

digiGate

User Manual



English

V1.5

This guide is for the digiGate control system and should be read extensively before installation and usage of the digiGate system.

Please feel free to print this document.



IMPORTANT

Read the following to prevent injury or death from using digiGate.

1. You should **ONLY** operate digiGate when you have clear vision of the automated device you are controlling (Electric Gates, Garage door etc.).
2. digiGate should **ONLY** be controlled by adults and **NOT** children.
3. You **MUST** ensure that there is nothing blocking the free movement of your automated device when using digiGate. Operating your digiGate without making sure it is clear can lead to damage of property and injury or even death.

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1 IN THE BOX

Standard Components



1 x digiGate control unit



Mains Plug



Mains Hardwire Kit



POE Splitter

1 x Power supply option

Garage systems come with mains plug as standard.



1 x mounting bracket



1 x Standard USB WiFi antenna

Standard WiFi antenna can be upgraded to long range waterproof antenna when ordering.

POE splitter power option does not come with WiFi antenna.

Optional Extras



USB GSM 'Call-To-Open' Module

Appearance may vary

Documentation



1 x digiGate card

2 TECHNICAL SPECIFICATION



Power supply

Input: 5v via plug or POE splitter

Weight

180g

Outputs

Gate system: 1 output (NO + COM)

Gate system with pedestrian control: 2 outputs (NO + COM x 2)

Single Garage system (1 button): 1 output (NO + COM)

Single Garage system (2 buttons): 2 outputs (NO + COM x 2)

Double Garage system (2 doors, 1 button per door): 2 outputs (NO + COM x 2)

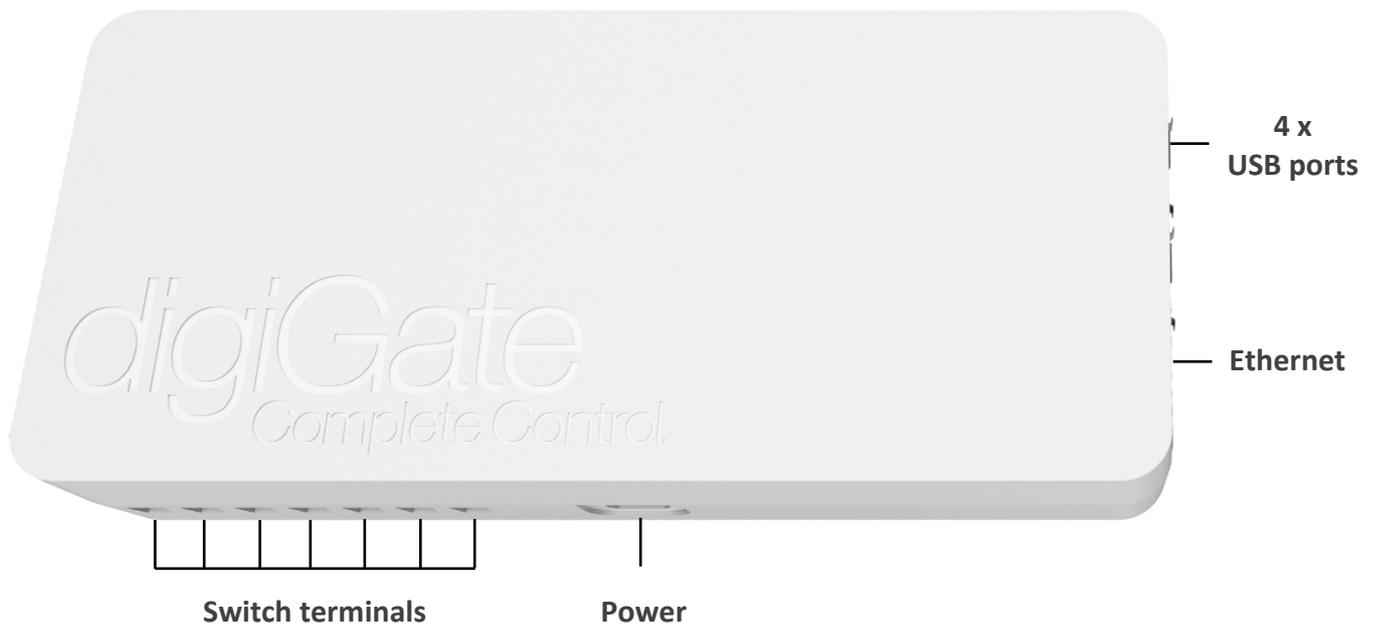
Inputs

4 x USB ports

1 x Ethernet port

1 x Power

3 DIGIGATE SYSTEM



Switch terminals

These are where the switch cables that connect to your gate/garage are inserted.

Output 1

- 1 - (NO) Normally Open
- 2 - (COM) Common
- 3 & 4 - unused
- 5 - (NC) Normal Closed

Output 2

- 6 - (NO) Normally Open
- 7 - (COM) Common

Only Gate with pedestrian function, Single garage (2 buttons) and Double garage systems have 2 outputs.

USB ports

Used for USB GSM 'call to open' module and WiFi antenna (if used).

Ethernet network port

This is where an ethernet cable connects to. The other end connects to your router, network switch or ethernet-over-power device to connect your digiGate to the internet.

4 HOW IT WORKS

4.1 SWITCH CABLES

This user manual refers to the cables used to connect digiGate to your gate/garage as 'switch cables'. These cables can be any length and thickness should start from 0.2mm. digiGate systems include a complimentary length of this cable to demonstrate what should be used.

4.2 ELECTRIC GATE SYSTEM

Your electric gate system will have a control unit which is a circuit board where digiGate connects. This control unit will either be positioned at the gate itself in a waterproof enclosure (most common) or in a nearby building.

digiGate connects to this control unit via 2 switch cables. These cables can be any length which means you can position digiGate either beside the control unit itself or inside a nearby building (recommended). The connection points on the control unit are often referred to as 'dry contacts'.

