

Confidentiality Level: Customer Viewable

LightWAN Mobile Client Installation and User Guide

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Preface

Audience

This document describes how to install and use the LightWAN mobile client. This document is intended for:

- User
- Technical Support Engineer

Conventions

Symbol

The following icons may appear in the document, and their meanings are as follows:

Icon	Description
 NOTE	Texts beginning with this icon is additional information, as well as the emphasis and supplement to the text.

GUI Conventions

Format	Meaning
Bold	All words for interface should be indicated in bold font.
>	Use a greater-than symbol (>) to separate sequential steps. For example, Select File > New > Folders .

Change History

Changes between document issues are cumulative. The latest updated document contains all previous updated content. The change history is as follows:

Issue	What's new	Modified on	Released on
1.0	Supported HarmonyOS compared to version 6.0.	2026-01-10	2026-01-15
1.1	Updated installation requirements for the LightWAN client on Linux.	2026-02-27	2026-02-28

Contents

1 Overview	1
2 Download and Install LightWAN.....	1
2.1 Prerequisites	1
2.2 Download and Installation.....	1
3 Use LightWAN	2
3.1 Prerequisites	2
3.2 Operations	2
3.2.1 Login.....	3
3.2.2 Network	6
3.2.3 Report a Problem	12
3.2.4 Reset the Password	14
3.2.5 Run LightWAN at Startup	15
3.2.6 App Center	16
3.2.7 Version Update.....	16

1 Overview

The LightWAN mobile client, or LightWAN, is compatible with several operating systems, including Windows, macOS, Linux, Android, iOS, and HarmonyOS. This document describes how to download, install, and use LightWAN on different operating systems.

2 Download and Install LightWAN

2.1 Prerequisites

Operating system	Prerequisite
Windows	<ul style="list-style-type: none">• PC: Supported with Windows 7 and later.• Server: Supported with Windows Server 2008 R2 and later.
Android	<ul style="list-style-type: none">• Support with Android 7.0 and later.
macOS	<ul style="list-style-type: none">• Support with macOS 10.12 and later.
iOS	<ul style="list-style-type: none">• Supported with iOS 11.0 and later.
HarmonyOS	<ul style="list-style-type: none">• Supported with HarmonyOS 5.0.3(15) and later.
Linux	<ul style="list-style-type: none">• Supported with UOS ARM, UOS x86, Kylin ARM, Kylin x86, and Ubuntu x86.• Supported with UOS V2.0 and later.• Supported with Kylin V10 and later.• Supported with Ubuntu 22.04 LTS and later.

2.2 Download and Installation



NOTICE

Before you install LightWAN, please back up your local files in case of data loss during the computer restart.

Operating system	Download and installation
Windows	<p>To download LightWAN for Windows, click here. Double-click the installation package and follow the installation wizard to complete the installation.</p> <hr/> <p> NOTE</p> <ul style="list-style-type: none">• Your antivirus software may flag a warning during the installation or use of LightWAN. This is expected and can be safely disregarded. Please proceed with confidence.• Should the system request a reboot, kindly restart your computer.
Android	<p>Search for LightWAN in the app store on your Android device, then download and install it. Or, click here to download LightWAN for Android. Your antivirus software might display a warning as you install LightWAN. You can safely</p>

	<p>proceed by trusting the application.</p> <hr/> <div>  NOTE </div> <p>If you're using an Android device, like a Xiaomi phone, with safe mode enabled by default, it may lead to installation failure. Please disable safe mode before installing LightWAN.</p>
macOS	Search for LightWAN in App Store, or click here to download LightWAN. Follow the on-screen prompts to complete the installation.
iOS	Search for LightWAN in App Store, or click here to download LightWAN. Follow the on-screen prompts to complete the installation.
HarmonyOS	Search for LightWAN in Huawei AppGallery. Follow the on-screen prompts to complete the installation.
Linux	<ul style="list-style-type: none"> UOS & Kylin: Search for LightWAN in the app store and install it. Ubuntu: Click here to download the correct version of LightWAN. Then, execute the command: <code>sudo apt-get install ./com.lightwan_x.x.xx_amd64.deb</code> to install it.

3 Use LightWAN

3.1 Prerequisites

Operating system	Prerequisite
Windows	<ul style="list-style-type: none"> Turn off the system proxy before using LightWAN. Disconnect VPN applications before using LightWAN.
Android	<ul style="list-style-type: none"> Turn off the system proxy before using LightWAN. If you're unable to access the designated private domain (for example, the ERP system) using LightWAN, please check your Android system settings and disable Private DNS.
macOS	<ul style="list-style-type: none"> Turn off the system proxy before using LightWAN. Disconnect VPN applications before using LightWAN.
iOS	<ul style="list-style-type: none"> Turn off the system proxy before using LightWAN.
HarmonyOS	<ul style="list-style-type: none"> Turn off the system proxy before using LightWAN. Disconnect VPN applications before using LightWAN.
Linux	<ul style="list-style-type: none"> Turn off the system proxy before using LightWAN. Disconnect VPN applications before using LightWAN. If the firewall is enabled on your Linux device while running LightWAN, the accelerated traffic from LightWAN will bypass the firewall.

3.2 Operations

The following instructions are similar across all operating systems. This chapter uses Windows as an example.

