

OpenTech IoE



Configuration Guide

March 2019

Updated 1/5/2020

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SmartDoor Introduction

SmartDoor is the third integration at time of release available in the IoE Control Center along with HVAC (Honeywell Round and T5 series thermostats) and Amazon Alexa.

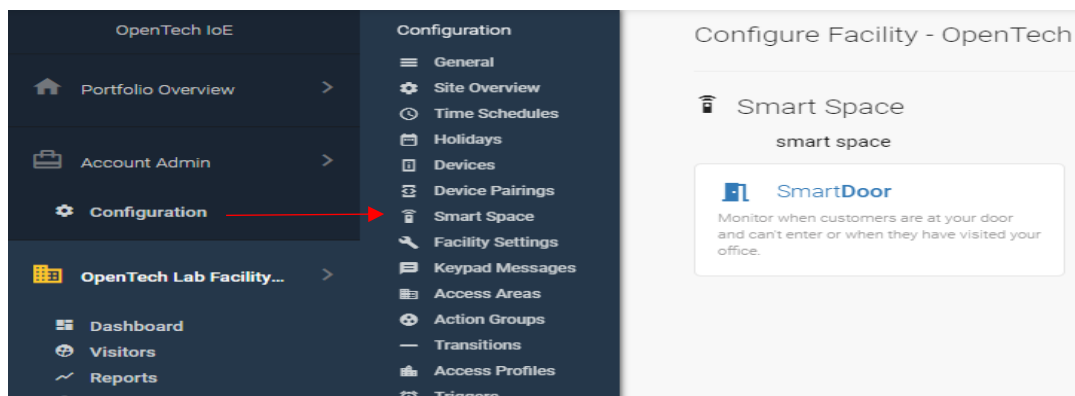
SmartDoor allows a Self-Storage operator to track and report on the following events:

- The date and time that the office door is opened.
- The date and time that a prospective tenant attempts to enter the office door, but does not open the office door because it is locked.

SmartDoor provides greater understanding into hourly traffic patterns at your facility and the opportunity to gain valuable actionable insights that can be used to provide a better customer experience. A locked office door could mean lost business or frustrated customers.

Access SmartDoor Configuration Tab

- SmartDoor is configurable via the IoE Control Center. A new tab is available in the Control Center created in title of 'SmartSpace' (Facilities => Configuration => SmartSpace). The SmartSpace tab is restricted to STC Admin, Account Admin and Regional Manager Roles.



- A new modal was added with title of 'SmartDoor' within the 'SmartSpace' section of the IoE Control Center to allow users to navigate to the SmartDoor List View.
- The List View displays SmartDoor(s) configured at your facility, allows a user to edit or delete a SmartDoor, as well as configure additional SmartDoor.

Configure Facility - OpenTech Lab Facility 111

Smart Space





[smart space](#) > [smartdoor](#)

SmartDoor

Monitor when customers are at your door and can't enter or when they have visited your office.

Filter

Add SmartDoor

| Description ↑ | Edit | Delete |
|---------------|---|---|
| test 0218 |  |  |
| test 0219 |  |  |

Items per page: 10

1 to 2 of 2

|< < Page 1 of 1 > >|

Add SmartDoor

Add SmartDoor

Description *

Contact Sensor Device *

Contact Sensor Input *

Contact Time (seconds) *
15

Motion Sensor Device *

Motion Sensor Input *

Motion Time (seconds) *
15

Transition Time (seconds) *
5

Cancel
Save

- Ability to Add (configure) a SmartDoor is restricted to the following roles:
 - STC Admin
 - Account Admin
 - Regional Manager
- Facilities => Configuration => SmartSpace => SmartDoor.
- Clicking on the 'Add SmartDoor' button will open up a new modal from the SmartDoor List View menu.
- The following fields are available for user input in adding a new SmartDoor:
 - Description (i.e., Office Door)
 - Contact Sensor Device
 - Drop down values
 - Keypad Device, Relay Device, Gateway.
- Select the device that where the Contact Sensor is connected; e.g., Keypad Device, Relay Device, Gateway. The contact sensor needs a connection back to the selected device to receive communication.

