



# 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 [contact us](#) for assistance.

[Click to go to page](#)

Pairing Keypads with a Previously Paired Gateway.....	3
Pairing a Gateway.....	5
Pairing When Device is Not Listed.....	9
Contact us.....	14
Appendix A: How to Power Cycle a Gateway.....	15

### 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.

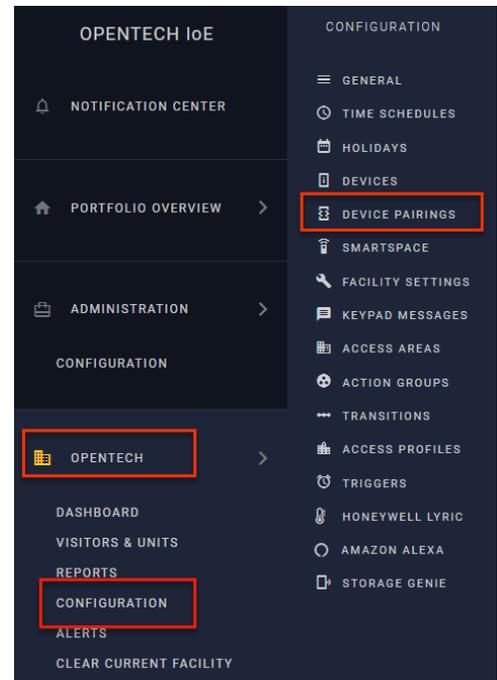
To begin, find the keypad’s Unique ID (UID) by bringing up the console on the **keypad**:



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.

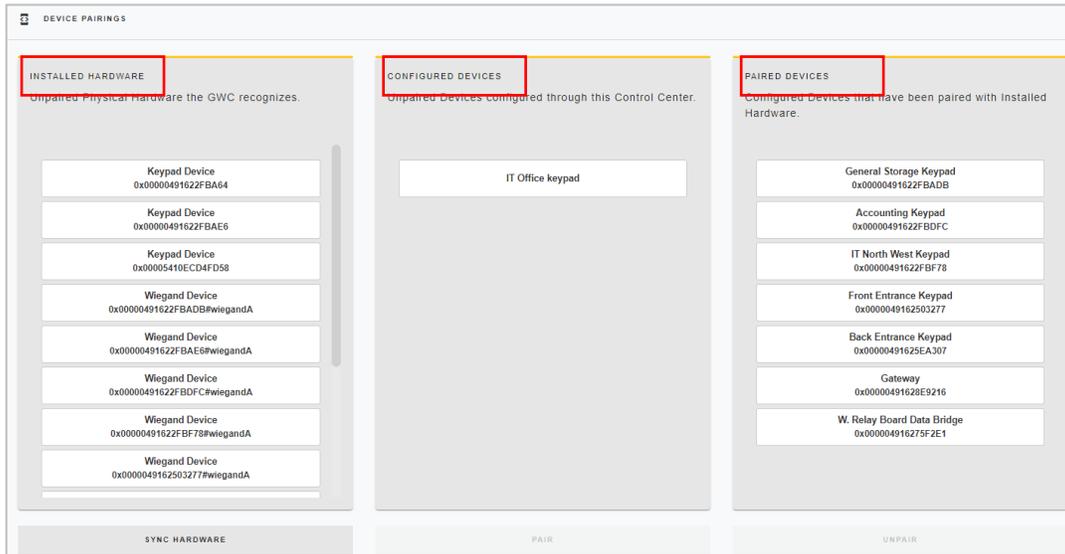
Using Admin level credentials, log into the **Control Center**:  
<https://portal.insomniaccia.com>

