



# Guide to Pairing Unpaired Devices



# **Unpaired Devices**

There are times when customers receive equipment that is not yet linked ("paired") with the software required to operate the CIA gate access system. When this happens, the pairing must be completed from the customer side.

To perform pairing, Users must be able to log into the INSOMNIAC® Control Center with Administrator or Regional Manager level permissions and, for gateway pairing, also log into the online webpage for Gateway Controller (GWC) management.

Find the circumstance below that fits the situation and click for step-by-step instructions, or <u>contact us</u> for assistance.

### Click to go to page

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### **General Requirements**

- For all device pairings
  - Laptop with Edge or Chrome browser
- For GWC pairings
  - Laptop with Ethernet port and Cat5 cable
    - Users will switch between two online sites during gateway pairings

Note: all screenshot examples show OpenTech as the Facility Name. Your facility's name will appear when you log into the systems.





# Pairing Keypads with a Previously Paired Gateway

If you receive a paired Gateway Controller (GWC) but the Keypads display "UNPAIRED, manual pairing must be performed. If the keypads are not configured, they also must be manually configured using the Control Center application.

To begin, find the keypad's Unique ID (UID) by bringing up the console on the **keypad**:



Hold down \*0# as shown and note the last four numbers in the Mac Address (outlined in red) – this is the UID you need for the next steps.

Using Admin level credentials, log into the **Control Center**: <u>https://portal.insomniaccia.com</u>

In the navigation pane, click the Facility's name, then CONFIGURATION and DEVICE PAIRINGS, as shown.





This brings up a console for pairing devices, with three columns:

- INSTALLED HARDWARE displays all the devices the GWC can detect on its RS485 Channel
- CONFIGURED DEVICES shows configured devices that have not been paired
- PAIRED DEVICES shows devices (with UIDs) that are currently paired

DEVICE PAIRINGS	CONFIGURED DEVICES Unparted Devices configured through this Control Center.	PAIRED DEVICES Configured Devices that have been paired with Installed Hardware.
Keypad Device 0x0000491622FBA64 Keypad Device	IT Office keypad	General Storage Keypad 0x0000491622FBADB Accounting Keypad
0x0000491622FBAE6 Keypad Device 0x0005410ECD4FD58 Meanad Device		0x0000491522FB0FC IT North West Keypad 0x000049152F78 Esset Estance Keised
Wingand Device 0x00000491622FADB#wingandA Wingand Device 0x00000491622FBAE8#wingandA		Back Entrance Keypad 0x00004916205277 Back Entrance Keypad 0x00000491625EA307
Wiegand Device 0x00000491622FBDFC/wiegandA Wiegand Device 0x00000491622FBF78twiegandA		Gateway 0x00000491628E9216 W. Relay Board Data Bridge 0x000049162757E21
Wegand Device 0x0000049162503277#wiegandA		
SYNC HARDWARE	PAIR	UNPAIR

To pair a device, check the UID to select the correct device from INSTALLED HARDWARE, then select the device to pair it with in CONFIGURED DEVICES. Then click PAIR. The device is now paired.

INSTALLED HARDWARE	CONFIGURED DEVICES
Unpaired Physical Hardware the GWC recognizes.	Unpaired Devices configured through this Control Center.
Keypad Device 0x00000491622FBA64	IT Office keypad
Keypad Device 0x00000491622FBAE6	
Keypad Device 0x00005410ECD4FD58	
Wiegand Device 0x00000491622FBADB#wiegandA	
Wiegand Device 0x00000491622FBAE6#wiegandA	
Wiegand Device 0x00000491622FBDFC#wiegandA	
Wiegand Device 0x00000491622FBF78#wiegandA	
Wiegand Device 0x0000049162503277#wiegandA	
SYNC HARDWARE	PAIR



### **Pairing a Gateway**

Gateway pairing requires a Cat5 Ethernet cable and a laptop with an Ethernet port. Start by plugging one end of the cable into the router (either MikroTik "Internet In" port, or EdgeRouter "ETH0" port) and the other end into the laptop's Ethernet port.

### Log into two portals

Open the internet browser (Edge or Chrome) and go to the **Control Center** and Log in with Admin level credentials:

### https://portal.insomniaccia.com/auth/login

Open another tab in the browser and enter this address to access the **GWC Management** local page:

### <u>172.24.151.251:8888</u>

### Troubleshooting notes

If you are unable to connect online, be sure the cable is securely plugged in at both ends and that the network is set for Dynamic (not Static) IP. Your network administrator can help with this if you are unfamiliar.

