



SmartLINK Gateway

Ei1000G

Installation Manual

Read and retain carefully for as long as the product is being used. It contains vital information on the operation and installation. The leaflet should be regarded as part of the product.

If you are just installing the unit, the leaflet **MUST** be given to the householder. The leaflet is to be given to any subsequent user.





Contents

	Page
1. Introduction	4
2. Overview	4
3. Gateway Installation	7
4. Locating your Gateway	8
5. SmartLINK App installation process	10
App download and setup	10
App and system login	10
Property information	11
Scan gateway	12
Add a device	13
What if I don't have a QR code on my device?	15
Seal and upload the system	16
6. Additional Features	17
Gateway signal check	17
View system data	18
Send report	19
7. System Upgrade	20
Add additional device	20
Remove / replace device	23
8. Service and Guarantee	25

1. Introduction

The following information is aimed at providing guidance on how to correctly install Ei Electronics Alarms in a Gateway System via the SmartLINK installation App. It is necessary to use the app to push the correct installation data to the 'SmartLINK Cloud Portal'.

2. Overview

The SmartLINK Gateway and Cloud portal service is another new and exciting innovation from Ei Electronics. The Cloud portal allows clients to view and manage their installed stock of Alarms, it also facilitates fault monitoring and maintenance of installed Alarms enabling clients to manage the maintenance, repair, and replacement of systems more efficiently and effectively.

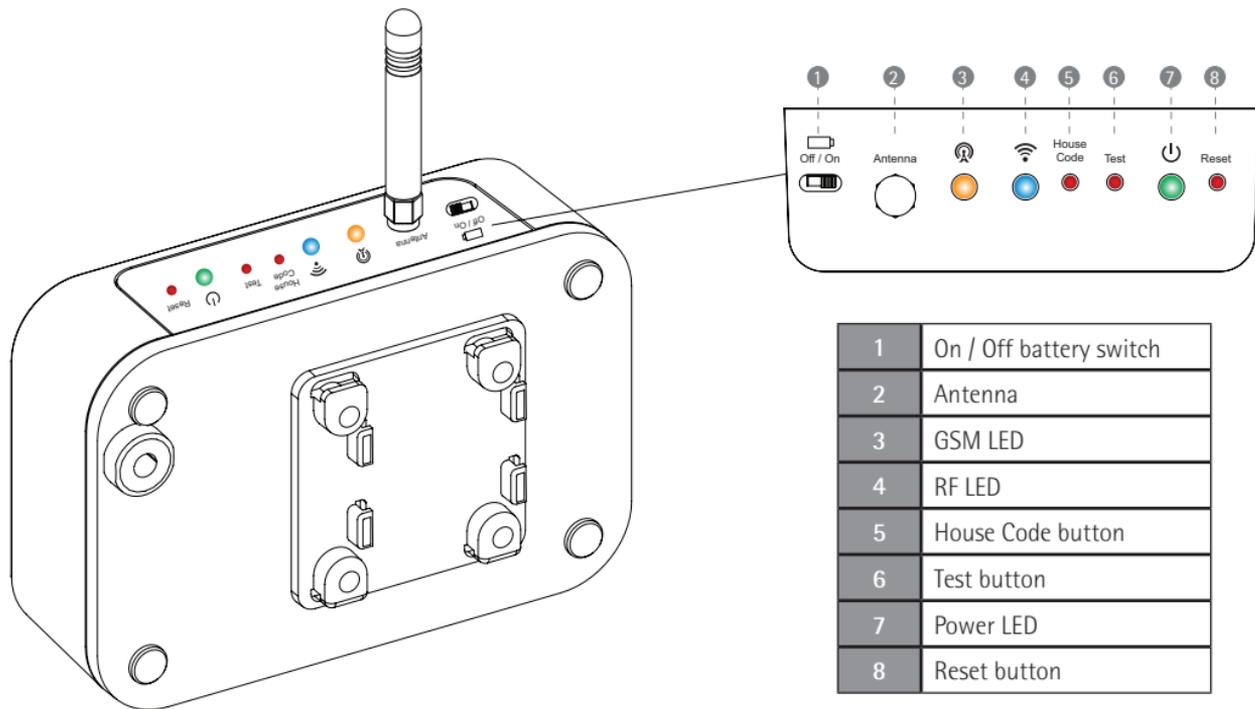
Features include:

- Alarm status
- Fault status
- Text alert and e-mail notification capability for both Fire/CO and fault events.
- Installation reports
- Replacement and fault reports

Alert capability is provided via the Cloud portal setting which allows alert contacts to be created and assigned to each property for both Alarm and service events.

