



# IP Gateway

**P/N: GDX-GW-MGT-IP-MNT**

Doc ref: GDX-GW-MGT-IP-MNT\_LIT\_SG

## Setup Guide

Feb 2024



**Technical  
Support**

[pacgdxsupport@comelit-pac.co.uk](mailto:pacgdxsupport@comelit-pac.co.uk)

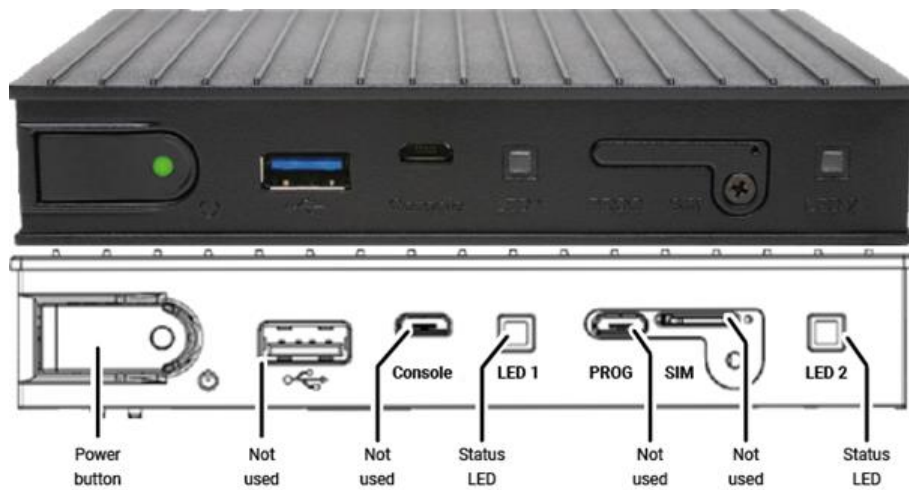
**T: +44 (0)1707 377203**

**Training**

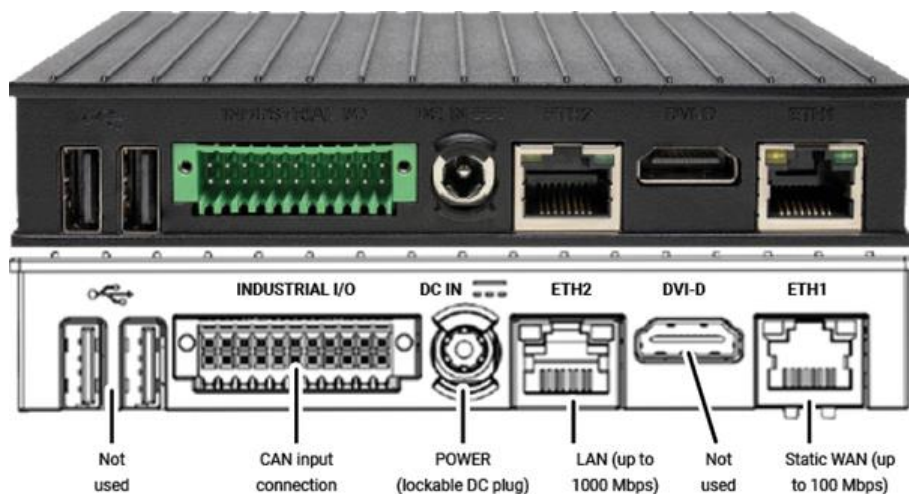
[pacgdxcustomerservice@comelit-pac.co.uk](mailto:pacgdxcustomerservice@comelit-pac.co.uk)

**T: +44 (0)1707 377203**

## 1.0 Gateway Layout



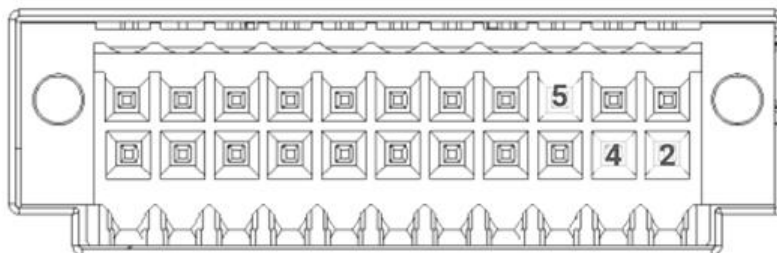
FRONT VIEW



REAR VIEW

## 2.0 CAN Bus Connector Data

### Pin numbering



To insert wires into the CAN Input Connection (above), push the spring cage release for the indicated PINs.

### 3.0 Setup Instructions - site preparation

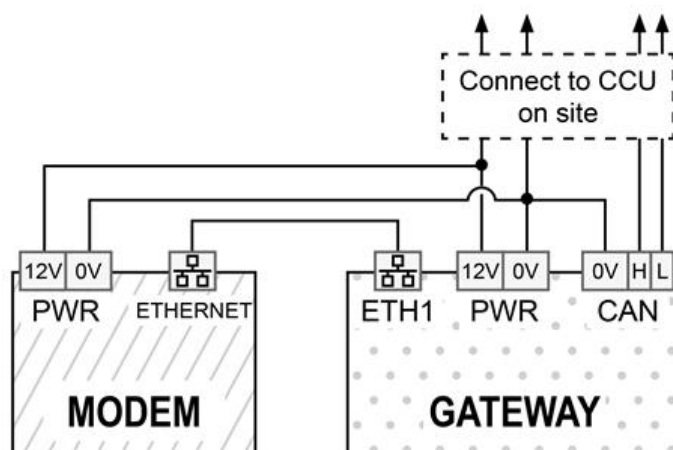


The Gateway **MUST** be associated with an Estate in Housing Central before it can be commissioned on site.



