



Gateway EB

CESentry Gateway

Installation and Operating Manual

Connect people.
Create access.



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1 About this manual

This Installation and Operating Manual, referred to below as the 'manual', will help you to install the gateway you have purchased and use it safely, for its intended purpose and to your advantage. Any person who installs, administers, maintains or disposes of gateways must have read and understood the complete contents of this manual.

This manual must be treated as part of the product and must be kept for the entire service life of the product. The manual must be passed on to any subsequent user or owner of the product.

Other applicable documents

Depending on the system environment in which this CESentry device is to be used, the following documents will be required for its subsequent integration:

CESentry system	Administration	> BRO2410_EN_EB_Manual_Administration
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Symbol conventions



Refers to other information documents.



Indicates additional information and tips.



Indicates warnings in step-by-step instructions and particularly important information.

Notes on trademark protection

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BRO2406-2 Version: VA1



Always use the latest version of this manual. Updated versions are available free of charge from www.ces.eu.

1.1 Manufacturer and service

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1.2 Target groups for this manual

If a section of this manual is intended for a particular target group, this is stated at the start of the section. Sections that do not specify a particular group are relevant for all target groups.

Target group	Skills
IT/administration specialists	have many years of professional experience in the fields of IT structures, administration and networks. Particular characteristics of this target group: • Knowledge of specialist IT terminology • Knowledge of the structure and maintenance of networks, particularly knowledge of the network that they maintain
System operators	are experienced in the management of master key systems. This may be either knowledge of a number of such systems or an in-depth knowledge of a single master key system. Particular characteristics of this target group: • Knowledge of the specialist terminology related to master key systems • Skilled in the use of PCs and software
Personnel with product training	have been given product training by CES or a CESTronics partner. These personnel are given detailed and specific information to prepare them for the required task. Particular characteristics of this target group: • Knowledge of CESTronics products and experience in handling them (installation, operation, etc.)
CESTronics partners	are trained experts in locking and security technology who have also worked with CES for many years and have a special level of product knowledge. Particular characteristics of this target group: • Detailed knowledge of CES products • Participate regularly in (product) training

Target group	Skills
Locking and security technology specialists	have many years of professional experience and/or relevant training in locking and security technology. For some tasks, it may be necessary for specialists to have received training on the product beforehand. Particular characteristics of this target group: • Knowledge of specialist terminology from the field of locks and handle sets • Knowledge of specific risks, e.g. when installing electronic cylinders and handle sets • Experience of working with tools (relevant to lock systems) • Knowledge of relevant standards and regulations, e.g. for fire safety or emergency and escape routes • Basic understanding of electronic locking systems
Electricians	have many years of professional experience and/or relevant training in the field of electronics. For some tasks, it may be necessary for specialists to have received training on the product beforehand. Particular characteristics of this target group: • Knowledge of specialist electrical terminology and its symbols • Knowledge of the risks associated with handling sensitive electronic components
End users	do not require specific skills.

2 For your safety

2.1 EU Declaration of Conformity

The EU Declaration of Conformity is available at www.ces.eu.

2.2 Intended use

The gateway is the central interface between the CESentry locking devices and the CES back-end. It operates in the Thread network and communicates with the locking devices via Bluetooth Low Energy.

The product is intended solely for this purpose and may only be used for this purpose. Any other use is considered improper use and can lead to material damage or even personal injury. The product must not be modified in any way without the written consent of C.Ed. Schulte GmbH Zylinder-schlossfabrik.

2.3 Basic safety instructions

This device has been built using state-of-the-art technology and in accordance with recognised safety regulations. Nevertheless, its use may result in hazards for the user or third parties, or may also have negative impacts on the device and other material assets.

Use the product only when it is in proper working order and only for its intended purpose, taking due account of safety and potential hazards, and in accordance with the operating manual. Faults that affect safety must be rectified **immediately**.

2.3.1 Danger to life

Particular dangers for children

Children playing with packaging films or plastic bags are at risk of suffocation. If children swallow small parts such as screws, they are at risk of suffocation or poisoning.

- ☑ Do **not** allow children to play with the device or its packaging.
- ☑ Keep the device and its packaging **out of the reach** of children.

