OpenTech Alliance™

INSOMNIAC™ SmartGate

Gate alert system. An integration for OpenTech's intelligent platform of smart-connected self storage solutions, OpenTech IoE (Internet of Everything).

CONFIGURATION GUIDE

Configuration specifications and considerations for your new INSOMNIAC SmartGate integration. Prepare for, prevent and respond to onsite issues.

CONTACT **US**

INSOMNIAC™ SmartGate works in conjunction with INSOMNIAC CIA, and is designed for easy setup. An OpenTech technician will work with you to setup and customize the initial configuration options within the software. If you have questions during setup or ongoing use, please reach out to our dedicated support team.

CONTACT **INFORMATION**

Technical Support	(602) 773-1700 (Option 1) ioesupport@opentechalliance.com
Fax	(602) 324-8658
Office	(602) 749-9370

HOURS OF **OPERATION**

Business Office	M-F; 8:00AM to 5:00PM MST
Technical Support	M-F; 7:00AM to 5:00PM MST Sat; 7:00AM to 5:00PM MST

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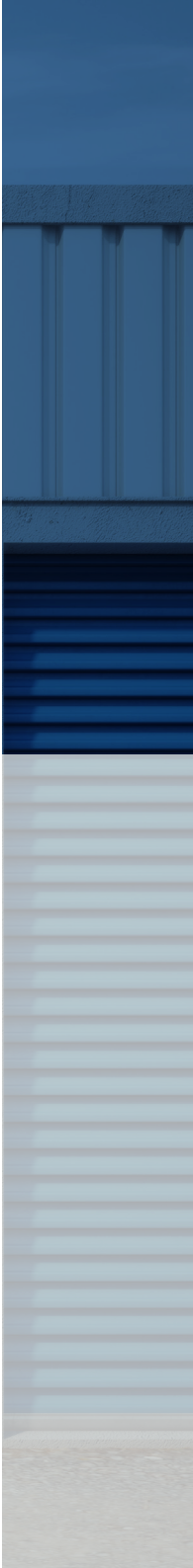


INTRODUCTION

Preface

INSOMNIAC SmartGate ("SmartGate") is the latest integration for OpenTech's intelligent platform of smart-connected self-storage solutions, OpenTech IoE (Internet of Everything) released on July 11, 2019. This new module is the seventh integration of many to be supported by the OpenTech IoE platform.

Other integrations include: INSOMNIAC CIA (Centralized Intelligent Access); INSOMNIAC SmartEye (Security monitoring); HVAC (thermostat monitoring and control); Call Center; INSOMNIAC SmartDoor, and an Alexa skill.

INSOMNIAC SmartGate, combined with INSOMNIAC CIA, allows owners and operators to receive alert notifications (text and/or e-mail) when a gate or other device does not open or close when requested or it is manually opened or closed. This notification allows issues to be addressed before they affect tenants or create a potential security situation.

INSOMNIAC SmartGate works in conjunction with a sensor (magnet/contact or other device) mounted on the gate that in turn is connected to an input on the INSOMNIAC CIA system. The INSOMNIAC CIA system monitors the sensor and can alert on open or close events.

Please contact OpenTech Alliance Customer Support (via telephone at: 602-749-9370, Option 1, or email at: ioesupport@opentechalliance.com) for additional details or questions.

