## UniFi® Cloud Key Gen2 Plus

## Model: UCK-G2-PLUS

Table of Contents


- Package Contents
- Hardware Overview
- Hardware Installation
- Powering the Cloud Key Gen2 Plus

- Optional Rackmount Accessory
- Setting Up UniFi Network via App
- Pre-installed Software
- Setting Up UniFi Protect via App
- Chrome Instructions
- Setting Up UniFi Network
- Setting Up UniFi Protect
- Cloud Key G2+ Settings
- HDD Replacement
- Specifications
- Safety Notices
- Electrical Safety Information
- Limited Warranty
- Compliance
- Declaration of Conformity
- Online Resources


UCK-G2-PLUS Quick Start Guide

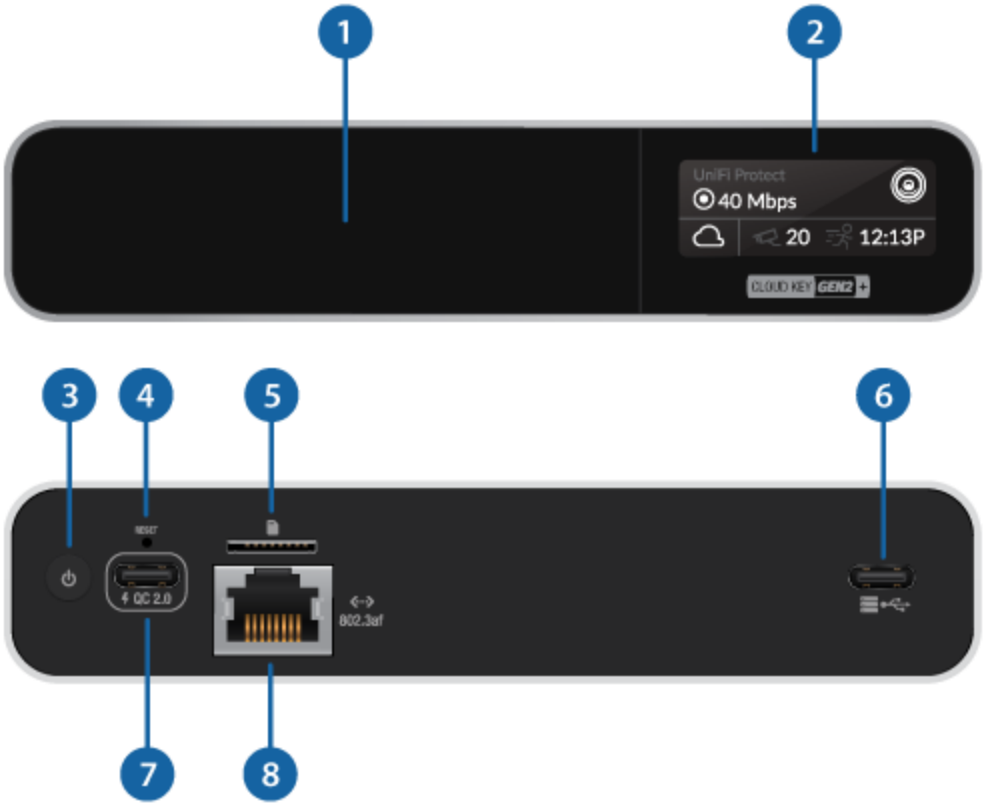
# Package Contents

UniFi Cloud Key Gen2 Plus

## System Requirement

Web Browser: Google Chrome (Other browsers may have limited functionality.)

# Hardware Overview




1

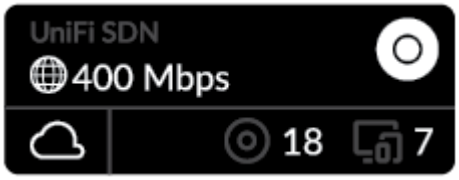
**HDD Bay**

Removable hard drive tray for 2.5" SATA drive. The Cloud Key G2 Plus only supports hard drives that can operate on 5V power. Hard drives that require additional power are not supported.

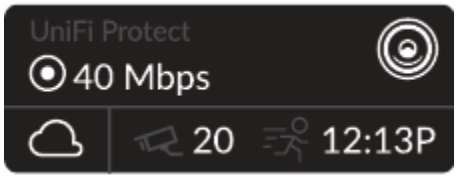
2

**LCD Screen**

Device Status display. Automatically rotates status screens for enabled controllers.




UniFi Network Display




UniFi Protect Display

LCD Display for UniFi Network

| Icon | Description |
|---|---|
| | UniFi Network Controller name |
| | Current WAN bandwidth usage |
| | Status of Network Cloud Access |
| | Number of managed UniFi Access Points |
| | Number of client devices on the network |

LCD Display for UniFi Protect

| Icon | Description |
|---|---|
| | UniFi Protect Controller name and bandwidth |
| | Total camera(s) recording bitrate |
| | Status of Protect Cloud Access |
| | Number of active cameras registered in UniFi Protect |
| | Time of last motion detected by UniFi Protect |

**Power Button**

Press to turn the Cloud Key Gen 2 Plus on or off.

**Reset**

The Reset button serves two functions:

- Restart Press and release the Reset button quickly.
- Restore to Factory Default Settings Press and hold the Reset button for more than five seconds, until the status LED begins flashing white.

**microSD Slot**

Optional slot used for external backup (microSD card not included).

**USB Type C Port**

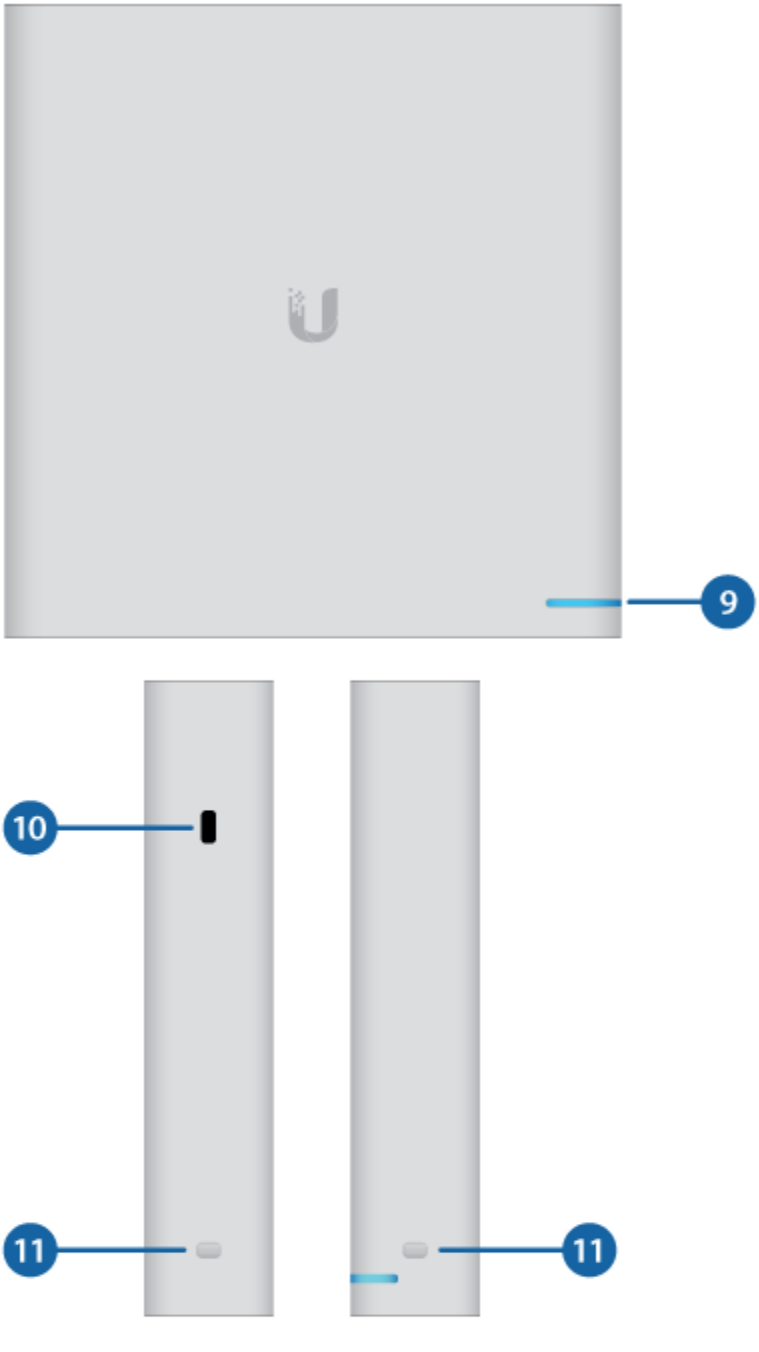
Reserved for future use.

**USB Type C Power Port**

Used for power if PoE is not available. Quick Charge 2.0 or Quick Charge 3.0-compliant USB power adapter is required.

**Ethernet Port**

Connects to a gigabit switch port on your LAN. Power can be provided by an 802.3af PoE switch, such as the UniFi PoE Switch.


9
10
11
11

9

**LED**

| | |
|---|---|
| White | Device is ready to be configured |
| Flashing White | Device is booting up<br>Device is initializing/deinitializing |
| Heartbeat White | Firmware update in process |
| Blue | Device is configured and ready |
| Flashing Blue | Main power has been lost and device is counting down.<br>If power is restored within 10 seconds, the device will return to its previous state. If power is not restored within 10 seconds, the device will safely shutdown. |
| Slow Flashing Blue | Client connected to device via Bluetooth (BLE)<br>Device is in recovery mode. |
| Flashing White/Blue | The LED will cycle through a pattern at one-second intervals, between off, white, and blue. |

10

**Security Slot**

Allows the Cloud Key Gen 2 Plus to be used with a Kensington security lock (not included). When used, it also prevents removal of the HDD while the device is in use.

11

**Rack-Mount Notch**

Secures the Cloud Key Gen2 Plus into the docking bay of the optional Rackmount Accessory, model CKG2-RM (sold separately). The Rackmount Accessory allows you to install the Cloud Key Gen2 Plus in a standard 19" rack.

Note: The Rackmount Accessory is completely optional and not required for the Cloud Key Gen2 Plus to function.

12

**13-Pin Connector**

Connects the Cloud Key Gen2 Plus to the optional Rackmount Accessory, model CKG2-RM (sold separately). The CKG2-RM has a docking bay for the Cloud Key Gen2 Plus and allows you to install it in a standard 19" rack.

Note: Out of the box, the 13-Pin Connector is covered with a black sticker to protect it from dust and dirt. Only remove the sticker if using the Cloud Key Gen2 Plus with the optional Rackmount Accessory.

13

**HDD Latch**

Releases the HDD tray from the drive bay.Releases the HDD tray from the drive bay.

WARNING: Do not operate the HDD Latch while the Cloud Key Gen2 Plus is in use or powered on.

# Hardware Installation

1.

2.

# Powering the Cloud Key Gen2 Plus

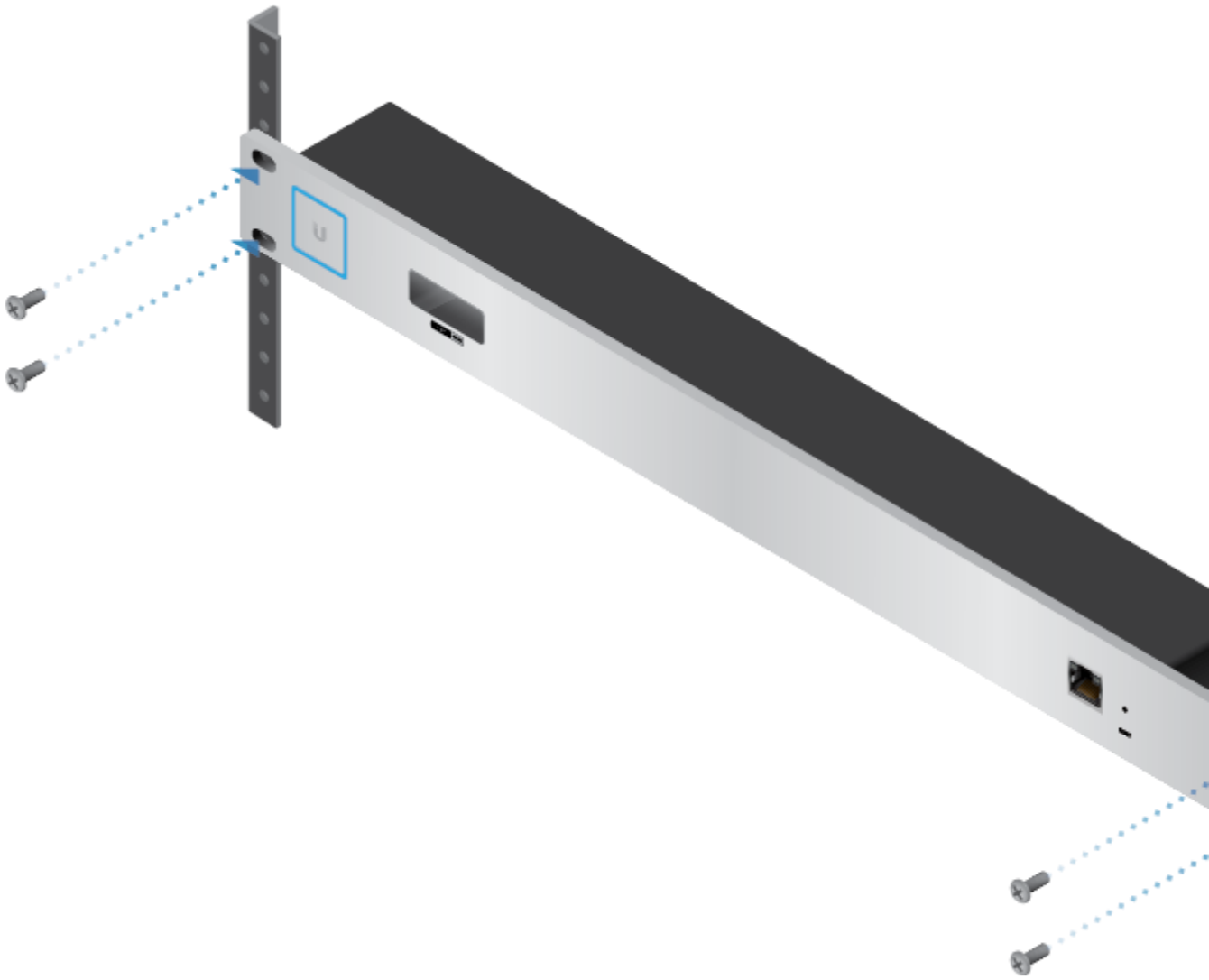
Use an 802.3af-compliant switch, such as a UniFi PoE Switch, a USB power source, or 48V PoE adapter (not included).

