

# Smart Home Installer App Configuration Guide

The Smart Home Installer App provides the ability to set up Smart Home gateways and devices.



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# Pre-Installation Planning

The following parts and tools are required as well as access to the Brivo Parakeet Portal.

## Parts and Tools Required

Smart Home gateways (OS version 1.4.20-deb10u4 and higher)

Brivo supported Smart Home devices

Brivo Install Mobile Application

## Access Required

Access to Brivo Parakeet Portal is required. Supported roles are listed below:

**Admin** - An admin is able to make changes.

**Viewer** - Anyone other than an admin will have only view access. Therefore, they will not be able to make changes.

**Note:** An admin can only configure changes if they have access to the property. If you are admin on the platform, but not an admin for the property, you will not be able to make changes.

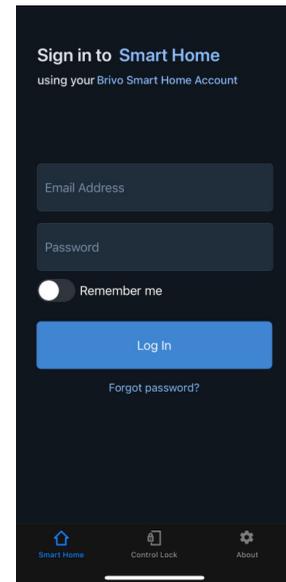
# Configuring the Smart Home Installer App

## Signing In

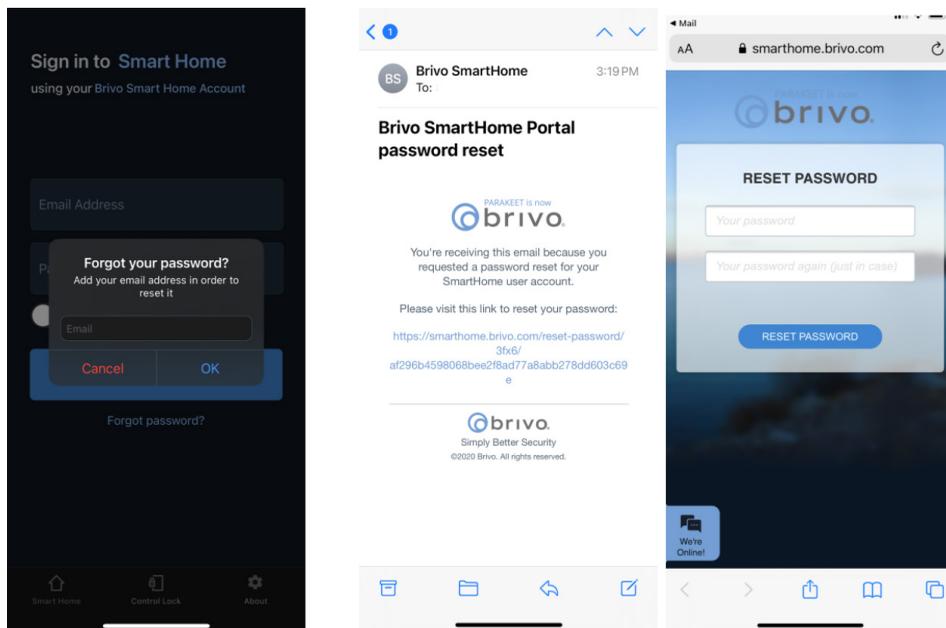
After launching the Smart Home Installer App, select Smart Home from button navigation.

Sign in using **Email Address** and **Password**.

Select **Remember me** to have the device remember your login information and avoid signing in in the future.



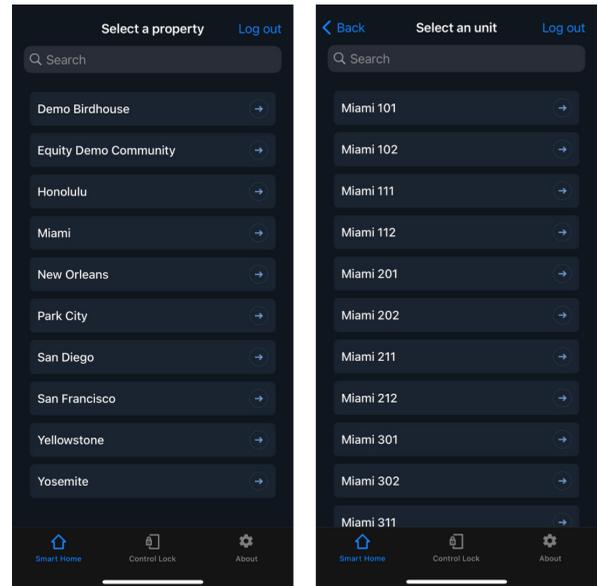
If you forgot your password, click on the link and enter your email address to get a reset password link. The password reset link will open in a web browser. Once your password has been reset, come back to the app to login again.



