



SG 5000

Quick Start Guide



r1.00

Package Contents

Inspect the package to ensure it includes the following items:

1 x SG 5000 hardware
1 x Power adapter

1 x Power cable
1 x SG 5000 Quick Start Guide

Hardware

Front Panel:



1. **USB Ports** – Enables USB-serial console access for troubleshooting.
2. **CONSOLE** - During boot-up, the CONSOLE port can be used to access the boot menu. Once the unit has completed booting, the CONSOLE port provides access to the command-line interface (CLI).
3. **PMS** - Enables direct serial connectivity to external Property Management Systems (PMS).
4. **Power button** – Press to power on the gateway.

Rear Panel:



1. **LAN** – Connects to the downstream network for all managed clients.
2. **WAN** – Connects to the upstream network for internet-bound client traffic.
3. **HDMI/VGA** - Provides access to the primary console. When both ports are connected simultaneously, the primary console output defaults to VGA.
4. **DC-12V Input** – Connect a 12V DC power supply here.
5. **Hardware Serial Number** - Located below the power connector; used for gateway registration on the ASP GUI.

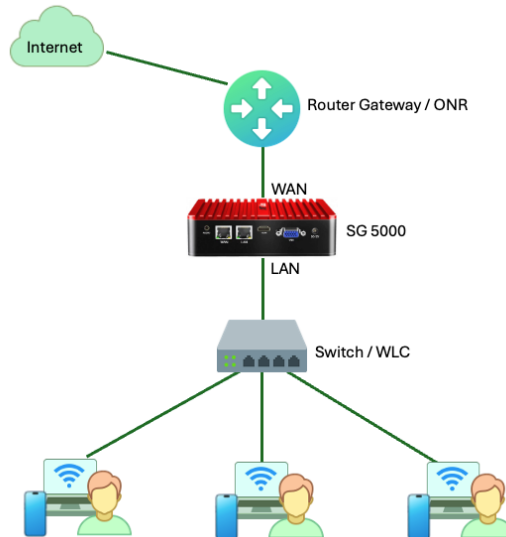
Onsite Gateway Installation

1. Locate the existing router gateway or Optical Network Router on site.
2. Connect the WAN port of the SG 5000 to the downstream port of the router as shown in the diagram.

Note: The router will assign a DHCP IP, enabling internet access for SG 5000.

3. Power on the SG 5000.

Note: After approximately one minute, the WAN LED should illuminate, indicating successful connectivity.



4. Notify the ASP organization admin once the SG 5000 is connected to the router.

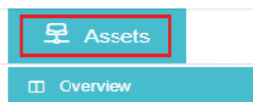
ASP Site Configuration

Access the ASP Admin GUI

Access your existing ASP cloud GUI, visit: <https://asp-cloud.antlabs.com>

Claim the Gateway

1. Log in to the ASP and go to **Assets > Overview**.



2. Under the Gateways section, click **Claim**. 
3. Enter the SG 5000's serial number (or multiple serial numbers) to register.

Assign Gateway to a Site

4. Navigate to **Assets > Gateways**. 
5. Check the Connection Status column: it should read Up.
Note: If shown as Down, verify internet connectivity.
6. Click Up to assign the gateway to a site:
 - a. Assign to a new site or
 - b. Assign to an existing site
7. After assignment, click Up again and select Connect to Gateway to view the site details.
8. Follow the steps to Enable Remote Access, then connect to the gateway to continue configuration.

License and Service

9. Go to **Assets > Overview**.
10. Under Sites, click the edit site license icon  to assign a site license.
11. Under Service Management, configure optional settings such as Bandwidth, Plan, Portal, and VLAN.

Note: These configurations will sync to the SG 5000 within approximately two minutes.

Gateway Admin GUI Configuration

12. Access the GUI via:
 - Direct LAN connection: <https://ezxcess.antlabs.com/admin>
 - Or via ASP Admin GUI: **Site Management > Site**.
 - Click on the row corresponding to your site to open its Site Details page. Then, click on Connect to Gateway.
13. Accept the **EULA**, then log in:
 - User ID: *root*
 - Password: *admin*

14. Go to **System > License** to verify:

- **License Activated** is Yes
- Desired **License** and **Burst** are listed

License Information	
License Activated	Yes
License	30 devices
Burst	10
State	Normal operation
Hardware Serial Number	A123456789
Software Serial Number	02-6666-SG5-5100-0005472-00500-00500
Service Start	2022-01-19 11:50:11
Service Expiry	2022-02-18 11:50:11

You will also see the list of modules assigned to this gateway:

Installed Modules		
Date	Module name	Installed By
16/06/2021 07:26AM	Radius Support Module	ASP Module Activation
16/06/2021 07:26AM	PAN Module	ASP Module Activation
16/06/2021 07:26AM	Event Manager Module	ASP Module Activation
16/06/2021 07:26AM	Advanced QoS Module	ASP Module Activation

15. Confirm modules assigned to this gateway are displayed.

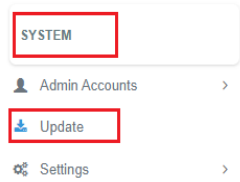
If **License Activated** is Yes but **License** is *0 devices*, return to the ASP GUI to assign the appropriate site license.

License Information	
License Activated	Yes
License	0 devices
Burst	0

Software Updates

To ensure optimal performance, install the latest available updates:

- 1. Log in to the Gateway Admin GUI.
- 2. Navigate to **System > Update**.
- 3. Click **Check for Updates**.
- 4. If updates are available, click **Download All**.
- 5. After downloading, click **Install Next Update** to proceed.



Date	Update name	Checksum	Status
08/03/2022 11:25AM	02.SGS000_test.plg	53b621b3e637d99fda5700fe8acdde5b	Downloaded
Check for UpdatesDownload AllInstall Next Update			

Accessing Gateway GUI

You can access the GUI from various ports:

- **LAN:** <https://ezxcess.antlabs.com/admin>
- **WAN:** Use the DHCP-acquired IP from the **Dashboard > Technical Details > WAN**, and navigate to https://<wan_ip>/admin

Technical Support

For technical assistance, contact:

Hotline: +65 6100 7877
For US Customers: +1-904-430-8477
Email: tech-support@antlabs.com
URL: <http://www.antlabs.com/support/>

Please prepare the following information when you are contacting our technical support team:

- Name of contact person
- Company name
- Contact number
- Email address
- Serial number*
- IP address
- Current software update level
- Description of the problem (Attach a screenshot of the error if any)

*The hardware serial number is located near the DC-12V inlet, or can be found via the Gateway Admin GUI.