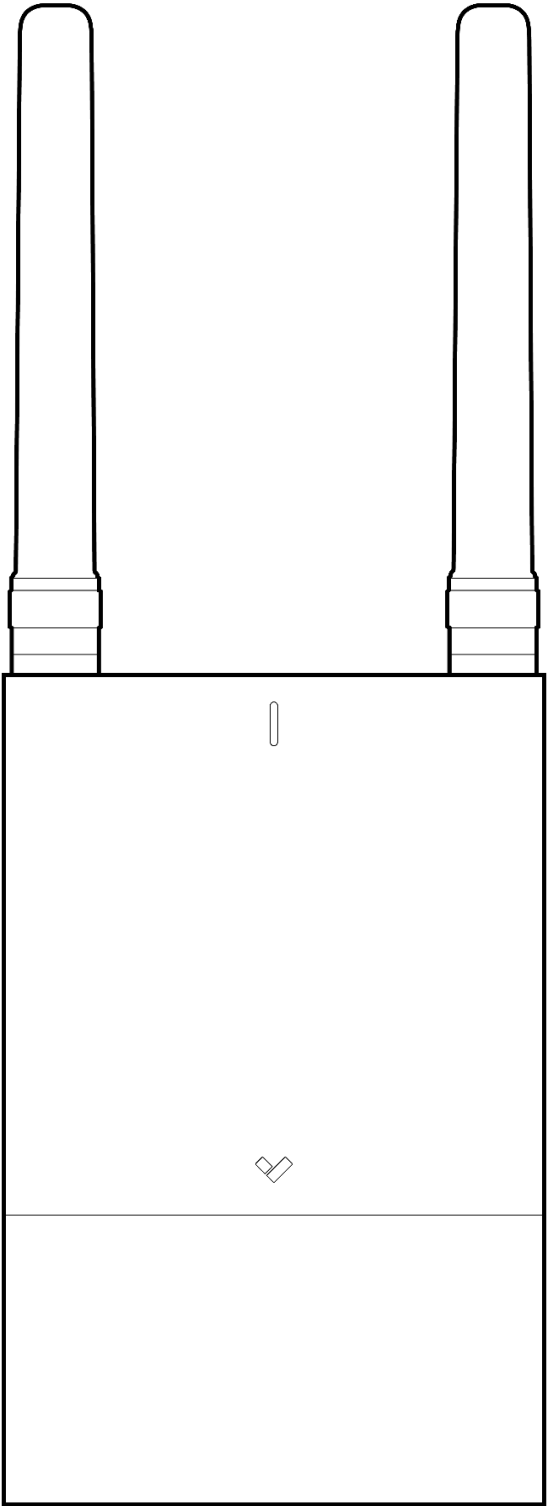


GC31-E Outdoor Cellular Gateway



Document Details

V1.2 (20250314)

(V1.0 first published 20240202)

Firmware

Firmware version can be verified on
Verkada Command command.verkada.com.

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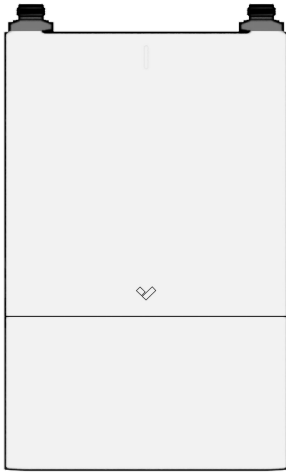
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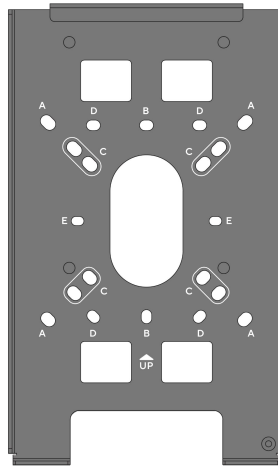
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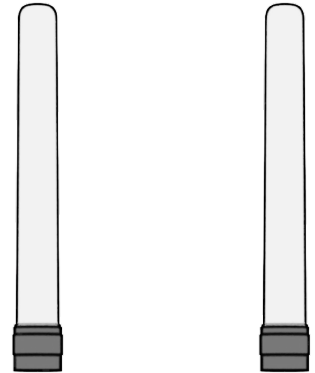
What's in the box 1/2



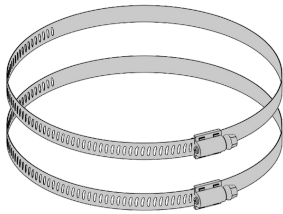
Outdoor Gateway



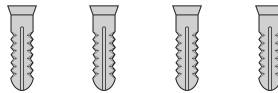
Mount plate



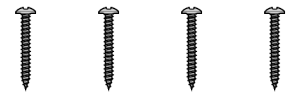
N-Type Antennas (2 pcs)



Pole Straps (2 pcs)
For Pole Diameter: 76.2-101.6mm (3-4")
Drive: Philips Screwdriver



Wall Anchors (4pcs)



Wall Screws (4 pcs)