3.2.1 Login

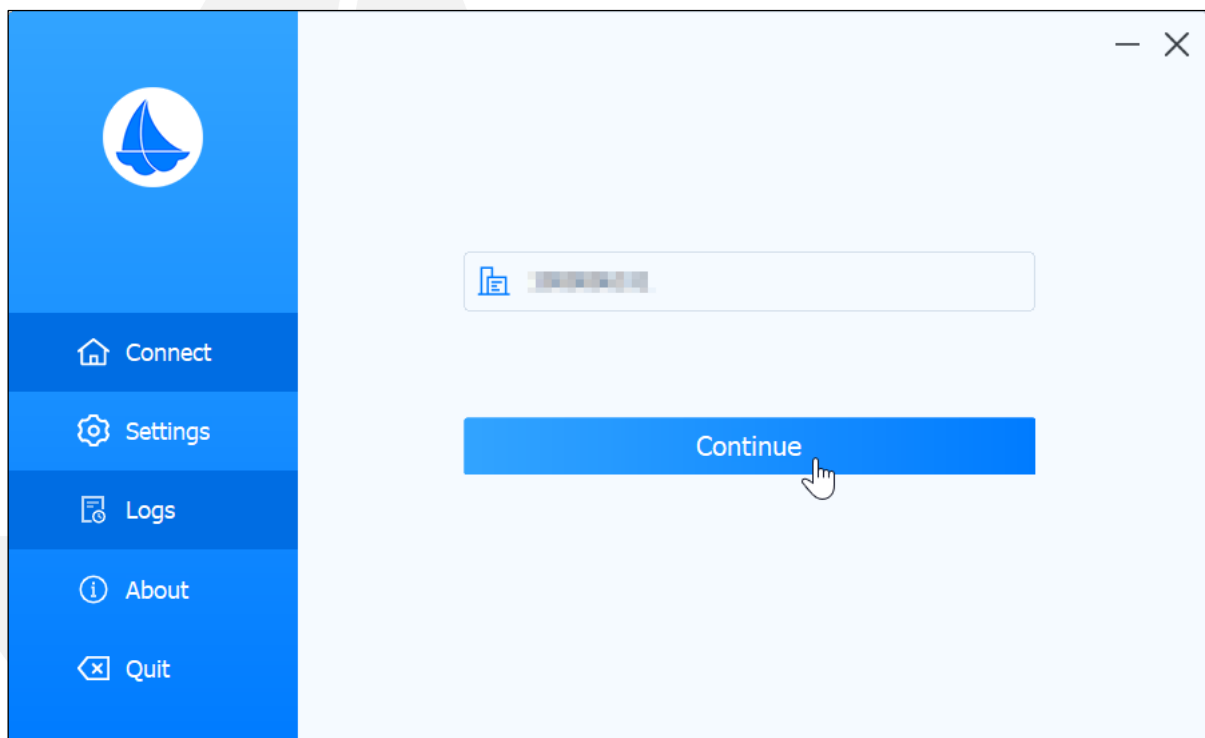


NOTE

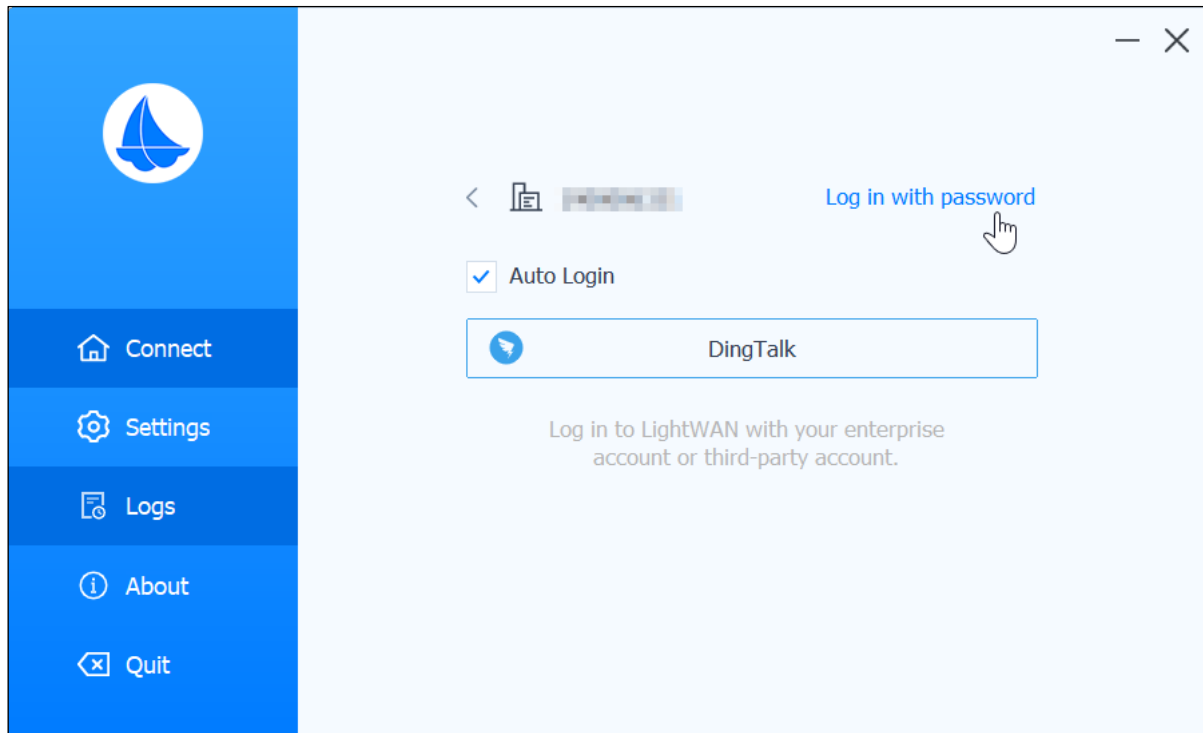
- Users can log into LightWAN using credentials or third-party authentication. The user interface is configured by the administrator.
- When you log into LightWAN for the first time, you must accept the User Agreement and Privacy Policy.
- Click **Accept** in the **Network Connection Request** or the **Allow VPN** dialog box.
- Should an upgrade prompt appear when logging in, follow the instructions to update the app before re-entering your credentials.

Login With Credentials

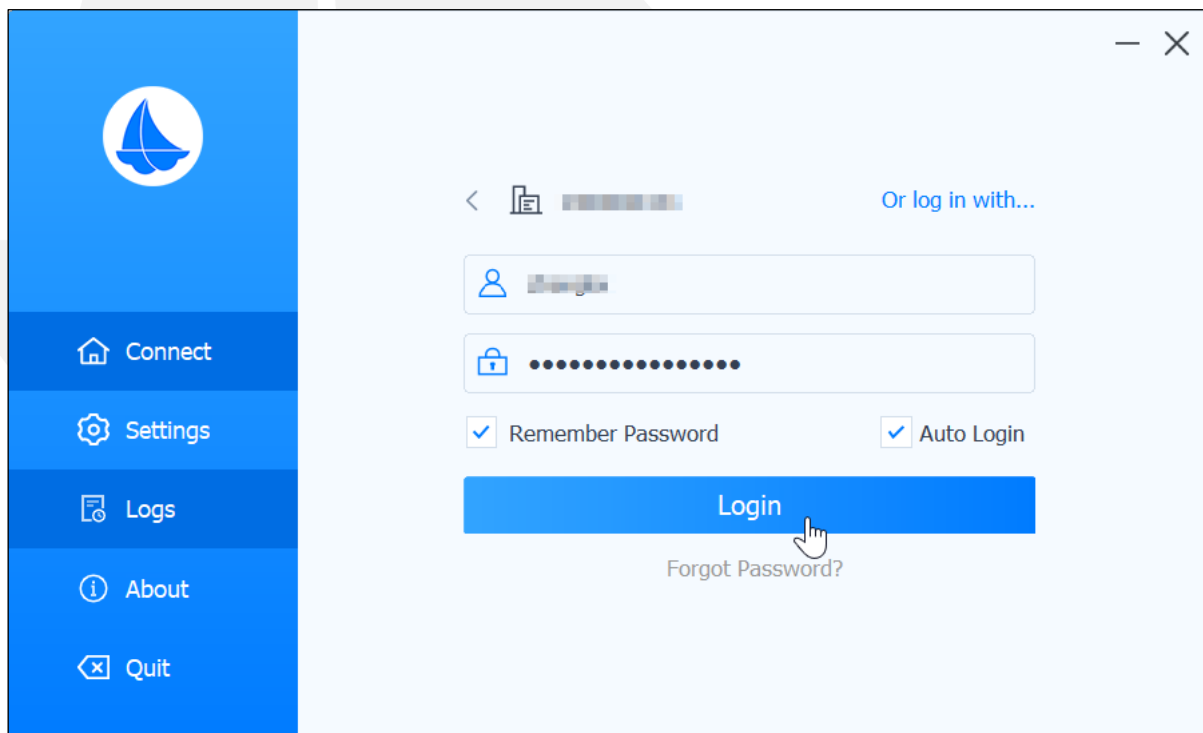
Step 1 Enter your customer ID and choose **Continue**.



Step 2 Choose **Log in with password**.



Step 3 Enter your username and password, then choose **Login**.



 NOTE

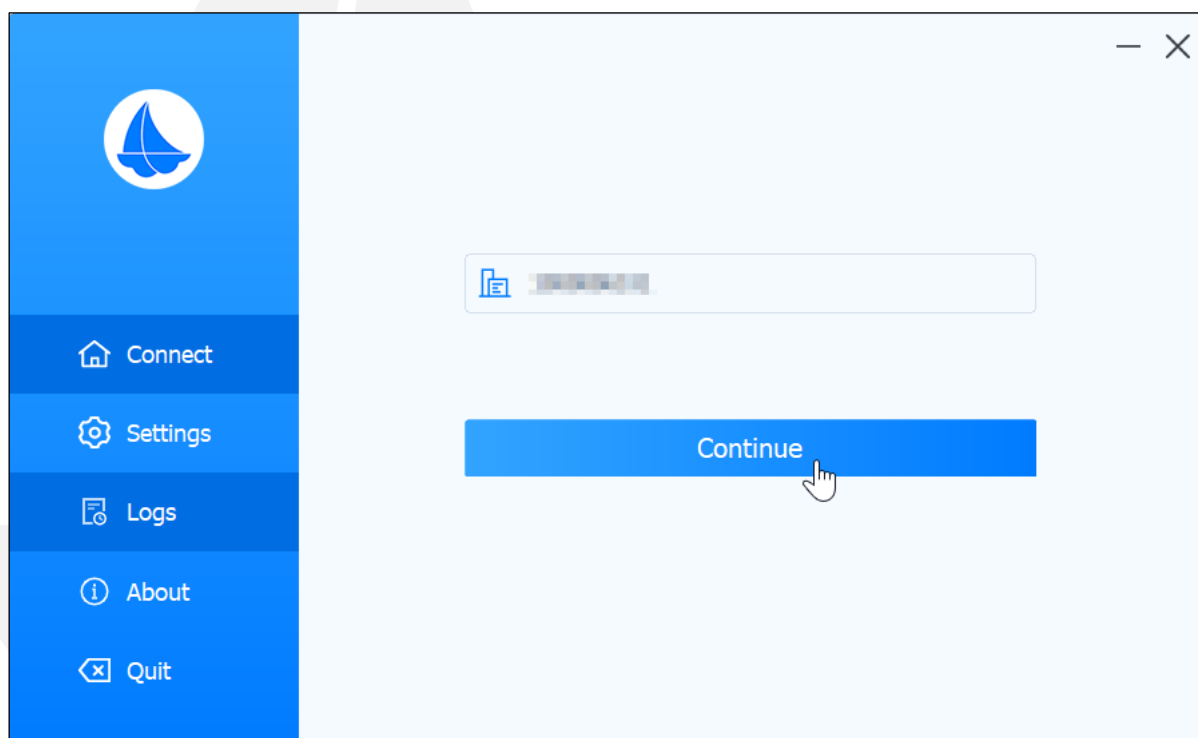
If you forgot your password, choose **Forgot Password** and reset it. Please note that the password reset feature is supported in Orchestrator version 5.3.10 and later.

If the administrator has enabled 2FA via an authenticator app or SMS, users must verify their identity before logging in.

