

快速入门手册

FMG-400高性能媒体网关卡

丰富协议兼容、高性能转码

(V1.1)



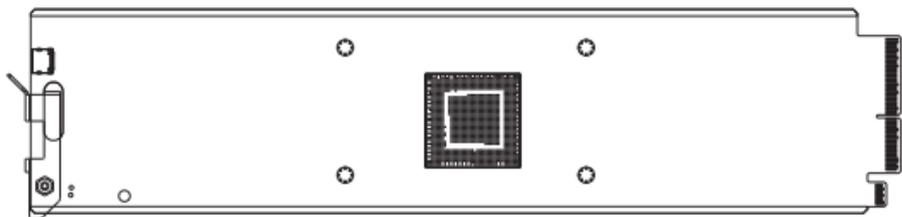
通过本手册，您可以了解到

- 装箱清单
- 设备接口
- 设备连接、登录和基本应用
- 设备升级和恢复出厂设置

在您正式使用本产品之前，建议您仔细阅读本产品使用说明书。为确保您的人身安全及避免设备受到物理或电气损伤，请严格遵照本说明书的指导或在专业人员指导下进行安装使用本产品。不正确的电气连接或物理安装方式将有可能造成设备的永久损伤，甚至威胁人身安全。

由于产品不断升级更新，您所购买的产品可能与本手册得内容有所变更，请以包装箱内产品实际为准，第一次使用时，务必仔细查看许可协议。

1 设备清单



(1) FMG-400卡板×1



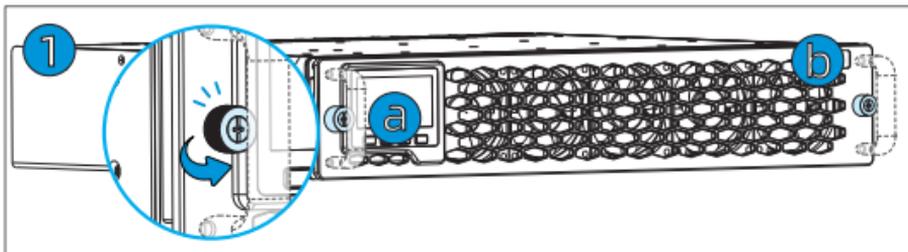
(2) 合格证/保修卡×1



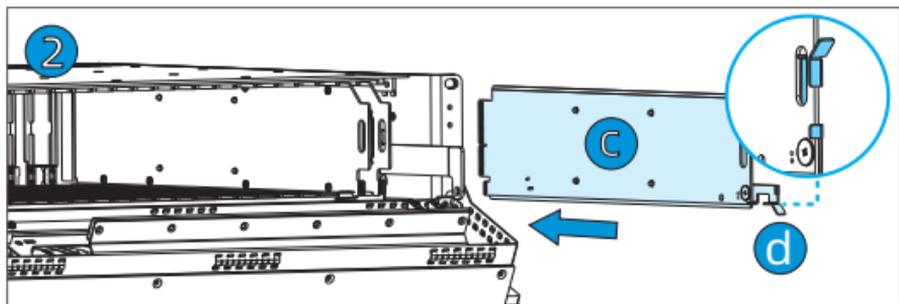
(3) 《快速入门》手册×1

2 板卡安装

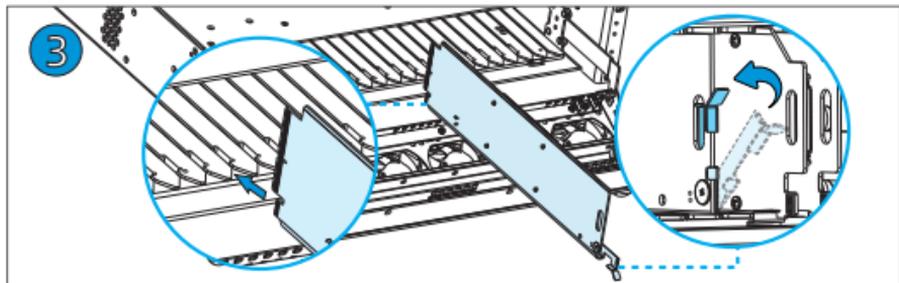
步骤1：将RF02前面板两个手拧螺丝（a和b）拧开，打开机框。



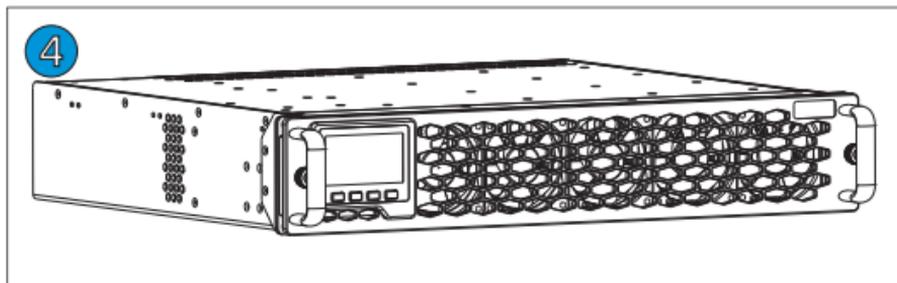
步骤2：将FMG-400卡板(c)金属卡扣(d)向右拨动，再往下拨动即可松开。



步骤3：将卡板(c)组件对齐卡槽（短pin金手指朝下），平行推入到底，金属卡扣向上拨动，再往左拨动即完成锁紧，关闭前面板。



步骤4: 拧紧两个手拧螺丝 (a和b) , 组件安装完成。



拆卸时, 将RF02前面板2颗手拧螺丝松开, 松开金属卡扣(d)平行抽出卡板组件(c)。

3 发现设备

初次使用 FMG-400 时, FMG-400 卡板插入 RF02 机框, 启动完成后, FMG-400 卡板会通过 DHCP 服务自动获取 IP 地址。IP 地址可在 RF02 前面板的液晶屏上查看。

