

# Firebox NV5 Hardware Guide

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WatchGuard Firebox is a comprehensive advanced network security platform that puts IT security professionals back in charge of their networks with widely deployable, enterprise-grade security and threat visibility tools suitable for any organization, regardless of budget, size, or complexity.

The Firebox NV5 is a VPN gateway tabletop appliance that provides a simplified solution for remote workers, small offices, or remote devices that need a secure connection to the corporate office or data center. The NV5 offers a fast connection to the data both employees and devices need using the VPN configuration for BOVPN (Branch Office VPN) in WatchGuard Cloud.

For more information on how to set up a BOVPN, see [Manual Branch Office VPN Tunnels](#) in the Fireware Help.

## Fireware OS

The Firebox NV5 supports WatchGuard's next generation UTM OS—Fireware® OS. Each Firebox appliance includes Fireware OS and delivers exceptional protection against today's sophisticated threats to make sure that your business stays connected. For more information on the features of Fireware OS, see [Fireware Help](#).

The Firebox NV5 is intended as a secure VPN gateway appliance with a Standard Support license, and does not support these features:

- Firebox subscription security services
- FireCluster
- Load Balancing
- Link Aggregation

## About Your Hardware

### Hardware Specifications

Processor	NXP LS1012A, 1GHz
Memory	DDR3L 1GB (512MB x 2)
Storage	eMMC 4GB
Power Supply	Input Ratings: 100-240VAC, 1A, 50-60Hz Output Ratings : 12V, Max 12W
Dimensions	D = 190 mm (7.48") W = 152 mm (5.98") H = 32 mm (1.26")
Weight	0.285 kg (0.63 lbs)

### Interface Specifications

Network Interfaces	3 1000Base-TX, RJ45
I/O Interfaces	1 USB 3.0 1 RJ45 Serial Port

## Environmental Requirements

To safely install your Firebox, we recommend that you:

- Install it in indoors
- Put it in a secure area, such as a locked room, to block the device from people who do not have permission to use it
- Connect it to a conditioned power supply to prevent damage from sudden power changes

Other environmental requirements:

- Operating temperature: 0° to 40°C (32° to 104°F)
- Operating humidity: 5% to 90% non-condensing
- Non-operating temperature: -40° to 70°C (-40° to 158°F)
- Non-operating humidity: 5% to 90%, non-condensing

## Hardware Description

### Front View

Front view of the Firebox:



#### Fail Over

The Fail Over indicator is lit when there is a WAN failover from the primary external interface to the backup interface. After the external interface connection fails back to the primary external interface, the indicator is not lit.

#### Network Interface Status Indicators

The Firebox NV5 has three network interfaces. There are two status indicators for each interface.

Indicator	Indicator Color	Interface Status
1000	Yellow	Link speed: 1000 Mbps
	Blinks (speed of blink increases as the data flow increases)	Data sent and received
10/100	Green	Link speed: 10 Mbps or 100 Mbps
	Blinks (speed of blink increases as the data flow increases)	Data sent and received

#### Status

The Status indicator is lit when there is a management connection to the device. The Status indicator is lit for 30 seconds after you connect to the device with the Fireware Web UI or the command line interface. It is also lit when the device is polled by WatchGuard System Manager.

### Mode

The Mode indicator shows the status of the external network connection. If the device can connect to the external network and send traffic, the indicator is green. The indicator flashes if the device cannot send traffic to the external network.

### Attn

The Attn indicator is yellow when you start the device with the **Reset** button pressed. For more information, see [Restore Factory Default Settings](#).

### Power (⏻)

The Power indicator is lit to indicate power status. It is green when the Firebox is powered on.

## Rear View

Rear view of the Firebox:



### Network Interfaces

The Ethernet interfaces have standard RJ45 connectors and support link speeds of 10, 100, or 1000 Mbps. The Firebox NV5 has three network interfaces. These interfaces are labeled 0, 1, and 2.

