



Installer Wizard

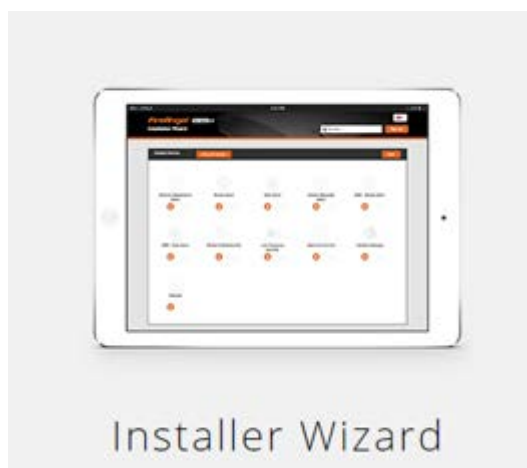
Operational Guide

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Installer Wizard

Intelligent, cloud-based alarm notification and network management,
utilising Wi-Safe 2 technology inside.



Introduction

A web-based 'Installer Wizard' is required to set-up a new or retrospective network on the Wi-Safe Connect platform. It has been optimised for use on multiple device types, such as laptops and tablets.

Each network is unique and linked to an individual Gateway at the point of installation. Networks are easily scalable and can be expanded at any time by adding additional devices.

1. Sign-in

To access the Installer Wizard you will need a valid login, which can be created via the Administration System.

1.1 What if I forget my password?

If you have forgotten your password, select 'Forgotten Your Password', enter your username in the provided text box in the centre of the screen. Once done click the 'Send' button which will send a link to your email allowing you to reset your password.

1.2 What If I forget my username?

If you have forgotten your username, select 'Forgotten Your Username', enter your email address in the text boxes on the page and then click on the 'Send' button which will send a link to your email allowing you to create a new username.

2. End User account creation / selection

2.1 Explanation of possible methods

You can create End User accounts in either the *Administration System* or the *Installer Wizard*. For further details, [see section 3](#) below and section 7.2 in the '*Administration System*' guide.

2.2 End User account creation

[See section 3](#) to create a new End User account.

2.3 End User account selection – new account

[See section 4](#) to search for a new End User account previously created in the '*Administration System*'.

2.4 End User account selection – existing account

[See section 5](#) to locate an existing End User account.

3. Account creation – new account

3.1 Create an account

A new account can either be set up prior to installation or during installation. To create an account during installation select '*Create New Account*' and populate the required fields to set up a new account.

3.2 Register Gateway

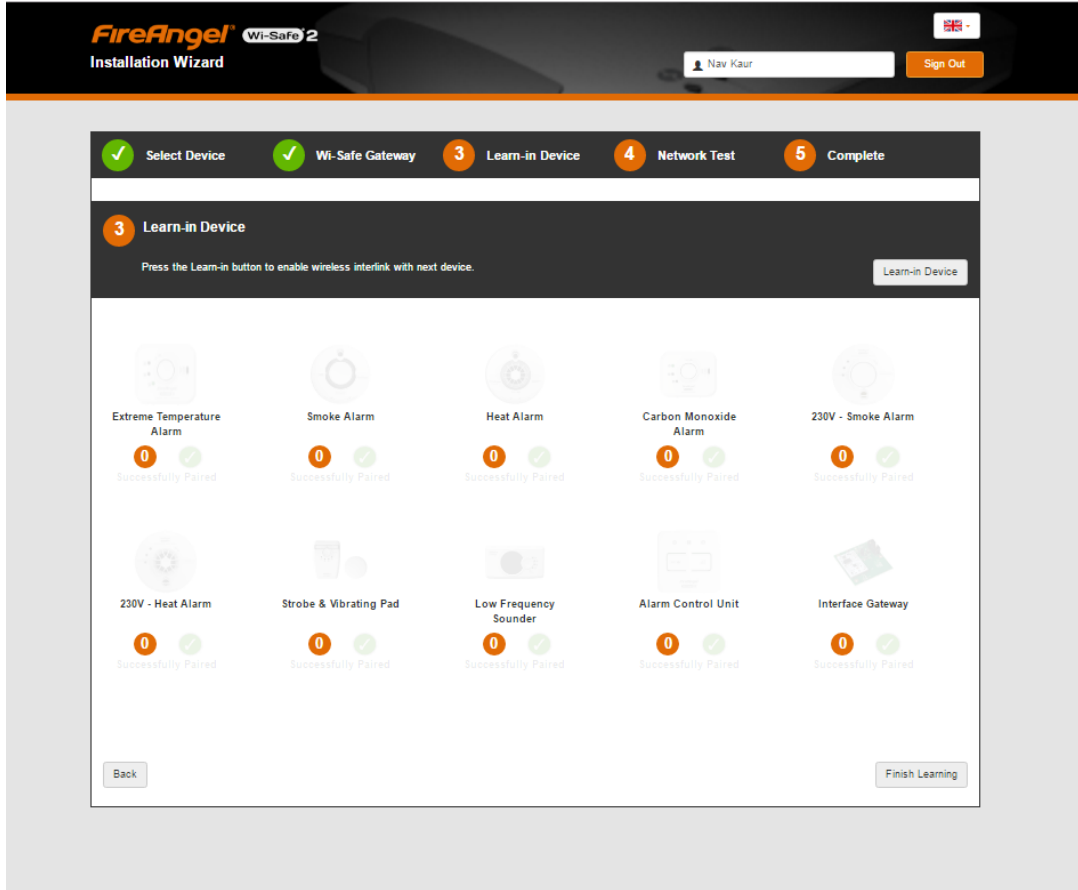
After you have created a new account you will be asked to '*Connect your Wi-Safe Gateway*'. You will have to populate the MAC address, Gateway location and time zone before being able to select '*Connect*'.

