Home & Business
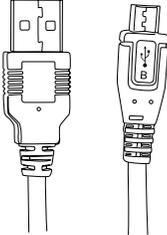

SECURITY SYSTEMS

What's in the Box

Package Contents

*DISCLAIMER: The exact components of your product, images and quantities may vary depending on your model number.
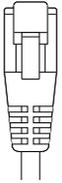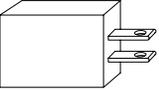
Wireless Gateway
Model # WG-20W-4
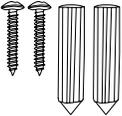
1 x Gateway

1 x 9.8 ft.
Gateway Power Cord

1 x 6 ft. RJ-45
Cable (Ethernet)
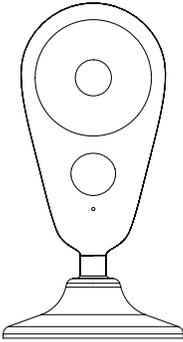
*1 x microSD Card
(May not be included)
*DISCLAIMER: User MUST
format the SD card if the
Gateway was purchased
without a pre-installed card.

1 x Gateway
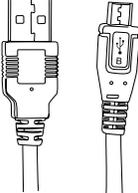Power Supply

Bracket Mounting
Hardware

*Wireless IP Indoor Camera
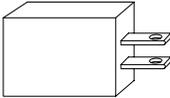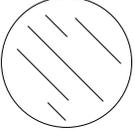### Model # WCM-SD2PIN

Camera

9.8 ft. Camera Power
Cord (1 per Camera)

Reset Pin
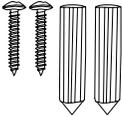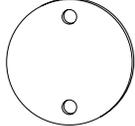(1 per Camera)

Camera Power Supply
(1 per Camera)

Adhesive Mounting
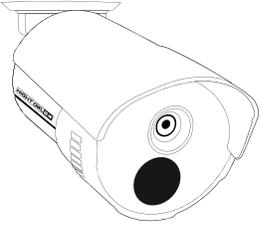Tape (1 per Camera)

Bracket Mounting
Hardware (1 per Camera)

Magnetic Mounting
Bracket (1 per Camera)

*Wireless IP Indoor/Outdoor Camera
Model # WCM-SD2POU-BU

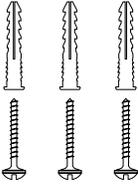Camera

Camera Antenna
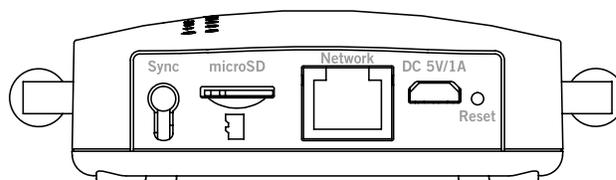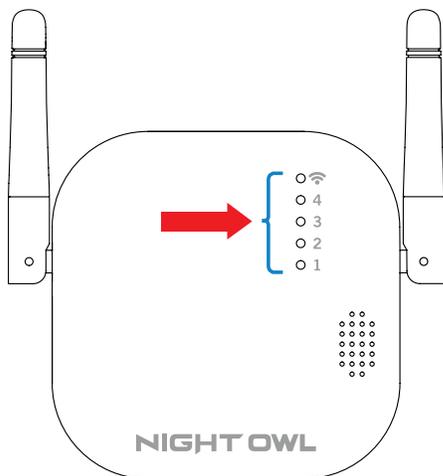(1 per camera)
* If included, screw onto Camera

16.4 ft. Camera
Power Supply
(1 per Camera)

Bracket Mounting
Hardware
(1 per Camera)