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

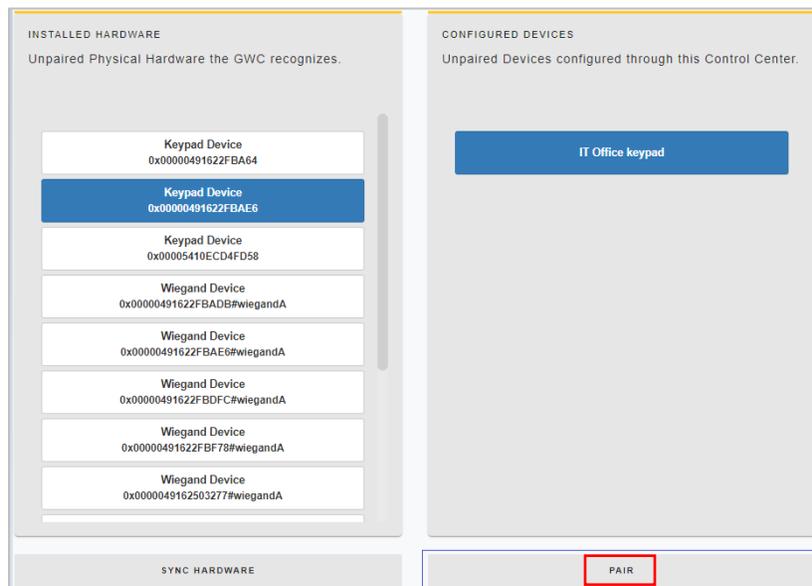


This brings up a console for pairing devices, with three columns:

- 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



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.



## 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>

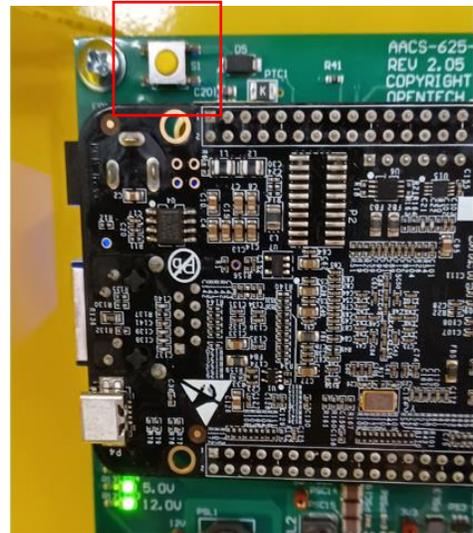
Open another tab in the browser and enter this address to access the **GWC Management** local page:

**172.24.151.251:8888**

### Troubleshooting notes

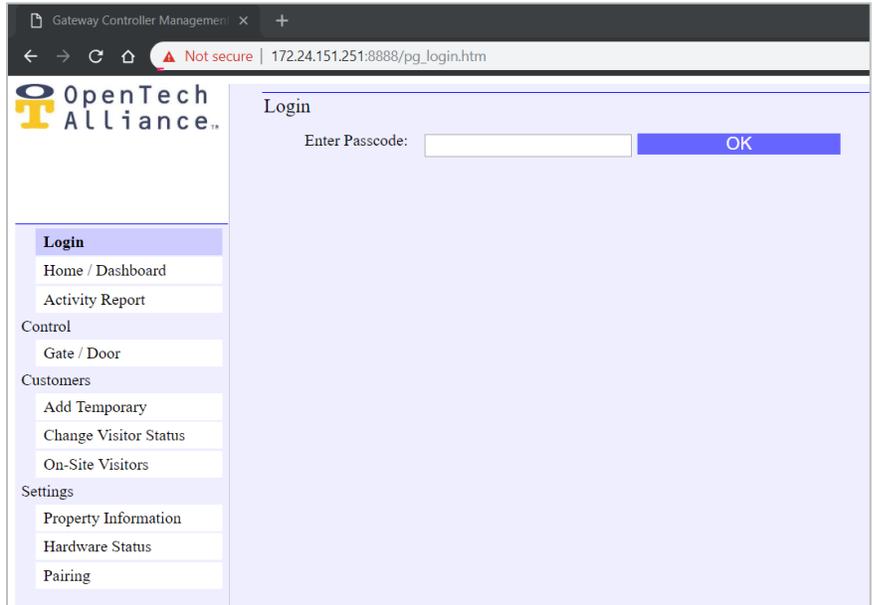
*If you are unable to connect online, be sure the cable is securely plugged in at both ends and that the network is set for Dynamic (not Static) IP. Your network administrator can help with this if you are unfamiliar.*

