



## USG-PRO-4 Quick Start Guide

### Package Contents



UniFi Security Gateway Pro



Power Cord



Mounting Screws (Qty. 4)



Cage Nuts (Qty. 4)

### 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. For more details, visit: [ui.com/toughcable](https://ui.com/toughcable)



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



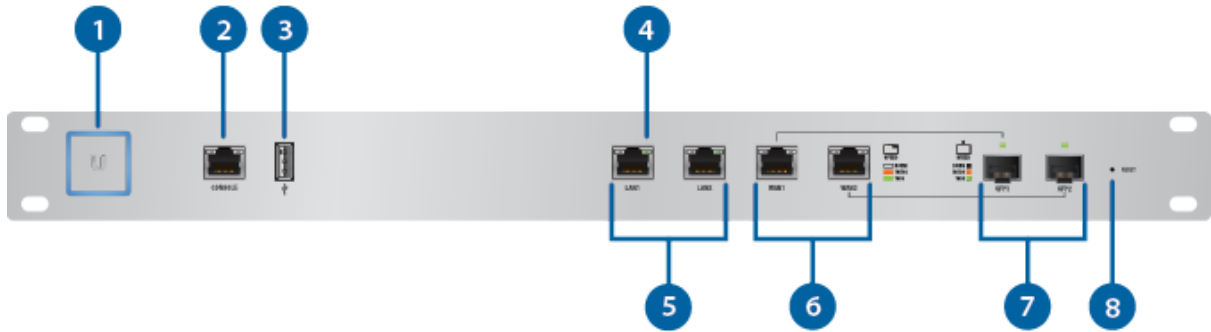
**IMPORTANT:** We strongly recommend using UPS backup and power regulation to prevent equipment damage due to stability issues with local AC power.



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- 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: [ui.com/download/unifi](http://ui.com/download/unifi))

### Hardware Overview



<p><b>1 System LED</b></p> <p><a href="#">Click here</a> for detailed descriptions.</p>							
<p><b>2 Console Port</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>• Baud rate 115200</li> <li>• Data bits 8</li> <li>• Parity NONE</li> <li>• Stop bits 1</li> <li>• Flow control NONE</li> </ul>							
<p><b>3 USB Port</b></p> <p>Reserved for future use.</p>							
<p><b>4 LAN / WAN / SFP Speed/Link/Act LED</b></p> <table border="1"> <tr> <td>Off</td> <td>No Link</td> </tr> <tr> <td>Amber</td> <td>Link Established at 10/100 Mbps Flashing Indicates Activity</td> </tr> <tr> <td>Green</td> <td>Link Established at 1000 Mbps Flashing Indicates Activity</td> </tr> </table>		Off	No Link	Amber	Link Established at 10/100 Mbps Flashing Indicates Activity	Green	Link Established at 1000 Mbps Flashing Indicates Activity
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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.

#### 6 WAN (Ports 1 - 2)

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.

#### 7 SFP (Ports 1 - 2)

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.

#### 8 Reset Button

Resets to factory defaults. The UniFi Gateway should be running after bootup is complete. Press and hold the Reset button for about 10 seconds until the right LED on the WAN2 port starts flashing and then becomes solidly lit. After a few seconds, the LED will turn off, and the UniFi Gateway will automatically reboot.

## Hardware Installation

1.