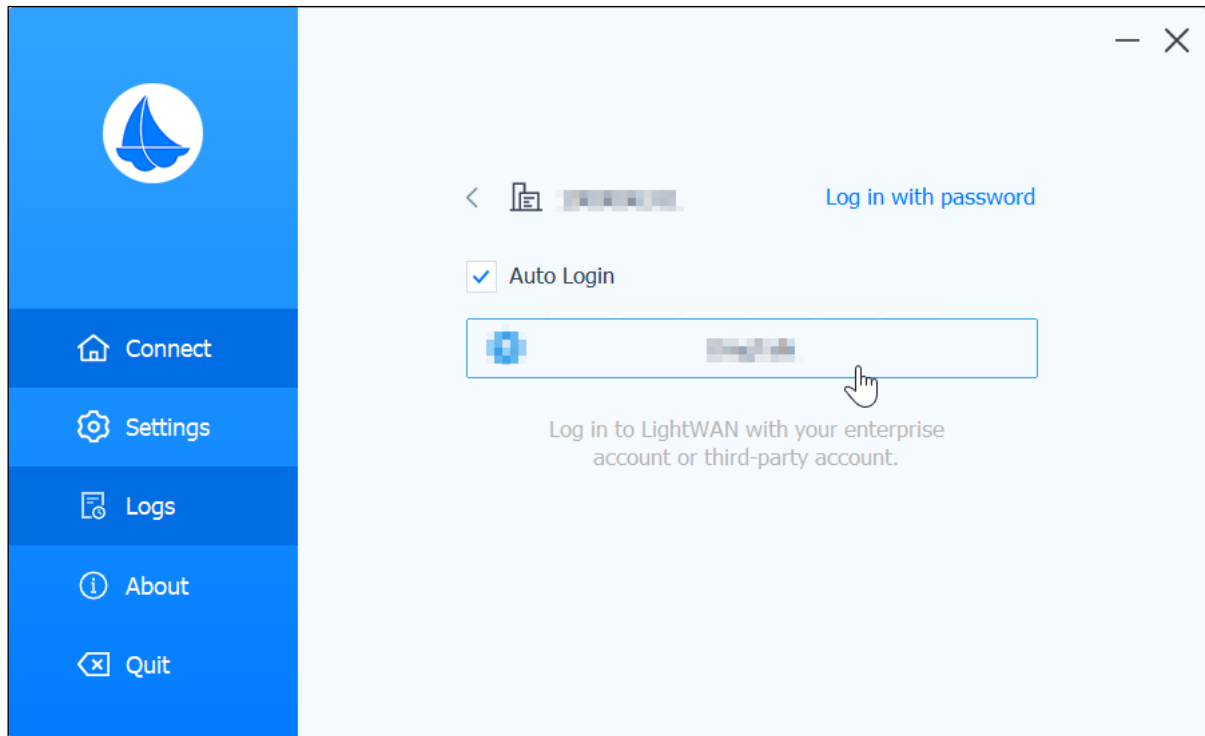
- Authenticator app: Download LightWAN Authenticator or another app such as Google Authenticator or Microsoft Authenticator. Scan the QR code using the app on your phone, then enter the 6-digit code to successfully log in.
- SMS: Choose **Send** to receive the SMS verification code on your phone, and then enter the 6-digit code.

Third-Party Authentication

Step 1 Enter your customer ID and click **Continue**.



Step 2 Click the corresponding icon of the third-party for authentication, and you will be directed to their verification page. Please follow the instructions and complete the verification before logging in.



NOTE

If the administrator has enabled 2FA via an authenticator app, users must verify their identity before logging in. Download LightWAN Authenticator or another app such as Google Authenticator or Microsoft Authenticator. Scan the QR code using the app on your phone, then enter the 6-digit code to successfully log in.

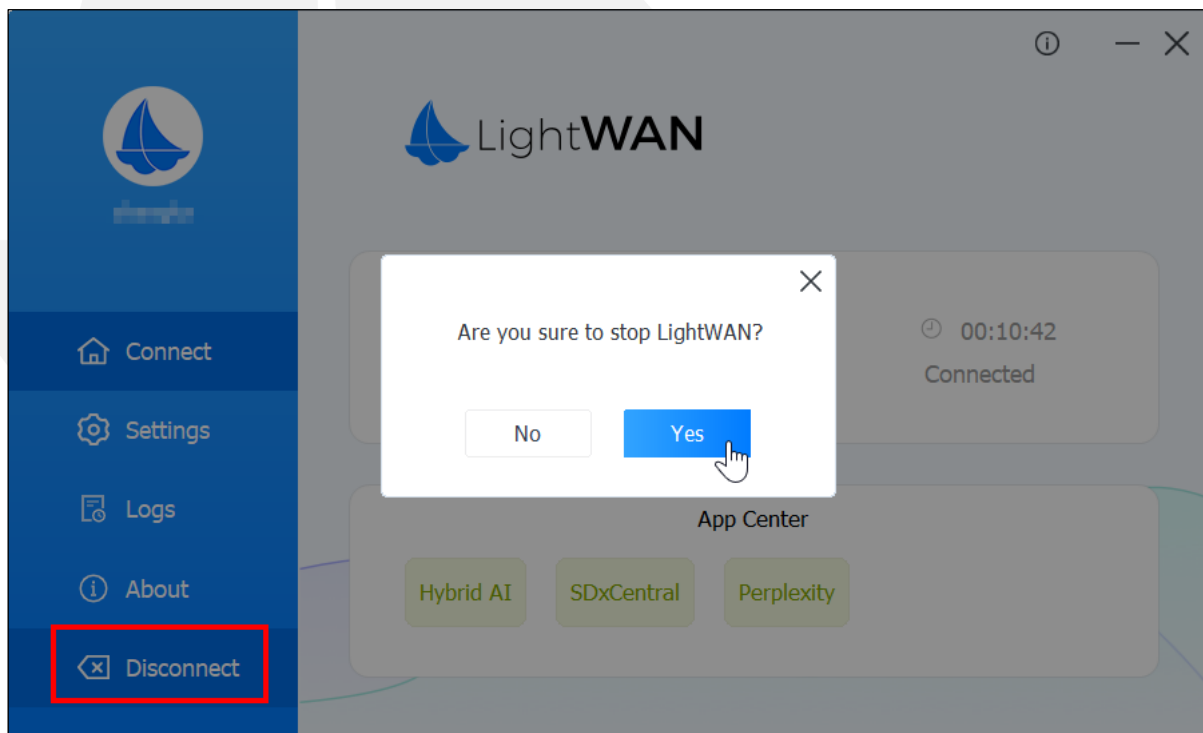
3.2.2 Network

Network Speed Check and Disconnection

- Network Speed Check: Go to **Connect** to check the real-time upload and download traffic.

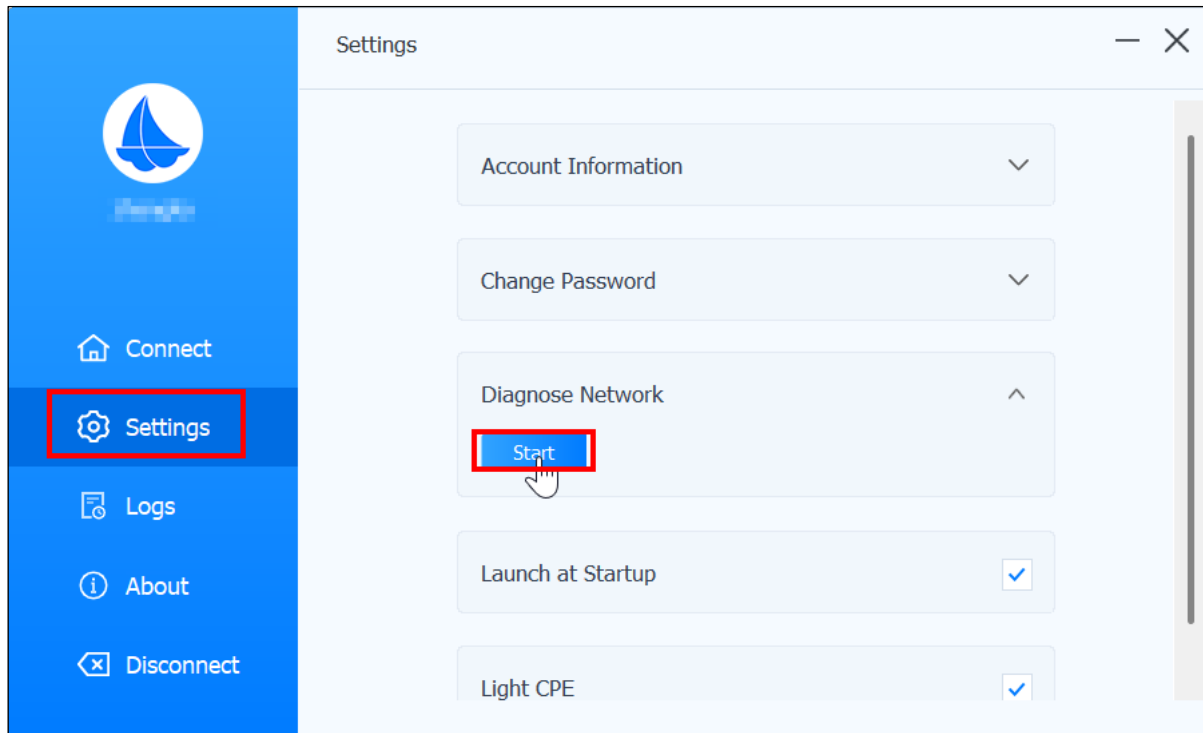


- Network Disconnection: To disconnect the network, choose **Disconnect** > **Yes**.

