UBIQUITI®
NETWORKS

CRM Point™

Model: CRM-P

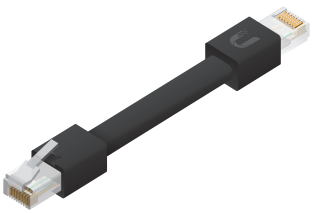
Quick Start Guide

Introduction

Thank you for purchasing the Ubiquiti Networks® CRM Point™. This Quick Start Guide is designed to guide you through installation and also includes warranty terms.

Package Contents

CRM Point



Ethernet Cable

microSD Card
(8 GB)

Quick Start
Guide

System Requirement

Web Browser: Mozilla Firefox, Google Chrome, or Microsoft Internet Explorer 11 (or above)

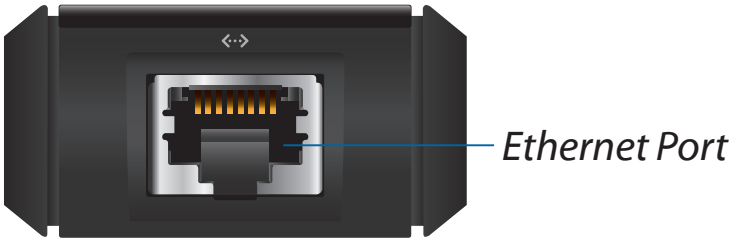
TERMS OF USE: All Ethernet cabling runs must use CAT5 (or above). It is the customer's responsibility to follow local country regulations, including operation within legal frequency channels, output power, indoor cabling requirements, and Dynamic Frequency Selection (DFS) requirements.

Hardware Overview

Front Panel LED

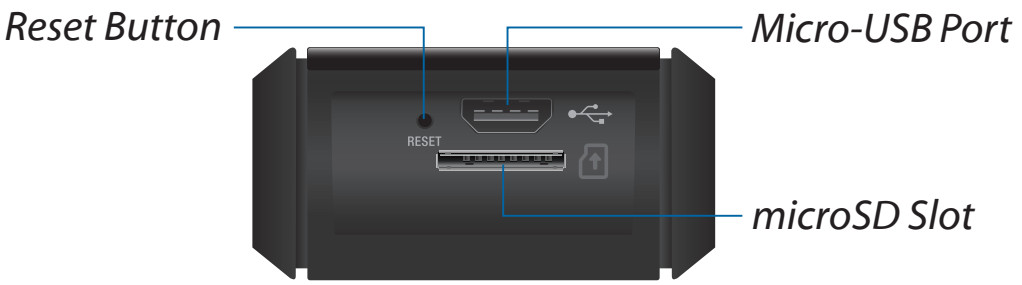
LED Color	Status
White	Factory defaults.
Alternating White/Blue	Device is busy; do not touch or unplug it. This usually indicates that a process such as a firmware upgrade is taking place.
Blue	Device is working properly.

Top Panel



Ethernet This Gigabit Ethernet port is used to connect the power and should be connected to the LAN and DHCP server. Power can be provided by an 802.3af PoE switch, such as the Ubiquiti Networks EdgeSwitch™.

Bottom Panel



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.

Micro-USB Optional power source (minimum 5V, 1A) if PoE is not available.

microSD Insert the included *microSD Card* before powering on the CRM Point.

Hardware Installation

1. Connect the *Ethernet Cable* to the *Ethernet* port.

2. Insert the included *microSD Card* into the *microSD Slot*.

3. Connect the other end of the cable to a port on a network switch, such as an EdgeSwitch.

Powering the CRM Point

Use an 802.3af switch, such as an EdgeSwitch, or a USB power source (not included).

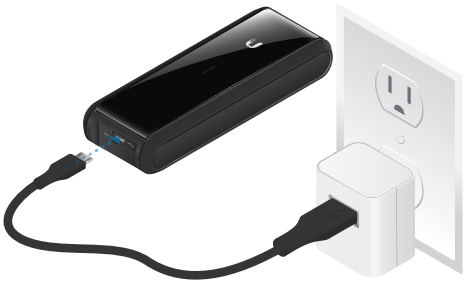
EdgeSwitch

The CRM Point can be powered by an EdgeSwitch or other 802.3af-compliant switch.

EdgeSwitch Power Connection Diagram

USB Power Source

Connect a USB cable (not included) from the CRM Point directly to a USB power source (minimum 5V, 1A).