**T10 Security Torx
Screwdriver**

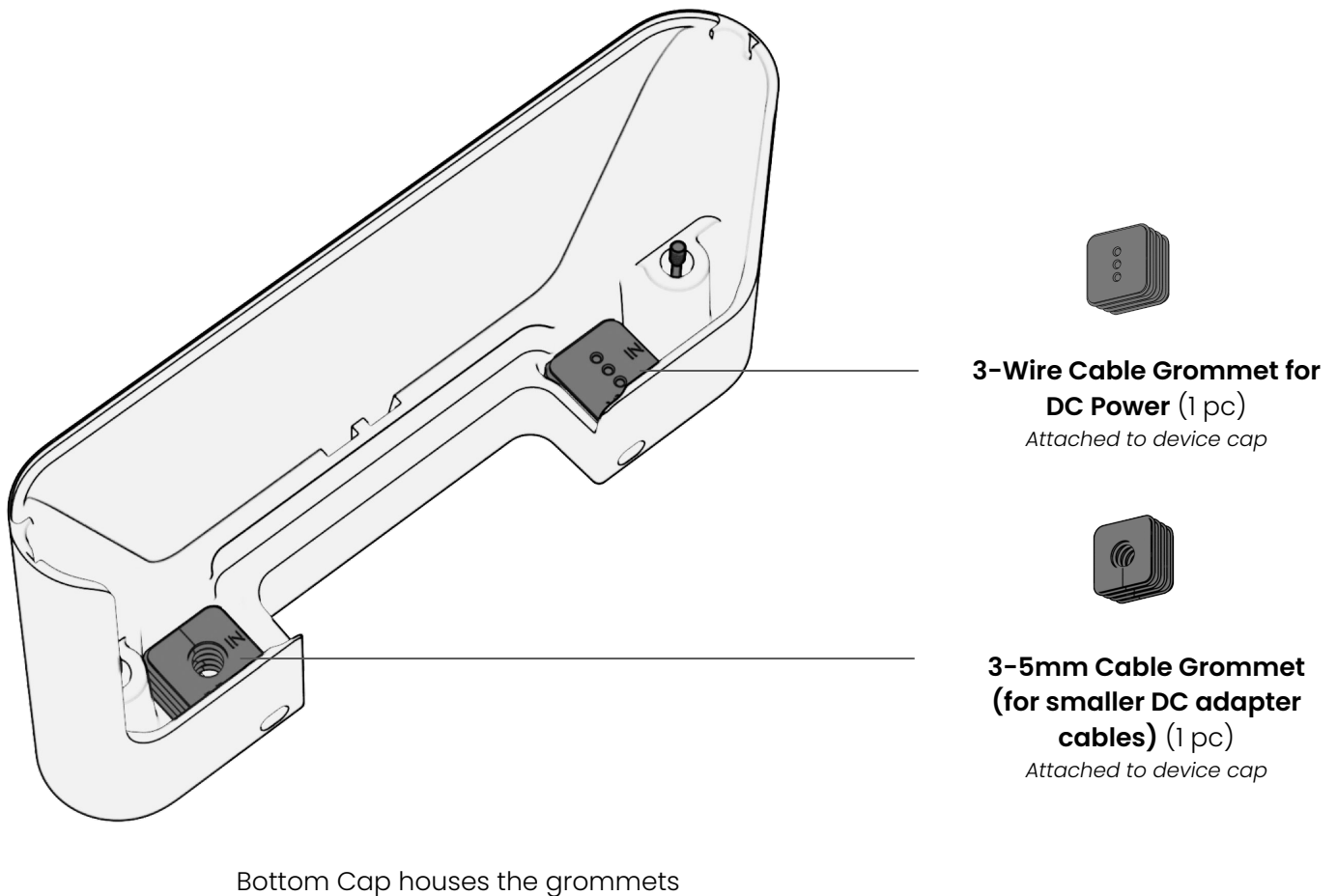


Verkada SIM Card
Placed in Device



**7-9 mm Cable
Grommets (4 pcs)**

What's in the box 2/2



What you'll need

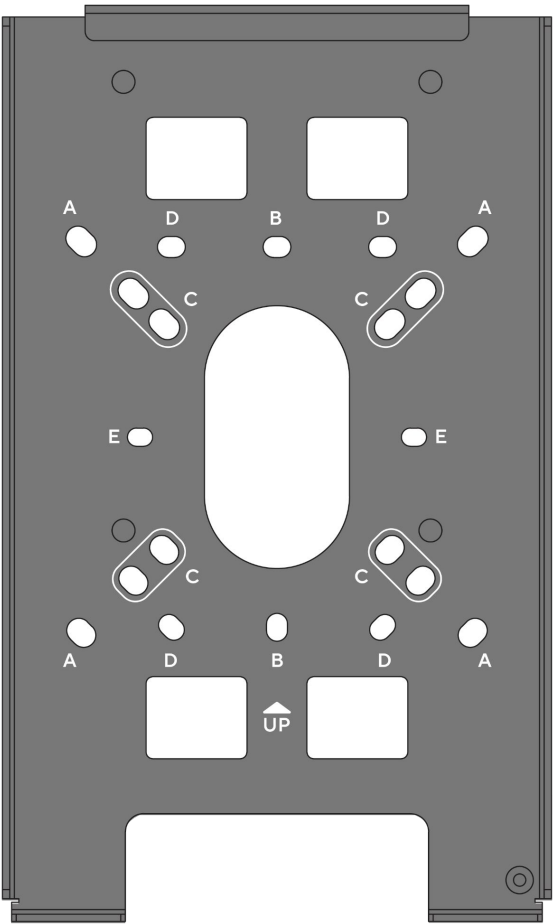
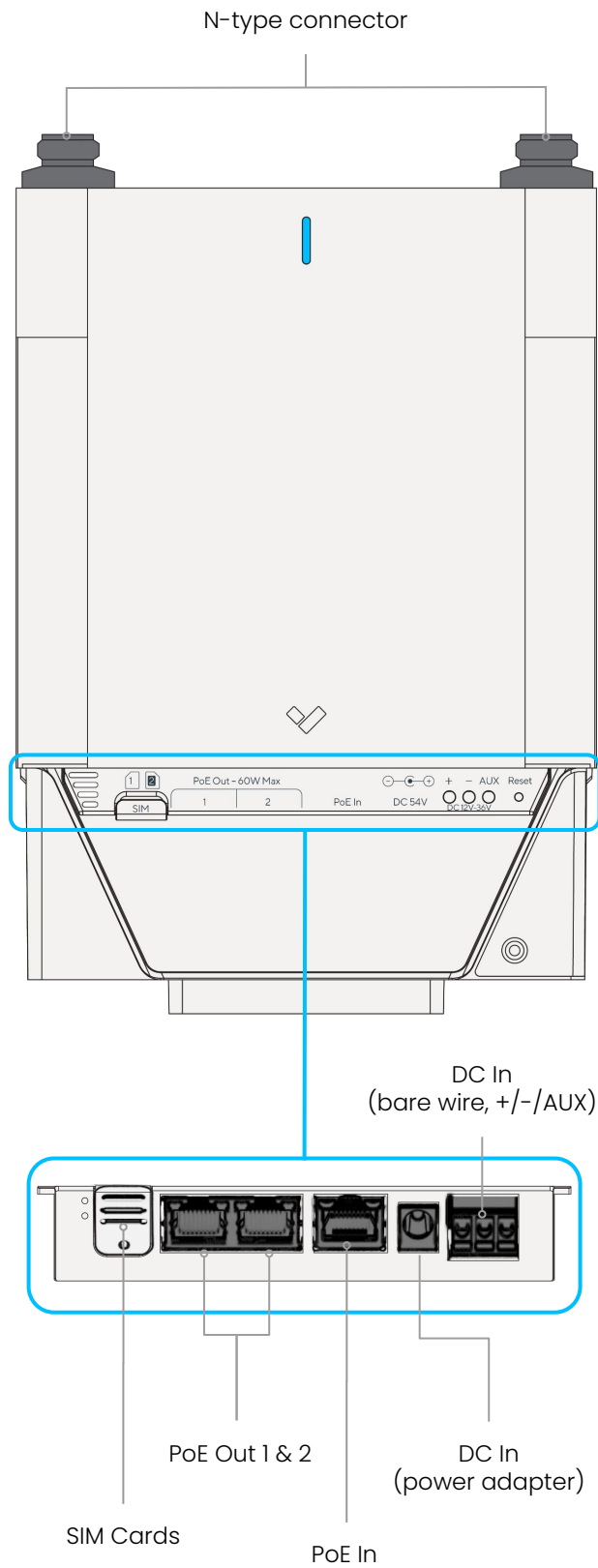
- A smartphone or laptop
- 1/4 inch (6.5mm) drill bit for wall anchors (if using mount plate)
- 1/8 inch (3mm) drill bit for pilot holes (if using mount plate)
- A Cat5 or Cat6 Ethernet cable with a 0.2-0.25 inch diameter (5-6.5mm)

Connect

For easy registration and setup, scan the QR code on the product.

If you prefer to manually register your product, please proceed to: verkada.com/start

Overview



Mount plate details

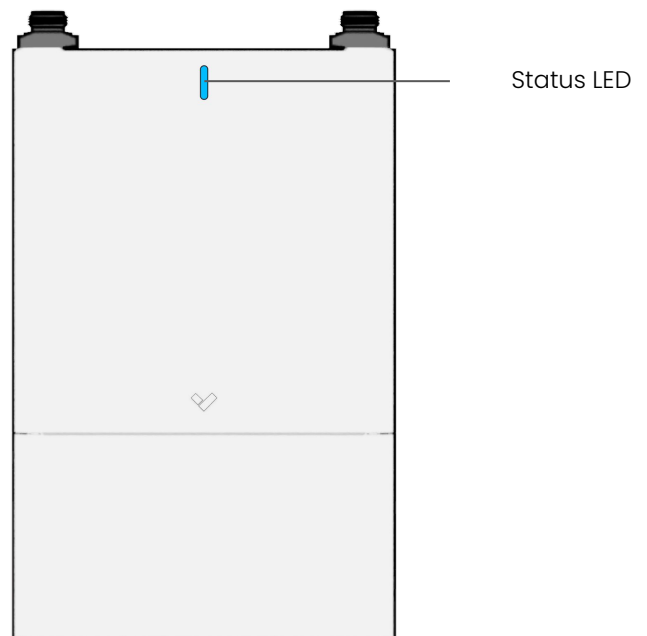
- A** Wall/Ceiling/Square Junction Box
(4 inches / 101.6 mm)
- B** Single Gang Junction Box
- C** Round Junction Box
(4 inches / 101.6 mm) and (3½ inches / 88.9 mm)
- D** Double Gang Junction Box
- E** European Junction Box



