Introduction

Thank you for purchasing the Ubiquiti Networks® UniFi® Security Gateway, which is part of the UniFi Enterprise System. The UniFi Enterprise System includes the UniFi Controller software, which allows you to manage your network using a web browser. The UniFi Controller software and User Guide are available for download at downloads.ubnt.com/unifi

This Quick Start Guide includes the warranty terms and is for use with the UniFi Security Gateway, model USG.

Package Contents

TERMS OF USE: All Ethernet cabling runs must use CAT5 (or above). It is the customer’s responsibility to follow local country regulations and indoor cabling requirements.
UniFi Controller System Requirements

- Microsoft Windows 8, Mac OS X, or Linux
- Java Runtime Environment 1.6 (or above)
- Web Browser: Google Chrome, Mozilla Firefox, or Microsoft Internet Explorer 10 (or above)

Network Requirements

A management station computer running the UniFi Controller software, located either on-site and connected to the same Layer-2 network, or off-site in a cloud or NOC.

Sample Network Diagram

All UniFi devices support off-site management controllers. For setup details, see the User Guide on our website at: documentation.ubnt.com/unifi
Hardware Overview

Ports Panel

<table>
<thead>
<tr>
<th>Interface</th>
<th>Description</th>
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</table>
| Console   | RJ45 serial console port for Command Line Interface (CLI) management. Use a RJ45-to-DB9, serial console cable, also known as a rollover cable, to connect the Console port to your computer. Then configure the following settings as needed:  
  • Baud rate 115200  
  • Data bits 8  
  • Parity NONE  
  • Stop bits 1  
  • Flow control NONE |
| Reset     | Resets to factory defaults. The UniFi Security Gateway should be powered on. Press and hold the Reset button for about 10 seconds until the right LED on the VOIP port starts flashing and then becomes solidly lit. After a few seconds, the LED will turn off, and the UniFi Security Gateway will automatically reboot. |
| WAN       | Supports 10/100/1000 Ethernet connections. Default setting is DHCP client. |
| LAN       | Supports 10/100/1000 Ethernet connections. Default setting is DHCP Server.  
  Server IP: 192.168.1.1/24 |
| VOIP      | Disabled and reserved for future use. |
### LEDs

<table>
<thead>
<tr>
<th>LED</th>
<th>State</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status Indicator</td>
<td>White</td>
<td>Fully Booted; Not Adopted</td>
</tr>
<tr>
<td></td>
<td>Blue</td>
<td>Adopted and Provisioned</td>
</tr>
<tr>
<td></td>
<td>Alternating White/Blue</td>
<td>Device Firmware is Upgrading</td>
</tr>
<tr>
<td></td>
<td>Blue</td>
<td>Device Locator Activated from UniFi Controller</td>
</tr>
<tr>
<td>Console</td>
<td>Off</td>
<td>Power Off</td>
</tr>
<tr>
<td></td>
<td>Green</td>
<td>Power On</td>
</tr>
<tr>
<td>Ethernet</td>
<td>Off</td>
<td>No Link</td>
</tr>
<tr>
<td></td>
<td>Amber</td>
<td>Link Established at 10/100 Mbps</td>
</tr>
<tr>
<td></td>
<td>Amber</td>
<td>Link Activity at 10/100 Mbps</td>
</tr>
<tr>
<td></td>
<td>Green</td>
<td>Link Established at 1000 Mbps</td>
</tr>
<tr>
<td></td>
<td>Green</td>
<td>Link Activity at 1000 Mbps</td>
</tr>
</tbody>
</table>
Hardware Installation

The UniFi Security Gateway can be used on a level, stable surface, or mounted to a wall with the included screws and anchors. If the UniFi Security Gate is not going to be wall-mounted, skip to the section, Connecting Power.

**Note:** Keep 20 mm of clearance around the UniFi Security Gateway for adequate airflow.

Wall-Mounting

To mount the UniFi Security Gateway on a wall, you will need a drill, a 6 mm drill bit, and a Phillips screwdriver.

