Setup a Gateway

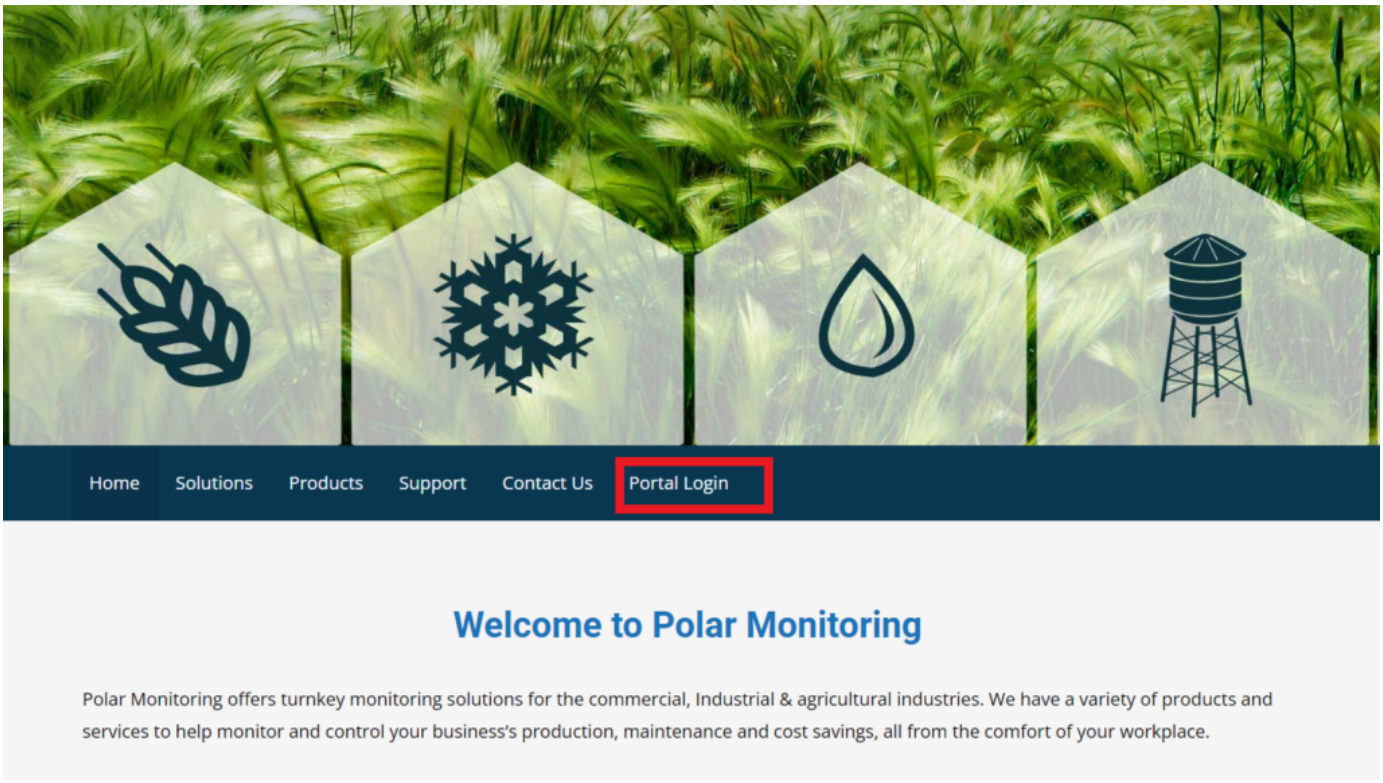
This guide will show you how to set up your Gateway on the Polar Portal. It will also guide you on how to link all the devices connected to your Gateway so they can all be monitored remotely using your mobile phone, tablet, laptop or your desktop computer that is connected to the internet.

Steps to follow:

1. Go to the Polar Portal.
2. Login to the Polar Portal.
3. Go to Gateways.
4. Link your new Gateway.
5. View your Gateway details.
6. Select your Gateway location.
7. Add your first device.
8. View device dashboard.