*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, [contact us](#).*



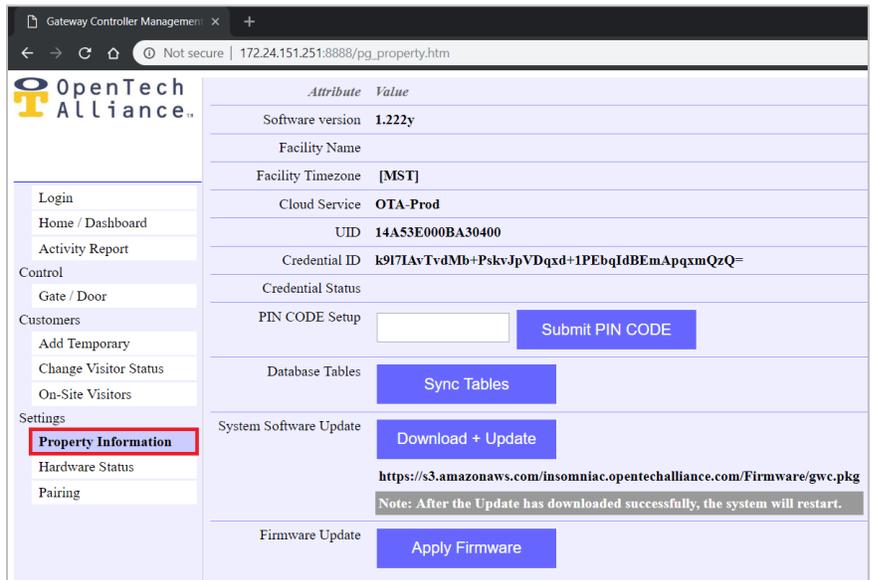
Once connected, the **GWC Management** webpage will be visible. Enter the Login Passcode as follows:

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



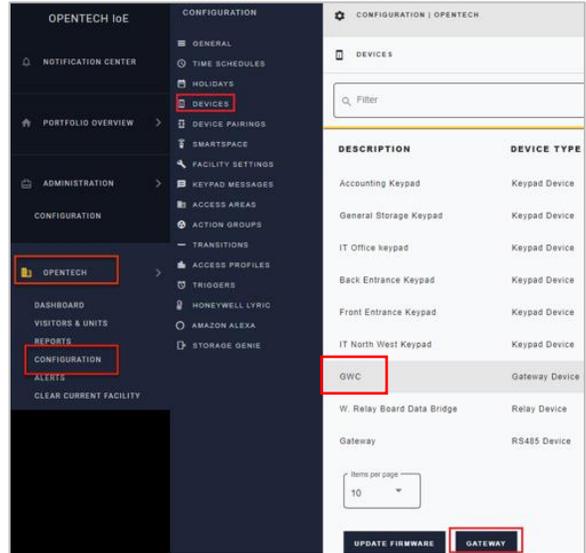
On the navigation menu, click Property Information as shown.

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



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

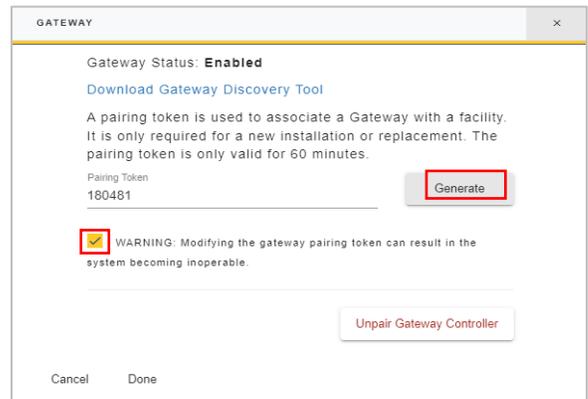
A window will pop up.



