

CLOUD GATEWAY RECORDER

Quick Guide

CGR-3210B1/CGR-1610



Cloud Gateway Recorder

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) Cloud Gateway Recorder is professional equipment and for use in locations where it is unlikely that children will be present.

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.
- Connect the power cord into a grounded outlet.
- The Mains plug is used as a disconnect device and shall stay readily operable at any time.
- When the HDD reaches its end of life, the stored video data may be damaged, and not be able to be recovered.
- The HDD status LED on the front of the system continuously blinks to indicate that the system's connection to the HDD is normal. Check the HDD status LED regularly to see if it blinks continuously. Recording may not be possible when there is an HDD failure.
Periodically check the recording status and backup important data regularly.

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.
- Before adding a hard disk drive or external storage (USB memory, USB HDD, etc), check if it is compliant with this product. For the compatibility list, contact the retailer.

About Target Readers

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

About Product Usage

Users of this product can perform the following operations:

- Monitoring cameras registered in Cloud Gateway Recorder 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: 220 mAh
- Continuous standard load: Max. 0.4mA
- Usable temperature: -30°C ~ +60°C (-22°F ~ +140°F)



- Do not place the battery under direct sunlight or near a heat source, such as a heater.
(eg. leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas;)

System Shutdown

Turning off the power while the product is in operation, or undertaking improper actions may cause damage or malfunction to the hard drive or the product.

You may want to install a UPS system for safe operation in order to prevent damage caused by an unexpected power stoppage. (Any questions concerning UPS, consult your UPS retailer.)

Run the Shutdown menu on the webpage to safely power off.

(Access the webpage via network IP > Device Management > Shutdown)

When the system screen is off after running, turn off the power switch on the back of the product and unplug the power cord.



- If powered off abnormally, restarting may take more time for restoring data from hard disk drive for proper operation.

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.

Especially for the built-in HDD in the product, its guaranteed temperature range is 5°C ~ 55°C (41°F ~ 131°F). Likewise, the hard drive may not work at a temperature below the guaranteed one.

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.

Replacement and Maintenance of Main Board

If 'Config' backup is not present when replacing the main board, the recorded video by channel may be connected differently from the existing video.

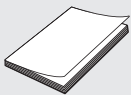
Features

This product can monitor video and audio from a network camera and record them to a hard disk 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

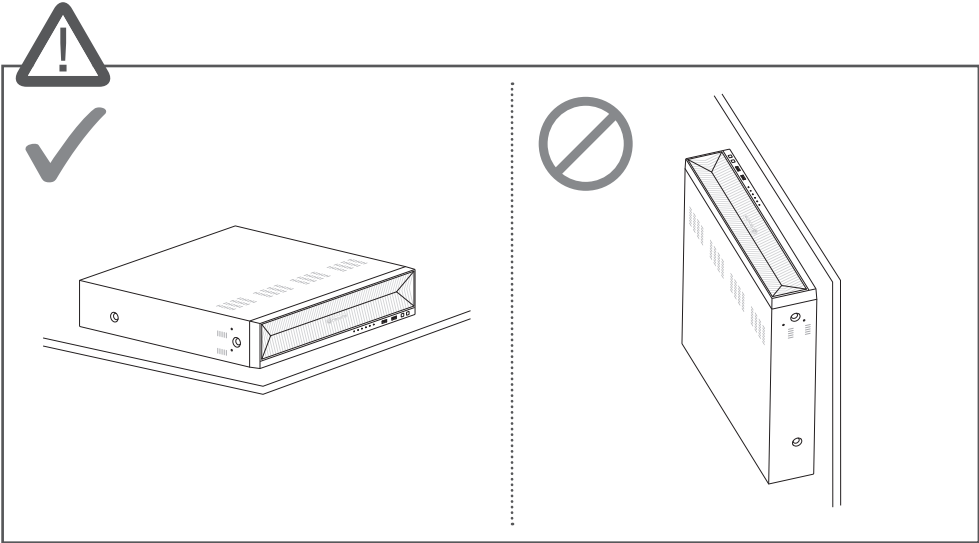
Please unwrap the product, and place the product on a flat place or in the place to be installed.
Please check the following contents are included in addition to the main unit.

- 
- The appearance of the components may differ from the image shown.
 - Accessory category and quantity may differ depending on sales region.
 - For some regions, HDD is not pre-installed. HDD Fixing Screw, SATA Power Cable, SATA data cable and SATA power/data cable quantity vary depending on the model.