1. Use a 6 mm drill bit to drill two holes 90 mm apart. Insert a Screw Anchor into each hole.

2. Use a Phillips screwdriver to secure a Screw into each anchor. Leave a clearance of approximately 3 mm between the screw head and the wall.
3. Position the UniFi Security Gateway over the Screws, and insert the Screws into the wall-mount slots located on the bottom of the UniFi Security Gateway. Then slide the UniFi Security Gateway down to lock it into place.
Connecting Power

1. Connect the *Power Adapter* to the power port.

2. Connect the *Power Cord* to the *Power Adapter*. Connect the other end of the *Power Cord* to a grounded power source.
Network Connections

1. Connect an Ethernet cable from a broadband modem or WAN to the WAN port.

2. Connect an Ethernet cable from a network switch to the LAN port.

Note: The LAN port is set to DHCP Server by default.
Software Installation

Download and install the latest version of the UniFi Controller software at: downloads.ubnt.com/unifi From a management station computer connected to the same Layer 2 network, launch the installer and follow the on-screen instructions.

Note: If you already have UniFi Controller v4.x or higher installed, skip to the section, Adopting the UniFi Security Gateway.

1. Launch the UniFi Controller. The Ubiquiti UniFi Controller window will appear. Click Launch a Browser to Manage the Network.

2. The UniFi Setup Wizard will appear. Select your preferred language and country. Click NEXT.
3. The UniFi Controller will discover the UniFi Security Gateway with default IP Address, 192.168.1.1. Select the device, and click NEXT.

4. Create an SSID and Security Key. Click NEXT. If you do not have any UniFi APs on the network, click SKIP.
5. Create an **Admin Name** and **Password** for UniFi Controller access. Confirm the **Password**, and click **NEXT**.

6. Review the UniFi Controller settings. Click **FINISH** to complete the UniFi Setup Wizard.
7. The login screen for the UniFi Controller will appear. Enter the Admin Name and Password that you created in the UniFi Setup Wizard. Click LOGIN. The UniFi Controller dashboard window will appear.

Adopting the UniFi Security Gateway

1. From the UniFi Controller dashboard, click DEVICES in the left menu bar.
2. In the *Devices* window, locate *UniFi Gateway* in the list of devices under the *Model* column. To adopt and provision the gateway, click **ADOPT**.

3. The *Status Indicator* on the UniFi Security Gateway will turn blue to confirm that it is successfully adopted.
Optional WAN Port Configuration via Layer 3

By default, the WAN port is set to DHCP. To change the setting, connect a computer directly (or through a switch) to the LAN port of the UniFi Security Gateway.

1. From a web browser, go to https://setup.ubnt.com/
2. The UniFi Gateway login window will appear. Enter your Admin Name and Password. Click SIGN IN.

3. In the Setup window, click EDIT CONFIGURATION to configure the WAN port to DHCP, Static IP, or PPPoE.

For detailed information on configuring the UniFi Security Gateway, refer to the User Guide located on our website at: documentation.ubnt.com/unifi
## Specifications

<table>
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<th>UniFi Security Gateway</th>
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<td><strong>Packet Size: 512 Bytes or Larger</strong></td>
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<td><strong>Console Port</strong></td>
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<tr>
<td><strong>Data Ports</strong></td>
</tr>
</tbody>
</table>

* VoIP port is disabled and reserved for future use.
Safety Notices
1. Read, follow, and keep these instructions.
2. Heed all warnings.
3. Only use attachments/accessories specified by the manufacturer.

**WARNING:** Do not use this product in location that can be submerged by water.

**WARNING:** Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.

Electrical Safety Information
1. Compliance is required with respect to voltage, frequency, and current requirements indicated on the manufacturer’s label. Connection to a different power source than those specified may result in improper operation, damage to the equipment or pose a fire hazard if the limitations are not followed.

2. There are no operator serviceable parts inside this equipment. Service should be provided only by a qualified service technician.