You might also have an override switch or push button for the gate in the house/office/outbuilding nearby which controls the gate. This situation is the simplest for installation as digiGate can simply connect to this.

4.3 ELECTRIC GARAGE SYSTEM

The digiGate Garage system has 3 variants:

Single garage (1 button) – You have 1 push button that both opens and closes the door.

Single garage (2 buttons) – You have 2 push buttons: one for open and another for close.

Double garage – You have 2 garage doors, both of which are controlled by 1 push button each.

4.3.1 SINGLE GARAGE

Your garage will have a motor with control unit which controls the movement of the door. You will also most likely have a push button which connects to the control unit and controls the door.

digiGate connects either directly to the motor, control unit or push button via 2 switch cables of any length.

4.3.2 SINGLE GARAGE (2 BUTTONS)

This connects the same way as the standard single garage system but with 4 switch cables of any length. This is because you use 2 cables for the open connections and 2 cables for the close connections on the garage motor/control unit/push button.

4.3.3 DOUBLE GARAGE

Your garage doors will have a motor for each with a control unit which controls each door. You will also most likely have a push button which connects to each control unit and controls the doors simultaneously.

digiGate has 1 output for each door and connects via 2 switch cables of any length to either the motor, control unit or push button for the respective door.

5 GENERAL INSTALLATION

IMPORTANT: Your digiGate system and all ancillaries are **not** waterproof unless explicitly specified. Any water damage will void the warranty across all components.

5.1 POSITIONING

We recommend, where possible, to install your digiGate inside the nearest building where the Internet connection is. The switch cabling used to connect digiGate to the gate/garage control board can be any length which gives flexibility to the installation location.

Should the digiGate unit require to be installed outside beside the control board, a waterproof enclosure will be required to house the digiGate and all ancillaries.

5.2 WATERPROOFING

If you are positioning the digiGate outside, it will need to be installed in an IP rated waterproof enclosure alongside all ancillaries. Only the optional upgraded 13dBi Waterproof WiFi antenna can be installed outside with the USB cable routed into the waterproof enclosure through the bottom of the enclosure via a secure duct.

An enclosure with minimum dimensions 30cm x 15cm x 10cm will be enough to fit the digiGate, power supply, standard WiFi antenna and optional GSM 'call to open' module.

5.2.1 LOCATED OUTSIDE NEAR CONTROL UNIT

Your digiGate system and all components **must** be installed within a waterproof enclosure.

Step 1: Install a waterproof enclosure at the gate. This waterproof enclosure will house the digiGate, power supply, WiFi antenna (if selected) and call to open module (if selected).

Step 2: Install power supply by following steps at section 5.4.

Step 3: Mount the digiGate inside the enclosure using the provided mounting bracket. A din-rail adapter or double-sided tape/velcro can be used here to fix the bracket.

Step 4: Network connection

Standard WiFi antenna: If you purchased a digiGate with the standard WiFi antenna, insert this into any of the spare USB ports.

13dBi Waterproof WiFi antenna: If you purchased a digiGate with the upgraded waterproof WiFi antenna, drill a small hole in the bottom of the waterproof enclosure (if required) and feed the USB cable through this. Ensure the hole is correctly ducted and sealed to ensure no water can enter.

Ethernet only: If you are using an Ethernet connection, insert the Ethernet cable into the port on the digiGate. Do not insert any USB WiFi antennas into the digiGate if ethernet is in use.

Step 5: If purchased, Insert GSM call-to-open module (with SIM inserted) into any spare USB port. Full GSM call-to-open module instructions can be found at section 12.

Step 6: Connect digiGate to control board using switch cables by following the steps at section 5.3.

5.2.2 LOCATED INSIDE NEAR SWITCH/PUSH BUTTON

If you are installing your digiGate inside a watertight location, you do not need to use a waterproof enclosure.

Step 1: Position your digiGate mounting bracket on a wall close to your control unit and mark the position with a pencil by drawing through the 4 screw holes. This is where your digiGate will be permanently situated.



Step 2: Drill into the wall where you marked the 4 holes and insert screw plugs.

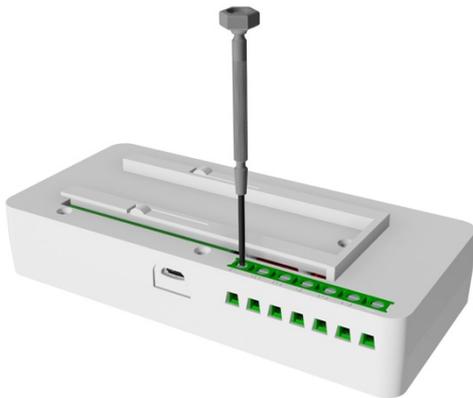
Step 3: Position the digiGate bracket over these plugs and screw screws through the bracket holes into the plugs so the bracket sits firmly on the wall. Orientation does not matter.

Step 4: Connect digiGate to control board using switch cables by following the steps at section 5.3.

