Ezeio™ Controller
4G Gateway Connection

Ethernet to 4G LTE IOT Gateway

The 4G Gateway is the simplest way to keep your Ezeio™ controller on track after 3G shutdown across New Zealand. Here's how to insert your new 4G Gateway into your current Eze network.

Removing the SIM Card from the ezeio™ Controller

Turn off the power to your ezeio™ controller.
Remove the four screws holding the cover on and carefully remove the cover.

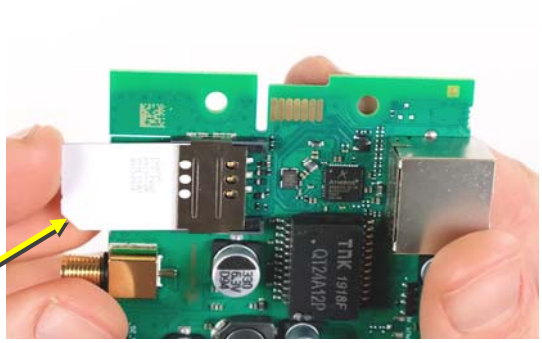
Locate the SIM card and slide the latch down to release the hinge, then carefully lift the SIM card out. Find somewhere clean and static free to leave your SIM card until your 4G Gateway is ready for it.

Inserting the SIM Card Into the 4G Gateway

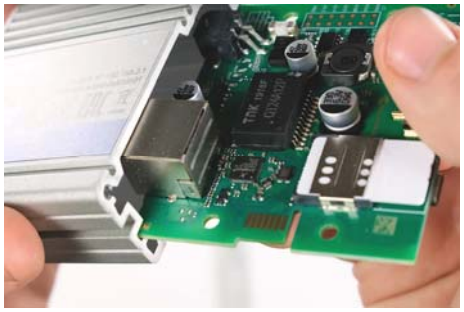
Open the indicated end of the 4G Gateway using the supplied hex key.

Carefully slide the circuit board out of the case, then gently slide your waiting SIM card into the Gateway's SIM holder.

Cut Corner this way around



Carefully slide the circuit board back into the case and screw the case back to together again.



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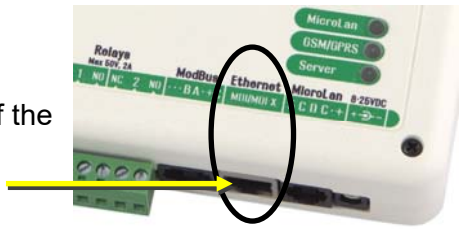
Connecting up the 4G Gateway

Screw to attach the supplied magnetic mount 4G antenna to the SMA socket of the 4G Gateway.

Using the supplied Ethernet cable, connect one end of the cable to the Ethernet socket of the ezeio™ and the other end to the Ethernet socket of the 4G Gateway.



Plug in the supplied DC power connector to the 4G Gateway and proceed to turn the unit on. Check that a mobile connection has been established as shown on the end of the 4G Gateway.

Repower the ezeio™ controller and wait for it to establish a connection with the Eze servers, check the SERVER LED on the ezeio™ front for connection status (see Page 13 of the ezeio™ manual).

Login to your eze control dashboard to confirm connection and input information is active.

Troubleshooting

- The 4G Gateway shows a good signal, but the ezeio™ has not connected with the Eze servers.
  - Check the Ethernet cable is firmly connected in the Ethernet socket of the ezeio™ and the other end is connected to the Ethernet socket of the 4G Gateway (**Note**: there are three RJ45 sockets on the ezeio™, make sure to use the socket labelled as **Ethernet**) .
  - Turn off power to both the 4G Gateway and the ezeio™. After a minute apply power to the 4G Gateway again and wait for a 4G connection. Then apply power the ezeio™ and check the SERVER LED status to confirm a connection, this could take a minute (see Page 13 of the ezeio™ manual).
- The 4G Gateway is not connecting with the local tower.
  - Check the SIM card is installed and the orientation of the SIM card is correct.
  - Is the 4G Gateway installed in an area with weak signal? Try a new position or installing a higher gain antenna.

Good Signal Can't be Guaranteed.

Even when all precautions are taken into account, no one can guarantee a good link, as there are many more factors that could cause problems. With the 4G Gateway, higher gain antennas can be used to improve the link quality to the nearest cell tower.

Placement Considerations.

Antennas are devices that focus energy in a particular direction similar to the way the megaphone focuses voice energy. Antennas can provide different radiation patterns depending on the design and application. How much the energy is focused in a given direction is referred to as Antenna Gain.

Environment.

Physical obstructions and radio interferences can enter into the environment and limit the system's ability to get information from one place to another. Range-reducing elements are commonly introduced into simple wireless communications systems in the form of walls, vehicles, trees, wind, other wireless equipment etc.

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