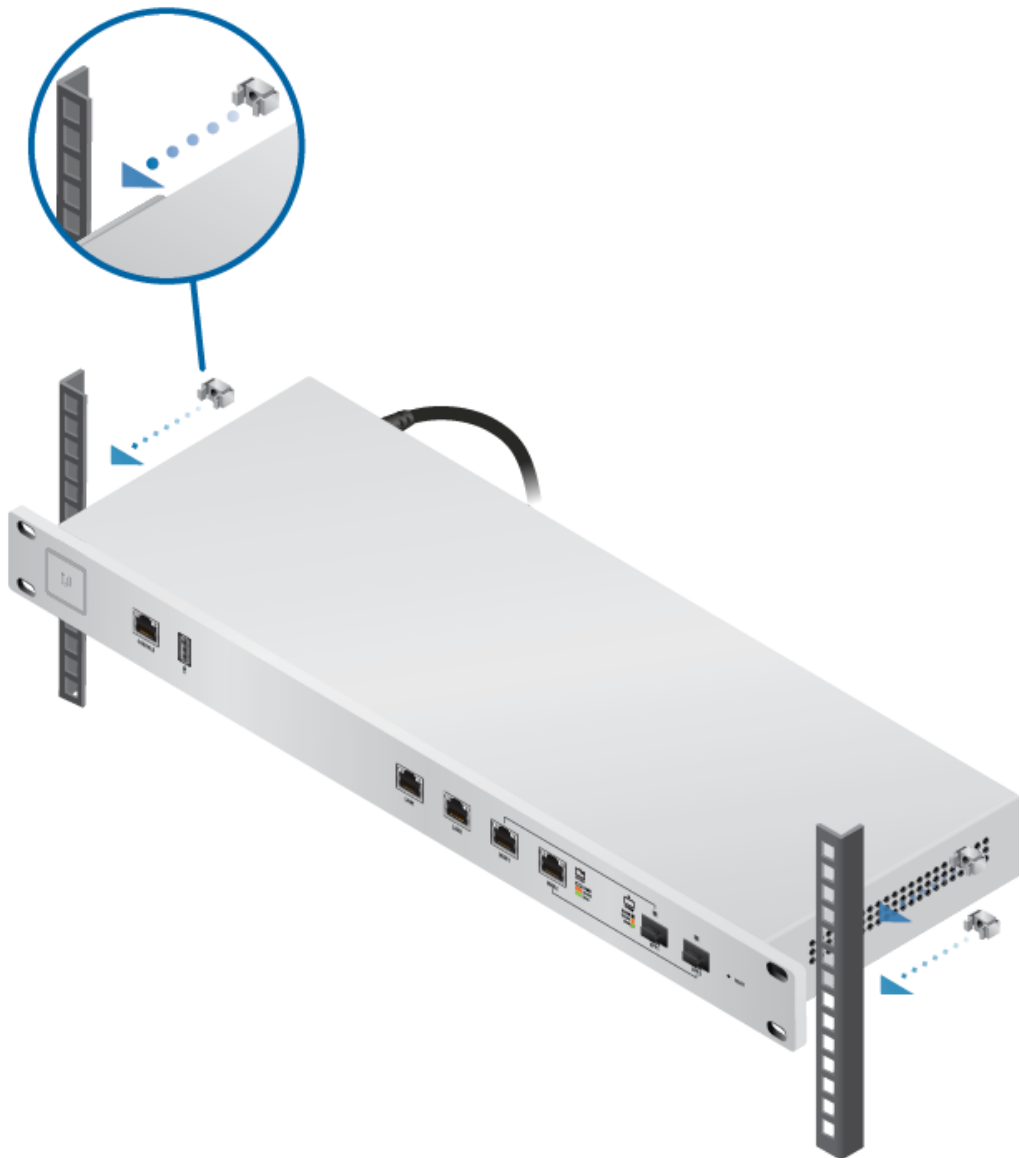
2.



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OR

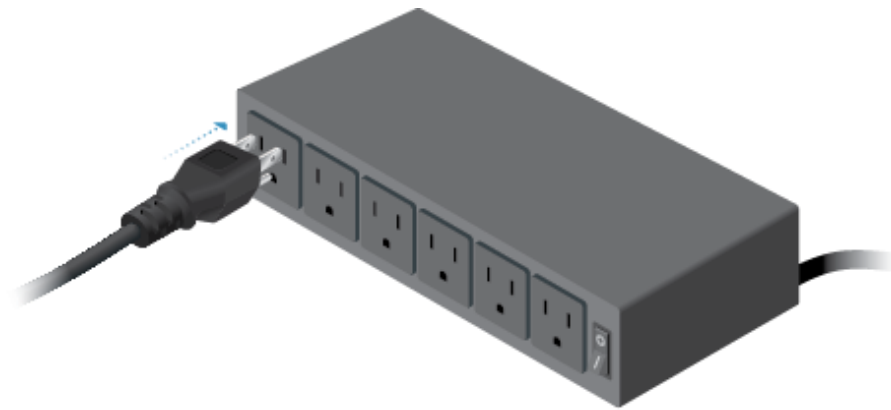




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3.



## Connecting Ethernet



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### Using SFP Ports

1.