### Console (Serial Port)

An RJ45 serial console port. An RJ45 serial cable is not included with the device.

### USB Interfaces

The device has one USB interface. Connect a USB storage device for USB backup and restore, or to store a support snapshot. For more information, see [Contents • Firmware Help](#).

### Power Input

A 12V/1A power supply is included with your device. Connect the AC adapter to the device and to a power source. The power supply tip is plus (+) polarity. Use only the supplied AC power adapter.

### Power Switch

Controls the power supplied to the device. Move the switch to position **1** to power on the device, or position **0** to power it off.

### Reset Button

This resets the device. To restore the device to factory default settings, see [Restore Factory Default Settings](#).

## AC Power Adapter

The AC power adapter supplies power for the Firebox. A Firebox shipped outside the U.S. includes four power cables to connect to the AC power adapter. Use the correct power cable for the power source used in your country.

Do not connect this power adapter to any other WatchGuard product.

## Restore Factory Default Settings

If you have a problem in your configuration file that you cannot correct, you can restore the factory default settings and start from a new configuration file. For example, if you do not know the administrator account passphrase, or if a power interruption causes damage to the Fireware OS, you can restore the Firebox to the factory default settings and build your configuration again.

To reset the Firebox to factory default settings:

1. Power off the Firebox.
2. Press and hold the **Reset** button on the back of the Firebox.
3. Power on the Firebox while you continue to hold the **Reset** button.
4. Continue to hold the **Reset** button until the **Attn** indicator on the front of the Firebox begins to flash.
5. Release the **Reset** button.
6. Wait until the **Attn** indicator stays lit and does not flash. This can take 75 seconds or more.

You must start the device again before you can connect to it. If you do not, when you try to connect to the device, a web page appears with the message, "Your device is running from a backup copy of firmware." This message also appears if the **Reset** button is stuck in the depressed position. If you continue to see this message, check the **Reset** button and start the device again.

7. Power off the Firebox.
8. Power on the Firebox.

*The Firebox restarts with factory-default settings.*

# Notices

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All WatchGuard products are designed and tested to meet strict safety requirements. These requirements include product safety approvals and other global compliance standards. Please read the following instructions carefully before operating the product, and refer to them as needed to ensure the continued safe operation of your product.

## Product Safety Certification

The WatchGuard product is safety certified under the following standards:

- CAN/CSA C22.2 No.60950-1-07, Second Edition 2014-10
- UL 60950-1, Second Edition 2014-10-14
- IEC 60950-1, 2005+A1:2009+A2:2013
- IEC 62368-1: 2014 2nd edition
- EN 60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013

## Safety Warning

- Do not place objects on the power cord.
- Do not obstruct the ventilation openings. These openings prevent overheating of the machine.
- Never push objects of any kind into slots or openings on this equipment. Making a contact with a voltage point or shorting out a part may result in fire or electrical shock.
- When removing or installing an appliance, follow the general installation safety instructions.
- You must disconnect the AC power cord from the Firebox before you remove the cover of the Firebox for any reason.
- There is risk of explosion if the battery is replaced by an incorrect type. Dispose of used batteries according to the manufacturer's instructions.
- 警示 本電池如果更換不正確會有爆炸的危險，請勿自行更換電池

## Disclaimer

WatchGuard shall not be held liable if the end user alters, modifies, or repairs any WatchGuard hardware appliance.

## Hinweise Zur Sicherheit

Alle WatchGuard Produkte werden entwickelt und getestet, um strenge Sicherheitsanforderungen zu erfüllen. Diese Anforderungen umfassen Produktsicherheit Zulassungen und andere globale Compliance-Standards. Bitte lesen Sie die folgenden Anweisungen sorgfältig, bevor Sie das Produkt, und bezeichnen sie als notwendig, um den sicheren Betrieb des Geräts zu gewährleisten. Weitere Informationen finden Sie in der elektronischen Hardware Guide.