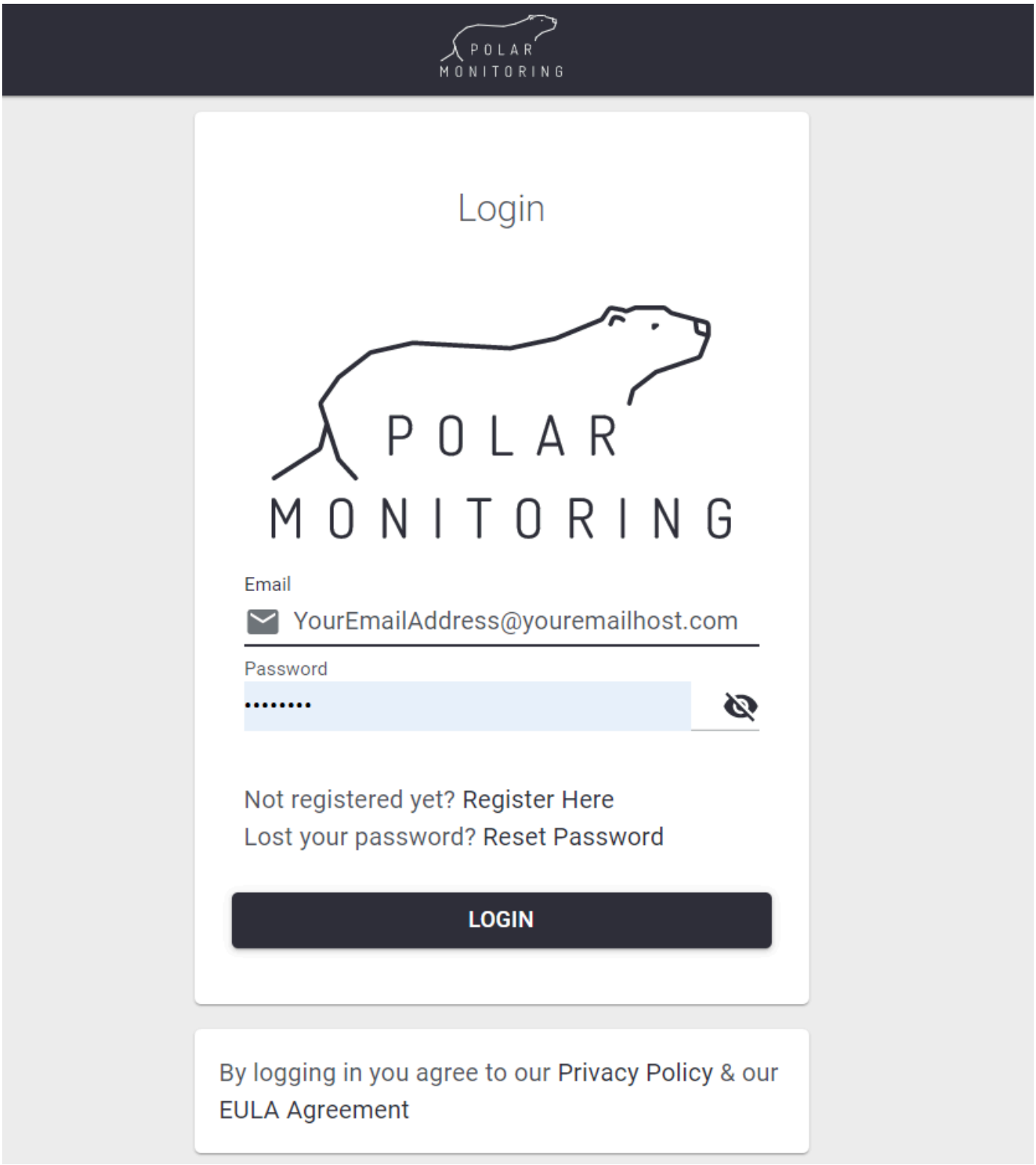
1. Go to the Polar Portal

Navigate to the following URL in your web browser: **www.polarmonitoring.com**



On the Polar Monitoring home page, click on "**Polar Login**" on the navigation bar.

