SmartCell

SmartCell Services configuration guide for installers

Contents

Introduction

This document provides a general overview of the steps required to enrol a SmartCell control panel on to SmartCell Services. These steps should be completed in the order outlined.

There is also a general overview of the options available to installers within the SmartCell Services platform.

The procedures outlined in this document must be carefully followed.

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What is SmartCell Services?

SmartCell Services provides a whole host of benefits including SMS and email notification upon fire and fault events, the ability to configure systems remotely, and a whole host of remote diagnosis options.

Services host (WebWayOne)

Alarm Receiving Centre (ARC)

SmartCell Services

Text & email notification

Monitored premises

Configuration Tool

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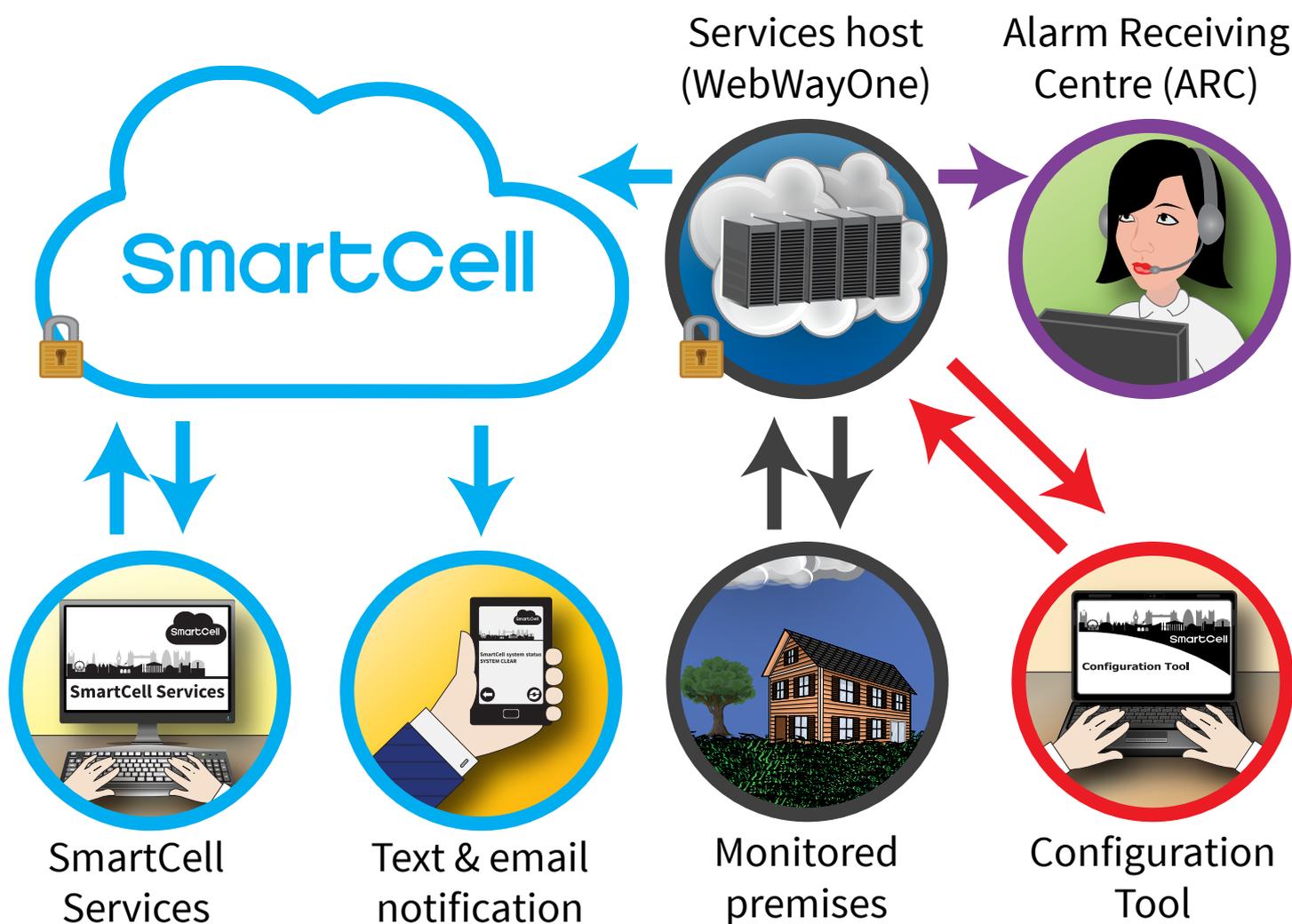
Setting up an account

- Visit mysmartcell.com to register for SmartCell Services.

- Click on the 'Register here' icon.

