

CLOUD GATEWAY APPLIANCE

Quick Guide

CGA-1610

Cloud Gateway Appliance

Quick Guide

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Warranty

Hanwha Vision shall repair a product free of charge if the product does not work properly when operating it under normal usage conditions. The warranty period for products is 3 years, except in the following events:

- If a system malfunctions due to the execution of programs unrelated to system operation
- If the product has changed over time or has defects caused by natural wear during use
- Sensory phenomena that does not affect the quality and function (Example: sound)

❖ Design and specifications are subject to change without prior notice.

You can download the latest version from the Hanwha Vision web site. (<https://www.HanwhaVision.com>)

❖ The initial administrator ID is "admin," and you need to set the password when logging in for the first time.

Please change your password every three months to safely protect personal information and to prevent damage from information theft.

Please note that the user is responsible for their security and any other problems caused by mismanaging a password.

Important Safety Instructions

Read these operating instructions carefully before using the unit.

Follow all the safety instructions listed below.

Keep these operating instructions handy for future reference.

- 1) Read these instructions.
- 2) Keep these instructions.
- 3) Heed all warnings.
- 4) Follow all instructions.
- 5) Do not use this apparatus near water.
- 6) Clean the contaminated area on the product surface with a soft, dry cloth or a damp cloth. (Do not use a detergent or cosmetic products that contain alcohol, solvents or surfactants or oil constituents as they may deform or cause damage to the product.)
- 7) Do not block any ventilation openings, Install in accordance with the manufacturer's instructions.
- 8) Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- 9) Do not defeat the safety purpose of the polarized or grounding- type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. if the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 10) Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- 11) Only use attachments/accessories specified by the manufacturer.
- 12) Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.



- 13) Unplug this apparatus during lightning storms or when unused for long periods of time.
- 14) Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- 15) This product is intended to be powered by a Listed Power Supply Unit marked "Class 2" or "LPS" or "PS2" and rated as 12 VDC, 0.92 A or PoE (48 VDC), 0.27 A.
- 16) The wired LAN hub providing power over Ethernet (PoE) in accordance with IEEE 802.3.af must be a UL Listed Device with its output evaluated as a Limited Power Source as defined in UL60950-1 or evaluated as PS2 as defined in UL62368-1.

Standards Approvals



- ! Any changes or modifications in construction of this device which are 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. 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 own expense.
 - Reorient or relocate the receiving antenna.
 - Increase the separation between the equipment and receiver.
 - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
 - Consult the dealer or an experienced radio/TV technician for help.

CAUTION

- RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.
- Do not ingest battery, Chemical Burn Hazard.
- This product contains a coin / button cell battery. If the coin / button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.
- Keep new and used batteries away from children. If the battery compartment does not close securely, stop using the product and keep it away from children. If you think batteries might have been swallowed or placed inside any part or the body, seek immediate medical attention.

ATTENTION

- IL Y A RISQUE D'EXPLOSION SI LA BATTERIE EST REMPLACÉE PAR UNE BATTERIE DE TYPE INCORRECT. METTRE AU REBUT LES BATTERIES USAGÉES CONFORMÉMENT AUX INSTRUCTIONS.
- Ne pas ingérer la pile, risque de brûlure chimique.
- Ce produit contient une pile de type bouton/pièce de monnaie. Si la pile de type bouton/pièce de monnaie est avalée, elle peut causer de graves brûlures internes en seulement 2 heures et peut entraîner la mort.
- Gardez les piles neuves et usagées hors de portée des enfants. Si le compartiment de la pile ne se ferme pas correctement, cessez d'utiliser le produit et gardez-le d'atteinte des enfants. Si vous suspectez que des piles ont été avalées ou insérées dans une partie du corps, consultez un médecin sans tarder.

Before Start

This manual provides information necessary to use the product, including a brief introduction, names of each part, functions, the connection method, and menu settings. Please read this manual carefully before using the product for proper use.

- This manual explains how to use the product based on the default values and the default screens.
- The information in this manual may vary, depending on the product's software update and our policies, and is subject to change without notice to the user.
- Please note that we are not responsible for damage caused by using non-standard products or any other besides those mentioned in the product specification manual.
- If you need to open the case and repair the inside, please contact the place of purchase and get professional help.

About Target Readers

This manual contains information for the user using Cloud Gateway Appliance.