You'll then have the opportunity to add devices to the Gateway on the '*Learn-in Device*' page.

The screenshot shows a web-based wizard for registering a Wi-Safe Gateway. At the top, there is a progress bar with five steps: 1. Select Device (completed), 2. Wi-Safe Gateway (current step), 3. Learn-in Device, 4. Network Test, and 5. Complete. The main heading is "Wi-Safe Gateway". Below it, step 1 is titled "Connect your Wi-Safe Gateway". There is a checked checkbox for "Use Account Address". The form contains several input fields: "United Kingdom" and "CV34 9NT" for location, "61 Beauchamp Road" for "Address Line 2", "Warwick" for "Country", and "07444216632" for a 12-character MAC address field. On the right, there are fields for "Gateway Name", "Location", a dropdown menu for "Select Zone or Create new Zone", and another dropdown for "Time Zone". Below the form, there are "Instructions:" which include: i. Ensure the Gateway power cable is connected to a power source. ii. Connect the Ethernet cable to the Gateway and your Internet Router. iii. Type the 12 character MAC address found on the back of your Wi-Safe Gateway. At the bottom right, there is a "Connect" button.

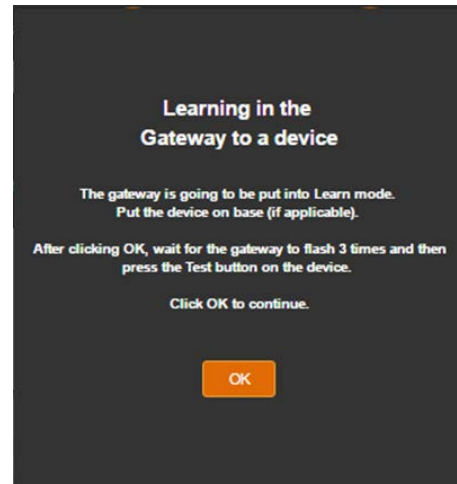
Note: After pressing connect, the Gateway will search for a valid connection and then update its Firmware. This process may take up to 6 minutes.

3.3 Learn-in devices



3.3.1 Learn-in first device

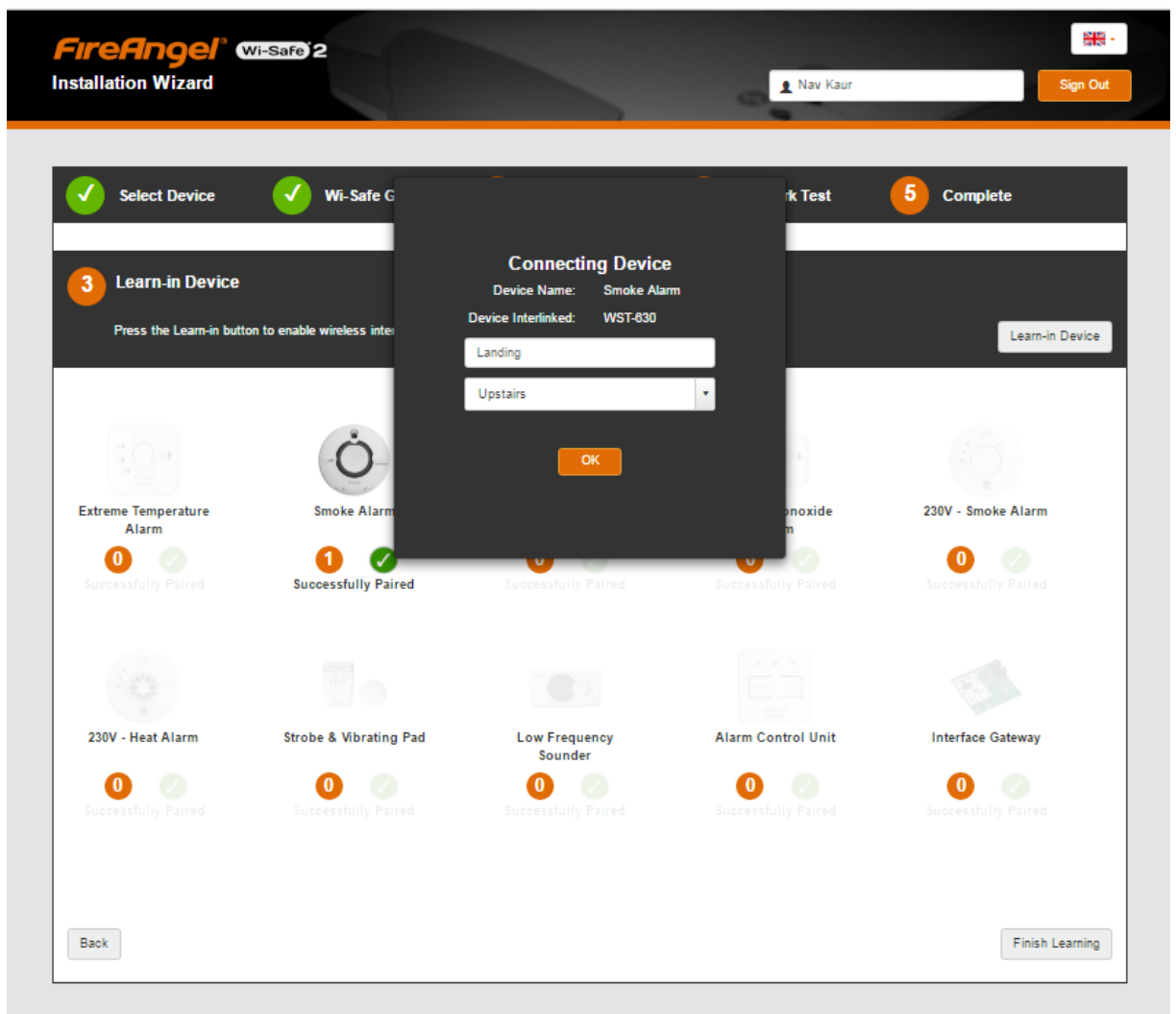
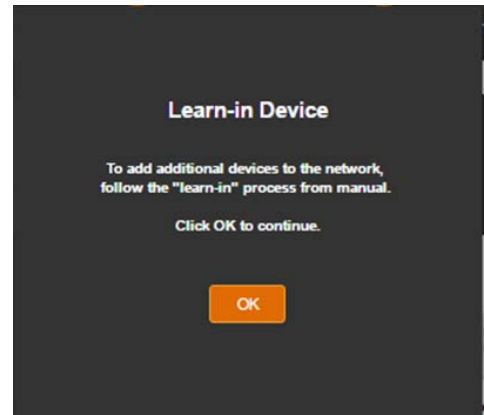
Once the Gateway has been registered, select 'Learn-in Device' to learn-in the first device to the network. The pop up opposite will appear, advising you of the following steps, to learn your first device into the Gateway.



