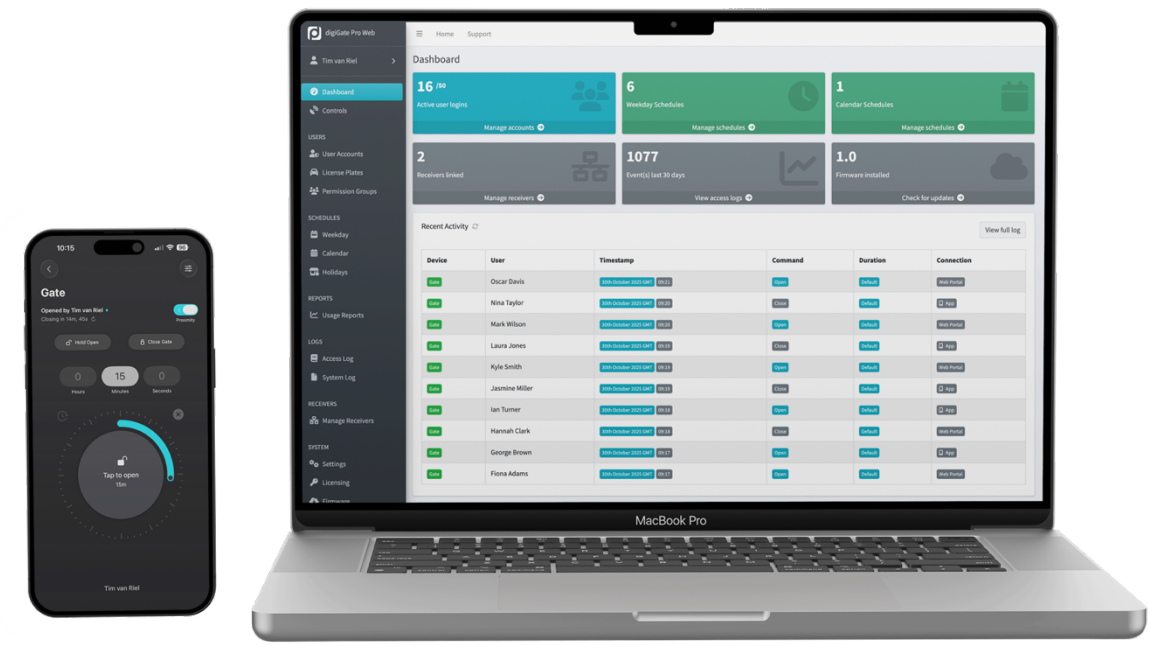
digiGate PRO

INSTRUCTION MANUAL

V1.1

Last Edited 8th October 2026



IMPORTANT



Read the following to prevent injury or death from using digiGate.
1. You should ONLY operate digiGate Pro when you have clear vision of the automated device you are controlling (Electric Gates, Garage door etc.).
2. digiGate Pro should ONLY be controlled by adults and NOT children.
3. You MUST ensure that there is nothing blocking the free movement of your automated device when using digiGate Pro. Operating your digiGate Pro without making sure it is clear can lead to damage of property and injury or even death.

1 - Getting to know your system 6
1.1 - digiGate Pro Hub 6
1.2 - Wireless Transmitter 7
1.3 - Wireless Receiver 7
2 - Installing The Hardware 8
2.1 - digiGate Pro Hub 8
2.1.1 - Ethernet 8
2.1.2 - USB Transmitter 8
2.1.3 - Power 8
2.2 - Wireless Receiver 9
2.2.1 - Positioning & Mounting 9
2.2.2 - Antenna 9
2.2.3 - Relay Outputs 10
2.2.4 - Power 11
3 - First Time Setup 12
3.1 - Mobile App 12
3.1.1 - Install System 12
4 - Web Portal 13
4.1 - Registering Super Admin Account 13
4.2 - Logging In 15
4.3 - Adding Other Users 16
4.3.1 - User Permission Types 16
4.3.2 - Limit Device Logins 20
4.3.3 - Saving The Account 21
4.4 - Adding Permission Groups 22
4.4.1 - Standard Group 22
4.4.2 - Private Group 23
4.5 - Adding License Plates 24

4.6 - Scheduling 25
4.6.1 - Weekday Schedules 25
4.6.2 - Calendar Schedules 26
4.7 - Holidays 27
4.8 - Access Log 29
4.9 - Manage Receivers 30
4.9.1 - Add New Receiver 30
4.9.2 - Edit Receiver 30
4.10 - Main Settings 31
4.10.1 - System Owner 31
4.10.2 - Hub Nickname 31
4.10.3 - Weekday Schedules 31
4.10.4 - Calendar Schedules 31
4.10.5 - App Control 31
4.10.6 - Networking 32
4.10.7 - Timezone 32
4.10.8 - Hub Troubleshooting 32
4.11 - Call to Control / WhatsApp 32
4.12 - Licensing 33
4.13 - Firmware Updates 33
4.14 - Backup 33
4.15 - Device Controls 34
5 - Mobile App Control 35
5.1 - App Features 35
5.2 - App Logging In 36
6 - ANPR 40
6.1 - Hardware 40
6.2 - Getting Started 40

7 - Get Support 41

1 - GETTING TO KNOW YOUR SYSTEM

What's included in the box and the purpose of each piece of hardware.

1.1 - digiGate Pro Hub

The digiGate Pro Hub is the brain of the entire system. It manages users, access rules, schedules etc. and communicates securely with all connected devices via long range wireless transmission. The hub connects to the internet via Ethernet.



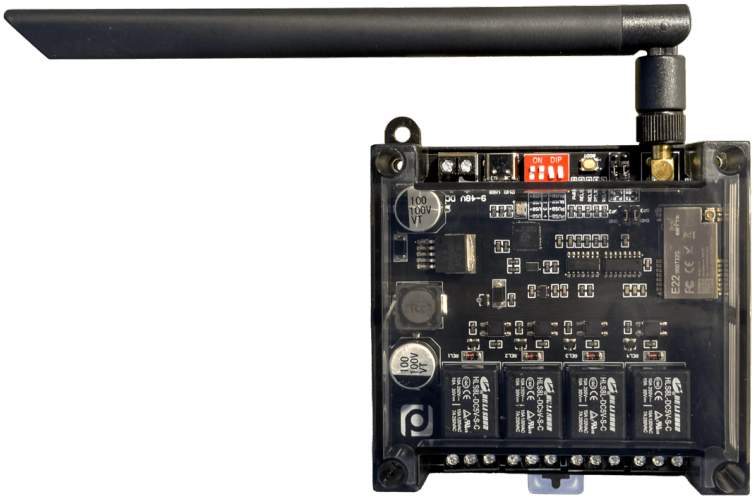
1.2 - Wireless Transmitter

The wireless USB transmitter plugs directly into the digiGate Pro Hub and enables long-range wireless communication. It sends encrypted commands from the hub to all paired receivers using long range wireless technology.



1.3 - Wireless Receiver

The wireless receiver is installed near the gate, barrier, or bollard controller and is responsible for physically operating the outputs. Each receiver provides 4 relay outputs that connect directly to the control board of the equipment. Receivers can be powered directly from the gate controller or via USB C.

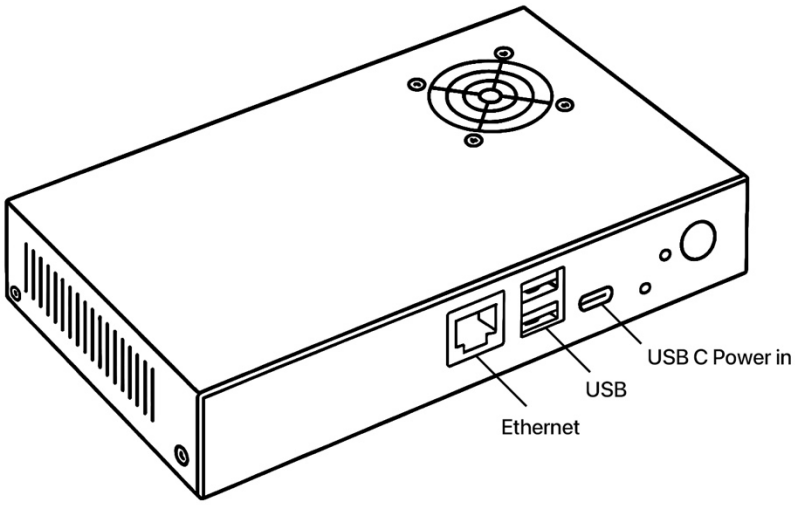


2 - INSTALLING THE HARDWARE

Connecting the hub with the transmitter & wiring up the receivers to the gate, barrier, roller door etc.

IMPORTANT: None of the hardware is waterproof and must be installed inside a cool, dry location.

2.1 - digiGate Pro Hub



2.1.1 - Ethernet

Connect an Ethernet cable to the Ethernet port on the hub.
This cable should then be connected either directly to your router or a network switch. The connection needs to be on a network with an Internet connection.

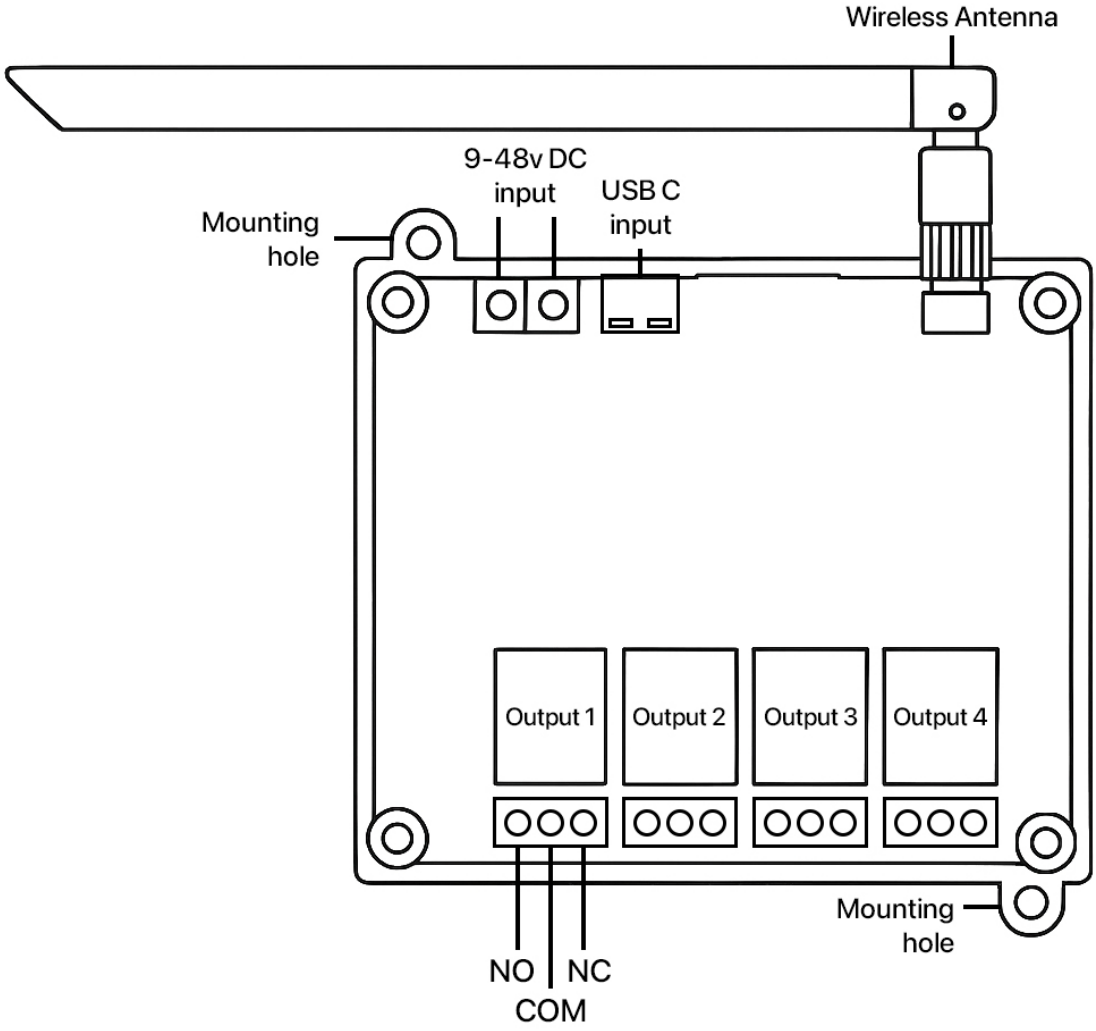
2.1.2 - USB Transmitter

Insert the USB transmitter into a USB port on the hub. A USB extension cable can be used to position the transmitter where required.

