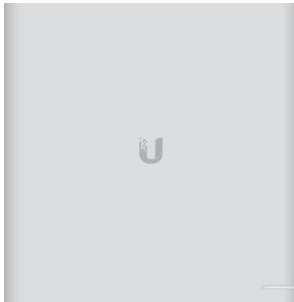# Package Contents
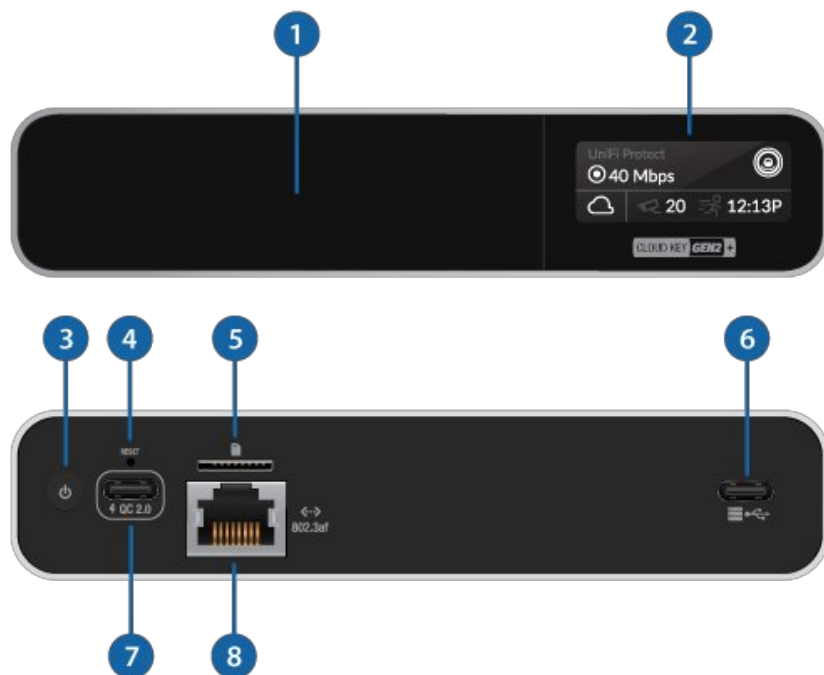

UniFi Cloud Key Gen2 Plus

System Requirement

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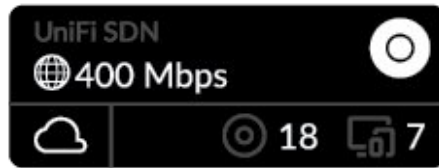
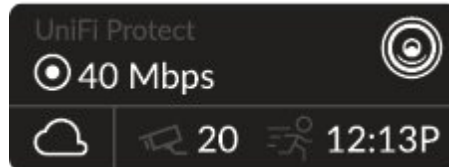# Hardware Overview

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.
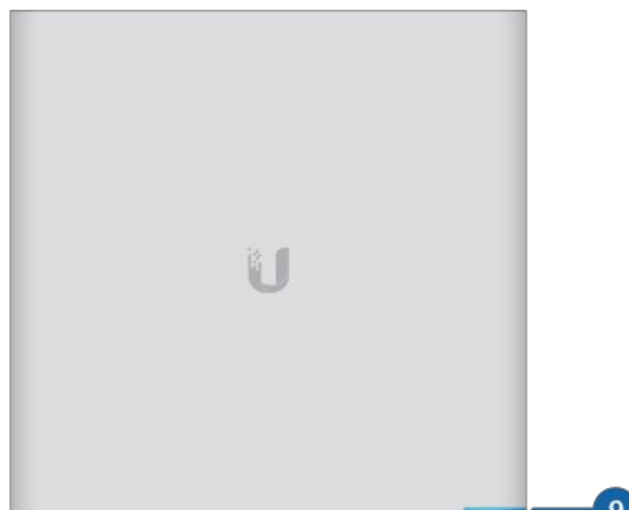

UniFi Network Display

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

Icon	Description
🏃	Time of last motion detected by UniFi Protect

3 Power Button

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

4 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.

5 microSD Slot

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

6 USB Type C Port

Reserved for future use.

7 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.

8 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.
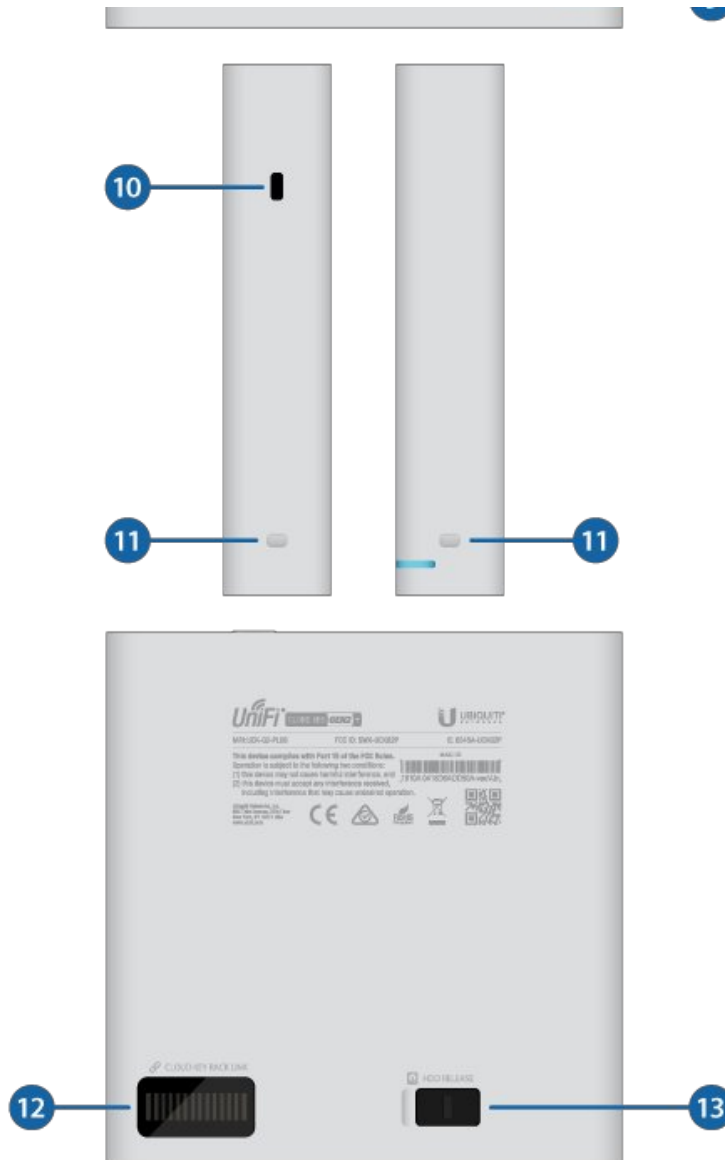
⑨ LED	
White	Device is ready to be configured
Flashing White	Device is booting up
	Device is initializing/deinitializing
Heartbeat White	Firmware update in process
Blue	Device is configured and ready
Flashing Blue	Main power has been lost and device is counting down.
	If power is restored within 10 seconds, 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)
Flashing White/Blue	Device is in recovery mode. 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).
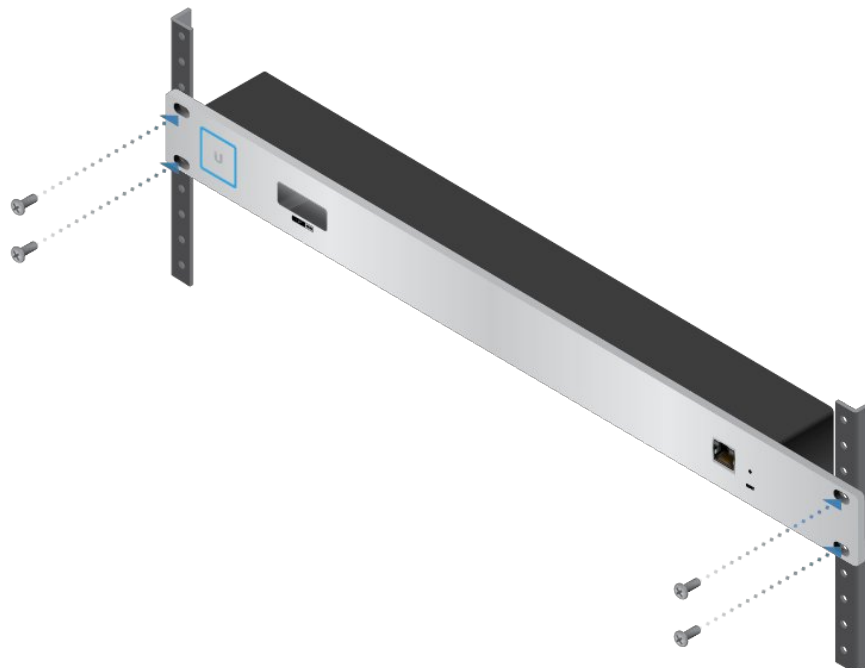
UniFi Switch