通过 RF02 的前面板液晶屏下面的“◀” “▶” 按键切换到设备列表信息界面, 可查看 RF02 中接入的所有 FMG-400 卡板设备。



获取更多 FMG-400 机架式安装使用帮助, 请访问
Kiloview 官方网站地址

<https://www.kiloview.com/cn/fmg400>



KIIVIEW®		RF02		2024-09-04 10:44:00		
#01	✔ FMG-400	192.168.35.1	8.2 ↑ Mbps	6.6 ↓ Mbps	31.°C 88°F	
#02	⚠ FMG-400	192.168.35.143	6.2 ↑ Mbps	4.2 ↓ Mbps	33°C 91°F	
#03	✔ FN-50	192.168.35.189	4.2 ↑ Mbps	2.8 ↓ Mbps	36°C 91°F	
#04	✔ FN-60	192.168.35.201	9.0 ↑ Mbps	3.6 ↓ Mbps	31.°C 88°F	
#05	未插卡					
#06	✔ FN-60	192.168.35.202	7.8 ↑ Mbps	1.2 ↓ Mbps	31.°C 88°F	

4 设备WEB管理页

FMG-400 卡板除了可以使用 RF02 对设备进行集中管理操作外，还支持 WEB 来单独管理板卡。如需登录 FMG-400 管理页面，只需在浏览器地址栏输入 [http:// 设备 IP 地址 /](http://设备IP地址/) 即可访问 FMG-400 管理页面。

方法一、FMG-400 正常开机后，浏览器地址栏输入 RF02 机框管理 IP 地址，登录 RF02 的设备管理平台，首页“管理”中可免密登录需要配置的 FMG-400 业务板卡管理后台。

		维护 ▾	搜索
速率	序列号	固件版本 ▾	操作
6.00 MbPS	0000 1234 2345 3456	0.01.0099	 
276.85 KbPS	0000 1234 2345 3456	0.00.0038	 

