

OPTION

CloudGate First Aid Kit



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Dear valued partner,

This document serves as a **First Aid Kit** in cases where the CloudGate device is not performing as expected. Please follow the instructions step by step to determine the root cause of the problem. In case the root cause happens to be a problem that cannot be resolved by following this step by step guide, please contact your OPTION point of contact prior to initiating the RMA procedure.

For each part discussed in this document you can find more information on CloudGate Universe. www.cloudgateuniverse.com

You can navigate to 'Docs'>'CloudGate'>'Hardware' to find all relevant documentation for the CloudGate hardware or use the search function in the 'Docs' section.

Best Regards,

The OPTION Support Team

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1. Troubleshooting

If the device is not functioning properly, there are some general things to check before proceeding to RMA or contacting Support.

a. LED's

CloudGate has a series of LED's displaying the device status. Following LED's are most important:

LED	Description
System State	Indicates successful power on and device readiness Off: no power Orange: booting Red: error Green: on Green flashing: n/a
WWAN State	Indicates 3G/4G interface availability and use Off: no power or not connected Orange: on, not connected Red: WWAN error Green: on, connected Green flashing: data traffic
WWAN Signal Strength	Indicates 3G/4G interface signal strength Off: no power or not connected Red: bad signal strength < -111dbm when connected to 4G < -104dBm when connected to 3G Orange: moderate signal strength >= -111dbm & < -94dbm when connected to 4G >= -104dbm & < -94dbm when connected to 3G Green: good signal strength (>= -94dbm)

For more information on the LED behavior, please refer to the CloudGate Universe documentation of the device. Please note that the LED behavior might differ between different CloudGate versions.

If the device shows no LED's there might be a power issue.

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A power issue can mean that the power supply is defective, or that the power circuit on the CloudGate has been shorted. This can happen when the housing is mounted on a metal chassis without proper insulation.

b. Reboot

First thing to check is if a reboot fixes the issue. You can perform a reboot using the reset button on the back of the device. (a short press is enough) You can also initiate a reboot through the web UI.

c. Factory reset

To ensure the problem is not due to an error in the setup, you can perform a factory reset. This will wipe all settings and restore the device to the factory condition. To perform a factory reset press the reset button more than 10 seconds. After this, the device will initiate the reset and will reboot once it has been reset.

Important ! This procedure will wipe all settings and is not reversible. Make sure to back up the configuration or LuvitRED flows before performing the reset!

If the CloudGate is still not functioning as expected, please proceed to paragraph 2 or 3.

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2. Cellular connectivity

a. SIM not recognized

If the sim is not being recognized by the modem, try reseating it. The SIM slot is located on the back of the device next to the power connector.

b. Not connected to network

If the device is not connecting to the network or connection quality is bad, please double check the following things:

1. Use of correct antennas

If the indoor environment or enclosure obstructs a stable connection, external antennas can be used. The antennas can also be acquired through Option.

2. Check your environment

Make sure the device is not installed near a source of interference and is not mounted inside a metal enclosure. Some environments need extra precautions or different antennas.

3. Check network coverage with provider

Some providers have a visual map available that displays the network coverage. This map can show if there is proper coverage in your region. If this is not the case, try placing the CloudGate near an outside window or contact the provider directly.

c. No internet connection

When the device is connected to the cellular network but has no internet access check the APN and network settings.

d. APN

Check the APN settings of your provider. Some SIM cards or data plans come with custom APN settings and need to be manually set up on the device.

If the CloudGate is still not functioning as expected, please proceed to paragraph 3.

3. Booting

If the device fails to boot there is a hardware issue. Try to isolate the source of the issue:

- Power Supply
- Main unit
- Expansion card

Try to find the point of failure by isolating it. Try to replace the power cable/ adaptor or expansion card. If one of the above is defective, replace it or initiate the RMA procedure if the device is still under warranty, as explained in paragraph 4.

4. Initiating the RMA procedure

Before initiating this procedure, please make sure you have checked all steps mentioned above. When troubleshooting does not provide a solution and the device is still under warranty, you can request an RMA case through rma@option.com. If the device is not under warranty anymore, you can request a repair. Repair fee estimation can be given after investigation of the device(s) and can depend on the hardware version.

It is important to include following information when requesting an RMA case:

- Device serial number(s)
- Detailed description of issue(s)
- Confirmation that the device has been set to factory settings
- Any other relevant information

If your RMA case gets accepted, Option will provide an RMA number and shipping details. You can then send the device over. If no issue can be found with the device, costs are borne by the customer. Shipping of the device to Option is at the expense of the partner or customer. After investigation and/or repair, we ship the device back at our expense.