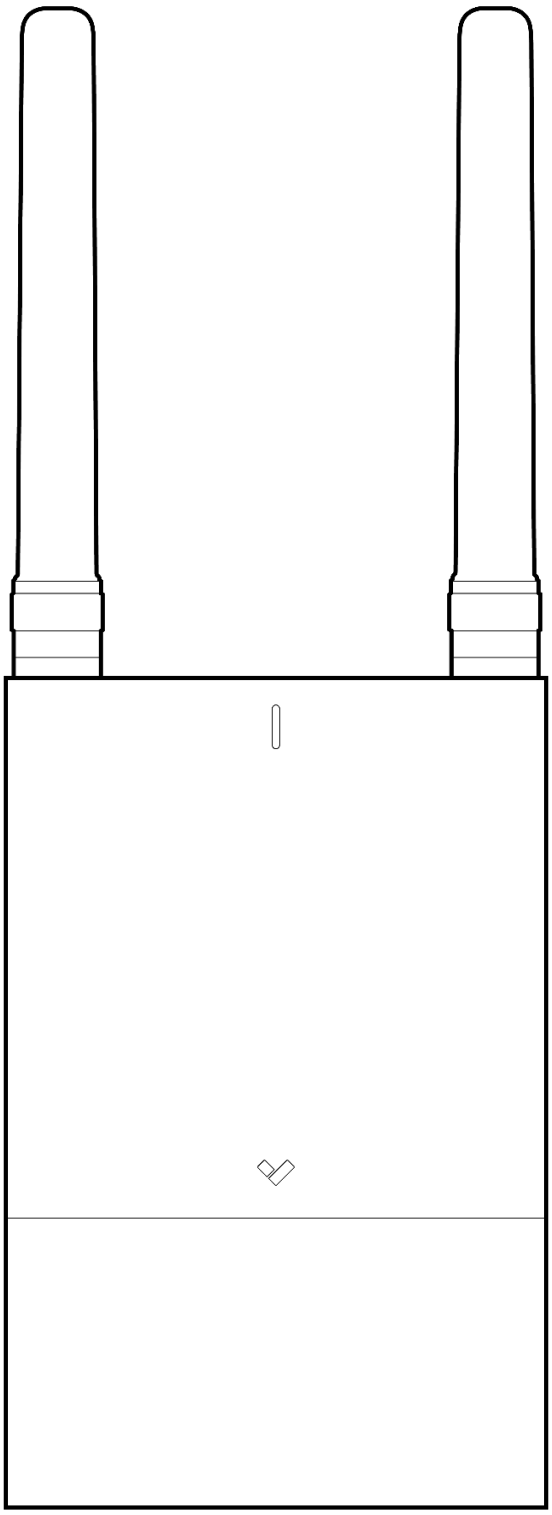
Install Guide

G**W31-E** Outdoor Wi-Fi Gateway



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Document

Document Details

V1.0 (20250203)

(V1.0 first published 20250203)

Firmware

Firmware version can be verified on
Verkada Command command.verkada.com.

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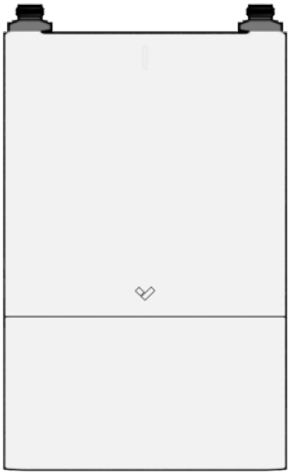
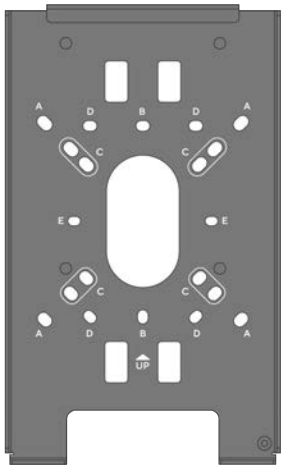
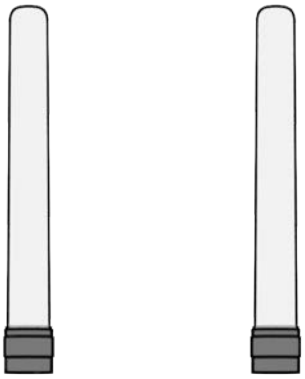
What's in the box 1/2



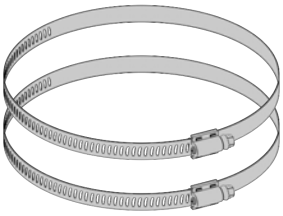
Outdoor Gateway



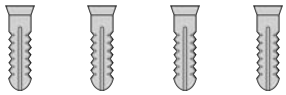
Mount plate



N-Type Antennas (2 pcs)



Pole Straps (2 pcs)
For Pole Diameter: 76.2-101.6mm (3-4")
Drive: Philips Screwdriver



Wall Anchors (4pcs)

Wall Screws (4 pcs)

T10 Security Torx Screwdriver

7-9 mm Cable Grommets (4 pcs)

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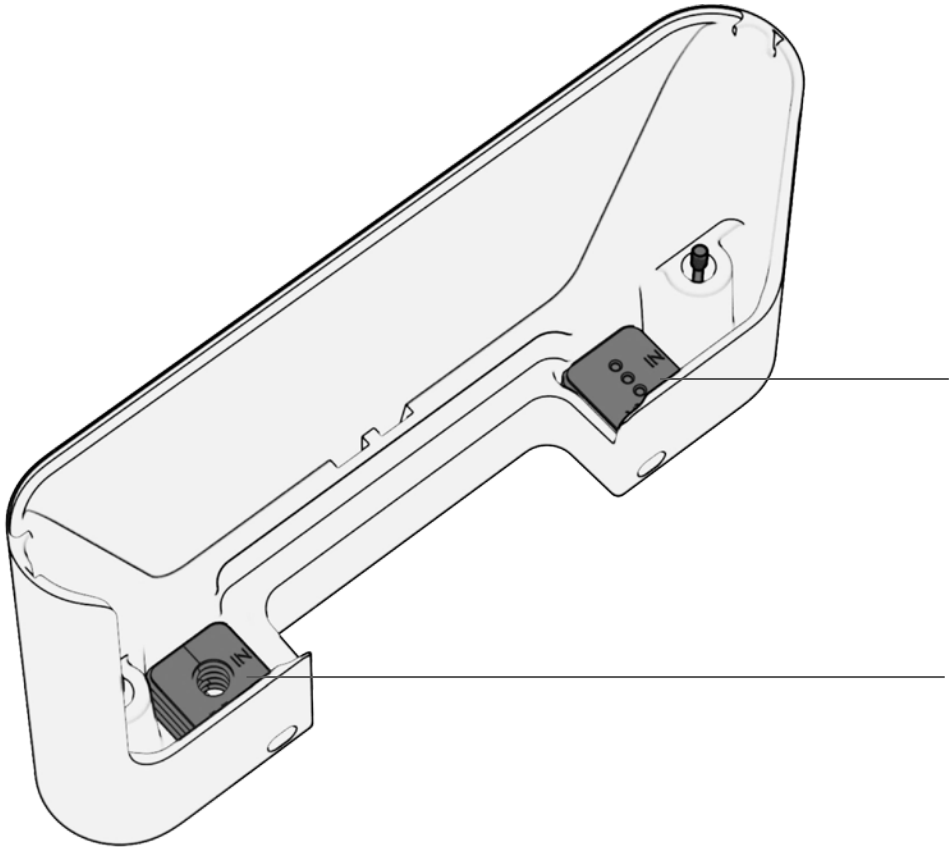
What's in the box 2/2



3-Wire Cable Grommet for DC Power (1 pc)
Attached to device cap

3-5mm Cable Grommet (for smaller DC adapter cables) (1 pc)
Attached to device cap

Bottom Cap houses the grommets

What you'll need

- A smartphone or laptop
- 1/4 inch (6.5mm) drill bit for wall anchors (if using mount plate)
- 1/8 inch (3mm) drill bit for pilot holes (if using mount plate)
- A Cat5 or Cat6 Ethernet cable with a 0.2-0.25 inch diameter (5-6.5mm)

Connect

For easy registration and setup, scan the QR code on the product.