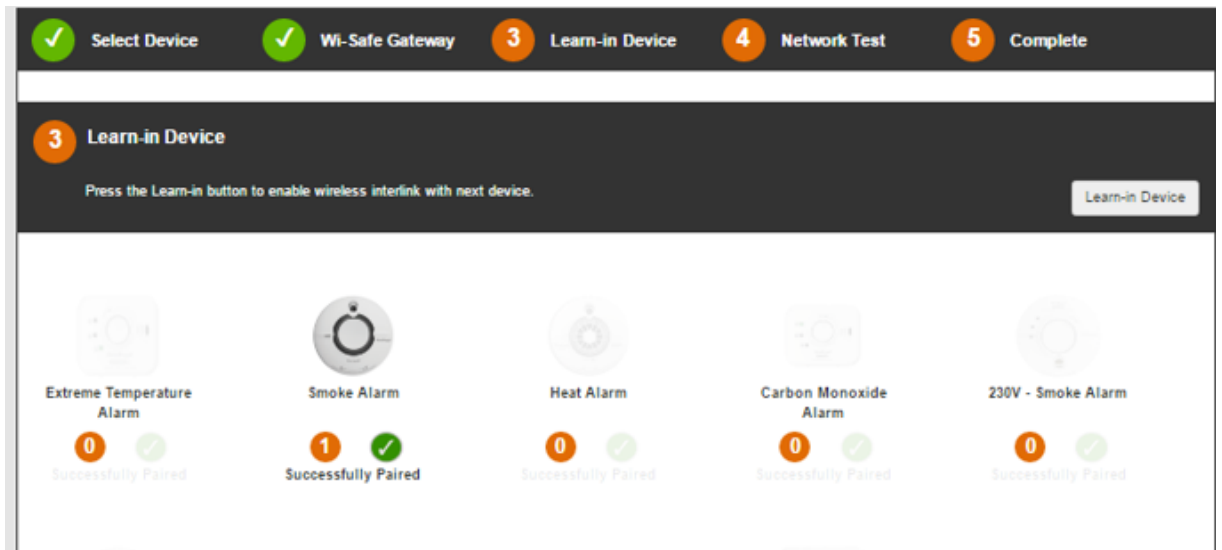
3.3.2 Learn-in additional devices

Step 1: To add further devices to the network, select 'Learn-in Device' and the pop up opposite will appear, advising you to follow the learn-in process from the product user manuals.

Step 2: Once successful, the Device ID will be pre-populated (Device Paired). The 'Device Name' and 'Device Location' fields must be populated before the 'OK' button can become enabled, allowing you to complete the device registration.



Step 3: When you select 'OK' the pop-up will disappear and the device will be added to the list. The device that has been registered to the account will display on this screen.



Step 4: Repeat this process to learn-in additional devices. Once all the devices have been learned-in, continue to 'Finalising the learn-in process'.

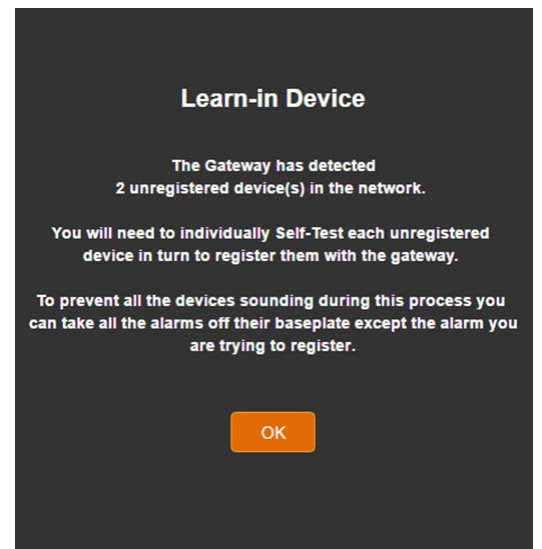
3.3.3 Learn-in to an existing Wi-Safe 2 network

If learning the Gateway into an existing Wi-Safe 2 network, the learn-in process differs slightly.

Step 1: Press 'learn-in device' on the screen and follow the on-screen instructions to learn the Gateway into the network.

Step 2: Once the Gateway is learned-in, it will recognise that you are trying to register an existing network. Follow the on screen instructions to register each device in turn with the Gateway.

If you experience issues when learning devices in, please see section 8 of this guide, 'Troubleshooting'.



3.3.4 Finalising the learn-in process

If you have finished learning devices into the account select 'Finish Learning' to complete the learn-in process and initiate the network test.

