akubela

Installation Guide

G32 Gateway



Smarter Home
Sweeter Life

Welcome!

This guide applies to the G32 Gateway.

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Before You Start

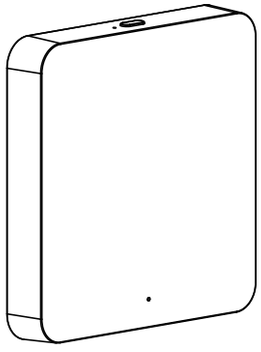
Your first time installing the Gateway may take up to 10 minutes. You'll get faster after each installation.

Warning

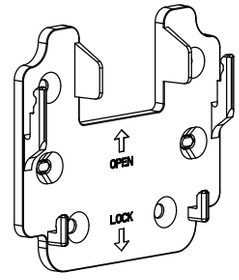
Keep the device and all parts out of the reach of children. The small parts or accessories contained may be a choking hazard to them.

Do not install the device in wet or hot environments. Keep it away from water, liquids, fire, heat sources, and direct sunlight.

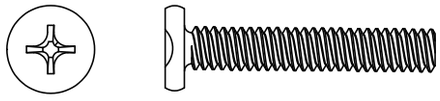
In the Box



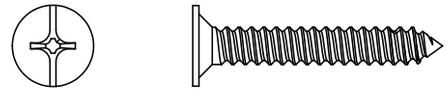
G32 Gateway **x1**



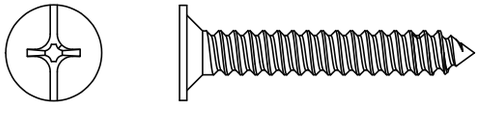
Mounting Bracket **x1**



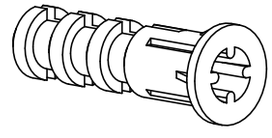
M4x20mm Phillips Self Machine Screw **x2**



ST4x20mm Phillips Self Tapping Screw **x4**

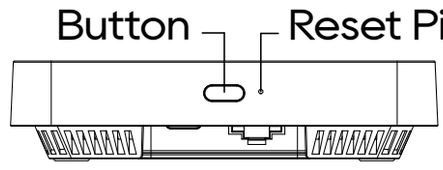


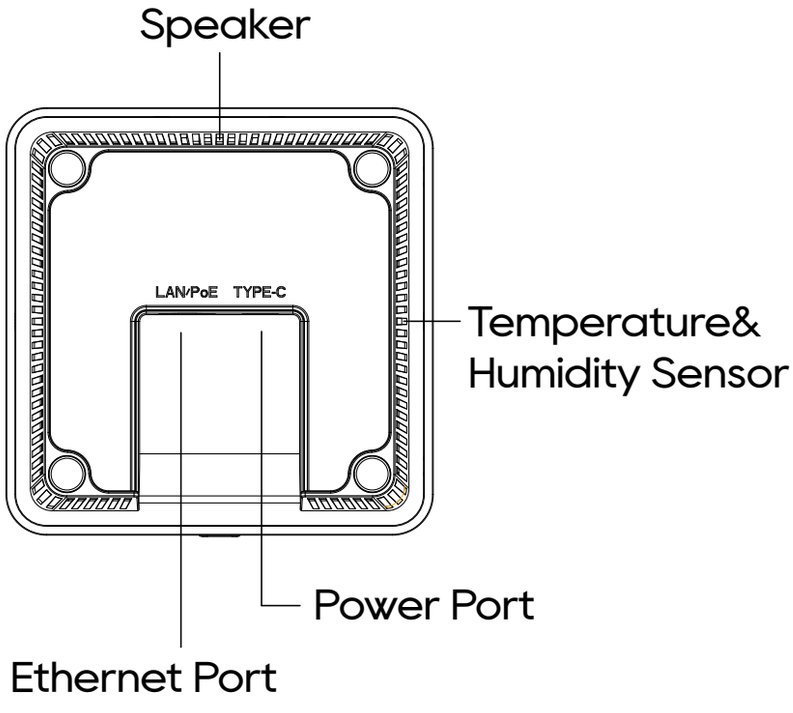
ST3x20mm Phillips Self Tapping Screw **x4**