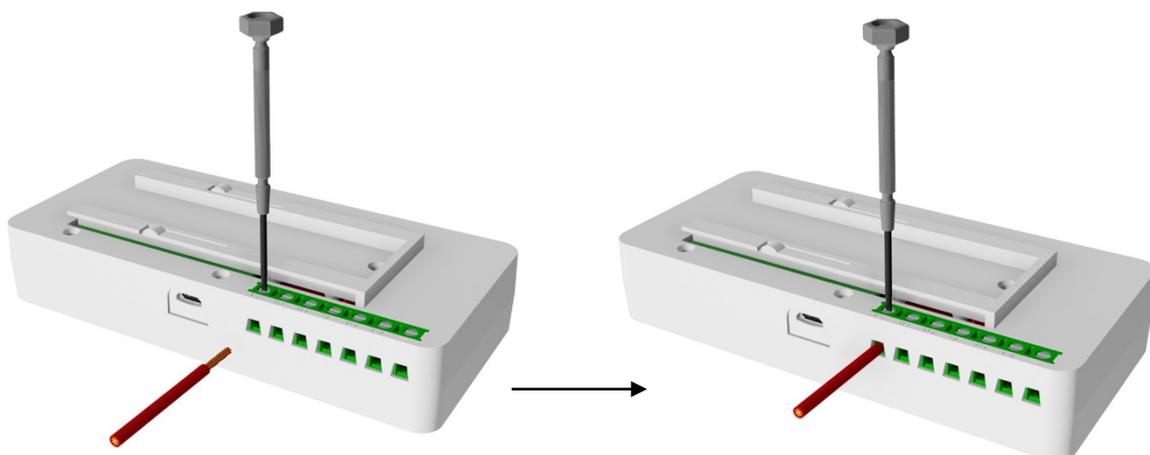
5.3 SWITCH CABLING

This section explains how to insert the switch cables into the digiGate. Please refer to sections 6 (gate) or 7 (garage) when determining where the cables are inserted on digiGate and your specific control board.

Step 1: Unscrew the relevant terminal on the digiGate unit with a small flat head screwdriver.



Step 2: Ensure the cable is stripped with the metal inside exposed and insert the end into the terminal point. Once inside, ensuring no metal from the cable is exposed on the outside of the digiGate, tighten the screw so the cable sits firmly in place without falling out.



Instructions continue on the next page

5.4 CONNECTING POWER

This section explains how to connect your digiGate to power via the supply type chosen when your system was ordered.

5.4.1 5V MAINS PLUG (110/230V)

Installing in a waterproof enclosure

Step 1: Ensure all power is switched off.

Step 2: Plug your mains plug power supply into a waterproof socket or socket installed inside the waterproof enclosure.

Step 3: Insert the micro-USB connector in the digiGate unit.

Step 4: Switch on the power to the socket. Your digiGate will boot up.



Installing inside a building

Step 1: Ensure all power is switched off.

Step 2: Plug your mains plug power supply into a nearby socket.

Step 3: Insert the micro-USB connector in the digiGate unit.

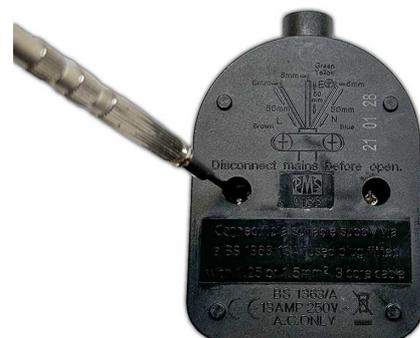
Step 4: Switch on the power to the socket. Your digiGate will boot up.

5.4.2 HARDWIRE KIT (110-240V)

Note: The digiGate hardwire kit is not waterproof and should be installed in an IP rated waterproof enclosure.

Step 1: Unscrew socket lid

Using a screwdriver, unscrew the back lid from the socket to reveal the screw terminal points inside for Live, Neutral and Earth.

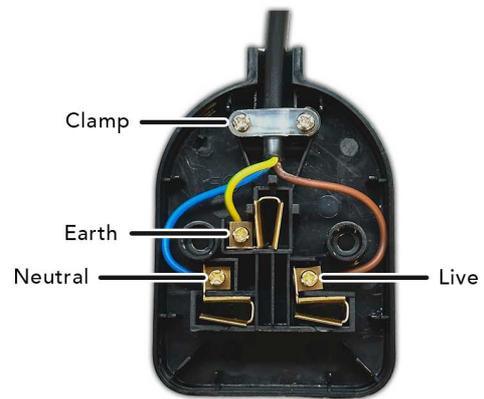


Instructions continue on the next page

Step 2: Wire up socket

IMPORTANT: Switch off all mains power before continuing.

With a length of 3 core mains cabling, connect Live, Neutral and Earth mains connections to corresponding screw terminals on the inside of the supplied mains socket. L = Live, N = Neutral & E = Earth.



Step 3: Connectors and live feed

Connect other end of mains cable (Live, Neutral and Earth connections) from the socket into 3 separate cable connectors.

- 1 connector for Live
- 1 connector for Neutral
- 1 connector for Earth

Connect Live, Neutral and Earth feed (which provides gate controller with power) to corresponding connectors.

You will have 2 spare port per connector to power another accessory you may require.

Mains feed can be 110-240v.



Step 4: Insert plug and power on

Insert the supplied mains plug into the fully wired socket.

Plug the micro-USB connection from the plug into the digiGate.

Switch all power on. Your digiGate will boot up.



5.4.3 POE SPLITTER

Note: The POE splitter is not waterproof and should be kept inside an IP rated waterproof enclosure.

Step 1: Ethernet Male End

Connect the Ethernet cable from the POE splitter into the digiGate Ethernet port.

Step 2: Micro USB Power

Connect the micro-USB power connector into the digiGate power port.



Step 3: Ethernet

Connect the POE injected Ethernet cable into the female Ethernet port on the POE splitter. The POE splitter will light up and digiGate will boot up.

6 ELECTRIC GATE INSTALLATION

Note: It is recommended that digiGate is installed by a qualified electrician to avoid any incorrect wiring, potentially resulting in malfunction and/or injury. Damaged products due to incorrect installation without following this guide will result in a void warranty.

6.1 AUTOMATIC CLOSING PRE-REQUISITE

If you are using the latch/timer function on your digiGate system, your gate controller must have auto-close enabled. Auto close is where your gate closes by itself automatically after a default 'pause time'. We recommend having a 15 second pause time which is enough time for a vehicle to enter where the gate will then close itself after.

