iGate DUAL

2 Relay GSM Switch
Ready for Future Cloud Integration

AES

* ALWAYS TEST THE UNIT ON SITE **BEFORE** INSTALLATION TO AVOID RE-STOCKING FEE * See full T&Cs on our website
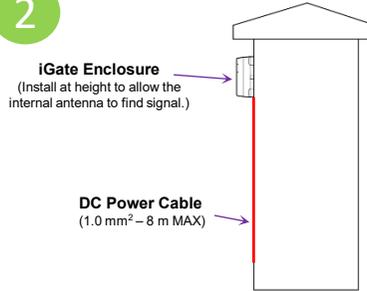

SIM Preparation

1 Ensure you read all instructions before continuing.

The Voice and SMS SIM cards provided need activated before use. Follow the instructions provided or visit our telecoms website for more details:

www.aesglobaltelecom.com

Different networks use different APNs, and these must be set correctly for full operation.
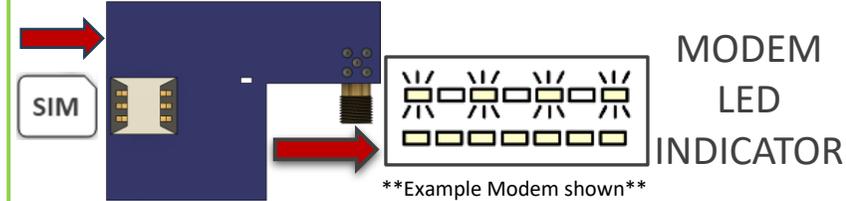

Site Wiring

2

iGate Enclosure
(Install at height to allow the internal antenna to find signal.)

DC Power Cable
(1.0 mm^2 – 8 m MAX)

Note: PSU not supplied.
Can be purchased separately. 24V DC 1.2A peak.

Power

3

4G Antenna

Nano SIM

Relay 2   **Relay 1**   **PTE   24VDC IN***
NO COM NC   NO COM NC

***NOT POLARITY SENSITIVE**

Relay Connection Examples

4

Driveway Gates

Gate Controller

Relay

NO COM

Optional Exit Button
PRESS TO EXIT

OR

NC COM NO

N/C

Separate lock PSU

Magnetic Lock

ENSURE THE POWER SUPPLY IS REGULATED AND DOES NOT EXCEEED 28V AC/DC.

LIGHTNING PRONE AREAS MUST USE SURGE PROTECTION FOR POWER SUPPLY!

SIM Orientation/ Network Connection

ALWAYS ensure the system is switched **OFF** when adding or removing your SIM card and ensure the orientation is correct.
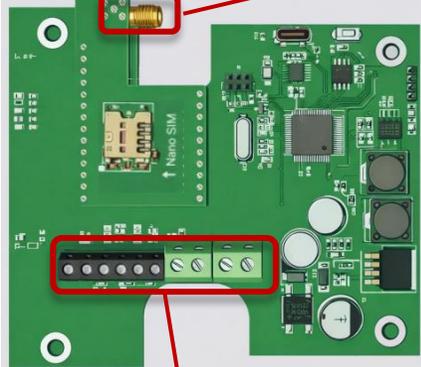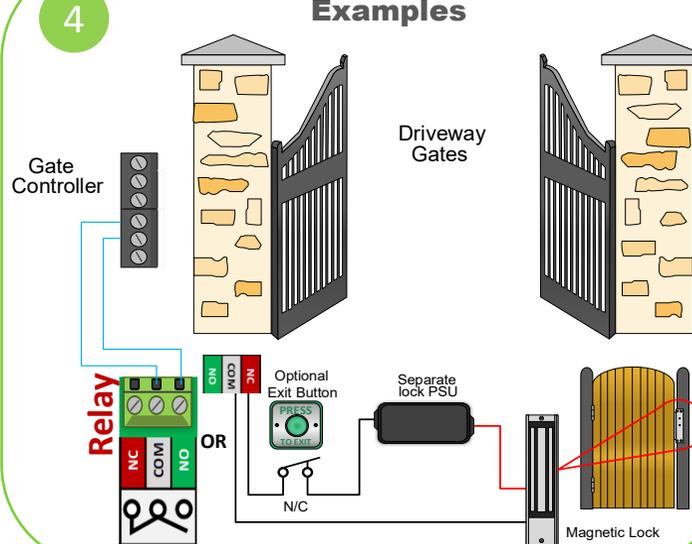
SIM

MODEM LED INDICATOR

Example Modem shown

4G: Quick Flashing = **Standby** | Constant **ON/OFF** = **Searching**

PCB Status LEDs

SOLID RED = PCB POWERED ON

SOLID RED + BLUE FLASHING = SEARCHING

SOLID RED + BLUE FLASHING + GREEN FLASHING = SUCCESSFULLY CONNECTED

CHANGE APN (for VoLTE / 4G services)

The iGate Dual supports automatic APN detection on major networks, in over 30 countries worldwide.

The APN **(check using *20# SMS)** is set by detecting the Mobile Country Code (MCC) and Mobile Network Code (MNC) from the SIM, on power up. The MNC may well be the same on some piggyback SIMs as their network owner e.g. EE UK and 1p Mobile UK. In this case, the initially detected APN can be changed via SMS.

N.B. The APN is not affected by a power reboot unless it has been deleted from the system (9999#97*#).

Use the below programming string if you wish to add or change the APN.Once you have confirmed the APN enter it in place of '**APNinfo**' in an SMS to the intercom. A power reboot is required after the 'OK' reply message is received back.