2.



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**Note:** The corresponding WAN port will be deactivated.

3.



For information about compatible fiber SFP modules, visit: [community.ubnt.com/unifi](https://community.ubnt.com/unifi)

## Software Installation



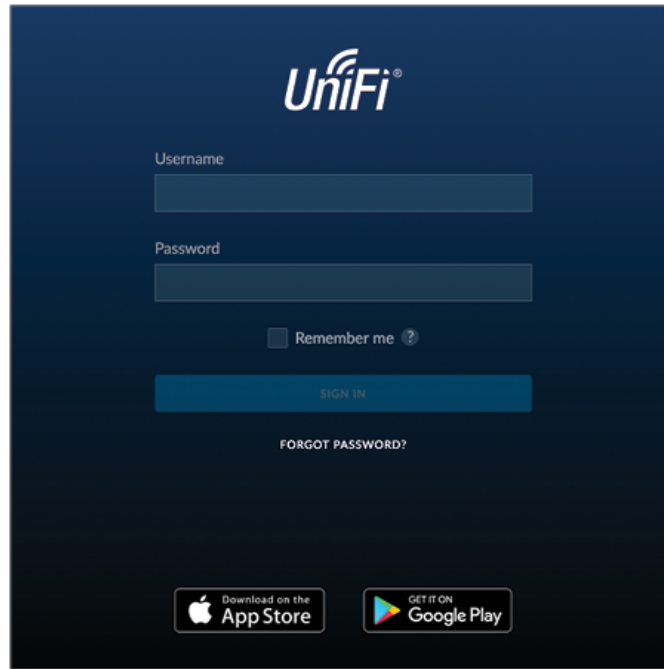
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From a management station connected to the same Layer-2 network, launch the installer and follow the on-screen instructions.



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

After you have installed the software and run the UniFi Installation Wizard, a login screen will appear for the UniFi Controller management interface. Enter the username and password that you created and click Sign In.

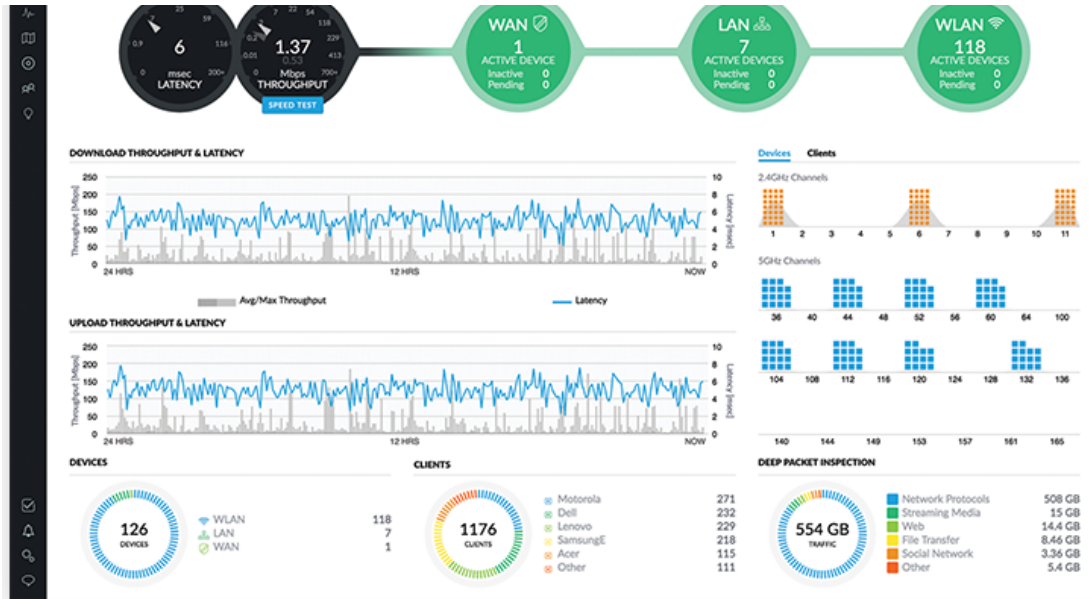


You can manage your network and view network statistics using the UniFi Controller management interface. For information on using the UniFi Controller software, refer to the User Guide located on our website at: [ui.com/download/unifi](https://ui.com/download/unifi)

## Adopting the UniFi Gateway

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

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2. Locate the UniFi Gateway in the list of devices under the Model column. Click Adopt.

