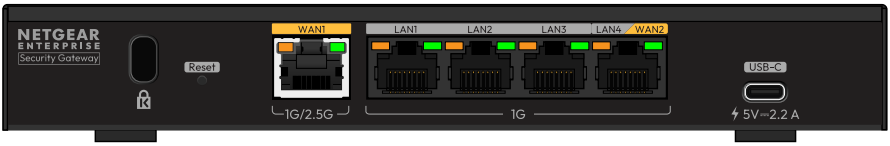
NETGEAR ENTERPRISE

Installation Guide

Dual WAN Security Gateway with Insight Cloud Management

Model PR30SG

Front view PR30SG



Rear view PR30SG



Package contents

- NETGEAR PR30SG security gateway
- Ethernet cable
- USB-C power adapter
- Power adapter plug (varies by region)
- USB-C power cable (for power adapter)
- Rubber feet for desktop or table installation
- Wall mount screws and anchors (2 pieces each)
- Documentation download flyer

Register your security gateway

Registration is required for warranty activation and support. For more information, visit netgear.com/about/warranty.

1. From a computer or mobile device that is connected to the internet, visit MyNETGEAR.com.
2. Log in to your NETGEAR account.

   NOTE: If you don't have a free NETGEAR account, you can create one.

   The Your Registered Products page displays.
3. Click the **REGISTER NEW PRODUCT** button.
4. In the **SERIAL NUMBER** field, type the serial number of your security gateway.

   The serial number is 13 digits long. It is printed on the security gateway label.
5. From the **PURCHASE DATE** menu, select the date that you purchased the security gateway.
6. Click the **REGISTER** button.

   Your security gateway is registered to your NETGEAR account. A confirmation email is sent to your NETGEAR account email address.

Connect to a modem and power

You can manage the security gateway through the device UI while connected to the local LAN, or remotely using NETGEAR Insight mode.
In a standard setup you connect the PR30SG directly to a modem or gateway, which provides internet connectivity to the PR30SG.

1. Unplug the modem or gateway's power.

   If it uses a battery backup, remove the battery.

2. Using an Ethernet cable, connect the modem to the yellow WAN1 port on the PR30SG.

   NOTE: If you use a setup with a LAN connection from another security gateway, connect the LAN cable from the other security gateway (or from a switch that is connected to the other security gateway) to the yellow WAN1 port on the PR30SG.

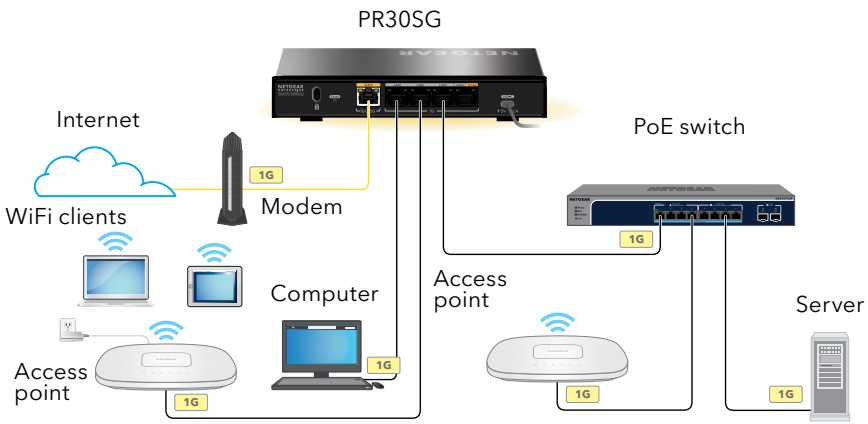
3. Plug in and turn on the modem or gateway.

   If it uses a battery backup, insert the battery before you turn it on.

4. Power on the PR30SG and check that the Power LED and Internet LED are lit.

   For information on LED status, see the table in the following panel.

Sample connections



This security gateway is designed for indoor use only. If you want to connect it to a device located outdoors, the outdoor device must be properly grounded and surge protected, and you must install an Ethernet surge protector inline between the security gateway and the outdoor device. Failure to do so can damage the security gateway.

WARNING: Before connecting this security gateway to outdoor cables or devices, see kb.netgear.com/000057103/ for safety and warranty information.

After starting up and during setup, the PR30SG's LEDs can light in these colors:

Power LED		**Solid amber**: The PR30SG is starting. (Solid amber lasts for about one minute.)
		**Blinking amber**: The firmware is being loaded while the PR30SG is starting or the firmware is being updated.
		**Solid green**: The PR30SG is ready.
Internet LED		**Blinking amber**: The internet connection is in the process of being set up.
		**Solid green**: The internet connection is established.
		**Solid amber**: No internet connection is established.
		**Off**: No link is established on the WAN1 port.
Cloud LED		**Off**: The PR30SG functions in standalone mode or, if deployed in Insight mode, it is not connected to the Insight Cloud.
		**Solid blue**: The PR30SG functions in Insight mode, and is connected to the Insight cloud.