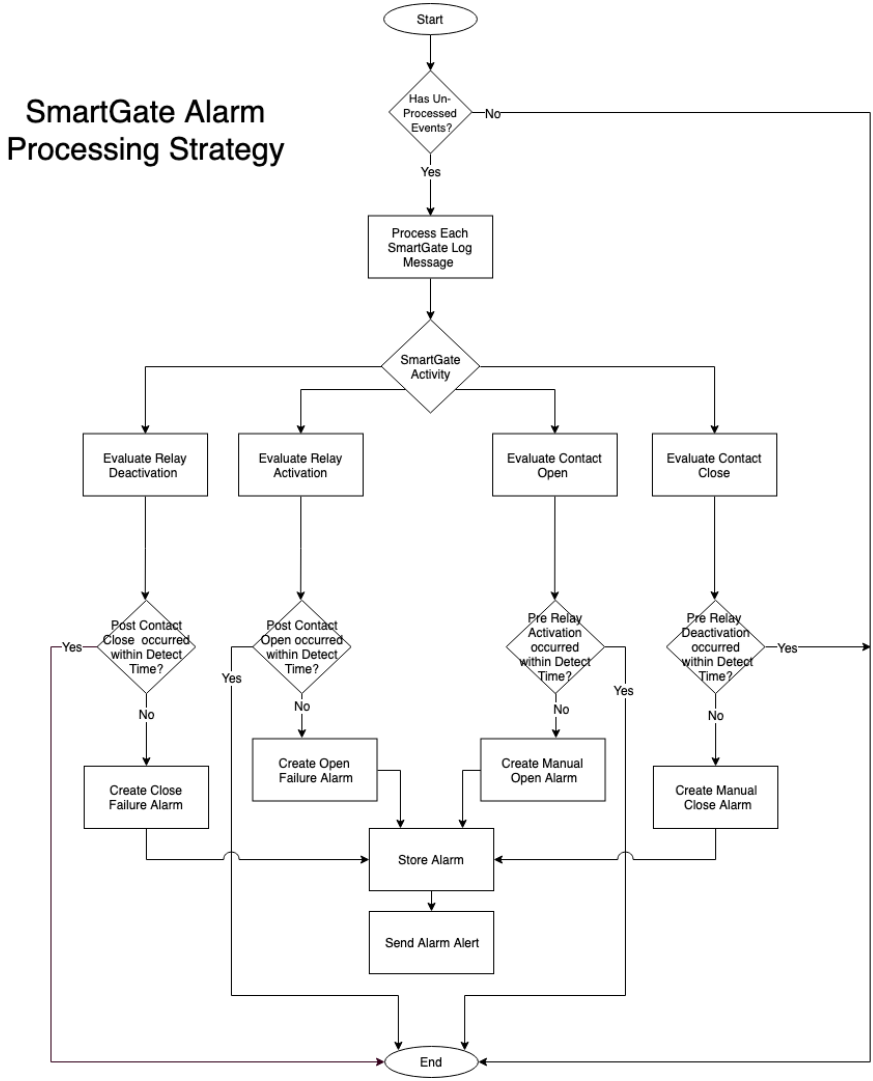
Initial Setup

- The SmartGate integration is available at no additional charge for OpenTech INSOMNIAC CIA customers. A one-time Setup, Training and Customization (STC) fee of $29 per facility is required.

- While the OpenTech Support team will complete the initial set up, facility management can adjust the open and close failure detect times as well as delete the SmartGate configuration.

Smart Gate Alarm Processing Strategy

Following is the SmartGate alarm processing flow:



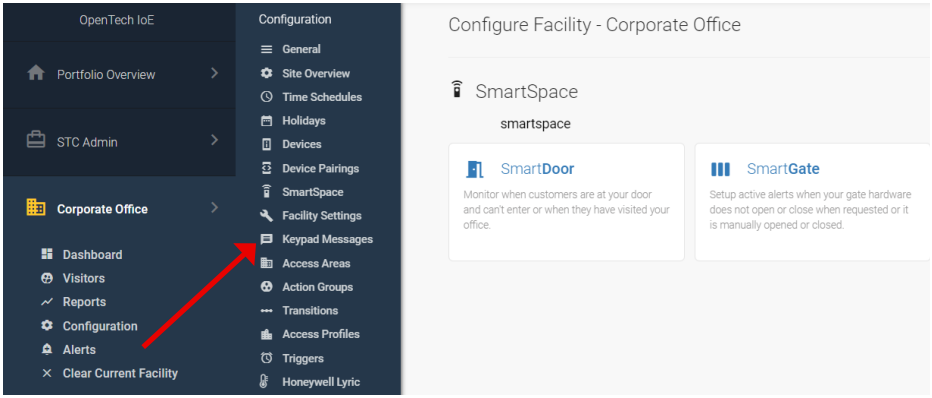
SITE ACCESS

Accessing SmartGate in the Control Center

SmartGate is accessible via the "SmartSpace" menu item (Facility → Configuration → SmartSpace).

