

Grandstream Networks, Inc.

**Grandstream Home -
Router Management User Guide**



Grandstream Home - Router Management User Guide

Overview

Grandstream Home is a mobile application developed for managing Grandstream devices in home and small office environments. The app enables both local and remote access to device settings, to make network management and troubleshooting easier for non-technical users while offering advanced controls for more experienced administrators.

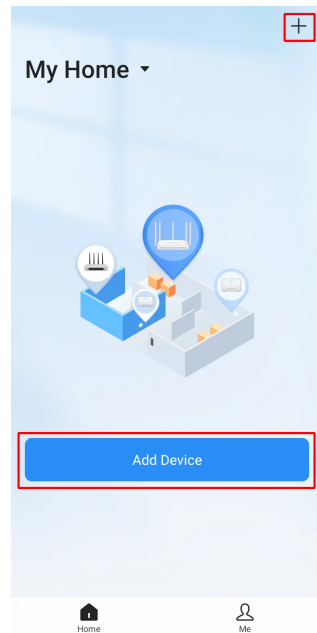
The application supports remote real-time monitoring and device configuration via Grandstream cloud services, while also allowing on-premise setup through direct Wi-Fi connections for router modules.

Device Management

Adding Devices

Grandstream Home offers flexible and user-friendly methods for adding Grandstream routers (GWN7062E/ET and GWN7062M models) to your management dashboard, designed to accommodate different user preferences and scenarios.

To start using the app, click on the “+ icon” on the top right corner or click on “Add Device” button.



Grandstream Home app First page after installation

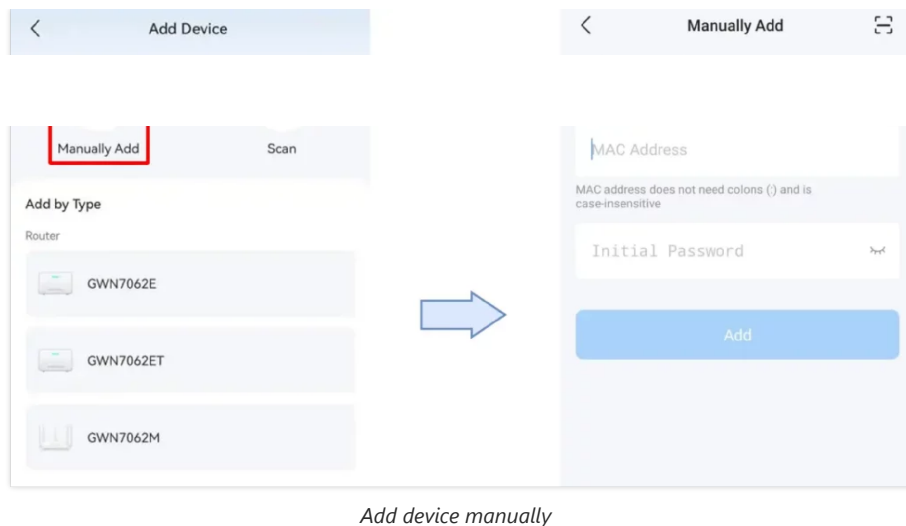
There are **three main methods** to add devices to the app:

- **Manual Entry**

This method is ideal for users who prefer direct input or have the device information handy. You simply:

- Open the app's “Add Device” screen.
- Enter the device's unique **MAC address** and **initial password (found on a sticker on the unit)** manually.
- Confirm the details, and the app will attempt to locate and register the device within your account or network.

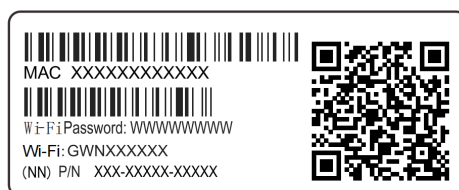
This method is straightforward but requires precise input to avoid errors.



Barcode Scan

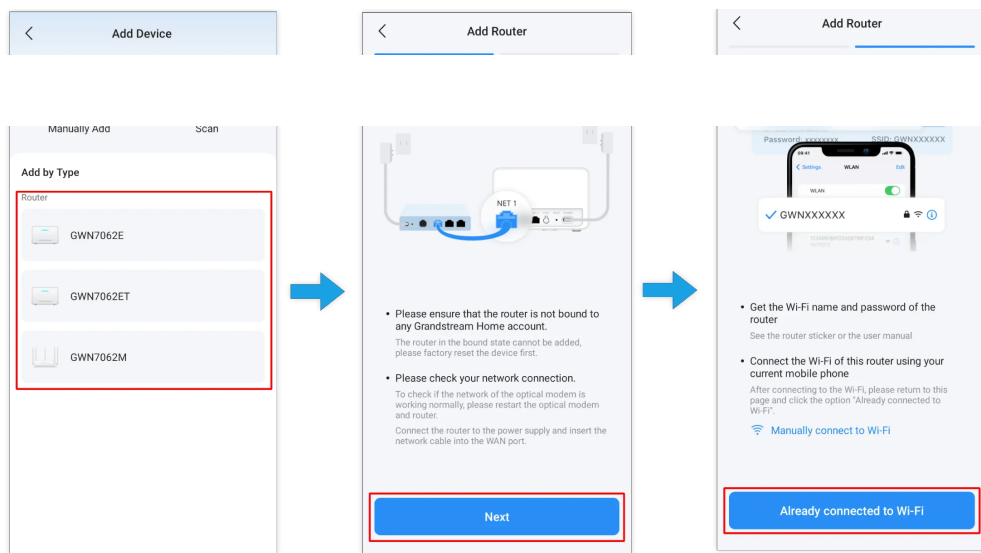
To simplify the input process and reduce errors, Grandstream Home allows you to scan the barcode found on the device label. This label contains both the **MAC address** and **initial password** encoded in a barcode or QR code format.

- Open the app's scanner feature.
- Point your phone camera at the device label.
- The app automatically reads and populates the MAC and initial password.
- Confirm the addition to link the device with your account or network.
- This method speeds up device addition and is especially helpful when managing multiple devices.

