

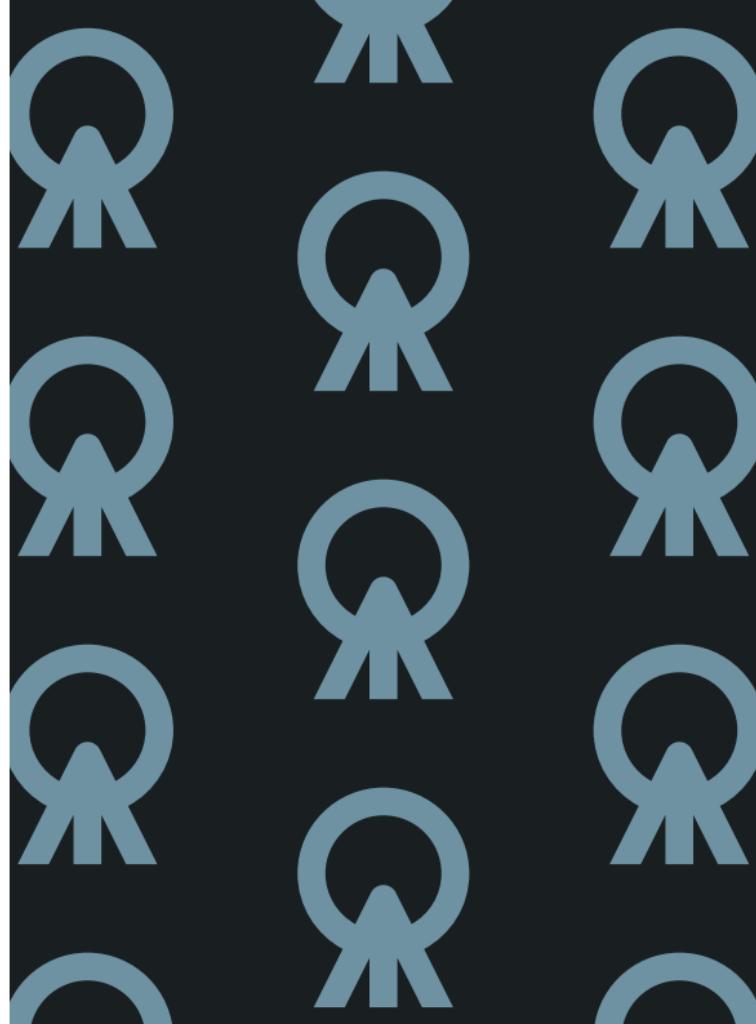


# Gateway

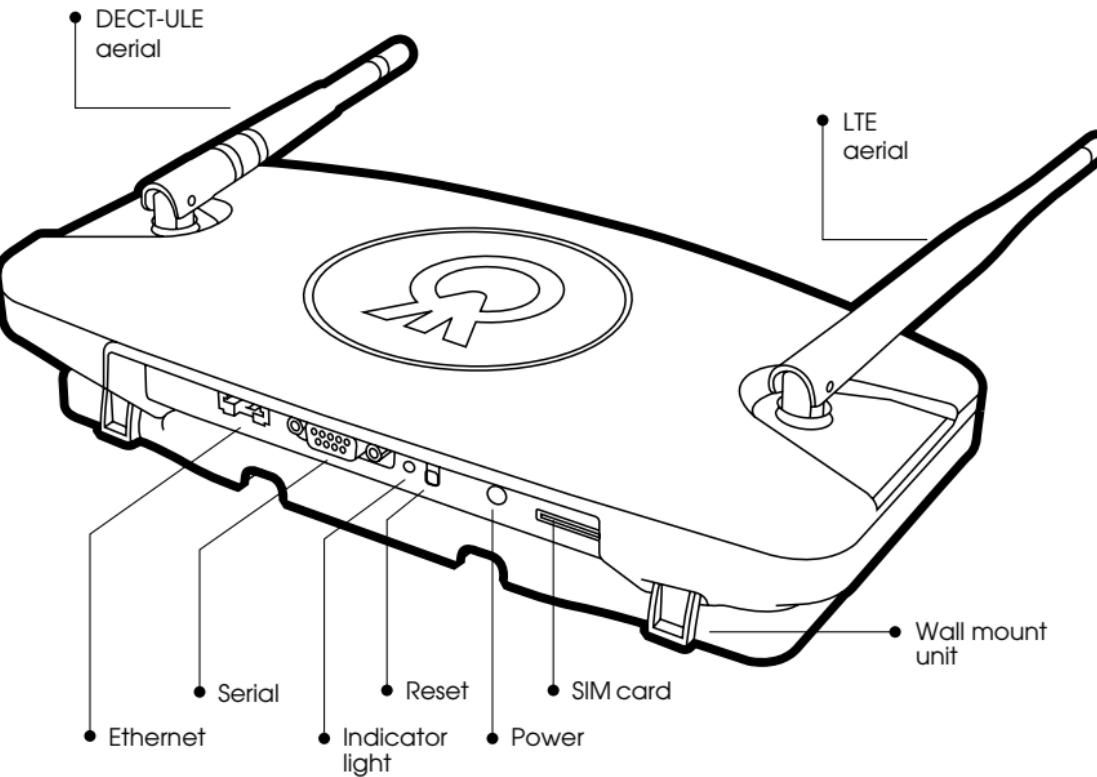
## User Manual

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### 1. Meet the Gateway



## 2. Technical specification

Colour		Black	
Dimensions	Height	235mm including antennas	
	Width	265mm	
	Depth	63mm	
Mass (Weight)		400g	
LTE connection (connection to Cellular Network)	Frequency	European - 4G Band 1 - 2100MHz	North American - 4G Band 2 - 1900 MHz
		4G Band 3 - 1800MHz	4G Band 4 - 1700 MHz
		4G Band 7 - 2600MHz	4G Band 5 - 850 MHz
		4G Band 8 - 900MHz	4G Band 12/13 - 700 MHz
		4G Band 20 - 800MHz	3G Band 2 - 1900 MHz
		3G Band 2 - 2100MHz	3G Band 5 - 850 MHz
		3G Band 8 - 900MHz	
		2G Band 3 - 1800 MHz	
		2G Band 8 - 900 MHz	

Wireless (connection to RackEye)	DECT ULE		Digital Enhanced Cordless Telecommunications (Ultra Low Energy)	
	Frequency		Europe - 1.88GHz to 1.9 GHz	North America - 1.92GHz to 1.93 GHz
	Range		Up to 200m*	
Operating conditions	Temperature	Low	-20°C / -4F	
		High	50°C/122F	
	Humidity	Low	20%	
		High	80%	
Number of devices per Conek Gateway			Up to 500*	
Power	Power source		100-240V~50-60Hz 0.58A	

\* Range and number of devices will depend on variables such as building construction and items being stored.

### 3. Regulatory and compliance information - Europe

European compliance information applies only to the European Regional Variant of this product. This product is not authorised to be used in a region for which it was not intended.

#### **EU compliance statement**

Conek hereby declares that this wireless device is in compliance with the essential requirements and other relevant provisions of the Radio Equipment Directive (RED). A copy of the EU declaration of conformity for Conek Gateway is available at [www.asafe.com](http://www.asafe.com)



This device may be operated in all member states of the EU. Observe national and local regulations where the device may be used.

#### **Important**

Changes or modifications to this product not authorised by Conek could void the electromagnetic compatibility (EMC) and wireless compliance and negate your authority to operate the product.



#### **Disposal and recycling information**

This symbol on the device and/or the packaging, indicates that the device should not be disposed of as general waste. Gateway should not be disposed of as unsorted municipal waste and should be taken to a certified collection point for recycling or proper disposal.