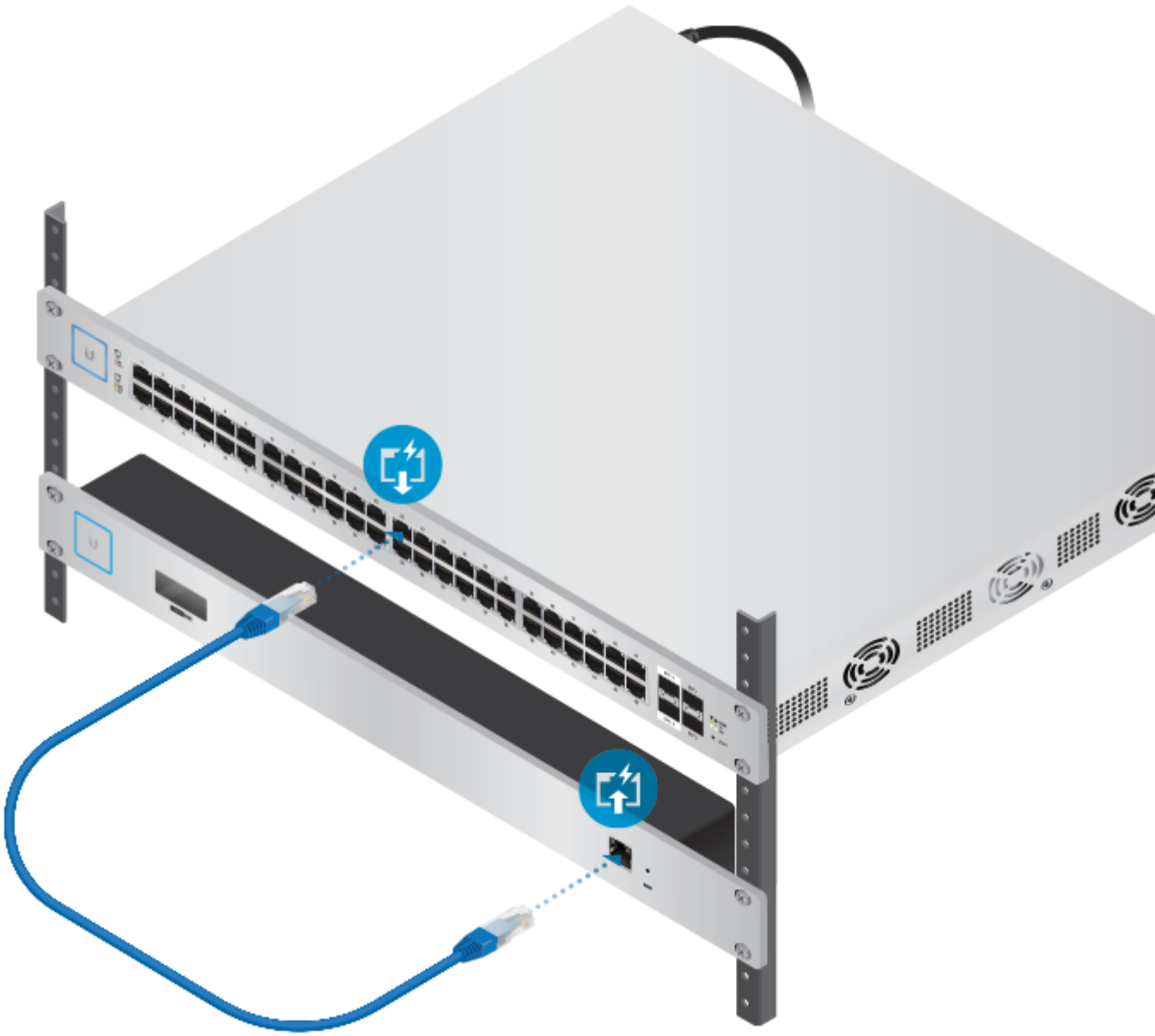
## UniFi Switch

## USB Power Source

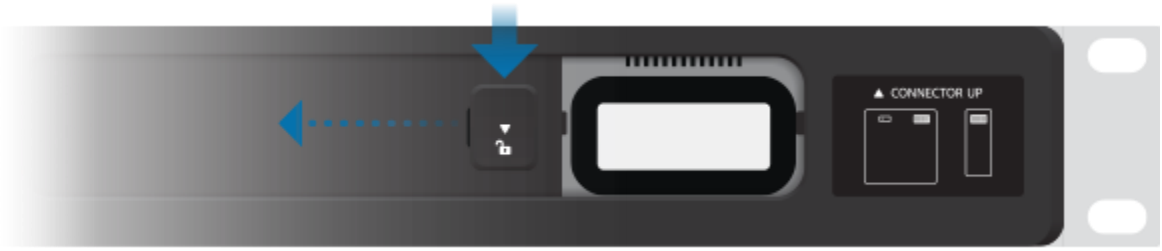
Connect a USB cable (not included) from the Cloud Key Gen 2 Plus directly to a USB power source: Quick Charge 2.0 or Quick Charge 3.0 compliance is required.

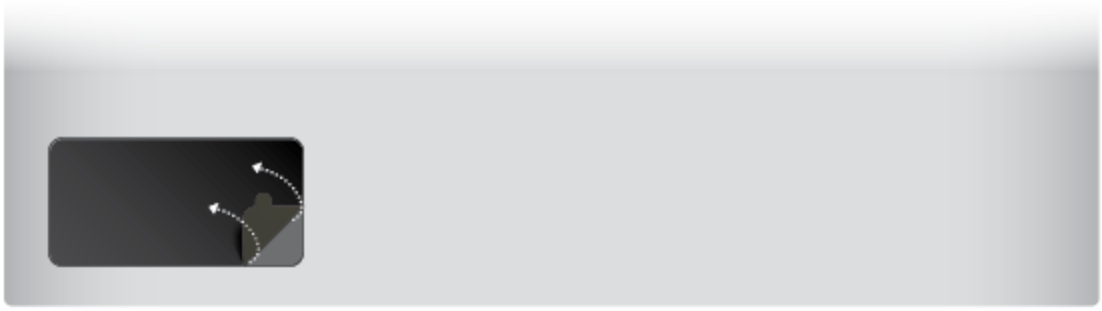
# Optional Rackmount Accessory

1. 

2. 

When connecting the Cloud Key Gen2 Plus to the Rackmount Accessory, the width of the Docking Bay must be adjusted to accommodate the dimensions. To adjust the Docking Bay:

1. 



2.
3. Insert the Cloud Key Gen2 Plus into the docking bay once the following three conditions are met:
    1. The 13-pin connector is face up
    2. The LCD screen is face forward
    3. There is no Ethernet cable connected to the Ethernet Port on the Cloud Key Gen2 Plus

Warning: To prevent creating a loop or other unfavorable behavior on the network, only one Ethernet connection should be used. Do not use the Ethernet port on the Cloud Key Gen2 Plus and the Rackmount Accessory simultaneously.

# Setting Up UniFi Network via App

Download on the App Store

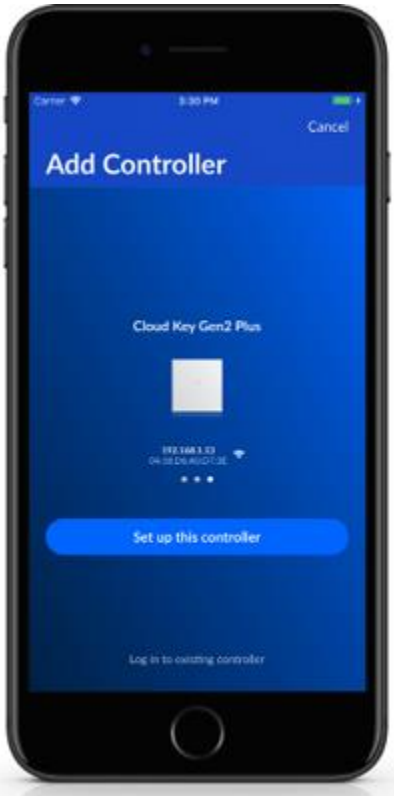
GET IT ON Google Play

Note: Ensure that Bluetooth is enabled on your mobile device. You will need to set up the Cloud Key Gen2 Plus with your mobile device and be within 1.5 m (5') from where it is installed.

1.
UniFi Network

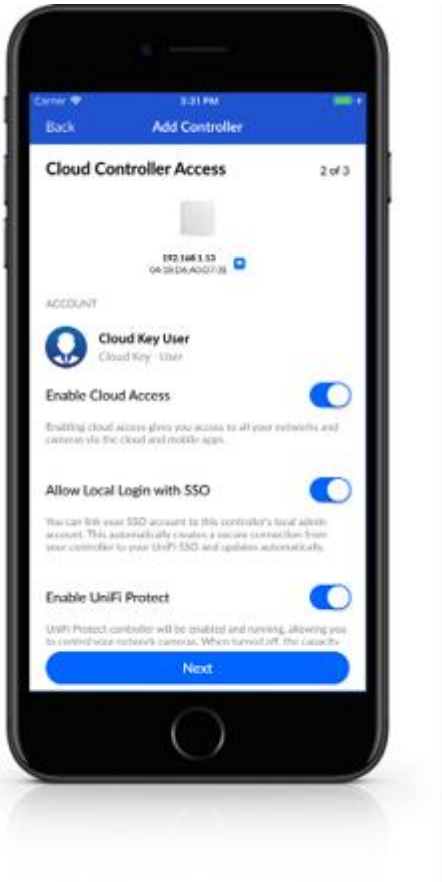
2.
Edit
Controllers
192.168.157.204
UniFi
3%
All Systems Operational
See More

3.


Cancel
Add Controller
Cloud Key Gen2 Plus
Set up this controller
Log in to existing controller

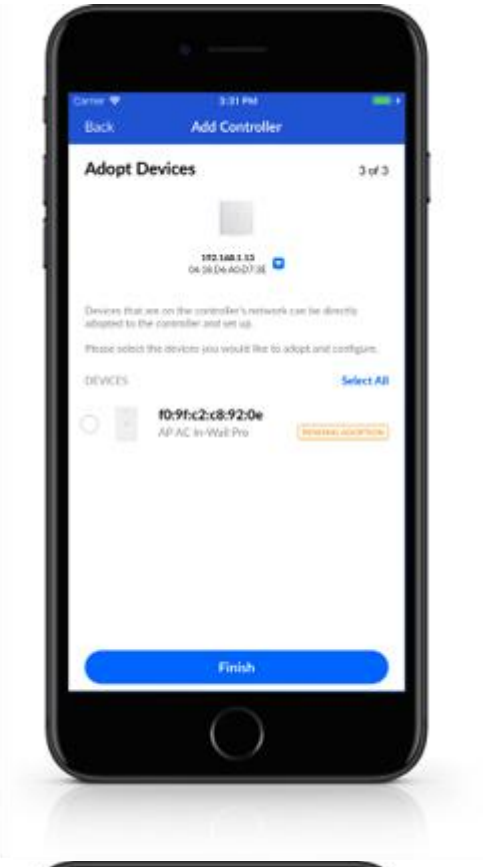
4.

Cancel
Add Controller
Controller Setup
1 of 3
My Controller
Country
United States
Time Zone
(UTC-05:00) Chicago
Next

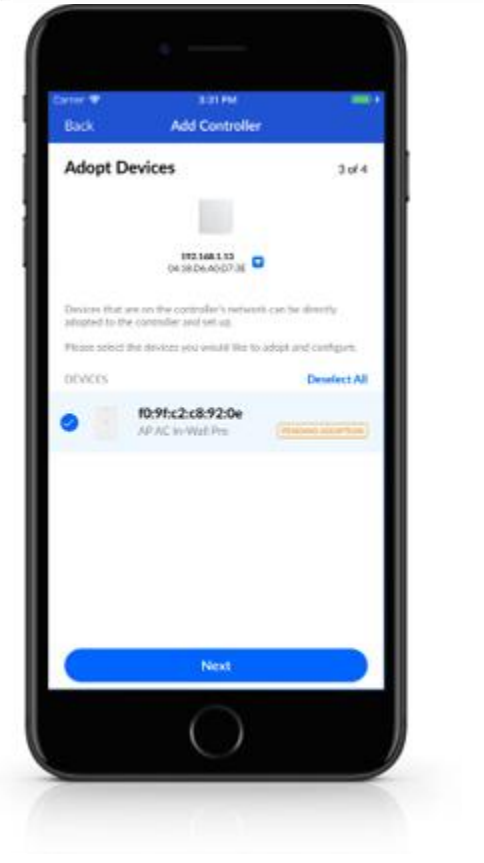

Back
Add Controller
Cloud Controller Access
2 of 3
ACCOUNT
Cloud Key User
Enable Cloud Access
Allow Local Login with SSO
Enable UniFi Protect
Next

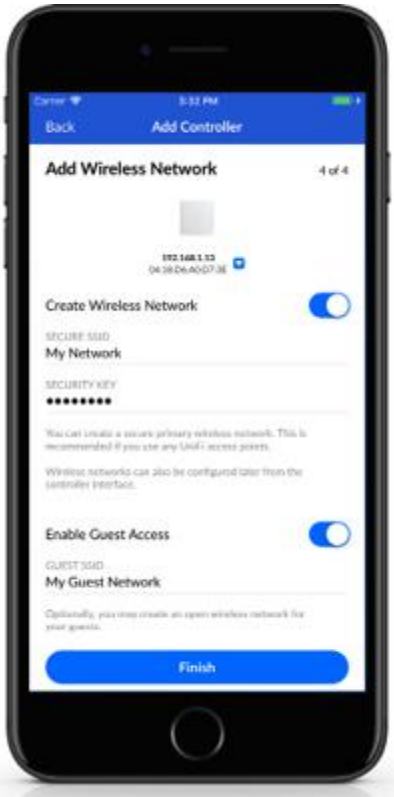
5.

6.

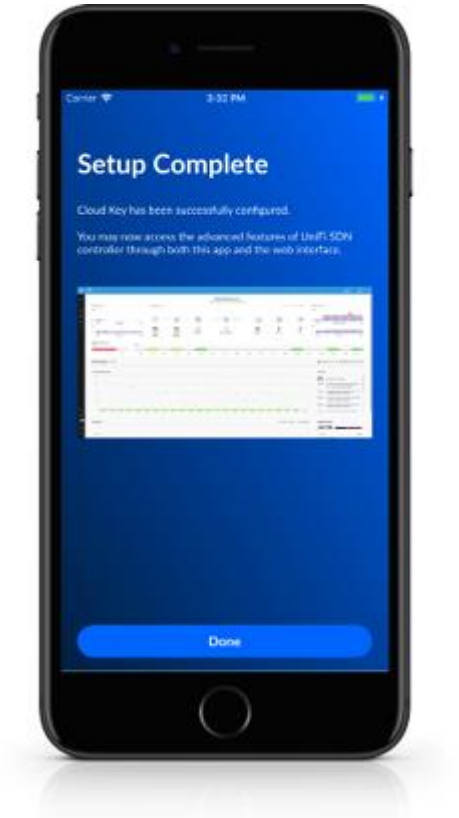

Back
Add Controller
Adopt Devices
3 of 3
DEVICES
Select All
f0:9f:c2:c8:92:0e
Finish

7.