- Contact Sensor Input
 - The Contact Sensor is the magnetic/switch that is installed on the office door.
 - The dropdown list includes available inputs for the Contact Sensor device selected above. If an input is being used for another SmartDoor or Barrier, then it is not available for selection.
 - Inputs that are not viable candidates for selection are grayed out and not available for selection.
 - The same input cannot be used for both the Contact Sensor and the Motion Sensor.
 - Informational messages are displayed if an input is not available for selection.
- Contact Time (seconds)
 - Free form field for user input; default value is 15 seconds; the time is adjustable up to a maximum of 120 seconds.
 - The system will only observe one open contact during the designated contact time; all other open contact(s) are ignored.
 - If the system detects the change in state of the magnet/switch within this time, then it will be ignored and not be considered as a Door Opened event.
- Motion Sensor Device
 - Drop down values
 - Keypad Device, Relay Device, Gateway.
 - Select the device where the Motion Detector is connected.
- Motion Sensor Input
 - The Motion Sensor is a Request to Exit (RTE) device that mounted on the outside of the door to detect when people approach the door.
 - The dropdown list includes only available inputs for Motion Sensor device selected above. If an input is being used for another SmartDoor or barrier then it is not available for selection.
 - Inputs not viable candidates for selection are grayed out and not available for selection.
 - The same input cannot be used for both the Contact Sensor and the Motion Sensor.
 - Informational message are displayed if an input is not available for selection.
- Motion Time (seconds)
 - Free form field for user input; default value is 15 seconds; the time is adjustable up to a maximum of 120 seconds.
 - The system will only observe one event during the designated Motion Time. If the system detects another change in state of the RTE device (magnet/switch within this time. then it will be ignored and not considered as a Door Opened event.

- Transition Time (seconds)
 - Free form field for user input; default value is 5 seconds; the time is adjustable up to 120 seconds.
 - Length of time between Motion Sensor detection and Contact Sensor detection identified as an office visit.
 - If the contact sensor detects someone approaching the door or the motion sensor detects a person opening the door within the designated Transition Time, then they would be ignored for purposes of SmartDoor.
 - Scenario:
 - As a visitor walks to the office door, the motion sensor will trigger.
 - If the system detects the contact is separated within the Transition Time, we will mark as a successful entry through the door. We are looking within that 5 second (or whatever Transition Time is set to) for motion and contact. We, therefore, know it is a successful entry.
- Selecting the Save button will automatically configure the corresponding Action Groups and Triggers.

Edit SmartDoor

Edit SmartDoor

Description

Staging SmartDoor

17/100

Contact Sensor Device

RS485 Controller

Contact Sensor Input

Staging SmartDoor Contact

Contact Time (seconds) *

30

Motion Sensor Device

RS485 Controller

Motion Sensor Input

Staging SmartDoor Motion

Motion Time (seconds) *

30

Transition Time (seconds) *

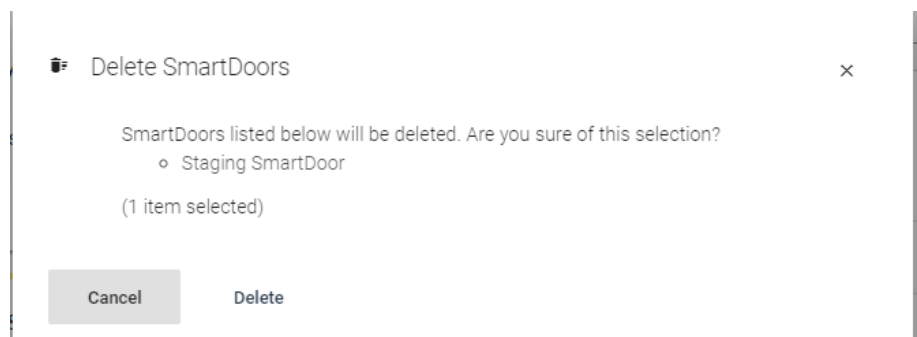
15

Cancel

Save

- Ability to Edit a SmartDoor is restricted to the following roles:
 - STC Admin
 - Account Admin
 - Regional Manager
- Once the SmartDoor has been added (configured), the only fields that can be changed are:
 - Contact Time (seconds)
 - Motion Time (seconds)
 - Transition Time (seconds)