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

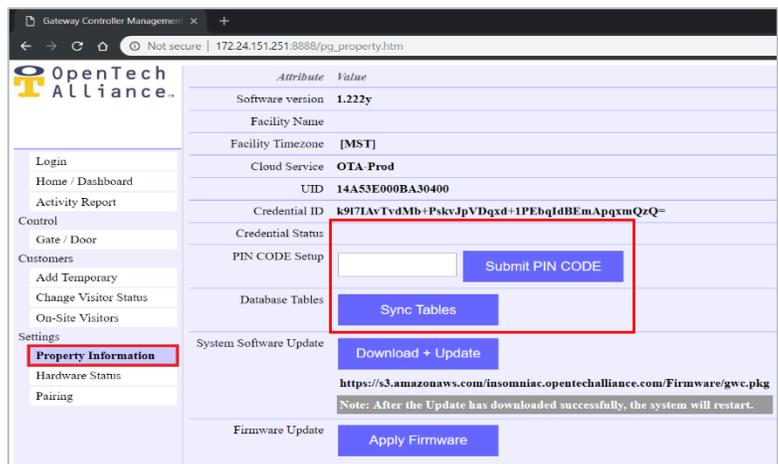
Note: the PIN CODE will expire after 60 minutes



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; [contact us](#) 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>

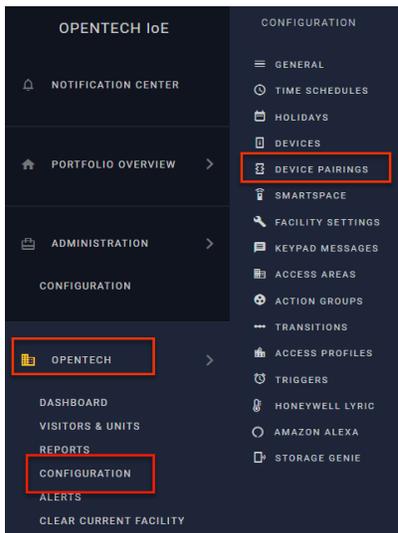
Verify with the ISP or 3<sup>rd</sup> Party IT service that these ports are open:  
 TCP Port 443  
 UDP Port 123

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

Device UID	Type	FwVer	HwVer	Name	Inputs	Relays	Tamper
0x00005410EC0802B8	Relay	FW36	1	?	XXX0000	00000000	!
0x00005410EC0802E4	RS485	FW40	1	?	00000000	XXX0000	!
0x00005410EC080BD2	Keypad	FW??	0	?	*offline*		

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



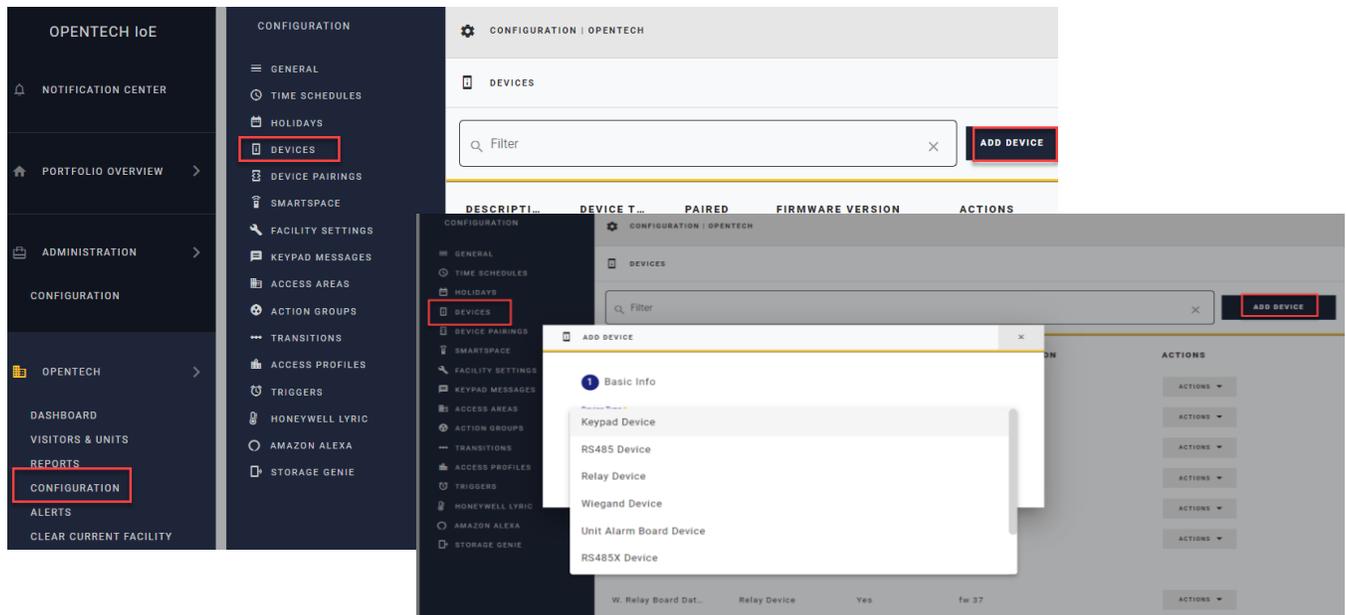
INSTALLED HARDWARE	CONFIGURED DEVICES	PAIRED DEVICES
<ul style="list-style-type: none"> <li>Keypad Device (0x0000491822F8A54)</li> <li>Keypad Device (0x0000491822F8A6E)</li> <li>Keypad Device (0x0000491822F8D58)</li> <li>Wiegand Device (0x0000491822F8AD8FwiegandA)</li> <li>Wiegand Device (0x0000491822F8A58FwiegandA)</li> <li>Wiegand Device (0x0000491822F8C7FwiegandA)</li> <li>Wiegand Device (0x0000491822F8F7FwiegandA)</li> <li>Wiegand Device (0x0000491822F7FwiegandA)</li> </ul>	<ul style="list-style-type: none"> <li>IT Office keypad</li> </ul>	<ul style="list-style-type: none"> <li>General Storage Keypad (0x0000491822F8AD8)</li> <li>Accounting Keypad (0x0000491822F8D5C)</li> <li>IT North West Keypad (0x0000491822F8F78)</li> <li>Front Entrance Keypad (0x0000491822F8227)</li> <li>Back Entrance Keypad (0x0000491822EA387)</li> <li>Gateway (0x0000491822E8376)</li> <li>W. Relay Board Data Bridge (0x0000491822F7E1)</li> </ul>

