Phase-Guard CloudCom

Setup Guide

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CloudCom Connections

The CloudCom requires three connections:
1. Power (USB-C)
2. Phase-Guard (USB-A)
3. Network (wired or wireless)

Power

A 20W 5V 4.0A USB-C Power Supply is provided, but any USB-C power source that delivers at least 5V 3.0A will suffice for the CloudCom. Simply plug it into the PWR port on the side of the CloudCom.

Additionally, a PoE (Power over Ethernet) splitter can power the CloudCom via USB-C from a PoE-enabled network.

Phase-Guard Connection

Connect the CloudCom to a Phase-Guard using a USB-A to Mini USB cable. You can utilize any of the available USB ports on the front of the CloudCom labeled as "USB to Phase-Guard".

Network Connection

To enable CloudCom to communicate with the cloud service, it requires a functioning internet connection.

Wired (Ethernet)

The recommended method is to use a wired Ethernet connection. Simply plug the Ethernet cable into the front port labeled "Ethernet".

Wireless (Wi-Fi)

For installations where a wired connection is impractical, the CloudCom can connect to a Wi-Fi network (2.4 GHz and 5.0 GHz IEEE 802.11ac). While Wi-Fi connections are less stable than wired connections, they offer greater flexibility in certain installations. It's important to note that without an external antenna, the Wi-Fi signal must be strong in the installation area for reliable communication with CloudCom.

To set up a Wi-Fi connection, follow these steps:

1. Power up the CloudCom without an Ethernet cable attached
2. From your device (phone or computer), connect to the CloudCom via the hosted Wi-Fi network called "**TPG CloudCom**".
3. Once connected, a captive portal should appear, allowing you to select a Wi-Fi network for the CloudCom to connect to. If the captive portal does not appear, try connecting to a webpage in your browser.
4. Select the desired Wi-Fi network for the CloudCom to connect to.
5. Enter the password for the network.
6. Click "Connect" to initiate the connection from the CloudCom to the Wi-Fi network.
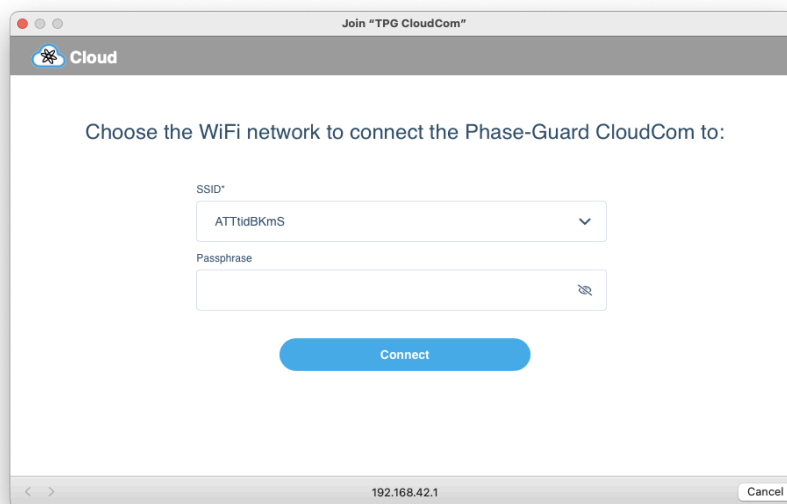
Verify Network Connection

After connecting the CloudCom to the network and Phase-Guard, you can verify the connection by following these steps:

1. Log in to your cloud account at: https://phaseguard.cloud
2. Locate the CloudCom device on the dashboard view.
3. Verify that the "Status" is listed as "Online". Hover over the status (or tap on mobile) to view the last time the CloudCom communicated with the server.

Troubleshoot Wi-Fi Connection

If attempting to connect via Wi-Fi and the CloudCom status does not update to "Online", then check the following:

- Check if you can still connect to the "TPG CloudCom" Wi-Fi network from your computer or phone.
  - If you can connect, try the connection process again. In environments with a weak Wi-Fi signal, the connection may fail on the first attempts.
  - Once a valid Wi-Fi connection has been established, the "TPG CloudCom" network will be disabled.
- Ensure your Phase-Guard is connected to the CloudCom. The CloudCom will only communicate with the server when a Phase-Guard is connected.