Disposal of the device is subject to WEEE Directive Recast (Directive 2012/19/EU). The purpose of separating WEEE from other waste is to minimise the potential environmental impacts and human health risk of any hazardous substances that may be present.

#### **Reduction of hazardous substances**

This device is compliant with RoHS Directive Recast (Directive 2011/65/EU).

### 3. Regulatory and compliance information - North America

North American compliance information applies only to the North American Regional Variant of this product. This product is not authorised to be used in a region for which it was not intended.



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.

**NOTE:** 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. Operation 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.

**WARNING:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada.

To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

This device may not cause interference. This device must accept any interference, including interference that may cause undesired operation of the device.

This product complies with FCC radiation exposure limits set forth for an uncontrolled environment. The equipment should be installed and operated with minimum distance of 20cm between the Antennas and your body.

### 3. Informations Réglementaires et de Conformité

Les informations de conformité nord-américaines s'appliquent uniquement à la variante régionale nord-américaine de ce produit. L'utilisation de ce produit n'est pas autorisée dans une région pour laquelle elle n'a pas été prévue.

#### Instruction d'avertissement FCC:



Cet appareil est conforme à la partie 15 des réglementations FCC. Le fonctionnement est soumis aux deux conditions suivantes:

- (1) Cet appareil ne doit pas causer d'interférences nuisibles, et
- (2) Cet appareil doit accepter toute interférence reçue, y compris les interférences susceptibles de provoquer un fonctionnement indésirable.

Cet appareil est conforme aux limites de la FCC pour l'exposition aux rayonnements établies pour un environnement non contrôlé. Les utilisateurs doivent suivre les instructions d'utilisation spécifiques pour satisfaire à la conformité d'exposition RF. Cet émetteur ne peut pas être placé au même endroit ou être utilisé conjointement avec une autre antenne ou un autre émetteur.

Les changements ou modifications non expressément approuvés par la partie responsable de la conformité pourraient annuler l'autorité de l'utilisateur à faire fonctionner l'équipement.



### 4. Setup and installation

#### Installation disclaimer:

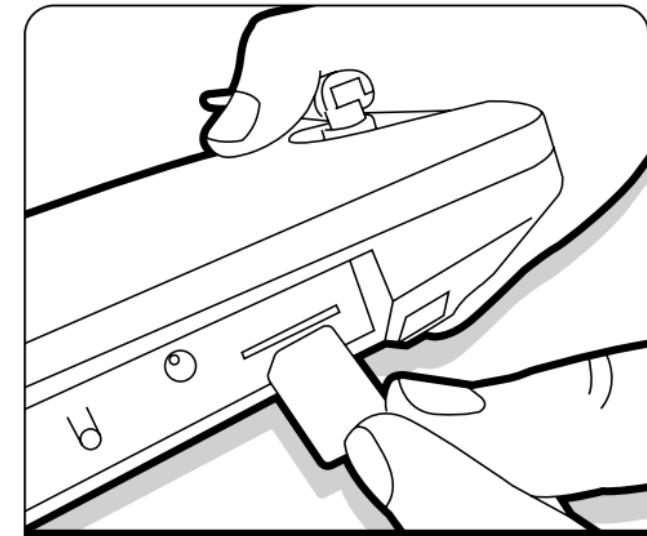
Optimum performance of the Conek Gateway is highly dependent on effective and correct installation, which should only be carried out by trained personnel. Conek highly recommends that Gateway installation is carried out by the Conek installation team or a Conek approved contractor.

#### Important

Prior to installation of the Gateway, a site survey will be conducted to determine the optimum location/s for the Gateway/s. These preferred locations should then be prepared with access to mains power and any other equipment required, such as plant equipment, to ensure the secure mounting of the Gateway unit to a wall ceiling or other suitable surface.