Die WatchGuard Produkt ist Sicherheit unter den folgenden Normen zertifiziert

- CAN/CSA C22.2 No.60950-1-07, Second Edition 2014-10
- UL 60950-1, Second Edition 2014-10-14
- IEC 60950-1:2005+A1:2009+A2:2013
- IEC 62368-1: 2014 2nd edition
- EN 60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013

## Sicherheitshinweis

- Legen Sie keine Gegenstände auf das Netzkabel.

- Verdecken Sie nicht die Lüftungsöffnungen. Diese Öffnungen verhindern eine Überhitzung der Maschine.
- Stecken Sie niemals Gegenstände jeglicher Art in die Schlitze oder Öffnungen des Geräts stecken. Der Kontakt mit einem spannungsführenden Punkt oder das Kurzschließen eines Bauteils kann zu einem Brand oder elektrischen Schlag führen.
- Beim Entfernen oder Installieren eines Gerätes, nach den allgemeinen Installation Sicherheitshinweise.

## Aviso De Seguridad

Todos los productos WatchGuard están diseñados y probados para satisfacer estrictos requisitos de seguridad. Estos requisitos incluyen la homologación de productos de seguridad y otras normas de cumplimiento global. Por favor, lea atentamente las siguientes instrucciones antes de utilizar el producto, y se refieren a ellos como sea necesario para garantizar el funcionamiento seguro y continuo de su producto. Información adicional se puede encontrar en la Guía del usuario electrónica.

## Certificación de seguridad del producto


El producto tiene certificación de seguridad WatchGuard bajo las siguientes normas:

- CAN/CSA C22.2 No.60950-1-07, Second Edition 2014-10
- UL 60950-1, Second Edition 2014-10-14
- IEC 60950-1:2005+A1:2009+A2:2013
- IEC 62368-1: 2014 2nd edition
- EN 60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013

## Advertencia de seguridad

- No coloque objetos sobre el cable de alimentación.
- No obstruya las aberturas de ventilación. Estas aberturas evitan el sobrecalentamiento de la máquina.
- Nunca introduzca objetos de ningún tipo en las ranuras o aberturas del equipo. El contacto con puntos de voltaje o el cortocircuito de una pieza podría provocar un incendio o una descarga eléctrica.
- Al extraer o instalar un electrodoméstico, siga las instrucciones generales de instalación de seguridad.

## CE Notice

The  symbol on your WatchGuard Technologies equipment indicates that it is in compliance with the Electromagnetic Compatibility (EMC) directive and the Low Voltage Directive (LVD) of the European Union (EU).

## RoHS Statement

The member states of the European Union approved directive 2002/95/EC, Restrictions of Hazardous Substances ("RoHS directive") that became valid on July 1, 2006. It states that all new electrical and electronic equipment put on the market within the member states must not contain certain hazardous materials. This device complies with the European Union's RoHS directive 2002/95/EC and similar regulations that may be adopted by other countries for European Sales.

## WEEE Statement

WEEE is a general set of requirements dictated in the EU Directive 2002/96/EC. This Directive mandated that member EU countries enact regulations governing the Waste of Electrical and Electronic Equipment (WEEE). The Directive, and its individual transpositions into specific country laws and legislation, is aimed at the reduction of WEEE through reuse, recovery, and recycling of WEEE.

WatchGuard is working in partnership with our European Union (EU) distribution partners to ensure that our products are in compliance with the WEEE statutes, and that the recovery of our product per the specific EU country legislative requirements is seamless for our product's end users. If you have a WatchGuard product that is at its end of life and needs to be disposed of, please contact WatchGuard Customer Care Department at:

U.S. Customers: 877.232.3531 International Customers: +1.206.613.0456

WatchGuard is reasonably confident that our products do not contain any substances or hazardous materials presently banned by any legislation, and do not present a risk due to hazardous materials. WEEE recovery professionals should also note that these products do not have any materials that are of particular high value in their individual form.