方法二、FMG-400正常启动开机后，浏览器地址栏输入FMG-400管理IP地址，输入账号密码可登录板块管理后台。

 **注意**

- 缺省登录设备的用户名是 admin，密码是 admin。
- 为保证信息安全，建议您初次登录后、立即修改密码。
- 考虑浏览器的兼容性问题，建议使用 Chrome 或 Edge 或 safari。

5 固件升级

5.1 下载升级固件



Kiloview 将持续为 FMG-400 设备提供更新功能、修复 Bug 的固件。访问：
<https://www.kiloview.com/cn/support/download/> 在筛选列表中，选择“视频网关和流媒体集中处理”>“FMG-400”，并在“固件”标签中找到最新的固件下载。

5.2 升级设备固件

方法一、进入 RF02 设备管理后台，点击【固件】>选择左侧菜单栏的型号【FMG-400】>【固件上传】，进入【选择】及【上传】页面，完成固件上传后；进入 FMG-400【设备】页面，勾选需要升级的 FMG-400 卡板，点击页面上方的状态【固件升级】>弹窗中的下拉窗口选择需要升级的固件版本，点击【开始派发】即可完成升级操作。



检查下载的最新软件版本是否高于当前软件版本，如果版本一致或更低，则无需升级。若要升级，【选择文件】上传从官网下载的固件文件；



方法二、进入 FMG-400 设备管理后台，点击【设置】>【系统设置】>【固件升级】，进入固件升级页面。检查下载的最新软件版本是否高于当前软件版本，如果版本一致或更低，则无需升级。若要升级，【选择文件】上传从官网下载的固件文件，然后点击【固件升级】。

上传固件成功后，系统将提示重启，点击确认后设备将重新启动，请耐心等待，设备重启后，刷新 WEB 管理界面，可重新进入后台。



注意

- 升级过程中，请勿断电，否则可能导致设备无法启动。
- 一般来说，升级的过程大约需要 3-5 分钟。如果升级后长时间仍然无法正常访问设备，请尝试联系技术支持。

6 恢复出厂设置

如因设备参数配置不当导致设备不能正常工作，或者当忘记网络 IP 配置并且无法搜索查找到设备时，可以尝试恢复设备的出厂设置。

恢复出厂设置如下：当设备能正常登录 Web 管理页面时，通过 FMG-400 设备详情页的【设置】>【系统设置】>【恢复出厂设置】。

7 注意事项

- 设备后方配置接地接口，建议客户使用时及时使用地线接地，避免电源短路事故发生；
- 如设备长期不使用，为延长设备使用寿命，请拔掉电源后从机框中拔出板卡，妥善保管设备。



获取更多关于 FMG-400 卡板的使用帮助请访问
Kiloview 官方网站地址

<https://www.kiloview.com/cn/fmg400>

Quick Start Guide

FMG-400 High-Performance Media Gateway Cards

Extensive Protocol Compatibility & High-Performance Transcoding

(Version 1.1)



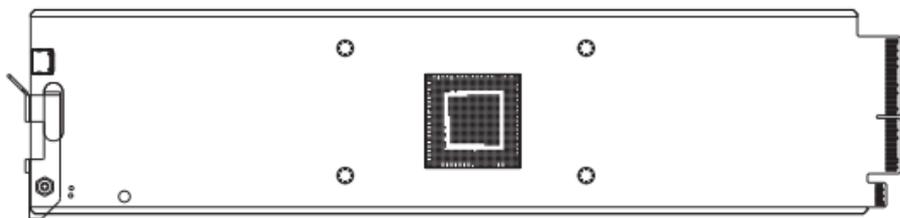
Content

- Packing list
- Device interfaces
- Device connection, login and use guide
- Device upgrades, and restore to factory settings

Before using this product, please read this guide carefully. To ensure your safety and avoid physical or electrical damage to the device, please strictly follow the instructions of this guide to install and use it under the guidance of professionals. Incorrect electrical connections or improper installation may cause permanent damage to the device and even threaten personal safety.

Due to continuous upgrades and updates, there may be differences between the purchased product and this manual. Please refer to the actual product in the packaging box. When using for the first time, be sure to carefully review the license agreement.

