



SmartGateway

Quick Set Up Guide

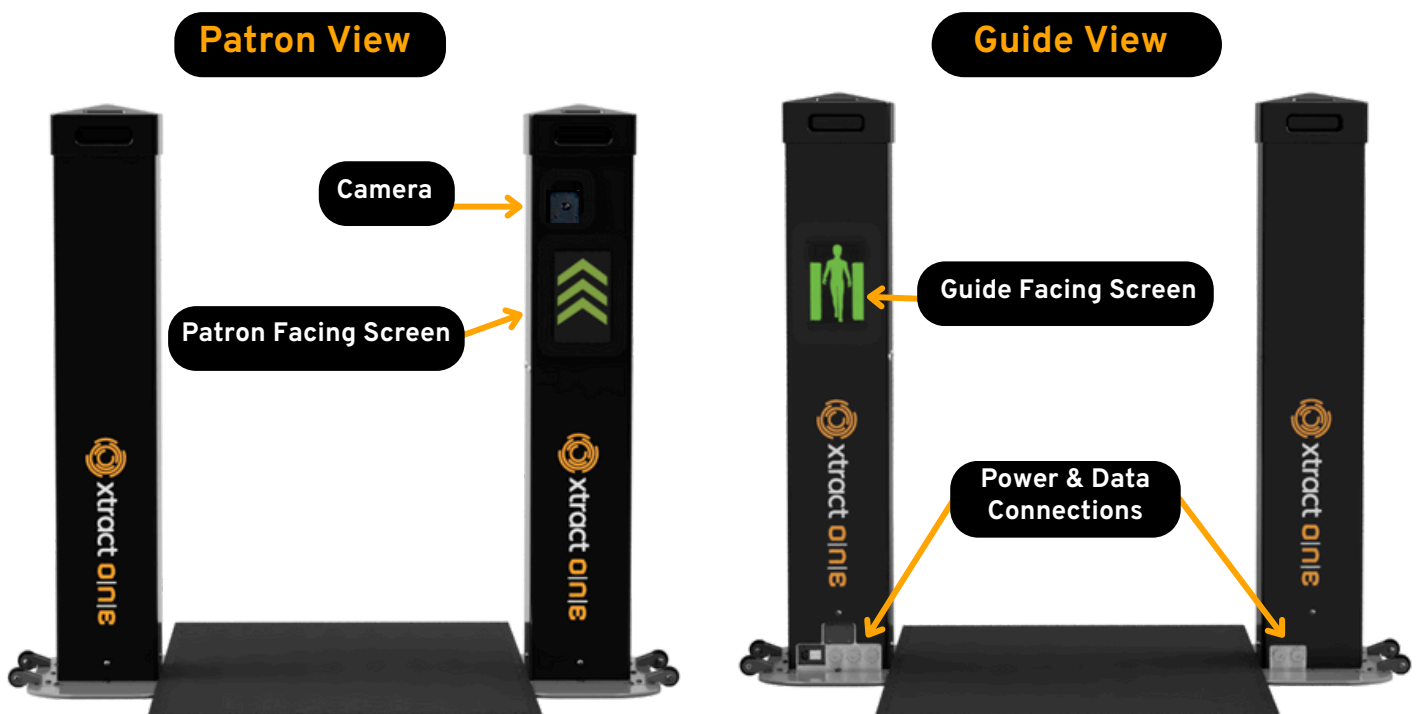


Pre-Setup Checklist

- **Primary Pillar:** Equipped with camera, screens, and power switch (located on the Guide side)
- **Secondary Pillar:** No camera, screens, or power switch
- **Camera direction:** Must point toward facility entrance

Always power off the system and remove the following before relocating:

- Data cables
- Power cables

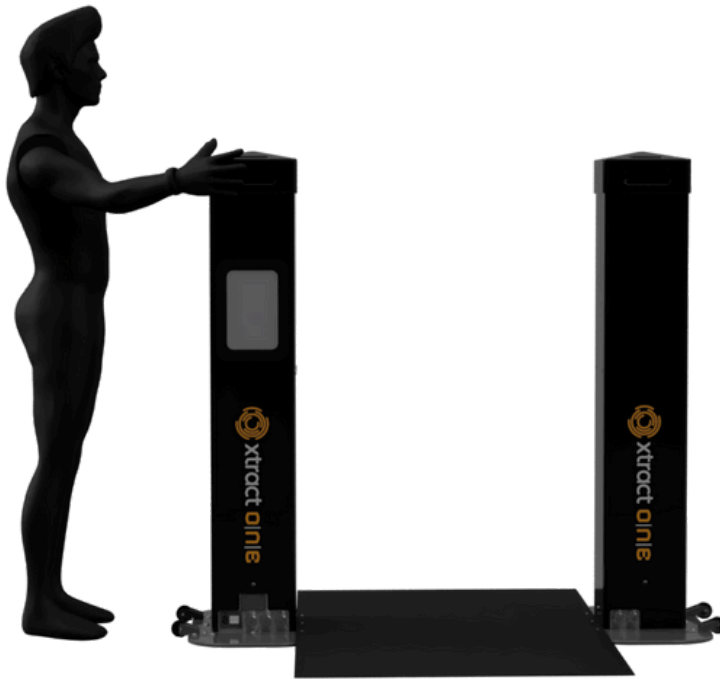


Moving the SmartGateway Pillars

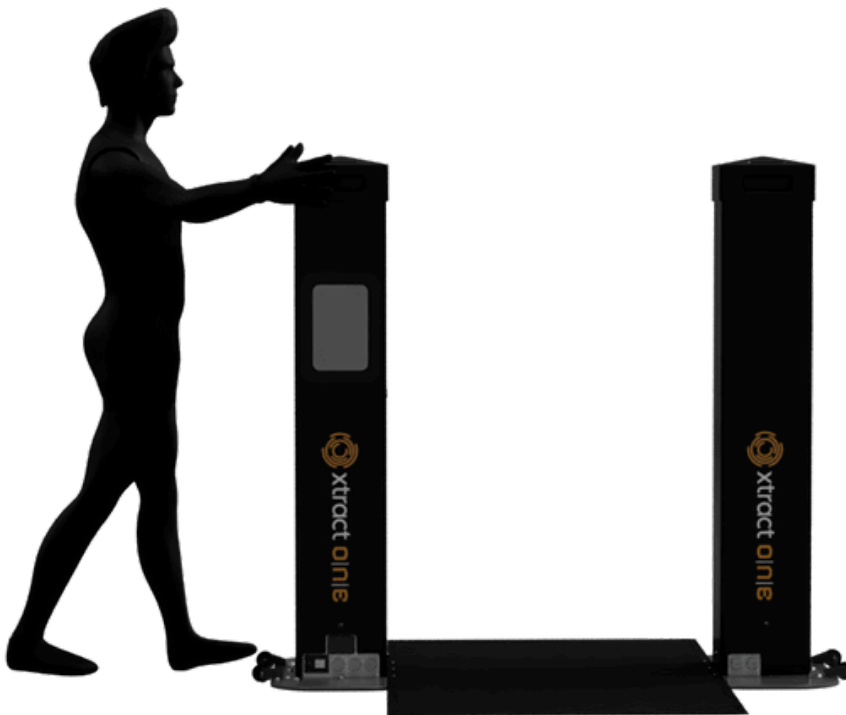
Important Notes:

1. **Never lift and carry the units** as they are heavy with sensitive components.
2. Ensure that the baseplate and wheels have been installed for systems that will be moved often.
3. Permanently bolted units cannot be moved (wheels removed). Recommend a two-person lift as the units must be moved without wheels attached.

1. Position yourself directly **behind the pillar** and as close as possible.
2. **Grip securely** using both hands on grip features at the top of the pillar.



3. **Place foot** against wheel.



4. **Tilt towards** you until the pillar reaches approximately a **45-degree angle**.



5. **Push forward** to the desired location while maintaining the pillar at approximately a 45-degree angle.

6. **Ensure the camera** faces the entrance area.

