Enterprise Gateway Router with 2 Combination SFP/RJ45 Ports
Model: USG-PRO-4
Introduction

Thank you for purchasing the Ubiquiti Networks® UniFi® Security Gateway Pro. This Quick Start Guide is designed to guide you through installation and also includes warranty terms.

Package Contents

- UniFi Security Gateway Pro
- Enterprise Gateway Router with 2 Combination SFP/RJ45 Ports (Model: USG-PRO-4)
- Power Cord
- Mounting Screws (#10-32 x 5/8”, Qty. 4)
- Cage Nuts (#10-32 x 5/8”, Qty. 4)
- Quick Start Guide

UniFi Controller System Requirements

- Linux, Mac OS X, or Microsoft Windows 7/8/10
- Java Runtime Environment 1.6 (or above)
- Web Browser: Google Chrome (Other browsers may have limited functionality.)
- UniFi Controller software v4.8 or higher (available at: downloads.ubnt.com/unifi)

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.
Network Requirement

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

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

### Front Panel Ports

<table>
<thead>
<tr>
<th>Interface</th>
<th>Description</th>
</tr>
</thead>
</table>
| Console   | RJ45 serial console port for Command Line Interface (CLI) management. Use an 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 |
| USB       | Reserved for future use. |
| LAN       | RJ45 ports support 10/100/1000 Ethernet connections. By default, the **LAN1** port is set to **DHCP Server**, and its IP address is **192.168.1.1/24**. |
| WAN       | RJ45 ports support 10/100/1000 Ethernet connections. A **WAN** port is active only if the corresponding **SFP** port is empty. By default, the **WAN1** port is set to **DHCP Client**. |
| SFP       | SFP ports are hot-swappable and support 10/100/1000 fiber SFP modules. If an SFP module is plugged in, then the **SFP** port is active, and the corresponding **WAN** port is deactivated. By default, the **SFP1** port is set to **DHCP Client**. |
## Front Panel System LED

<table>
<thead>
<tr>
<th>State</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>Factory defaults, waiting for integration.</td>
</tr>
<tr>
<td>Blue</td>
<td>Successfully integrated into a network and working properly.</td>
</tr>
<tr>
<td>Alternating White/Blue</td>
<td>Device is busy; do not touch or unplug it. This usually indicates that a process such as a firmware upgrade is taking place.</td>
</tr>
<tr>
<td>Flashing Blue</td>
<td>This is used to locate a device. When you click <strong>Locate</strong> in the UniFi Controller software, the System LED will flash blue. The software will also display the location of the UniFi Security Gateway Pro on the map.</td>
</tr>
</tbody>
</table>
Front Panel Port LEDs

**LAN: Speed/Link/Act**

- Off: No Link
- Amber: Link Established at 10/100 Mbps, Flashing Indicates Activity
- Green: Link Established at 1000 Mbps, Flashing Indicates Activity

**WAN: Speed/Link/Act**

**SFP: Speed/Link/Act**

*640-00128-03*
Front Panel Button

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reset</td>
<td>Resets to factory defaults. The UniFi Security Gateway Pro should be running after bootup is complete. Press and hold the <strong>Reset</strong> button for about 10 seconds until the right LED on the <strong>WAN2</strong> port starts flashing and then becomes solidly lit. After a few seconds, the LED will turn off, and the UniFi Security Gateway Pro will automatically reboot.</td>
</tr>
</tbody>
</table>

Back Panel

- **Mounting Holes**
- **Fans**
- **Power**
- **Ventilation Holes**

**Note:** There are additional ventilation holes on the sides of the UniFi Security Gateway Pro.
Installation Requirements

- Phillips screwdriver
- Standard-sized, 19" wide rack with a minimum of 1U height available
- For indoor applications, use Category 5 (or above) UTP cabling approved for indoor use.
- For outdoor applications, shielded Category 5 (or above) cabling should be used for all wired Ethernet connections and should be grounded through the AC ground of the power supply.