2. Login to the Polar Portal

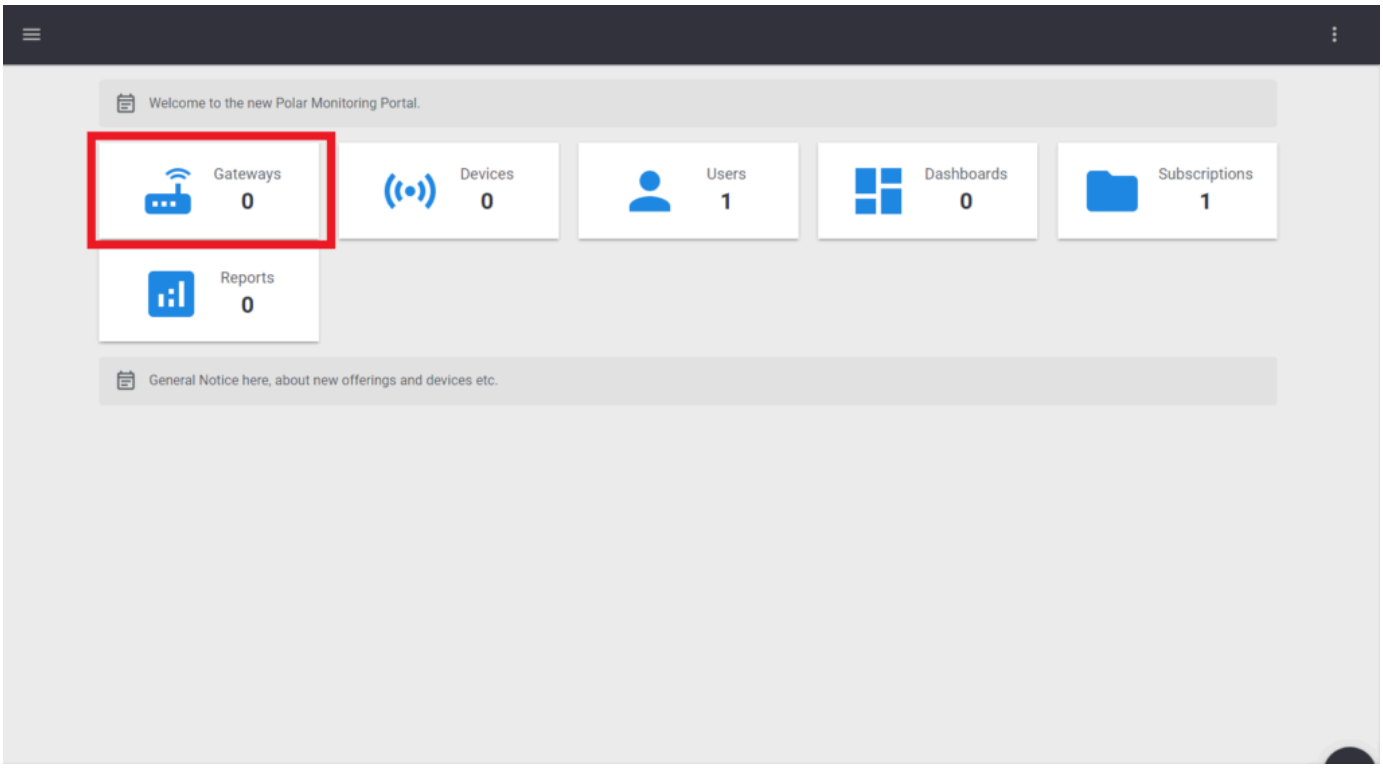


Login with your Polar Portal credentials and then click on the "**LOGIN**" button.