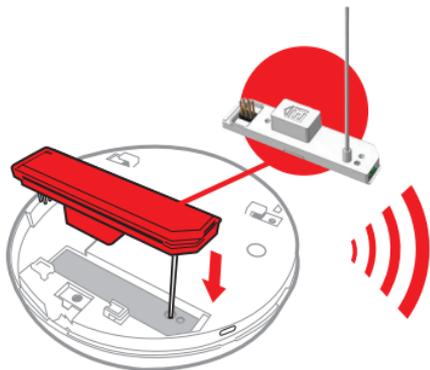
A Gateway is necessary in the system to push events from the Alarms to the SmartLINK Cloud portal as they happen. The Gateway is a roaming 2G GSM-based device that ensures the maximum connectivity possible without the need for local broadband or Wi-Fi services.

Panel / Icon Overview





Add in SmartLINK compatible devices for a fully cloud connected system



Simply plug in Ei3000MRF SmartLINK modules for wireless interconnection between Alarms and communication with the Ei1000G SmartLINK Gateway



Install the Gateway to provide communication to the SmartLINK Cloud Portal



Setup the Cloud portal to deliver

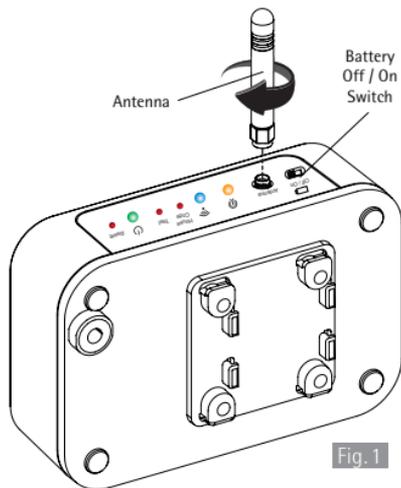
- Live monitoring of connected SmartLINK Alarm systems
- Details of system installations
- Notifications of Alarm activations and system events via alert, text message or e-mail

3. Gateway Installation

GSM Signal Strength Test:

Prior to installing your Gateway, we recommend that you perform a short GSM survey with the Gateway to ensure the location you plan to mount the Gateway in is suitable. You can do this without applying mains power to the Gateway, simply turn on the Battery Switch located at the top of the Gateway (see *figure 1*) and attach the Antenna, (located in the bag supplied) by rotating the gold nut clockwise and ensuring it is tightened fully in place by hand.

Warning: Do not leave your Gateway on battery power only for longer than 24 hours.



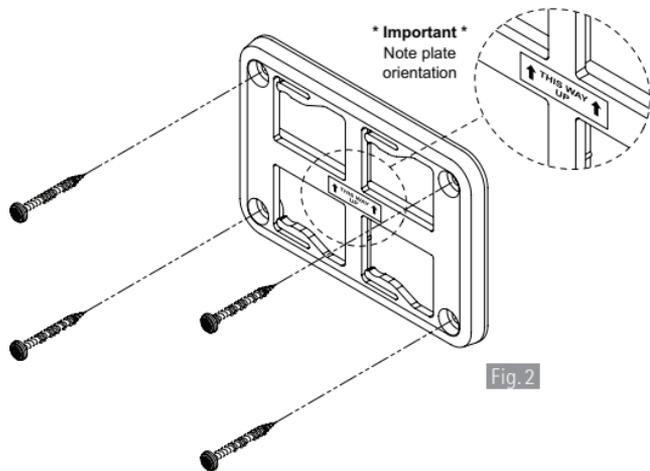
The Gateway GSM signal strength can be checked by pressing and holding the Test button on the Gateway and counting the yellow flashes. When checking the signal strength its important that you hold the Gateway with the Antenna in the vertical orientation.

Number of Flashes	Signal Strength
4	Excellent
3	Good
2	Average
1	Poor

If your Gateway is indicating a poor signal strength we recommended you move to a location that provides you with the best signal strength. Also please note the advice in the next section on "Locating your Gateway".

4. Locating Your Gateway

Please mount your Gateway in a suitable location. We recommend your Gateway is mounted on a wall, in a hallway, or another suitable area provided you have sufficient GSM signal strength. Please ensure your Gateway is mounted with the Antenna in the vertical orientation. It is best to mount the Gateway at least 2 meters from the ground level to avoid unnecessary interaction with the Gateway once installed. Before you mount your Gateway please ensure you carry out our simple **GSM signal strength test** – see section 3.



Do not mount your Gateway in a steel box or close to large metal objects such as boilers, as this will reduce your GSM signal strength.