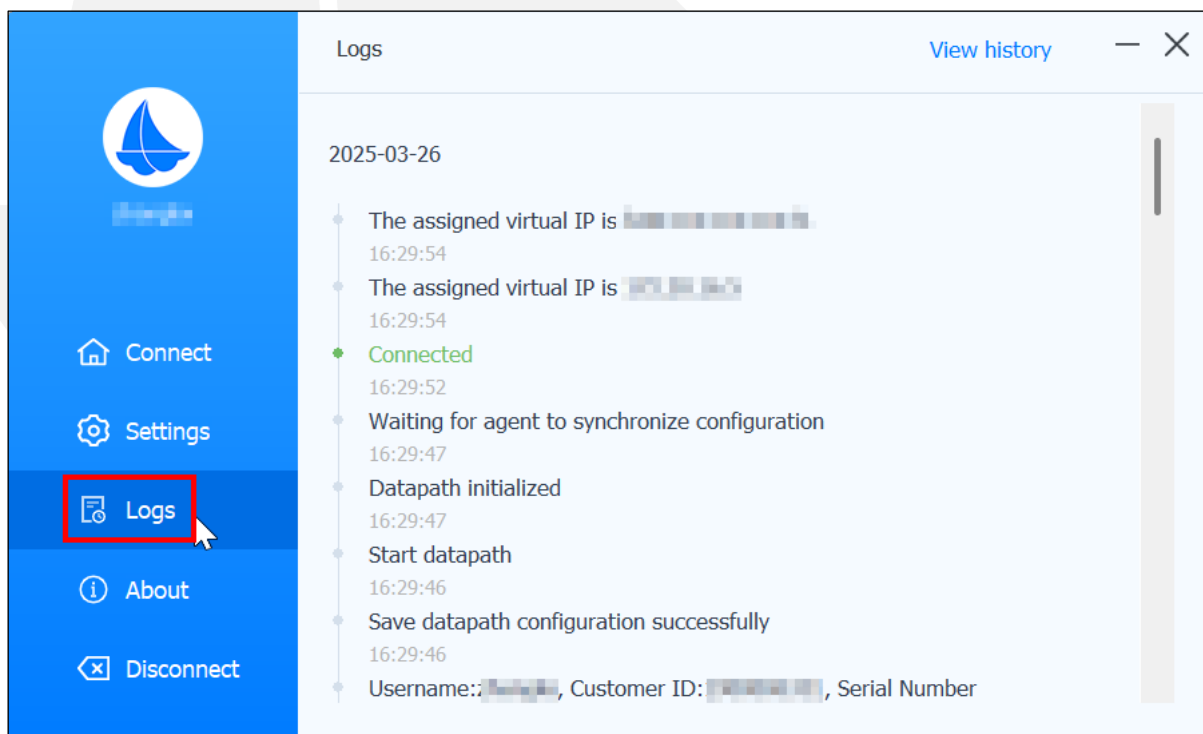


Network Diagnostics and Troubleshooting Logs

- Network Diagnostics: To diagnose the network, choose **Settings** > **Diagnose Network** > **Start**.



- Network Troubleshooting Logs: If the network connection fails, go to **Logs**, capture the screen, and provide the screenshot to our technical support.



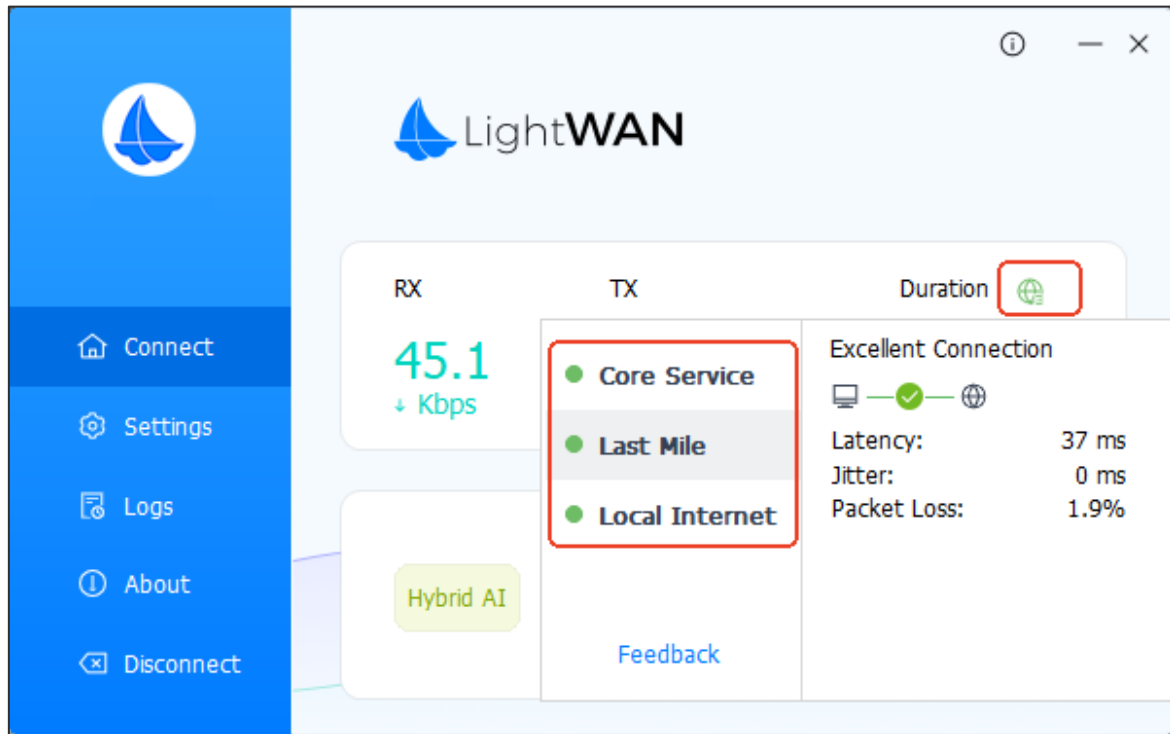
Network Quality Probe

If you turn on **Enabled** on the **Quality Probe** page in the **Orchestrator** console, you can check the

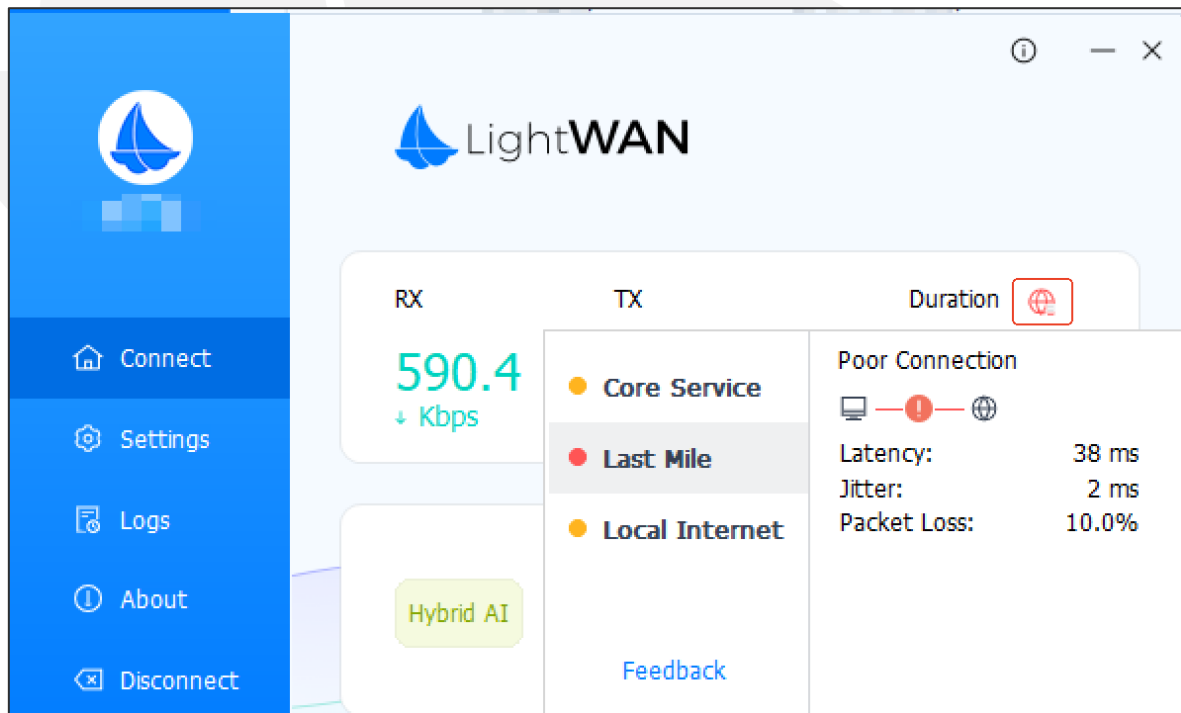
network quality on **Connect** in LightWAN.

