SO YOU CANNOT CONNECT TO YOUR GATEWAY

Occasionally we will have a few people who have difficult connecting to their gateway. Here are some simple tests to help you get connected. Before doing any of these tests,please be sure your gateway has these LEDs on.Power light (blue), Connected to router (Yellow), Transmitting data (Red flashing).

How to Reset the Orphek Atlantik V4 LED light?

To reset Orphek Atlantik follow these simple guidelines.

1. Plug the unit to one of the power receptacles of your home.
2. When the light is on, remove and apply the power to the light four times allowing about one second between on and off times.

Follow this example

Remove the electrical plug on the Atlantik from your power receptacle and plug back in.This will count as one time.

Repeat this same sequence three more times for a total of four times.On the fourth time you can leave the unit plugged in to the power source.

The light will now be reset and ready to connect to a new Gateway.

This is the **simplest way** to reset the light so it is not necessary to remove the cover and press the reset button four times.

Other method,please remove the top cover and press the reset button four times while the power is on the light.

You can check this video so see the operation.
  https://youtu.be/CfhwJCYRCZY

What does resetting the light do?

It erases any stored memory from the previous gateway the light was connected to and returns the light to factory default settings.

Mmmm, the first suggestion did not work for you?

Now try to connect your device to our test gateway at 1.1.1824.992.881.If you cannot connect to our gateway lets go to the next step.
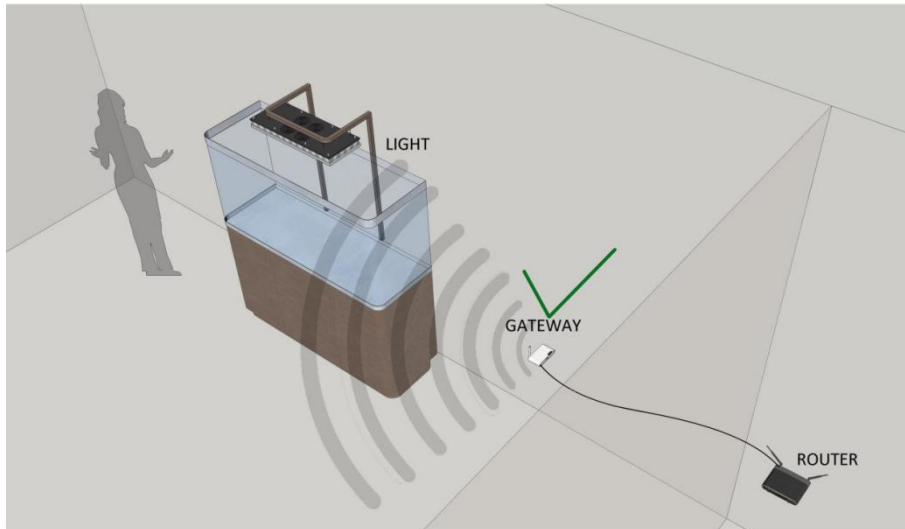
1. If you are using an Android device, please reinstall the app from the Google play store.It has been updated.

2. Make sure your Ethernet cable is firmly connected to both the gateway and your wifi router and assure your gateway has a clean line of sight to your light.
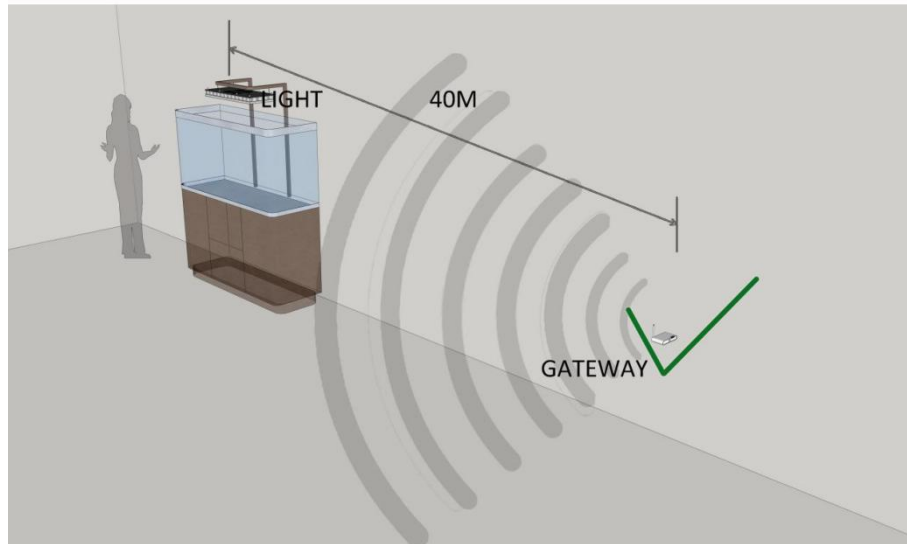