If the network is set to Dynamic and you still cannot connect, hold down the yellow button above the beagleboard (outlined in red) for 5 seconds. If the connection still fails, power cycle the GWC as described in Appendix A. For assistance, <u>contact us</u>.





Once connected, the **GWC Management** webpage will be visible. Enter the Login Passcode as follows:

- If the Gateway has never been configured: Leave blank and click OK
- If the Gateway has previously been configured: Enter 99 and click OK

Gateway Controller Managemen	× +		
← → C ☆ 🚺 Not see	cure   172.24.151.251:8888/pg	_login.htm	
♀ OpenTech Alliance…	Login Enter Passcode:		ОК
Login			
Home / Dashboard			
Activity Report			
Control			
Gate / Door			
Customers			
Add Temporary			
Change Visitor Status			
On-Site Visitors			
Settings			
Property Information			
Hardware Status			
Pairing			

On the navigation menu, click Property Information as shown.

Retrieve the required PIN CODE from the **Control Center** (switch to that tab without closing the GWC Management page).

🗋 Gateway Controller Managemen	× +	
$\leftarrow$ $\rightarrow$ C $\triangle$ (i) Not see	cure   172.24.151.251:8888/pg	g_property.htm
<mark> O</mark> pen Tech	Attribute	Value
L Alliance.	Software version	1.222y
	Facility Name	
	Facility Timezone	[MST]
Login	Cloud Service	OTA-Prod
Home / Dashboard	UID	14A53E000BA30400
Activity Report	Credential ID	k9l7IAvTvdMb+PskvJpVDqxd+1PEbqIdBEmApqxmQzQ=
Control	Credential Status	
Customers	PIN CODE Setup	
Add Temporary		Submit PIN CODE
Change Visitor Status	Database Tables	
On-Site Visitors		Sync Tables
Settings	System Software Update	
Property Information		Download + Update
Hardware Status		https://s3.amazonaws.com/insomniac.opentechalliance.com/Firmware/gwc.pkg
Pairing		Note: After the Update has downloaded successfully, the system will restart.
	Firmware Update	Apply Firmware



In the **Control Center** Navigation Pane, go to the Facility, click on CONFIGURATION, then DEVICES, select GWC and click GATEWAY.

A window will pop up.

Follow the prompts on the pop-up to generate the PIN CODE (pairing token) for the GWC Management page:

- Click to check the warning box
- Click Generate, make note of the token number and click Done

Note: the PIN CODE will expire after 60 minutes



GATEWAY	×
Gateway Status: Enabled	
Download Gateway Discovery Tool	
A pairing token is used to associate a Gateway with a facility. It is only required for a new installation or replacement. The pairing token is only valid for 60 minutes.	
Pairing Token 180481 Generate	
WARNING: Modifying the gateway pairing token can result in the system becoming inoperable.	
Unpair Gateway Controller	
Cancel Done	

Switch back to the **GWC Management** webpage and enter the PIN CODE.

Click on Submit PIN CODE.

Watch the Credential Status field for Success Code 200 to appear, then click on Sync Tables. See below if a different code appears.





#### Unsuccessful Credential Status Codes

- 400: Hardware record is conflicting with another facility and the UID needs to be removed from another site. Currently, only System Admins at OpenTech can remove hardware records; <u>contact</u> <u>us</u> if this code is issued.
- 401-599 These indicate issues on the network side, meaning the router is not configured for the network or the network is blocking ports.
   Verify you can connect to these sites:

http://gateway.insomniaccia.com/service/version http://auth.insomniaccia.com/service/version

Verify with the ISP or 3<sup>rd</sup> Party IT service that these ports are open: TCP Port 443 UDP Port 123

Still in the **GWC Management** webpage, verify the correct UID for the new RS485:

- Click on Hardware Status
- Look for RS485 under the Type column
- Confirm UID is correct

\rm OpenTech	Hardware Devices							
📕 Alliance.	Device UID	Туре	FwVer	HwVer	Name	Inputs	Relays	Tamper
	0x00005410EC0802B8	Relay	FW36	1	?	X X X X 0 0 0 0	00000000	1
2 TAMPERS Detected	0x00005410EC0802E4	RS485	FW40	1	?	0000000	XXXX 0 0 0 0	1
Login	0x00005410EC080BD2	Keypad	FW??	0	?	*offline*		
Home / Dashboard								
Activity Report								
ontrol								
Gate / Door								
ustomers								
Add Temporary								
Change Visitor Status								
On-Site Visitors								
ettings								
Property Information Hardware Status Pairing								

• Switch to the Control Center in the browser and Navigate to Device Pairings.