Back
Add Controller
Adopt Devices
3 of 4
DEVICES
Deselect All
f0:9f:c2:c8:92:0e
Next

8. 
Back
Add Controller
Add Wireless Network
4 of 4
Create Wireless Network
My Network
Enable Guest Access
My Guest Network
Finish

9.
Cancel
Add Controller
Setting up...
Please leave this app open while configuration is in progress

10. 


# Pre-installed Software

The UniFi Network Controller and UniFi Protect software applications come pre-installed on the Cloud Key Gen2 Plus.

Note: You can run the UniFi Network Controller or UniFi Protect software individually, or you can run both applications simultaneously.

# Setting Up UniFi Protect via App

Download on the App Store

GET IT ON Google Play

1.

2.

3.
One device found

4.
Device setup
1 of 2
Next
q w e r t y u i o p
a s d f g h j k l
z x c v b n m
space

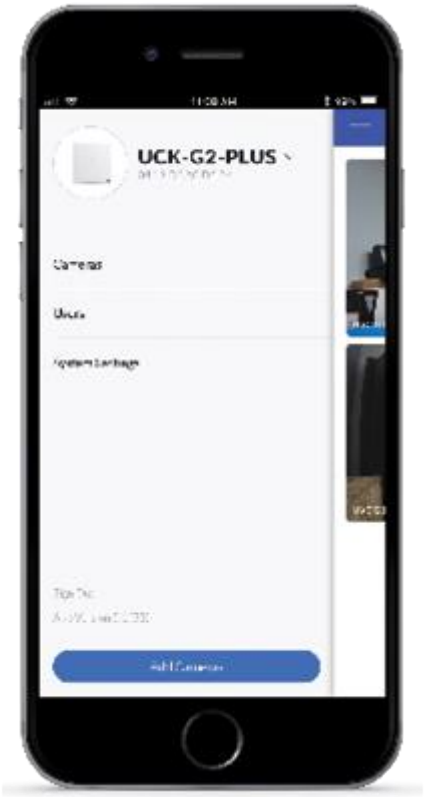
5.


6.

7.

8.

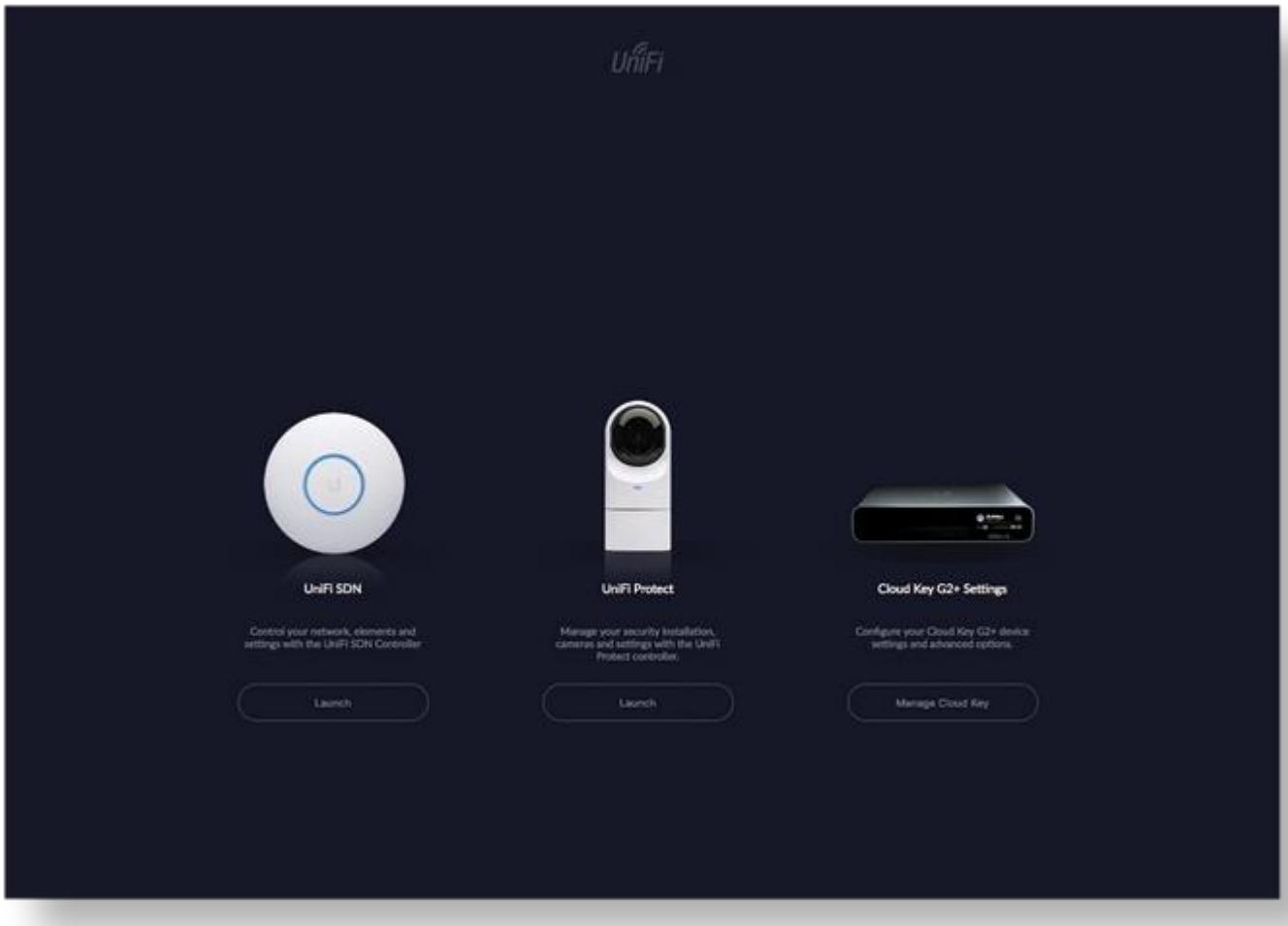
9. Tap the side menu in the upper-left corner of the app for additional information.




# Chrome Instructions

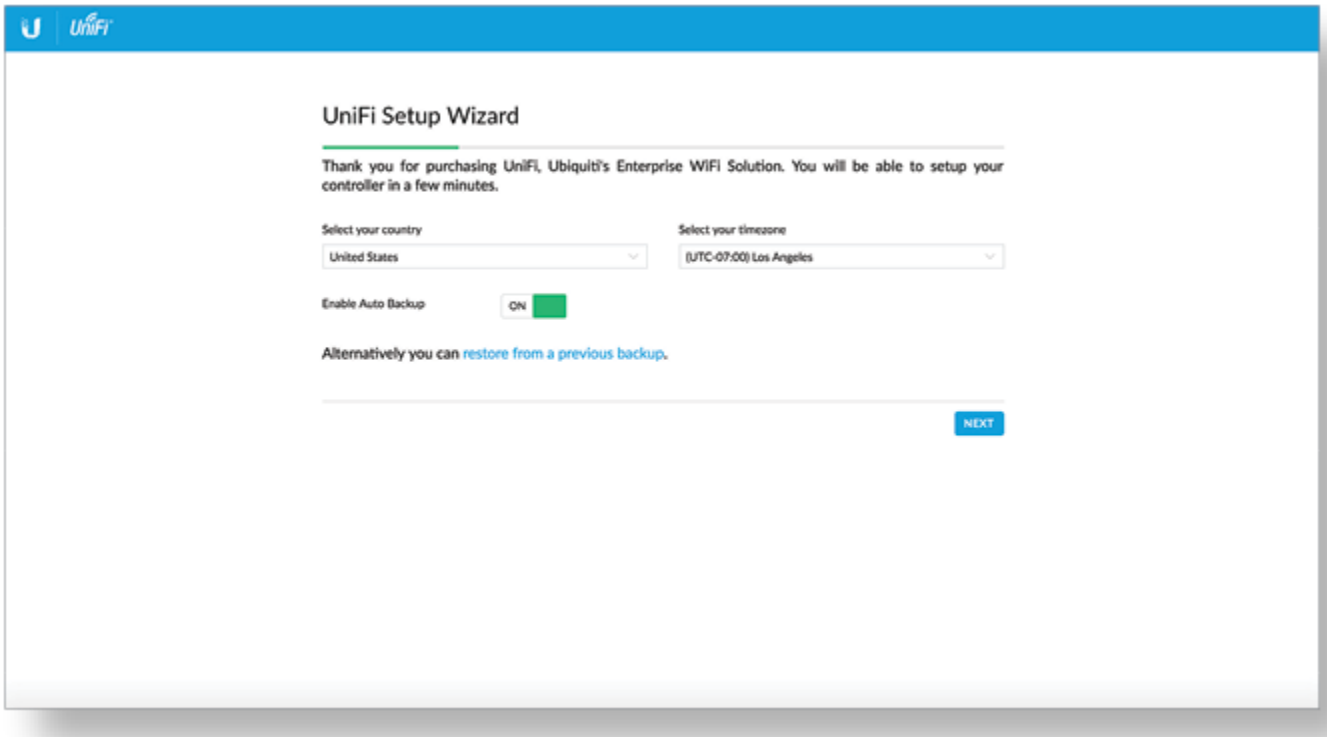
Use the Chrome browser to set up your Cloud Key Gen2 Plus.

1.

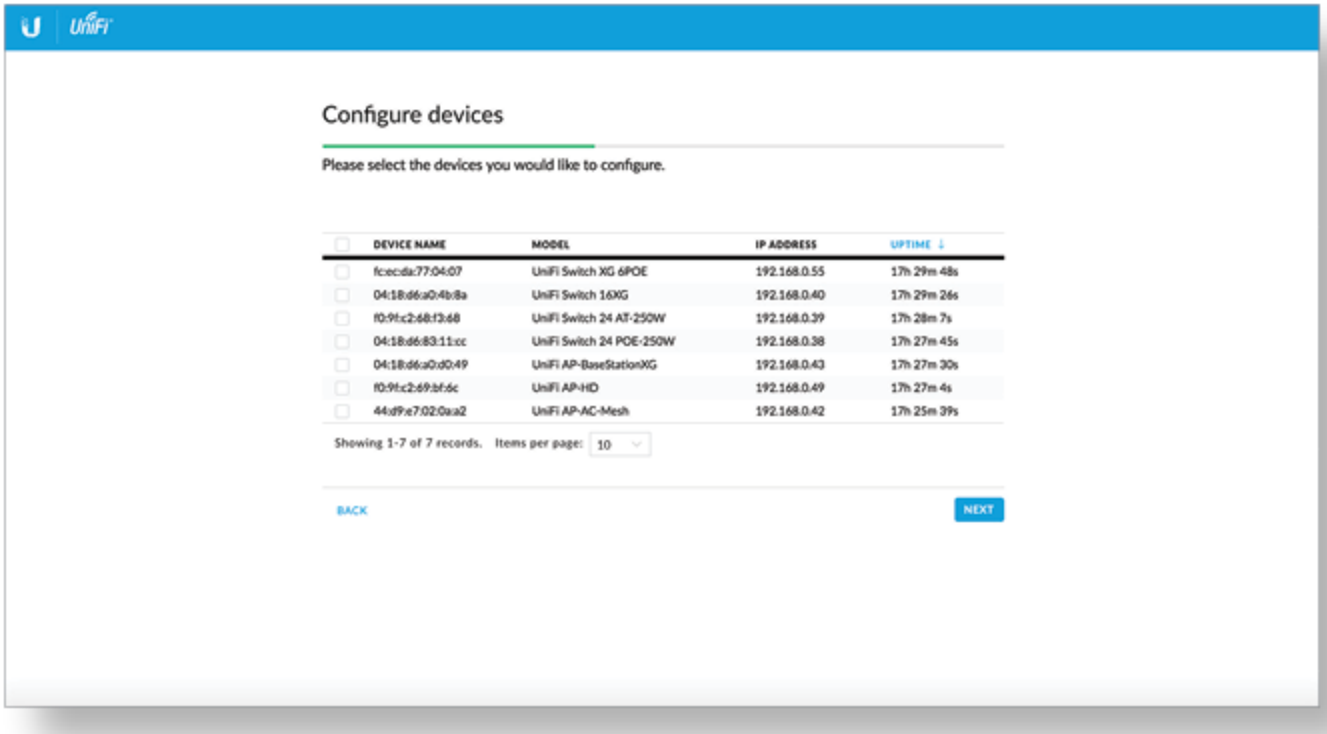



2.
3. Proceed to the section that corresponds with your selection:
    - Setting Up UniFi Network
    - Setting Up UniFi Protect
    - Cloud Key G2+ Settings