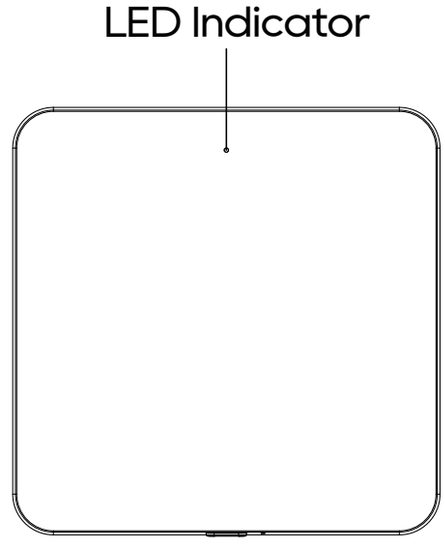


Drywall Anchor **x4**

Product Overview

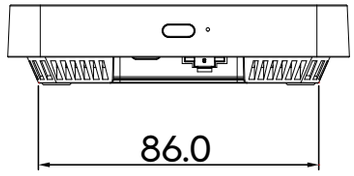




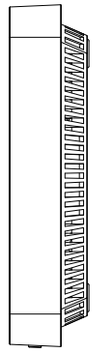


Check Compatibility

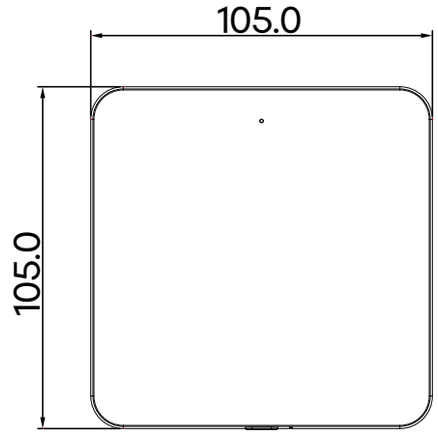
Product dimensions(mm)



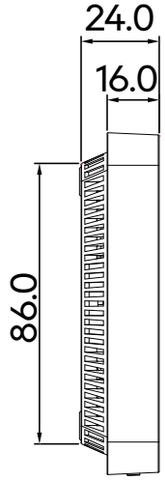
5 BOTTOM VIEW



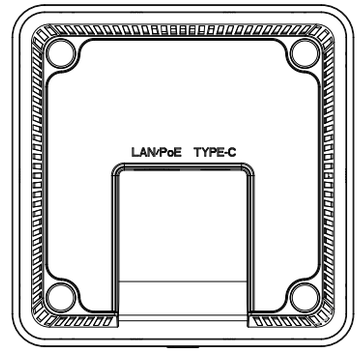
2 RIGHT VIEW



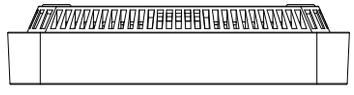
1 FRONT VIEW



3 LEFT VIEW



4 BACK VIEW



6 TOP VIEW

PoE or 5VDC/2A Power Supply Required

The G32 Gateway can be powered by IEEE802.3af PoE or 5VDC/2A power.

Support Wi-Fi and Ethernet Connections

The G32 Gateway supports both wired Ethernet and Wi-Fi 6 networks (IEEE802.11a/b/g/n/ac/ax). Ethernet is recommended for optimal stability and performance.