Delete SmartDoor



- Ability to Delete a SmartDoor is restricted to the following roles:
 - STC Admin
 - Account Admin
 - Regional Manager
- User is to confirm the request when deleting a SmartDoor.
- The SmartDoor Delete command also removes all components associated with the SmartDoor including Action Groups and Triggers.

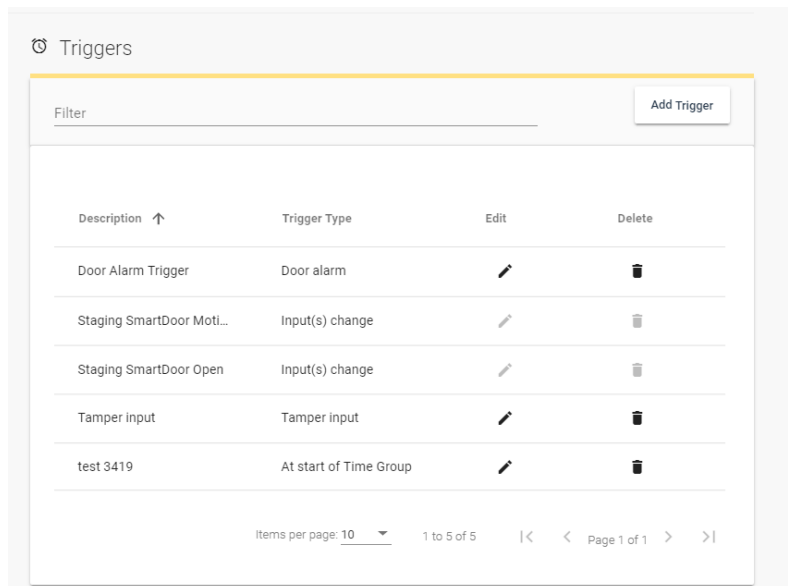
- Ability to Delete a SmartDoor is restricted to the following roles:
 - STC Admin
 - Account Admin
 - Regional Manager
- User is to confirm the request when deleting a SmartDoor.
- The SmartDoor Delete command also removes all components associated with the SmartDoor including Action Groups and Triggers.

SmartDoor Action Groups

| 🛠️ Action Groups | | | |
|---|----------------------|------------------|---|
| Filter | | Add Action Group | |
| Description ↑ | Display on Dashboard | Action Count | Edit |
| Log Staging SmartDoor ... | No | 1 |  |
| Log Staging SmartDoor ... | No | 1 |  |
| Reg Test 07.09.18 | No | 1 |  |
| Test Action 1 | No | 1 |  |
| Test Action 2 | No | 1 |  |
| Items per page: 10 11 to 15 of 15 < < Page 2 of 2 > > | | | |

- There are two Action Groups automatically created as part of the initial SmartDoor configuration (Add SmartDoor), these Action Groups cannot be modified or deleted.
- The two Action Groups are Log + "Name of SmartDoor" + Door Motion and Log + "Name of SmartDoor" + Door Open.
- An informational message displays when the user hovers over the Edit or Delete icon (i.e., "The action group is associated with a SmartDoor").