7. **Return slowly to its upright position.**

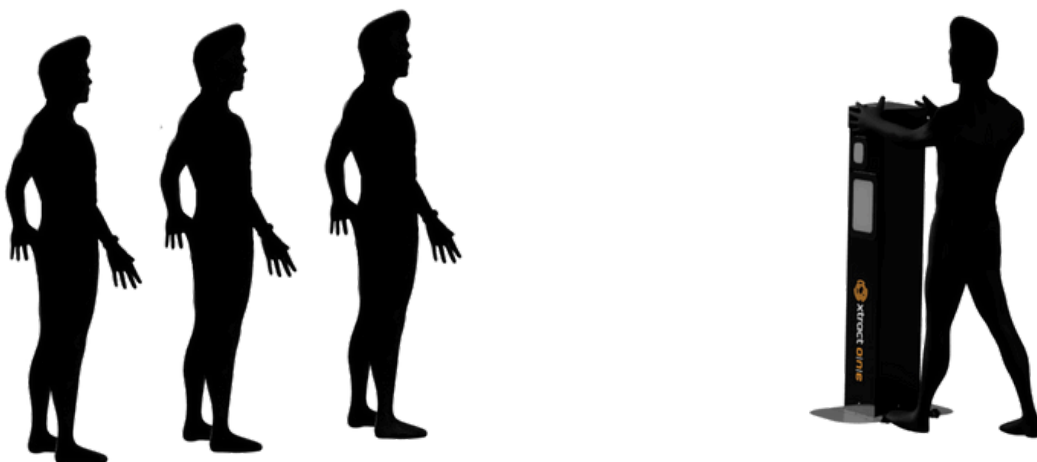
8. Repeat the same steps for the second pillar with the cable connectors facing the same direction as the first pillar.

Setup Process:

Step 1:

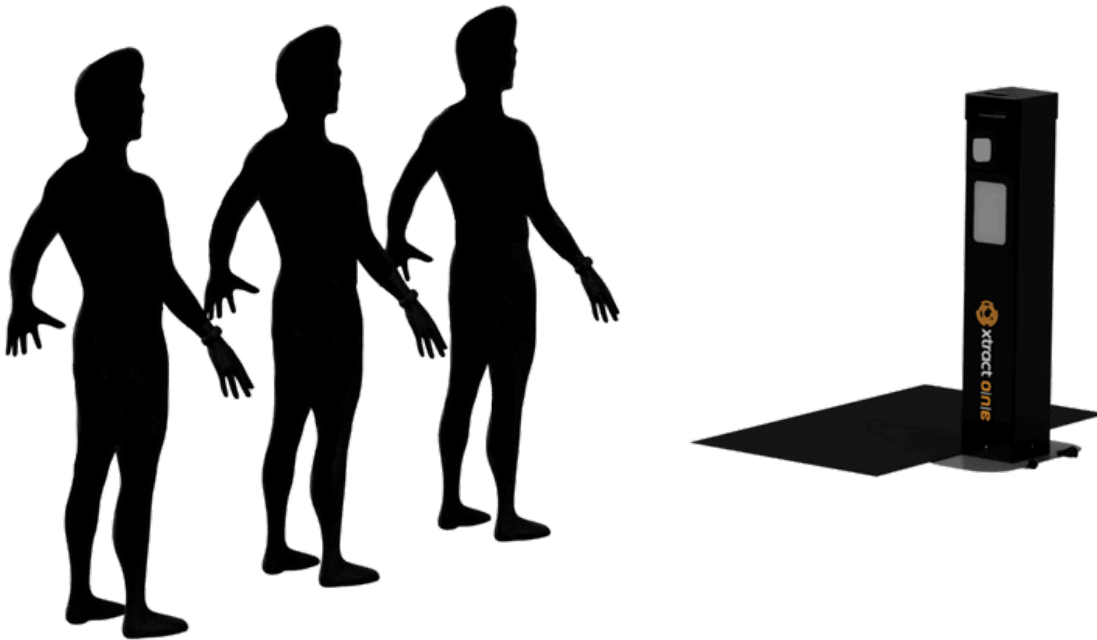
Position Primary Pillar

Roll the Primary Pillar to location with camera pointing toward the entrance area.