2.1.3 - Power

Plug in the included USB-C power adapter into the hub and switch on the power.
IMPORTANT: Only use the included power adapter and not a third party one to avoid risk of underpowering the device and causing data corruption.

2.2 - Wireless Receiver



2.2.1 - Positioning & Mounting

The wireless receiver must be installed at the location of the device you are controlling inside a waterproof enclosure.

The receiver has a DIN mount on the reverse and 2 mounting holes for screw fitment.
IMPORTANT: The hardware is not waterproof.

2.2.2 - Antenna

Screw in the included SMA antenna onto the receiver and rotate to point towards the hub where possible. An external waterproof SMA antenna can be used instead where required (433Mhz or 915Mhz depending on region).

2.2.3 - Relay Outputs

IMPORTANT: Isolate control board power before connecting any cabling.

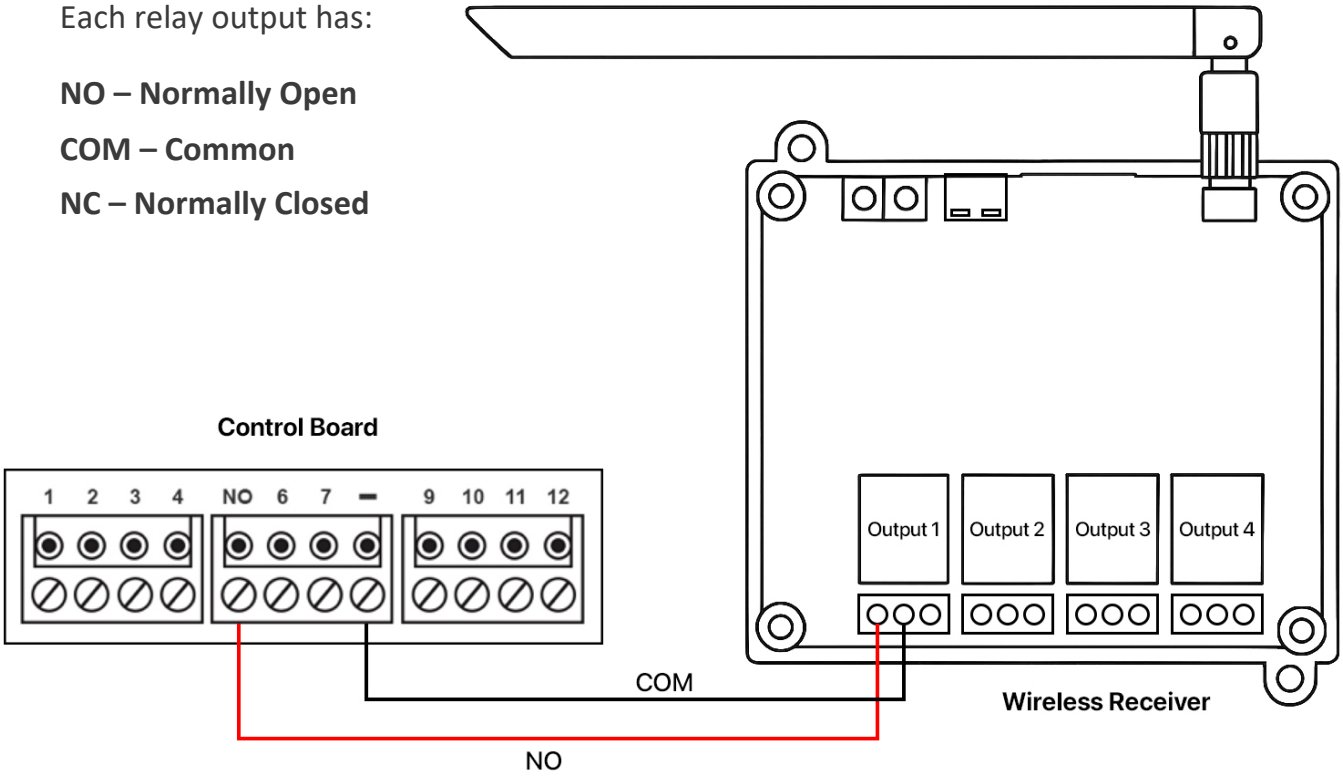
Connect cabling between each relay and the respective device you are controlling, beginning with output 1 (far left).

Each relay output has:

NO – Normally Open

COM – Common

NC – Normally Closed



Notes

The system uses the relays in order so ensure to connect relay 1, relay 2, relay 3, then relay 4 in that order without skipping one.

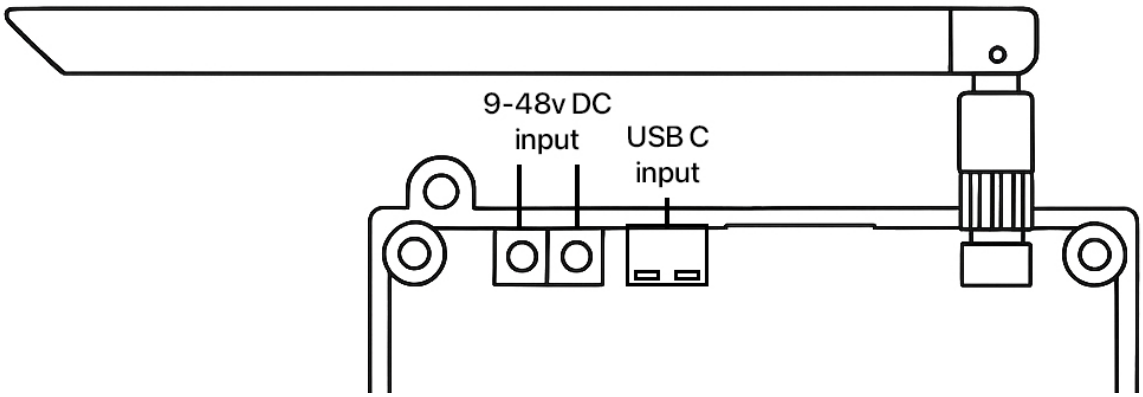
For electric gates with Step-by-step mode enabled (not advised), connect one relay for the open command and the next relay along for the close command.

For roller doors, connect one relay for the open command and the next relay along for the close command, even if both relays connect to the same terminals on the roller door control board.

2.2.4 - Power

The receiver has 2 power input options.

IMPORTANT: Only connect 1 power supply at any time.



USB-C: Connect a USB C power supply to the USB-C port on the receiver and switch on the power.

OR

9-48V DC: Connect positive and negative direct to the control board of the gate. Amperage of connection will affect the number of relays that can be used at once. Switch on the control board once all connections are complete to power up the receiver.

3 - FIRST TIME SETUP

3.1 - Mobile App

Download the **digiGate Pro** mobile app to begin first time setup.



3.1.1 - Install System

Within the app, go to add a system and select **Install System**.
This will guide you through the steps:

1. Hardware setup
2. Connecting to the hub
3. Pairing your first receiver
4. Assigning & naming relay outputs
5. Signing up a super admin/installer account
6. Syncing your receiver to the app
7. Begin controlling via the app

After the first-time setup has been completed via the app, the web portal can be used to setup everything else including other user accounts.

