

INGRID®

The Cellular Gateway (CGW) automatically establishes a connection between your InGrid Home Security system and the monitoring service center if the primary (broadband) connection to your home has stopped working. The connection is made through the local cellular wireless network, which is the same network that's used for mobile phone and other wireless device communications.

Cellular Gateway Kit Contents

- WGC1000 Cellular Gateway Device Guide
- IG280 Li-Ion Rechargeable Battery Pack

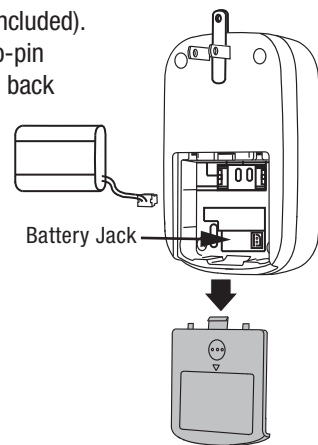
Not included: External antenna (optional)

Installing your InGrid Cellular Gateway

Prior to adding the Cellular Gateway it is necessary to first install and activate your InGrid System and to have a Handset and/or Console available for use in the Cellular Gateway installation process.

Prepare the Cellular Gateway

1. Remove the back cover of the Cellular Gateway.
2. Locate the rechargeable battery (included). Insert the battery plug into the two-pin jack and place the battery into the back of the Cellular Gateway.
3. Replace the back cover.



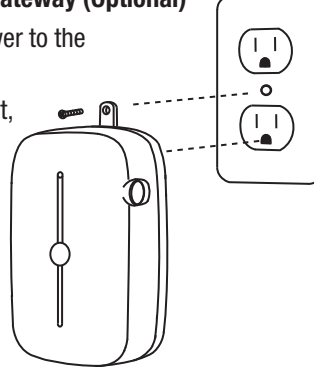
NOTE: Battery is required for operation of this device.

Install the Cellular Gateway

The Cellular Gateway should be placed in a location where it will receive a strong external cellular signal while maintaining a good connection with as many internal Grid Controllers (ex. Base, Consoles and Grid Extenders) as possible. Since it will be possible to relocate the Cellular Gateway after it is initially installed (if necessary), chose a location that is (first) close to an outside wall and (second) centrally located within the home.

Securing the Cellular Gateway (Optional)

1. For personal safety, turn the power to the outlet OFF at the circuit breaker.
2. Leave the wall plate on the outlet, but remove the center screw.
3. Plug the Cellular Gateway into the lower electrical outlet with the tab facing upward.
4. Replace the center screw by inserting it through the tab on the Cellular Gateway.
5. Turn the power back ON at the circuit breaker.

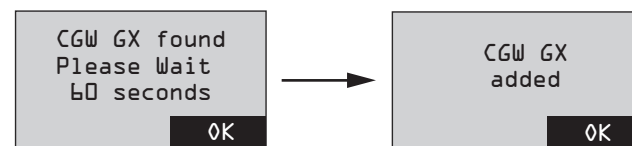


Add the Cellular Gateway to the InGrid System

Once the Cellular Gateway (CGW) has been mounted it must then be "added" to the InGrid System in order to function.

Using a Handset or Console:

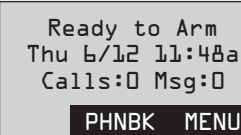
1. Press MENU.
2. Scroll to **Security Setup**, press SELECT and enter the Master Code
3. Scroll to **GCs or Handset**, press SELECT.
4. Scroll to **<Add New>**, press SELECT. The system will begin searching for the Cellular Gateway that you are adding.
5. On the Cellular Gateway, press and hold the button in the center of the device until the green light starts flashing (this will put the Cellular Gateway into registration mode).
6. The following messages will appear on the Handset or Console once the system has successfully "found" the Cellular Gateway.



