LEDs

The gateway is equipped with 5 visible LEDs.

Red LED: Device status indicator LED

Yellow LED: Data transmission indicator LED

Blue LED: Power supply status indicator LED

Green LED: 4G LTE/UMTS/GSM signal indicator LED

White LED: Line status indicator LED

4G LTE/UMTS/GSM signal indicator LED (GREEN)

It indicates no signal.

It indicates low signal level (2G/3G/4G network – VoLTE not available).

It indicates medium signal level (2G/3G/4G network – VoLTE not available).

It indicates good signal level (2G/3G/4G network – VoLTE not available).

It indicates high signal level (2G/3G/4G network – VoLTE not available).

It indicates low signal level (4G network – VoLTE available).

It indicates medium signal level (4G network – VoLTE available).

It indicates good signal level (4G network – VoLTE available).

It indicates high signal level (4G network – VoLTE available).

It indicates the SIM card is protected by the PIN code.

It indicates the SIM card is protected by the PUK code.

Device status indicator LED (RED)

It indicates the gateway has not been correctly registered with the network, the SIM card is protected by the PIN code or other problems.

It indicates the gateway is correctly registered to the network.

Line status indicator LED (WHITE)

It indicates that the line is in use or that a data connection is in progress.

It indicates that the line is not in use.

It indicates an incoming call.

Power supply status indicator LED (BLUE)

It indicates that the external power supply is connected and the battery guarantees more than 7-hour operation in idle state.

It indicates that the external power supply is connected and the battery guarantees up to 7-hour operation in idle state.

It indicates that the external power supply is connected and the battery guarantees 2-hour operation in idle state.

It indicates that the external power supply is connected and the battery guarantees 1-hour operation in idle state.

It indicates that the external power supply is connected and the battery is absent or damaged.

It indicates that the external power supply is NOT connected and the battery guarantees more than 7-hour operation in idle state.

It indicates that the external power supply is NOT connected and the battery guarantees up to 7-hour operation in idle state.

It indicates that the external power supply is NOT connected and the battery guarantees 2-hour operation in idle state.

It indicates that the external power supply is NOT connected and the battery guarantees 1-hour operation in idle state.

TROUBLE SHOOTING GUIDE

Detected problem	Root cause	Solution
All LEDs are unlit	Gateway not supplied	Check power supply
The red LED lights up all the time	SIM card not present or not correctly inserted	Correctly insert the SIM card in the dedicated location
	SIM card locked by PIN code	Disable the PIN code through your mobile phone
	SIM card expired or damaged	Check the SIM card operation on your mobile phone
	Antenna not connected or damaged antenna cable	Check the antenna connection and the the cable
	Signal absence	Check the signal strength using your mobile phone
	Insufficient power supply	Check the power supply
	Generic SW problem	Turn the power off, wait 30 s and reconnect the power
The red LED flashes, but the green LED is off	Signal level is too low to allow outgoing calls	Move the gateway and the antenna into a better position
The green LED lights up all the time	SIM card locked by PUK code	Insert the PUK code through your mobile phone
The autodialer connected to gateway does not detect the telephone line	Telephone line voltage on LINE terminal and RJ-11 plug is insufficient	Increase the voltage (see programming "Telephone line voltage")
The autodialer connected to gateway does not succeed in forwarding a call	The autodialer performs a tone detection over the telephone line	Set line tone generation by GSM 4G 25 (see programming "Line tones" option 2)