



# GoSilent | SETUP GUIDE

## GSC-100

Version 1.1

### Table of Contents

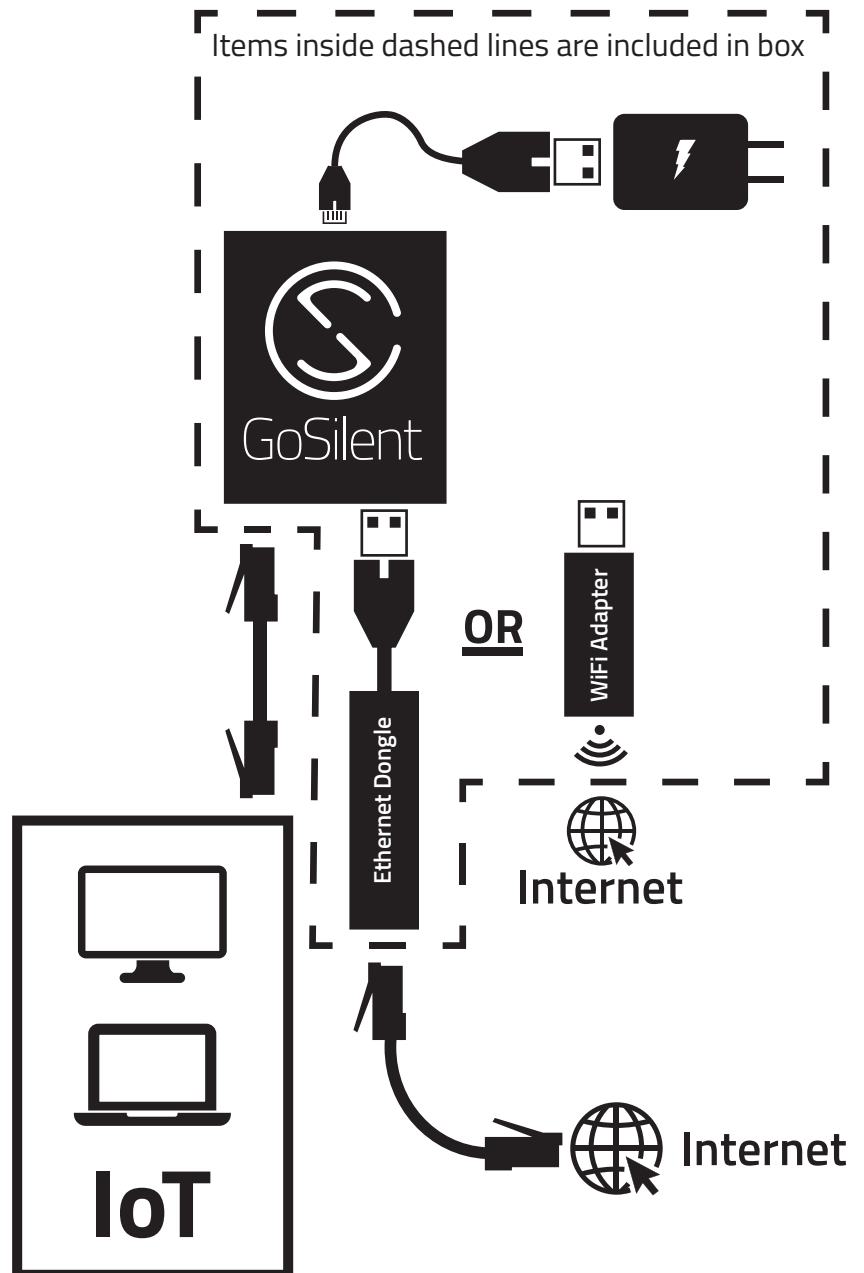
GSC-100 Connection Overview .....	1
GSC-100 Initial Setup .....	2
Setup Wizard .....	4
Silent Edge Connection .....	5
GoSilent Server Connection .....	6
Managing GSC-100 Settings .....	7
Power .....	7
Shutdown .....	7
Restart .....	7
Account .....	7
Device Account .....	7
Server Accounts .....	8
Tools .....	8
Captive Portal .....	8
Setup Wizard .....	8
Check for Update .....	9
Network .....	9
Local Settings .....	9
Internet Settings .....	9
Help .....	10
Help .....	10
Diagnostics .....	10
Support ID .....	10

### Included in the Box

- GSC-100
- USB/Micro USB Power Cable
- Power Adapter (US or European plug)
- USB/Ethernet Dongle
- USB WiFi Adapter
- Quick Start Guide