## REACH

The new EU chemicals policy REACH (Registration, Evaluation, Authorization and restriction of Chemicals) came into effect on June 1, 2007. REACH is Europe's new chemicals legislation, which is applicable in all 27 EU Member States as well as the EFTA European Economic Area (EEA). REACH creates a new system for gathering information, assessing risks to human health and the environment, and authorizing or restricting the marketing and use of chemicals produced or supplied in the EEA. REACH has an impact on EEA producers and importers of finished products and users of chemicals in the course of industrial or professional activities.

WatchGuard supports the overall REACH objective of improving the protection of human health and the environment and will meet all applicable REACH requirements. WatchGuard is strongly committed to working with our customers and supply chain to define and implement the REACH requirements and ensure a smooth transition to compliance.

One of the REACH requirements is that manufacturers and importers have the duty to register substances they are producing or importing. In accordance with the regulations, the products of WatchGuard do not need to be registered for the following reasons:

- WatchGuard does not import more than 1 metric ton per year of a substance as defined by REACH.
- WatchGuard products are non-chemical products that are not designed to release any substance under normal and reasonably predictable application.
- Our products do not contain the listed substances at more than 0.1% by weight of the whole product/part.

## Industry Canada Statement

This device complies with RSS-247 of the Industry Canada 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. CAN ICES-3(B)/NMB-3(B) Ce dispositif est conforme à la norme CNR-247 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

## Taiwan RoHS

設備名稱: 次世代防火牆 Equipment name		型號(型式): NV5(BS1AE3), T25(BS2AE5), T25-W(BS2AE5W), T45(BS4AE5), T45-PoE(BS4AE5P), T45-W-PoE(BS4AE5PW), and T45-CW(BS4AE5CW) Type designation (Type)				
單元 Unit	限用物質及其化學符號 Restricted substances and its chemical symbols					
	鉛Lead (Pb)	汞Mercury (Hg)	鎘Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr <sup>6+</sup> )	多溴聯苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)
產品內外殼 (含框架)	○	○	○	○	○	○
電路板	○	○	○	○	○	○
電源供應器	○	○	○	○	○	○
配件(網路 線)	○	○	○	○	○	○
其它固定組 件(螺絲、夾 具)	○	○	○	○	○	○
備考1. "超出0.1 wt %" 及 "超出0.01 wt %" 係指限用物質之百分比含量超出百分比含量基準值。 Note 1: "Exceeding 0.1 wt %" and "exceeding 0.01 wt %" indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.						
備考2. "○" 係指該項限用物質之百分比含量未超出百分比含量基準值。 Note 2: "○" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.						
備考3. "-" 係指該項限用物質為排除項目。 Note 3: The "-" indicates that the restricted substance corresponds to the exemption.						

## Taiwan Class A Notice

警告使用者：這是甲類產品，應使用並正確安裝。本產品可能會造成無線電干擾，在這種情況下，用戶可能需要採取適當的措施。

警示 本電池如果更換不正確會有爆炸的危險，請勿自行更換電池

## Mexico Notice

La operación de este equipo está sujeta a las siguientes dos condiciones:

- (i) es posible que este equipo o dispositivo no cause interferencia perjudicial y
- (ii) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.



## Declaration of Conformity

### DECLARATION OF CONFORMITY

**WatchGuard Technologies, Inc.**  
**505 Fifth Ave. S., Suite 500**  
**Seattle, WA 98104-3892 USA**

**WatchGuard Technologies Inc. hereby declares that the product(s) listed below conform to the European Union directives and standards identified in this declaration.**

**Product(s):**

WatchGuard Product Name : Firebox NV5  
 Hardware Model : BS1AE3

**EU Directive(s):**

Low Voltage (2014/35/EU)  
 Electromagnetic Compatibility (2014/30/EU)  
 RoHS EU 2015/863(RoHS2)  
 WEEE Directive 2012/19/EU  
 REACH EC 1907/2006,  
 SVHC 201