If you prefer to manually register your product, please proceed to: verkada.com/start

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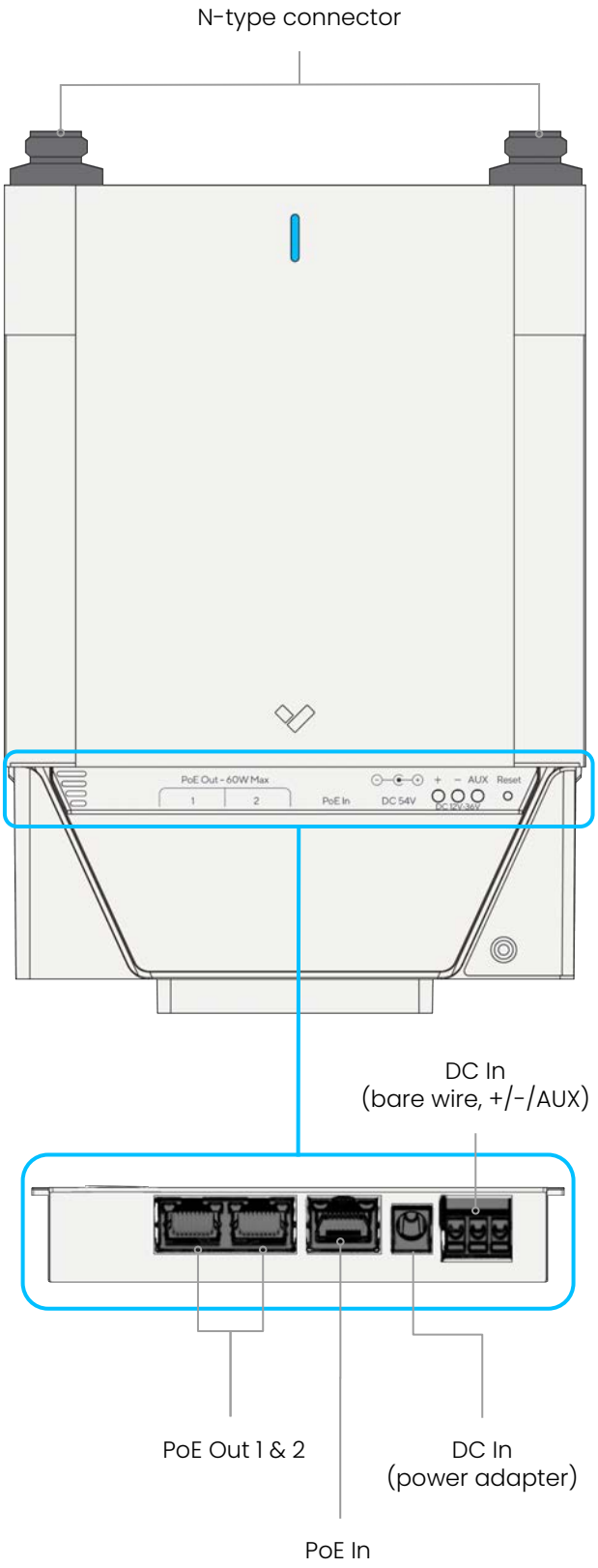
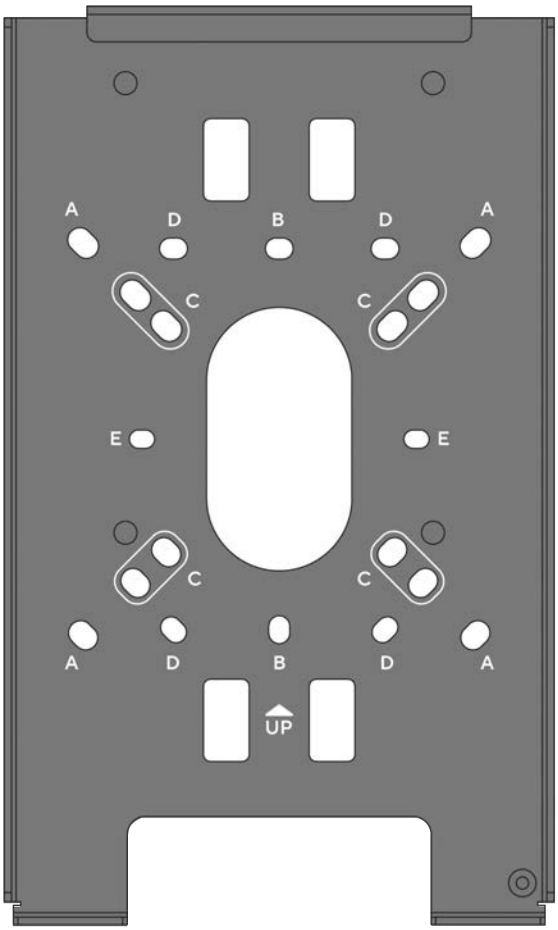
Overview





Mount plate details

A Wall/Ceiling/Square Junction Box
(4 inches / 101.6 mm)
B Single Gang Junction Box
C Round Junction Box
(4 inches / 101.6 mm) and (3½ inches / 88.9 mm)
D Double Gang Junction Box
E European Junction Box

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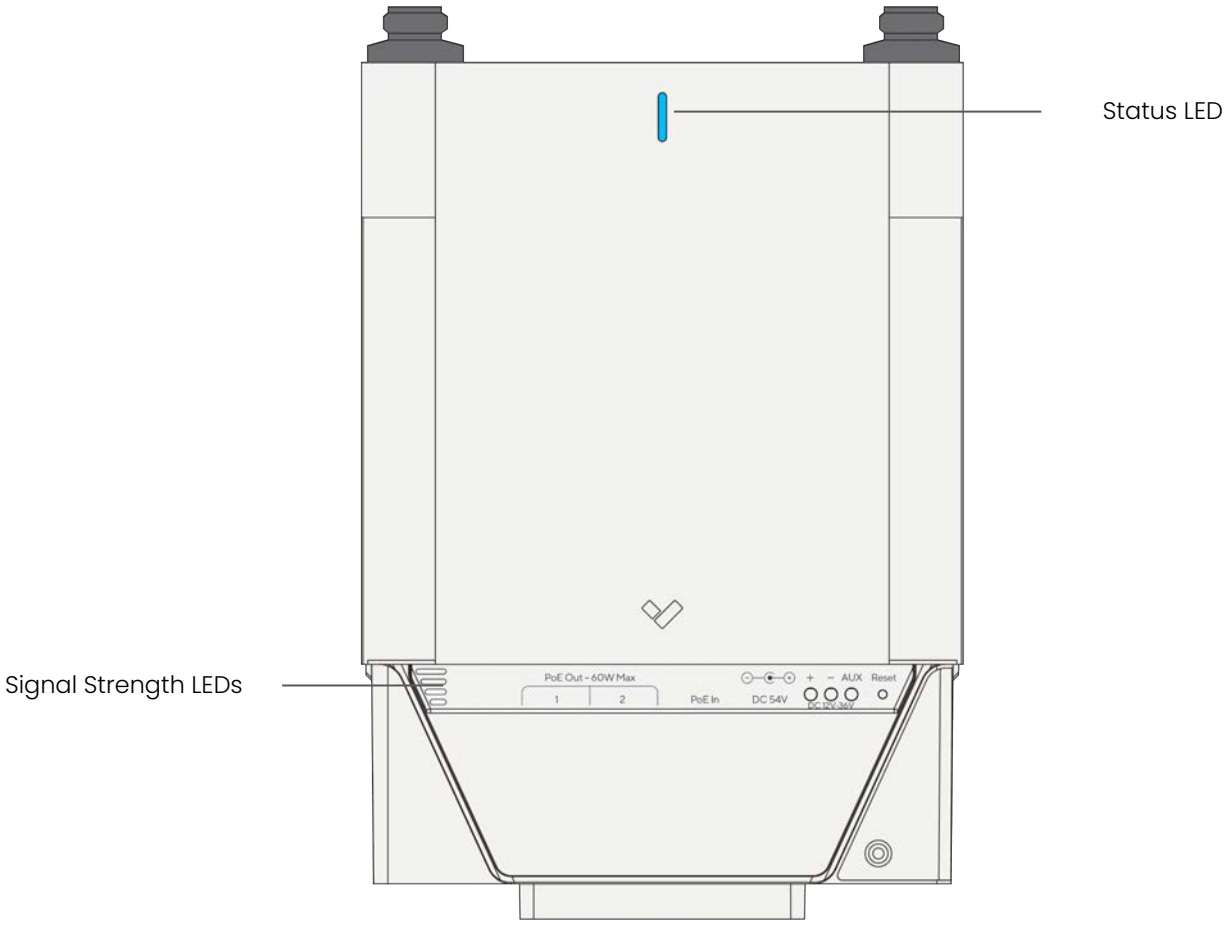
LED Behaviors