OPENTECH IOE	CONFIGURATION			
A NOTIFICATION CENTER	≡ general © time schedules ë holidays			
A PORTFOLIO OVERVIEW >	devices     device pairings     smartspace	INSTALLED MARDWARE	CONFIGURED DEVICES	PAIRED DEVICES Computer Levices may have been paired with install Hardware
은 Administration >	<ul> <li>FACILITY SETTINGS</li> <li>KEYPAD MESSAGES</li> <li>ACCESS AREAS</li> <li>ACTION GROUPS</li> </ul>	Keypad Device thetoconstruzional Keypad Device betrooxedHazzi RAKA Keypad Device	If Office keyped	General Storage Kayand Bottomerizat BADB Accounting Wagnet Bottomerizat BDDYC IT North Next Kayand Bottomerizati PT
DASHBOARD	↔ TRANSITIONS 聞 access profiles ⑦ triggers ⑧ Honeywell lyric	Weigand Device Bostoores 2027BACBInegandA Weigand Device Bostootes 2027BACBinegandA Weigand Device		Front Entrance Keyped BoldoodetsidSidSid Back Entrance Keyped BoldoodetsidSidSidSid Gateway BoldoodetsidSidSidSid
VISITORS & UNITS REPORTS CONFIGURATION ALERTS	O AMAZON ALEXA D storage genie	Wilegand Device 0x00004152/87 27#wilegandA Wilegand Device 0x000064152503277#wilegandA		W. Relay Board Data Bridge 6x00004/31627/F2C1
CLEAR CURRENT FACILITY		SYNC HARDMARE	PAIR	UNPAIR

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If the new device does not appear under Paired Devices:

- Find the correct RS485 device under Installed Hardware
  - Confirm by matching the UID#
- Select the correct RS485 device (Installed Hardware)
- Select corresponding device (Configured Devices)
- Click PAIR at the bottom
- Confirm device appears in Paired Devices column

# **Pairing When Device is Not Listed**

In the **Control Center** navigation pane, click the Facility's name, then CONFIGURATION and DEVICES. If the expected device is not listed, it must first be added to the GWC.

OPENTECH IOE	CONFIGURATION	CONFIGURATION   OPENTECH	
A NOTIFICATION CENTER	≡ general © time schedules Ё holidays		
♠ PORTFOLIO OVERVIEW >	devices     device pairings     smartspace	Q Filter X ADD DEVICE	
administration >	<ul> <li>◆ FACILITY SETTINGS</li> <li>➡ KEYPAD MESSAGES</li> <li>➡ ACCESS AREAS</li> <li>◆ ACTION GROUPS</li> </ul>	CONFIGURATION CONFIGURATION GREATECH  CONFIGURATION CONFIGURATION GREATECH  CONFIGURATION  CONFI	× 455 557/CE
DOPENTECH > DASHBOARD VISITORS & UNITS REPORTS CONFIGURATION ALERTS CLEAR CURRENT FACILITY	TRANSITIONS  ACCESS PROFILES  TRIGGERS HONEYWELL LYRIC AMAZON ALEXA D STORAGE GENIE		ACTIONS ACTIONS = ACTIONS = ACTIONS = ACTIONS =
		W. Relay Board Dat Relay Device Yes fw 37	ACTIONS -

### Add the Device



Click ADD DEVICE and select Device Type from the pop-up menu to choose the correct device. The device now can be renamed in the Device Description. Skip the Access Granted and Idle Message sections – these are handled elsewhere.

1 Basic Info	2 Advanced Settings
Device Type *	-
Keypad Device	·
Device Description *	
Keypad Device 7	
	15/30
Access Granted Message	
	0/30
Idle Message	

Click Advanced Settings to name the relays and inputs for your installation and make them easy to understand.

Click the three ellipses on the right for a drop down menu of the additional relays and inputs.

Ī	ADD DEVICE			×	
	✓ Basic Info		2 Advanc	ed Settings	ERSION
	Relays	Inputs	Barriers		
	Relays (2)	_		:	
	Please pick a relay	to get started.		KEYPAD DEVICE 7	RELAY 1
				KEYPAD DEVICE 7	RELAY 2
c	Cancel Save			ALL RELAYS	_

#### Create an Action Group

This determines how the relays fire. Click ACTIONS GROUPS, then Add Action Group to bring up the menu. Name the action group in Action Group Description, so it will be understood by anyone looking at the configuration (ex: Bldg Keypad). Then click Add Relay Action Item. This brings up the relay console.