### GSC-100 Connection Overview

Items inside dashed lines are included in box



## GSC-100 Initial Setup

1. Determine if you are going to connect to the Internet through an Ethernet connection or a WiFi connection.

### WiFi

- Connect the WiFi adapter to one of the two USB ports (Fig. 1)

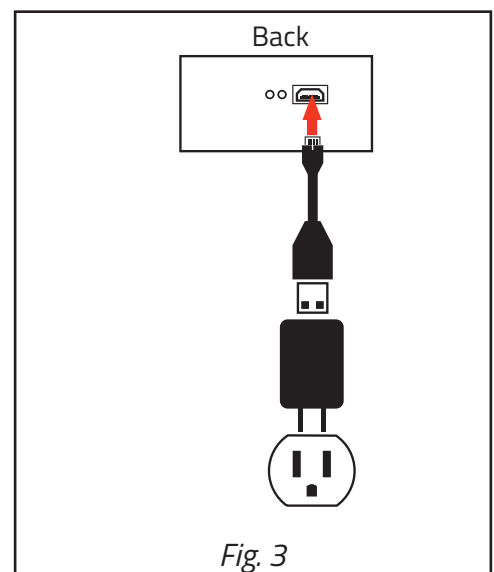
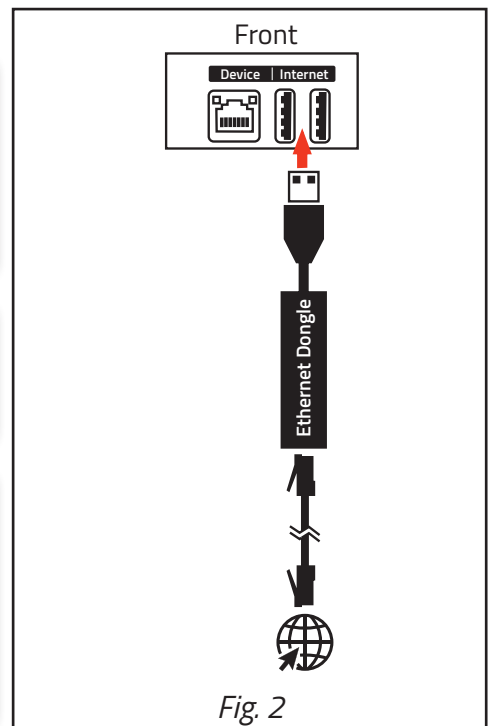
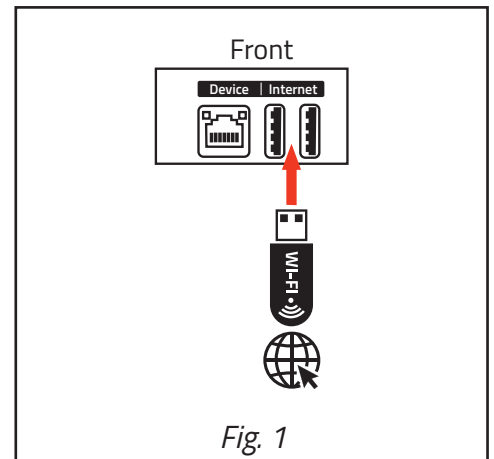
### Ethernet

- Connect the Ethernet dongle to one of the two USB ports (Fig. 2)
2. Connect the **GoSilent GSC-100** to power using the provided USB cable to the Micro USB connector on the back of the **GSC-100** (Fig. 3). Wait 60 seconds for the **GSC-100** to completely power up.

*Note: The **GSC-100** is powered by DC 5V/2A which can come from a computer USB port, USB hub, Extended battery pack, included AC Adapter, etc. A light next to the Micro USB connector will indicate there is power to the **GSC-100**.*

***WiFi Connection** - there will be a constant light on the WiFi adapter once the **GSC-100** is powered up and there is an Internet connection.*

***Ethernet Connection** - there will be a constant green light on the Ethernet dongle next to the Ethernet port when the **GSC-100** has powered up and there is an Internet connection. There is an orange light on the Ethernet dongle next to the Ethernet port that indicates data transmission.*



3. Connect a computer to the **GSC-100** using an Ethernet cable (not provided), to the Ethernet port on the front of the **GSC-100** (Fig. 4).