The distance from the light to the Gateway should not exceed 130 feet (40 meters).
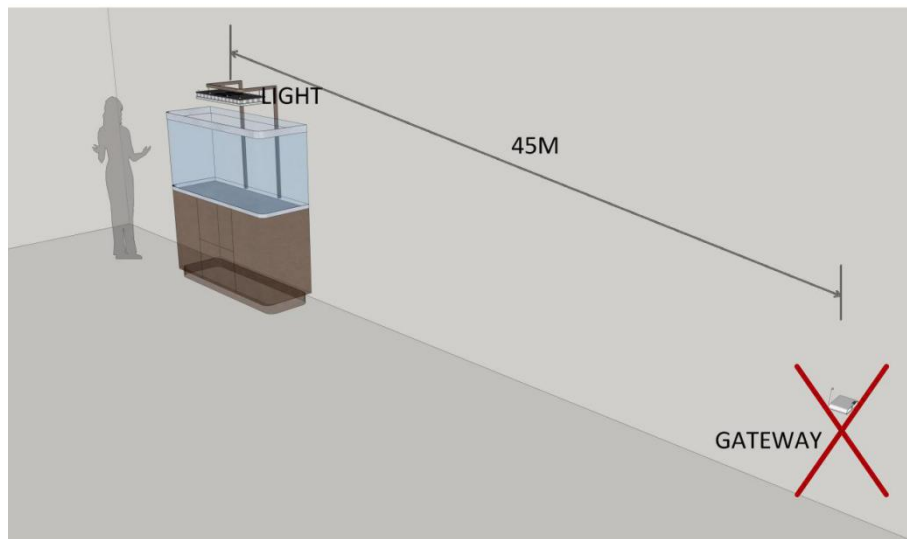
The WLAN router can be installed in any location in your home provided the Ethernet cable is connected to the Gateway.

3. If you still have problems connecting, please restart your router and make sure you temporarily disable any anti-virus or malware software you may have and try again. If it is not possible to have your router in a straight line of sight you will need a repeater.
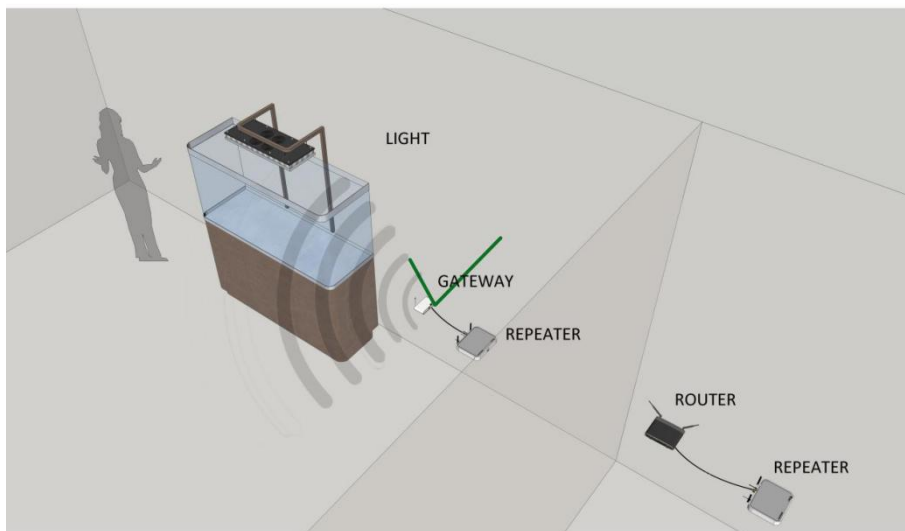
A wireless repeater system may be used if direct cable connection from the Gateway to the router is impractical in your installation