LED Behaviors

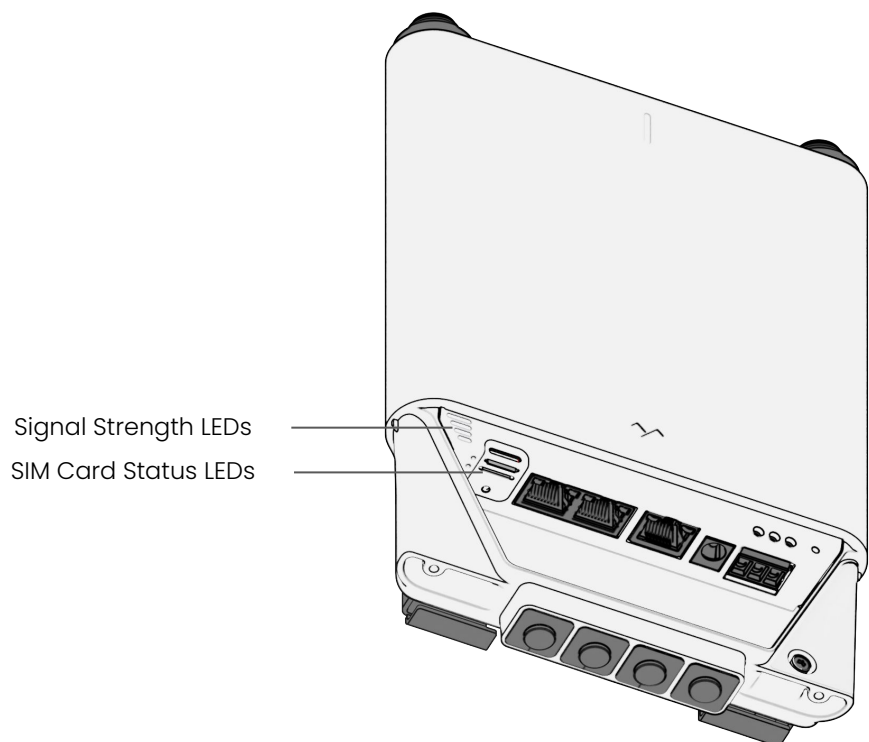
Regular operation

- **Solid Orange**
Gateway is on and booting up.
- ☀️ **Flashing Orange**
Gateway is updating firmware.
- **Solid Blue**
Gateway is running and online.
- ☀️ **Flash Blue**
Gateway is running and offline.



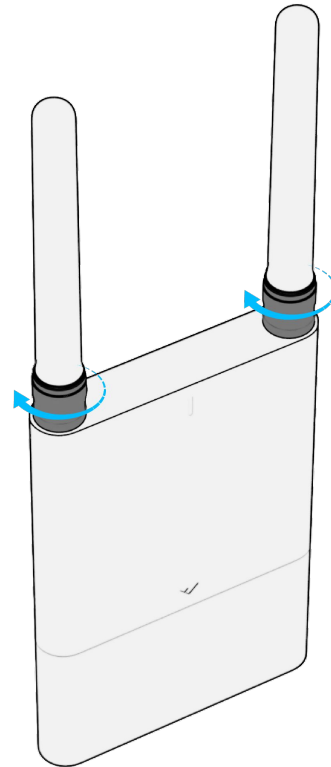
SIM Card Operations

- **Solid White**
SIM Card is detected.
- ☀️ **Flash White**
SIM Card is detected and running.



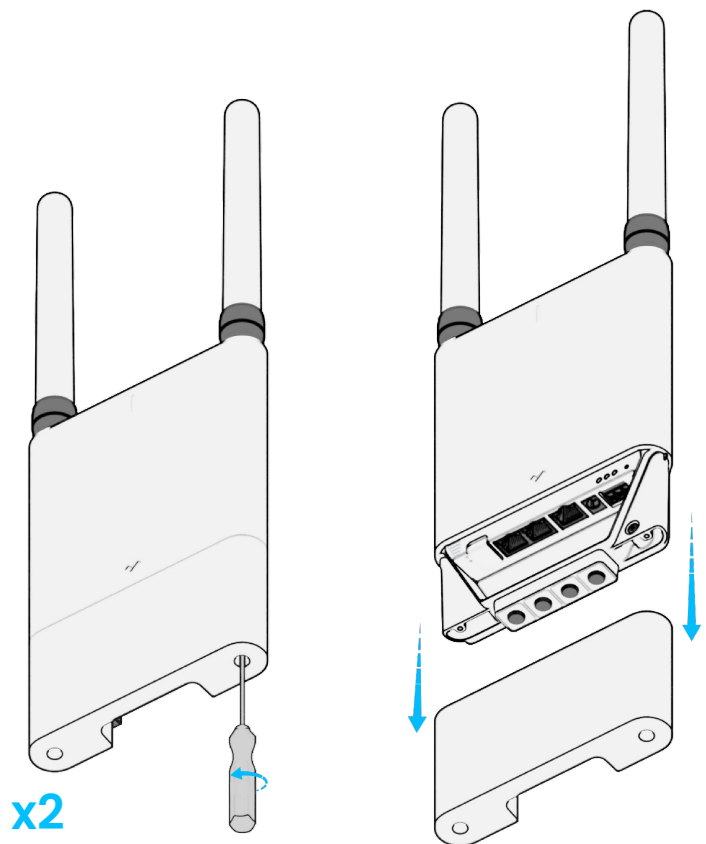
Preparation

Install the N-type antennas by gripping the base of the antennas and firmly tighten them onto the Gateway N-type connectors.



Loosen the two captive security screws on the base of the Gateway, using the provided T10 Security Torx Screwdriver.

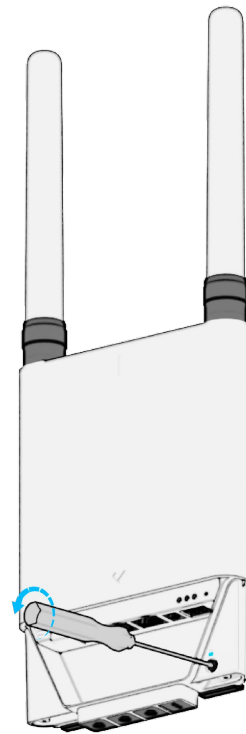
Slide the bottom cap off of the Gateway enclosure.



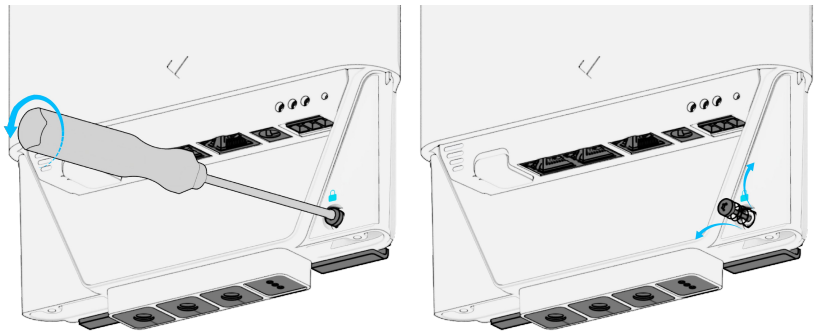
Installation

Preparation

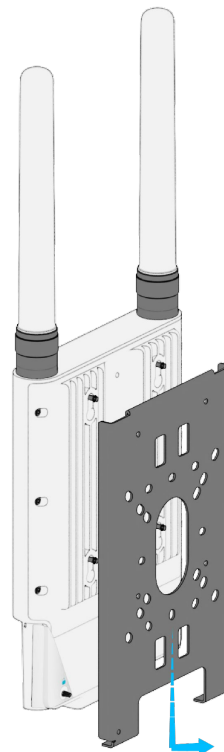
To take off the mount plate, loosen the security screw until it springs out. Do not take out the screw.



Captive security screw will spring up to indicate that it's unlocked from the mount plate. Do not take out the security screw.



Slide the mount plate down and out to separate the GC31-E Gateway and the mount plate.