- Complete the form.

- Once registered, a SmartCell Services staff member will email you with your login credentials.

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Communication module fitting

Fit the communications module inside the control panel.
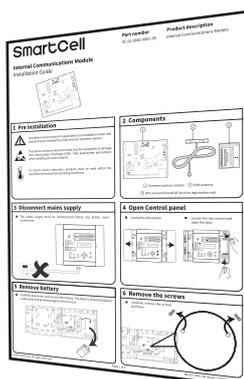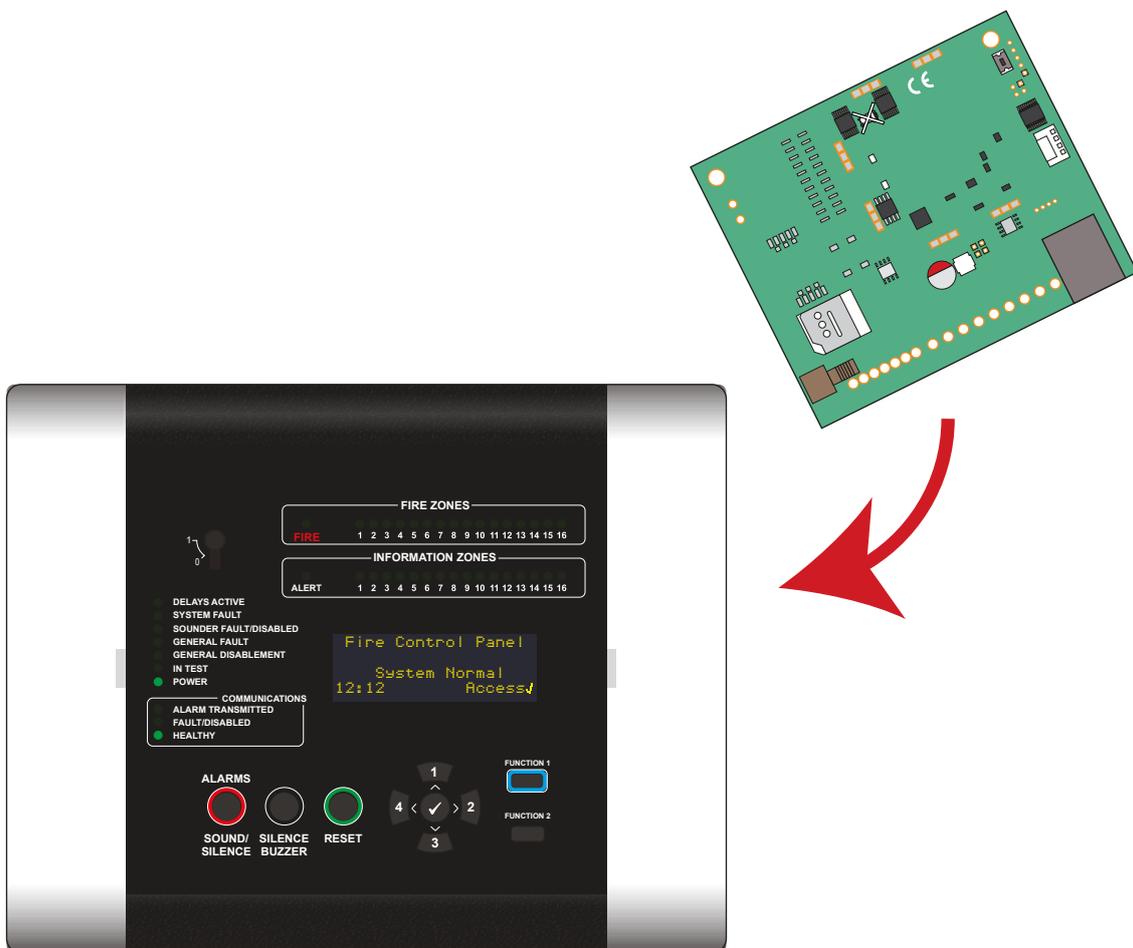
Refer to the SmartCell Internal Communications Module Installation Guide (MK337) for module fitting guidelines.

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Panel connections

Make Ethernet and/or 3G connections as necessary.