Gate systems that are programmed to operate via a separate open and close button are not supported with timer/latch commands. This is because digiGate gate systems have 1 output which solely instructs the gate to open as normal or latch open.



6.2 CONNECTING DIRECTLY TO GATE CONTROL UNIT

Note: This section assumes you do not have an accessible override switch for your electric gate and wish to connect your digiGate directly onto the gate control module itself.

Step 1: IMPORTANT Ensure you have switched off all mains power for the gate control unit.

Step 2: Access the main gate control board by either removing the front cover or opening the casing. Be careful when removing the front cover in case there are any cables attached to it.

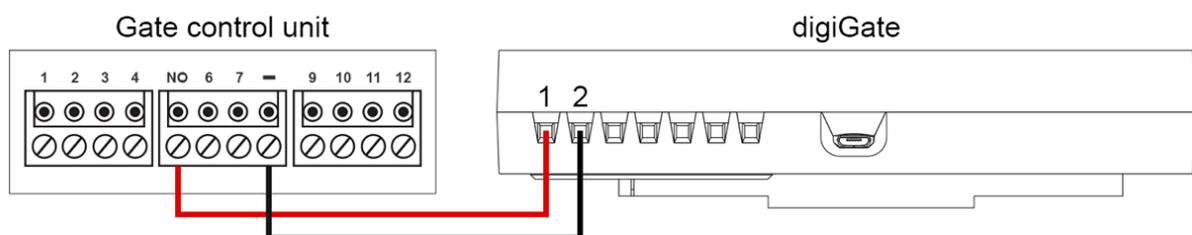
Step 3: Locate the NO (Normally Open/Start/Open) and COM (earth/ground/negative) terminals on the unit, this is where the digiGate cables will connect to. If you have an override switch or other accessories, the cables from this will most likely already be plugged into these terminals. It is fine to install multiple cables in a single terminal.

Note: If you do not know which terminals the NO and COM are for your unit, please contact us at info@digiGate.co.uk with a photo and make/model number of your gate switch and we will get back to you with instructions on which terminals to connect to. You must **NOT** connect digiGate to live power terminals on the gate unit.

Step 4: Connect a switch cable to the NO (Normally Open/Start/Open) terminal on the gate control unit with the other end into digiGate terminal 1. Some gate control boards will label this terminal as 'ORO'.

Step 5: Connect a second switch cable to the COM (earth/ground/negative) terminal on the gate control unit with the other end into digiGate terminal 2.

Note: Terminal number 5 on the digiGate is a NC (Normally Closed) contact if required. This terminal is used to open a contact when the internal relay triggers.



Step 6: Mount your digiGate on the wall bracket by following steps at section 10.

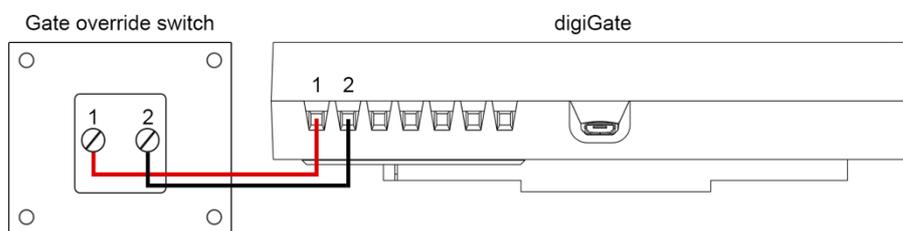
Step 7: Connect power as described in section 5.4, WiFi antenna if used and GSM call-to-open module if purchased.

6.3 CONNECTING TO OVERRIDE SWITCH/PUSH BUTTON

Note: This section is for connecting to your gate override switch or push button. If you do not have an override switch or push button or cannot access it, please refer to the previous section for instructions on connecting to the main gate control unit itself.

Step 1: Safely remove the front of the override switch. There should be some accessible screws on the outside which need to be removed. Once removed, carefully lift off the front panel but be careful not to force the panel off in case there are some cables attached, in which case remove these gently.

Step 2: Locate the two terminals connected to the reverse of the open gate button. Connect a switch cable to each of these terminals from digiGate terminals 1 & 2 as shown in the diagram below. It does not matter which cable connects to which terminal as long as they are not both connected to the same.



Step 3: Re-assemble the override switch again with the front fixed back in place, ensuring no metal from the cables is exposed.

Step 4: Mount your digiGate on the wall bracket by following steps at section 10.

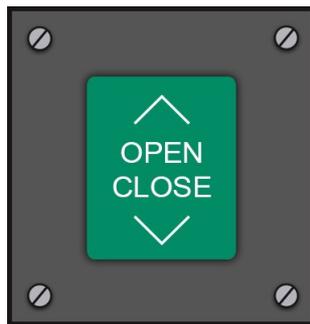
Step 5: Connect power as described in section 5.4, WiFi antenna if used and GSM call-to-open module if purchased.

7 SINGLE GARAGE INSTALLATION (1 BUTTON)

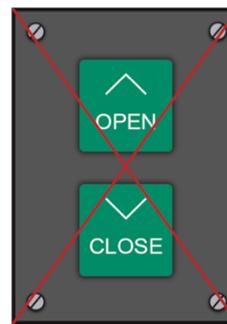
This section explains how to install your digiGate system to a single garage which is operated by a single push button (same button opens and closes the door).

Note: It is recommended that digiGate is installed by a qualified electrician to avoid any incorrect wiring, potentially resulting in malfunction and/or injury. Damaged products due to incorrect installation without following this guide will result in a void warranty.

7.1 SINGLE GARAGE (1 BUTTON) PRE-REQUISITES



Note: The door must have 1 switch which controls both open and close like in this graphic.