USB Power Connection Diagram

640-00216-03

Software Installation

The CRM Control software is pre-installed on the CRM Point. To access it, follow these steps:

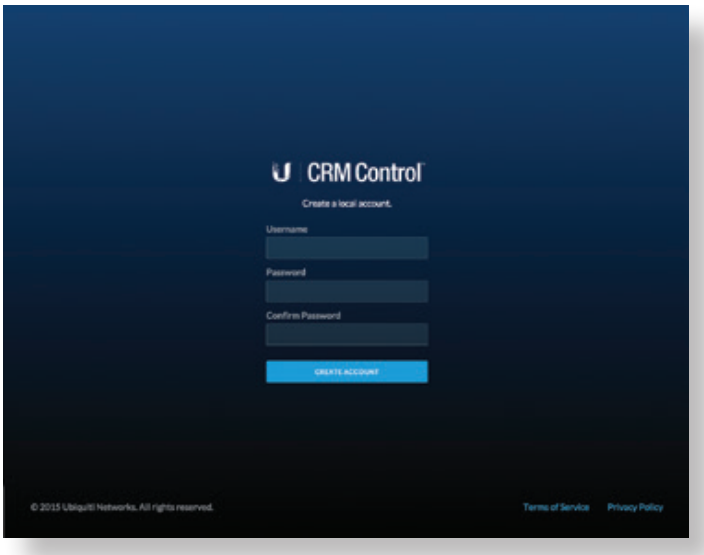
1. Ensure that your host system has an Internet connection and is on the same Layer-2 network as the CRM Point.
2. The CRM Point is set to *DHCP* by default, so it will try to automatically obtain an IP address. Assign a specific IP address to the CRM Point, or check the DHCP server to see which IP address was assigned to it.

   You can also discover the CRM Point using the Ubiquiti® Device Discovery Tool, available at **https://www.ubnt.com/download/utilities**
3. Launch a web browser. In the address field, type **http:** followed by the IP address of the CRM Point. Press **enter** (PC) or **return** (Mac).

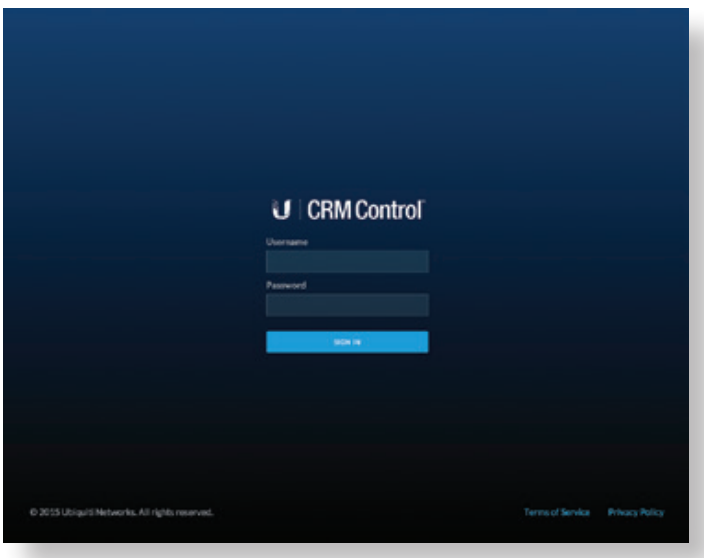
4. If this is your first time using the CRM Point, proceed to step 5.

   If you have previously logged into the CRM Point, proceed to step 7.
5. The CRM Point user interface will appear and begin upgrading the device software to the latest version.

6. When the upgrade is complete, create a new user account:
   a. Enter a *Username* and *Password*.
   b. Confirm your password in the *Confirm Password* field.
   c. Click **Create Account**.