About Product Usage

Users of this product can perform the following operations:

- Monitoring cameras registered in Cloud Gateway Appliance in real time

Before using this product, please make sure that the product is the latest software version. You can visit Hanwha Vision's product homepage (<https://www.HanwhaVision.com>) to check and download the latest software version.

Warning

Battery

There is a risk of explosion if the battery inside the product is incorrectly replaced, so be sure to use the same battery used in the product.

The specifications of the battery in use are as follows.

- Voltage: 3V
- Capacity: 210 mAh
- Continuous standard load: 0.4 mA
- Usable temperature: -20°C - +60°C



- Do not place the battery under direct sunlight or near a heat source, such as a heater.

Operating temperature

The operating temperature of this product is from 0°C to 40°C.

If left in an environment with a temperature below the range of operating temperature, the product may not operate. If this occurs, try using the product after storing it at room temperature.

About Security

The initial administrator ID is "admin," and you need to set the password when logging in for the first time. Please change your password periodically every three months to safely protect personal information and to prevent damage through information theft. Please note that the user is responsible for their security and any other problems caused by mismanaging a password.

Features

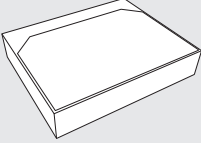
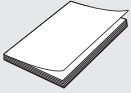
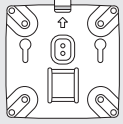

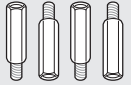
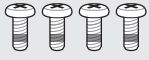

This product monitors the video and sound of the network camera by connecting the camera(s) to Hanwha Vision's OnCloud service.

The PC provides an environment where this product can be set up.

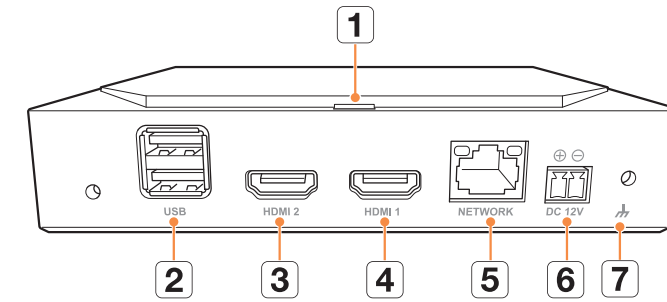
Package Contents

Please unwrap the product, and place the product on a flat place or in the place to be installed.

Please check the following contents are included in addition to the main unit.

		
Cloud gateway appliance	Quick Guide	Multi-adapter
		
Terminal block	M4 L20 stud (for VESA hole, 4 ea)	M4 L8 screw (for multi-adapter, 4 ea)
		
M3 L6 screw (for mounting holes at the bottom of the Cloud Gateway Appliance, 2 ea)		

Names and Functions of the Product



Name	Functions
1 LED Indicator	Shows the power On/Off status.
2 USB	Terminal for maintenance purposes. (USB 2.0 supported)
3 HDMI 2	Unused terminal.
4 HDMI 1	Unused terminal.
5 NETWORK	Network port for camera connections. <ul style="list-style-type: none"> Can be powered by PoE.
6 DC 12V	Terminal to connect the designated power to.
7 Ground Connection	Port for connecting a separate ground cable. <ul style="list-style-type: none"> For safe handling of the device, please add a ground wire.

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Installation

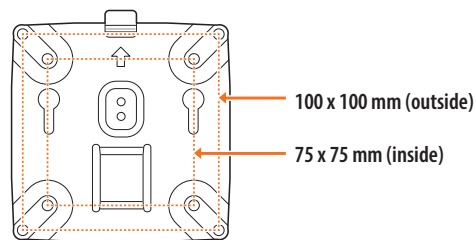
Please take note of the followings before using this product.

- Do not use the product outdoor.
- Do not spill water or liquid in the connection part of the product.
- Do not impose the system to excessive shock or force.
- Do not pull out the power plug forcefully.
- Do not disassemble the product on your own.
- Do not exceed the rated input/output range.
- Use a certified power cord only.
- For the product with an input ground, use a grounded power plug.