Installation

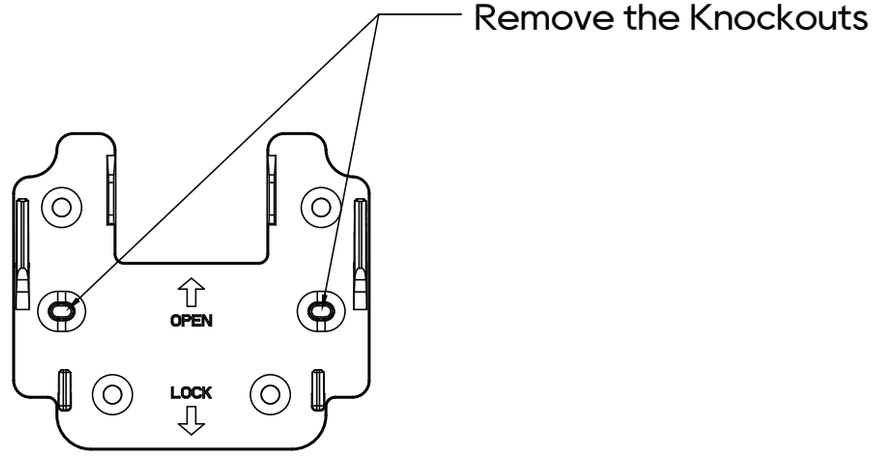
Desktop Placement

- Connect the Gateway to a power source:
  - **PoE**: Connect an Ethernet cable from a PoE switch to the gateway's Ethernet port.
  - **5VDC/2A**: Connect the gateway to a 5 VDC/2A power adapter.
- Place the Gateway on a flat and stable surface.

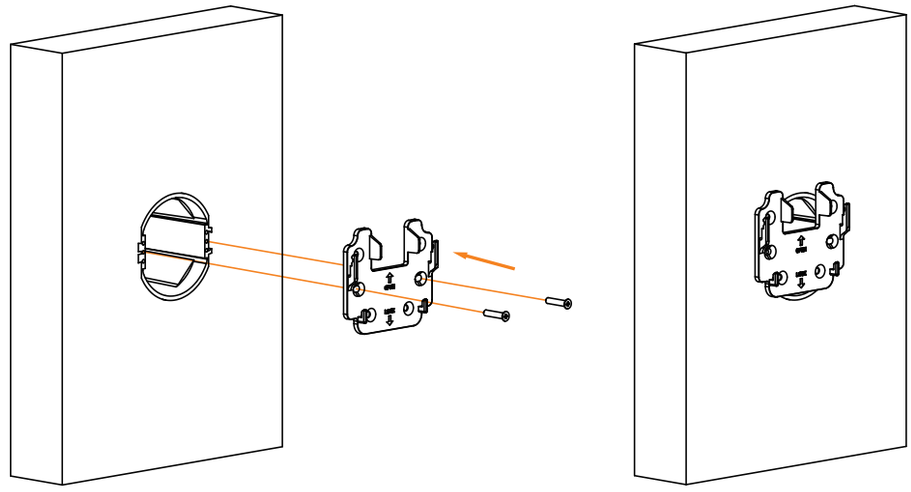
Wall Mounting

1 Install the Mounting Bracket

a. European Electrical Box

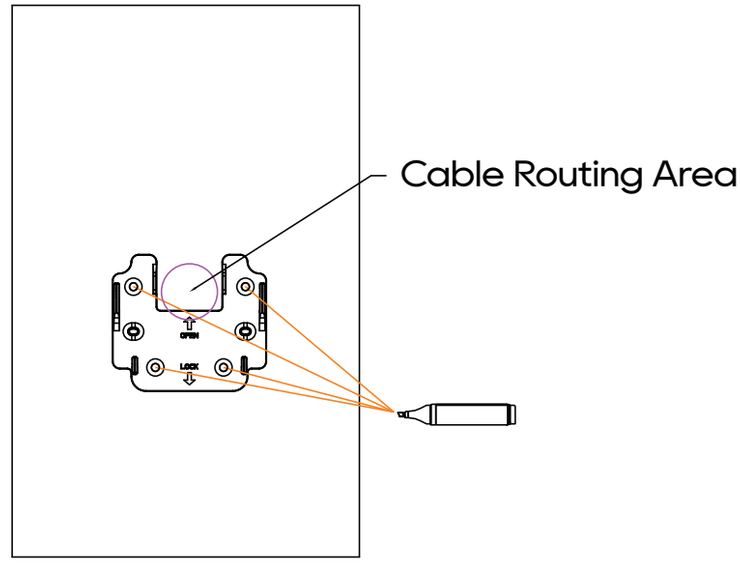


- Remove the knockouts from the mounting bracket.



- Secure the bracket to the electrical box using two ST3×20 screws.
- Make sure the bracket is level and flush against the wall.