7. Enter your *Username* and *Password*, and click **Sign In** to log into the CRM Point.



8. The *Discovery* page will appear. This page lets you connect devices to the CRM Point. There are two ways to connect to devices:
   - By IP address
   - By discovery (scan your network for devices)

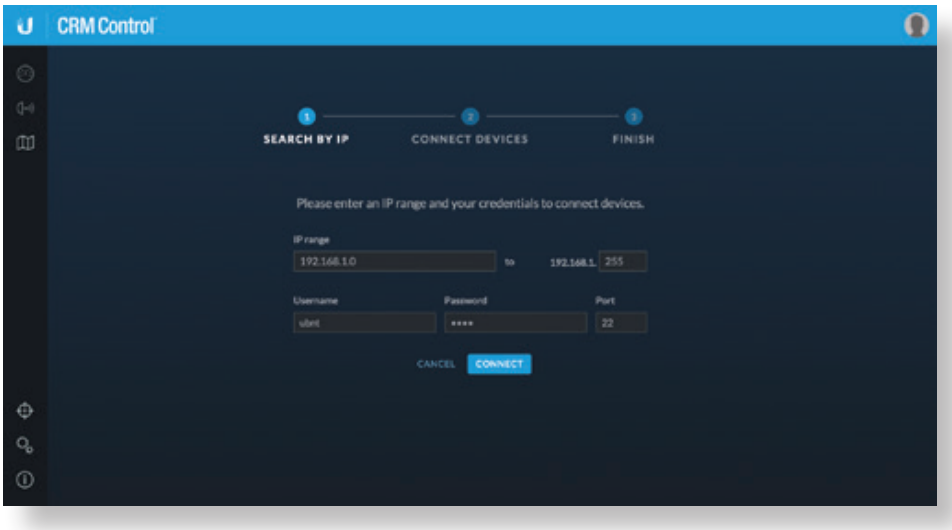
   Note: To connect a device to the CRM Point, both must be on the same Layer-2 network.

   To connect by IP address:

   a. Click **Search By IP**.

   b. Enter an *IP Range* with login credentials for the devices in that range.

   c. Click **Connect**.



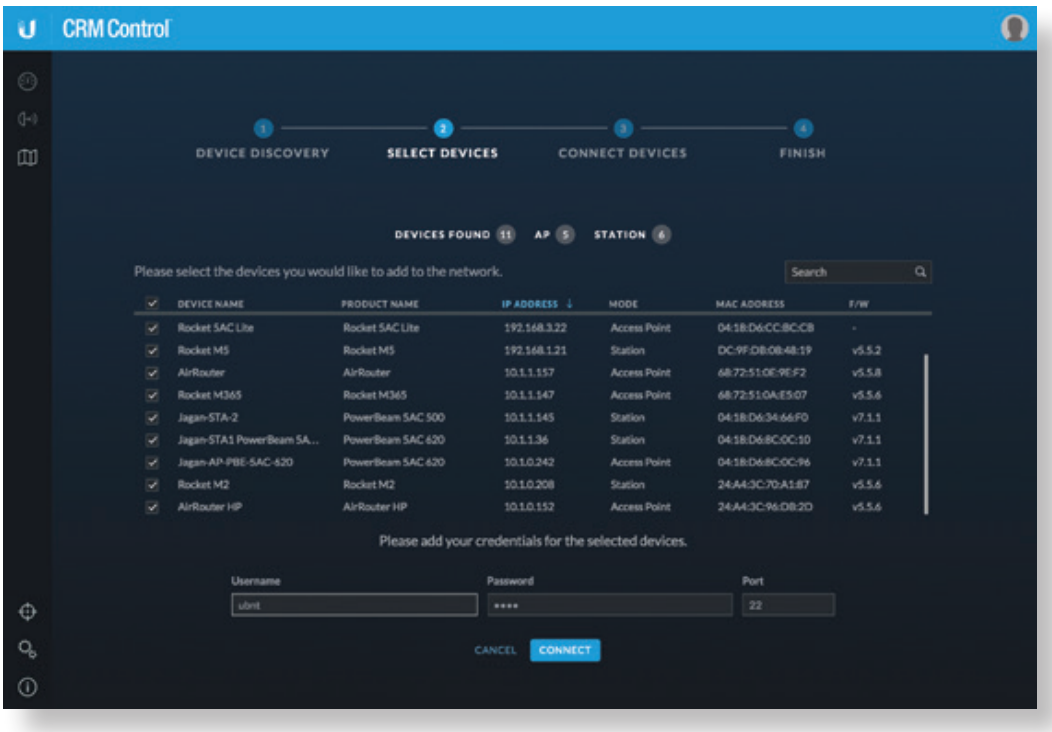
To connect by discovery:

a. Click **Discover** to display a list of devices the CRM Point has discovered on your network.

b. Select one or more devices that share the same credentials.

c. Click **Connect**.

d. Repeat steps a to c to connect additional devices with different login credentials.