The mounting bracket can be detached from the Gateway and secured to the wall with the screws provided (see figure 2).

*** Important *** - Make sure the mounting plate is positioned 'THIS WAY UP' on the wall before fixing.

Slide the Gateway onto the mounting plate. Your Gateway comes pre-wired with a 2 core cable and strain relief grommet, this allows you to easily wire your Gateway directly into an un-switched Flex spur.



Warning: Wiring must be installed in compliance with local regulations.



Warning: This product should only be installed in a location where an all-pole mains switch in accordance with Annex L of EN62368-1 is incorporated in the electrical installation of the building. As the device is permanently connected to mains supply, the appropriate disconnect device shall be provided as part of the building installation.



Warning: Please ensure you turn on the battery backup switch to its ON position as per figure 1 on page 7. (If you have not done so already during the GSM signal strength check). Failure to carry out this step will result in no battery backup capability if power is lost to the Gateway.

Now you can energize the mains supply to the Gateway, the green LED will illuminate, at the same time the blue LED will flash for 30-40 sec (see Panel / Icon Overview on page 5). This indicates that the Gateway is powering up and connecting to the SmartLINK server. Please do not start the installation procedure until the Blue LED has stopped flashing.

Gateway LED Indicator Table

Action	Operation	Green LED	Blue LED	Yellow LED
Energise mains supply	Power up	On	Flashing (30-40 sec)	On (2 sec)
Hold Test button (4 sec)	Button Test / Signal Strength Test	On	Flashing	Flashing
Hold House Code button until blue LED lights	Enter House Code mode	On	Flashing	Off
Hold House Code button until blue LED lights	Exit House Code mode	On	On (1 sec)	Off
Hold House Code button until blue LED flashes	Factory reset	On	On (1 sec)	Off

5. SmartLINK App Installation Process

Install and wire your Alarms as normal following the relevant instruction manuals.

App Download and Set up

Download the SmartLINK app from the Google Play or iTunes app store.



Step 1: App and System Login

In order to log into the App, you will need to be set up on the SmartLINK Cloud Portal as an official installer linked to the Client you are undertaking the work for. Please contact your local client administrator to arrange a username and password.

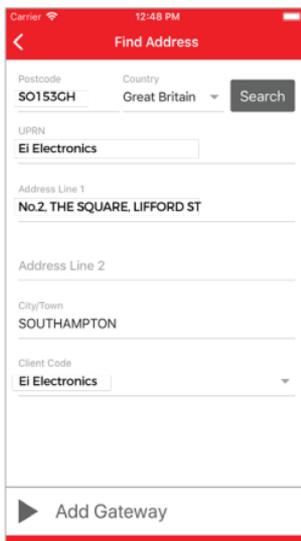
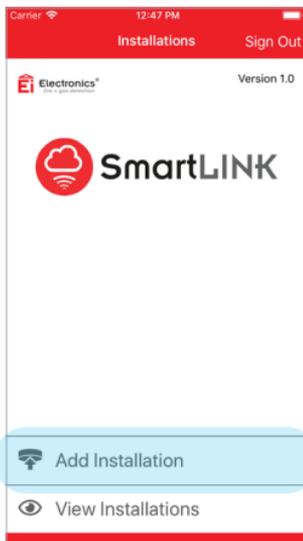


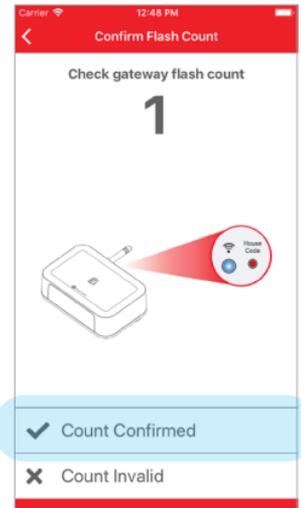
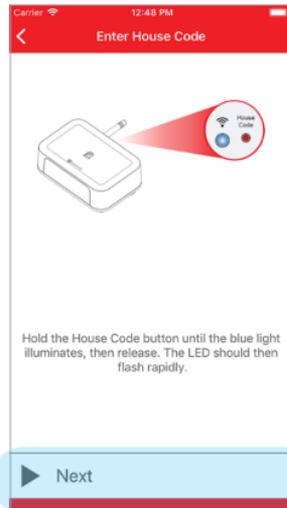
**Note, the following screen images are representative only, app screens may differ slightly depending on your device operating system, age, and model.*

Step 2: Property information

Once logged select 'Add Installation' from the main menu and proceed to input the property details. If you use UPRNs you should input the relevant UPRN (Unique Property Reference Number) I/D for this property. The app uses an auto lookup address feature. Type in the postcode for the property and press 'Search'. You will be presented with the actual address or a list of addresses related to that postcode. Select the correct address and the App will automatically fill in the rest of the address info.