Installation

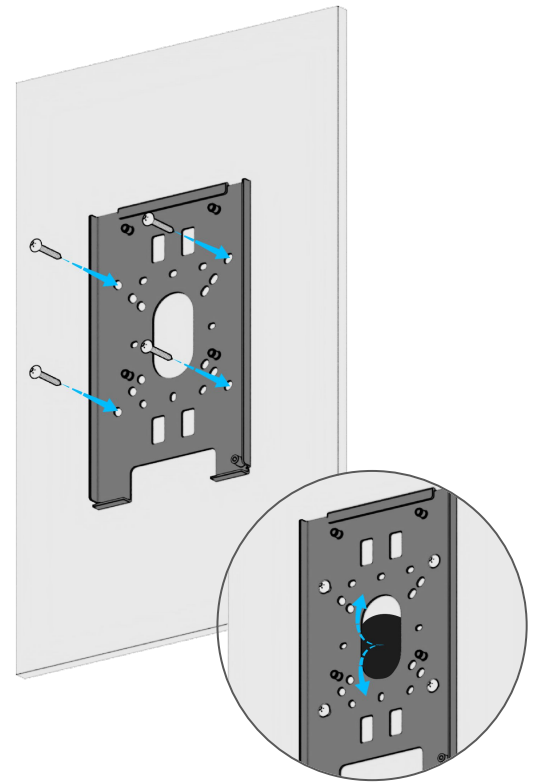
Wall Mounting

For wall mounting, drill pilot holes using pattern **A** on the mount plate.

For a solid material like wood or metal, drill 1/8-in (3.17mm) pilot holes.

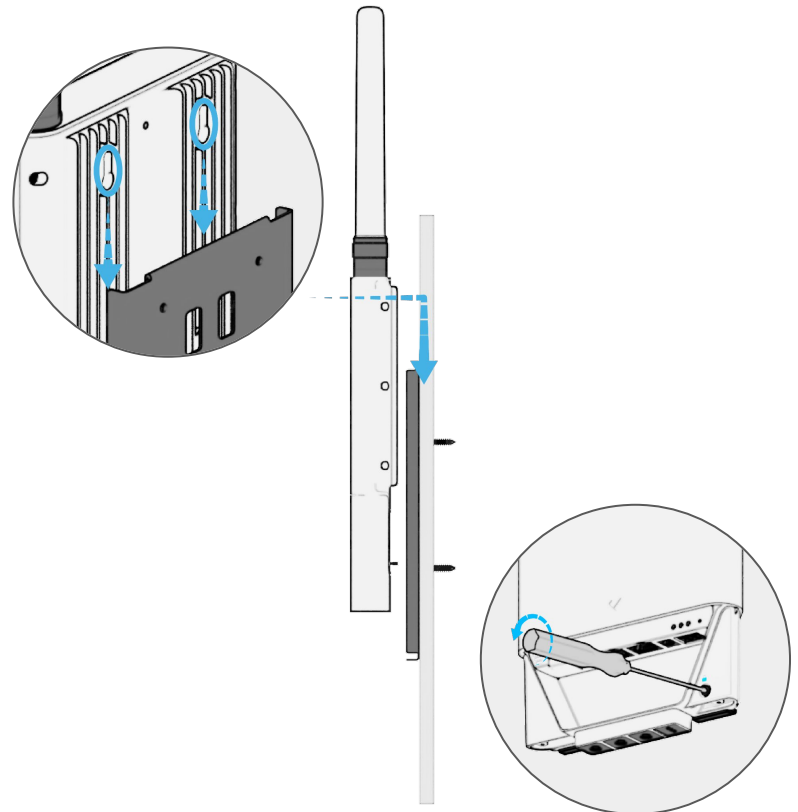
Drive the mounting screws directly into the pilot holes.

For drywall, plaster or masonry, separate wall anchors may be required.



Align the post features of the mount plate to the corresponding cavities on the Gateway.

Making sure that the features align, gently press, and then slide the device downwards, onto the mount plate.



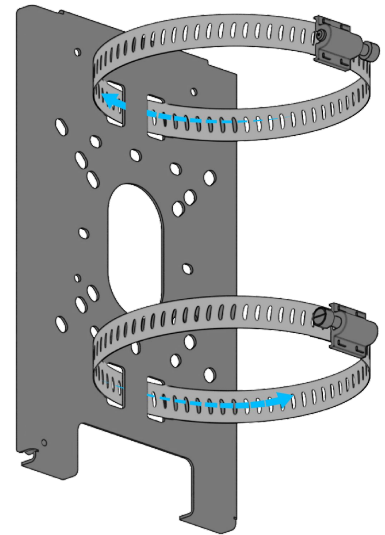
To secure the Gateway to the mount plate, tighten the captive security screw, using the T10 Security Torx screwdriver.

Once the mount plate is firmly attached to surface, bring the cables through the mount plate.

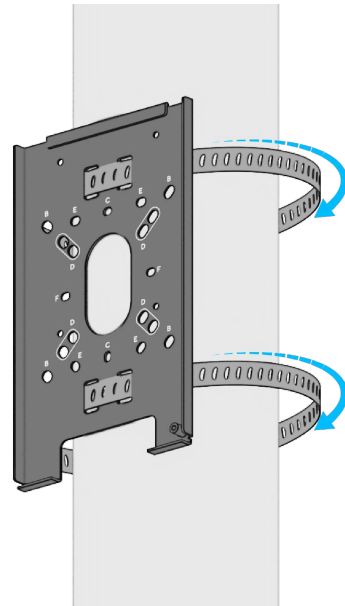
Installation

Pole Mounting 1/2

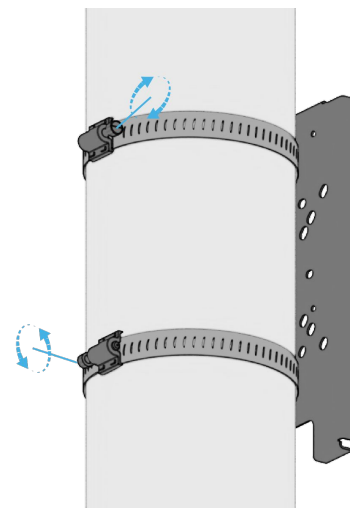
Insert the included pole straps into the mount plate in opposing directions.



Wrap the pole straps around pole, inserting the ends into the tightening mechanisms.



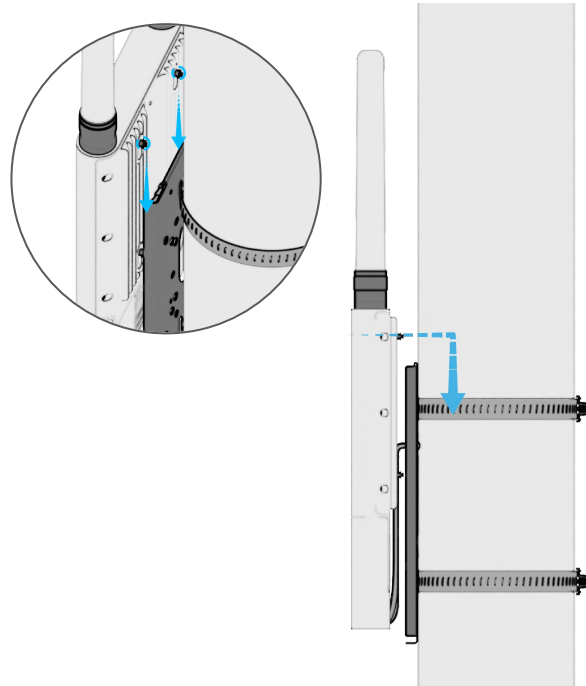
Tighten the pole straps with a Phillips head screwdriver. An electrical drill is recommended to achieve a tighter grip on the pole.



