



# BakPak App

Remote Management System  
User Guide



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# Introduction

The BakPak Remote Management System combines hardware and software to provide complete remote network management, allowing integrators to monitor, manage, and fully maintain integrated networks from anywhere in the world. With the BakPak app, manage and monitor your networks on the go.

- **Monitor:** The BakPak Remote Management System allows technicians to view every network of every client and drill down to individual devices on individual networks.
- **Alert:** Both technicians and users are able to receive alerts, configurable on a per-device basis, directly to their email, SMS, or through the BakPak app itself in case of device or network downtime.
- **Assign:** Permissions, alerts, and configuration capabilities can be assigned to various technicians, allowing segmentation of workflow and the ability to assign specific technicians to specific jobs.

# Technical Support

Pakedge is committed to providing you with exceptional support for all of our products. If you want to speak with one of our representatives, you may contact us at:

[Technical Support](#)

Email: [support@pakedge.com](mailto:support@pakedge.com)

Phone: (650) 385-8703

Visit our website for up-to-date support information at [www.pakedge.com](http://www.pakedge.com).

Please be prepared to provide your product's model and serial number when contacting Pakedge Technical Support. Your model and serial numbers are printed on a label located on the electronic housing.

# Log in to the BakPak app

**Tip:** Before setting up the BakPak app, go to [mybakpak.com](http://mybakpak.com) and create a BakPak account using a desktop or laptop. Be sure to register the BakPak management agent or BakPak Lite device (optional).

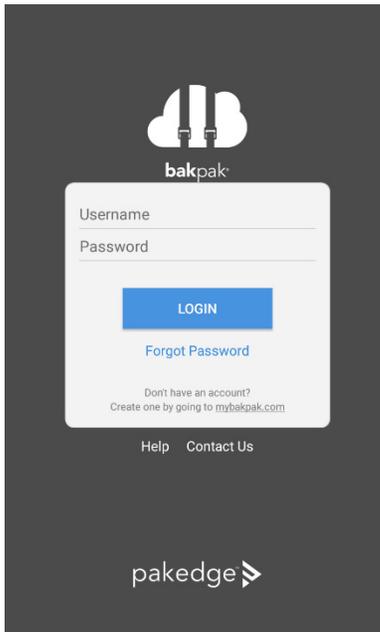
**Tip:** BakPak now supports BakPak Lite devices such as PDUs, wireless routers, and access points, without the need of the full management agent. Note that BakPak Lite devices have limited capabilities compared to full management agents.

### To log in to the BakPak app:

1. On your mobile device, tap the **BakPak** icon to open the BakPak app.



2. Enter your username and password to log in. If you do not have a BakPak account, register for one at [mybakpak.com](http://mybakpak.com)



3. If you do not remember your password, tap **Forgot Password** to send a password reset message to the email listed on your account. If you don't yet have an account, tap the link for [mybakpak.com](http://mybakpak.com) and then tap **Create Admin Account**.

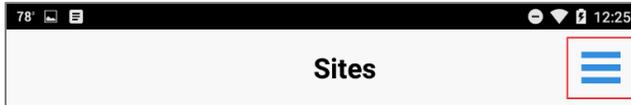
## Create a Site

### Create a BakPak site

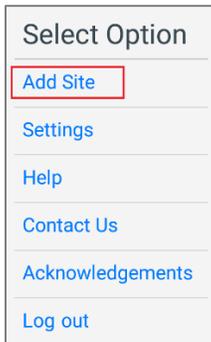
This section explains how to add a BakPak site (such as an NK-1). If you want to add a BakPak Lite site (such as a WR-1), skip to [Create a BakPak Lite site](#).

#### To create a site using a management agent:

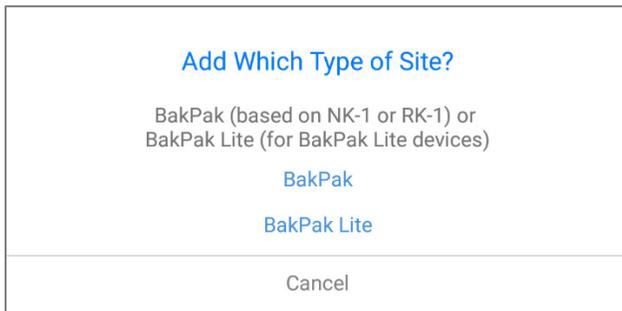
1. Open the BakPak app and tap the menu icon (upper-right corner of screen).