Mounting the Multi Adapter

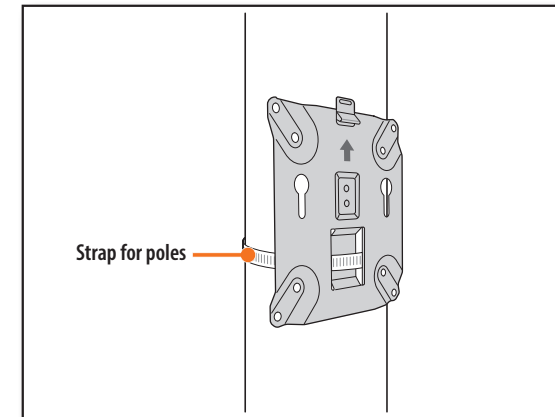
The Cloud Gateway Appliance can be mounted on a pole by using a multi-adapter.

The multi-adapter supports the following VESA standards.

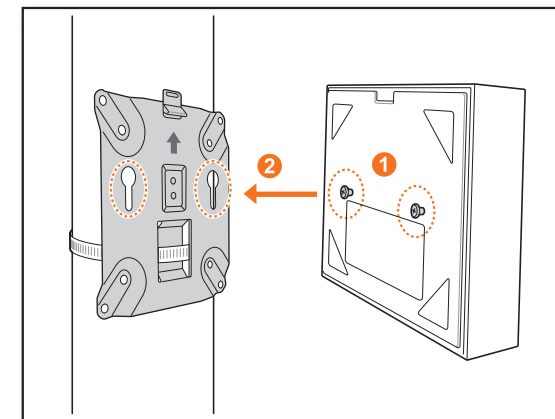


Mounting on a Pole

1. Mount the multi-adapter on the pole using a strap.

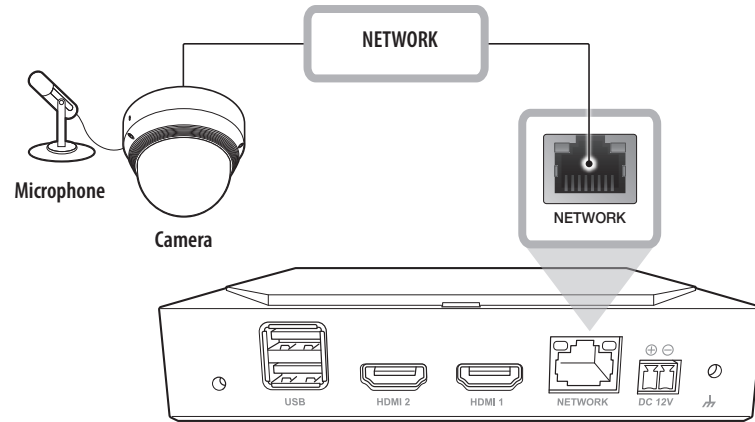


2. Fasten two M3 L6 screws on the bottom of the Cloud Gateway Appliance, and then mount it on the multi-adapter.



- The strap for poles (SBP-100S) is sold separately.

Connecting to an External Device

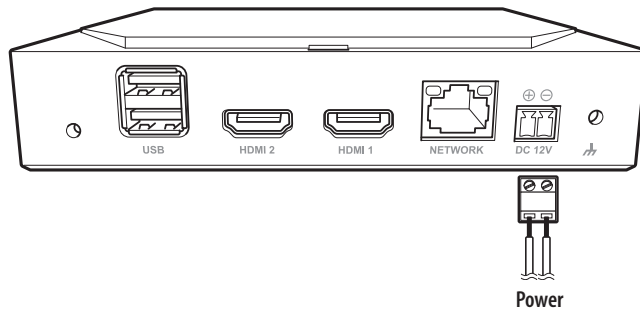


- ! ■ Ensure that you use only a rated power source before connecting power to the system.

Connecting to Power

When using a common ethernet cable, please connect to the power adapter for a power supply.

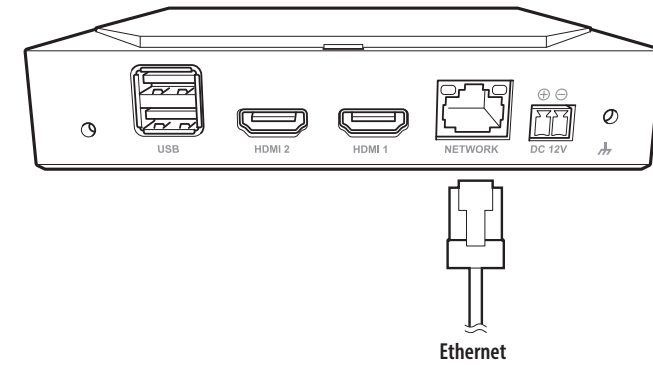
Connect the +/- wires on the power adapter to the power input terminals of the Cloud Gateway Appliance with a screwdriver.