Regular operation

- **Solid Orange**
  Gateway is on and booting up.

- **Flashing Orange**
  Gateway is updating firmware.

- **Solid Blue**
  Gateway is running and online.

- **Flash Blue**
  Gateway is running and offline.

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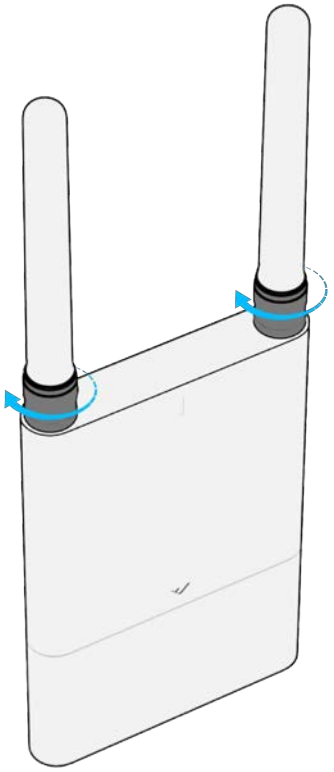
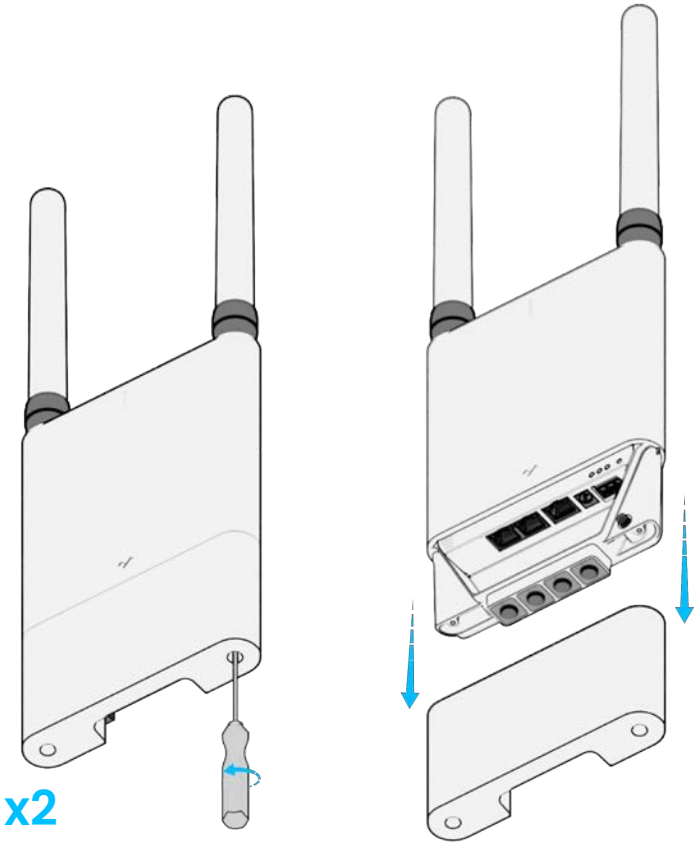
Preparation

Install the N-type antennas by gripping the base of the antennas and firmly tighten them onto the Gateway N-type connectors.



Loosen the two captive security screws on the base of the Gateway, using the provided T10 Security Torx Screwdriver.

Slide the bottom cap off of the Gateway enclosure.



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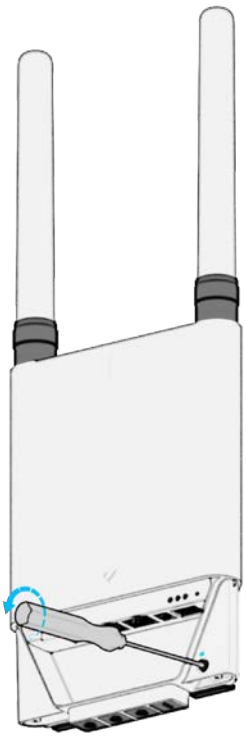
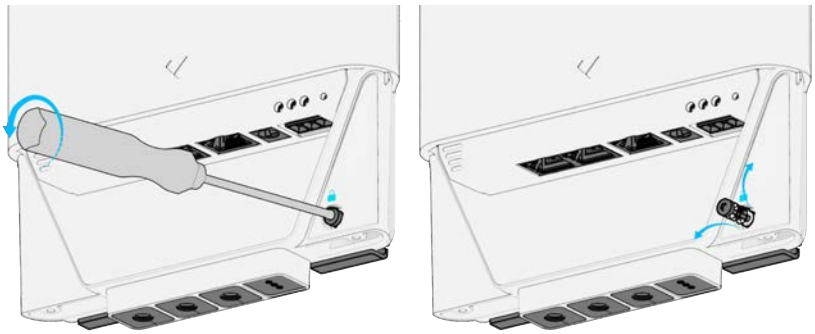
Preparation

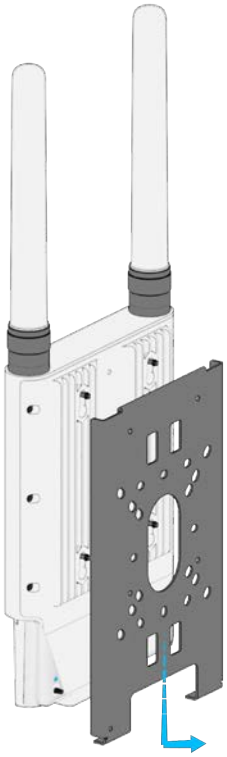
To take off the mount plate, loosen the security screw until it springs outward. Do not take out the screw.



Captive security screw will spring up to indicate that it's unlocked from the mount plate. Do not take out the security screw.



Slide the mount plate down and out to separate the GW31-E Gateway and the mount plate.