4. If connecting problems persist, please try a different router. We have had a very few problems with customers using gaming routers.

5. Another item to check is to make sure the antenna on both the light and gateway are secure. You should also check to make sure the wire from the antenna did not come off the post on the circuit board during shipping.In the rare case of this happening, all you need to do is clip the wire back on the post.
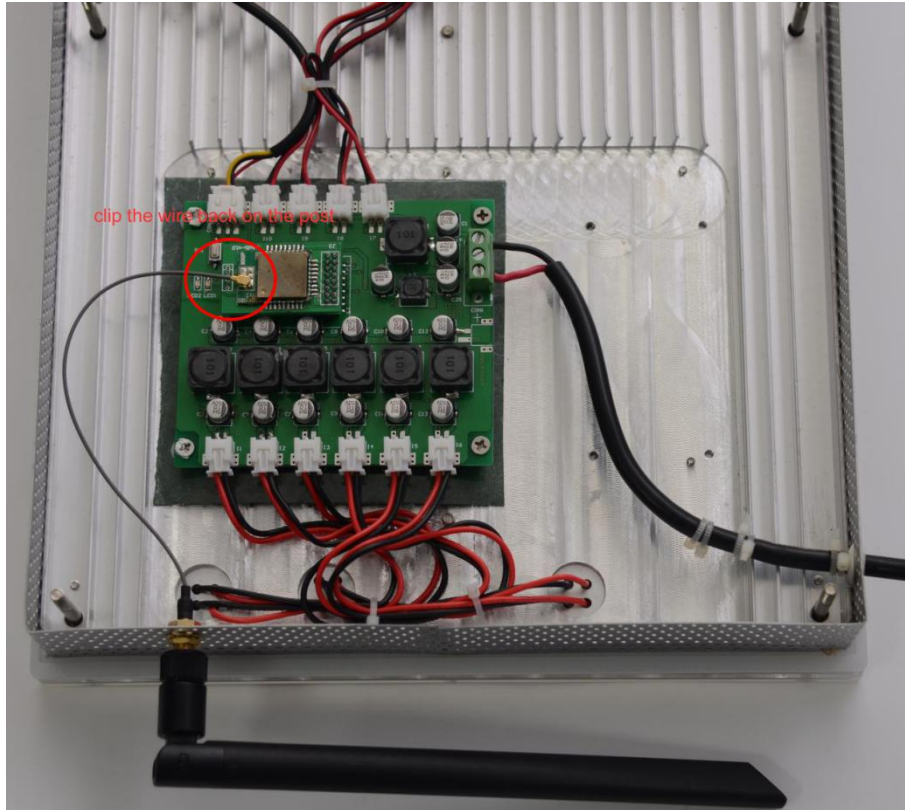
6. If the above suggestions fail to resolve your connection problem, please upgrade your firmware on your gateway. You must download this link to a USB Flash Drive. Best results are using a flash drive no higher than 8GB. Please follow instructions below.

