



RECONEYEZ

RECONEYEZ Quick installation Guide

BEFORE INSTALLATION
AT THE INSTALLATION SITE
POST INSTALLATION

support@reconeyez.com

BEFORE INSTALLATION

1. Before taking Reconevez devices to installation site **it is critical to check device configuration and do a connectivity test.**
2. **Charge all device batteries** - it may take up to 12 hours to charge empty Reconevez batteries. For shipping batteries are usually at 40%.
3. **Ask your Reconevez Moderator for *Server address*** (eg <https://demo.reconevez.com>), ***Username and Password*** to log into server User interface. First Moderator for each end-user receives this login info from Reconevez support (support@reconevez.com) and manages all subsequent users.
4. **In the server User Interface, adjust *Time zone*** in the upper right corner *Prefrences* menu - '*Selected time zone*'.
5. **Read the Reconevez manuals on *System overview, Installation, Handheld unit*** and *User interface* - link with the User Manuals can be obtained from the Support menu (🔗) in your server User interface or from Reconevez support (support@reconevez.com).
6. **Activate and test the SIM card** for the Bridge - 1) remove PIN code request in smartphone if needed, 2) find out SIM APN (Access Point Name), c) test SIM in smartphone for connectivity (enable only Mobile data)
7. Test that you have **correct security certificate in your Reconevez app in the Handheld unit.** In the Reconevez app open *Settings - Node/App certificate* - choose correct security certificate file. Test by opening any device's *Configurable parameters*.
8. **Configure the Bridge unit** - a) insert SIM card and batteries into bridge and attach antennas, b) use Reconevez Handheld app and connector mote to configure correct: 1) ***Server address*** (eg. demo.reconevez.com), 2) ***APN*** (eg. mobile.o2.co.uk) and 3) ***Server port*** (default port: 9000) in the Bridge *Configurable parameters menu*.
9. Make **connectivity test with Bridge** by: 1) making tamper alarms with the bridge (by shaking) and 2) reloading *Configurable parameters* until *Mobile RSSI* parameter displays a signal (acceptable signal btw. -20 and -105 dBm). It may take up to 15 minutes for SIM to register in network for the first time.
Do not proceed with installation until the SIM card displays signal strength!
10. Insert batteries into detectors for testing (avoid excessive alarms by turning detector away from any motion) **and check that motion/tamper alarms from detectors reach the User interface.**
11. Check that the devices have **been named and grouped into device Areas correctly in the User interface** (refer to *User interface manual* for details) and that all Users have access to appropriate device Areas.
12. Contact support@reconevez.com to set up any alarm forwarding to third party monitoring stations (eg. Immix, Sentinel etc). Make sure alarms arrive to your chosen monitoring interface before proceeding to installation site. Refer to Reconevez integration documentation in the *Support* section of the User interface for details.

AT THE INSTALLATION SITE

1. **Make sure all batteries have 2 rubber seals that make devices waterproof. Always insert all 4 batteries into bridge.**
2. **Measure GSM signal of the bridge** by making tamper alarms (shaking) bridge and reloading *Configurable parameters* until *Mobile RSSI signal* parameter displays a signal (btw. -20 and -105 dBm).
3. Ideally install bridge with **direct line of sight to and shortest possible distance from all adjacent detectors** at the approximate height of 3 - 5 meters.
4. **Measure 2,4 GHz signal between Detector and Bridge in Reconeyez Android app.** During detector installation tap on *Trace* (enable first in *Settings - Enable trace*) from the dropdown menu in detector device view. Trace between detector and bridge will give you exact 2,4 GHz signal strength in dBm and packet loss in real time.
5. **Order test photo with Reconeyez app from detector** that has been mounted. Display motion detection zones onto the test photo in the app. Adjust detector downward angle so that the uppermost 30 meter detection zone is pointed at maximum desired range at the height of ca 1,2 meters (average person's stomach/chest height).
6. Check that the *Configurable parameters* of any device do not have any unwanted configuration from previous installations (eg. active Schedules, Tamper sensor switched off, Make multiple pictures set to 50 etc). Refer to *Handheld manual* for detailed overview of all parameters.
7. Make sure that at least one alarm from each device reaches the User interface. NB! Switch off the Reconeyez app on the handheld unit for testing motion/tamper alarms against your server.
8. After the installation and connectivity test log into Reconeyez User interface on your computer/tablet and set the Schedule for all detectors that you wish to trigger at specific times to avoid empty alarms from authorized people on the guarded site. Refer to User interface manual for details.

POST INSTALLATION

1. Check **Events page for any Motion or Tamper alarms that would indicate false alarms** - eg an object moving in wind close in front of detector, detector itself moving with installation surface. Adjust installation if needed to get rid of false alarms.
2. Check *Devices* page in User interface for *'Battery low'*, *'No RC received'* and other technical notifications.
3. Insert/check correct detector work Schedules in the *Devices page* of User interface. Refer to *Arm-Disarm-Schedule manual* in the *Support* menu for detailed overview.
4. Check **Dashboard page for any irregularity** in alarm transfer speed, Routine Check arrival, number of received alarms per device and/or signal strength.
5. In case of any technical questions please write to support@reconeyez.com indicating server name, device ID and providing exact description of the issue.

1

DEVICE INSTALLATION

Configure Bridge

- Add *Server address*
- Add *Server port*
- Add *APN*
- Measure *Mobile RSSI*



MOBILE NETWORK

< 500m
direct line of sight
up to 8 detector per
bridge

Configure Detector:

- Order test photo
- Measure 2,4 GHz signal

2,4 GHz NETWORK

AREA



Handheld

< 30m radius
On-site configuration

2

ALARM MONITORING

- Ask for Cloud login from your Reconeyez moderator or support@reconeyez.com
- Forwarding to ARC or 3rd party monitoring from support@reconeyez.com



Reconeyez Cloud

- Alarm management
- User management
- Area management

3

START MONITORING ALARMS.



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