## Selecting a Property

Select a **Property**.

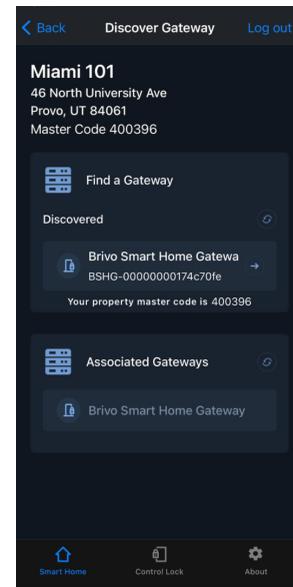
If the property has units, select a **Unit**. A property or unit can be also easily found through the **Search** option.



## Setting up Gateways

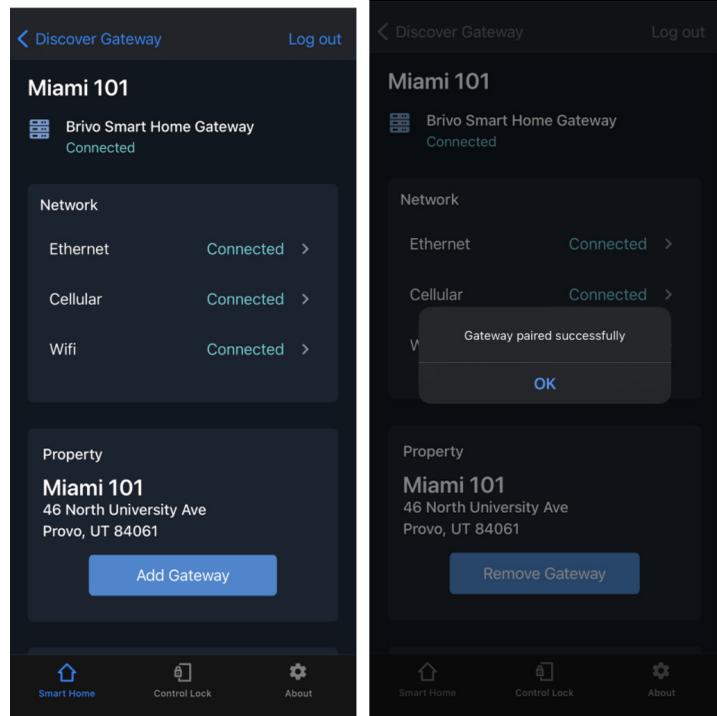
Once you get to the Gateway page, you will see two options: **Discover Gateway** and **See Associated Gateways**. The **Discover Gateway** tab shows all the discovered gateways that were found. The **Associated Gateways** are previously added gateways. The page also shows property information and master code.

When the gateway is grayed out (i.e, the gateway under **Associated Gateways**), the gateway is not connected. If the gateway is highlighted, you can click on it to get to the gateway configuration page.

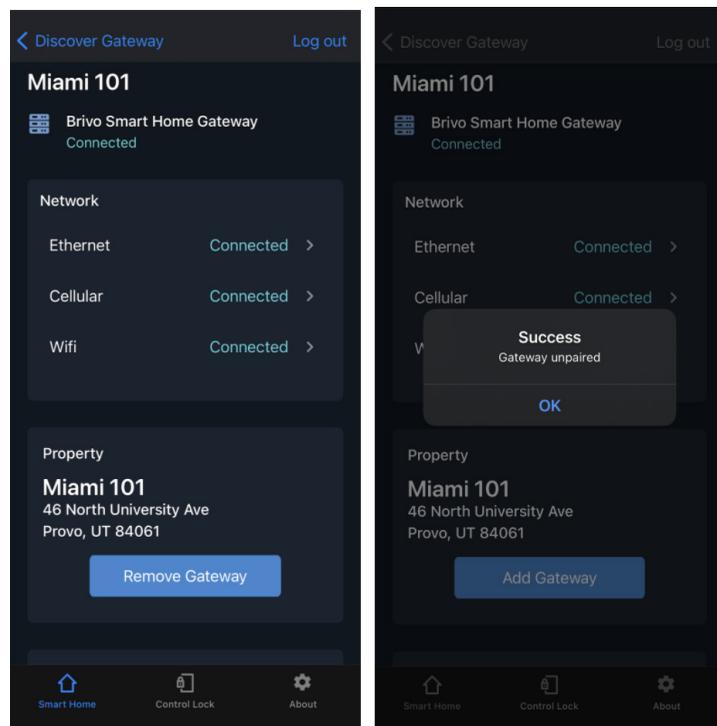


On this page, you can pair a gateway to a property by pressing the **Add Gateway** button. Once a gateway is paired to a property, it will show under **Associated Gateways**. Once the gateway add is successful, you get a success message stating **Gateway paired successfully**.