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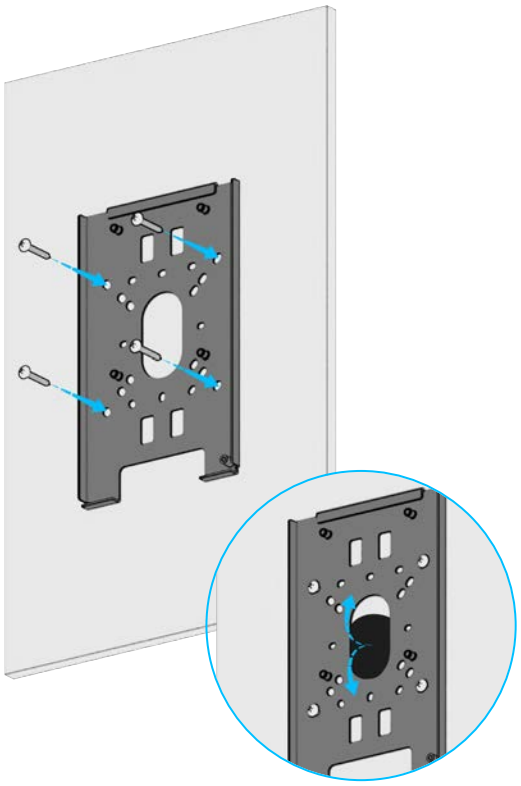
Wall Mounting

For wall mounting, drill pilot holes using pattern **A** on the mount plate.

For a solid material like wood or metal, drill ⅛-in (3.17mm) pilot holes.

Drive the mounting screws directly into the pilot holes.

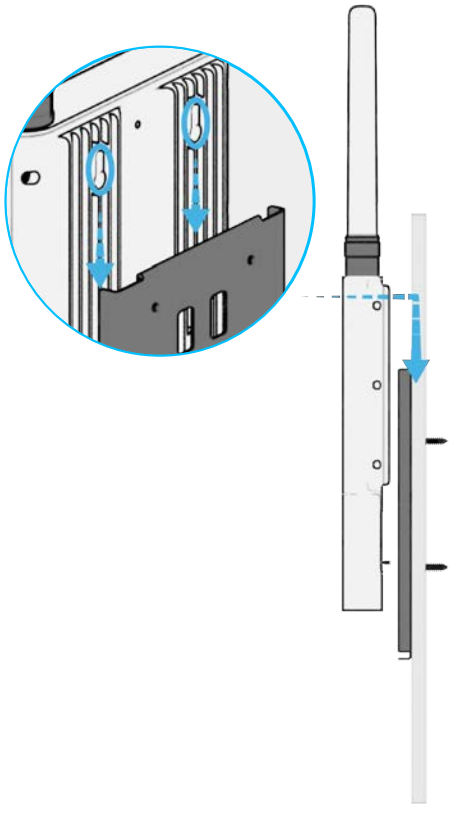
For drywall, plaster or masonry, use the provided wall anchors.



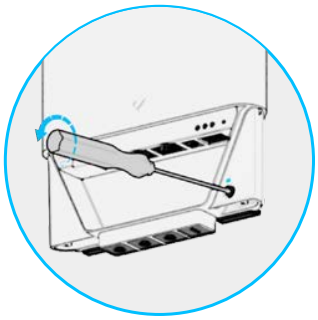
Once the mount plate is firmly attached to surface, bring the cables through the mount plate.

Align the post features of the mount plate to the corresponding cavities on the Gateway.

Making sure that the features align, gently press, and then slide the device downwards, onto the mount plate.



To secure the Gateway to the mount plate, tighten the captive security screw, using the T10 Security Torx screwdriver.



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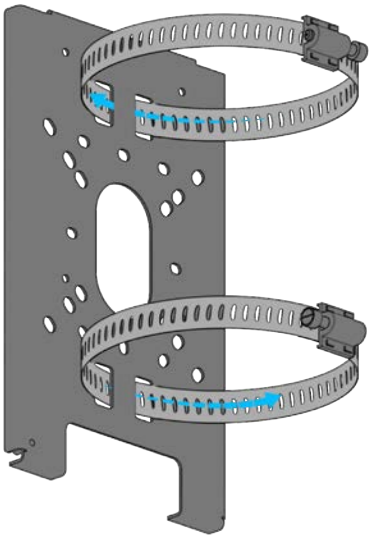
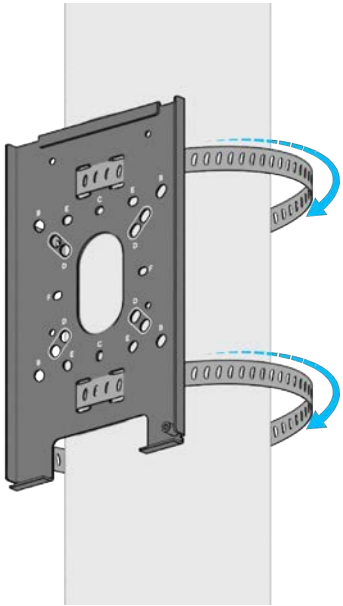
Pole Mounting 1/2

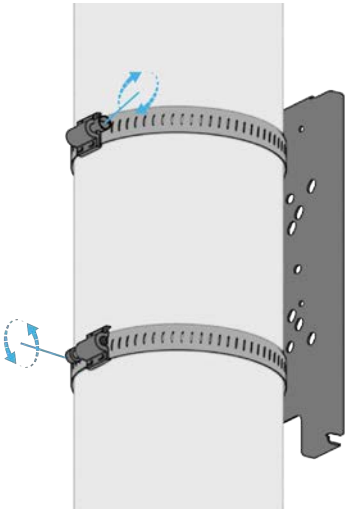
Insert the included pole straps into the mount plate in opposing directions.



Wrap the pole straps around pole, inserting the ends into the tightening mechanisms.



Tighten the pole straps with a Phillips head screwdriver. An electrical drill is recommended to achieve a tighter grip on the pole.



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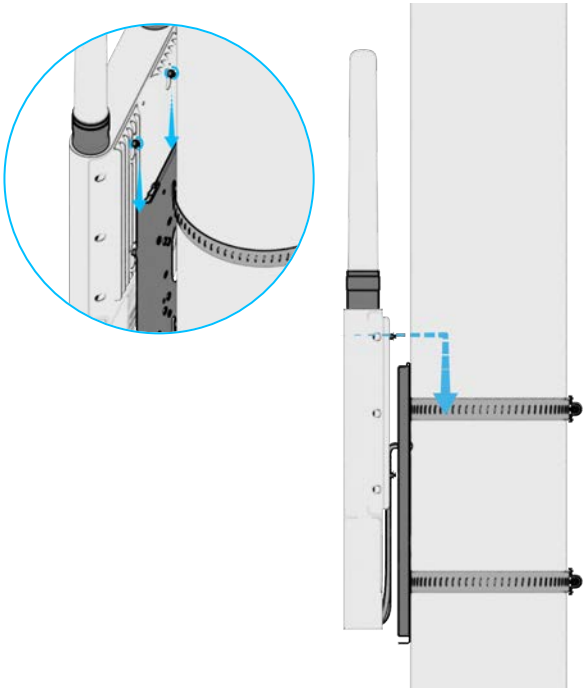
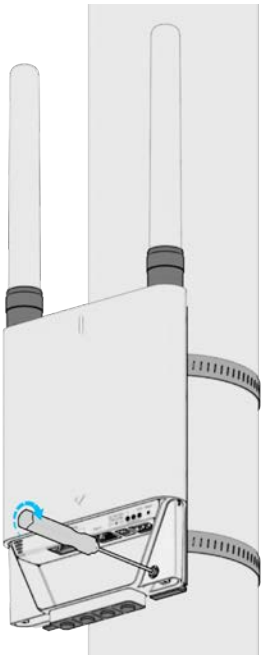
Pole Mounting 2/2

Align the post features of the mount plate to the corresponding cavities on the Gateway.