GPRS
connection

Plug-in
WebWay PCB

Mains
connection

Ethernet
connection

smartCell

Wireless Control Panel
Installation Guide
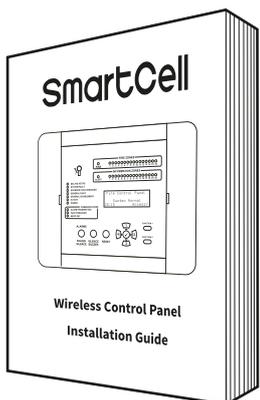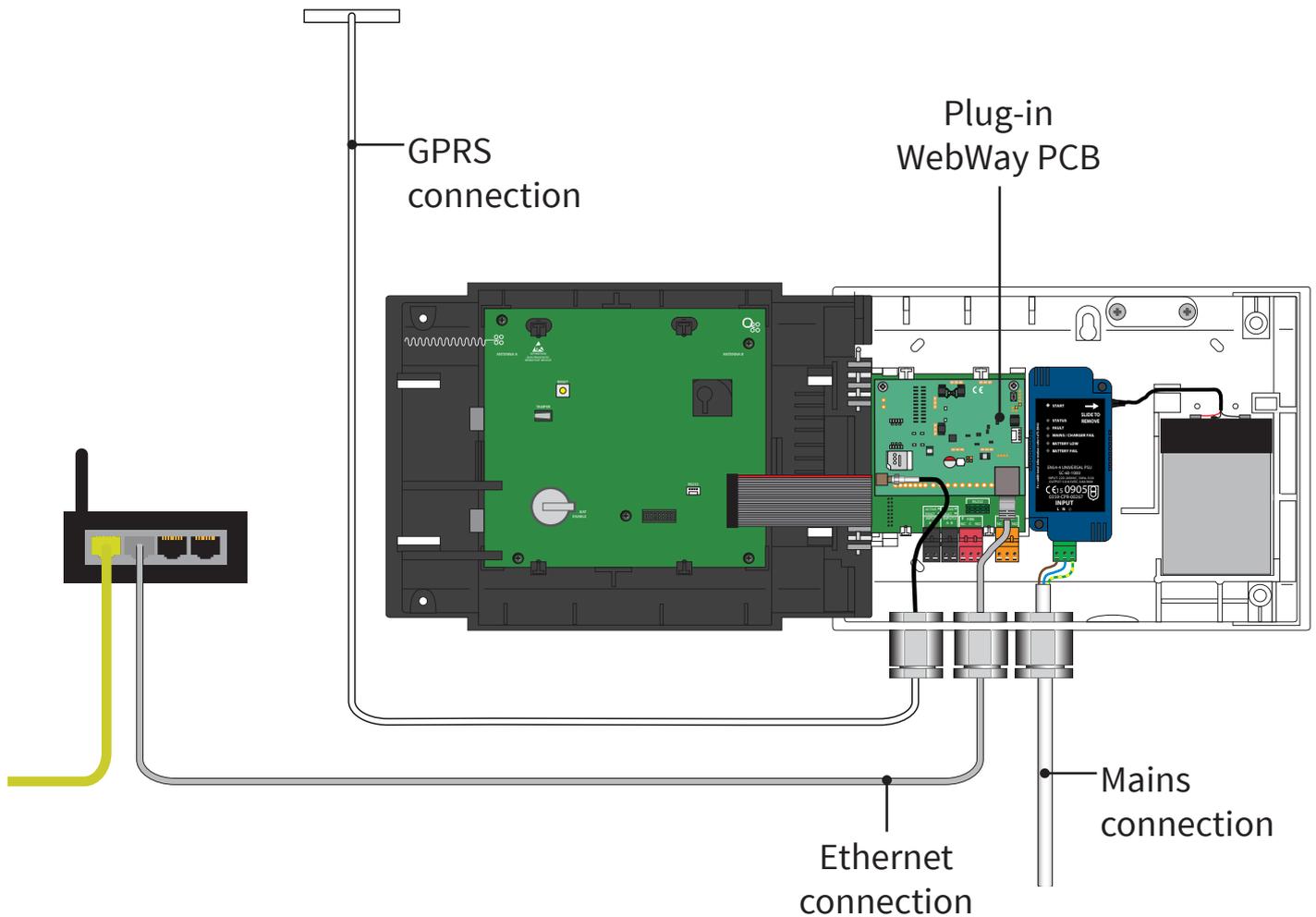
Refer to the SmartCell installation guide (TSD120) for aerial mounting location guidelines and details on cable entry points.

Panel configuration

Next the panel must be configured.

