remote engineer

Simply Connect and Control

MANUAL

SERVICEGATE V2

Installation and use

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Getting started

The ServiceGate V2 is developed as part of the Remote Engineer Support solution. The associated Client software creates a VPN connection to the ServiceGate V2 that you have selected. Your PC is at that moment “directly” connected to the devices connected to the ServiceGate V2.

Essentials:

1. **A ServiceGate V2**
   The ServiceGate V2 is supplied with power & I / O connectors, a network cable and a Wi-Fi antenna.

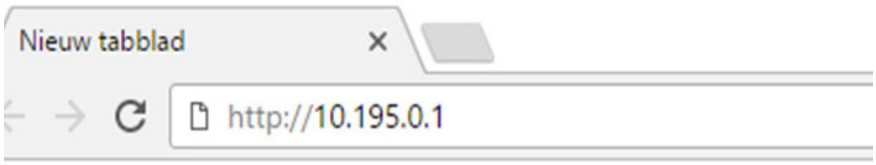
2. **A internetbrowser**
   The ServiceGate V2 can be configured using a Web browser. This may be any Internet browser. Remote Engineer recommends using Google Chrome.

3. **A computer**
   to connect to the ServiceGate V2.

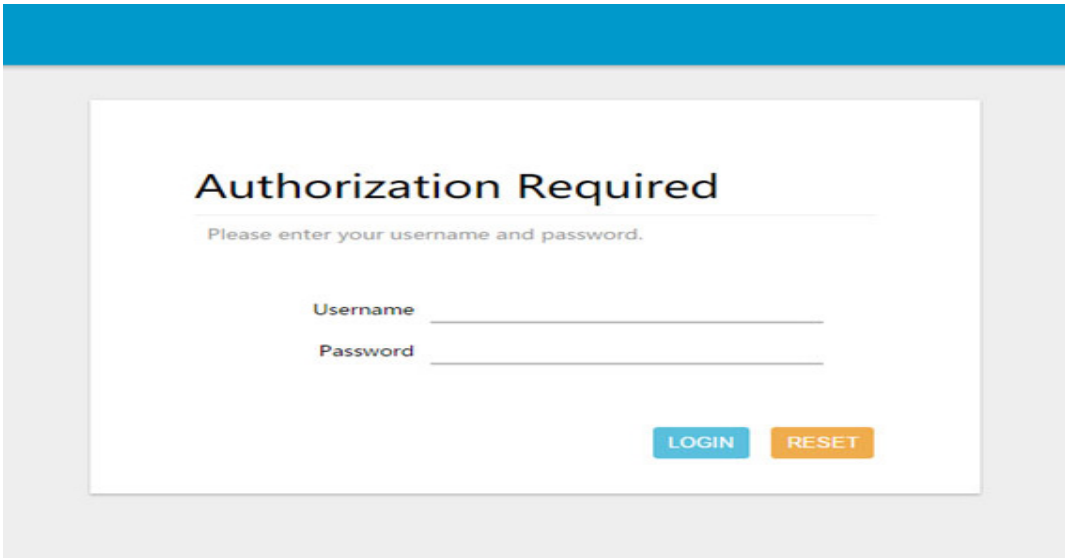
Login

To configure the ServiceGate V2, follow the next steps:

1. Connect the ServiceGate to a voltage source of 8-65 VDC.
2. Connect one of the LAN ports of the ServiceGate to your PC.
3. Start your Web browser and enter in the default IP address (10.195.0.1 or the agreed IP Address) of the ServiceGate, as shown in the image below.



4. The following login screen appears after pressing ENTER.



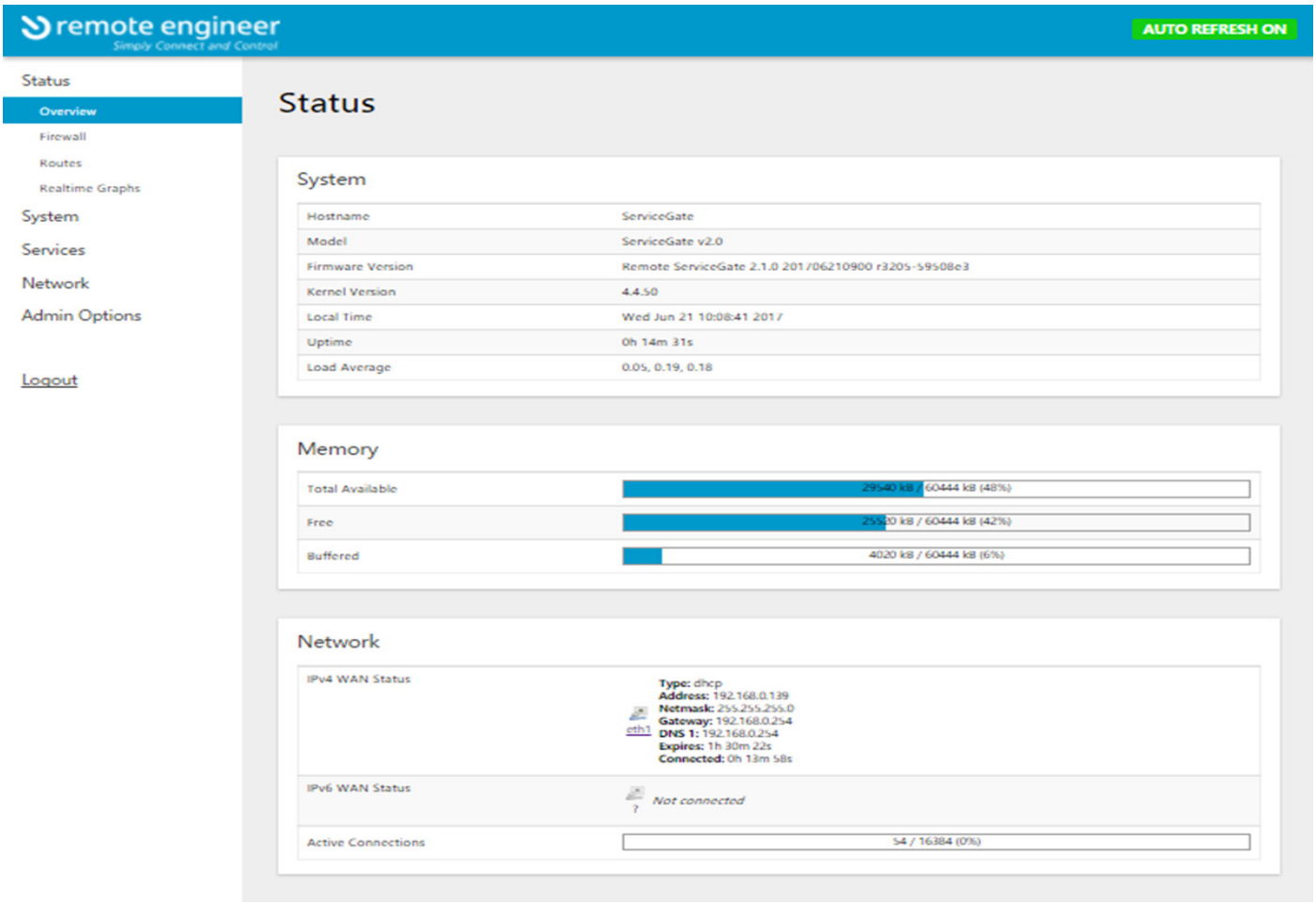
Login

5. You can now login with the default username and password (Admin / REAd min) or with your own username and password combination.

Status

Overview

If the login was successful, the ServiceGate V2 status overview screen appears. You are now in the Status menu and have the choice to go to another menu or submenu. If you choose a different menu, it will open with a list of submenus.

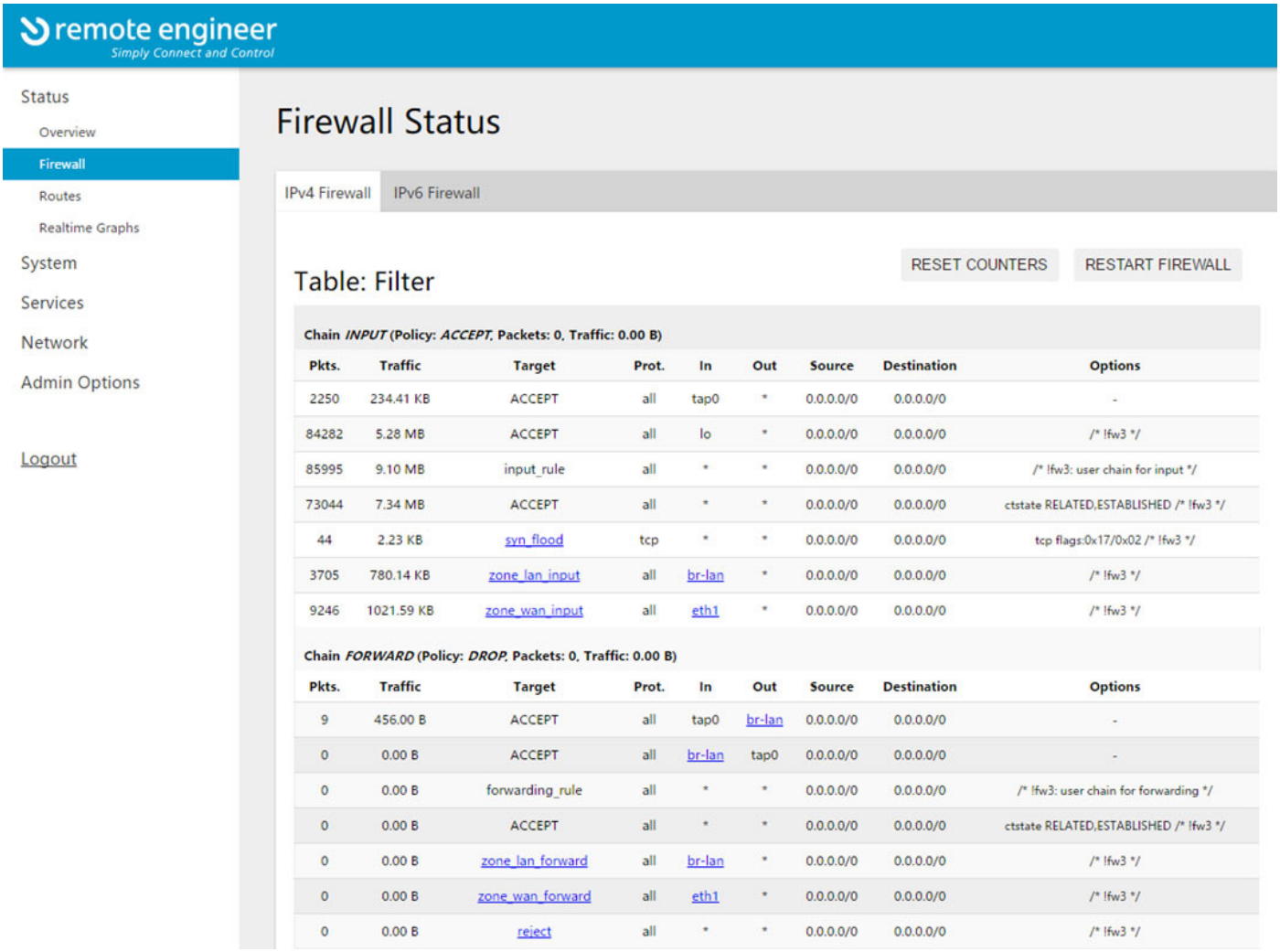


The screen above shows information about the firmware version number, how much working memory is available, and which networks and services are available.

