



# Xtract One Gateway

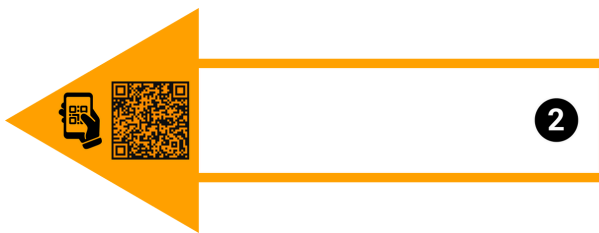
## Quick Set Up Guide



# Pre-Setup Checklist

## 1. Primary Identification:

- **Primary pillar:** Marked '1' on arrow label (rear bottom)
- **Secondary pillar:** Marked '2' on arrow label (rear bottom)
- **Arrow direction:** Both arrows must point toward facility entrance



Secondary Pillar



Primary Pillar

## 2. Always remove before transport:

- Tablet
- Data cables
- Power cables



# Moving the Xtract One Gateway Units

## Important Notes

1. Factory-installed wheels enable easy mobility
2. Permanently bolted units cannot be moved (wheels removed)
3. **Never lift and carry** - units are heavy with sensitive components

## Movement Steps:

1. Position yourself directly **behind the pillar** and as close as possible



2. **Grip securely** using both hands on grip features



3. **Place foot** against wheel to assist tilting



4. **Pull toward** you at approximately 45-degree angle



5. **Push forward** to desired location

6. **Ensure arrow** faces entrance/queue area

7. **Tip forward** slowly until flat

# Setup Process:

## Step 1:

### Position Primary Pillar

Roll primary pillar to location with arrow pointing toward entrance/queue area.



Primary Pillar

## Step 2:

### Install Floor Mat

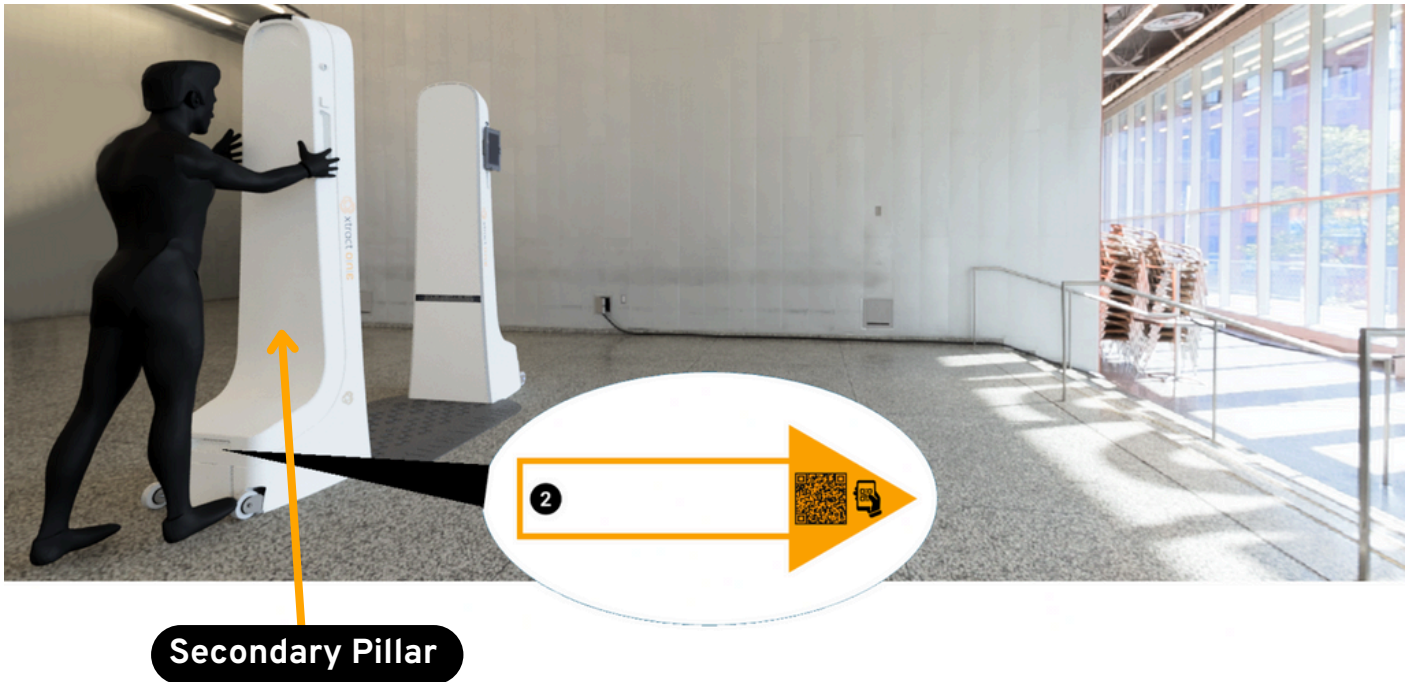
1. Place first mat half with **cable channel facing up**
2. Insert data cable in channel with sufficient length at both ends
3. Flip mat over and align with primary pillar
4. Install second half by aligning grooves and pressing down gently



### Step 3:

#### Position Secondary Pillar

Roll secondary pillar into position with arrow pointing toward entrance/queue area.