Connecting to a Power Source with Ethernet

You can supply power separately from the PoE switch without connecting to the power adapter.

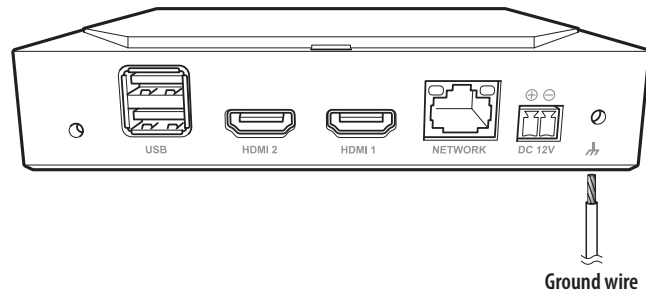
- Please see below for PoE power specifications.
 - Power in use: PoE(IEEE802.3af)



- ! ■ When the PoE and DC 12V is powered on at the same time, the device operates with external power (DC 12V).
 - If you connect to a PoE-enabled router, you can use the product without connecting to a separate power source.
 - For the PoE, use equipment that supports the IEEE 802.3af standard.
- Please be careful when connecting as DC 12V adapter has polarity.
- When connecting to external devices, be sure to power off the connected device before connecting.
- Connect the set and the adapter power line before connecting to a 220V wall socket.
- Do not extend the adapter output cable.
- Please contact the service center when you need to extend the power cable.

Connecting to the Ground Wire

Use a screwdriver on the FG screw on the right side of the power input port to connect it to the ground wire.



- The ground wire prevents the product from being struck by lightning.
- When connecting, be sure to power off the connected device before connecting.

Recommendations for the Ground Wire

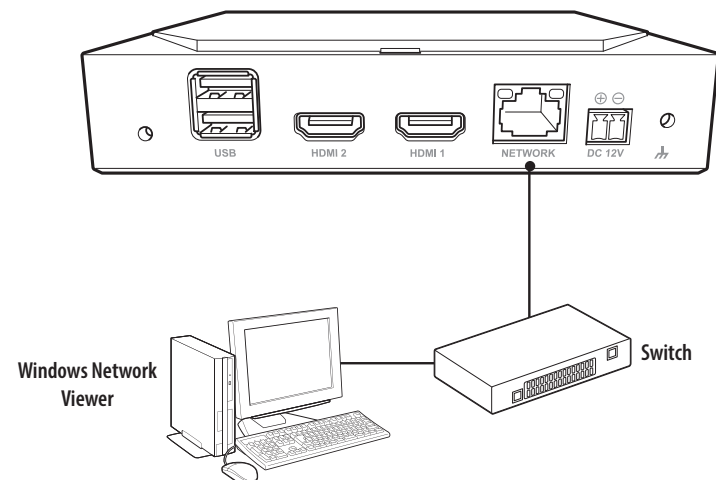
- Length: within 3M
- Size: over 18AWG
Example) UL1007 AWG18/16, UL1015 AWG18/16/14/12, UL2468 AWG18/16/14

Connecting the Network



- For more information about network connections, see "**Setting the Network**" in the User Manual.