Status

Firewall

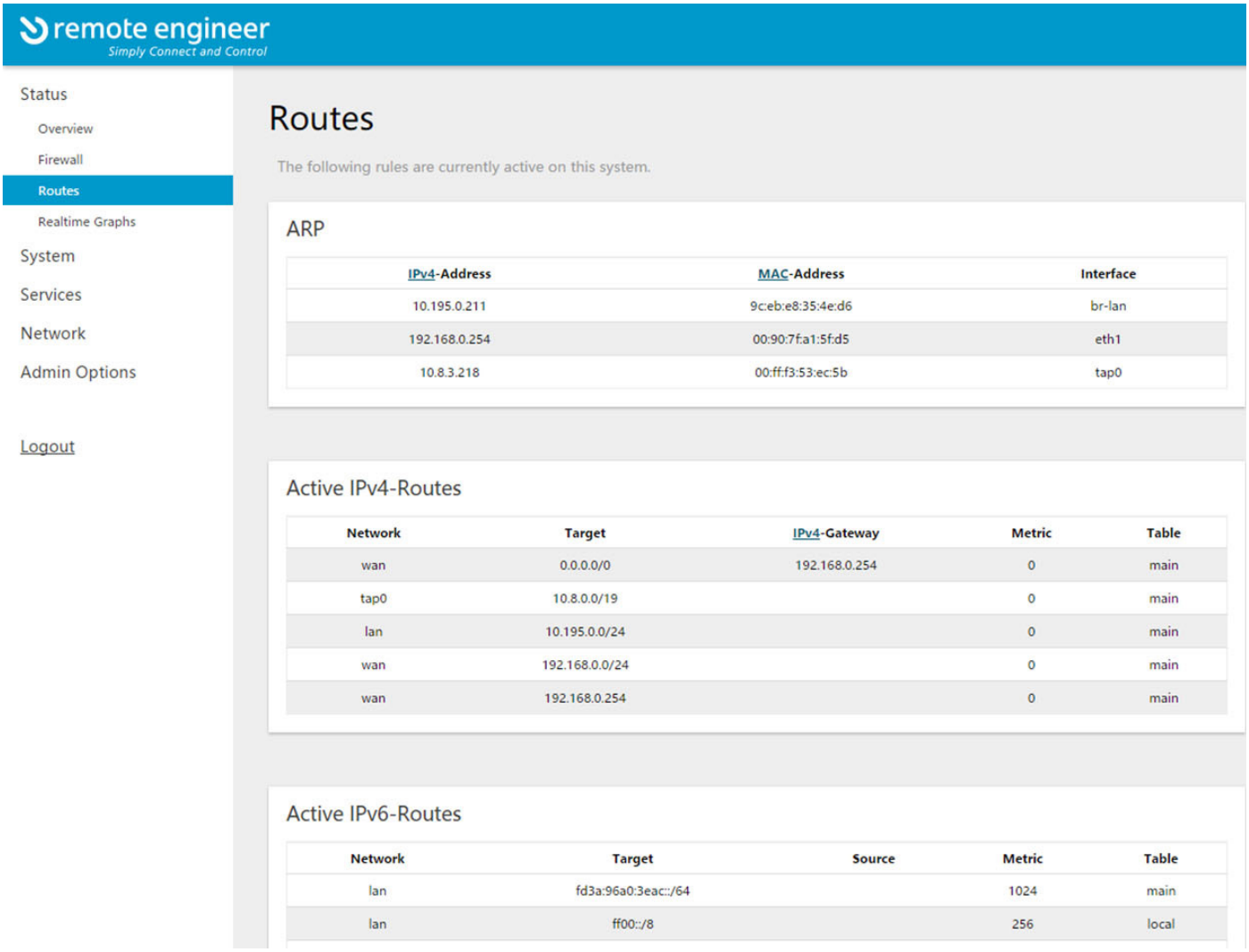
Using this screen you can see an overview of the firewall rules that are active and their associated counters. You can reset these counters. This is also done by restarting the firewall.



Status

Routes

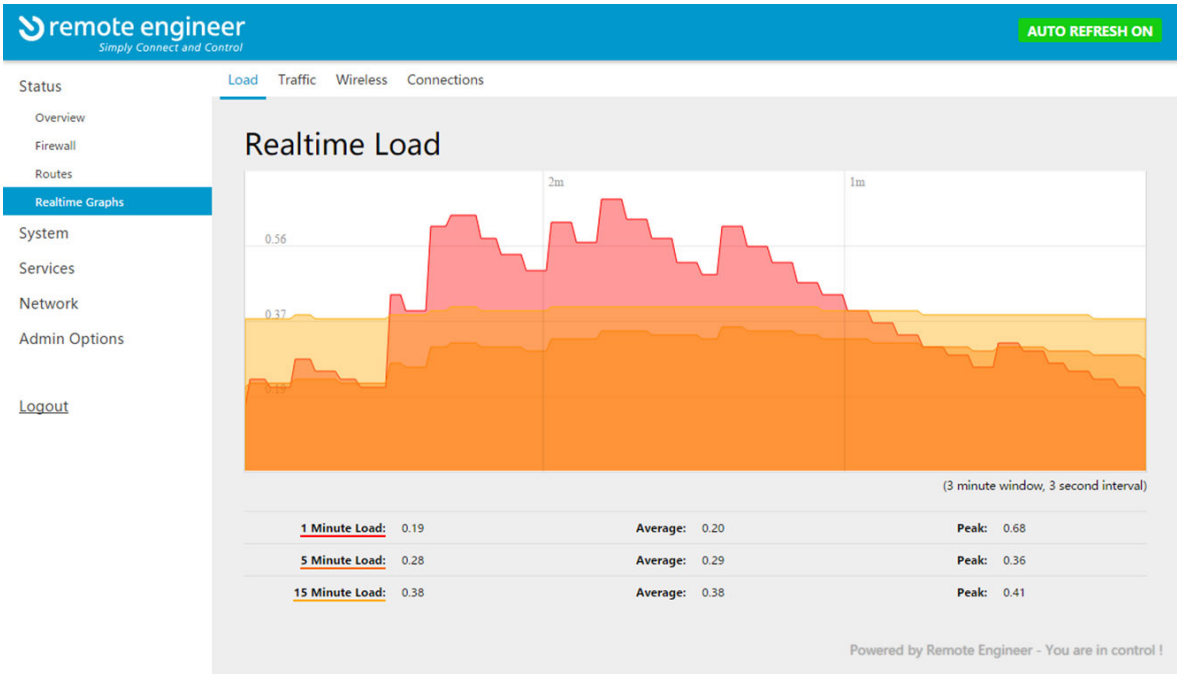
The screen below shows which rules are currently active and which combination of IP addresses / MAC addresses the ServiceGate has found.

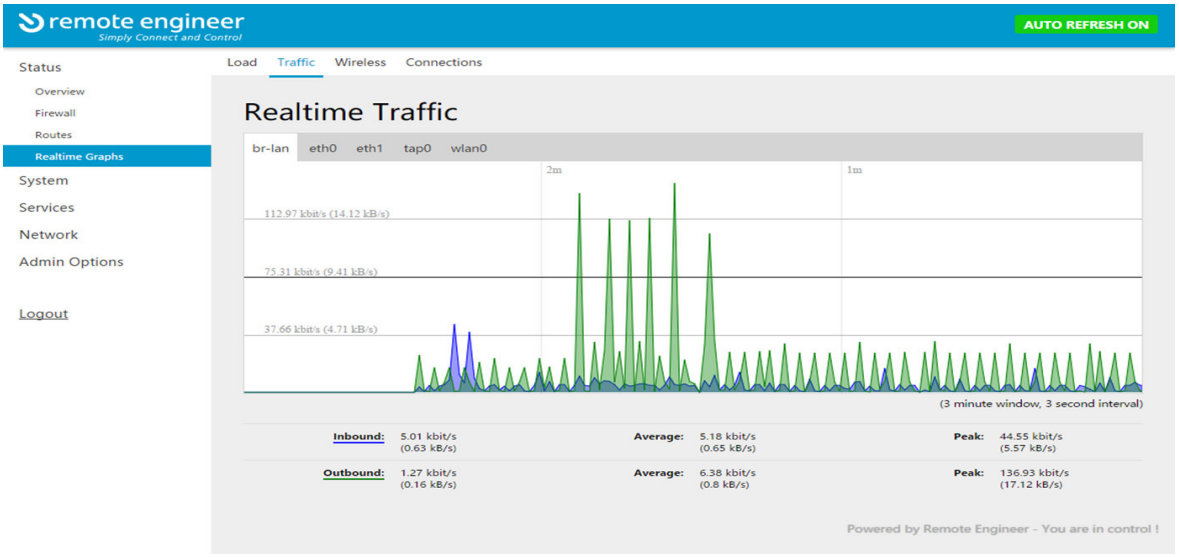


Status

Realtime charts

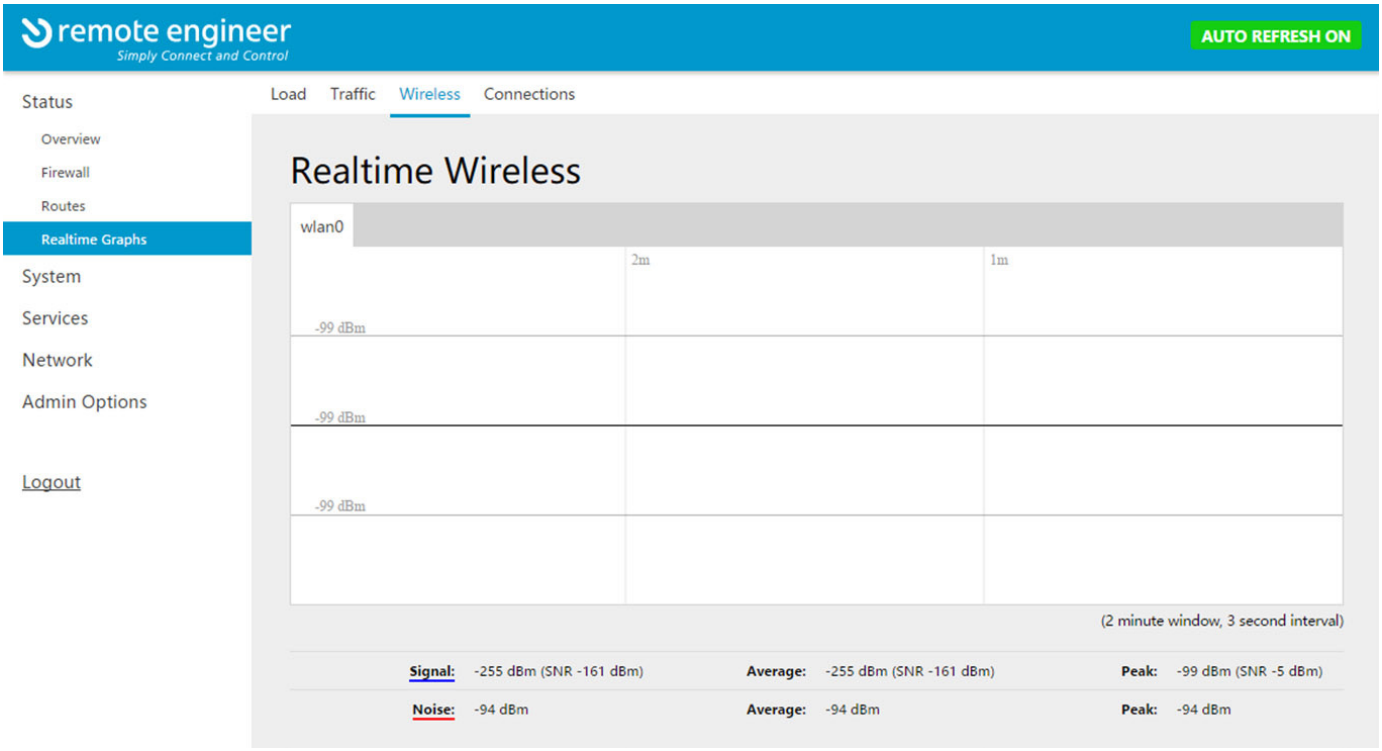
The ServiceGate V2 keeps track of the current load, traffic and what the system does.