SmartDoor Triggers



The screenshot shows a web interface titled "Triggers". It features a filter input field and an "Add Trigger" button. Below is a table with five rows of triggers. Each row has columns for Description, Trigger Type, Edit, and Delete. The triggers are: Door Alarm Trigger (Door alarm), Staging SmartDoor Motion (Input(s) change), Staging SmartDoor Open (Input(s) change), Tamper input (Tamper input), and test 3419 (At start of Time Group). At the bottom, there is a pagination control showing "Items per page: 10", "1 to 5 of 5", and "Page 1 of 1".

| Description ↑ | Trigger Type | Edit | Delete |
|---------------------------|------------------------|------|--------|
| Door Alarm Trigger | Door alarm | | |
| Staging SmartDoor Moti... | Input(s) change | | |
| Staging SmartDoor Open | Input(s) change | | |
| Tamper input | Tamper input | | |
| test 3419 | At start of Time Group | | |

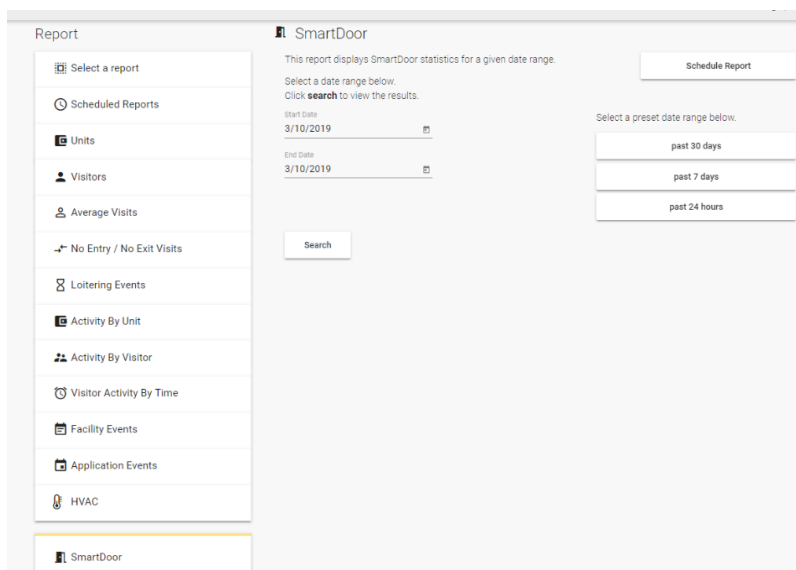
Items per page: 10 1 to 5 of 5 |< < Page 1 of 1 > >|

- There are two Triggers automatically created as part of the initial SmartDoor configuration (i.e., Add SmartDoor), these Triggers cannot be modified or deleted.
- The two Triggers are "Name of SmartDoor" + Motion and "Name of SmartDoor" + Open.
- Once the Triggers are created as part of initial SmartDoor configuration (Add SmartDoor), they cannot be modified.

- An informational message displays when the user hovers over the edit pencil icon (i.e., “The trigger is associated with a SmartDoor”).