7. Use the Edit feature to rename the device (optional). **NOTE:** Press DELETE to erase text and use the keypad keys to type in a new name. Once you are satisfied with the entered name, press OK.
8. At this point the InGrid system will communicate with the SIM (Subscriber Identity Module) card that is located inside the Cellular Gateway. If this process is successful you will see the following message appear on the Handset or Console:



NOTE: This completes the steps to add the Cellular Gateway to the InGrid system. During the time in which the SIM is being activated you can use all features of your InGrid system with the exception of the Cellular Gateway. When the SIM is successfully activated the "Ready" screen on your Handset or Console will display the following:



(note: time, date and call information will vary)

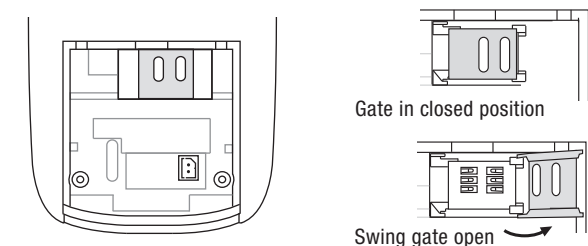
Possible error messages during the previous step and corrective actions:

LCD Screen	Problem description	How to fix the problem
"Registration Limit Exceeded"	This message will appear if a Cellular Gateway has already been added to this system.	The system will not allow a new Cellular Gateway to be added until the existing one is deleted.
"Device Type Not Recognized"	Software currently loaded on your system is out of date and needs to be updated.	Wait 24 hours and then re-attempt to add the CGW to your system. This allows your system software to be automatically updated overnight. You can also contact InGrid Customer Support to request an immediate software update.
"Device Not Found"	This message appears when the InGrid system is unable to make contact with a new device that's being added.	Move the CGW to a different location and try again to add it.
"CGW Service Not Enabled"	The device has been successfully added and registered, however the SIM cannot be activated because the user account has not been set up for this service.	Contact InGrid Customer Support for assistance if this problem occurs.
"SIM not detected"	The SIM card (located inside the Cellular Gateway battery compartment) is either defective or missing.	Check that the SIM is installed correctly (you may need to remove and reinsert it as shown in Step 1. Then follow the steps described in the "Activating SIM manually".
"SIM activation aborted. No Internet"	The SIM activation process was stopped because the Internet connection to the InGrid system has been lost.	Once the Internet connection problem is resolved, follow the steps described in the "Activating SIM manually".
"Low CGW signal"	The CGW has been successfully added and registered, however the wireless signal is very low.	First move the CGW to a location that is closer to the outside walls of the home (closer to the external cellular wireless network). If relocating does not correct the problem it may be necessary to attach and install an external antenna to the CGW. Refer to the "Installing an (Optional) External Antenna".
"SIM not active"	The CGW has been successfully added and registered, however the InGrid Home Security System is not able to successfully activate the SIM.	Try to activate the SIM by following the steps described in the "Activating SIM card manually".

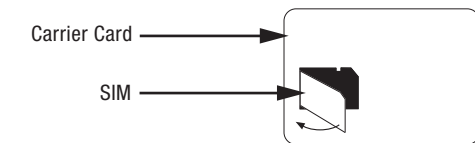
SIM Installation

! THE SIM (SUBSCRIBER IDENTITY MODULE) FOR THIS DEVICE HAS BEEN FACTORY PRE-INSTALLED. IF FOR ANY REASON IT BECOMES NECESSARY TO REPLACE IT PLEASE FOLLOW THE STEPS BELOW.

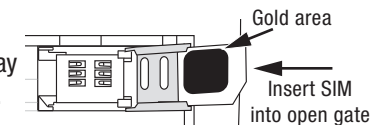
1. Remove the back cover of the Cellular Gateway.
2. Press down on the SIM holder **gate** while sliding it to the right. Tilt the device slightly to the right and swing the **gate** open.



3. Locate the carrier card and remove the SIM from the carrier as shown in the diagram.



4. Check that the SIM is oriented correctly and slide it all the way down into the slot in the **gate**.



5. Fully close the SIM **gate**, then press down on the **gate** and slide it to the right until it locks (clicks) closed.



Activating SIM Manually

Using a Handset or Console:

1. Press MENU on the Handset or Console
2. Scroll to **Utilities**, press SELECT and enter the Master Code
3. Scroll to **Activate SIM**, press SELECT
4. The InGrid system will now automatically go through the SIM card activation process, as described in the "Add the Cellular Gateway to the InGrid System" section, (Step 8).