2.3.2 Risk of injury

Risk of explosion

Parts of the device that carry electric currents can produce electrical sparks even at low voltages (e.g. when electric circuits are switched on or off) and can thus act as sources of ignition. In potentially explosive environments, this can cause an explosion and cause injury to persons.

- ☑ Do not use the device in potentially explosive environments.

2.3.3 Risk of material damage

Hard shocks

Hard shocks can damage mechanical and electronic components of the device. Under some circumstances, damaged devices do not function correctly or do not function at all.

- ☑ Do not drop the device on the floor, on hard surfaces or on objects.

Electrostatic discharges

Highly sensitive electronic components can be damaged by electrostatic discharges or overvoltage. Under some circumstances, damaged devices do not function correctly or do not function at all.

- ☑ Do not install the device in areas affected by electrostatic charges.
- ☑ Do not touch electronic components.

Liquids

Water and other liquids can damage the electronic components of the device. Under some circumstances, damaged devices do not function correctly or do not function at all.

- ☑ Protect the electronic components from water and other fluids.

Climatic influences

Climatic influences such as heat, cold and moisture can damage the device. Damaged devices may no longer function correctly or do not function at all.

- ☑ Do not use the device in corrosive atmospheres (chlorine, ammonia, lime water).
- ☑ Do not use the device in areas with high dust formation.
- ☑ Do not use the device in the vicinity of heat sources.

Incorrect maintenance or repair

Incorrect or negligent maintenance and repair can result in the device not functioning correctly or not functioning at all.

- ☑ Always have repairs performed by qualified personnel.
- ☑ Isolate the device from the power supply before working on or in it.

Unsuitable tools

The use of unsuitable tools for installation, maintenance or removal can damage the device, e.g. by applying excessive force. Under some circumstances, damaged devices do not function correctly or do not function at all.

- ☑ Use only the tools specified in the 'Installation' section.

Incorrect wiring

Incorrect wiring can result in short circuits, malfunctions and other defects. Damaged or incorrectly wired devices do not function correctly or do not function at all.

- ☑ Make sure that the wiring is exclusively carried out by skilled electricians or CESTronics partners trained by CES.
- ☑ Overvoltage protection devices should be fitted to prevent damage from overvoltages caused by lightning strikes, for example.

3 About the Gateway EB

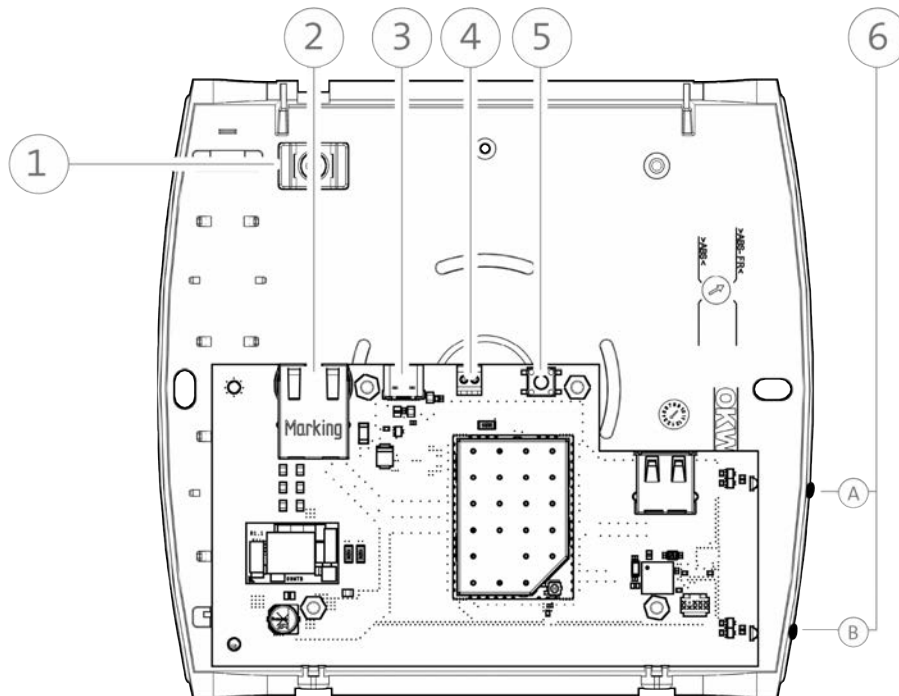
The CESentry Gateway is the online interface between CESentry locking devices and the CES back-end. The gateway can manage up to 50 locking devices. As a repeater, it extends the range (max. 8 repeaters per gateway).