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

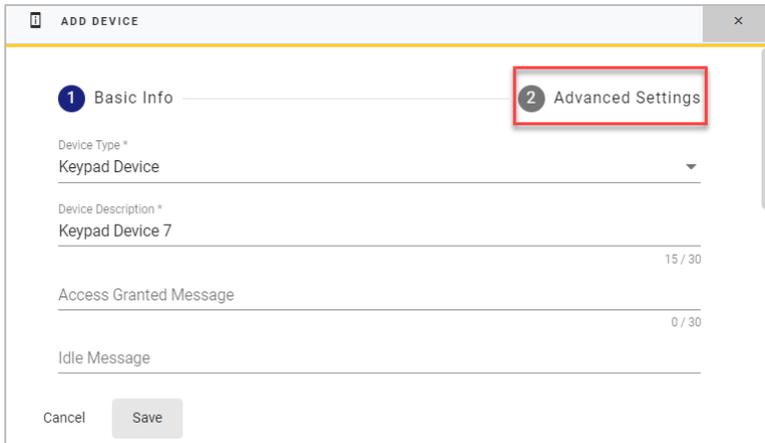
## Pairing When Device is Not Listed

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.



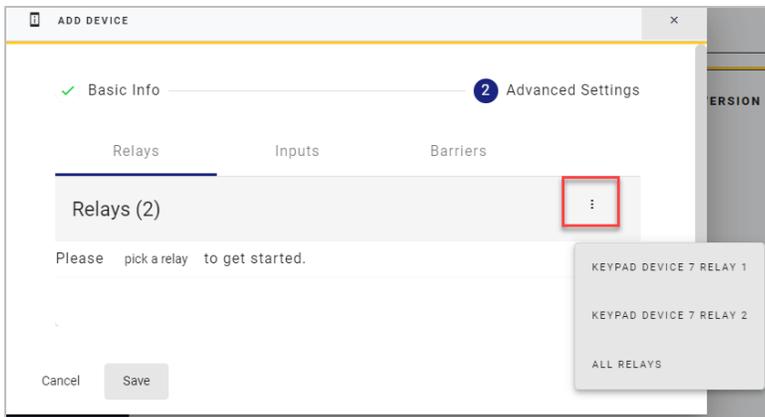
## Add the Device

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.



