Connected Products
Gateway Installation Guide

The Gateway connects your Zurn Connected Products to the Zurn Cloud using the LoRaWAN® protocol.

Package Contents

Your device ships with the following:

1 – Gateway (ZGW-LORA-W1)
1 – RJ45 Ethernet cable
1 – Installation Guide

1 – Power supply
1 – Mounting plate

Important: Contact Zurn if a replacement power supply is needed. Using a different power supply may damage the device and voids the warranty.

Connectors and LEDs

Note: Some features are available only on select models. The above image shows the model with all features.

ITEM	DESCRIPTION
CONNECTORS	
Power	5 volt power jack
Ethernet	RJ45 Ethernet jack
WPS	Reserved for future use
SIM	*Cellular models only –* SIM slot
RECESSED BUTTON	
Reset	**CAUTION:** Reset should never be pressed/used as it will render the gateway non-functional.

ITEM	DESCRIPTION
LEDS	
Status	Blinks when operating system is fully loaded.
LoRa	LoRa service active LED displays ON when actively connected and OFF when not connected.
Cell	*Cellular models only.* Lights when there is power to the radio. Blinks when the SIM is registered with the carrier.
WiFi	Reserved for future use. Always OFF.
Ethernet Link (Green)	Left LED on the Ethernet connector. Blinks when data is sent or received on the Ethernet link. Steady light when there is a valid Ethernet connection.
Ethernet Speed (Orange)	Right LED on the Ethernet connector. Lit when the Ethernet is linked at 100 Mbps. If not lit, the Ethernet is linked at 10 Mbps.

LTE Cellular Connection

If your gateway is configured for LTE cellular capability (Model ZGW-LORA-W1-LTE), it will have shipped to you with an active SIM card already installed.

Note: The ZGW-LORA-W1-LTE works only on the AT&T network, and connects automatically once the gateway is powered and in range of the AT&T network signal.

Cabling, Powering and Connecting Your Device

1. Connect one end of the RJ45 Ethernet cable (supplied) to the gateway's Ethernet port and plug the cable's other end into the nearest wall port of the building's Ethernet network.

2. Connect the power supply to the power jack.

3. Wait for status LED to go from ON to double flash every second, the LoRa LED to turn ON solid, and the cell LED (if LTE enabled) to flash once every 3 seconds. This should take around 5 minutes depending on location. Your gateway is now ready to transmit data from your Zurn connected product.

4. Zurn Gateways use DHCP and cannot be changed to static IP. Please consult local IT support for possible additional access requirements for your network.

Determining Location for the Gateway

- Select a location central to all devices to be connected to this gateway. Place the gateway as high as possible, such as near the top of a wall.
- Avoid obstructions. Thick walls and reflective surfaces, such as metal, weaken the signal between the gateway and other devices.
- The LoRa antenna is an omni-directional antenna, but for best results, mount the device so the LoRa antenna is in a vertical position near the top of a wall. We recommend conducting a site survey to test the signal strength in different locations before you mount the device.

Mounting the Gateway

The device ships with a mounting bracket.
You will also need:

- Four #6 screws with anchors
- Screwdriver
- Drill

1. Place the mounting bracket in the desired location and secure it with screws and anchors.
2. Attach the device to the bracket and rotate to lock into place.
3. Request plumbSMART account at 844-987-6737. Zurn creates your account for you.
4. Log in to: plumbsmart.zurn.com
5. Register your Gateway by scanning the QR code or capturing the serial number.