The SmartSpace tabe is restricted to STC Admin, Account Admin, Regional Admin and Installer roles.

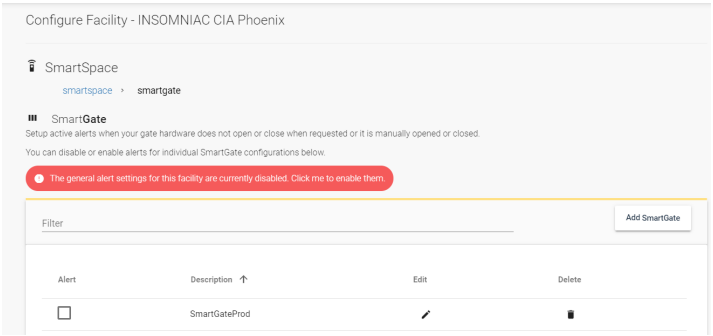
A new modal is available in title of "SmartGate" within the "SmartSpace" section of the IoE Control Center to allow authorized users to navigate to the SmartGate list view.



SmartGate List View

The List view displays SmartGate(s) configured for that selected facility; allows STC Admin to configure (Add), Edit, or Delete a SmartGate and Account Admin, Regional Manager or Installer roles to Edit or Delete a SmartGate setup.

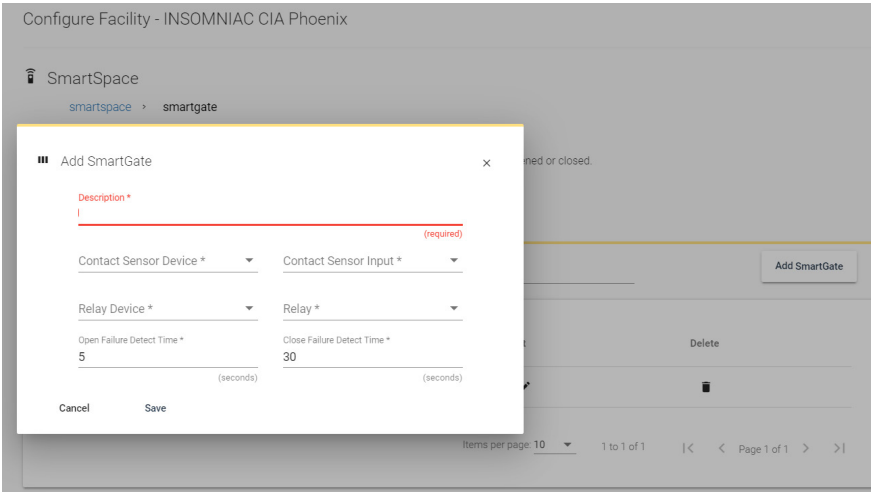
The SmartGate List view is restricted to the following roles: STC Admin; Account Admin; Regional Manager; Installer.



ADD SMARTGATE

Initial Setup

The Add SmartGate modal is only accessible to the STC Admin role by clicking the "Add SmartGate" button from the List view. **The following breakdown is provided for informational purposes only.**



Site-Specific Settings

- The following fields are available for user input on the Add SmartGate modal:
  - Description (i.e., SmartGate name) - Required field
  - Contact Sensor Device – Required field
    - Drop down values
    - Selects the device where the Contact Sensor is connected.
    - Limited to devices that allow for inputs (Keypad Device, Relay Device, Gateway, etc.).