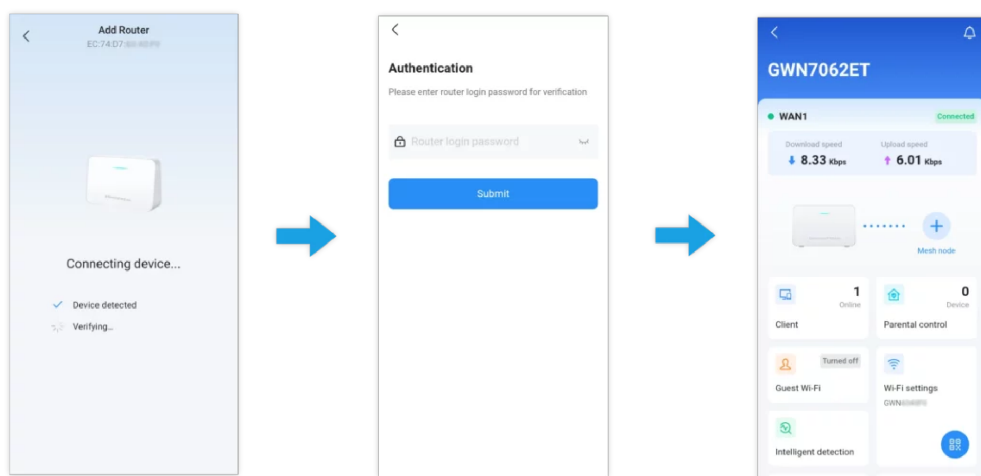


- **Model-Based Wizard Setup:** The Grandstream Home app includes a model-based wizard for a guided, step-by-step router setup. It's meant to get a router added and ready for use quickly.
1. **Power on and cable the router.** Plug it in and connect the Internet/WAN cable to the **WAN** port. **Note:** Make sure the router is **not already bound** to another Grandstream Home account. If it is, **factory reset** it first.
 2. **Start the wizard in Grandstream Home.** Go to **Add Device**, choose **Router**, then select the router model (for example: **GWN7062E / GWN7062ET / GWN7062M**) and tap **Next**.
 3. **Prepare the router's default Wi-Fi details.** When prompted, get the router's **default SSID and Wi-Fi password** from the sticker.
 4. **Connect your phone to the router's Wi-Fi.** On your phone, join the router's Wi-Fi network, then return to the app and tap **Already connected to Wi-Fi** (or use **Manually connect to Wi-Fi** if needed).
 5. **Let the app detect and verify the router.** The wizard will show **Device detected** and proceed with verification.
 6. **Authenticate to finish setup.** When the **Authentication** screen appears, enter the router's **Default password** (on the router sticker), then tap **Submit**.

Once verification completes, the router is added and you'll land on its main page in the app where you can see status (WAN connectivity) and manage features/settings.



Add device based on model part 1



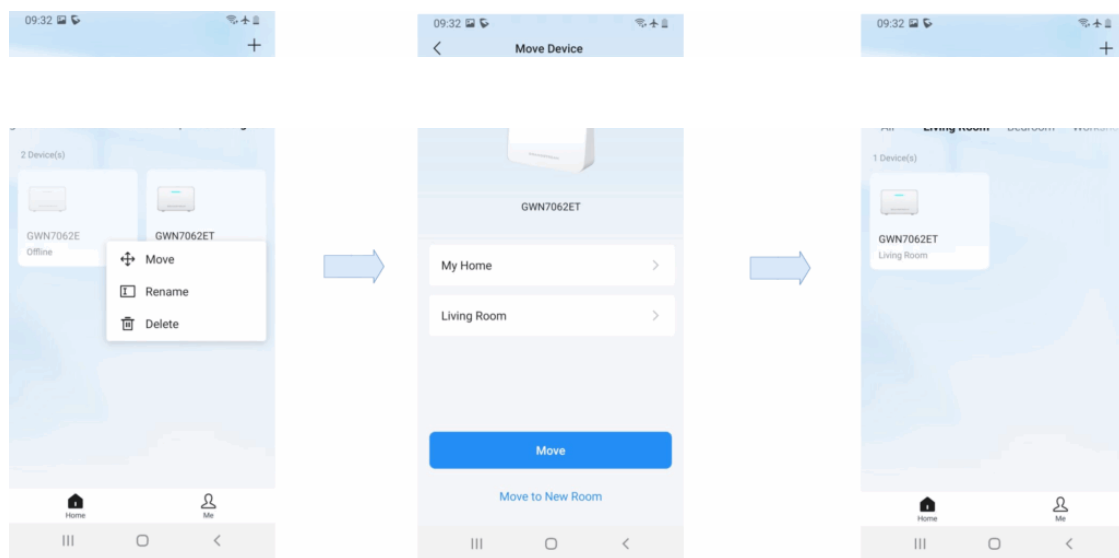
Add device based on model part 2

Important Considerations

- After adding the device, the app supports both local (Wi-Fi) and remote (cloud-based) management, this will give users full control whether they are on-site or away from the network.
- The device management interface allows easy monitoring of real-time status, configuration changes, firmware updates, and troubleshooting alerts.
- If the device has been previously registered under a different Grandstream account, you must perform a **factory reset** on the router before it can be reassigned to your account. This security step prevents unauthorized transfer of device ownership and ensures that your network management remains secure.

Editing Devices

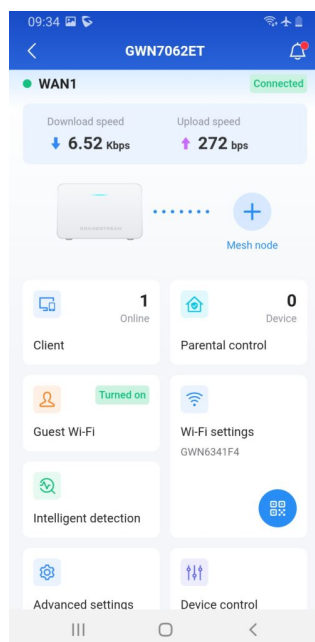
Long-press the device to edit its name, move it to another home or room, or delete it.



Configuring Devices

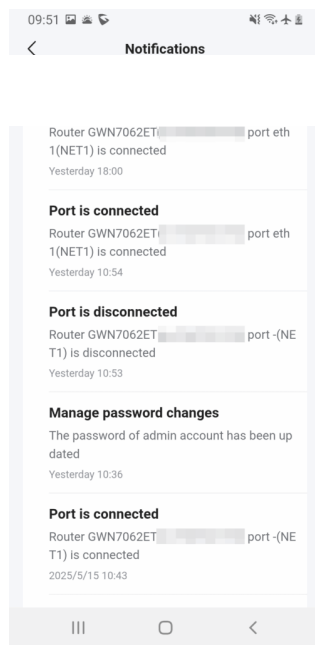
Click on the device details to enter the device configuration page.