DEVICE NAME	IP ADDRESS	STATUS	MODEL	VERSION	UPTIME	ACTIONS
192.168.0.000005	192.168.1.1	CONNECTED	UniFi Switch 8	4.3.11.4852927	35m 45s	ADOPT
Attic-US-16-150W	192.168.1.233	CONNECTED	UniFi Switch 16 POE-150W	3.5.1.4088	106 18h 45m 7s	LOCATE RESTART
Downstairs-US-48-500W	192.168.1.191	CONNECTED	UniFi Switch 48 POE-500W	3.5.1.4088	4d 21h 55m 15s	LOCATE RESTART
Workshop-US-48-750W	192.168.1.246	CONNECTED	UniFi Switch 48 POE-750W	3.5.1.4088	3d 21h 12m 13s	LOCATE RESTART
Rack US-48-750W	192.168.1.6	CONNECTED	UniFi Switch 48 POE-750W	3.5.1.4088	4d 21h 55m 29s	LOCATE RESTART
PatchPanel US-8-150W	192.168.1.204	CONNECTED	UniFi Switch 8 POE-150W	3.5.1.4088	5d 8h 50m 17s	LOCATE RESTART
AC-Broadcom	192.168.1.231	CONNECTED	UniFi AP-AC v2	3.5.1.4088	4d 21h 53m 4s	LOCATE RESTART
AC-LITE	192.168.1.162	CONNECTED	UniFi AP-AC-Lite	3.6.1.3553	3d 21h 17m 32s	LOCATE RESTART
AC-LR-Basement	192.168.1.137	CONNECTED	UniFi AP-AC-LR	3.6.1.3553	4d 21h 54m 6s	LOCATE RESTART
44-09-e7-02-04-33	192.168.1.197	CONNECTED	UniFi AP-AC-Lite	3.6.1.3553	3d 21h 1m 32s	LOCATE RESTART
44-09-e7-02-04-44	192.168.1.198	CONNECTED	UniFi AP-AC-LR	3.6.1.3553	3d 19h 26m 8s	LOCATE RESTART
AC-Pro-Basement	192.168.1.7	CONNECTED	UniFi AP-AC-Pro Gen2	3.6.1.3553	4d 21h 53m 31s	LOCATE RESTART
44-09-e7-79-d2-89	192.168.1.200	CONNECTED	UniFi AP-AC-Pro Gen2	3.6.1.3553	9d 17h 59m 46s	LOCATE RESTART
Prototype1 UAP-AC-Pro	192.168.1.182	CONNECTED (200 PING)	UniFi AP-AC-Pro Gen2	3.6.1.3553	5d 8h 9m 12s	LOCATE RESTART
AC-Pro-Crawlspace	192.168.1.134	CONNECTED	UniFi AP-AC-Pro Gen2	3.6.1.3553	3d 21h 19m 14s	LOCATE RESTART
Timeout	192.168.1.235	CONNECTED	UniFi AP-In Wall	3.5.1.4088	5d 8h 9m 54s	LOCATE RESTART
Living	192.168.1.136	CONNECTED	UniFi AP-In Wall	3.5.1.4088	5d 8h 8m 36s	LOCATE RESTART
Sitting	192.168.1.124	CONNECTED	UniFi AP-In Wall	3.5.1.4088	5d 8h 8m 56s	LOCATE RESTART
Master	192.168.1.158	CONNECTED	UniFi AP-In Wall	3.5.1.4088	5d 8h 8m 18s	LOCATE RESTART
Loft	192.168.1.139	CONNECTED	UniFi AP-In Wall	3.5.1.4088	5d 8h 8m 32s	LOCATE RESTART
Basement	192.168.1.140	CONNECTED	UniFi AP-In Wall	3.5.1.4088	5d 8h 8m 25s	LOCATE RESTART
24-a4-3c-94-2f-d9	192.168.1.122	CONNECTED	UniFi AP-Outdoor+	3.5.1.4088	3d 17h 22m 54s	LOCATE RESTART
Pro-roamtest2	192.168.1.164	CONNECTED	UniFi AP-Pro	3.5.1.4088	5d 8h 20m 25s	LOCATE RESTART
Pro-roamtest	192.168.1.141	CONNECTED	UniFi AP-Pro	3.5.1.4088	3d 21h 16m 49s	LOCATE RESTART

