

**TRENDnet®**  
Hive Advanced  
Cloud Manager



# TRENDnet Hive Advanced Cloud Manager User Guide

[Home](#) » [TRENDnet](#) » TRENDnet Hive Advanced Cloud Manager User Guide 

## Contents

- 1 TRENDnet Hive Advanced Cloud Manager
- 2 Product Usage Instructions
- 3 How do I register and configure my devices to work with my Hive Account?
- 4 Wireless Access Points
- 5 How do I purchase device and Hive pro-add-on licenses or subscriptions?
- 6 FAQ
- 7 Documents / Resources
  - 7.1 References

# TRENDnet®

## TRENDnet Hive Advanced Cloud Manager



## Specifications:

- **Product:** TRENDnet Hive
- **Firmware Version Requirement:** 3.01.010 or above
- **Default IP Address (Switches):** 192.168.10.200
- **Default Subnet Mask (Switches):** 255.255.255.0
- **Default Username (Switches):** admin
- **Default Password (Switches):** admin

## Product Usage Instructions

### Registering and Configuring Devices with Hive Account:

1. Ensure switches are updated to firmware version 3.01.010 or above.
2. Login to the web smart switch management page using the default IP address and credentials.
3. Click on the Setup Wizard icon to start the configuration process.
4. Follow the wizard to change the administrator password and configure switch IP address settings.
5. Select TRENDnet Hive for automatic configuration of IP address and DNS settings through DHCP
6. Choose your Time Zone and enter Hive account credentials to register the switch.
7. Review configuration settings and apply changes to complete the setup wizard.
8. The green Hive button indicates a successful connection to your Hive cloud account.

### Configuring Wireless Access Points:

1. Make sure wireless access points are updated for TRENDnet Hive capability.
2. Access the Setup Wizard on the access point management page.
3. Initiate the setup wizard and follow the on-screen instructions.

### Dear Hive Customer,

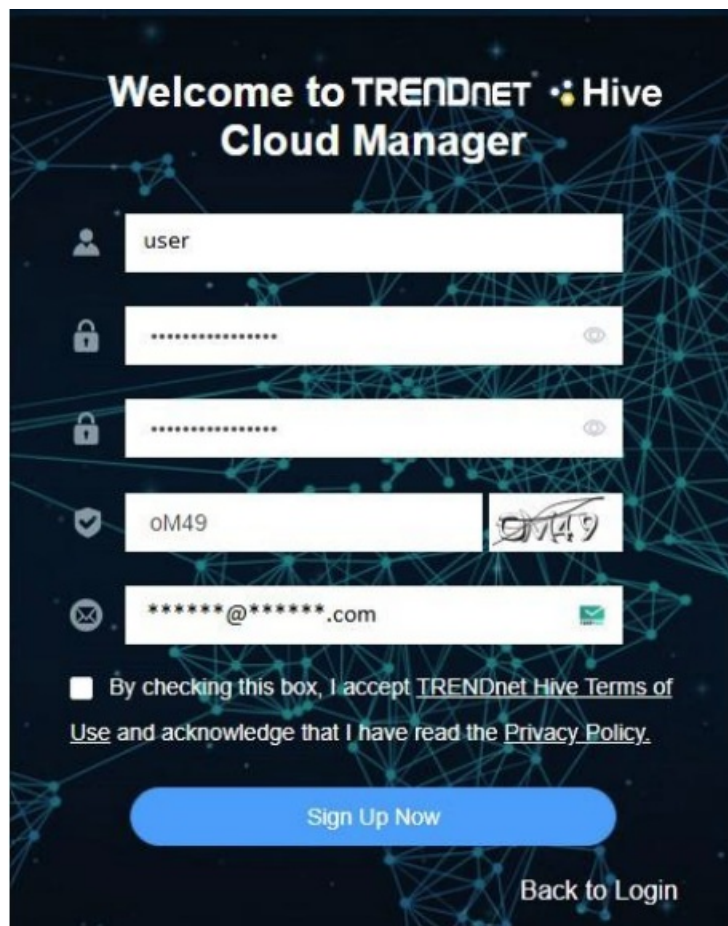
Thank you for choosing TRENDnet Hive. Please find the instructions and information below on getting started with your TRENDnet Hive cloud account and registering your TRENDnet cloud managed network devices.