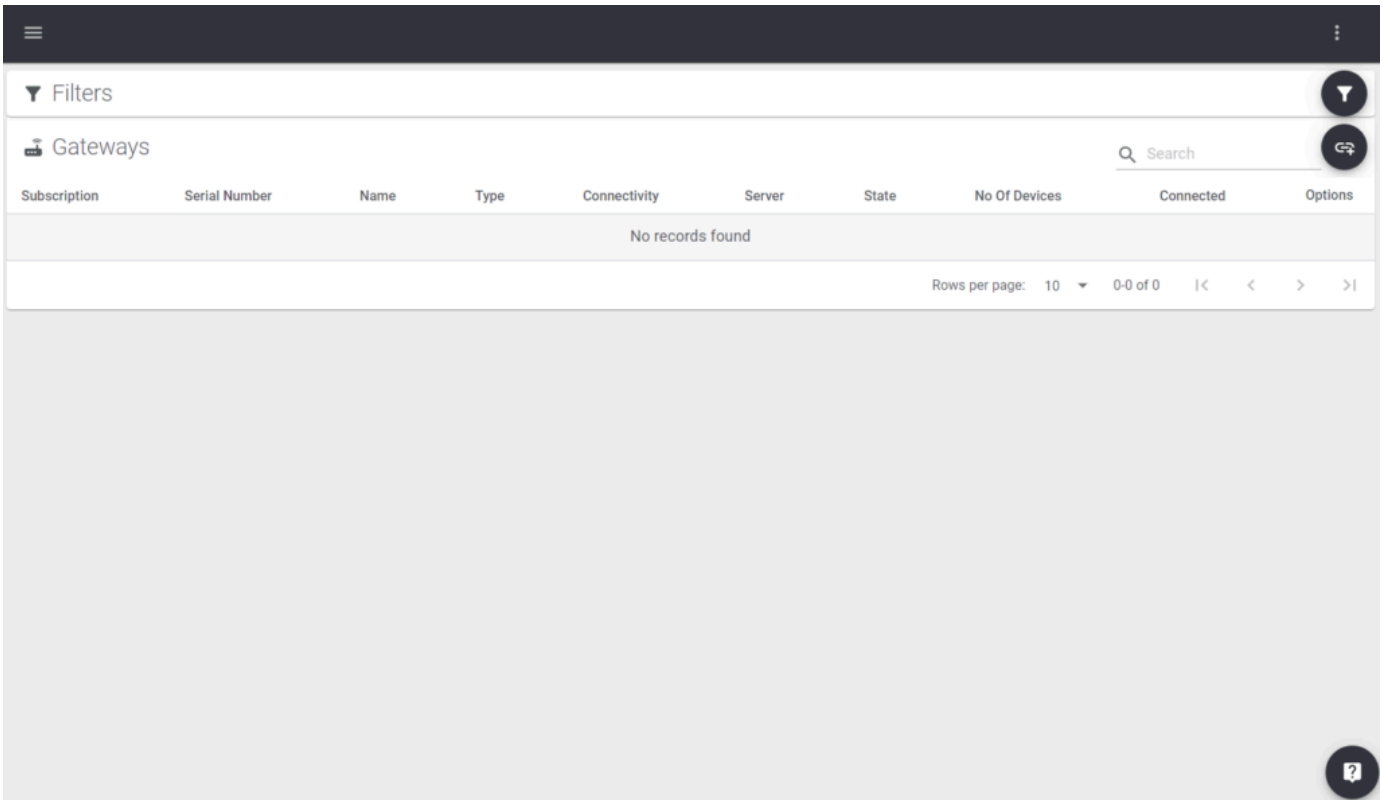
If you don't already have a Polar Monitoring account then click here to register

Once you have registered an account please Login as described above.

3. Go to Gateways

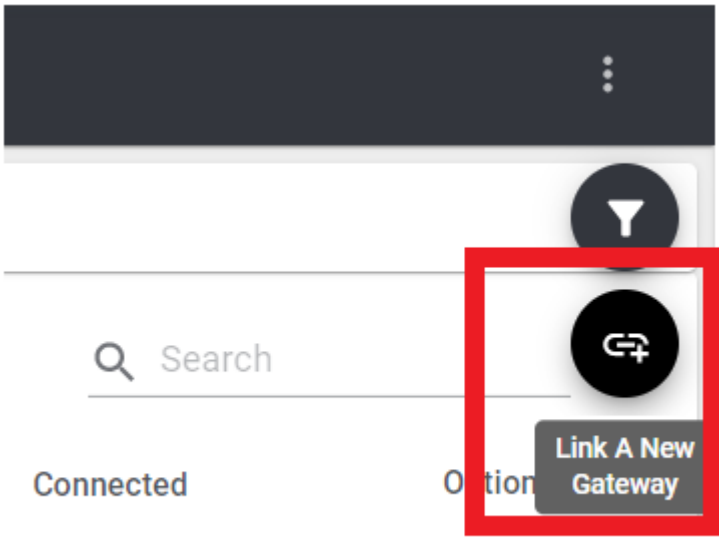


Once logged the system will land you on the home page. This page has a number of different tiles/options to navigate to the various pages of the Polar Portal.