*Note: An orange light next to the Ethernet port, on the **GSC-100**, indicates a connection to a computer and the green light next to the Ethernet port indicates data transmission.*

*Note: Turn off the WiFi and all other network connections on the computer to help with the Ethernet connection to **GSC-100**.*

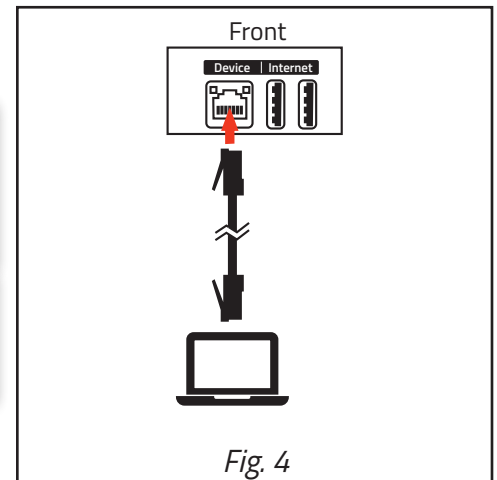
4. Open a web browser (preferably Chrome or Safari) and navigate to "<https://setup.gosilent>".

*Note: If prompted, accept the Silent Circle signed certificate and proceed.*

**Safari Users** - in the "This Connection Is Not Private" window, select "Show Details". Then select the link at the end that says "visit this website". At the next warning window select "Visit Website". You should then see the login window in Fig. 5.

**Chrome Users** - in the "Your connection is not private" window, select "ADVANCED", then select the link "Proceed to setup.gosilent (unsafe)". You should then see the login window in Fig. 5.

*Note: If you see a red screen warning about minimum screen resolution not met, then try maximizing your browser window to full screen. If this does not correct the issue, then go to settings and change your screen resolution to 1200 x 600 or higher.*



5. Login to the web interface using the password "**gosilent**" (Fig. 5).
6. Read and accept the GoSilent End User License Agreement.
7. Follow the Setup Wizard to complete the initial setup process (Fig. 6).



## Setup Wizard

1. From the Setup Wizard screen, select "Continue".
2. You will now set up your **GoSilent GSC-100** client password. In the "New Password" box enter a new password that will replace the original "gosilent" password. Then go to the "Re-enter Password" box and re-enter the password you just created.

*Note: The new password must be a minimum of 8 characters. We recommend using a combination of upper case, lower case, numeric, and special characters for your password.*

3. After re-entering your new password, select the "Save and Logout" button. You will be taken back to the initial Login screen (Fig. 5) where you enter the new password you created. You will now be taken back to the Setup Wizard screen, and the first item will have a green check mark showing it is complete.
4. From the Setup Wizard screen, select "Continue" again.
5. You now need to connect the **GSC-100** to the Internet. At the beginning you connected the Ethernet dongle or WiFi adapter to the **GSC-100** for Internet connection. Follow the appropriate steps below.

### WiFi Internet Connection:

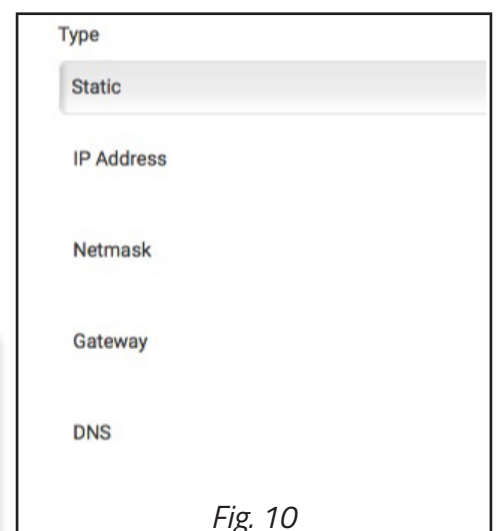
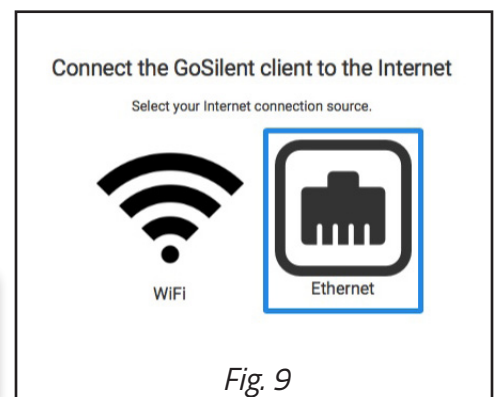
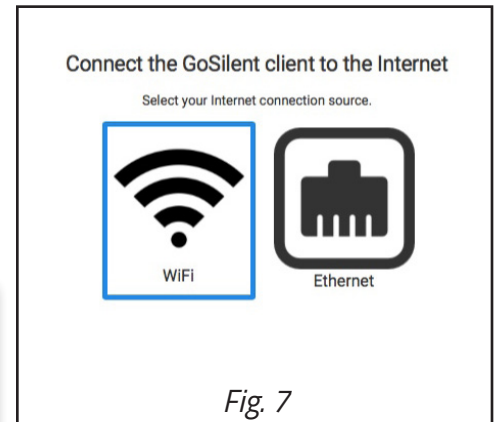
- Select the WiFi icon on the screen (Fig. 7), then click in the box "Select WiFi Network...". You should see the name of the network you want to connect in the drop down list.
- Select the desired network, then enter the WiFi Network Password into the "Password" box and select "Continue".