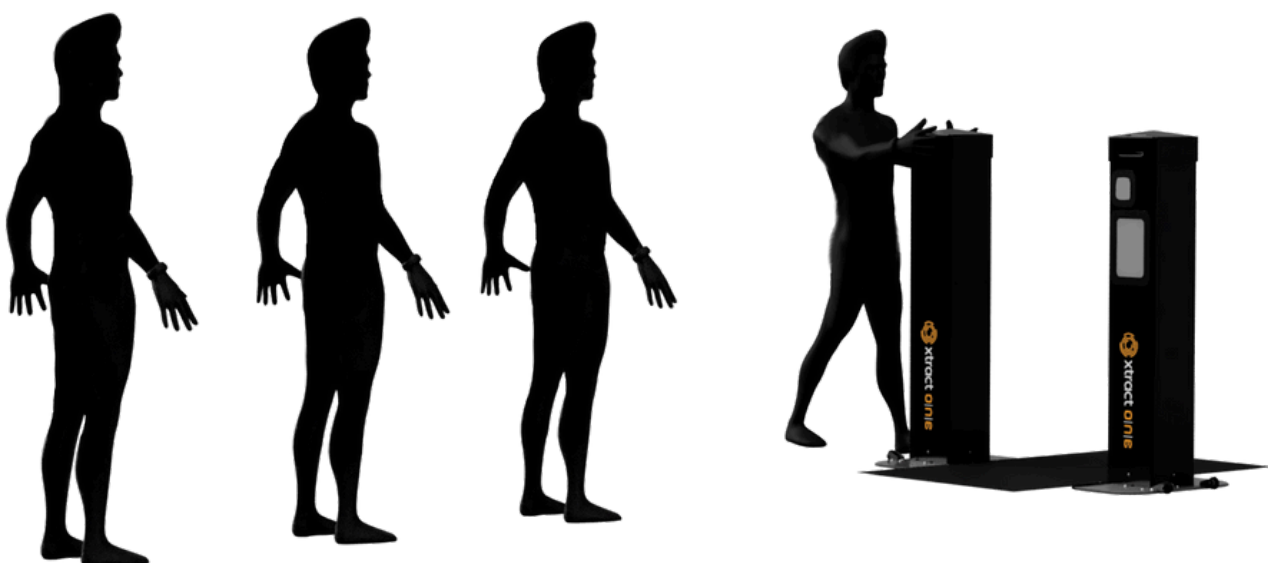
Step 2: Install Floor Mat

Place mat on ground at desired screening location. Align mat with Primary Pillar position. If the mat is slightly larger than the space, place the mat on top of the baseplate.



