



Velocity Gateway

AT-VGW-HW-3, AT-VGW-HW-10, and AT-VGW-HW-20



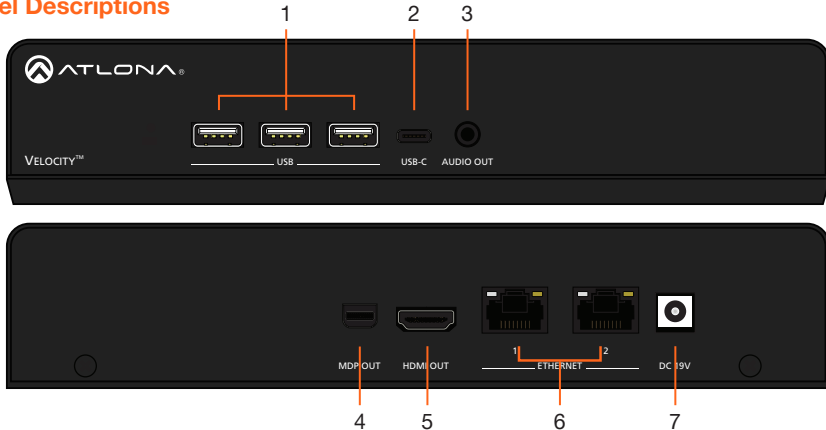
The Atlona AT-VGW-HW-3, AT-VGW-HW-10, and AT-VGW-HW-20 are Atlona Velocity™ System server gateways for AV system control, plus room scheduling and AV asset management. These gateways feature a compact enclosure that easily installs into a rack. With a simple network connection and web browser access, an integrator, tech manager, or technician can quickly begin configuration and deployment of AV control systems, room scheduling touch panels, and AV devices such as matrix switchers. Velocity VGW-HW server gateways support industry-standard, secure data communications, and feature dual Gigabit Ethernet ports for isolating an AV device LAN from a facility or corporate network. An innovative, network-based system architecture allows full redundancy and failover with two gateways in operation, maximizing AV system reliability while preventing downtime in mission-critical applications.

Package Contents

- | | |
|--|------------------------|
| 1 x AT-VGW-HW-3,
AT-VGW-HW-10, or
AT-VGW-HW-20 | 4 x Mounting screw |
| 2 x Mounting plate | 1 x Long rack ear |
| | 1 x Short rack ear |
| | 1 x Installation Guide |



Panel Descriptions



- | | |
|--|--|
| 1 USB
These ports are for future features and are not usable at this time. | 5 HDMI OUT
Connect to an HDMI monitor or display to view device information, such as IP address. |
| 2 USB-C
This port is for future features and is not usable at this time. | 6 ETHERNET
Connect an Ethernet cable from this port to the same network as the controlled devices. |
| 3 AUDIO OUT
Future feature port, not usable at this time. | 7 DC 19V
Connect the included 19V power supply to this port for power. |
| 4 MDP OUT
Connect to a DisplayPort monitor to view device information, such as IP address. | |

Mounting Instructions

The AT-VGW-HW can be mounted in different ways, based on the number of units that are being installed. The AT-VGW-HW may also be mounted in a rack or on/under any flat surface.

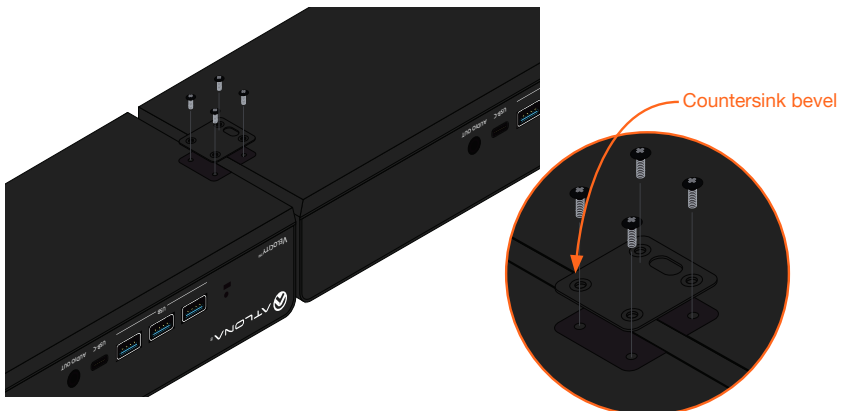
Single-unit rack installation

- 1 Attach the included small rack ear to one side of the AT-VGW-HW, using the included screws.
- 2 Attach the included longer rack ear to the opposite side of the AT-VGW-HW using the included screws.



Dual-unit rack installation

- 1 Turn both units upside-down on a flat surface, next to each other, as shown.
- 2 Position the included mounting plate over the pre-drilled holes on the bottom of the enclosure. When attaching the mounting plate, the countersink bevels on the mounting plate should face upward.