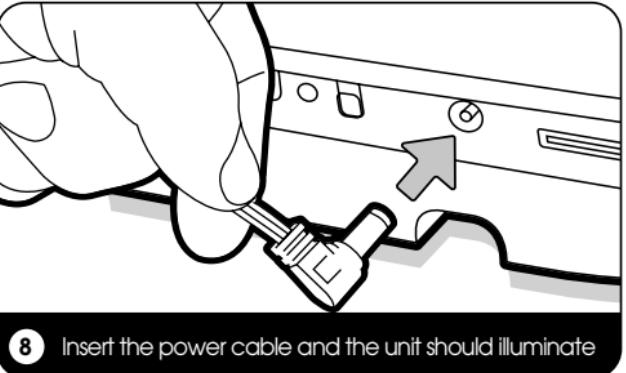
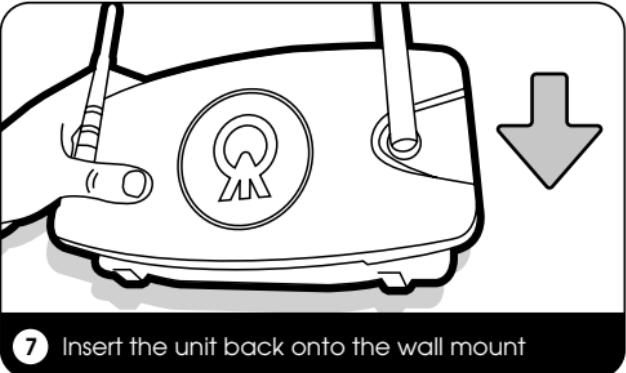
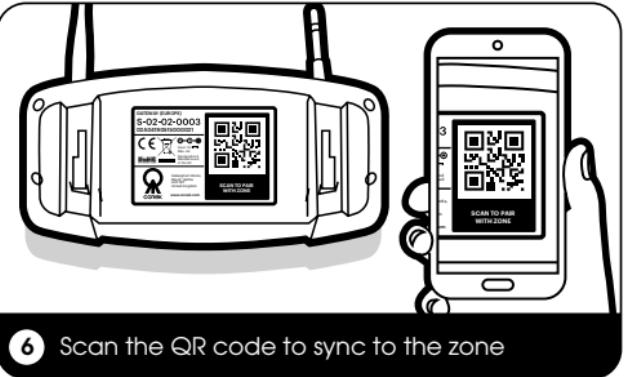
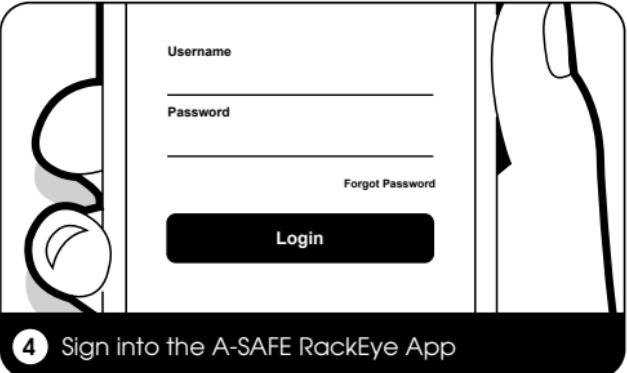
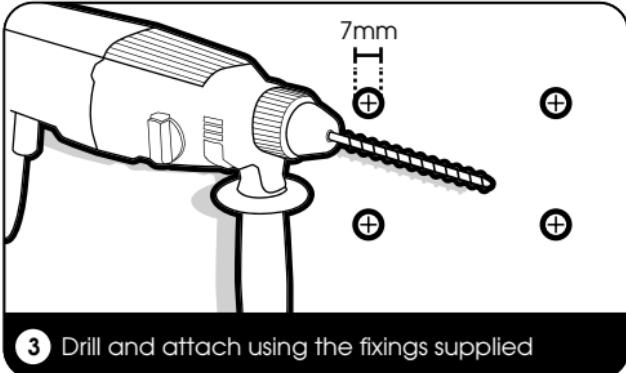
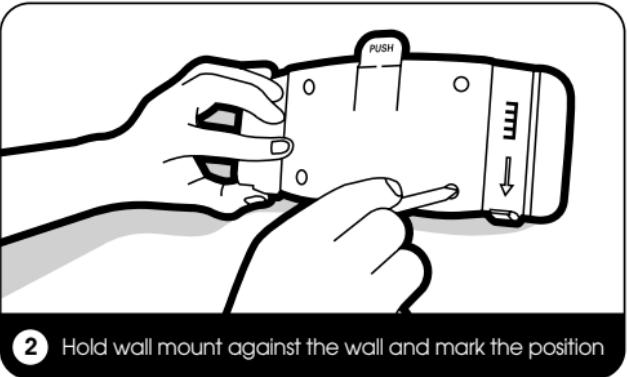
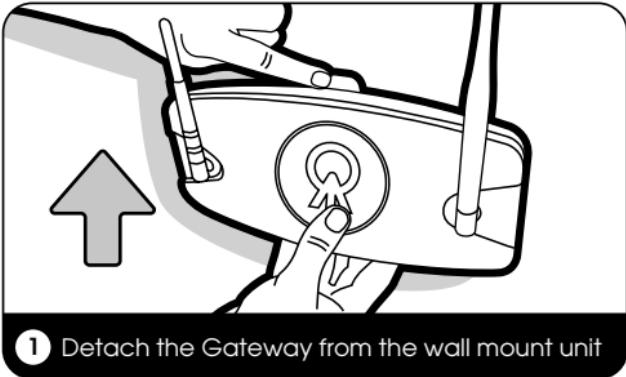
### Gateway SIM installation instructions