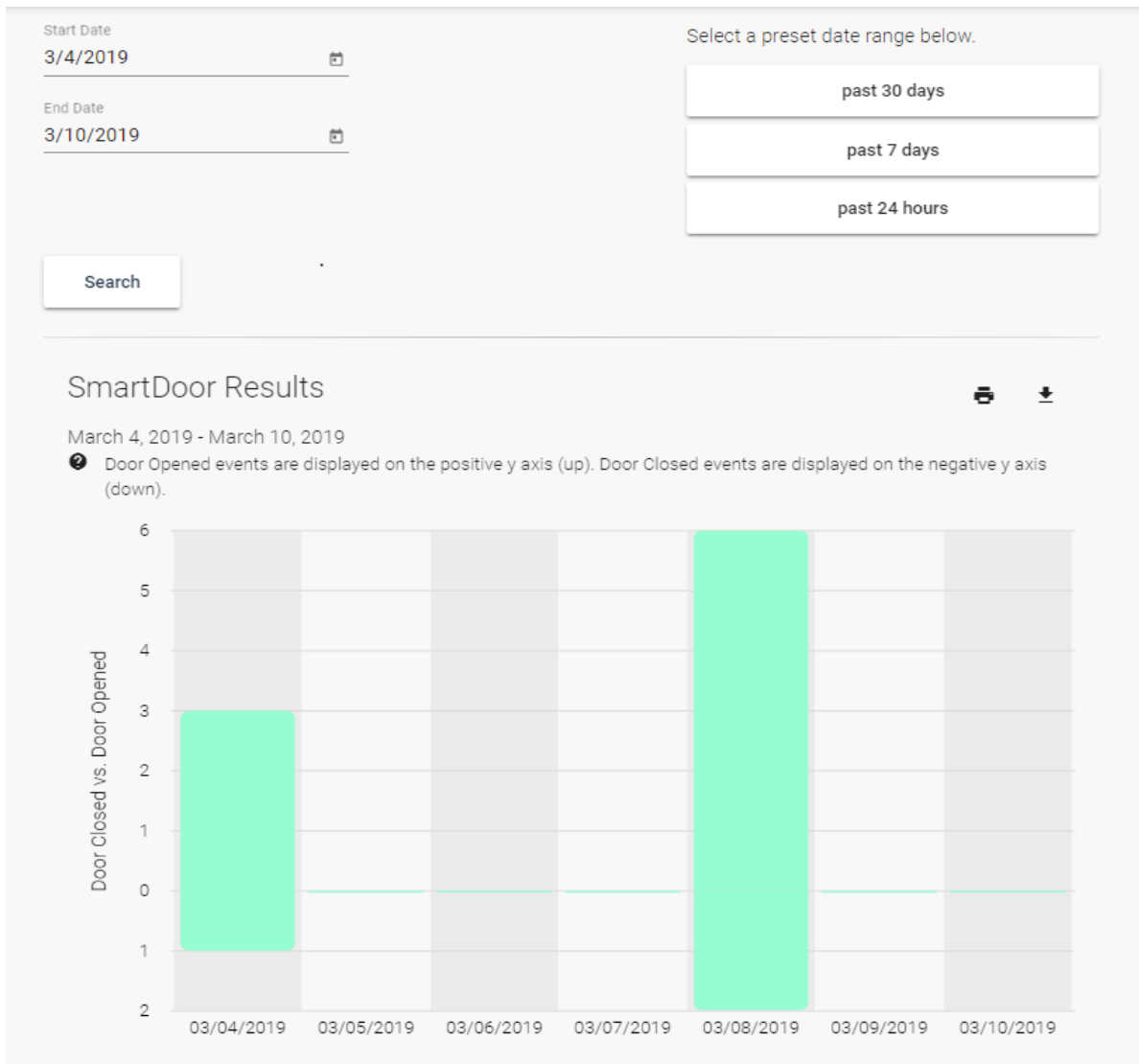
SmartDoor Reporting

- The report displays facility-level SmartDoor statistics for a specific date range and configured SmartDoor(s) for office visits and office closed events: (Facilities => Reports => SmartDoor).
- Select the date range of the report.
- The SmartDoor report can also be scheduled by selecting the Schedule Report button.
- Door open events are displayed on the positive Y-axis (1 and above). These events can be interpreted as an office visit.
- Door closed events are displayed on the negative Y Axis (below 1). These events can be interpreted, as a visitor who could not access the office.
- SmartDoor events are aggregated. The report will not show multiple events that have occurred within the *Contact Time* or *Motion Time* window set when configuring the SmartDoor. The maximum window is 120 minutes.
- A SmartDoor Portfolio (company level) data export is also available that displays Smartdoor activity associated with the account for a given date range. Control Center user can filter by date range and facilities below.