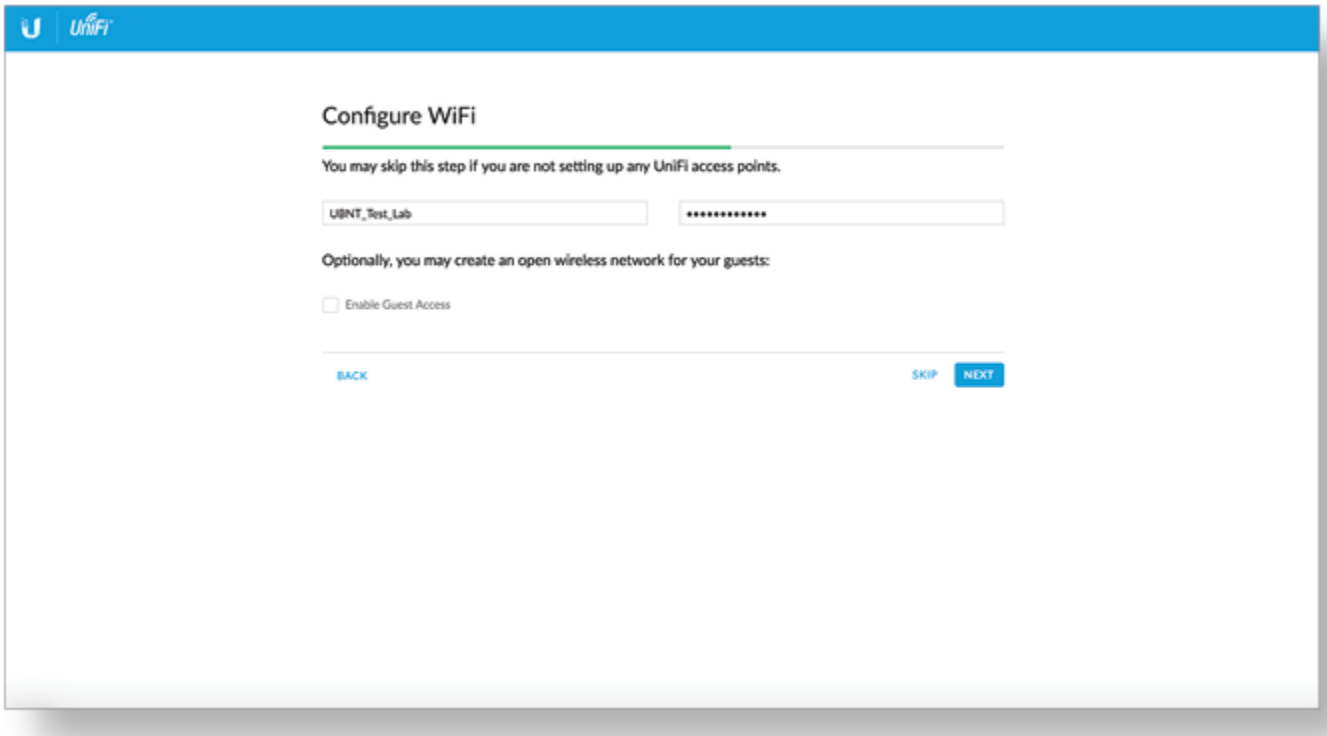
# Setting Up UniFi Network


UniFi
UniFi Setup Wizard
Thank you for purchasing UniFi, Ubiquiti's Enterprise WiFi Solution. You will be able to setup your controller in a few minutes.
Select your country
United States
Select your timezone
(UTC-07:00) Los Angeles
Enable Auto Backup
ON
Alternatively you can restore from a previous backup.
NEXT

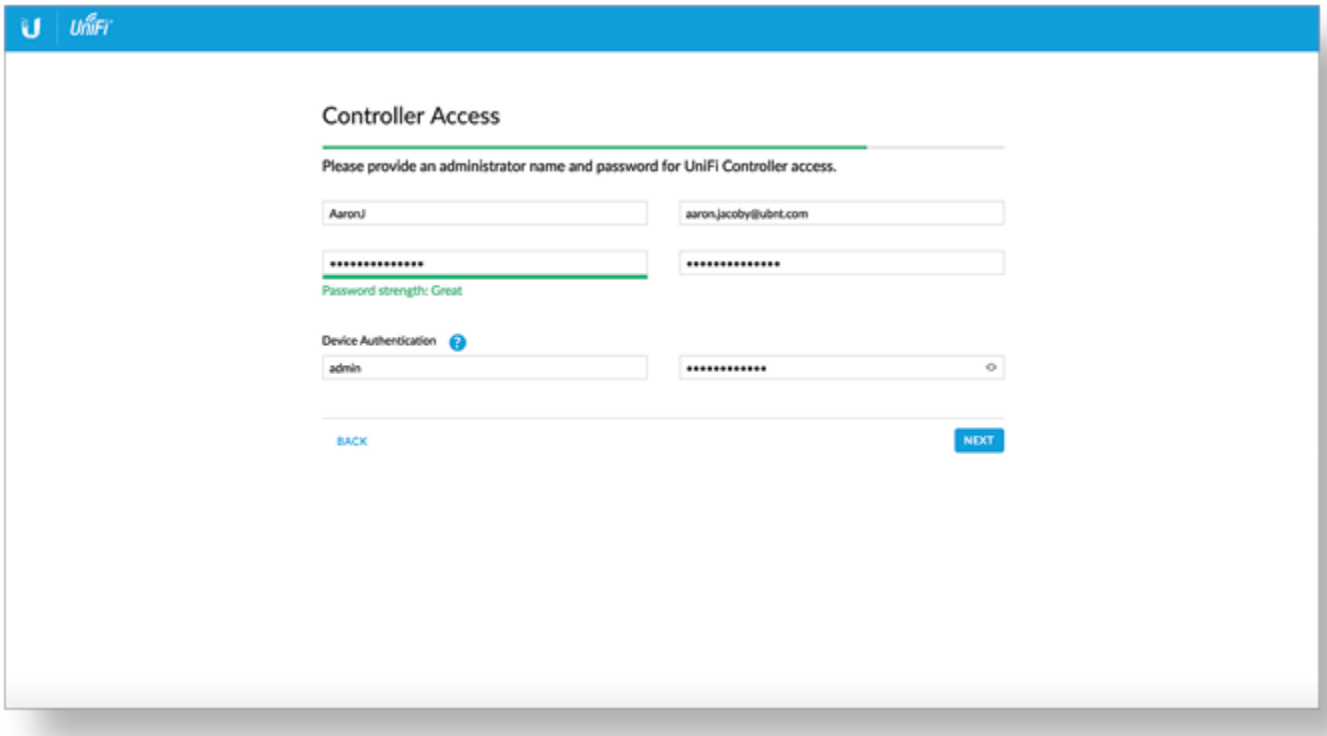
1.


UniFi
Configure devices
Please select the devices you would like to configure.
DEVICE NAME
MODEL
IP ADDRESS
UPTIME
fc:ec:da:77:04:07
UniFi Switch XG 6POE
192.168.0.55
17h 29m 48s
04:18:d6:a0:4b:8a
UniFi Switch 16XG
192.168.0.40
17h 29m 26s
f0:9f:c2:68:f3:68
UniFi Switch 24 AT-250W
192.168.0.39
17h 28m 7s
04:18:d6:83:11:cc
UniFi Switch 24 POE-250W
192.168.0.38
17h 27m 45s
04:18:d6:a0:d0:49
UniFi AP-BaseStationXG
192.168.0.43
17h 27m 30s
f0:9f:c2:69:bf:6c
UniFi AP-HD
192.168.0.49
17h 27m 4s
44:d9:e7:02:0a:a2
UniFi AP-AC-Mesh
192.168.0.42
17h 25m 39s
Showing 1-7 of 7 records.
Items per page:
10
BACK
NEXT

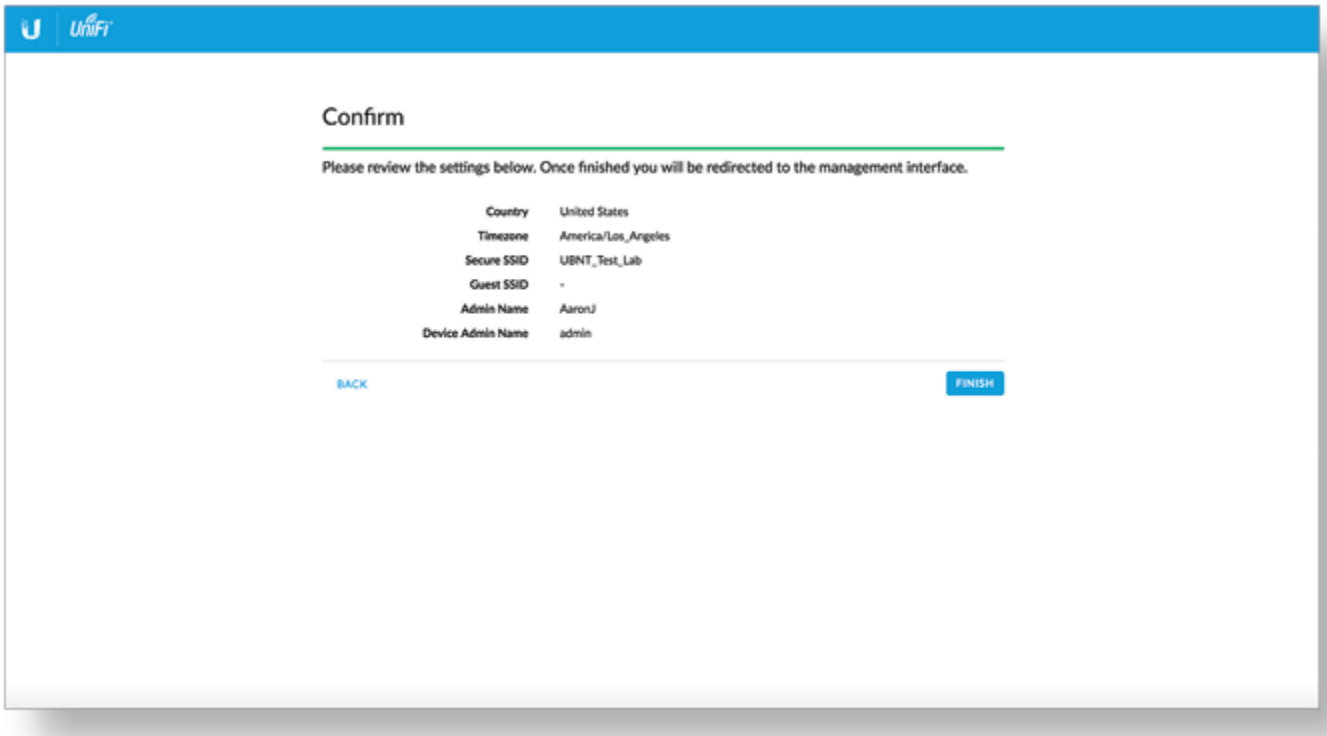
2.


UniFi
Configure WiFi
You may skip this step if you are not setting up any UniFi access points.
UBNT_Test_Lab
Optionally, you may create an open wireless network for your guests:
Enable Guest Access
BACK
SKIP
NEXT

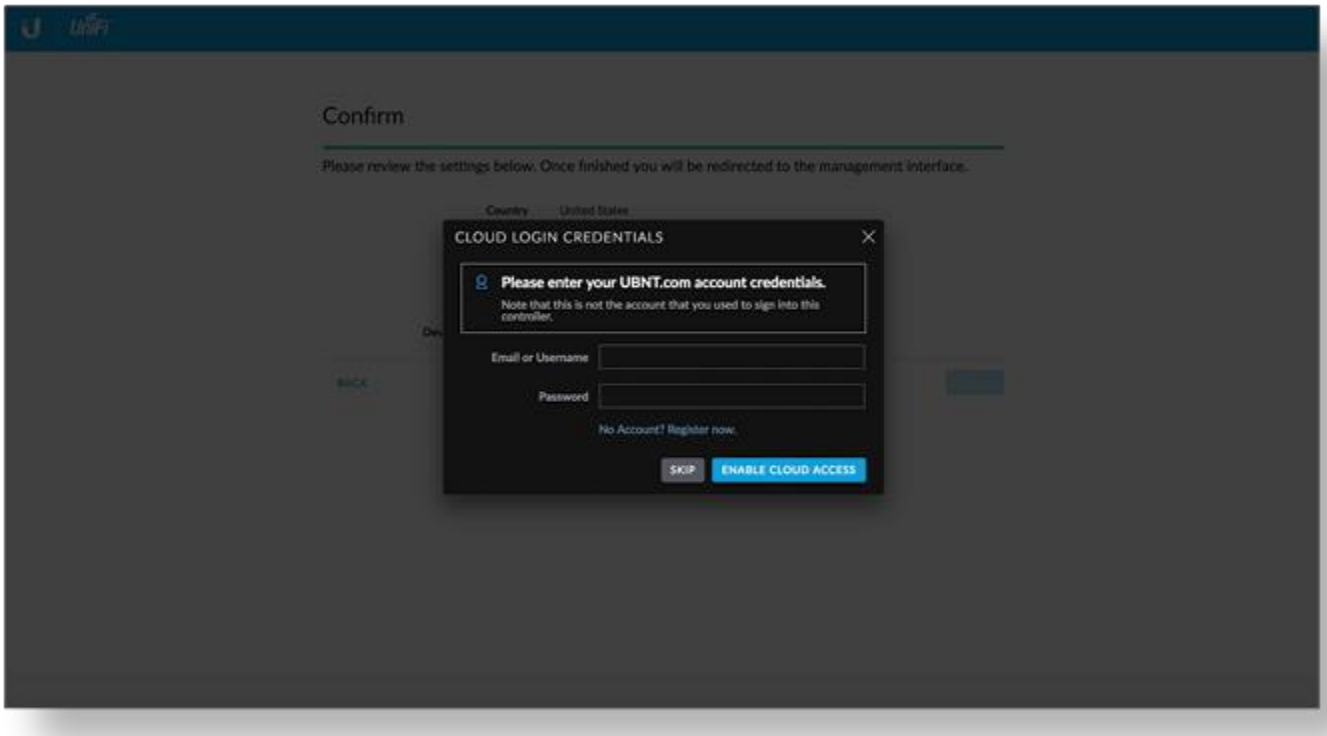
3.


UniFi
Controller Access
Please provide an administrator name and password for UniFi Controller access.
AaronJ
aaron.jacoby@ubnt.com
Password strength: Great
Device Authentication
admin
BACK
NEXT

4.