### 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.



- 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 ~'!@#\$\$%^&{}[]()\_-=.)



Registration form for TRENDnet Hive Cloud Manager. The form includes fields for Username, Password, Confirm Password, Security Question (with a dropdown menu showing 'oM49'), and Email. A checkbox for terms and conditions is present, followed by a 'Sign Up Now' button and a 'Back to Login' link.

Welcome to TRENDnet Hive Cloud Manager

Username: user

Password: [masked]

Confirm Password: [masked]

Security Question: oM49

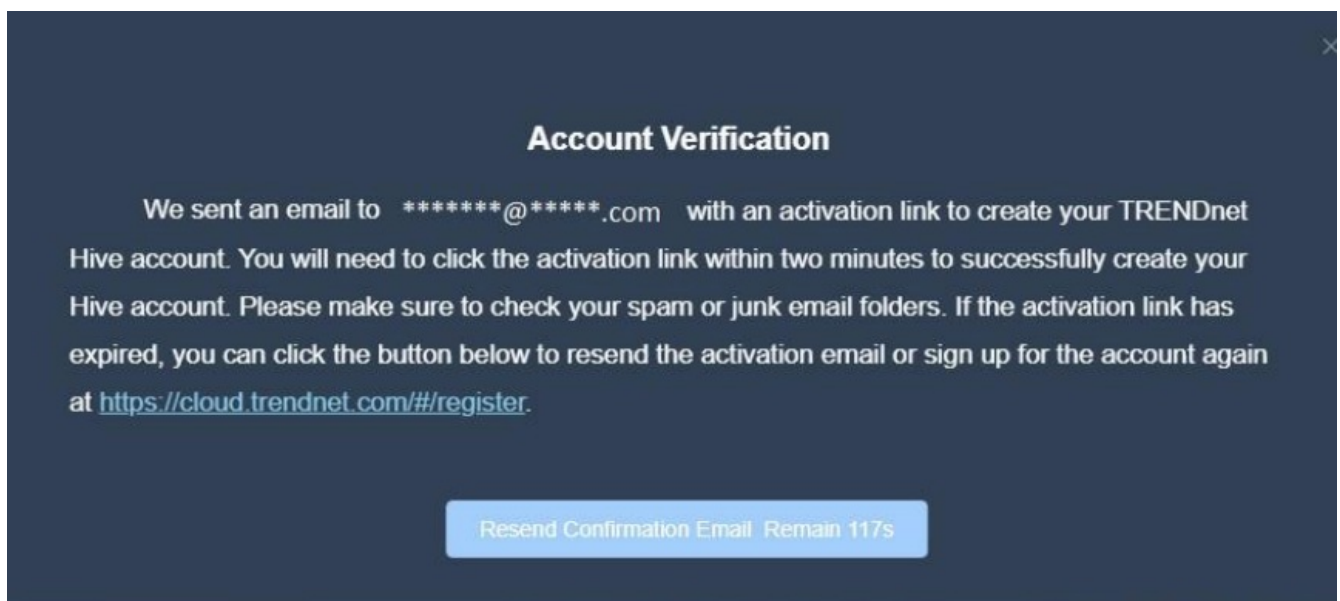
Email: \*\*\*\*\*@\*\*\*\*\*.com

☐ 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.