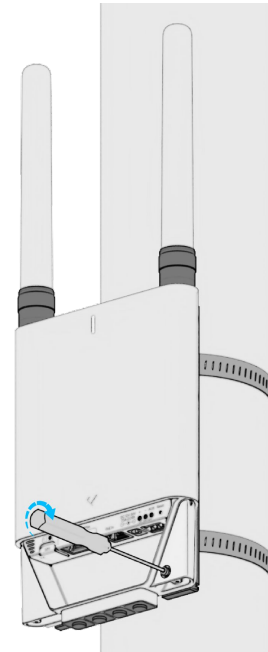
Pole Mounting 2/2

Align the post features of the mount plate to the corresponding cavities on the Gateway.

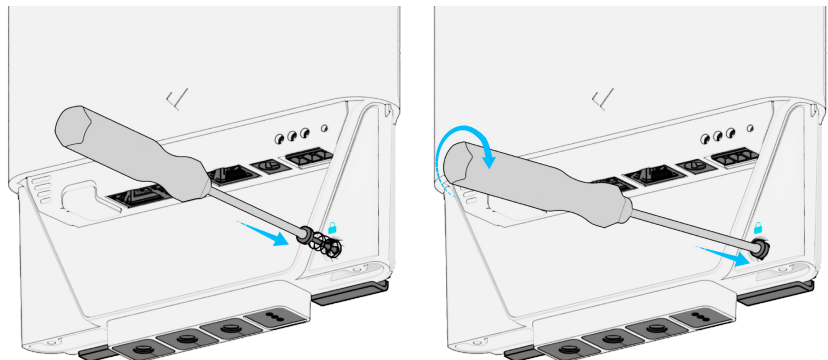
Making sure that the features align, gently press, and then slide the device downwards onto the mount plate.



To secure the Gateway to the mount plate, tighten the captive security screw using the T10 Security Torx screwdriver and pushing into the spring.



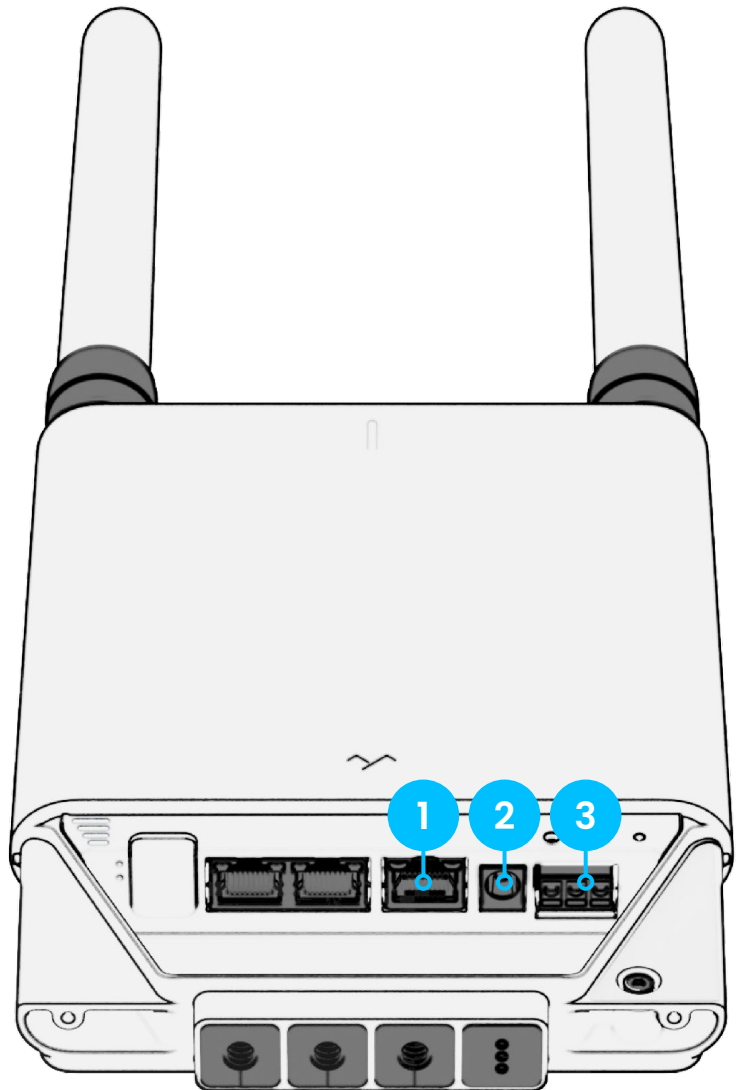
Captive screw needs to be pushed in before tightening.



Power Options

The GC31-E Outdoor Cellular Gateway can be powered in three different ways. Select the appropriate power option for your install scenario.

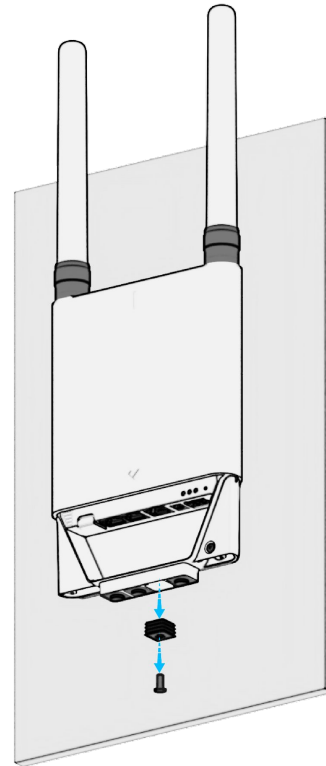
- 1 PoE Power**
Using Ethernet Cable
- 2 Power Adapter (DC)**
Using Power Cable
- 3 Terminal Block Power (DC)**
Bare wire, +/-/AUX



Installation

Power Option 1: PoE In

Remove the cable grommet and grommet plug from the passthrough-hole second from the right.

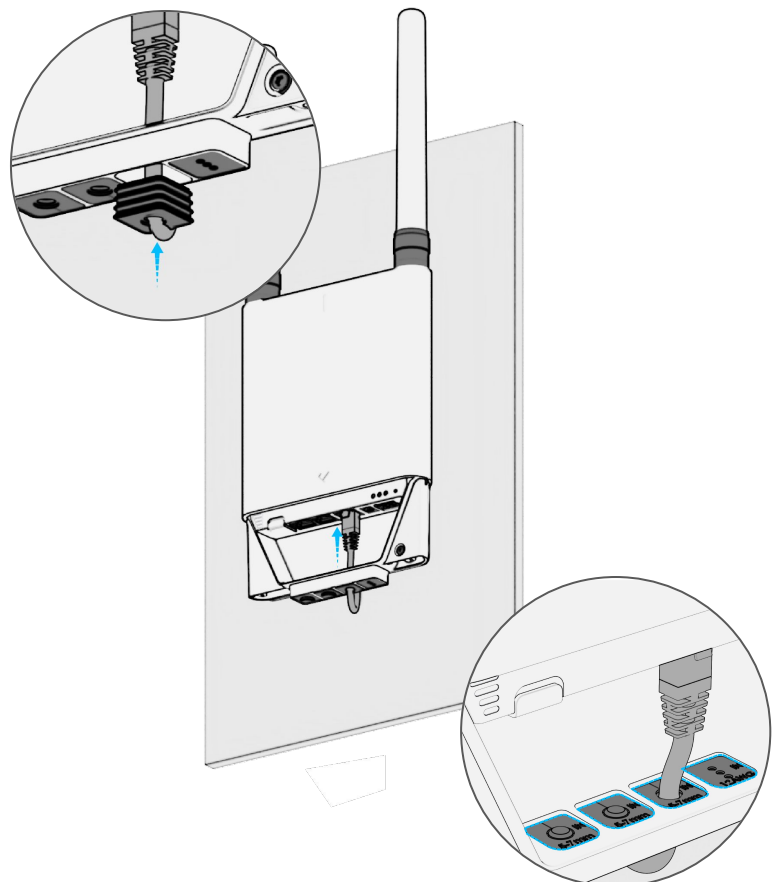


Thread the Ethernet cable through the passthrough-hole, second from the right, and plug it into the 'PoE In'-port.