1 Packing List



(1) FMG-400 Card×1

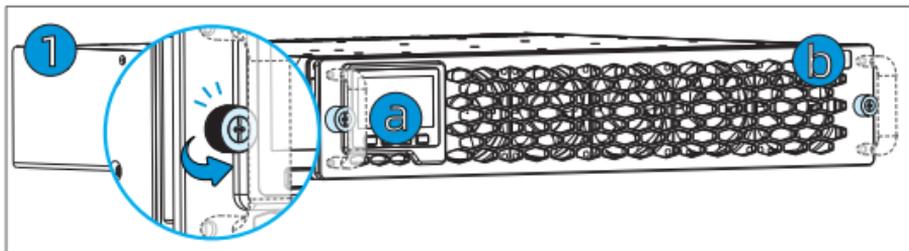


(2) Certificate/Warranty Card×1

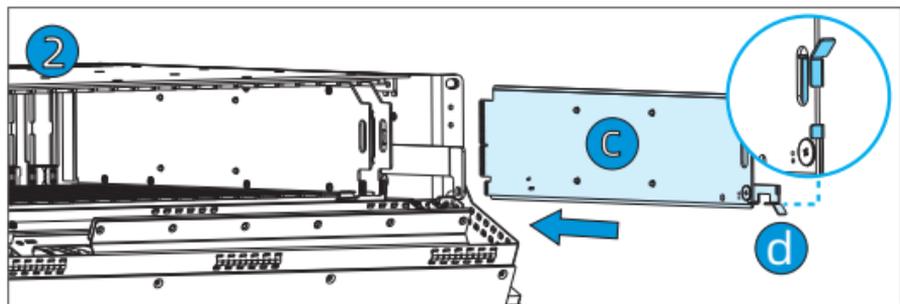
(3) Quick Start manual×1

2 Device Installation

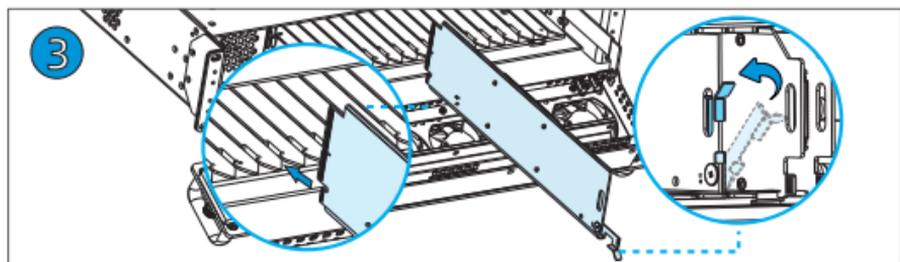
Step 1: Loosen the two hand-tightened screws (a and b) on the RF02 front panel , then open the chassis.



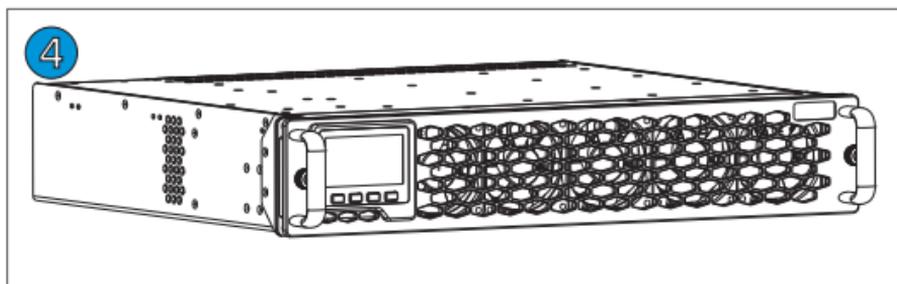
Step 2: Slide the metal latch (d) on the FMG-400 card (c) to the right , then downward to release it.



Step 3: Align the Card Assembly (c) with the chassis slot (with the short-pin gold fingers facing downward), push it in horizontally until fully seated, push the metal latch upward, then slide it to the left to lock it in place, and close the front panel.



Step 4: Tighten the two hand-tightened screws (a and b) to complete installation.