1. Plug in a USB Flash Drive after you have downloaded this firmware upgrade.
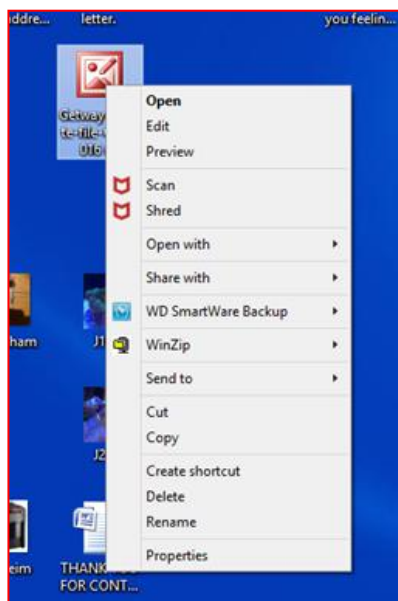
   https://orphek.com/led/wp-content/uploads/atlantik/Getway-update-file-Oct-2016.rar

- Download to an area easy to access like your desktop.Then right click on the icon.
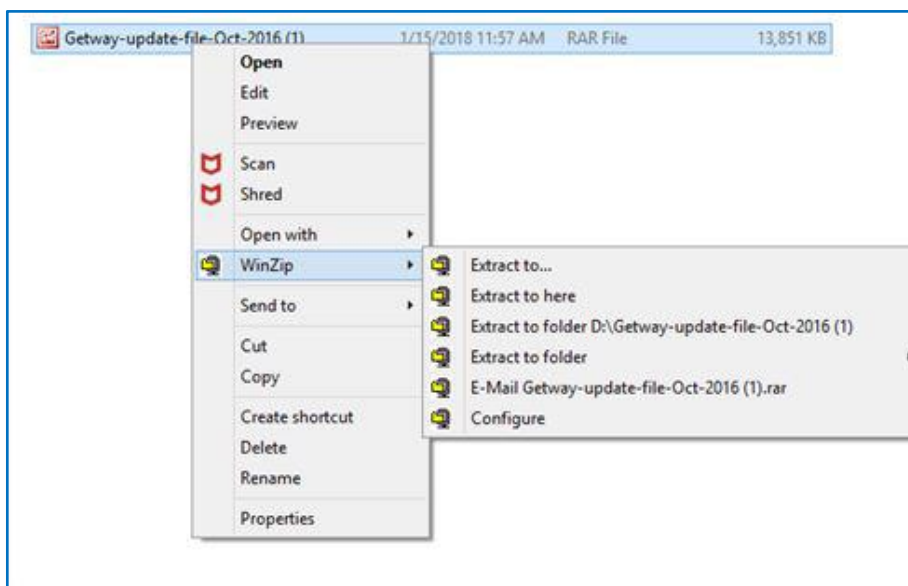

- When you right click you will get this menu.

● Click on send to and select drive D: or whatever letter your removable drive is assigned to.
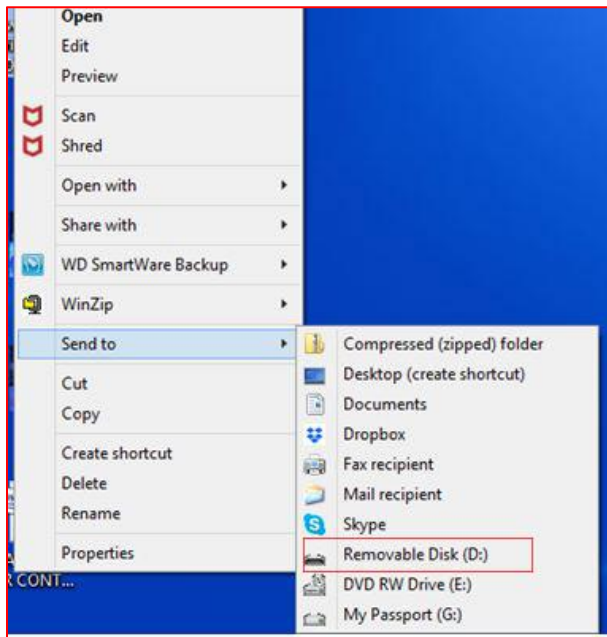
● After you have downloaded the link go to your file folder and select your removable drive and click on it. You should see this.

● Please right click the file and select WinZip and then Extract to here.

● You should now see this display.