With the required connections made and mains power present, the internal communications card must be switched on by following the steps below:

With the SmartCell control panel in its normal state *(enable key in the OFF position)*, the screen will display:

```
Fire Control Panel

   System Normal
14:18        Access√
```

Press the ✅ button and the screen will display:

```
For Access
Enter Code:_

Press √ To Complete
```

Enter the engineer PIN code *(default '333333')*, then press the ✅ button to confirm. The screen will display:

```
*  Welcome Service  *
   Access Level 3
   Now Available
All Buttons Active
```

Followed by:
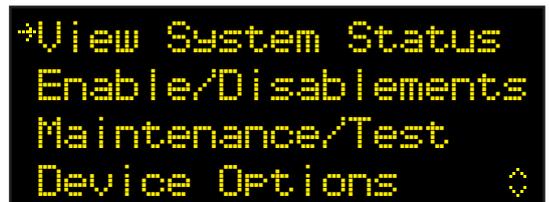
```
→View System Status
 Enable/Disablements
 Maintenance/Test
 Device Options     ↕
```

Press the 3 button until the screen displays:

```
→Panel Information
 Language Select
 Factory Access
 Reports            ↕
```

Press the ✅ button and the screen will display:

```
→Edit Users
 Panel Options
 System Options
 Communication      ↕
```

Press the ⬟3 button until the screen displays:

```
 Edit Users
 Panel Options
 System Options
⇨Communication          ⬍
```

Press the ✓ button and the screen will display:

```
⇨Read/Write USB
 Remote Access
 H/W Communicator

                        ⬍
```

Press the 3 button and the screen will display:

```
 Read/Write USB
⇨Remote Access
 H/W Communicator

                        ⬍
```

Press the ✓ button and the screen will display:

```
⇨Remote Access OFF



 √ Continue   Change  >
```

Press the ✓ button and the screen will display:

```
  Using Remote Access
    May Incur Costs

 < Cancel    Confirm  >
```

Press the ✓ button and the screen will display:

```
 For Access Enter
 Activation Code:

 Press √ To Complete
```

Enter the engineer PIN code *(default '333333')*, then press the ✓ button to confirm. The screen will display:

```
⇨Remote Access      ON


 √ Continue   Change  >
```

Press the ✓ button and the screen will display:

```
⇨Internal Comms
 External Comms


                        ⬍
```

Press the ✓ button and the screen will display:

```
⇨View Status
 Edit Options
 Account settings

                        ⬍
```

Press the [3] button and the screen will display:

```
 View Status
→Edit Options
 Account settings
                      ◇
```

Press the [✓] button and the screen will display:

```
→Module In Use      NO



 Press √ To Select  ◇
```

Press the [✓] button and the screen will display:

```
 Module In Use    ?
→NO
 YES
 Press √ To Select  ◇
```

Press the [3] button and the screen will display:

```
 Module In Use    ?
 NO
→YES
 Press √ To Select  ◇
```

Press the [✓] button and the screen will display:

```
 Module In Use     YES
 ARC Enable         NO
→Services          YES
 Press √ To Select  ◇
```

Press the [3] button to scroll through the list and press the [✓] button to change any options that are currently set as no, to yes. Applicable options are shown below:

```
→Module In Use     YES
 ARC Enable        YES
 Services          YES
 Remote Config     YES
 IP Port Used      YES
 GPRS Used         YES
 Stats             YES◇
```

Note: refer to the SmartCell Control Panel Programming Guide (TSD155) for full details of the above options.
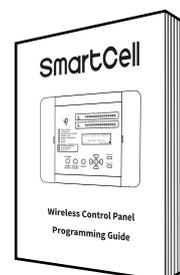
Once complete, press the [4] button and the screen will display:

```
 View Status
→Edit Options
 Account settings
                      ◇
```

Press the 1 button and the screen will display:

```
→View Status
 Edit Options
 Account settings
                    ⬦
```

Press the ✓ button and the screen will display:

```
→Module In Use   YES
 Module Status    OK
 ARC Enable      YES
 Services        YES⬦
```

Press the 3 button to scroll through the list to check the status of the 'IP Status' and the 'GPRS Status' are as required, prior to account creation.

```
→Module In Use   YES
 Module Status    OK
 ARC Enable      YES
 Services        YES
 Remote Config   YES
 IP Port Used    YES
 IP Status        OK
 GPRS Used       YES
 GPRS Status      OK
 GPRS Sig       GOOD
 Stats          YES⬦
```

Once complete, press the 4 button and the screen will display:

```
→View Status
 Edit Options
 Account settings
                    ⬦
```

Press the 3 button and the screen will display:

```
 View Status
 Edit Options
→Account settings
                    ⬦
```

Press the ✓ button and the screen will display:

```
→Create Account
 View Settings
 Edit Settings
                    ⬦
```

Press the ✓ button and the screen will display:

```
Creating Account

VAR002222
```

Note: if using GPRS only this process can take up to 15 minutes. DO NOT cancel once the process has started.

Once completed confirmation of successful account creation will be shown.

The newly created account will now be live and visible within SmartCell Services.

Adding engineers

1 Visit www.smartcellservices.com

2 Log in using credentials received via email.
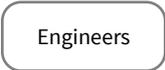
3 Click on the (Engineers) button, then click on the ⊕ symbol.

