![ipDATATEL logo]

# GATEWAY 3.0
SKU: IPD-GATEWAY-3.0

## Z-Wave, Internet Smart Controller



System   Activity   Network

Z-WAVE®

SECURESMART™   ANDROID APP ON Google play   Available on the App Store

# Product Manual

# Gateway 3.0

# Technical Support Information

For Technical Support, call toll free: **866-896-2944**
Email: **techsupport@ipdatatel.com**
Web: **www.ipdatatel.com**

ipDatatel, LLC
13110 Southwest Freeway
Sugar Land, TX 77478
Toll Free: 866-896-2944

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# Pre-Installation
## Becoming an ipDatatel Dealer

All ipDatatel Products must be registered on the AlarmDealer.com Portal. If you have already received your username and password, you can navigate to your website by going to: mycompanyname.alarmdealer.com or www.alarmdealer.com.

If you have not registered to be an ipDatatel Dealer, we recommend you call us at

866-896-2944, EXT 1 to reach our sales team.  You can also register at www.ipdatatel.com. It typically takes between 24-48 hours to complete the registration process.

### Alarmdealer.com
Look for the MAC address and the CRC number located on the box of the Gateway 3.0 or on the device itself. Here are the steps needed to register your hardware:

- Log in to alarmdealer.com with the dealer login information that was emailed to you.
- Navigate to 'Dealer Menu'->'Hardware Registration'
- Follow the 4-Step process outlined in the AlarmDealer.com Dealer Guide
- Register the device by MAC/CRC.
- Create the customer account. (Used for SecureSmart)  Link the device to the  customer account.
- If you already created the account, you can skip creating a new customer account.

### Device Placement
When installing the Gateway 3.0, we recommend the product be installed at least 5 feet away from any other electronic device.

It is best practice to "join" or "pair", (later discussed in the installation section of this manual) Z-Wave products where the Gateway 3.0 is most likely going to be mounted. If you have trouble connecting where it will be mounted, then there may be issues with normal operation due to location.

### Understanding the Gateway 3.0
The Gateway 3.0 is a powerful device. Here is a layout of the Gateway 3.0 to help understand how it operates:

1. **SW1** or **Open/Reset Button** – Used to Open, Close and Reset the ZWave Network.
2. **System LED** (LED 1) – Diagnose whether there is a network trouble.
   a. See the Troubleshooting Section for Blink Codes.
3. **Activity LED** (LED 2)
   – Shows there is activity between the Gateway 3.0 and other Z-Wave Devices.
4. **DIAG LED** (LED 3)– Indicates whether or not the Z-Wave Network is Open or Closed.
   a. Solid LED – Z-Wave Network is Open.
   b. LED Off – Z-Wave Network is Closed.
5. **Power Transformer** – Female connection for included Power Supply (12vDC).
6. **Power Terminals** – Additional connections for power, if desired. (12vDC)
7. **RJ-45 Jack** – Ethernet connection used to connect to customer's internet modem/router.

## Gateway 3.0 Installation (Z-Wave)

Installation of Z-Wave devices requires you to be connected to SecureSmart on either Android or iPhone. Your Gateway 3.0 must be registered and online before your Z-Wave devices can be paired. The process between Android and iPhone may vary. This process only needs to be done once. When getting Home Automation on a second phone you will only need to do Z-wave Discover.

**Installation via SecureSmart – Android**

1. Open SecureSmart and log into the account the Gateway 3.0 is registered to.
2. Select the Home tab on the right menu bar.
3. Press the Z-Wave icon on the top right of the application.
4. From the menu select 'Begin Device Inclusion'.
5. Initiate the pair option from your Z-Wave device.
6. After a few seconds the two devices should pair and your device will populate on your application.

**Installation via SecureSmart – iOS**

1. Open SecureSmart and log into the account the Gateway 3.0 is registered to.
2. Select the Home tab on the right menu bar.
3. Press the folder icon on the top right of the application.
4. From the menu select 'Begin Device Inclusion'.
5. Initiate the pair option from your Z-Wave device.
6. After a few seconds the two devices should pair and your device will populate on your application.

## Video Installation

The Gateway 3.0 has a unique way of streaming video to our customers. There is no need to port forward or set up an external link to the camera. We do require the camera to be set up on an INTERNAL Static IP Address. A non-static IP Address means that the IP Address would change at some point (seemingly random) which would undoubtedly result in a service call.

Although this process works with almost any IP Camera with an API, below is the list of cameras we recommend working with:
- Axis
- Foscam
- Assagio
- Hikvision
- Vivotek

You may be required to call ipDatatel to enable "Widgets" which allows you to create Camera Icons on SecureSmart. The camera icon(s) may then be selected (clicked) to view video stream(s). Once Widgets are enabled, to to AlarmDealer.com, select the customer for which you wish to add camera. At "Account Contact: View" page, you will see Customer Widgets at the bottom of the screen.

**The process of adding a Camera Widget is as follows:**

1. Select New Widget.
2. Select Type: Camera.
3. Select Enabled: Yes.
4. Enter in the Name you are assigning to the camera (This will appear on SecureSmart)
5. Select the Camera Manufacturer you are using.
a. The URL will autofill.
6. Enter the Username, Password, and Internal IP Address of the Camera.
   a. It is ideal to set up an internal static IP to avoid problems. Normally accomplished by going to the camera configuration page.
7. Select Device: Needs to be pointing towards your Gateway MAC Address.
8. Click Save

Your SecureSmart should now have a new icon, an image of a camera, when you log in as this customer.

## Troubleshooting

**Device LED's are labeled:**

- SW1
- LED 1
- LED 2
- LED 3

**LED Troubleshooting (Network)**

- 1 Blink – Indicates the device is failing to get an IP Address from the router.
- 2 Blinks – Indicates the device is not reaching the outside network.
- 3 Blinks – Indicates the device is not receiving DHCP from the router.
- When no lights are present near the RJ-45 Jack you will need to check your wiring on your CAT-5. If you make your own cable the Gateway uses pins 1 2 3 6.

**LED Troubleshooting (LED3)**

If the LED3 does not respond to your button press, attempt to:

- Power cycle the Gateway 3.0.
- Open your Mobile Application and attempt to 'Open Z-Wave Network' from your mobile device.

If you have a Z-Wave device that will NOT "Add/Include" you can try to use the "Remove Device/Z-Wave Exclusion" feature on your Application and then try to "Add Device/Inclusion" again.

# Specifications

## Power:

- Externally provided          12v DC

## Environmental:

- Temperature Range
  - 5° to +70° C (+23° to +158° F)
- Humidity
  0 to 95% non-condensing

## Physical

- Height                 3.25 inches
- Width                  3.75 inches
- Depth                 75 inches

## Frequency

- Z-Wave            908.42 MHz (U.S.A)

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