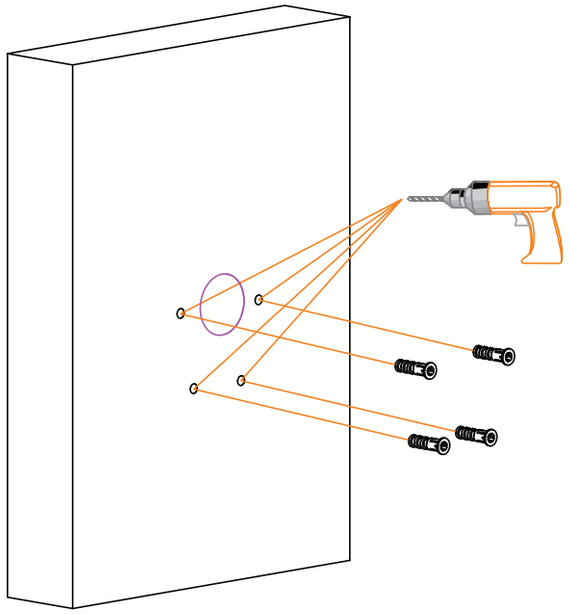
b. No Electrical Box



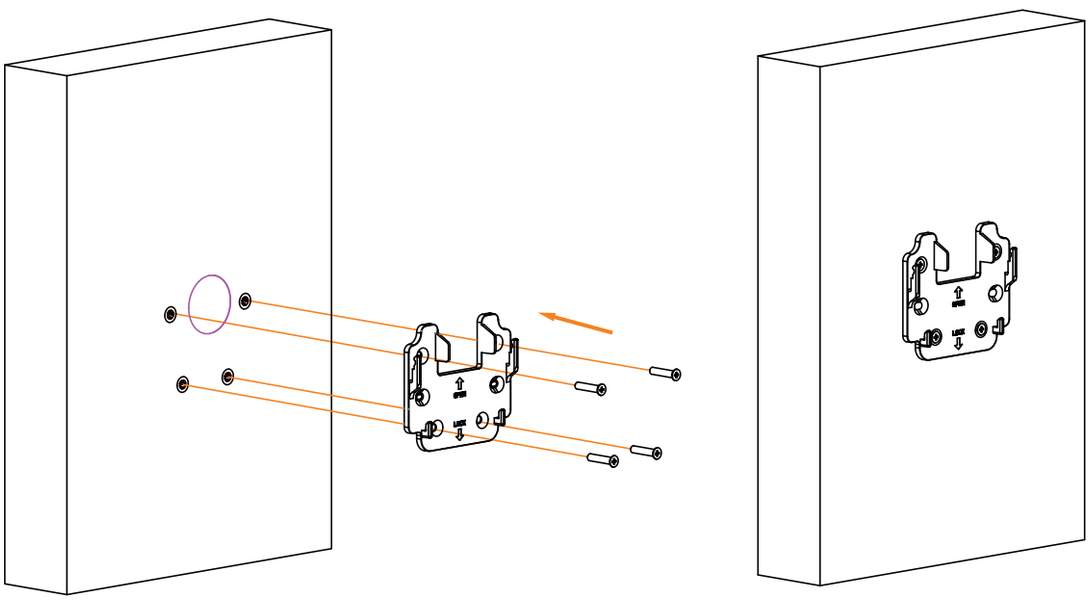
- Position the mounting bracket on the wall.
- Mark the four driling holes and the cable routing area.

TIP:

Mark the center of each hole for more accurate drilling.



- Drill the marked holes using a 6 mm drill bit.
- Insert the supplied drywall anchors until they are flush with the wall surface.



