

ESG510 QSG

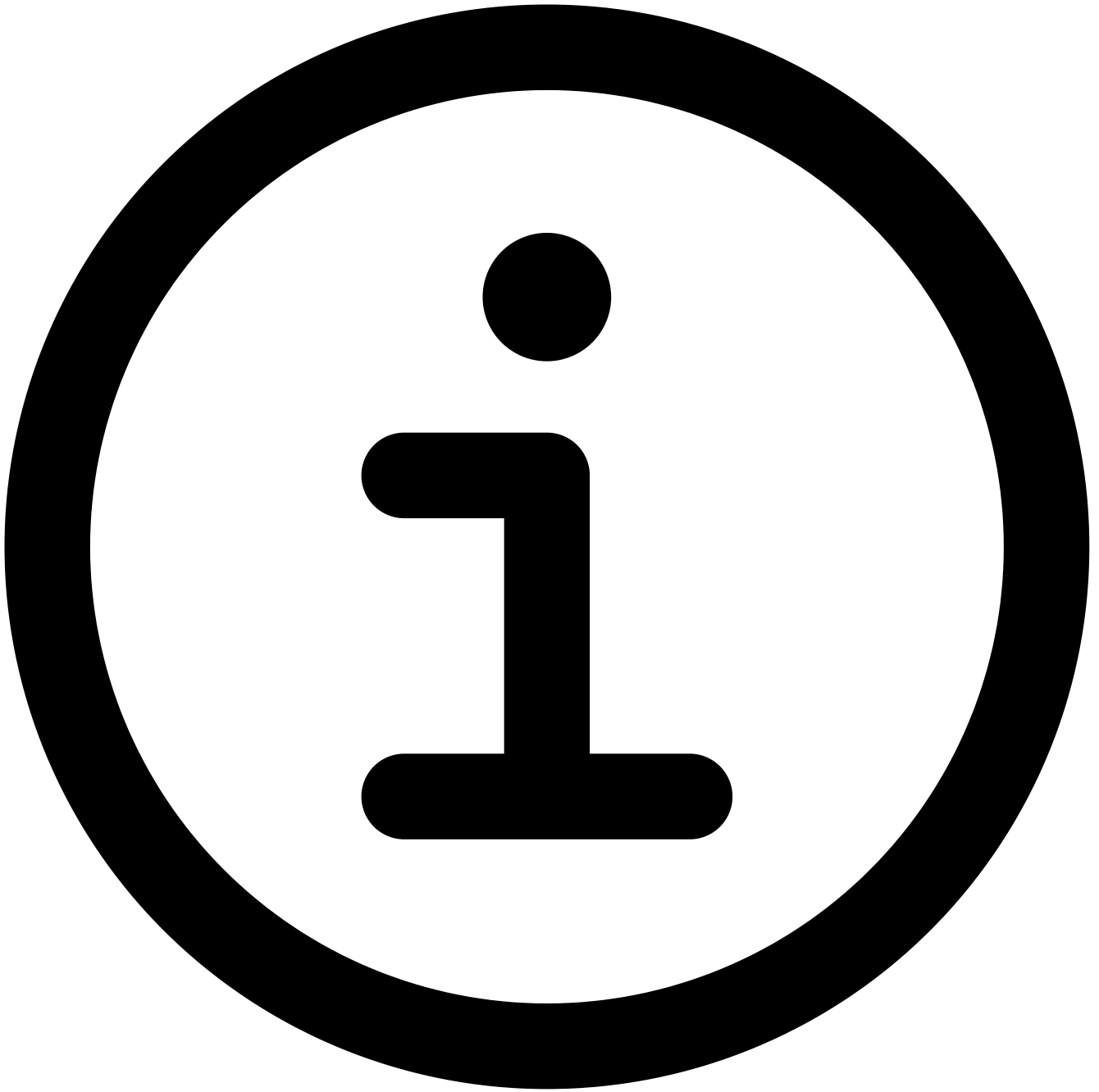


Gateway5 4mG

Cloud SD-WAN Gateway with 4 x 2.5-Gigabit (1x PoE+) Ethernet ports (ESG510)

Introduction

This Quick Start Guide is designed to guide you through the installation of the **Gateway5 4mG**, model **ESG510**, including hardware mounting and configuration.



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Cloud SD-WAN Gateway with 4 x 2.5-Gigabit (1x PoE+) Ethernet ports

Model: ESG510

- 4 x 2.5G Ports to unleash elevated speeds for NAS, workstations, or Wi-Fi 6 APs
- 1 x PoE+ port for a wide range of networking devices such as IP cameras, VoIP phones, workstations and more

- Content Quick Links
 - [Hardware Overview](#)
 - [Hardware Installation](#)
 - [Configure with EnGenius Cloud](#)

Package Contents



SD-WAN Gateway



Power Adapter



Power Cord



Rubber Footpads



Wall Mount Kit



Product Card

System Requirements

The EnGenius Cloud is primarily accessible with a web browser or mobile app. Before signing up for the EnGenius Cloud Service or logging on to the EnGenius Cloud Platform to manage your network, ensure that you've downloaded the right app and used the supported browser.

