



GatEvo Connect 4G

4G Connection & SIM Activation Guide

After Device Provisioning · For Registered Installers

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This guide covers the steps required **after** the GatEvo Connect device has been provisioned and the customer site has been created. Follow these steps in order to activate the SIM, connect to the cellular network, and bring the device online.

PRE-REQUISITE

Device must already be provisioned and connected to the app via Bluetooth before starting.

PHASE 0 Before You Start — Antennas & Power

Two antennas are included in the box

Antenna	Connector Location	How to identify
4G LTE Antenna	SMA connector — located directly below the power input terminals	Labelled '4G' on the antenna body
2.4 GHz Antenna (Wi-Fi / Bluetooth)	SMA connector — opposite side of the board to the 4G connector	Shorter antenna; no '4G' label

■ ANTENNA PLACEMENT

Keep both antennas outside any metal enclosure. Metal housings block RF signals and will cause frequent dropouts.

■ RECONNECTION / FREQUENT DROPOUTS?

If you experience drops or the device keeps reconnecting — check neither antenna is touching or inside a metal enclosure.

Power supply — 12 V DC only

The GatEvo Connect requires a **12 V DC** supply. **Polarity must be observed** — the + and – terminals are clearly marked on the board. Reversing polarity will damage the LTE module permanently. The rest of the device (Wi-Fi, Bluetooth, Ethernet) may continue to function after a polarity event, but LTE connectivity will be lost.

Terminal	Connect to	Notes
+ (Positive)	PSU positive / +12 V	Must be correct polarity — reversed + / – will damage the LTE module
– (Negative)	PSU negative / GND	Connect to clean regulated ground, away from relay coil switching

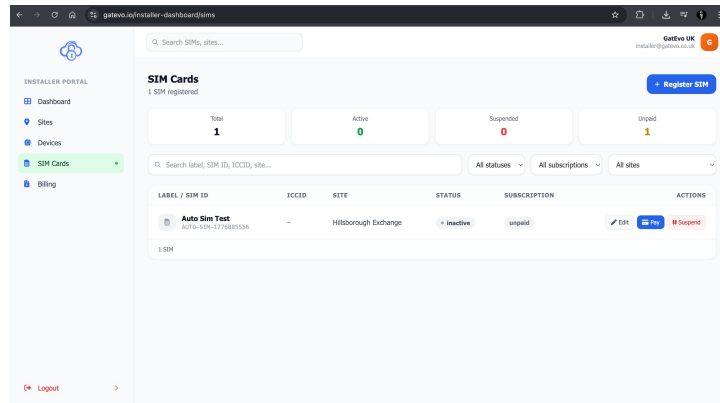
■ POLARITY WARNING

REVERSED POLARITY WILL PERMANENTLY DAMAGE THE LTE MODULE. Double-check + / – before applying power.

Note: If polarity is accidentally reversed, the GatEvo device will still operate normally on Wi-Fi, Bluetooth, and Ethernet — but the 4G LTE modem will not function. Contact GatEvo support if this occurs.

PHASE 1 Register the SIM on the Installer Portal

Once provisioning is complete, log in to **www.gatevo.net**. The device and its assigned site will already be visible. Navigate to **SIM Cards** in the left-hand menu.



www.gatevo.net — SIM Cards page. Status shows Inactive / Unpaid before payment.

1 Go to SIM Cards in the left-hand portal menu

2 Click '+ Register SIM' (top right)

3 Complete the Register New SIM form:

- GatEvo SIM ID — printed on device label (scan QR code on the device)
- ICCID — leave blank, not required
- Label / Name — friendly name for easy identification
- Assign to Site — select the customer's site from the dropdown

4 Click '+ Register SIM'

Register New SIM modal — GatEvo SIM ID is mandatory; ICCID is optional

5 Complete payment via Stripe

After clicking Register SIM, you will be redirected to **Stripe** to complete the annual SIM subscription payment. Once payment is confirmed, Stripe will return you to the portal and the SIM status will update to **Active**.