We will go through each device module settings in the following guide.



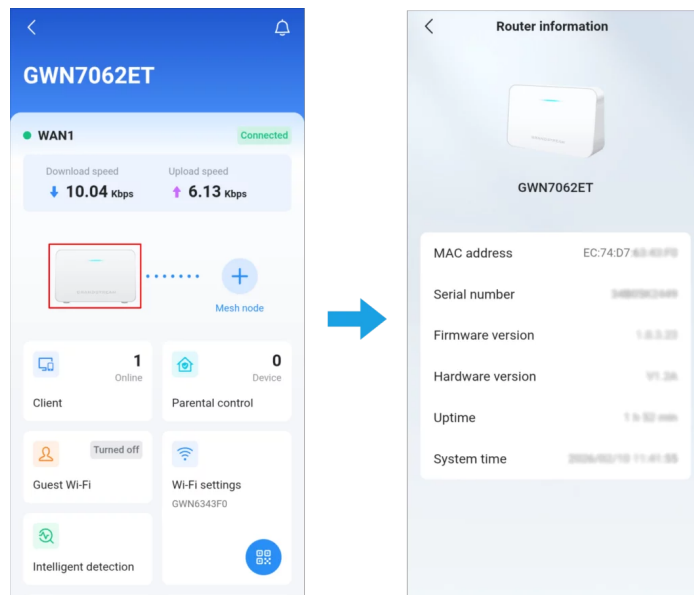
View Device Notifications

To view device notifications and status updates, click the icon  A list of notifications will appear.



View Device Information

To view device information, click on the device icon as shown below:

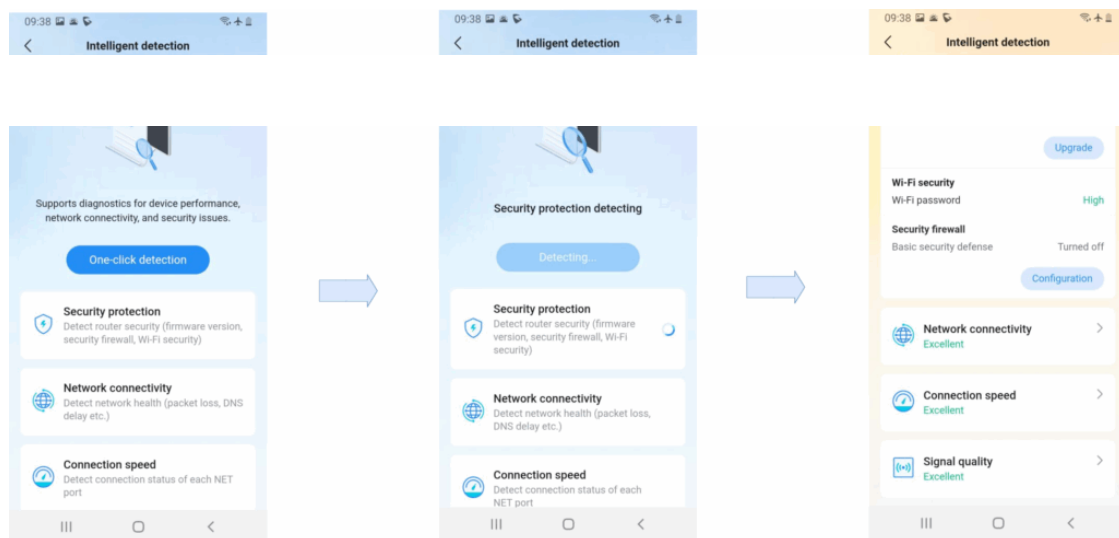


View Device Information

Intelligent Detection

This diagnostic tool helps identify and troubleshoot connectivity or performance issues by analyzing key areas:

- **Security Protection:** Evaluates the status of firewall rules and access controls to ensure the network is secure.
- **Network Connectivity:** Checks the health of WAN link, confirming proper physical and logical connections.
- **Connection Rate:** Displays the link status and negotiated maximum speed of each network port. It also shows the connection status and speed of any connected sub-routers.
- **Signal Quality:** Indicates the quality of the wireless channel. It reflects factors like interference and channel stability.

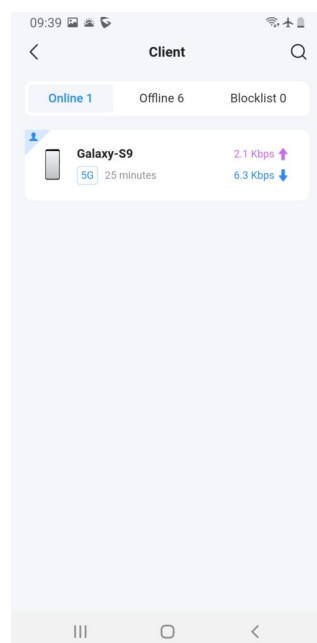


Client Management

Client Lists

Clients connected to the network are organized into three categories for easy management:

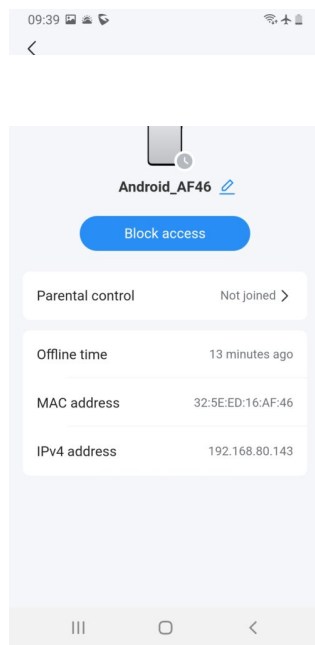
- **Online Clients:** Devices currently connected and active on the network.
- **Offline Clients:** Devices that were previously connected but are not currently online.
- **Blocklisted Clients:** Devices blocked from accessing the network.



Client Actions

For each client, you can:

- **View IP, MAC address, and hostname:** Access detailed device information for identification.
- **Move client to blocklist:** Block the device from reconnecting to the network.
- **Add client to parental control:** Apply usage restrictions or time limits to manage access.