Lastly please select your client name, if you are approved to work for multiple clients on the SmartLINK system you will be presented with a list to choose from.





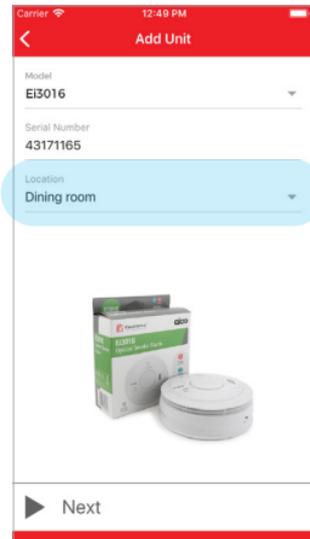
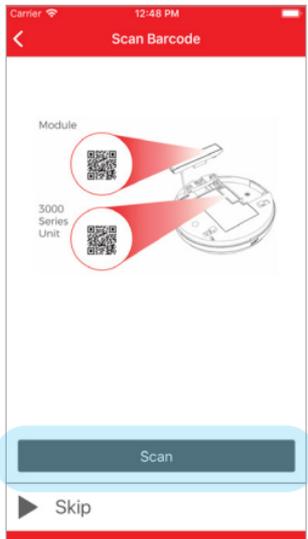
Step 3: Scan Gateway

Once you start the installation process the first step is to scan the Gateway prior to scanning or installing any other device, this can be done by scanning the QR code label located on the underside of the Gateway. Press 'Scan' and move the phone over the QR code until the serial and model is captured. Once captured, enter its location from the drop down-list, place the Gateway into House Code mode and confirm the Gateway flash count indicated on the App.

** Note the Gateway and other compatible Accessories will have only one QR code label, scanning this will input the RF serial number, model number and replace by date of this device. All other Alarms require you to scan both the RF module QR code label and the Alarm QR code label.*

Step 4: Add a device

To add a device simply click the 'Add Unit' button and follow the on screens instructions. If your Alarm and RF Module have a QR code label you can press the 'Scan' button and scan firstly the RF module label followed secondly by the Alarm / device model label. This captures the RF serial number, the device model and the replace by date of the Alarm. If either the Alarm or the Module does not have a QR code, choose 'Skip' and proceed to step 4A on page 15.



Once the RF Serial number and Alarm model is captured select the location from the dropdown list. Place the device into House Code mode and confirm both the Gateway and device flash count as indicated on the App.
*Note its critical that you check the device and Gateway flash count match.



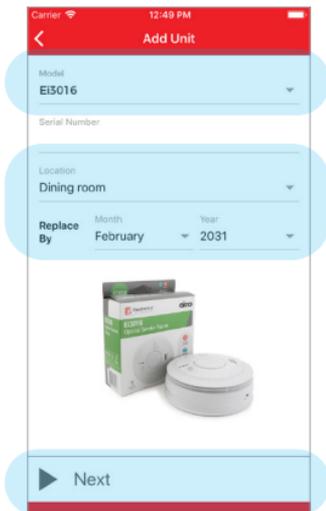
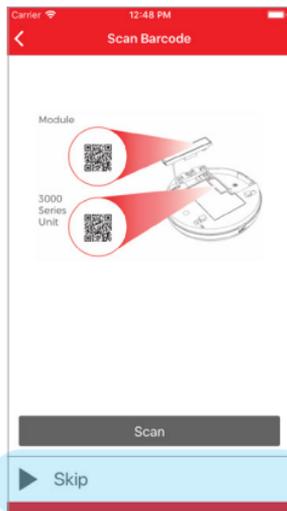
Models	Number of blue flashes per device
Ei160e Series	1
Ei2110e	1
Ei208 Series	1
Ei650 / 603 Series	1
Ei1000G Gateway	1
Ei3014, 3016, 3018, 3024	1
Ei3028	2

Repeat Step 4 for each device you want to add to the system.

Each unit's blue LED should flash once for every unit in House Code, including the Gateway, with the exception of the Ei3028, which has two flashes, due to its ability to detect both Carbon Monoxide and Fire. Please refer to the table above to indicate the number of flashes by device model.

Step 4A: What if I don't have a QR code on my device?