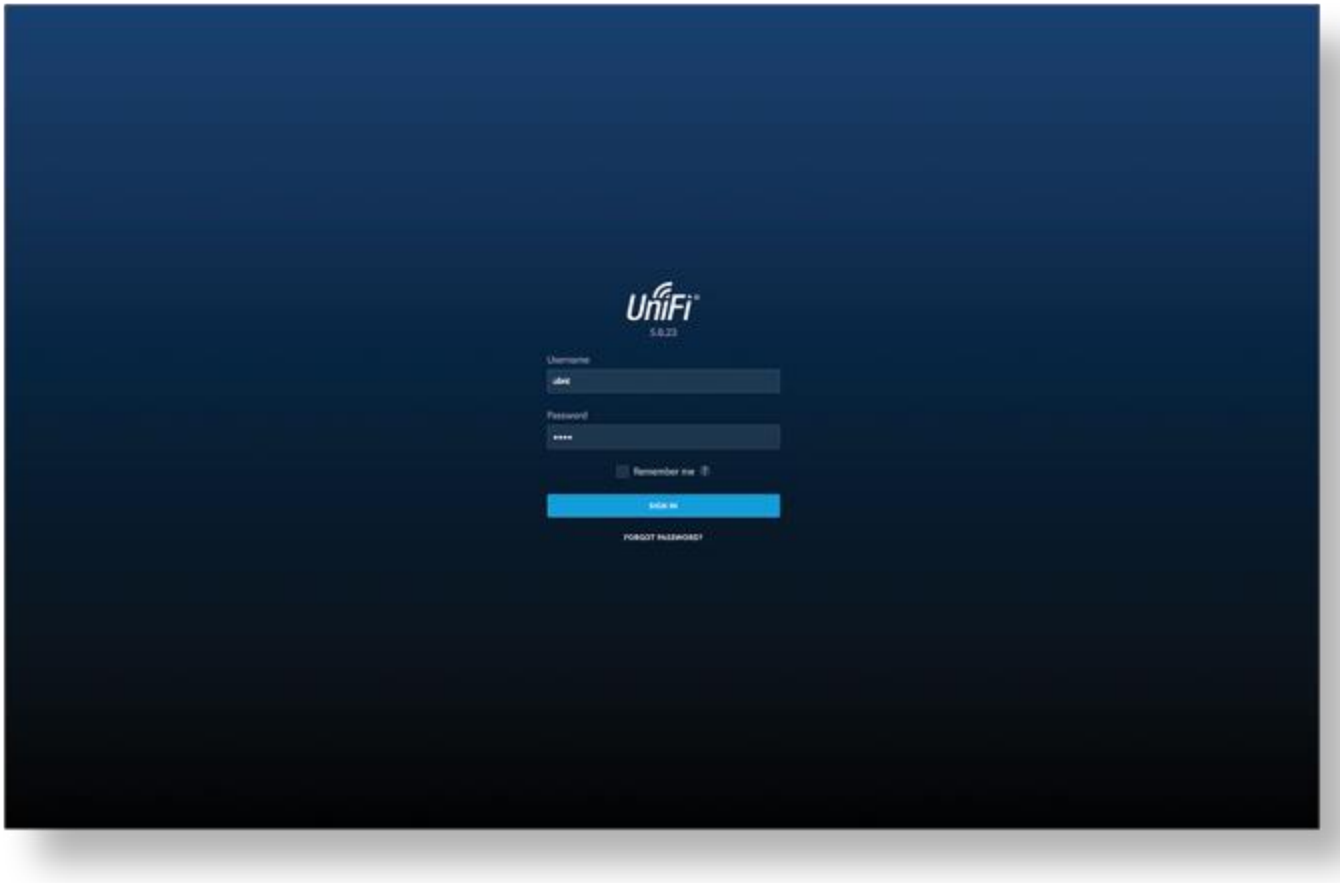

5.




6.

# Accessing UniFi Network

1.
https://192.168.1.8

2. 
UniFi
Username
Password
Remember me
FORGOT PASSWORD?

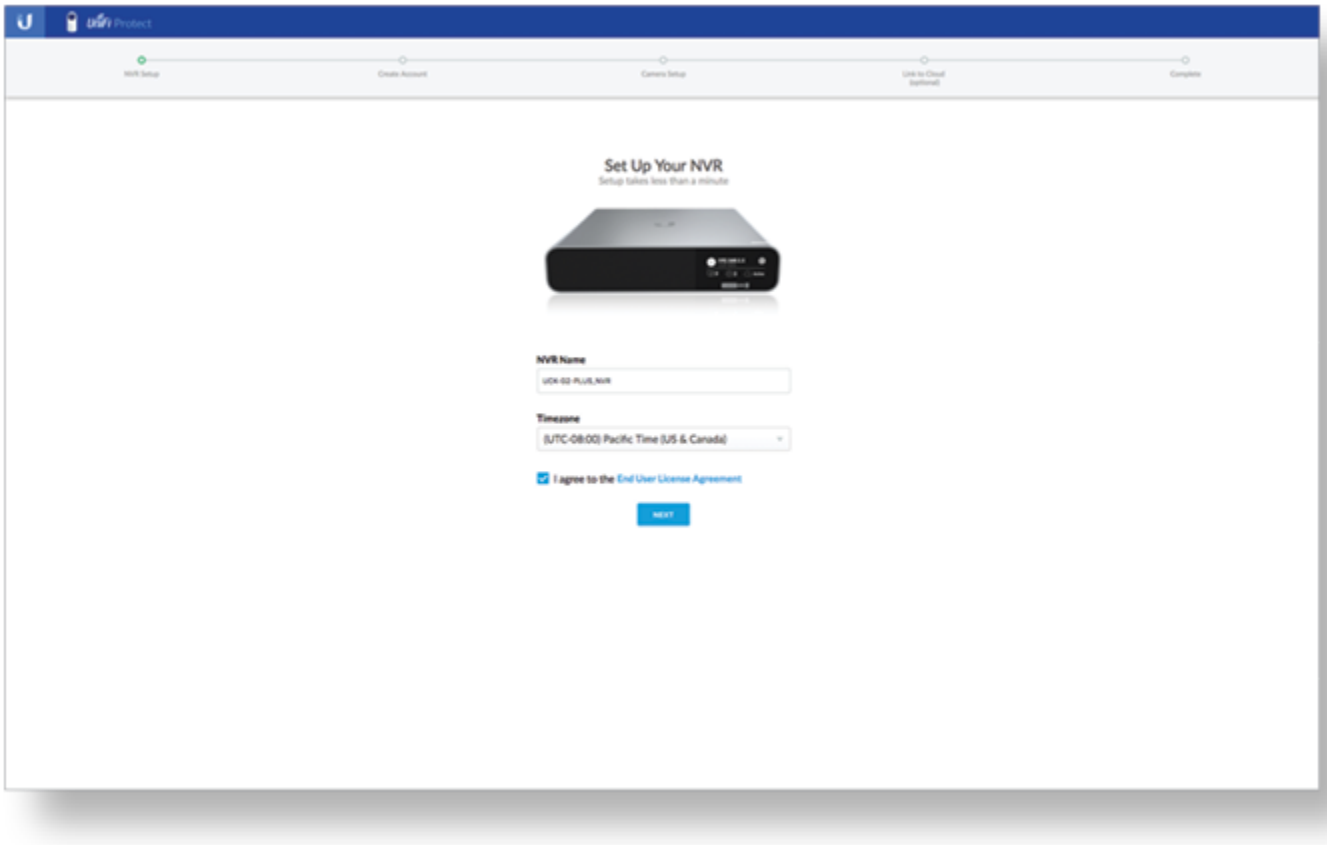
3.

## Controller Sections

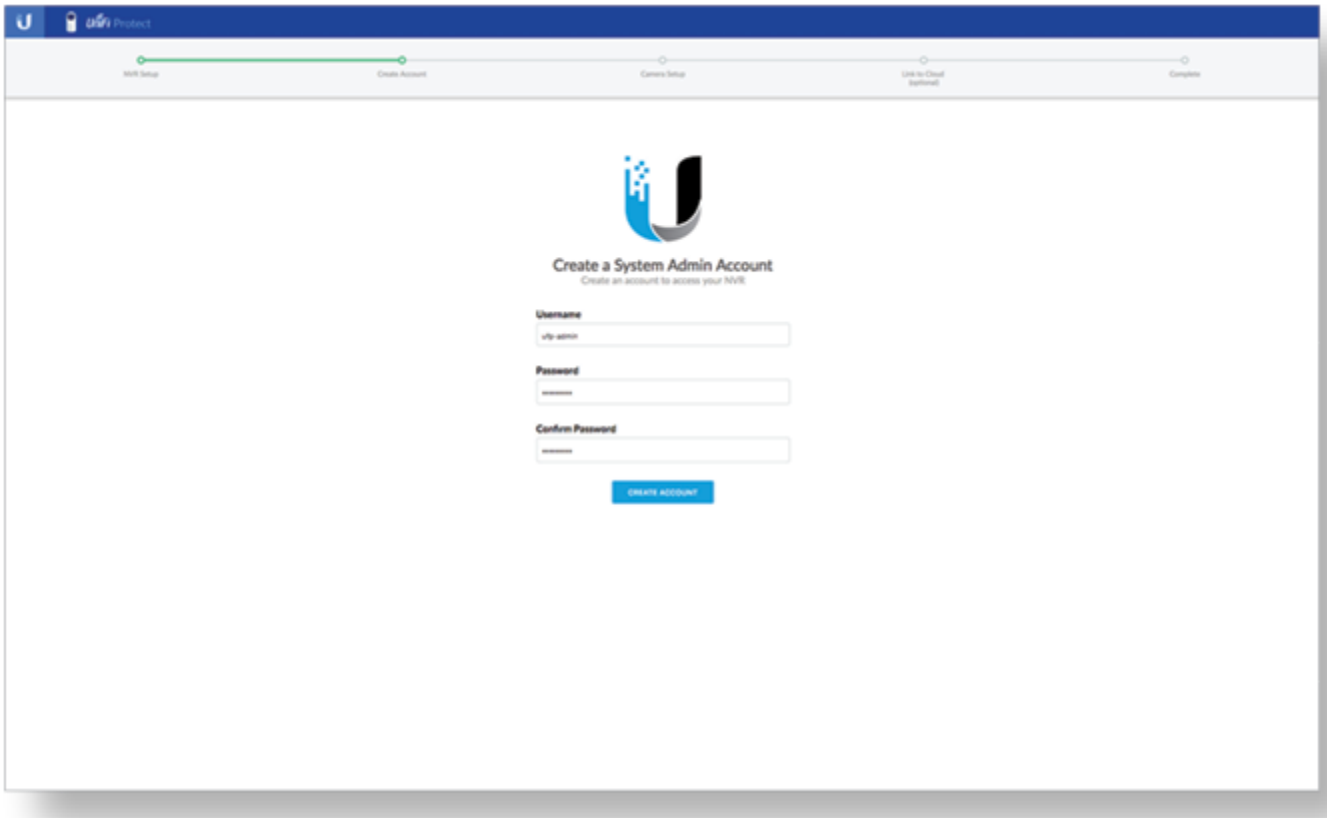
| Icon | Description |
|---|---|
| | The Dashboard screen provides a visual overview of your network's status, including latency and throughput information for each client and device. |
| | The Statistics screen provides a visual representation of the clients and network traffic on your managed UniFi Network network. |
| | The Map section allows you to create maps (either upload custom images of your location(s) or use Google Maps™) for a visual representation of your Network network and also view your system topology. |
| | The Devices screen displays a list of UniFi devices managed by your Network controller. |
| | The Clients screen displays a list of clients connected to UniFi devices managed by your Network controller. |

| Icon | Description |
| --- | --- |
| | The Insights screen lists detailed information about local and surrounding wireless networks, client and device statistics, security and connection detail, and other controller access information. |
| | The Release Notes window provides information and details on the incorporated changes and/or updates to the latest UniFi Network controller software. |
| | The Events screen provides a list of all events and activity taking place on your network, including errors and warnings. |
| | The Alerts window provides a list of alerts and events occurring on your network. |
| | The Settings screen provides detailed information about your UniFi Network controller and allows you to add/change/update the site configuration. |
| | The Live Chat Support screen provides access to a UniFi professional support representative available via live chat 24/7. |

