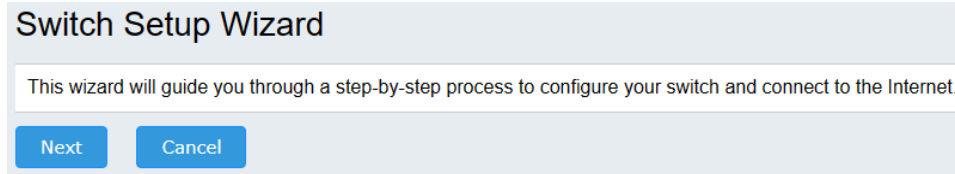


2 Click the Setup Wizard icon at the top right.



**Note:** If this is the first time configuring the switch or the switch has been reset to factory default, the setup wizard will be displayed automatically.

3. Click **Next** to start the setup wizard.



4. Change your administrator password using the fields provided and click **Next**.

**Note:** It is strongly recommended to change the default administrator password.



5. At the prompt, select **TRENDnet Hive** to configure the switch IP address and DNS settings for Internet access by automatically obtaining these settings through a DHCP server on your network. This is the recommended option for connecting the switch to TRENDnet Hive.

**Note:** You can choose the Default Management option to configure your IP address and DNS settings manually and afterwards connect to Hive manually in the switch management page.



6. Select your **Time Zone** from the drop-down list and click **Next**.

### Switch Setup Wizard

Step 3: Date/Time Settings

|              |  |
|--------------|--|
| Current Time | 24 Feb 2023 18:32:55                           |
| Time Zone    | (GMT-08:00) Pacific Time (US & Canada),Tijuana |

[Previous](#) [Next](#) [Cancel](#)

7. Enter your Hive account credentials to register and connect the switch to your Hive account and click **Next**.

**Note:** The switch IP address and DNS settings will be modified by settings by your network DHCP server and you will automatically be redirected to the switch management page setup wizard. If this step does not appear, the switch may not have successfully obtained IP address settings by your network DHCP server.

### Switch Setup Wizard

Step 4: Input your Hive credentials to sync the switch to your Hive account.

|          |                          |
|----------|--------------------------|
| Username | <input type="text"/>     |
| Password | <input type="password"/> |

[Previous](#) [Next](#) [Cancel](#)

8. A summary of the all the configuration settings will be displayed. Please take note important settings such as the password and IP address for reference and click **Apply** to complete the setup wizard.


### Switch Setup Wizard

System Information

Write down the below information and store it in a safe place. The below information are the current settings that will be applied to the switch. Click **Apply** below to finalize the settings.

|                    |                      |
|--------------------|----------------------|
| System Time        | 24 Feb 2023 18:33:50 |
| Username           | admin                |
| Password           | *****                |
| Switch IP Address  | 192.168.10.177       |
| Subnet Mask        | 255.255.255.0        |
| Gateway IP Address | 192.168.10.254       |
| DNS                | 192.168.1.249        |

[Previous](#) [Apply](#) [Cancel](#)

9. The TRENDnet Hive button  at the top right of the management page will be displayed as green to indicate the device has successfully connected to your Hive cloud account.

**Note:** A yellow Hive button indicates that Hive has been disabled on the device. A red Hive button indicates that there was error/issue connecting the device to the Hive account.