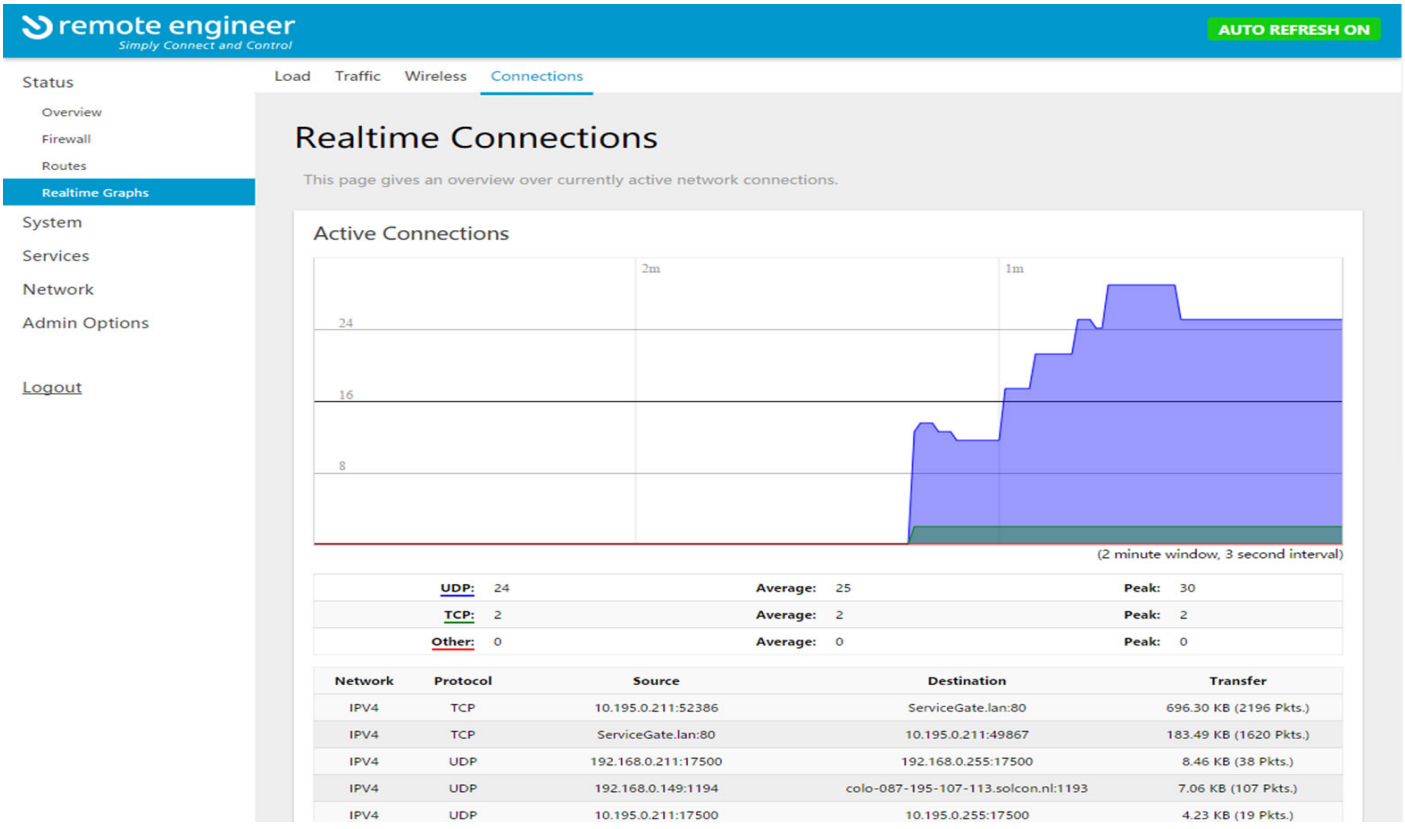




Status

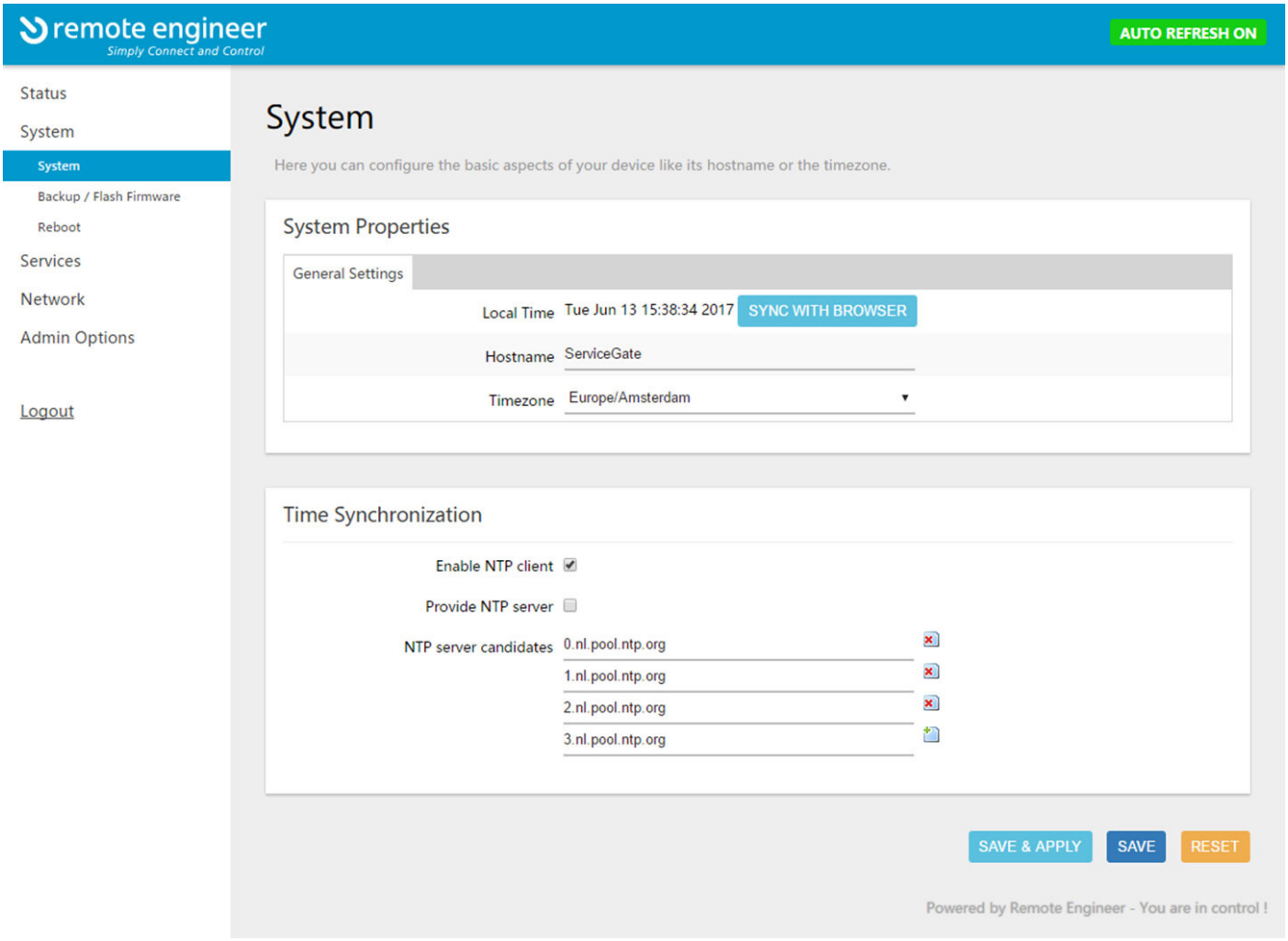
Realtime charts





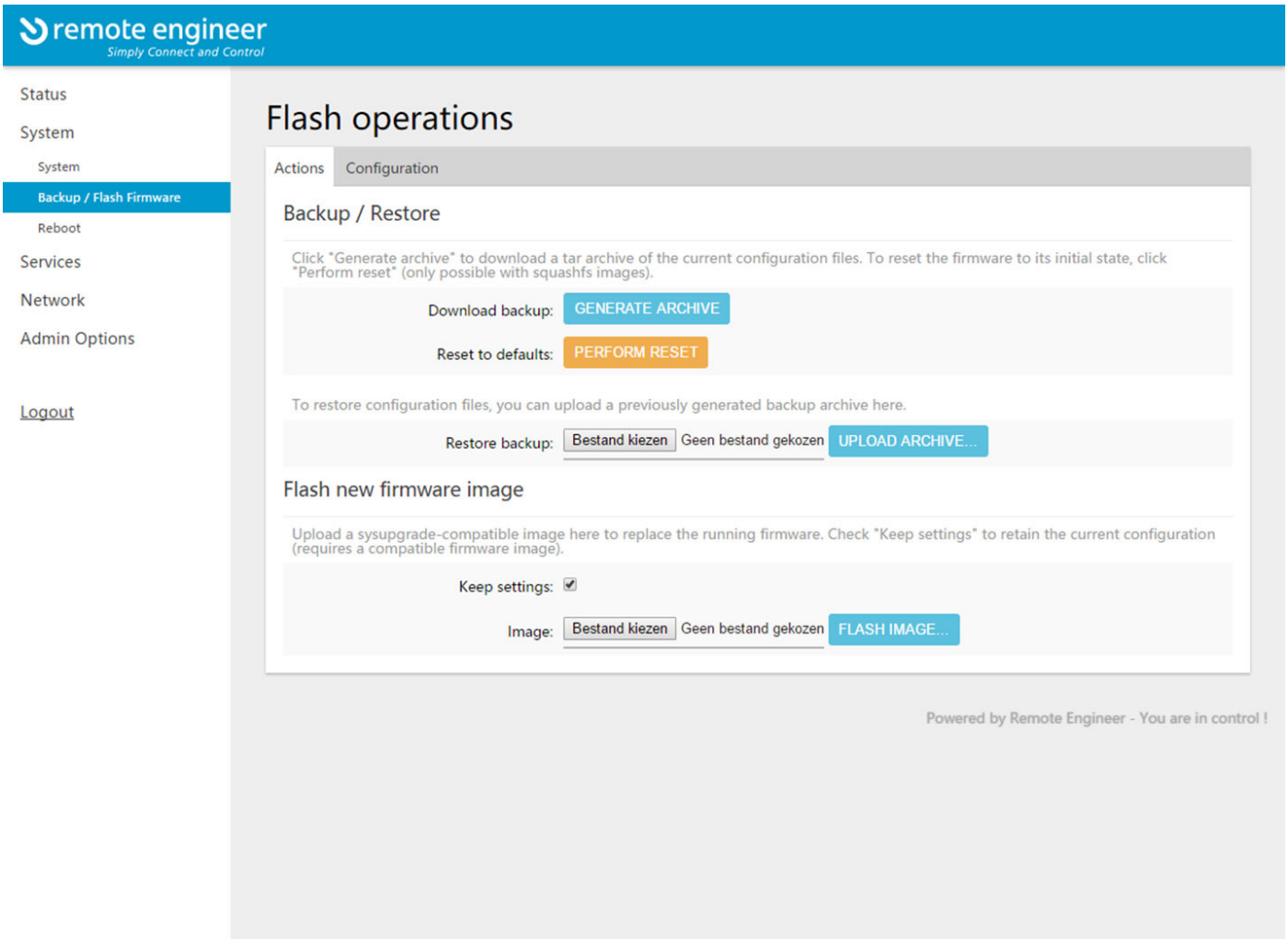
System

Here you can configure the basic aspects of the ServiceGate, V2 like it's hostname or the timezone.



System
Backup & Flash

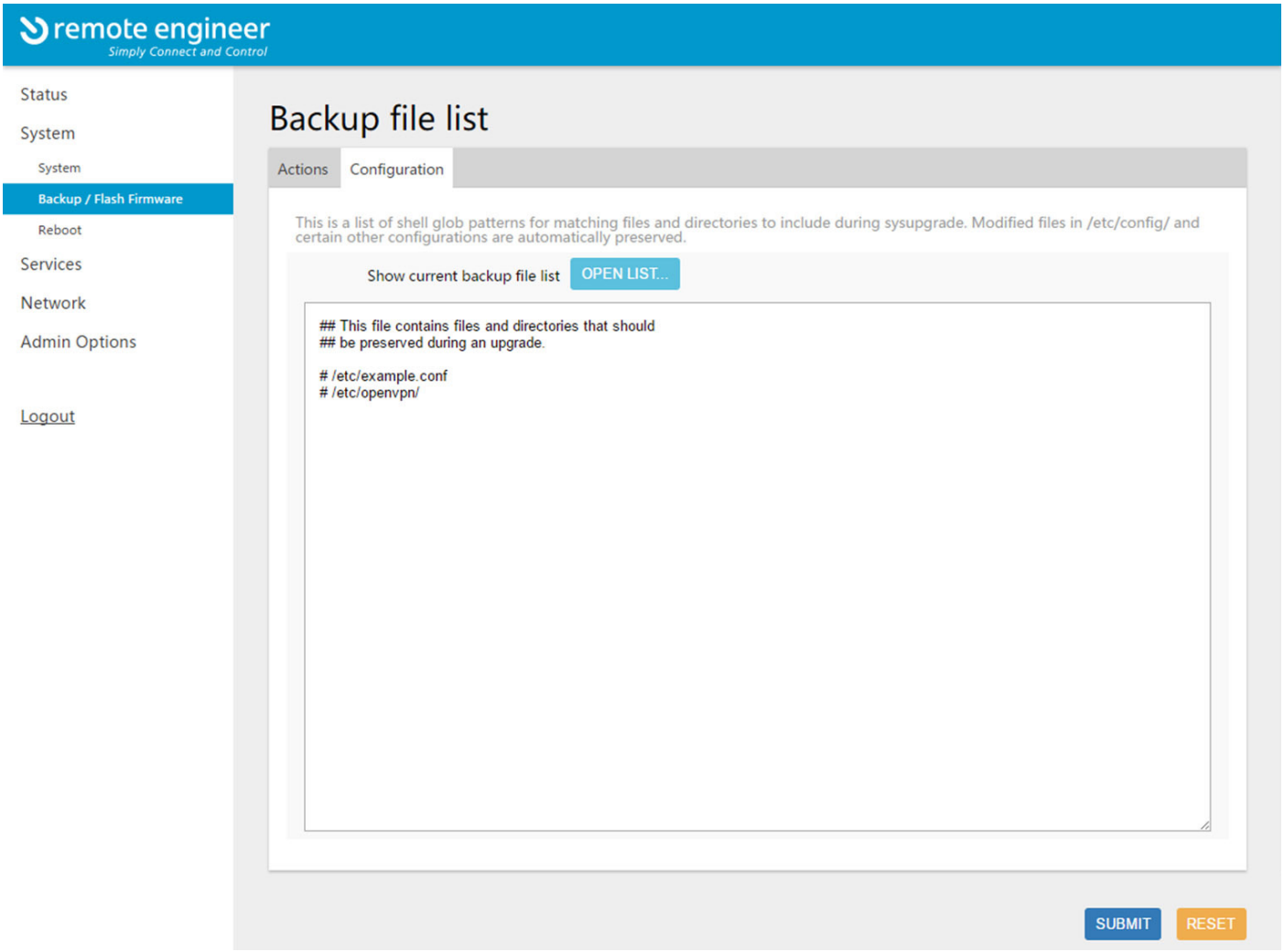
Using this screen you can backup all settings of the ServiceGate V2 or to reset them. With the Flash new firmware image function, you can update the ServiceGate with a new version of the firmware to resolve issues or add new functionality.



In het tabblad Configuration kunt u aangeven welke instellingen en bestanden mee worden genomen bij het maken van de backup.