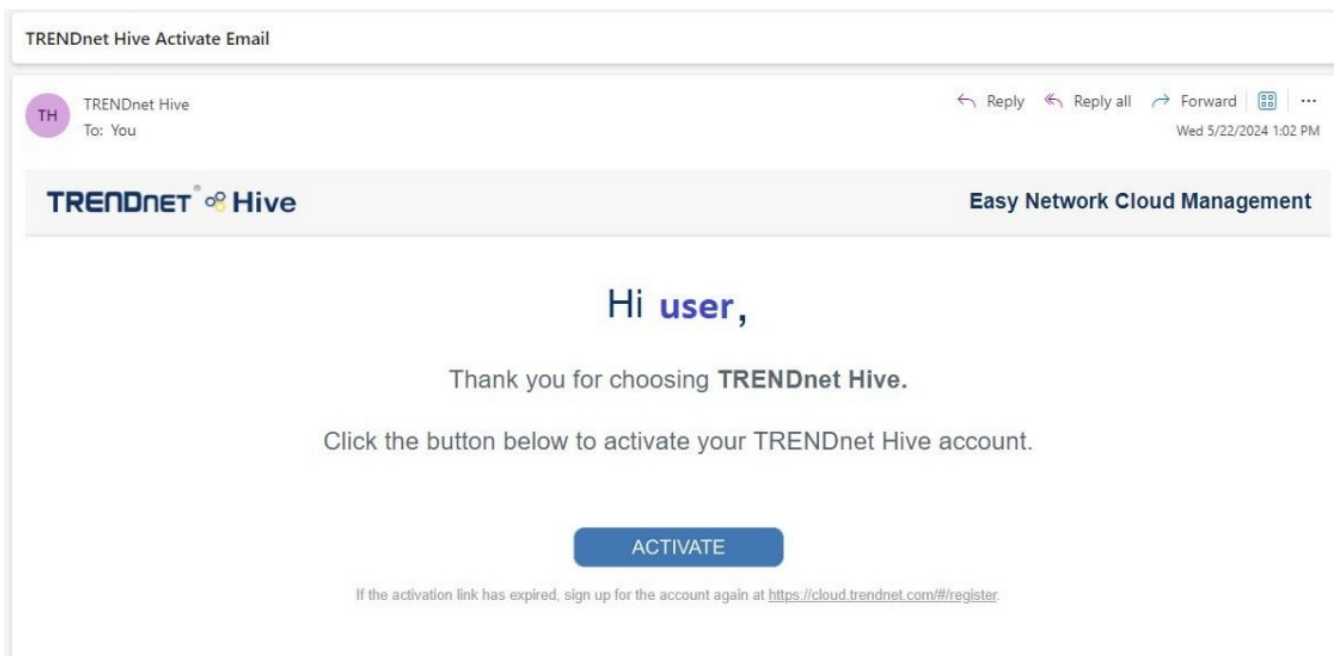


Account Verification

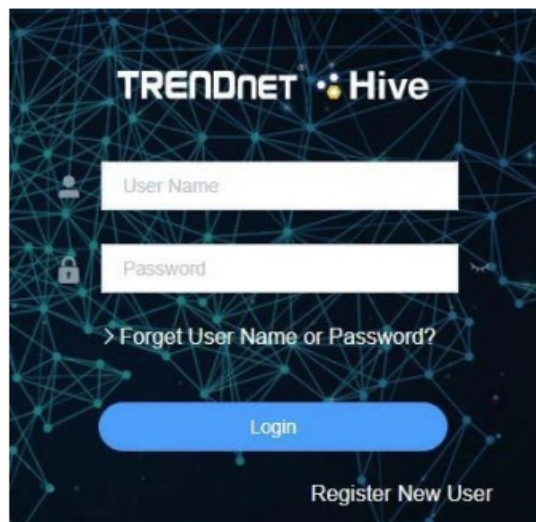
We sent an email to \*\*\*\*\*@\*\*\*\*\*.com with an activation link to create your TRENDnet Hive account. You will need to click the activation link within two minutes to successfully create your Hive account. Please make sure to check your spam or junk email folders. If the activation link has expired, you can click the button below to resend the activation email or sign up for the account again at <https://cloud.trendnet.com/#/register>.

