iPDATATEL

GATEWAY 3.0

SKU: IPD-GATEWAY-3.0

Z-Wave, Internet Smart Controller

System
Activity
Network

SECURESMART

ANDROID APP ON Google play

Available on the App Store

Z WAVE

www.ipdatatel.com

Technical Support Information

For Technical Support, call toll free: 866-896-2944
Email: techsupport@ipdatatel.com
Web: www.ipdatatel.com

ipDatatel, LLC
13110 Southwest Freeway
Sugar Land, TX 77478
Toll Free: 866-896-2944

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Introduction

ipDatatel's Gateway 3.0 brings control to customers like never before. With this Gateway, you can control almost any Z-Wave device through ipDatatel's **mobile application**.

ipDatatel's **SecureSmart** is a free download that can be found on both the Android Play Store and the Apple App Store for iPhone and iPad. Combining the Gateway 3.0 and the mobile application gives power to the end user for Z-Wave products similar to:

- Door Locks
- Light Switches
- Lamp Modules ▯
- Thermostats

The Gateway 3.0 is a solution for anyone seeking control over their home. When used with an ipDatatel Alarm Communicator such as the BAT, BAT WiFi, Cellular BAT or CAT, the Gateway 3.0 provides the ultimate solution for Home Security and Home Automation of Smart Devices.

Pre-Installation

Becoming an ipDatatel Dealer

All ipDatatel Products **must** be registered on the AlarmDealer.com Portal. If you have already received your username and password, you can navigate to your website by going to: **mycompanyname.alarmdealer.com or www.alarmdealer.com**.

If you have not registered to be an ipDatatel Dealer, we recommend you call us at 866-896-2944, EXT 1 to reach our sales team. You can also register at www.ipdatatel.com. It typically takes between 24-48 hours to complete the registration process.

Alarmdealer.com

Once you have logged into your Alarmdealer.com Portal, you will want to look on the box of the Gateway 3.0 or on the device itself, and locate the MAC Address plus the CRC. The following process should be followed:

- Register the device by MAC/CRC.
- Create the customer account. (Used for SecureSmart) ⬚ Link the device to the customer account.
- If you already created the account you can skip creating a new customer account.

View a guide on registering and creating customers by navigating to *Dealer Menu → Dealer Resources*.

Device Placement

When installing the Gateway 3.0, we recommend the product be installed at least 5 feet away from any other electronic device.

It is best practice to "join" or "pair", (later discussed in the installation section of this manual) Z-Wave products where the Gateway 3.0 is most likely going to be mounted. If you have trouble joining where it will be mounted, then there may be issues with normal operation due to location.

Understanding the Gateway 3.0

The Gateway 3.0 is a powerful device. Here is a layout of the Gateway 3.0 to help understand how it operates:

1. **Open/Reset Button** – Used to Open, Close and Reset the ZWave Network.
2. **System LED** – Diagnose whether there is a network trouble.
a. See the Troubleshooting Section for Blink Codes.

3. **HAN LED** (Home Area Network) – Shows there is activity between the Gateway 3.0 and other Z-Wave Devices.
4. **DIAG LED** – Indicates whether or not the Z-Wave Network is Open or Closed.
a. <u>Solid LED</u> – Z-Wave Network is Open.
b. <u>LED Off</u> – Z-Wave Network is Closed.
5. **Power Transformer** – Female connection for included Power Supply (12vDC).
6. **Power Terminals** – Additional connections for power, if desired. (12vDC)
7. **RJ-45 Jack** – Ethernet connection used for customer's internet.Installation

Gateway 3.0 Installation (Z-Wave)

Installation of Z-Wave devices requires you to be connected to SecureSmart on either Android or iPhone. Your device must be registered and online before you can pair Z-Wave devices to the Gateway 3.0. The process between Android and iPhone may vary. This process only needs to be done once. When getting Home Automation on a second phone you will only need to do Zwave Discover.

Installation via SecureSmart – Android
1. Open SecureSmart and log into the account the Gateway 3.0 is registered to.
2. Select the Home Automation Icon.
3. Select the 'Information' Icon at the bottom left of the screen.
4. When adding a Z-Wave device select 'Zwave Add'
5. Within 5 seconds press the Pair/Mate button on your Z-Wave device.
    a. You should see a screen on the bottom of SecureSmart informing you a "Node" was added.
6. Select the back button, you will then have access to all your ZWave devices!

Installation via SecureSmart – iPhone
1. Open SecureSmart and log into the account the Gateway 3.0 is registered to.
2. Select the Home Automation Icon.
3. Select Z-Wave Discover and it will populate your Gateway as a Z-Wave device.

4. Select your "Controller 1" that was discovered.
5. When adding a Z-Wave device select 'Zwave Add'
6. Within 5 seconds press the Pair/Mate button on your Z-Wave device.
    a. You should instantly see a device added next to your Controller 1 device within SecureSmart.
7. Repeat steps 4-6 for all Z-Wave Products.
8. Close the Gateway Menu option, you will then have access to all your Z-Wave devices!

Video Installation

The Gateway 3.0 has a unique way of streaming video to our customers. There is no need to port forward or set up an external link to the camera. *We do require the camera to be set up on an INTERNAL Static IP Address. A non-static IP Address means that the IP Address would change at some point (seemingly random) which would undoubtedly result in a service call.* Although this process works with almost any IP Camera with an API, below is the list of cameras we recommend working with:

- Axis
- Foscam
- Asagio
- Hikvision

You may be required to call ipDatatel to enable "Widgets" which allows you to create Camera Icons on SecureSmart. The camera icon(s) may then be selected (clicked) to view video stream(s). Once Widgets are enabled, find the section on Alarmdealer.com on the "Account Contact: View" screen for the particular customer you wish to add a camera.