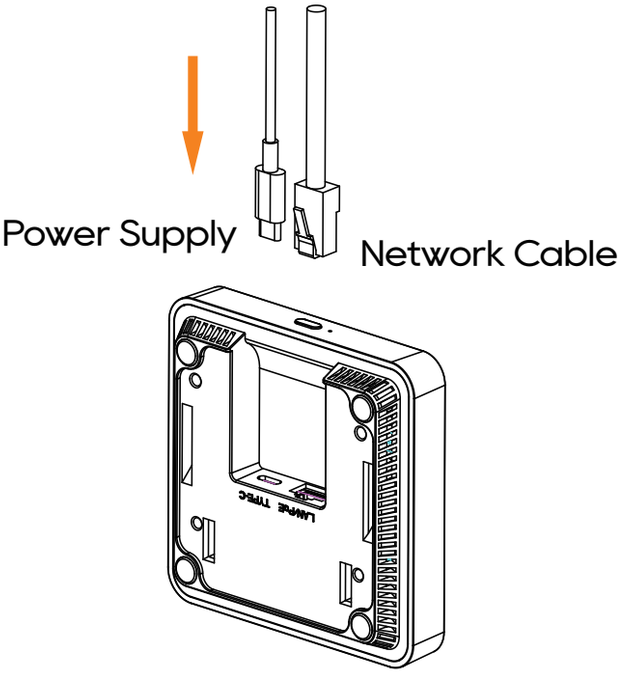
- Secure the bracket with four ST4×20 screws.
- Make sure the bracket is level and flush against the wall.

2 Remove the Rubber Pad



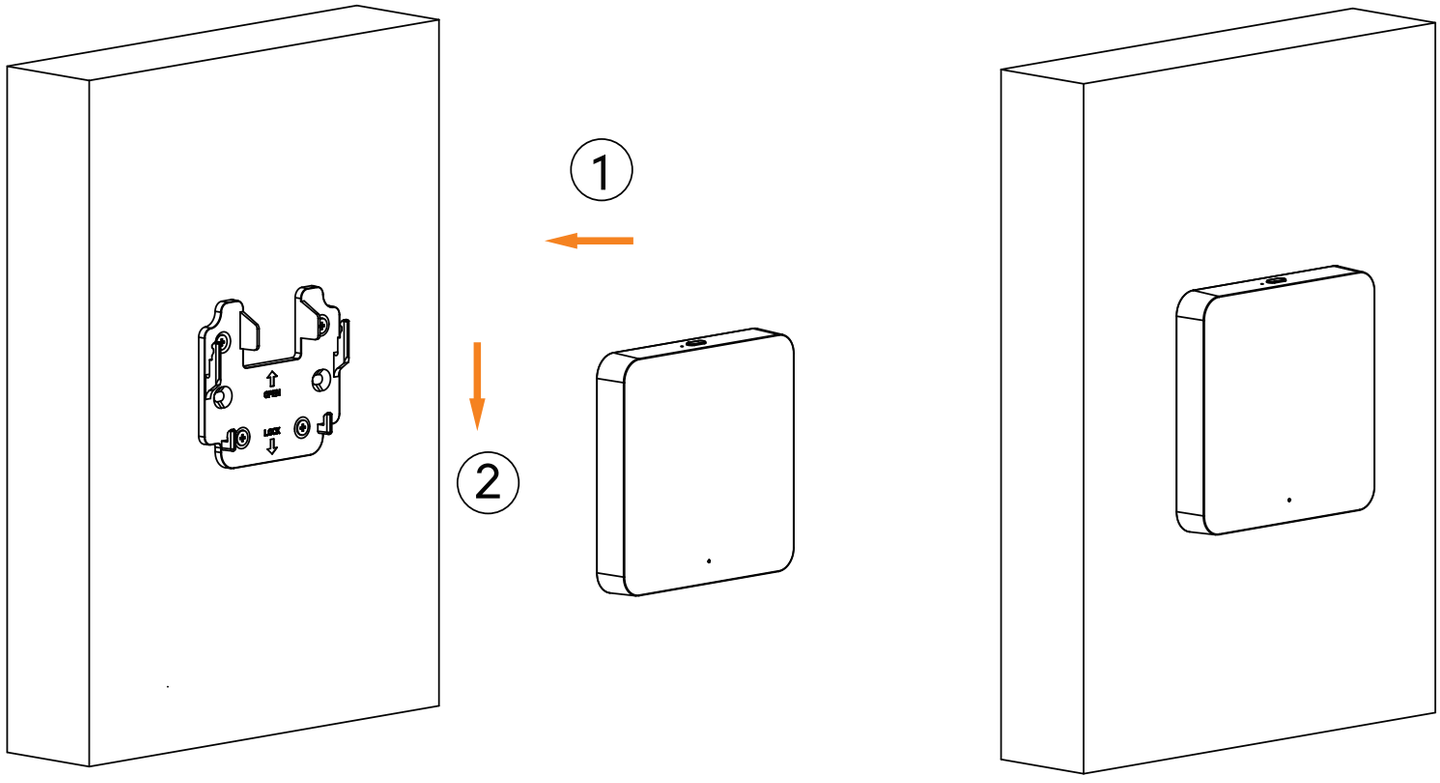
- Remove the rubber pad from the bottom of the Gateway to expose the mounting slots.