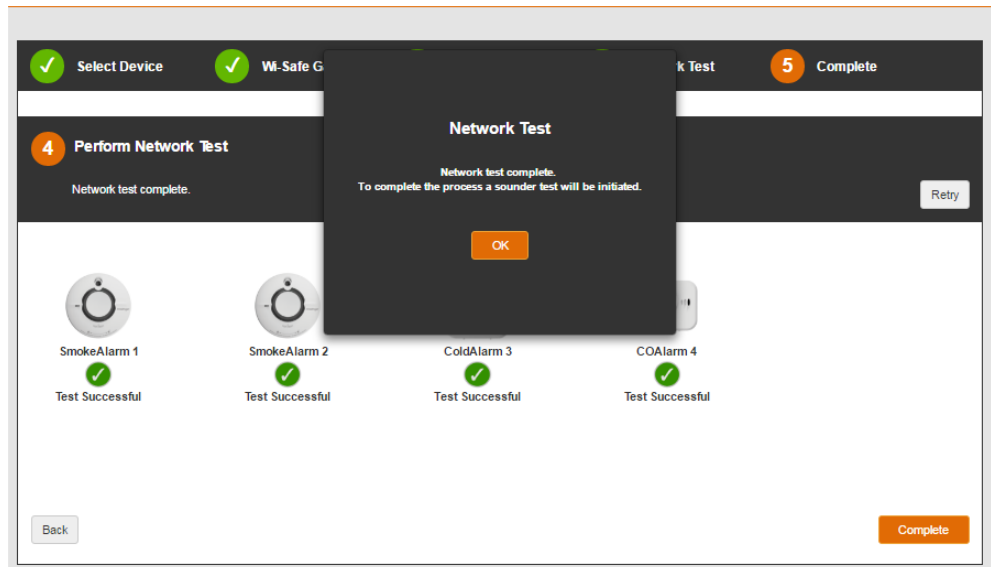
Note: Before selecting "Finish Learning" install all of the devices into their final locations.

3.4 Network Test

The network test performs a connectivity test of each device to ensure there is a strong Wi-Safe 2 signal between the device and the Gateway. Once confirmed each device will sound.

If the Gateway can no longer detect a device in the network it will perform a verification test. If, after this 2nd test, the system can still no longer detect the device, the device will be removed from the network to prevent future performance issues. This process may take up to 6 minutes.

See the '[Troubleshooting](#)' section to help resolve this issue.



3.5 Complete

If the '*Network Test*' is successful and all registered devices are located, the '*Complete*' button will appear. Click this button and you will be taken back to the homepage.

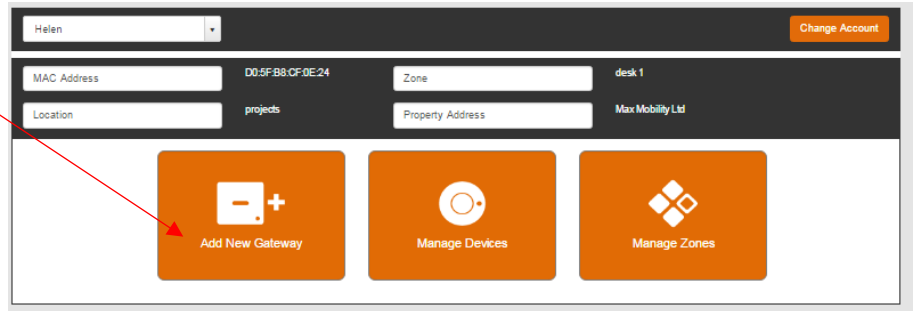
4. Account selection – new account

4.1 Search for new account

If you want to find a new account, you can select '*Search Existing Account*'. Enter the account ID and search or input the property number and postcode of the account, and select search. If an account is matched against the ID entered, results will appear on your screen, complete with relative fields linked to that account ID. You will then need to add a Gateway to the account.

4.2 Add new Gateway (from homepage)

Select the 'Add New Gateway' tile, to be re-directed to the 'Learn Gateway' page, from where you can register an additional Gateway to the account, [see section 3.2](#).

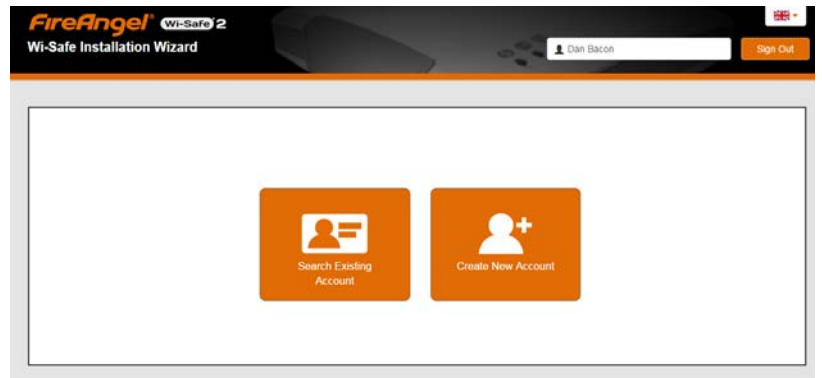


4.3 Learn-in devices - [follow step 3.3](#)

5. Modify existing account

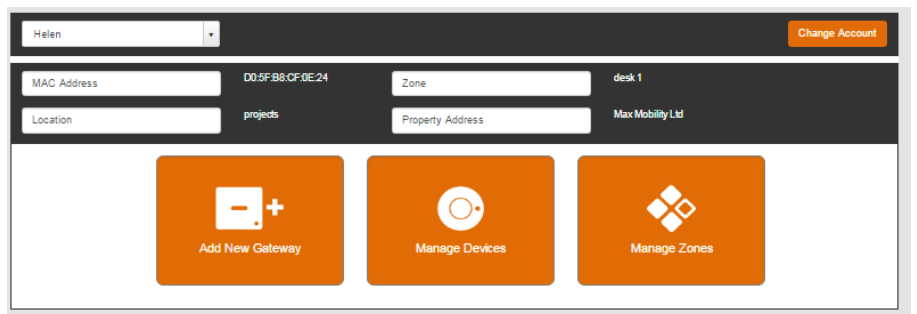
5.1 Search for account

If you want to edit an existing account, you can select 'Search Existing Account'. Enter the account ID and search or input the property number and postcode of the account, and select search. If an account is matched against the ID entered, results will appear on your screen, complete with relative fields linked to that account ID.