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.
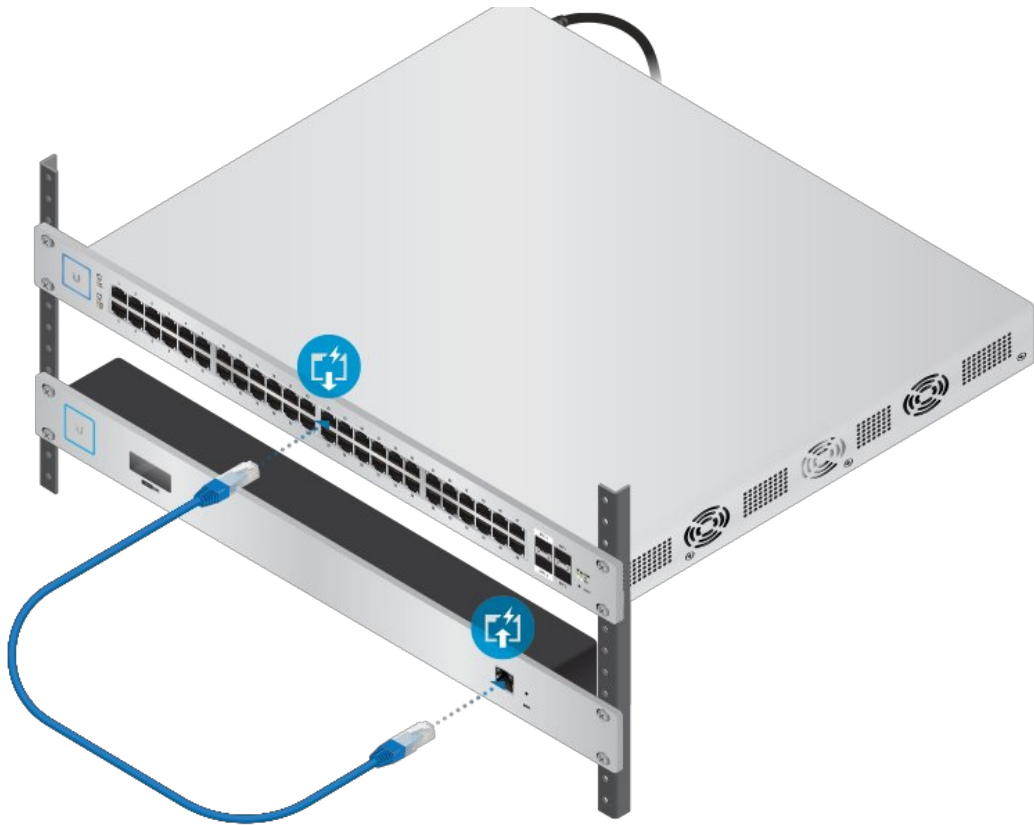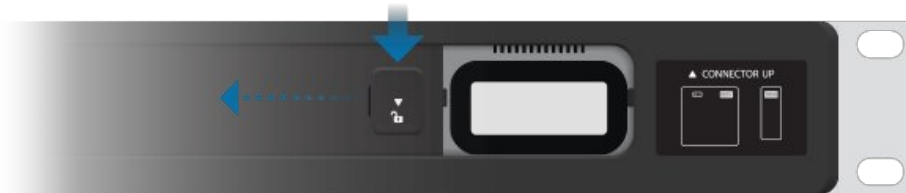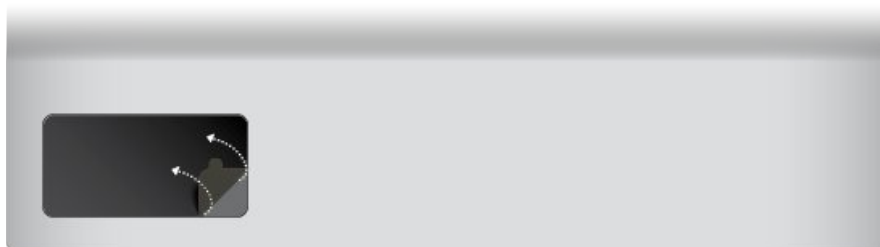

