

Gateway Installation manual

June 2025

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Troubleshooting

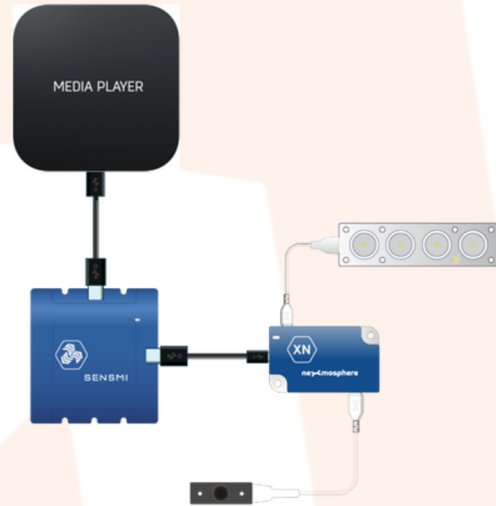
- 06 - Gateway

Gateway

Sensmi Gateway (NX-S1) can be purchased directly from:
www.nexmosphere.com

Convert existing installation

- Turn all power to media player off
- Unplug Nexmosphere controller from media player
- Plug Nexmosphere controller into Sensmi Gateway
- Plug Gateway into media player
- Turn power back on



Input & Output

Image of Gateway on right

- Micro USB (media player)
- USB A (Nexmosphere controller)



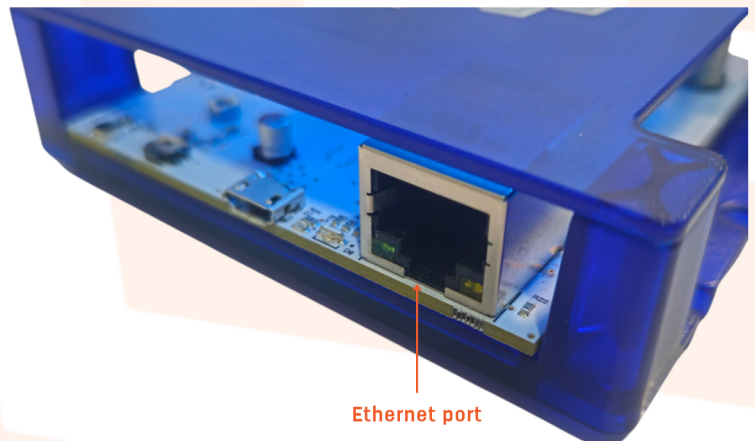
Media player



Nexmosphere Controller

Connect Gateway to Ethernet

NB: If possible, please connect Gateway to the internet via ethernet for best reliability.



Ethernet port

Gateway

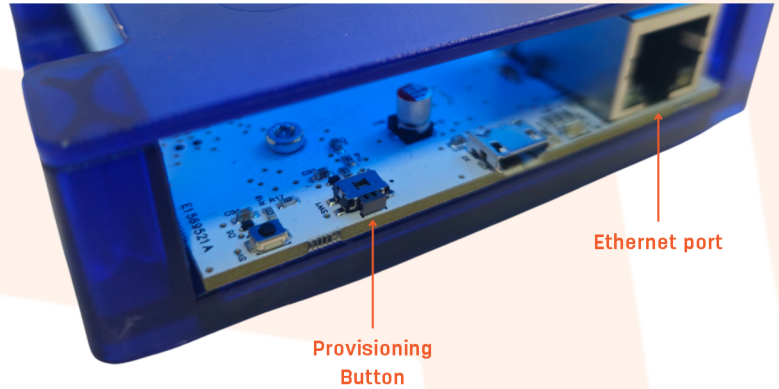
Provisioning Gateway

NB. If using Ethernet, please connect before continuing

- Power device on
- Wait for flashing BLUE light (approx. 10 seconds) then connect to captive portal.