Network states are displayed by the following colors:

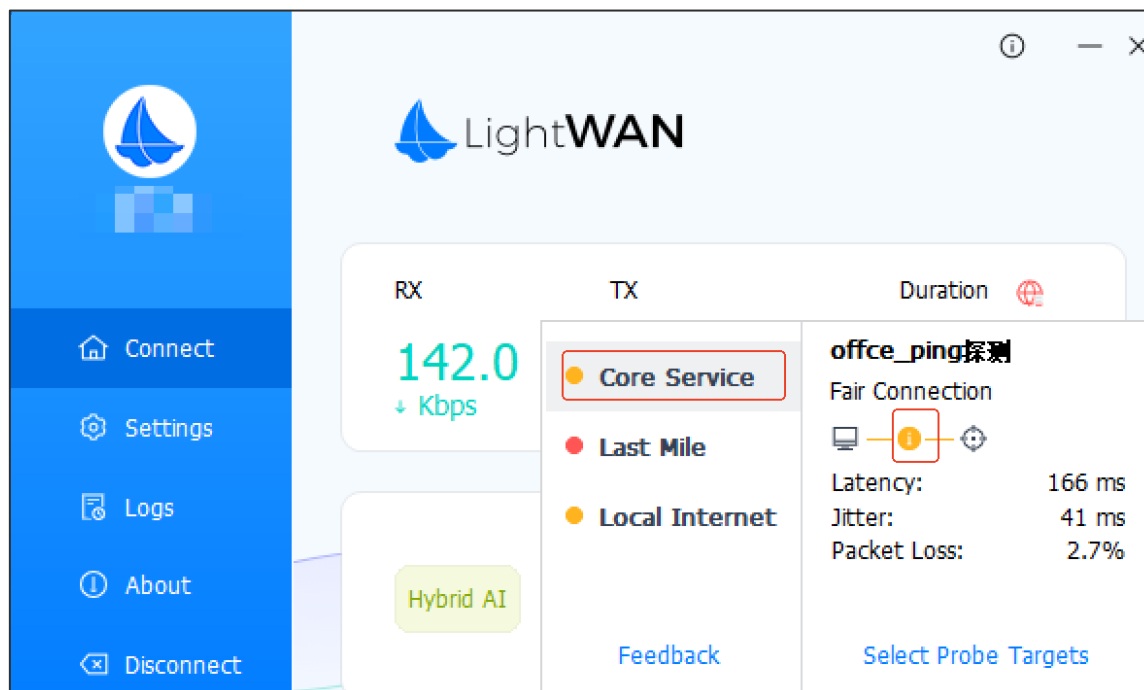
- **Excellent Connection:** green



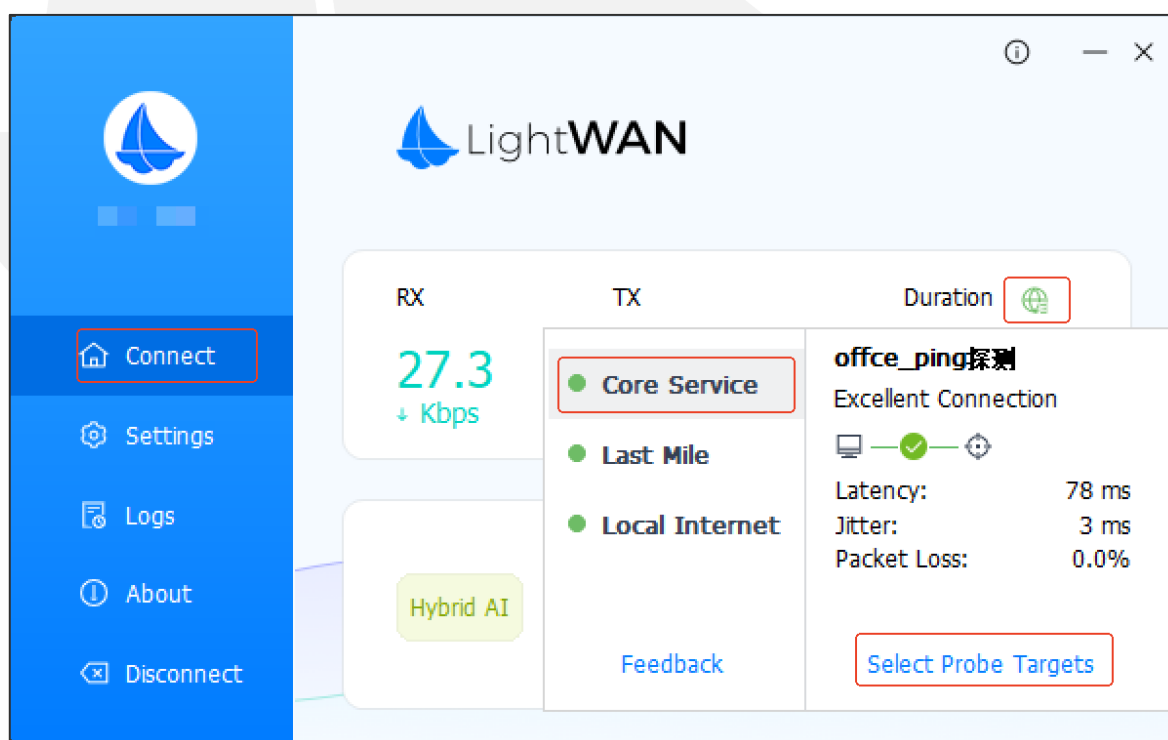
- **Poor Connection:** red



- **Fair Connection:** orange

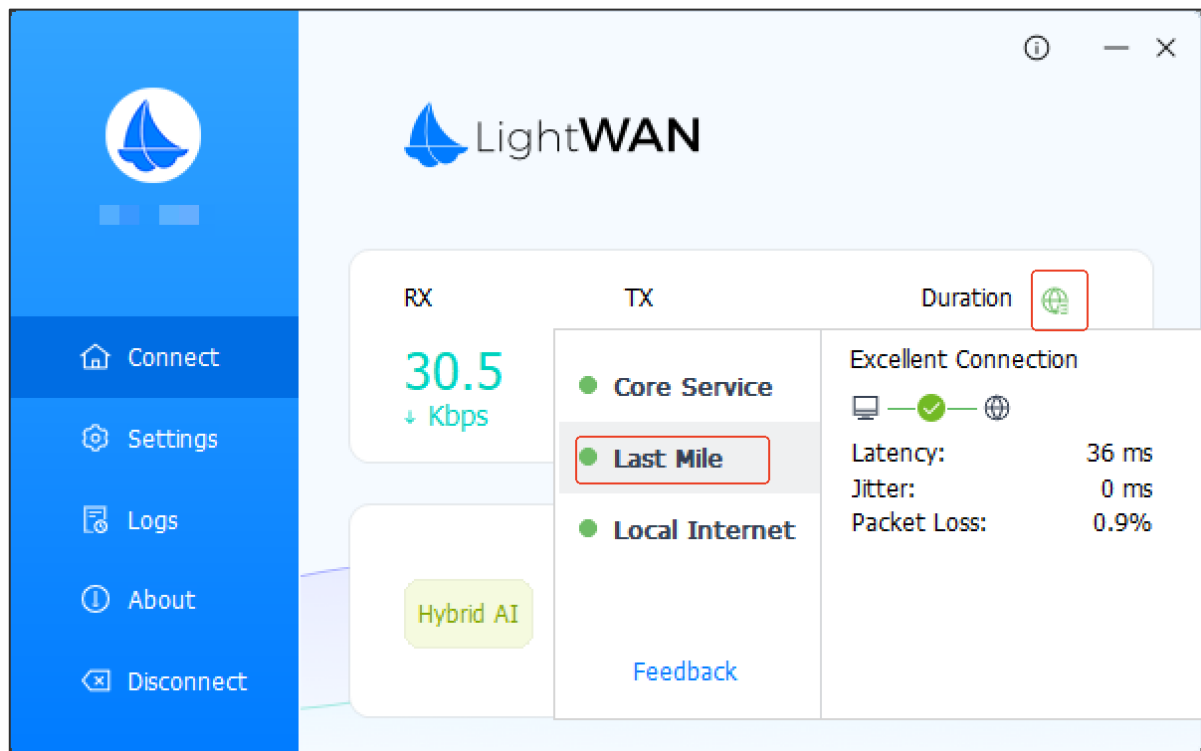


- **Core Service:** displays the network quality probe of a service. On the **Overall** tab of the **Quality Probe** page, configure **Key Application Probe**. Go to **Connect** and click **Select Probe Targets**. In the dialog box that appears, configure the key service to be probed. After the configuration is complete, the network quality probe of the service is displayed.