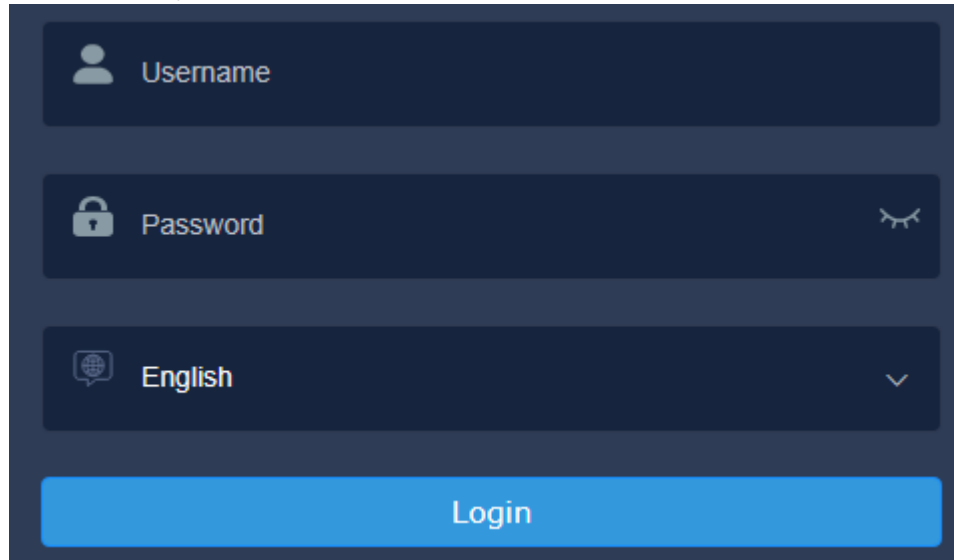
## Wireless Access Points

**Important Note (TRENDnet Wireless Access Points):** The following example will provide the steps for configuring the TRENDnet wireless access point IP address, subnet mask, default gateway address, and DNS settings. Please make sure you have updated your wireless access points to enable TRENDnet Hive capability. You can check the latest firmware for your access point using the link below.

<https://www.trendnet.com/hive/firmware>

1. Select your language from the drop-down list and login to the access point management page.

**Note:** By default, the access point is configured to obtain IP address and DNS settings automatically from an existing DHCP server on your network. The access point can be access using the URL [http://<ap\\_model\\_number>](http://<ap_model_number>) (ex: <http://tew-921dap>). If there is no DHCP server available or if the access point cannot obtain settings through DHCP, the access point will use the default IP address and subnet mask 192.168.10.100 / 255.255.255.0. The TRENDnet access point default user name and password is admin / admin.



2 Click the Setup Wizard icon at the top right.



**Note:** If this is the first time configuring the access point or the access point has been reset to factory default, the setup wizard will be displayed automatically.

3. Click **Next** to start the setup wizard.

### Setup Wizard

This wizard will guide you through a step-by-step process to configure your AP and connect to the Internet.

Next

Cancel

4. Change your administrator password using the fields provided and click **Next**.

**Note:** It is strongly recommended to change the default administrator password.  
Setup Wizard



5. At the prompt, select **TRENDnet Hive** to configure the access point IP address and DNS settings for Internet access by

automatically obtaining these settings through a DHCP server on your network. This is the recommended option for connecting the access point to TRENDnet Hive.

**Note:** You can choose the Default Management option to configure your IP address and DNS settings manually and afterwards connect to Hive manually in the access point management page.

Setup Wizard

Step 2: Select the method of management for this AP

**TRENDnet Hive:** Choose this option if you would like to manage your AP through TRENDnet's Cloud Management. This option will automatically apply a DHCP connection (Dynamic IP Address) to your AP.  
**Note:** You will need a TRENDnet Hive account with a valid license to complete setup with this process. Choosing this option will prompt an immediate re-login to the device management page.

**Default Management:** Choose this option if you would like to manage your AP through the local GUI. You may opt in to use TRENDnet Hive at a later date. Please note, by default the AP is configured to automatically obtain IP address settings from a DHCP server connected to your network. If there is no DHCP server available, the IP address of the AP will be set to 192.168.10.100/255.255.255.0

[Previous](#) [Next](#)

6. Select your **Time Zone** from the drop-down list and click **Next**.

Setup Wizard

Step 3: Date/Time Settings

|             |                            |
|-------------|----------------------------|
| System Time | Wed Oct, 19, 2022 13:14:47 |
| Time Zone   | United States-Los Angeles  |

[Previous](#) [Next](#) [Cancel](#)

7. Enter your Hive account credentials to register and connect the access point to your Hive account and click **Next**.

**Note:** The access point IP address and DNS settings will be modified by settings by your network DHCP server and you will automatically be redirected to the access point management page setup wizard. If this step does not appear, the access point may not have successfully obtained IP address settings by your network DHCP server.