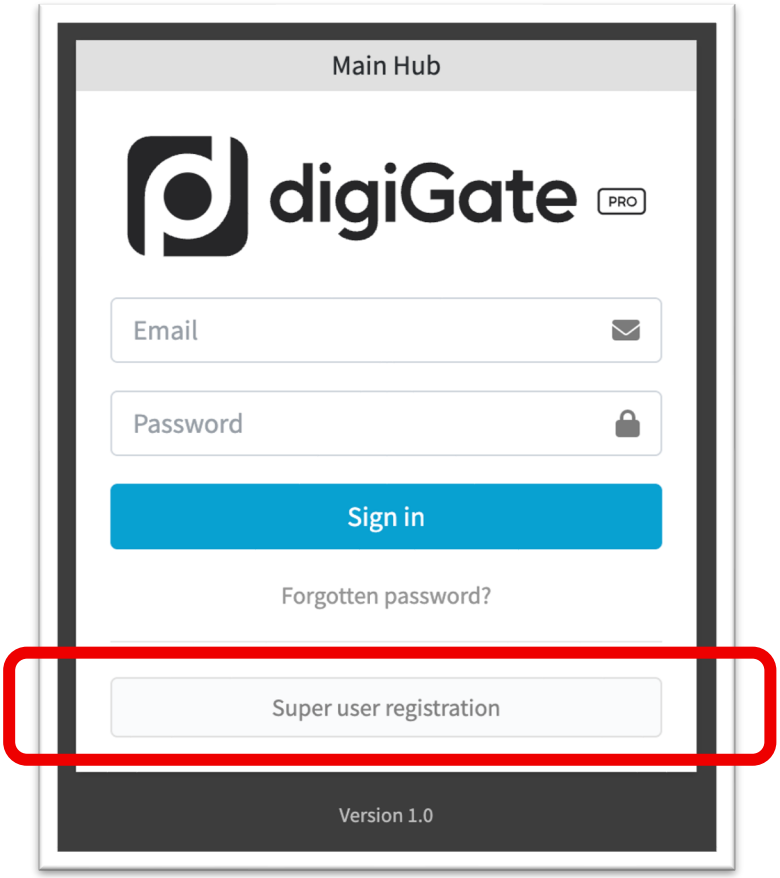
4 - WEB PORTAL

4.1 - Registering Super Admin Account

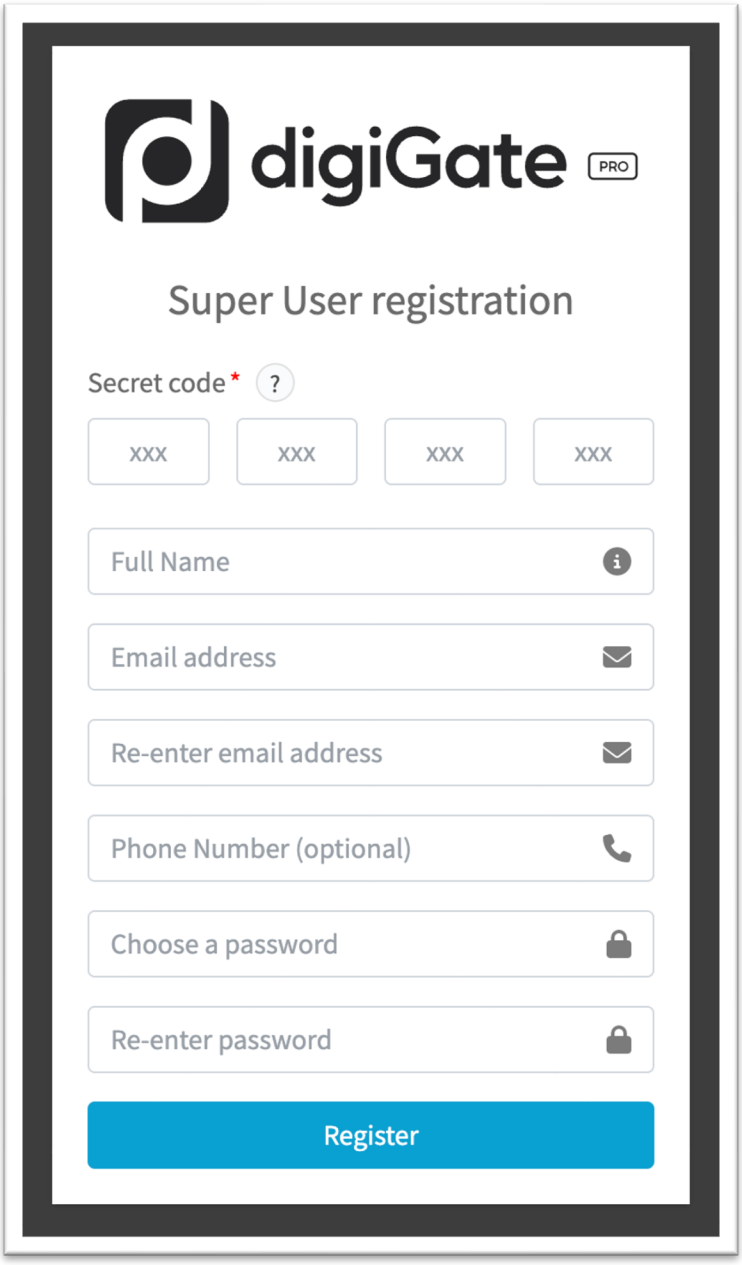
If you are the installer who setup the system by the app, you already have a super admin account.

For others requiring a super admin account, follow these steps:

1. Open a web browser on your computer
2. Enter the connect code as a URL
3. The login page to your web portal will appear
4. Click **Super user registration**



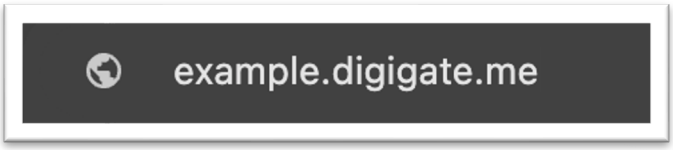
5. Fill out the required fields including the **Secret Code** which is printed on your digiGate Hub:



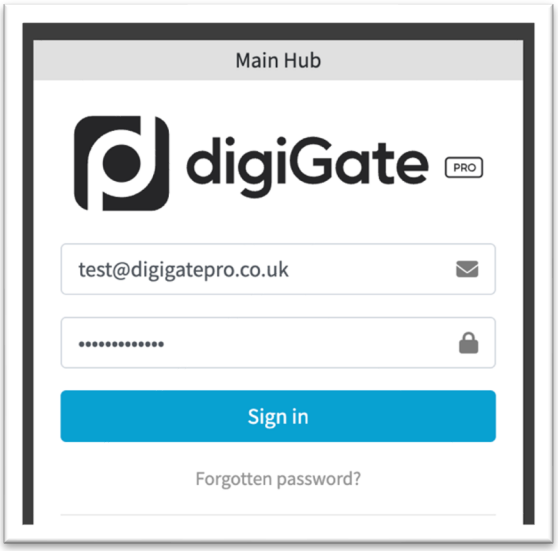
6. Click **Register** and your account will be created.
7. Head back to the web portal login page by entering in the connect code again and **login**.

4.2 - Logging In

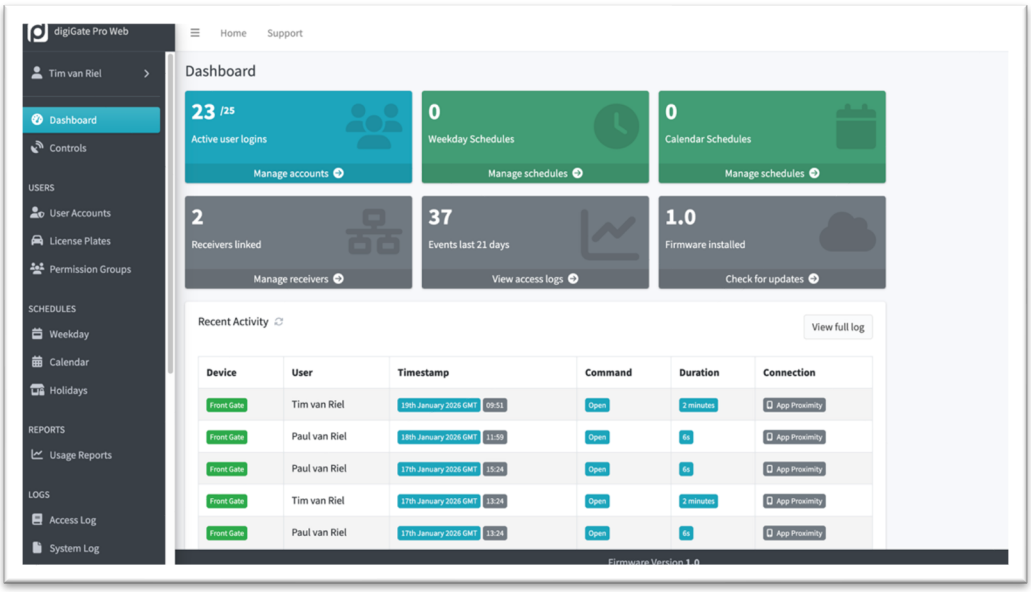
1. Enter your connect code into a web browser as a URL to open the login page:



2. Enter your email address & password and click **Sign in:**



3. You will be greeted with the dashboard and access to other pages via the navigation links on the left hand side:



4.3 - Adding Other Users

To access the user account page, click **User Accounts** in the navigation bar.

1. Click the **Add user account** button
2. Enter the user's name
3. Enter the user's phone number (if using call to open/WhatsApp functionality)
4. Enter the user's email address (if using the mobile app)
5. **Continue to next section for permissions setup**

4.3.1 - User Permission Types

Individual

Select this to give the user individual permissions to certain devices, at certain times, with allowed features. This is individual permissions for this user only.

Group

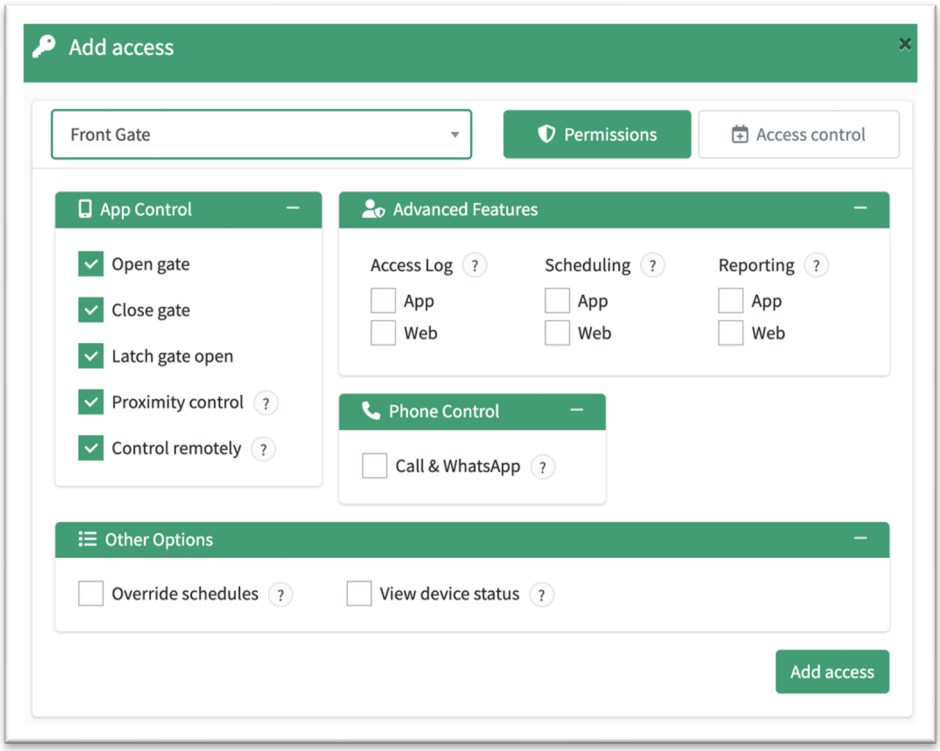
Select this to add the user to a group or private group.

Admin

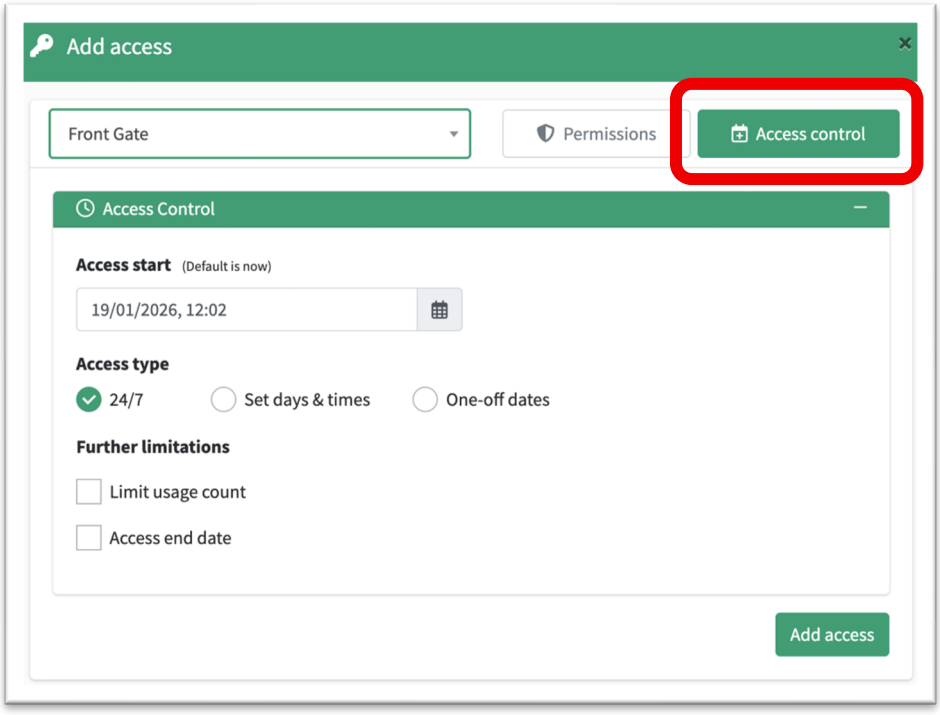
Select this to set the user as admin (access to everything except main hub settings & firmware updates).