Port LEDs for 1G/2.5G ports: WAN1		**Left LED solid amber**: The port detects a speed of 2.5 Gbps.
		**Left LED off**: The port detects a speed of 1 Gbps or 100 Mbps.
		**Right LED solid green**: The port link is up but idle.
		**Right LED blinking green**: The port is processing traffic.
Port LEDs for 1G port: LAN1 LAN2 LAN3 LAN4/ WAN2		**Left LED solid amber**: The port detects a speed of 1 Gbps.
		**Left LED off**: The port detects a speed of 100 Mbps.
		**Right LED solid green**: The port link is up but idle.
		**Right LED blinking green**: The port is processing traffic.

Log in to connect to the Internet

Before you can select a management method for the PR30SG, you must log in over a web browser to the device UI and set up the PR30SG's Internet connection.

1. Locate your Internet service provider (ISP) configuration information.
2. Connect a computer with an Ethernet cable to a LAN port on the PR30SG.

   You can use LAN port 1, 2, or 3. The computer must be configured as a DHCP client so that it can receive an IP address from the PR30SG. (For most computers, the DHCP client is enabled by default.)

   NOTE: If you configure a WiFi access point and connect it directly to a LAN port on the PR30SG, you can also use a WiFi connection to set up the PR30SG. The PR30SG itself does not provide WiFi capability nor Power over Ethernet (PoE), so, in such a setup, you must use a power supply or PoE switch to power the access point.

3. Launch a web browser and enter **https://routerlogin.net** in the address field (this is the same as **https://192.168.1.1**).

Your browser might display a security warning because of the self-signed certificate on the PR30SG, which is expected behavior. You can proceed, or add an exception for the security warning.

4. On the Log In page, enter the default admin password, which is **password**.

   The Setup Wizard starts.

5. Follow the prompt in the Setup Wizard to connect to the Internet.

   The Setup Wizard searches your Internet connection for servers and protocols to determine your Internet configuration.

6. You are also prompted to do the following:

   a. Set a new admin password for local login.

   b. If a new firmware version is available, follow the prompts to update the firmware. After you update the firmware, the PR30SG restarts.

   When the PR30SG connects to the Internet, the Internet LED lights solid green.

Select the PR30SG management method

You can configure and manage your PR30SG security gateway locally, or you can use NETGEAR Insight remote management, which offers additional features and add-on services that are not available in standalone mode.

Your new Insight-manageable device comes with Insight included, so all you have to do is register your security gateway with your MyNETGEAR account to have the Insight subscription automatically activated. For more information, visit netgear.com/business/services/insight/subscription/.

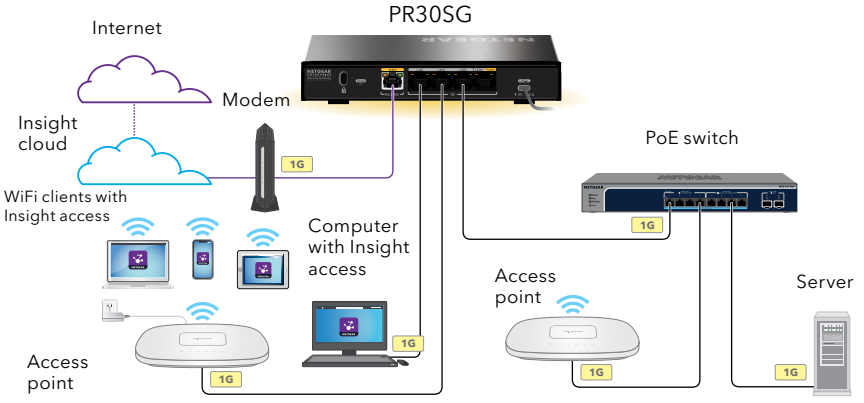
To configure and manage the PR30SG, use one of the set up methods in this table.

A.	Insight Cloud Portal/remote setup	**NETGEAR Insight Cloud Portal**: See A. Use the Insight Cloud Portal to add the PR30SG to NETGEAR Insight
B.	Insight app/ remote setup	**NETGEAR Insight app**: See B. Use the Insight app to add the PR30SG to NETGEAR Insight
C.	Local setup	**Web browser**: See C. Configure the PR30SG locally in a web browser

NOTE: If you require remote management access, you must select one of the Insight setup methods. If you only want to manage the security gateway locally, you can select local setup. You cannot use Insight setup and local setup interchangeably.

For more information, see the instructions in the user manual. You can download the manual from the NETGEAR Download Center at netgear.com/support/enterprise/. The QR code for the NETGEAR Download Center is shown at the right.

NETGEAR Insight remote management with the Cloud Portal or Insight app



NOTE: If you manage the security gateway using the Insight Cloud Portal or Insight app, you can also still use the device UI to manage the security gateway. That is, these management methods are not mutually exclusive but complement each other. Changes to Insight are synchronized to the device UI, and the other way around, changes to the device UI are synchronized to Insight. Insight is enabled by default on the security gateway.

A. Use the Insight Cloud Portal to add the PR30SG to NETGEAR Insight

Your MyNETGEAR account is also your Insight account. Your MyNETGEAR account credentials let you log in as an Insight user.