Name	Date modified	Type	Size
Getway-update-file-Oct-2016 (1)	1/15/2018 11:57 AM	RAR File	13,851 KB
update file at Oct.2016	11/4/2016 11:52 AM	File folder	

● Double click on the bottom file and you will see this display.

Name	Date modified	Type	Size
New steps to upgrade the gateway	11/4/2016 11:22 AM	Microsoft Office ...	855 KB
production_test_stage_3_macaddr_orphe...	10/14/2016 6:14 PM	RAR File	13,302 KB

● Now right click on the bottom file and follow the same WinZip procedure by clicking Extract to here and then you will see this screen.

Name	Date modified	Type	Size
New steps to upgrade the gateway	11/4/2016 11:22 AM	Microsoft Office ...	855 KB
production_test_stage_3_macaddr_orphe...	10/14/2016 6:14 PM	RAR File	13,302 KB
production_test_stage_3_macaddr_orphe...	1/1/2000 6:10 AM	File folder	

● Now please left click the bottom file and you will have completed the unzip process showing all files.

Name	Date modified	Type	Size
production_test	1/8/2000 7:21 PM	File folder	
freescale_imx28_NAND_128M_512M_zigb...	1/8/2000 7:21 PM	WinZip File	12,130 KB
liseng_test.sh	9/8/2011 4:45 PM	SH File	8 KB
liseng_test.sh~	1/8/2000 7:21 PM	SH~ File	7 KB
macaddr_write	1/8/2000 7:21 PM	File	17 KB
orphek_v1_0.tar	1/8/2000 7:19 PM	WinZip File	226 KB
P5	1/8/2000 7:20 PM	Windows Batch File	1 KB
P12	1/8/2000 7:20 PM	Windows Batch File	1 KB
P13	1/8/2000 7:20 PM	Windows Batch File	1 KB
Pro	1/8/2000 7:20 PM	Application	157 KB
Pro_exe	1/8/2000 7:20 PM	File	157 KB

● **You can now remove the USB drive from your PC and begin the upgrade process of your gateway.**

▲ **Note: the internal memory of the flask disk should be under 8G, if it's over 8G, the gateway cannot read the upgraded software.**

2. Press the upgrade button with a toothpick or some tool that can enter the hole.

UPGRADE BUTTON

3. Press the upgrade button and while holding the button in, apply power to the gateway.

BLUE LIGHT ON

POWER ON

4. The green LED (LED B) will flash, stop pressing the upgrade button when the green LED stops flashing and stays on.

5. When all the 5 LEDs are on press the button marked in red circle one time. (Do not press the button till all LEDs light ON.) They come on and off quickly so you may not see them.

6. When the red LED (LED C) turns off, restart the gateway, then the upgrade process is Complete and you can press the reset button one time.

Note: the upgraded software is a compressed file, after download the compressed file to your USB Flash disk, please decompress it to the root directory, like below

production_test	2000/1/8 19:21	文件夹	
freescale_imx28_NAND_128M_512M_...	2000/1/8 19:21	360压缩	12,130 KB
liseng_test.sh	2011/9/8 15:45	SH 文件	8 KB
liseng_test.sh~	2000/1/8 19:21	SH~ 文件	7 KB
macaddr_write	2000/1/8 19:21	文件	17 KB
orphek_v1_0.tar	2000/1/8 19:19	360压缩	226 KB
P5	2000/1/8 19:20	Windows 批处理...	1 KB
P12	2000/1/8 19:20	Windows 批处理...	1 KB
P13	2000/1/8 19:20	Windows 批处理...	1 KB
Pro	2000/1/8 19:20	应用程序	157 KB
Pro_exe	2000/1/8 19:20	文件	157 KB
production_test_stage_3_macaddr_or...	2016/9/29 12:11	360压缩 RAR 文件	13,302 KB

7. If all the above suggestions fail to get you connected, please send your gateway IP address to contact@orphek.com with a detailed analysis of your progress. Instructions for upgrading the firmware are below.