4.3.1.1 - Individual Permissions

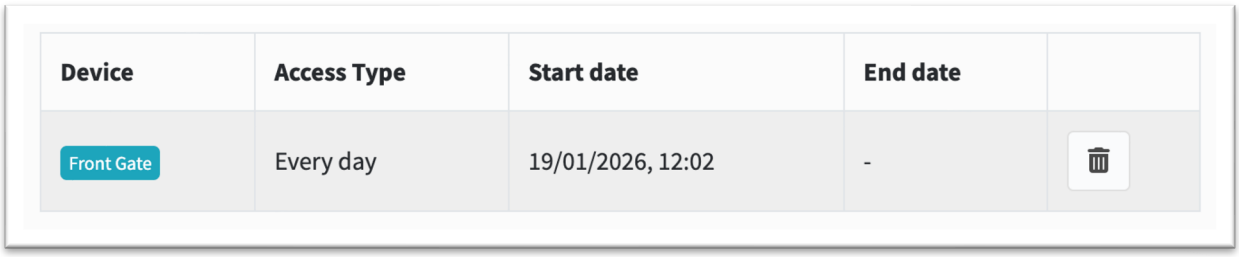
1. With **Individual** selected, click **Add access**
2. Select your device via dropdown in the top left corner
3. Choose features the user is allowed to use:



4. Choose Access control restrictions by selecting **Access control** in the top right corner:



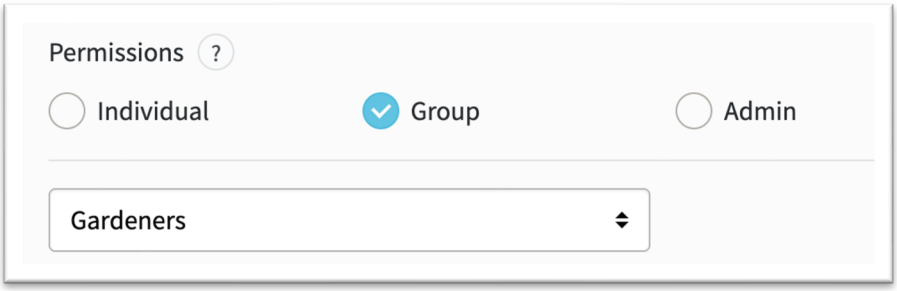
5. Click **Add access** to assign to the user's account.
6. You will then see the device in the table where you can click to edit or delete at any time:



4.3.1.2 - Standard Group Permissions

First, make sure you have a group setup before creating the user so it can be assigned. Instructions can be found later in this guide.

1. Select the **Group** option
2. Choose the group to add this user to via the dropdown:



4.3.1.3 - Private Group Permissions

First, make sure you have a private group setup before creating the user so it can be assigned. Instructions can be found later in this guide.

1. Select the **Group** option
2. Choose the group to add this user to via the dropdown
3. Select from **Individual, Sub-group** or **Group Admin**

Individual: Same as previous section with individual permissions for this user **only** within this private group.

Sub-group: Put this user into a permissions group, within this private group. This sub-group must be created first.

Group Admin: Make the user a group admin where they can add/edit/delete users within their own private group only.

4.3.1.4 - Admin Permissions

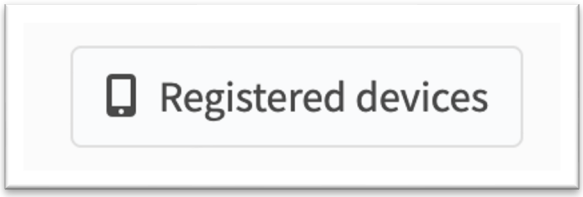
Check this option to give the user admin permissions. They will have access to everything, 24/7, except the hub main settings page and firmware update options which only the super admins can access.

4.3.2 - Limit Device Logins

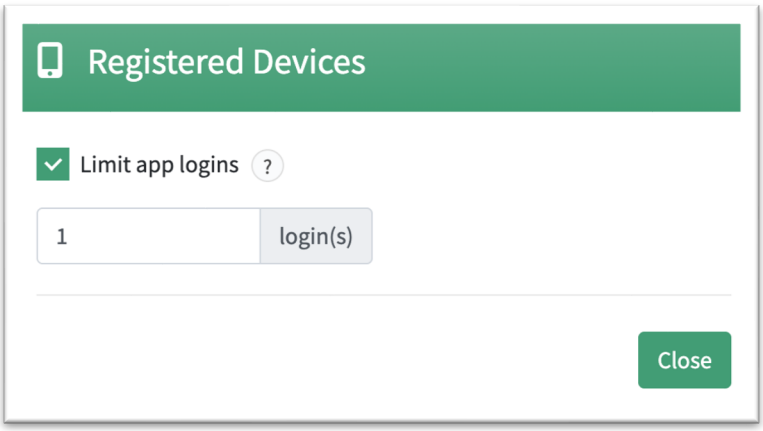
It might be necessary to prevent a user from sharing their account with others or limiting how many devices they can login to.

To enforce a limit:

1. Select **Registered devices** in the bottom left corner:



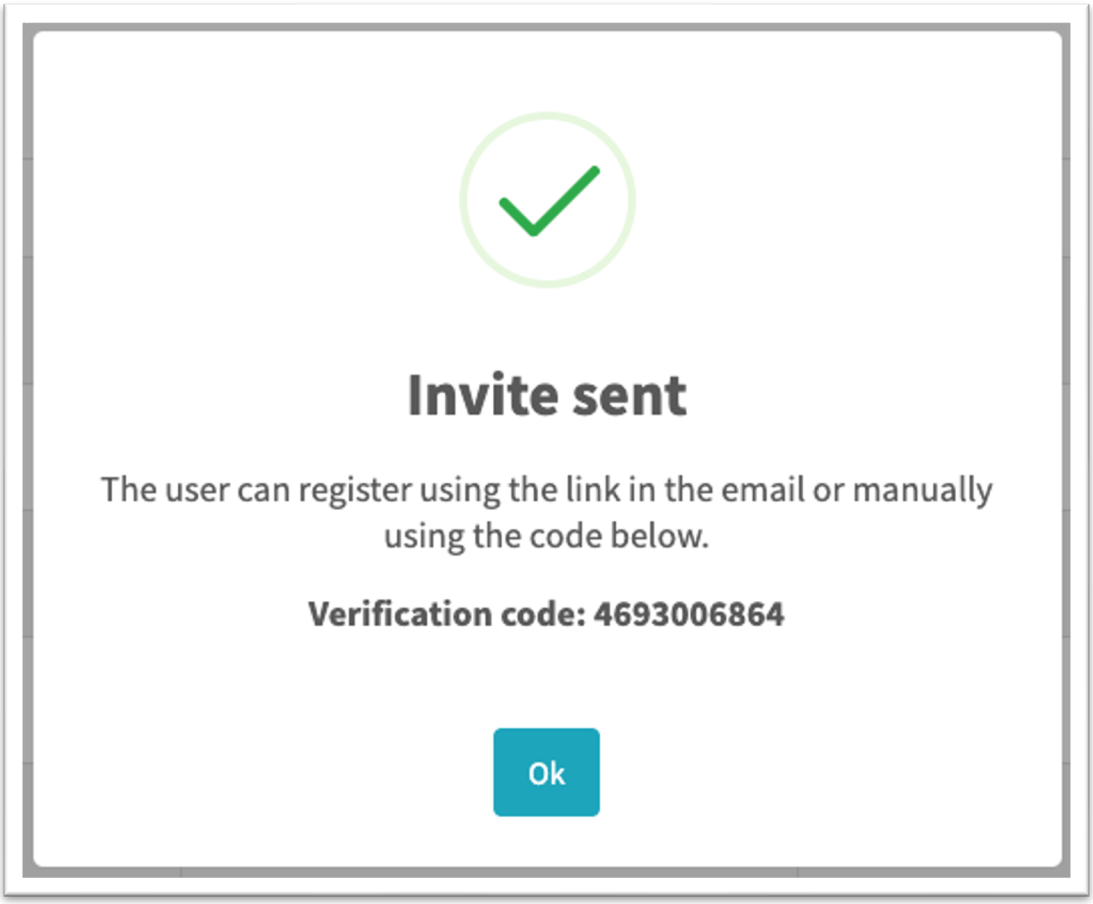
2. Check the **Limit app logins** box and set a limit (usually set to 1 to prevent account sharing totally):



4.3.3 - Saving The Account

Once all access permissions are set, click **Save & close** to save the account.

If the user has access to the web or app, they will be **emailed an invitation** to activate their account by choosing their own password. After they activate their account, they can then login to the web & app if permissions allow them to.



4.4 - Adding Permission Groups

With digiGate Pro you can setup permission groups to apply access control restrictions to multiple users at once.

You can also separate users between companies by utilising private groups. This means admins of those groups cannot see each other's user lists.

To add a group:

1. Click **Permission Groups** in the left navigation menu.
2. Click **+ New group** button at the top.
3. Choose group type by continuing with these instructions below

4.4.1 - Standard Group

This is a top level group to add users to. It will be visible and editable by all admins and super admins of the system.

1. Give the group a **name**
2. Select **Standard** from the radio button options
3. Click **Add access** to apply permissions to this group
4. Click **Save & close** to save the new group.

4.4.2 - Private Group

This group is used only to contain users and keep them hidden from group admins in other private groups. If multiple companies use the same gate, private groups allow each company to manage only their own users without seeing anyone else.

When you apply permissions to a private group, you are applying the **maximum permissions** any user within the group can have. A private group admin will not be able to grant permissions greater than the ones set on their group.

1. Select **Private** as the group type
2. Add the **maximum allowed permissions** to the group by clicking **Add access**.
3. Choose a device using the dropdown at the top left
4. Select the features this private group is allowed to access
5. Click **Access control** in the top right corner and assign the maximum permission times any user within the group is allowed to have
6. Click **Add access** to apply to the group
7. Click **Save & close** to save the private group
8. Go to the users page and add users to the new group as required

4.4.2.1 - Private Sub Group

This group is used to apply bulk permissions to multiple users within a private group.

It's used mainly by a private group admin to apply permissions to users within their private group.