Contact Sensor Input - Required Field

- The Contact Sensor is the magnet/contact mounted on the facility gate (or other device).
- The dropdown list includes available inputs for the Contact Sensor device selected above.
- If an input is in use by another SmartGate or Barrier, then it is not available for selection.
- Inputs that are not viable candidates for selection are grayed out.
- Informational messages are displayed if an input is not available for selection.

Relay Device - Required Field

- The Contact Sensor is the magnet/contact mounted on the facility gate (or other device).

Relay - Required Field

- The relay the system is monitoring is for activation or deactivation.

Open Failure Detect Time (seconds) - Required Field

- Free form field for user input.
- Represents the time window after the relay fires that we expect it to open the contact.
- The default time for "Open Failure Detect" when configuring a SmartGate is 5 seconds and up to a maximum of 120 seconds.
- If a valid code is entered at a keypad and the input does not change (i.e., gate does not open) within the specified number of seconds, an event log message is created.
- If the user has opted in for alerts, this event would initiate an e-mail or text alert to the user.
- The Open Failure Detect time is adjustable in the IoE Control Center (Configuration => SmartSpace => SmartGate => Edit).

Close Failure Detect Time (seconds) - Required Field

- Free form field for user input.
- Represents the time the system is monitoring the deactivation of the relay state and the amount of time it takes for the contact to close.
- The default time for "Close Failure Detect" when configuring a SmartGate is 30 seconds and up to a maximum of 120 seconds.
- If the input is opened and it does not close within the specified number of seconds (i.e., gate did not close), an event log message is created.
- If the user has opted in for alerts, this event would initiate an e-mail or text alert to the user.
- The Close Failure Detect time is adjustable in the IoE Control Center (Configuration => SmartSpace => SmartGate => Edit).

- Selecting the "Save" button will automatically configure the corresponding Action Groups and Triggers. There is no need for STC to manually configure Actions Groups or Triggers associated with a SmartGate.

- User can also cancel out of the Add SmartGate modal without making any changes and return back to the List view.

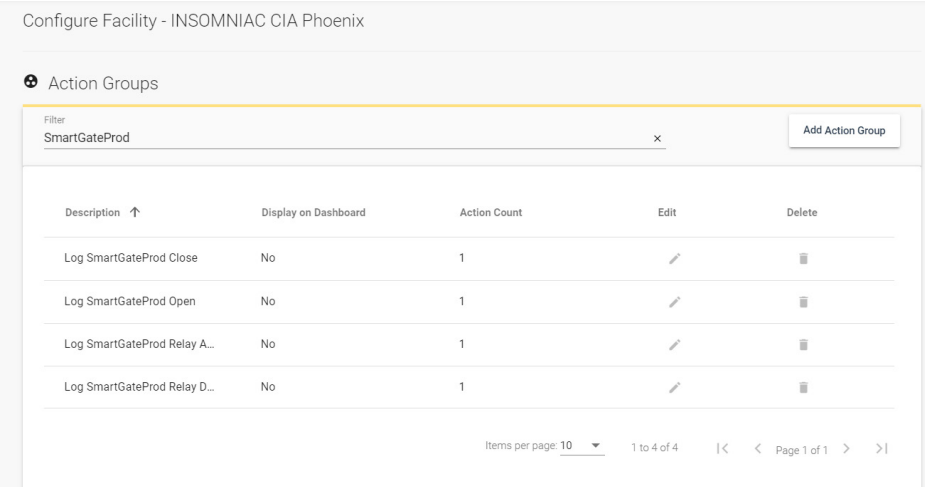
SmartGate Action Groups

- There are four (4) Action Groups automatically created as part of the initial SmartGate configuration (Add SmartGate):
  - Log <SmartGate name> Close
  - Log <SmartGate name> Open
  - Log <SmartGate name> Relay Activated
  - Log <SmartGate> Relay Deactivated

- Once the Action Groups have been created by the Add SmartGate Configuration Tool, they cannot be modified.

- An informational message displays when the user hovers over the Edit or Delete icons alerting them the Action Group is associated with a SmartGate.