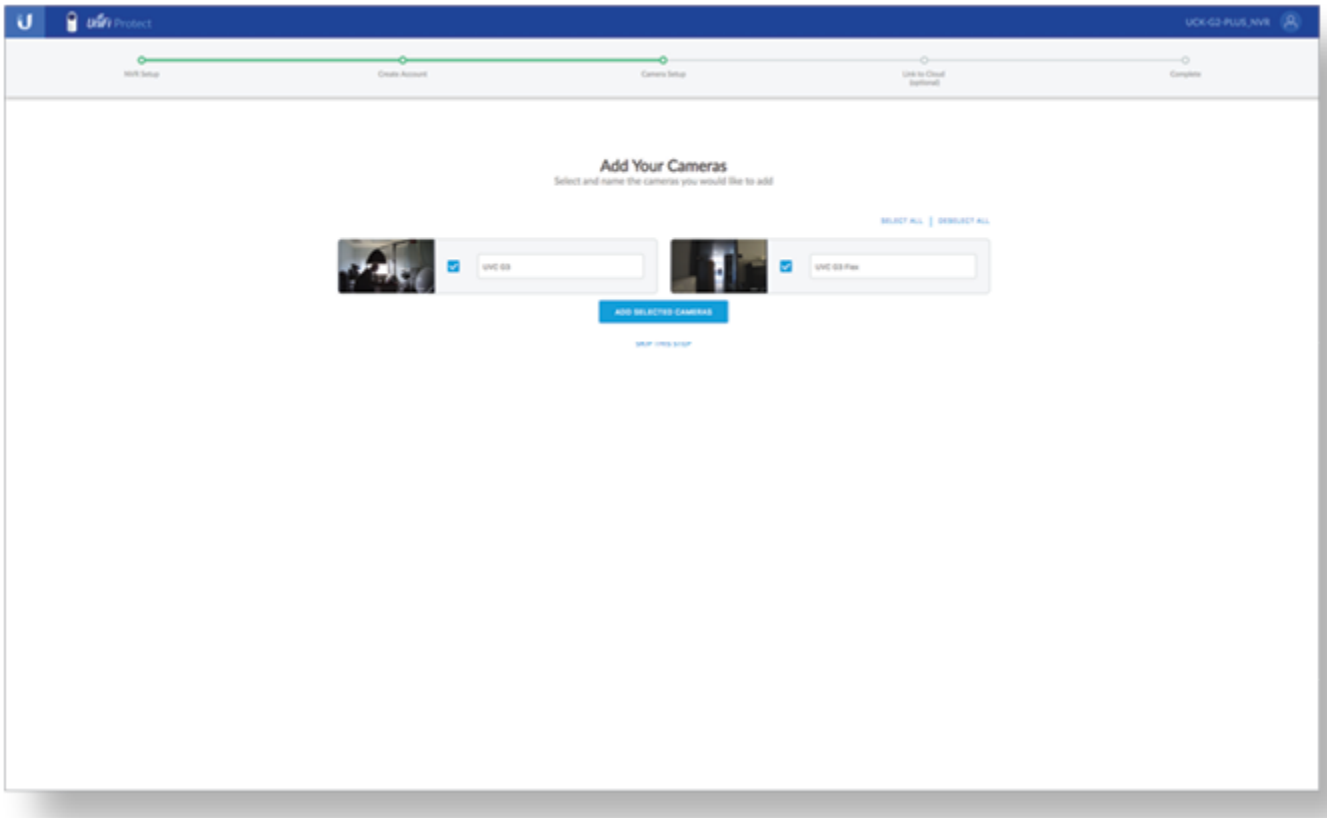
# Setting Up UniFi Protect



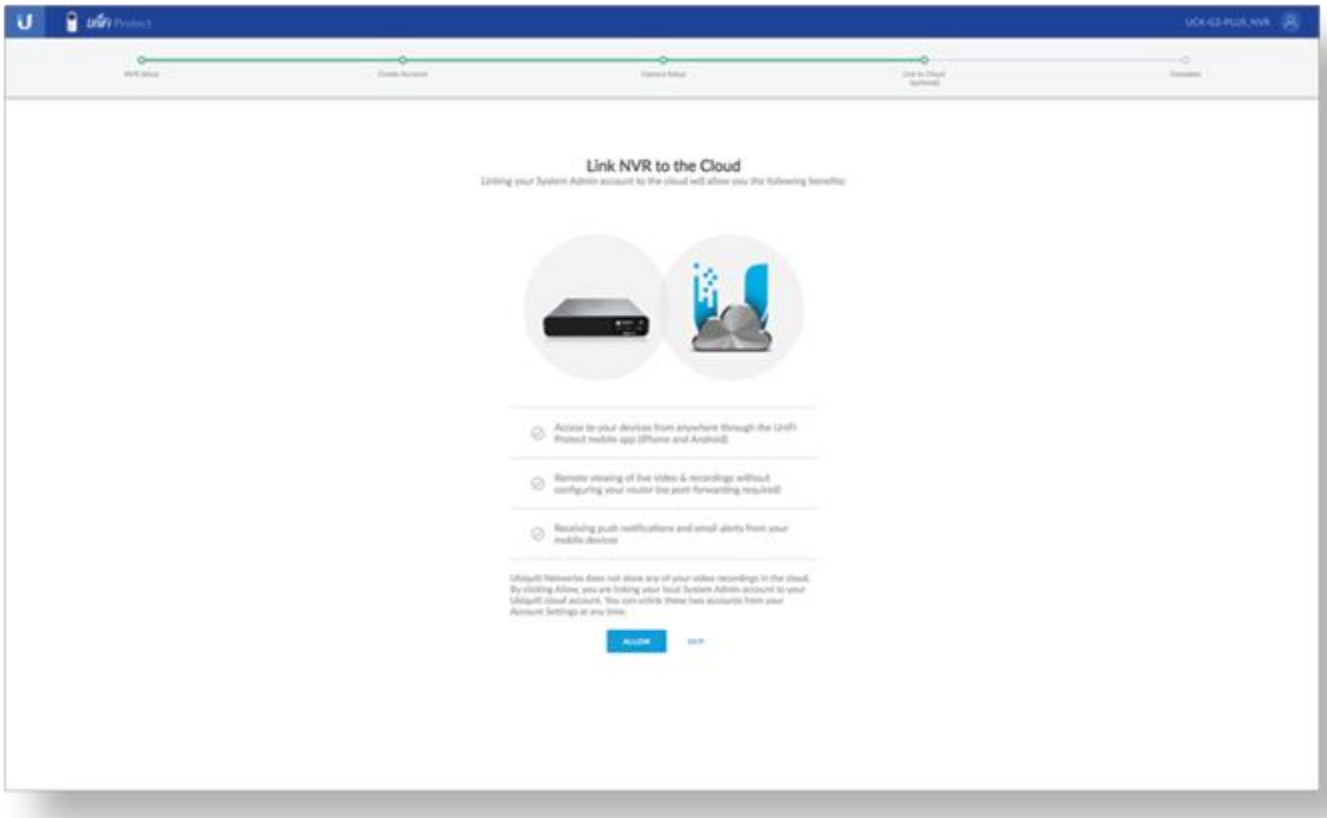

1.


Create a System Admin Account
Create an account to access your NVR
Username
Password
Confirm Password
CREATE ACCOUNT

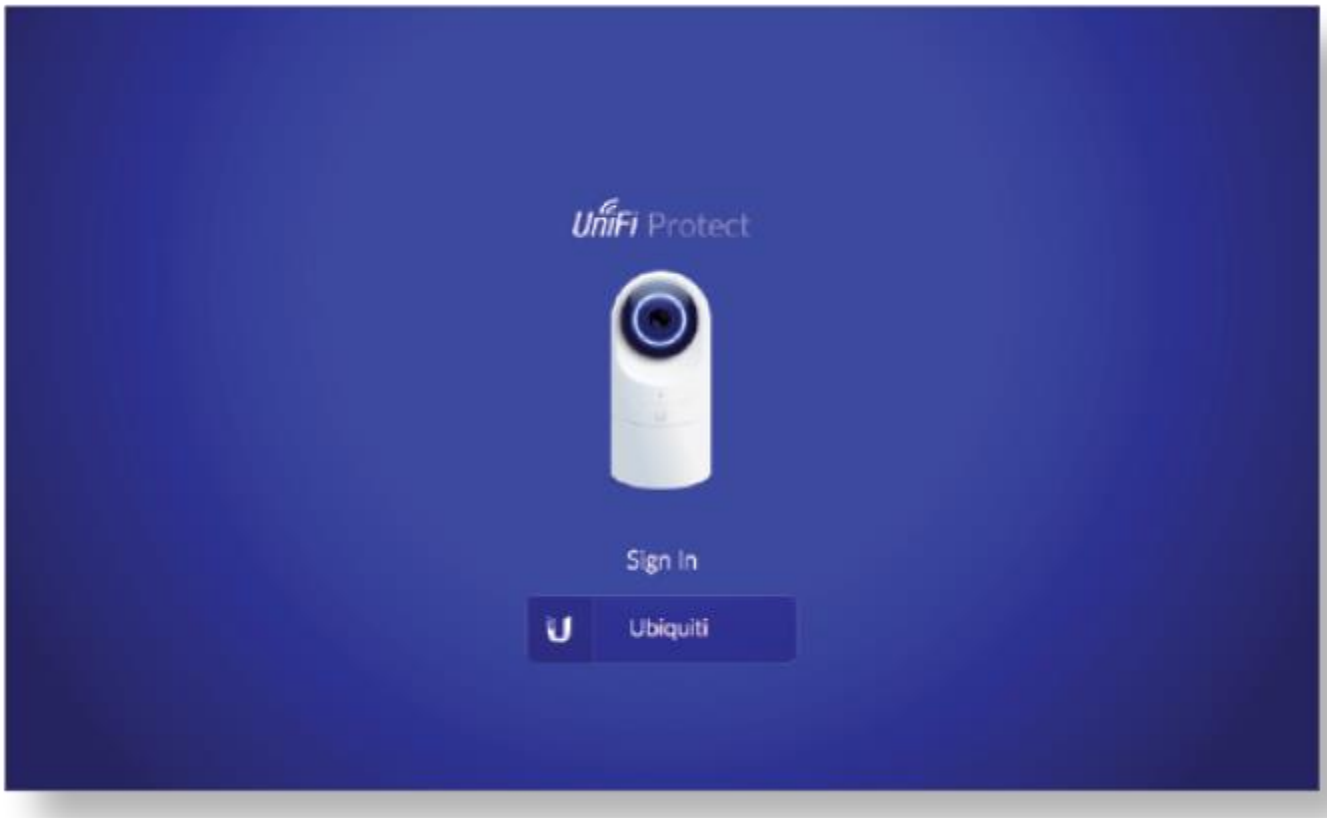
2.

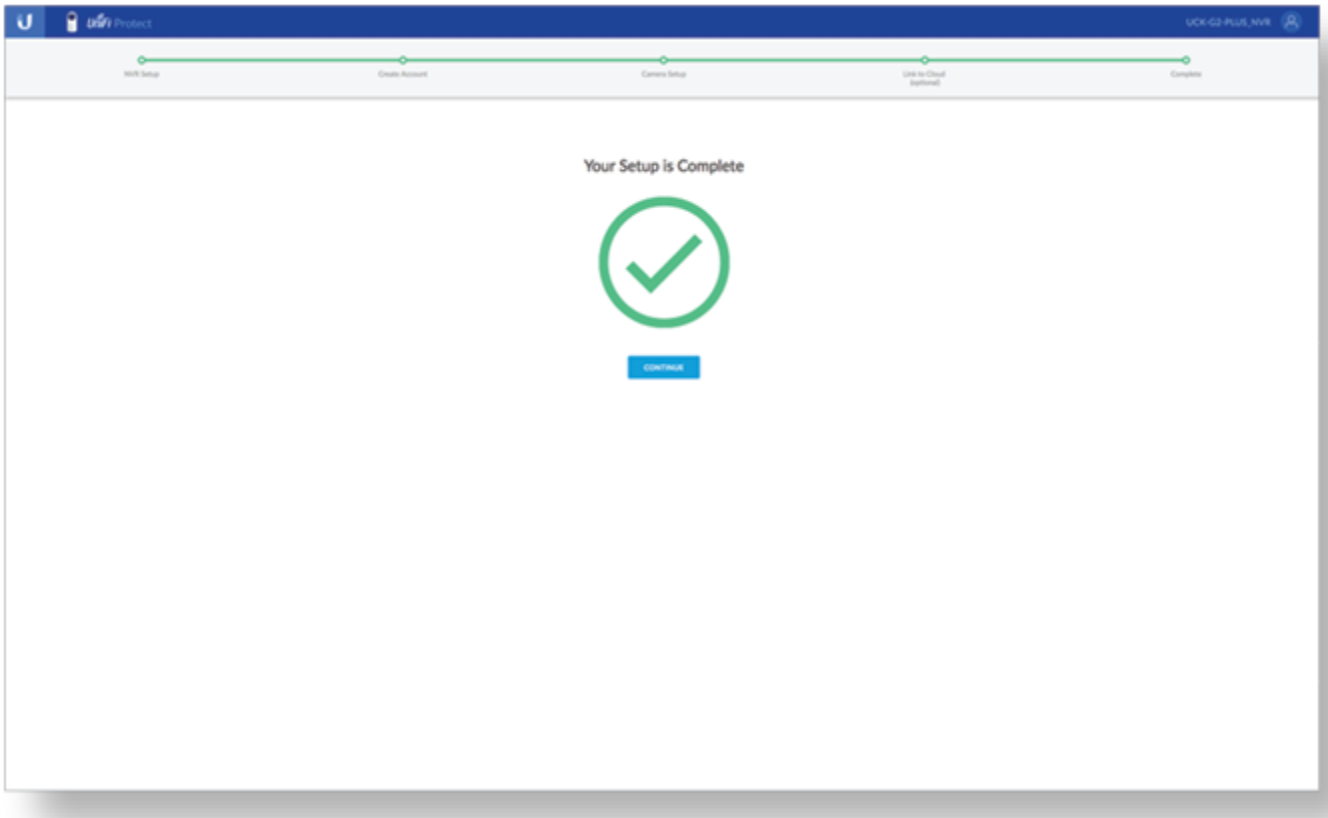

Add Your Cameras
Select and name the cameras you would like to add
SELECT ALL | DESELECT ALL
ADD SELECTED CAMERAS

3.




4.