1. Select **Private Sub Group** as the group type
2. Use the dropdown that appears to select the **Parent group**
3. Apply access permissions by clicking **Add access.** Anyone in this private sub group will have these permissions applied to their account.
4. Click **Save & close** to save the private sub group.
5. Go to the users page and add users to the new group as required

4.5 - Adding License Plates

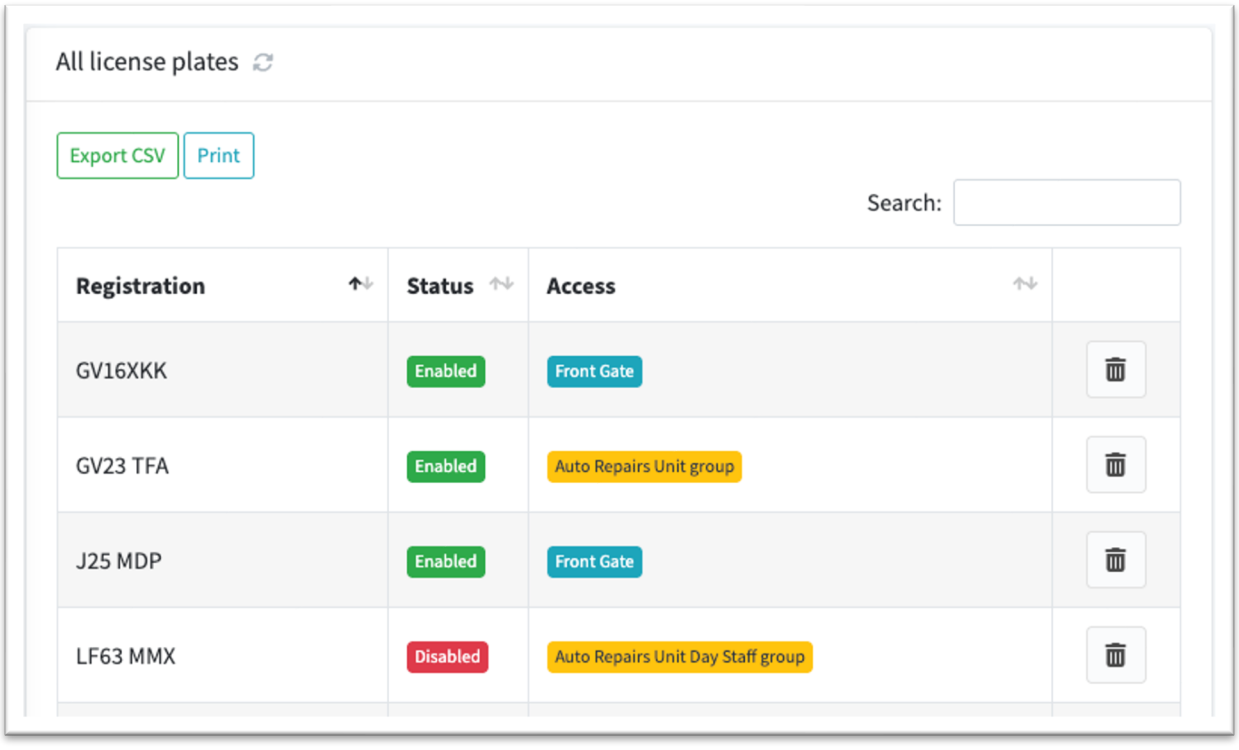
If you have an ANPR system connected to the digiGate Pro, you can add valid license plates to the system to trigger certain devices like opening a gate.

When a plate is detected, the camera detecting it will tell the digiGate the number plate and also the device that should be controlled.

The system then checks if the number plate is allowed to control that device.

To add license plates:

1. Go to the **License Plates** page on the web portal.
2. Click **Add new plate** at the top
3. Enter the l**icense plate** itself
4. Select either **individual permissions**, **group** or **everything**



4.6 - Scheduling

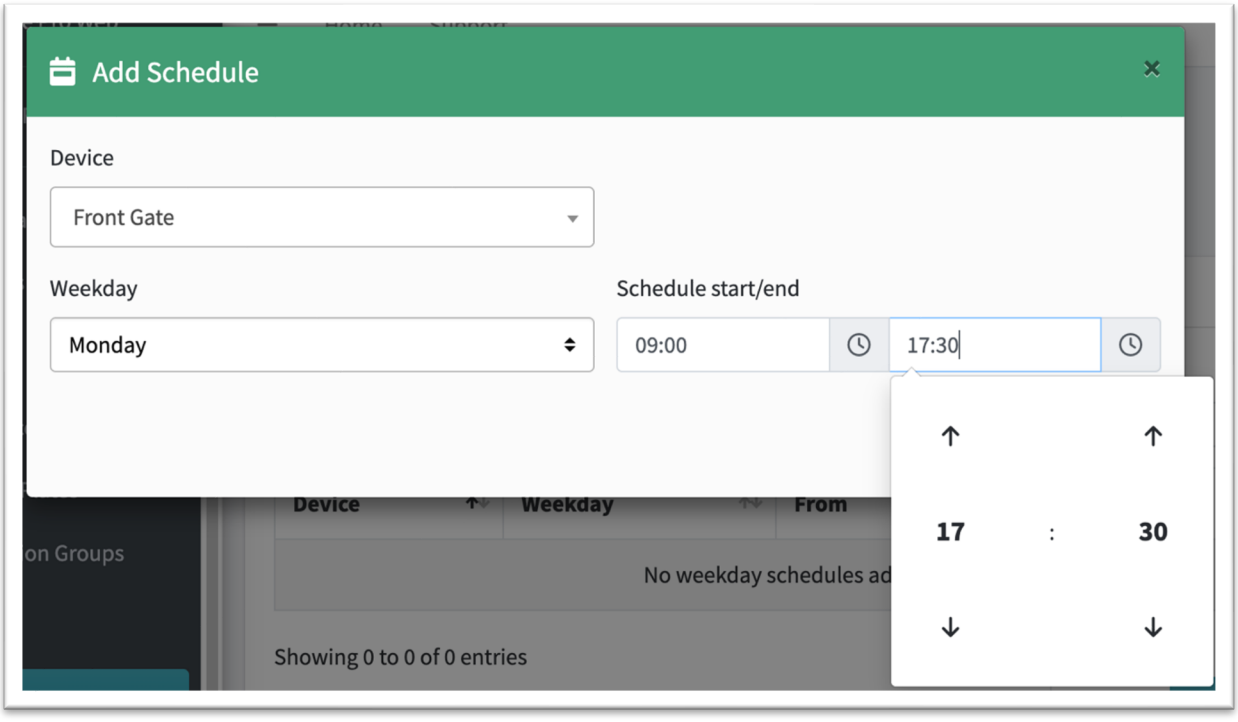
Devices can be automated to open or run automatically at set days of the week or calendar dates., between certain times.

4.6.1 - Weekday Schedules

To setup recurring events that trigger on the same day, at the same time every week, we use weekday schedules.

Head to the **Weekday** page by using the link in the left navigation bar.

1. Click **Add new schedule**
2. Choose the device you want to automate
3. Select the day of the week you need using the dropdown
4. Select a start and end time by clicking on the clock icons



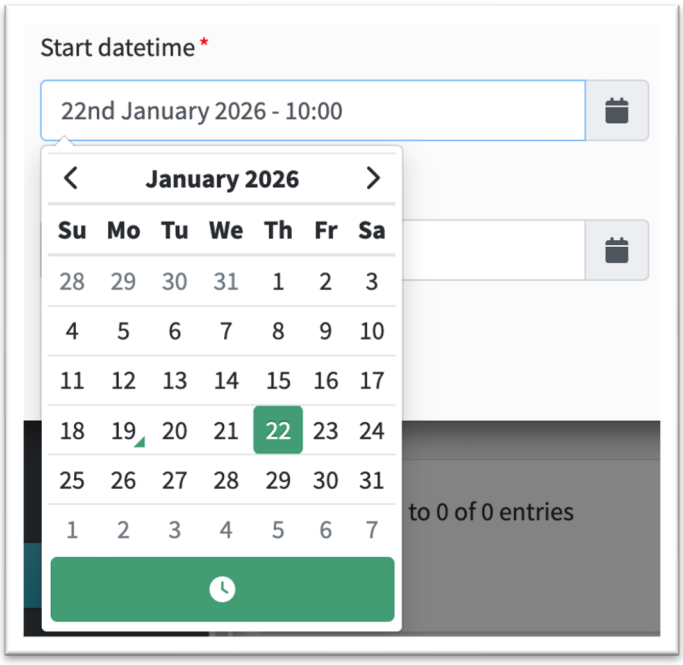
5. Click **Save & close**

4.6.2 - Calendar Schedules

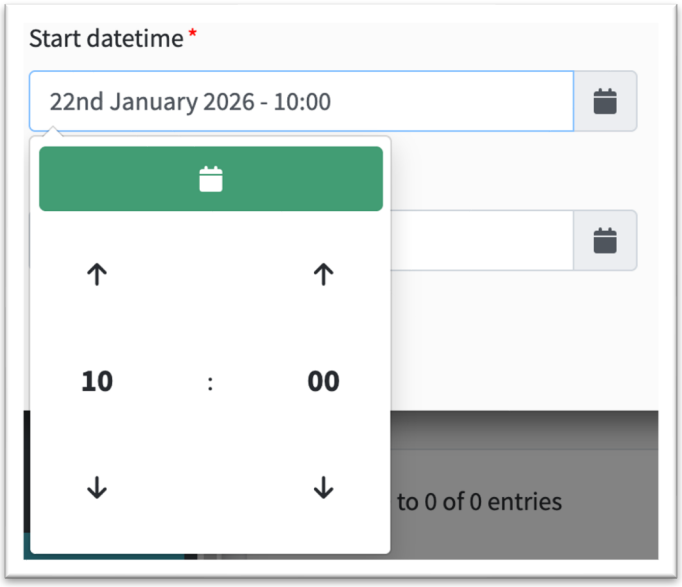
To setup events that trigger on specific dates, between specific times, we use calendar schedules.

Head to the **Calendar** page by using the link in the left navigation bar.

1. Click **Add new schedule**
2. Select the device to control from the dropdown
3. Choose a start datetime by clicking the calendar icon



4. Click the clock icon to set the time for this date



5. Choose an end datetime by clicking the calendar icon
6. Click **Save & close**

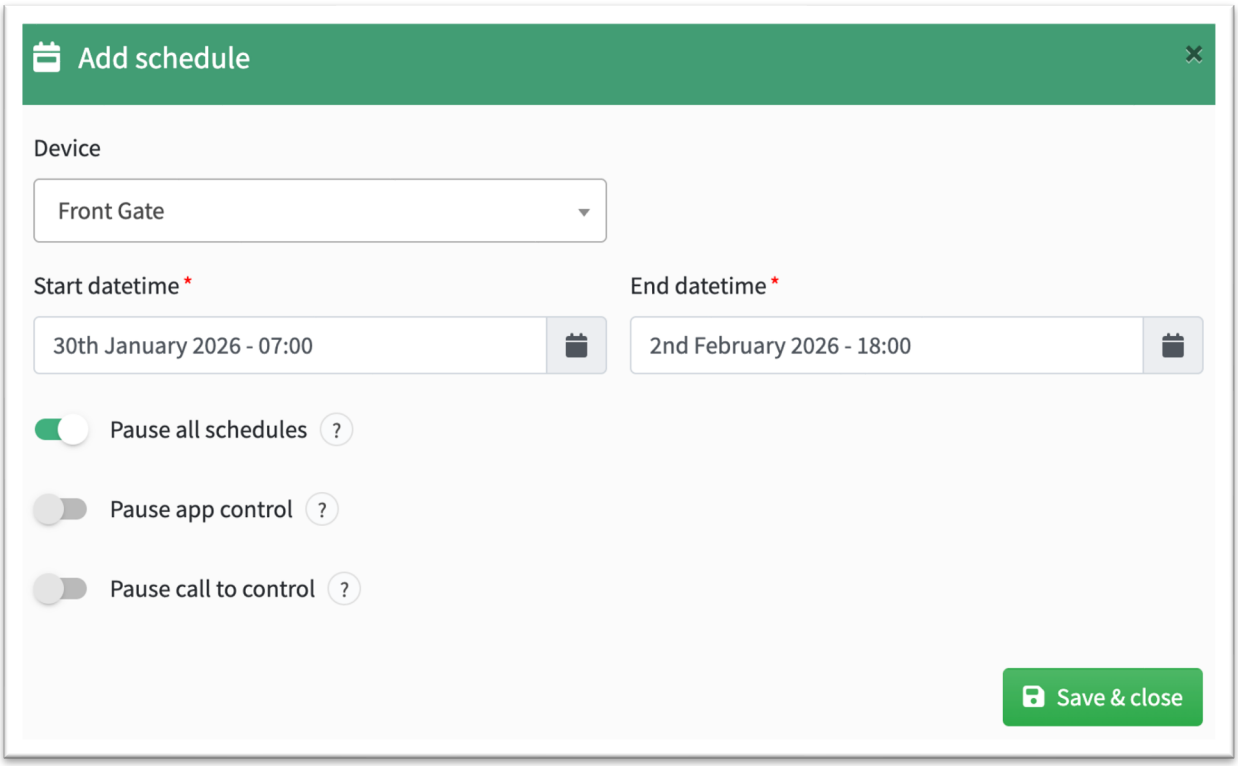
4.7 - Holidays

Holidays are used to pause scheduling, app control & call to control/WhatsApp during specific dates, between specific times. They're mostly used for bank holidays and office closures.