Retrieve a 7-9 mm Cable Grommet and attach it onto the cable.

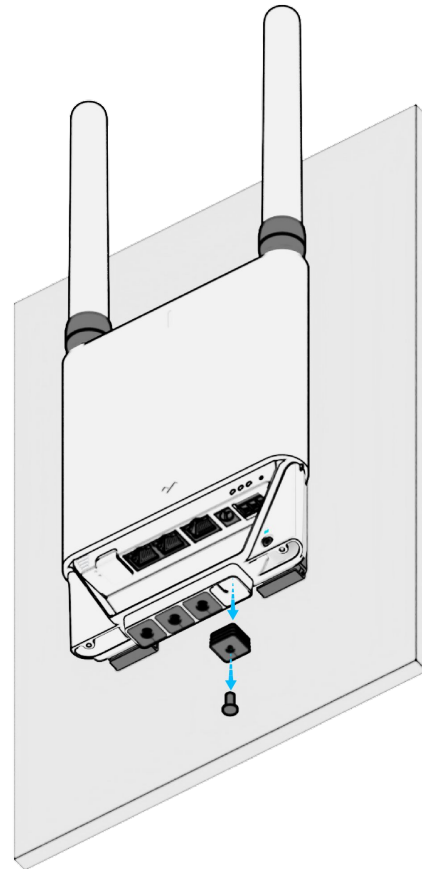
Slide the cable grommet up the cable and plug the passthrough hole.

Inspect the cable grommet to make sure that it is properly sealed, with no gaps.



Power Option 2: Power Adapter

Remove the cable grommet and grommet plug from the far right passthrough-hole.

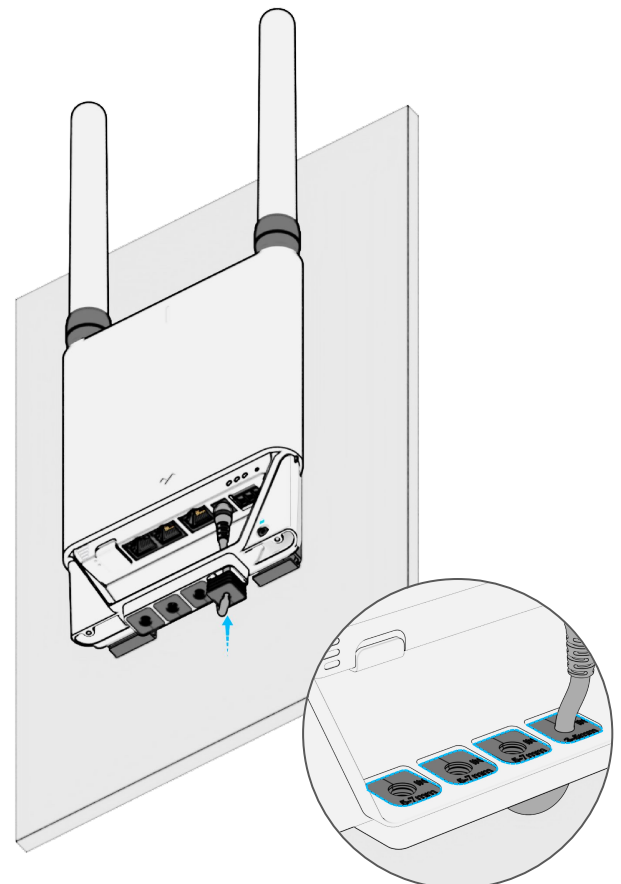


Attach the cable grommet labeled '3-5mm' around the DC adapter cable.

Thread the cable through the passthrough-hole and plug it with the cable grommet.

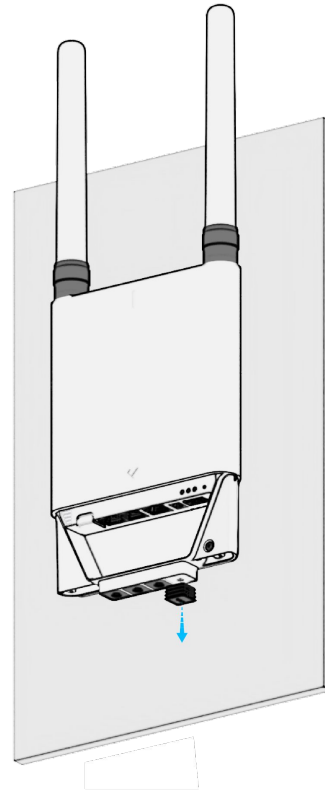
Connect the DC adapter cable to the 'DC In'-port (54V-1.3A).

Inspect the cable grommet to make sure that it is properly sealed, with no gaps.



Power Option 3: Terminal Block

Remove the cable grommet and grommet plug from the far-right passthrough-hole.



Retrieve the 3-Wire Cable Grommet for DC Power labeled '12AWG'. If using pre-jacketed wires, select the appropriate grommet with the correct diameter range.

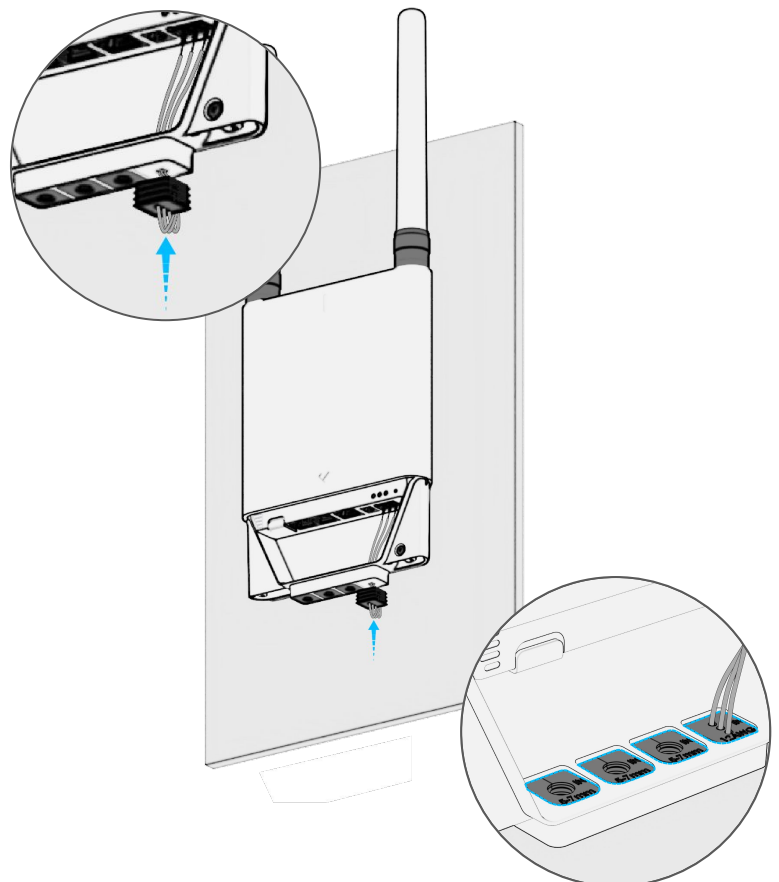
Please note: DC Power In only, 12V–36V

Puncture the needed amount of cables positions, and insert individual cables into the cable grommet.

Thread the cable through the far-right passthrough-hole and plug it with the cable grommet.

Connect the wires to the terminal block.

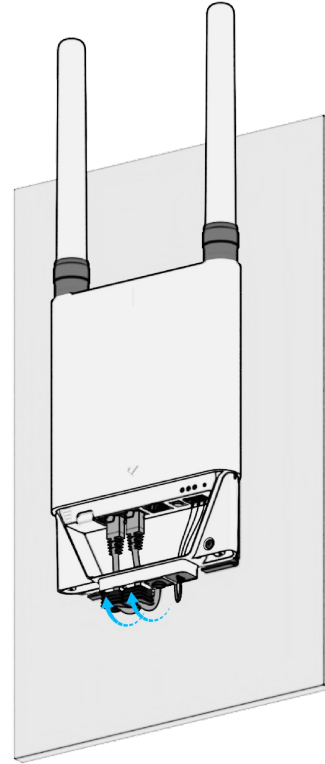
Inspect the cable grommet to make sure that it is properly sealed, with no gaps.