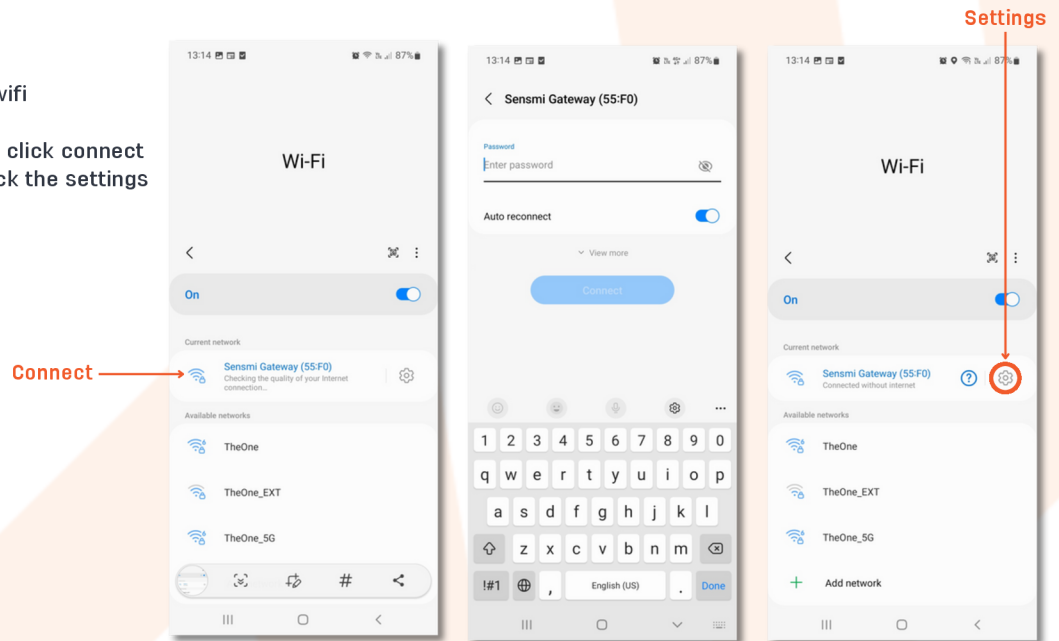
NB. If no flashing BLUE light:

- Hold provisioning button for 1 second
 - Indicator light will flash BLUE when ready



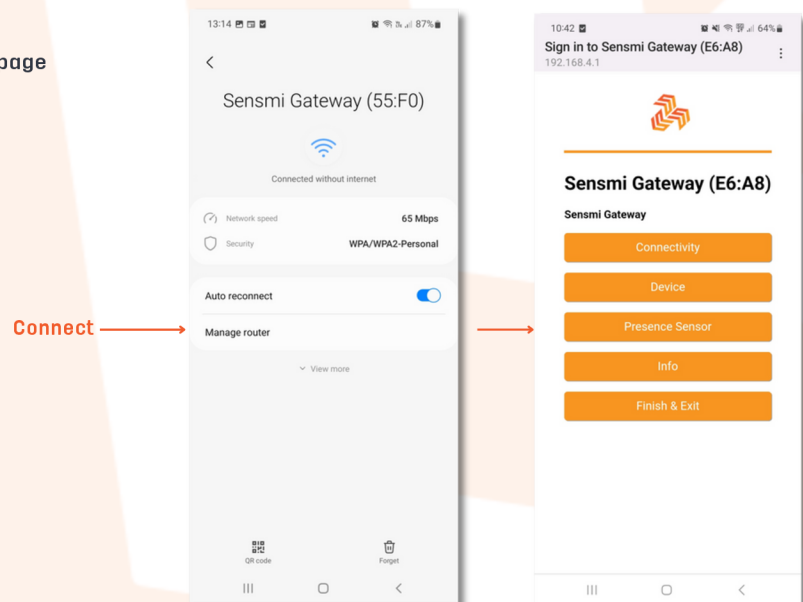
Connect to captive portal

1. Using your mobile device, search for wifi
2. Select "Sensmi Gateway (###:###)"
3. Enter password "sensmigateway" and click connect
4. Accept the captive portal popup or Click the settings icon