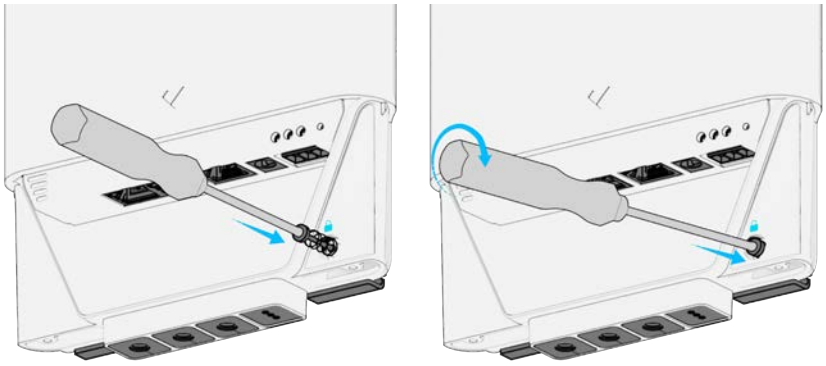
Making sure that the features align, gently press, and then slide the device downwards onto the mount plate.



To secure the Gateway to the mount plate, tighten the captive security screw using the T10 Security Torx screwdriver and pushing into the spring.



Captive screw needs to be pushed in before tightening.



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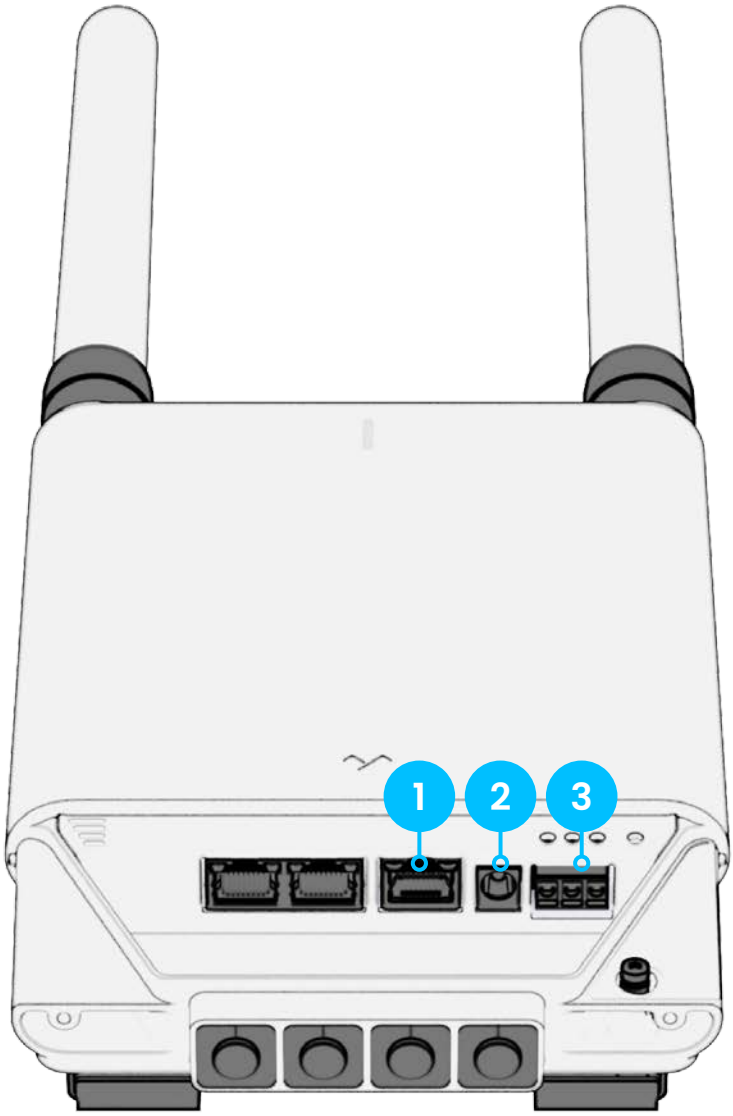
Power Options

The GW31-E Outdoor Wi-Fi Gateway can be powered in three different ways. Select the appropriate power option for your install scenario.

1. **PoE Power**
   Using Ethernet Cable
2. **Power Adapter (DC)**
   Using Power Cable
3. **Terminal Block Power (DC)**
   Bare wire, +/-/AUX



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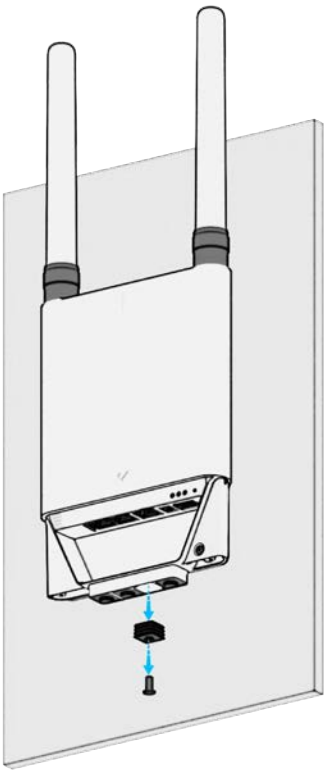
Power Option 1: PoE In

Remove the cable grommet and grommet plug from the passthrough-hole second from the right.

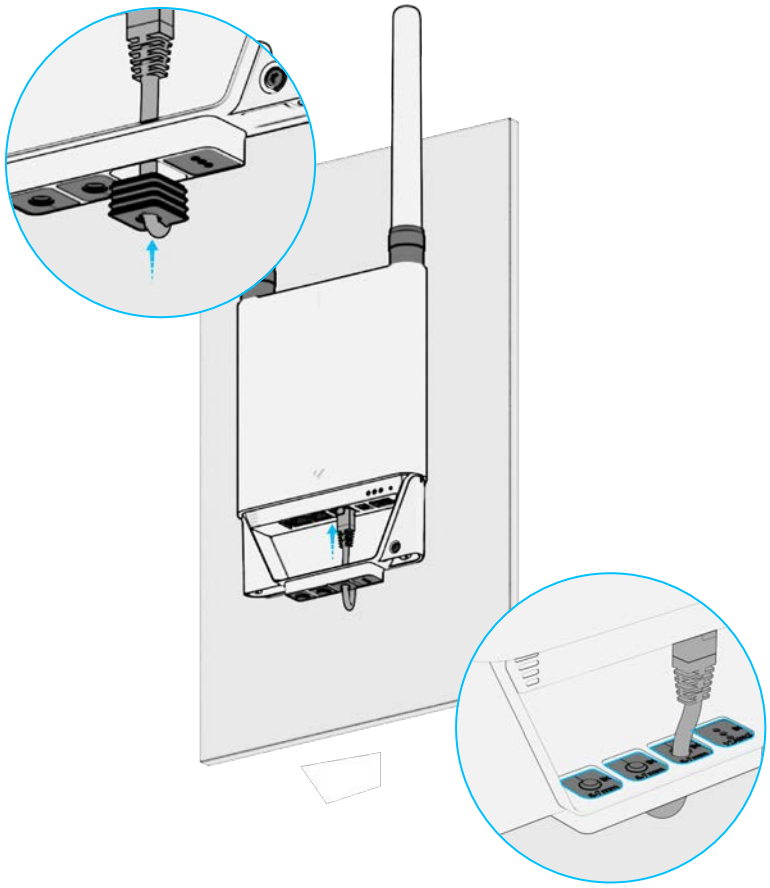


Thread the Ethernet cable through the passthrough-hole, second from the right, and plug it into the 'PoE In'-port.