**Note:** You will also not be able to modify the gateway from another property.

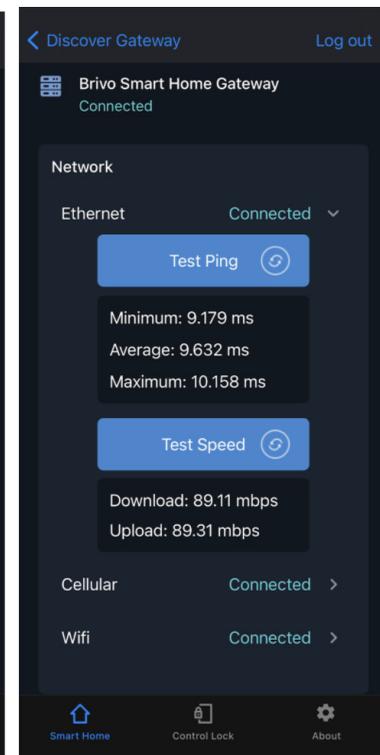
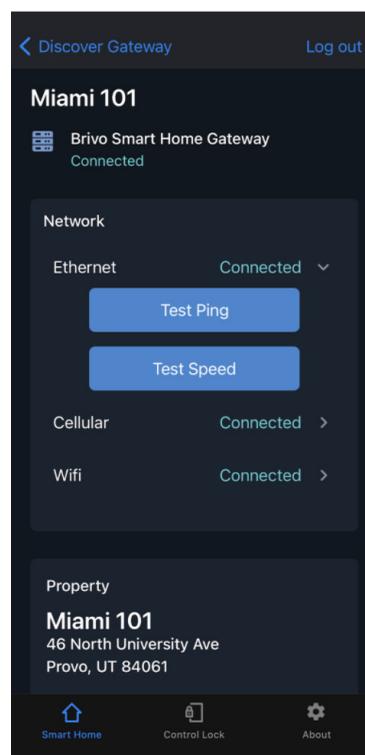
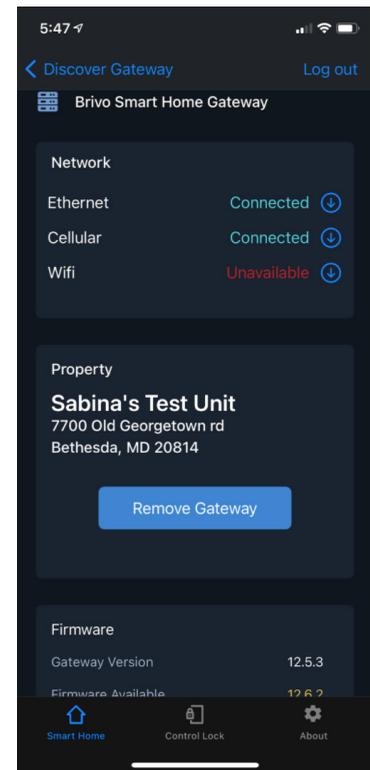


You can also unpair a gateway from the property by pressing the **Remove Gateway** button. Once the gateway removal is successful, you will get a success message stating **Gateway unpaired**.



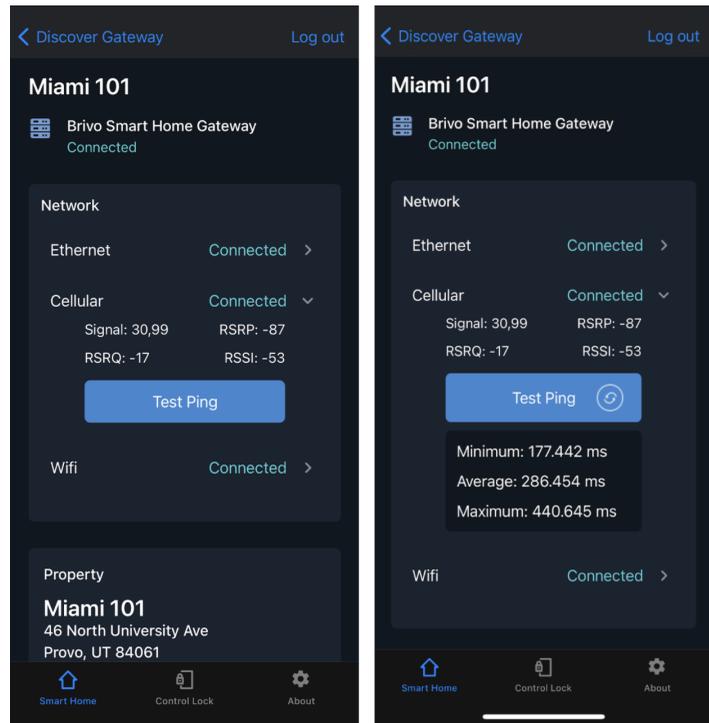
## Network Checks

See the status of all networks: **Ethernet**, **Cellular** and **WiFi**. If a network is connected, the status says **Connected**. Otherwise, it will say **Unavailable**. For each network connection type, you may perform additional checks.