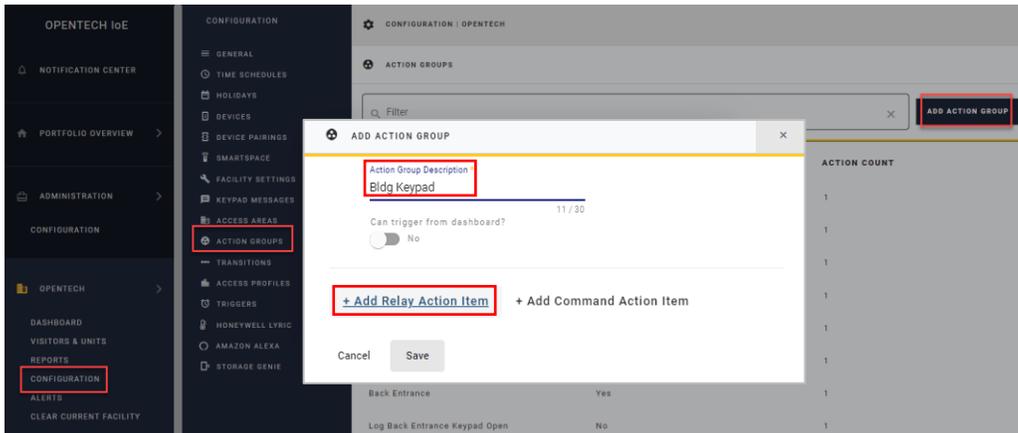
Click Advanced Settings to name the relays and inputs for your installation and make them easy to understand.

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



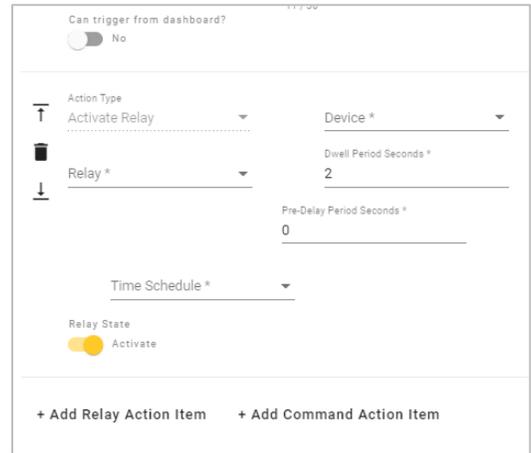
### Create an Action Group

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.

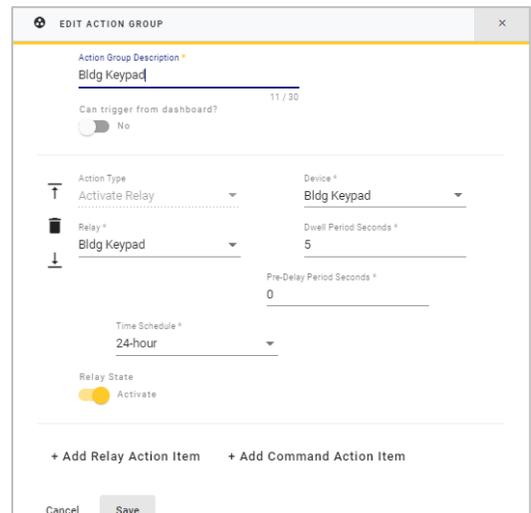


### Relay Console Settings (\* items are required)

- 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
  - 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.
- Relay State – Toggle to Activate or not (Energize/De-energize)