2. Tap **Add Site**.



You are given the option to add a BakPak site (such as the NK-1) or a BakPak Lite site (such as the WR-1).



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3. Tap **BakPak**. The *Add Site* screen opens.

The screenshot shows the 'Add Site' screen in the BakPak app. The screen is titled 'Add Site' and has a hamburger menu icon in the top right corner. Below the title bar, there is a section titled 'Add BakPak Site' with the subtitle 'Basic information to list your site.' This section contains two text input fields: 'Site Name:' and 'Site Address:'. Below this is a section titled 'Associated Management Agent' with the subtitle 'Attach an agent to this site by choosing below'. This section contains three blue buttons: 'CHOOSE', 'ADD VLAN INFO', and 'CREATE'. At the bottom of the screen is a 'Cancel' link.

4. Enter the **Site Name** and the **Site Address**.
5. Under *Associated Management Agent*, tap **CHOOSE** and select a device that has been registered to your BakPak account.
6. If you have multiple VLANs, be sure to add them here:
  - a. Tap **Input IP address** and enter the IP address of the agent you selected.
  - b. Tap **vlanID** to enter the VLAN IP address, then tap **subnet mask** to enter the subnet mask.
  - c. Tap **Add VLAN** to add it.
  - d. If you have more than one VLAN, tap **Add new row** to add it.
7. When you are finished, tap **Close**.
8. Tap **CREATE** to create the site, then tap **Create** again to confirm.

You have successfully created a site and added a BakPak agent. The new site now appears on the *List View*.

# BakPak App User Guide

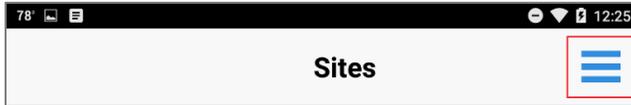
## Create a BakPak Lite site

This section explains how to add a BakPak Lite site (such as a WR-1). If you want to add a BakPak site (such as an NK-1), go back to [Create a BakPak site](#).

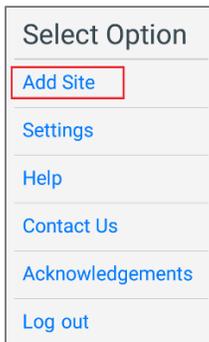
**Note:** The WR-1, PDUs, and APs all support direct connection to BakPak via built-in BakPak Lite. BakPak Lite devices are not capable of scanning the entire network and monitoring other network devices.

### To add a BakPak Lite site:

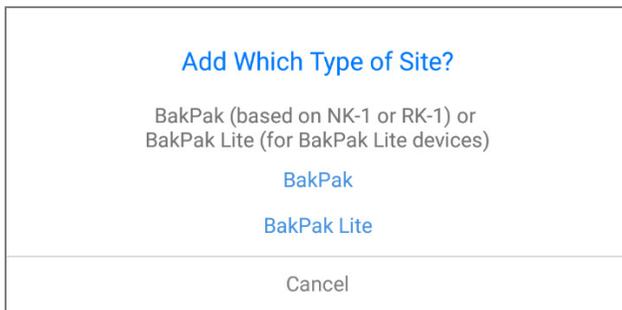
1. Open the BakPak app and tap the menu icon (upper-right corner of screen).



2. Select **Add Site**.



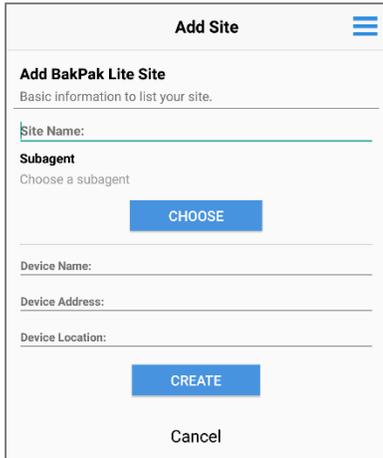
You are given the option to add a BakPak site (such as the NK-1) or a BakPak Lite site (such as the WR-1).



