

How to Service a Gateway



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2 minutes ago Updated

Table of Contents:

Troubleshooting Gateways

Steps to Replace a Gateway

Each department or unit in your facility has a Gateway. It acts like a translator, collecting data from devices in your area and sending it securely to the web app servers. So, it's important to keep your Gateway functioning properly and connected to the network.



Troubleshooting Gateways:

1. **Check the Power:** This is the most common culprit behind a downed Gateway. Make sure the power cord is securely plugged into both the Gateway and the wall outlet. Look for any damage to the cord itself. When you plug the Gateway back in, watch the LEDs on the front panel. They should light up in a sequence: rainbow, then blue, and finally a green light will flash for about one second. The green light indicates a successful connection.

2. **Reset the Gateway:** Sometimes, network glitches can cause the Gateway to lose its connection. To reset it, locate the "ON/OFF" button on the side of the Gateway. Press this button firmly twice. Just like when you plug it in, the LEDs will follow the rainbow-blue-green sequence, letting you know the reset process is complete.



3. **Replace the Gateway:** In rare cases, the Gateway itself might malfunction. If you've tried both the power check and reset steps, and the Gateway still isn't working properly, it might need replacing. Follow these steps in replacing a Gateway:

Steps to Replace a Gateway:

Step 1:

Unplug the Gateway: Be sure to unplug the Gateway from the wall and remove the power cord from the side of the Gateway.

Step 2:

Remove from Wall: Depending on your facility, some Gateways are installed using screws while others may be placed on the wall using adhesive stickers.

- **Screws:** If your Gateway is installed with screws, simply lift up slightly on the Gateway until the holes on the back are aligned with the screw and you are able to pull it away from the wall.
- **Adhesive:** If your Gateway is installed with adhesive, we suggest using a flathead screwdriver or a tool with a flat edge to remove the adhesive without damaging the wall or wallpaper.

Step 3:

Placing a New Gateway: There are a few steps when it comes to replacing a Gateway. Please follow the steps below:

- **Find the MAC Address:** The MAC address is a unique 12 digit code assigned to each device, located on the back of the Gateway.
- **Placing with Screws:** If the original Gateway was installed with screws, simply place the new gateway in the same location using the screws already in the wall.
- **Placing with Adhesive:** If the original Gateway was installed with adhesive, place 3 new adhesive dots on the back of the new Gateway then firmly press it against the wall where you removed the old Gateway.
- **Contact Support:** Once you have the Gateway's MAC address, please email help@vitalacy.com with the device's 12 digit identifier and the name of the Gateway that you are replacing.

Contact Support

For continued help and support, please contact us at help@vitalacy.com 😊