

Gateway6 8mG 2SFP+

Cloud-managed VPN Router with 8x 2.5-Gigabit (4 PoE+) Ethernet ports and two SFP+ uplink (ESG620)

Introduction

This Quick Start Guide is designed to guide you through the installation of the **Gateway6 8mG 2SFP+**, model **ESG620**, including hardware mounting and configuration.



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Cloud-Managed VPN Router with 8x 2.5-Gigabit (4 PoE+) Ethernet ports and two SFP+ uplink

Model: ESG620

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

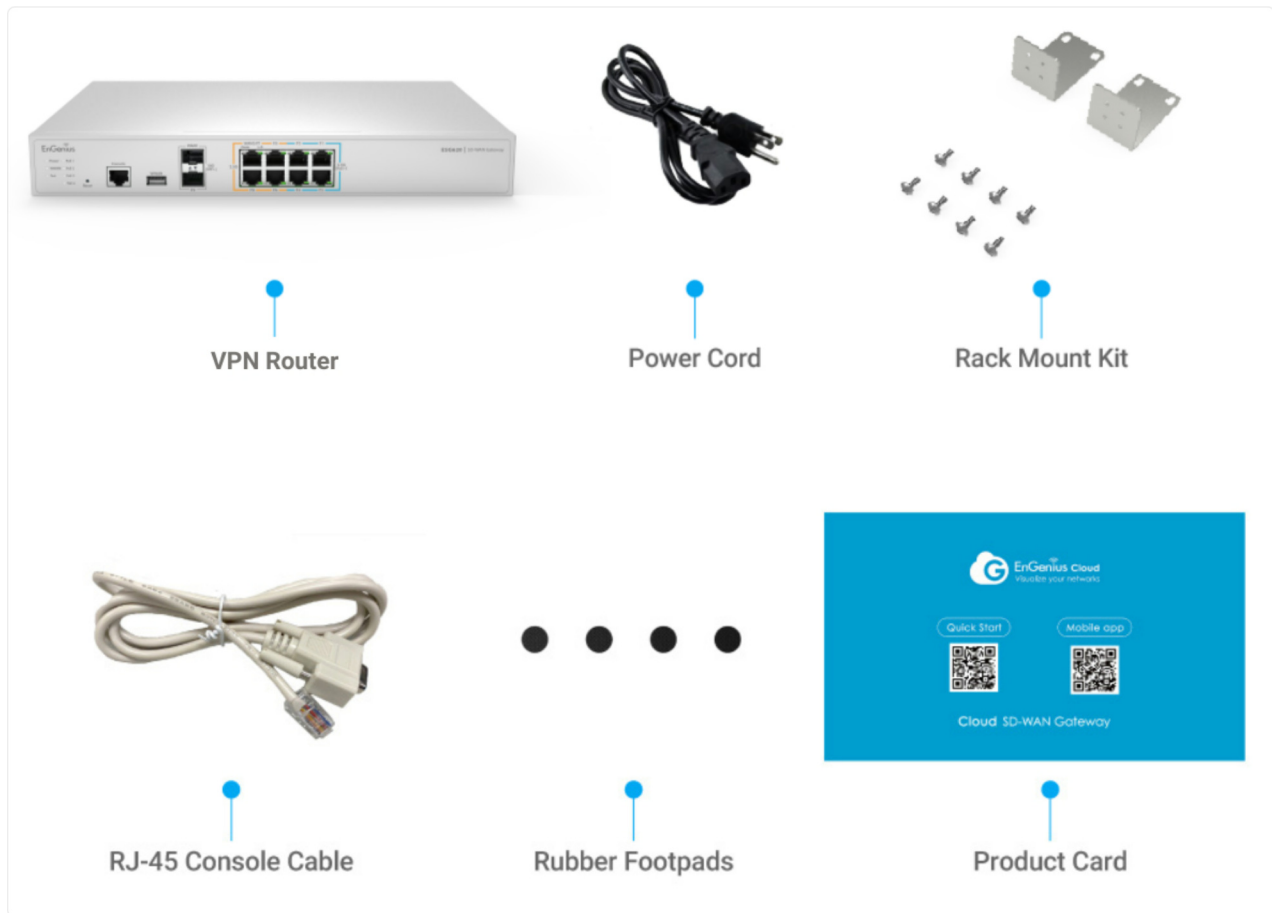
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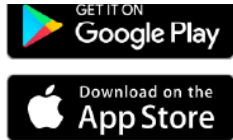
System Requirements