9999#97APNinfo#

If you wish to use another Voice and SMS SIM then please ensure the correct APN is set for full operation. Check with your network provider for the correct APN for 4G data.

INGRESS PROTECTION

We recommend sealing all entry holes for prevention of insects that can cause issues with a risk of shorting out components.

To maintain the IP55 rating please follow the Sealing Instructions here.

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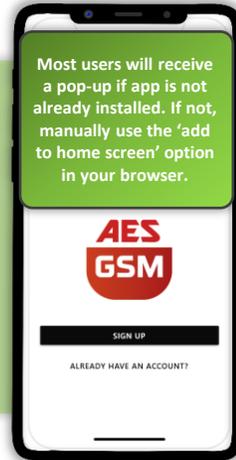### *Ready for Future Cloud Integration*

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Programming via App

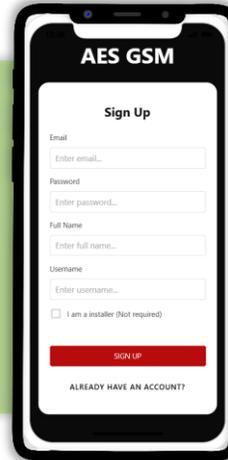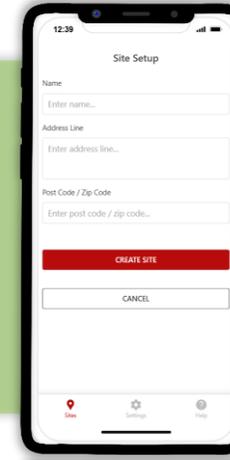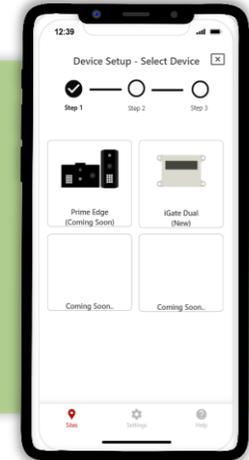**AES GSM App**

(Hold phone camera over the QR code)

Most users will receive a pop-up if app is not already installed. If not, manually use the 'add to home screen' option in your browser.
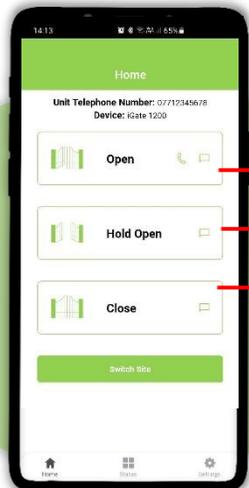
1. Download

Sign Up

Email
Enter email...

Password
Enter password...

Full Name
Enter full name...

Username
Enter username...

☐ I am a installer (Not required)

SIGN UP

ALREADY HAVE AN ACCOUNT?

2. Register

Site Setup

Name
Enter name...

Address Line
Enter address line...

Post Code / Zip Code
Enter post code / zip code...

CREATE SITE

CANCEL

3. Add New Site

Device Setup - Select Device

Step 1 — Step 2 — Step 3

Prime Edge (Coming Soon) | iGate Dual (New)

Coming Soon... | Coming Soon...

4. Add New Intercom

Using App for End User to Manage Gate/Door

Trigger
Send trigger command [Call / SMS]

Latch
Hold open Gate / Door [SMS]

Unlatch
Release held open gates to close. [SMS]

Fitting and Sealing

The supplied enclosure is fully sealed. A hole will need drilled in the wall of the enclosure before securing each half of the supplied cable gland in to place to guarantee the waterproof seal remains intact.
(Ensure you do not drill the hole larger than the gland supplied).

Hard Reset/ Default Unit

Power on the iGate and press and hold the white microswitch (located beside the USB-C port) until the green and blue LEDs flash together 4 times. There is a 10 second setting mode for this during which the green and blue LEDs will flash together.

Note: Performing this process will remove all current programming including saved user and access codes!
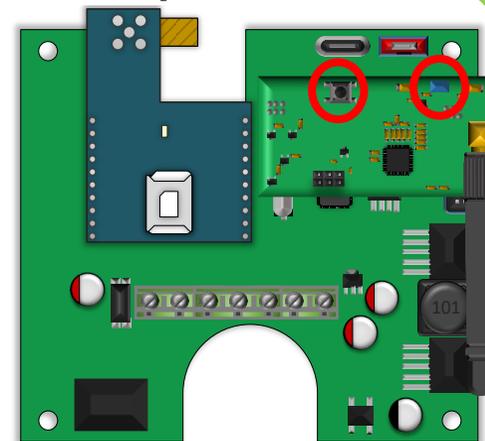
AES

e-Loop Integration

The optional e-Trans-Plus PCB will function with the e-Loop Mini, Inground and Commercial. When the e-Loop is activated, the e-Trans-Plus PCB will allow relay 1 (by default) of the iGate Dual to be triggered.

Pair with e-Loop

1. Enable Program Mode using the E-Loop/Program Mode section of the app (9999#951#).

2. Press and release the code button – the blue LED will illuminate.

3. Now place the magnet on the CODE recess on the e-Loop and the yellow LED will flash.

4. The blue LED will flash 3 times when the pair process is complete. You can now remove the magnet.

e-Loop Section in App

Use the E-Loop section of the app to program further information, including Suspension Times and Low Battery Notifications.

Suspension Times are used to enhance property security whereby the e-Loop cannot be used to trigger the relay during certain days and times.

The battery life on the E-Loop range can last up to 10 years, depending on the model. Up to four phone numbers can be notified of a low battery reading so that the batteries can be replaced to maintain functionality.