Mobile App:

EnGenius Cloud To-Go (iOS/Android)



[Download the Cloud To-Go mobile app here](#)

Web Browser:

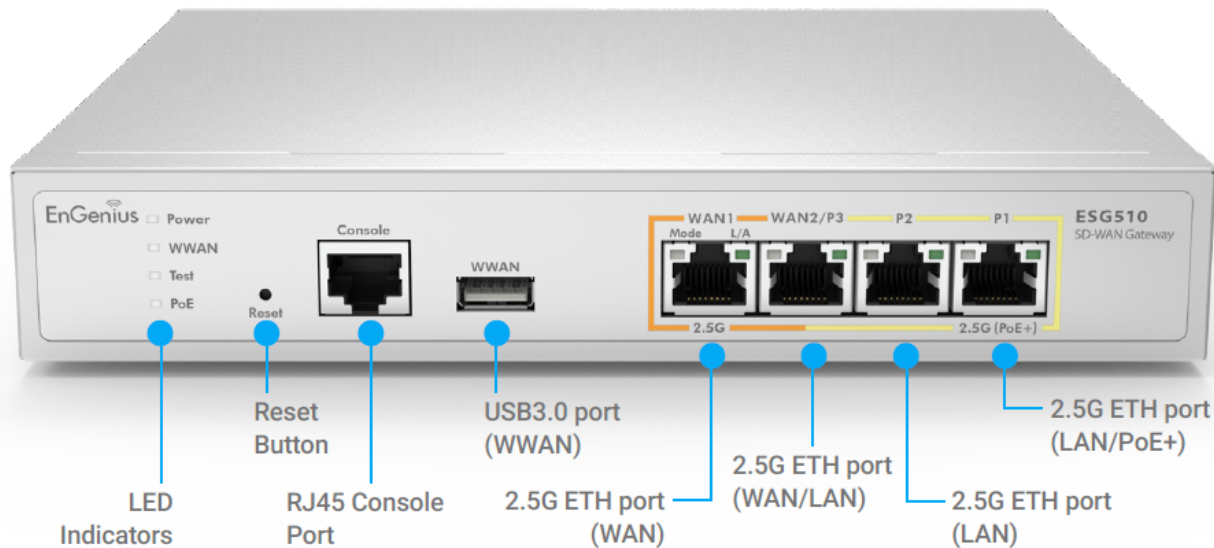
- Google Chrome (57.0.2987.110 and later)
- Microsoft Edge (80.0.361.103 and later)
- Mozilla Firefox (52.0 and later)

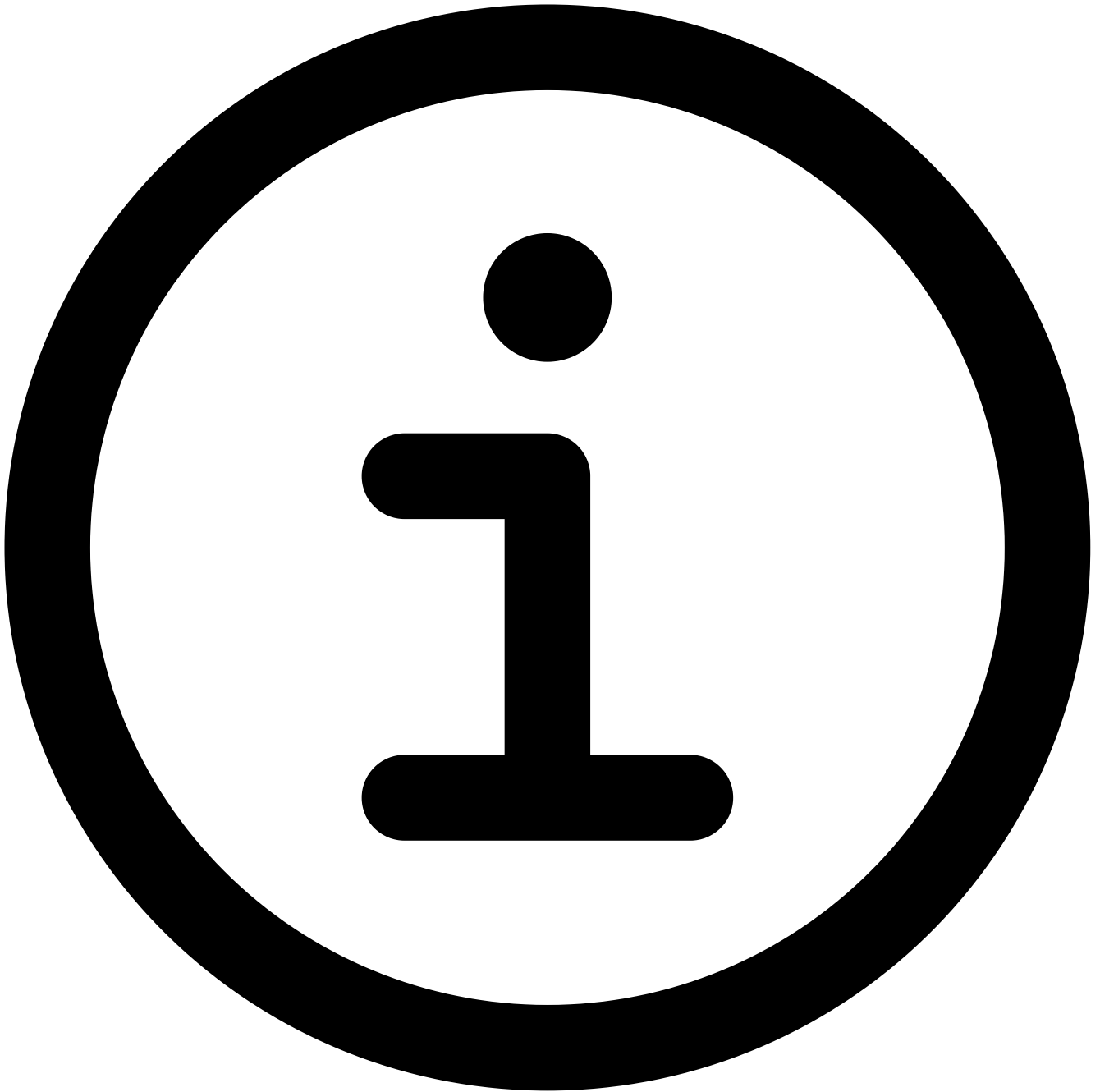
Network Requirements

Before you get started, please make sure the WAN access method in your network environment which will be used to connect this gateway device to the Internet; by default, EnGenius Cloud SD-WAN Gateway (ESG-series) is able to assign IP addresses by its internal DHCP server when users connect their client devices to LAN ports (P1, P2, or P3 port).