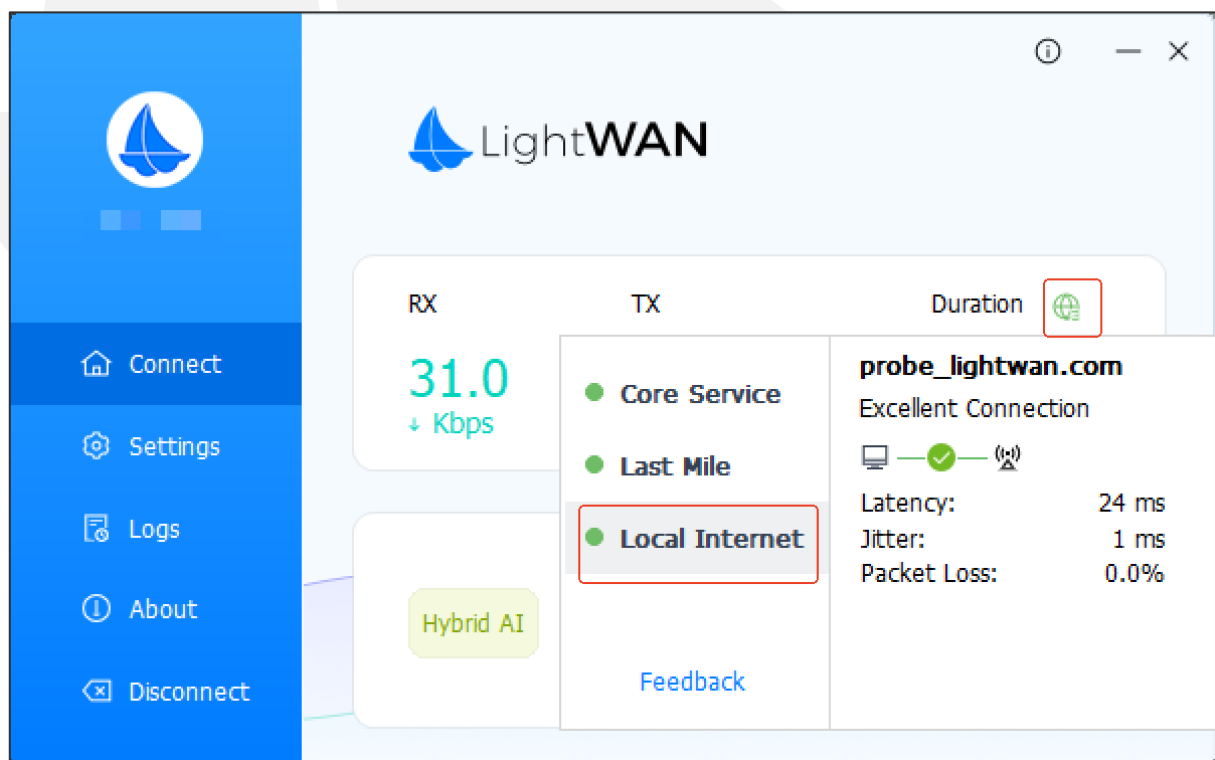


- **Last Mile:** displays the network quality probe of POPs connected by LightWAN based on the threshold values of objects in the **Local Network Probe** section in the **Orchestrator**

console.

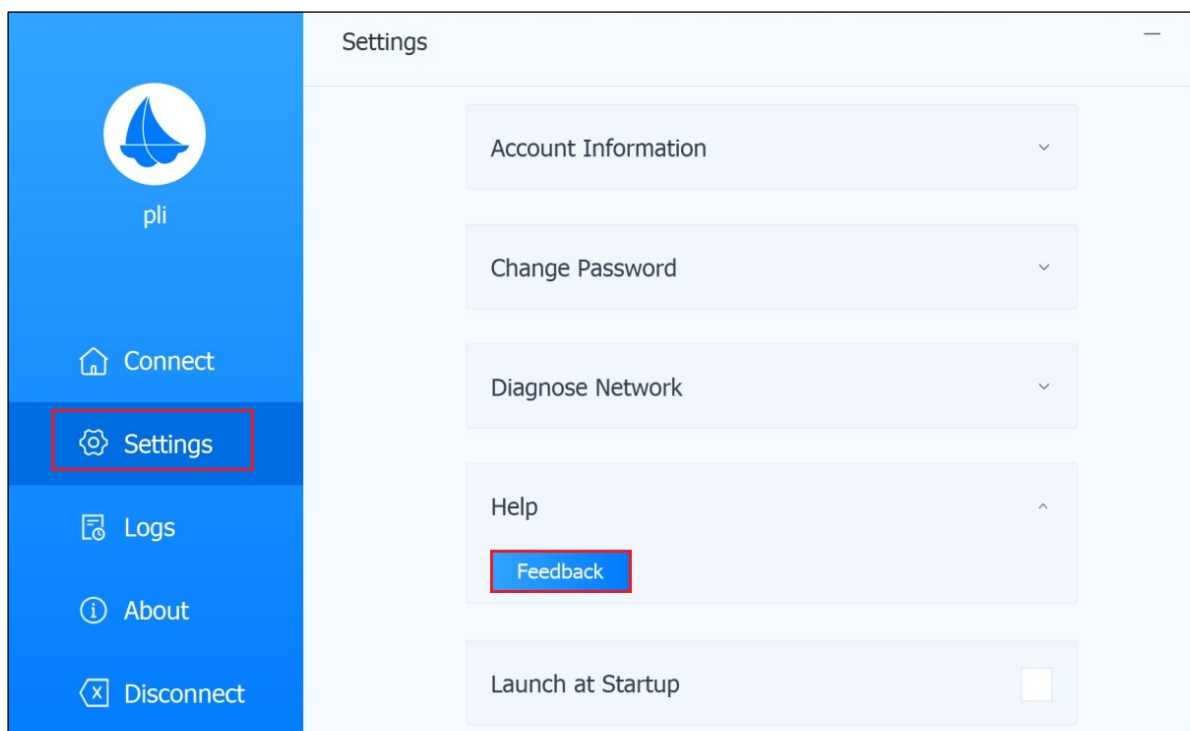
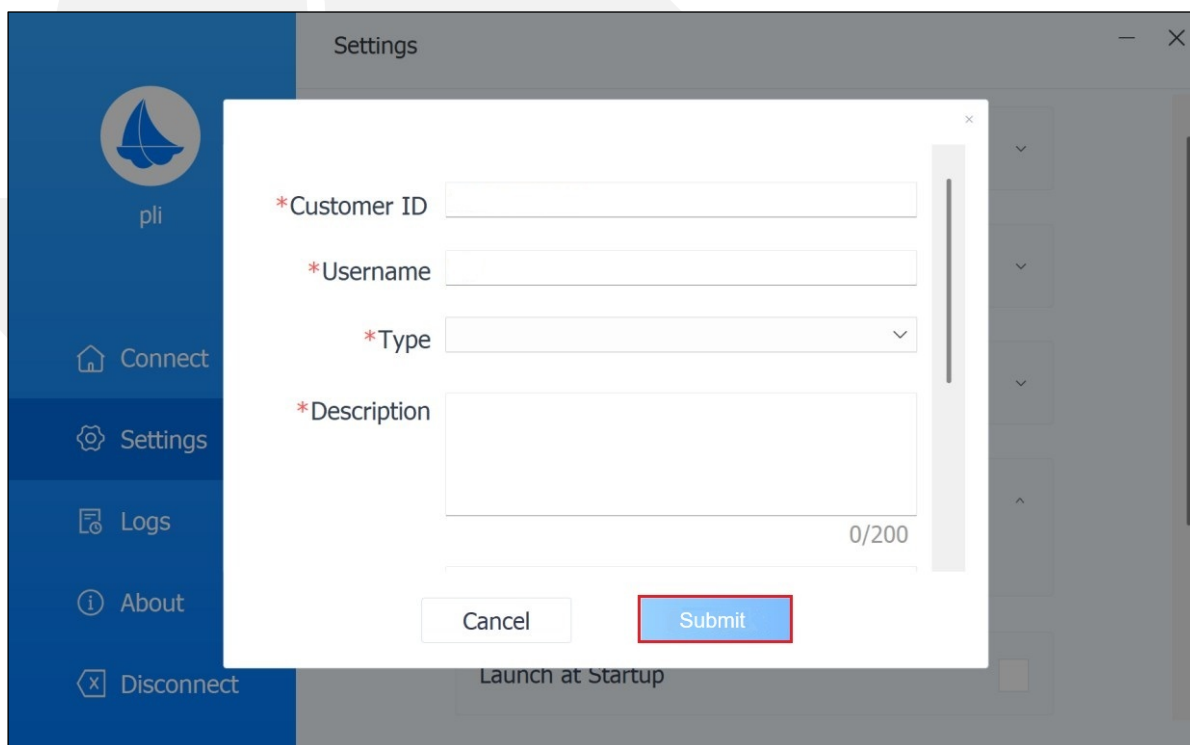


- **Local Internet:** displays the local network quality probe for end users by LightWAN based on the threshold values of objects in the **Local Network Probe** section in the **Orchestrator** console.