Note: This type of garage switch will not work with a digiGate single garage (1 button) device. You require a single garage (2 button) system.

7.1.1 CONNECTING TO GARAGE CONTROLLER DIRECTLY

Note: These are generic instructions and your Garage controller may differ. If you have trouble installing, please contact us at info@digiGate.co.uk with a photo and make/model number of your garage switch and we will get back to you with instructions on how to install your digiGate to your specific device.

Step 1: IMPORTANT Isolate garage control unit power. This can be achieved by locating the fuse box that the garage unit is connected to and switching off the relevant connections.

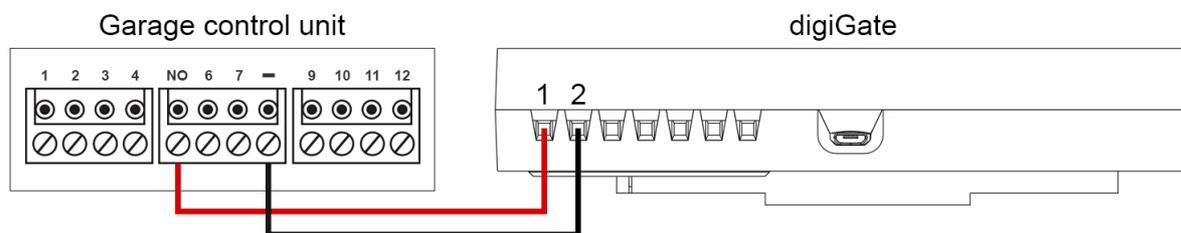
Step 2: Access the main circuit board by either removing the front cover or opening the casing. There should be some accessible screws on the outside of the front panel which need to be removed. Once removed, carefully lift off the panel but be careful not to force the panel off in case there are some cables attached in which case remove these gently.

Step 3: Locate the NO (Normally Open) and earth/ground (Negative) terminals on the unit, this is where the digiGate cables will connect to. If you have an override switch, the cables from this will most likely already be plugged into these terminals.

Instructions continue on the next page

Step 4: Connect a switch cable to the NO (Normally Open) terminal on the garage control unit with the other end into digiGate terminal 1.

Step 5: Connect a second switch cable to the COM (earth/ground/negative) terminal on the garage control unit with the other end into digiGate terminal 2.



Step 6: With the cables connected, position the digiGate onto the mount you have fixed on the wall. Instructions can be found in section 10.

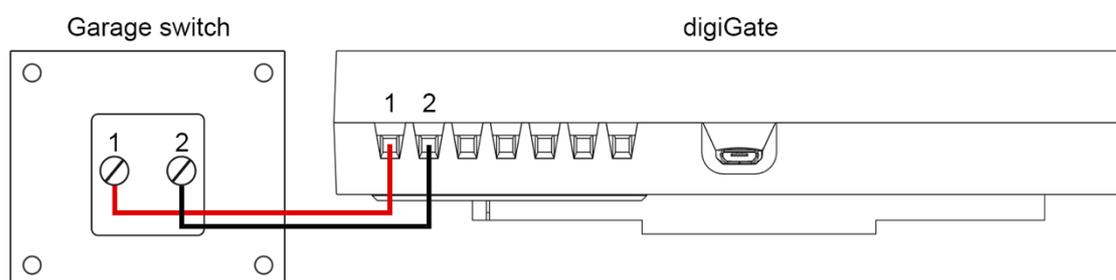
Step 7: Connect power, WiFi antenna (if used) and switch on. Power types and instructions can be found in section 5.4.

7.1.2 CONNECTING TO PUSH BUTTON

Note: This section is for connecting to your garage push button switch. If you do not have/do not want to connect to a push button switch, please refer to the instructions above on how to connect direct to the garage control unit itself.

Step 1: Safely remove the front of the push button switch. There should be some accessible screws on the outside which need to be removed. Once removed, carefully lift off the front panel but be careful not to force the panel off in case there are some cables attached, in which case remove these gently.

Step 2: Locate the two terminals connected to the reverse of the garage button. Connect cable 1 and 2 from the digiGate to these as shown in the diagram below. It does not matter which cable connects to which terminal as long as they are not both connected to the same.



Step 3: Re-assemble the override switch again with the front fixed back in place. Ensure no metal from the cables is exposed.

Instructions continue on the next page

Step 4: With the cables connected, position the digiGate onto the mount you have fixed on the wall. Instructions can be found in section 10.

Step 5: Connect power, WiFi antenna (if used) and switch on. Power types and instructions can be found in section 5.4.

8 SINGLE GARAGE INSTALLATION (2 BUTTONS)

This section explains how to install your digiGate system to a single garage which is operated by a 2 push buttons (1 button opens the door, another button closes the door).

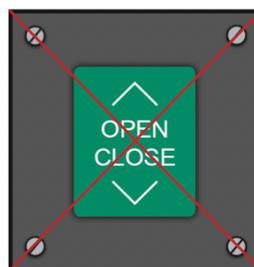
Note: It is recommended that digiGate is installed by a qualified electrician to avoid any incorrect wiring, potentially resulting in malfunction and/or injury. Damaged products due to incorrect installation without following this guide will result in a void warranty.

8.1 SINGLE GARAGE (2 BUTTONS) PRE-REQUISITES

To install a digiGate single garage multi-button control system, you will need your digiGate and 4 switch cables. This is for a single garage system with 2 push buttons, 1 for open and 1 for close.



Note: These instructions are for a garage system with separate open and close buttons similar to this graphic.



Note: The door must not have 1 switch which controls both open and close like this graphic.

8.1.1 CONNECTING TO GARAGE CONTROLLER DIRECTLY

Note: These are generic instructions and your garage controller may differ. If you have trouble installing, please contact us at info@digiGate.co.uk with a photo and make/model number of your garage switch and we will get back to you with instructions on how to install your digiGate to your specific device.