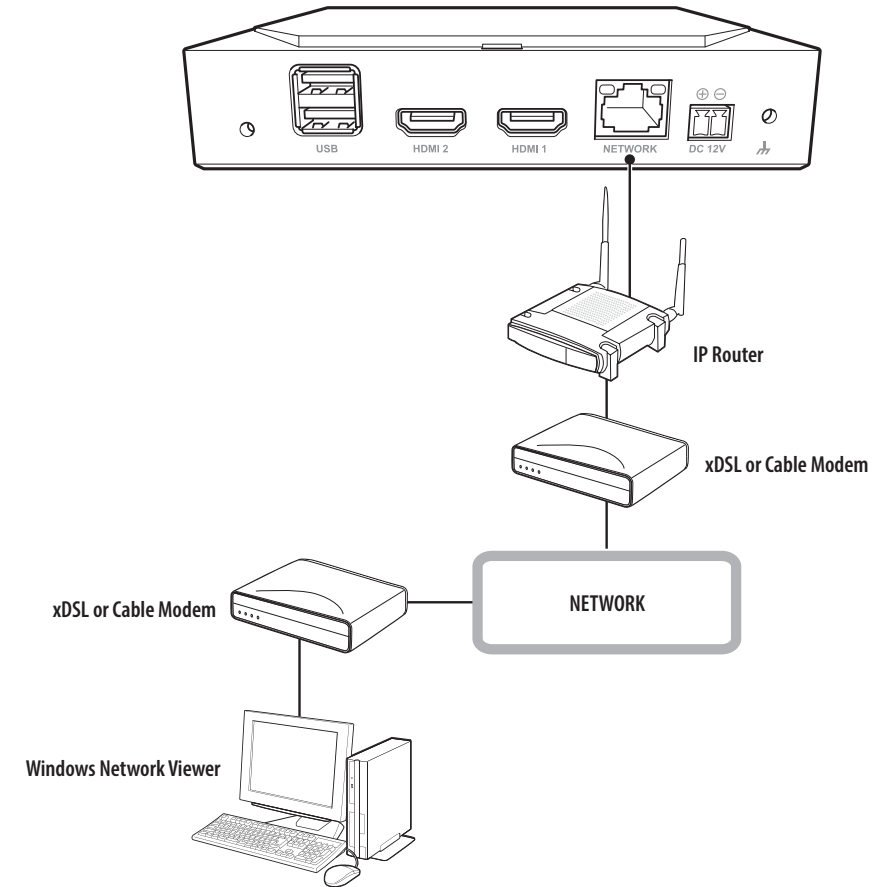
Network connection via Ethernet (10/100/1000BaseT)



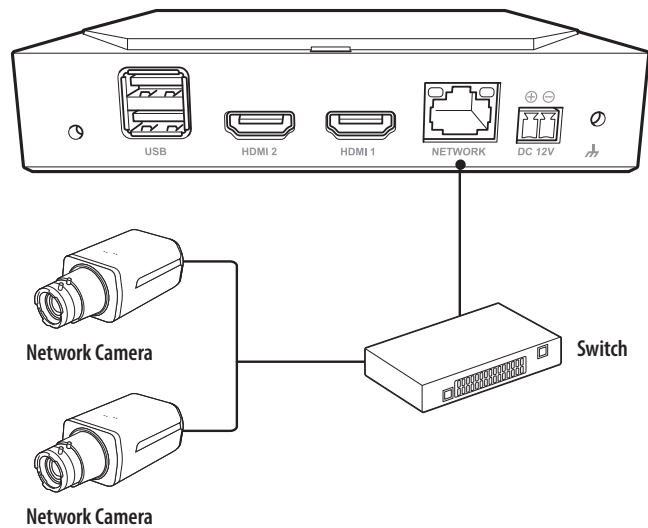
Connecting to a Network Using a Router

If you want to add 1-3 PCs and Cloud Gateway Appliances in an environment using xDSL/Cable modem, you can use the router with only one Internet line.

This guide is an installation guide for network beginners. Follow the instructions to set up your router, local PC, and Cloud Gateway Appliance.



Connecting the Network Cameras



Connecting the PC and Router

 Refer to the router's user manual.

Connecting the Cloud Gateway Appliance and Router

Move to <IP & Port> of the Cloud Gateway Appliance <Network> Setting menu, and set the **1**<IP address> and **2**<Gateway> in <Setup>.

- ※ The <Default gateway> checked in the [cmd.exe] window of the local PC and the <Gateway> of the Cloud Gateway Appliance must be the same.
- ※ The first three numbers of the Cloud Gateway Appliance <IP address> should match the first three of the <Default gateway> checked in the [cmd.exe] window of the local PC.

```

Microsoft Windows [Version 10.0.18362.329]
(c) 2019 Microsoft Corporation. All rights reserved.

C:\Users\MUser>ipconfig

Windows IP Configuration

Ethernet adapter Ethernet 2:

    Connection-specific DNS Suffix  . : kornet
    Link-local IPv6 Address . . . . . : fe80::9300...c836:7718:8425%18
    IPv4 Address. . . . . : 192.168.219.192
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.219.1
    
```