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:

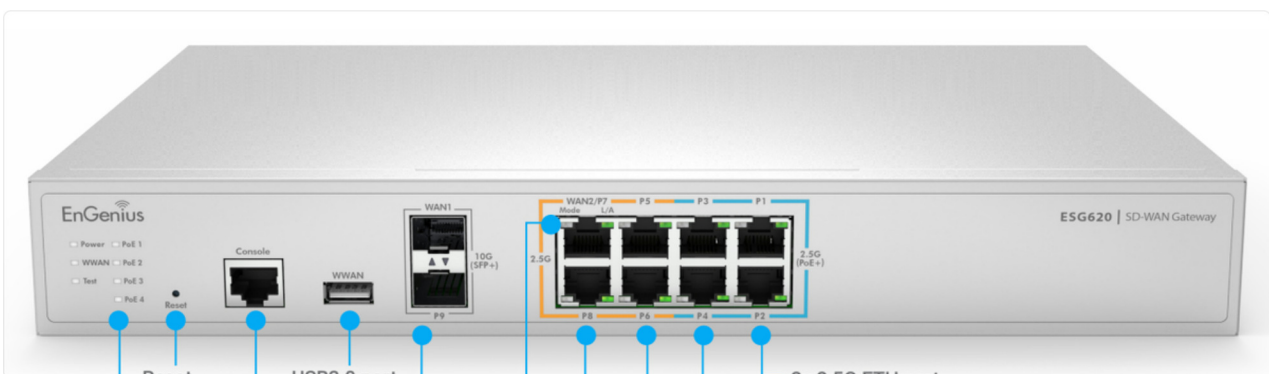
- Google Chrome (57.0.2987.110 and later)
- Microsoft Edge (80.0.361.103 and later)
- Mozilla Firefox (52.0 and later)

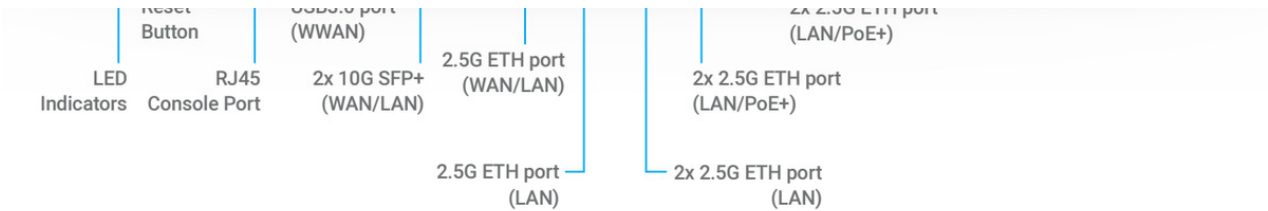
Network Requirements

Before you get started, please make sure the WAN access method in your network environment which will be used to connect this VPN Router device to the Internet; by default, EnGenius Cloud-managed VPN Router (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

