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› Ubiquiti Cloud Gateway Max (UCG-Max) 1TB User Manual

Ubiquiti Networks UCG-Max

Ubiquiti Cloud Gateway Max (UCG-Max) User Manual

Model: UCG-Max (1TB)

PRODUCT OVERVIEW

The Ubiquiti Cloud Gateway Max (UCG-Max) is a compact and powerful network appliance designed for comprehensive UniFi network management. It integrates routing, security, and UniFi application hosting capabilities, supporting a significant number of UniFi devices and clients. This model includes 1TB of NVMe SSD storage, suitable for Network Video Recorder (NVR) functionalities.

- Includes full UniFi application suite for device management.
- Manages 30+ UniFi devices and 300+ clients.
- Offers 1.5 Gbps routing with Intrusion Detection System (IDS) and Intrusion Prevention System (IPS).
- Supports Multi-WAN load balancing for enhanced reliability.
- Features a 0.96" LCM status display for quick operational insights.
- Powered via USB-C (adapter included).



Image: Top-down view of the Ubiquiti Cloud Gateway Max, showcasing its compact, square design and the Ubiquiti logo on the top surface.

SETUP GUIDE

Follow these steps to set up your Ubiquiti Cloud Gateway Max:

1. **Unpack Contents:** Verify that the package includes the UCG-Max unit, a hardware kit, and a power cable.
2. **Connect Power:** Connect the provided USB-C power adapter to the UCG-Max and plug it into a power outlet. The device will begin to power on.
3. **Connect to Network:** Use an Ethernet cable to connect your internet source (e.g., modem) to the WAN port on the UCG-Max. Connect your local network devices (e.g., switches, computers) to the LAN ports. The UCG-Max features 2.5G Ethernet ports.
4. **Initial Configuration:** Download the UniFi Network application on your mobile device or access it via a web browser on a computer connected to the same network. Follow the on-screen prompts to discover and adopt the UCG-Max into your UniFi system.
5. **Firmware Update:** Ensure the UCG-Max is running the latest firmware version for optimal performance and security. Update through the UniFi Network application if prompted.

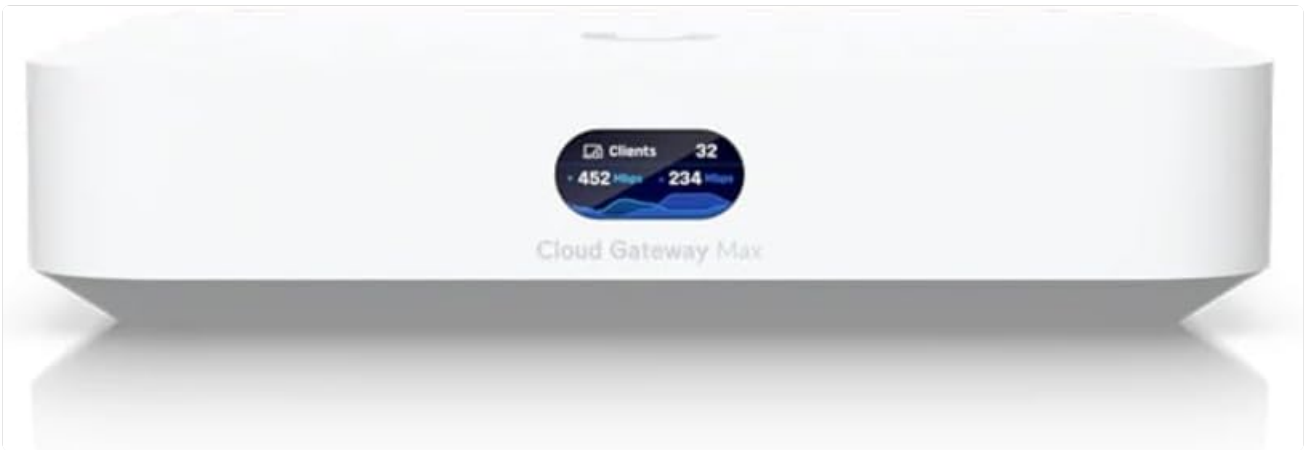


Image: Rear view of the Ubiquiti Cloud Gateway Max, displaying the four 2.5G Ethernet ports, a USB-C power input, and a reset button.

OPERATING INSTRUCTIONS

The UCG-Max operates as the central management point for your UniFi network. Its functionalities are primarily managed through the UniFi Network application.

- **Network Management:** Use the UniFi Network application to configure network settings, create Wi-Fi networks, manage connected devices, and monitor network performance.
- **Client and Device Capacity:** The UCG-Max is designed to manage over 30 UniFi devices and support more than 300 clients simultaneously, making it suitable for small to medium-sized deployments.
- **Routing and Security:** Benefit from 1.5 Gbps routing throughput with integrated IDS/IPS for advanced threat detection and prevention. Configure firewall rules and security policies within the UniFi application.
- **Multi-WAN:** Configure multiple internet connections for load balancing or failover to ensure continuous network availability.
- **LCM Display:** The 0.96" Liquid Crystal Module (LCM) on the front of the device provides real-time status updates, including client count, network activity, and other critical metrics.
- **NVR Storage:** The integrated 1TB NVMe SSD allows for local storage of UniFi Protect camera footage, turning the UCG-Max into a compact NVR solution.