3. Tap **BakPak Lite**.

## BakPak App User Guide

4. Enter the site information: **Site Name**, **Device Name** and **Device Location** (for example, office or home).



The screenshot shows the 'Add Site' screen in the BakPak app. At the top, there is a title 'Add Site' and a hamburger menu icon. Below the title, the section is titled 'Add BakPak Lite Site' with the subtitle 'Basic information to list your site.' The form contains the following fields and buttons:

- Site Name:** A text input field.
- Subagent:** A section with the text 'Choose a subagent' and a blue 'CHOOSE' button.
- Device Name:** A text input field.
- Device Address:** A text input field.
- Device Location:** A text input field.
- A blue 'CREATE' button at the bottom.
- A 'Cancel' link at the very bottom.

5. Tap **CHOOSE**.
6. In the **Select Subagent Device** list, tap a device that has been registered to your account, then tap **Create** to register it.
7. To complete the process, log in to the device's web interface and select **BakPak**.



You have successfully created a site and added a BakPak Lite device. The new site now appears on the *List View*.

# Adding BakPak Lite devices to a site

After creating a site, you will be able use the app to add BakPak Lite devices.

### To add more BakPak Lite devices to a site:

1. Open the site in your BakPak app.
2. Go into the site and tap the menu icon (upper right).
3. Select **Add Device**.

## BakPak Lite functionality

When you view a BakPak Lite site (different from a BakPak Lite device *on* a full BakPak site), a button bar appears with at the bottom of the screen with either three tabs (WR-1 and PDUs) or four (APs):

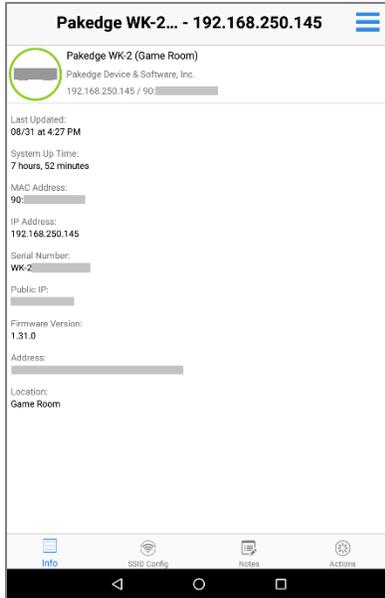


Use these tabs to view information, update your wireless configuration, and add notes.

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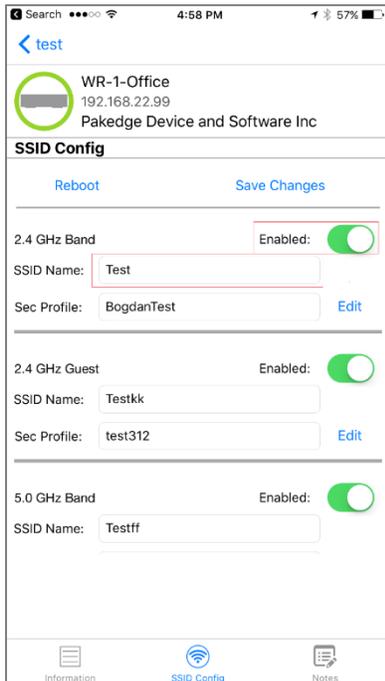
## Information

Under *Information*, view details about the device (such as up time, local and public IP address, and serial number).