		
Cloud Gateway Recorder CGR-3210B1	Cloud Gateway Recorder CGR-1610	Quick Guide
		
Power Cable	Bracket Rack ❶	Bracket Rack ❷
		
SATA Power Cable ❶	SATA Power Cable ❷	SATA Data Cable
		
HDD Fixing Screw	Bracket Fixing Screw	

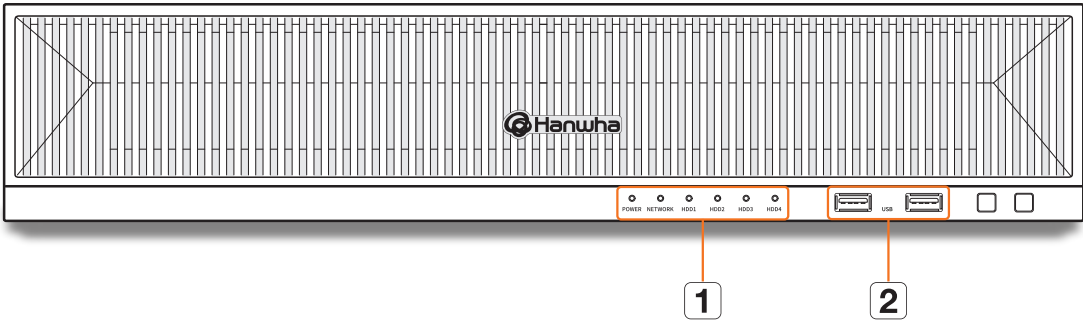
Parts \ Model name	CGR-3210B1	CGR-1610
Cloud Gateway Recorder	✓	✓
Quick Guide	✓	✓
Power Cable	✓	✓
Bracket Rack ❶	✓ (2 ea)	
Bracket Rack ❷		✓ (2 ea)
SATA Power Cable ❶	✓	
SATA Power Cable ❷		✓
SATA Data Cable	✓ (4 ea)	✓ (2 ea)
HDD Fixing Screw	✓ (16 ea)	✓ (8 ea)
Bracket Fixing Screw	✓ (4 ea)	✓ (4 ea)

- 
- When using the product, lay it down as shown in the picture.

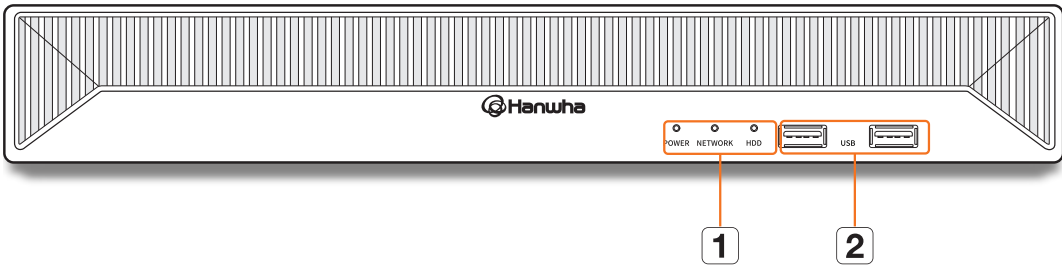


Names and Functions of the Product (Front)