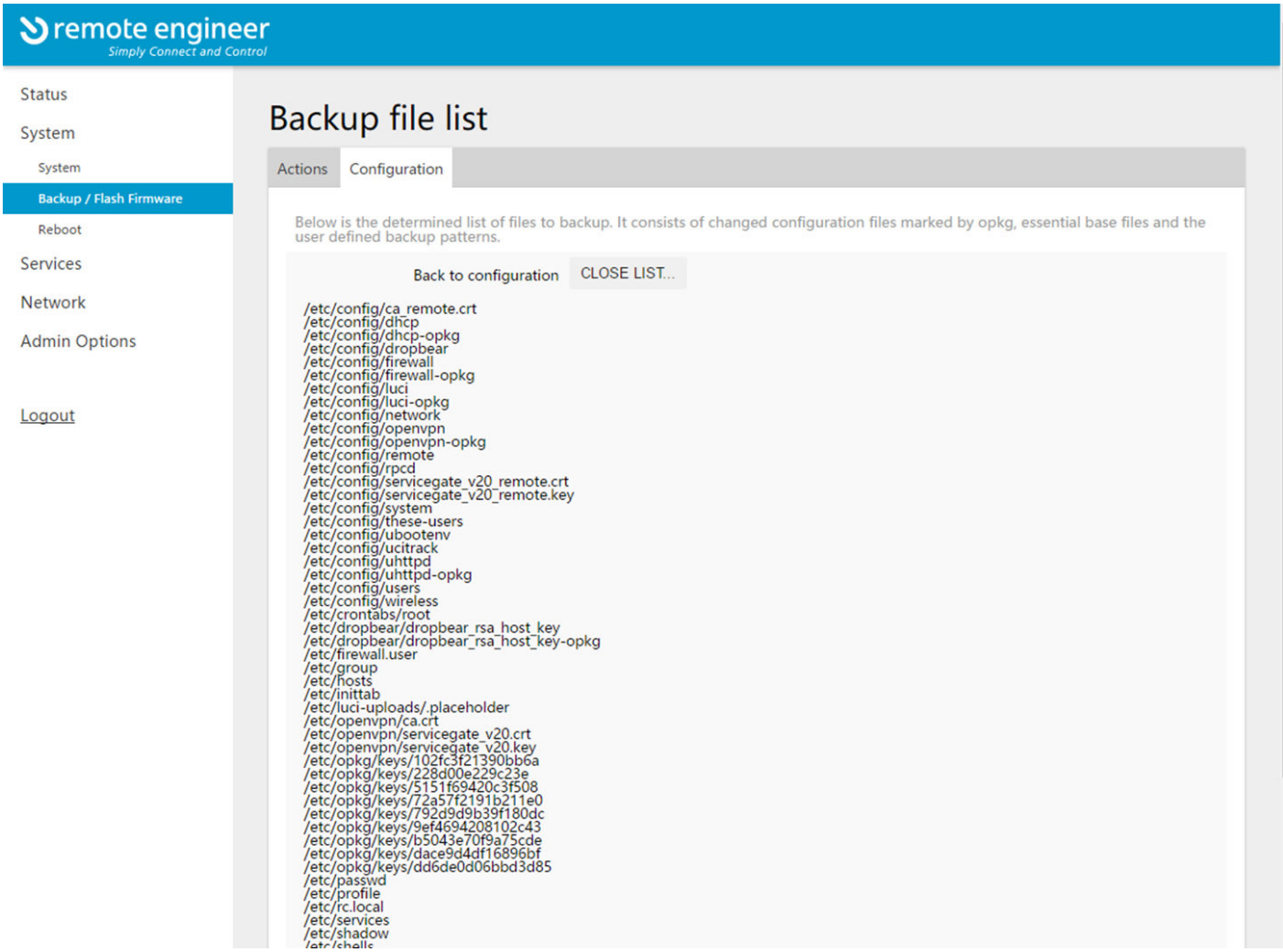
Systeem

Backup & Flash



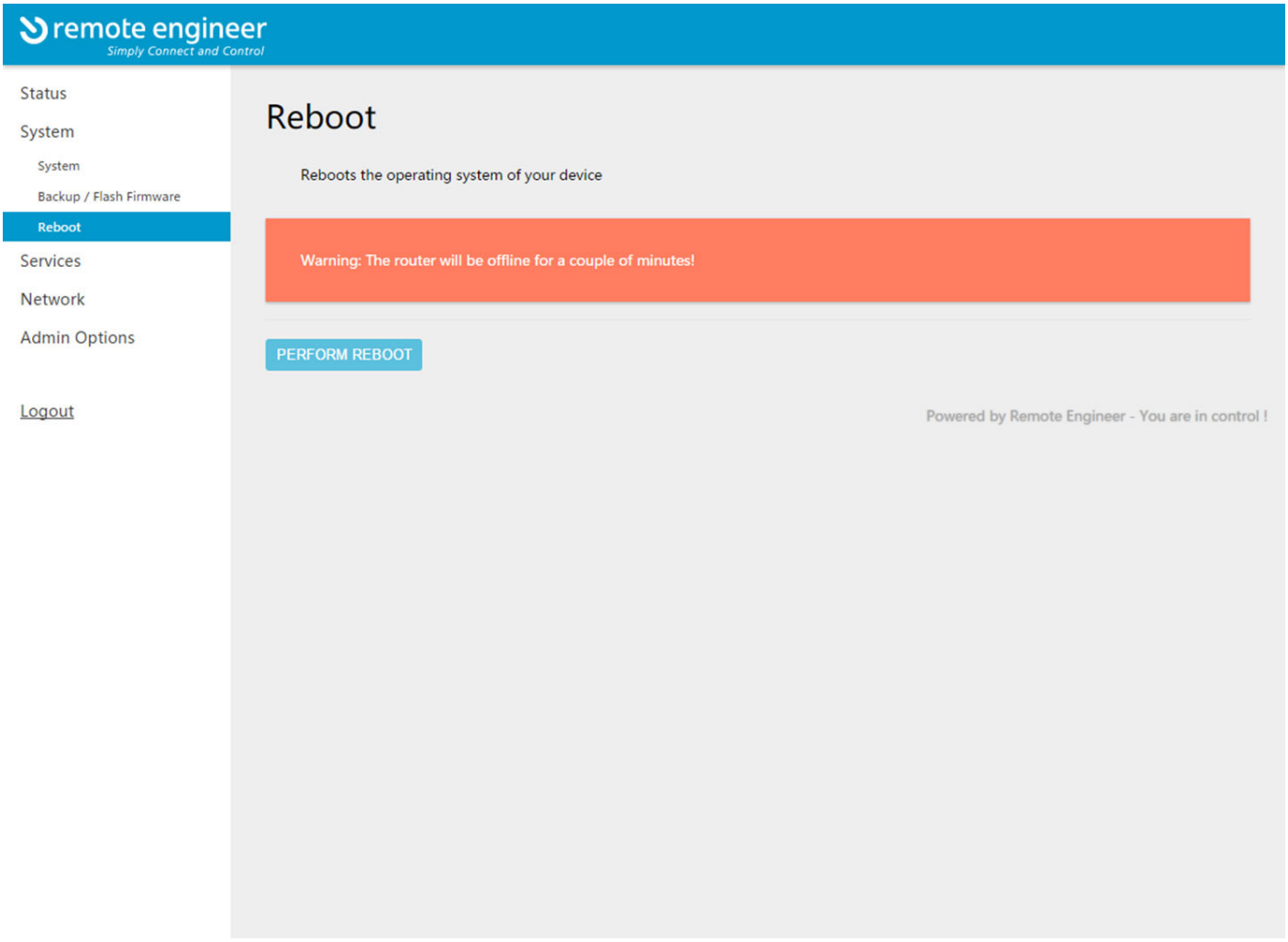
Systeem

Backup & Flash



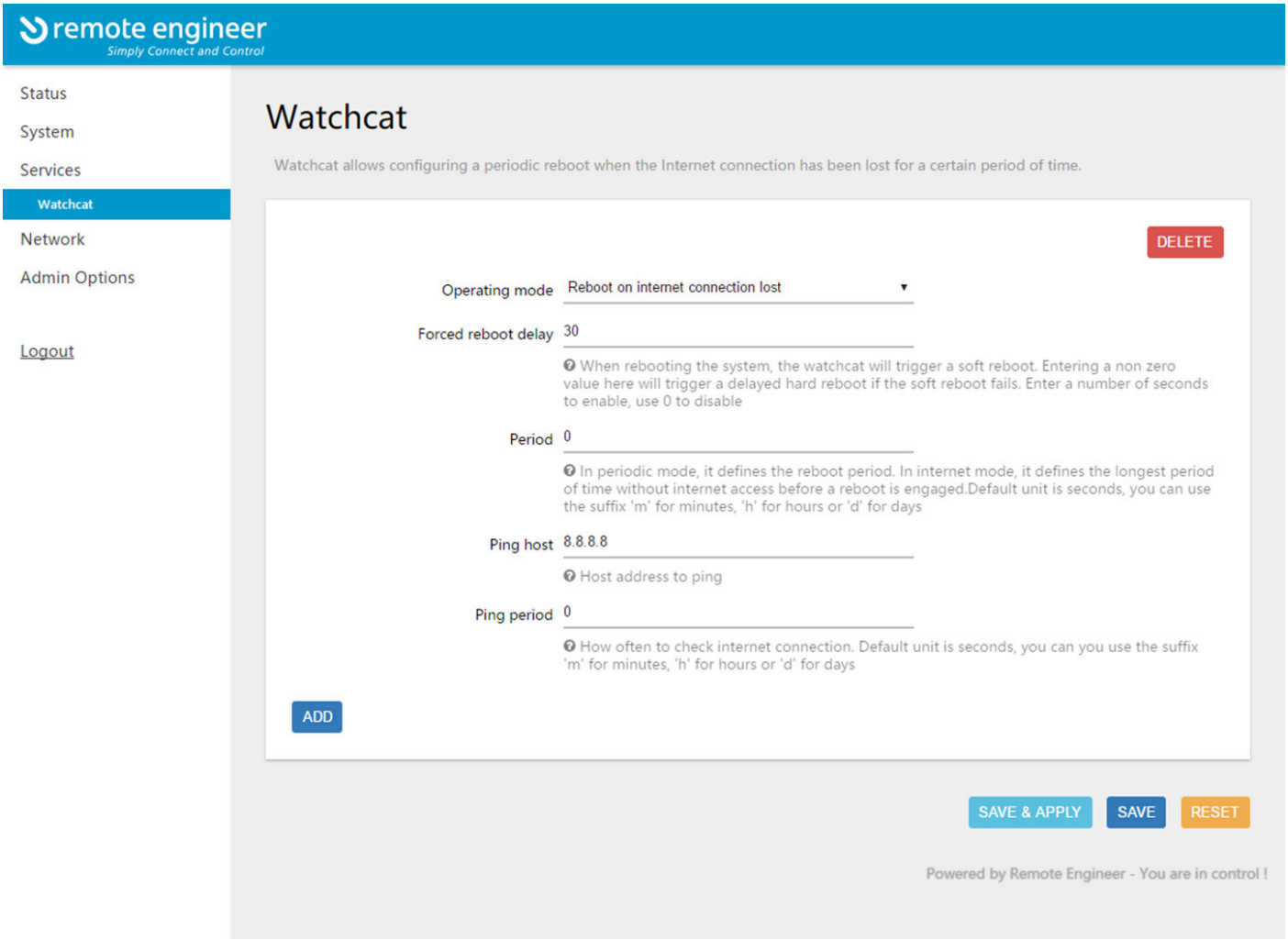
System
Reboot

When using the reboot button on this screen, you will invoke a reboot of the ServiceGate V2.



Services
Watchcat

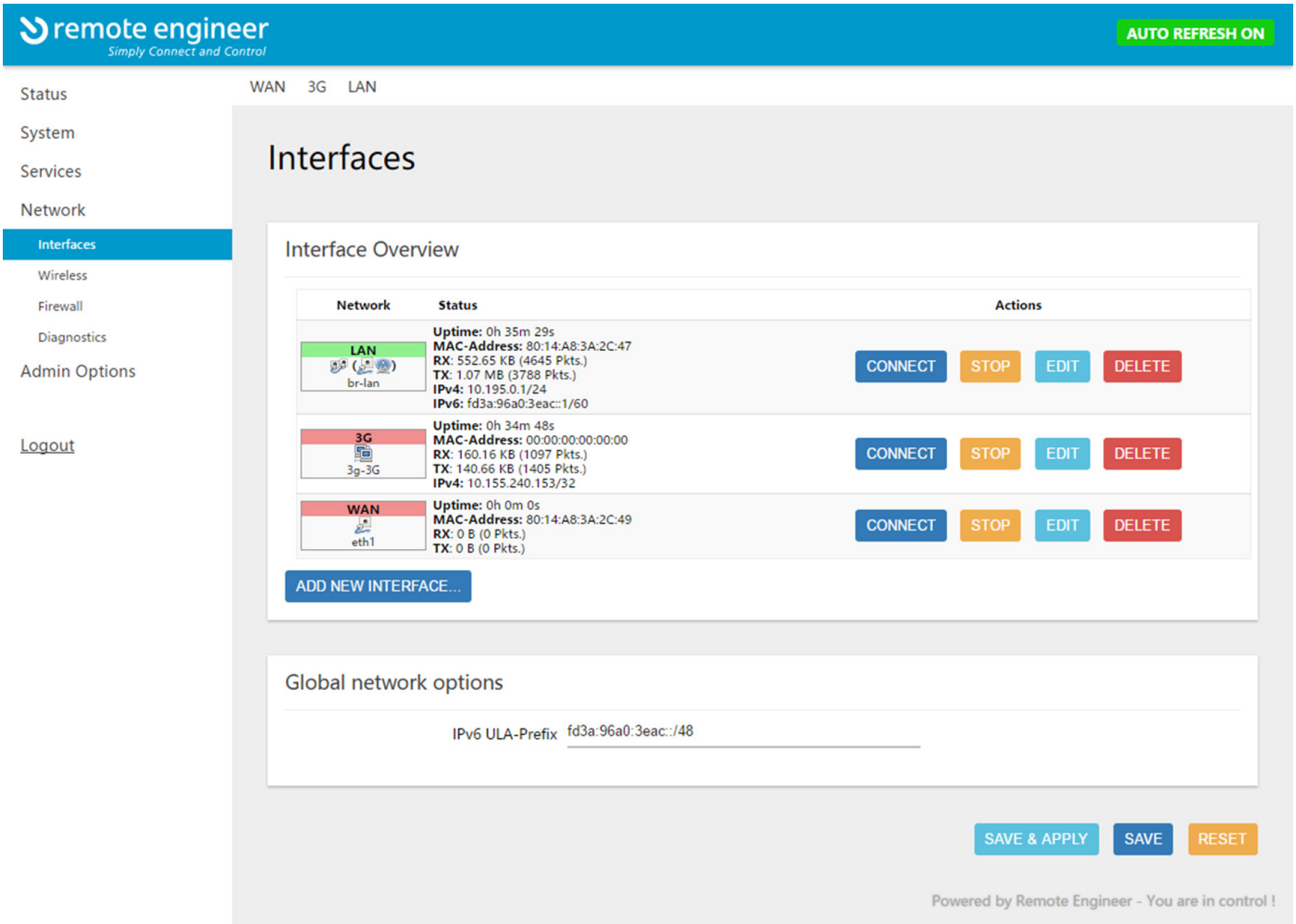
Using this screen you can configure a forced reboot when the Internet connection has been lost for a certain period of time. By default, this option is disabled.