Setup Wizard

Step 4: Input your Hive credentials to sync the AP to your Hive account.

|          |                          |
|----------|--------------------------|
| Username | <input type="text"/>     |
| Password | <input type="password"/> |

[Previous](#) [Next](#) [Cancel](#)

8. A summary of the all the configuration settings will be displayed. Please take note important settings such as the password and IP address for reference and click **Apply** to complete the setup wizard.


Setup Wizard

System Information

Write down the below information and store it in a safe place. The below information are the current settings that will be applied to the AP. Click **Apply** below to finalize the settings.

|                    |                            |
|--------------------|----------------------------|
| System Time        | Tue Feb, 28, 2023 07:53:38 |
| Username           | admin                      |
| Password           | *****                      |
| IP Address         | 192.168.10.160             |
| Subnet Mask        | 255.255.255.0              |
| Gateway IP Address | 192.168.10.254             |
| DNS                | 192.168.1.249              |

[Previous](#) [Apply](#) [Cancel](#)

9. The TRENDnet Hive button  at the top right of the management page will be displayed as green to indicate the device has successfully connected to your Hive cloud account.

**Note:** A yellow Hive button indicates that Hive has been disabled on the device. A red Hive button indicates that there was error/issue connecting the device to the Hive account.

10. Log into your Hive cloud account at <https://cloud.trendnet.com> to verify your devices are registered to your Hive account.

- After you have logged into your Hive account, click on **Devices > Device List**.
- Select the network device type or category to list.

AP      **Switch**      Router      PDU

- The device(s) registered to your Hive account will be listed accordingly.

## How do I purchase device and Hive pro add-on licenses or subscriptions?


When logged into your Hive account at <https://cloud.trendnet.com>, click on **License > Purchase**.

**Device License**      Pro Add On License

- **Device License (Required)** – Before you can start using your TRENDnet cloud managed devices in your Hive account, you will require an active device license assigned to the cloud managed device in Hive.
  - This section will display the list of device license SKUs available for purchase.  
(For example: 1YR-Device\_License SKU will allow the use of one cloud managed device in your TRENDnet Hive account for 1 year. SKUs listed maybe subject to change.)

To purchase, click the checkbox under the Select column for the license SKU to purchase. The total order cost will be listed in red. Review and accept the terms and click **Purchase** and follow the steps to complete payment.

**Note:** You can opt into the auto pay/automatic renewal for the license subscription for each device under License > Add License after the initial license has been purchased and assigned to a device. Auto pay subscription renewal may not be available until 30 days of expiration remaining. You will receive email notifications 30 days prior to license expiration.

| # | Select  | Product Name ⇅     |
|---|---|--------------------|
| 1 | <input checked="" type="checkbox"/> 1  | 1YR-Device_License |

- **Pro Add On License (Optional)** – The Hive Pro add on license unlocks additional features and functionality such as multi-tenancy (create multiple tenants or sites to grouping devices for firmware/configuration provisioning), multi-user with access privileges (delegate access to team members with restricted to specific tenants/sites and management sections), and device location tracking in your Hive account. Features and functionality may be subject to change.
  - This section will display the list of Pro Add On license SKUs available for purchase.  
(For example: 1 Year Hive Pro License SKU will unlock the additional Pro features and functionality in your TRENDnet Hive account for 1 year. SKUs listed maybe subject to change.)To purchase, click the checkbox next to the Pro Add on license SKU to purchase. The total order cost will be listed in red. Review and accept the terms and click **Submit** and follow the steps to complete payment.

Please select the license option below, review the terms and click Submit to proceed to payment.

1 Year Hive Pro License

**Note:** By default, auto pay/automatic renewal is activated during purchase of the Pro add on license. To opt into the auto pay/automatic renewal for the Pro add on license, check the Subscription option before clicking Submit to proceed with payment.

Subscription

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If you have questions regarding TRENDnet Hive, please contact TRENDnet Pre-Sales team at 1-888-326-6061 ext. 4 (8AM-4:30PM PST/ Monday – Friday, excluding major holidays).

Sincerely, TRENDnet

Team