Step 1: IMPORTANT Isolate garage control unit power. This can be achieved by locating the fuse box that the garage unit is connected to and switching off the relevant connections.

Step 2: Access the main circuit board by either removing the front cover or opening the casing. There should be some accessible screws on the outside of the front panel which need to be removed. Once removed, carefully lift off the panel but be careful not to force the panel off in case there are some cables attached in which case remove these gently.

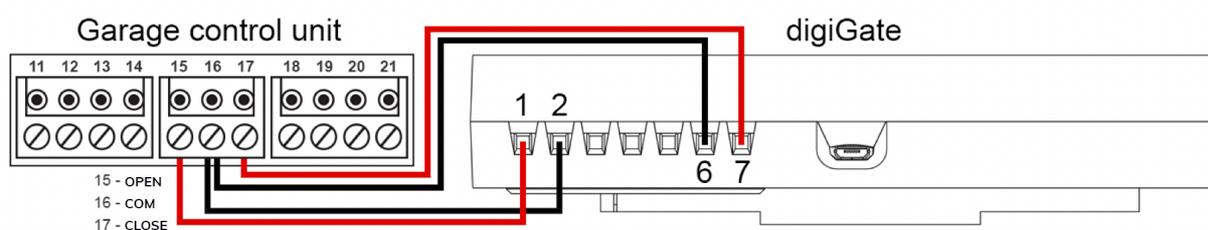
Step 3: Locate the NO (Normally Open) and earth/ground (Negative) terminals for both Open and Close on the unit, this is where the digiGate cables will connect to. If you have an override switch, the cables from this will most likely already be plugged into these terminals.

Step 4: Connect a switch cable to the NO (Normally Open) terminal on the garage control unit which is used for opening the door. The other end connects to digiGate terminal 1.

Step 5: Connect a second switch cable to the COM (earth/ground/negative) terminal on the garage control unit which is used for opening the door. The other end connects to digiGate terminal 2.

Step 6: Connect a third switch cable to the NO (Normally Open) terminal on the garage control unit which is used for closing the door. The other end connect to digiGate terminal 6.

Step 7: Connect a fourth switch cable to the COM (earth/ground/negative) terminal on the garage control unit which is used for closing the door. The other end connects to digiGate terminal 7.



Step 8: With the cables connected, position the digiGate onto the mount you have fixed on the wall. Instructions can be found in section 10.

Step 9: Connect power, WiFi antenna (if used) and switch on. Power types and instructions can be found in section 5.4.

8.1.2 CONNECTING TO PUSH BUTTONS

Note: This section is for connecting to your garage push button switch. If you do not have/do not want to connect to a push button switch, please refer to the instructions above on how to connect direct to the garage control unit itself.

Step 1: Safely remove the front of the push button switch. There should be some accessible screws on the outside which need to be removed. Once removed, carefully lift off the front panel but be careful not to force the panel off in case there are some cables attached, in which case remove these gently.

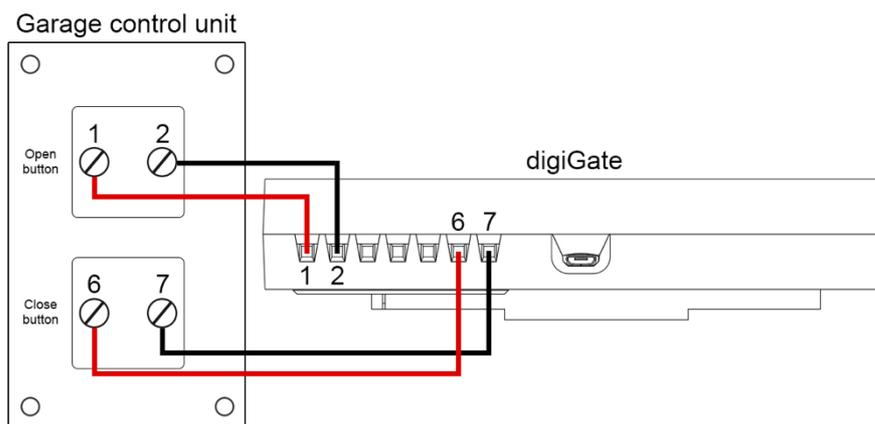
Step 2: Locate the four terminals connected to the reverse of the garage button.

Step 3: Connect a cable from digiGate terminal 1 to one of the terminals on the switch for opening the door.

Step 4: Connect a cable from digiGate terminal 2 to the other terminal on the switch for opening the door.

Step 5: Connect a cable from digiGate terminal 6 to one of the terminals on the switch for closing the door.

Step 6: Connect a cable from digiGate terminal 7 to the other terminal on the switch for closing the door.



Step 7: Re-assemble the switch again with the front fixed back in place. Ensure no metal from the cables is exposed.

Step 8: With the cables connected, position the digiGate onto the mount you have fixed on the wall. Instructions can be found in section 10.

Step 9: Connect power, WiFi antenna (if used) and switch on. Power types and instructions can be found in section 5.4.

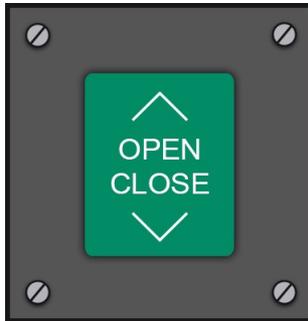
9 DOUBLE GARAGE INSTALLATION

This section explains how to install your digiGate system to a pair of garage doors which are each individually operated by 1 push button each (1 button both opens and closes the door).