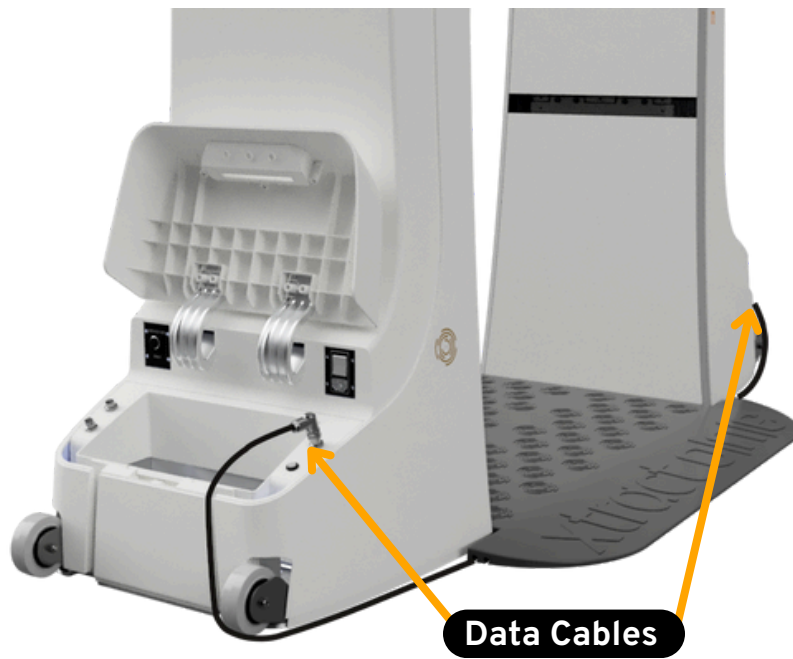


### Step 4:

#### Connect Data Cable to each pillar

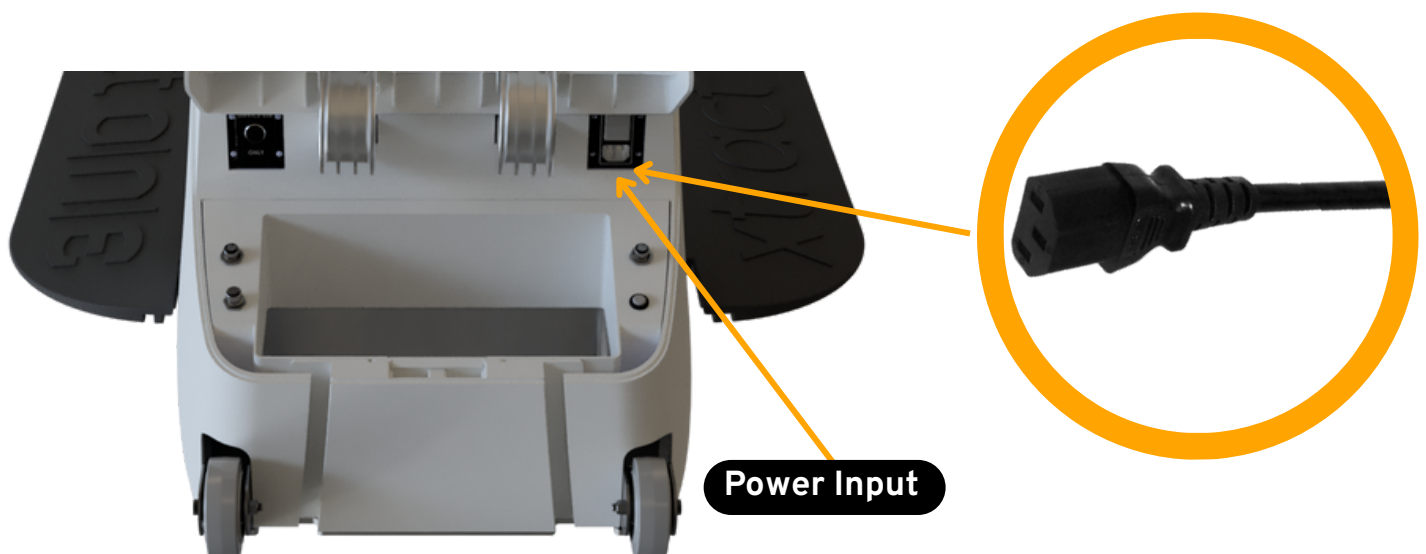
- Insert cable connector into data port on primary pillar
- Rotate cable connector until fully seated
- Rotate screw clockwise until fully locked
- Repeat for secondary pillar