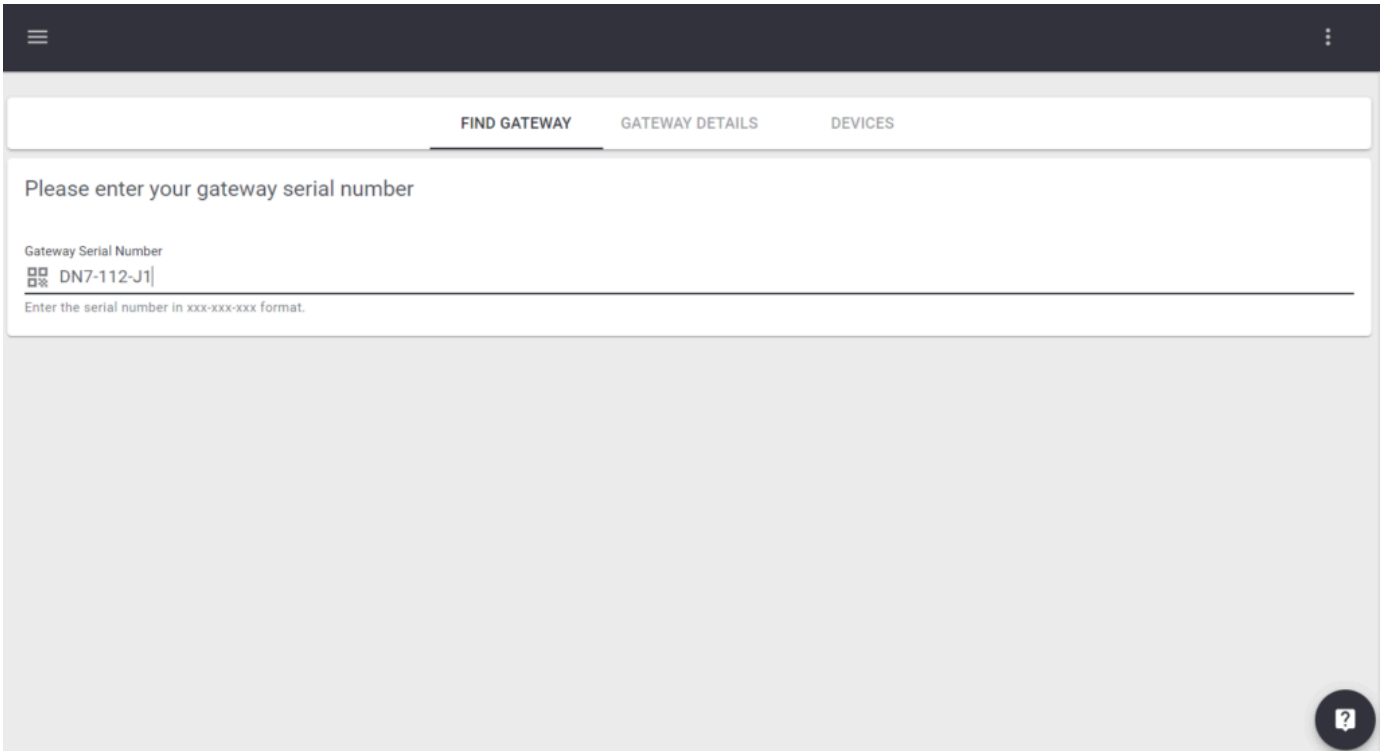


A list of Gateways which you have subscribed to should appear. However, as a new User you will see a "**No records found**" message, do not worry, this guide will help you link yout first Gateway.