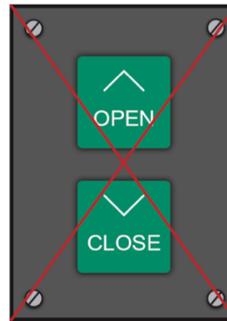
Note: It is recommended that digiGate is installed by a qualified electrician to avoid any incorrect wiring, potentially resulting in malfunction and/or injury. Damaged products due to incorrect installation without following this guide will result in a void warranty.

9.1 DOUBLE GARAGE PRE-REQUISITES

To install a digiGate double garage control system, you will need your digiGate and 4 switch cables (provided). This is for 2 garage doors with 1 button on each for open/close. This will not work for two garage doors with separate open and close buttons on each.



Note: Each door must have 1 switch which controls both open and close like in this graphic.



Note: This type of garage switch will not work with a digiGate double garage device. You require 2 separate single garage (2 button) systems.

9.1.1 CONNECTING TO GARAGE CONTROLLERS DIRECTLY

Note: These are generic instructions and your Garage controller may differ. If you have trouble installing, please contact us at info@digiGate.co.uk with a photo and make/model number of your garage switch and we will get back to you with instructions on how to install your digiGate to your specific device.

The steps below outline connecting to door number 1. Connecting to door number 2 is exactly the same process except using terminals 6 & 7 on digiGate instead of 1 & 2.

Step 1: IMPORTANT Isolate garage control unit power for both doors. This can be achieved by locating the fuse box that each garage unit is connected to and switching off the relevant connections.

Step 2: Access the main circuit board for door 1 by either removing the front cover or opening the casing. There should be some accessible screws on the outside of the front panel which need to be removed. Once removed, carefully lift off the panel but be careful not to force the panel off in case there are some cables attached in which case remove these gently.

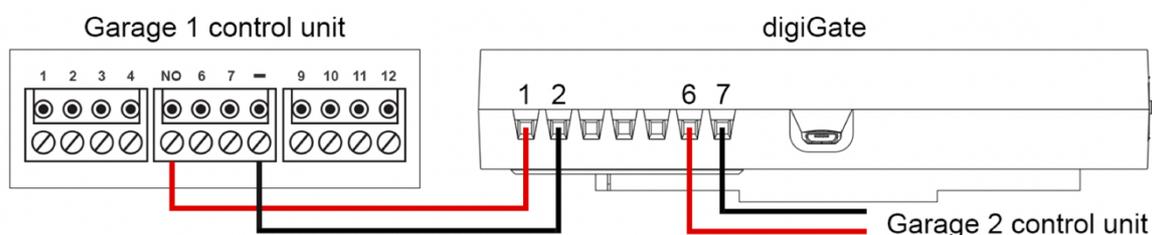
Step 3: Locate the NO (Normally Open) and earth/ground (Negative) terminals on the unit, this is where the digiGate cables will connect to. If you have an override switch, the cables from this will most likely already be plugged into these terminals.

Instructions continue on the next page

Step 4: Connect a switch cable to the NO (Normally Open) terminal on the garage control unit with the other end into digiGate terminal 1.

Step 5: Connect a second switch cable to the COM (earth/ground/negative) terminal on the garage control unit with the other end into digiGate terminal 2.

Step 6: Repeat the process with the second garage control unit connecting to terminals 6 & 7 on digiGate.



Step 7: With the cables connected, position the digiGate onto the mount you have fixed on the wall. Instructions can be found in section 10.

Step 8: Connect power, WiFi antenna (if used) and switch on. Power types and instructions can be found in section 5.4.

9.1.2 CONNECTING TO PUSH BUTTONS

Note: This section is for connecting to your garage push button switches. If you do not have/do not want to connect to the push button switches, please refer to the instructions above on how to connect direct to the garage control units themselves.

The following steps outline connecting digiGate to a push button switch for door number 1. Connecting to door 2 is the same except with terminals 6 & 7 on digiGate instead of 1 & 2.

Step 1: Safely remove the front of the push button switch. There should be some accessible screws on the outside which need to be removed. Once removed, carefully lift off the front panel but be careful not to force the panel off in case there are some cables attached, in which case remove these gently.

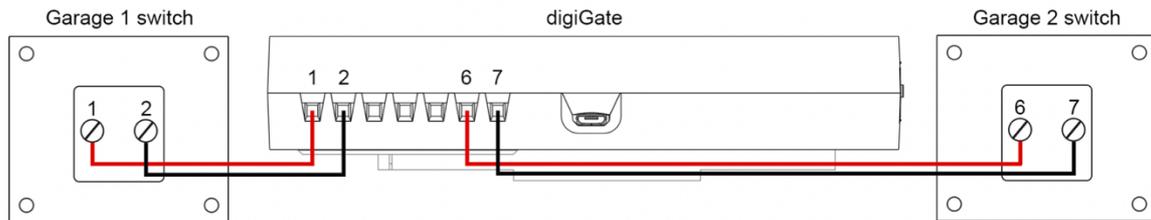
Step 2: Locate the two terminals connected to the reverse of the garage button.

Step 3: Connect a cable from digiGate terminal 1 to one of the terminals on the switch.

Step 4: Connect a cable from digiGate terminal 2 to the other terminal on the switch.

Instructions continue on the next page

Step 5: Perform the same on the second switch which controls door number 2. The terminals used for this are 6 & 7 on the digiGate. Polarity between the pairs does not matter as long as they are not both connected to the same.



Step 7: Re-assemble the switches again with the fronts fixed back in place. Ensure no metal from the cables is exposed.

Step 8: With the cables connected, position the digiGate onto the mount you have fixed on the wall. Instructions can be found in section 10.

Step 9: Connect power, WiFi antenna (if used) and switch on. Power types and instructions can be found in section 5.4.