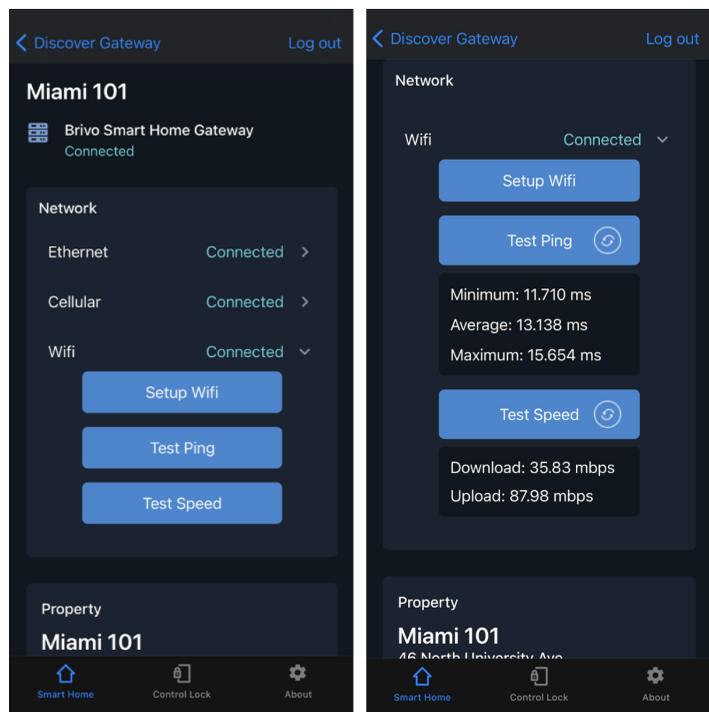


For **Ethernet**, you can run ping and speed tests.

For **Cellular**, you can check the value of cellular signal strength and run a ping test.

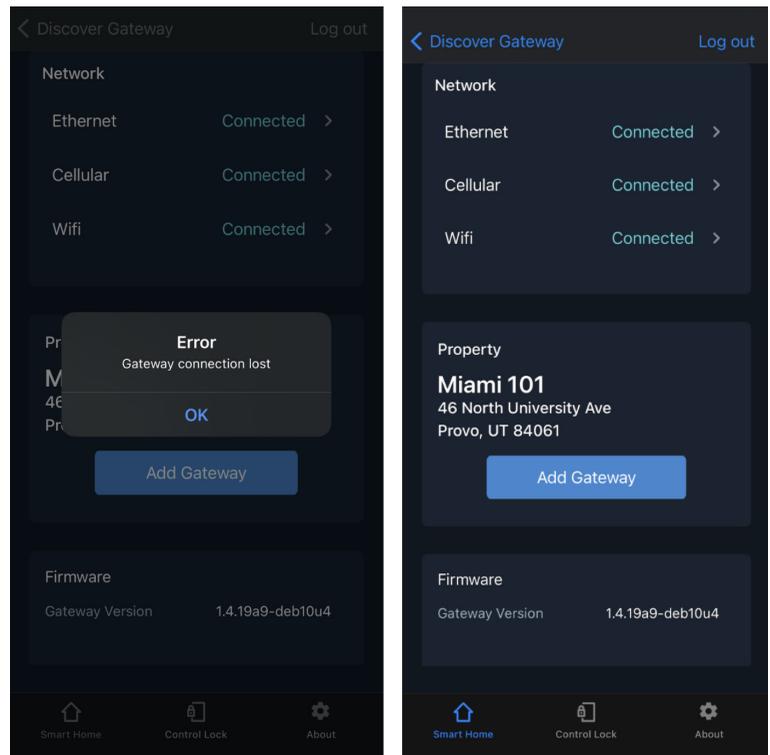


For **Wifi**, you can set up Wifi on the gateway. Once the Wifi has been set up successfully, you can run ping and speed tests.



## Loss of Connectivity

If the gateway connectivity is lost, you will get a warning message. At this point, it is recommended that you relaunch the app and test again.



## Revision List

Date	Version	Description
December 18, 2020	1.0	Initial version