Network

Interfaces

This screen shows you a overview of the different interfaces of the ServiceGate V2. You can see each type of interface, how much data has been consumed and how long the interface is active.

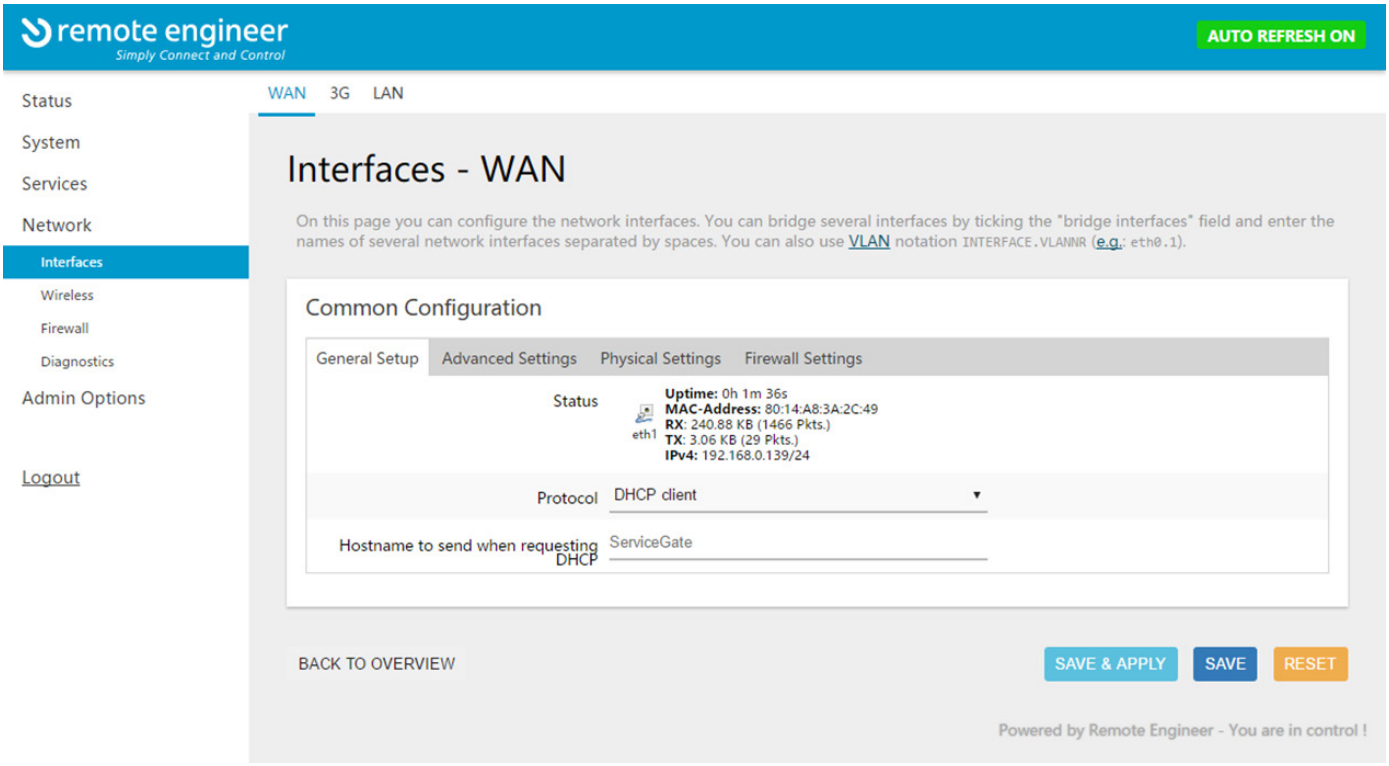


By default, the ServiceGate V2 is provided with the most common settings. If you want to view or change the settings of an interface, you can select the appropriate function. You can also stop or start an interface configured.
If you want, an interface can be removed.
Note: Stopping LAN interface is not recommended.

Network

Change interface WAN

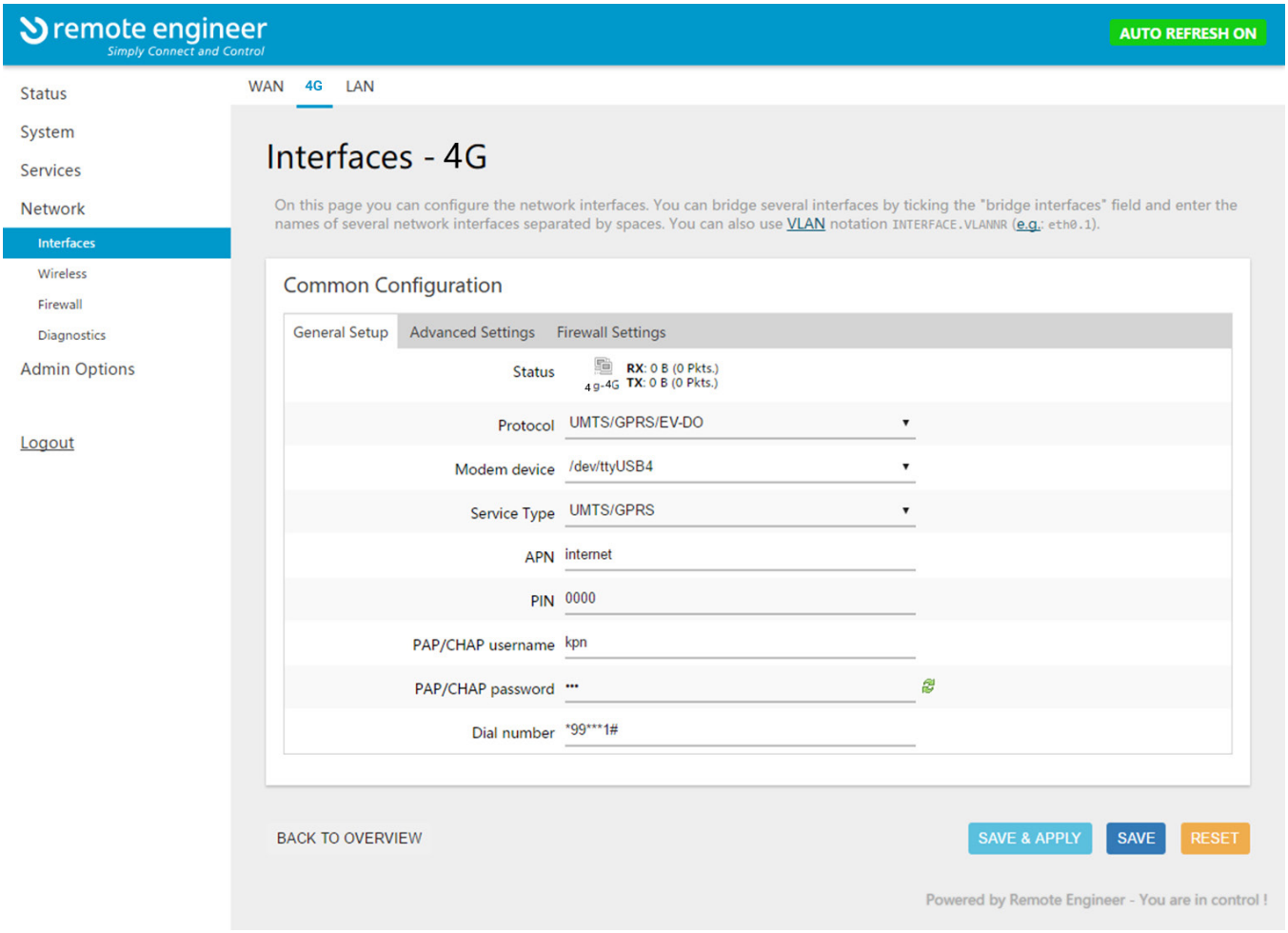
Using this screen you can configure how the WAN port of the ServiceGate V2 should work by selecting the desired protocol. The possible options and settings that are displayed depend on the selected protocol.



Network

Change interface 4G

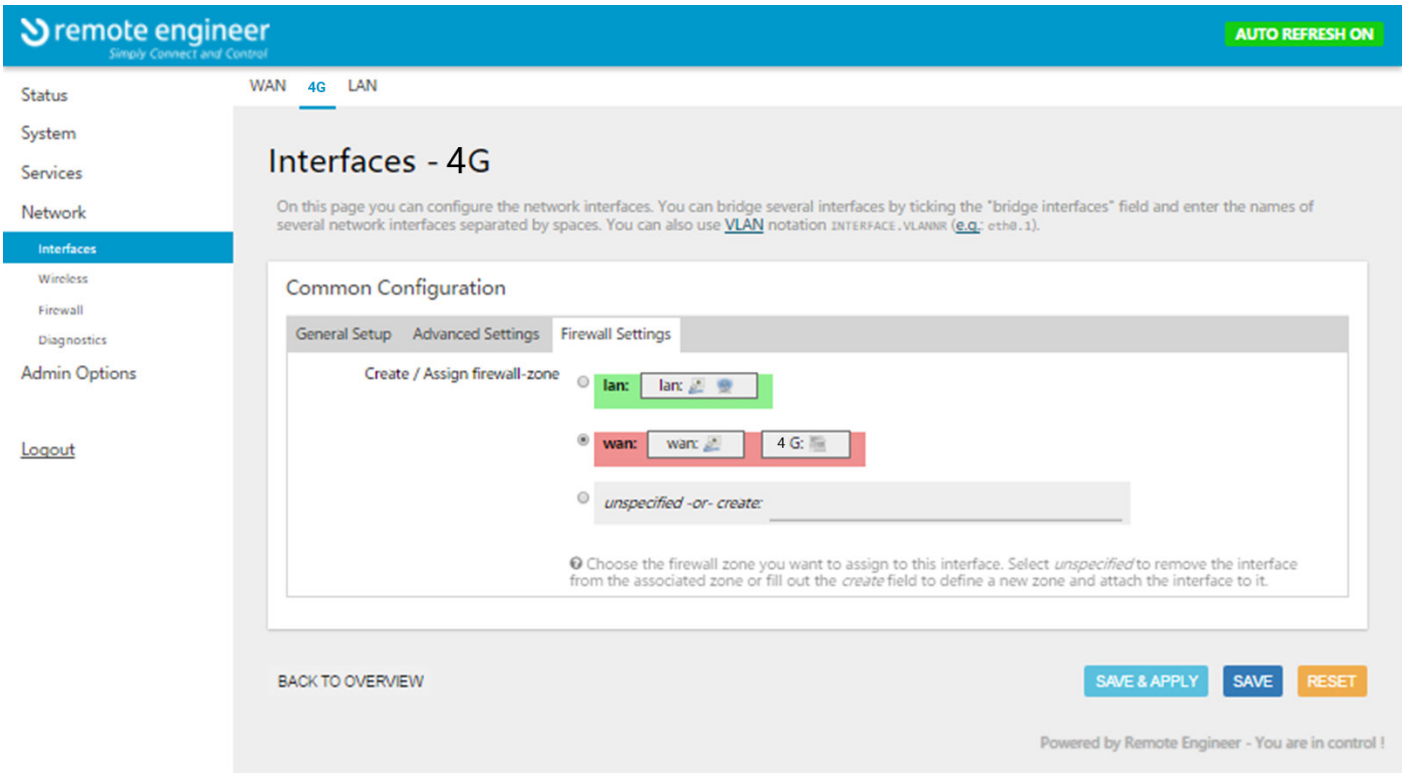
Using this screen you configure how ServiceGate makes a 4G connection **when the ServiceGate is running with a 4G network card.** The possible options and settings that are displayed depend on the selected protocol installed and hardware.