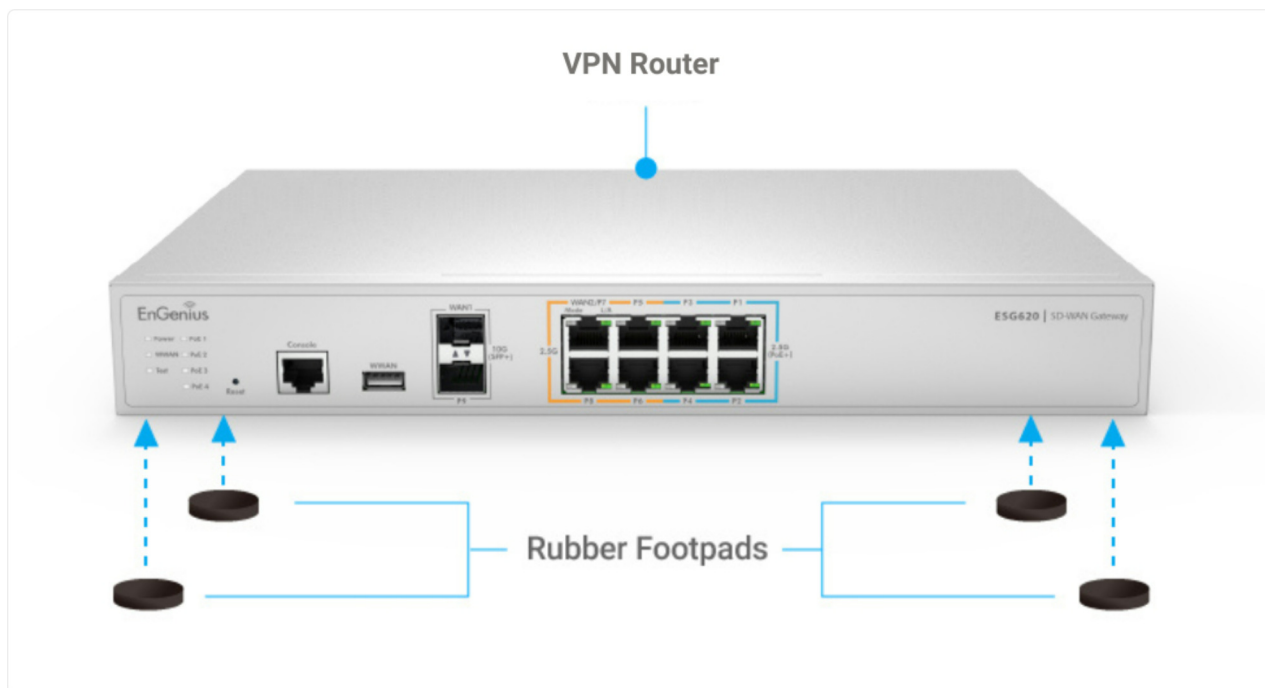
Location	LED Indicator	LED Color	LED Behavior	Status
System	Power	Orange	Flashing	Power On
		Green	Flashing	Connecting to the Cloud
		Solid On		Cloud Connected
		Green/Orange	Flashing	Firmware Upgrading
		Green	Flashing	Reset to Default by HW Button (Push over 10 sec)
	WWAN	Orange	Flashing	Gateway Locating
			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 (P1 - P4)	Green	Solid On	Providing PoE Power
Ethernet Port	Left (Link Speed)	Orange	Solid On	2.5G Speed
		Green	Solid On	1G Speed
		Off	Light Off	100M/10M/No Link
	Right (Status)	Green	Solid On	Link established
		Off	Flashing	Data Transmit
			Light Off	No Link
SFP Slot	Link/Act	Green	Solid On	Link established
		Off	Flashing	Data Transmit
			Light Off	No Link

Hardware Installation

The VPN Router can be placed on a flat surface or installed on the rack. Please perform the following steps to install:

Place on a Flat Surface

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



Rack Mount

Note: Please register the VPN Router on Cloud before mounted on the rack

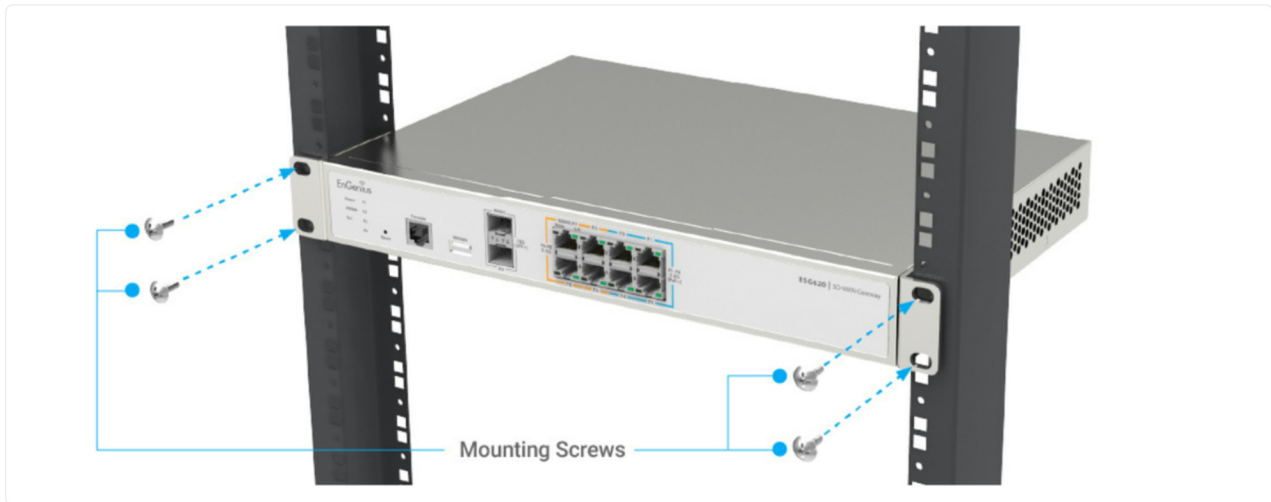
1. Attach the **Mounting Brackets** as below and fasten the brackets using the eight **Bracket Screws**.