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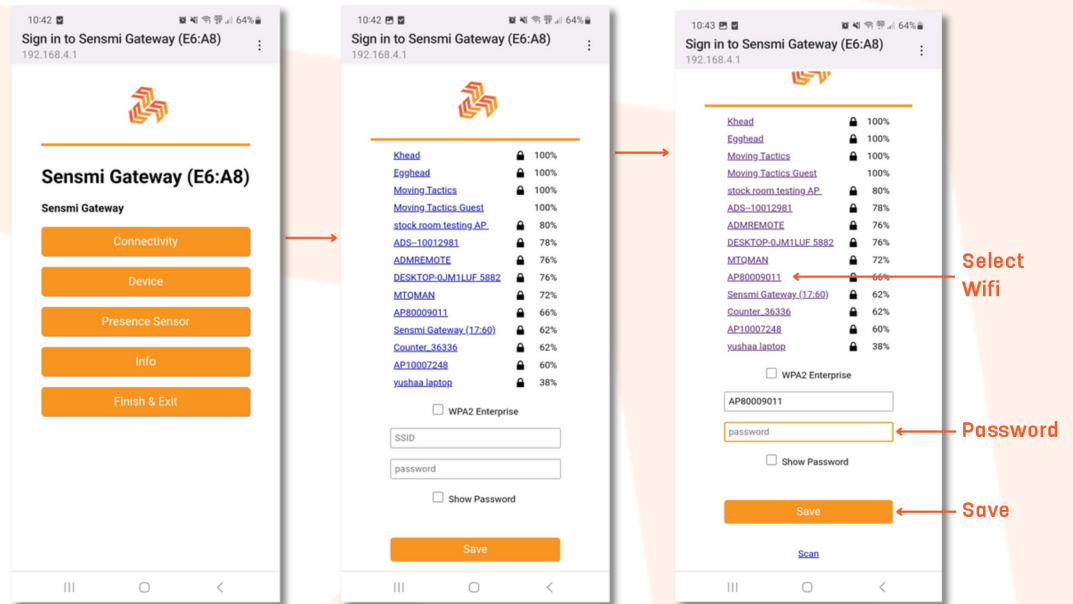
Click "Manage router" to access the provisioning page



Gateway

Connect Gateway to WiFi

1. Click "Connectivity"
2. Select WiFi SSID
3. Enter password
4. Click "Save"



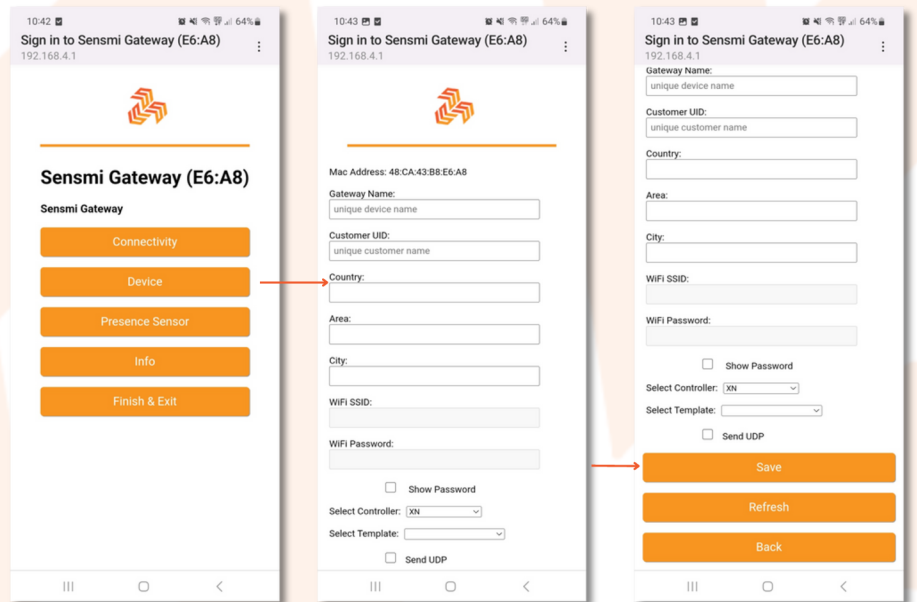
Provision device details

1. Click on "Device"

Device details:

- Gateway name
 - Unique name required
- Customer UID
 - Name of the customer
- Country
- Area
- City
- Select a controller
 - Nexmosphere controller that is being used

2. Once completed, click "Save"



Gateway

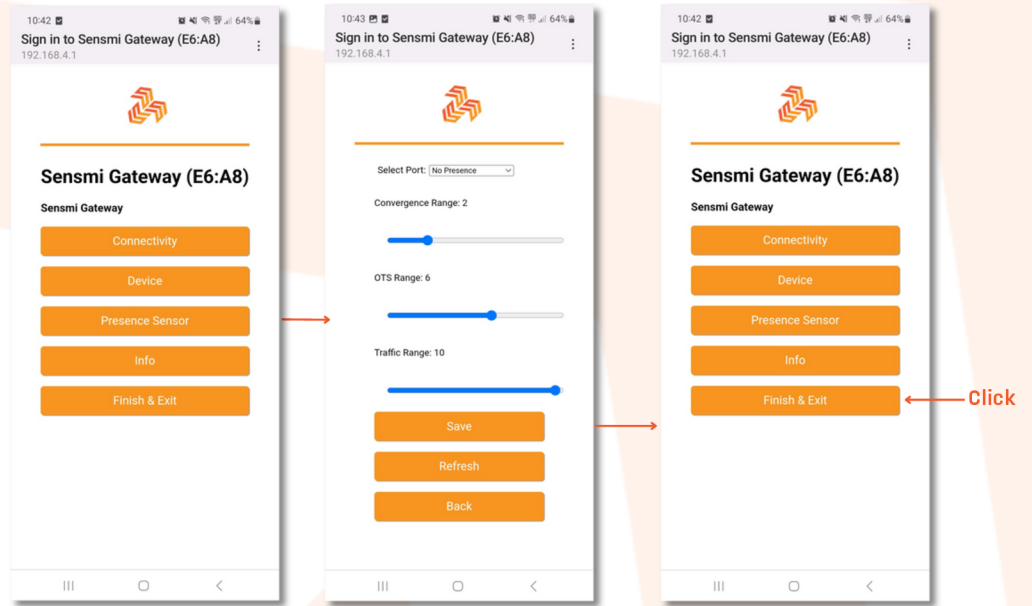
Calibrate presence zones

1. Click on "Presence"
2. Select port for presence sensor
3. Using sliders, confirm zone ranges
4. Click "Save"
5. When done, click "Finish & Exit"

Device will restart:

- Green light will activate if device setup was successful

For connectivity confirmation, go to page 9.



Gateway

Gateway diagnostics (lights)

LED Colour	Solid / Blinking	Blinks / Duty cycle	Status	Resolution
Green	Solid	ON	Normal operation	-
Green	Blinking	2 Blinks	Gateway resetting	Wait 10 Seconds then follow page 12
Green	Blinking	5 Blinks	Initializing ethernet connection	Wait 2 Seconds
Green	Blinking	1 Blink	Initializing Wifi connection	Wait 2 Seconds
Blue	Blinking	Continuous	Provisioning mode	Check page 12
Red	Solid	-	No Internet	Check internet connection
yellow	Blinking	1 Blink	Unable to receive NTP time	Wait 10 seconds, check internet connection
yellow	Solid	ON	Unable to connect to Portal	Check internet connection

Device not showing on Sensmi portal

- Check config file (BrightSign only)
- Customer not registered
- Subscription payment not up to date

Telemetry not coming through

- Check internet connection
- Reset Device - Page 4 (Gateway only)

If no resolution, log ticket with Sensmi technical support (support@sensmi.eu)

Incorrect telemetry data

- Refer to basic troubleshooting steps
- Log ticket with Sensmi technical support (support@sensmi.eu)

Gateway factory reset

After powering ON, wait 10 seconds then HOLD provisioning button for another 10 seconds (or until LED flashed) and wait for flashing BLUE light. Once completed, you can connect to the captive portal.