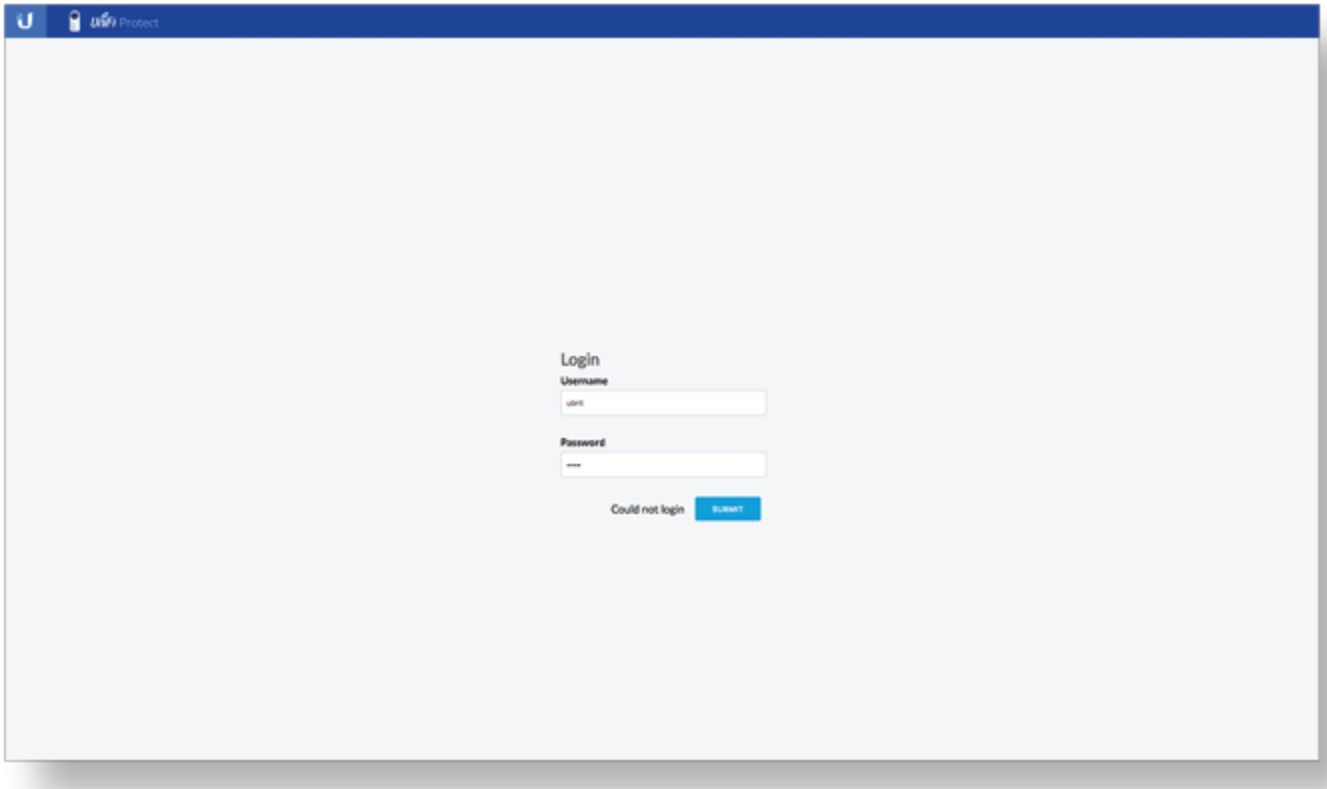

UniFi Protect
Sign In
Ubiquiti



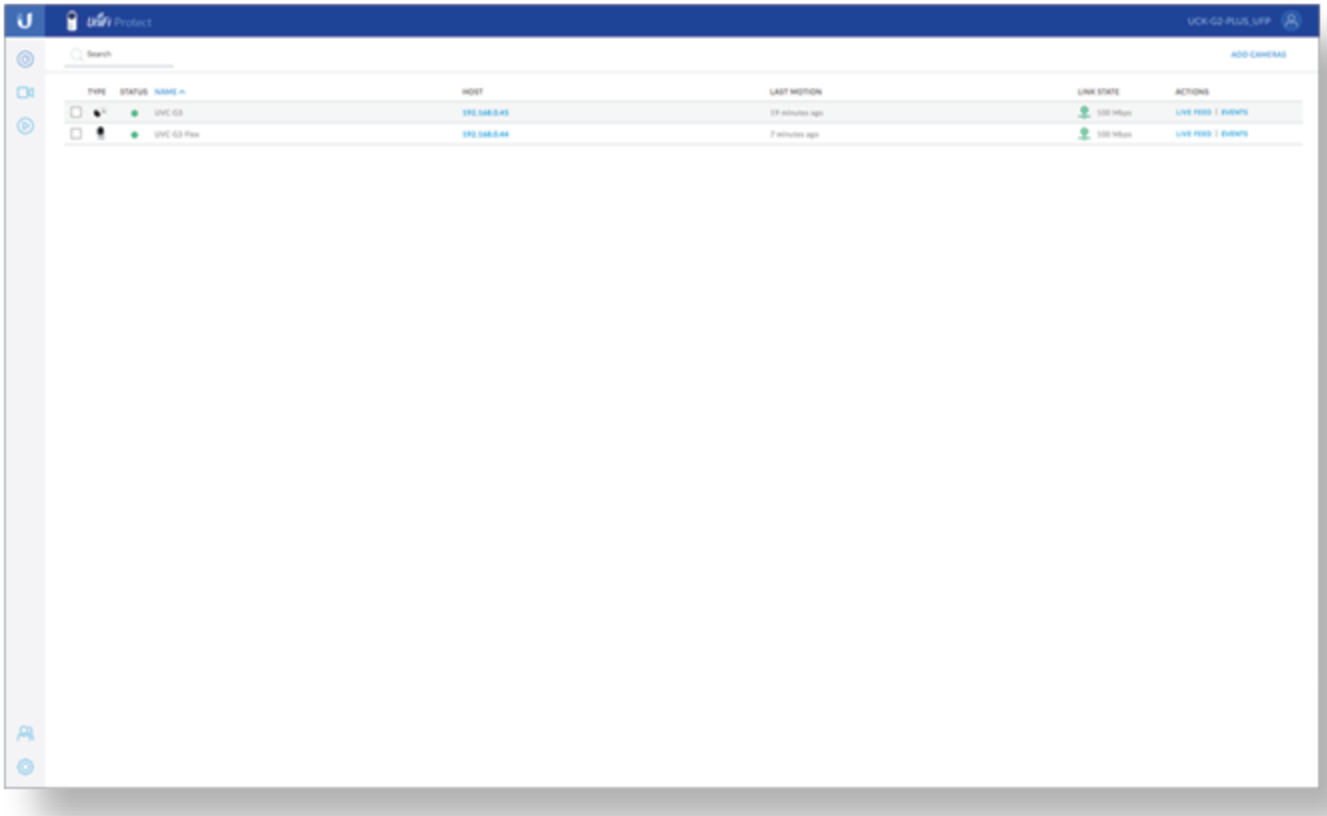

5.

# Accessing UniFi Protect

1. Launch the Chrome web browser and type the IP address of your Cloud Key Gen2 Plus into the address field. Press enter (PC) or return (Mac).


Protect
Login
Username
ubnt
Password
Could not login
SUBMIT

2.

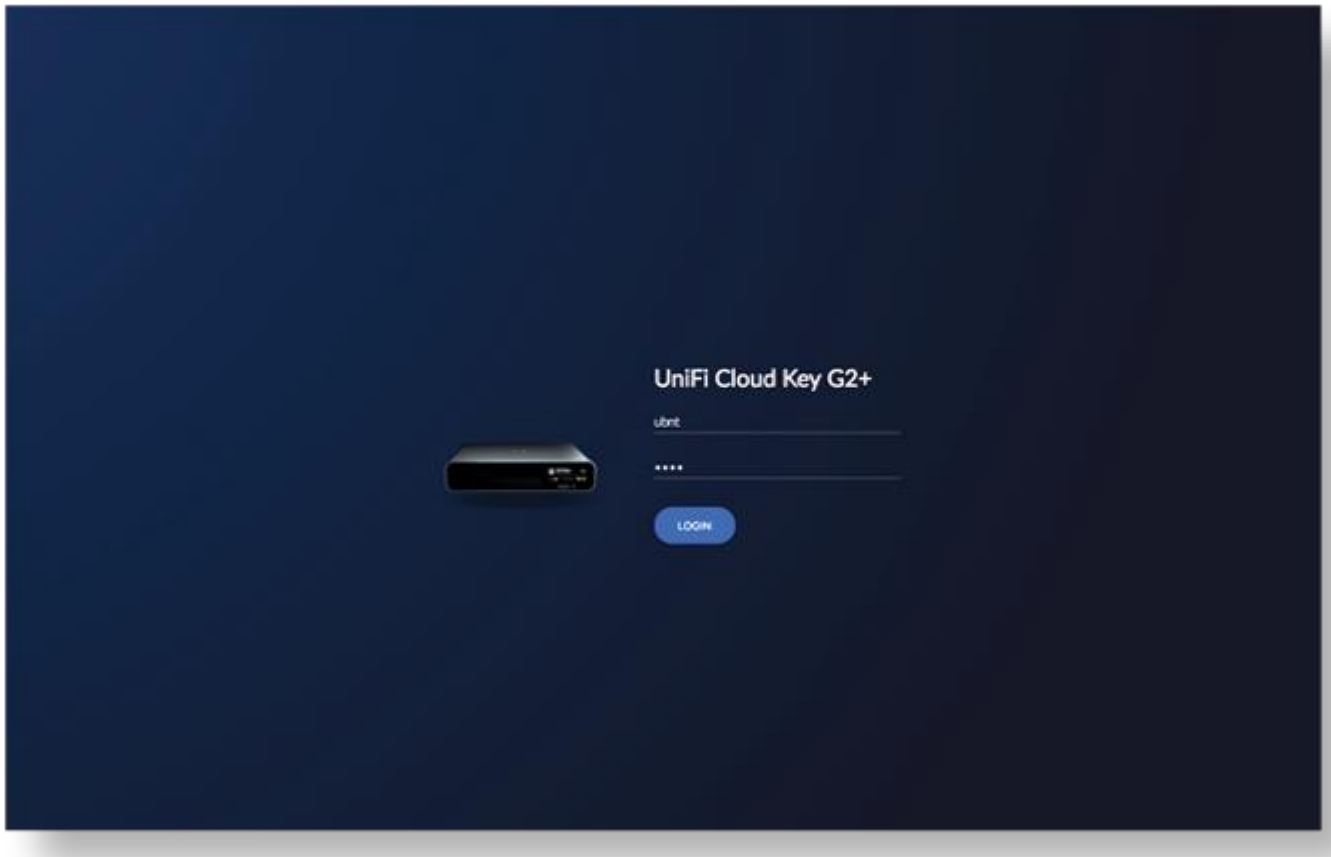

Protect
UCK-G2-PLUS_UFP
Search
ADD CAMERAS
TYPE
STATUS
NAME
HOST
LAST MOTION
LINK STATE
ACTIONS
UVC G3
UVC G3 Flex

3.

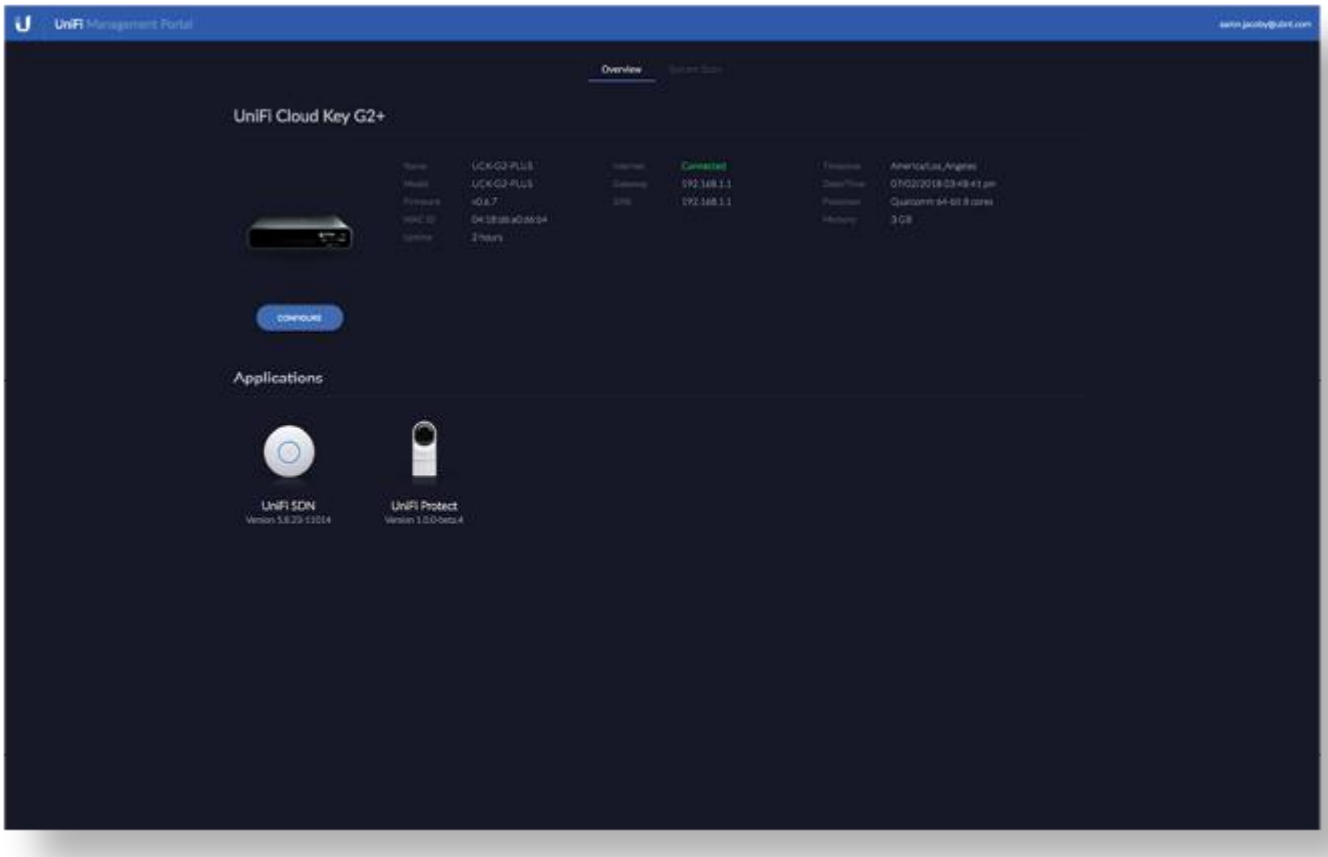
### UniFi Protect Sections

| Icon | Description |
| --- | --- |
| | The Cameras screen lists all cameras currently managed by UniFi Protect. |
| | The Live View screen lists all live view layouts for UniFi Protect. Click Add Live View to create a new live view. |
| | Review events recorded by UniFi Protect. Customize your events by selecting a camera from the drop-down list and creating a specific date range of recordings to view. You can also choose a date range from one of the pre-defined shortcuts in the upper-right menu. |
| | Add/change/delete users in UniFi Protect. |
| | View/update/reset the system configuration of UniFi Protect. |