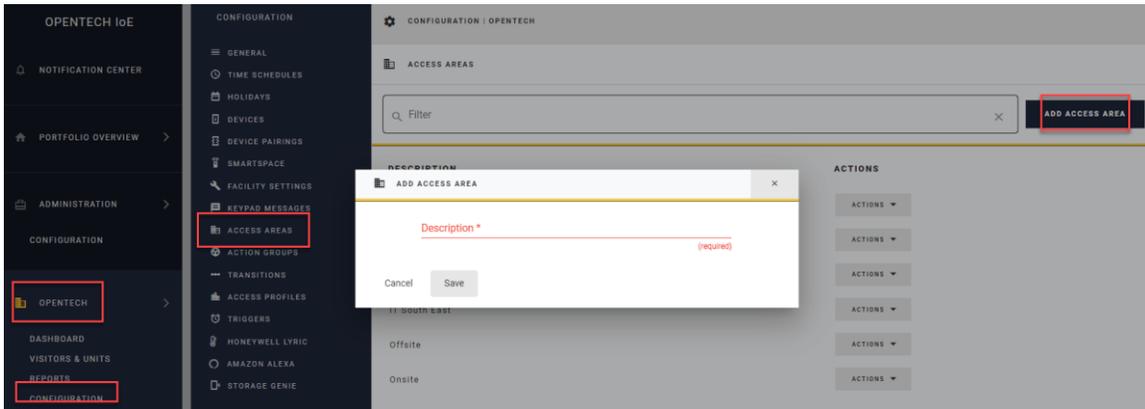
Example of Completed Action Group



### Create an Access Area

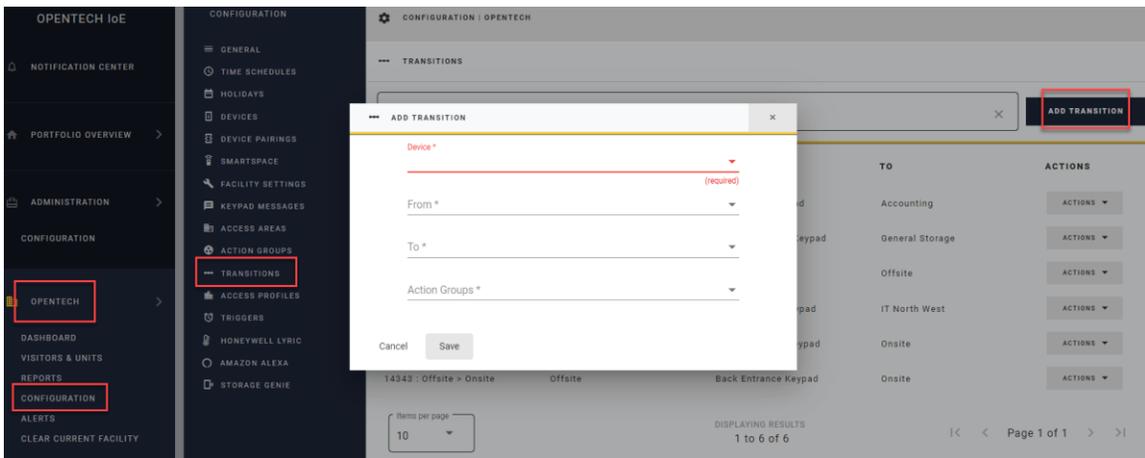
*Note: If the facility is only using a gate, skip this step (gates have default settings)*

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.

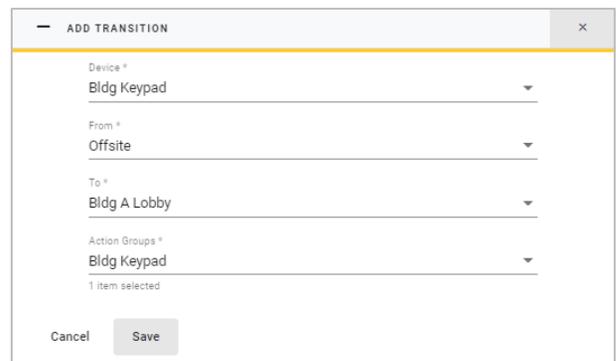


### Add a Transition

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.