We recommend that you protect your networks from harmful outdoor environments and destructive ESD events with industrial-grade, shielded Ethernet cable from Ubiquiti Networks. For more details, visit: [www.ubnt.com/toughcable](http://www.ubnt.com/toughcable)

**WARNING:** To reduce the risk of fire or electric shock, do not expose this product to rain or moisture.

**Note:** Although the cabling can be located outdoors, the UniFi Security Gateway Pro itself should be housed inside a protective enclosure.
Hardware Installation

1. Connect the *Power Cord* to the *Power* port of the UniFi Security Gateway Pro.

2. Attach the UniFi Security Gateway Pro to the rack using the four *Mounting Screws*. (If the rack has square slots, then use the *Cage Nuts* with the *Mounting Screws*.)

**WARNING:** FAILURE TO PROVIDE PROPER VENTILATION MAY CAUSE FIRE HAZARD. KEEP AT LEAST 20 MM OF CLEARANCE NEXT TO THE VENTILATION HOLES FOR ADEQUATE AIRFLOW.

3. Connect the other end of the *Power Cord* to a power outlet.
Connecting Ethernet

1. Connect an Ethernet cable from a broadband modem or WAN to the **WAN1** port.

2. Connect an Ethernet cable from your computer or host system to the **LAN1** port.

3. Connect an Ethernet cable from your network switch to the **LAN2** port.
Using SFP Ports

To use an SFP port:
1. Remove the protective plug covering the SFP port.
2. Plug a compatible fiber module into the SFP port.

Note: The corresponding WAN port will be deactivated.

3. Connect a fiber optic cable to the fiber module. Then connect the other end of the cable to another fiber device.

For information about compatible fiber SFP modules, visit: community.ubnt.com/unifi
Software Installation

Download the latest version of the UniFi Controller software at: downloads.ubnt.com/unifi

From a management station connected to the same Layer-2 network, launch the installer and follow the on-screen instructions.

Note: If you already have UniFi Controller v4.8 or higher installed, go to the section, Adopting the UniFi Security Gateway Pro.

After you have installed the software and run the UniFi Setup Wizard, a login screen will appear for the UniFi Controller management interface. Enter the Admin Name and Password that you created in the UniFi Setup Wizard. Then click Login.

You can manage your network and view network statistics using the UniFi Controller management interface. For information on using the UniFi Controller software, refer to the User Guide located on our website at: documentation.ubnt.com/unifi
Adopting the UniFi Security Gateway Pro

1. From the UniFi Controller dashboard, click **Devices** in the left menu bar.

2. On the **Devices** screen, locate the UniFi Security Gateway Pro in the list of devices under the **Model** column. To adopt it, click **Adopt**.

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

By default, the WAN1 port is set to DHCP so it can be assigned network settings by the service provider. To change the setting, connect a computer directly (or through a switch) to the LAN1 port of the UniFi Security Gateway Pro.

1. From a web browser, go to: https://setup.ubnt.com

2. The UniFi Security Gateway Pro login window will appear. Enter your Username and Password. Click Sign In.

3. In the Setup window, click Edit Configuration to configure the WAN1 port as DHCP, Static IP, or PPPoE.

For information on using the UniFi Controller software, refer to the User Guide located on our website at: documentation.ubnt.com/unifi
# Specifications

<table>
<thead>
<tr>
<th>UniFi Security Gateway Pro</th>
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</table>
| **Dimensions** | 484 x 44 x 164 mm  
(19.06 x 1.73 x 6.46") |
| **Weight** | 2.30 kg  
(5.07 lb) |
| **Networking Interfaces** |  |
| Serial Console Port | (1) RJ45 Serial Port |
| Data Ports | (2) 10/100/1000 RJ45 Ports  
(2) 10/100/1000 RJ45/SFP Combination Ports |
| **Max. Power Consumption** | 40W |
| **Power Supply** | Internal AC/DC Power Adapter,  
60W (24V, 2.5A) |
| **Supported Voltage Range** | 110 - 240VAC |
| **LEDs** |  |
| System | Status  
Speed/Link/Activity |
| Data Ports |  |
| **Layer 3 Forwarding** |  |
| Performance |  |
| Packet Size: 64 Bytes | 2,400,000 pps  
4 Gbps (Line Rate) |
| Packet Size: 512 Bytes or Larger |  |
| **Processor** | Dual-Core 1 GHz, MIPS64 with Hardware Acceleration for Packet Processing |
| **System Memory** | 2 GB DDR3 RAM |
| **On-Board Flash Storage** | 4 GB |
| **Rackmount** | Yes |
| **Operating Temperature** | -10 to 45° C (14 to 113° F) |
| **Operating Humidity** | 10 to 90% Noncondensing |
| **Certifications** | CE, FCC, IC |
Safety Notices