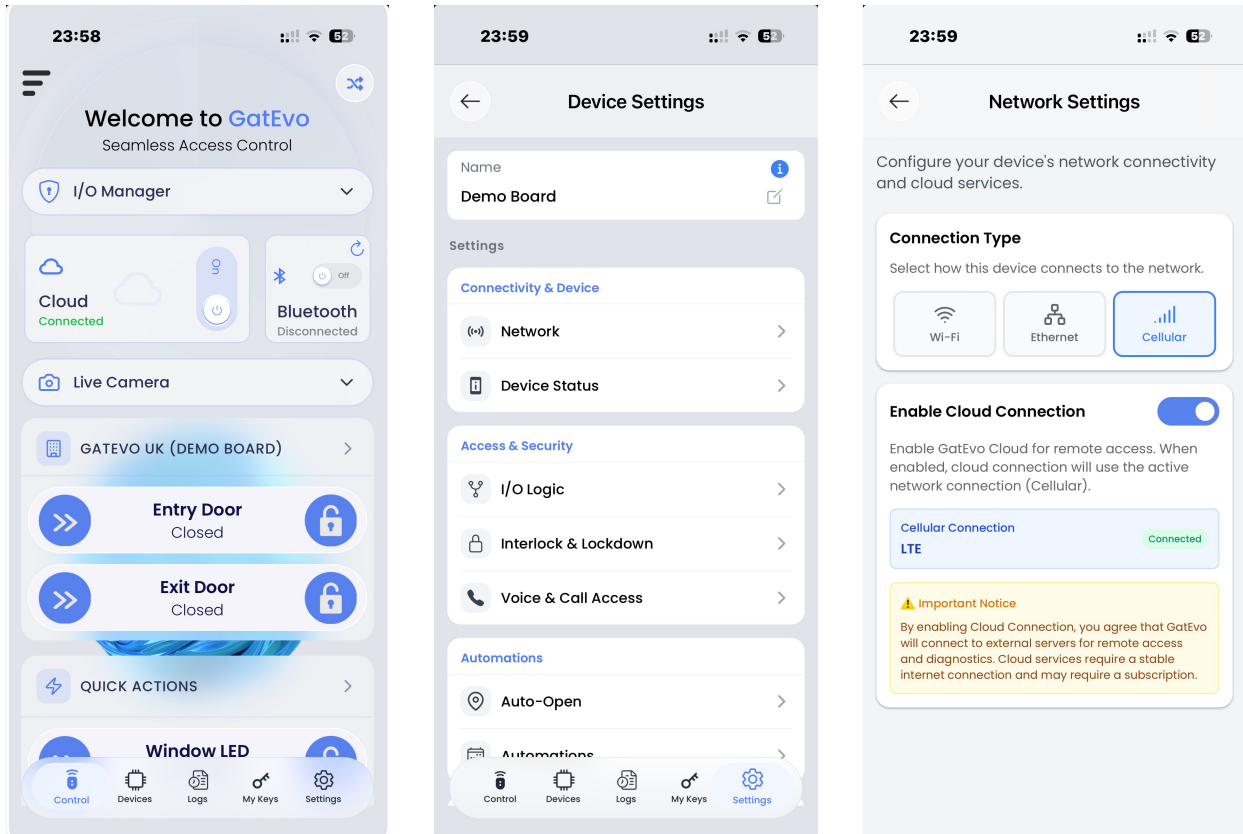
■ PAYMENT

Annual SIM subscription is billed via Stripe. The SIM will not activate until payment is complete.

PHASE 2

Configure Cellular in the GatEvo App

With the SIM activated, open the **GatEvo app**. The device must still be connected via Bluetooth from the initial provisioning session. Navigate to device settings to set the connection type to Cellular.