We recommend the MODEM to GATEWAY connections are configured before arriving on site.

1. The DC terminal block adaptor plugs into the Gateway (**DC IN**).
2. Insert the power supply plug into the Gateway **DC IN** jack and turn the power plug **clockwise to lock**.
3. This will be connected to the DC power source from the CCU on site.



12V ⊕  
Gateway power  
Modem power



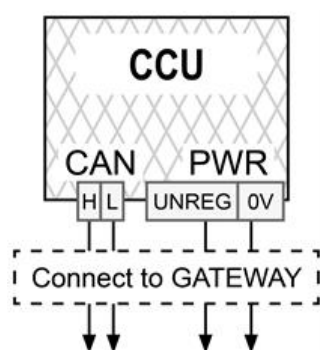
⊖ 0V  
Gateway CAN (pin5)  
Gateway power  
Modem power

## 4.0 Setup Instructions - on site tasks



**For retro fitting in a VoIP/GSM unit enclosure we recommend the following:**

- Use double-sided velcro pads/tape to secure the units to the back of the enclosure
- Do NOT stack the units on top of each other
- Use the antenna or network cable exit point as cable knockouts



Linecard connections (lower right hand corner of card)

1. Insert connectors for CAN and power.
2. The Gateway Power LED will be GREEN.
3. Connect the modem antenna.
4. Check the modem 4G network type status LED is illuminated.
5. Make a note of the modem signal strength LED indicator. This will provide a guide to network connectivity for Gateway communications.



**To power OFF the Gateway press and hold the Power button.**

6. **Status LEDs will show:**

LED1	Status	Info
GREEN	Flashing	Application starting
GREEN	On	Application is up
RED	Flashing	Application down, rebooting

LED2	Status	Info
GREEN	Flashing (both ETH1 and ETH2)	Up and functional
GREEN	On	WAN connected
RED	Flashing	WAN disconnected

## 5.0 Gateway Configuration



The Gateway **MUST** be associated with an Estate in Housing Central before it can be commissioned on site.



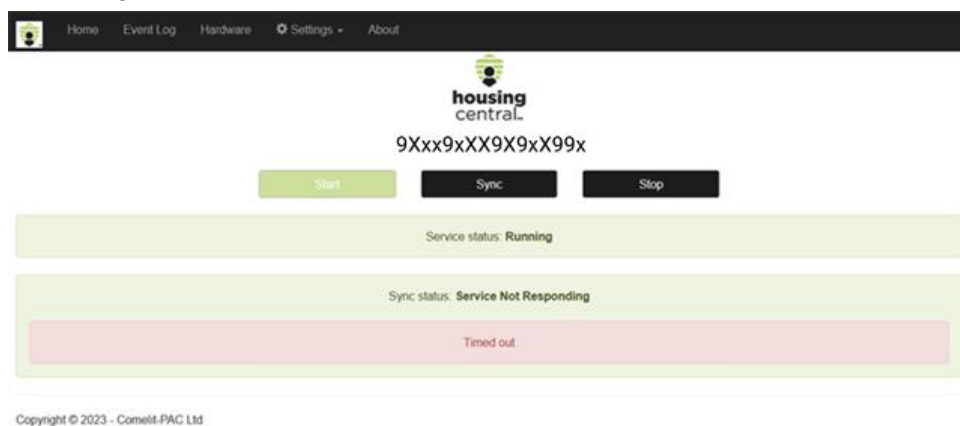
For the Gateway to make a secure connection into Housing Central a password **MUST** be set in both Housing Central and the Gateway device.

1. Connect a network cable between the LAN input (ETH2) of the Gateway device and your laptop.
2. Configure the laptop network adaptor to **192.168.0.x** (the same range as the Gateway).
3. Open a browser and navigate to **http://192.168.0.1:5001/** in the browser.
4. Login with these credentials:

Username: **sysadmin**

Password: **gateway1**

5. The following screen will be shown.



6. Click **Stop**.
7. Select the **Settings** option.
8. Choose **Set Gateway Password** from the dropdown.
9. Use the Gateway serial number as the password for the gateway in Housing Central.  
This can be found below the Housing Central™ logo at the top of the page such as "9Xxx9xXX9X9xX99x".



The Gateway serial number will be located on the product label and associated with an Estate in Housing Central in the Gateways page.

10. Click **Set**.
11. The gateway will change to the Gateway Configuration page.
12. Verify the serial number is the same as the Housing Central Gateway serial number.
13. Click the **Home** option.
14. Click **Start**.
15. The **Sync Status** will change from **Unknown** to **Connected**.



16. Click **Event Log** to view all events being processed by the gateway when connected to Housing Central.
17. Click **Hardware** to see the devices connected to the gateway.

## 6.0 Troubleshooting connectivity

### Check the Gateway details

- Confirm the Gateway Serial Number matches the Estate association in Housing Central.  
(See **Setup Instructions - site preparation** for more details)

### Check modem signal strength indicator

- 5 bars shown on the modem will indicate the strongest signal.
- Anything less than 5 bars may indicate weak communication to and from the network.

### To improve signal strength

- Consider carrying out an appropriate site survey to check the radio signal reception.
- Consider relocating the modem antenna or use an appropriate high gain antenna.

### For Gateway sync status failures

- Check network connectivity (including modem signal strength)
- Confirm the passwords match in Housing Central and on the Gateway Configuration page.

## Training options

Please note that you can book training on all products.

Technical Support	<a href="mailto:pacgdxsupport@comelit-pac.co.uk">pacgdxsupport@comelit-pac.co.uk</a> T: +44 (0)1707 377203
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