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› [ACE](#) /

› MG41-HW MG41 Cellular Gateway User Manual

ACE MG41

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Cloud Managed | 4G LTE | Gigabit Ethernet

PRODUCT OVERVIEW

The ACE MG41-HW MG41 Cellular Gateway is a state-of-the-art networking solution designed for robust and reliable internet connectivity. This cloud-managed device offers high-speed 4G LTE access and Gigabit Ethernet ports, making it ideal for primary or failover internet connections in various environments. Its intuitive cloud platform simplifies management, monitoring, and troubleshooting, ensuring seamless network performance.



Figure 1: ACE MG41-HW Cellular Gateway and 3-Year Warranty Badge. The gateway is a white rectangular device with four external antennas, designed for robust cellular and wired connectivity.

PACKAGE CONTENTS

Before beginning installation, please verify that all components are present in the package:

- MG41 Cellular Gateway Unit
- ACE All-in-one Warranty SupportPlus documentation

- Mounting hardware (if applicable, refer to specific model documentation)
- Power adapter (if applicable)

SETUP GUIDE

1. Physical Installation

1. **Choose a Location:** Select a central location with good cellular signal strength and access to a power outlet. Avoid placing the device near large metal objects or other electronic devices that may cause interference.
2. **Mounting (Optional):** The MG41-HW supports flexible mounting options. Use the provided mounting hardware to secure the gateway to a wall or ceiling, if desired. Ensure proper ventilation around the device.
3. **Connect Antennas:** Attach the four external antennas to the corresponding ports on the gateway. Hand-tighten only.
4. **Insert SIM Card(s):** Locate the SIM card slot(s) on the device. Insert your activated 4G LTE SIM card(s) into the slot(s) until they click into place. Ensure the SIM card is correctly oriented.
5. **Connect Ethernet Cables:** Connect your network devices (e.g., computers, switches) to the Gigabit Ethernet ports on the MG41-HW using standard Ethernet cables.
6. **Connect Power:** Plug the power adapter into the gateway's power input, then plug the other end into a power outlet. The device will power on automatically.

2. Initial Configuration (Cloud Management)

The MG41-HW is cloud-managed, simplifying its setup and ongoing administration. Follow these general steps for initial configuration:

1. **Access Cloud Platform:** Open a web browser and navigate to the ACE cloud management portal (refer to your documentation for the specific URL).
2. **Log In:** Enter your administrator credentials. If this is your first time, you may need to create an account or use default credentials provided with your purchase.
3. **Add Device:** Follow the on-screen prompts to add your MG41-HW gateway to your network. This typically involves entering the device's serial number or a claim code.
4. **Network Configuration:** Configure your network settings, including WAN (cellular and/or Ethernet), LAN, Wi-Fi (if applicable), and security settings, through the cloud interface.
5. **Firmware Updates:** The cloud platform will automatically manage firmware updates to ensure your device has the latest features and security patches.

OPERATING INSTRUCTIONS

Once configured, the MG41-HW operates largely autonomously, providing continuous network connectivity. Key operational aspects include:

- **Status Monitoring:** Use the cloud management platform to monitor the gateway's status, including cellular signal strength, data usage, connected clients, and port activity.
- **Failover Functionality:** If configured, the gateway will automatically switch between cellular and wired WAN connections based on availability and priority settings, ensuring uninterrupted service.
- **Remote Access:** The cloud platform allows for remote access and management of the gateway from anywhere with an internet connection.
- **LED Indicators:** Observe the LED indicators on the device for quick status checks (e.g., power, cellular signal,

network activity). Refer to the detailed LED guide in the full product documentation for specific meanings.

MAINTENANCE

The MG41-HW is designed for minimal maintenance. However, regular checks can ensure optimal performance:

- **Firmware Updates:** Ensure the device's firmware is kept up-to-date through the cloud management platform. These updates often include performance improvements and security enhancements.
- **Physical Inspection:** Periodically inspect the device for any physical damage, loose cable connections, or obstructions to ventilation.
- **Cleaning:** Gently clean the exterior of the device with a soft, dry cloth. Do not use liquid cleaners or aerosols.
- **Environmental Conditions:** Ensure the operating environment remains within the recommended temperature and humidity ranges to prevent overheating or damage.

TROUBLESHOOTING

If you encounter issues with your MG41-HW Cellular Gateway, consider the following troubleshooting steps:

Problem	Possible Cause	Solution
No Power/Device Not Turning On	Power adapter disconnected; faulty power outlet.	Check power cable connections. Try a different power outlet.
No Cellular Connectivity	SIM card not inserted correctly; inactive SIM; poor cellular signal; network configuration error.	Ensure SIM card is properly seated. Verify SIM card activation with your carrier. Relocate the gateway for better signal. Check cellular settings in the cloud platform.
Slow Internet Speed	Weak cellular signal; network congestion; incorrect configuration.	Check cellular signal strength in the cloud platform. Optimize antenna placement. Review network settings for any bandwidth limitations.
Cannot Access Cloud Platform	Internet connectivity issue; incorrect URL; firewall blocking.	Verify your internet connection. Ensure you are using the correct cloud portal URL. Check local firewall settings.

For more detailed troubleshooting or persistent issues, please refer to the comprehensive online documentation or contact ACE support.

SPECIFICATIONS

Feature	Detail
Model Name	MG41
Brand	ACE
Connectivity Technology	Ethernet, 4G LTE Cellular
Special Feature	Remote Access, Cloud Managed

Feature	Detail
Frequency Band Class	Dual-Band
Wireless Communication Standard	802.11ax
Compatible Devices	Ethernet Input Devices
Recommended Uses	Indoor/Outdoor
Included Components	MG41 Gateway, ACE All-in-one Warranty SupportPlus
Gigabit Ethernet Ports	Yes
Multiple SIM Support	Yes

WARRANTY AND SUPPORT

The ACE MG41-HW Cellular Gateway comes with the ACE All-in-one Warranty SupportPlus, providing peace of mind for your investment. This warranty covers your product for a specified period, typically 3 years as indicated by the product description.

- **Warranty Period:** Backed by ACE 3-year warranty.
- **Claim Process:** For warranty claims or technical support, please refer to the documentation included with your ACE All-in-one Warranty SupportPlus or visit the official ACE support website.
- **Additional Protection:** Optional extended protection plans (e.g., 3-Year Protection Plan, 4-Year Protection Plan, Complete Protect) may be available for purchase separately to extend coverage.

For the most up-to-date support information and resources, please visit the [ACE Store on Amazon](#) or their official website.

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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