*Note: If the desired WiFi network is not displayed in the drop down list, then select "refresh WiFi" (Fig. 8).*

### Ethernet Connection:

- Select the Ethernet icon on the screen (Fig. 9).
- Under the "Type" pull down list you have the option of selecting "DHCP" or "Static". By selecting "DHCP" the IP fields below will auto populate with the information from the Internet Gateway. By selecting "Static" you can manually enter the IP information in all the fields (Fig. 10). Then select "Continue".

*Note: If the fields do not auto populate with DHCP selected then make sure you have a green and orange lights on the Ethernet dongle next to the Ethernet plug. If not then check your Internet and dongle connections.*



6. You are now ready to select your VPN connection method (Fig. 11). For **GSC-100** to work, you either need to be connecting to a **GoSilent Server** or have a subscription service to **Silent Edge**. If you have purchased a subscription service to **Silent Edge**, then follow the steps in the next section to configure your VPN connection. If you are connecting to a **GoSilent Server** then you can skip over the **Silent Edge** section and follow the steps in the **GoSilent Server** section.

## Silent Edge Connection

1. Select the **Silent Edge** icon (Fig. 11), and the "User ID" and "Pre-Shared Key" fields will appear. Enter the "User ID" and "Pre-Shared Key" issued from **Silent Circle**.

*Note: If you do not have your User ID and Pre-Shared Key, then check with your IT Dept or Reseller who purchased the **Silent Edge** service. If you are the IT Dept or Reseller, then contact Silent Circle at [sdsupport@silentcircle.com](mailto:sdsupport@silentcircle.com) to request the User ID and Pre-Shared Key.*