9. When you are finished connecting devices to the CRM Point, click **Finish** to display a list of devices being monitored by the CRM Point.

You can now manage your devices using the CRM Point. For more information on using the CRM Point, visit **http://crm.ubnt.com/point**

Specifications

CRM-P	
Dimensions	21.7 x 43.4 x 121.9 mm (0.85 x 1.71 x 4.80")
Weight	110 g (3.88 oz)
Networking Interface	(1) 10/100/1000 Ethernet Port
Buttons	(1) Reset to Defaults
Power Method PoE Micro-USB	 48V 802.3af or Passive PoE (Pairs 4, 5+; 7, 8 Return) 5V
Power Supply	802.3af PoE or Micro-USB 5V, 1A
Max. Power Consumption	5W
Certifications	CE, FCC, IC
Operating Temperature	0 to 40° C (32 to 104° F)
Operating Humidity	20 to 90% Noncondensing

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

UBIQUITI NETWORKS, Inc ("UBIQUITI NETWORKS") warrants that the product(s) furnished hereunder (the "Product(s)") shall be free from defects in material and workmanship for a period of one (1) year from the date of shipment by UBIQUITI NETWORKS under normal use and operation. UBIQUITI NETWORKS' sole and exclusive obligation and liability under the foregoing warranty shall be for UBIQUITI NETWORKS, at its discretion, to repair or replace any Product that fails to conform to the above warranty during the above warranty period. The expense of removal and reinstallation of any Product is not included in this warranty. The warranty period of any repaired or replaced Product shall not extend beyond its original term.

Warranty Conditions

The above warranty does not apply if the Product:

(I) has been modified and/or altered, or an addition made thereto, except by Ubiquiti Networks, or Ubiquiti Networks' authorized representatives, or as approved by Ubiquiti Networks in writing;

(II) has been painted, rebranded or physically modified in any way;

(III) has been damaged due to errors or defects in cabling;

(IV) has been subjected to misuse, abuse, negligence, abnormal physical, electromagnetic or electrical stress, including lightning strikes, or accident;

(V) has been damaged or impaired as a result of using third party firmware;

(VI) has no original Ubiquiti MAC label, or is missing any other original Ubiquiti label(s); or

(VII) has not been received by Ubiquiti within 30 days of issuance of the RMA.

In addition, the above warranty shall apply only if: the product has been properly installed and used at all times in accordance, and in all material respects, with the applicable Product documentation; all Ethernet cabling runs use CAT5 (or above), and for outdoor installations, shielded Ethernet cabling is used, and for indoor installations, indoor cabling requirements are followed.

Returns

No Products will be accepted for replacement or repair without obtaining a Return Materials Authorization (RMA) number from UBIQUITI NETWORKS during the warranty period, and the Products being received at UBIQUITI NETWORKS' facility freight prepaid in accordance with the RMA process of UBIQUITI NETWORKS. Products returned without an RMA number will not be processed and will be returned freight collect or subject to disposal. Information on the RMA process and obtaining an RMA number can be found at: **www.ubnt.com/support/warranty**.

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Note

Some countries, states and provinces do not allow exclusions of implied warranties or conditions, so the above exclusion may not apply to you. You may have other rights that vary from country to country, state to state, or province to province. Some countries, states and provinces do not allow the exclusion or limitation of liability for incidental or consequential damages, so the above limitation may not apply to you. EXCEPT TO THE EXTENT ALLOWED BY LOCAL LAW, THESE WARRANTY TERMS DO NOT EXCLUDE, RESTRICT OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE LICENSE OF ANY SOFTWARE (EMBEDDED IN THE PRODUCT) TO YOU. The United Nations Convention on Contracts for the International Sale of Goods shall not apply to any transactions regarding the sale of the Products.

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.

Industry Canada

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

This Class [A] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [A] est conforme à la norme NMB-003 du Canada.

CE Marking

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

CE

RoHS/WEEE Compliance Statement

English

European Directive 2002/96/EC requires that the equipment bearing this symbol on the product and/or its packaging must not be disposed of with unsorted municipal waste. The symbol indicates that this product should be disposed of separately from regular household waste streams. It is your responsibility to dispose of this and other electric and electronic equipment via designated collection facilities appointed by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences to the environment and human health. For more detailed information about the disposal of your old equipment, please contact your local authorities, waste disposal service, or the shop where you purchased the product.

