ROAM ADDITIONAL / REPLACEMENT GATEWAY ORDER FORM

Project Information

Customer Name: _____

Project Location: _____

Date: _____

Gateway Options

ROAM offers two backhaul methods for gateways; Cellular and Ethernet. If the Ethernet backhaul is chosen, the applicable IP information must be provided. Please refer to the appropriate "Gateway Installation Instructions" for additional information.

What method will be used to connect the gateways to the internet? Select Cellular or Ethernet, below. If Ethernet is requested, please provide the additional details requested.

☐ Cellular (**Applies to ROAM Concierge only – REG127 WX5**)
- Pole-mounted gateway with universal mount
- Articulating bracket can accommodate mounting brackets of 1.0-3.0 inches
- Cord grip on 6' power lead with NEMA twist-locking power tap
  ☐ Domestic Data Plan (AT&T Coverage)
  ☐ International Data Plan (Additional charges may apply)

☐ Ethernet (**Applicable to ROAM Concierge REG127 EX5, Enterprise REG127 EX5E or ROAMview REG127 EX5V**)
- Building-mounted gateway with universal mount
- Articulating bracket can accommodate mounting brackets of 1.0-3.0 inches or can be installed with anchor bolts (not supplied)
- ½" flex conduit connector with 10' power lead w/o termination

Network settings for Ethernet:
  ☐ Static IP (Use optional gateway page for projects with multiple gateways)
  - IP Address for the ROAM Gateway: _____._____._____._____
  - IP Address for the default gateway (router IP): _____._____._____._____
  - Network Mask: _____._____._____._____
  - Primary DNS Server: _____._____._____._____
  - Secondary DNS Server: _____._____._____._____
  - Internal NTP Server (If required): _____._____._____._____
  ☐ Dynamic IP (DHCP)
  - Is DHCP router on the 192.168.15.x subnet? ☐ Yes   ☐ No
  ☐ Default Programming*
  - Static IP Address: 192.168.15.76
  - Subnet Mask: 255.255.255.0
  - Default Gateway: 192.168.15.1
  NOTE: If the ROAM gateway requires programming changes, applicable charges for a field visit may be required

Firewall Settings

ROAM gateways connect to two (2) possible external IP addresses. Since either of these addresses may be used by a gateway, we recommend allowing communications to both. Settings should allow both TCP and UDP communications through port 30000. Communications are initialized by the gateway. Installations with multiple gateways behind a router will not need to enable port forwarding. This is handled by the routing tables used in the router.

For ROAM Concierge, the non-modifiable default server entry points are:
Server 1:   ep02.roamservices.net:30000
Server 2:   ep01.roamservices.net:30000

For ROAM Enterprise or non-direct connect ROAMview please provide server entry points:

Server 1:   _____._____._____._____:30000

Server 2:   _____._____._____._____:30000

Additionally, ROAM gateways will periodically check their time with an internet time server at 0.pool.ntp.org. The response to this query is returned on Port 123 and should also be opened on the firewall.

Network Information For Projects With Multiple Gateways

Information Required for Each Gateway

Gateway #1 Description (i.e. Location): _____
- IP Address for the ROAM Gateway: _____._____._____._____
- IP Address for the default gateway (router IP): _____._____._____._____
- Network Mask: _____._____._____._____
- Primary DNS Server: _____._____._____._____
- Secondary DNS Server: _____._____._____._____
- Internal NTP Server (If required): _____._____._____._____

Gateway #2 Description (i.e. Location): _____
- IP Address for the ROAM Gateway: _____._____._____._____
- IP Address for the default gateway (router IP): _____._____._____._____
- Network Mask: _____._____._____._____
- Primary DNS Server: _____._____._____._____
- Secondary DNS Server: _____._____._____._____
- Internal NTP Server (If required): _____._____._____._____

Gateway #3 Description (i.e. Location): _____
- IP Address for the ROAM Gateway: _____._____._____._____
- IP Address for the default gateway (router IP): _____._____._____._____
- Network Mask: _____._____._____._____
- Primary DNS Server: _____._____._____._____
- Secondary DNS Server: _____._____._____._____
- Internal NTP Server (If required): _____._____._____._____

Gateway #4 Description (i.e. Location): _____
- IP Address for the ROAM Gateway: _____._____._____._____
- IP Address for the default gateway (router IP): _____._____._____._____
- Network Mask: _____._____._____._____
- Primary DNS Server: _____._____._____._____
- Secondary DNS Server: _____._____._____._____
- Internal NTP Server (If required): _____._____._____._____

Gateway #5 Description (i.e. Location): _____
- IP Address for the ROAM Gateway: _____._____._____._____
- IP Address for the default gateway (router IP): _____._____._____._____
- Network Mask: _____._____._____._____
- Primary DNS Server: _____._____._____._____
- Secondary DNS Server: _____._____._____._____
- Internal NTP Server (If required): _____._____._____._____

Signatures

The information provided above is accurate and complete to the best of my knowledge.

Customer Contact Name: _____ **Date:** _____

Contact Phone Number: _____

Contact E-mail Address: _____

Signature: _____