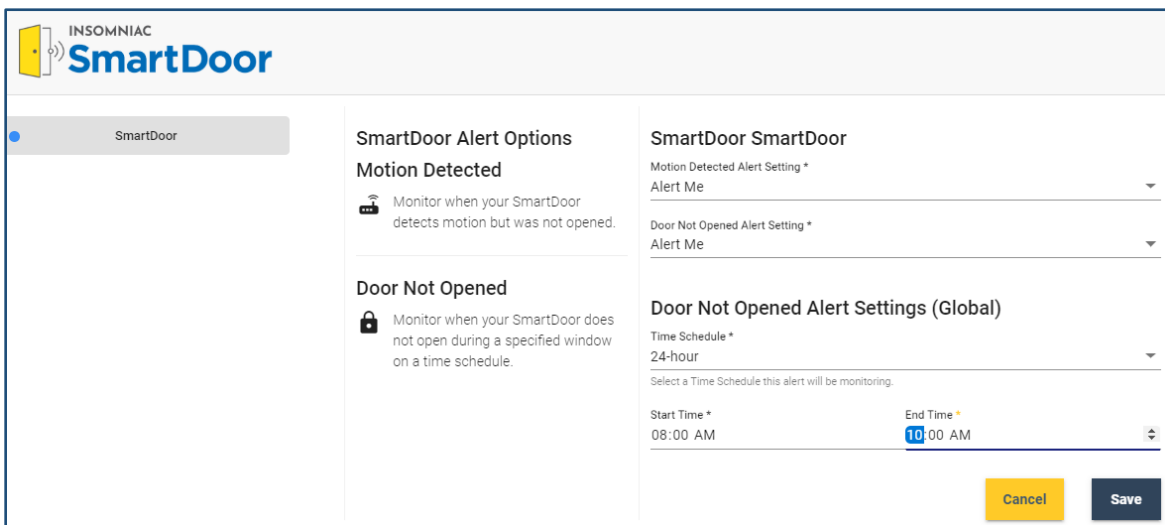
The screenshot shows the 'Report' section of the SmartDoor interface. On the left, there is a sidebar with a list of report types: Select a report, Scheduled Reports, Units, Visitors, Average Visits, No Entry / No Exit Visits, Loitering Events, Activity By Unit, Activity By Visitor, Visitor Activity By Time, Facility Events, Application Events, HVAC, and SmartDoor (which is highlighted). The main area is titled 'SmartDoor' and contains instructions: 'This report displays SmartDoor statistics for a given date range. Select a date range below. Click **search** to view the results.' Below this, there are input fields for 'Start Date' (3/10/2019) and 'End Date' (3/10/2019), each with a calendar icon. A 'Search' button is located below these fields. To the right, there is a 'Schedule Report' button and a section titled 'Select a preset date range below.' with three buttons: 'past 30 days', 'past 7 days', and 'past 24 hours'.

SmartDoor Report Example



SmartDoor Alerts

- SmartDoor Alert Options
 - Motion Detected:
 - Monitor when your SmartDoor detects motion, but the door was not opened; i.e., a tenant or visitor approaching the door.
 - Motion Detected Alert Settings – Alert Me or Do Not Alert Me.
 - Door Not Opened:
 - Monitor when your Smart Door does not open during a specified window or time schedule.
 - Global Setting aligned with facility time schedule.
 - Must align with facility time schedule; e.g., start time cannot precede facility open time according to time schedule.
- SmartDoor alerts are aggregated. A user will not receive multiple alerts for events that have occurred within the *Contact Time* or *Motion Time* window set when configuring the SmartDoor. The maximum window is 120 minutes.
- SmartDoor alerts can be sent via Text or e-Mail based on user preferences.



The screenshot displays the 'SmartDoor' configuration interface. On the left, a sidebar shows 'SmartDoor' as the selected option. The main content area is divided into two columns. The left column, titled 'SmartDoor Alert Options', contains two sections: 'Motion Detected' (with a description: 'Monitor when your SmartDoor detects motion but was not opened.') and 'Door Not Opened' (with a description: 'Monitor when your SmartDoor does not open during a specified window on a time schedule.'). The right column, titled 'SmartDoor SmartDoor', contains settings for these alerts. Under 'Motion Detected Alert Setting *', the option 'Alert Me' is selected. Under 'Door Not Opened Alert Setting *', the option 'Alert Me' is also selected. Below these, the 'Door Not Opened Alert Settings (Global)' section shows a 'Time Schedule *' set to '24-hour'. A note states 'Select a Time Schedule this alert will be monitoring.' Below this, 'Start Time *' is set to '08:00 AM' and 'End Time *' is set to '10:00 AM'. At the bottom right of the settings area are 'Cancel' and 'Save' buttons.