Configure SmartGate Action Groups



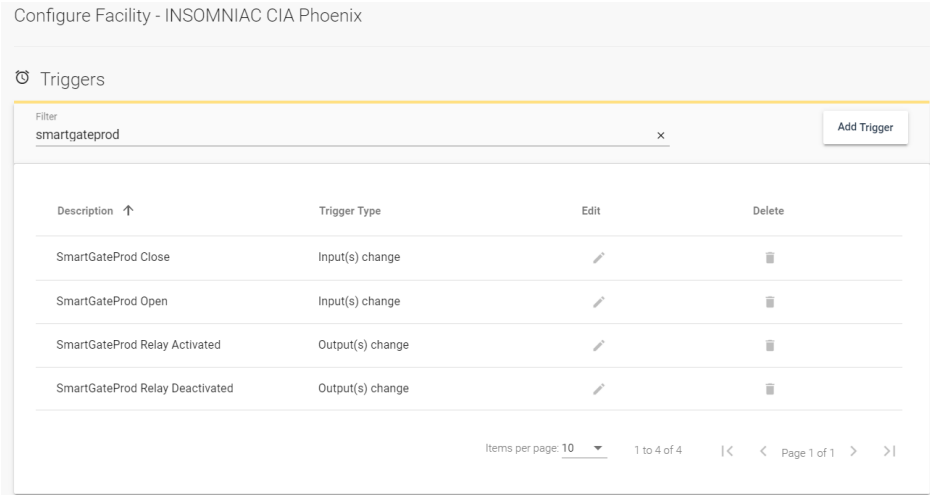
SmartGate Triggers

- There are four (4) Triggers automatically created as part of the initial SmartGate configuration (Add SmartGate):
  - <SmartGate name> Close
    - Trigger Type Input(s) change
  - <SmartGate name> Open
    - Trigger Type Input(s) change
  - <SmartGate name> Relay Activated
    - Output(s) change
  - <SmartGate> Relay Deactivated
    - Output(s) change

- Once the Action Groups have been created by the Add SmartGate Configuration Tool, they cannot be modified.

- An informational message displays when the user hovers over the Edit or Delete icons alerting them the Action Group is associated with a SmartGate.

Configure SmartGate Triggers



EDIT/DELETE SMARTGATE

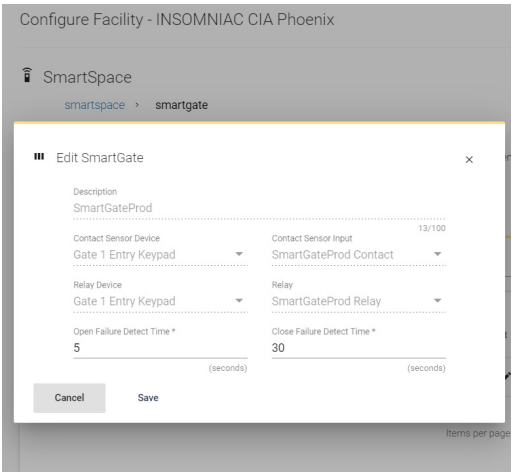
Edit SmartGate

- To access the SmartGate Edit modal, click on the Pencil icon the List view corresponding to that particular SmartGate.
- Ability to Edit a SmartGate is restricted to the following roles:
  - STC Admin
  - Account Admin
  - Regional Manager
  - Installer

- Once the SmartGate has been added (configured), the only fields that can be changed are:
  - Open Failure Detect Time (seconds)
  - Close Failure Detect Time (seconds)

- User can also cancel out of the Add SmartGate modal and return to the List view.

Edit SmartGate



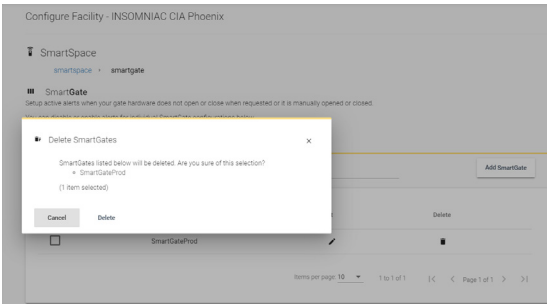
Delete SmartGate

- Ability to Delete a SmartGate is restricted to the following roles:
  - STC Admin
  - Account Admin
  - Regional Manager
  - Installer

- User is asked to confirm the request by pressing the "Delete" button.