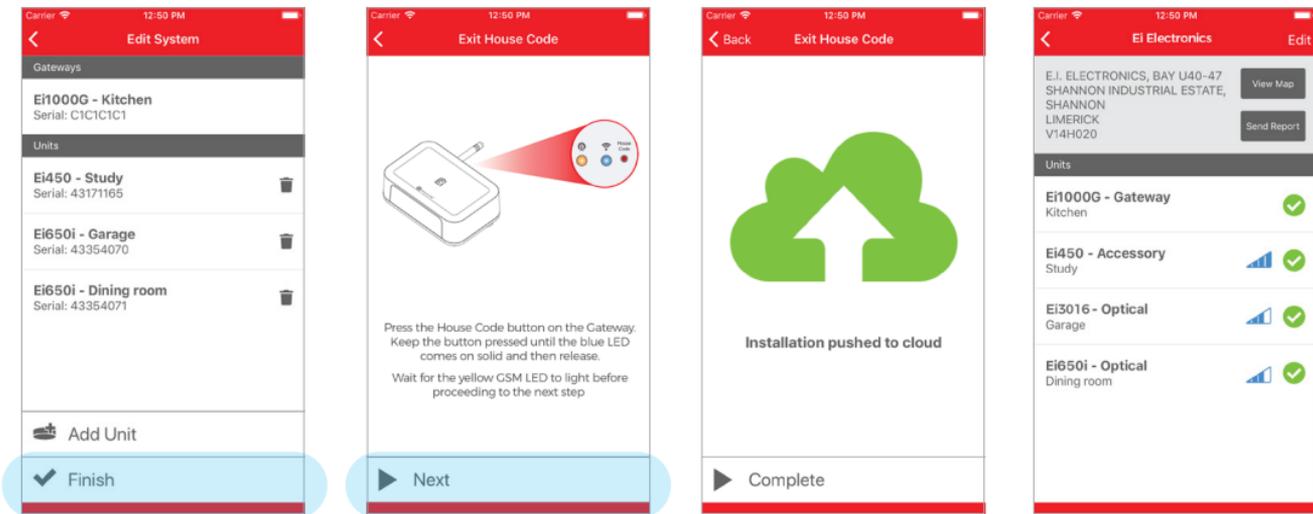
Even if your device does not have a QR code label you can still use the installation app to set up your Gateway system. Just click on the 'Skip' button to take you to the next page. Here you will be asked to fill in the device location along with the device 'Model' and 'Replace by Date' both of which are located on the side of the Alarm. Again, place the device into House Code mode and confirm both the Gateway and device flash count.



Step 5: Seal the system

Once you have added all the necessary devices to the system and you have confirmed both the Gateway and device flash count is correct you can click on the 'Finish' button. This will bring you to the 'House Code Exit' screen. Follow the on-screen instruction and then click 'Next'. The Gateway and App will now push the installation data to the SmartLINK Cloud Portal.

A summary of the complete installation and the signal strength data from the Gateway will be presented.



Finally: Commission your system by button testing each Alarm individually.

Note: In the case of an RF communication error it may sometimes be necessary to factory reset the units in a system, and House Code the units again. To factory reset the Gateway, hold the House Code button until the blue LED begins to flash, and then release. Alarm heads can also be reset in this way. Once all units have been reset, the House Coding can be started again as normal.

6. Additional Features

Gateway Signal Check

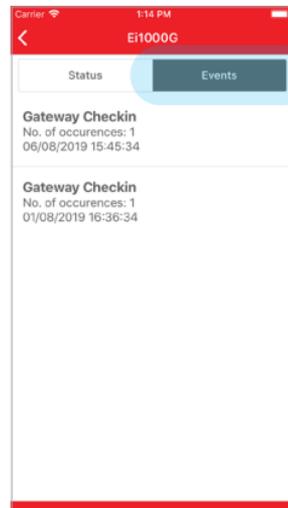
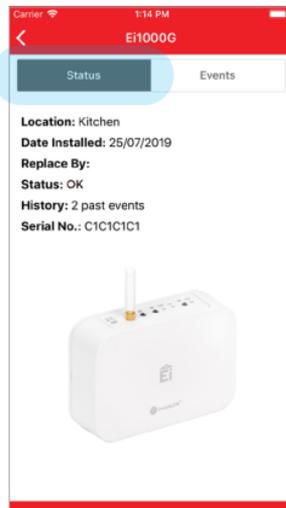
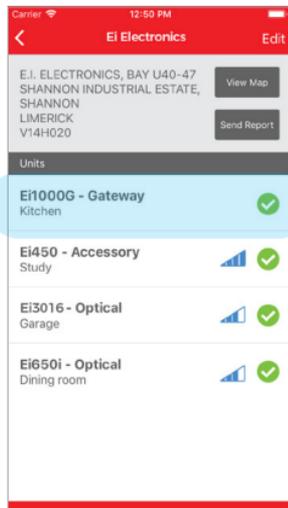
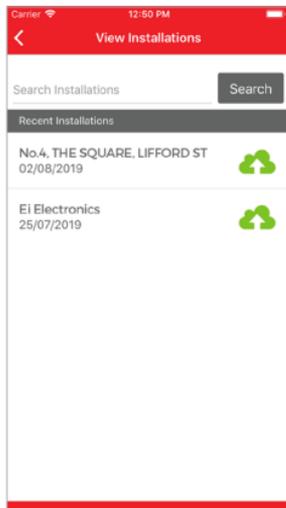
The signal check is a guide on the RF link between the Gateway and each device. Direct range is indicated by a signal strength graph showing the relative strength of the communication path between the device and Gateway. L1 indicates the device is not in direct range to the Gateway and can only communicate to the Gateway via another device. While this is not ideal this will still suffice for critical messages.