Hardware Overview

Ports





- **Reset to default:** Press and hold the reset button more than 10 seconds, and the **Power/WWAN/Debug/PoE** LED will become Flashing. Then, the device will be reset to factory default settings.

LEDs

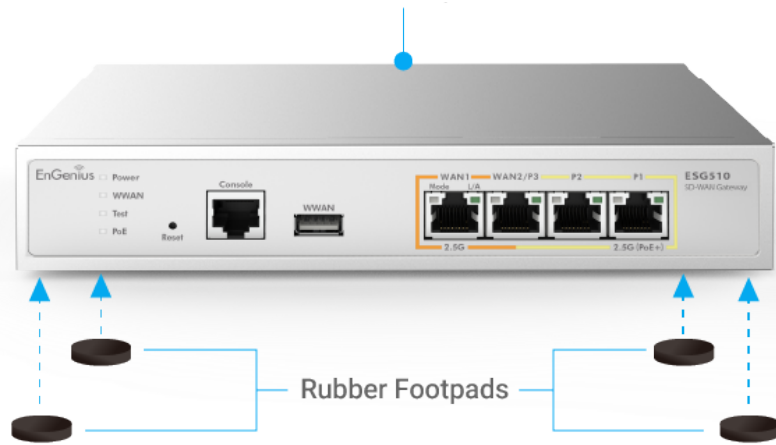
Location	LED Indicator	LED Color	LED Behavior	Status
System	Power	Orange	Flashing	Power On
		Green	Flashing	Connecting to the Cloud
			Solid On	Cloud Connected
		Green/Orange	Flashing	Firmware Upgrading
		Green	Flashing	Reset to Default by HW Button (Push over 10 sec)
	WWAN	Orange	Flashing	Gateway Locating
			Flashing	Reset to Default by HW Button (Push over 10 sec)
	Test	Blue	Flashing	Gateway Locating
			Flashing	Reset to Default by HW Button (Push over 10 sec)
	PoE	Green	Solid On	Providing PoE Power
Ethernet Port	Left (Link Speed)	Orange	Solid On	2.5G
		Green	Flashing	1G
		Off	Light Off	100M/10M/No Link
	Right (Status)	Green	Solid On	Link
			Flashing	Transmit
		Off	Light Off	No Link

Hardware Installation

The gateway can be placed on a flat surface or installed on the wall. Please perform the following steps to install:

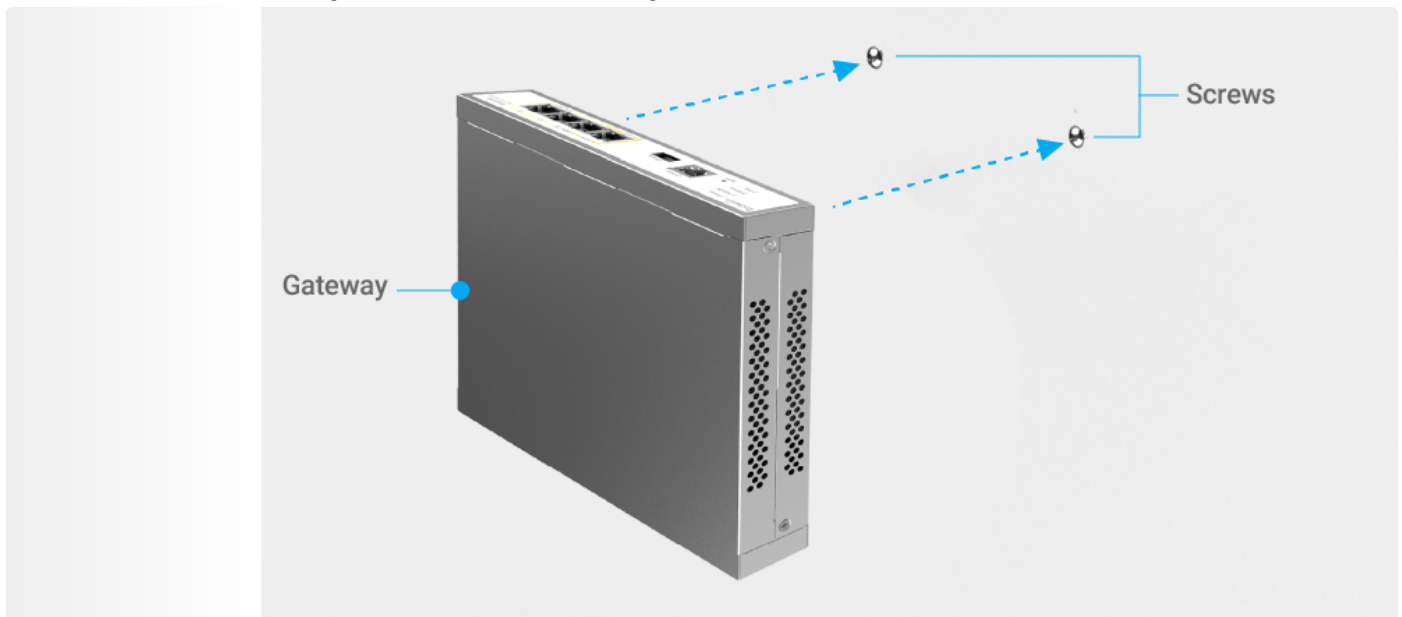
Place on a Flat Surface

Attach the **Rubber Footpads** at the bottom of the **Gateway** at each corner. The **Rubber Footpads** help secure the Gateway and protect it from vibration and shock when stacking.