VPN Router

Bracket Screws

2. Secure the **Mounting Brackets** to the rack using the **Mounting Screws**.



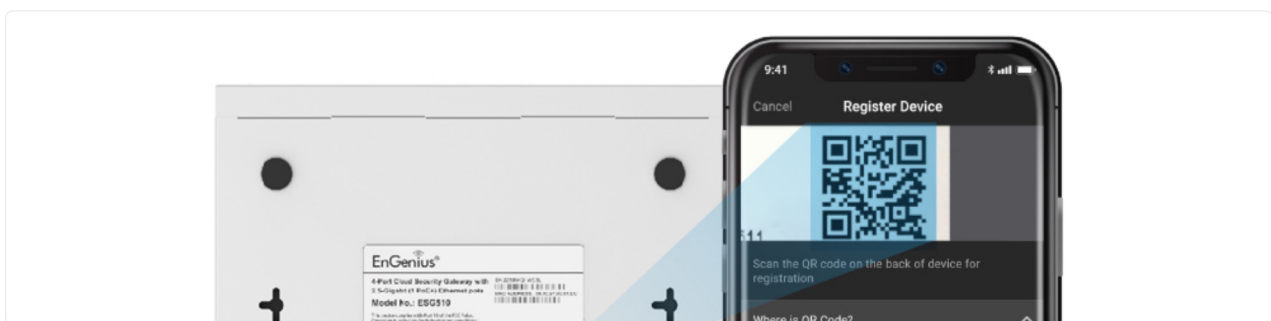
Configure with EnGenius Cloud

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

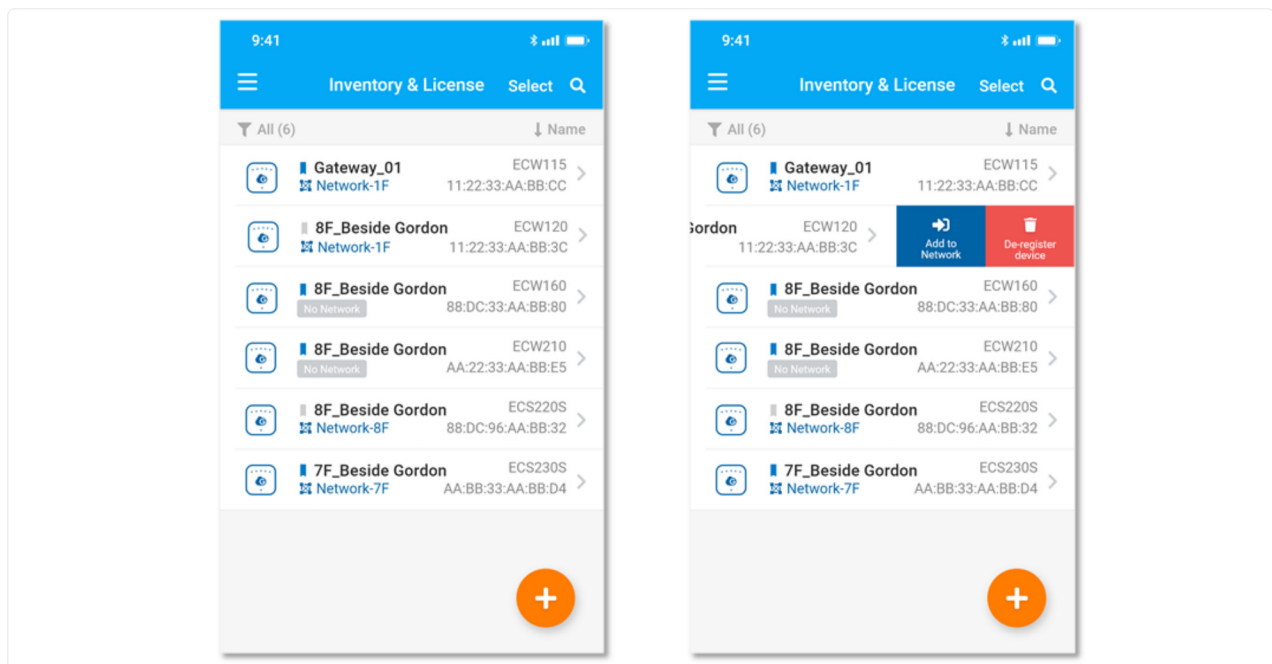
1. Open and log in to the **EnGenius Cloud To-Go** mobile app.
2. Scan the QR code on the back of the device via the app.