5.2 Homepage

From the account homepage you will be able to add Gateways, Manage Devices and Manage Zones.



5.3 Add additional devices

By selecting 'Manage Devices' all existing devices for the specific Gateway will be shown.

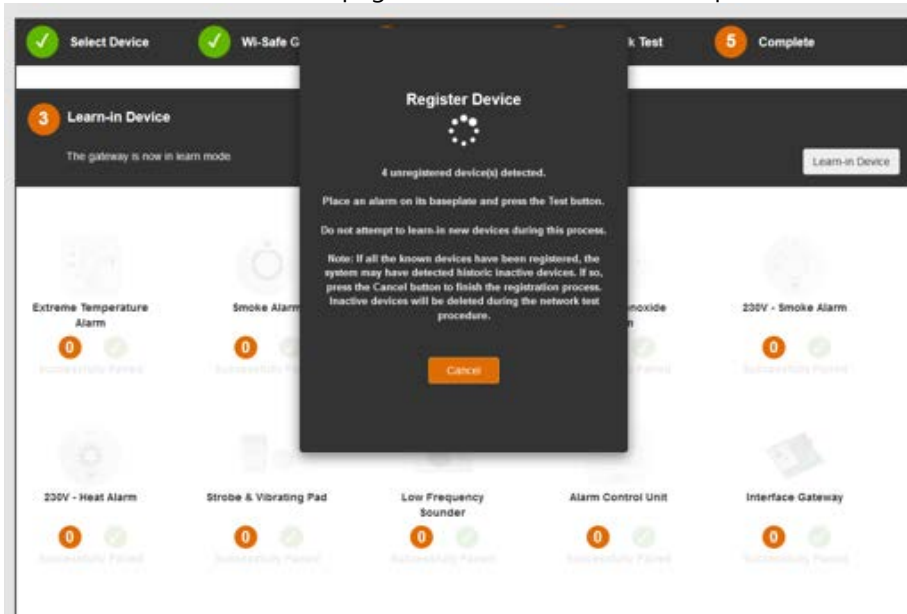
Step 1: Select 'Add New Device' at the bottom of the page and you'll be redirected to the 'Learn-in Device' page, follow the standard Learn-in process.

5.3.1 Learn-in devices - [follow step 3.3.2](#)

5.3.2 Network test - [follow steps 3.4 and 3.5](#)

5.4 Unregistered devices

If the system identifies that a new device has been added outside of the 'Installation Wizard', the 'Manage Devices' button on the homepage will be red to indicate the presence of an unregistered device.



Note: All devices must be registered to work correctly on the Wi-Safe Connect system.

To register an unregistered device follow the steps below:

Step 1: Click on the 'Manage Devices' button

Step 2: Select 'Add New Device'

Step 2: Select 'Learn-in Device'

Step 3: Place the unregistered device on a baseplate and press the test button

Step 4: The 'Register Device' pop-up box will appear

Step 5: Complete the registration details and click 'OK'

Repeat this process for all unregistered devices.

5.5 Manage zones

You can change, add or delete zones via the *'Manage Zones'* section.

5.5.1 Add zone - If you enter the name of a new zone, the *'Add Zone'* button will become visible, enabling you to add a new zone. Once you click the *'Add Zone'* button this refreshes the list of existing zones and adds the new zone to the list. To exit this page, press the *'Back'* button which takes you to the homepage.

5.5.2 Delete zone - If you need to delete a zone, the system can perform a check to see which devices are allocated to that specific zone. They will be displayed within a warning pop-up. You will then be able to *'Delete'* the zone or *'Cancel'* this request. If deleted, devices will be placed in a default zone.

5.5.3 Modify zone - If you need to edit the name of a zone, this section allows for changes, simply press *'Save'* after editing.

5.5.4 Adding devices to zones – Devices can be added to zones via the *'Manage Devices'* page:

Step 1: Select the device.

Step 2: If applicable expand the device information bar.

Step 3: Select the zone, using the drop down box.

Step 4: Press *'Save'*.

5.6 Add additional gateways

More than one Gateway can be associated with an account from the account home screen within the *Installer Wizard*. You can then select the *'Add New Gateway'* tile, to be re-directed to the *'Learn Gateway'* page, from where you can register an additional Gateway to the account.