1. Read, follow, and keep these instructions.
2. Heed all warnings.
3. Only use attachments/accessories specified by the manufacturer.

![WARNING: Failure to provide proper ventilation may cause fire hazard. Keep at least 20 mm of clearance next to the ventilation holes for adequate airflow.]

![WARNING: To reduce the risk of fire or electric shock, do not expose this product to rain or moisture.]

![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.
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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

CAN ICES-3(A)/NMB-3(A)
This Class A digital apparatus complies with Canadian CAN ICES-3(A).

CAN ICES-3(A)/NMB-3(A)
Cet appareil numérique de la classe A est conforme à la norme NMB-3(A) 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 2012/19/EU 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 2012/19/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 2012/19/UE 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 2012/19/UE 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

Česky [Czech] UBIQUITI NETWORKS tímto prohlašuje, že toto UBIQUITI NETWORKS zařízení, je ve shod se základními požadavky a dalšími příslušnými ustanoveními směrnic 2014/30/EU, 2014/35/EU.

Dansk [Danish] Hermed, UBIQUITI NETWORKS, erklærer at denne UBIQUITI NETWORKS enhed, er i overensstemmelse med de væsentlige krav og øvrige relevante krav i direktiver 2014/30/EU, 2014/35/EU.

Nederlands [Dutch] Hierbij verklaart UBIQUITI NETWORKS, dat deze UBIQUITI NETWORKS apparaat, in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijnen 2014/30/EU, 2014/35/EU.

English Hereby, UBIQUITI NETWORKS, declares that this UBIQUITI NETWORKS device, is in compliance with the essential requirements and other relevant provisions of Directives 2014/30/EU, 2014/35/EU.

Eesti [Estonian] Käesolevaga UBIQUITI NETWORKS kinnitab, et antud UBIQUITI NETWORKS seade, on vastavus olulistele nõutele ja teistele asjakohastele sätetele direktiivide 2014/30/EL, 2014/35/EL.


Français [French] Par la présente UBIQUITI NETWORKS déclare que l’appareil UBIQUITI NETWORKS, est conforme aux exigences essentielles et aux autres dispositions pertinentes des directives 2014/30/UE, 2014/35/UE.


Ελληνική [Greek] Δια του παρόντος, UBIQUITI NETWORKS, δηλώνει ότι αυτή η συσκευή UBIQUITI NETWORKS, είναι σε συμμόρφωση με τις βασικές απαιτήσεις και τις λοιπές σχετικές διατάξεις των οδηγιών 2014/30/EE, 2014/35/EE.


Íslenska [Icelandic] Hér, UBIQUITI NETWORKS, þvi yfir að þetta UBIQUITI NETWORKS tæki er í samræmi við grunnkröfur og önnur viðeigandi ákvæði tilskipana 2014/30/ESB, 2014/35/ESB.

Italiano [Italian] Con la presente, UBIQUITI NETWORKS, dichiara che questo dispositivo UBIQUITI NETWORKS, è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti delle direttive 2014/30/UE, 2014/35/UE.

UBIQUITI NETWORKS declares that this UBIQUITI NETWORKS device conforms to the essential requirements and other relevant provisions of Directives 2014/30/UE, 2014/35/UE.
Online Resources

Support  help.ubnt.com
Community  community.ubnt.com
Downloads  downloads.ubnt.com