<cmd screen>

Network Configuration

IP Type: Static

MAC Address: MAC Address

IP Address: **1** 192.168.219.125

Subnet Mask: 255.255.255.0

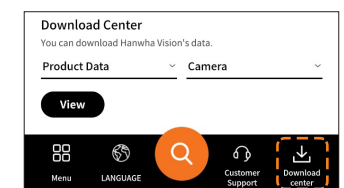
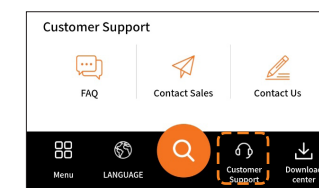
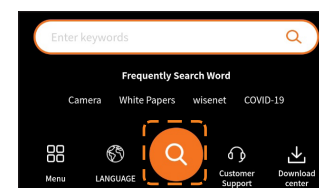
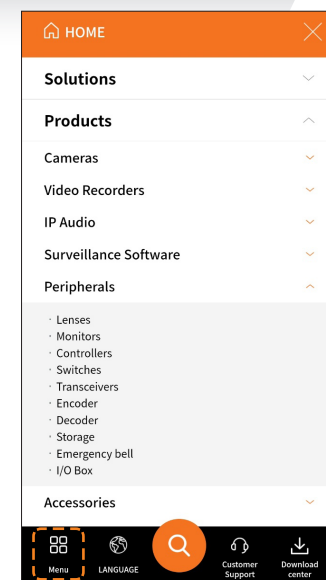
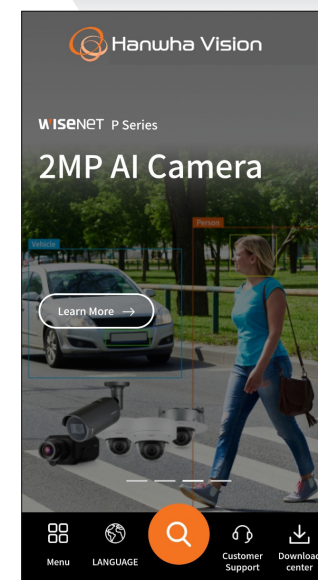
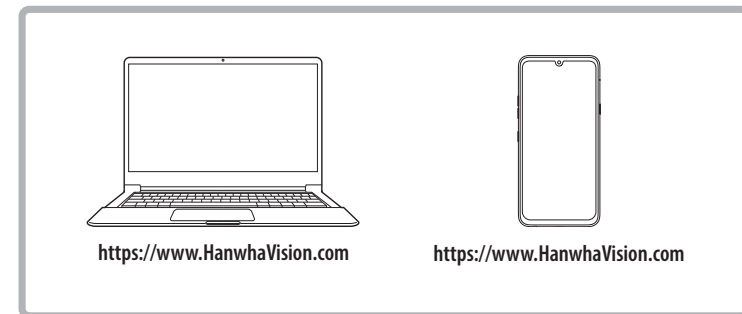
Gateway: **2** 192.168.219.254

DNS 1:

<Example of Cloud Gateway Appliance screen>

Using Product Information

You can check the product information/manual/firmware information/FAQ/HDD compatibility list on the homepage or mobile web of your smartphone.



Connecting to OnCloud

Once your product is powered on with cameras powered and connected, please finish setup by adding the CGA-1610 to OnCloud and configuring your settings at <https://oncloud.hanwhavision.cloud/>



Hanwha Vision cares for the environment at all product manufacturing stages, and is taking measures to provide customers with more environmentally friendly products.

The Eco mark represents Hanwha Vision's devotion to creating environmentally friendly products, and indicates that the product satisfies the EU RoHS Directive.



Correct Disposal of This Product (Waste Electrical & Electronic Equipment)

(Applicable in the European Union and other European countries with separate collection systems)

This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.



Correct disposal of batteries in this product

(Applicable in the European Union and other European countries with separate battery return systems.)

This marking on the battery, manual or packaging indicates that the batteries in this product should not be disposed of with other household waste at the end of their working life. Where marked, the chemical symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in EC Directive 2006/66. If batteries are not properly disposed of, these substances can cause harm to human health or the environment.

To protect natural resources and to promote material reuse, please separate batteries from other types of waste and recycle them through your local, free battery return system.