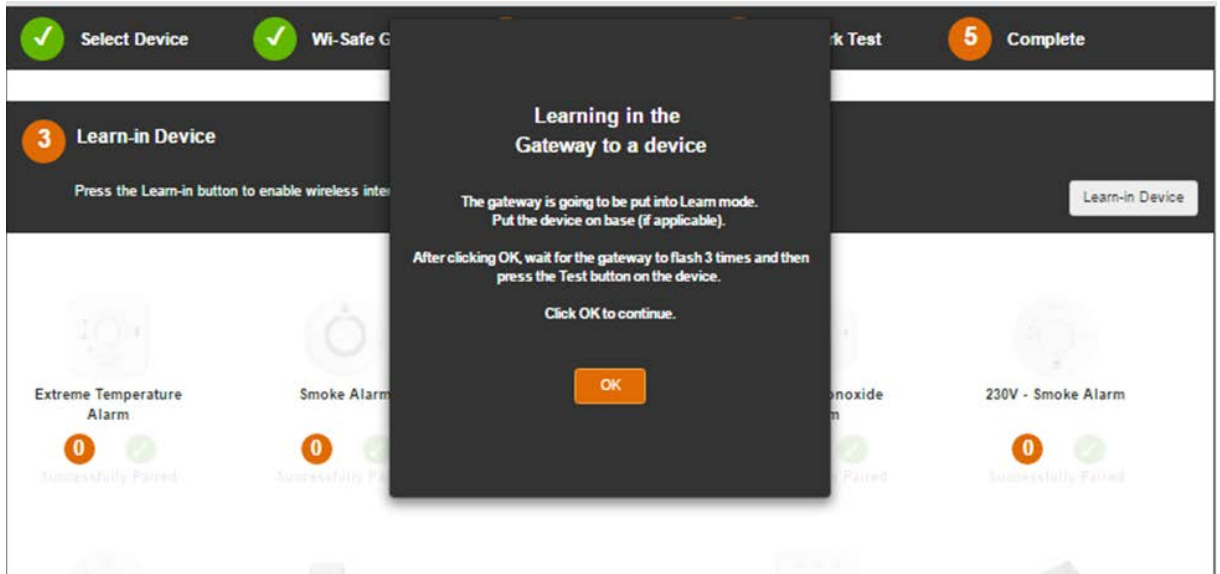
Note: You cannot have more than one Gateway on the same Wi-Safe 2 network.

5.7 Swap Gateway

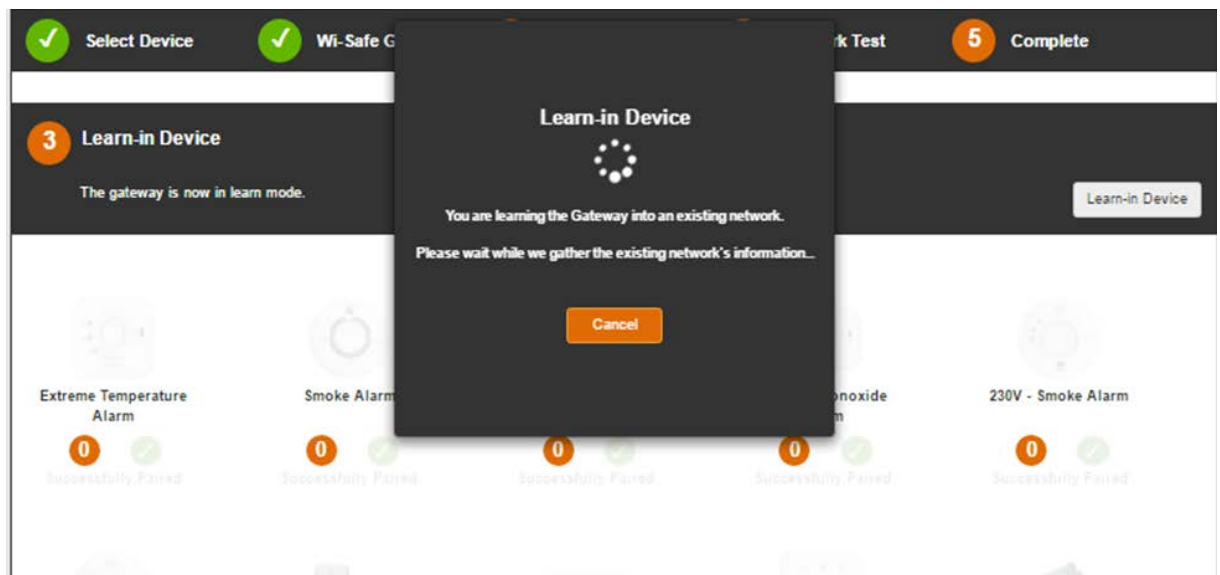
You must register the new Gateway in the *'Administration System'*, either before installation or during the visit. **The Ethernet cable MUST be plugged in** when the new MAC address is typed into the *'Administration System'* (This will register the new MAC address onto the account and transfer any remaining license over to the new MAC address and update to the latest firmware).

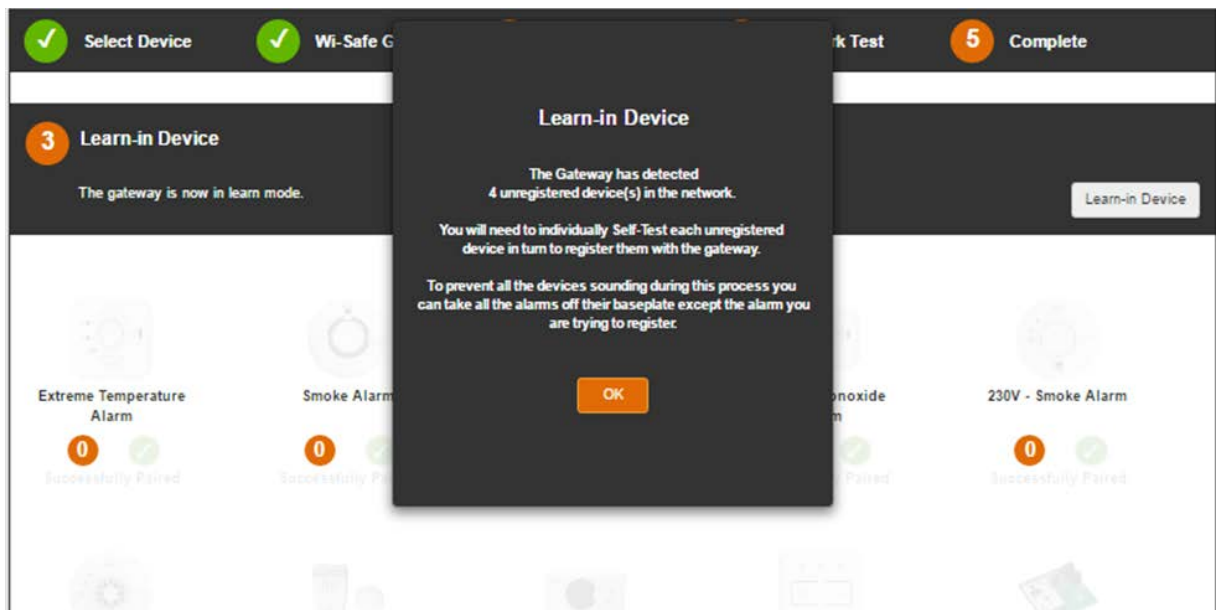
- Locate the account on the *'Administration System'* and select *'Swap Gateway'*.
- Follow the on screen instructions.