It can be connected to the back-end via either LAN or WLAN. Using a Bluetooth Low Energy connection, the gateway captures all events, parameters and status data from the locking devices and automatically transfers them to the CES back-end. In addition, it allows the CESentry locking devices to be programmed online. The Bluetooth connection and the frequency with which it occurs is set individually for each locking device via the web client.

The gateway is configured by CES or manually via the integrated web interface. The configuration can be accessed on a laptop or smartphone. Within the configuration, customer-specific network parameters, such as the IP address, subnet mask and choice between DHCP and static IP address, can be defined. The option to operate the gateway via LAN or WLAN is specified at the same time.



3.1 Function and control elements



Item	Designation	Function		
1	Strain relief			
2	Cat5e RJ45 socket			
3	USB-C socket			
4	Connection terminal			
5	Reset switch	• Brief actuation = network settings are reset • Held for 8 seconds = gateway is restarted (reset / default IP 192.168.100.1)		
6 A	LED status indicator Network	green	lights up	Gateway connected to CES back-end
		yellow	lights up	Gateway operating as repeater
		red	lights up	Gateway error (network)
6B	LED status indicator Thread		lights up	Gateway ready for operation
		green	flashing	Gateway is communicating with a locking device
		red	lights up	Gateway error (power)

4 Installation

Target group

CEStronics partners

Locking and security technology specialists with product training

Personnel with product training

4.1 Notes on installation

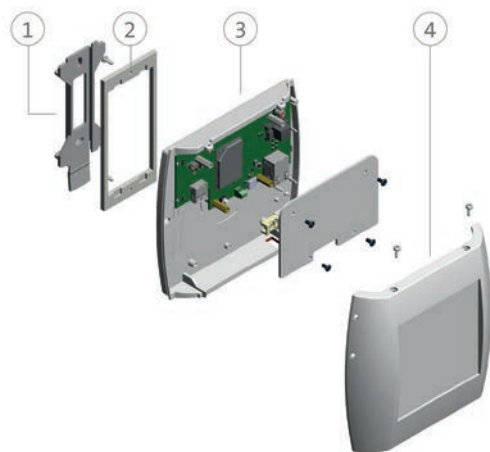


Always use the mounting frame on **metal-based subsurfaces**. Metals can interfere with the transmission and reception frequencies to such a degree that it is no longer possible to read the locking media.



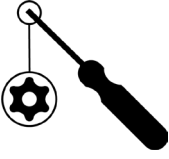
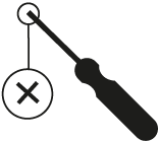
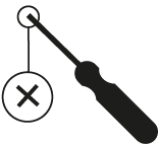
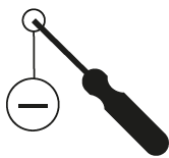
Make sure that all of the cables to be connected are present and that they have been fed through the mounting frame or switch box without being damaged or crushed.

4.2 Scope of delivery and components



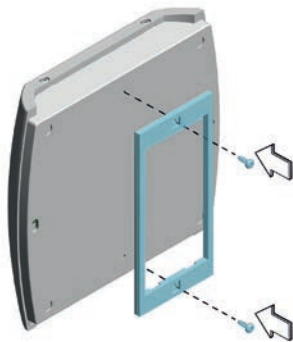
Item	Designation
1	Wall mount
2	Frame for wall mount
3	Housing
4	Housing cover

Tools required

Tool		Required for
	Resistorx 10	Fixing screw
	PH1	Circuit board securing screws
	PZ2	Fixing screws (4-hole mounting) Countersunk head screws (2-hole mounting)
	0.4 × 2.5 mm	Screw terminals for cables