Network

Change interface 4G

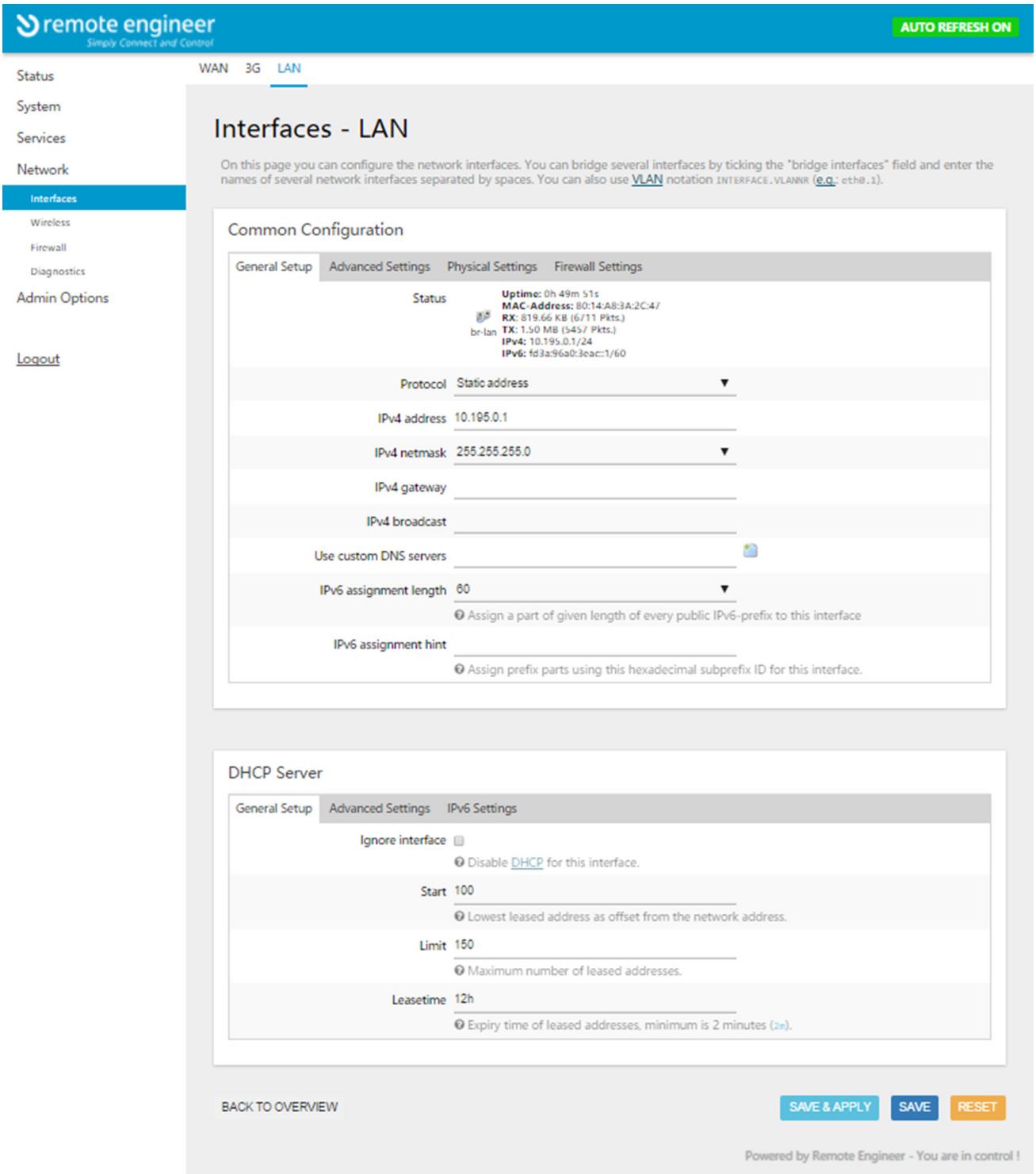
If you want to use the 4G interface for internet access, it is important to connect the firewall zone to the WAN / 4G. This is accomplished by selecting the Firewall Settings tab and selecting the WAN / 4G zone. Then press Save & Apply, to activate the changes so the ServiceGate will activate it immediately.



Network

Change interface LAN

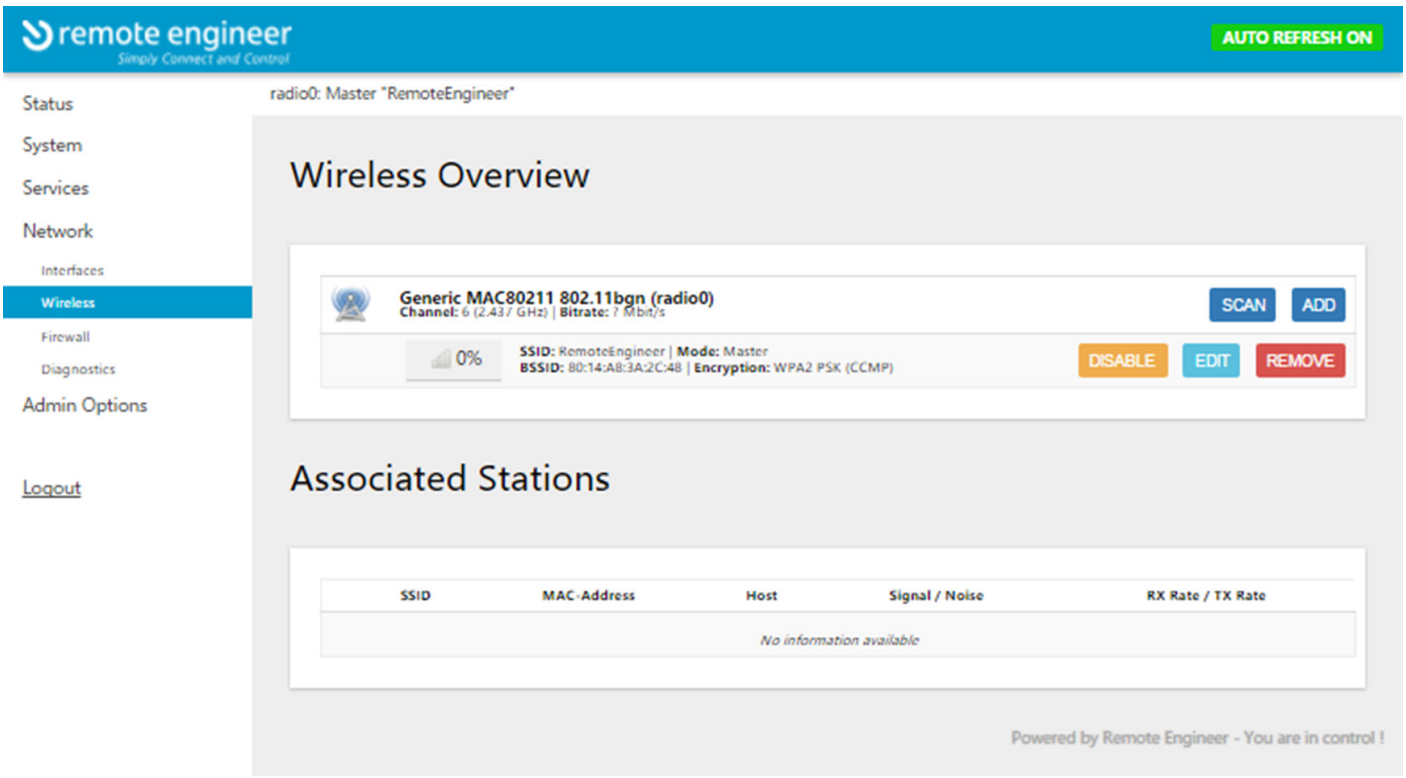
Using this screen you configure how the LAN ports of the ServiceGate V2 must work and whether the ServiceGate V2 should serve as a DHCP Server for connected devices.



Network

Interface wireless

Using this screen you can setup the ServiceGate Wi-Fi. With the Disable function you can turn off the Wi-Fi.

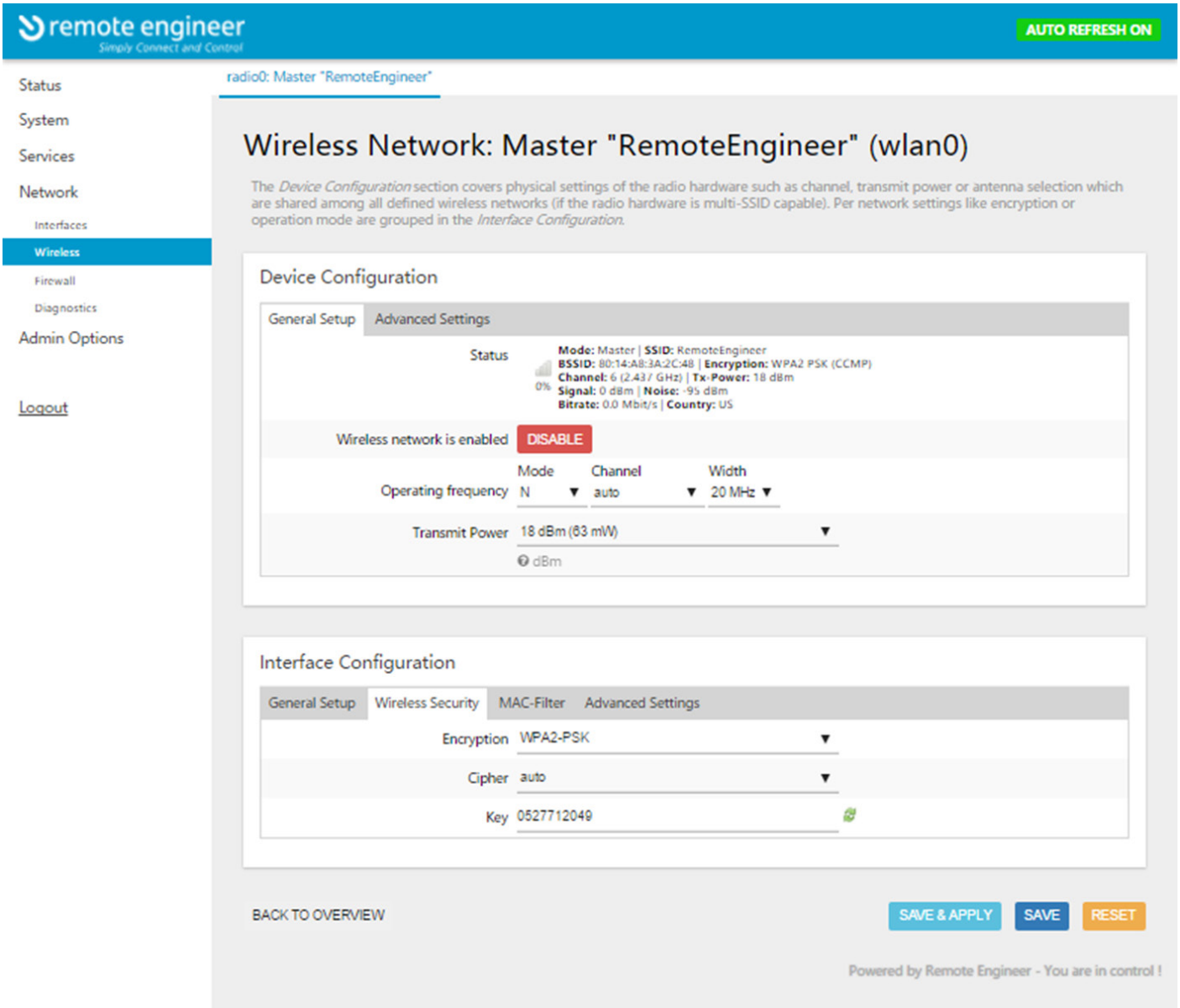


Network

Change wireless

Using this screen you can enter the Wi-Fi encryption and key.
By default, the key is 0527712049.