Status Light Keys

Gateway Status Light Key

Check out my Rear

Channel LED Light is Solid – Camera is paired to a channel

Channel LED Light is Flashing – Camera is not paired to a channel

Wireless LED Light is Solid – Gateway is connected to the internet

Wireless LED Light is Flashing – Gateway is not connected to internet

---

Camera Status Light Key
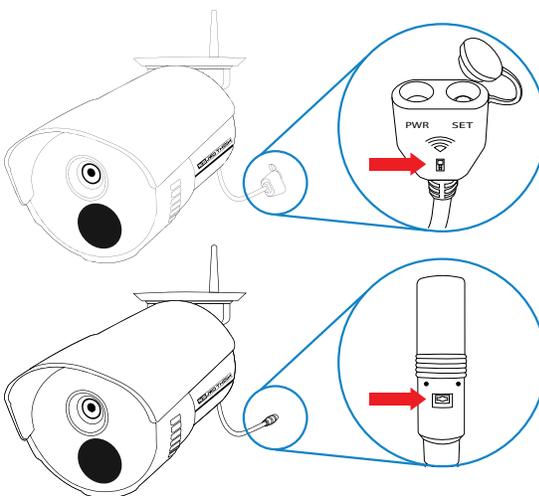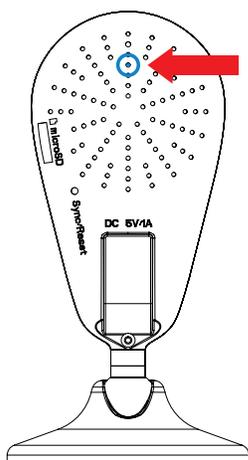
NOTE: Status Light location depends on camera version. Allow up to 2 minutes for the cameras to initiate. This is a perfect time to download the app!

Quickly Flashing – Pairing Mode (Default)

Slowly Flashing – Camera is not connected to the Gateway or Wi-Fi network

Solid Light – Camera is connected and functional

Connecting Your System

ETHERNET

1 Plug one end of the included Ethernet cable into the Network port on the back of the Gateway.

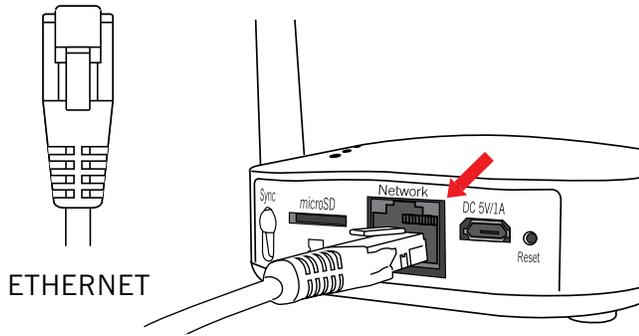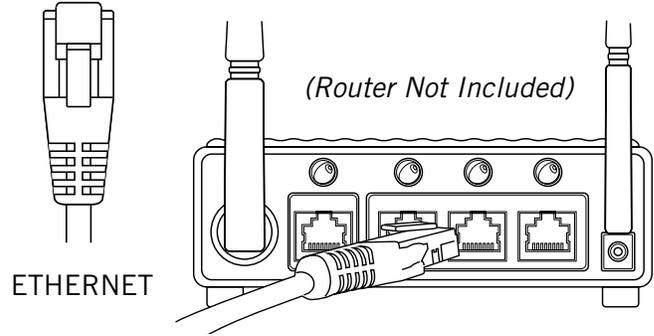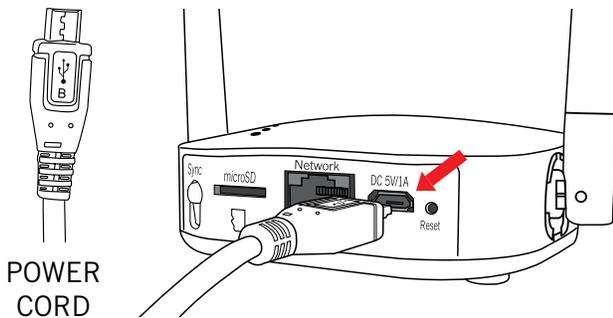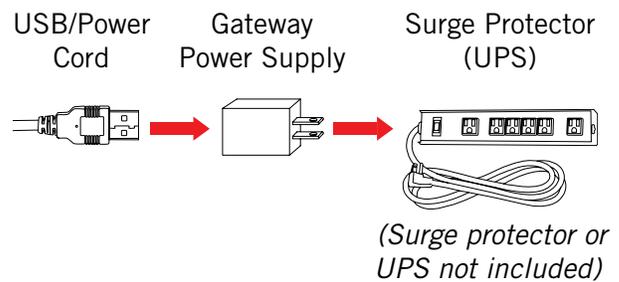*(Router Not Included)*