Family	Direct Range	L1	L2
Ei3000 Series	Good at all levels	Good	Poor
Ei160e Series	Good >1 bar	OK limited messages *	
Ei207 / 208 Series	Good >1 bar	OK limited messages *	
Ei650 / 603	Good >1 bar	OK limited messages *	
Accessories	Good >1 bar	OK limited messages *	

*3000 series devices repeat all messages, all other ranges repeat limited messages. In all cases, once the units are House Coded, Fire and CO alarm activation events are repeated.

View System data

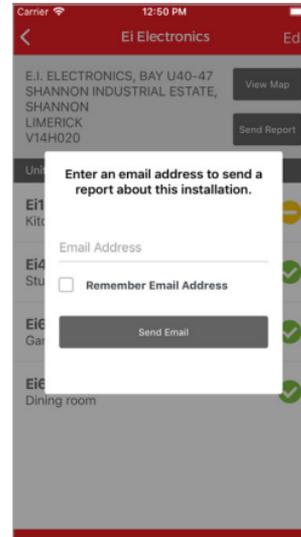
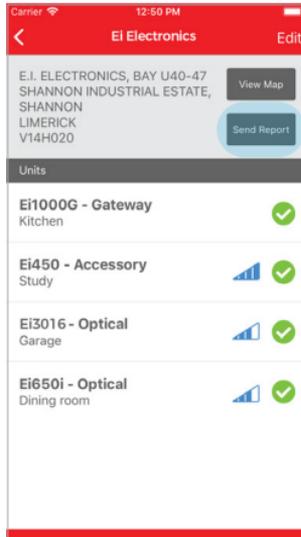
In order to access a property's system data, you can select 'View Installations' from the main menu. Select the property from the Recent install list or Search for the property via the search function bar. Once you have selected the property you can click on any device and access the device information and event history.



Send Report

Once you have completed an installation you can send the summary installation report via email to a client or back to the office as a static record of the installation for further administration.

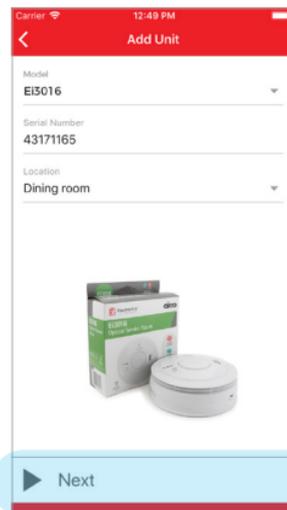
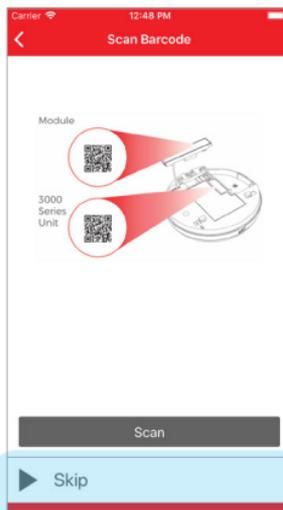
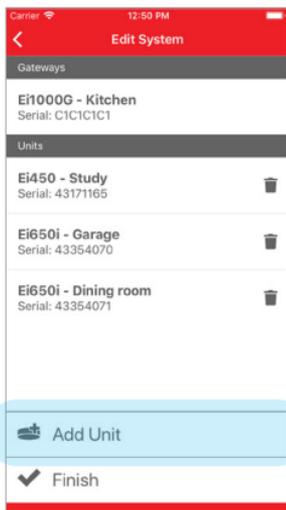
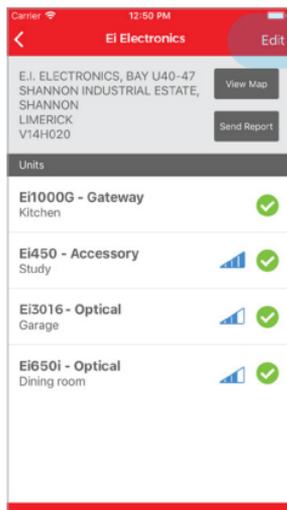
Simply click "Send Report" in the system view and type in the email address. For your convenience, the app can store the last used email address.