3. This equipment is provided with a detachable power cord which has an integral safety ground wire intended for connection to a grounded safety outlet.
   a. Do not substitute the power cord with one that is not the provided approved type. Never use an adapter plug to connect to a 2-wire outlet as this will defeat the continuity of the grounding wire.
   b. The equipment requires the use of the ground wire as a part of the safety certification, modification or misuse can provide a shock hazard that can result in serious injury or death.
   c. Contact a qualified electrician or the manufacturer if there are questions about the installation prior to connecting the equipment.
   d. Protective earthing is provided by Listed AC adapter. Building installation shall provide appropriate short-circuit backup protection.
   e. Protective bonding must be installed in accordance with local national wiring rules and regulations.
Limited Warranty

UBIQUITI NETWORKS, Inc (“UBIQUITI NETWORKS”) warrants that the product(s) furnished hereunder (the “Product(s)”) shall be free from defects in material and workmanship for a period of one (1) year from the date of shipment by UBIQUITI NETWORKS under normal use and operation. UBIQUITI NETWORKS’ sole and exclusive obligation and liability under the foregoing warranty shall be for UBIQUITI NETWORKS, at its discretion, to repair or replace any Product that fails to conform to the above warranty during the above warranty period. The expense of removal and reinstallation of any Product is not included in this warranty. The warranty period of any repaired or replaced Product shall not extend beyond its original term.

Warranty Conditions

The above warranty does not apply if the Product:

(I) has been modified and/or altered, or an addition made thereto, except by Ubiquiti Networks, or Ubiquiti Networks’ authorized representatives, or as approved by Ubiquiti Networks in writing;
(II) has been painted, rebranded or physically modified in any way;
(III) has been damaged due to errors or defects in cabling;
(IV) has been subjected to misuse, abuse, negligence, abnormal physical, electromagnetic or electrical stress, including lightning strikes, or accident;
(V) has been damaged or impaired as a result of using third party firmware;
(VI) has no original Ubiquiti MAC label, or is missing any other original Ubiquiti label(s); or
(VII) has not been received by Ubiquiti within 30 days of issuance of the RMA.

In addition, the above warranty shall apply only if: the product has been properly installed and used at all times in accordance, and in all material respects, with the applicable Product documentation; all Ethernet cabling runs use CAT5 (or above), and for outdoor installations, shielded Ethernet cabling is used, and for indoor installations, indoor cabling requirements are followed.

Returns

No Products will be accepted for replacement or repair without obtaining a Return Materials Authorization (RMA) number from UBIQUITI NETWORKS during the warranty period, and the Products being received at UBIQUITI NETWORKS’ facility freight prepaid in accordance with the RMA process of UBIQUITI NETWORKS. Products returned without an RMA number will not be processed and will be returned freight collect or subject to disposal. Information on the RMA process and obtaining an RMA number can be found at: www.ubnt.com/support/warranty.
Disclaimer

EXCEPT FOR ANY EXPRESS WARRANTIES PROVIDED HEREIN, UBIQUITI NETWORKS, ITS AFFILIATES, AND ITS AND THEIR THIRD PARTY DATA, SERVICE, SOFTWARE AND HARDWARE PROVIDERS HEREBY DISCLAIM AND MAKE NO OTHER REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, REPRESENTATIONS, GUARANTEES, OR WARRANTIES OF MERCHANTABILITY, ACCURACY, QUALITY OF SERVICE OR RESULTS, AVAILABILITY, SATISFACTORY QUALITY, LACK OF VIRUSES, QUIET ENJOYMENT, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT AND ANY WARRANTIES ARISING FROM ANY COURSE OF DEALING, USAGE OR TRADE PRACTICE IN CONNECTION WITH SUCH PRODUCTS AND SERVICES. BUYER ACKNOWLEDGES THAT NEITHER UBIQUITI NETWORKS NOR ITS THIRD PARTY PROVIDERS CONTROL BUYER’S EQUIPMENT OR THE TRANSFER OF DATA OVER COMMUNICATIONS FACILITIES, INCLUDING THE INTERNET, AND THAT THE PRODUCTS AND SERVICES MAY BE SUBJECT TO LIMITATIONS, INTERRUPTIONS, DELAYS, CANCELLATIONS AND OTHER PROBLEMS INHERENT IN THE USE OF COMMUNICATIONS FACILITIES. UBIQUITI NETWORKS, ITS AFFILIATES AND ITS AND THEIR THIRD PARTY PROVIDERS ARE NOT RESPONSIBLE FOR ANY INTERRUPTIONS, DELAYS, CANCELLATIONS, DELIVERY FAILURES, DATA LOSS, CONTENT CORRUPTION, PACKET LOSS, OR OTHER DAMAGE RESULTING FROM ANY OF THE FOREGOING. In addition, UBIQUITI NETWORKS does not warrant that the operation of the Products will be error-free or that operation will be uninterrupted. In no event shall UBIQUITI NETWORKS be responsible for damages or claims of any nature or description relating to system performance, including coverage, buyer’s selection of products (including the Products) for buyer’s application and/or failure of products (including the Products) to meet government or regulatory requirements.