Optional Rackmount Accessory

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:

   a. The 13-pin connector is face up

   b. The LCD screen is face forward

   c. 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.
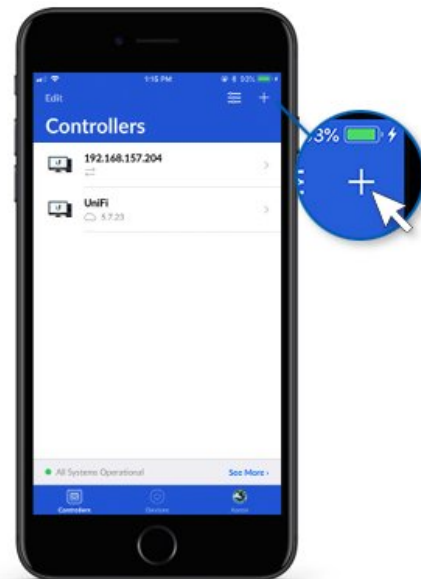
Setting Up UniFi Network via App

📋 **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.
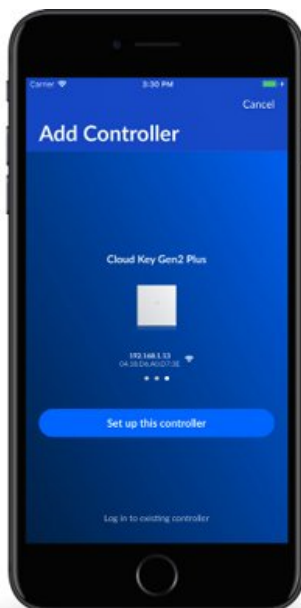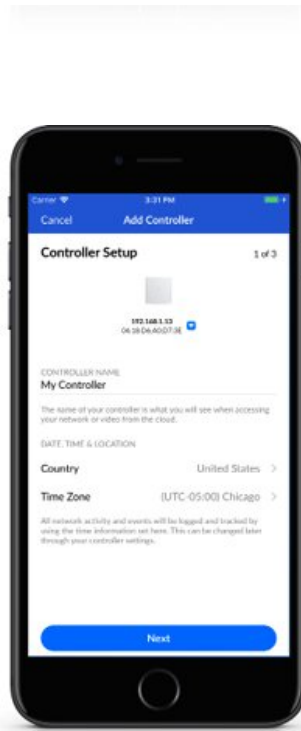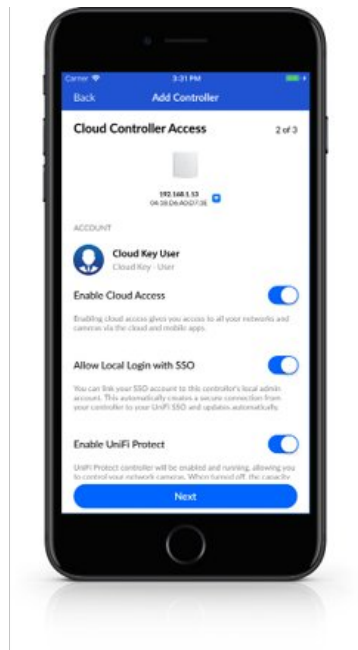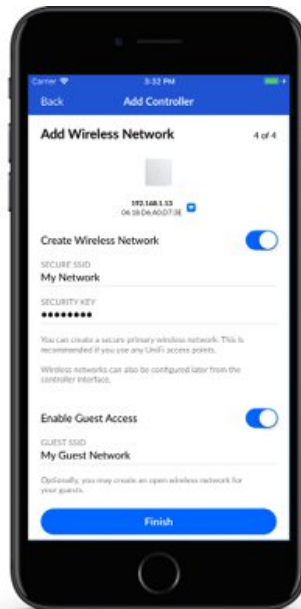
1.
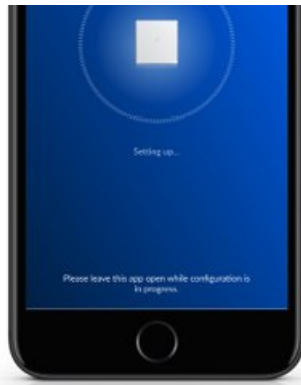
2.

3.

4.

5.

6.

7.

8.

9.

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

1.

2.

3.

One device found

A UniFi CloudKey was found near you. Start setting up this device now.
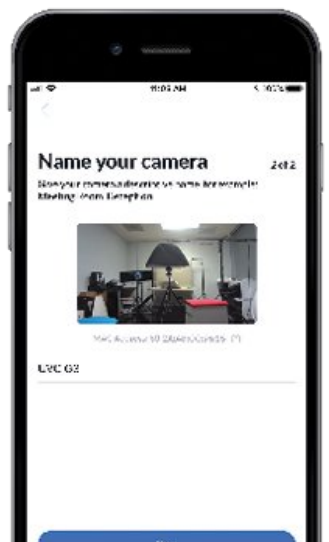
4.

5.

6.

7.

8.

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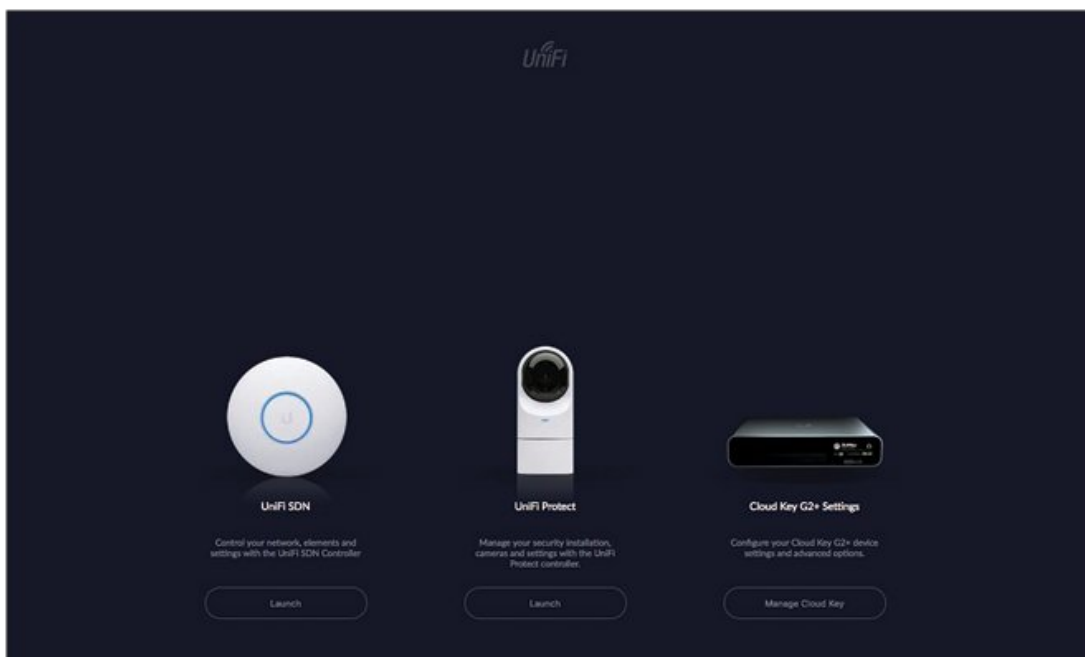