4. Link your gateway



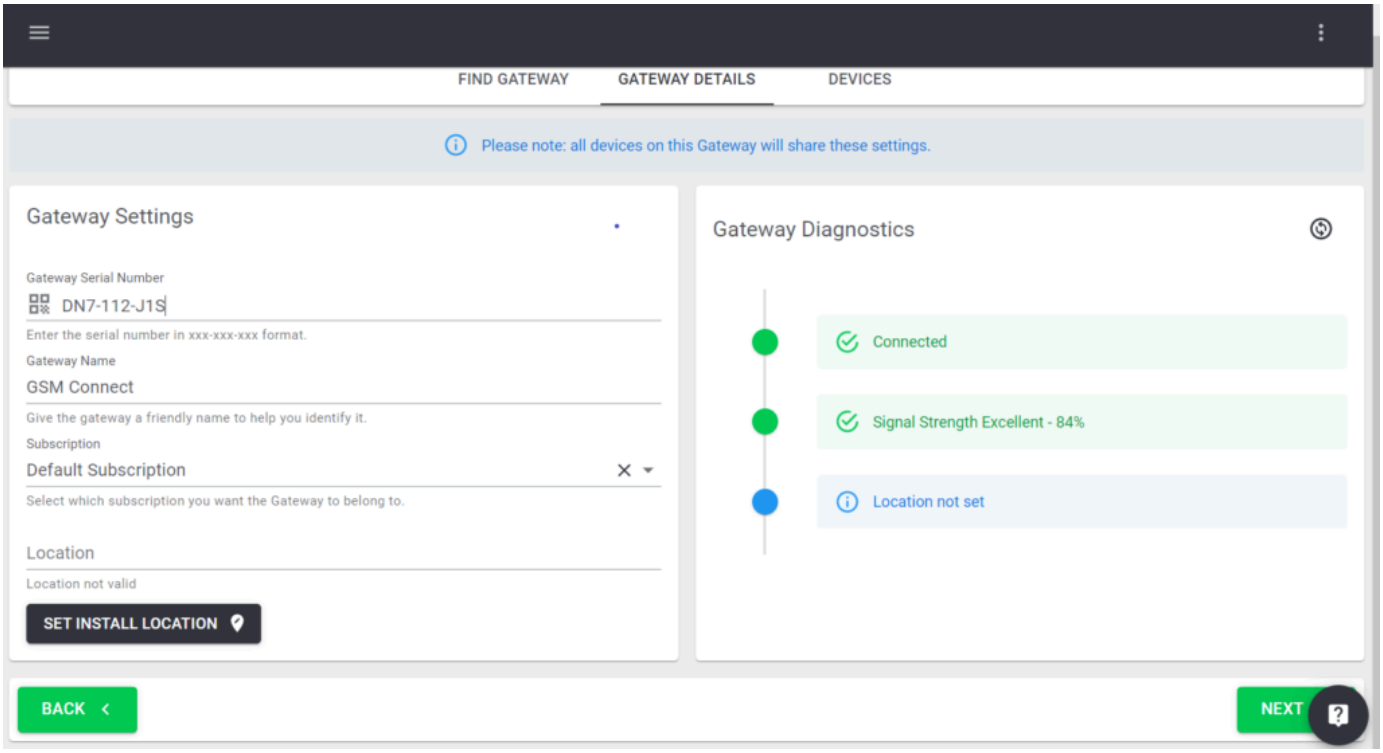
Click on the button on the top right of your screen called "**Link A New Gateway**". The button may appear below the filter button.



Enter the serial number of your Gateway, you will find the Serial Number next to the QR code on the faceplate of your Polar Gateway.

5. View your Gateway details

This screen will show you the existing state of the Gateway. We will need to fill in the correct details here in order to proceed to the next step.