2. Select "Continue" and you will be taken to the **GSC-100** management screen (Fig. 12).

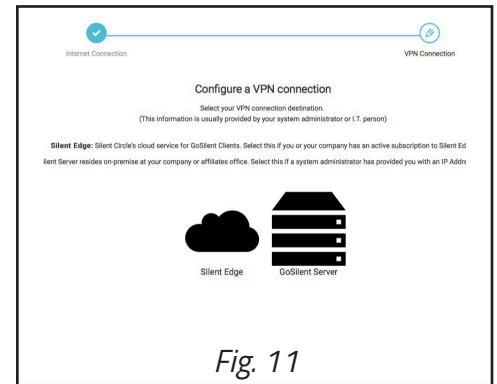


Fig. 11

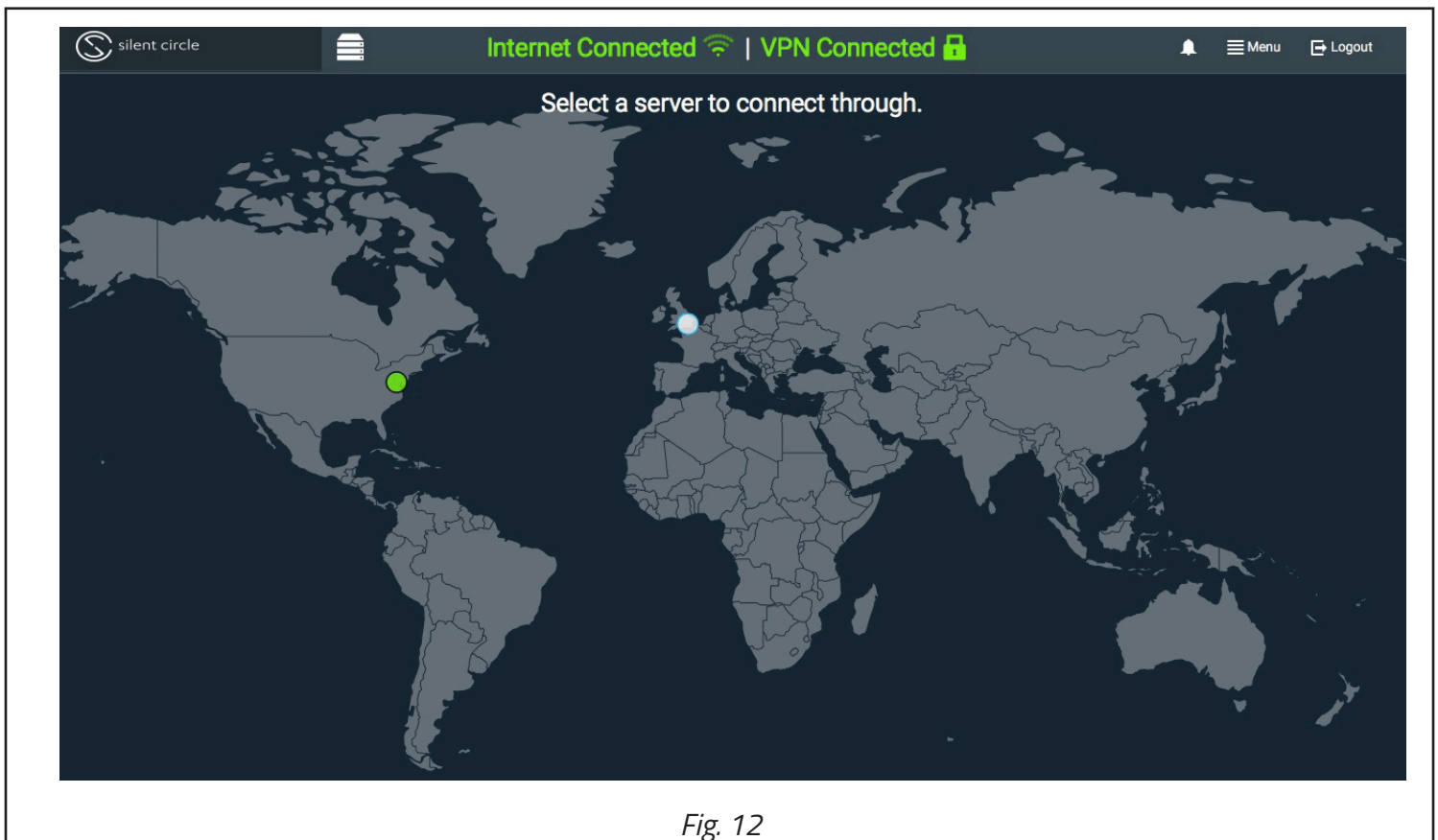


Fig. 12

- At the top of the screen there are status indicators for Internet and VPN connectivity. The Internet indicator shows if you have an Internet connection to the **GSC-100**. When connected, the status will show "Internet Connected" in green with a signal strength indicator (Fig. 13). If the **GSC-100** loses Internet connection, then the status will change to "Internet Disconnected" in red (Fig. 14). Next to the Internet status indicator is a VPN status indicator. When the **GSC-100** has a VPN connection the status will show "VPN Connected" in green (Fig. 15) or "VPN Disconnected" in red (Fig. 16). If you do not have a VPN connection then go to the next step for connecting to a **Silent Edge** server.
- On the map there will be white or green circles that indicate **Silent Edge** server locations. You can hover over the circles with your mouse to see the name of the server location. If a circle is white, then it is a server location that the **GSC-100** is not currently connected. If the circle is green, then the **GSC-100** is connected to that server. You can select the server by clicking on the circle with your mouse. It will open a control box that allows you to connect or disconnect from that server, and select that server as the default server to automatically connect when the **GSC-100** is powered on and connected (Fig. 17).

### GoSilent Server Connection

Before connecting to a server, you need to make sure your company has purchased and configured a GoSilent Server.

- Select the "GoSilent Server" icon (Fig. 11).
- In Profile Name, enter a name for the server. This is user created for identification purposes on the main menu.
- In Server Name, enter the IP address or DNS Server name for the **GoSilent Server**. This information can be provided by the person in your company that configured the **GoSilent Server**.
- In User ID, enter the User ID provided by the person who configured your **GoSilent Server**.
- In Pre-Shared Key, enter the Pre-Shared Key provided by the person who configured your **GoSilent Server**.