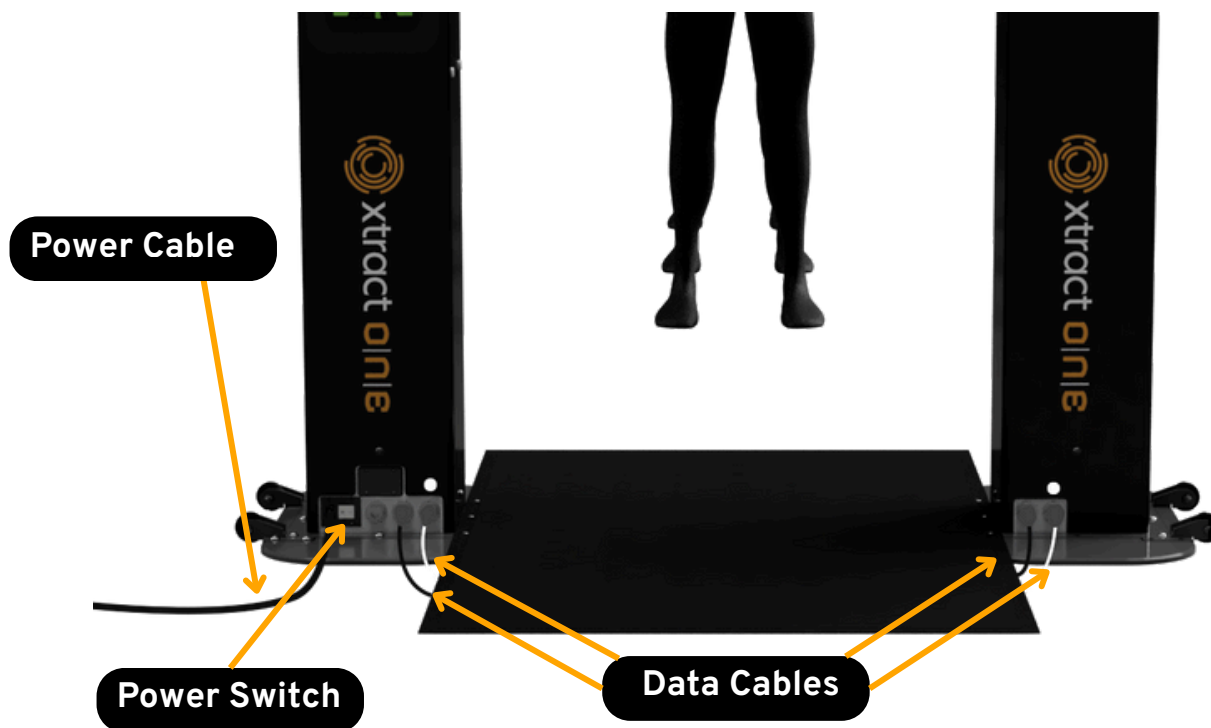
Step 3: Position Secondary Pillar

Roll Secondary Pillar into position opposite Primary Pillar. Ensure proper spacing per installation specifications. Place the mat over the base plate and against the flat surface between the two inside faces of the pillars.



Step 4: Connect Data Cable

- Ensure both pillars are properly positioned in place.
- Run the cables under the mat to avoid a tripping hazard.
- Insert black cable connector into middle port (black port) on Primary Pillar (located on Guide-facing side, lower back panel).
- Rotate connector until fully seated.
- Rotate the coupling nut clockwise until fully locked.
- Insert corresponding end of data cable into Secondary Pillar port. (Note: Black connector to black port, white connector to white port).
- Repeat for white cable.



Step 5: Connect Power

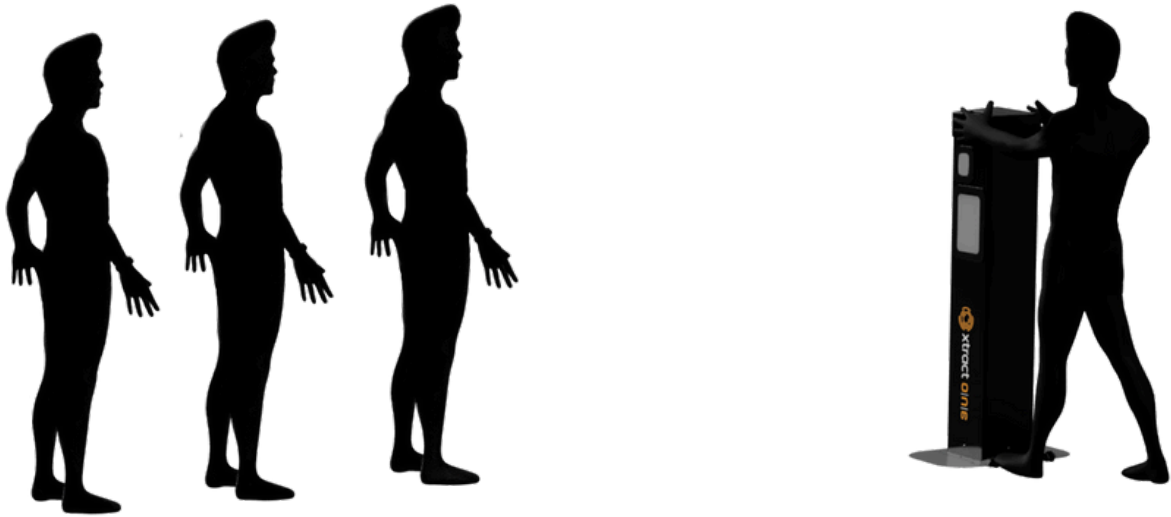
Connect Primary Pillar to a wall outlet using the provided power cable.

Note: Secondary Pillar does not require separate power connection as its power is provided by the Primary Pillar.

Step 6: System Startup

Power-On Sequence:

- Press the **power** button on the Primary Pillar (located above power connector on Guide-facing side).
- Allow up to 5 minutes for complete boot-up of the system.



LED Status Indicators Green chevrons: System ready for operation

Common Error Messages:

- **Error 7.1.4**
 - Ensure that the pillars are aligned with each other and reboot system.
 - If the issue continues, connect support.
- **Error 2.5.4**
 - Power off the system and wait 5 mins.
 - Restart system.
 - If the issue continues, connect support.
- **Error 3.6.5**
 - Review cable connection and reseal connections.
 - If the issue continues, connect support.
- **Error 3.11.4**
 - Connect support for assistance.



Basic Troubleshooting:

Restart the system to resolve most general errors.
If the issue persists, contact support@xtractone.com with system serial numbers and detailed issue description.