

Gateway 100 Appliance Quick Start Guide

Haivision Gateway 100, Version 3.7



Gateway 100 Gen 1



Gateway 100 Gen 2

This quick start guide includes the basic steps required to install and connect to your Haivision Media Gateway/SRT Gateway 100 appliance.

For detailed configuration and operation information, please refer to the *User's Guide* (available at <https://doc.haivision.com>). For the default credentials, refer to the *Important Notice* document (shipped with the appliance or available on the Haivision Support Portal at <http://support.haivision.com>).

Safety Guidelines

Use the following guidelines when unsafe conditions exist or when potentially hazardous voltages are present:

- Always use caution and common sense.
- To reduce the risk of electrical shock, do not operate equipment with the cover removed.
- Repairs must be performed by qualified service personnel only.

Improper handling and/or installation practices of sensitive equipment may VOID the warranty.

⚠ Caution

When handling components, or when setting switch options, always use an antistatic wrist strap connected to a grounded equipment frame or chassis. *If a wrist strap is not available, periodically touch an unpainted metal surface on the equipment.* Never use a conductive tool, such as a screwdriver or a paper clip, to set switches.

Connecting the Device

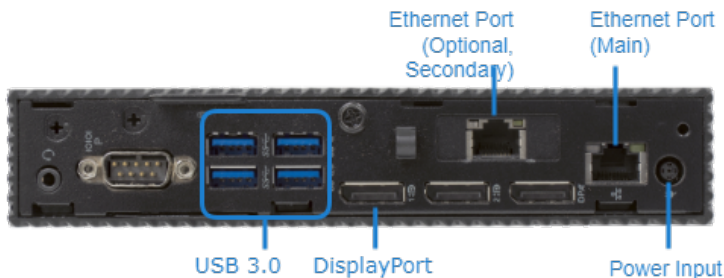
1. Open the box, verify the contents, and visually inspect the items for any shipping damage. If necessary, contact Haivision for return instructions.
2. Unpack the box and position the hardware on a stable work surface. Optionally, mount it on a wall, under a desk, or on the back of a monitor.
3. On the back of the device:
 - Connect to your network using an Ethernet cable to the main Ethernet port.
 - For initial setup purposes, attach a mouse and keyboard to the available USB ports, and monitor to the DisplayPort or HDMI (Gen 1 version only) ports.
 - *(Optional, Gen 2 version only)* For a second NIC, connect to your network using an Ethernet cable on the secondary Ethernet port.
 - *(Optional, Gen 1 version only)* Connect the Fiber SFP module for the second NIC.

Tip

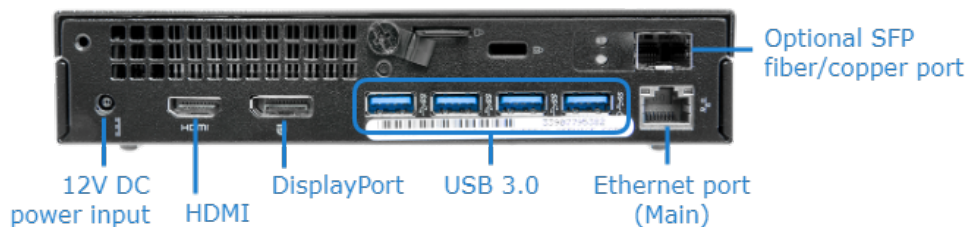
To remove the Fiber SFP module, rotate the latch and unplug it from its slot.

- Attach the included power cord to the power receptacle and plug the other end into a power outlet.

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4. On the front of the device, press the **Power** button to power it on. The power LED lights.

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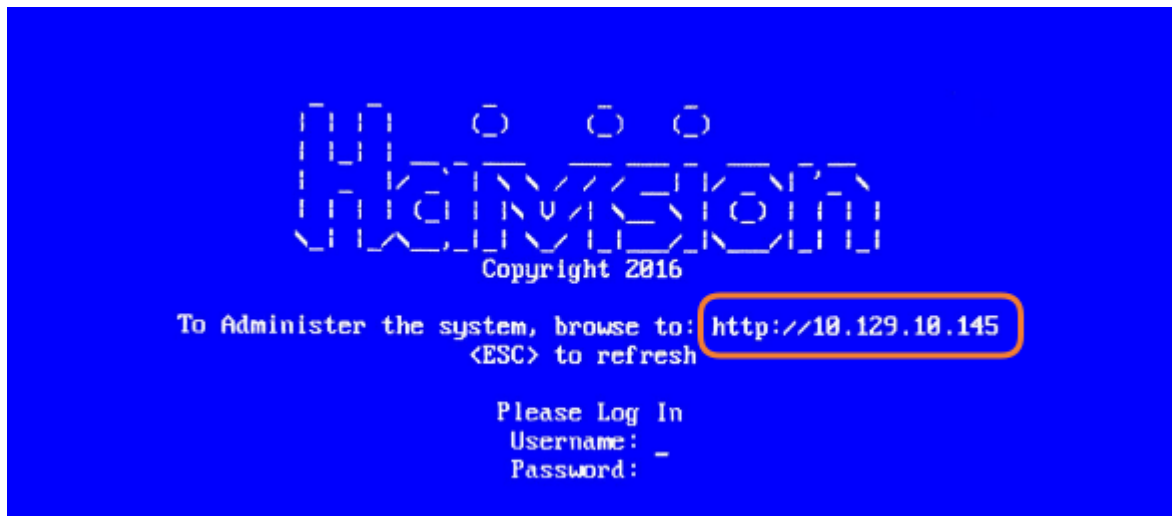
Changing the Network Settings