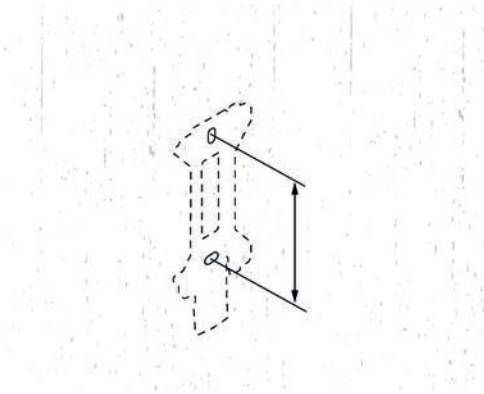
Preparing for installation with wall mount

1. Install the frame for the WALL MOUNT.

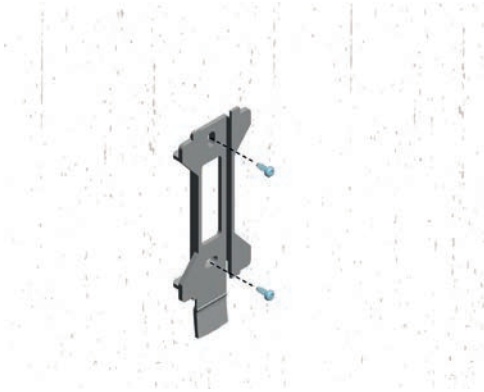


2. Undo the screws of the HOUSING COVER.
3. Remove the HOUSING COVER.

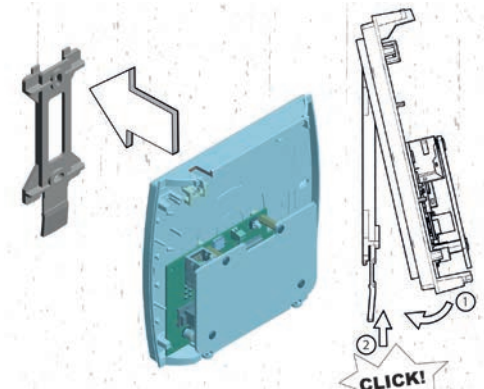




1. Drill the mounting holes in accordance with the dimensions.
2. Use fixing materials appropriate to the wall subsurface.



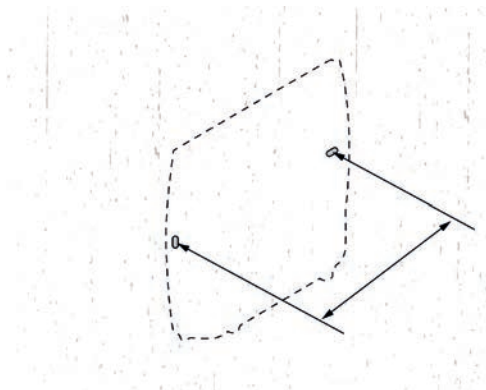
3. Install the WALL MOUNT.



4. Position the HOUSING on the WALL MOUNT.
5. The HOUSING must click audibly into place.

Preparations for mounting are now complete.

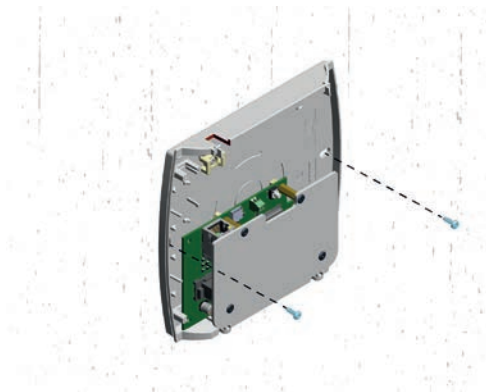
Preparing for installation without wall mount



1. Drill the mounting holes in accordance with the dimensions.
2. Use fixing materials appropriate to the wall subsurface.



