smart gateway II
Operation
V1.0

EN

Introduction

The Smart Gateway is plug and play, connecting body cameras to your DEMS 360 environment to upload footage and synchronise settings.

A single camera can connect directly to the Smart Gateway via Micro USB cable.

Only one camera can be directly connected at any one time due to the power demand.

Multiple cameras can connect to the Smart Gateway via Reveal Docking Stations (providing they are each independently powered). A maximum of three docking stations may be connected at any one time.

The Smart Gateway can connect to DEMS 360 over the network/internet using the ethernet port.

An RJ45 cable is required to connect, but is not included.

CAUTION: The Smart Gateway must only be powered using the supplied mains USB-C power cable.

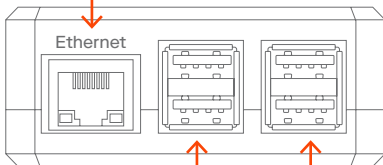# Overview

DEMS360

Network

Power
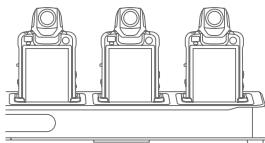Socket

RJ45

USB-C
Power Cable

Smart Gateway II
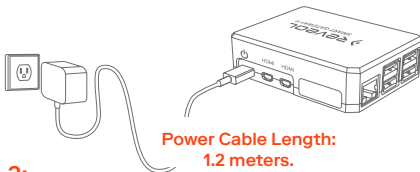
Ethernet

USB

Micro USB

Docking Station

Body Camera

Setting Up

Step 1:

Connect the power cable between the Smart Gateway's USB-C power port and the mains socket.

Power Cable Length: 1.2 meters.

Step 2:

Ethernet Port

Use an RJ45 cable to connect the Smart Gateway to an ethernet port. Ensure the green and amber lights on the Smart Gateway's port are on/flashing
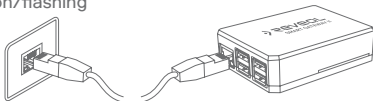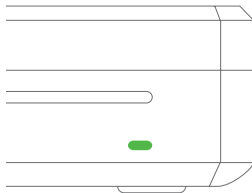
RJ54 Cable (not provided)

A light is located on the bottom right, on the short side opposite the 4 USBs:

SOLID GREEN: powered on

FLASHING GREEN: CPU activity, for example communicating with DEMS 360.
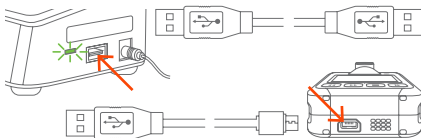
FLASHING RED: Power issue

Setting Up

Step 3:

Connect Either:

a) a Reveal Docking Station via the Docking Station's USB cable
b) a camera via the camera's Micro USB cable

ONLY CONNECT A USB CABLE AFTER THE SMART GATEWAY HAS BEEN POWERED ON FOR OVER 30 SECONDS

A maximum of 18 cameras can be connected to a single Smart Gateway via powered docking stations.
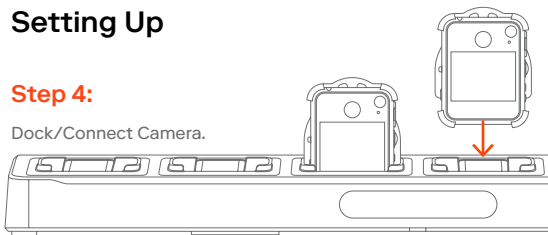
The USB 3.0 facilitates faster transfer rates so the two blue USB 3.0 ports should be utilised before using either of the two black USB 2.0 ports.
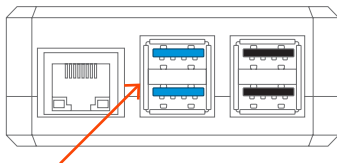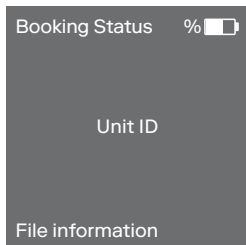
Setting Up

Step 4:

Dock/Connect Camera.

When successfully connected to DEMS 360 the camera's front-facing screen, will display as below:

Booking Status   % 🔋

Unit ID

File information

See DEMS 360 to view the online status of the Smart Gateway.

Use the Troubleshooting section over the page to resolve any issues.

Troubleshooting

Before troubleshooting check the following:

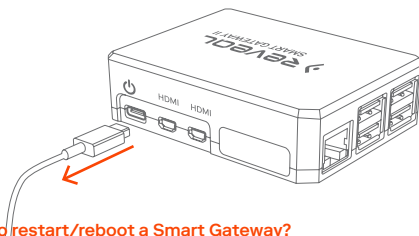**1) Is the Smart Gateway Powered ON?**
Ensure the Green LED is ON

2) Is the Docking Station charging the cameras?
Ensure the Green LED is ON, (on the Docking Station)

3) Is the RJ45 cable connected?
Ensure the Green & Amber LED light is on the ethernet port

How to restart/reboot a Smart Gateway?

1. Simply disconnect the USB-C power cable and any USB cables from the Smart Gateway.

2. Reconnect the USB-C power cable (LED with first flash RED and then stay GREEN)

3. Wait 30 seconds before reconnecting any USB cables.

4. If a Docking Station is used, simply undock and redock the body cameras.

Troubleshooting

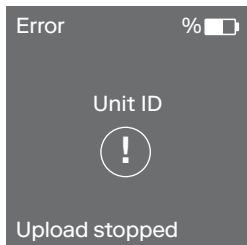The Cameras front-facing screen can be used as an indication of the point of failure.
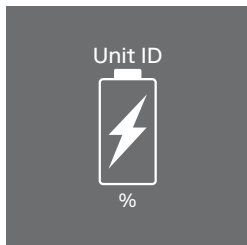
Issue:
Camera is powered but has no USB data connection.

Solution:
Check Smart Gateway is powered up.
Check Docking Station is connected to Smart Gateway.

Issue:
Smart Gateway has lost connection to the DEMS 360 server.

Solution:
Check Smart Gateway's network connection to DEMS 360 server

Once the solution has been applied cameras will need to be redocked to refresh the status on their screens.

If the status of "Error" persists, check DEMS 360 for further details.