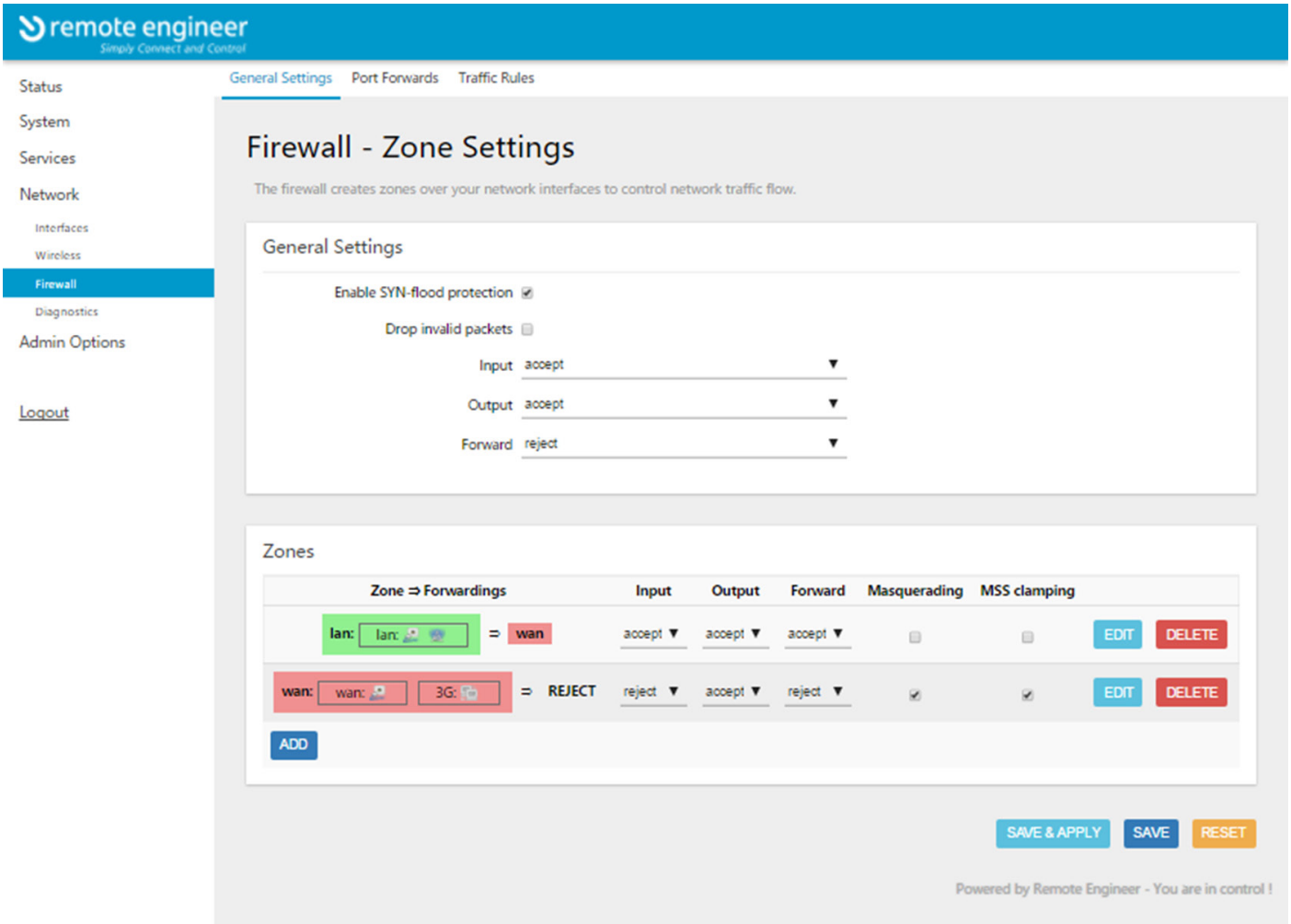
If you want to customize the Wi-Fi SSID, select the General Setup tab of the Interface Configuration.



Network

Firewall, Zone settings

Using this screen you can configure zones for your network to control data traffic.



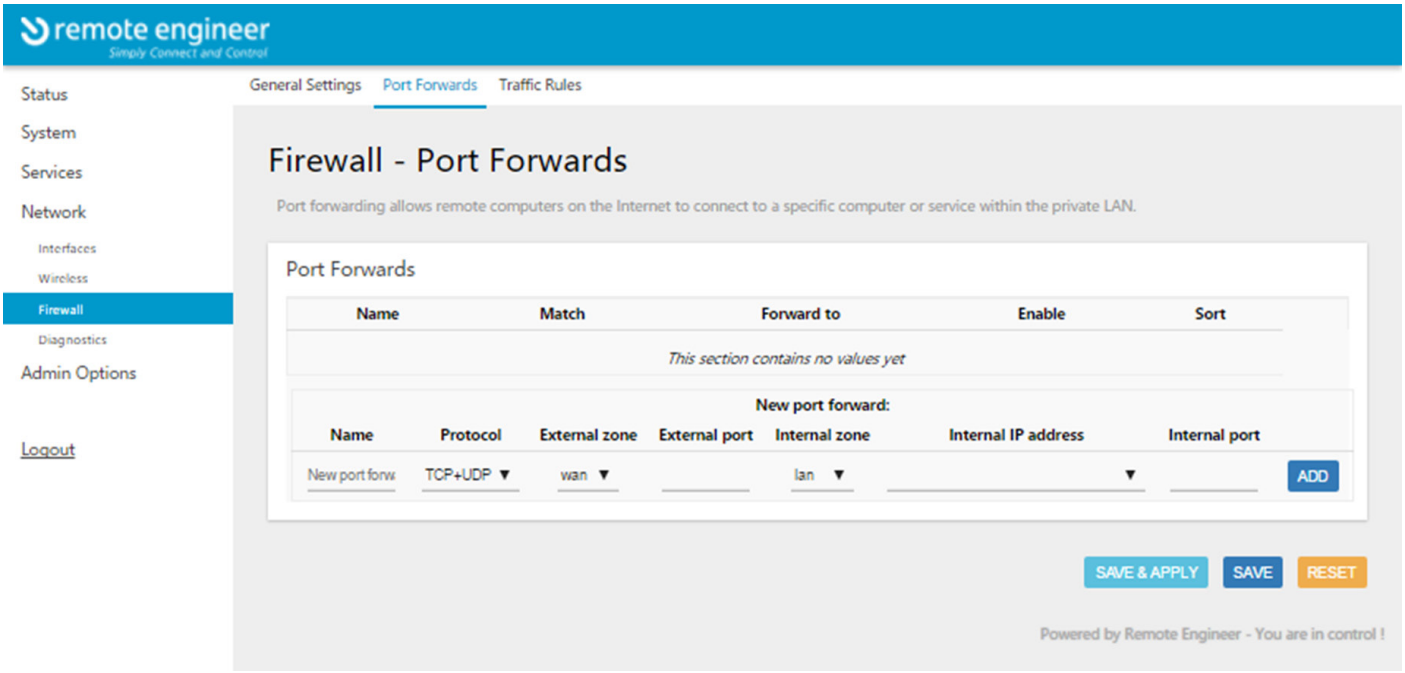
Network

Firewall, Port forwards

Port forwarding is set by selecting the Port Forwards tab.

You can specify a logical name for the rule, which protocol it concerns, which zone you mean, plus the port number from which it is forwarded, to finally indicate which IP address and which port the package should be sent to.

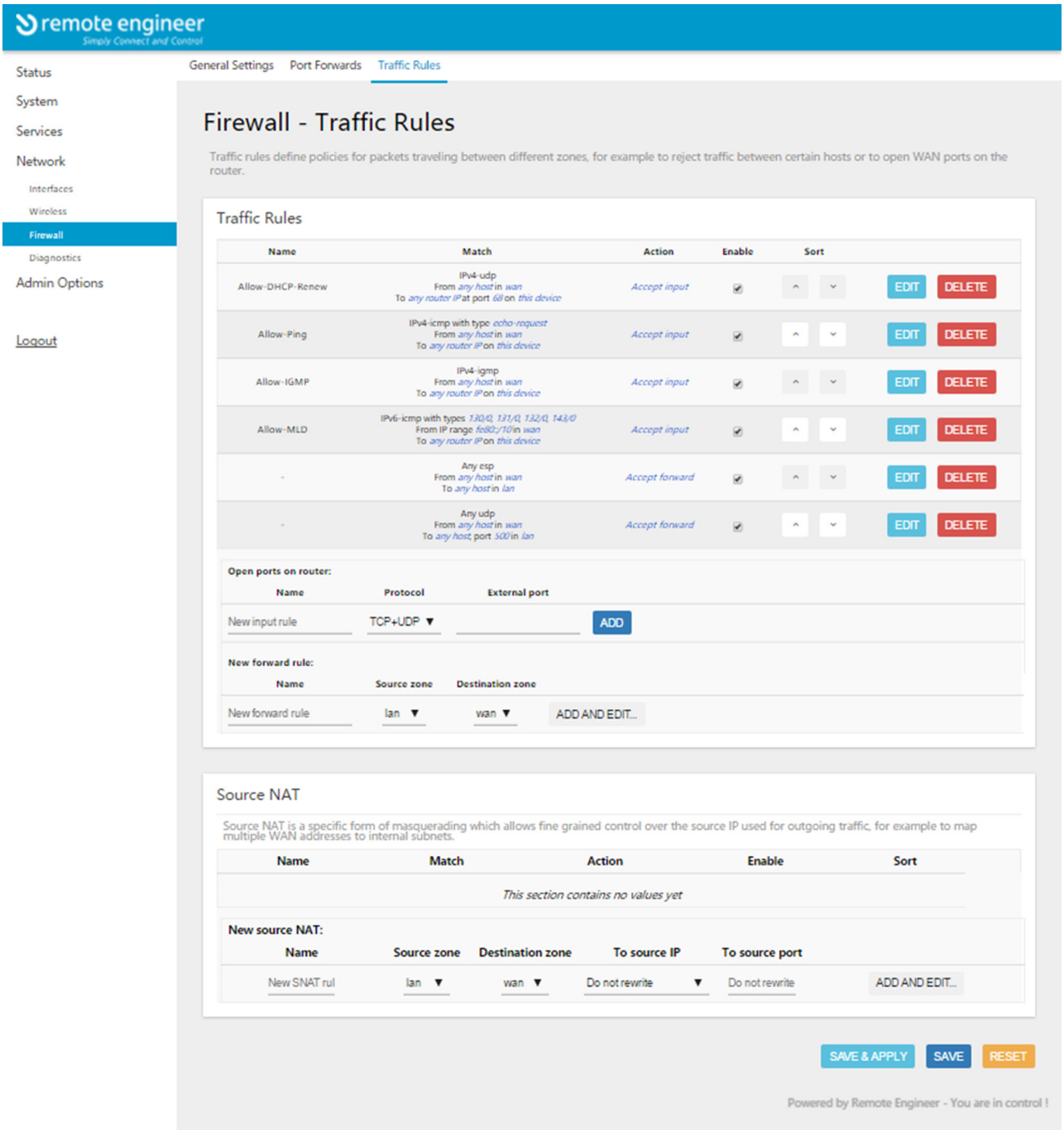
If all this is specified, press the Add button to confirm the forward and then Save & Apply to immediately activate and save the forward.



Network

Firewall, Traffic rules

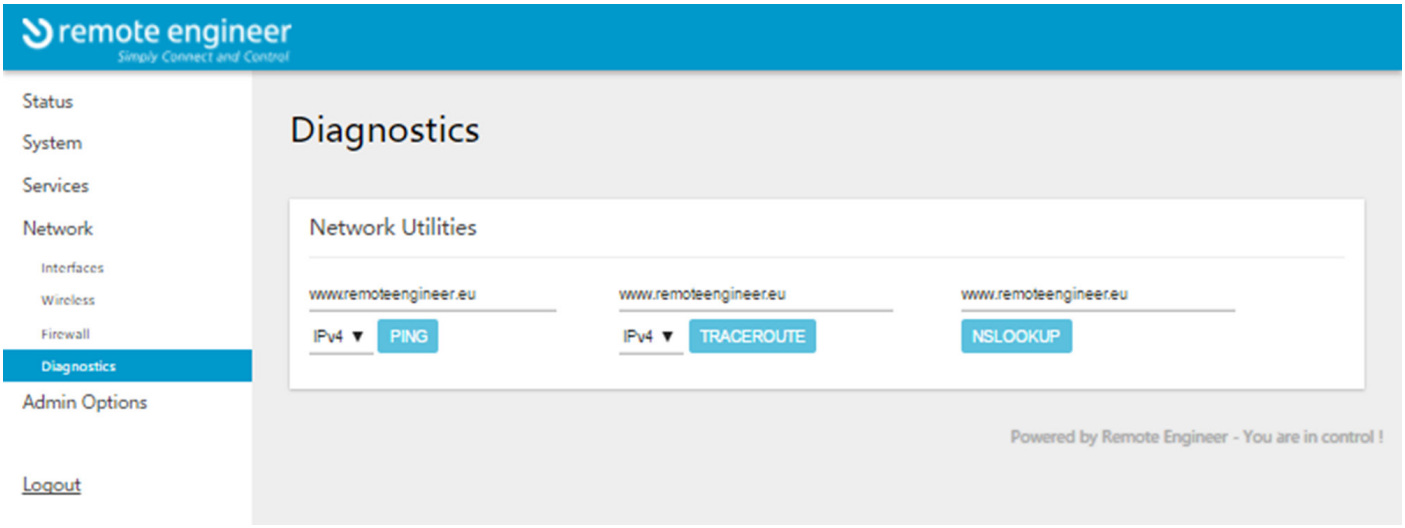
Using this screen allows you to specify NAT rules that also configure the firewall and define different policies between the different zones. Examples are opening a port or denying data traffic from a particular host.