CGR-3210B1



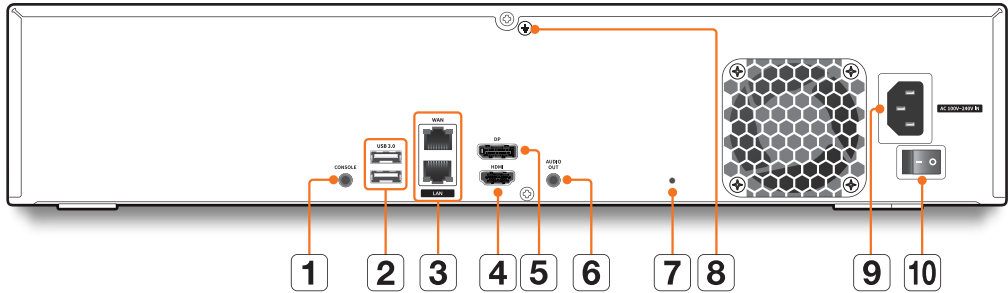
CGR-1610



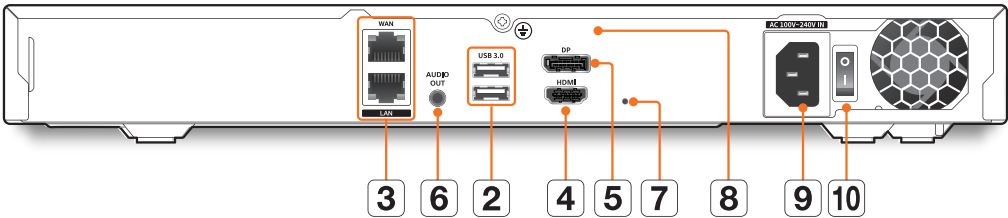
Name		Functions
1	LED Indicator	POWER : Shows the power ON/OFF status.
		NETWORK : Displays the connection and data transmission status of the WAN port.
		HDD: Displays the operating status of the HDD. The LED blinks when the HDD is operating.
2	USB	Port for maintenance purposes. (USB 2.0 supported)

Names and Functions of the Product (Rear)

CGR-3210B1



CGR-1610



Name		Functions
1	CONSOLE	Port used for service repair purposes.
2	USB 3.0	Port for maintenance purposes. (USB 3.0 supported)
3	WAN	Network interface used for external network (Cloud) connection. (Default DHCP)
	LAN	Network interface used to connect the camera. (Default Static IP: 192.168.1.200)
4	HDMI	Port used for service repair purposes. You can check the product's IP address when connecting.
5	DP	Port used for service repair purposes. You can check the product's IP address when connecting.
6	AUDIO OUT	This port is unused.
7	Factory Reset	You can reset all settings of the product to factory defaults. ! When executing 'Factory Reset', HDD recording data will be deleted.
8	Ground Connection	Port for connecting a separate ground cable. For safe handling of the device, please add a ground wire.
9	Power input port	Port to connect power to.
10	Power Switch	Power on/off switch.

 ■ When connecting the AC power cord or turning on the power switch, there may be a luminous (light) phenomenon inside the SMPS. This phenomenon is the normal operation of the SMPS protection element.

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.

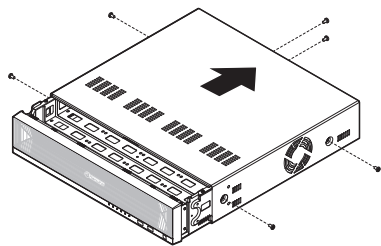
Mounting the HDD



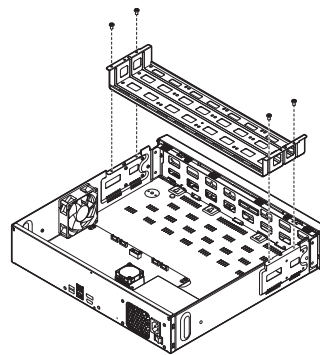
- If you are adding a new or previously used HDD to this product in addition to the HDD(s) originally installed, format the new HDD manually in the product before use.
- For replacement or installation of an additional HDD, you must contact your dealer or our customer center.
- Be sure to unplug the power cord from this device before installing.

CGR-3210B1

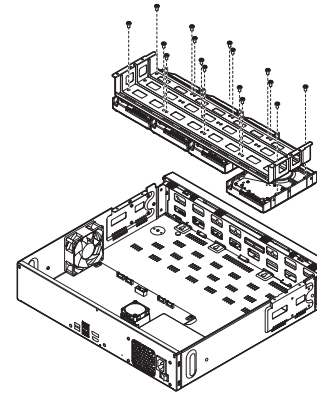
- 1** Remove the screws from the left/right sides and back side, and push the cover back to release it.



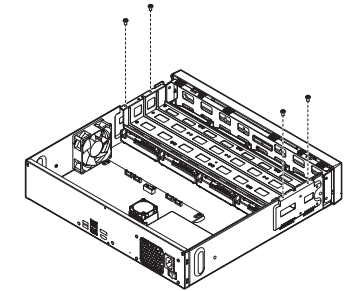
- 2** Remove the screws from the left/right sides and release the bracket.



- 3** Mount the 4 hard disks into the bracket, and secure them with screws.

