

# Termination and Reactivation

**To Temporarily Disable Cellular Data Service for a Gateway:** By deleting the Gateway currently receiving cellular data from a Pelican Site, your monthly cellular data service fee will be temporarily disabled for that Gateway and all charges will be put on hold. You will be able to reactivate your data service at no penalty or cost within a six (6) month period after deleting the Gateway from your Pelican Site.

**To Delete a Gateway from your Pelican Site:**

1. Log in to your Pelican Site Manager.
2. Go to **Admin > Site Settings**.
3. Select **Gateways**.
4. Then, select the Gateway that is to be removed.
5. Select the **Delete** button located on the top-right corner of the Pelican Site Manager.

**After six (6) months of a Gateway being Temporary Disabled:** Pelican will permanently terminate the device from your Pelican AnyWhere account and remove it from the AnyWhere cellular network. This process is for your and Pelican's protection.

**To Reactivate a Permanently Terminated Gateway:** If your Gateway has not received cellular data service for six (6) months after temporarily disabling cellular data service, you will need to have Pelican reactivate the Gateway onto the Pelican AnyWhere cellular network.

Contact Pelican Customer Service at 888-512-0490 and request a Gateway reactivation RMA number. At your expense, ship the Gateway to Pelican Wireless Systems, 2655 Collier Canyon Road, Livermore, CA 94551.

Upon receipt of the Gateway, Pelican will add the Gateway back onto the Pelican AnyWhere cellular network and ship the Gateway back to you. Please note that this does not reactivate cellular data service and you will not pay any monthly fee until the Gateway is reactivated for cellular data service.

Upon receiving the Gateway and agreeing to reactivate cellular data service for the Gateway, you will be responsible for paying the one-time device activation fee and your monthly recurring cellular data service fee.

**Pelican does not accept responsibility and will not provide services for any Gateways sent to them that do not include a Pelican-issued RMA number.**

If you believe you were incorrectly charged by Pelican, contact Pelican Customer Service by calling 888-512-0490.



# Installation Guide

## AnyWhere 4G/LTE Cellular Gateway (GW400-LTE)

### Package Contents

The box contains the following items. If any items are incorrect, missing, or damaged, contact Pelican Technical Support at 888-512-0490 or email [support@pelicanwireless.com](mailto:support@pelicanwireless.com).



AnyWhere 4G/LTE Gateway (GW400-LTE)



Power Adapter



(2) Command Double-Sided Mounting Tape

### Cellular Service Terms

Pelican AnyWhere is a cellular service for the Pelican GW400-LTE Gateway and is provided by Pelican Wireless Systems for the intended and only use of providing a cellular Internet connection to Pelican wireless devices.

Before activation of cellular service, you will be prompted to carefully read the entire Pelican AnyWhere Terms of Service and other policies that are made available to you by Pelican. By choosing to activate the cellular service you must agree to the full Terms of Service and provide a payment method for all applicable fees.

**For a copy of the full Terms of Service Agreement visit:**  
[www.pelicanwireless.com/pelican-anywhere-terms-and-conditions/](http://www.pelicanwireless.com/pelican-anywhere-terms-and-conditions/)

If you have questions, concerns, or are unable to find these Terms of Service, immediately call Pelican at (888) 512-0490, or email [CustomerService@pelicanwireless.com](mailto:CustomerService@pelicanwireless.com) for a copy. If you do not agree to the Terms of Service, immediately stop using the Gateway.



Pelican Wireless Systems, 2655 Collier Canyon Rd. Livermore, CA 94551  
Phone: 888.512.0490  
Email: [support@pelicanwireless.com](mailto:support@pelicanwireless.com) Website: [www.pelicanwireless.com](http://www.pelicanwireless.com)

# Add the GW400-LTE to a New or Existing Pelican Site

If you are adding the Gateway to an existing Pelican Site, please refer to the instructions at the bottom of the page (see “Add the Gateway to an Existing Pelican Site”).

## Create a New Pelican Site

1. Using an Internet-connected smart phone, tablet or PC, navigate a web browser (i.e., Chrome, Firefox, Safari, etc.) to [www.pelicanwireless.com/new-site-subscription/](http://www.pelicanwireless.com/new-site-subscription/).
2. Type in the GW400-LTE Gateway's Serial Number into the New Site Setup wizard.
3. A prompt will appear. Clearly read the entire Pelican AnyWhere Terms of Service; either accept the terms of service or stop the registration.
4. If you accept the terms of service, input your billing information.
5. Complete the remaining New Site Setup instructions to create a Pelican Site.

## Add the Gateway to an Existing Pelican Site

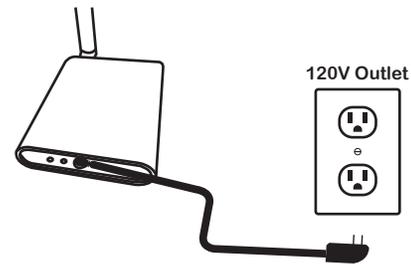
1. Using an Internet-connected smart phone, tablet or PC, navigate a web browser (i.e., Chrome, Firefox, Safari, etc.) to the existing Pelican Site. Example: [nameofsite.officeclimatecontrol.net](http://(nameofsite).officeclimatecontrol.net)
2. Select **Admin > Site Settings**.
3. Select **Gateways**, then select the  button.
4. Type in the GW400-LTE's serial number.
5. A prompt will appear. Clearly read the entire Pelican AnyWhere Terms of Service; either accept the terms or stop the registration.
6. If you accept the terms, input your billing information.
7. You will see the new Gateway has been added to your site.

# Install the GW400-LTE

## Power Up the Gateway

1. Plug the power jack into the Gateway.
2. Plug the power adapter plug into a 120VAC outlet.
3. Using double-sided mounting tap, mount the Gateway on a flat non-metallic wall where it is unobstructed by other metal objects or electronic devices. Ensure that the antenna is pointed up.
4. Power up the Gateway, and confirm by checking the Gateway's status lights. Refer to “Check the Gateway's Status” for proper operation.

 **NOTICE:** DO NOT INSTALL THE GATEWAY WHERE IT MAY BE EXPOSED TO HARSH OR EXTREME ENVIRONMENTS. DO NOT INSTALL OUTDOORS, UNLESS USING A NON-METALLIC OUTDOOR ENCLOSURE.



**Mount the GW400-LTE on a flat non-metallic wall with the antenna up.**

## Check the Gateway's Status

Using the status lights on the bottom of the GW400-LTE, verify the Gateway's current operational status:

Light	Activity	Description
Status	Fast Blink	Powering Up
	Slow Blink	Waiting to Connect to a Pelican Site
	On	Connected and Communicating with a Pelican Site
	Off	No Power
Internet	Fast Blink	Establishing Communication with Pelican Cloud Servers
	Slow Blink	Unregistered Device/Trying to Connect to Pelican Cloud Servers
	On	Connected and Communicating with Pelican Cloud Servers
	Off	No Power