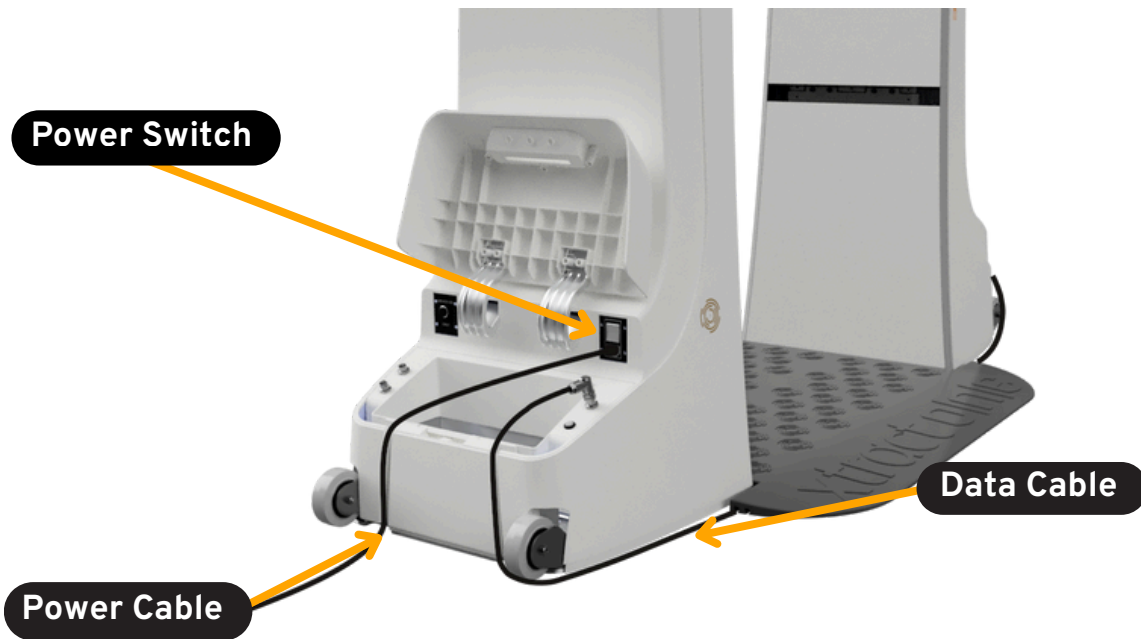


**Step 5:**  
**Power Connection**

Connect both pillars to wall outlets using provided power cables.  
Note: Each pillar requires independent power cable



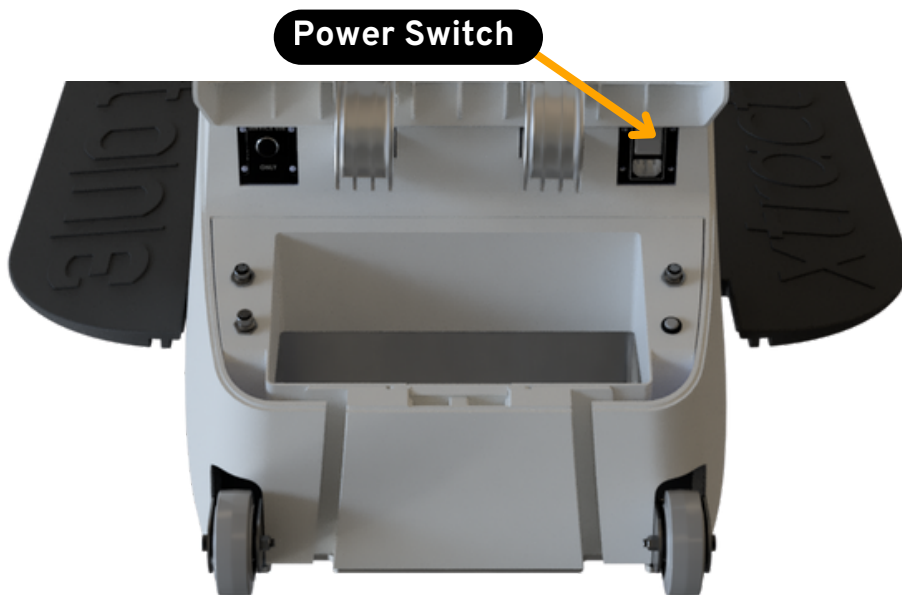
Layout when data and power cables are connected:



### Step 6:

#### Power-On Sequence

1. Press power button on primary pillar first (located above power connector)
2. Press power button on secondary pillar
3. Allow up to 10 minutes for complete boot-up



## LED Status Indicators

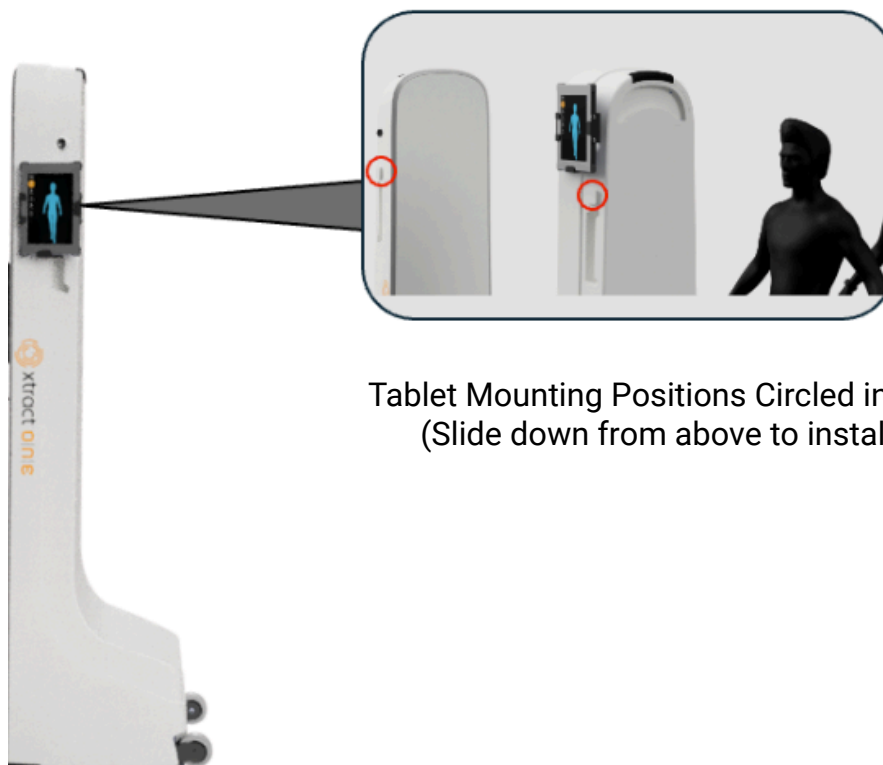
1. White LEDs: System booting up
2. Blue LEDs: System ready for operation



## Step 7 (optional):



### Attach tablet to the system

Note: Tablet can be attached to primary and secondary pillar



# Basic Troubleshooting

LED Status	Possible Cause	Resolution
 <p data-bbox="82 967 555 1102"><b>Solid Yellow</b></p>	<ul data-bbox="683 618 935 654" style="list-style-type: none"> <li>• <b>General Error</b></li> </ul>	<ul data-bbox="1117 618 1532 743" style="list-style-type: none"> <li>• <b>Power cycle system or contact Xtract One support if issue persists</b></li> </ul>
 <p data-bbox="82 1774 555 1989"><b>Discontinuous Yellow (primary and secondary pillars light up in complement to each other)</b></p>	<ul data-bbox="683 1527 1008 1653" style="list-style-type: none"> <li>• <b>Obstruction between beams or misaligned pillars</b></li> </ul>	<ul data-bbox="1117 1527 1532 1653" style="list-style-type: none"> <li>• <b>Ensure the pillars are perfectly aligned, parallel and 3 feet apart</b></li> </ul>

LED Status	Possible Cause	Resolution
 <p data-bbox="81 904 550 1120"><b>Discontinuous White</b> (primary and secondary pillars light up the same manner)</p>	<ul data-bbox="667 577 1007 651" style="list-style-type: none"> <li>• Two primary pillars connected</li> </ul>	<ul data-bbox="1118 577 1493 779" style="list-style-type: none"> <li>• Verify that system consists of a primary and secondary pillars (refer label near rear bottom)</li> </ul>
 <p data-bbox="81 1816 550 2031"><b>Discontinuous White</b> (primary and secondary pillars light up in complement to each other)</p>	<ul data-bbox="699 1480 962 1599" style="list-style-type: none"> <li>• Data cable disconnected/damaged</li> </ul>	<ul data-bbox="1134 1480 1481 1765" style="list-style-type: none"> <li>• Verify primary/secondary configuration and proper cable connection</li> <li>• Power cycle after correcting</li> </ul>



**For Technical Support:**

Contact [support@xtractone.com](mailto:support@xtractone.com) with system serial numbers and detailed issue description