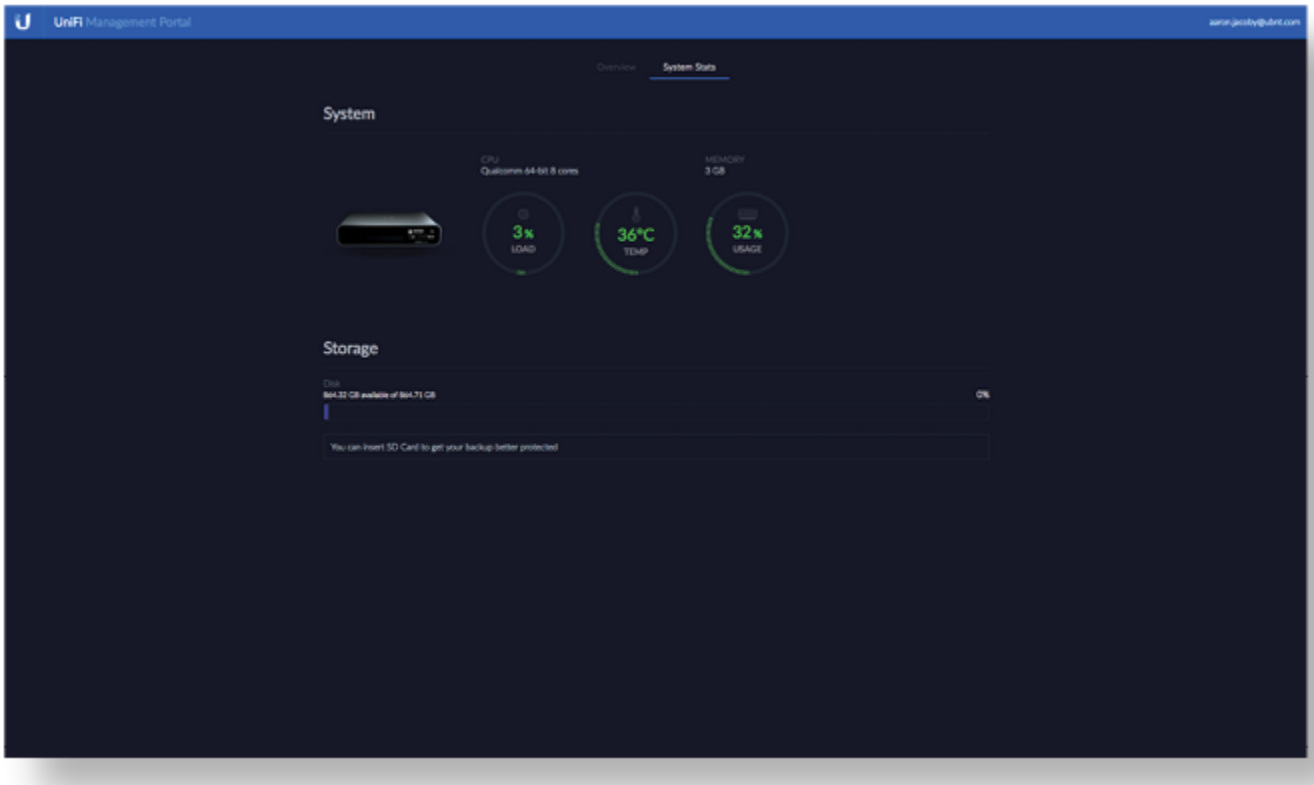
# Cloud Key G2+ Settings



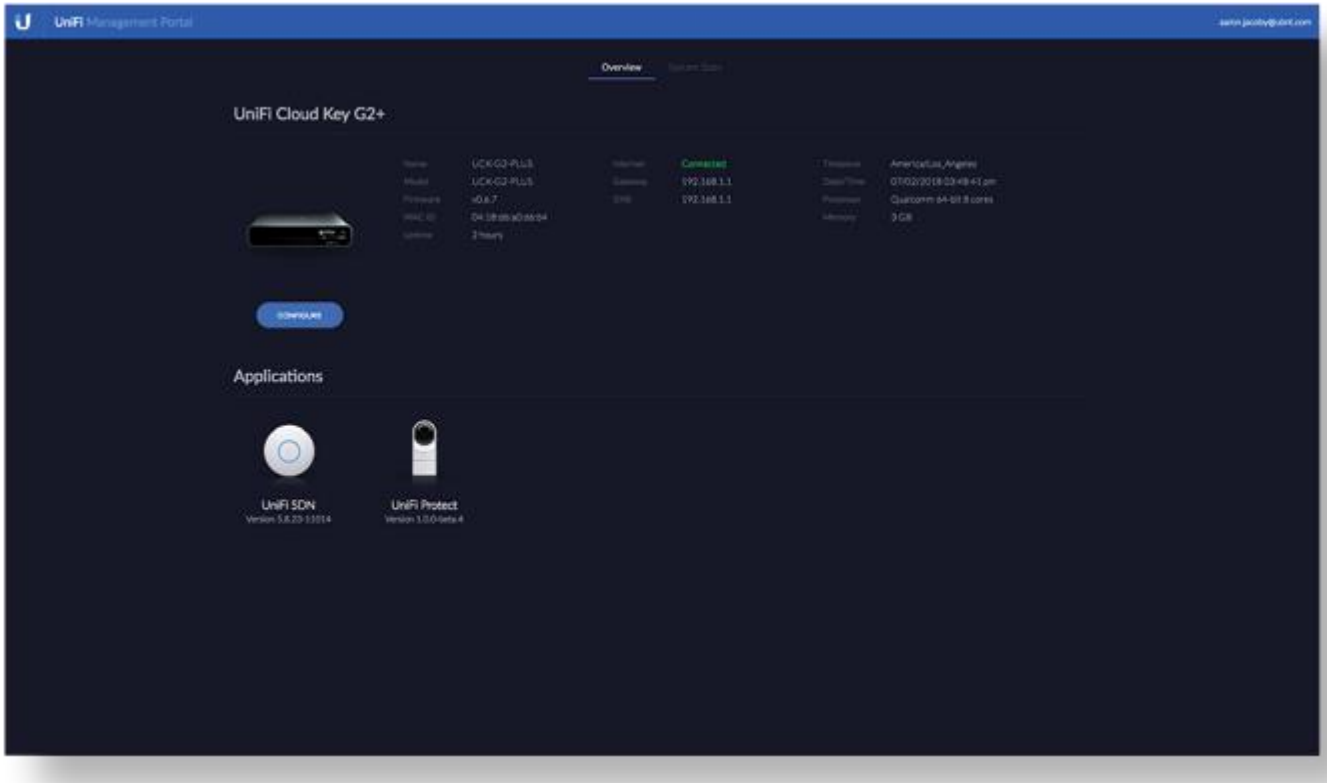

# Accessing UniFi Management Portal


UniFi Management Portal
Overview
UniFi Cloud Key G2+
CONFIGURE
Applications
UniFi SDN
UniFi Protect

1.


UniFi Management Portal
Overview
System Stats
System
CPU
Qualcomm 64-bit 8 cores
MEMORY
3 GB
3%
LOAD
36°C
TEMP
32%
USAGE
Storage
You can insert SD Card to get your backup better protected

2.


UniFi Management Portal
Overview
UniFi Cloud Key G2+
Applications
UniFi SDN
UniFi Protect

3.

# HDD Replacement

Note: The Cloud Key G2 Plus only supports hard drives that can operate on 5V power. Hard drives that require additional power are not supported.

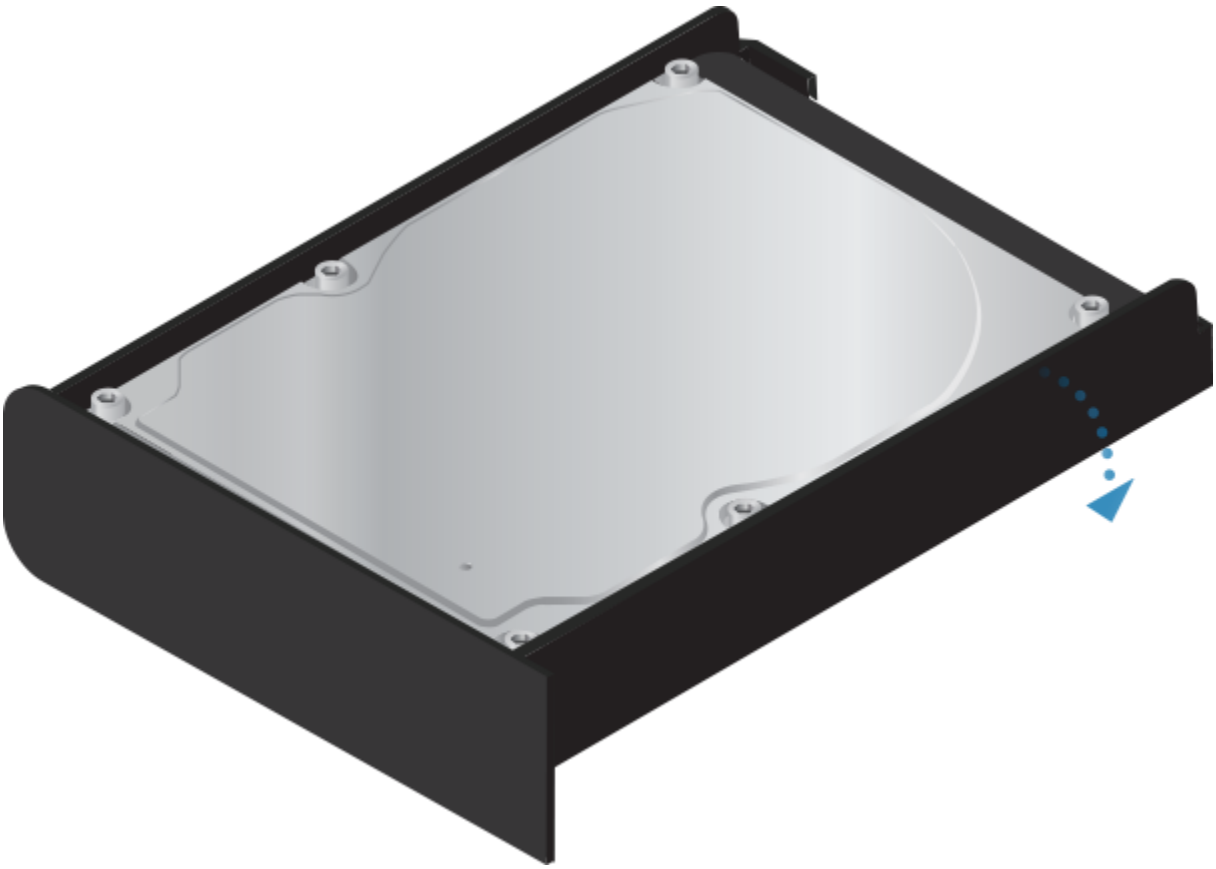
The Cloud Key Gen2 Plus comes pre-installed with a 1TB SATA HDD. If you want to replace it, you must use a 2.5" SATA HDD and follow these instructions:

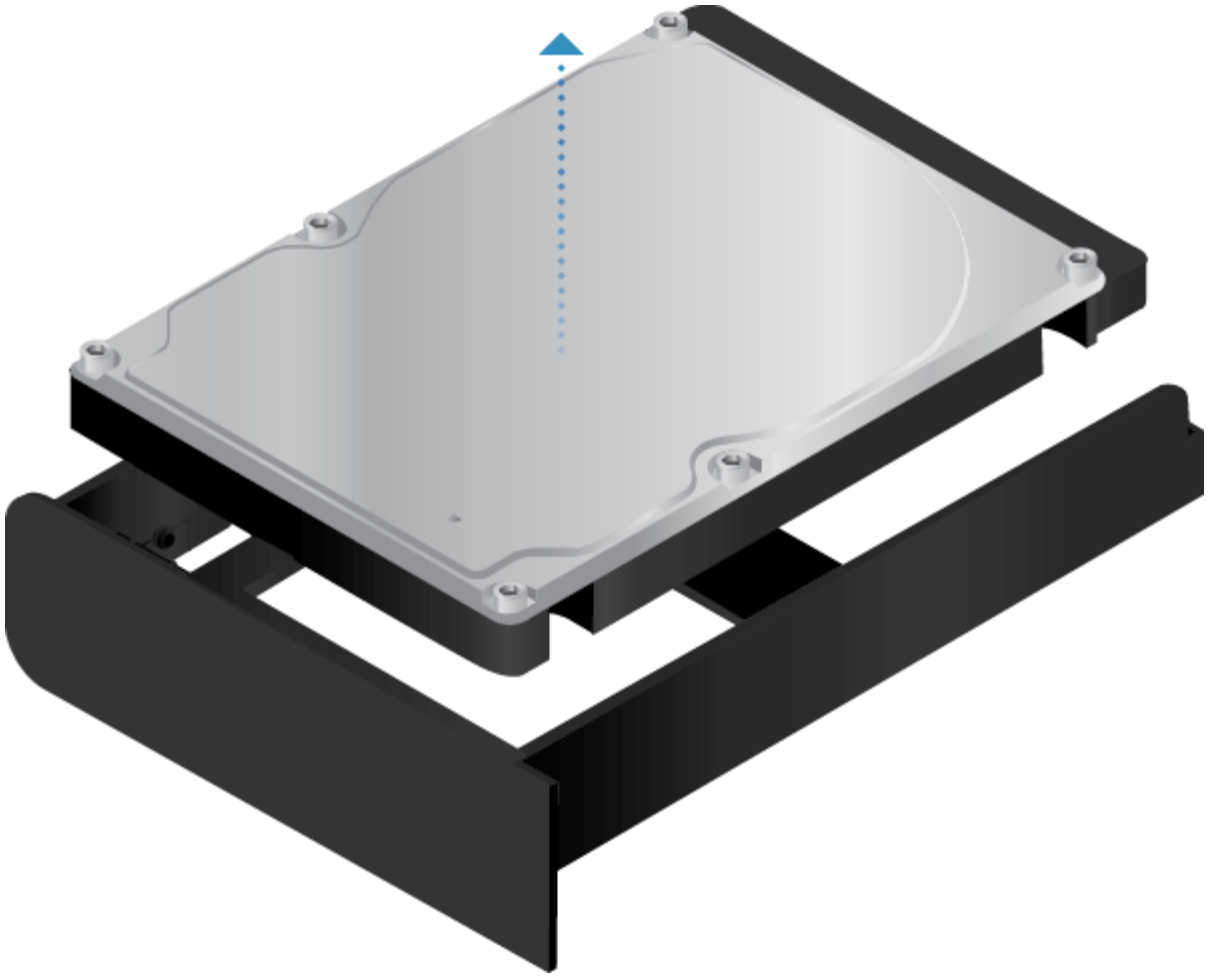
1. Back up your controller configurations. Controller configurations are stored on the hard drive and will be reset when a new hard drive is inserted.
2. Power off the Cloud Key Gen 2 Plus to prevent any software disruption.
3.

WARNING: Do not release or operate the HDD Latch while the Cloud Key Gen2 Plus is in use or powered on.

UniFi CLOUD KEY GEN2 +
UBIQUITI NETWORKS
M/N: UCK-G2-PLUS
FCC ID: SWX-UCKG2P
IC: 6545A-UCKG2P
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.
MAC ID
1810A 0418D6A0D50A-veoVJn
Ubiquiti Networks, Inc.
685 Third Avenue, 27th Floor
New York, NY 10017 USA
www.ubnt.com
RoHS
CLOUD KEY RACK LINK
HDD RELEASE

4.





5.
6.
7.

# Specifications

UCK-G2-PLUS

| | |
|---|---|
| **Dimensions** | 131.16 x 27.10 x 134.20 mm<br>(5.16 x 1.07 x 5.28") |
| **Weight** | 582 g (1.28 lb) |
| **Enclosure** | Anodized Aluminum |
| **Management Interface** | UniFi Management Portal;<br>UniFi Network; UniFi Protect |
| **Hard Drive Capacity** | 1 TB 2.5" SATA HDD<br>(user-upgradeable*) |
| **Device Capacity** | |
| **UniFi Protect Mode** | UniFi Network + Protect |
| **Up to 20 UniFi Cameras** | Up to 15 UniFi Cameras and 50 UniFi Devices |
| **eMMC Memory** | 32 GB |
| **Networking Interface** | (1) 10/100/1000 Ethernet Port |
| **Buttons** | (1) Power<br><br>(1) Reset |

UCK-G2-PLUS

| | |
|---|---|
| **LEDs** | (1) Power, White/Blue |
| **Power Method** | Standard 802.3af PoE;<br>Quick Charge 2.0/3.0 power adapter (9VDC, 2A) |
| **Supported Voltage Range** | Standard 802.3af PoE or<br>9VDC, 2A |
| **Max. Power Consumption** | 12.95W (PoE)<br>USB-C Power |
| **Operating Temperature** | 0 to 35° C<br>(32 to 104° F) |
| **Operating Humidity** | 20 to 80% Noncondensing |
| **Certifications** | CE, FCC, IC |

* Only hard drives that can operate on 5V power are supported.

# Safety Notices

1. Read, follow, and keep these instructions.
2. Heed all warnings.
3. Only use attachments/accessories specified by the manufacturer.

WARNING: Do not use this product in location that can be submerged by water.

WARNING: Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.

# Electrical Safety Information

1. Compliance is required with respect to voltage, frequency, and current requirements indicated on the manufacturer's label. Connection to a different power source than those specified may result in improper operation, damage to the equipment or pose a fire hazard if the limitations are not followed.
2. There are no operator serviceable parts inside this equipment. Service should be provided only by a qualified service technician.

# Limited Warranty

ui.com/support/warranty

The limited warranty requires the use of arbitration to resolve disputes on an individual basis, and, where applicable, specify arbitration instead of jury trials or class actions.

# Compliance

## FCC

Changes or modifications 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. Operations 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.

This radio transmitter has been approved by FCC.

## ISED Canada

### CAN ICES-3(A)/NMB-3(A)

This device complies with ISED Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

This radio transmitter has been approved by ISED Canada.

### CAN ICES-3(A)/NMB-3(A)

Le présent appareil est conforme aux CNR d'ISDE Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. l'appareil ne doit pas produire de brouillage;
2. l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Le présent émetteur radio a été approuvé par ISDE Canada.

# IMPORTANT NOTE

## Radiation Exposure Statement

- This equipment complies with radiation exposure limits set forth for an uncontrolled environment.
- This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body.
- This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.