The process of adding a Camera Widget is as follows:

1. Select New Widget
2. Select Type: Customer Video
3. Select Enabled: Yes
4. Enter in the Name of the Camera (Will appear on SecureSmart)
5. Select the Camera Manufacturer you are using.

6. Enter the Username, Password, and Internal IP Address of the Camera.
   a. It is ideal to set an internal static IP to avoid problems. Normally accomplished by going to the camera configuration page.
7. Select Device: Needs to be pointing towards your Gateway MAC Address.
8. Click Save.

Your SecureSmart should now have a new icon when you log in as this customer with an image of a camera.

Troubleshooting

LED Troubleshooting (Network)

- <u>1 Blink</u> – Indicates the device is failing to get an IP Address from the router.
- <u>2 Blinks</u> – Indicates the device is not reaching the outside network. ⁇
- <u>3 Blinks</u> – Indicates the device is not receiving DHCP from the router.
- When no lights are present near the RJ-45 Jack you will need to check your wiring on your CAT-5. If you make your own cable the Gateway uses pins 1 2 3 6.

LED Troubleshooting (HAN=DIAG)

If the HAN=DIAG LED does not respond to your button press:

- Power cycle the Gateway 3.0.
- Open your Mobile Application and attempt to 'Open Z-Wave Network' from your mobile device.

If you have a Z-Wave device that will NOT "Add" you can try to use the "Remove Device" feature on your Application and then try to "Add Device" again.

Warranty Information

LIMITED WARRANTY

ipDatatel, LLC (hereinafter referred to as "Seller"), located at 13110 Southwest Freeway, Sugar Land Texas 77478, warrants its Product to be in conformance with the Product specification. ipDatatel warrants its product to be free from defects in materials and workmanship under normal use and service for a period of twelve (12) months from the date of original purchase. Seller's sole obligation shall be limited to repairing or replacing, at its option, free of charge for materials or labor, any Product which is proven not to be within Seller's specifications of the Product, or proven defective in materials or workmanship under normal use and service.

Any device purchased which is enclosed within a plastic case must remain in the plastic case for installation and regular use after installation. At no point should the device be removed and mounted without the plastic case. In doing so, you may void the device warranty.

LIMITED LIABILITY

Seller shall have no liability or obligation under this Limited Warranty or otherwise for merchantability or fitness for any particular use; nor shall it extend its Limited Warranty, if the Product is altered, or improperly installed, repaired, or serviced. There are no warranties, express or implied, that extend beyond those contained within this document. In no case shall Seller be liable to person or entity for any consequential, or any other basis of law or liability whatsoever, whether or not such loss or damage is caused by Seller's own negligence or fault.

Seller does not represent that the Product may be compromised or circumvented, or that it will provide the service intended; or that the Product will prevent any personal injury or property loss by burglary, robbery, or otherwise; or that the Product in all cases will provide adequate warning or detection.

Customer understands that a properly installed and maintained alarm system may only reduce the risk of burglary, robbery, or

other such events occurring without providing an alarm, but is not insurance or guarantee that such will not occur or that there will be no personal injury or property loss as a result.

Consequently, Seller shall have no liability for any personal injury, property damage or any other loss based on a claim that the Product or services there from, failed to give warning. However, if seller is held liable, directly or indirectly, for any loss or damage arising under this Limited Warranty or otherwise regardless of cause or origin, Seller maximum liability shall not in any case exceed the purchase price of the Product, which shall be the complete and exclusive remedy against Seller.

This Limited Warranty replaces any previous warranty, and is the only warranty made by Seller for this Product. No increase or alteration, written or verbal.

FCC and Industry Canada Regulatory Compliance

FCC Warning / IC Statement
This device complies with Part 15 of the FCC Rules and with ICES-003, Issue 4 of Industry Canada. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Canada Avertissement de la FCC / IC Déclaration
Cet appareil est conforme à la Partie 15 des règlements de la FCC et ICES-003, 4 e édition d'Industrie Canada. Son fonctionnement est soumis aux deux conditions suivantes:
(1) Cet appareil ne doit pas causer d'interférences nuisibles et (2) Cet appareil doit accepter toute interférence reçue, y compris les interférences qui peuvent perturber le fonctionnement.

Note:Cet équipement a été testé et trouvé conforme aux limites pour un dispositif numérique de classe B, conformément à la Partie 15 des règlements de la FCC. Ces limites sont conçues pour fournir une protection raisonnable contre les interférences nuisibles dans une installation résidentielle. Cet équipement génère, utilise et peut émettre des fréquences radio et, s'il n'est pas installé et utilise en conformité avec les instructions, peut causer des interférences nuisibles aux communications radio. Cependant, il n'existe aucune garantie que des interférences ne se produiront pas dans une installation particulière. Si cet équipement provoque des interférences nuisibles à la réception radio ou de télévision, qui peut être déterminé en mettant l'équipement hors tension, l'utilisateur est encouragé à essayer de corriger l'interférence par un ou plusieurs des mesures suivantes:

- Réorienter ou déplacer l'antenne de réception.
- Augmenter la distance entre l'équipement et le récepteur.
- Branchez l'appareil dans une prise sur un circuit différent de celui auquel le récepteur est connecté. • Consulter le revendeur ou un technicien radio / TV.

Specifications

Power
- Externally provided   12v DC

Environmental
- Temperature Range   - 5° to +70° C (23° to +158° F)
- Humidity   0 to 95% non-condensing

Physical
- Height   3.25 inches
- Width   3.75 inches
- Depth   .75 inches

Frequency
- Z-Wave   908.42 MHz (U.S.A)

ipDatatel, LLC.
13110 Southwest Freeway
Sugar Land, Texas 77478

Main: 713.452.2700
Toll Free: 866.896.2944

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