Your unique SIM card will be fitted to the Gateway prior to delivery; however, we suggest that you check this is correctly positioned prior to completing the installation.



Press the SIM card edge. The card will protrude from the slot. To re-insert, repeat the process until you feel it click.

## Gateway wall mount unit installation instructions



## 5. Safe and efficient use of the Conek Gateway

### Limitations

The Conek Gateway can only operate effectively if it is correctly located, installed, and maintained.

### Product training

It is important that all users who interact with the Conek Gateway are aware of its purpose and understand its features. Conek can provide product training for the Conek Gateway including the RackEye app and control panel training. For more information on product training, visit [asafe.com](http://asafe.com).

## 6. Product care and maintenance

### Handling the Gateway

The Gateway contains sensitive components. Do not drop, disassemble, burn, paint, or insert foreign objects into the Gateway. Do not use the Gateway if it has been damaged – for example, if it is cracked, punctured, or damaged by water.

### Cleaning the Gateway

Use a soft, slightly damp, lint-free cloth to clean the outer surfaces of the Gateway if required. Avoid getting moisture in openings. Do not use window cleaners, industrial cleaners, aerosol sprays, solvents, alcohol, ammonia, or abrasives to clean the Gateway.

### Avoiding water and wet locations

Do not expose the Gateway to water or rain or handle near wet locations. If the Gateway gets wet, disconnect the power and allow to dry thoroughly before reconnecting. Do not attempt to dry the Gateway with an external heat source, such as a microwave oven or hair dryer. Damage to the Gateway caused by contact with liquid is not covered under warranty.

### Repair and modification

Do not attempt to repair or modify the Gateway yourself. The Gateway does not contain any user-serviceable parts. Disassembling the Gateway may cause damage that is not covered under the warranty. If the Gateway has been submerged in water, punctured, or subjected to a severe drop, do not use, and contact Conek to request a replacement. For further information contact [asafe.com](http://asafe.com).

### Operating temperatures

The Gateway is designed to operate in temperatures between -20° and 50°C (-4° to 122°F). Low or high temperature conditions might cause the Gateway to temporarily stop working properly. Avoid dramatic changes in temperature or humidity where the Gateway is in use, as condensation may form on or within the device.