Limitation of Liability

EXCEPT TO THE EXTENT PROHIBITED BY LOCAL LAW, IN NO EVENT WILL UBIQUITI OR ITS SUBSIDIARIES, AFFILIATES OR SUPPLIERS BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES (INCLUDING LOST PROFIT, LOST DATA, OR DOWNTIME COSTS), ARISING OUT OF THE USE, INABILITY TO USE, OR THE RESULTS OF USE OF THE PRODUCT, WHETHER BASED IN WARRANTY, CONTRACT, TORT OR OTHER LEGAL THEORY, AND WHETHER OR NOT ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
Note

Some countries, states and provinces do not allow exclusions of implied warranties or conditions, so the above exclusion may not apply to you. You may have other rights that vary from country to country, state to state, or province to province. Some countries, states and provinces do not allow the exclusion or limitation of liability for incidental or consequential damages, so the above limitation may not apply to you. EXCEPT TO THE EXTENT ALLOWED BY LOCAL LAW, THESE WARRANTY TERMS DO NOT EXCLUDE, RESTRICT OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE LICENSE OF ANY SOFTWARE (EMBEDDED IN THE PRODUCT) TO YOU. The United Nations Convention on Contracts for the International Sale of Goods shall not apply to any transactions regarding the sale of the Products.

Compliance

FCC

Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operations of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Industry Canada

This Class A digital apparatus complies with Canadian ICES-3(B).

Cet appareil numérique de la classe A est conforme à la norme NMB-(3)B Canada.

Australia and New Zealand

Warning: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.
CE Marking

CE marking on this product represents the product is in compliance with all directives that are applicable to it.

RoHS/WEEE Compliance Statement

English

European Directive 2002/96/EC requires that the equipment bearing this symbol on the product and/or its packaging must not be disposed of with unsorted municipal waste. The symbol indicates that this product should be disposed of separately from regular household waste streams. It is your responsibility to dispose of this and other electric and electronic equipment via designated collection facilities appointed by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences to the environment and human health. For more detailed information about the disposal of your old equipment, please contact your local authorities, waste disposal service, or the shop where you purchased the product.

Deutsch

Español

La Directiva 2002/96/CE de la UE exige que los equipos que lleven este símbolo en el propio aparato y/o en su embalaje no deben eliminarse junto con otros residuos urbanos no seleccionados. El símbolo indica que el producto en cuestión debe separarse de los residuos domésticos convencionales con vistas a su eliminación. Es responsabilidad suya desechar este y cualesquiera otros aparatos eléctricos y electrónicos a través de los puntos de recogida que ponen a su disposición el gobierno y las autoridades locales. Al desechar y reciclar correctamente estos aparatos estará contribuyendo a evitar posibles consecuencias negativas para el medio ambiente y la salud de las personas. Si desea obtener información más detallada sobre la eliminación segura de su aparato usado, consulte a las autoridades locales, al servicio de recogida y eliminación de residuos de su zona o pregunte en la tienda donde adquirió el producto.