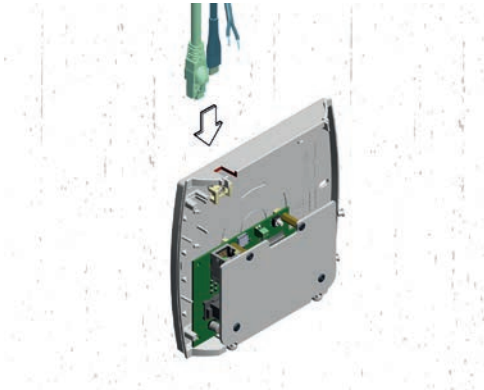
3. Undo the screws of the HOUSING COVER.
4. Remove the HOUSING COVER.



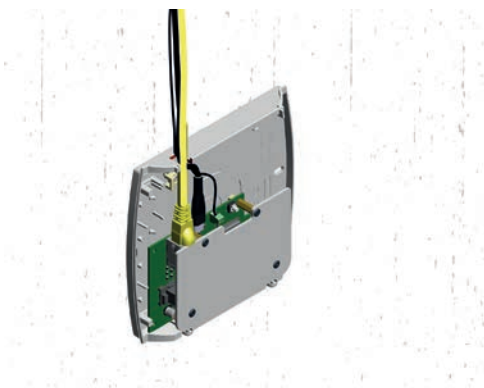
5. Install the HOUSING.

Preparations for mounting are now complete.

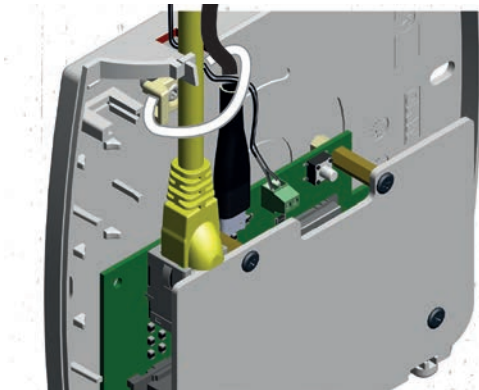
Installation



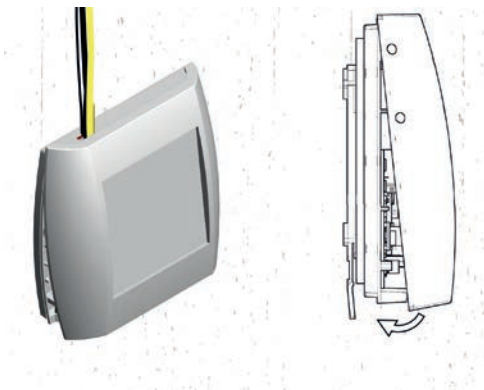
1. Insert the required cable.
⚠ Ensure that all cables required for connection are present and that they are fed through the housing without being damaged or crushed.



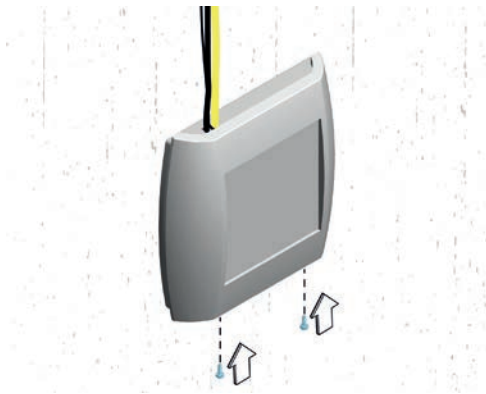
2. Connect the cables.



3. Ensure that STRAIN RELIEF is provided, e.g. using a cable tie.



4. Position the HOUSING COVER on the housing.
⚠ Take care not to crush any cables.

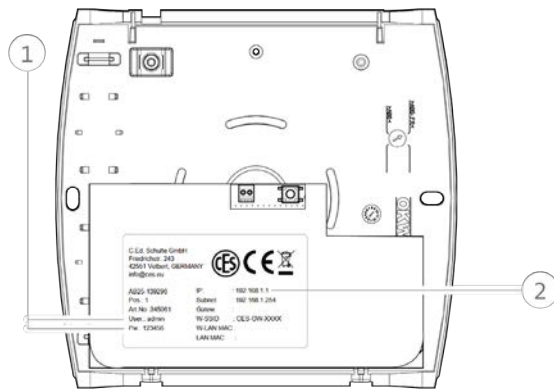


5. Screw the HOUSING COVER in place.

The device is installed.