7. System Upgrade

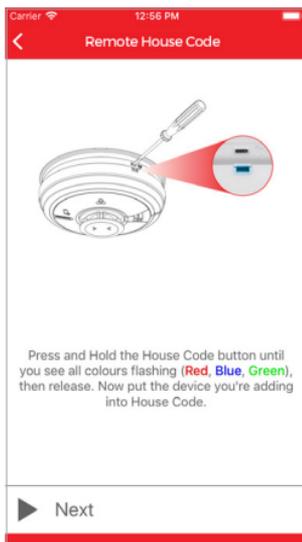
Add additional device

To add a device to an existing system simply select the system from the Recent installations list or use the search function. Once you select the relevant property click on the 'Edit' button at the top right-hand corner then select 'Add Unit'. Scan the QR codes on the device or use the Skip function if no QR codes are available. Enter the device details and select Next. Place the device in House Code mode.

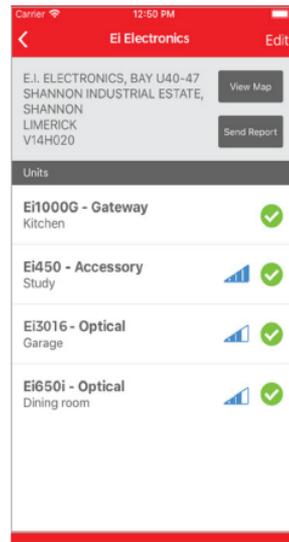
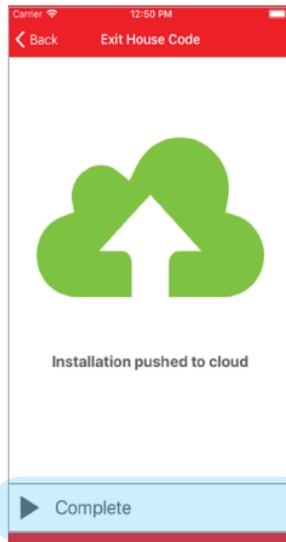
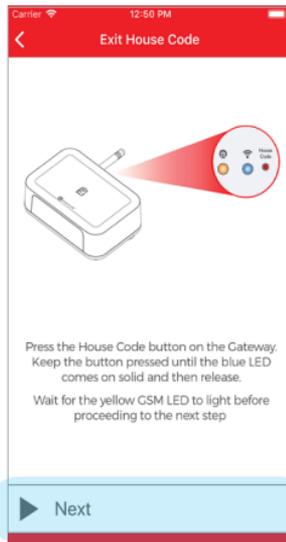
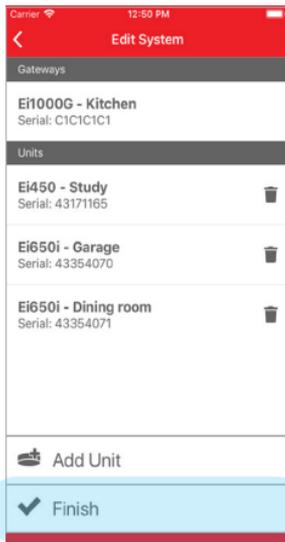


You will now need to put all other devices into House Code mode. You can do this via the 'Remote House Coding' function (RadioLINK+ devices only). Follow the on-screen instruction in the app.

The App will identify the devices that require manual House Code entry.



Again, it is critical that you confirm both the device and Gateway flash count is accurate as per the App. Once you are finished click 'Finish' and place the device into 'House Code Exit'. The Gateway and App will now push the updated data to the SmartLINK Cloud Portal.



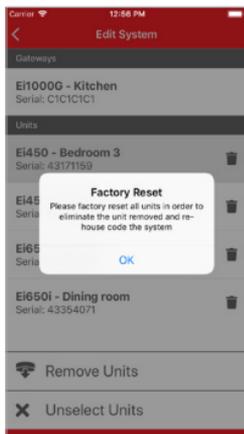
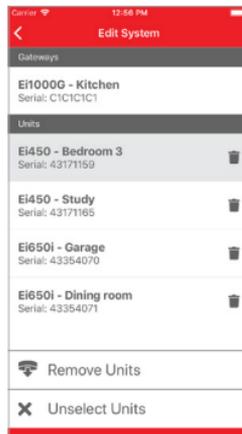
Remove / Replace device

In order to replace a unit (the assumption is you are removing one device and replacing it with a new device) you must first 'Remove' the device from the system.