3 Connect the Cables



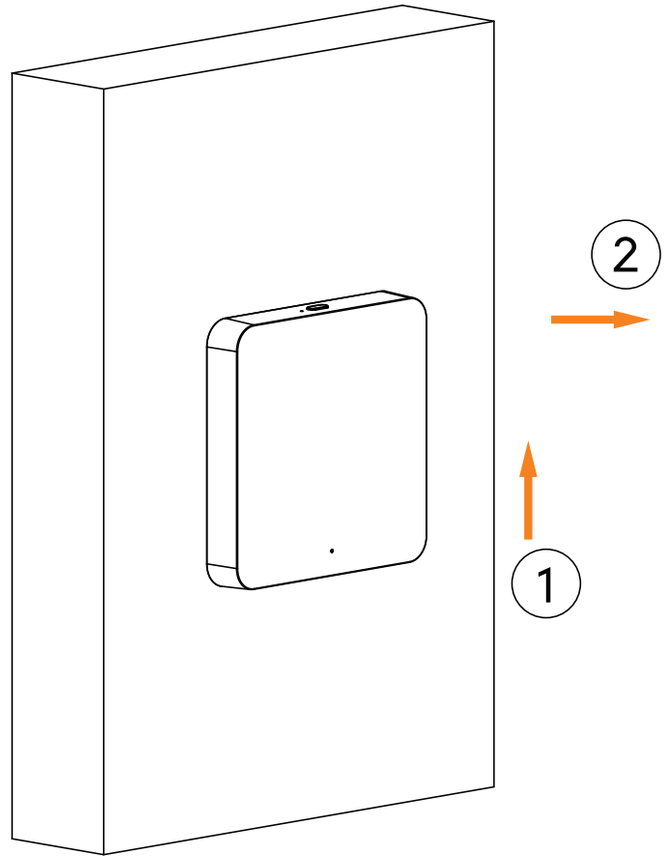
- Connect all necessary cables according to your setup.
- Push any excess cables back toward the wall.

4 Install the Gateway



- Align the Gateway's mounting slots with the hooks on the bracket.
- Press the Gateway against the wall, then slide it in the direction of the "LOCK" arrow on the bracket until it snaps securely into place.

If you want to remove the Gateway



- Slide the Gateway toward the button to release it from the mounting bracket.
- Pull the Gateway away from the wall to remove it completely.

LED Status and Button Operations

LED

LED Status	Description
Solid yellow	Starting up
Flashing yellow	Not added to a family; waiting for pairing
Solid green	Added to a family; operating normally
Slow flashing green (once)	Device detected
Solid red	Malfunction

Physical Button

Action	Description
Press and hold for 3–10 seconds, then release	Reboot the gateway. Voice prompt: "Device is restarting."
Press and hold for more than 10 seconds	Reset network settiongs & enable bluetooth. Voice prompt: "Network reset successful."

Local Firmware Upgrade

- Contact akubela technical support to obtain the upgrade tool.
- Install and launch the upgrade tool on your computer.
- While pressing and holding the reset pinhole, connect the Gateway to your computer using a USB-C cable.
- The akubela upgrade tool will begin the firmware update process.

Factory Reset

NOTE:
A factory reset restores the Gateway to default settings and clears all configurations.

Insert a pin into the reset pinhole, press and hold for 2 seconds, then release.

Congratulations!

You are done with the G32 Gateway installation!
Start your smart home journey with akubela now!

Get Help

For help or more assistance,
email us at: support@akubela.com.

For videos, guides, and additional product information,
visit us at: https://knowledge.akuvox.com.


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