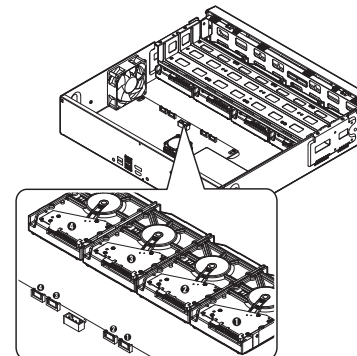


- 4** Fix the HDD-mounted bracket to the recorder using screws.



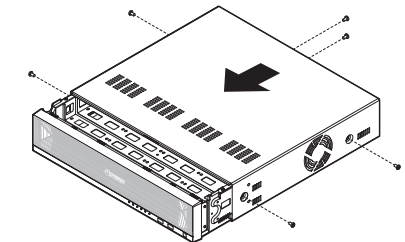
- 5** Connect the SATA/power cable of the HDD to the connector of the main board.

- Refer to the figure below for the HDD location number and connector number.

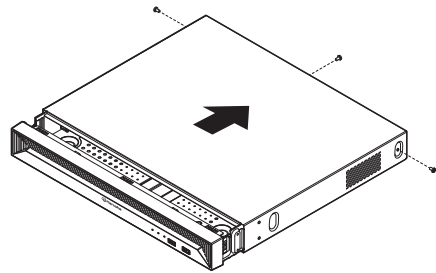


- 6** Make sure that there is no problem in the connection port and routing inside the recorder, and then fix it using screws after closing the cover.

- When closing the cover, be careful not to damage the cable.

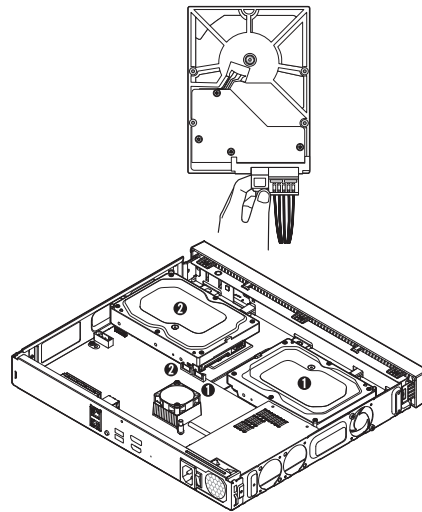


- 1 Remove the screws from the left/right sides and back side, and push the cover back to release it.



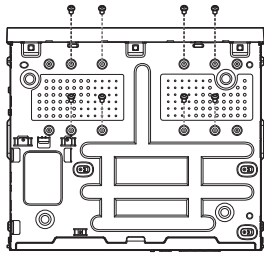
- 2 Connect the SATA/power cable of the HDD to the connector of the main board.

- Refer to the figure below for the HDD location number and connector number.



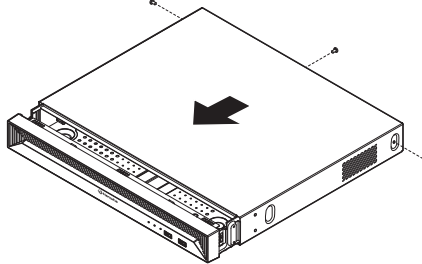
- ! Gently press the connector before removing the HDD. Do not force to pull the cable.

- 3 Use the screws to fix the HDD to the bottom of the recorder.



- 4 Make sure that there is no problem in the connection port and routing inside the recorder, and then fix it using screws after closing the cover.

- When closing the cover, be careful not to damage the cable.

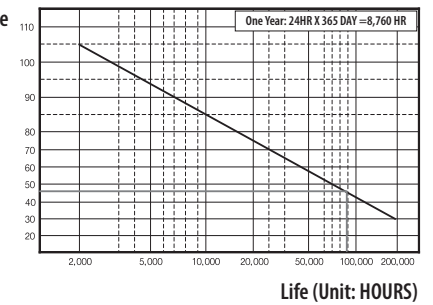


Checking the installation environment

This product is a top-notch security device that is equipped with a high-capacity HDD and other key circuit boards.

Note that an excessive internal temperature of the product may cause a system failure or a shortened product life (see the right figure). Keep in mind the following instructions before installing the product.

Temperature
Unit: °C



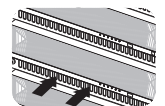
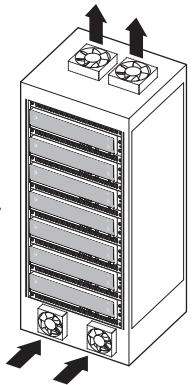
[Figure 1]

When mounting the product on a rack, comply with the following instructions.