### Exposure to radio frequency energy

The Gateway is designed, tested, and manufactured to comply with the limits for exposure to RF energy set by the Council of the European Union, the FCC and Industry Canada

For more information about the scientific research related to RF energy exposure, see the World Health Organisation's EMF Research Database at: [www.who.int/peh-emf/research/database](http://www.who.int/peh-emf/research/database).

### Radio frequency interference

Radio-frequency emissions from electronic equipment can negatively affect the operation of other electronic equipment causing them to malfunction. Although the Gateway is designed, tested, and manufactured to comply with regulations governing radio frequency emissions in the European Union and North America, the wireless transmitters and electrical circuits in the Gateway may cause interference in other electronic equipment.

## 7. Warranty

### Conditions of product warranty

All components are covered under a standard 12-month warranty.

### The warranty covers;

1. Faulty goods.
2. Incorrect or faulty manufacture.

### Exclusions to warranty

1. There is no warranty implied or given against an impact.
2. If the Gateway is impacted the warranty is null and void.
3. Damage to the Gateway caused by contact with liquid is not covered under warranty.
4. The Gateway does not contain any user-serviceable parts. Disassembly of the Gateway invalidates the warranty.

The use of the Gateway does not constitute a guarantee against impact or damage to racking. Conek is not responsible for any direct, indirect or consequential losses.

### Terms and conditions

See separate booklet for details.

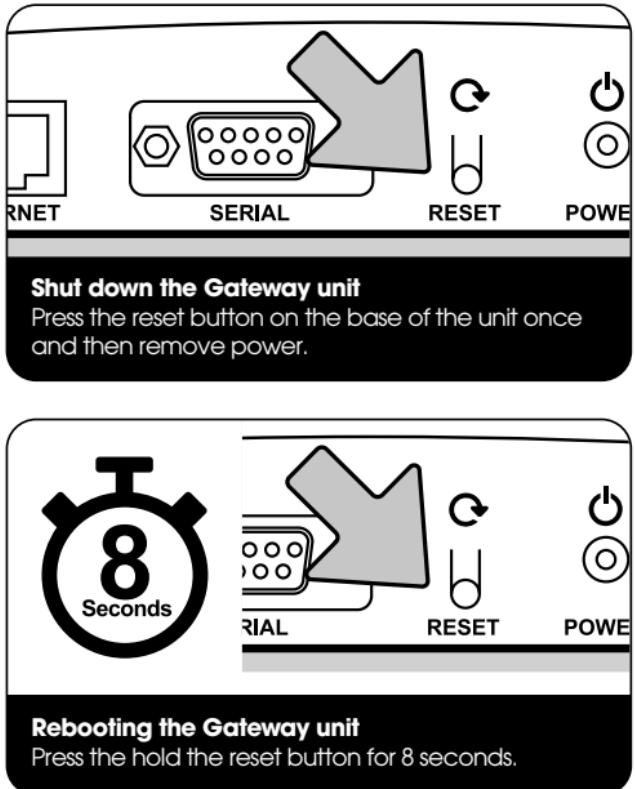
## 8. Returns

Conek will accept the return of standard product for the following reasons

NO – Not ordered	NR – Not required
F – Faulty	OE – Ordered in error
DC – Damaged by courier	OC – Order cancelled

- All product returns must be authorised with a A-SAFE Approved GRN (Goods Return Number).
- A GRN reference can be obtained upon submission of a completed GRN Request Form.
- Multiple parcels / cartons may be returned under a single GRN.
- Each order or delivery should be returned with a separate GRN.
- Any product returned without a GRN reference, will be treated as unauthorised will be subject to a 10% handling and administration fee.
- Products ordered in error must be returned to A-SAFE at customer's expense.
- Only goods in re-saleable condition will be eligible for credit
- Goods order in error may be subject for a 25% re-stocking charge.

## 9. Troubleshooting





Elant House, Unit A3  
Old Power Way, Lowfields Business Park  
Elland, West Yorkshire, HX5 9DE

**conek.com**

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