Wall Mount

To mount the **Gateway** on a wall, install the two provided **Screws** in positions that correspond to the slots on the bottom side of the **Gateway**, then mount the **Gateway**.



Configure with EnGenius Cloud

Step1: Register Device

You can register the device either by **Cloud To-Go mobile app** or the **EnGenius Cloud platform**.

Cloud To-Go Mobile App

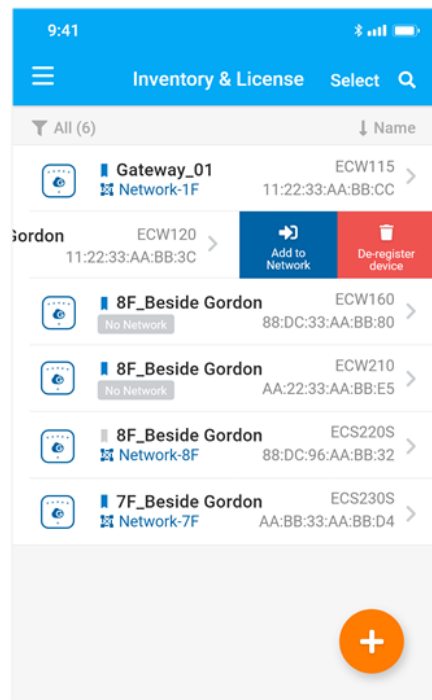
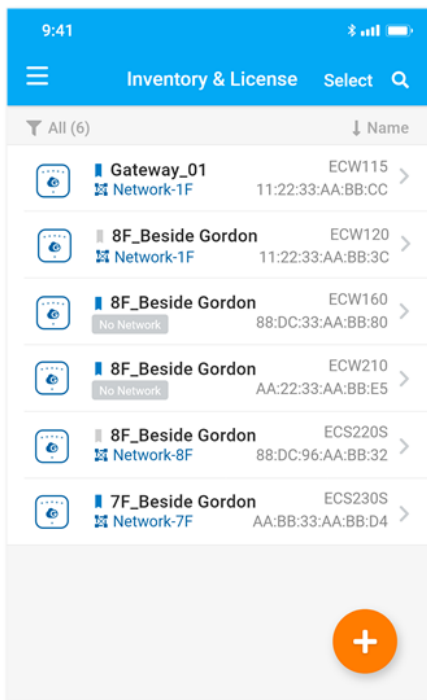
1. Open and log in to the **EnGenius Cloud To-Go** mobile app.
2. Scan the QR code on the back of the device via the app.