Deutsch

Die Europäische Richtlinie 2002/96/EC verlangt, dass technische Ausrüstung, die direkt am Gerät und/oder an der Verpackung mit diesem Symbol versehen ist, nicht zusammen mit unsortiertem Gemeindeabfall entsorgt werden darf. Das Symbol weist darauf hin, dass das Produkt von regulärem Haushaltmüll getrennt entsorgt werden sollte. Es liegt in Ihrer Verantwortung, dieses Gerät und andere elektrische und elektronische Geräte über die dafür zuständigen und von der Regierung oder örtlichen Behörden dazu bestimmten Sammelstellen zu entsorgen. Ordnungsgemäßes Entsorgen und Recyceln trägt dazu bei, potentielle negative Folgen für Umwelt und die menschliche Gesundheit zu vermeiden. Wenn Sie weitere Informationen zur Entsorgung Ihrer Altgeräte benötigen, wenden Sie sich bitte an die örtlichen Behörden oder städtischen Entsorgungsdienste oder an den Händler, bei dem Sie das Produkt erworben haben.

Español

La Directiva 2002/96/CE de la UE exige que los equipos que lleven este símbolo en el propio aparato y/o en su embalaje no deben eliminarse junto con otros residuos urbanos no seleccionados. El símbolo indica que el producto en cuestión debe separarse de los residuos domésticos convencionales con vistas a su eliminación. Es responsabilidad suya desechar este y cualesquiera otros aparatos eléctricos y electrónicos a través de los puntos de recogida que ponen a su disposición el gobierno y las autoridades locales. Al desechar y reciclar correctamente estos aparatos estará contribuyendo a evitar posibles consecuencias negativas para el medio ambiente y la salud de las personas. Si desea obtener información más detallada sobre la eliminación segura de su aparato usado, consulte a las autoridades locales, al servicio de recogida y eliminación de residuos de su zona o pregunte en la tienda donde adquirió el producto.

Français

La directive européenne 2002/96/CE exige que l'équipement sur lequel est apposé ce symbole sur le produit et/ou son emballage ne soit pas jeté avec les autres ordures ménagères. Ce symbole indique que le produit doit être éliminé dans un circuit distinct de celui pour les déchets des ménages. Il est de votre responsabilité de jeter ce matériel ainsi que tout autre matériel électrique ou électronique par les moyens de collecte indiqués par le gouvernement et les pouvoirs publics des collectivités territoriales. L'élimination et le recyclage en bonne et due forme ont pour but de lutter contre l'impact néfaste potentiel de ce type de produits sur l'environnement et la santé publique. Pour plus d'informations sur le mode d'élimination de votre ancien équipement, veuillez prendre contact avec les pouvoirs publics locaux, le service de traitement des déchets, ou l'endroit où vous avez acheté le produit.

Italiano

La direttiva europea 2002/96/EC richiede che le apparecchiature contrassegnate con questo simbolo sul prodotto e/o sull'imballaggio non siano smaltite insieme ai rifiuti urbani non differenziati. Il simbolo indica che questo prodotto non deve essere smaltito insieme ai normali rifiuti domestici. È responsabilità del proprietario smaltire sia questi prodotti sia le altre apparecchiature elettriche ed elettroniche mediante le specifiche strutture di raccolta indicate dal governo o dagli enti pubblici locali. Il corretto smaltimento ed il riciclaggio aiuteranno a prevenire conseguenze potenzialmente negative per l'ambiente e per la salute dell'essere umano. Per ricevere informazioni più dettagliate circa lo smaltimento delle vecchie apparecchiature in Vostro possesso, Vi invitiamo a contattare gli enti pubblici di competenza, il servizio di smaltimento rifiuti o il negozio nel quale avete acquistato il prodotto.

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Français [French]	Par la présente UBIQUITI NETWORKS déclare que l'appareil UBIQUITI NETWORKS, est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.
Deutsch [German]	Hiermit erklärt UBIQUITI NETWORKS, dass sich dieses UBIQUITI NETWORKS Gerät, in Übereinstimmung mit den grundlegenden Anforderungen und den anderen relevanten Vorschriften der Richtlinie 1999/5/EG befindet.
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Español [Spanish]	Por medio de la presente UBIQUITI NETWORKS declara que este dispositivo UBIQUITI NETWORKS, cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

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Online Resources

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Community community.ubnt.com

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www.ubnt.com

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