**Standard(s):**

**Safety:** EN 62368-1 : 2014 + A11:2017  
**Emission:** EN 55032:2015/A1:2020 Class A  
 FCC Part 15B  
 ICES-003: Issue 7  
 CISPR 32 Ed 2.1: 2015+AMD1:2019  
 VCCI-CISPR 32:2016-11  
 AS/NZS CISPR 32:2015 AMD1 :2020  
 EN IEC61000-3-2:2019/A1:2021  
 EN 61000-3-3:2013/A1:2019  
**Immunity:** EN 55035:2017/A11:2020  
 IEC 61000-4-2:2008  
 IEC 61000-4-3:2020  
 IEC 61000-4-4:2012  
 IEC 61000-4-5: 2014+AMD1:2017  
 IEC 61000-4-6:2013  
 IEC 61000-4-8:2009  
 IEC 61000-4-11:2020



Signature: *Laurence Huang*  
 Full Name: Laurence Huang  
 Position: Hardware Program Manager  
 Date: 17 May 2022

## Limited Hardware Warranty

This Limited Hardware Warranty (the "Warranty") applies to the enclosed hardware product, not including any associated software, which is licensed pursuant to a separate end-user license agreement and warranty (the "Product"). BY USING THE PRODUCT, YOU (either an individual or a single entity) AGREE TO THE TERMS HEREOF.

If you do not agree to these terms, please return this package, along with proof of purchase, to the authorized dealer from which you purchased it for a full refund. WatchGuard Technologies, Inc. ("WatchGuard") and you agree as set forth below or on the reverse side of this card, as applicable.

1. **LIMITED WARRANTY.** WatchGuard warrants that upon delivery and for one (1) year thereafter (the "Warranty Period"): (a) the Product will be free from material defects in materials and workmanship, and (b) the Product, when properly installed and used for its intended purpose and in its intended operating environment, will perform substantially in accordance with WatchGuard applicable specifications.

This warranty does not apply to any Product that has been: (i) altered, repaired or modified by any party other than WatchGuard except for the replacement or inclusion of specified components authorized in, and performed in strict accordance with, documentation provided by WatchGuard; or (ii) damaged or destroyed by force majeure events, accidents, power spikes or similar events or by any intentional, reckless or negligent acts or omissions of any party. You may have additional warranties with respect to the Product from the manufacturers of Product components. However, you agree not to look to WatchGuard for, and hereby release WatchGuard from any liability for, performance of, enforcement of, or damages or other relief on account of, any such warranties or any breach thereof.