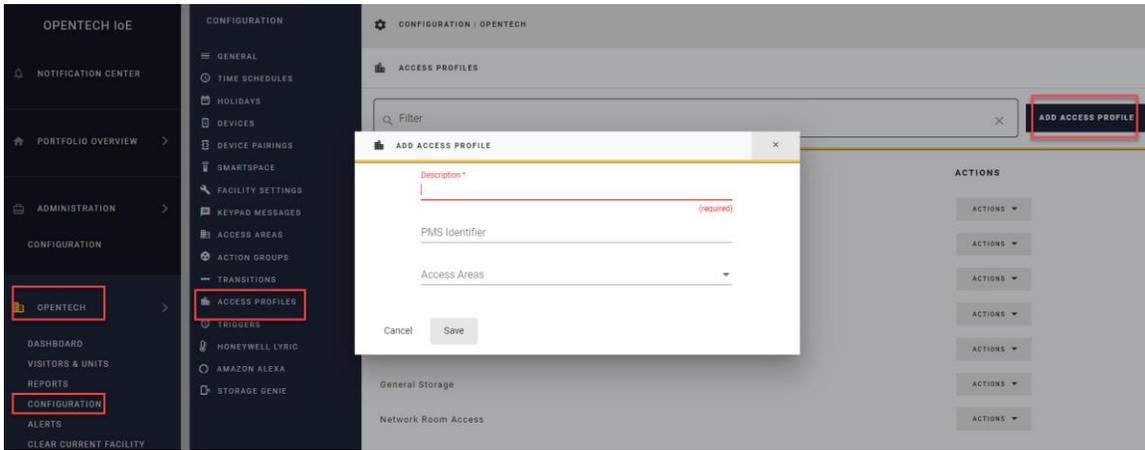


*To/From describes going from one place to another. In the example shown, the transition is to go from Offsite to the Bldg A Lobby, using the Bldg Keypad.*



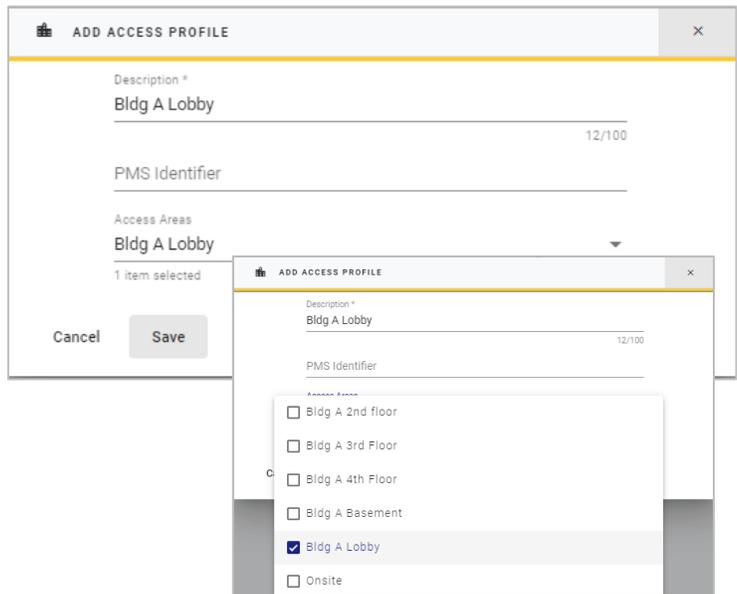
## Assign Access Area

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.



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.



## Ready to pair!

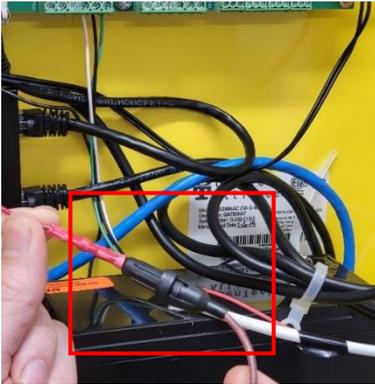
Once the device is successfully added, it is ready to pair as described in the [previous sections](#).

## Contact us

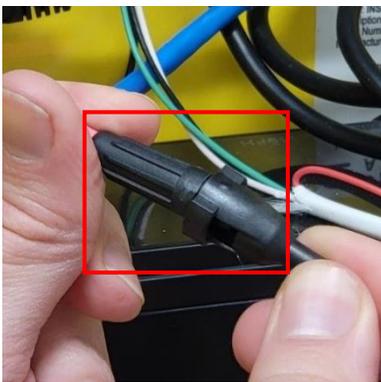
Installation	Support
<a href="mailto:loESTC@opentechalliance.com">loESTC@opentechalliance.com</a>	<a href="mailto:loESupport@opentechalliance.com">loESupport@opentechalliance.com</a>
7am-4pm Monday-Friday (Arizona-MST)	602-773-1700 Opt 1, Opt 1 7am-5pm M-F (Arizona-MST)

## 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.