Head to the **Holidays** page by using the link in the left navigation bar.

1. Click **Add new date**
2. Choose the device to apply the holiday to
3. Select start and end datetimes
4. Select the option(s) to apply to the holiday (pause schedules, pause app control, pause call to control).

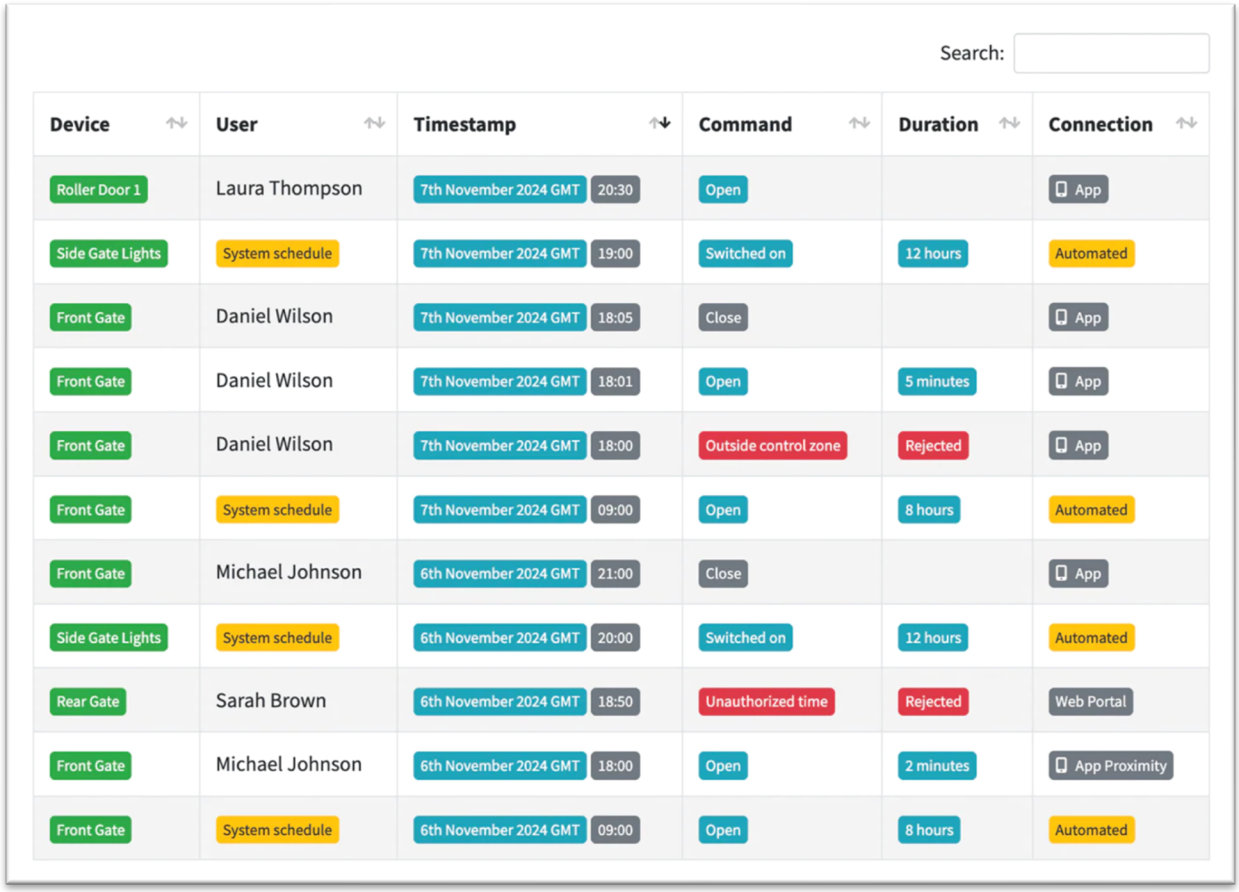
5. Click **Save & close**



4.8 - Access Log

Every action on the digiGate pro is recorded in the access log, whether it was successful or blocked due to permissions.

Head to the **Access Log** page by using the link in the left navigation bar.



4.9 - Manage Receivers

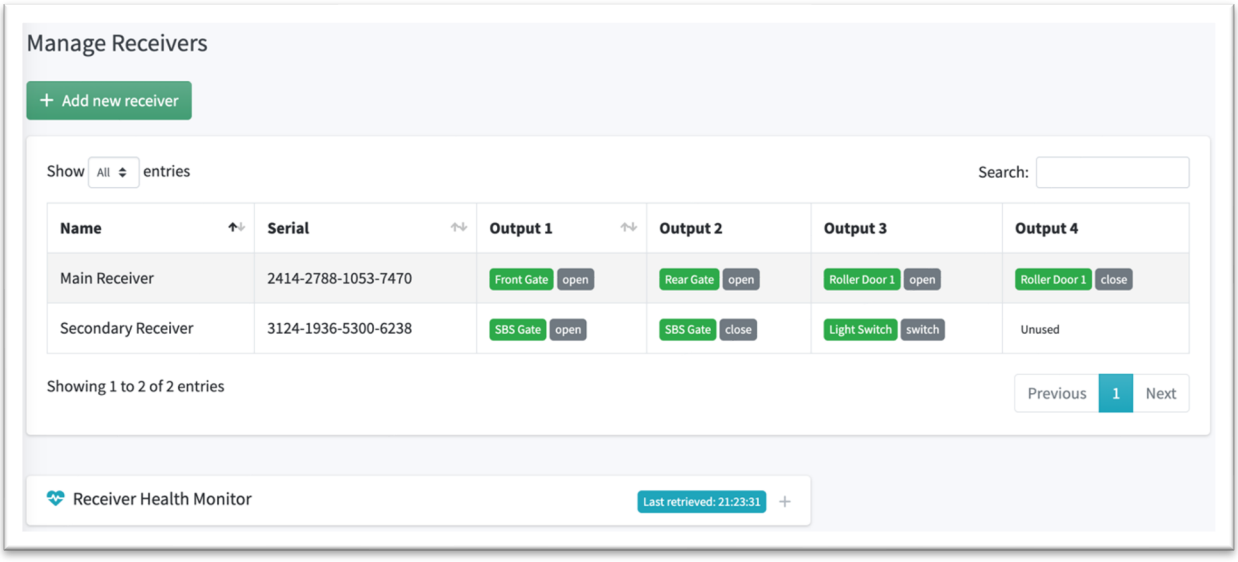
You can add new receivers or edit existing ones from the **Receivers** page.

4.9.1 - Add New Receiver

1. Click **Add new receiver**
2. Enter the serial number for the new receiver
3. Assign output types and names
4. Click **Save & close**

4.9.2 - Edit Receiver

1. Click on the receiver to edit
2. Edit receiver name, output types, output names
3. Set relay minimum & maximum durations where required such as a minimum to overcome a deadman open command
4. Set GSM Auto close value to enable how long a gate will be opened for whenever a valid phone call or WhatsApp is received
5. Set **Location Zones** with latitude & longitude values per output with a radius for users who can only control within the zone and not remotely
6. Enable/disable scheduling per output for top level control
7. Click **Save & close**



4.10 - Main Settings

4.10.1 - System Owner

This is shown on the mobile app to all users logged in.

4.10.2 - Hub Nickname

This is shown on the web portal login page.

4.10.3 - Weekday Schedules

Enable/disable weekday schedules at a top level.

Enable/disable app users being able to override weekday schedules

Enable/disable call/WhatsApp being able to override weekday schedules

4.10.4 - Calendar Schedules

Enable/disable calendar schedules at a top level.

Enable/disable app users being able to override calendar schedules

Enable/disable call/WhatsApp being able to override calendar schedules

4.10.5 - App Control

Enable/disable app control for standard users at a top level

Enable/disable app control for admin users at a top level (super users unaffected)

Fix proximity commands so multiple within 30 seconds are ignored

4.10.6 - Networking

Set the local hostname for the digiGate Pro hub to access it via local network without knowing the IP address.

4.10.7 - Timezone

Set the Timezone for the digiGate Pro

Fix the Timezone so it’s retained between reboots

4.10.8 - Hub Troubleshooting

Restart the USB transmitter module if there are any transmission errors noticed

4.11 - Call to Control / WhatsApp

Head to the **Call to control** page on the web portal.

This is where you can manage your virtual phone numbers, WhatsApp numbers & a hardware GSM backup module (optional).

Linking virtual number to a device:

1. Click on a virtual number from the table
2. Select the device to link via the dropdown
3. Decide if **Any caller/messenger** should be enabled (not recommended)
4. Click **Save & close**

4.12 - Licensing

Head to the **Licensing** page on the web portal.

This is where you can view the number of licenses available to use for each section of the digiGate Pro hub, and how many have been consumed.

4.13 - Firmware Updates

Head to the **Firmware** page on the web portal.

This is where you can view any available firmware updates and run the installation.

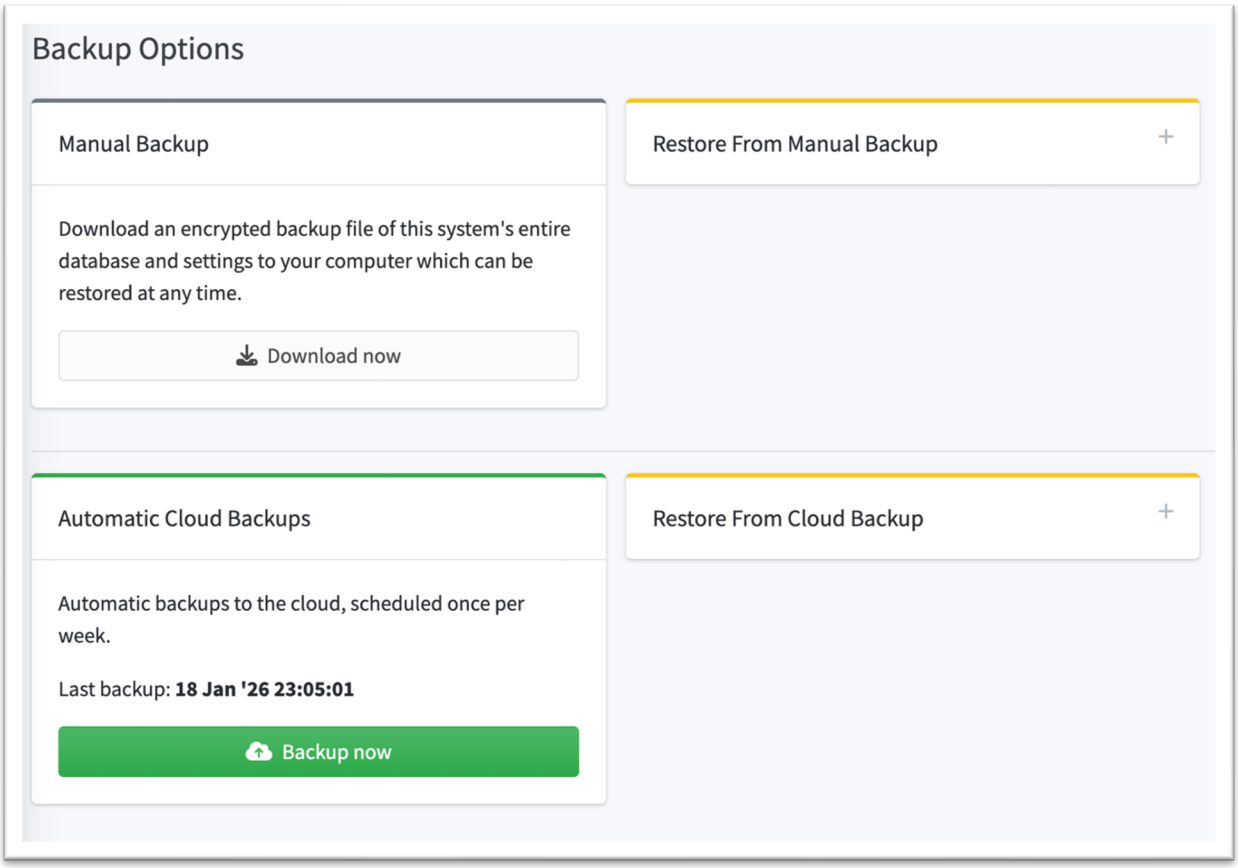
4.14 - Backup

Head to the **Backup** page on the web portal.

