

SAFEENTRY (SE) GATEWAY USER GUIDE

SE GATEWAY INITIALIZATION GUIDE

Note: This section will only be required to perform **ONCE** upon receiving the SE Gateway

STEP 1



Switch on the wall socket which the SE Gateway power cable is plugged into. Take note that there is no on-off switch for the SE Gateway.

STEP 2



After the main plug is switched on, the SE Gateway will connect to the internet network which is indicated by the LED at the front, flashing **RED**. This might take a few minutes.

STEP 3



After the internet network is established, the SE Gateway will go into the initialization mode indicated by the LED at the front, flashing **RED** and **GREEN** light in sequential. In this mode, you will need to complete step 4.

STEP 4



Open the shipping confirmation email that is sent to the registered email and click on the activation button to open the activation website. At the website, scan the QR code at the back of the SE Gateway and press "Ok" when prompted to confirm the activation. After confirmation, LED will continue to flash **RED** and **GREEN** light in sequential for up to 5 minutes.

Note: Do not scan the QR code on the box of the SE Gateway

STEP 5



After the activation is completed, the LED will flash **GREEN** and beep once and the system is ready for operation.

STEP 6

Refer to step 5 of "Gateway Setup / Operation Guide" (next page) for the use of SE Gateway.

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GATEWAY SETUP / OPERATION GUIDE

**STEP
1**



Place the SE Gateway at a desired location (can be mounted / placed on the Check-In counter table / attached to a tripod using a holder bracket attachment). The placement of the SE Gateway should be within visible range of the enforcer where the enforcer can easily see the LED on the SE Gateway.

**STEP
2**



Connect the power cable into the SE Gateway.

**STEP
3**



Plug the power cable into the wall socket.

**STEP
4**



The SE Gateway will take a few minutes to boot up. When it is ready for operation, it will be indicated with a **GREEN** LED blink and a beep sound.

**STEP
5**



The SE Gateway will flash **GREEN** with a beep sound upon a successful Check-In.



The SE Gateway will **NOT** flash **GREEN** if it does not recognise the token or if the TraceTogether Application is not in the foreground.

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CAUTION

- Do not connect AC power from the mains to this product.
- All SE Gateway units are DC powered through the power adaptor.
- Only use the DC power adaptor supplied with the unit.
- Use the USB cable provided.
- Use a power bank only if you have no access to a power socket.
- Refer to the User Guide when installing the unit.
- Do not open the unit. No user serviceable parts inside.
- Do not expose the SE Gateway to high temperatures or direct sunlight. Place SE Gateway under shade if placed outdoors.
- The SE Gateway is a Government property, do not throw it away.
- Should you require technical assistance, please refer to the FAQ at <https://go.gov.sg/gateway-overview> or submit your enquiry at <https://go.gov.sg/gateway-support>.