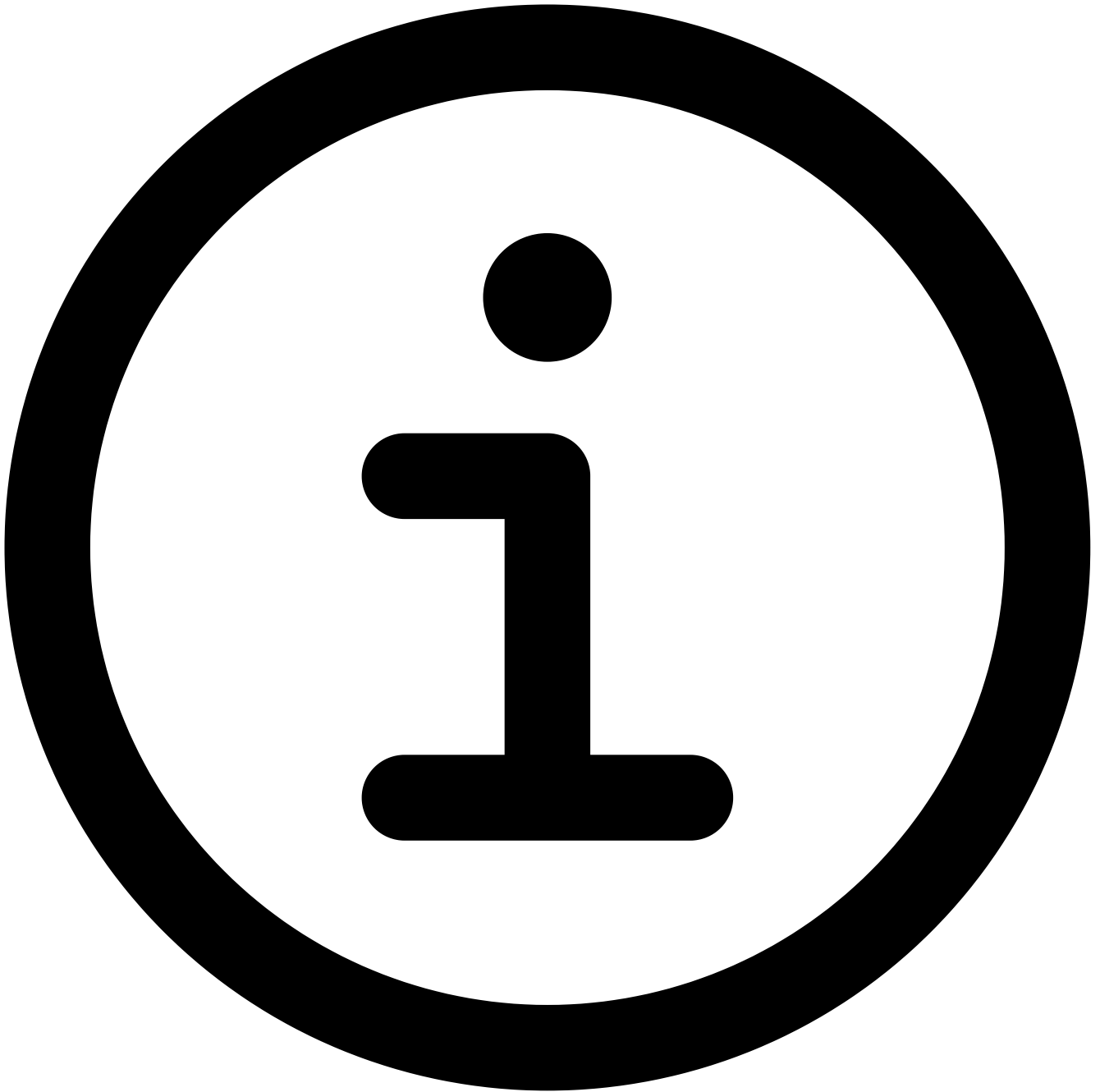




Scan to Register

3. If the camera successfully scans a QR code, the app will display the Device Information. You could tap **"Register"** to complete the Registration.
4. Registered devices will be shown on the **Inventory & License** page. Upon sliding left the device, you can click **"Add to Network"** to add the device to your designated Network.





Network: Management domain shared same configurations within EnGenius Cloud.

EnGenius Cloud Platform

1. Log into the **EnGenius Cloud Platform**: <https://cloud.engenius.ai/>.

- Register Device

Manually

Serial Number (one per row)

Cancel

Register

Mobile APP

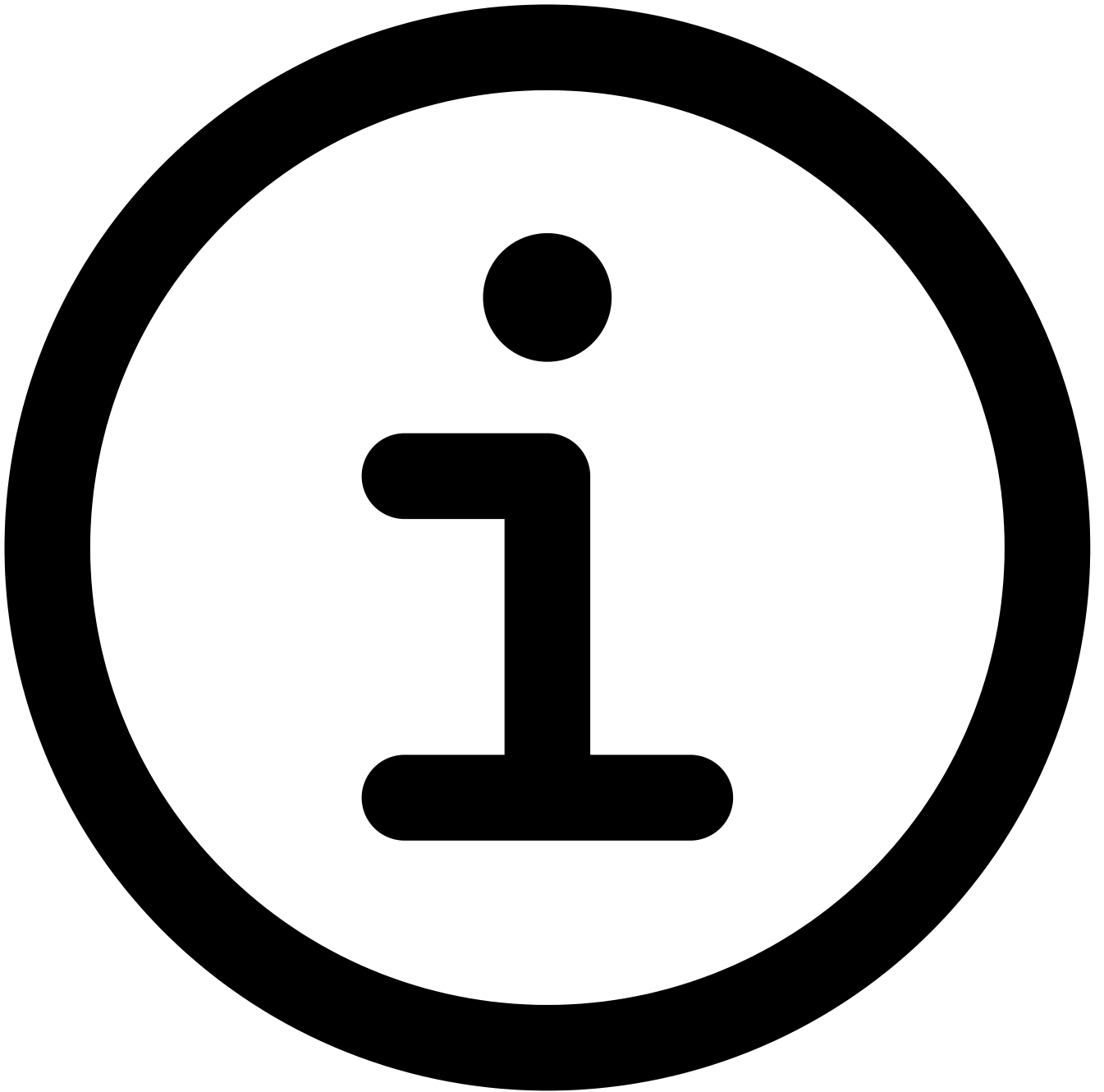
Scan to download EnGenius Cloud Mobile APP