Resend Confirmation Email Remain 117s

- 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.

Username

Password

Login

- 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.

- Click Next to start the setup wizard.

## Switch Setup Wizard

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

Next Cancel

- Change your administrator password using the fields provided and click Next. **Note:** It is strongly recommended to change the default administrator password.

### Switch Setup Wizard

#### Step 1: Change your login credentials

Username: admin

Password:  (Maximum length is 20)

Confirm Password:

Previous Next Cancel

- 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 the 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.

### Switch Setup Wizard

#### Step 2: Select the method of management for this switch

☒ **TRENDnet Hive:** Choose this option if you would like to manage your switch through TRENDnet's Cloud Management. This option will automatically apply a DHCP connection (Dynamic IP Address) to your switch. **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 switch through the GUI. You may opt in to use TRENDnet Hive at a later date. Please note, this will set the IP of the switch to 192.168.10.200/255.255.0.

Previous Next

- 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

- 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"/>

PreviousNextCancel

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

PreviousApplyCancel

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 an error/issue connecting the device to the Hive account.

## Wireless Access Points

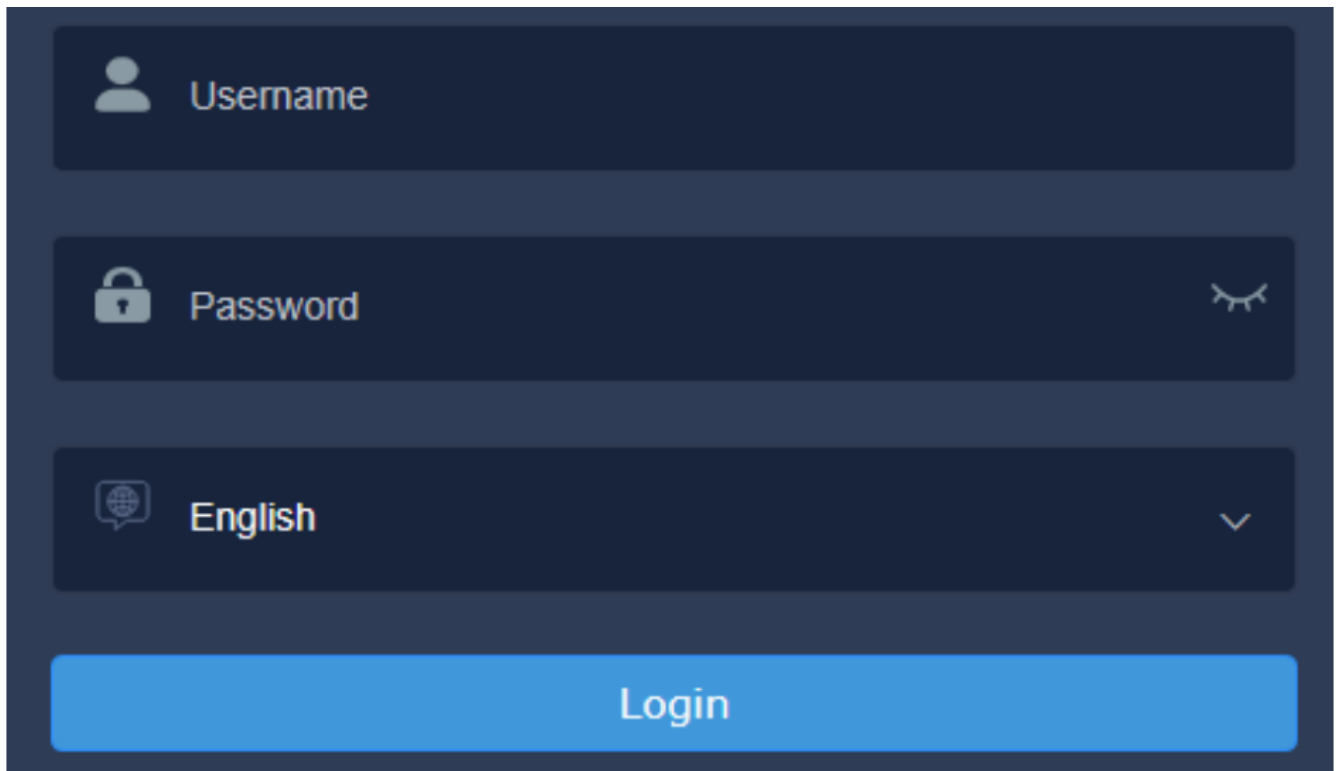
**Important Note** (TRENDnet Wireless Access Points): The following example will provide the steps for configuring the TRENDnet wireless access point IP address, subnet mask, default gateway address, and DNS settings. Please make sure you have updated your wireless access points to enable TRENDnet Hive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