Note

After first boot, the device is configured for a static IP address as defined in the *Important Notice*. Prior to accessing the main Web interface, you must configure the device with a valid IP address and gateway to work in your environment. The following section takes you through the steps to update your network settings using the Console UI.

To change the network settings of the device:

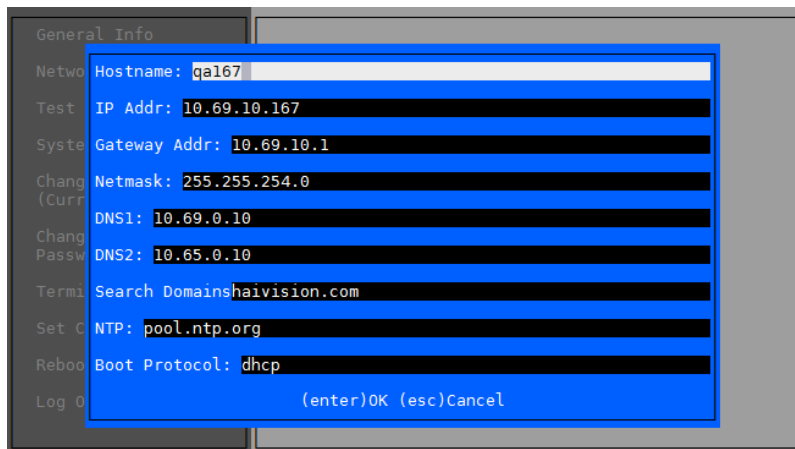
1. Once the Console UI welcome screen appears on the attached monitor, locate the IP Address assigned to the device as noted on the welcome screen.



2. Log in to the Console UI using the credentials provided in the *Important Notice*.
3. In the navigation sidebar, use the ↑↓ (up and down arrow) keys to highlight **Network Settings**, and then press the **Enter** key.
4. Using the ↓ (down arrow) to step through all the Network Settings, change the Hostname, IP Address, Gateway Address, Boot Protocol (DHCP or static), and any other settings as necessary.

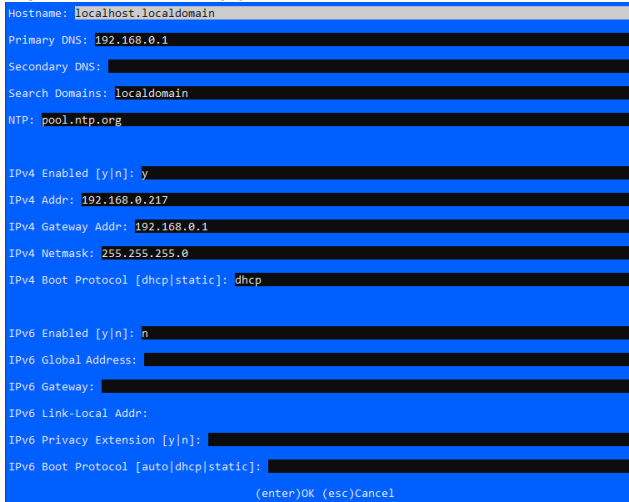
⚠ Note

- In the Boot Protocol textbox you must type either 'dhcp' or 'static'.
- Depending on your SSH client settings, the console window might not display all the available settings. For instance, "Boot Protocol" may not be visible if your screen height is not large enough.



Note

If your device supports IPv6, the network settings page contains both IPv4 and IPv6 settings:



5. Press the **Enter** key to save your changes and return to the main screen.

Note

After pressing Enter, it takes a few seconds for the settings to be saved. The system may seem unresponsive during this time.

6. Select **Log Out** and then press the **Enter** key to exit the Console UI.

For more details, refer to [Using the Console UI with Haivision Hardware](#).