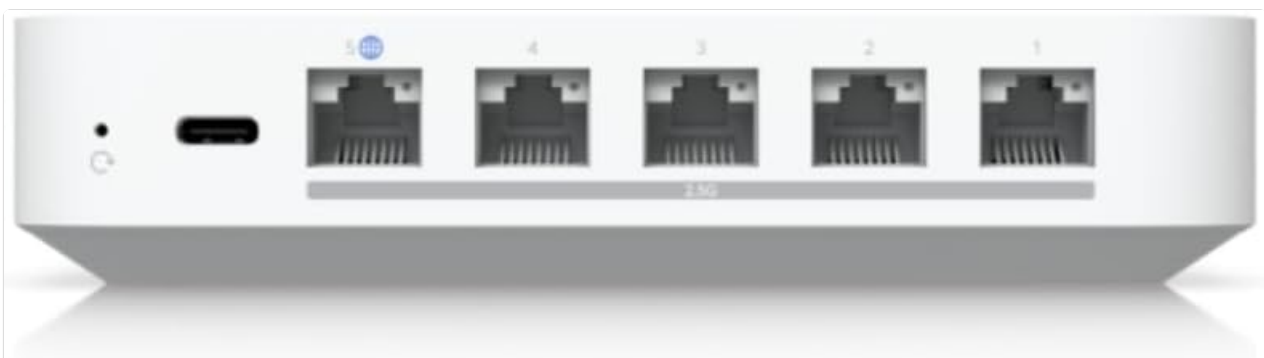


Image: Front view of the Ubiquiti Cloud Gateway Max, highlighting the 0.96" LCM status display which shows network statistics and device status.

MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your UCG-Max:

- **Firmware Updates:** Periodically check for and apply firmware updates through the UniFi Network application. Updates often include performance enhancements, security patches, and new features.
- **Physical Cleaning:** Keep the device free from dust and debris. Use a soft, dry cloth to clean the exterior. Ensure ventilation openings are not obstructed.
- **Environmental Conditions:** Operate the UCG-Max within recommended temperature and humidity ranges to prevent overheating and component damage.
- **Data Backup:** Regularly back up your UniFi Network application configuration to prevent data loss in case of unforeseen issues.
- **NVR Storage Management:** If using the NVR functionality, monitor the storage usage and configure retention policies for camera footage to prevent the 1TB NVMe SSD from filling up.

TROUBLESHOOTING

If you encounter issues with your UCG-Max, consider the following troubleshooting steps:

- **No Power/Device Not Turning On:**
 - Ensure the USB-C power cable is securely connected to both the UCG-Max and a working power outlet.
 - Try a different power outlet.
- **No Internet Connectivity:**
 - Verify that your modem or internet source is functioning correctly.
 - Check all Ethernet cable connections, ensuring they are firmly seated in the correct ports (WAN to internet source, LAN to local devices).
 - Restart the UCG-Max by disconnecting and reconnecting the power cable.
- **Device Not Adopted in UniFi Application:**
 - Ensure your mobile device or computer is on the same local network as the UCG-Max.
 - Disable any VPNs or firewalls that might be blocking discovery.
 - Perform a factory reset on the UCG-Max by pressing and holding the reset button (located on the rear panel, often recessed) for approximately 10 seconds until the device reboots. *Note: A factory reset will erase all configurations.*
- **Slow Network Speeds:**
 - Check your internet service provider's speed.
 - Monitor network utilization in the UniFi Network application to identify bandwidth-intensive activities.
 - Ensure all connected devices and cables support the expected speeds (e.g., 2.5G Ethernet).

SPECIFICATIONS

Feature	Specification
Model Number	UCG-Max

Feature	Specification
Memory Storage Capacity	1000 GB (1TB NVMe SSD)
Connectivity Technology	Ethernet (2.5G ports)
Total USB Ports	2 (USB-C for power)
Wireless Communication Standard	802.11n (for management, not primary Wi-Fi)
Special Feature	Access Point Mode (via UniFi APs), IDS/IPS, Multi-WAN
Included Components	Hardware kit, power cable
Item Weight	2.5 pounds
Package Dimensions	9 x 7 x 3 inches
UPC	810084696460

WARRANTY AND SUPPORT

The Ubiquiti Cloud Gateway Max is manufactured by Ubiquiti Networks. For detailed warranty information, technical support, and additional resources, please visit the official Ubiquiti Networks website. It is recommended to register your product for warranty purposes and to receive important updates.

Online Resources:

- Official Ubiquiti Support Website: www.ui.com/support
- Community Forums: community.ui.com

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details.](#)

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question