5 Configuration

The gateway can be operated either in DHCP mode or using a static IP address. As standard, the gateway is set to DHCP and automatically receives an IP address from the DHCP server. If no DHCP server is available, the gateway can be assigned to a static IP address by means of its web interface.

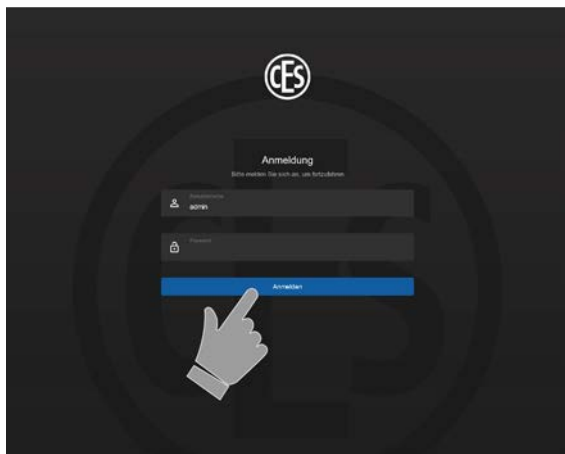


1. Enter the default IP via a browser of your choice.

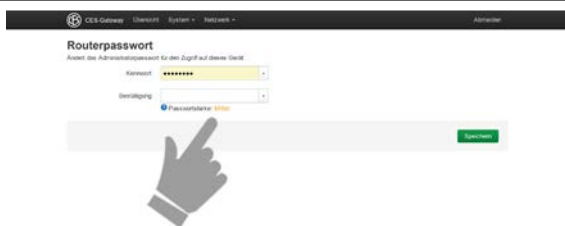
⚠ You can find the device data on the cover over the circuit board.

1 = User and password

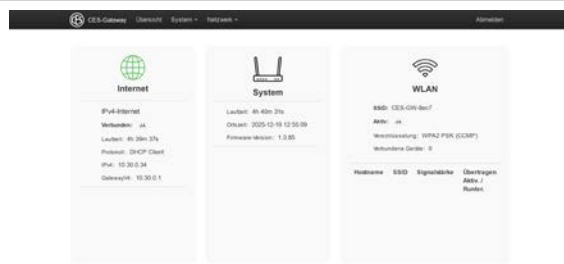
2 = Default IP 192.168.100.1



2. Log in using the login data provided by the manufacturer.



3. Set a new password that is very strong.



4. Go to the dashboard.
5. Check the settings.



6. Make individual changes where necessary.



The gateway is now operational. Any further settings can be implemented via the web client.

6 Error messages and troubleshooting

Problem/situation	Possible causes	Remedial actions
Gateway is not online	LAN cable not connected correctly	Check the cable and insert it correctly; if necessary, test another cable
	PoE power supply missing or faulty	Check that PoE is active; if necessary, use USB-C as alternative power supply
	Gateway is not connected to the network	Check network settings in web interface (DHCP/static IP, WLAN)
	Firewall or network settings blocking the connection	Contact IT department, enable ports, check connection
Gateway shows 'Disconnected' in web client	WLAN/network unstable or weak	Position gateway closer to WLAN router or use a LAN cable
Programming locking devices is not possible	Gateway is not connected to back-end	Check network, if necessary restart gateway
	Locking device is outside range	Use repeater function or position gateway closer to locking device
	Bluetooth Low Energy connection interrupted	Reset on locking device, check firmware
Firmware update fails	Network interrupted during update	Check connection, start update again
	Gateway offline or with 'disconnected' status	Restart gateway, check network connection
Thread/mesh network unstable	Repeater out of range	Place repeater closer, check Bluetooth Low Energy coverage
LEDs on gateway indicate an error	Red flashing: Network fault	Check network, check cables, WLAN or PoE
	Yellow/red flashing: Firmware fault	Perform update again or reset gateway

Gateway reset required		Hold button down for more than 8 seconds: Gateway is restarted. After the restart, reconfigure gateway
	Reset network settings	Press reset button: Now the IP address is the default IP address 192.168.100.1
Locking device cannot be switched online	Current firmware not installed	Update locking device to latest firmware

7 Maintenance

Target group

IT/administration specialists
System operators
Personnel with product training
End users

7.1 Routine maintenance work

Have the device maintained and checked for proper functioning every six months by CES or a CES-tronics partner.