Once this part is complete, the Installer should be at the property and go through the 'Installer Wizard' using the 'Add new device' process, as the new Gateway will need to be interlinked to the existing network.



Once 'OK' is selected, the system will check for devices learned-in to the network and register the Gateway to this network.





5.8 Removing a device

You cannot remove a device from within the *Installer Wizard*. You will need to physically unlearn the device (manually using the learn-in button on the back of the device. See product manual).

Once the device has been physically 'unlearned' from the network you will need to reorganise the network to remove the device from the system.

To do this, click on the '*Manage Devices*' tile on the homepage. Select '*Add New Device*'. Select '*Finish Learning*'.

The system will now perform a network test during which it will identify the device that has been unlearned and delete it from the system. This process will take 6 minutes.

6. Adding a Gateway to an existing Wi-Safe 2 network – [see section 3.3.3.](#)

7. Manage risk levels

7.1 Set risk level

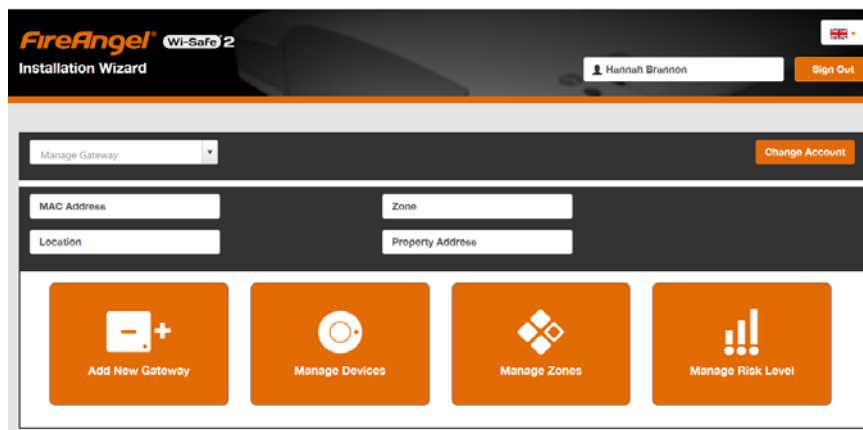
An End User's risk level is initially assigned in the '*Installer Wizard*', during the Gateway Registration. During the Gateway registration, an End User can have 1 of 3 risk levels assigned to them:

- High
- Medium
- Low

7.2 Modify risk levels (via homepage)

Once you've created an account and populated the required fields, you'll be able to modify the 'Risk Level' of the End User. To do so, select the 'Manage Risk Level' button and choose from the drop down menu of risk levels. The associated risk levels are: High, Medium or Low.

8. Troubleshooting



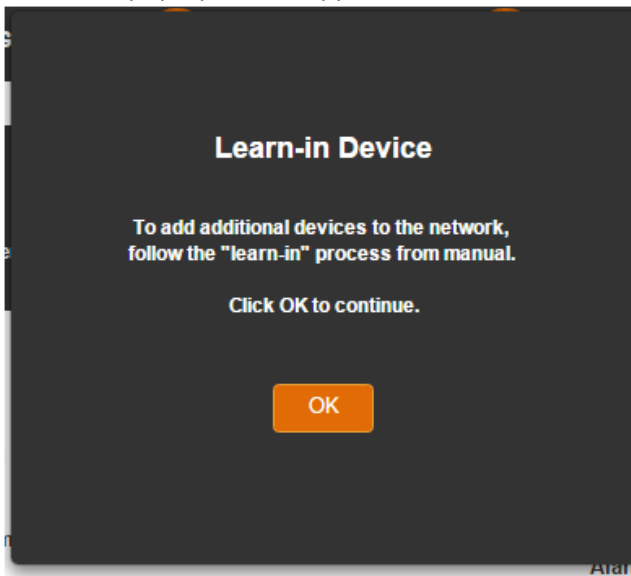
Issue: A new device has learned-in but the system didn't acknowledge it.

Occasionally during the learn-in process detailed in 5.3 in this guide, the system may not recognise the addition of a new device. This may be as a result of high levels of background interference.