2. **REMEDIES.** If any Product does not comply with the WatchGuard warranties set forth in Section 1 above, WatchGuard will, following the receipt of the product you claim is defective and at its option, either (a) repair the Product, or (b) replace the Product with a like or similar product; provided, that you will be responsible for returning the Product and for all costs of shipping and handling. Repair or replacement of the Product shall not extend the Warranty Period. Any Product, component, part or other item replaced by WatchGuard becomes the property of WatchGuard. WatchGuard shall not be responsible for return of or damage to any software, firmware, information or data contained in, stored on, or integrated with any returned Products.
3. **DISCLAIMER AND RELEASE.** THE WARRANTIES, OBLIGATIONS AND LIABILITIES OF WATCHGUARD, AND YOUR REMEDIES, SET FORTH IN PARAGRAPHS 1 AND 2 ABOVE ARE EXCLUSIVE AND IN SUBSTITUTION FOR, AND YOU HEREBY WAIVE, DISCLAIM AND RELEASE ANY AND ALL OTHER WARRANTIES, OBLIGATIONS AND LIABILITIES OF WATCHGUARD AND ALL OTHER RIGHTS, CLAIMS AND REMEDIES YOU MAY HAVE AGAINST WATCHGUARD, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE, WITH RESPECT TO ANY NONCONFORMANCE OR DEFECT IN THE PRODUCT (INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ANY IMPLIED WARRANTY ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE, ANY WARRANTY OF NONINFRINGEMENT, ANY WARRANTY OF UNINTERRUPTED OR ERROR-FREE OPERATION, ANY OBLIGATION, LIABILITY, RIGHT, CLAIM OR REMEDY IN TORT, WHETHER OR NOT ARISING FROM THE NEGLIGENCE (WHETHER ACTIVE, PASSIVE OR IMPUTED) OR FAULT OF WATCHGUARD OR FROM PRODUCT LIABILITY, STRICT LIABILITY OR OTHER THEORY, AND ANY OBLIGATION, LIABILITY, RIGHT, CLAIM OR REMEDY FOR LOSS OR DAMAGE TO, OR CAUSED BY OR CONTRIBUTED TO BY, THE PRODUCT).
4. **LIMITATION AND LIABILITY.** WATCHGUARD'S LIABILITY (WHETHER ARISING IN CONTRACT (INCLUDING WARRANTY), TORT (INCLUDING ACTIVE, PASSIVE OR IMPUTED NEGLIGENCE AND STRICT LIABILITY AND FAULT) OR OTHER THEORY) WITH REGARD TO ANY PRODUCT WILL IN NO EVENT EXCEED THE PURCHASE PRICE PAID BY YOU FOR SUCH PRODUCT. THIS SHALL BE TRUE EVEN IN THE EVENT OF THE FAILURE OF ANY AGREED REMEDY. IN NO EVENT WILL WATCHGUARD BE LIABLE TO YOU OR ANY THIRD PARTY (WHETHER ARISING IN CONTRACT (INCLUDING WARRANTY), TORT (INCLUDING ACTIVE, PASSIVE OR IMPUTED NEGLIGENCE AND STRICT LIABILITY AND FAULT) OR OTHER THEORY) FOR COST OF COVER OR FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING WITHOUT LIMITATION LOSS OF PROFITS, BUSINESS, OR DATA) ARISING OUT OF OR IN CONNECTION WITH THIS WARRANTY OR THE USE OF OR INABILITY TO USE THE PRODUCT, EVEN IF WATCHGUARD HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THIS SHALL BE TRUE EVEN IN THE EVENT OF THE FAILURE OF ANY AGREED REMEDY.

**5. MISCELLANEOUS PROVISIONS.** This Warranty will be governed by the laws of the state of Washington, U.S.A., without reference to its choice of law rules. The provisions of the 1980 United Nations Convention on Contracts for the International Sales of Goods, as amended, shall not apply. You agree not to directly or indirectly transfer the Product or use of the product or associated documentation to any country to which such transfer would be prohibited by the U.S. Export laws and regulations. If any provision of this Warranty is found to be invalid or unenforceable, then the remainder shall have full force and effect and the invalid provision shall be modified or partially enforced to the maximum extent permitted by law to effectuate the purpose of this Warranty. This is the entire agreement between WatchGuard and you relating to the Product, and supersedes any prior purchase order, communications, advertising or representations concerning the Product AND BY USING THE PRODUCT YOU AGREE TO THESE TERMS. IF THE PRODUCT IS BEING USED BY AN ENTITY, THE INDIVIDUAL INDICATING AGREEMENT TO THESE TERMS BY USING THE PRODUCT REPRESENTS AND WARRANTS THAT (A) SUCH INDIVIDUAL IS DULY AUTHORIZED TO ACCEPT THE WARRANTY ON BEHALF OF THE ENTITY AND TO BIND THE ENTITY TO THE TERMS OF THIS WARRANTY; (B) THE ENTITY HAS THE FULL POWER, CORPORATE OR OTHERWISE, TO ENTER INTO THE WARRANTY AND PERFORM ITS OBLIGATIONS UNDER THE WARRANTY AND; (C) THE WARRANTY AND THE PERFORMANCE OF THE ENTITY'S OBLIGATIONS UNDER THE WARRANTY DO NOT VIOLATE ANY THIRD-PARTY AGREEMENT TO WHICH THE ENTITY IS A PARTY.

No change or modification of the Warranty will be valid unless it is in writing and is signed by WatchGuard.

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