

# QUICK START GUIDE

## AW Gateway



ANALOG WAY®

### SYSTEM REQUIREMENTS AND LIMITATIONS



**Windows:** Microsoft® Windows® 7 with SP1 or above. 50 MB of available hard-disk space for installation. LAN connection for updates



**Mac OS:** Mac OS X Mavericks v10.9 or above. 50 MB of available hard-disk space for installation. LAN connection for updates

### OVERVIEW

**AW Gateway** acts as a gateway between any single TCP connection device like **Di-VentiX II**, **Eikos**, **Pulse** as well as the **Midra™** switchers and **one or more event controllers**. With **AW Gateway**, you can connect **simultaneously** up to **5 interfaces** (Remote Control Software, Remote Control Keypad, AMX/Crestron drivers, ...) to one single Analog Way switcher.

### QUICK INSTALL AND SETUP

#### • Installing AW Gateway on Windows

Download the latest version of the **AW Gateway** installer for Windows (the file name is **SetupAWGateway\_<version>.exe**). Double-clicking this file will launch the installer that will install AW Gateway on your system.

#### • Installing AW Gateway on Mac OS X

Download the latest version of the **AW Gateway** installer for Mac OS X (the file name is **SetupAWGateway\_<version>.pkg**). Double-clicking this file will launch the installer that will install AW Gateway on your system.

#### • Configuring AW Gateway

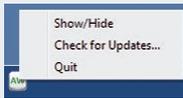
Start the AW Gateway application by clicking the corresponding icon. Enter the local TCP port number on which to listen for incoming connections (default is 10500). When ready, click **Start** to start listening for incoming connections. If the server has been started successfully, the application displays **Started – Connections 0/5**.

Enter the IP address of the Analog Way switcher you want to connect as well as the corresponding TCP port number (default is 10500). Make sure your firewall is opened for the entered port number. When ready, click **Connect** to attempt a connection to the remote host. If the connection is successful, the application displays **Connected**.

If you would like for **AW Gateway** to start each time your system starts, you can check the box **Open the application automatically on Startup**.

If you would like for **AW Gateway** to start listening for incoming connections and connect automatically the Analog Way switcher each time the application starts (or when it gets disconnected), you can check the box **Automatically start the server and connect the device**.

If you would like for **AW Gateway** to start minimized to tray, you can check the box **Start minimized to tray**.



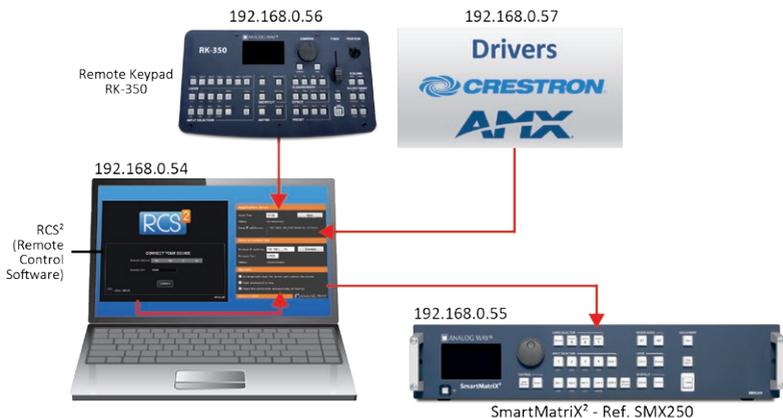
To terminate the program, choose **Quit** in the context menu of the system tray entry.