Scan to Register

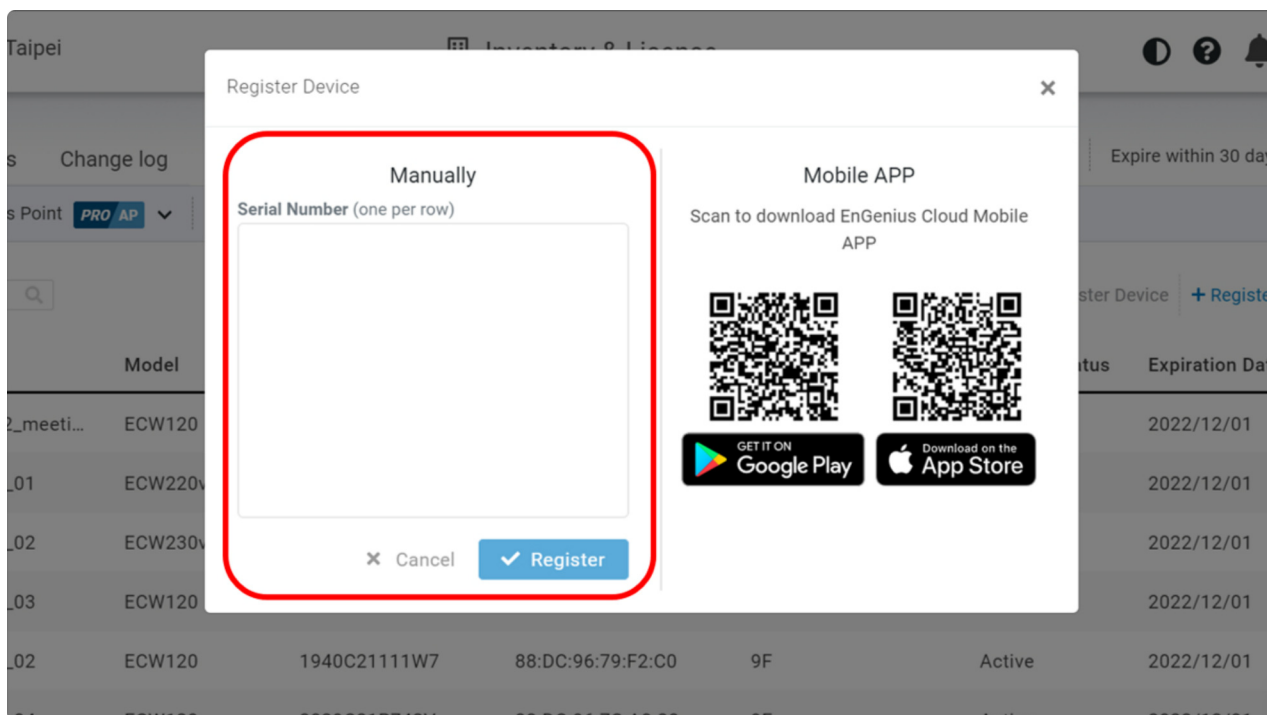
3. If the camera successfully scans a QR code, the app will display the Device Information. You could tap "**Register**" to complete the Registration.
4. Registered devices will be shown on the **Inventory & License** page. Upon sliding left the device, you can click "**Add to Network**" to add the device 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/>.
2. Go to the **home > Inventory** page and click "**Register Device**".
3. Enter the **Serial Number** of the device(s) for device registration. Please refer to "[User Manual-Registering Devices to Organization](#)".



Register Device

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 Cord** to the back of the **VPN Router**, and then plug the **Power Cord** into the power outlet.



