



OVRC-300-PRO Quick Start Guide



Welcome to OvrC Pro

Thank you for choosing the OvrC Pro Hub, the top-rated remote management solution. Once this is installed, OvrC.com provides you extensive diagnostics as well as remote access to every IP device on this network, making support easy and eliminating unnecessary truck rolls.

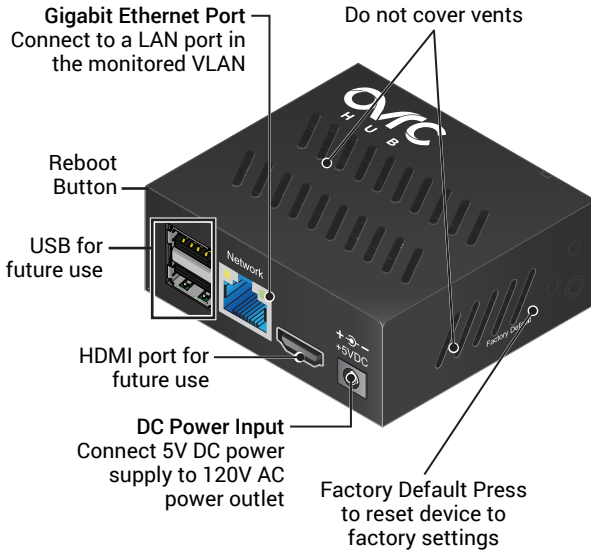
Visit www.ovrc.com to learn more about all of the features and to create your own account.

Package Contents

- (1) **OvrC-300-Pro**
- (1) **5V DC power supply** (not pictured)
- **Mounting Hardware** (not pictured, includes side brackets and attachment screws for shelf, surface, or rack mounting)



Hardware Connections



Status LEDs: The Hub boots up in 1-2 minutes. Watch the LEDs to determine if the power and network connection are working correctly.

PWR (Red) On=booting up
Heartbeat Flash=running normally
Off=no power

Ethernet (Yellow) On=1000Mbps connection
Off=100Mbps connection

Ethernet (Green) On=link established, flashes indicate network activity
Off=no LAN connection detected

Note: The Hub LAN port should negotiate a 1000Mbps connection speed for optimum performance. Check the settings and specs for the connected port if a 100Mbps speed is negotiated (the yellow Ethernet port LED is off).

Mounting Options



Attach the included mounting ears to the Hub depending on the desired install location and configuration. A few options are shown above, including 2U/1U configuration on the rack or flat on a structured wiring can.



Step 1. Install and Claim the Hub

- Connect the Hub to the LAN.
- Log in to your account at app.ovrc.com or the OvrC iOS or Android mobile application.
- Open the Customer Location where the Hub will be installed.
- Click **+Device** in the **Device List** and follow the prompts to claim the Hub.

Note: On first claim, the Hub will automatically scan for other devices on the network. The Hub's default setting is to scan for net new devices once an hour and check scanned devices every 5 minutes.

Step 2. Configure Hub Settings

Configure the Hub settings from OvrC once the hardware is up and running. Click on the Hub from the **Device List** view of the location to access the hub settings, then click on the **Configure** tab as shown.

Click on **Connect** to access the local interface of the Hub. Type "ovrc" in both the Username and Password fields, then change the default password as a security best practice.

A. IP Settings	B. VLAN Settings	C. Port Scan Settings	D. Scan Frequency Settings
For the best performance and reliability, leave the Hub set to DHCP mode and reserve its system IP address in the router.	Configure your Hub to scan across multiple VLANs (in addition to the VLAN the Hub is on). Enter the VLAN ID, a static IP address for the Hub to use on that VLAN, and finally, the VLAN ID's subnet mask (usually 255.255.255.0). Use a unique IP address to avoid conflicts.	Manage the ports the Hub scans for to give you additional access to LAN devices. To add a new port in addition to the default set, enter a description, the port number, and select which access protocol to use.	Select how often you want the Hub to scan for new devices on the network and check the status of the scanned devices.

Using OvrC Pro Features

OvrC Pro gives you access to enhanced network troubleshooting capabilities and diagnostic data that makes remote support of connected systems easier than ever.



View System Health

The Location Dashboard view displays a quick snapshot of a location's system health for vital troubleshooting clues.



Network Diagnostics

View ISP speed trends and understand the source of the network latencies to identify whether an issue is internal or external.



Scan & Monitor Devices

Find all IP devices on the network and relay relevant device information to OvrC and regularly ping their online status.



Advanced Remote Access to Devices

Automatically scan the ports and services available on devices and make them accessible with a click of a button, all without port forwarding, VPN, or any other network setup.



Product Integration

Get enhanced diagnostics data and troubleshooting capabilities from an ever-growing list of supported products.

To learn more, visit www.ovrc.com

Product and Service Support

See the information bubbles located throughout the OvrC experience or visit the product page Support tab where the Hub was purchased for more help with OvrC Pro.

Support: 866.838.5052 | techsupport@ovrc.com

Two-Year Limited Warranty

This OvrC product has a Two-Year limited warranty that includes parts and labor repairs on all components found to be defective in material or workmanship under normal conditions of use. This warranty shall not apply to products that have been abused, modified or disassembled. Products to be repaired under this warranty must be returned to a designated service center with prior notification and an assigned return authorization number (RA).