Retrieve a 7-9 mm Cable Grommet and attach it onto the cable.

Slide the cable grommet up the cable and plug the passthrough hole.

Inspect the cable grommet to make sure that it is properly sealed, with no gaps.



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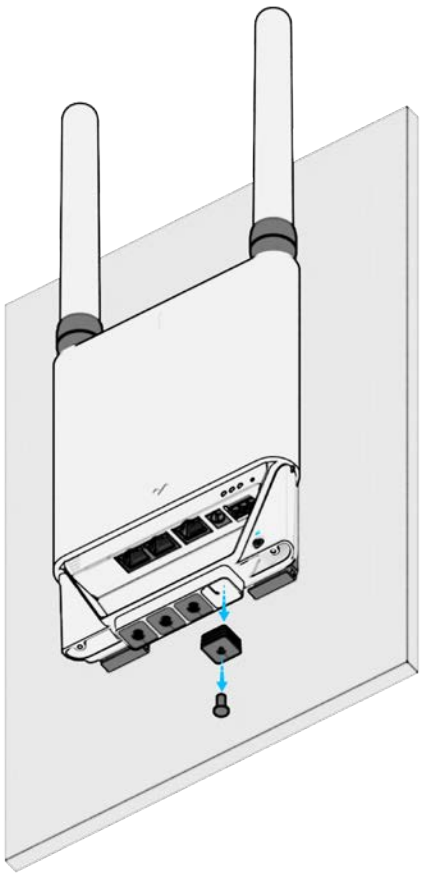
Power Option 2: Power Adapter

Remove the cable grommet and grommet plug from the far right passthrough-hole.

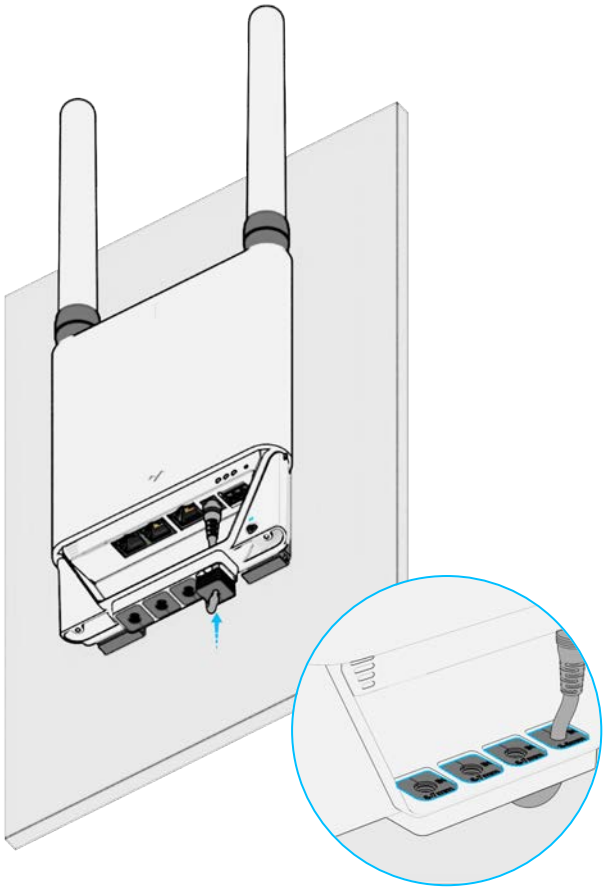


Attach the cable grommet labeled ‘3-5mm’ around the DC adapter cable.

Thread the cable through the passthrough-hole and plug it with the cable grommet.

Connect the DC adapter cable to the ‘DC In’-port (54V-1.3A).

Inspect the cable grommet to make sure that it is properly sealed, with no gaps.



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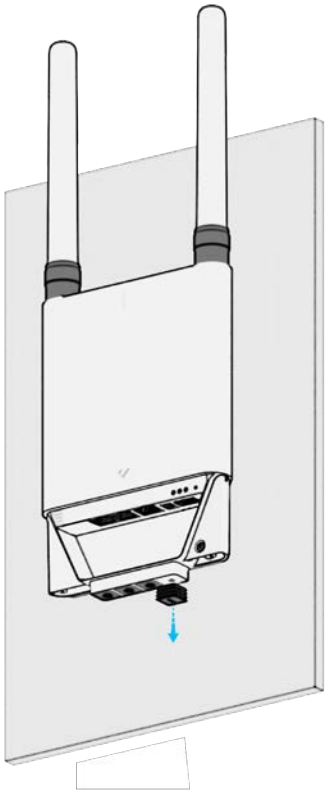
Power Option 3: Terminal Block

Remove the cable grommet and grommet plug from the far-right passthrough-hole.



Retrieve the 3-Wire Cable Grommet for DC Power labeled '12AWG'. If using pre-jacketed wires, select the appropriate grommet with the correct diameter range.

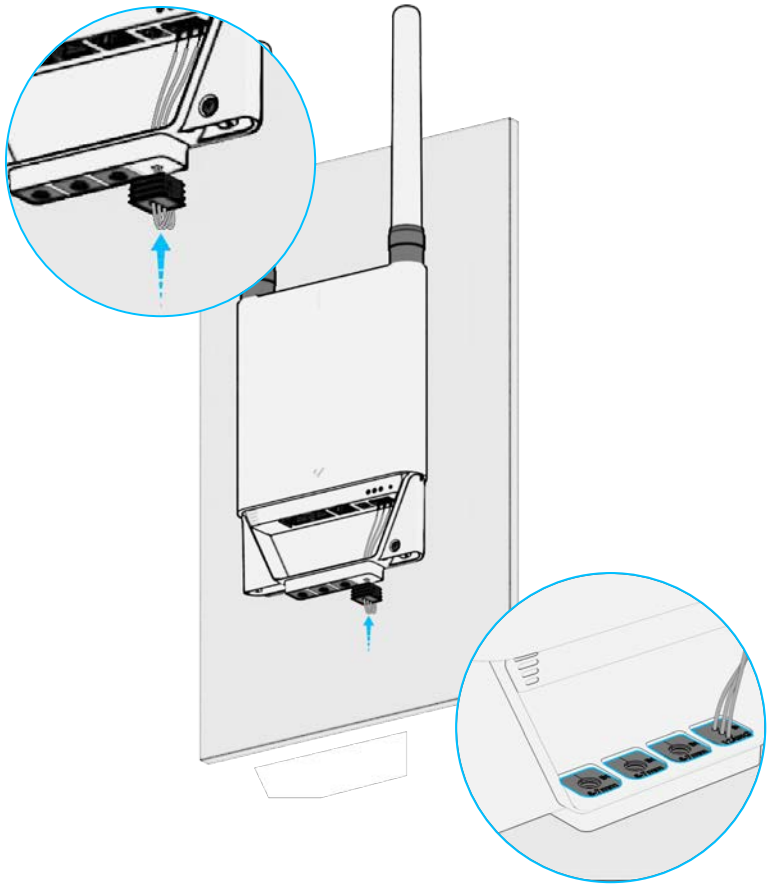
Please note: DC Power In only, 12V-36V

Puncture the needed amount of cables positions, and insert individual cables into the cable grommet.

Thread the cable through the far-right passthrough-hole and plug it with the cable grommet.

Connect the wires to the terminal block.

Inspect the cable grommet to make sure that it is properly sealed, with no gaps.