Français

La directive européenne 2002/96/CE exige que l’équipement sur lequel est apposé ce symbole sur le produit et/ou son emballage ne soit pas jeté avec les autres ordures ménagères. Ce symbole indique que le produit doit être éliminé dans un circuit distinct de celui pour les déchets des ménages. Il est de votre responsabilité de jeter ce matériel ainsi que tout autre matériel électrique ou électronique par les moyens de collecte indiqués par le gouvernement et les pouvoirs publics des collectivités territoriales. L’élimination et le recyclage en bonne et due forme ont pour but de lutter contre l’impact néfaste potentiel de ce type de produits sur l’environnement et la santé publique. Pour plus d’informations sur le mode d’élimination de votre ancien équipement, veuillez prendre contact avec les pouvoirs publics locaux, le service de traitement des déchets, ou l’endroit où vous avez acheté le produit.

Italiano

La direttiva europea 2002/96/EC richiede che le apparecchiature contrassegnate con questo simbolo sul prodotto e/o sull’imballaggio non siano smaltite insieme ai rifiuti urbani non differenziati. Il simbolo indica che questo prodotto non deve essere smaltito insieme ai normali rifiuti domestici. È responsabilità del proprietario smaltire sia questi prodotti sia le altre apparecchiature elettriche ed elettroniche mediante le specifiche strutture di raccolta indicate dal governo o dagli enti pubblici locali. Il corretto smaltimento ed il riciclaggio aiuteranno a prevenire conseguenze potenzialmente negative per l’ambiente e per la salute dell’essere umano. Per ricevere informazioni più dettagliate circa lo smaltimento delle vecchie apparecchiature in Vostro possesso, Vi invitiamo a contattare gli enti pubblici di competenza, il servizio di smaltimento rifiuti o il negozio nel quale avete acquistato il prodotto.
Declaration of Conformity

 UBQKITI NETWORKS tímto prohla uje, e tento UBQKITI NETWORKS device, je ve shod se základními po adavky a dal ími p íslu n mi ustanovenimi sm níce 1999/5/ES.

Undertegnede UBQKITI NETWORKS erklærer herved, at følgende udstyr UBQKITI NETWORKS device, overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

Hierbij verklaart UBQKITI NETWORKS dat het toestel UBQKITI NETWORKS device, in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.

Bij deze verklaart UBQKITI NETWORKS dat deze UBQKITI NETWORKS device, voldoet aan de essentiële eisen en aan de overige relevante bepalingen van Richtlijn 1999/5/EC.

Hereby, UBQKITI NETWORKS, declares that this UBQKITI NETWORKS device, is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Käesolevaga kinnitab UBQKITI NETWORKS seadme UBQKITI NETWORKS device, vastavust direktiivi 1999/5/EÜ põhinõutetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

UBQKITI NETWORKS vakuuttaa täten että UBQKITI NETWORKS device, tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

Par la présente UBQKITI NETWORKS déclare que l’appareil UBQKITI NETWORKS device est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

Hiermit erklärt UBQKITI NETWORKS, dass sich diese UBQKITI NETWORKS device, in Übereinstimmung mit den grundlegenden Anforderungen und den anderen relevanten Vorschriften der Richtlinie 1999/5/EG befindet". (BMWi)

ME THN ΠΑΡΟΥΣΑ UBQKITI NETWORKS ΔΗΛΩΝΕΙ ΟΤΙ UBQKITI NETWORKS device, ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1995/5/EC.

Alulírott, UBQKITI NETWORKS nyilatkozom, hogy a UBQKITI NETWORKS device, megfelel a vonatkozó alapvető követelményeknek és az 1995/5/EC irányelv egyéb előírásainak.

Hér me l sir UBQKITI NETWORKS yfir vi a UBQKITI NETWORKS device, er í samræmi vi grunndkröfur og a rar kröfur, sem ger ar eru í tilskipun 1999/5/EC.