ETHERNET

2 Plug the other end of the Ethernet cable into a port on the back of your router.

POWER CORD

3 Connect the Gateway power cord to the Power Input on the rear of the Gateway.

USB/Power Cord   Gateway Power Supply   Surge Protector (UPS)

(Surge protector or UPS not included)

4 Plug the USB end of the Gateway power cord into the Gateway power supply. Plug the Gateway power supply into a surge protector or Uninterruptible Power Supply (UPS).
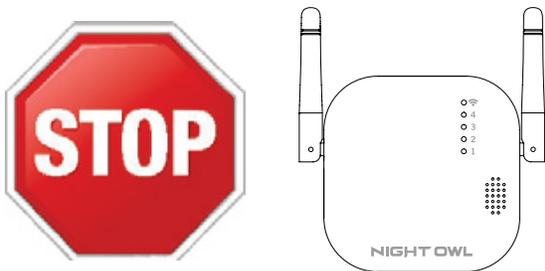
5 Relax for a moment as the Gateway initiates. Once the Gateway is connected to the internet and ready to be synced, move to step 6.

✱ **DISCLAIMER: May not be included depending on the model # purchased.**
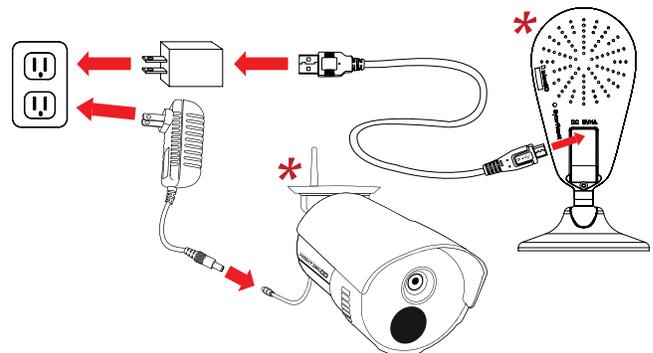
6 Power on each camera with its own power cord/supply.

NOTE: Allow up to 2 minutes for the cameras to initiate. This is the perfect time to download the app!

