

## Firewall Settings

The Pelican Wireless Gateway requires the ability to make outbound TCP connections from the local network to the Internet. If you are using the New Site Setup and are receiving the message “Invalid serial number or unreachable Gateway”, the gateway may be having difficulty registering itself on the Internet. The following instructions can be provided to your IT department to resolve Firewall issues.

By default the Gateway will request a local IP address using DHCP. This is identical to any standard computer or laptop which is attached to the local network. Alternatively the Gateway can be given a static IP address (Contact Pelican Technical Support for assistance in setting a static address). The Gateway does not require a public IP address and does not require any inbound ports to be opened on the Firewall. The Gateway will need to initiate 2 outbound TCP connections through the Firewall. The first one is on port 9742. The second one will be assigned to the Gateway once it makes its first connection to the Pelican Servers. This second port will be in the range of 9800-11000.

Pelican recommends modifying the firewall configuration to allow unrestricted outbound connections based on the MAC address of the Wireless Gateway. The MAC address is printed on the side of the Gateway.

If network security policy is more restricted, the firewall configuration can be modified to either allow outbound connections on the range of ports listed above or to restrict the connections to ports 9742 and the assigned port. Once port 9742 has been opened contact Pelican Technical support at to find out the unique port which has been defined for your site.

The Wireless Gateway provides communication between the Pelican products installed at your site and the Internet. The Pelican devices communicate wirelessly with the Gateway. The Internet connection is established through the Ethernet port on the Gateway.

The Gateway does not require a public IP address and does not require any inbound ports to be opened on the Firewall. Sites with more restrictive Firewall settings may need additional Firewall configurations. See the section labeled “Firewall Settings” at the end of this guide for a complete explanation.

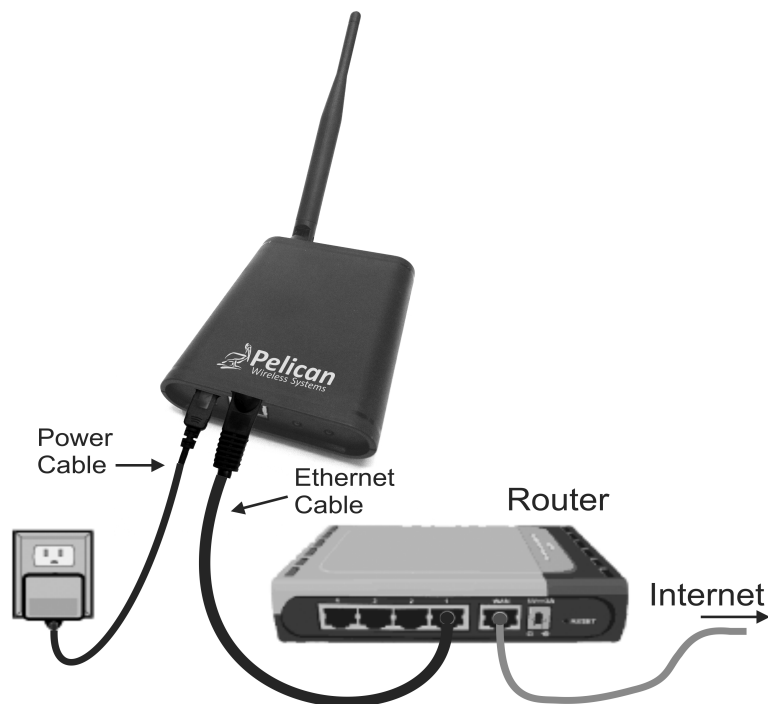
## Wall Mounting

The Wireless Gateway is designed to be wall mounted using the included 3M Command Removable Strips or using the screw mount on the rear of the unit.

Find a suitable location which is:

- Within 6 feet of an electrical outlet
- At least 4 feet away from other wireless devices
- Away from large metal objects which may interfere with the wireless signal
- Above office equipment which may interfere with the wireless signal

## Installation Diagram



## Installation Steps (See diagram)

1. Attach the Command Strip to the back of the Wireless Gateway.
2. Insert the included Ethernet cable into the port on the Wireless Gateway.
3. Insert the other end of the Ethernet cable into a free port on the back of your Internet router (Note: The Wireless Gateway can alternately be connected to any Ethernet port at your site which has Internet access).
4. Insert the power cable from the included power adapter into the Wireless Gateway.
5. Plug the power adapter into an electrical outlet.
6. Attach the Wireless Gateway to the wall using the Command Strip you attached to the back of the unit.

## Site Setup

Once your newly installed Wireless Gateway is connected and powered up, you are ready to perform the initial site setup. This is done using the Pelican “New Site Wizard”.

You will need the Serial Number printed on the side of your Wireless Gateway to complete the setup.

The New Site Wizard can be found using your browser and going to [www.PelicanWireless.com](http://www.PelicanWireless.com). Then select the “New Site Setup” tab on the Pelican home page.

Follow the Instructions on the New Site Wizard page to complete your setup and begin accessing and programming your thermostats.

## Status Indicator Lights

There are 4 indicator lights on the gateway. Two are directly above the RJ-45 Ethernet connector. They are labeled LINK and ACT. The other two indicators are labeled LAN and INTERNET.



The indicators have the following meanings:

### LAN

Off – No Power

Fast Blink – Power Up (1 second)

Slow Blink – Getting IP Configuration (DHCP)

Solid On – Local Configuration Complete (LAN Active)

### INTERNET

Off – Waiting for LAN

Slow Blink – Trying to reach Cloud Servers

Solid On – Internet Active (Connected to Cloud Server)

**LINK** – Ethernet Link Status

**ACT** – Ethernet Activity Indicator