4 Enter the Engineer details, as shown below.

Engineers	**Engineer Details:**
Fire Panels	Add new engineer
Panel Events	
My Account	
Privacy	
Sign Out	

Engineer Details:

Add new engineer

* Sign id details — minimum 5 characters — **Sign in id** — Scorchio — **Enabled** ☑

* Password — min 8:A-Z,a-z,0-9 — **Password** ●●●●●●● — **Re-Type password** ●●●●●●●

* VAR Code — exactly 3 characters — VAR — **Client type** ⦿ Independent Installer ○ Managed Installer

* Company Name — ABC Fire — **Address 1** — ABC Fire

* Contact — **First Name** Paul — **Last Name** Furlong — **Address 2** — Unit 15, Albion Industrial Estate

* Job Title — Engineer — **Address 3**

Phone — **Landline** — Use country code ☐ + [____] [____] — **Town/City**

Mobile/Cell — Use country code ☑ + 44 — 7781 644679 — **County/State** — Birmingham

* Email — paul@abcfire.co.uk — **Postcode/ZIP** — B1 1LA

* Confirm Email — must match as above — paul@abcfire.co.uk

Web site language — English — **Country** — United Kingdom

Access level — Access Level 4 — ✔ **Certified** ☐

Engineer Access — Web Services ☑ — Panel Configuration ☑

Account Created — Created at — Creator/Owner VAR

Last update — Last Updated — Last Updated By

* Required field

(Save) (Cancel)

5 Once complete, click the (Save) button before exiting.

6 Engineer login credentials will be sent to the engineers via email.

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Claiming panels

1 Log in to SmartCell Services.

2 Click on the [Fire Panels] button.

3 Use the dropdown to select 'Panel Ident Contains', as shown.

| All Panels ▾ | Panel Ident Contains ▾ | | 🔎 |

4 Carefully enter the panel ident into the search box, as shown.

| All Panels ▾ | Panel Ident Contains ▾ | 00AABC | 🔎 |

5 Click on the 🔎 button to search for the panel.

6 Double check that the panel ident displayed is correct, as shown.

Actions	Panel PCB Ident	Panel Installer Company	Panel Installer Login Id	Activated	Activation Date	Contract Expiry	Access Level
Claim Panel	00AABC	<UNASSIGNED>	-x-	((•))	08-06-2021 16:38:28	08-06-2022	🚫 Not Shared/No Access

7 Click on 'Claim Panel', as shown.

Actions	Panel PCB Ident	Panel Installer Company	Panel Installer Login Id	Activated	Activation Date	Contract Expiry	Access Level
Claim Panel	00AABC	<UNASSIGNED>	-x-	((•))	08-06-2021 16:38:28	08-06-2022	🚫 Not Shared/No Access

Panel details

1 Log in to SmartCell Services, and click on the [Fire Panels] button.

2 Click the 'Panel Detail' option, as shown.

Panels listed: 1   **>>**

Actions	Panel PCB Ident	Panel Installer Company	Panel Installer Login Id	Activated	Activation Date	Contract Expiry	Access Level	Site Reference	Site Contact Name	Site Address 1
Panel Detail Notification Schedul Assign Panel Panel Events	00AABC	ABC Fire	simon@abcfire.co.uk	((•))	08-06-2021 16:38:28	08-06-2022	⊘ Not Shared/No Access	CONTROL PANEL 00AABC	-X-	

3 Enter panel site details, as shown.

⚠ **Complete the right hand side of the form with required details.**

Panel Site Details   Caution: details below will appear in customer notifications

Panel Ident	00AABC	**Panel Activated** ☑ Please note the first 20 characters will be displayed for SMS messages in relation to the site reference field.
SPT serial number	0	**Site Reference** (Paradise Hotel)
Panel Installer Company	ABC Fire	**Site Contact Name** (Rodney Stuart)
Installer login id	Simon@abcfire.co.uk	**Site Address 1** (Gadwall Way, Lakeside Parkway,)
Supplier VAR	ABC	**Site Address 2** (Lakeside Retail Park)
Panel Type		**Site Address 3** ( )
Panel MAC address		**Site Town/City** (Scunthorpe)
Panel SIM card		**Site County/State** (Lincolnshire)
Panel Software Package		**Site Postcode/ZIP** (DN16 3PH) 🔭
		Site Country (England)
		Site Landline Use country code ☑ (+44) (1724 555247)
		Site Mobile/Cell Use country code ☑ (▬) (7787 450639)
Last Updated	08-06-2021 16:51:23	**Site Email** (hotelparadise@gmail.com)
Last Updated By	Simon@abcfire.co.uk	**Email/SMS Language** [English ▼] for email and SMS text notifications

⚠ **Details entered above will appear in customer notifications.**

4 Once complete, click the (Save) button before exiting.

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Billing details

Billing details must also be entered for the services account. Fill out the contact details for the person that should be contacted for repeat payment. Payments will be required after the expiry of the first 12 months connection.