## SSID Config (WR-1 and APs)

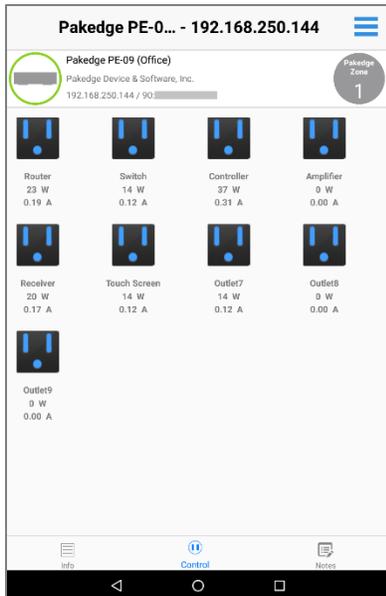
Under *SSID Config*, update the SSID name, enable/disable SSID broadcasting, change the security profile, and update the password.



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## Control (PDU's)

Tap **Control**, then tap an outlet to either turn it off, power cycle it, or rename it.



## Notes

Under *Notes*, you can make note of any changes made to the site or device and view those notes later. To add a note, click the **+** near the upper-right corner of the screen, type the text, then tap **Submit**. The note is added to the list, alongside the username of the note's author.

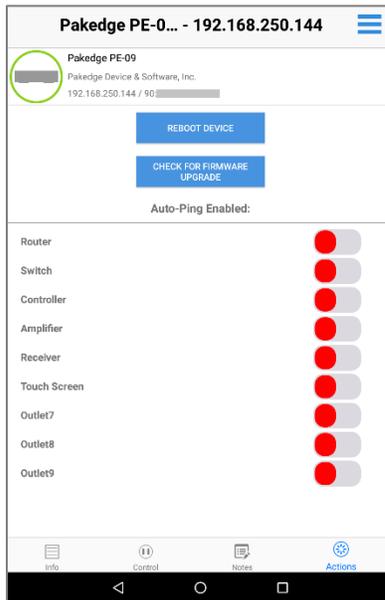


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## Actions (APs and PDUs)

Under *Actions*, you can perform actions on the device.

- PDUs: Reboot device, check for firmware upgrade, turn outlets on and off
- APs: Reboot device, check for firmware upgrade, turn LEDs on and off



# Viewing the geographical map

If you provided addresses during the initial site setup, you will be able to show where your BakPak sites are located (using Google Maps).

### To view the geographical map:

1. In the *Sites List* view, tap **Map View**. The map opens showing pins at the locations of your BakPak sites.



# Scanning for devices

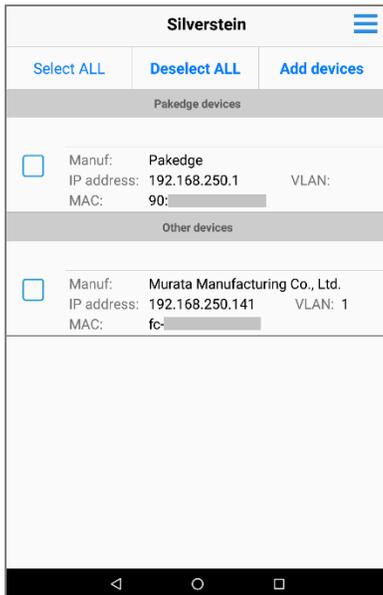
(Not supported on BakPak Lite sites)

### To scan a new or empty site:

1. Tap the site to open it. When creating a new site or opening a site with no added devices, the app will ask if you would like to scan for devices.
2. If you are not automatically prompted, open the side menu and tap **Scan for Devices**.

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- As the scan completes, a status bar displays. When it is complete, a list of the scanned devices will be shown.

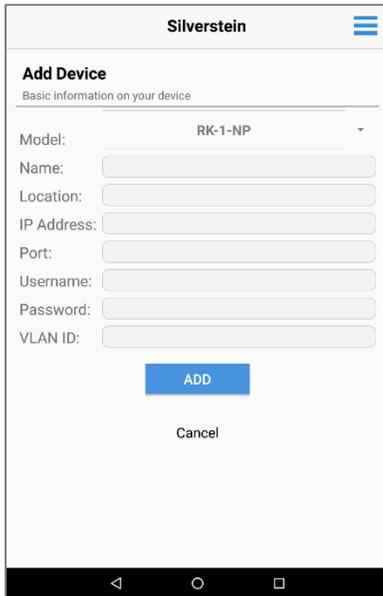


- Tap on a device to select it for addition to your site. To add all devices, tap **Select ALL**.
- Tap **Add Devices** to add the selected devices to the site. The site's device list reloads and displays the newly added devices.