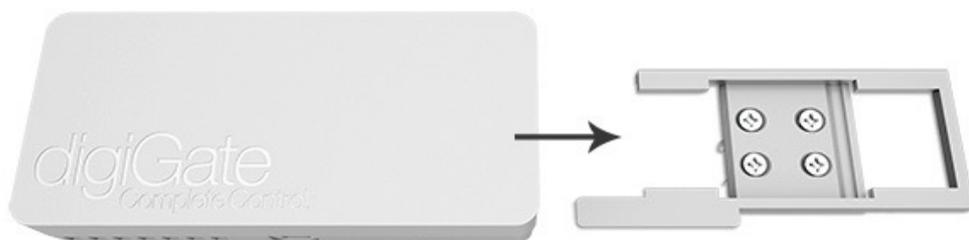
10 MOUNTING YOUR DIGIGATE

Instructions on how to mount your digiGate using the provided wall mount.

Step 1: Position your digiGate to the left of the mount.

Step 2: Slide the digiGate to the right on top of the mount until you feel it click into place.

Step 3: Ensure the digiGate is firmly in place and will not easily slide off the mount.



11 NETWORK CONNECTIONS

Note: All digiGate systems are shipped on DHCP. Port 8080 will need to be unblocked from your firewall if the connection is being blocked.

11.1 ETHERNET (RJ45)

IMPORTANT – Test the Ethernet connection with another device like a laptop before connecting to digiGate to ensure the connection is functioning and stable.

Step 1: Plug one end of the Ethernet cable into the Ethernet port on the digiGate as below.



Step 2: Plug the other end of the cable into your router, access point, network switch or ethernet-over-power (powerline) device.

Step 3: The LEDs will flash green (100mb/s) or yellow (1Gb/s) depending on your network speed while the digiGate is online.

11.2 WIFI CONNECTION

IMPORTANT – If you are using an Ethernet connection, you do not need to use a WiFi antenna. Please ensure you do not have both plugged in at once to avoid network connectivity issues.

Step 1: Plug the WiFi antenna into any of the USB ports on the digiGate. Your WiFi antenna may differ in size depending on the one ordered with your digiGate system.



Step 2: Download the digiGate app on your phone and go to add new device, then first time setup with WiFi.

Step 3: Switch on the digiGate power. After approximately 1 min you will be able to scan for WiFi on your phone and find one called 'digiGate'. Connect to this using password 'digiGate' + the last 2 characters of your secret code. An example is digiGateA1.

Note: This WiFi will only show for 1 hour upon each system boot to allow enough time for setup.

Step 4: Once connected to the digiGate WiFi, head back to the digiGate app and follow the on-screen instructions where you will get digiGate connected to your WiFi via the USB WiFi antenna.

Note: WiFi signal should be 60% or above otherwise disconnects may occur.

12 GSM CALL-TO-OPEN MODULE

Note: These instructions only apply if you purchased the optional GSM Call-to-open module.

This module is purely for calling a phone number to open the gate. It is not required for any other function like proximity opening.

Step 1: Ensure voicemail is disabled on the SIM to prevent users reaching this every time the phone is put down and gate opened.

Step 2: Ensure the SIM is activated, topped up (if on pay-as-you-go) and has no pin lock.

Step 3: Test the SIM in a phone by sending a message and making a call.

Step 4: Check you have sufficient signal at the location of your digiGate install.

Step 5: Insert the SIM into the module and close the slot.

Step 6: Plug the module into any spare USB port on the digiGate.

Step 7: Add user accounts for users allowed to open the gate with a phone call via the mobile app or web portal.

13 DIGIGATE MOBILE APP

The digiGate app is available for iOS (iPhone/iPad) and Android devices.

For iOS, open the App Store and search 'digiGate'.

For Android, open the Google Play Store and search 'digiGate'.



14 DIGIGATE WEB PORTAL

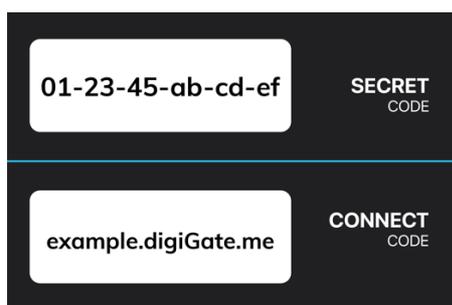
Your digiGate system comes with a unique connect code which is a URL used to access the web portal and setup the mobile app.

To access your web portal, enter the full connect code into a web browser address bar. Provided your digiGate is switched on and connected to the Internet, you will get to a login page.

Please note your digiGate mobile app and web portal are totally separate accounts. You will need to register a new account on the web portal if you haven't done so already before you can login.

15 DIGIGATE CARD

Every digiGate comes with a card with connect code, secret code and WiFi password printed on it. This card is required for setup and should be kept safe.



Secret code: This is the code you use to create admin accounts on the digiGate system. Anyone with this code can administer the system so this should be kept strictly secret.

Connect code: This is the code you use to connect to your digiGate with the mobile app and web portal. The code is a unique URL and can be entered into a web browser to access the digiGate web portal.

16 FACTORY RESET DIGIGATE

Factory resetting digiGate deletes all user accounts, schedules, and WiFi settings.

A factory reset is performed via the mobile app. If the unit isn't online, you will need to boot it up, connect to its onboard WiFi hotspot called 'digiGate' and use the app while connected.

An account is required on the system and your phone before you can factory reset a digiGate unit.

17 CHANGING WIFI CONNECTION

Step 1: Reboot the digiGate by pulling the power out and plugging in again.

Step 2: Connect to the digiGate WiFi hotspot.

Step 3: Head to 'Device settings' in the app for this individual digiGate.

Step 4: Find the 'Change WiFi settings' option and follow the in-app instructions.



18 USEFUL LINKS

Warranty: digiGate.co.uk/warranty

Troubleshooting: digiGate.co.uk/help

End of instructions

digiGate.co.uk

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