1 Log in to SmartCell Services, and click on the ⬭Fire Panels button.

2 Select 'Panel Detail', then click on the ⬭Billing Details tab.

3 Enter panel billing details, as shown.
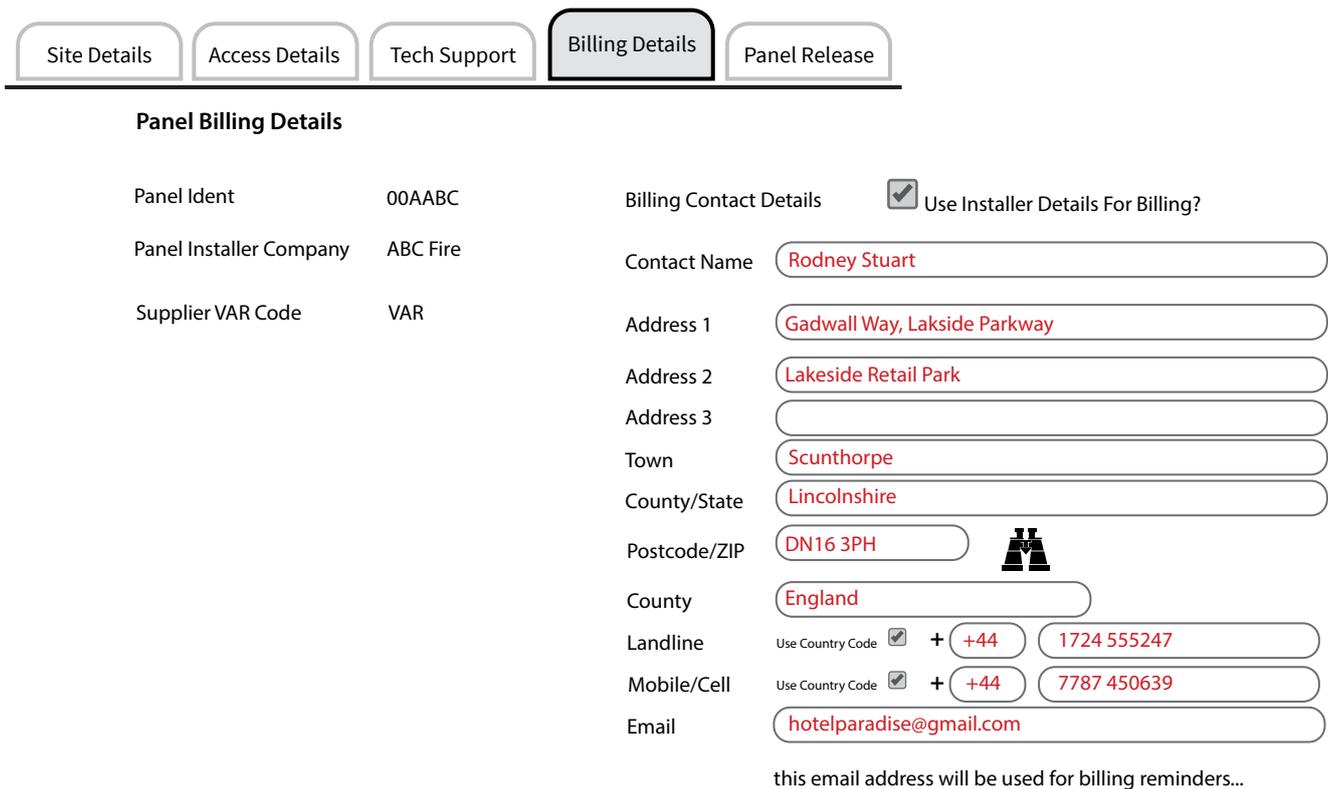
Site Details	Access Details	Tech Support	**Billing Details**	Panel Release

Panel Billing Details

Panel Ident   00AABC

Panel Installer Company   ABC Fire

Supplier VAR Code   VAR

Billing Contact Details   ☑ Use Installer Details For Billing?

Contact Name   Rodney Stuart

Address 1   Gadwall Way, Lakside Parkway

Address 2   Lakeside Retail Park

Address 3

Town   Scunthorpe

County/State   Lincolnshire

Postcode/ZIP   DN16 3PH

County   England

Landline   Use Country Code ☑ + +44   1724 555247

Mobile/Cell   Use Country Code ☑ + +44   7787 450639

Email   hotelparadise@gmail.com

this email address will be used for billing reminders...