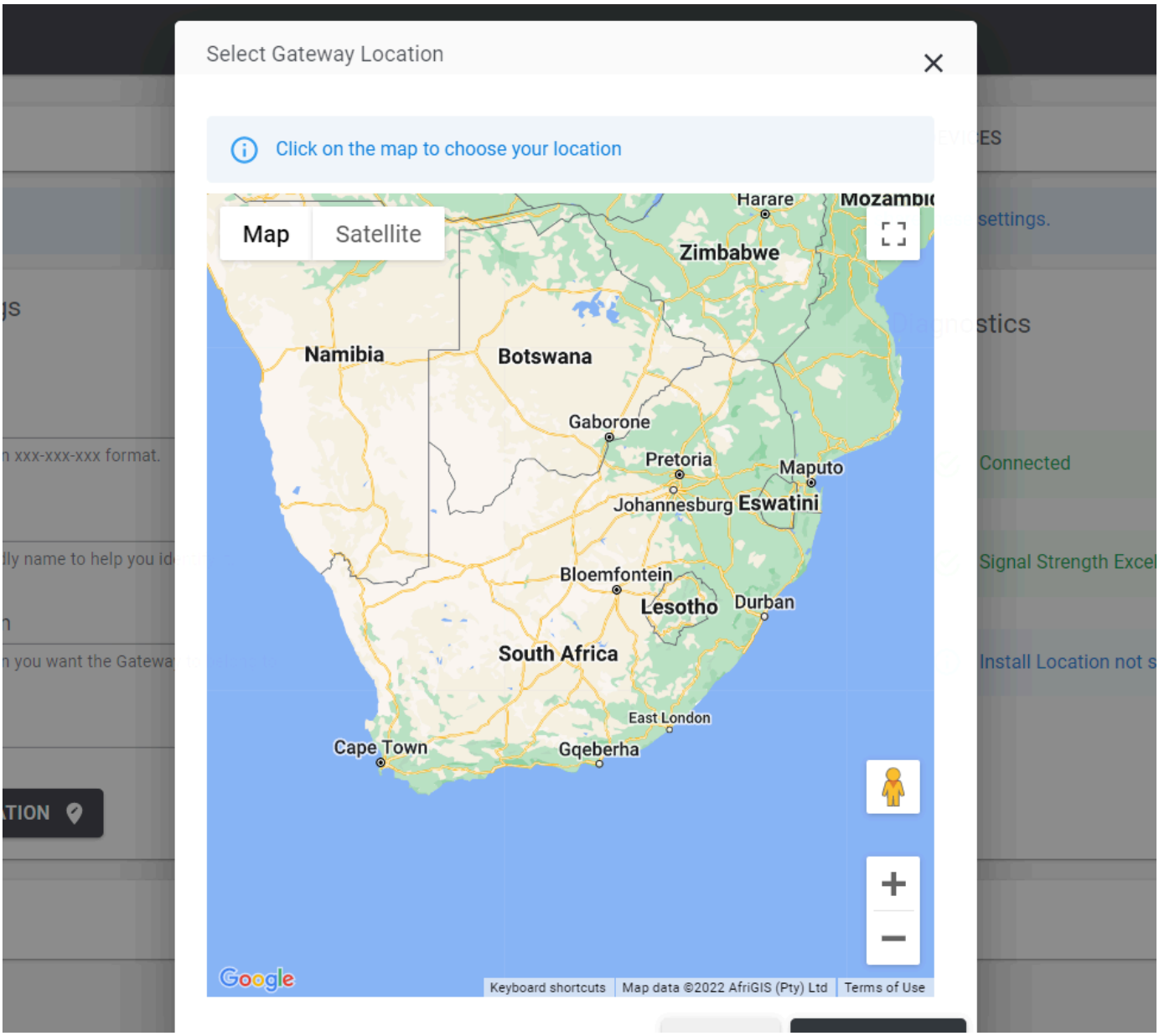
Rename the Gateway – Give your Polar Gateway a new name.

Select the subscription type – By default, you are subscribed to “Default Subscription”, which you can rename to anything (eg. your company or client’s name) in the subscriptions tab, for more info on the Subscriptions click “here”

Select your Gateway location – Select the install location of the Gateway on the map. (see below)