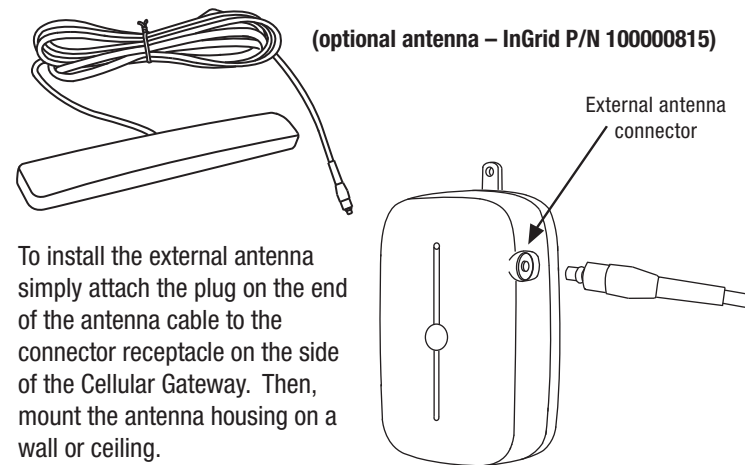
Installing an (Optional) External Antenna

If you see this message on your Handset or Console it may be necessary to install an external antenna to increase the signal strength.

Ready to Arm
Low CGW signal
Calls:0 Msg:0

PHNBK MENU

NOTE: This item must be ordered separately



To install the external antenna simply attach the plug on the end of the antenna cable to the connector receptacle on the side of the Cellular Gateway. Then, mount the antenna housing on a wall or ceiling.

FCC Information

FCC Part 15

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.

CAUTION:

Changes and modifications to this product not expressly approved by InGrid, Inc. could void not only the user's authority to operate this device, but also the limited warranty.

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 radio or television receiving antenna
- Reorient or relocate and increase the separation between the InGrid equipment and radio or television receiver
- Connect the InGrid equipment into an outlet on a circuit different from that to which the radio or television receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The antenna used with this product must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment should be serviced only by Ingrid, Inc. or its authorized agents.

Industry Canada (I.C.) Notice

Terminal Equipment

Notice: This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved this equipment.

Notice: The REN for this terminal equipment is marked on the equipment itself. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five.

Radio Equipment

The term "IC:" before the radio certification number only signifies that Industry Canada technical specifications were met.

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Battery Warning

Rechargeable Li-Ion Batteries
Must Be Recycled or Disposed of Properly.
Do not mutilate the battery pack.
Do not dispose of the battery pack in a fire due to risk of explosion.



InGrid Limited Product Warranty

INGRID LIMITED WARRANTY FOR PRODUCTS AND ACCESSORIES PURCHASED IN THE UNITED STATES OR CANADA

What Does this Warranty Cover?

Subject to the exclusions contained below, InGrid, Inc. ("InGrid") warrants the InGrid-branded or certified accessories (including all embedded software) sold by InGrid for use with the InGrid Home Security System (the "Products") to be free from defects in materials and workmanship under normal consumer usage and in accordance with the accompanying instructions and documentation, for the period(s) outlined below. This limited warranty is the consumer's exclusive remedy, and applies as follows to new Products purchased by consumers in the United States or Canada, which are accompanied by this written warranty:

PRODUCTS COVERED/LENGTH OF COVERAGE (the "Warranty Period")

New Products:
One (1) year from the date of purchase by the first consumer purchaser of the Product.

Products that are Repaired or Replaced.
The balance of the original warranty or for ninety (90) days from the date returned to the consumer, whichever expires later.

WHAT IS NOT COVERED? (EXCLUSIONS)

Normal Wear and Tear. Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.
Ornamental Decorations. Ornamental decorations such as emblems and graphics and other decorative elements, are excluded from coverage.

Batteries. Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this limited warranty.