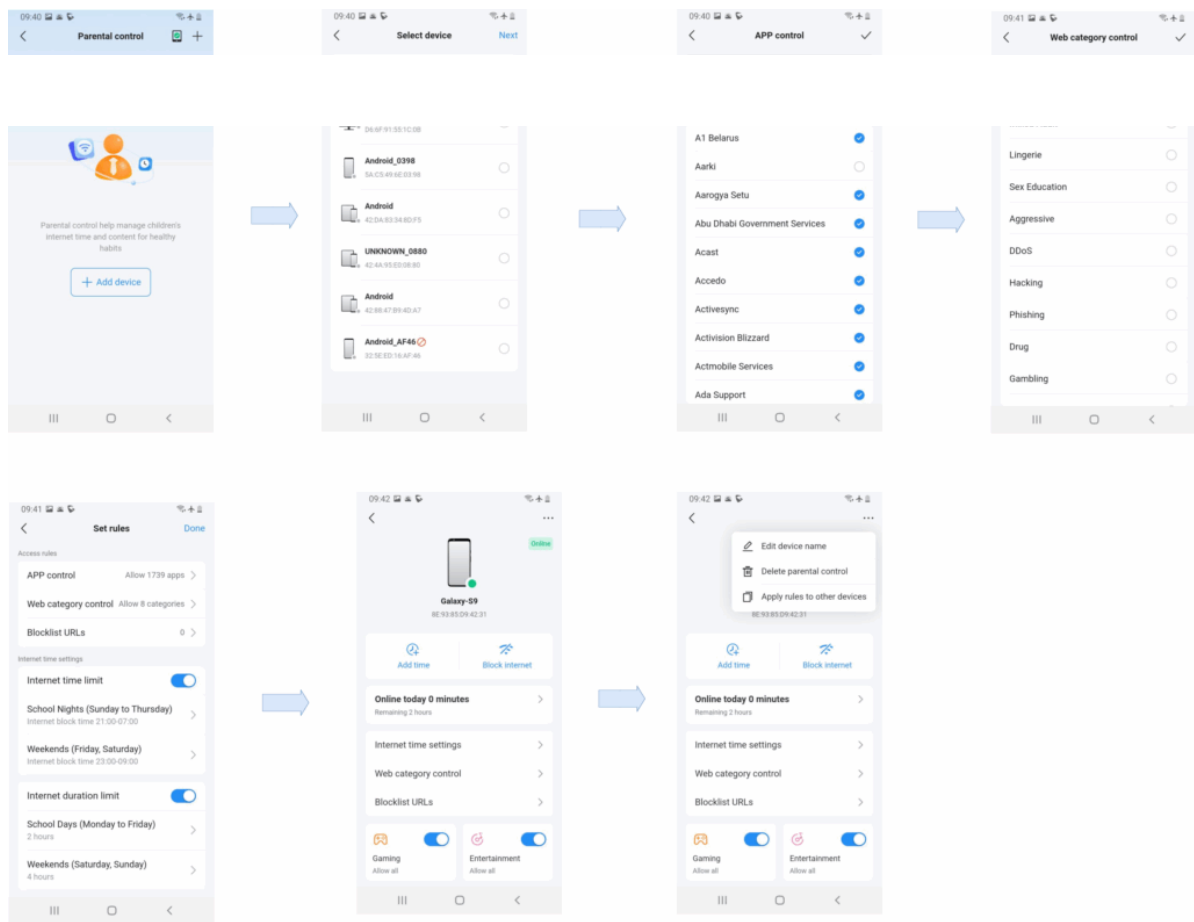
Note

You can also block network access to offline clients.

Parental Control

Setup

1. Open **Parental Control**, then tap **Add device**.
2. Select the client device(s) you want to manage, then tap **Next**.
3. Configure **access** rules:
 - **App control**: select which app categories or apps are allowed.
 - **Web category control**: select which website categories are allowed.
 - **Blocklist URLs**: add specific websites to block.
4. Configure time limits:
 - Enable **Internet time limit** and define blocked periods (for example: School Nights, Weekends).
 - Enable **Internet duration limit** and set the maximum allowed online time (for example: School Days, Weekends).
5. Tap **Done** to save and activate the parental control policy.



Management

After a device is added, select it from the Parental Control list to open the device detail page. From here you can manage rules, monitor activity, and apply quick actions:

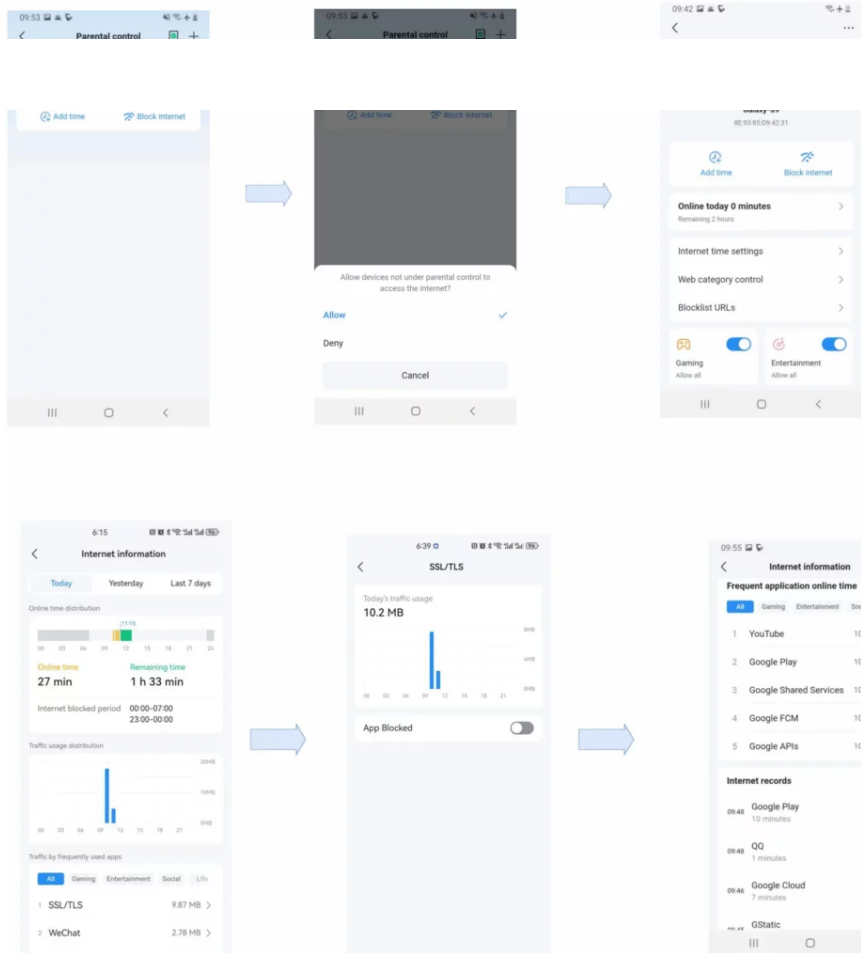
- **Add time:** temporarily extend the allowed online time for the selected device.
- **Block internet:** immediately block internet access for the selected device.
- **Online today:** view the device's activity and statistics.
- **Internet time settings:** modify time limits and blocked periods.
- **Web category control:** update allowed/blocked website categories.
- **Blocklist URLs:** add or remove specific URLs to block.
- **Allow/Deny devices not under parental control:** choose whether devices not included in Parental Control are allowed internet access. If set to **Deny**, any device not added to Parental Control will not have internet access.