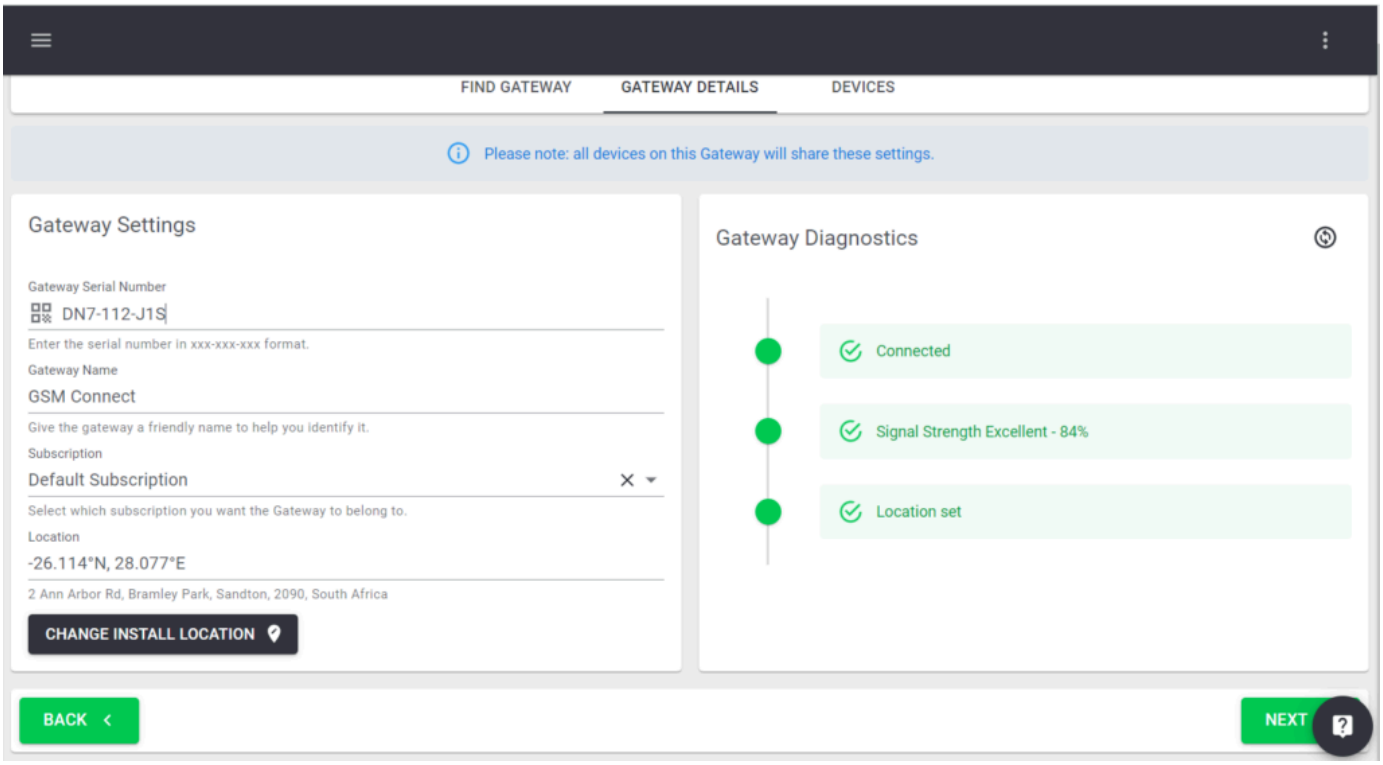
6. Select your Gateway location

Click on the “SET INSTALL LOCATION” button to set the install location of your Gateway.



Choose the install location on the map.

6. Gateway Diagnostics



In order for the system to successfully set up the Gateway, we will need all of the diagnostics blocks to be GREEN.

- **Connected & Online**
  The Gateway must be connected to the Polar Portal to set it up.

- **Signal Strength / Connection Quality**
  There must be decent signal strenght in order to set it up. Signal strenght must be higher than 25% to proceed. If signal strenght is low then a larger/ higher gain antenna might be required to boost the signal.

- **Location Set**
  The location of the device must be set to continue.

Click "**NEXT**" to add your first device. This will bring up the devices tab.

7. Enable and or add the Licence to your Gateway

We next need to activate a license on the Gateway. Click "here" for more information on our Software License.

8. Link Devices

Now that this is all done its time to link your device(s) to the Gateway.

Click the button to Link Your First Device

Should you struggle or have any issues during the Gateway setup process please click the following link for troubleshooting:

Troubleshooting Ethernet Gateways

Troubleshooting LTE Gateways