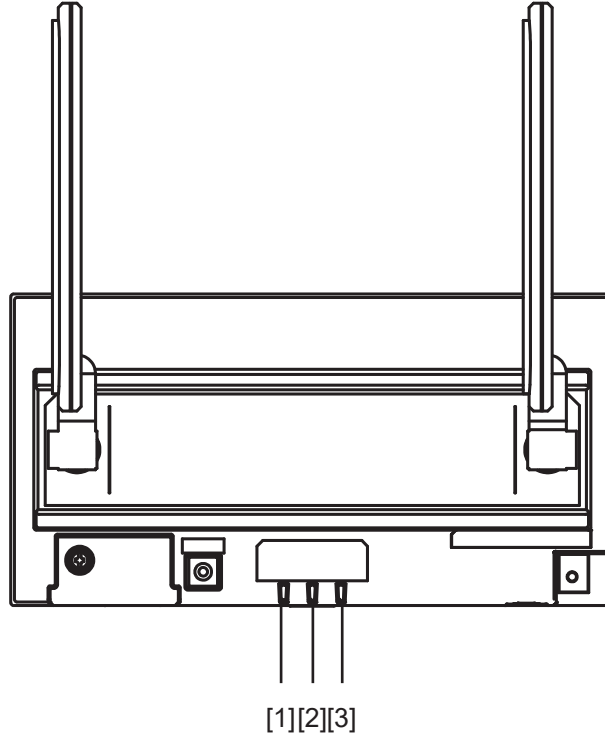# IXGW-TGW Status Light Codes

IXGW-TGW

Legend

[1] Signal strength indicator (green)

[2] Wireless indicator (green)

[3] Status indicator (orange/green)

[1][2][3]

[1] Signal Strength Indicator

Light Color, Status	Light Pattern	Description
Green, Solid	Not applicable	SIM card PIN lock (incorrect PIN code has been entered three times; the PUK code is needed to recover from the PIN lock state)
Green, Flashing	Flashes 4 times, pauses for 1.125 seconds	Reception level 5 (strongest signal)
	Flashes 3 times, pauses for 1.375 seconds	Reception level 4
	Flashes 2 times, pauses for 1.625 seconds	Reception level 3
	Flashes 1 time, pauses for 1.875 seconds	Reception level 2
Green, Off	Not applicable	Reception level 1 (no connection, out of range)

[2] Wireless Indicator

Light Color, Status	Light Pattern	Description
Green, Flashing	Flashes 1 time for .5 seconds, pauses for .5 seconds Flashes 1 time for .3 seconds, pauses for 2.7 seconds	No 4G LTE connection (including connection issues or no contract signed for the account) Has a 4G LTE connection
Green, Solid	Not applicable	Communication module shutting down
Green, Off	Not applicable	Communication module shut down

[3] Status Indicator

Light Color, Status	Light Pattern	Description
Orange, Solid	Not applicable	Not configured to connect with the IXG Cloud Server, or "Gateway Registration" has been set to "None" in IXG Support Tool
Orange, Flashing	Flashes on and off at a .75 second interval Flashes 1 time, pauses for 4 seconds Flashes 1 time for one second, flashes on and off twice at a .25 second interval Flash 1 time for one second, flashes on and off once at a .25 second interval	Booting up IXG Cloud Server (Amazon Web Services) communication failure Firmware version updating Initializing
Green, Solid	Not applicable	In communication with the IXG Cloud Server
Green, Flashing	Flashes 1 time, pauses for 4 seconds	The primary connection (wired or wireless) connection to the IXG Cloud Server fails during startup. Can also occur if one of these connections is set as the backup and that backup connection is in use. In either case, reboot the IXGW-TGW once the connection has been reestablished to end this status.

For more details about the features and information above, please contact Technical Support.

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