Step3: Connect to EnGenius Cloud

Connecting Fiber to WAN1

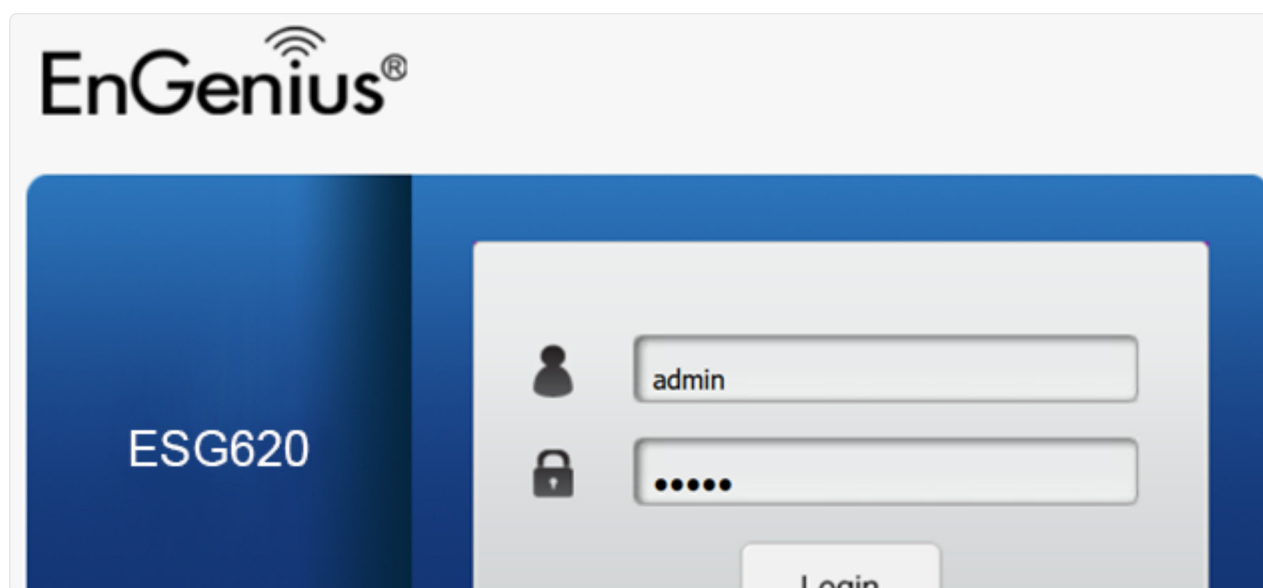
Depending on WAN connection type in your network, WAN1 default connection setting is DHCP; if your WAN connection type is DHCP, after you connect Fiber cable to WAN1 port, you can skip the next WAN1 connection set-up section through VPN Router Local Status Page.

ⓘ **SFP+ ports:** The ESG620 SFP+ ports only support 10G SFP+ transceiver modules and do not support SFP modules. Please use compatible SFP+ modules on the ESG620.

WAN1 Connection Set-up through Device Local Status Page

If your WAN connection type is Static IP or PPPoE, after you connect Fiber 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).





*The display model number may be varied according to different models.

(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}.

The diagram shows a network topology: Internet -> Existing NAT Router -> Switch -> WAN1 (VLAN ID tagged 10) -> VPN and SD-WAN. A red arrow points from the 'VLAN ID tagged 10' label to the 'VLAN ID' field in the configuration form.

WAN1	
VLAN Tagged	<input type="checkbox"/> VLAN ID <input type="text" value="10"/> (1~4094)
Connection Type	Static IP
IP	<input type="text"/>
Mask	<input type="text"/> (1~32)
Gateway	<input type="text"/>
Primary DNS	<input type="text"/>
Secondary DNS	<input type="text"/>

(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	<input type="checkbox"/> VLAN ID <input type="text"/> (1~4094)
Connection Type	PPPoE
Username	<input type="text"/>