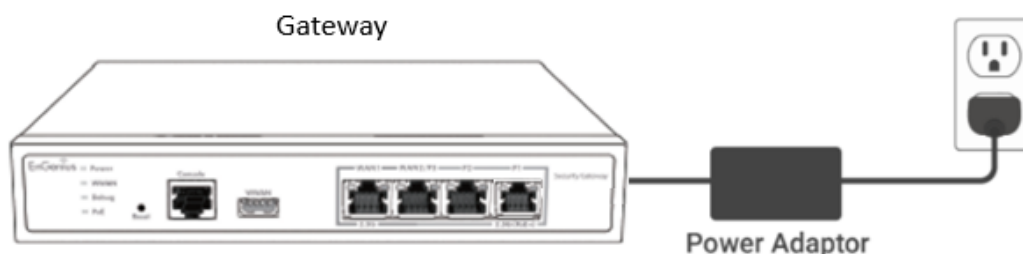
4. Select the registered device and click "**Assign to Network**" to add the device to your designated Network.



Network: Management domain shared same configurations within EnGenius Cloud.

Step2: Power On Device

Connect the **Power Adaptor** to the back of the **Gateway**, and then plug the **Power Adaptor** into the power outlet.



Step3: Connect to EnGenius Cloud

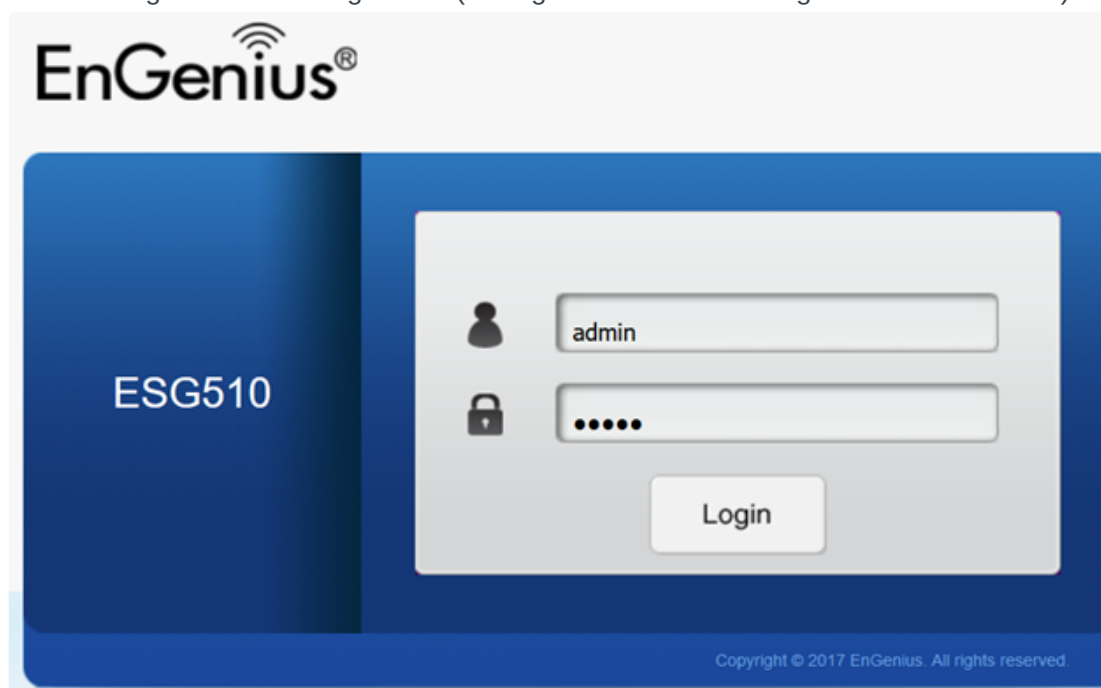
Connecting Ethernet to WAN1

Depending on WAN connection type in your network, WAN1 default connection setting is DHCP; if your WAN connection type is DHCP, after you connect Ethernet cable to WAN1 port, you can skip the next WAN1 connection set-up section through gateway Local Status Page.

WAN1 Connection Set-up through Device Local Status Page

If your WAN connection type is Static IP or PPPoE, after you connect Ethernet cable to WAN1 port, you have to access ESG's Local Status Page to configure WAN1 connection. User can connect a PC to P1, P2, or P3 LAN port, and then open browser and type <http://192.168.66.1> or <http://local.engenius> in URL field., where default login username/password is admin/admin