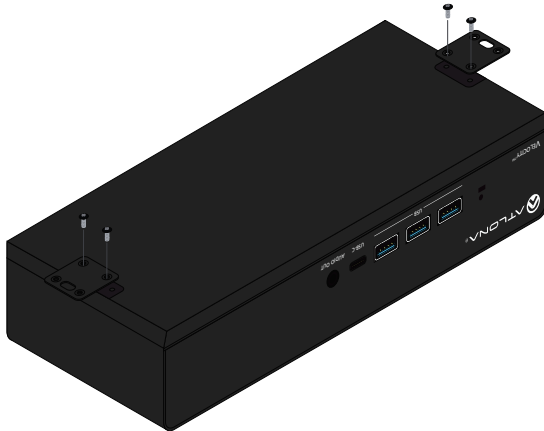


- 3 Turn the attached units over and install the included rack ears to one side of each enclosure using the included screws.



Flat surface

- 1 Turn the unit upside down a flat surface.
- 2 Position the included mounting plates over the pre-drilled holes on the bottom of the enclosure. When attaching mounting plates, the countersink bevels on the mounting plates should face upward.





- 3 Mount the unit using the circular holes, on each mounting plate. If using a drywall surface, a #6 drywall screw is recommended. Mounting screws are not included.



NOTE: The unit can also be mounted under a flat surface, such as a table, by turning the unit upside down.

Installation

- 1 Connect an Ethernet cable from the network to one of the Ethernet ports.
 - a Connect to Ethernet port 2 to obtain an IP address on a DHCP network (recommended)
 - b Connect to Ethernet port 1 if no DHCP network is available. Ethernet port 1 is set to static IP by default. The default IP is 192.168.41.68
- 2 Connect included DC 19V power supply to this port and a power outlet.

Velocity

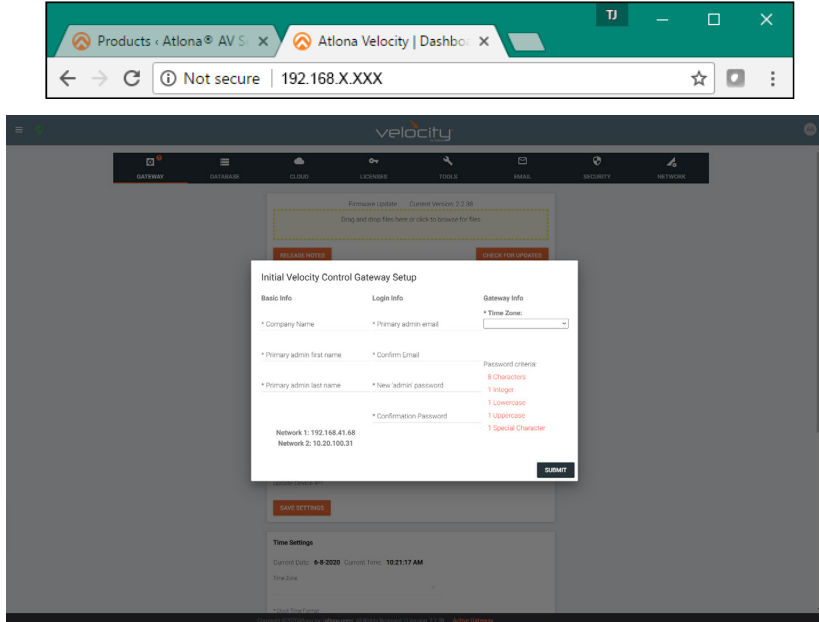
The AT-VGW-HW acts as a server for Velocity, once connected to the network, it will be accessible through a computer on the same network.

- 1 Connect the HDMI or mini DisplayPort to a display. The display will load a set up screen that will display the IPs of both Ethernet ports.
 - a Plug a USB flash drive into one of the USB ports on the gateway. After 10 seconds, remove the USB drive and plug it into a PC. Open the text file on the drive, it will have both Ethernet port IPs.
 - b Scan the network for the VGW-HW using an IP scanner.



Velocity

- 2 Launch a web browser on a network computer and enter the IP address of the Ethernet port currently connected to the network or connect a mouse and keyboard to the VGW-HW. The Velocity **Setup** page will be displayed.
- 3 Follow the steps within the Velocity User manual to register and set up Velocity for use.