Chrome Instructions

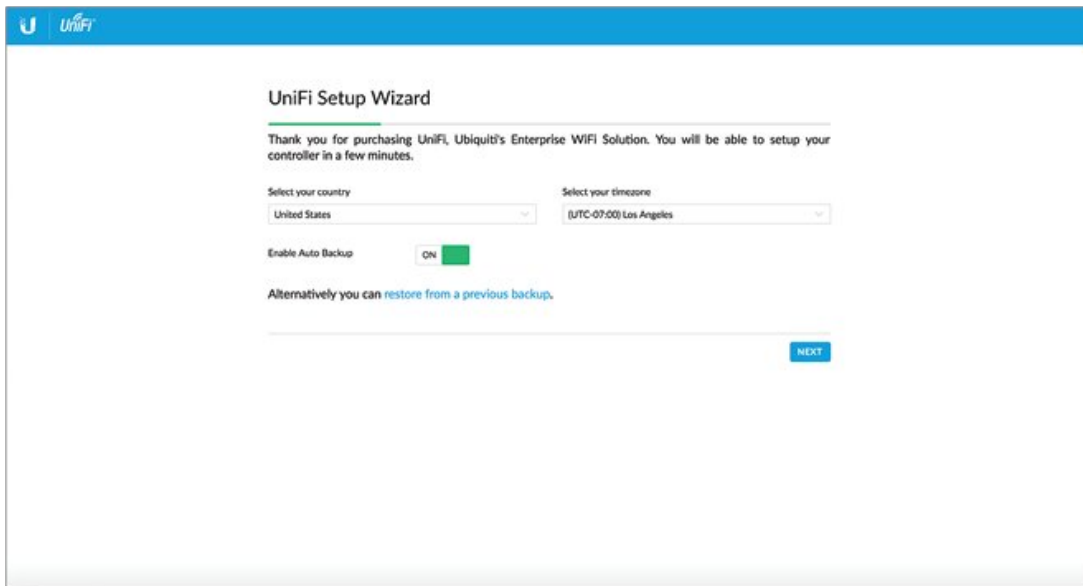Use the Chrome browser to set up your Cloud Key Gen2 Plus.

1.

2.

3. Proceed to the section that corresponds with your selection:

- [Setting Up UniFi Network](#)
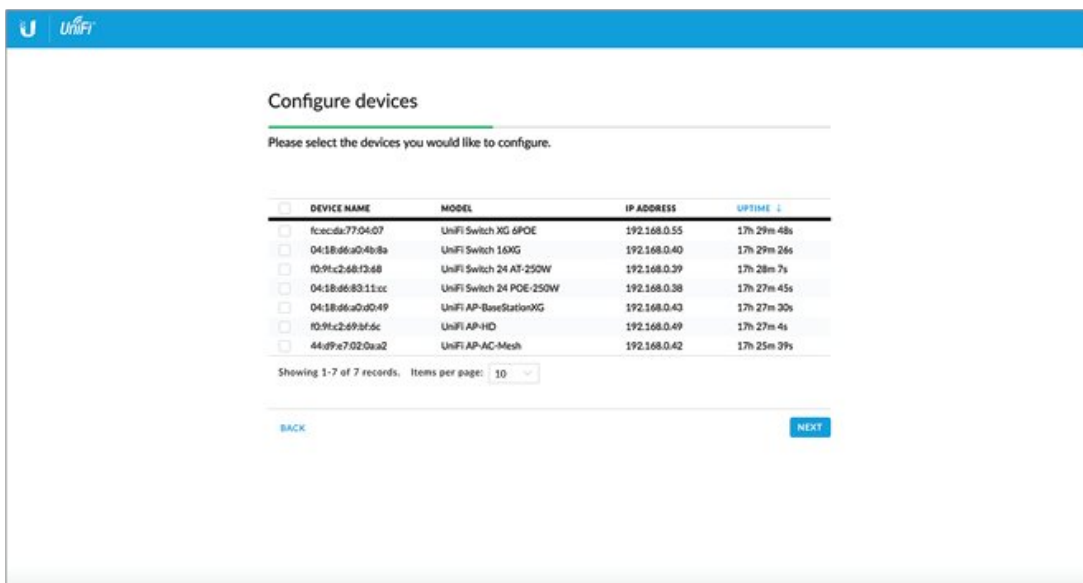- [Setting Up UniFi Protect](#)
- [Cloud Key G2+ Settings](#)

Setting Up UniFi Network

1.

2.

3.

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

4.

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

5.

Confirm

Please review the settings below. Once finished you will be redirected to the management interface.

Country	United States
Timezone	America/Los_Angeles
Secure SSID	UBNT_Test_Lab
Guest SSID	-
Admin Name	AaronJ
Device Admin Name	admin

BACK   FINISH

6.
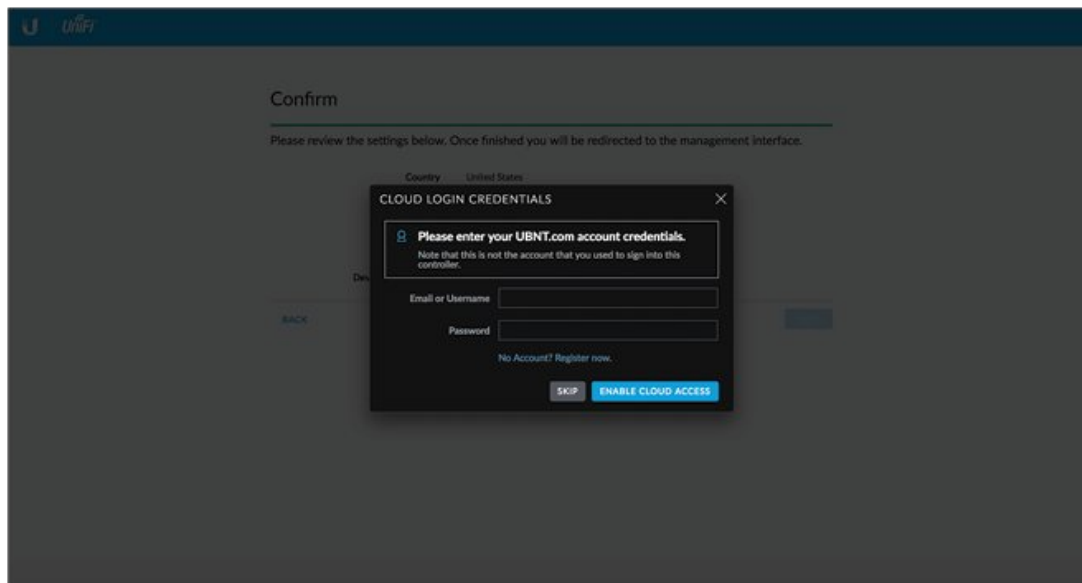
Accessing UniFi Network

1.