Left: App home screen (Cloud Connected via BLE) · Centre: Device Settings · Right: Network Settings

1 In the app, tap Devices (bottom tab bar) and select your site

Your provisioned device will appear listed under its site. Tap on the device name to open it.

2 Tap Settings (bottom tab bar) → Device Settings screen opens

3 Under Connectivity & Device, tap Network

4 On the Network Settings screen, select Cellular as the Connection Type

The three connection options shown are Wi-Fi, Ethernet, and **Cellular**. Tap the Cellular tile — it will highlight with a blue border. The device will restart automatically to apply the network change.

■ DEVICE RESTART

The device will restart when you switch connection type. Wait 15–20 seconds before proceeding.

PHASE 3

■ Enable Cloud Connection

After the device restarts, re-connect via Bluetooth. Go to **Devices** → **select your site** → **tap the device** → **Settings** → **Network**.

1 On the Network Settings screen, toggle Enable Cloud Connection ON

The toggle switch (shown in blue when active) will instruct the device to establish a WebSocket session to the GatEvo cloud over the LTE cellular connection. The status panel below will show **Cellular Connection — LTE — Connected**.

2 Allow up to 2–3 minutes for the first connection

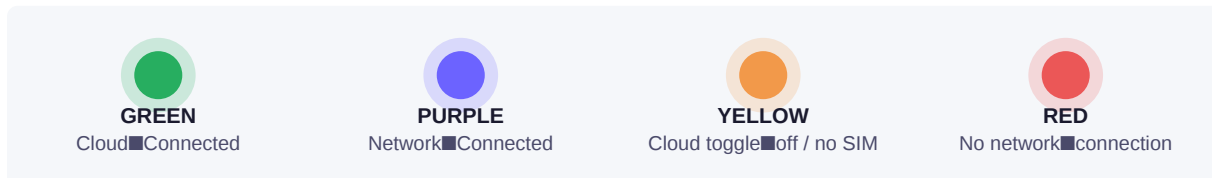
On first activation the modem needs to register with the nearest cell tower and establish a PPP data session. This can take 2–3 minutes. Do not power-cycle the device during this time.

■ IMPORTANT NOTICE

By enabling Cloud Connection, GatEvo will connect to external servers for remote access and diagnostics.

PHASE 4 **Verify LED Status & Go Live**

Once Cloud Connection is enabled, check the two LEDs on the top of the GatEvo Connect unit. Both LEDs should change colour to confirm the device is live:



What you should see on a successful connection:

LED	Colour	Meaning
LED 1	☒ Green	Connected to GatEvo Cloud
LED 2	☒ Purple	Connected to LTE cellular network

If LEDs show yellow or red:

Symptom	Cause	Action
Yellow LED	Cloud toggle not enabled	Reconnect via BLE → Settings → Network → enable Cloud toggle
Red LED	No cellular network connection	Check SIM is active on portal; ensure 4G antenna is fitted and outside any metal enclosure; restart and wait 3 min
Both off after restart	Device still booting	Wait 60 seconds then check again

PHASE 5 **Go Live — Connect via Cloud in the App**

Both LEDs should now be green and purple. The device is online. Return to the app Control screen to complete the handover.

1 **Open the app Control screen**

On the home screen you will see the Cloud tile. If it still shows as offline despite the LEDs being green and purple, **pull to refresh** the app — the cloud status will update within a few seconds.

2 **Toggle the Cloud connection ON in the app**

Press the power toggle on the Cloud tile to connect the app session to the device via cloud. The Cloud tile will show **Connected** in green once established.

3 **Test open and close gate from the app**

With Cloud Connected shown, test the Entry Door and Exit Door controls from the Control screen. Confirm the gate responds correctly. Adding end users and sharing access is covered in a separate guide.

■ **HANDOVER COMPLETE**

The 4G connection and SIM activation are now complete. End user access setup is covered in a separate guide.

For support: support@gatevo.net · www.gatevo.net · © GatEvo Ltd — Registered Installers Only