Usage Statistics (Internet information)

On the device detail page, tap **Online today** to open **Internet information**. You can switch between **Today**, **Yesterday**, and **Last 7 days** to view:

- **Online time distribution**
- **Traffic usage distribution**
- **Traffic by frequently used apps** (filterable by category)

To view details for a specific app, tap it under **Frequently used apps**. The app detail page displays traffic usage and provides an **App Blocked** toggle to block/unblock that application. The **Internet records** list shows recent activity and blocked events.

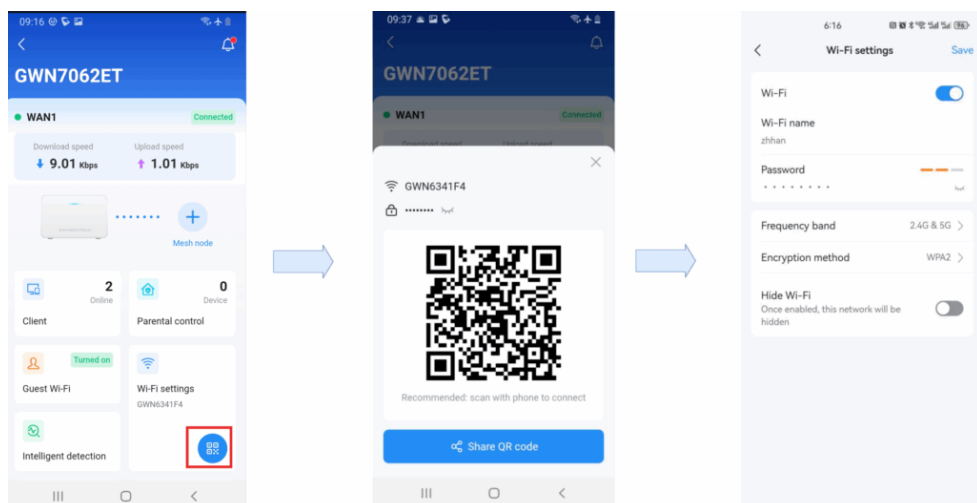


Parental Control Client management

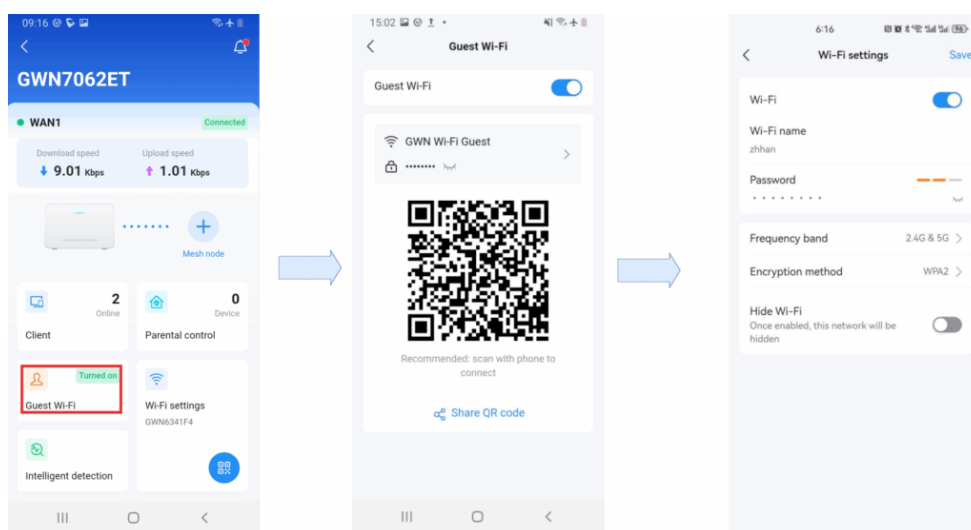
Wi-Fi Management

Default Wi-Fi settings

- **Wi-Fi switch:** Toggle the main Wi-Fi network **On** or **Off**.
- **Wi-Fi name (SSID):** Change the network name (SSID).
- **Password:** Change the Wi-Fi password.
- **Security/Encryption:** Select the encryption method (for example, WPA2).
- **Frequency band:** Configure the Wi-Fi band options (2.4G / 5G), if available.
- **Hide Wi-Fi:** Hide the SSID so it is not visible to nearby devices.
- **Share Wi-Fi:** Share Wi-Fi access using a QR code (tap the QR code icon on the Wi-Fi settings page).



- ✓ A separate, isolated network is created automatically specifically for guest users.
- Configure the guest SSID and set access restrictions for security.