2.
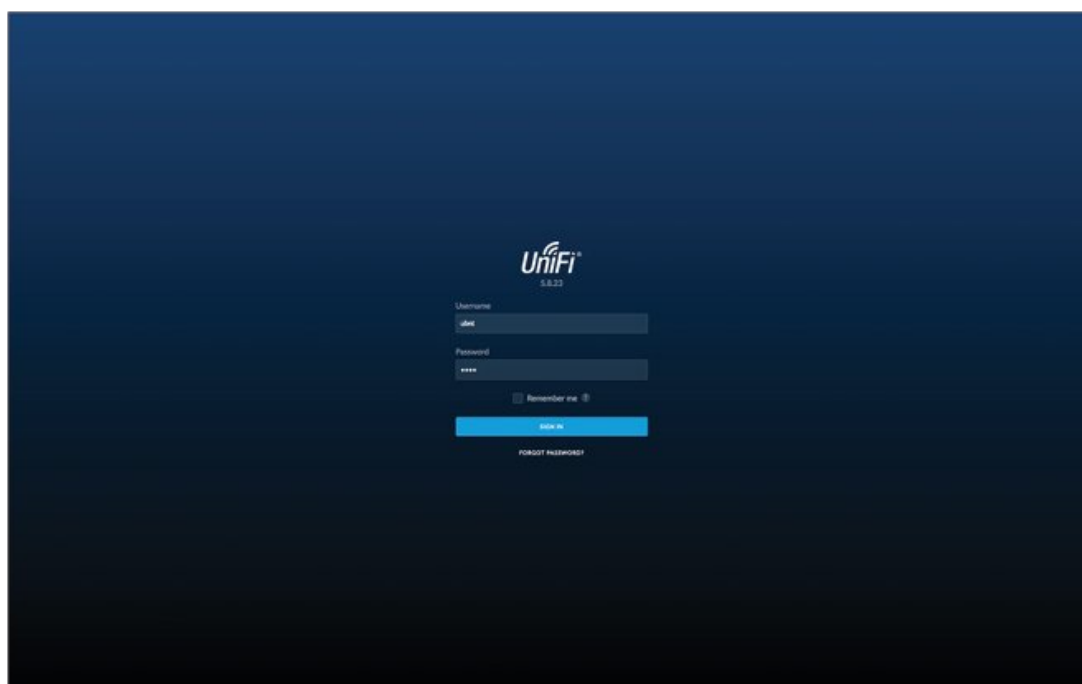
3.

Controller Sections

Icon	Description
(gauge)	The Dashboard screen provides a visual overview of your network's status, including latency and throughput information for each client and device.
(pulse)	The Statistics screen provides a visual representation of the clients and network traffic on your managed UniFi Network network.
(map)	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.
(target)	The Devices screen displays a list of UniFi devices managed by your Network controller.
(people)	The Clients screen displays a list of clients connected to UniFi devices managed by your Network controller.
(bulb)	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.

Icon	Description
ⓘ	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.

2.

Username

ubj-admin
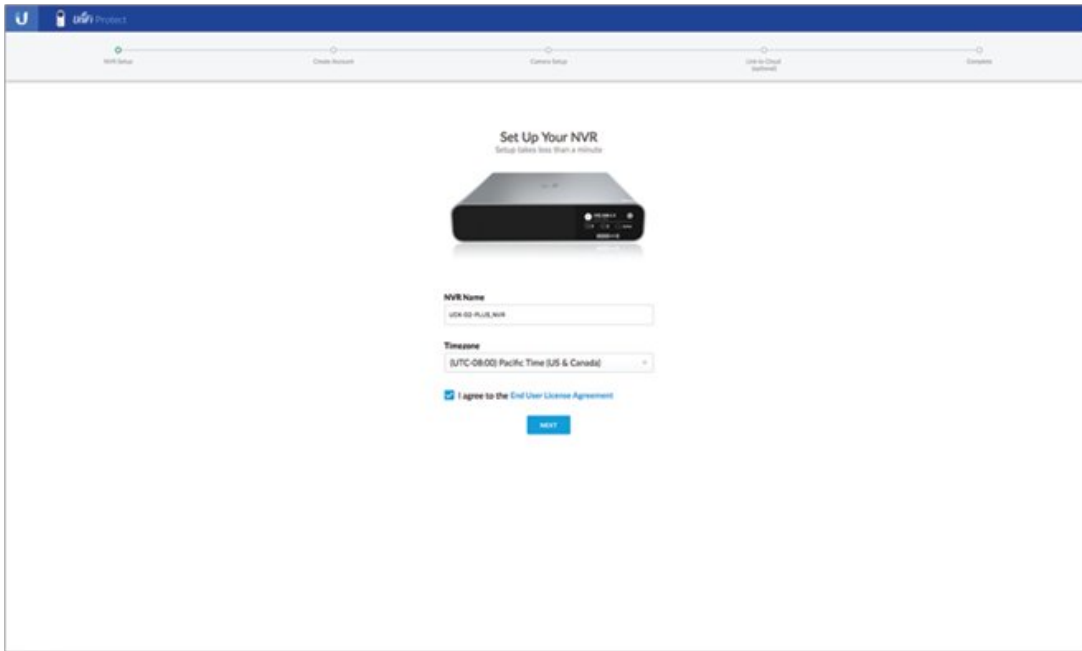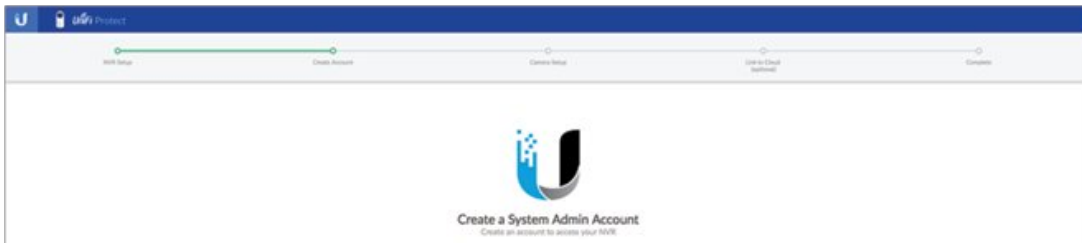
Password

●●●●●●●

Confirm Password

●●●●●●●

CREATE ACCOUNT

3.

NVR Setup   Create Account   Camera Setup   Link to Cloud (optional)   Complete

Add Your Cameras

Select and name the cameras you would like to add

SELECT ALL | DESELECT ALL

UVC G3

UVC G3 Flex

ADD SELECTED CAMERAS

SKIP THIS STEP

4.