Installation

POE Out

To connect devices to PoE ports 1 & 2, remove either of the two leftmost cable grommets and their corresponding grommet plugs from their passthrough holes.



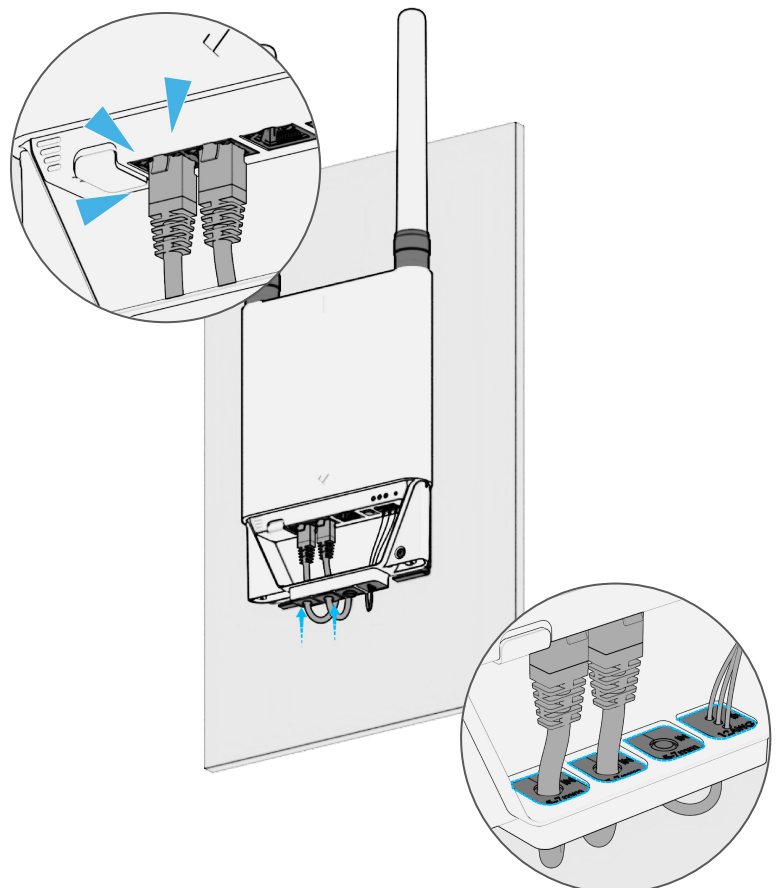
Thread the Ethernet cable(s) through the passthrough-hole(s), and plug it into the 'PoE Out'-port(s).

Retrieve a 7-9 mm Cable Grommet and attach it onto the cable.

Slide the cable grommet up the cable and plug the passthrough hole.

Please note: PoE maximum combined output is 60W.

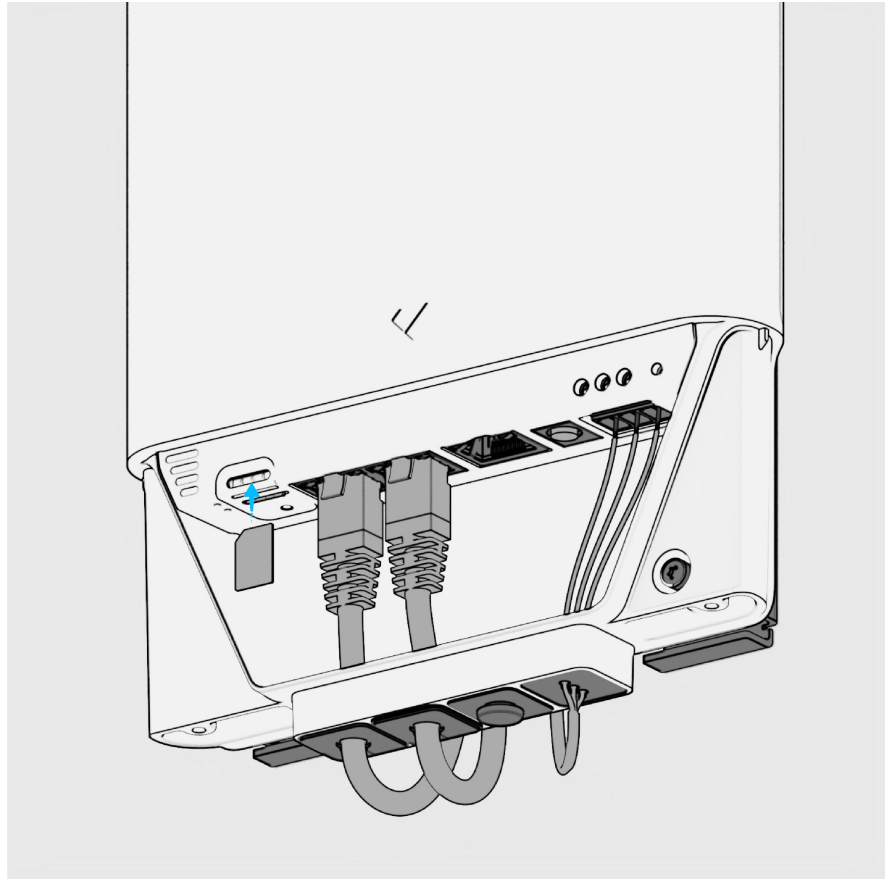
Inspect the cable grommet to make sure that it is properly sealed, with no gaps.



Installation

Backup Sim Card (Optional)

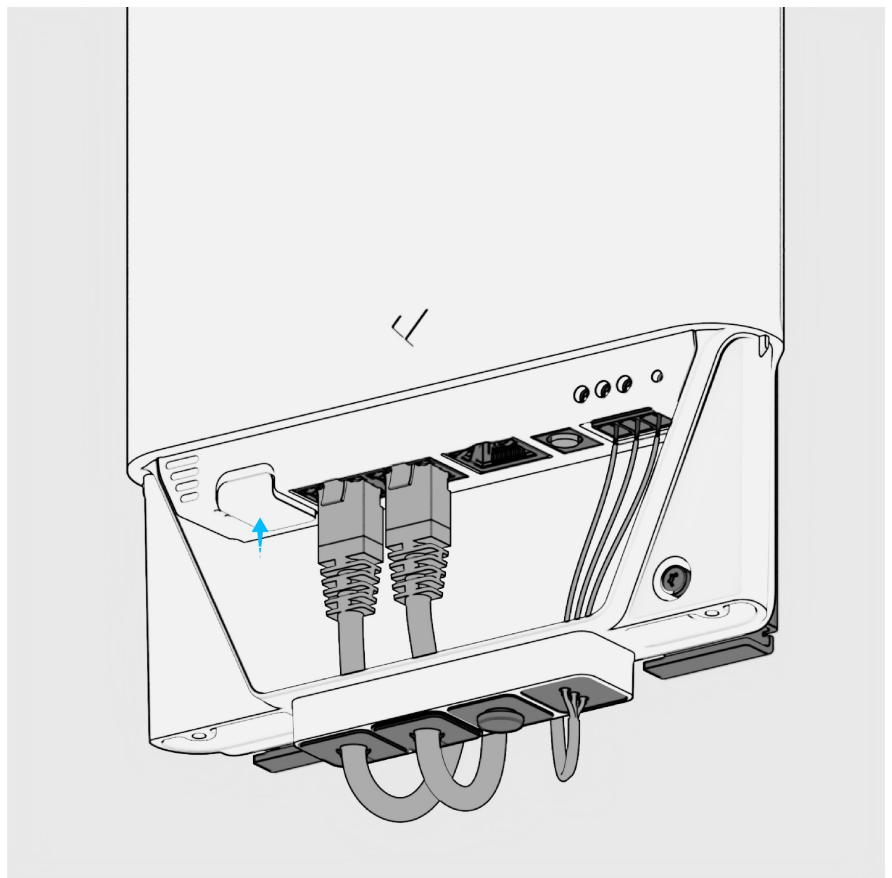
Optionally, insert backup SIM card(s) into the SIM card slots. Press firmly until you hear a click.