OPENTECH IOE	CONFIGURATION	CONFIGURATION   OPENTECH		
Q NOTIFICATION CENTER	E GENERAL © TIME SCHEDULES HOLIDAYS	C ACTION GROUPS		
🛖 PORTFOLIO OVERVIEW 🗦	DEVICES     DEVICE PAIRINGS     SMARTSPACE	Q Filter	×	ACTION COUNT
administration >     configuration	<ul> <li>FACILITY SETTINGS</li> <li>KEYPAD MESSAGES</li> <li>ACCESS AREAS</li> </ul>	Action Group Description * Bldg Keypad 11/30 Can trigger from dashboard?		1
DPENTECH >	ACTION GROUPS     TRANSITIONS     ACCESS PROFILES	Add Palay Action Nom		1
DASHBOARD Visitors & Units Reports	TRIGGERS     HONEYWELL LYRIC     O AMAZON ALEXA     Ca	Add Relay Action rem		1
CONFIGURATION ALERTS CLEAR CURRENT FACILITY		Back Entrance Yes		1

### Relay Console Settings (\* items are required)

- Device –Select from the dropdown
- Relay Select from the dropdown
- Dwell Time Set how many seconds the relay will "Hold" open before de-energizing. Recommended settings:
  - Doors, Gates, Sliding doors: 5
  - o Elevators: 30
- Pre-Delay Period Seconds Set how long before firing the relay after the action group is executed.
- Time Schedule: Recommend 24-hours but can be set to a specific schedule for certain trigger setups.

Example of Completed Action Group

 Relay State – Toggle to Activate or not (Energize/Deenergize)

Ci	an trigger from dashboard?		117.50
	NO		
Ac	ction Type		
<b>1</b> A	ctivate Relay	-	Device *
Î			Dwell Period Seconds *
R	elay *	*	2
<u>+</u>			Pre-Delay Period Seconds *
			0
	Time Schedule *		<b>*</b>
R	elay State		
	Activate		
			ld Commond Antion Hom
+ A00	Relay Action Item	+ A0	to Command Action Item

	Action Group Description * Bldg Keypad				
	Can trigger from dashboard?		11/30		
-	Action Type			Device *	
T	Activate Relay			Bldg Keypad 👻	
Î	Relay *			Dwell Period Seconds *	
	Bldg Keypad	*		5	
<u>*</u>			Pre-Dela	y Period Seconds *	
			0		
	Time Schedule *				
	24-hour		*		
	Relay State				
	Activate				
+ 4	Add Relay Action Item	+ A	dd Comr	nand Action Item	

#### **Create an Access Area**

Note: If the facility is only using a gate, skip this step (gates have default settings)



Access Areas indirectly control how a transition determines which action group to fire. Click ACCESS AREAS, then Add Access Area. Name the Access Area ion Description and click Save.

OPENTECH IOE	CONFIGURATION	CONFIGURATION   OPENTECH			
A NOTIFICATION CENTER	≡ general © time schedules Ħ holidays	C ACCESS AREAS			
🏫 PORTFOLIO OVERVIEW 🗦	devices     device pairings     smartspace			ACTIONS	ADD ACCESS AREA
administration     configuration	<ul> <li>FACILITY SETTINGS</li> <li>KEYPAD MESSAGES</li> <li>ACCESS AREAS</li> <li>ACCESS AREAS</li> <li>ACTION GROUPS</li> </ul>	ADD ACCESS AREA  Description *	(required)	ACTIONS -	
<b>D</b> OPENTECH >	TRANSITIONS	Cancel Save	_	ACTIONS -	
DASHBOARD VISITORS & UNITS REPORTS CONFIGURATION	<ul> <li>HONEYWELL LYRIC</li> <li>AMAZON ALEXA</li> <li>STORAGE GENIE</li> </ul>	Offsite		ACTIONS -	

### Add a Transition

Select TRANSITIONS, then Add Transition to bring up the menu. Select the device from the dropdown list and use the dropdowns to fill in the From/To and Action Groups sections.