NVR Setup   Create Account   Camera Setup   Link to Cloud (optional)   Complete

Link NVR to the Cloud

Linking your System Admin account to the cloud will allow you the following benefits:

○ Access to your devices from anywhere through the UniFi Protect mobile app (iPhone and Android)

○ Remote viewing of live video & recordings without configuring your router (no port-forwarding required)

○ Receiving push notifications and email alerts from your mobile devices

Ubiquiti Networks does not store any of your video recordings in the cloud. By clicking Allow, you are linking your local System Admin account to your Ubiquiti cloud account. You can unlink these two accounts from your Account Settings at any time.

ALLOW   SKIP

5.
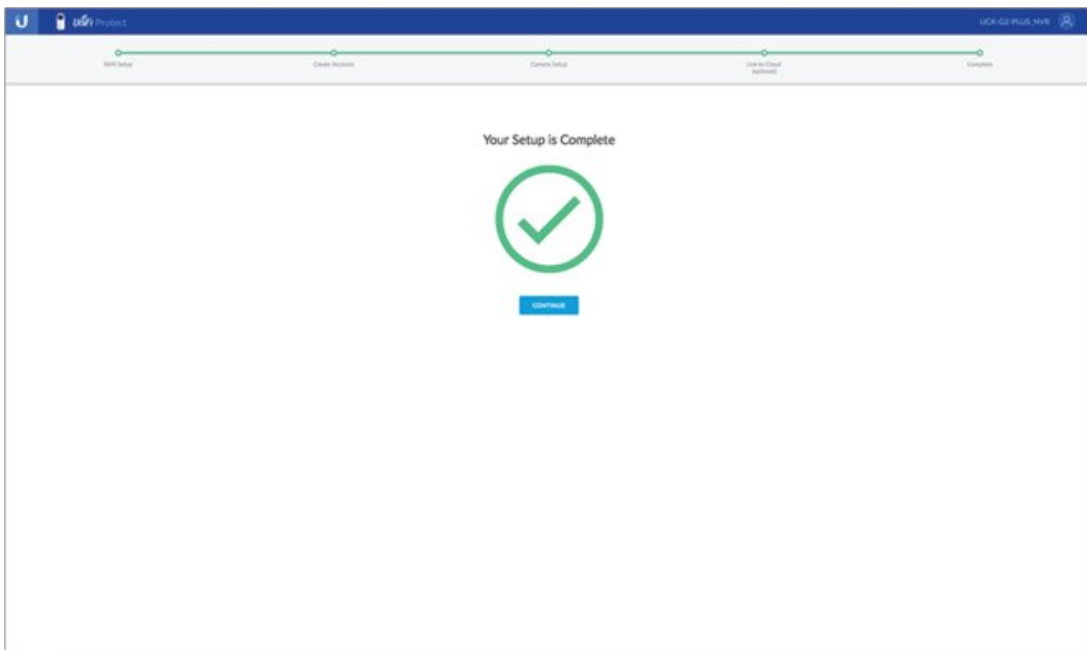
Accessing UniFi Protect

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).

2.
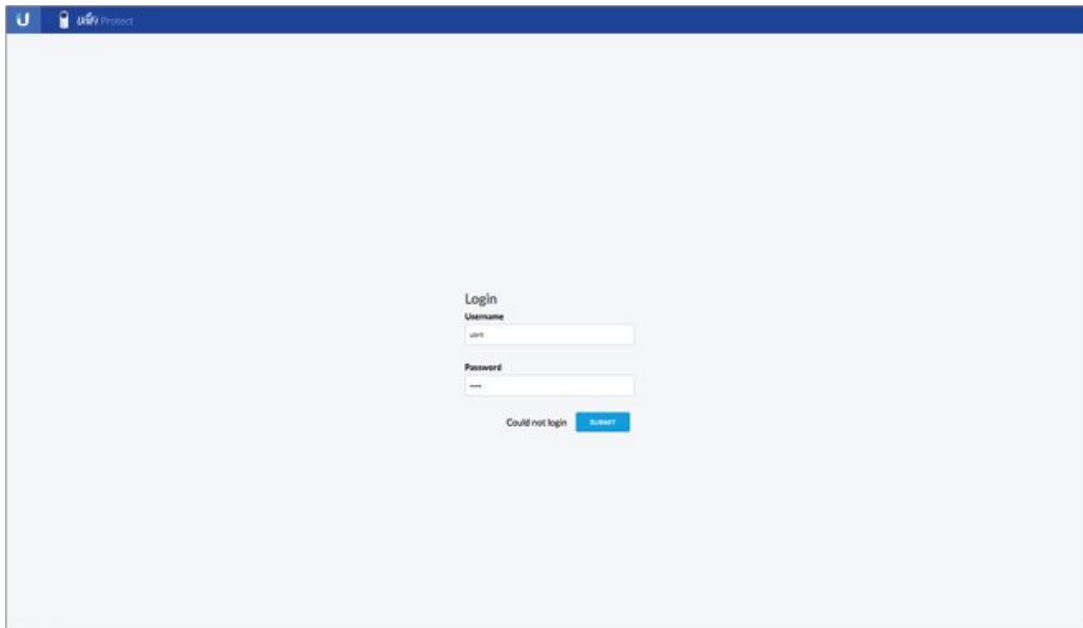
3.
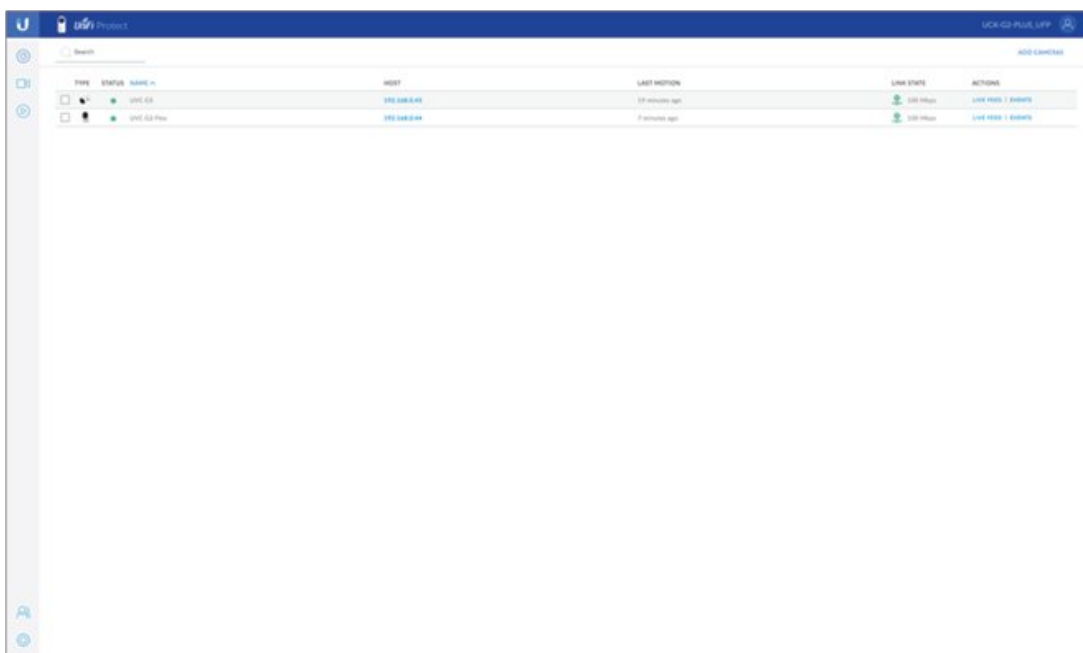
UniFi Protect Sections

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.