Search the relevant property, click on the Edit button at the top right-hand corner then select the device you want to remove. The App will ask if you are sure you want to delete this device. Press Yes and follow the on-screen advice to factory reset all devices in the system.

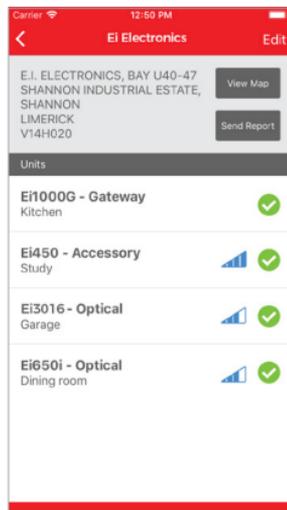
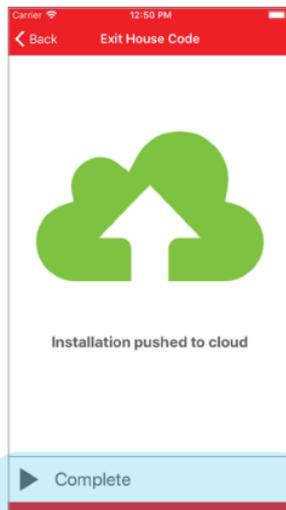
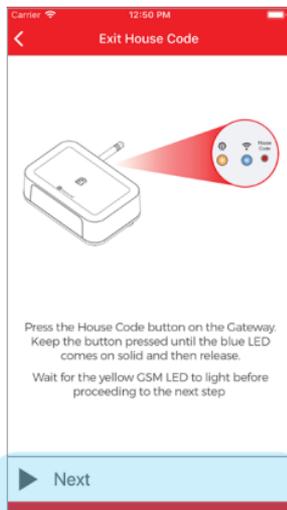
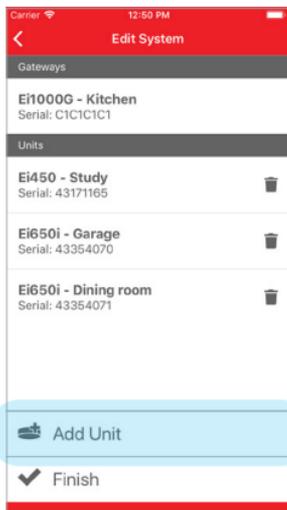
This is a critical step as the system needs to forget the device that is been removed and re-learn each device again.

Now House Code all devices.



Once you have confirmed the flash count on the Gateway and devices is accurate as per the app you can now proceed to add a replacement unit by following the 'Add Unit' function on page 20.

Once you are finished click 'Finish' and place the device into 'House Code Exit'. The Gateway and App will now push the updated data to the SmartLINK Cloud Portal.



8. Service and Guarantee

8.1 Getting your Alarm Serviced

If, within the guarantee period, your Gateway fails to work after you have carefully read all the instructions, checked the unit has been installed correctly, is receiving AC power and has GSM signal, then contact us.

If you are advised to return your Gateway, please ensure that the device is placed in a padded box, with the proof of purchase and a note stating the nature of the fault.

8.2 Guarantee

Ei Electronics guarantees this Gateway for five years from the date of purchase against any defects that are due to faulty materials or workmanship. If this device should become defective within the guarantee period, we shall at our discretion repair or replace the faulty unit.

This guarantee only applies to normal conditions of use and service and does not include damage resulting from accident, neglect, misuse, unauthorised dismantling, or contamination howsoever caused. This guarantee excludes incidental and consequential damage.

This guarantee does not apply to any product that has been modified in any way by a third party or has been fitted with a third party element.

Do not interfere with the gateway or attempt to tamper with it. This will invalidate the guarantee but more importantly may expose the user to shock or fire hazards.

This guarantee is in addition to your statutory rights as a consumer.



Hereby, Ei Electronics declares that this Ei1000G Gateway is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. The Declaration of Conformity may be consulted at www.eielectronics.com/compliance

The crossed out wheelie bin symbol that is on your product indicates that this product should not be disposed of via the normal household waste stream. Proper disposal will prevent possible harm to the environment or to human health. When disposing of this product please separate it from other waste streams to ensure that it can be recycled in an environmentally sound manner. For more details on collection and proper disposal, please contact your local government office or the retailer where you purchased this product.



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