OPENTECH IOE	CONFIGURATION	CONFIGURATION   OPENTECH		
ONTIFICATION CENTER	<ul> <li>■ GENERAL</li> <li>③ TIME SCHEDULES</li> <li>➡ HOLIDAYS</li> </ul>	TRANSITIONS		
A PORTFOLIO OVERVIEW >	<ul> <li>Devices</li> <li>B device pairings</li> <li>Smartspace</li> </ul>	ADD TRANSITION	×	
administration >     Configuration	<ul> <li>FACILITY SETTINGS</li> <li>KEYPAD MESSAGES</li> <li>Access areas</li> </ul>	From *	(required) ▼ d	Accounting Actiews •
D OPENTECH >	ACTION GROUPS     HE ACCESS PROFILES	Action Groups *	- pad	Offsite Actions *
DASHBOARD VISITORS & UNITS REPORTS	HONEYWELL LYRIC     AMAZON ALEXA	Cancel Save	ypad Back Entrance Keypad	Onsite Actions +
CONFIGURATION ALERTS CLEAR CURRENT FACILITY	LP STORAGE GENIE	Rems per page	DISPLAYING RESULTS 1 to 6 of 6	I< ≺ Page1of1 > >I

To/From describes going from one place to another. In the example shown, the transition is to go from Offsite to the Bldg A Lobby, using the Bldg Keypad.

- ADD TRANSITION	×
Device *	
Bldg Keypad 👻	
From *	
Offsite •	
To *	
Bldg A Lobby 👻	
Action Groups *	
Bldg Keypad 👻	
1 item selected	
Cancel Save	



#### Assign Access Area

The newly created Access Area must be assigned (*does not apply when a facility is only using a gate*). Click ACCESS PROFILES, then ADD ACCESS PROFILE.

OPENTECH IOE	CONFIGURATION	CONFIGURATION   OPENTECH	
O NOTIFICATION CENTER	<ul> <li>■ GENERAL</li> <li>③ TIME SCHEDULES</li> <li>➡ HOLIDAYS</li> </ul>	ACCESS PROFILES	
PORTFOLIO OVERVIEW >	DEVICES	Q. Filter	× ADD ACCESS PROFILE
	<ul> <li>SMARTSPACE</li> <li>FACILITY SETTINGS</li> <li>KEYPAD MESSAGES</li> </ul>	Description *	ACTIONS +
CONFIGURATION	<ul> <li>ACCESS AREAS</li> <li>ACTION GROUPS</li> </ul>	PMS Identifier	ACTIONS *
D OPENTECH >	ACCESS PROFILES	Cancel Save	ACTIONS -
DASHBOARD VISITORS & UNITS REPORTS	HONEYWELL LYRIC O AMAZON ALEXA	General Storage	ACTIONS +
CONFIGURATION ALERTS CLEAR CURRENT FACILITY	LF STORAGE GENIE	Network Room Access	ACTIONS -

By Default, 0 is All Access – This should allow any transition to fire on a device. Unassigned Profiles for non-tenant codes and for PMS identified zones are allowed.

This example will allow access through that Bldg A Door into the Lobby Area. Additional Access Areas may be assigned for a broader access profile.

🔒 ADD	ACCESS PROFILE		×
	Description *		
	Bldg A Lobby		
		12/100	
	PMS Identifier		
	Access Areas		
	Bldg A Lobby		
	1 item selected	Bar ADD ACCESS PROFILE	×
		Description *	
Cancel	Save	Bidg A Lobby 12/100	
		PMS Identifier	
		Ranna Roma	
		Bldg A 2nd floor	
		Bidg A 3rd Floor	
		C 🔄 Bldg A 4th Floor	
		Bldg A Basement	
		✓ Bldg A Lobby	
		Onsite	

#### Ready to pair!

Once the device is successfully added, it is ready to pair as described in the previous sections.



### **Contact us**

Installation Support

IoESTC@opentechalliance.comIoESupport@opentechalliance.com7am-4pm Monday-Friday602-773-1700 Opt 1, Opt 1(Arizona-MST)7am-5pm M-F (Arizona-MST)



### **Appendix A: How to Power Cycle a Gateway**

When an instruction manual or a technician directs you to power cycle a gateway, follow these steps:



Open the GWC case and follow the red wire leading from the battery to the in-line fuse holder (black capsule) as shown.



Open the capsule by pushing the two ends toward each other and twist to separate; this will reveal the fuse.



Remove the fuse and unplug the gateway from the wall outlet.

Wait 3 minutes, reconnect the fuse and then plug the gateway back in at the wall.