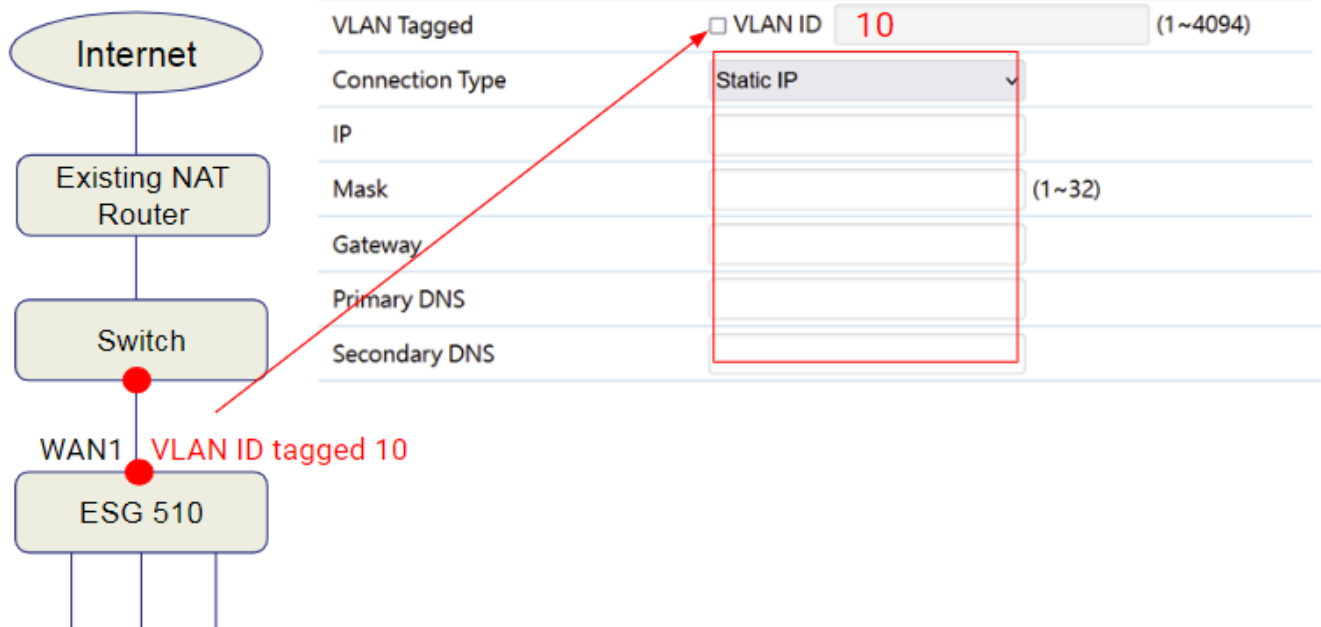
Note: After ESG has been assigned to an Organization/Network, this local credential will be updated by the Local Credential setting in Cloud Configuration (Configure > General Settings > Local Credential).



(a) WAN1 Connection by Static IP

Please fill in the IP address config information for your WAN connection {if the uplink switch has tagged VLAN, you need to specify its VLAN ID accordingly}.

WAN1



(b) WAN1 Connection by PPPoE

Please fill in the PPPoE config information for your WAN connection {if the uplink switch has tagged VLAN, you need to specify its VLAN ID accordingly).

Config WAN1 PPPoE

WAN1	
VLAN Tagged	☐ VLAN ID 10 (1~4094)
Connection Type	PPPoE
Username	
Password	

EnGenius Cloud Connected

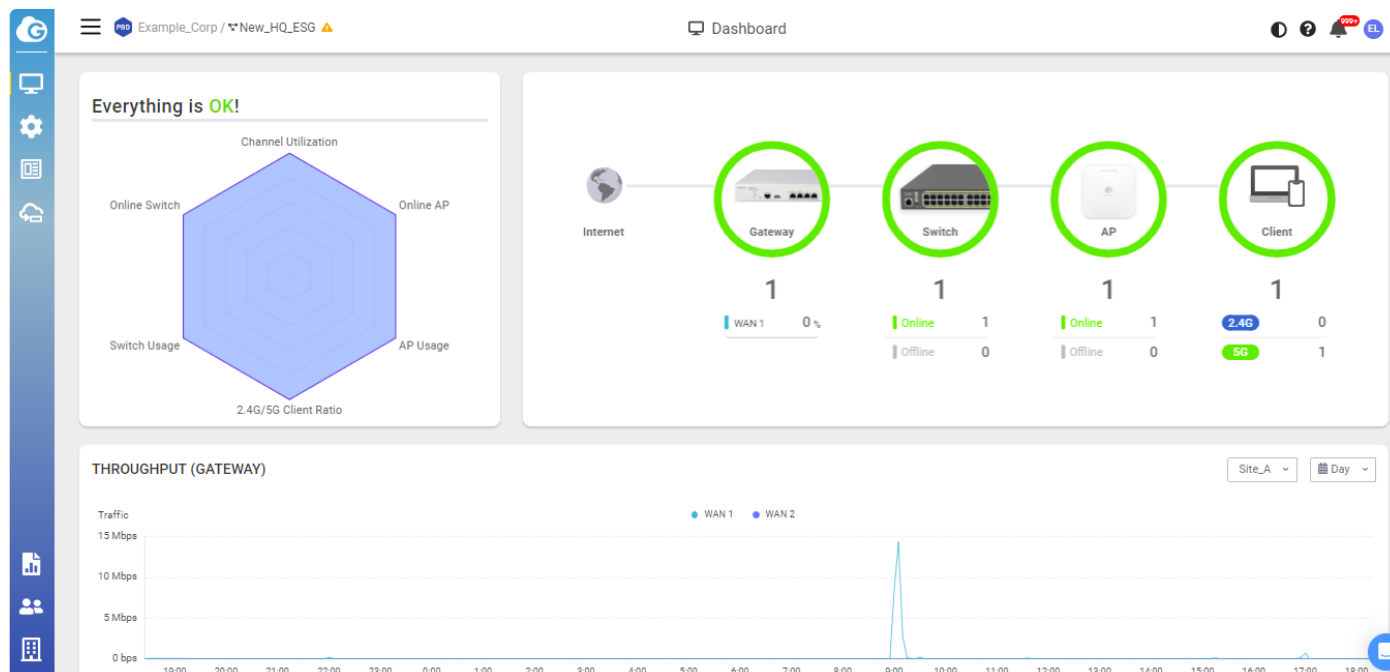
Once the device is powered on and ready to connect to the Internet, It will automatically download the default configuration settings from EnGenius Cloud for automated provisioning.