- Please ensure that the rack inside is not sealed.
- Please ensure the air is circulated through the inlet/outlet as shown in the picture.
- If you pile up the products or other rack-mount devices as shown in figure 2, secure room for ventilation or install a vent.
- For natural air convection, place the inlet at the bottom of the rack and the outlet on top.
- It is strongly recommended that a fan motor is installed at the inlet and the outlet for air circulation. (Please fit a filter at the inlet to screen dust or foreign substances.)
- It is recommended to keep the temperature inside the rack or around the product at 25°C.

Rack Mount Instructions - The following or similar rack-mount instructions are included with the installation instructions :

- Elevated Operating Ambient** - If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient. Therefore, consideration should be given to installing the equipment in an environment compatible with the maximum ambient temperature (T_{ma}) specified by the manufacturer.
- Reduced Air Flow** - Installation of the equipment in a rack should be such that the amount of air flow required for safe operation of the equipment is not compromised.
- Mechanical Loading** - Mounting of the equipment in the rack should be such that a hazardous condition is not achieved due to uneven mechanical loading.
- Circuit Overloading** - Consideration should be given to the connection of the equipment to the supply circuit and the effect that overloading of the circuits might have on overcurrent protection and supply wiring. Appropriate consideration of equipment nameplate ratings should be used when addressing this concern.
- Reliable Earthing** - Reliable earthing of rack-mounted equipment should be maintained. Particular attention should be given to supply connections other than direct connections to the branch circuit (e.g. use of power strips).

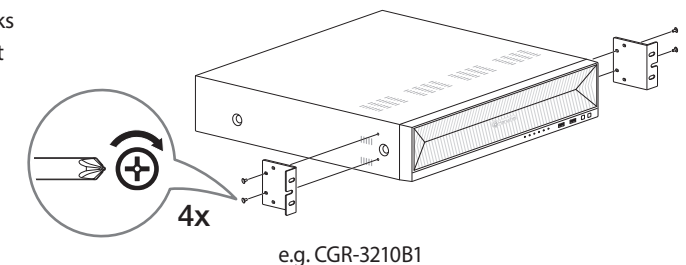


[Figure 2]

Installing the Rack

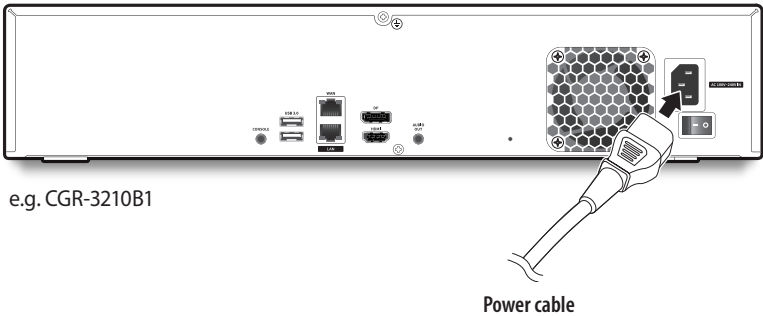
As shown in the figure, Install the Bracket-Racks on both sides of the product using the bracket mounting screws.

- Fix the screw not to be loosened by vibrations.



Connecting to Power

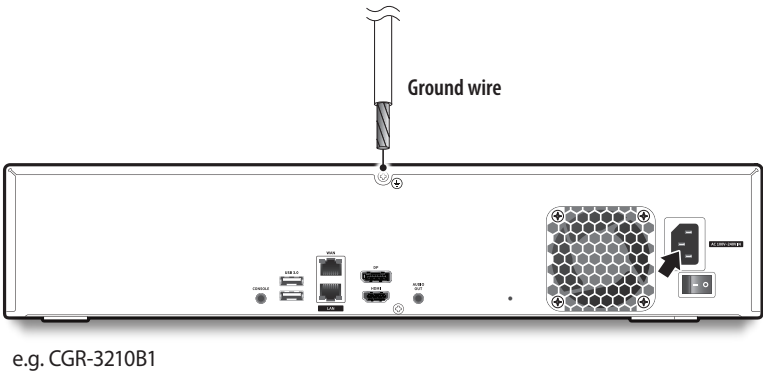
When using a common ethernet cable, please connect to the power cable for a power supply.
Connect the power cable to the power input port of the Cloud Gateway Recorder with a screwdriver.