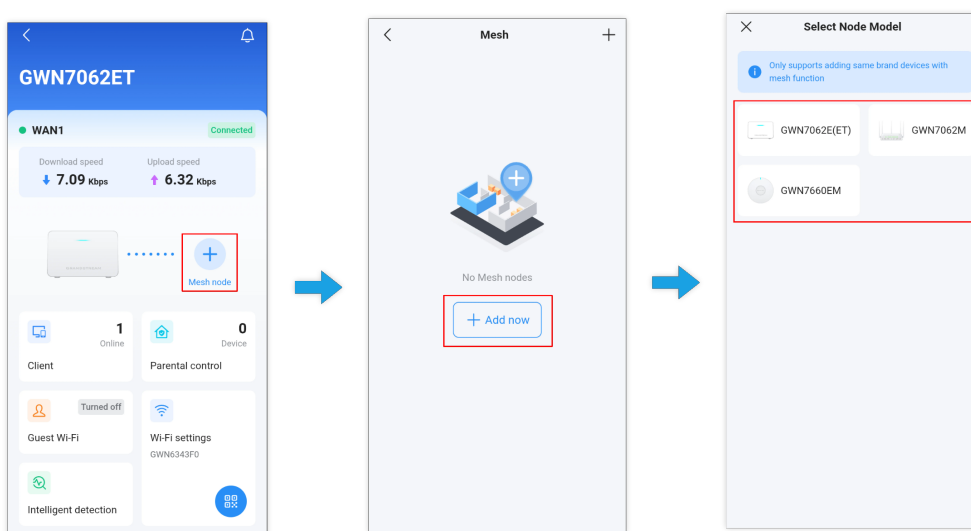


Mesh Networking

Mesh Networking allows you to extend your network coverage by adding additional devices as mesh nodes. The Grandstream Home app provides a guided setup wizard that walks you through the process step by step, including preparing the devices, selecting a networking method, and completing pairing. Once added, mesh nodes appear in the Mesh list where you can view their status and basic device information.

Step 1: Select the node model

From the router dashboard, tap **Mesh node (+)** to start adding a mesh node. On the **Select Node Model** screen, choose the device type/model you want to add (router or access point). This selection is important because the following **Preparation** and **Networking mode** steps may differ depending on the model you choose.



Mesh Step 1 model selection

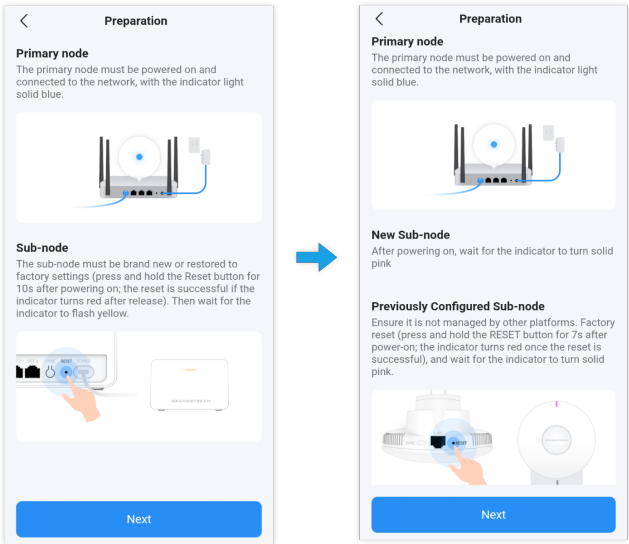
Step 2: Preparation

Before the app starts searching, the wizard will ask you to prepare both the primary node (main router) and the device you want to add as a mesh node. Follow the on-screen instructions, then tap **Next** to continue.

Preparation for Routers

For router-type nodes, make sure the **primary node** is powered on and connected to the network, and verify the indicator light is **solid blue**.

For the **sub-node** router, the device must be brand new or restored to factory settings. If a factory reset is required, power on the sub-node and



Mesh Step 2 Preparation

Preparation for Access Points

For access point nodes, the **primary node** requirements are the same: powered on, connected to the network, with the indicator light **solid blue**.

For the **sub-node** access point, follow the appropriate case shown by the wizard:

For a **new sub-node**, power on the device and **wait for the indicator to turn solid pink**.

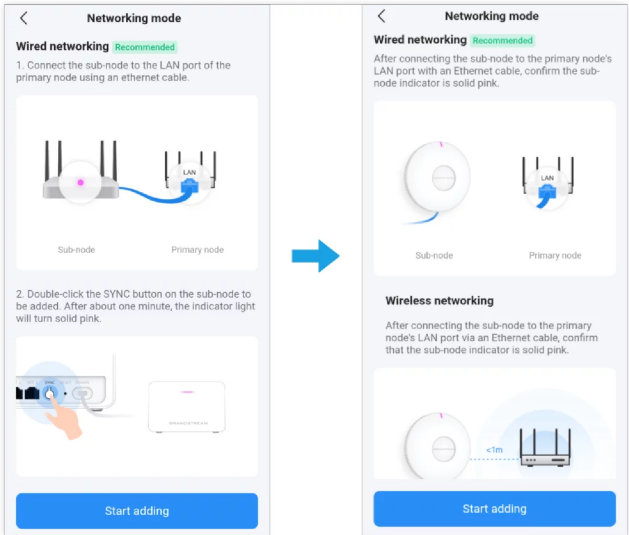
For a **previously configured sub-node**, make sure it is not managed by other platforms, then perform a factory reset by **pressing and holding the Reset button for 7 seconds after power-on**. The reset is successful when the indicator **turns red**. After the reset, **wait for the indicator to turn solid pink** before tapping **Next**.

Step 3: Networking mode

In this step, choose how the mesh node will connect during setup, then tap **Start adding** to begin discovery.