When the Gateway is connected to the EnGenius Cloud Platform for the first time and assigned to Network, it will automatically check the latest available firmware. If the firmware upgrade is required, it might take **8~10 minutes** to complete the process.

Step 4: Manage with the EnGenius Cloud

Log in to the **EnGenius Cloud Platform** to configure detailed settings. For more information, please refer to [User Manual](#).



Troubleshooting

If your Gateway device cannot be managed by the EnGenius Cloud Platform, there might be a problem with connecting to EnGenius Cloud.

To troubleshoot the connection issue, you may log in to the **Gateway Local Web** page:

1. Make sure that your computer LAN interface is set to DHCP and connect to gateway LAN port to get DHCP IP address from the gateway. By default, the computer should get the IP address in this segment 192.168.66.x.
2. Under your web browser, enter the URL: <http://192.168.66.1> to access the Gateway's local status page web interface.
3. You can review the device status after logging into the Gateway with the default admin account/password (admin/admin).
4. Check the information on the **Device Status** and take action if necessary.

Cloud Registration	YES
Date of Registration	2022/05/17 18:45:48
Last Update Time	2023/02/15 18:45:03

Network Connectivity

WAN Network

 Connected to network successfully

- WAN1: 192.168.2.114

Internet

 Connected to Internet successfully

EnGenius Cloud

 Connected to EnGenius Cloud successfully

 Device registered



Change WAN IP Assignment Settings

By default, the EnGenius Cloud SD-WAN Gateway's WAN1 setting is set to DHCP client. If you encounter issues with IP address assignment, please double-check the IP setting, including IP address, subnet mask, gateway, DNS, and management VLAN. If the issue still exists, you may change your IP assignment from "**DHCP**" to "**Static IP**" or "**PPPoE**" via the following procedure in Gateway's Local Status Page page.

1. Go to the **Local Setting** section.
2. Change Configuration setting to "**Static IP**" or "**PPPoE**".
3. Configure the needed settings for the selected type.
4. Reconnect this Gateway to the network and try again.

EnGenius®

The screenshot shows the 'Local Setting' page of an EnGenius device. The 'Device Settings' section includes a 'System Name' field with the value 'ESG510.08BF'. Below this, the 'WAN1' section is visible. It has a 'VLAN Tagged' checkbox and a 'VLAN ID' field with the value '1' and a range '(1-4094)'. The 'Connection Type' dropdown menu is open, showing three options: 'DHCP' (selected), 'PPPoE', and 'Static IP'. The 'WAN2' section is partially visible at the bottom.

Device Status	Local Setting	Reboot	Reset
Device Settings Apply			
System Name ESG510.08BF			
WAN1			
VLAN Tagged ☐ VLAN ID 1 (1-4094)			
Connection Type ▼			
DHCP PPPoE Static IP			
WAN2			

Appendix

Technical Support

Country of Purchase	Service Center	Service Information
North America	Los Angeles, USA	cloud.engenius.ai support@engeniustech.com
North America	Canada	cloud.engenius.ai support@engeniustech.com
Europe	Netherlands	support@engeniusnetworks.eu
Africa / CIS / Middle East	Dubai, UAE	support@engenius-me.com Local: (+971) 4 339 1227
Asia / Oceania	Singapore	techsupport@engeniustech.com.sg Local: (+65) 6227 1088
Taiwan	Taiwan, R.O.C	twsupport@engeniusnetworks.com

Compliance

FCC

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

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received, including interference that may cause undesired operations.



WARNING!

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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. Operation 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/her own expense.

CE

This device complies with the essential requirements and other relevant provisions of the directives 2004/108 / EC (EMC); 2014 / 30 / EU (EMC); 2006/95 / EC (LVD); 2014/35 / EU (LVD). The following test methods have been applied in order to prove the presumption of conformity with the essential requirements:

- EN 55035: 2017/A11:2020
- EN 55032:2015+AC:2016, Class A
- EN 55024:2010+A1:2015
- EN 61000-3-2:2014
- EN 61000-3-3:2013
- EN 61000-4-2:2008
- EN 61000-4-3:2006 +A1:2008 +A2:2010
- EN 61000-4-4:2012
- EN 61000-4-5:2014 / AMD1:2017
- EN 61000-4-6:2013
- EN 61000-4-8:2009
- EN 61000-4-11:2004 / AMD1: 2017
- EN 62368-1:2014+A11:2017



NOTICE:

The operation of this equipment in a residential environment may cause radio interference.

IC

The following information applies if you use the product within Canada.

Industry Canada ICES Statement:

- CAN ICES-003 (Issue 6)

RTC

Warning: Risk of explosion if battery is replaced by an incorrect type. Dispose of expended battery in accordance with local disposal regulations.

Declaration of Conformity

Hereby, EnGenius Networks declare that this product is in compliance with:

- Directives 2004/108 EC (EMC); 2014/30/EU (EMC); 2006/95/EC (LVD); 2014/35/EU (LVD)
- RoHS Directive 2015/863
- WEEE Directive 2012/19/EU
- REACH Regulation

Disclaimer/ Note

- Maximum data rates are based on the IEEE standards. Actual throughput and range may vary depending on many factors including environmental conditions, the distance between devices, radio interference in the operating environment, and the mix of devices in the network.
- Features and specifications are subject to change without notice.
- 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.
- Trademarks and registered trademarks are the property of their respective owners. For the United States of America: Copyright © 2023 EnGenius Technologies, Inc. All rights reserved.