3

Using Night Owl Connect

Download and Install Application

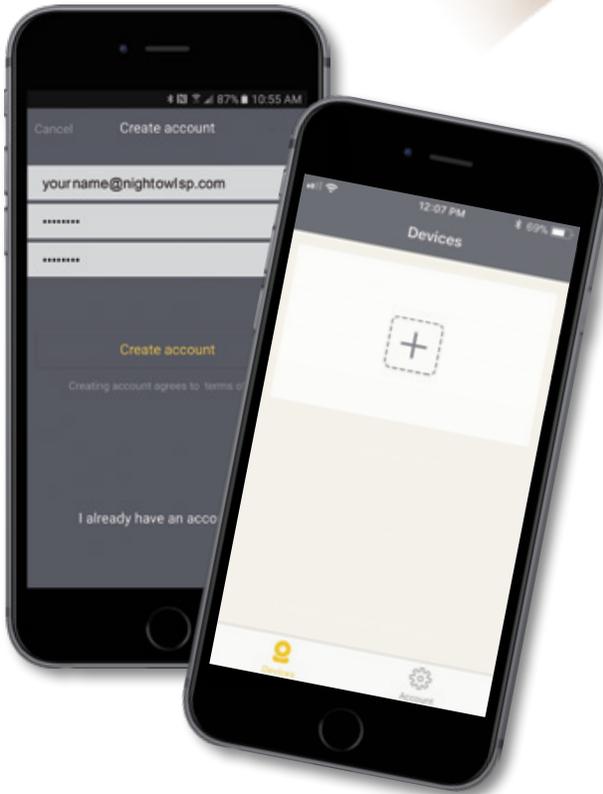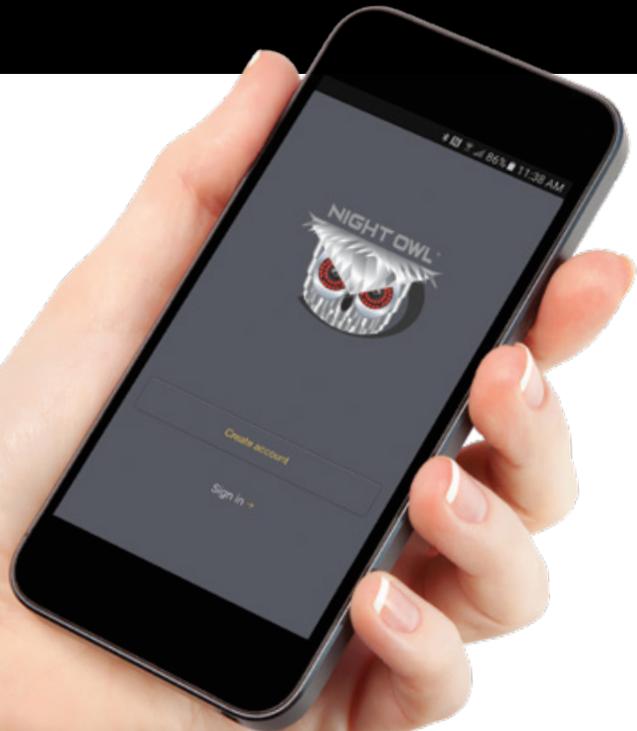**1** Download the app from the *App Store* or *Google Play Store* and install the application on your device.

NOTE: Setup is the same for Smartphone and Tablet.

2 Create an account using an email address for the username and a password between 6–20 characters.

3 After completing the account setup and verification process, sign into the app and tap the "**+**" symbol to add a device.

The Night Owl Application will lead you through the rest of the setup process.

Quick Tips

Positioning Your Gateway
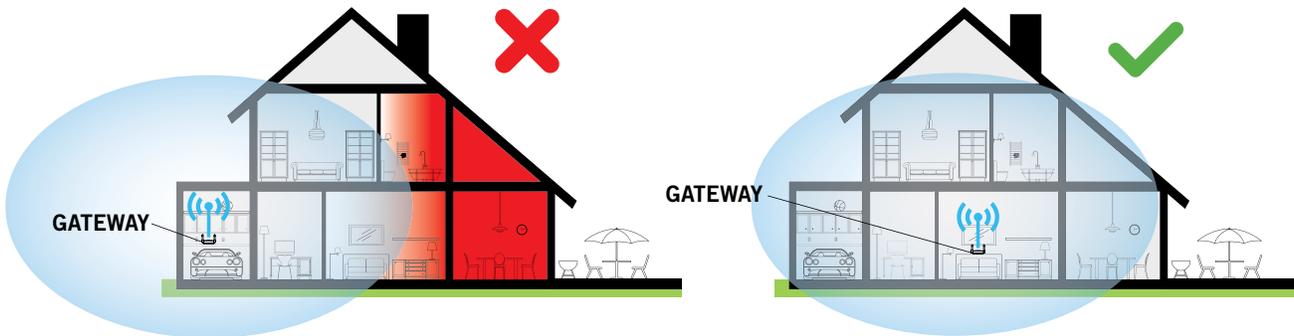
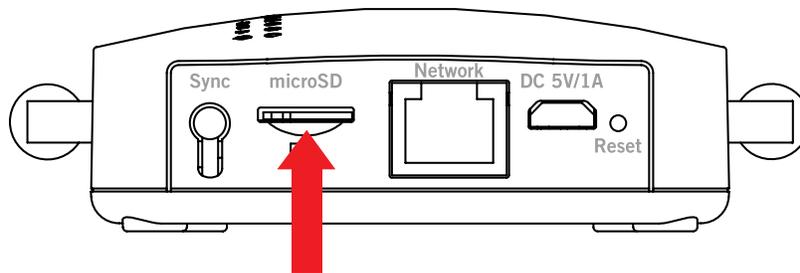Proper placement of the Gateway ensures maximum coverage for your property.