## RUNNING AW GATEWAY

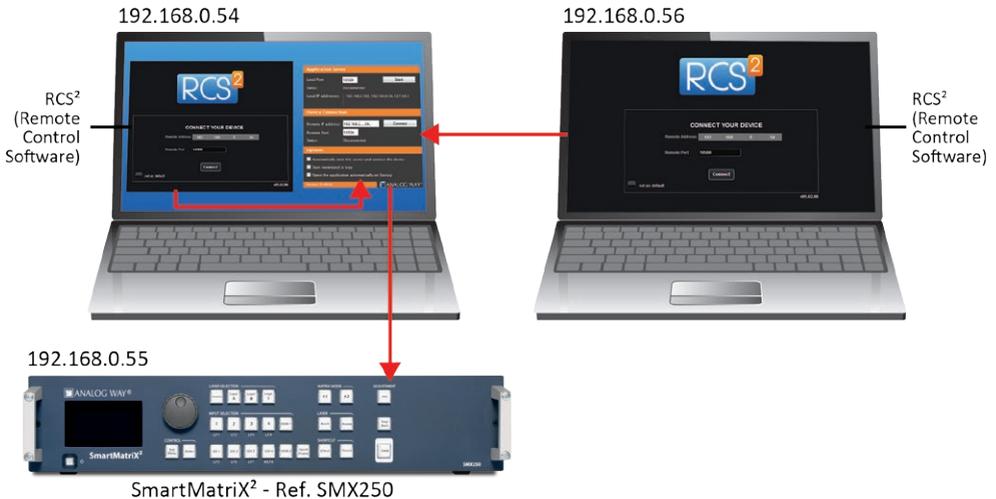
Once the server started and a connection to the Analog Way switcher established, you can start connecting one or more event controllers to the **AW Gateway** service. Each controller will have to connect **AW Gateway** using the IP address of the computer running the **AW Gateway** application (and not the Analog Way switcher directly as usual). When a new incoming connection is accepted by **AW Gateway**, the application automatically displays the total number of connections currently serviced.

## DIAGRAM

**Example #1: A SmartMatrix<sup>2</sup> controlled simultaneously by a RCS<sup>2</sup>, a RK-350 and a third party application (AMX/Creston drivers).**



## Example #2: A SmartMatrix<sup>2</sup> controlled simultaneously by two RCS<sup>2</sup>.



## TROUBLESHOOTING AW GATEWAY

The most common problems encountered when using the **AW Gateway** software are related to the IP address configuration of all of the connected machines. Please have the IP addresses of the device, the computer running the **AW Gateway** software, and each controller available when requesting support.

Please attach the application log file to your email. This log file can be found here:

### For Windows<sup>®</sup> XP:

*C:\Documents and Settings\[user]\Application Data\AWGateway\AWGateway\_Log.txt*

### For Windows<sup>®</sup> 7 or above:

*C:\Users\[user]\AppData\Local\AWGateway\AWGateway\_Log.txt*

**Note:** If you can't locate the log file, the AppData folder may not be visible.

To make this folder visible, check the **Folder Options** settings for the [User] folder. Click **Organize**, and then click **Folder** and search options. Click the **View** tab. Make sure that Show hidden files, folders, and drives is selected.

### For Mac OS X:

*/Users/[user]/Library/Application Support/AWGateway/AWGateway\_Log.txt*

**Note:** If you can't locate the log file, your Library folder may be hidden. Open **Finder**.

To make your Library folder visible, press and hold the "option" key while you click the **Go** menu. The Library folder displays. Still holding down the "option" key, click **Library** to display the contents of the Library folder.

## CONTACT INFORMATION



The Americas

Europe, Middle East & Africa

Asia Pacific

### **Analog Way SAS - Headquarters**

Tel.: +33 (0)1 81 89 08 60  
Fax: +33 (0)1 57 19 04 54  
2/4 rue Georges Besse  
92160 Antony  
FRANCE

### **Sales/General information:**

[saleseuro@analogway.com](mailto:saleseuro@analogway.com)

### **Technical support:**

[techsupport@analogway.com](mailto:techsupport@analogway.com)  
Tel.: +33 (0)1 81 89 08 76

### **Analog Way Inc.**

Tel.: +1 212 269 1902  
Fax: +1 212 269 1943  
3047 Summer Oak Place  
Buford, GA 30518  
USA

### **Sales/General information:**

[salesusa@analogway.com](mailto:salesusa@analogway.com)

### **Technical support:**

[techsupport@analogwayusa.com](mailto:techsupport@analogwayusa.com)

### **Analog Way Pte Ltd**

Tel.: +65 6292 5800  
Fax: +65 6292 5205  
152 Beach Road  
#15-03 Gateway East  
SINGAPORE 189721

### **Sales/General information:**

[sales@analogwayasia.com](mailto:sales@analogwayasia.com)

### **Technical support:**

[techsupport@analogwayasia.com](mailto:techsupport@analogwayasia.com)