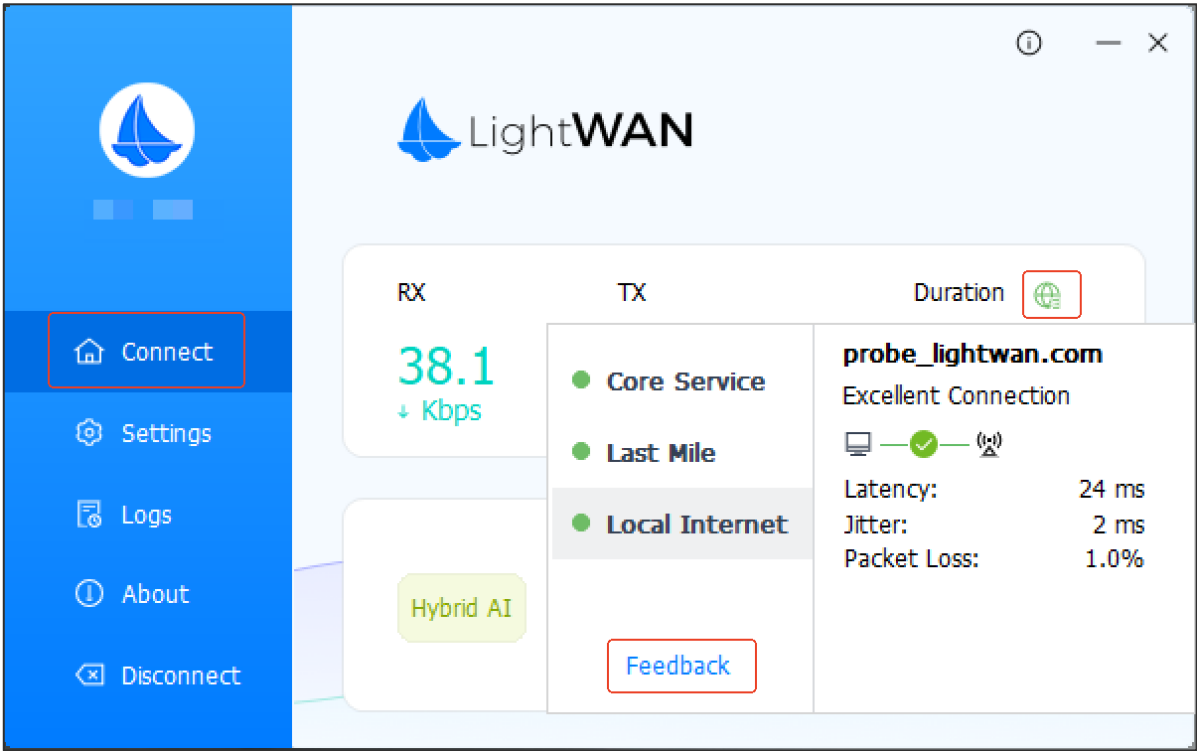
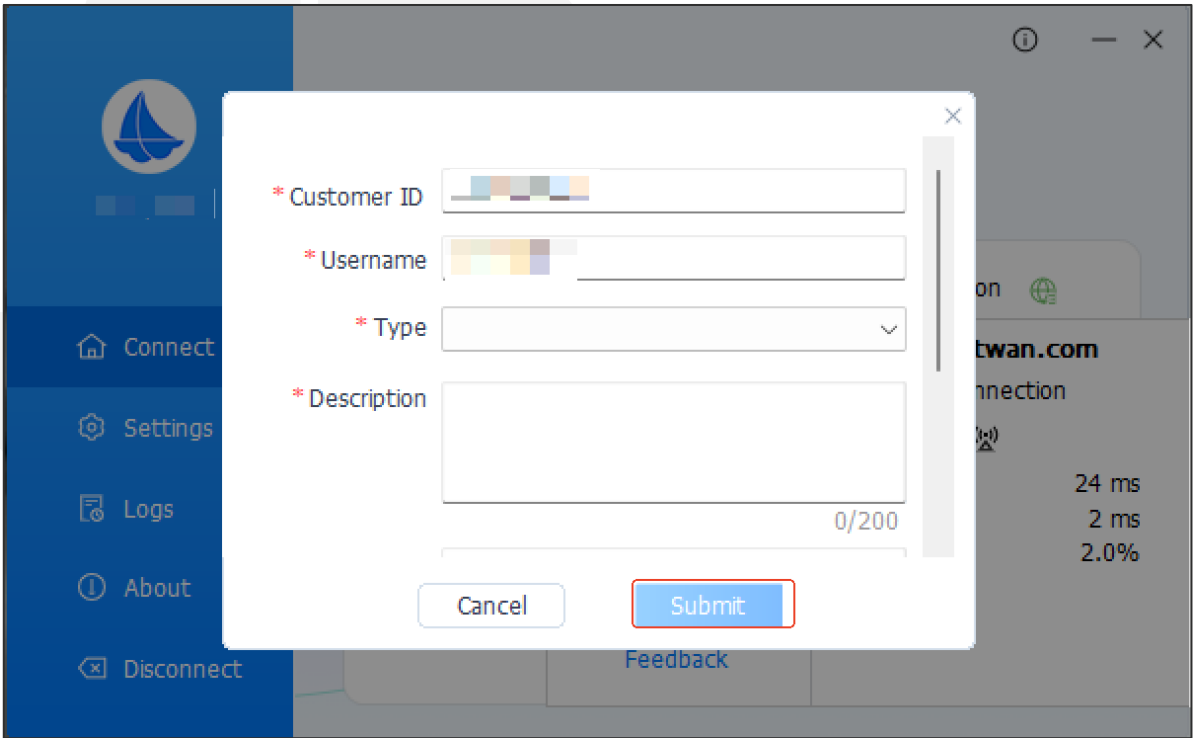


3.2.3 Report a Problem

- Method 1: To report a problem or send a suggestion, go to **Settings** and choose **Help > Feedback**. In the dialog box that appears, fill in the required fields and click **Submit**.



- Method 2: To report a problem or send a suggestion, go to **Connect** and click **Feedback**. In the dialog box that appears, fill in the required fields, and click **Submit**.