Troubleshooting

Problem	Cause	Solution
I can't find my unit on the network and when I check the IP it shows 169.254.X.X.	Unable to locate DHCP server on the network.	<ul style="list-style-type: none"> • Check the network switch to ensure it is DHCP capable. • Verify the cable is in good condition and the connections are secure at the VGW and the router. • If a DHCP server is not available, connect Ethernet port 1 to the network. By default, port 1 will be set to static IP 192.168.41.68.
How do I find the IP of my gateway.		<ul style="list-style-type: none"> • Connect to a display using the HDMI port. The IP will appear on the bottom right hand corner of the screen. • Plug a USB flash drive into one of the USB ports on the gateway. After 10 seconds, remove the USB drive and plug it into a PC. Open the text file on the drive, it will have both Ethernet port IPs. • Scan the network with an IP scanner.
I can't find a power button on my gateway.	There is no power button or power commands.	<ul style="list-style-type: none"> • The unit will turn on automatically when receiving power. If the unit is off, check the power cable to ensure it is secure or verify the outlet by plugging another device into the same outlet. • If trying to reset the unit, it can be reset/restarted inside Velocity on the Tools page.



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Coverage

Atlona warrants its products will substantially perform to their published specifications and will be free from defects in materials and workmanship under normal use, conditions and service.

Under its Limited Product Warranty, Atlona, at its sole discretion, will either:

- repair or facilitate the repair of defective products within a reasonable period of time, restore products to their proper operating condition and return defective products free of any charge for necessary parts, labor and shipping.

OR

- replace and return, free of charge, any defective products with direct replacement or with similar products deemed by Atlona to perform substantially the same function as the original products.

OR

- refund the pro-rated value based on the remaining term of the warranty period, not to exceed MSRP, in cases where products are beyond repair and/or no direct or substantially similar replacement products exist.

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Limited Product Warranty Terms – New Products

- 10 years from proof of purchase date for hardware/electronics products purchased on or after June 1, 2013.
- 3 years from proof of purchase date for hardware/electronics products purchased before June 1, 2013.
- Lifetime Limited Product Warranty for all cable products.

Limited Product Warranty Terms – Refurbished (B-Stock) Products and Discontinued Products

- 3 years from proof of purchase date for all Refurbished (B-Stock) and Discontinued hardware and electronic products purchased on or after June 1, 2013.



Atlona, Inc. (“Atlona”) Limited Product Warranty Cont.

Remedy

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Atlona requires that products returned are properly packed, preferably in the original carton, for shipping. Cartons not bearing a return authorization or case number will be refused. Atlona, at its sole discretion, reserves the right to reject any products received without advanced authorization. Authorizations can be requested by calling 1-877-536-3976 (US toll free) or 1-408-962-0515 (US/international) or via Atlona’s website at www.atlona.com.

Exclusions

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- Damage, deterioration or malfunction caused by any alteration, modification, improper use, neglect, improper packaging or shipping (such claims must be presented to the carrier), lightning, power surges, or other acts of nature.
- Damage, deterioration or malfunction resulting from the installation or removal of this product from any installation, any unauthorized tampering with this product, any repairs attempted by anyone unauthorized by Atlona to make such repairs, or any other cause which does not relate directly to a defect in materials and/or workmanship of this product.
- Equipment enclosures, cables, power supplies, batteries, LCD displays, and any accessories used in conjunction with the product(s).
- Products purchased from unauthorized distributors, dealers, resellers, auction websites and similar unauthorized channels of distribution.

Disclaimers

This Limited Product Warranty does not imply that the electronic components contained within Atlona’s products will not become obsolete nor does it imply Atlona products or their electronic components will remain compatible with any other current product, technology or any future products or technologies in which Atlona’s products may be used in conjunction with. Atlona, at its sole discretion, reserves the right not to extend its warranty offering in instances arising outside its normal course of business including, but not limited to, damage inflicted to its products from acts of god.

Limitation on Liability

The maximum liability of Atlona under this limited product warranty shall not exceed the original Atlona MSRP for its products. To the maximum extent permitted by law, Atlona is not responsible for the direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory. Some countries, districts or states do not allow the exclusion or limitation of relief, special, incidental, consequential or indirect damages, or the limitation of liability to specified amounts, so the above limitations or exclusions may not apply to you.



Atlona, Inc. (“Atlona”) Limited Product Warranty Cont.

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Other Conditions

Atlona’s Limited Product Warranty offering gives legal rights, and other rights may apply and vary from country to country or state to state. This limited warranty is void if (i) the label bearing the serial number of products have been removed or defaced, (ii) products are not purchased from an authorized Atlona dealer or reseller. A comprehensive list of Atlona’s authorized distributors, dealers and resellers can be found at www.atlona.com.



Notes



English Declaration of Conformity

The English version can be found under the resources tab at:

<https://atlona.com/product/vgw-hw/>



Chinese Declaration of Conformity 中国RoHS合格声明

由SKU列出於:

<https://atlona.com/about-us/china-rohs/>.



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