Networking mode for Routers

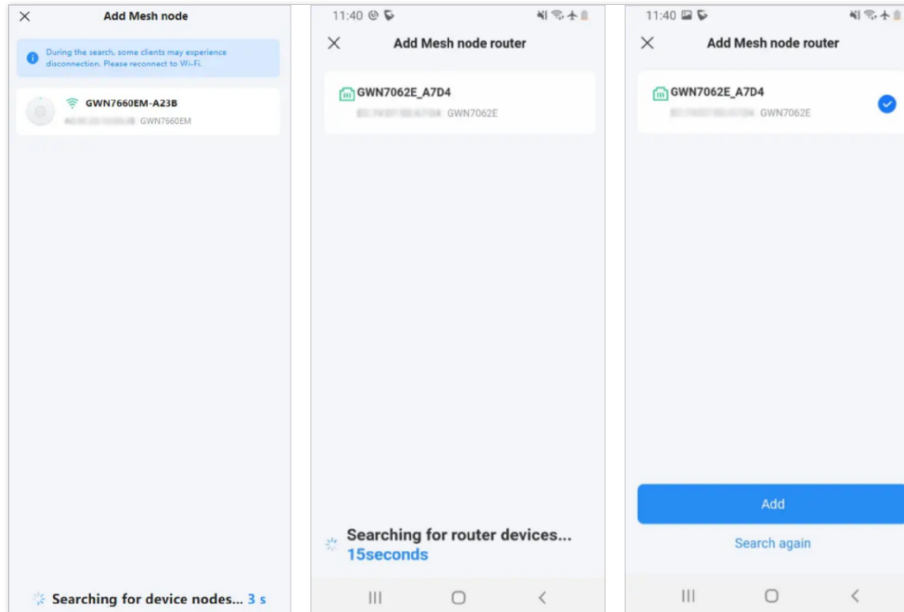
- **Wired networking (Recommended):** Connect the sub-node router to the primary router **LAN port** using an Ethernet cable. Then **double-click the SYNC button** on the sub-node to add it. After about **1 minute**, confirm the indicator light turns **solid pink**.
- **Wireless networking:** Place the sub-node within **1 meter** of the primary node with **no Ethernet cable connected**, and ensure the LED is **blinking yellow**.



- **Wired networking (Recommended):** Connect the sub-node access point to the primary router **LAN port** using an Ethernet cable, then confirm the sub-node indicator is **solid pink**.
- **Wireless networking:** Follow the on-screen placement guidance and confirm the sub-node indicator is **solid pink** before continuing.

Step 4: Searching for the mesh nodes

After you tap **Start adding**, the app will begin searching for available mesh nodes. During the search, some clients may experience a brief disconnection, so reconnect to Wi-Fi if prompted. When a device is discovered, it will appear in the list with its model and identifier. Select the device you want to add (if required), then tap **Add** to continue. You can also tap **Search again** to rerun discovery.

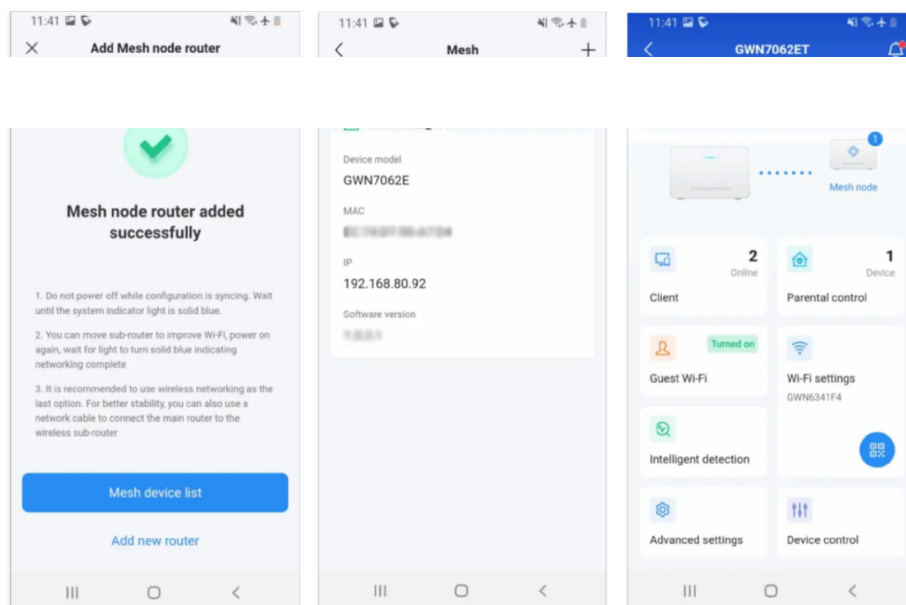


Mesh Step 4 Searching for the mesh nodes

Step 5: Confirm the mesh node is added

After the node is added, the app will display a confirmation message. Do not power off the devices while configuration is syncing, and wait until the system indicator light is **solid blue**. If needed, you can move the mesh node to improve coverage, then power it on again and wait until the indicator returns to **solid blue**.

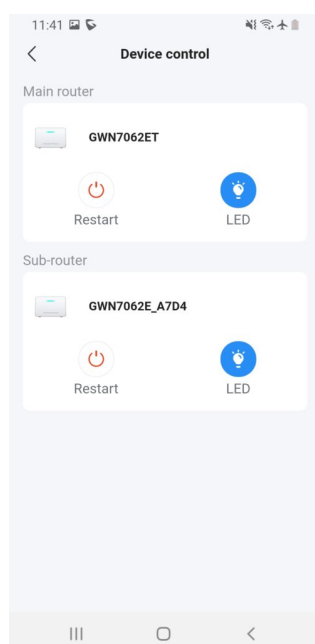
Tap **Mesh device list** to view the joined node. On the **Mesh** page, the node should appear with a **Connected** status and basic details such as **device model**, **MAC address**, **IP address**, and **software version**. You will also see the mesh node reflected on the router dashboard (for example, the Mesh node tile shows the updated node count).



Mesh Step 5 Confirm the mesh node is added

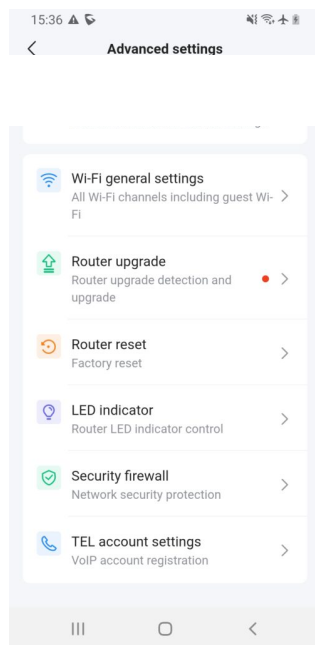
Device Control

Select Device Control to manage the main router and connected sub-routers in the mesh topology. You can restart the devices or turn the LED light on or off.



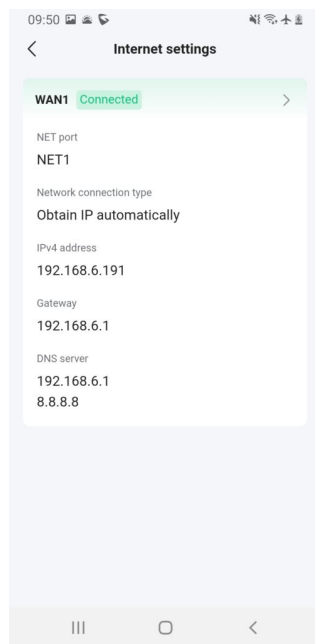
Advanced Settings

The **Advanced Settings** page groups the router's core configuration and maintenance tools in one place. From here you can fine-tune your Internet/WAN connection, adjust Wi-Fi behavior, check and install firmware updates, control basic hardware options like the LED indicator, enable security protections, or perform a factory reset when troubleshooting or transferring ownership.