• Place in a central location
• Mount cameras within 300 Ft of the Gateway
• Keep it close to your Router, if possible

Installing and Formatting Gateway SD Card

❶ Insert microSD card into the Gateway's SD card slot.
   (May not be included).

❷ Open the app.

❸ Open the live view.

❹ Tap the settings icon.

❺ Tap **"Format SD Card"**.

Troubleshooting

Camera(s) failed to pair to Gateway?

Insert the reset pin into the Sync/Reset hole **A** or press and hold the reset button **B** until you hear the camera say *"Please be patient. Camera is resetting."* Once the camera resets, you will hear *"Camera is in pairing mode"* and the Status light will flash quickly.

NOTE: Reset one camera at a time.

B

A

B **NOTE: The Reset Button location depends on the camera version.**

WCM-SD2PIN

WCM-SD2POU-BU

Once the Camera is in Pairing Mode, Press the Sync Button on the Gateway.

Sync to other Night Owl Devices

To sync the Gateway to a device, press and hold the sync button until the voice prompt says, *"I am pairing to the Night Owl device, please be patient."* If the synchronization fails, make sure the Night Owl device the Gateway is searching for is in pairing mode and try again.

NOTE: The Gateway and the Night Owl device MUST be on the same Network. Before pairing, we recommend that you put the Night Owl device within 9ft from the Gateway.

Sync   microSD   Network   DC 5V/1A
Reset
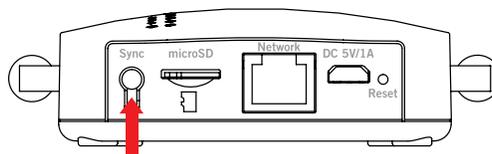
Resetting the Gateway

To reset the Gateway to the factory default settings, insert the reset pin into the reset hole for 10 seconds.

CAUTION!
Resetting the Gateway to its factory default settings removes all connected devices from the Gateway. Seriously, this should be a last resort.

Sync   microSD   Network   DC 5V/1A
Reset

![Night Owl logo]
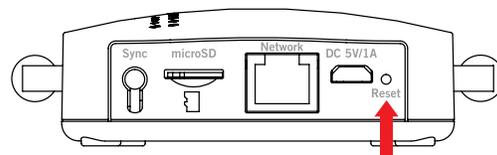
CONTACT US

PHONE (English, Spanish & French)
Sales/Technical Support
1.866.390.1303
Live Chat 24/7, 365 days a year

EMAIL
Sales Support
Sales@NightOwlSP.com
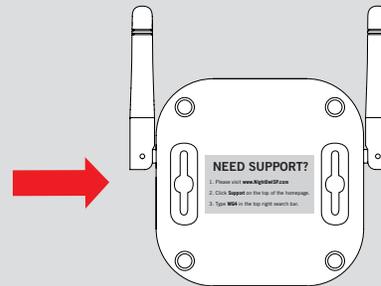
Technical Support
Support@NightOwlSP.com

WEBSITE
24/7 Product Support
• How-To Videos
• Manuals

Need Help?

For system manuals, troubleshooting guides, FAQs, video tutorials and more:

Please refer to the sticker located on the bottom of the device for steps on how to access your product's support material.

NEED SUPPORT?
1. Please visit **www.NightOwlSP.com**
2. Click **Support** on the top of the homepage.
3. Type **WG4** in the top right search bar.

---

www.NightOwlSP.com

iPhone, iPad, Mac and Mac OS X are registered trademarks of Apple Inc. Windows, Windows XP, Windows Vista, Windows 7, Windows 8 and Windows 10 are registered trademarks of Microsoft Corporation in the United States and/or other countries.

Rev 180403