⚠ It is possible to select the 'Use Installer Details For Billing?' tick box to save re-entering details, as shown.

☑ Use Installer Details For Billing?

4 Click the ⬭Save button before exiting.

Allocating engineers

It is possible to grant engineers permission to remotely access panels on a site by site basis.

Once permitted, engineers will be able to access the panel via the SmartCell configuration tool for remote diagnostics.

1 Log in to SmartCell Services, and click on the [Fire Panels] button.

2 For the relevant panel, select 'Panel Detail' as shown.

Actions
Panel Detail
Notification Schedule
Panel Events

3 Click on the [Access Details] tab, as shown.

| Site Details | Access Details | Tech Support | Billing Details | Panel Release |
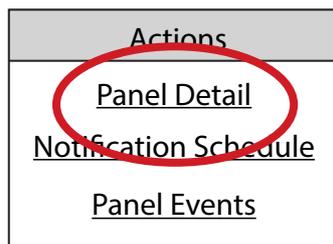
4 The panel engineer access screen will be displayed, as shown.

Panel Detail

| Site Details | Access Details | Tech Support | Billing Details | Panel Release |

Panel Engineer Access

Panel Ident	00AABC
Panel Installer Company	ABC Fire
Panel Installer Login Id	Simon@abcfire.co.uk

Share Permanent Panel Access With Installer Engineers

- ◉ Don't Share/No Access
- ○ All Engineers/All Levels
- ○ Manager Level Only
- ○ Access Level 1
- ○ Access Level 2
- ○ Access Level 3
- ○ Access Level 4
- ○ Certified Only
- ○ Specific Engineers Only

5 Click the 'Specific Engineers Only' checkbox and the available engineers will be displayed, as shown.

Panel Detail

| Site Details | Access Details | Tech Support | Billing Details | Panel Release |

Panel Engineer Access

Panel Ident	00AABC
Panel Installer Company	ABC Fire
Panel Installer Login Id	Simon@abcfire.co.uk

Share Permanent Panel Access With Installer Engineers

- ○ Don't Share/No Access
- ○ All Engineers/All Levels
- ○ Manager Level Only
- ○ Access Level 1
- ○ Access Level 2
- ○ Access Level 3
- ○ Access Level 4
- ○ Certified Only
- ◉ Specific Engineers Only

*Only enabled engineers listed

	Engineer	Current Status	EN54	Certified	First Name	Last Name	Company	Rec Id
Allow Access	Jason@abcfire.co.uk	Engineer Access Denied	Level 4	✓	Jason	Lee	ABC Fire	80
Allow Access	John@abcfire.co.uk	Engineer Access Denied	Level 4	✓	John	Wark	ABC Fire	101
Allow Access	Carl@abcfire.co.uk	Engineer Access Denied	Level 4	✓	Carl	Leaburn	ABC Fire	78
Allow Access	Phil@abcfire.co.uk	Engineer Access Denied	Level 3		Phil	Babb	ABC Fire	53

6 Click the ⬭ Allow Access button to allow access to the engineer(s).

7 Once complete, click the ⬭ Save button before exiting.

Notifications

1 Log in to SmartCell Services, and click on the Fire Panels button.

2 Click on 'Notification Schedule', as shown.

Engineers
Fire Panels
Panel Events
My Account
Privacy
Sign Out

Client fire panels for: simon@abcfire.co.uk

| All Panels ▾ | Panel Recently Activated ▾ | 00AABC |

Panels listed: 1   »

Actions	Panel PCB Ident	Panel Installer Company	Panel Installer Login Id	Activated	Activation Date	Contract Expiry	Access Level	Site Reference	Site Contact Name	Site Address 1
Notification Schedule Panel Events	00AABC	ABC Fire	simon@abcfire.co.uk	(((•)))	08-06-2021 16:38:28	08-06-2022	👪 Specific Engineers Only	CONTROL PANEL 00AABC	-X-	

3 Click on the ⊕ symbol, as shown.

Message Notifications - Fire Panel 002746

Panel Identity	Panel Installer Company	Panel Installer Login Id	Site Reference
00AABC	ABC Fire	simon@abcfire.co.uk	Paradise Hotel

⊕

4 Enter the message recipient's details, as shown.

Please enter new notification details...