Password

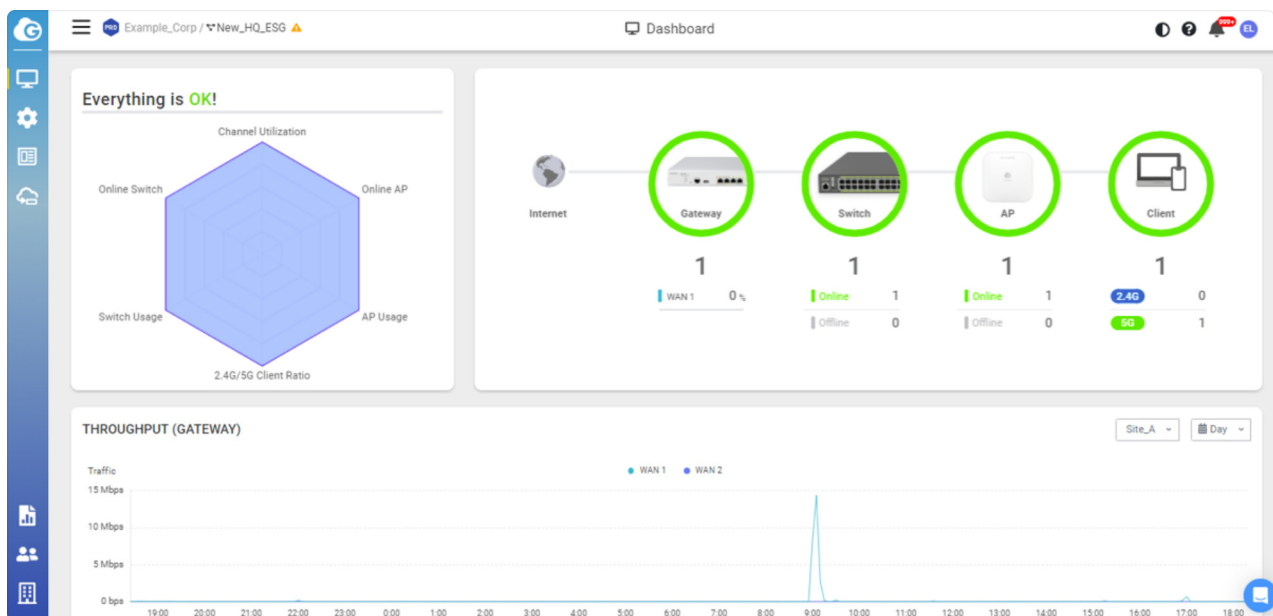
EnGenius Cloud Connected

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 VPN Router 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 VPN Router 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 **VPN Router Local Web** page:

1. Make sure that your computer LAN interface is set to DHCP and connect to the VPN Router's LAN port to get DHCP IP address from the VPN Router. 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 VPN Router's local status page web interface.
3. You can review the device status after logging into the VPN Router with the default admin account/password (admin/admin).
4. Check the information on the **Device Status** and take action if necessary.

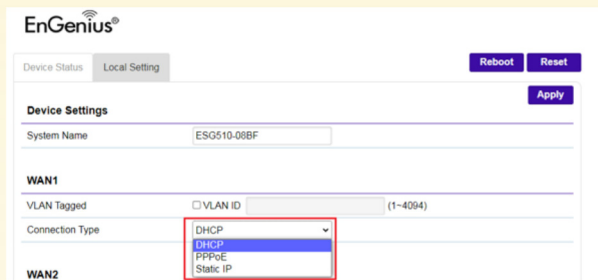
i Cloud Overview	
Cloud Registration	YES
Date of Registration	2022/05/17 18:45:48
Last Update Time	2023/02/15 18:45:03
< Network Connectivity	
WAN Network	
● Connected to network successfully	
• WAN1: 192.168.2.114	
Internet	
● Connected to Internet successfully	
EnGenius Cloud	
● Connected to EnGenius Cloud successfully	
● Device registered	

! Change WAN IP Assignment Settings

By default, the EnGenius Cloud-managed VPN Router'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, VPN Router, 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 the VPN Router'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 **VPN Router** to the network and try again.



The screenshot displays the EnGenius web interface for configuring a device. The top navigation bar includes 'Device Status' and 'Local Setting' tabs, with 'Reboot' and 'Reset' buttons on the right. The 'Device Settings' section shows the 'System Name' as 'ESG510-08BF'. Below this, the 'WAN1' section is active, featuring a 'VLAN Tagged' checkbox and a 'VLAN ID' field set to '(1-4094)'. The 'Connection Type' dropdown menu is open, showing options: 'DHCP' (highlighted in blue), 'DHCPv6', 'PPPoE', and 'Static IP'. The 'WAN2' section is partially visible at the bottom.

EnGenius®

Device Status Local Setting Reboot Reset

Device Settings Apply

System Name ESG510-08BF

WAN1

VLAN Tagged ☐ VLAN ID (1-4094)

Connection Type ▼

- DHCP
- DHCPv6
- PPPoE
- Static IP

WAN2