- 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.



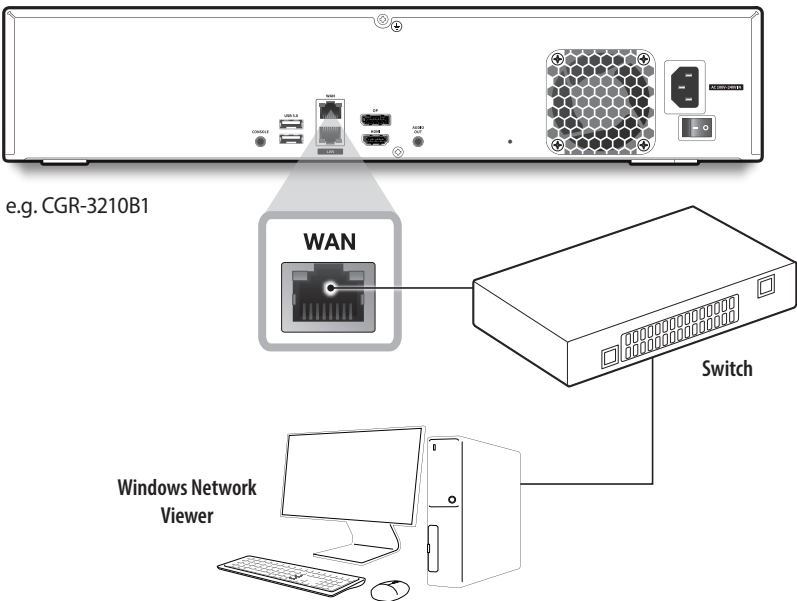
- The ground wire prevents the product from being struck by lightning.
- When connecting, be sure to power off the connected device before connecting.

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

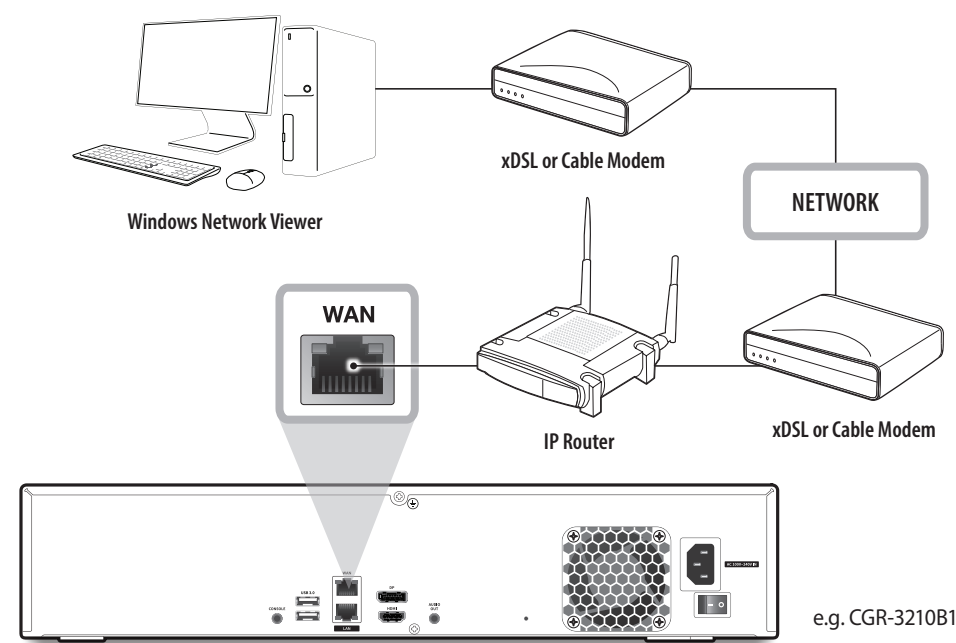
Network connection via Ethernet (10/100/1000BaseT)