3. The System LED on the UniFi Gateway will turn blue to confirm that it is successfully adopted.

## Optional WAN Port Configuration via Layer 3

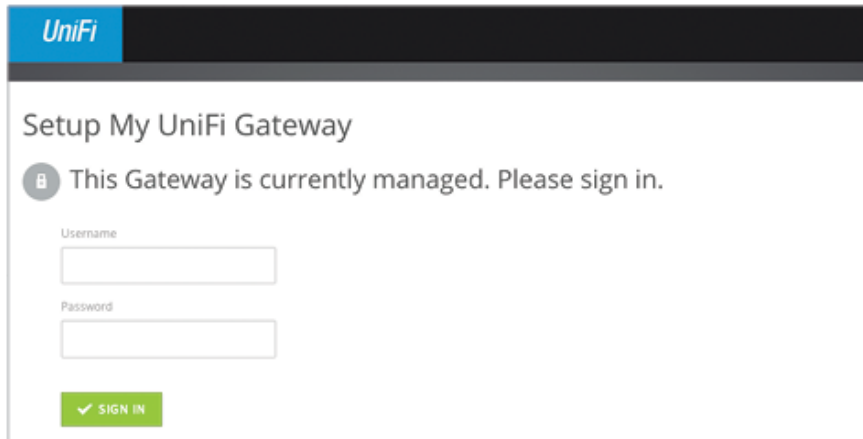
By default, the WAN1 port is set to DHCP so it can be assigned network settings by the service provider. To change the setting, connect a computer directly (or through a switch) to the LAN1 port of the UniFi Gateway.

1. From a web browser, go to: <https://setup.ui.com>



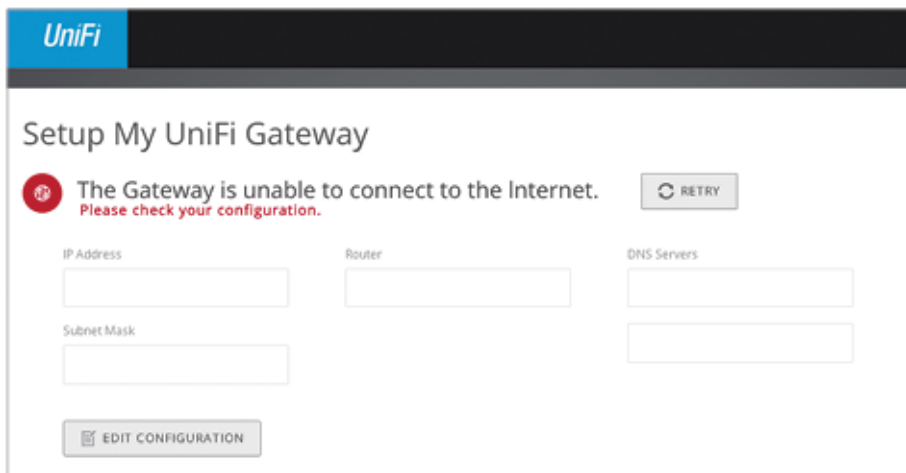
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2. Enter your Username and Password. Click Sign In.



**Note:** If the UniFi Gateway has not been adopted by a UniFi Controller, the login window will be skipped and the Setup window will appear.

3. 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: [ui.com/download/unifi](https://ui.com/download/unifi)

## Specifications

USG-PRO-4	
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



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	(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 Data Ports	Status Speed/Link/Activity
Layer 3 Forwarding Performance Packet Size: 64 Bytes Packet Size: 512 Bytes or Larger	2,400,000 pps 4 Gbps (Line Rate)
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



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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

[ui.com/support/warranty](http://ui.com/support/warranty)

The limited warranty requires the use of arbitration to resolve disputes on an individual basis, and, where applicable, specify arbitration instead of jury trials or class actions.

## 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.

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.

### ISED Canada

CAN ICES-3(A)/NMB-3(A)

### Australia and New Zealand



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### CE Marking

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



### WEEE Compliance Statement

### Declaration of Conformity

### Online Resources



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