*Note: The Pre-Shared Key must be a minimum of 16 characters long.*

- In Description, you have the option to enter a description about the server but this field is not mandatory.
- Select Continue then a Setup Complete window opens. Select "Go to dashboard".

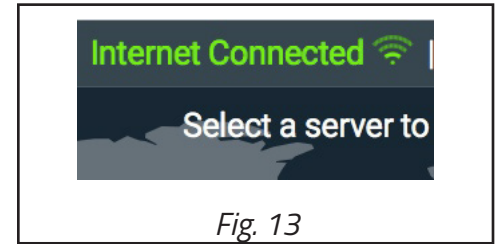


Fig. 13

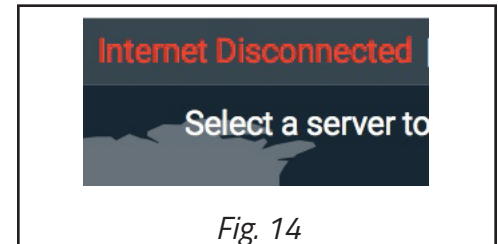


Fig. 14

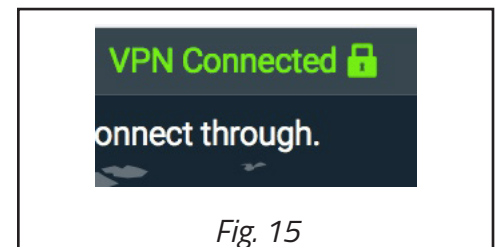


Fig. 15

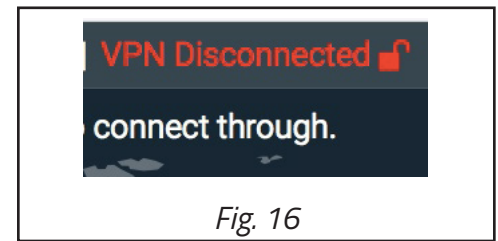


Fig. 16

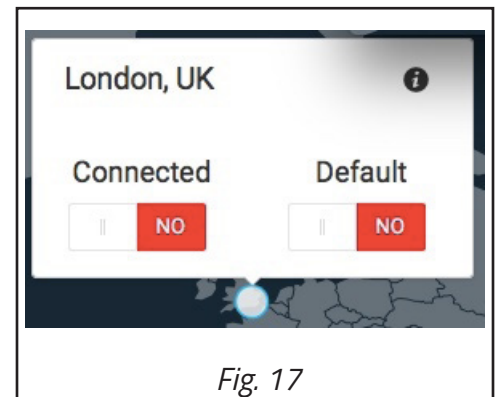


Fig. 17



8. In the main menu on the left side you will see the server listed by the Profile Name you used (Fig. 18).
9. Select the three vertical dots next to the server name to display the connection menu. This allows you to Connect or Disconnect and allows you to set servers as Default.
10. Select the "More Info" at the bottom of the connection menu and you are able to edit the server profile you created.

*Note: If your company has multiple **GoSilent Servers**, then you can add them all with this process and differentiate them with Profile Name.*

## Managing GSC-100 Settings

1. Select the Menu drop down from the main setup page (Fig. 12). Refer to the sections below for detail explanation of each selection.

### Power

#### Shutdown

1. This should be selected every time you power down the **GSC-100**. Failure to shutdown properly (i.e. disconnecting the power cable) can render the **GSC-100** inoperable.
2. After selecting "Shutdown", a confirmation window will appear. Select "OK".
3. A progress bar will display the shutdown progress. Once complete the progress bar will show "100%" with a Success screen.
4. Remove the power plug and close the main menu screen.

#### Restart

1. Select this icon to properly restart your **GSC-100**. After selection, a confirmation window will appear. Select "OK".
2. A progress bar will display the refresh progress. Once complete the progress bar will show "100%" with a Success screen.
3. Select "Refresh" and you will be returned to the main menu.

### Account

#### Device Account

This allows you to review account information, change the **GSC-100** password, and factory reset the **GSC-100**.

1. To change the password, enter your current password, then enter a new password that is a minimum of 8 characters long (Fig. 19).
2. Re-enter the new password then select "Save and logout".
3. You will then be taken to the **GSC-100** login screen where you will enter your new password.