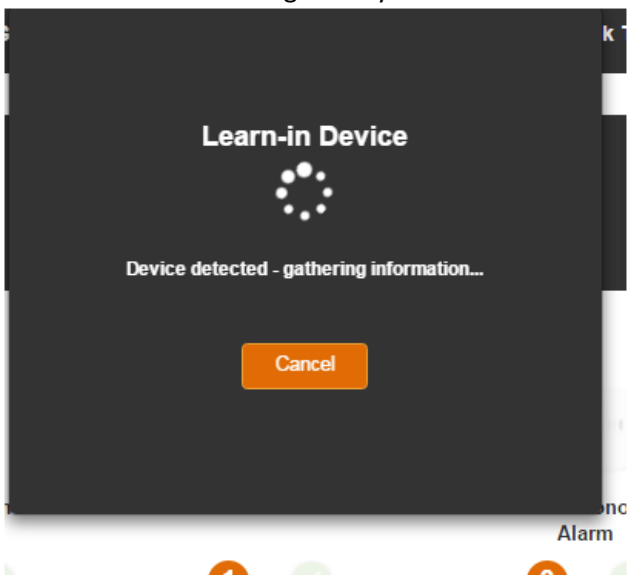
If this occurs perform the following steps:

1. Confirm the 'new' device is part of the network. Put it on its base plate and press the test button.
 - a. If the 'new' device is part of the network it will activate the other devices in the network. Go to Step 2

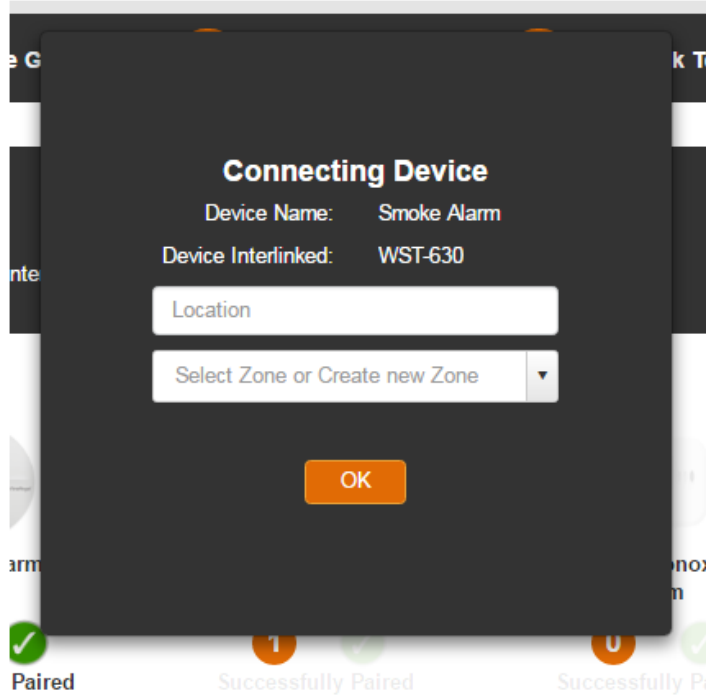
- b. If the 'new' device does not activate the other devices in the network, repeat the learn-in process as detailed in [section 3.3.2](#) of this guide.
2. In the *Installation Wizard* click the 'Learn-in Device' button.
3. When the pop-up screen appears, click 'OK'



4. With the 'new' device on its base plate, press the test button.
 5. The screen should change to say 'Device detected'



- a. If so, follow the standard device registration process.



- b. If not, repeat the process from step 2 above.
6. The new device is now fully registered.

Issue: A Device wasn't detected during network test.

If a new device was not detected after being successfully learned-in, this is a result of poor Wi-Safe 2 signal strength. The network tests will remove devices with poor signal from the network to prevent performance issues. This error can occur for 2 reasons:

- 1.) It may be that the device is too far way - try adding an additional device and position it halfway between the nearest connected device and the device not being detected. Remember you'll need to learn the undetected device back into the network.
- 2.) It may be that there are high levels of RF interference near the device - Try to resite the device and repeating the learn-in and test process.

Issue: I want to delete the network and start again.

- Remove each device from their base plate and perform the 'unlearn' command of the Wi-Safe module (see product user guide for details).
- Locate the learn-in button on the back of the Gateway and perform the 'unlearn' command.
- The network is now reset.

Note:

1. The Gateway will remain associated with the 'End User Account'. To disassociate the Gateway from this account, change the Gateway Status to cancelled in the *Administration System* – see section 7.4.2 in the **Administration System Guide**.
2. If you reuse any of these devices in the future, the *Administration System* will remember their previous *Location* and *Zone* information. This can be overwritten if required.

3. Any devices that have been removed from the network will be moved into 'Archived' in the 'Manage Devices' section of the Administration System.

Issue: An unexpected device was detected during network test.

There were historic inactive devices identified on the network during the network test. These may be devices that have previously been intentionally unlearned from the network or devices that have been physically removed from the household / site.

Although these devices may have been intentionally removed from the network in the past, some device on the network has not been updated. The network test identified this and corrected it. No further action is required.

9. Glossary

Term	Description
Account ID	A unique 6 digit number prefixed with 'SPR' that identifies an individual End User.
Administration System	A web-based software through which you can monitor the status of Wi-Safe 2 networks.
Archived Device	A device which is no longer part of the Wi-Safe 2 network, but is remembered by the system for traceability.
End User	A customer who has a Wi-Safe 2 network installed in their home.
Installer Wizard	A web-based software through which you can install Wi-Safe 2 networks.
Learn-in	The process of connecting 2 or more Wi-Safe 2 enabled devices.
MAC Address	A unique 12 character code that identifies a Gateway on the internet.
Risk Level	An attribute associated with an End User account, which links their notification options to pre-defined criteria.
Registered Device	A device that has been identified by the <i>Administration System</i> and has a location defined.
Unregistered Device	A device that is learned into the Wi-Safe 2 network but has not been identified by the <i>Administration System</i> and / or doesn't have a location defined.
Zone(s)	A grouping of devices on the Wi-Safe Connect interface to enable easier management of large numbers of devices. Zones do not physically affect the Wi-Safe 2 network.