Make manual backups to your computer

Check automatic backups and run one manually

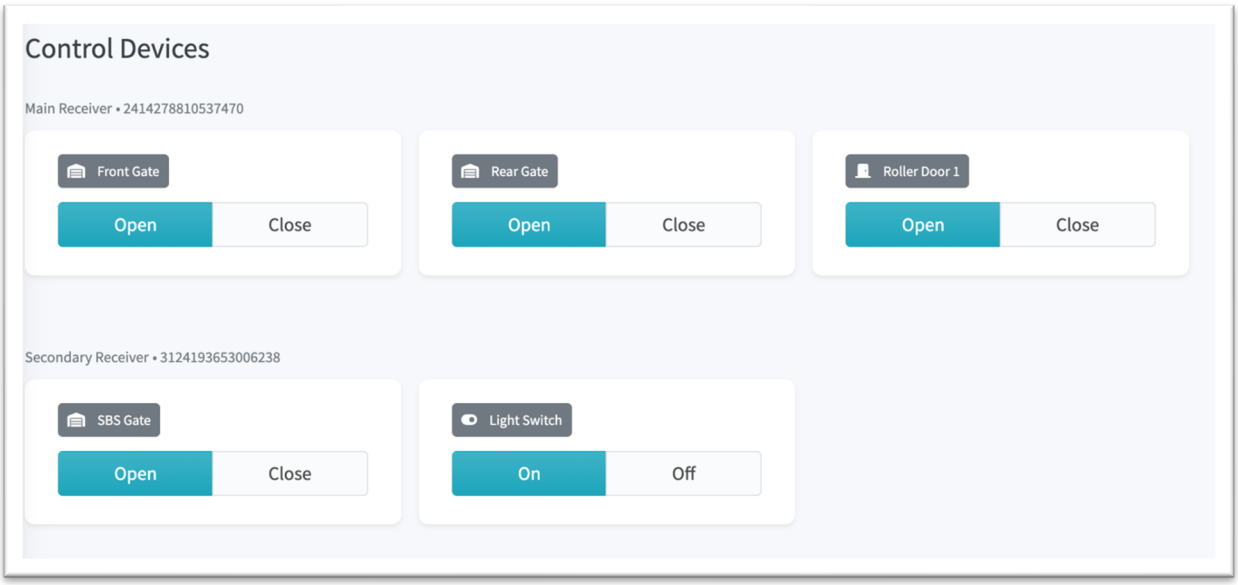
Restore from a backup (data will be lost since last backup)



4.15 - Device Controls

Head to the **Controls** page on the web portal.

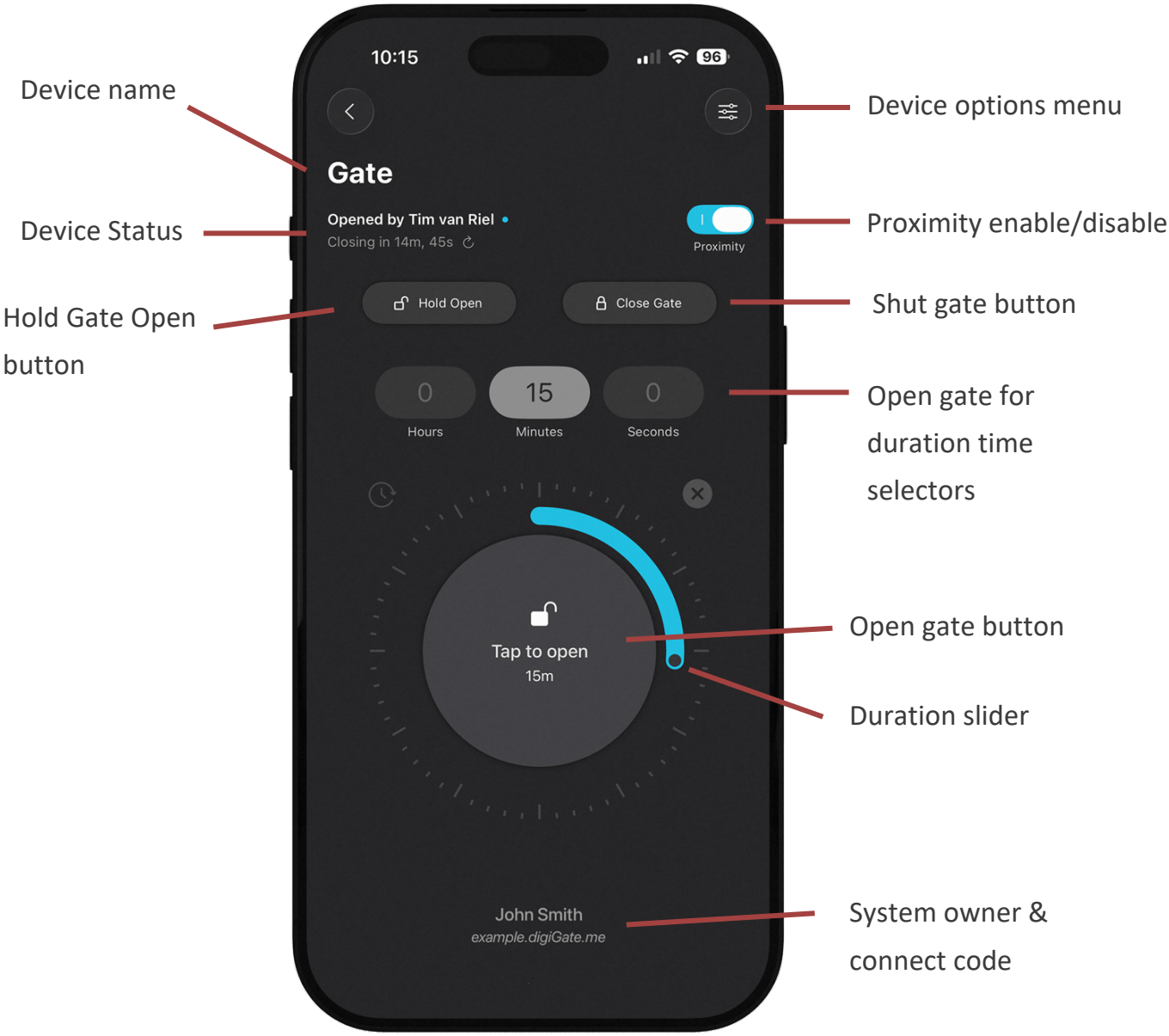
This is where you can manually control devices via the web portal from anywhere.



5 - MOBILE APP CONTROL

Depending on the permissions of the user, certain features within the app will be shown/hidden. Admins & super admins see everything.