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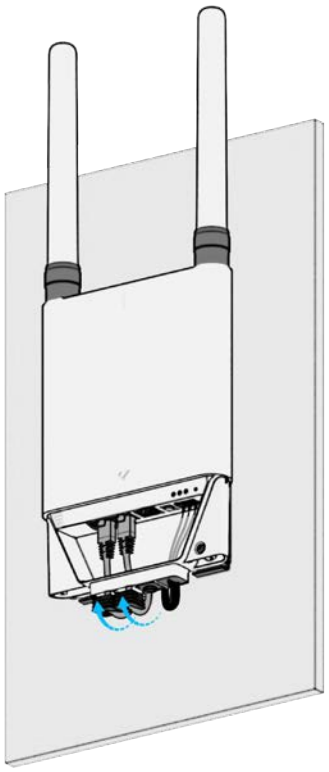
POE Out

To connect devices to PoE ports 1 & 2, remove either of the two leftmost cable grommets and their corresponding grommet plugs from their passthrough holes.



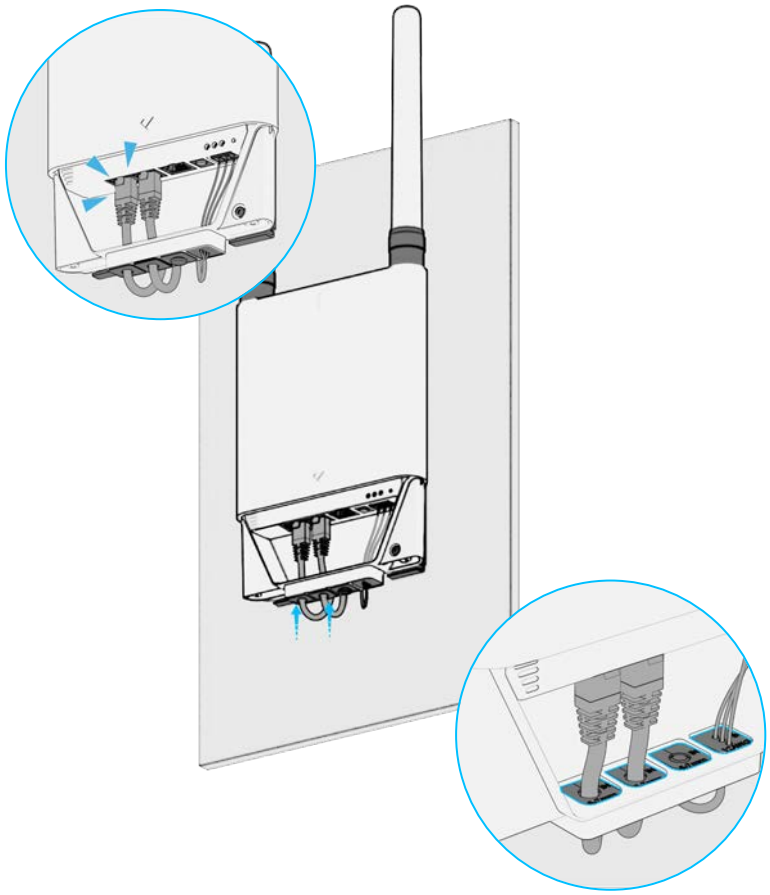
Thread the Ethernet cable(s) through the passthrough-hole(s), and plug it into the 'PoE Out'-port(s).

Retrieve a 7-9 mm Cable Grommet and attach it onto the cable.

Slide the cable grommet up the cable and plug the passthrough hole.

Please note: PoE maximum combined output is 60W.

Inspect the cable grommet to make sure that it is properly sealed, with no gaps.



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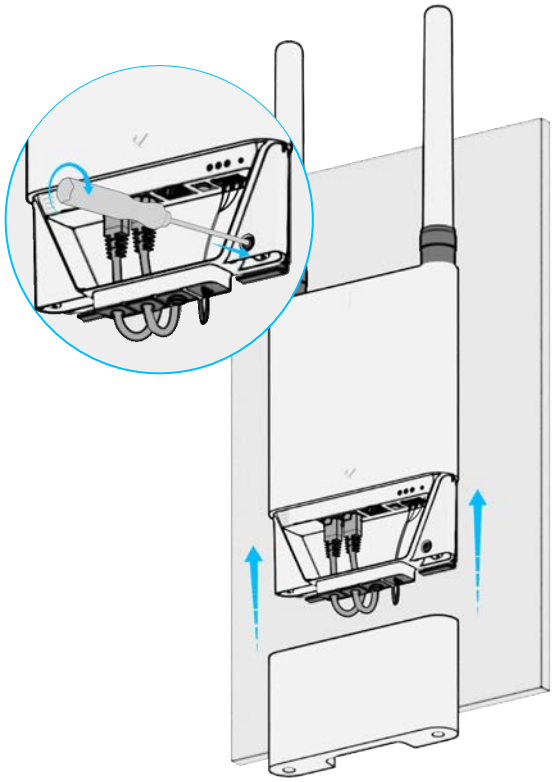
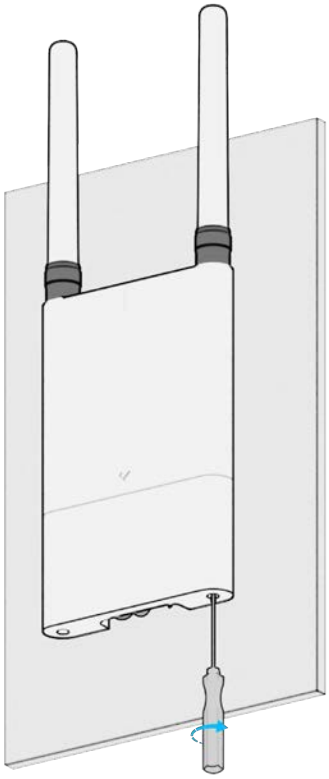
Final Assembly

Ensure that the captive security screw is firmly tightened.

Slide the bottom cap onto the Gateway enclosure.



Tighten the two security screws on the base of the Gateway, using the provided T10 Security Torx Screwdriver.



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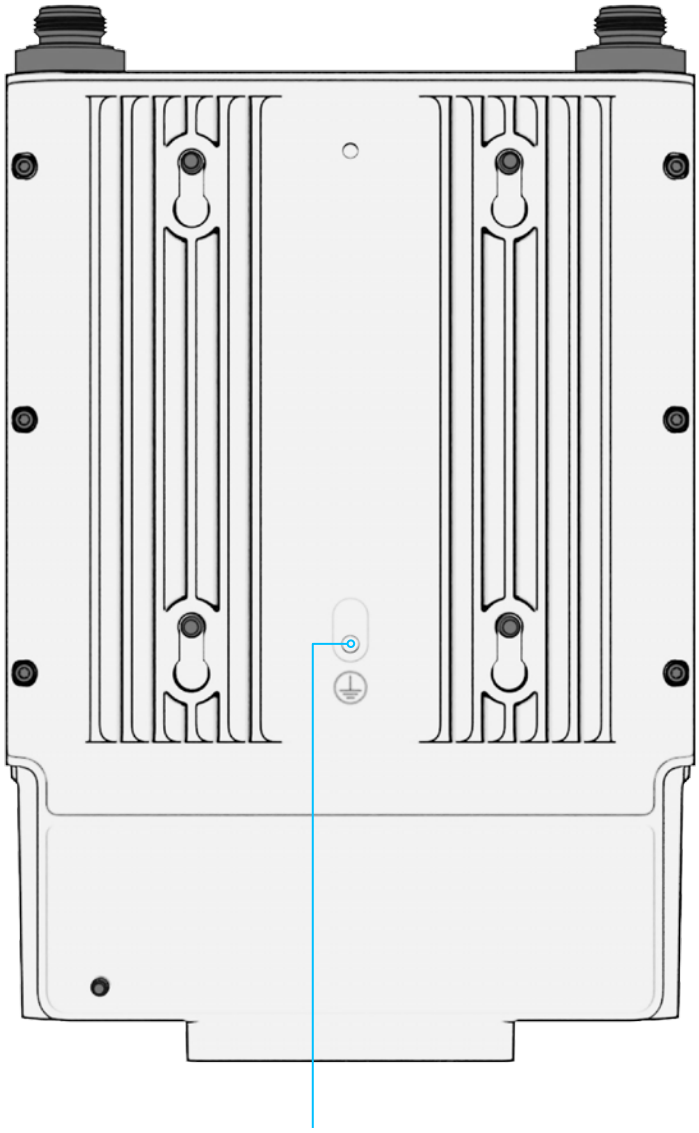
Grounding

In order to attach the ground cable to the gateway, perform the following:

Align a 20 AWG or larger grounding cable with a ring terminal and drive an M4-0.7 x 6mm screw through the terminal and into the threaded grounding point on the back of the device as shown on the right.