Icon	Description
▶	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
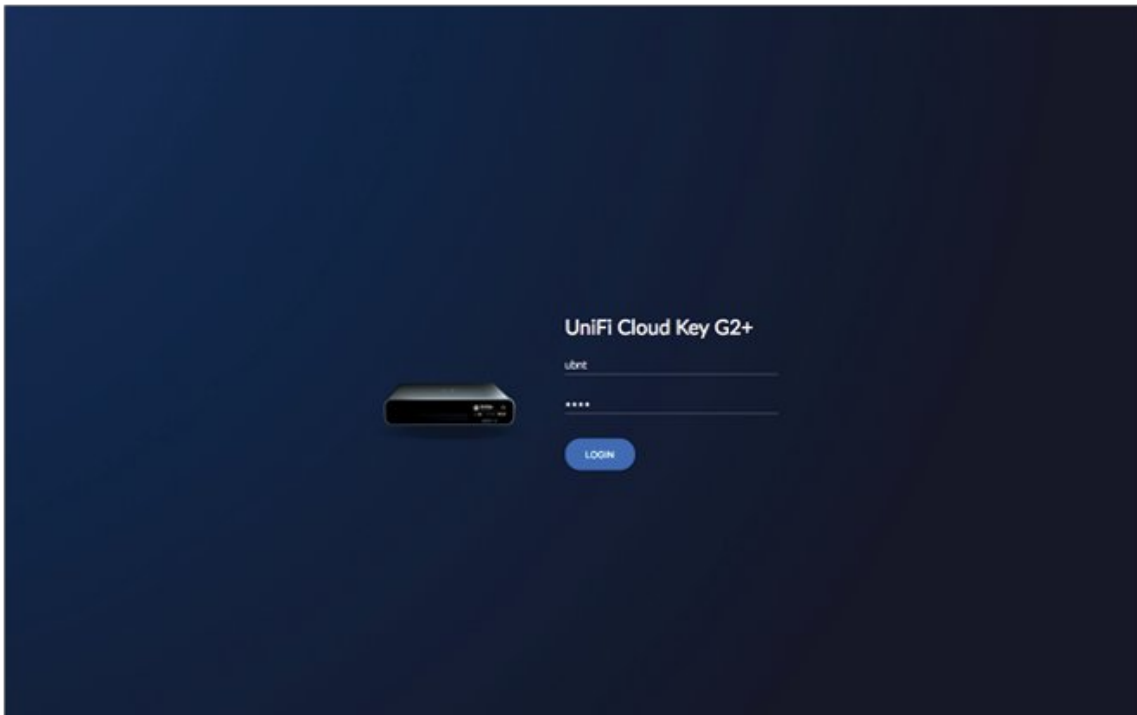
Accessing UniFi Management Portal

1.
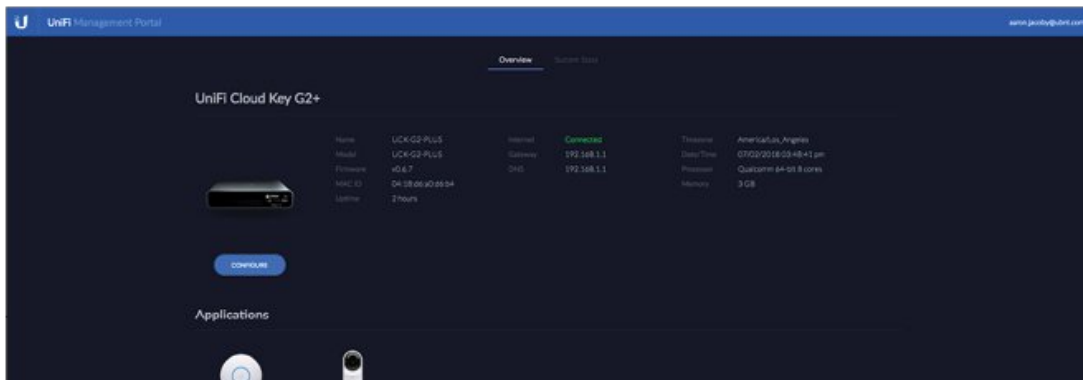
2.
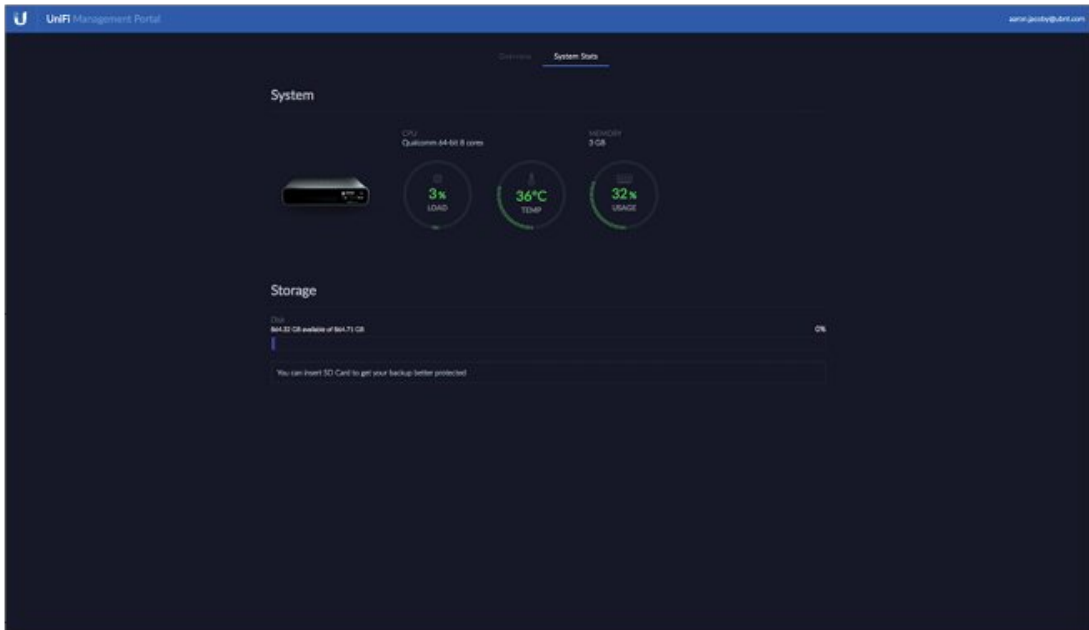
3.
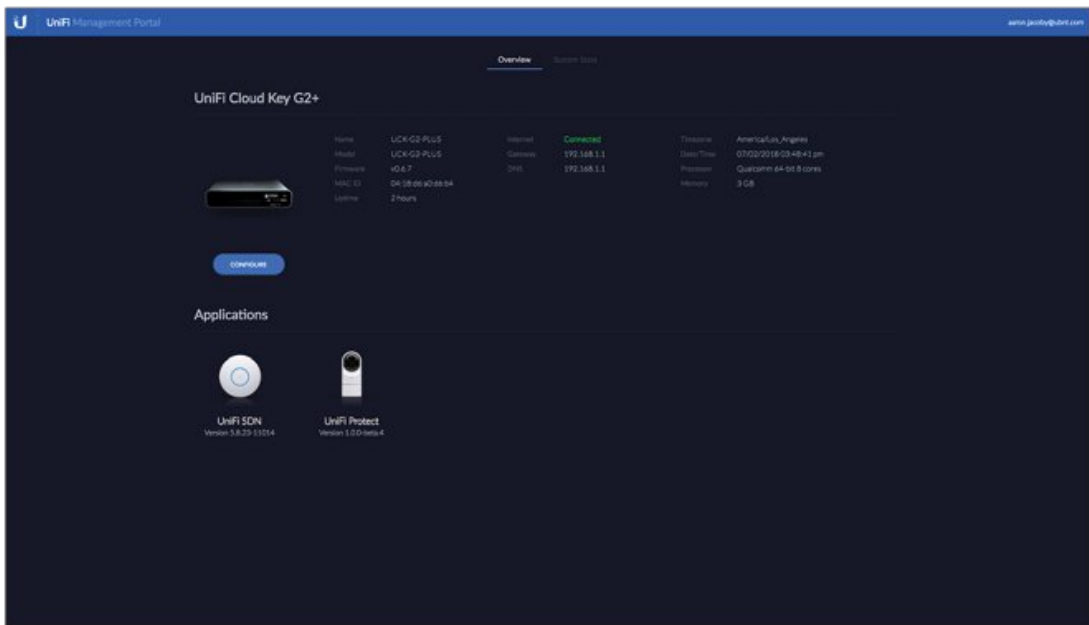
HDD Replacement