For removal: Loosen the two hand-tightened screws on the RF02 front panel, release the metal latch (d), then pull the assembly out parallel.

3 Discovering Devices

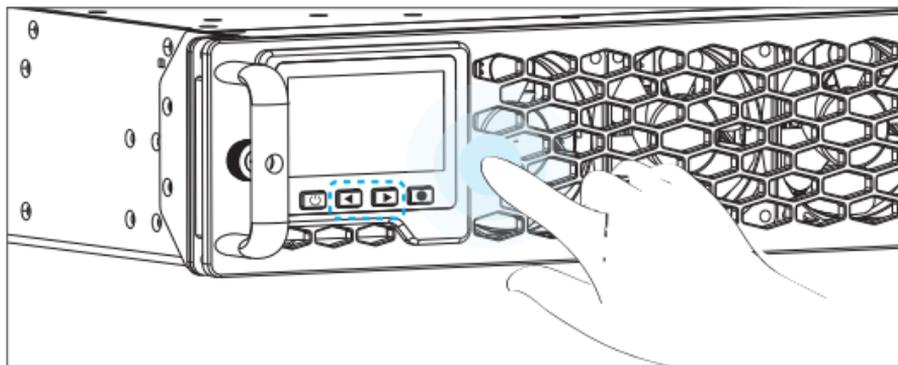
When using the FMG-400 for the first time, after inserting the FMG-400 card into the RF02 chassis and completing startup, the FMG-400 cardboard will automatically obtain an IP address via the DHCP service. The IP address can be viewed on the LCD screen of the RF02 front panel.

To view all FMG-400 cards connected to the RF02, use the '◀' and '▶' buttons below the LCD screen on the RF02 front panel to navigate to the device list information interface.



For more rack-mount installation assistance for FMG-400, visit the Kiloview official website at

<https://www.kiloview.com/en/fmg400-cards/>



Kiloview®		RF02		2024-09-04 10:44:00		
#01	✓	FMG-400	192.168.35.1	8.2 ↑ Mbps	6.6 ↓ Mbps	31.°C 88°F
#02	⚠	FMG-400	192.168.35.143	6.2 ↑ Mbps	4.2 ↓ Mbps	33°C 91°F

4 Device WEB Management Page

In addition to using the RF02 for centralized device management, the FMG-400 card also supports individual management via WEB interface. To access the FMG-400 management page, simply enter `http://device ip address/` in the browser address bar.

After normal startup of the FMG-400, enter the RF02 chassis management IP address in the browser address bar to log in to the RF02 device management platform. The FMG-400 business card management backend can be accessed without a password from the "Manage" section on the homepage.

		Maintain ▾	Search keywords
	Serial Number	Firmware Version ▾	Operation
6.00 MbPS	0000 1234 2345 3456	0.01.0099	 
276.85 KbPS	0000 1234 2345 3456	0.00.0038	 

Additionally, you can also choose to enter the FMG-400 management IP address in your browser and log in to its own management backend by entering its username and password.

 Username

 password 

Login 

 **Note**

- The default login username and password are both "admin".
- For information security, it is recommended to change the password immediately after the first login.
- Due to browser compatibility issues, Chrome, Edge, or Safari are recommended.

5 Firmware Upgrade

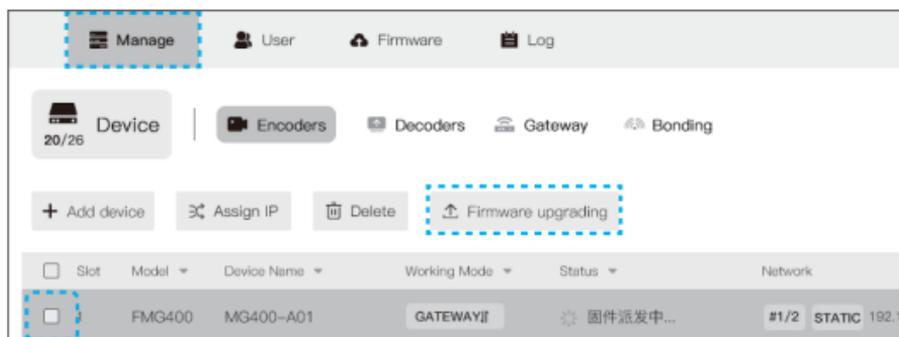
5.1 Downloading Upgrade Firmware



Kiloview continuously provides firmware updates for FMG-400 devices with new features and bug fixes. Visit <https://www.kiloview.com/en/support/download/>. In the filter list, select Media Gateway & IMS > "FMG-400," and find the latest firmware in the "Firmware" tab for download.