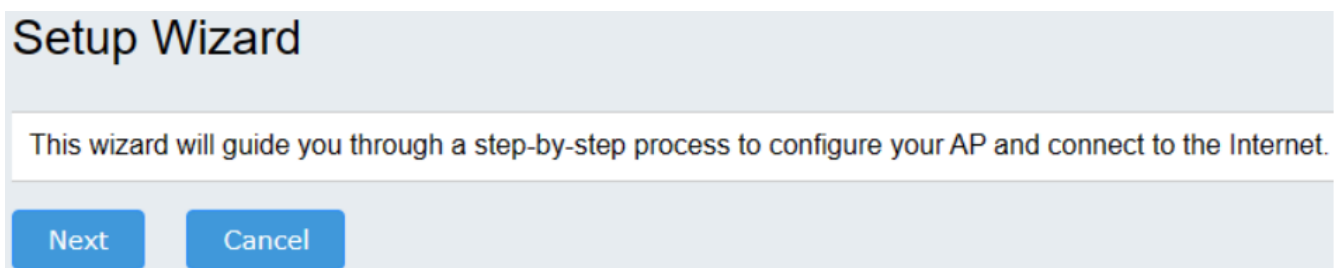


The login form has a dark blue background. It contains three input fields: 'Username' with a person icon, 'Password' with a lock icon and a toggle eye icon, and 'English' with a globe icon and a dropdown arrow. A large blue 'Login' button is at the bottom.

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.



The 'Setup Wizard' screen has a light blue header. Below it, a message states: 'This wizard will guide you through a step-by-step process to configure your AP and connect to the Internet.' At the bottom are 'Next' and 'Cancel' buttons.

4. Change your administrator password using the fields provided and click Next. **Note:** It is strongly recommended to change the default administrator password.



The 'Setup Wizard' screen shows 'Step 1: Change your login credentials'. It has three input fields: 'User Name' (pre-filled with 'admin'), 'Password' (with a note '(Maximum length is 20)'), and 'Confirm Password'. At the bottom are 'Previous', 'Next', and 'Cancel' buttons.

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 the TRENDnet Hive.

**Note:** You can choose the Default Management option to configure your IP address and DNS settings manually and afterward 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.

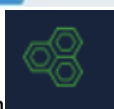
**Setup Wizard**

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 an 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**

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 )

## FAQ


### How do I update the firmware of my devices?

To update the firmware of your devices, please visit the provided link for firmware downloads specific to your device model.

### What should I do if my device fails to connect to the Hive account?

If your device encounters issues connecting to the Hive account, ensure that the network DHCP server is providing the necessary IP address settings.

## Documents / Resources

	<p><a href="#">TRENDnet Hive Advanced Cloud Manager</a> [pdf] User Guide Hive Advanced Cloud Manager, Advanced Cloud Manager, Cloud Manager, Manager</p>
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## References

- [cloud.trendnet.com/](https://cloud.trendnet.com/)
- [TRENDnet Hive](#)
- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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