

Issue 1 – 09/08/2024

Instructions to replace the SD Cards in your RF500A Gateway

Note 1 – Before you start make sure that you've received the SD Cards from Setra UK Technical Support

Note 2 – Please read this instruction carefully before attempting to replace the SD Cards as the re-fitting of the SD Cards can be quite fiddly.

Replacing the SD Cards in the Gateway is very straightforward, please see steps below:

1. Make sure that the Gateway is switched off and the Mains is removed. All LEDs should be off.
2. Remove the cover on the right-hand side where the SD Cards are located.
3. Press them to release and, remove the cards.
4. Put the old cards in the Bin so that they are not confused with the replacement cards.
Note - Do not try to Mix and Match old and new as they are not compatible with each other.
5. Refit the cards noting they are marked SD 1 and SD 2 which is replicated on the metal case. They fit connector side up.
Note – Fitting the SD Cards is quite fiddly due to the restricted space. Please be very careful when re-fitting to not drop them into the case. If you do, then unscrew the 8 remaining screws around the case and gently remove the top cover. You should then be able to shake the case to remove the mis-placed SD Card. Then replace the top cover being careful to make sure that the Antenna support (top right) is inside the Case. Refit the screws.
6. When both are fitted, replace the cover.
7. Re-connect the mains supply.
8. Using a paperclip please switch the Gateway back on with the button on the top left-hand side of the Gateway. Press and hold until the Gateway Bleeps.
9. It will boot up which will take a few minutes.
10. Refit the Network cable and confirm you can log back in, IP Address etc. is the same as before.

At this point the Gateway will have data for each of the Transmitters as per the date of the Backup.

There is a function within the Transmitters called Task Retrieve which will put them into a mode to upload back to the Gateway the current Task and then any data associated with that Task.

Please see our separate guide on how to use this feature.

Thank you,

Andy

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[Contact Us](#)

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