Attach the other terminal of a grounding cable directly to a circuit breaker, ground rod or earth ground.



Grounding

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Connecting to Wi-Fi

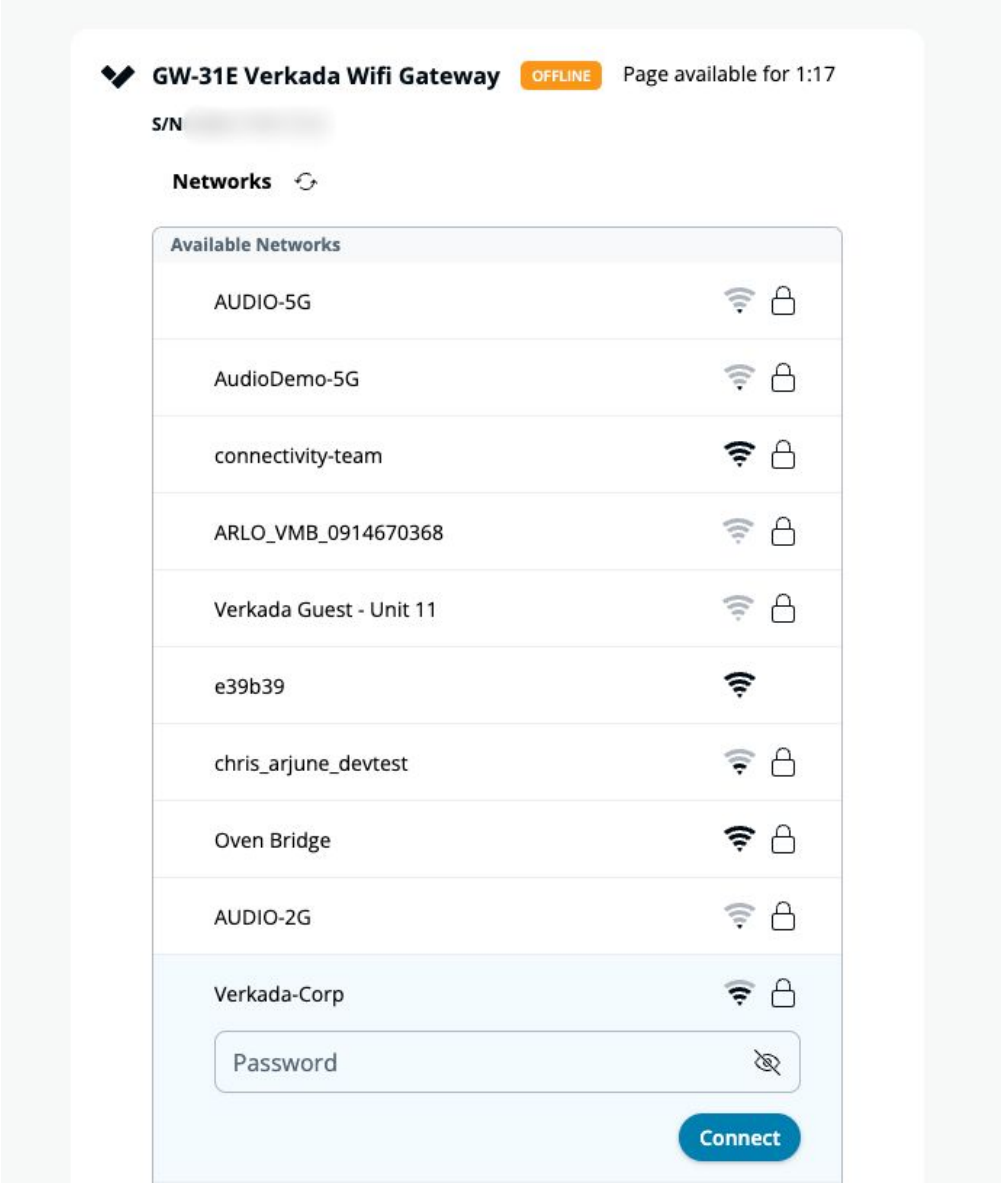
To connect your Gateway to Wi-Fi, you can use the local server, Command web (uplink via PoE IN port required), or Command iOS app. The following steps are for local server.

Connect the Gateway to a computer with an Ethernet cable.

Navigate to ***verkadagateway.com*** or ***192.168.1.1*** on any internet browser, and follow the instructions on the page.

You may need to change the gateway's subnet on this page to avoid IP conflicts with an upstream DHCP server.

Once connected, you can set up and manage the Gateway through **Verkada Command**.



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Appendix

GW31-E Compliance

Caution	1. Maintenance and repair work must always be carried out by a qualified technical personnel. 2. Disconnect power from the unit when performing a maintenance task. 3. Wiring methods used for the connection of the equipment to earth shall be in accordance with the National Electrical Code, ANSI/NFPA 70, and the Canadian Electrical Code, Part 1, CSA C22.1. 4. The product must be installed and protected in a location that is not easily accessible. 5. The device is only to be connected to PoE networks without routing to outside plants. 6. If powered by a power adapter, the adapter should be properly grounded. 7. Please contact certified dealers for power adapters
FCC Compliance	This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: —Reorient or relocate the receiving antenna. —Increase the separation between the equipment and receiver. —Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. —Consult the dealer or an experienced radio technician for help. FCC Radiation Exposure Statement : This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. Any changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment. Professional Installation: This device must be professionally installed. The intended use is generally not for the general public. It is generally for industry/commercial use. Installers must be provided with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance and other FCC rules.

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GW31-E Compliance

ISED Compliance

This device complies with ISED's licence-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d' ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

IC Radiation Exposure Statement:
This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Déclaration d'exposition aux rayonnements d'IC : Cet équipement est conforme aux limites d'exposition aux rayonnements IC RSS-102 définies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps.

Supported Antennas:
This radio transmitter [26271-68B2701] has been approved by Innovation, Science and Economic Development Canada to operate with the antenna types listed below, with the maximum permissible gain indicated. Antenna types not included in this list that have a gain greater than the maximum gain indicated for any type listed are strictly prohibited for use with this device.

Le présent émetteur radio [26271-68B2701] a été approuvé par Innovation, Sciences et Développement économique Canada pour fonctionner avec les types d'antenne énumérés ci-dessous et ayant un gain admissible maximal. Les types d'antenne non inclus dans cette liste, et dont le gain est supérieur au gain maximal indiqué pour tout type figurant sur la liste, sont strictement interdits pour l'exploitation de l'émetteur.

Antenna Type	Connector	Antenna Gain (dBi)		
		2.4GHz	5.15GHz	5.850GHz
Dipole	N-Type	2.79	5.07	5.03
Directional Antenna	N-Type	11.4	13.2	13.2

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Appendix

Support

Thank you for purchasing this Verkada product. If for any reason you're experiencing issues or need assistance, please contact our 24/7 Technical Support Team immediately.

Sincerely,
The Verkada Team
verkada.com/support

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