Network

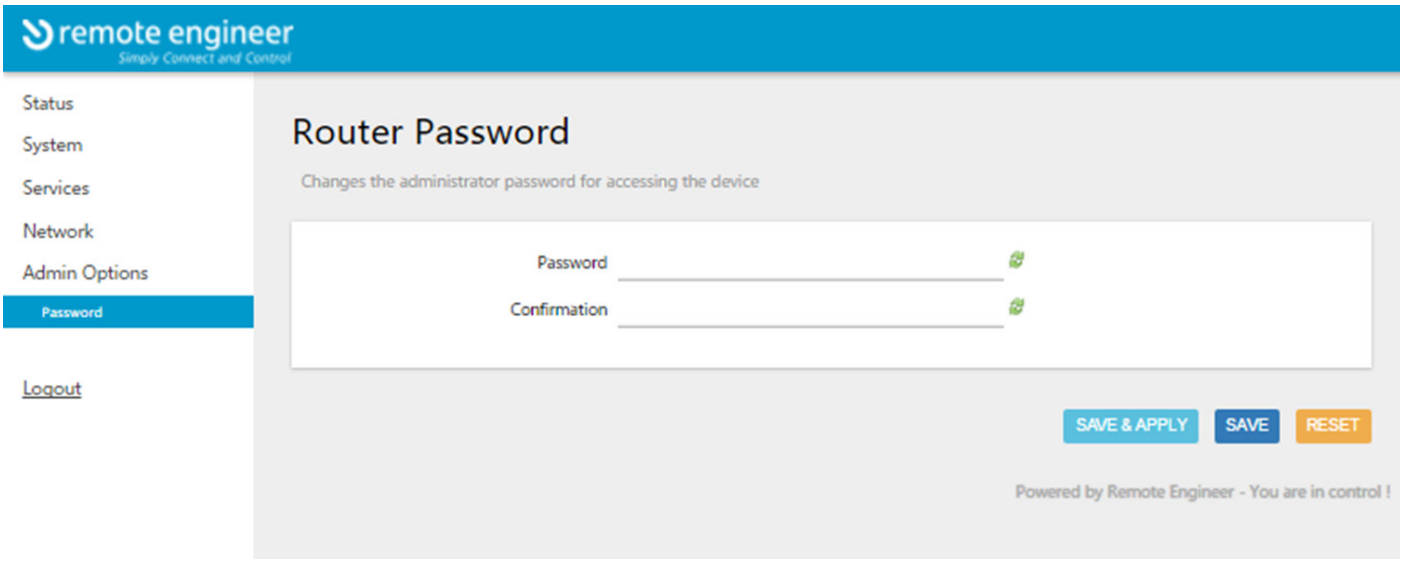
Diagnose

Using this screen you can easily test whether the ServiceGate V2 is connected to the Internet.



Admin
Password

Using this screen you can change the Admin User Password.



LEDS

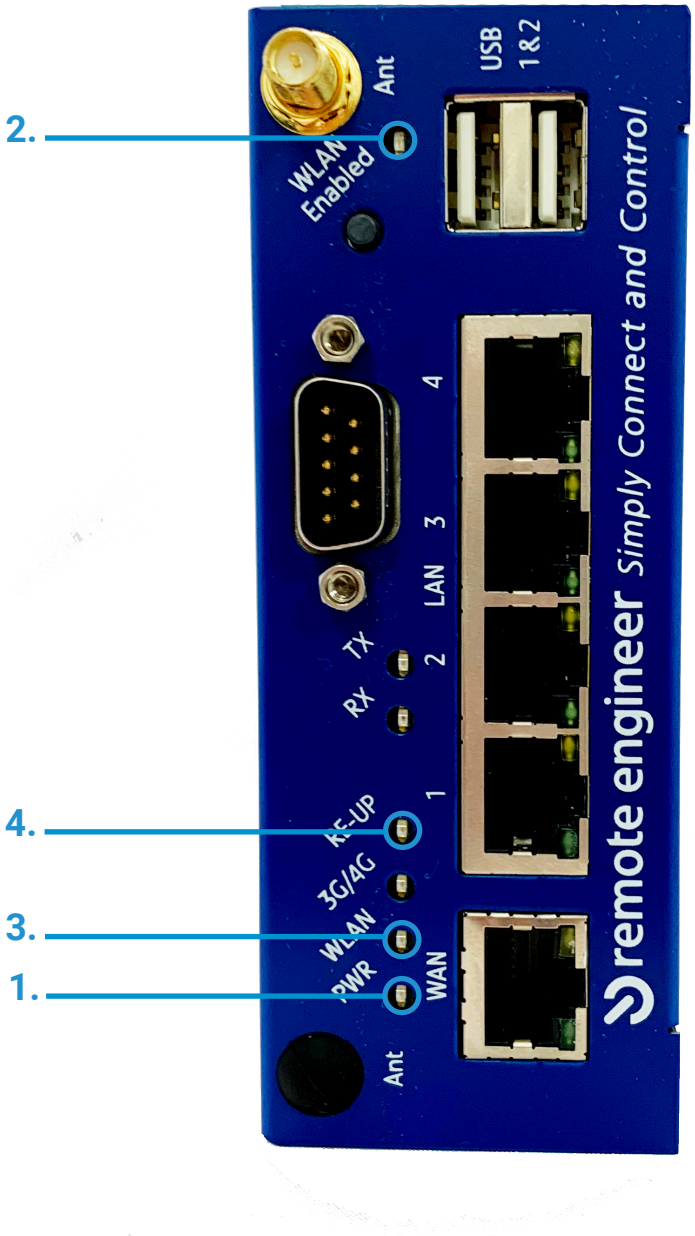
Below an overview of the LED functions.

1. POWER
On = electric pressure
Off = no electric pressure

2. WLAN Enabled (blue)
On = enabled
Off = disabled

3. WLAN
On = enabled
Off = disabled
Blink = data

4. RE-UP
On = online
Off = offline
Blink = Factory defaults / Reset



Router reset & WIFI

Resetting the router to default settings

To perform a factory reset, first switch on the router, then follow the steps below.

Press the RESET button less than 10 seconds and the router will restart. When the RESET button is pressed for more than 30 seconds, the factory defaults of the customer are loaded via the Internet. Loading these default settings will take about five minutes. The router will reboot after receiving the settings and go online.

During the reset procedure the RE-UP light (green) will blink slowly. If the router connects to the Remote Engineer server, the RE-UP light will blink rapidly and default settings are loaded.

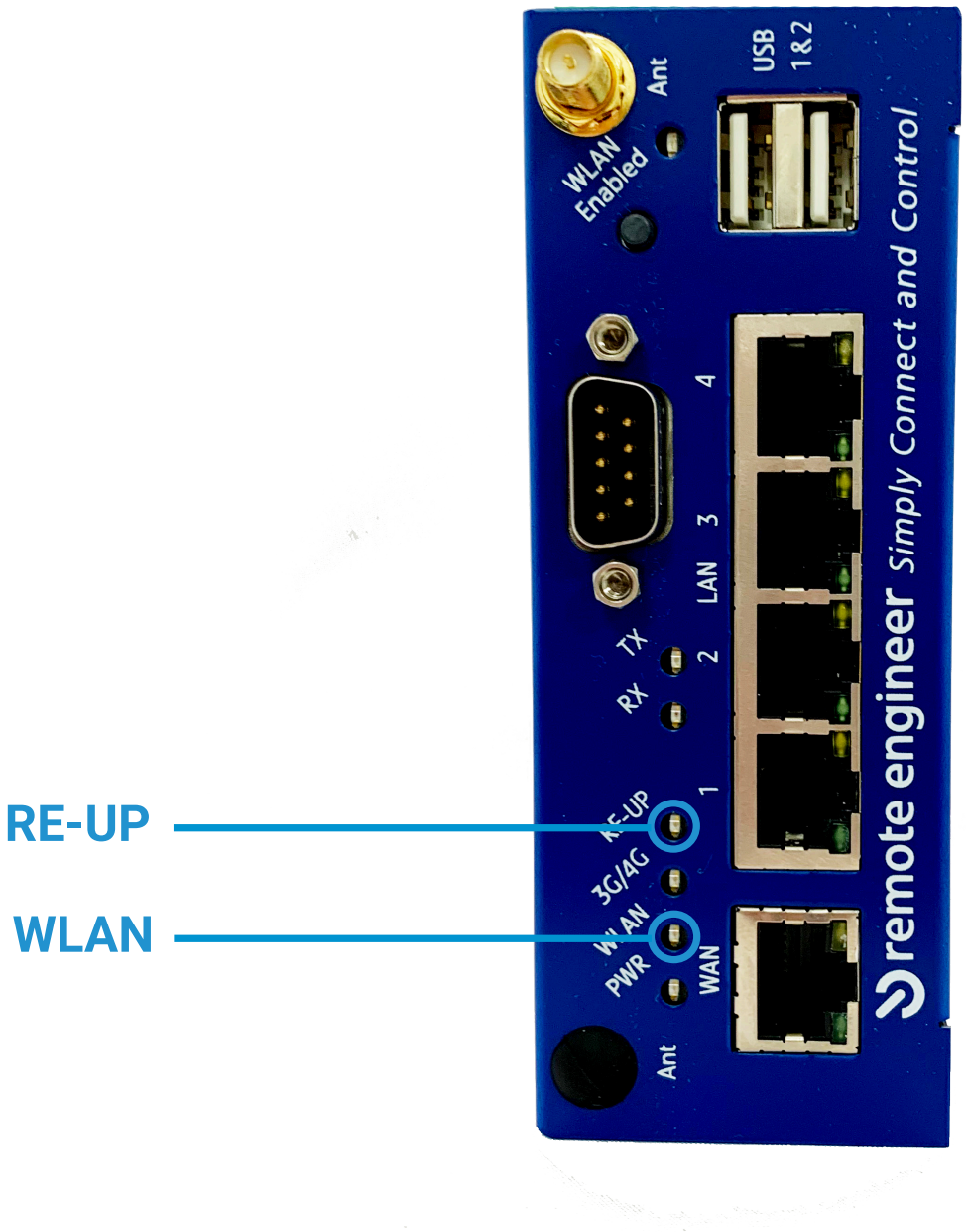
After the router is reset the default settings are loaded into the router. If the reset button is pressed longer than 10 seconds, but shorter than 30 seconds, it will indicate with four beeps that the default settings of the user are being loaded.

Note: *If the procedure is not performed properly the router will not be completely reset. IF this happens repeat the procedure. Make sure the router is connected to the internet at all times.*

WIFI

To turn on the WiFi on or off press the WLAN enabled button for 2 seconds. When WiFi is on the LED next to WLAN enabled will turn on blue.

Router reset & WIFI



Router reset & WIFI

RESET button

Technical Support

Congratulations! Your ServiceGate V2 is installed and the basic setup has been configured. For advanced settings and more detailed information, consult the User Manual.

Remote Engineer Technical Support

Remote Engineer offers Technical Support between the hours of 8am-6pm (GMT) Monday to Friday for this product. Customers in Europe can obtain Technical Support using the following information:

Website:	www.remoteengineer.eu
E-mail:	helpdesk@remoteengineer.eu
Telephone:	+31 566 796 515

The constantly evolving state of wireless products and operating systems requires Remote Engineer to occasionally release updated software to take advantage of new technologies and to comply with industry standards. For the most recent software, firmware, driver, and technical whitepaper releases available, please visit the Remote Engineer website: www.remoteengineer.eu

Statement of compliance

This device complies with the essential requirements of the R&TTE Directive 1999/5/EC. The following test methods have been applied in order to prove presumption of compliance:

- **EN 60950-1: 2001**
  Safety of Information Technology Equipment
- **EN 300328 V1.6.1: 2004**
  Technical requirements for spread-spectrum radio equipment
- **EN 301489-1 V1.4.1: 2002, EN301 489-17 V1.2.1: 2002**
  EMC requirements for spread-spectrum radio equipment
- **EN 50371: 2002**

Intended use

This device is a 2.4 GHz wireless LAN transceiver, intended for indoor home and office use.

Potential restrictive use

This device is a 2.4 GHz wireless LAN transceiver, intended for indoor home and office use, except in France, Belgium and Italy where restrictive use applies.

In Italy the end-user should apply for a license at the national spectrum authorities in order to obtain an authorization to use the device for setting up outdoor radio links.

Statement of compliance

In Belgium there is a restriction in outdoor use. The frequency range in which outdoor operation in Belgium is permitted is 2460 – 2483.5 MHz.

This device may not be used for setting up outdoor radio links in France.
For more information see http://www.anfr.fr/ and/or http://www.art-telecom.fr.

Warranty

Remote Engineer Warranty Statement

Remote Engineer products come with a 1-year limited warranty from the date of purchase.

Remote Engineer warrants in good operating condition for the warranty period. This warranty does not include non-Remote Engineer installed components. If the Remote Enigneer product malfunctions during the warranty period, Remote engineer will, at its discretion, repair or replace the product at no charge, provided the product has not been subjected to misuse, abuse or non-Remote Engineer authorized alterations, modifications or repairs. When returning a product, include your original proof of purchase. Return requests cannot be processed without proof of purchase. Shipment of returned product to Remote Engineer is the responsibility of the purchaser. All expressed and implied warranties for the Remote Engineer product line including, but not limited to, the warranties of merchantability and fitness for a particular purpose, are limited in duration to the above period.

Under no circumstances shall Remote Engineer be liable in any way to the user for damages, including any lost profits, lost savings or other incidental or consequential damages arising out of the use of, or inability to use, the Remote Engineer products.

Remote Engineer reserves the right to revise or update its products, software, or documentation without obligation to notify any individual or entity.

Warranty

Important Notice

Please have your proof of purchase receipt to get warranty support. All defective products shall be returned with a copy of proof of purchase.
In no event shall Remote Engineer's liability exceed the price paid for the product from direct, indirect, special, incidental, or consequential damages resulting from the use of the product, its accompanying software, or its documentation Remote Engineer does not offer refunds for any product.

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