Contact Name: Des Lyttle

Email: Lyttle.Des@gmail.com

SMS: + | 44 | 7787 740771

5 Select the types of messages to be received for both email and SMS, as shown.

	Fire Event	Fault Event	Information Event	System Operation	PIN Access	Enable/Disable/Test Event	Configuration Change	Comms Event	Security Event
✉	☑	☑	☑	☐	☐	☐	☐	☐	☐
📱	☑	☑	☑	☐	☐	☐	☐	☐	☐

6 Repeat steps 3 to 5, for up to four recipients:

7 Click the (Save) button before exiting.

Event logs

1 Log in to SmartCell Services, and click on the [Fire Panels] button.

2 Click on 'Panel Events' on the required panel, as shown.

| Engineers |
| Fire Panels |
| Panel Events |
| My Account |
| Privacy |
| Sign Out |

Client fire panels for: simon@abcfire.co.uk

| All Panels ▾ | Panel Recently Activated ▾ | 00AABC | 🕶 |

Panels listed: 1

Actions	Panel PCB Ident	Panel Installer Company	Panel Installer Login Id	Activated	Activation Date	Contract Expiry	Access Level	Site Reference	Site Contact Name	Site Address 1
Panel Detail ~~ification Scheme~~ Panel Events	00AABC	ABC Fire	simon@abcfire.co.uk	((•))	08-06-2021 16:38:28	08-06-2022	👥 Specific Engineers Only	CONTROL PANEL 00AABC	-X-	

3 Historical data will be displayed, as shown.

Panel Events
Choose your search criteria

◉ Today   ○ Last 7 days   ○ Last 30 days   [   ] 🕶 ▦

Events listed: 09

SmartCell Services Date Received	SmartCell Services Time Received	Panel Local Date Sent	Panel Local Time Sent	Panel Identity	Detail
09-06-2021	07:45:19 GMT	09-06-2021	07:45:01	00AABC	Invalid PIN Entered
09-06-2021	07:44:42 GMT	09-06-2021	07:44:25	00AABC	User Log On User 002
09-06-2021	07:44:40 GMT	09-06-2021	07:44:20	00AABC	Invalid PIN Entered
09-06-2021	07:26:44 GMT	09-06-2021	07:26:30	00AABC	User Log On User 003
09-06-2021	07:25:52 GMT	09-06-2021	07:25:38	00AABC	CIE Reset
09-06-2021	07:24:01 GMT	09-06-2021	08:22:56	00AABC	Invalid PIN Entered
09-06-2021	07:23:55 GMT	09-06-2021	08:22:12	00AABC	CIE Reset
09-06-2021	07:23:54 GMT	09-06-2021	08:22:05	00AABC	User Log On User 003
09-06-2021	07:23:54 GMT	09-06-2021	08:21:42	00AABC	CIE Into Fire

4 Data can also be filtered by selecting the duration, event type, and by clicking the ⚇ button, as shown.

Panel Events

Choose your search criteria

⦿ Today   ◯ Last 7 days   ◯ Last 30 days **1**   ⟨ Fault **2** ⟩ ⚇ **3** ▦

Events listed: 03

SmartCell Services Date Received	SmartCell Services Time Received	Panel Local Date Sent	Panel Local Time Sent	Panel Identity	Detail
08-06-2021	17:34:34 GMT	08-06-2021	21:06:08	00AABC	Device into Tamper Dual Detector Point 002 Zone 01
08-06-2021	17:34:32 GMT	08-06-2021	21:06:08	00AABC	Device Battery Fault Address 000 CIE Battery Missing
08-06-2021	17:12:16 GMT	08-06-2021	21:06:01	00AABC	Device State Change Address 000 CIE Input Open Circuit

Technical support permissions

1 Log in to SmartCell Services, and click on the [Fire Panels] button.

2 For the relevant panel, select 'Panel Detail' as shown.

Actions
Panel Detail
Notification Schedule
Panel Events

3 Click on the [Tech Support] tab, as shown.

Site Details	Access Details	**Tech Support**	Billing Details	Panel Release
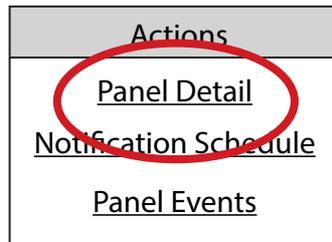
4 Remote technical support assistance can be authorised by checking the tick box, as shown.

Site Details	Access Details	**Tech Support**	Billing Details	Panel Release

Panel Tech Support

Panel Ident   00AABC
Panel Installer Company   ABC Fire
Panel Installer Sign In Id   simon@abcfire.co.uk

Share Temporary Panel Access With Supplier/Technical Support
By ticking the box below you are allowing your service provider to have
FULL ACCESS to this specific fire panel for a limited period of 2 hours

☑ Allow Full Temporary Panel Access For Technical Support

(Save)   (Cancel)

5 Once complete, click the (Save) button before exiting.

SmartCell

www.mysmartcell.com

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