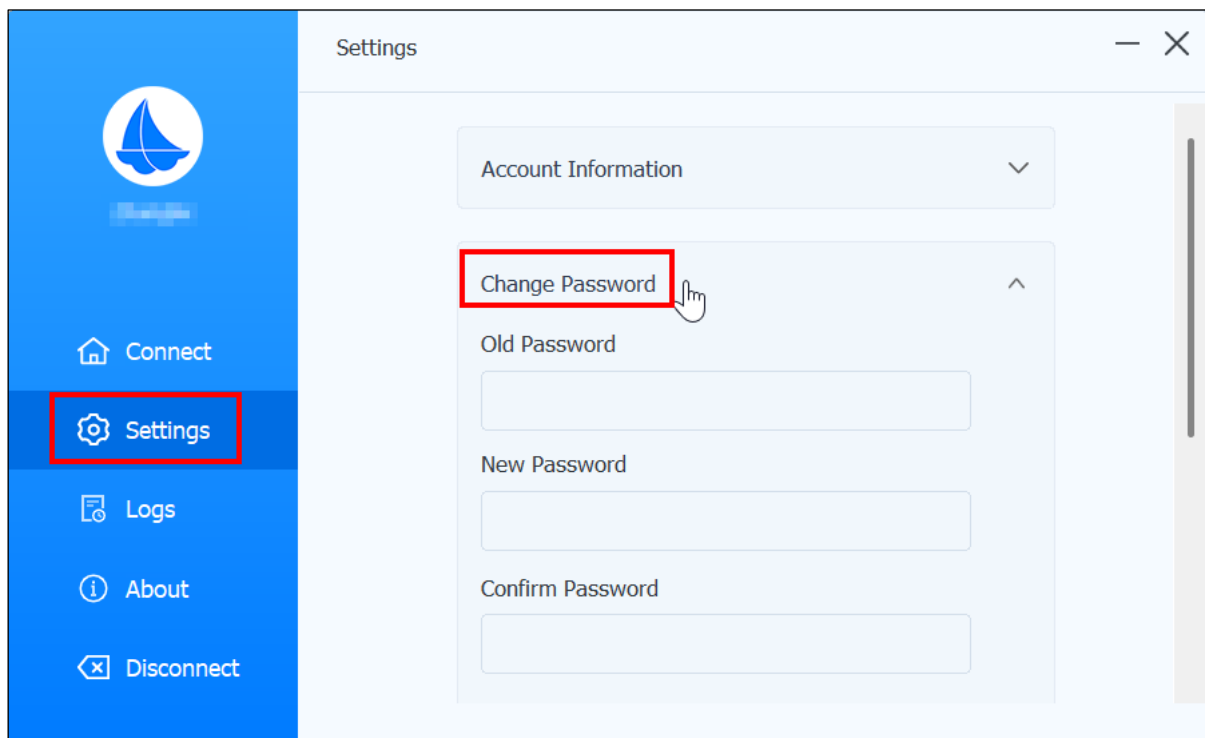
3.2.4 Reset the Password



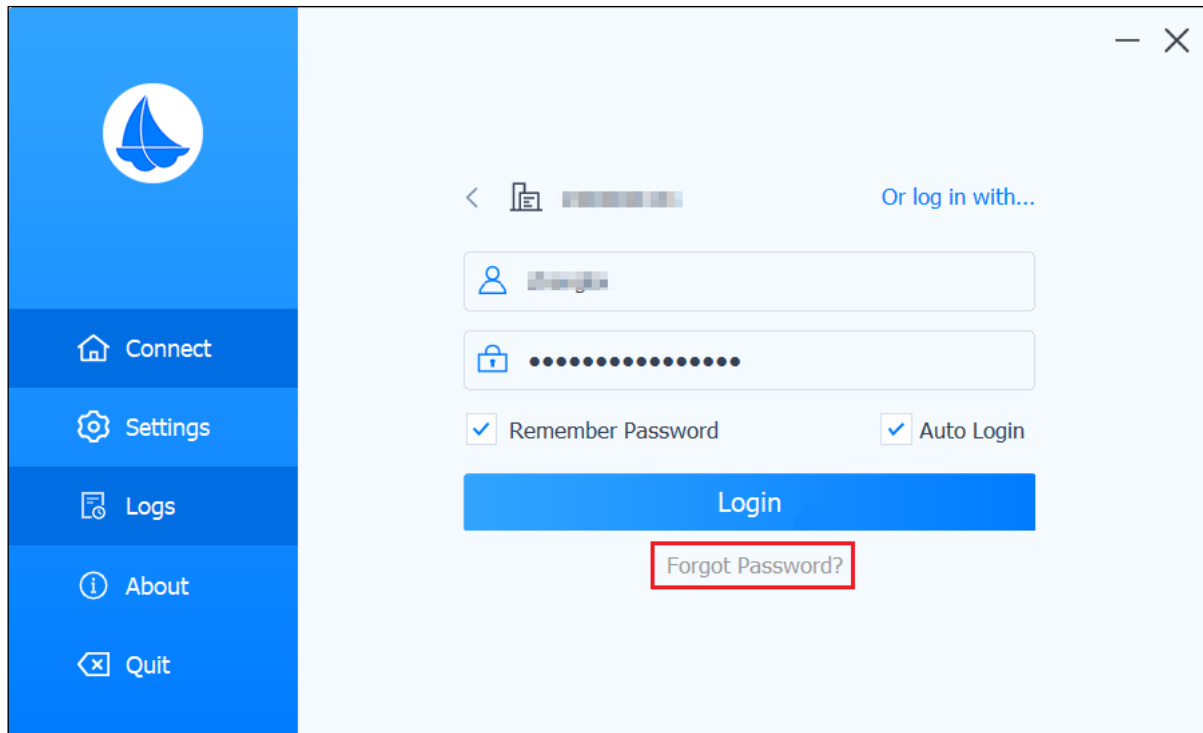
NOTE

The password reset feature is supported when users log in to LightWAN using only their credentials.

- To change your password when you are already logged in to LightWAN, choose **Settings > Change Password**.

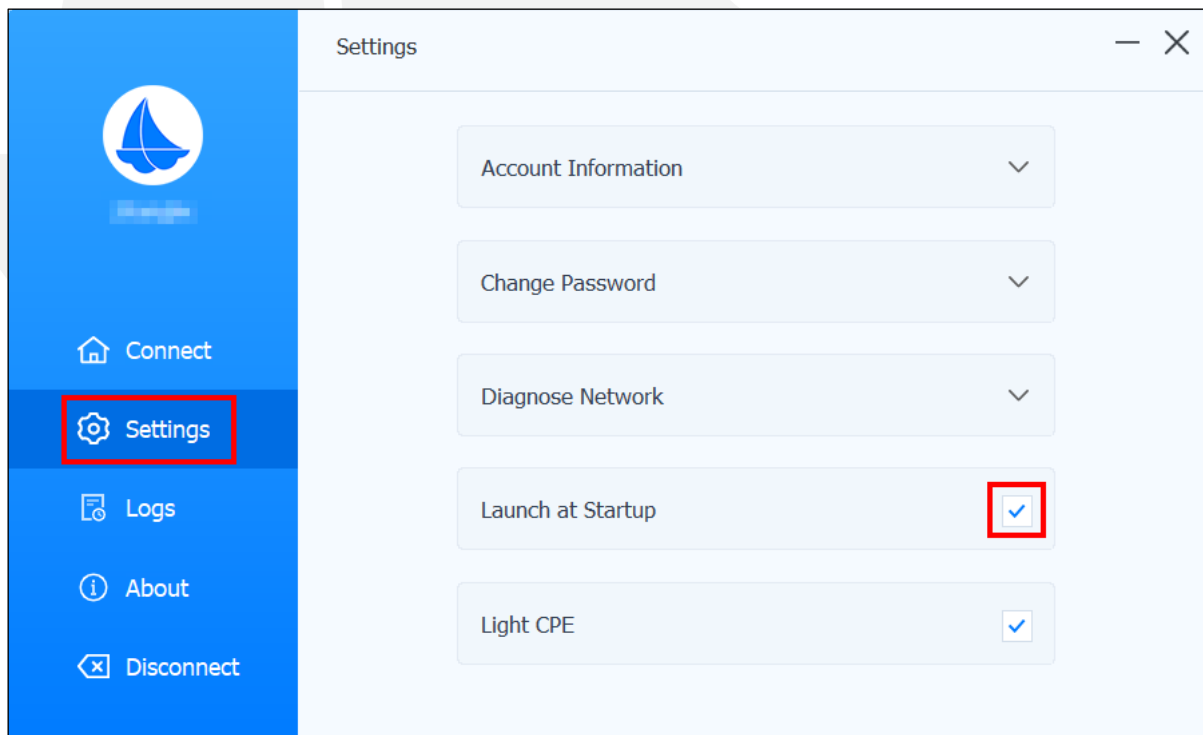


- To change your password when you have not yet logged in to LightWAN, choose **Forgot Password** and follow the prompts to change the password.



3.2.5 Run LightWAN at Startup

Go to **Settings** and select **Launch at Startup**. In the pop-up dialog box, click **Allow**.



 NOTE

- If you cannot find this option, please update LightWAN to the latest version.
- Once you enable Launch at Startup, LightWAN will automatically run each time you boot up your computer.

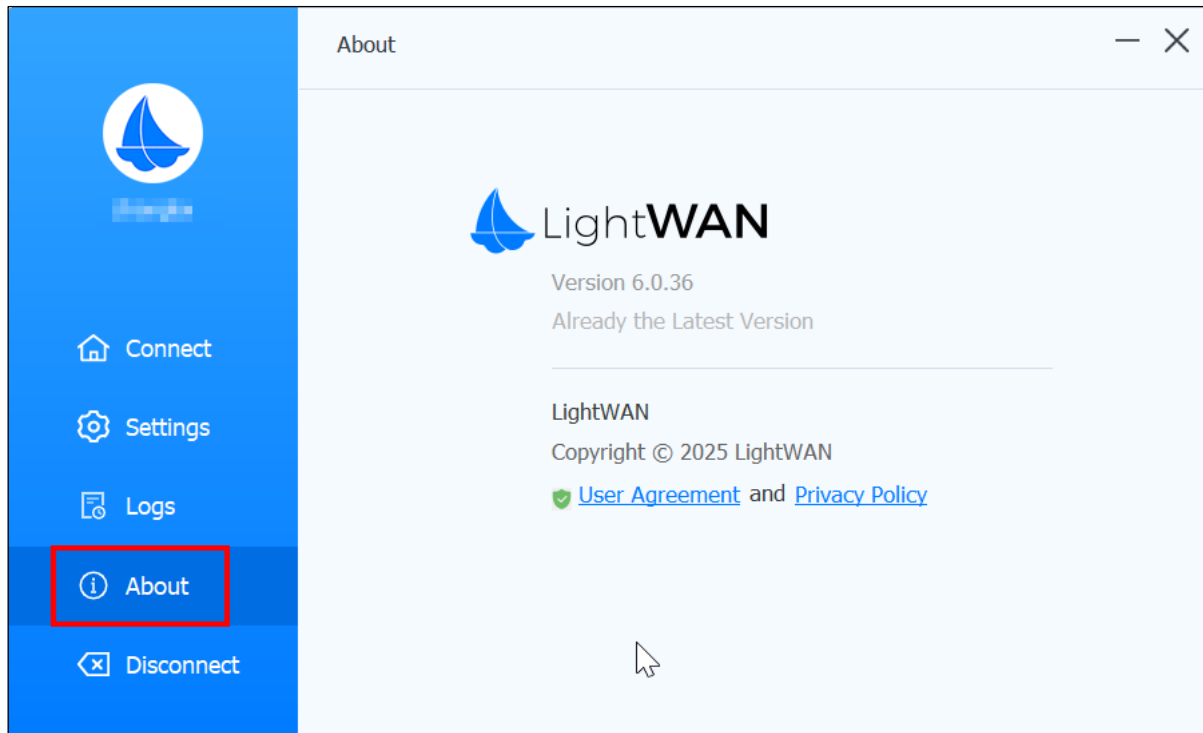
3.2.6 App Center

LightWAN integrates commonly used applications for customers. To conveniently access these applications, go to **Connect** and choose the desired application in the App Center.



3.2.7 Version Update

- To check current LightWAN version, click **About**.



- To update LightWAN, choose **About > Discover A New Version**.