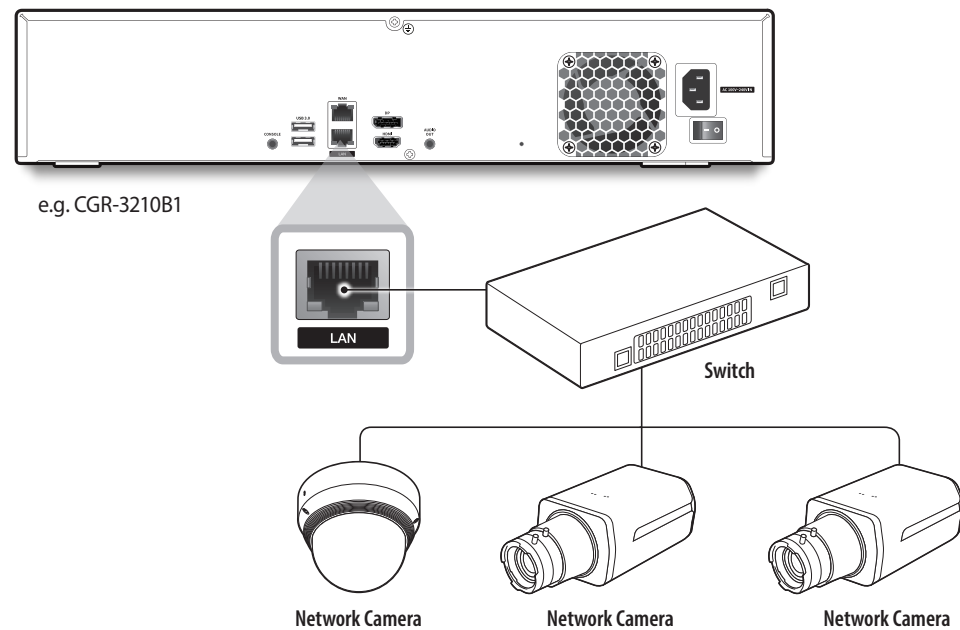
Connecting to a Network Using a Router

If you want to add 1-3 PCs and Cloud Gateway Recorders 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 Recorder.



Connecting the Network Cameras



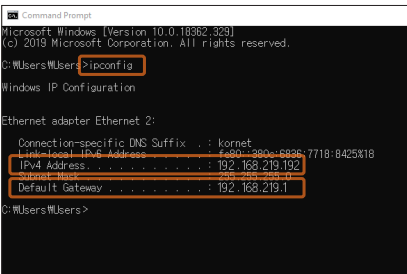
Connecting the PC and Router

 ■ Refer to the router's user manual.

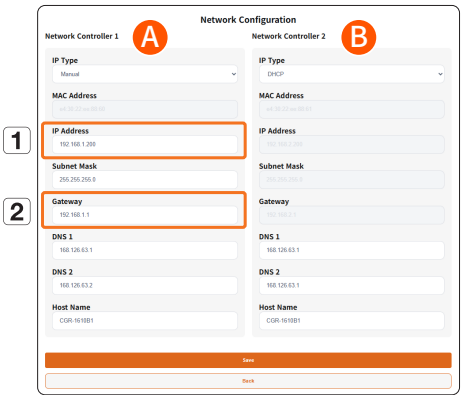
Connecting the Cloud Gateway Recorder and Router

Move to <IP & Port> of the Cloud Gateway Recorder <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 Recorder must be the same.
- ✧ The first three numbers of the Cloud Gateway Recorder <IP address> should match the first three of the <Default gateway> checked in the [cmd.exe] window of the local PC.



<cmd screen>



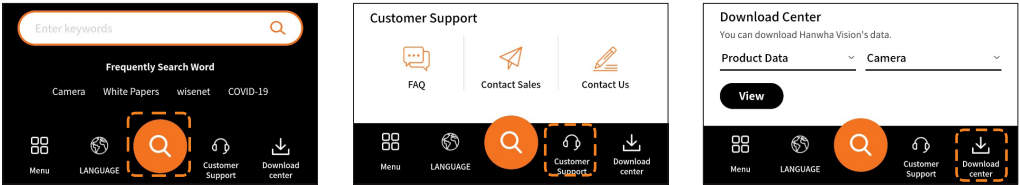
<Example of Cloud Gateway Recorder screen>

- A LAN** : Used to connect cameras
- B WAN** : Used for external network (Cloud) connection.

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.

 ■ The 'Compatibility List' URL is subject to change and should be provided by HVA.



Connecting to OnCloud

Once your product is powered on with cameras powered and connected, please finish setup by adding the CGR-3210B1 or the CGR-1610 to **OnCloud** and configuring your settings at <https://oncloud.hanwhavision.cloud/>

memo

memo

memo



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.

