

# smart gateway I Operation

V1.0



EN

# Introduction

The Smart Gateway includes:

- 1 x Smart Gateway (pre-configured to your DEMS 360 system)
- 1 x USB-C Power Cable & Country Plug

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

Body Cameras can connect directly to the Smart Gateway via Micro USB cable or via a Reveal docking station.

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 either a) the supplied mains USB-C power cable, or b) a Reveal Docking Station Power Supply using the Y Cable Power Splitter (sold separately).

# Overview

Power Socket



**DemS360**

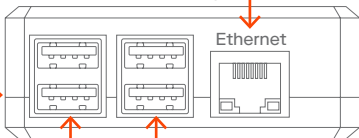
Network



USB-C  
Power Cable

RJ45

Smart Gateway



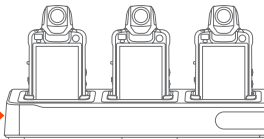
Ethernet

Micro USB

USB



Body Camera



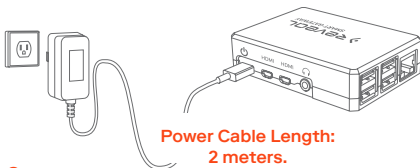
Docking Station

# Setting Up

## Step 1:

Assemble the power cable with your country's power adapter.

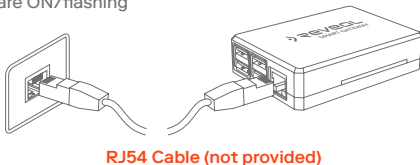
Connect the power adapter between the Smart Gateway's USB-C power port and the mains socket.



## Step 2:

Ethernet Port

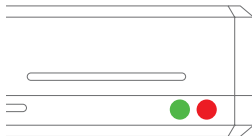
Use an RJ45 cable to connect the Smart Gateway to an ethernet port. Ensure the green and amber light, on the Smart Gateway's port are ON/flashing



Two lights are located on the bottom right, on the short side opposite the 4 USBs:

**SOLID RED:** powered on

**FLASHING GREEN:** processing, for example powering up or communicating with DEMS 360.

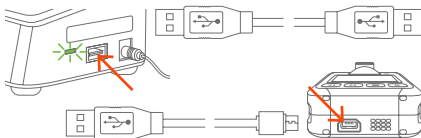


# Setting Up

## Step 3:

Connect Either:

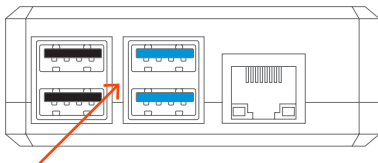
- a) a Reveal Docking Station via the Docking Station's USB cable
- b) a camera via the camera's Micro USB cable



**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.

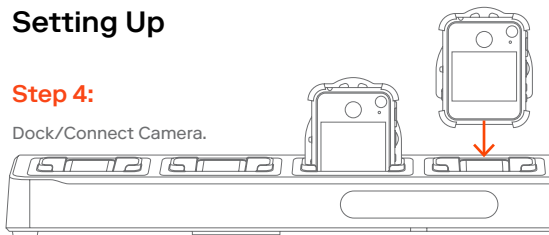
The USB 3.0 facilitates faster transfer rates and additional power so the two blue USB 3.0 ports should be utilised before using either of the two black USB 2.0 ports.



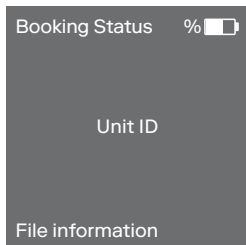
# Setting Up

## Step 4:

Dock/Connect Camera.



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



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

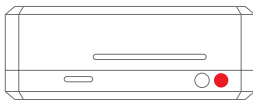
Use the Troubleshooting section over the page to resolve any issues.

# Troubleshooting

Before troubleshooting check the following:

## 1) Is the Smart Gateway Powered ON?

Ensure the RED LED light is ON

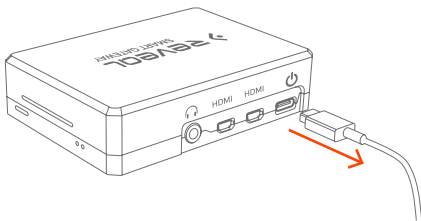


## 2) Is the Docking Station charging the cameras?

Ensure the Green Light is ON, (on the Docking Station)

## 3) Is the RJ45 cable connected?

Ensure the Green & Amber LED light is on the ethernet port

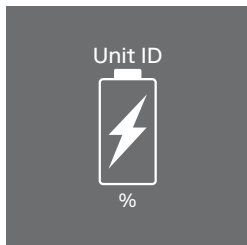


## How to restart/reboot a Smart Gateway?

1. Simply disconnect the USB-C power cable and any USB cables from the Smart Gateway.
2. Reconnect the USB-C power cable (RED LIGHT will turn ON)
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 Camera's front-facing screen can be used as an indication of the point of failure.



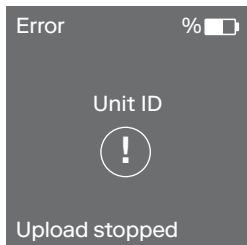
**Issue:**

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.