Equipment Required

- SmartDoor requires a Request to Exit (RTE) motion detector mounted on the outside of the door. The RTE motion detector should be mounted above the door facing to the outside of the building to detect people approaching the office door.
- There are multiple RTE motion detectors that are available for online purchase. We recommend the Optex OP-08CW or equivalent motion detector.
- SmartDoor requires a Magnetic/Switch mounted on the office door used to detect when the office door is opened.

(https://www.amazon.com/gp/product/B073SPX1J4/ref=ppx_yo_dt_b_asin_title_o00_s00?ie=UTF8&psc=1).

SmartDoor Wiring

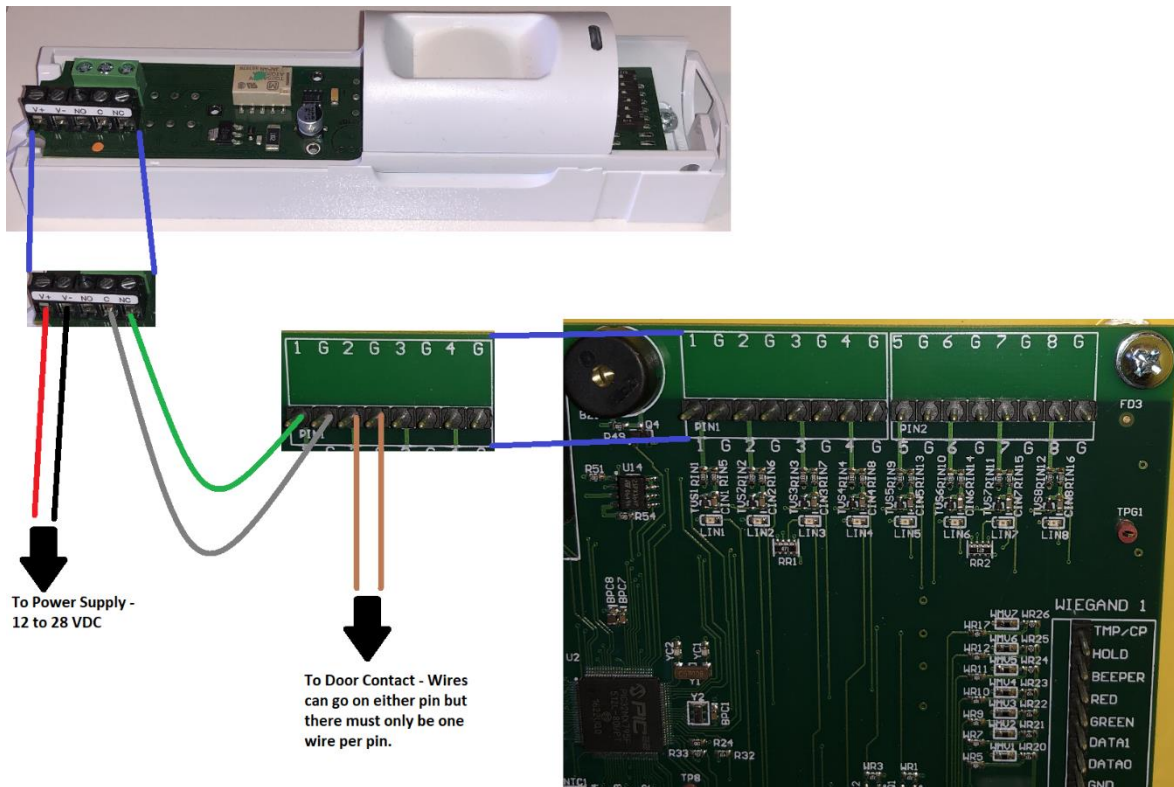
- Normally closed is how to wire for both motion and contact.
- Type of wire recommended is 18 gauge / 4 conductor.

SmartDoor Wiring Diagram

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SmartDoor Support

- The OpenTech IoE / CIA team is available to address any questions you may:
 - (602) 773-1700 (Option 1) **or**
 - Via email at ioesupport@opentechalliance.com.