If you do not already have a MyNETGEAR or Insight account, you can create an account now. For information about creating a NETGEAR Insight account, see the Insight user manual at netgear.com/support/enterprise/.

1. On a computer or tablet, visit insight.netgear.com.
2. Enter the email address and password for your NETGEAR account and click the **Sign In** button.
3. If two-factor authentication is enabled, enter the verification code, and click the **Verify Code** button.
4. Click **Devices > Add**.
5. Select the **Single Device** radio button.

   NOTE: You can also add multiple Insight-managed devices by uploading a device list in a CSV file. For more information, see the user manual at netgear.com/support/enterprise/.

6. From the **Select Location** menu, select a network location to add the device to.

   The device admin password that you set for the network location replaces the existing admin password on all devices that you add to the network location.

7. In the **Serial Number** field, enter the device serial number.
8. In the **Device Name** field, enter a name for the device.
9. In the **MAC Address** field, enter the device MAC address.
10. Click the **Add** button

    You can now use the Insight Cloud Portal or Insight app to configure and manage the PR30SG.

B. Use the Insight app to add the PR30SG to NETGEAR Insight

You can use the Insight app to manage the security gateway from your iOS or Android mobile device, and connect to the Insight cloud-based management platform.

1. Connect your mobile device over WiFi to the same network as the PR30SG.

   NOTE: If you configure a WiFi access point and connect it directly to a LAN port on the PR30SG, you can also use a WiFi connection to set up the PR30SG. The PR30SG itself does not provide WiFi capability nor PoE so, in such a setup, you must use a power supply or PoE switch to power the access point.

2. Open the NETGEAR Insight app.
3. If you do not have a NETGEAR account, tap **I don't have an account**, and follow the onscreen instructions.
4. Tap **Log in**.
5. Enter the email address and password for your NETGEAR account, and tap **Log in**.
6. If two-factor authentication is enabled, enter the verification code, and tap **Continue**.
7. Select an organization, and select an existing network location. Alternatively, you can create a new location.

   In most situations, Insight detects the PR30SG automatically, which can take several minutes.

8. If the PR30SG is automatically detected and listed in the Insight Manageable Devices section, tap the **router** icon, and then tap the **ADD DEVICE** button.
9. If the PR30SG is not automatically detected, or you prefer to use another method to add the PR30SG, tap the **+** icon in the top bar, and do one of the following:
   - **Your security gateway and mobile device are connected to the same network.**
     i. Tap **SCAN NETWORK** or **Enter Serial Number**.
     ii. Follow the onscreen instructions.

- **Your security gateway and mobile device are not connected to the same network**. Your security gateway and its IP address do not display in the devices list.

  Do the following:

  i. Tap **SCAN BARCODE OR QR CODE.**

  ii. Follow the onscreen instructions.

10. Follow the onscreen instructions to complete the registration of the security gateway.

NOTE: If you are using both Insight and the device UI to manage the security gateway, after you add the security gateway to an Insight network location, the Insight network location password replaces the security gateway admin password for the device UI. To access the device UI, you must then enter the Insight network location password.

C. Configure the PR30SG locally in a web browser

If you prefer to manage your security gateway locally and do not require remote access, you can use this setup method.

1. Connect a computer with an Ethernet cable to a LAN port on the PR30SG.

   You can use LAN port 1, 2, or 3. The computer must be configured as a DHCP client so that it can receive an IP address from the PR30SG. (For most computers, the DHCP client is enabled by default.)

   NOTE: If you configure a WiFi access point and connect it directly to a LAN port on the PR30SG, you can also use a WiFi connection to set up the PR30SG. The PR30SG itself does not provide WiFi capability nor PoE so, in such a setup, you must use a power supply or PoE switch to power the access point.

2. Enter **https://routerlogin.net** in the address field.

   The Login page displays.

   Your browser might display a security warning because of the self-signed certificate on the PR30SG, which is expected behavior. You can proceed, or add an exception for the security warning.

3. Enter the admin password that you set earlier.

   The admin password is case-sensitive.

The Dashboard page displays. This page displays various panes that let you see the status of your PR30SG at a glance. You can now configure and monitor the PR30SG.

Support

For product support and to access the latest product firmware, visit netgear.com/support.

For the duration of software and cyber security updates, visit netgear.com/about/eos/.

Regulatory and Legal

Si ce produit est vendu au Canada, vous pouvez accéder à ce document en français canadien à netgear.com/support/enterprise/. (If this product is sold in Canada, you can access this document in Canadian French at netgear.com/support/enterprise/.)

For safety and regulatory compliance information including the EU Declaration of Conformity, visit netgear.com/about/regulatory/.

See the regulatory compliance document before connecting the power supply.

For NETGEAR's Privacy Policy, visit netgear.com/about/privacy-policy.

By using this device, you are agreeing to NETGEAR's Terms and Conditions at netgear.com/about/terms-and-conditions. If you do not agree, return the device to your place of purchase within your return period.

Do not use this device outdoors.

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