Accessing the Web Interface

Note

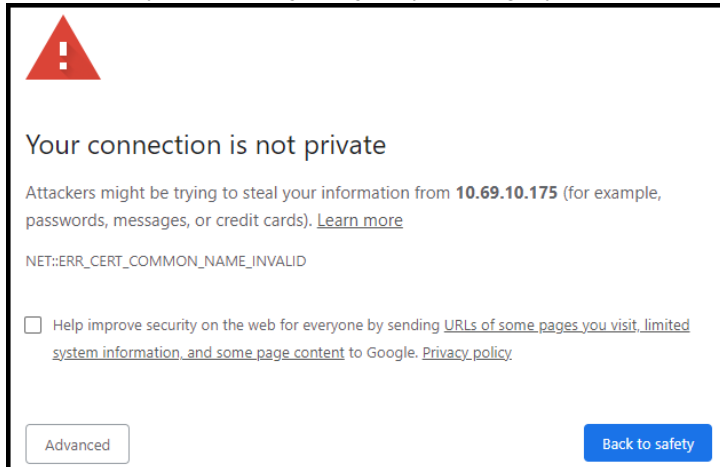
Internet Explorer is no longer supported. We recommend using Microsoft Edge or Google Chrome.

To access the device's Web interface:

1. On another computer connected to the same network, open a Web browser.
2. Enter the device's assigned IP address. For example, if the IP Address is 10.5.1.4, enter a URL of https://10.5.1.4.
3. When a browser accesses the website, it requests a security certificate to confirm that the site is trusted.

The device ships with a self-signed SSL certificate key set which works with any configured server hostname. However, Web browsers do not consider self-signed certificates to be trusted, because they are not signed by a Certificate Authority. Consequently, when accessing the website with a self-signed certificate, users see a security warning and are prompted for authorization as shown

below. Responses may vary depending upon the browser used.

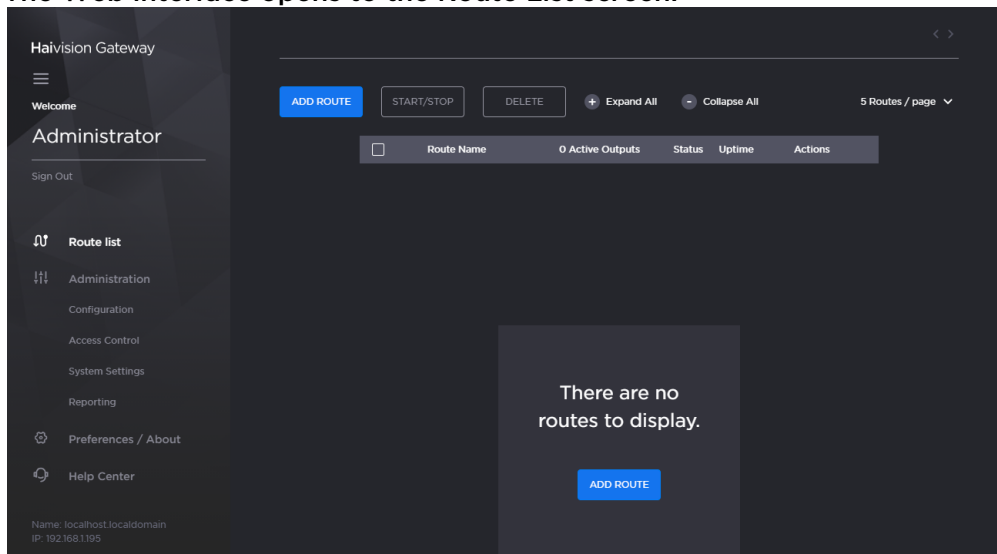


Important

Before proceeding or adding an exception for the site, check with your administrator on the correct response.

4. Sign in using one of the credentials provided on the *Important Notice* included with your device.

The Web interface opens to the Route List screen.



For step-by-step information on using the web interface, refer to the [User's Guide](#).

Waste Electrical and Electronic Equipment (WEEE) Disposal



In accordance with the European Union (EU) WEEE Directive, Haivision products that fall within the scope of the WEEE, are labeled with the above symbol, and customers are encouraged to responsibly recycle their equipment at the time of disposal. Haivision also offers its customers the option of returning Haivision equipment to facilitate its environmentally sound disposal.

For more information, please visit our website at: <https://www.haivision.com/environment>.

Obtaining Documentation

This document was generated from the Haivision InfoCenter. To ensure you are reading the most up-to-date version of this content, access the documentation online at <https://doc.haivision.com>. You may generate a PDF at any time of the current content. See the footer of the page for the date it was generated.

Getting Help

General Support	<p>North America (Toll-Free) 1 (877) 224-5445</p> <p>International 1 (514) 334-5445</p> <p><i>and choose from the following:</i> Sales - 1, Cloud Services - 3, Support - 4</p>
Managed Services	<p>U.S. and International 1 (512) 220-3463</p>
Fax	<p>1 (514) 334-0088</p>
Support Portal	<p>https://support.haivision.com</p>
Product Information	<p>info@haivision.com</p>