



POWERED BY  **VOSKER**

RECONEYZ INSTALLER APP

Device claiming guide

REQUIRES

App v4.0.0 or later

Before you start

This guide covers claiming and unclaiming Reconeyez devices with the Installer App. The process is straightforward — work through the steps in order, and rescan to confirm the device state at each stage.

Make sure you have

- ✓ Installer App **version 4.0.0** or later
- ✓ A Reconeyez user account with **Manage devices** role or higher
- ✓ An active internet connection
- ✓ Unclaimed Reconeyez devices nearby
- ✓ Device area created in Cloud and access to it



Important

- Claim **bridges first**, before detectors, sirens or keypads.
- The claiming procedure is the same for **all devices**.
- Always **rescan** after claiming or unclaiming to verify the device state.

Install the latest Intaller app version here:

[https://support.reconeyez.com/
docs/downloadable-items](https://support.reconeyez.com/docs/downloadable-items)



Claiming a device

- 1 Power on the device by inserting the battery.
- 2 Open the Installer App and log in to the correct server.
- 3 Connect the mote via **USB** (recommended) or Bluetooth.
- 4 Scan for devices on **channel 22**.
- 5 Select the unclaimed device.
- 6 Tap **Claim**.
- 7 Select the target area.
- 8 Confirm the claim.
- 9 Wait for the process to complete.
- 10 Verify the device appears in the area and is connected to the server.
- 11 Proceed with normal device installation and connectivity testing

Change channel



Scan results
Channel 22 device list

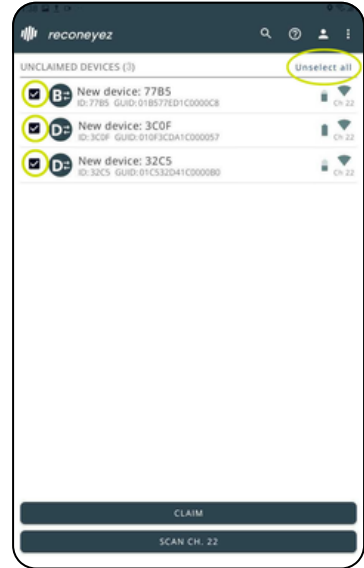
- i** **Tip** • To verify communication more quickly, **generate a tamper event** by shaking the device.
- i** **Tip** • The server address will be added automatically to the **Bridge configuration** during claiming.

Bulk Claiming

- 1 Power on all devices to be claimed — **up to 8** recommended.
- 2 Scan for devices.
- 3 Select multiple devices.
- 4 Tap **Claim**.
- 5 Select the target area.
- 6 Wait for all claims to complete.

Recommended order •

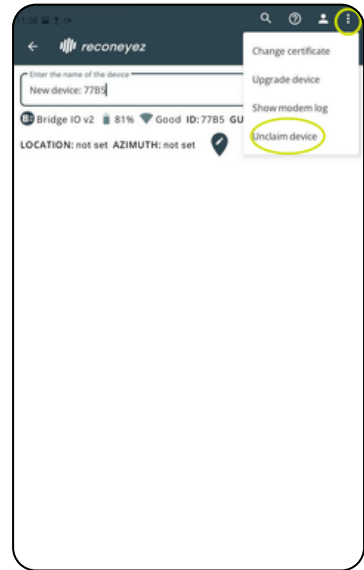
1. Claim all bridges
2. Claim all detectors, sirens, and keypads



Multi-select
Several devices selected

Unclaiming a device

- 1 Log in to the server where the device is currently claimed.
- 2 Scan for devices.
- 3 Open the claimed device.
- 4 Open the actions menu by clicking on the three dots.
- 5 Tap **Unclaim device**.
- 6 Confirm the operation.
- 7 Wait for completion.
- 8 Rescan and verify the device appears under **Unclaimed devices**.



Actions menu
Unclaim option

When to unclaim

- Moving a device to another customer
- Returning a device
- Reassigning a device to a different server

i Tip • When you unclaim a device, you will not see it on Cloud until it has been claimed again

Troubleshooting



Device does not appear during scan

- Verify the battery is inserted.
 - Move closer to the device.
 - Scan the correct radio channel. Unclaimed devices will be on **channel 22**.
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Claim fails

- Check internet connectivity.
 - Retry the claim.
-



Cannot select an area

- Verify your account has **Manage Devices** permission. Your Account Manager can change your permissions.
-



Detector alarms are not reaching the server

- Ensure nearby bridges are claimed.
 - Power off any nearby unclaimed bridges.
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Claim or unclaim looks successful but the state doesn't change

- Rescan the device.
 - Retry the operation if necessary.
-



APN configuration

- For Reconeyez SIM, no APN configuration is necessary.
 - APN can be configured after the Bridge has been claimed (under settings).
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Important information

What happens when a device is unclaimed

- It disappears from the Cloud
- Its settings are wiped and reset to factory defaults
- Any photos/events stored on the device are deleted and can not be restored
- Photos already sent to the cloud stay there until they naturally expire
- It becomes a "blank" device again — anyone authorized can claim it to any customer

What an unclaimed device does

- ✓ Shows up when you scan, so you can find and claim it
- ✓ Lets you claim it to a customer and area

What an unclaimed device does not do

- ✗ Does not take photos
- ✗ Does not trigger alarms (motion or tamper)
- ✗ Does not send anything to the cloud — no alarms, events, or photos
- ✗ Does not appear on the customer's system

 **Need help? Contact your Reconeyez administrator
or email us on support@reconeyez.com**

Watch the instructional video
<https://youtu.be/zJrasyaxwno>



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