7.2 Device care

Components and surfaces require cleaning and care. Observe the information regarding the use of cleaning and care products.



CAUTION

Damage to surfaces from the use of incorrect cleaning products

Therefore, do not use any solvent-based cleaning agents.

- Clean the outer, accessible components with a soft, slightly damp cloth.

7.3 Service

For service assistance, please contact your CESTronics partner.

8 Disposal

8.1 Notes on disposal

Electronic equipment contains a variety of substances and materials. If waste electrical and electronic equipment (WEEE) is not disposed of correctly, environmental and health risks may arise due to the pollutants still contained. In addition, proper disposal enables recyclable materials to be recovered and recycled, which makes a significant contribution to the conservation of natural resources.



Harm to health and the environment

Electronic equipment must not be disposed of in household waste.

Disposing of old equipment

In accordance with the Waste Electrical and Electronic Equipment (WEEE) recycling regulations, every consumer has a duty to dispose of old electronic/electrical appliances safely and separately from household waste.

The disposal of electronic devices along with household waste is prohibited. Old equipment can be disposed of free of charge at the collection points provided by your local authority. Alternatively, you can send the equipment back to C.Ed. Schulte GmbH Zylinderschlossfabrik, Velbert, Germany. Please ensure that the correct carriage costs are paid for the return.

Correct disposal of packaging

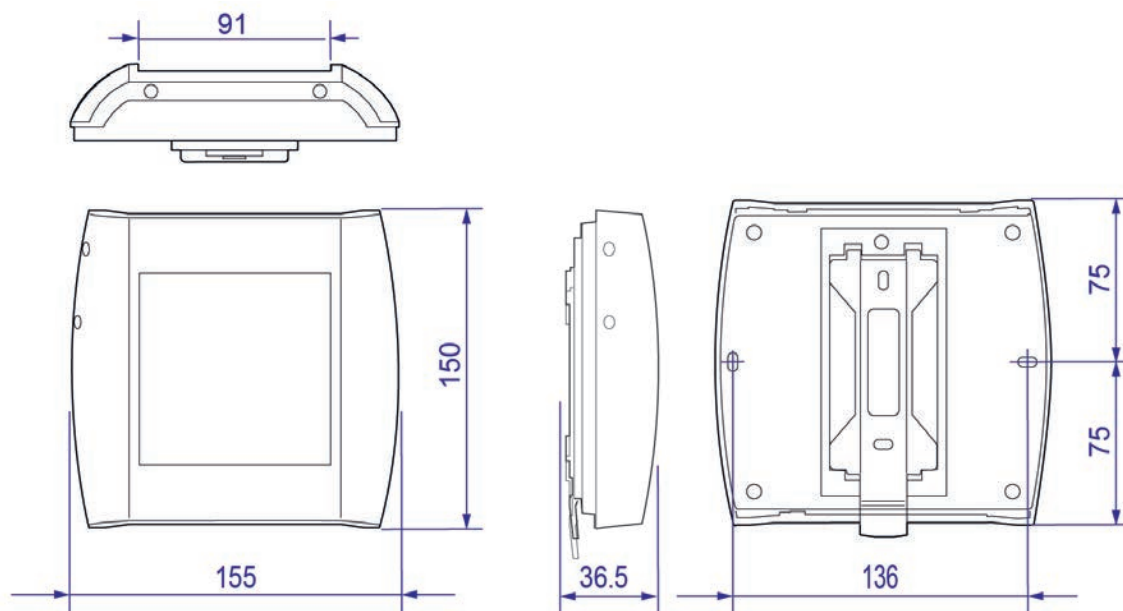
Most of the component packaging is made from environmentally-friendly, reusable materials. Specifically, these are:

- ☒ Outer packaging and inlays made of cardboard
- ☒ Polythene (PE) films used in packaging or for protection

Please dispose of the packaging in an environmentally-friendly way by separating the waste materials.

9 Technical data

Dimensions



All dimensions in mm







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