Replace the cover.

When inserted properly, the SIM Card LEDs will illuminate.

For detailed LED information, please reference the LED Behaviors page.



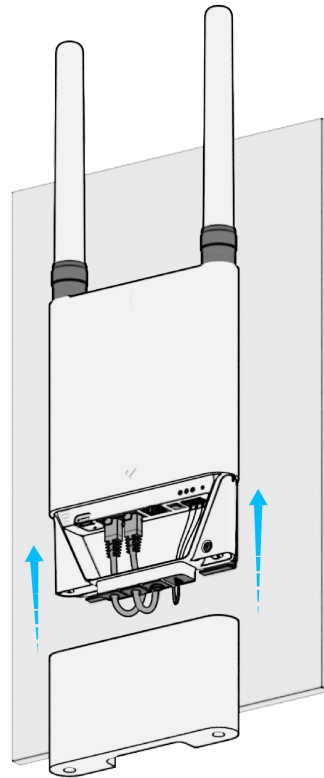
Installation

Final Assembly

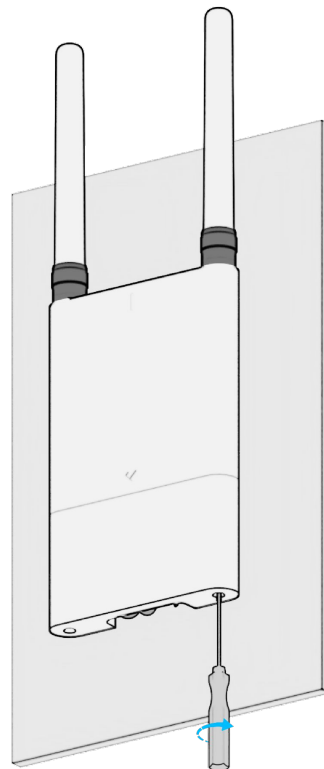
Ensure that every passthrough hole has a grommet and corresponding grommet plug attached, without any gaps.

Ensure that the captive security screw is firmly tightened.

Slide the bottom cap onto the Gateway enclosure.



Tighten the two security screws on the base of the Gateway, using the provided T10 Security Torx Screwdriver.

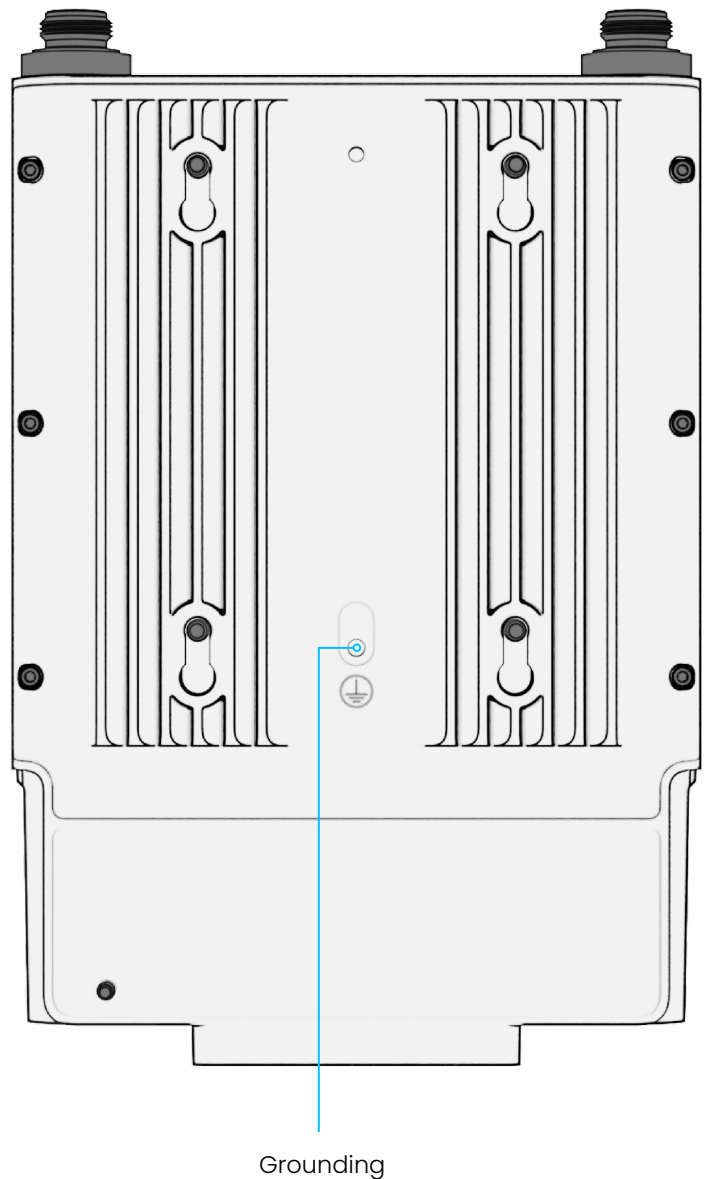


Grounding

In order to attach the ground cable to the gateway, perform the following:

Align a 20 AWG or larger grounding cable with a ring terminal and drive an M4-0.7 x 6mm screw (not included) through the terminal and into the threaded grounding point on the back of the device as shown on the right.

Attach the other terminal of a grounding cable directly to a circuit breaker, ground rod or earth ground.



Local Server (Optional)

To configure your SIM card prior to establishing a connection, use the local server.

Connect the Gateway to a computer with an Ethernet cable.

Navigate to **192.168.1.1** on any internet browser, and follow the instructions on the page..

Once connected, you can configure the SIM card though **Verkada Command**.

The screenshot shows the configuration interface for a GC31E Outdoor Gateway. At the top, it displays the gateway name 'GC31E Outdoor Gateway' with an 'ONLINE' status indicator and a timer 'Page available in 4:36'. Below this, it shows device identifiers: 'S/N XXXX-XXXX-XXXX', 'IP wlan0: 100.100.100.100', and 'IMEI XXXXXXXXXXXXXXXX'. The main configuration area is divided into two sections for SIM cards. The first section, 'SIM Card 1', is currently active and shows the carrier 'T-Mobile'. It includes radio buttons for 'Auto' (selected) and 'Manual' settings. Below these are four input fields: 'APN Name' (marked with a red asterisk), 'Username', 'Password' (with a toggle icon), and 'PIN' (with a toggle icon). The second section, 'SIM Card 2', is inactive and also features 'Auto' (selected) and 'Manual' radio buttons, followed by identical input fields for 'APN Name', 'Username', 'Password', and 'PIN'. A blue 'Apply' button is located at the bottom right of the configuration area.

Appendix

GC31-E Compliance

Caution	1. Maintenance and repair work must always be carried out by qualified technical personnel. Disconnect power from the unit when performing a maintenance task. 2. Wiring methods used for the connection of the equipment to earth shall be in accordance with the National Electrical Code, ANSI/NFPA 70, and the Canadian Electrical Code, Part 1, CSA C22.1. 3. The product must be installed and protected in a location that is not easily accessible. 4. The device is only to be connected to PoE networks without routing to outside plants. 5. If powered by a power adapter, the adapter should be properly grounded. 6. Please contact certified dealers for power adapters
FCC Compliance	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. NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.
ISED Compliance	This device complies with ISED's licence-exempt RSSs. 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. Le présent appareil est conforme aux CNR d' ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.



Appendix

Support

Thank you for purchasing this Verkada product. If for any reason you're experiencing issues or need assistance, please contact our 24/7 Technical Support Team immediately.

Sincerely,
The Verkada Team
verkada.com/support