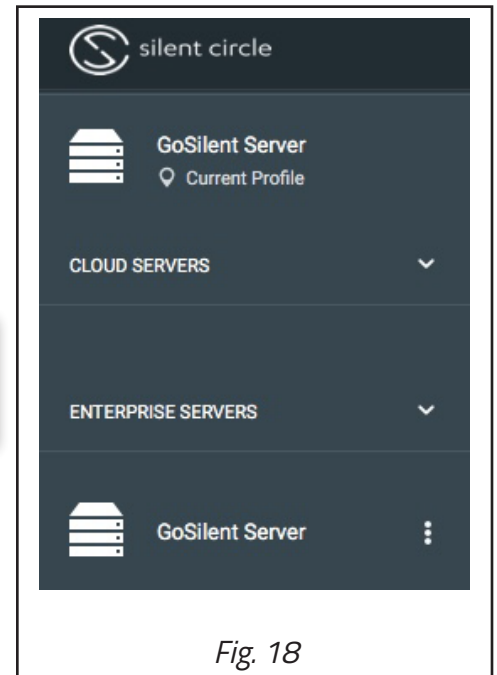


Fig. 18

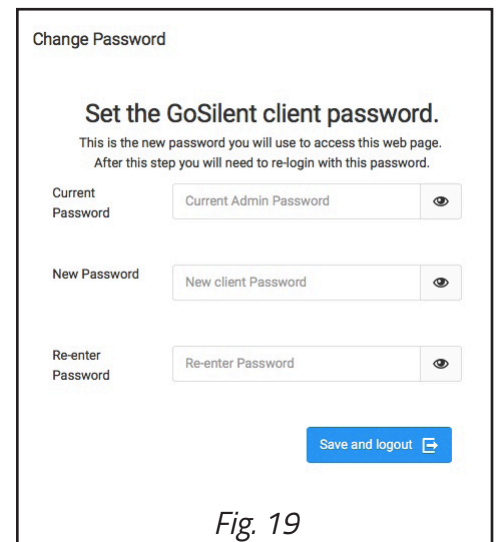
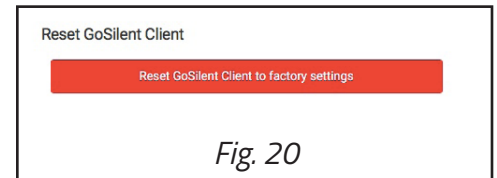


Fig. 19

### Device Account

1. To reset **GSC-100** to factory settings, select the red box at the bottom of the screen (Fig. 20) or navigate to "<http://setup.gosilent:404>" in the web browser.
2. Select "Reset" and a progress bar will be displayed.
3. Once complete, a "Factory Reset Complete" window will appear. Select the "Go to Setup Wizard".
4. Go through the setup process again.



### Server Accounts

This allows you to add server accounts to your **GSC-100**.

1. Select "Silent Edge" to add a **Silent Edge** account to your **GSC-100**.

*Note: Only one **Silent Edge** account can be saved on the **GSC-100** at a time. Adding a new one overwrites the old one.*

2. Enter your **Silent Edge** User ID and Pre-Shared Key, then select "Save Credentials".
3. A new Success window will open. Select "Refresh".

*Note: Multiple **GoSilent Servers** can be added.*

4. Select "GoSilent Server" and follow the steps in the **GoSilent Server Selection** section.
5. You will now see the new servers listed on the left side of the main menu.

### Tools

#### Captive Portal

When connecting to a WiFi that requires a captive portal to enter user names or passwords, the **GSC-100** should automatically open the captive portal window when connecting.

1. If the **GSC-100** fails to recognize the connection as a captive portal, then you can select "Captive Portal". This will open the captive portal window.
2. Enter the required information to connect to the WiFi, then select the blue bar at the top of the screen.
3. You will be returned to the main menu and the Internet Connected status at the top of the main menu should turn green indicating a successful Internet connection.

### Setup Wizard



Selecting "Setup Wizard" will take you back to the Setup Wizard process.

### Check for Update

1. Under the Tools drop down, select the "Check for Update" icon in the Tools menu (Fig. 21).
2. If an update is available, then you will see the update in the Alerts and Messages section. Select the "Bell" icon to view the available update.
3. The window (Fig. 22) will show update version and size. Select "More Info" to continue, or "Dismiss" to cancel the update process.
4. The next window (Fig. 23) will show details about the Update.
5. Select "Update now". Read the information on the next screen and select "Download and Update".
6. The box will show "Downloading update" below the instructions and three dots in the selection box while the update is downloading to the **GSC-100**.