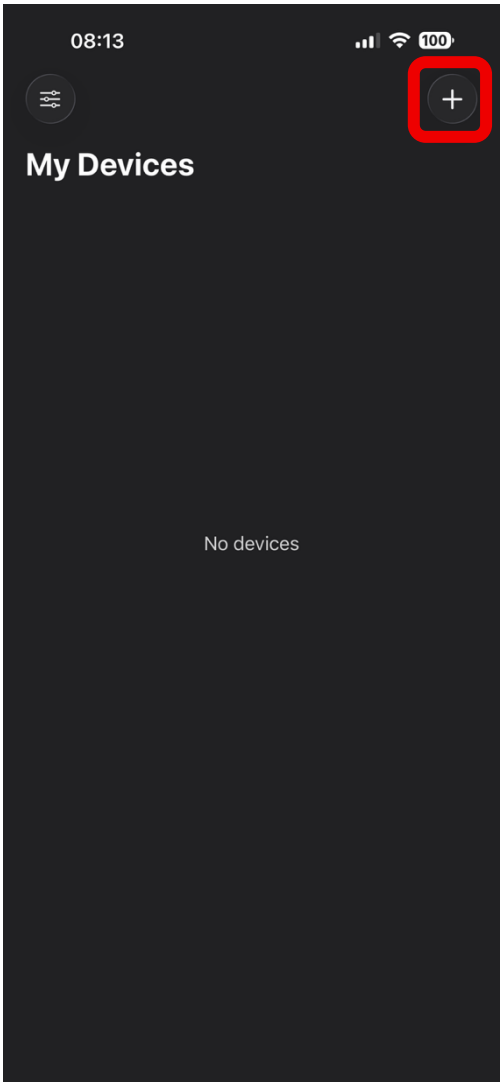
5.1 - App Features

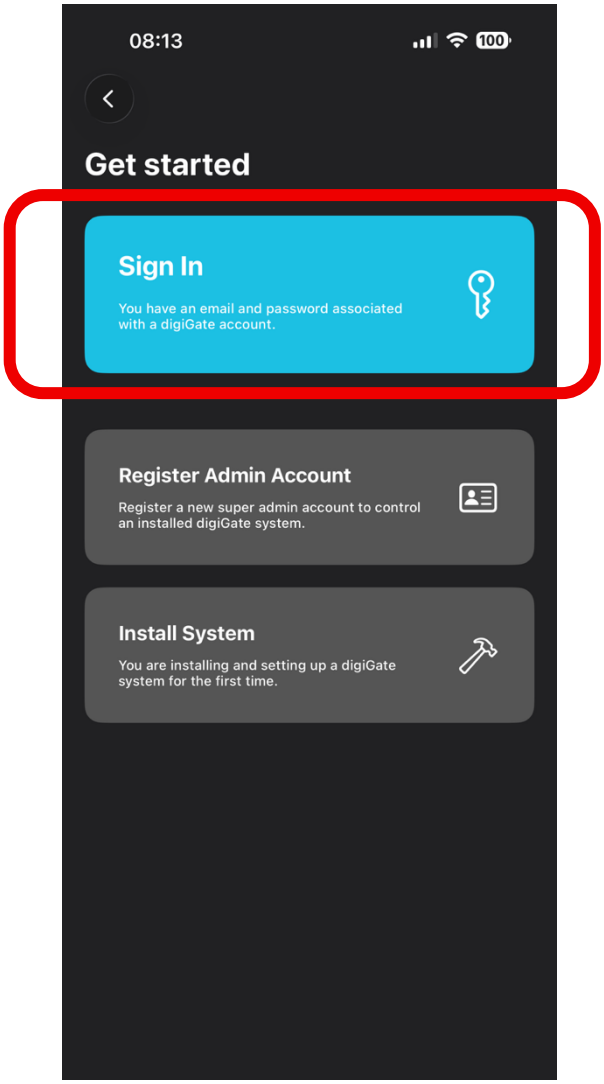


5.2 - App Logging In

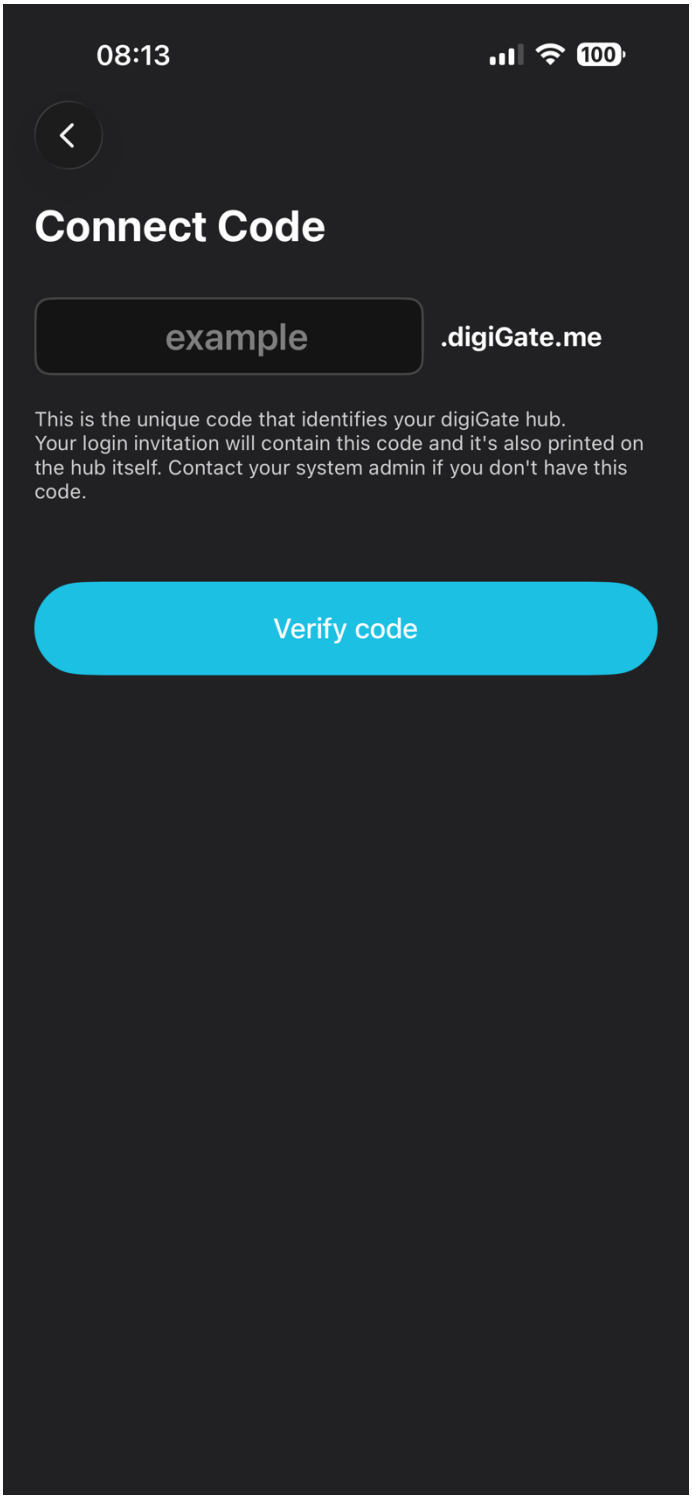
Once a user has registered their account by following the link in the activation email, they can then login to the mobile app if their account permissions allow them to. Full app login instructions can be found at **digiGatepro.co.uk/applogin**

1. Open the app after downloading it, tap the top right icon, then tap **Sign In**

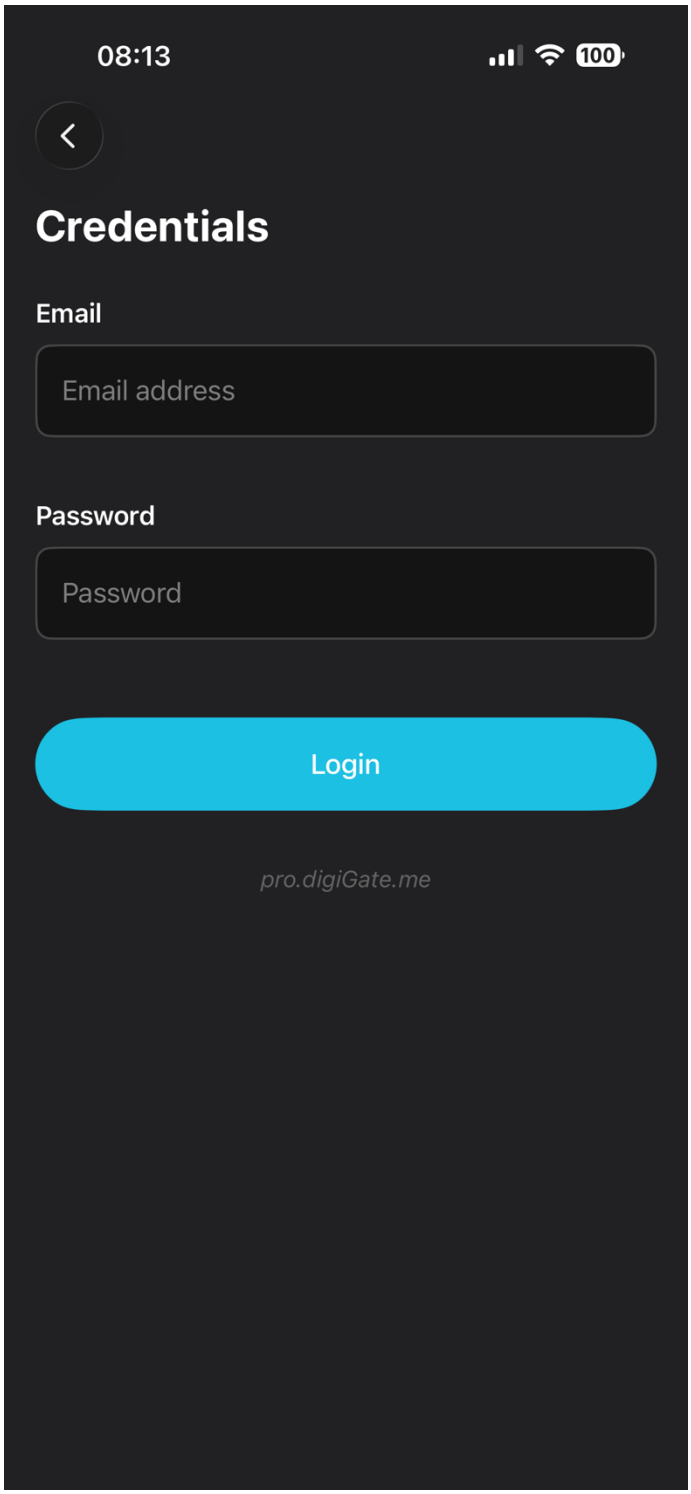




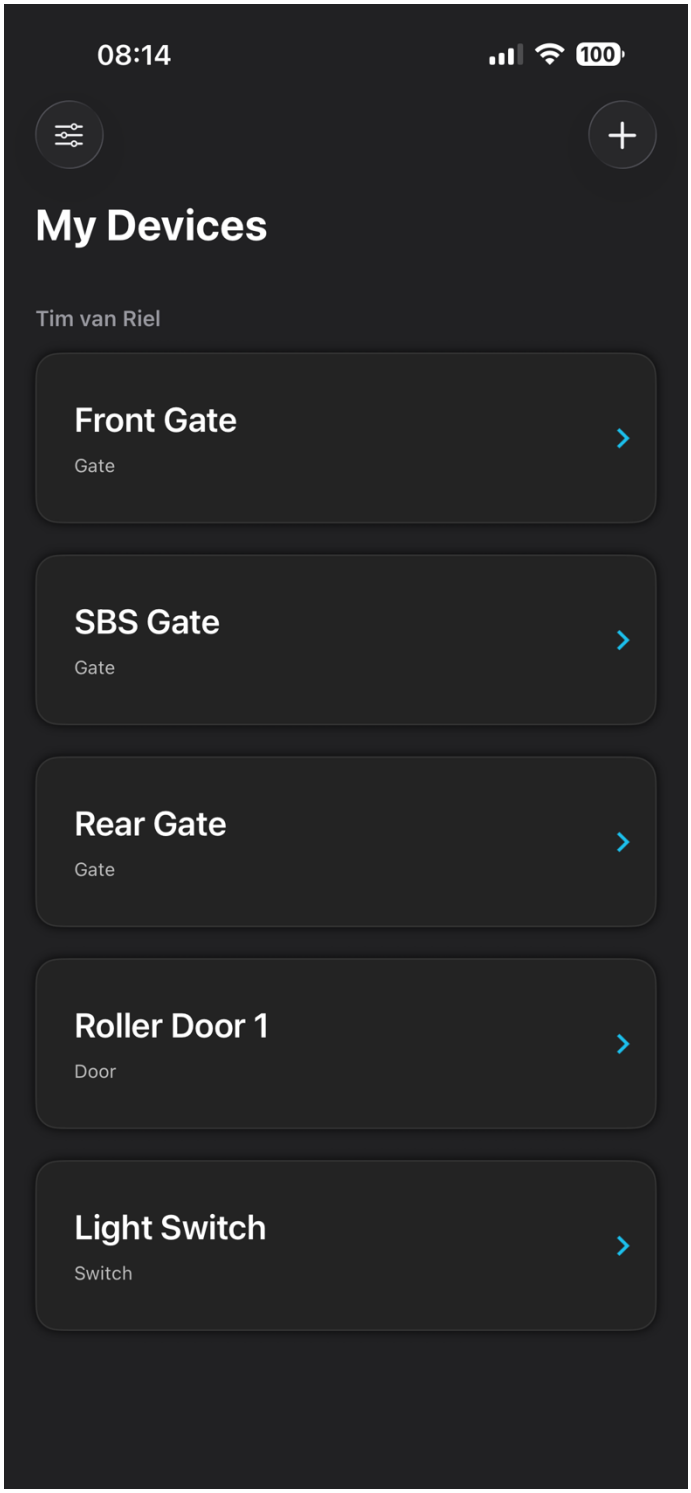
2. Enter the **Connect Code** you received in your activation email. The code ends with digiGate.me
3. Tap **Verify code**



4. Enter your **Email** and **Password** used to activate the account
5. Tap **Login**



6. All devices you have access to will sync with the app where you can then tap on one to begin controlling it



6 - ANPR

6.1 - Hardware

The ANPR (automatic number plate recognition) hardware requires an ANPR camera and the AI control box. These pair with the digiGate Pro hub after processing number plate scans.

6.2 - Getting Started

To setup the ANPR add-on for digiGate Pro, there are 2 main steps:

Install the ANPR camera

The ANPR camera (purchased from digiGate) must be installed and connected to your network with a static IP address.

The camera should be positioned with a clear view of vehicle number plates approaching it.

Install the AI control box

The box needs to be anywhere on the same network as your IP camera via Ethernet cable. Once powered on, a member of the digiGate Pro team will remotely activate the installation.



7 - GET SUPPORT

For support on anything digiGate Pro, please head to this link:

digiGate.co.uk/help