# Manually add devices

### To manually add a device:

1. Open the site's side menu and tap **Add Device**. The *Add Device* screen opens.



The screenshot shows the 'Add Device' screen in the BakPak App. The screen is titled 'Silverstein' and has a hamburger menu icon in the top right corner. Below the title is the 'Add Device' section, which includes the subtitle 'Basic Information on your device'. The form contains the following fields: 'Model' (a dropdown menu currently showing 'RK-1-NP'), 'Name', 'Location', 'IP Address', 'Port', 'Username', 'Password', and 'VLAN ID'. Each field is represented by a text input box. At the bottom of the form, there is a blue 'ADD' button and a 'Cancel' link.

2. Select the supported model of network device.
3. Complete the form, then tap **ADD**. The device is added to the site.

**Tip:** When adding unmanaged devices, the IP address can be set to **0.0.0.0** because an unmanaged device does not have an IP address.

# Edit or delete devices

### To edit or delete a device:

1. Tap a site to open its device list.
2. Tap and hold the device you want to edit. An *Edit/Delete* menu opens.



3. To edit the device settings, tap **Edit**, modify settings that open in the next screen, then tap **Save**.
4. To delete the device, tap **Delete**, then confirm you want to delete it. The device is deleted.

# Run a speed test

Available only on BakPak sites.

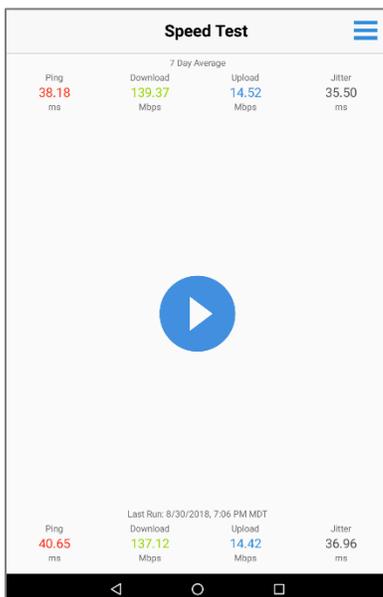
You can use your mobile app to run a speed test for any of your sites that have a full management agent such as an NK-1 and RK-1.

### To run a speed test:

1. Tap a site in your site list view. Towards the top, you will see a section called **Speed test**, which shows the 7-day average download and upload speeds for the site.



2. Tap the arrow (>) to the right of the speed test information. The full *Speed Test* screen opens, displaying more precise speed test results of the last time the test was run and the average of the previous seven days.



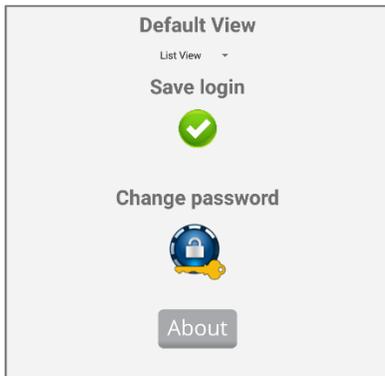
## BakPak App User Guide

3. Tap the big blue and white arrow icon in the middle of the screen to run a new speed test.

# Change a site's BakPak password

### To change a site's BakPak password:

1. Tap to open the site, then tap the menu icon and select **Settings**. The settings screen opens.



2. Tap **Change password**, enter the current password, then enter the new one and confirm it.
3. Tap **Change Password**.
4. Enter your old password, type a new password, and confirm the new password.
5. Tap **Save login**.

# Change a site's default view

### To change a site's default view:

1. Tap to open the site, then tap the menu icon and select **Settings**. The settings screen opens.
2. Under *Default View*, tap the pull-down menu and select **List View** or **Map View**.

# Log out of BakPak

### To log out of BakPak:

1. From the *Sites* view, tap the menu icon, then tap **Log out**.



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