Abuse & Misuse. Defects or damage that result from the following are excluded from coverage under this limited warranty:

- improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the Product resulting from misuse;
- contact with moisture, liquids, water, rain, extreme humidity, heavy perspiration or makeup, sand, dirt or the like, food, or proximity to or exposure to heat or cold, fire, flood, or lightning;
- other acts which are inconsistent with the instructions and documentation that accompany the Products; and
- use of the Products with any system other than the InGrid Home Security System.

Use of Non-InGrid Products and Accessories. Defects or damage that result from the use of Non-InGrid branded or certified products, accessories, software or other peripheral equipment are excluded from coverage, including without limitation defects or damage to Products that result from such use.

Unauthorized Service or Modification. Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, including without limitation, software changes, or modification in any way by someone other than InGrid, or its authorized agents, are excluded from coverage.

Altered Products. Products with the following characteristics are excluded from coverage:

- serial numbers or date tags that have been removed, altered or obliterated;
- broken seals or Products that show evidence of tampering;
- mismatched board serial numbers; or
- nonconforming or non-InGrid housings, antennas, or parts.

Communication Services. Defects, damages, or the failure of Products due to any communication service or signal not provided directly by InGrid is excluded from coverage.

Out of Warranty Products. Defects or damages reported to InGrid after the Warranty Period are excluded from coverage.

WHO IS COVERED?

This warranty extends only to the first consumer purchaser, and is not transferable.

WHAT WILL INGRID DO?

InGrid, at its option, will at no charge repair, replace or refund the purchase price of any Products that do not conform to this limited warranty. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products or parts. No data, added to your Products, including but not limited to component names, and system preferences, will be reinstated.

HOW TO OBTAIN WARRANTY SERVICE OR OTHER INFORMATION?

To obtain service or information, please call:
InGrid Customer Services at: **1-877 InGrid-7 (1-877-464-7437)**
Or email us at: **warranty@ingridhome.com**

You will receive instructions on how to ship the Products, at your expense, to an InGrid Authorized Repair Center. To obtain service, you must include:

- a copy of your receipt, bill of sale or other comparable proof of purchase;
- a written description of the problem;
- the complete physical address of the location where the system was installed and most importantly;
- your address and telephone number; and,
- the "Return Merchandise Authorization" or "RMA" number that InGrid provides to you.

WHAT OTHER LIMITATIONS ARE THERE?

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED TO THE MAXIMUM EXTENT PERMITTED BY LAW. THE REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE REMEDY OF THE CONSUMER, AND INGRID'S SOLE AND EXCLUSIVE LIABILITY HEREUNDER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL INGRID BE LIABLE, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT GIVING RISE TO THE DAMAGES, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, SOFTWARE OR APPLICATIONS OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE USE OF OR THE ABILITY OR INABILITY TO USE THE PRODUCTS OR SOFTWARE TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

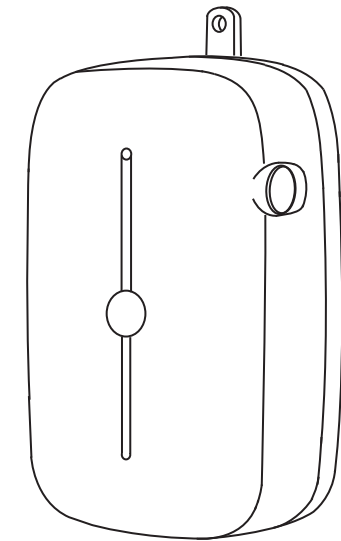
Some states and jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitation of implied warranties, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state or from one jurisdiction to another.

© InGrid, Inc., 2008

Protected by US patents and patents pending.
7,202,789, 7,119,658, 7,091,827, 7,084,756, 7,079,034, 7,079,020, 7,057,512, 7,053,764, 7,042,353, 7,023,341, 7,019,639, 6,888,459, D538,797, D534,519, D534,146

InGrid Home Security
© 2008 InGrid, Inc.
All rights reserved.
InGrid logo is a registered trademark.

INGRID®



Cellular Gateway Installation Instructions Model WGC1000



Part No. 10000804
Rev. A

Printed in China