*Note: The update process can take up to 30 minutes depending on Internet connection speed.*

*Note: You can select "About This GoSilent" at the bottom of the Menu pull down to show the firmware version and serial number.*

7. Once the update is downloaded, the installation will start with a progress bar displayed.
8. Once the installation is complete, the progress bar will turn green and display "100%". Now select "Go To Dashboard" to return to the main menu.

## Network

### Local Settings

This is an advance option allowing you to change IP addresses of the LAN. Editing these fields should be done by IT Administrators only.

### Internet Settings

This allows you to change the Internet connection to a new WiFi or Ethernet source.

1. Select "Internet Settings" then select either WiFi or Ethernet.

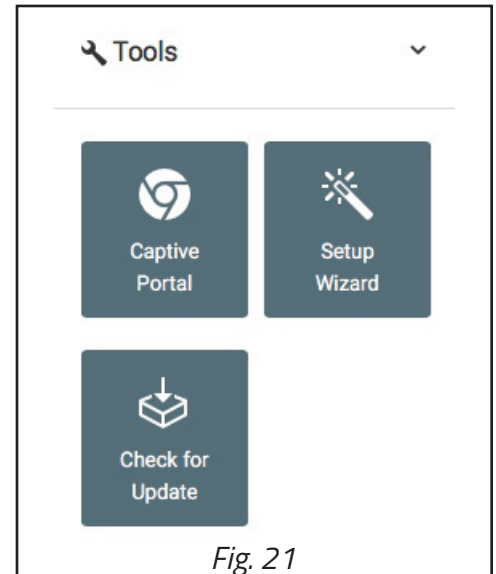


Fig. 21

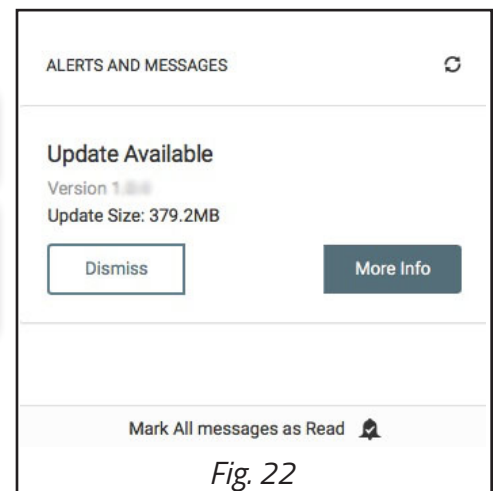


Fig. 22

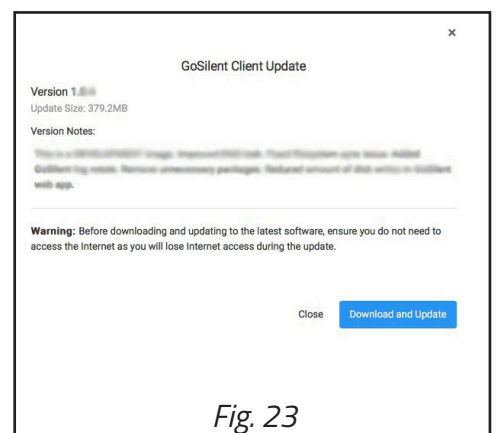


Fig. 23

2. Follow the steps under **Setup Wizard** to set up a new WiFi or Ethernet connection.

## Help

### Help

1. Selecting the "Help" icon will open a new browser window to the **GoSilent** section of the Silent Circle Support website.
2. When finished you can close the browser window.

### Diagnostics

1. Select the Diagnostics icon and a new browser window will open to the **GSC-100** diagnostics web page (Fig. 24).
2. Select "Run Diagnostics" and it will return a list of information that can be used by engineers to troubleshoot issues.
3. Select "Copy" to copy the information to your computer clipboard to be pasted into an email or document for review by Customer Support.
4. Select "Download" to download a file that can be sent to Customer Support for review.
5. When finished, close the browser window.

### Support ID

1. Select "Support ID" and a window opens and displays a unique ID assigned to your **GSC-100** (Fig. 25).
2. Supply this ID along with the Serial Number of your **GSC-100** to Customer Support for validation.
3. When finished select "Close".

Customer Support can be contacted through email at:  
[sdsupport@silentcircle.com](mailto:sdsupport@silentcircle.com)

The Customer Support website can be found at:  
<https://support.silentcircle.com>