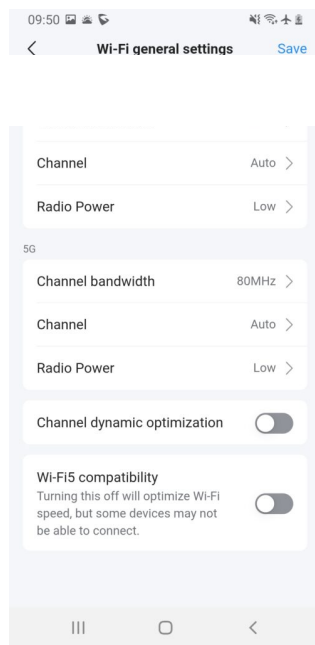
Internet Settings

- Configure connection types such as **DHCP**, or **Static IP** based on your ISP requirements.
- Manage **WAN port switching** to select the active internet port and customize **DNS server** settings for improved network performance and reliability.



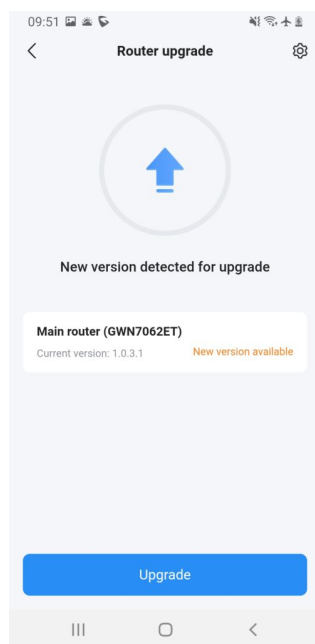
Wi-Fi General Settings

- Manually select Wi-Fi channels to reduce interference and optimize signal quality in crowded environments.
- Enable **Wi-Fi 5 compatibility** only if older devices require it. Most modern devices support Wi-Fi 6, and enabling this option may reduce overall Wi-Fi speed and performance.



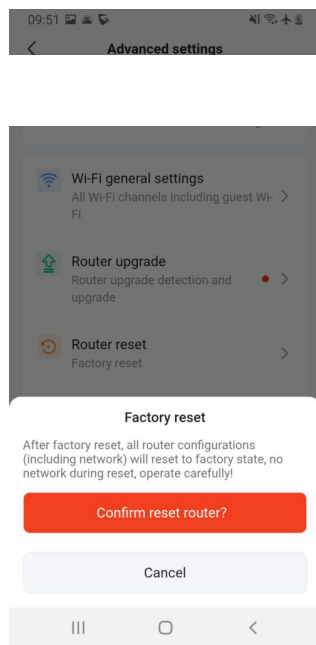
Firmware

- Check for the latest firmware updates to keep your router secure and feature-rich.
- Upgrade firmware manually via file upload or enable automatic updates for hassle-free maintenance.



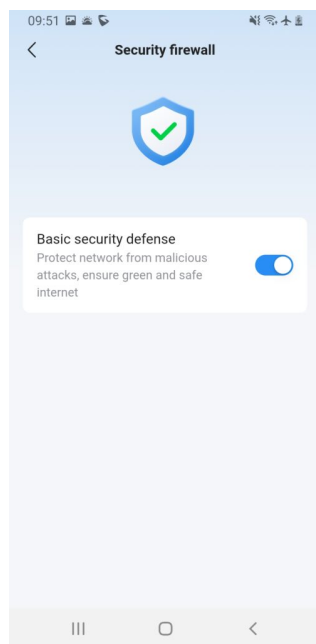
Router Reset

- Perform a **factory reset** to restore the router to default settings, useful for troubleshooting or reassigning ownership.



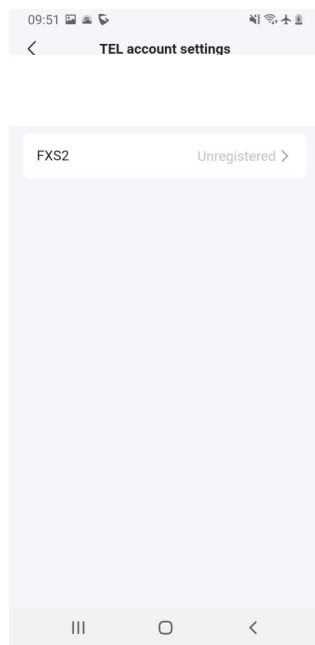
Security

- Enable the **firewall** to protect your network from unauthorized access and threats.



TEL Account (GWN7062ET Only)

- Manage VoIP-related settings such as SIP accounts and profiles to support voice communications directly from the router.



Troubleshooting

Problem	Solution
Device not found	Check power and internet; Ensure that the device is not bound to another account.
Can't manage remotely	Make sure the device network connection is working with no issues before attempting remote management.
Poor signal or speed	Run Intelligent Detection; reposition router
Mesh setup fails	Use latest firmware; ensure nodes are within range

Supported Devices

Supported devices	Minimum supported firmware
GWN7062E	1.0.3.7+
GWN7062ET	1.0.3.7+
GWN7062M	1.0.1.52+

CHANGE LOG

This section documents significant changes from previous versions of the Grandstream Home application. Only major new features or major document updates are listed here. Minor updates for corrections or editing are not documented here.

Version 1.0.3.12 (Android) / 1.3.12 (iOS)

- Added Support for GWN7062M model. [\[Supported Devices\]](#)
- Updated Parental Control statistics page. [\[Parental Control\]](#)
- Added Default Wi-Fi toggle under Wi-Fi management. [\[Default Wi-Fi settings\]](#)
- Updated Mesh supported models and steps. [\[Mesh Networking\]](#)

- Added Arabic language support.

- This is the initial release.
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Need Support?

Can't find the answer you're looking for? Don't worry we're here to help!

[CONTACT SUPPORT](#)