- User can also cancel out of the Delete SmartGate modal without making any changes and return back to the List view.

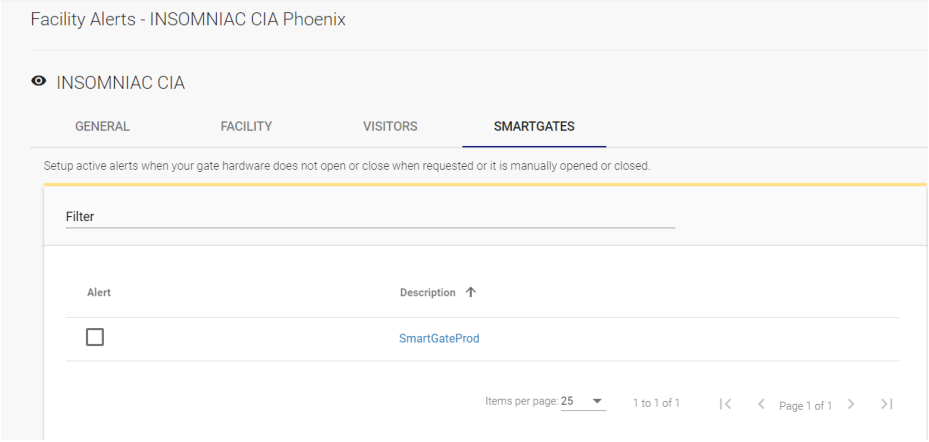
- The SmartGate Delete command also removes all components associated with the SmartGate including Action Groups and Triggers and so there is no residual clean up required by the STC team.



ALERTS

SmartGate Alerts

- System alerting is available for any configured SmartGate.
- Control Center users can configure alerts at the facility level for SmartGate not opening or closing based on the Open Failure Detect Time and Close Failure Detect Time settings.
- Control Center must first opt in for e-mail and/or text notifications.

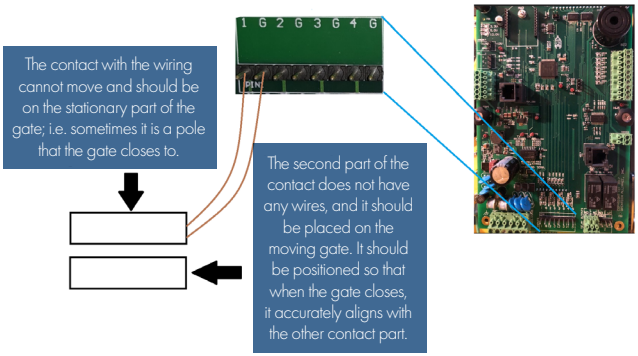


EQUIPMENT & SUPPORT

SmartGate Equipment Required

- Smart Gate is compatible with any type of magnet/contact.
- We recommend the ODC-56 Series because it is designed for high traffic situations, and it has a wide temperature range, armored cable, etc.
    - This sensor is available for purchase from a variety of online sources. Information about the ODC-56 magnet/contact can be found at https://www.pottersignal.com/product/10/security-contacts/53/overhead-door-contacts/187/odc-56-series.

SmartGate Wiring



SmartGate Support

- Customers are directed to contact the OpenTech IoE /INSOMNIAC CIA team for initial SmartGate setup, to address any questions, or to resolve an issue.
    - (602) 773-1700 (Option 1) or via e-mail at ioesupport@opentechalliance.com.
- If this is a new SmartGate configuration, there is a required one-time Setup, Training and Customization (STC) fee of $29 per facility.

OpenTech Alliance™

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