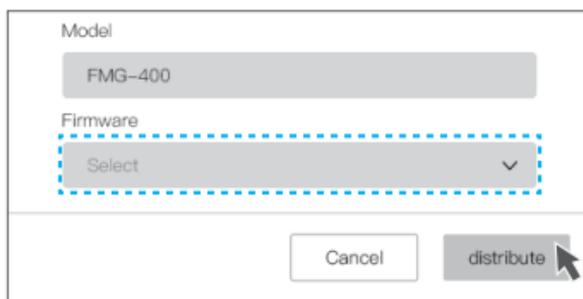
5.2 Upgrading Device Firmware

Method 1: Access the RF02 device management backend, click "Firmware" > select the model "FMG-400" in the left menu bar > "Firmware Upload", Complete the firmware upload in the pop up window. Go to the "Manage" page of RF02, select the FMG-400 cardboard that needs upgrading, click "Firmware Upgrade" at the top of the page, select the firmware version to upgrade from the dropdown menu in the popup window, and click "distribute" to complete the upgrade.



Slot	Model	Device Name	Working Mode	Status	Network
<input type="checkbox"/>	FMG400	MG400-A01	GATEWAY	固件派发中...	#1/2 STATIC 192.1

Check if the downloaded latest software version is higher than the current version. If the versions are the same or lower, no upgrade is necessary. To upgrade, upload the firmware file downloaded from the official website by clicking "Select".



The screenshot shows a web interface for firmware management. At the top, there is a 'Model' field with 'FMG-400' selected. Below it is a 'Firmware' dropdown menu with 'Select' and a downward arrow, which is highlighted with a red dashed border. At the bottom of the interface, there are two buttons: 'Cancel' and 'distribute', with a mouse cursor pointing at the 'distribute' button.

Method 2: Access the FMG-400 device management backend, click "Settings" > "System Settings" > "Firmware Upgrade" to enter the firmware upgrade page. Check if the downloaded latest software version is higher than the current version. If the versions are the same or lower, no upgrade is necessary. To upgrade, upload the firmware file downloaded from the official website by clicking "Select File", and then click "Firmware Update".

After successful firmware upload, the system will prompt a reboot. Click "Confirm" and wait patiently for the device to restart. After the device restarts, refresh the WEB management interface to re-enter the backend.



The screenshot shows the 'Firmware version' field with '0.01.0019' entered. Below it is the 'Upload files' section, which includes a 'Select a file' button and the text 'File not selected'. At the bottom, there is a warning icon and the text 'Only bin files can be uploaded'.

 **Note**

- Do not power off during the upgrade process as it may cause the device to fail to start.
 - Generally, the upgrade process takes about 3-5 minutes. If the device cannot be accessed normally for a long time after the upgrade, please try contacting technical support.
-

6 Factory Reset

If the device fails to function properly due to improper parameter configuration or if the network IP configuration is forgotten and the device cannot be found through a search, try restoring the device to its factory settings.

To restore factory settings, if the device can still access the Web management page, go to the FMG-400 device details page and navigate to "Settings" > "System Settings" > "Restore".

7 Precautions

- The device has a grounding interface at the rear. It is recommended to ground the device promptly when in use to avoid power short-circuit accidents.
- If the device is not in use for an extended period, unplug the power supply, remove the card from the chassis, and store it properly to prolong its lifespan.



For more usage support on the FMG-400 card, visit the Kiloview official website:

<https://www.kiloview.com/en/fmg400-cards/>