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.

4.
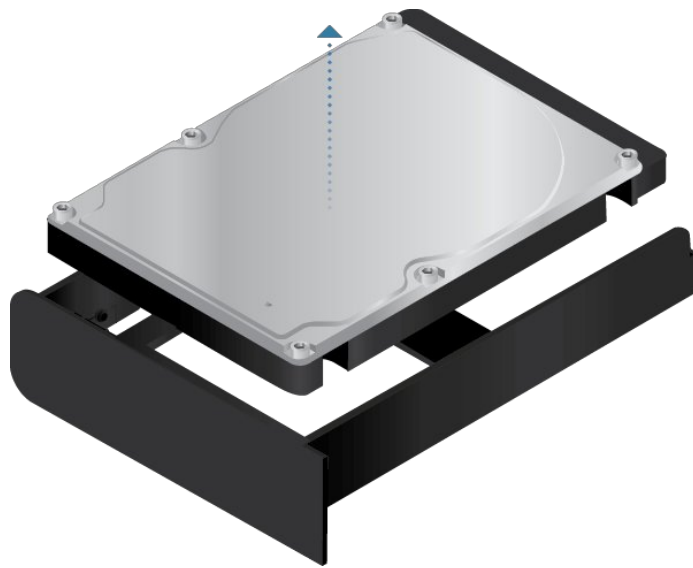
5.

6.

7.

Specifications

UCK-G2-PLUS	
Dimensions	131.16 x 27.10 x 134.20 mm (5.16 x 1.07 x 5.28")
Weight	582 g (1.28 lb)
Enclosure	Anodized Aluminum
Management Interface	UniFi Management Portal; UniFi Network; UniFi Protect
Hard Drive Capacity	1 TB 2.5" SATA HDD (user-upgradeable*)

Device Capacity
  UniFi Protect Mode
  Up to 20 UniFi Cameras
	
	UniFi Network + Protect
	Up to 15 UniFi Cameras and 50 UniFi Devices

eMMC Memory	32 GB
Networking Interface	(1) 10/100/1000 Ethernet Port
Buttons	(1) Power (1) Reset
LEDs	(1) Power, White/Blue
Power Method	Standard 802.3af PoE;

UCK-G2-PLUS	
	Quick Charge 2.0/3.0 power adapter (9VDC, 2A)
Supported Voltage Range	Standard 802.3af PoE or 9VDC, 2A
Max. Power Consumption	12.95W (PoE) USB-C Power
Operating Temperature	0 to 35° C (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.

AVIS IMPORTANT

Déclaration sur l'exposition aux rayonnements

- Cet équipement est conforme aux limites prévues pour l'exposition aux rayonnements dans un environnement non contrôlé.

- Lors de l'installation et de la mise en fonctionnement de l'équipement, assurez-vous qu'il y ait une distance minimale de 20 cm entre l'élément rayonnant et vous.

- Cet émetteur ne doit être installé à proximité d'aucune autre antenne ni d'aucun autre émetteur, et ne doit être utilisé conjointement à aucun autre de ces appareils.

Australia and New Zealand

Warning: This equipment is compliant with Class A of CISPR 32. In a residential environment this equipment may cause radio interference.

Brazil

Nota: Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

CE Marking

CE marking on this product represents the product is in compliance with all directives that are applicable to it.

$$C\epsilon$$

Country List

AT	BE	BG	CY	CZ	DE	DK	EE	EL	ES	FI	FR	HR	HU
IE	IT	LV	LT	LU	MT	NL	PL	PT	RO	SE	SI	SK	UK

BFWA (Broadband Fixed Wireless Access) members noted in blue

Note: This device meets Max. TX power limit per ETSI regulations.

The following apply to products that operate in the 5 GHz frequency range:

Note: This device is restricted to indoor use only when operating in the 5150 - 5350 MHz frequency range within all member states.

Note: All countries listed may operate at 30 dBm. BFWA member states may operate at 36 dBm.

Note: Operation in the 5.8 GHz frequency band is prohibited in BFWA member states. Other countries listed may use the 5.8 GHz frequency band.

WEEE Compliance Statement

Declaration of Conformity

Online Resources