



BGATES REMOTE

User manual – release 1.0 – rev. 3

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BGATES REMOTE

BGates Remote is a web application that enables you a real time management of all the access functions of your gate/barrier/garage door.

With BGates Remote you can :

- Enable/Disable mobile phone access in real time.
- Customize enabling/disabling SMS text.
- Manage permissions with time slots/day selection
- Set automatic disabling by date/hour
- Switch on the log collection (with “on-demand” download)

BGates Remote software is available for use with all BGates device. However some functions are reserved and managed by user levels, so they may not be available to all users.

Opening calls are always for free because BGates, after having recognized caller ID, will always refuse the call and opens the gate.

In case of activation of permissions with time slots, automatic disabling o log collection, user must be informed that the SIM installed into the BGates device will generate GPRS traffic as follows :

- a) At first activation for date/hour download*
- b) for date/hour download each time that BGates will be switched on (eg. after a lack of power supply)*
- c) each time the user will require log download*

For information about GPRS traffic cost please refer to your mobile carrier.

LOGGING IN

After software launch, to access please insert Username and Password in the specific fields shown in the picture below.

Username and Password are sent to the customer after his subscription of the “BGates Remote” service by mean of an e-mail sent to remote@bgates.it.

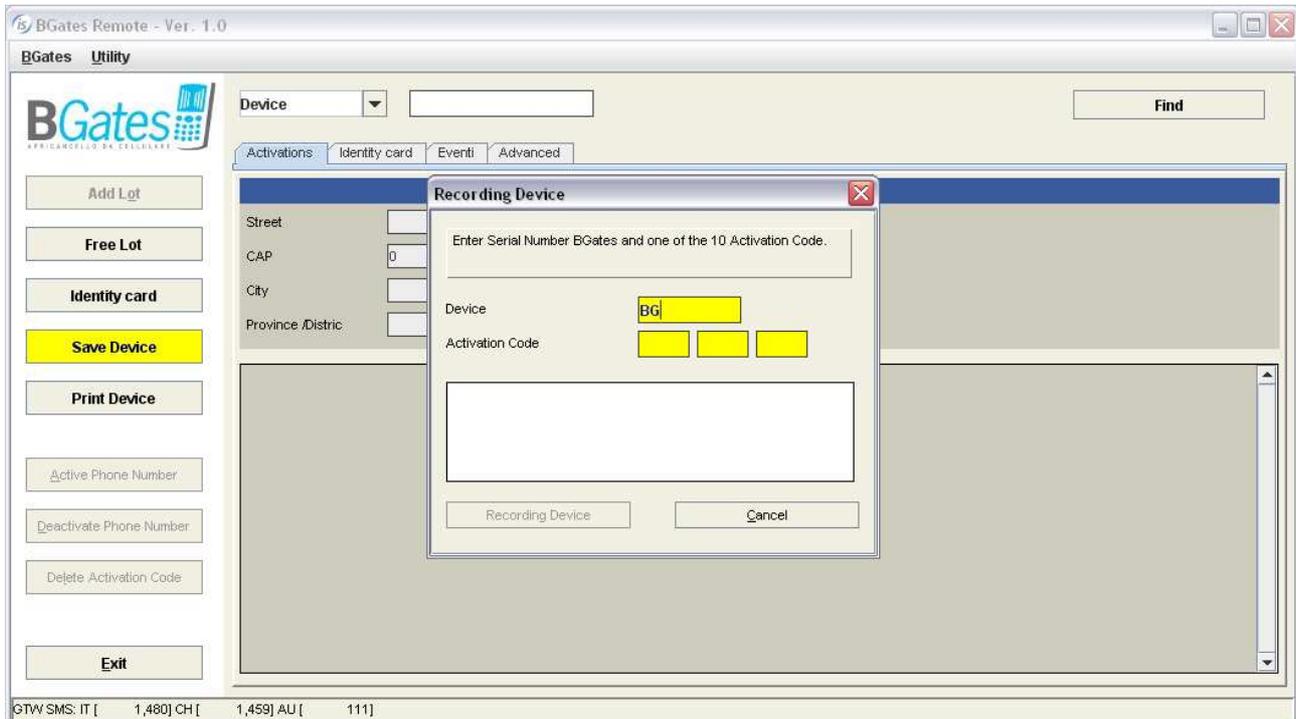


The image shows a dialog box titled "Authentication Request" with a close button in the top right corner. Inside the dialog, there is the BGates logo, which consists of the text "BGates" in a blue font next to a blue icon of a mobile phone. Below the logo, there are two input fields: one labeled "User:" and one labeled "Password:". At the bottom of the dialog, there are two buttons: "Enter" and "Cancel".

Recording a NEW DEVICE

Before managing your device recording operation is required .

IMPORTANT : recording operation must be always carried out after when BGates device has already been installed and connected to mobile phone net. For device activation please refer to the start up guide supplied with the device.



Click on “Save Device” and fill the pop-up as follows :

- insert the device serial number (printed on packing label and on device label eg. BGxxxxxxx)
- insert one of the activation codes included in the packing
- (identification will be confirmed by appearance of all the activation codes)
- click on “Recording Device”

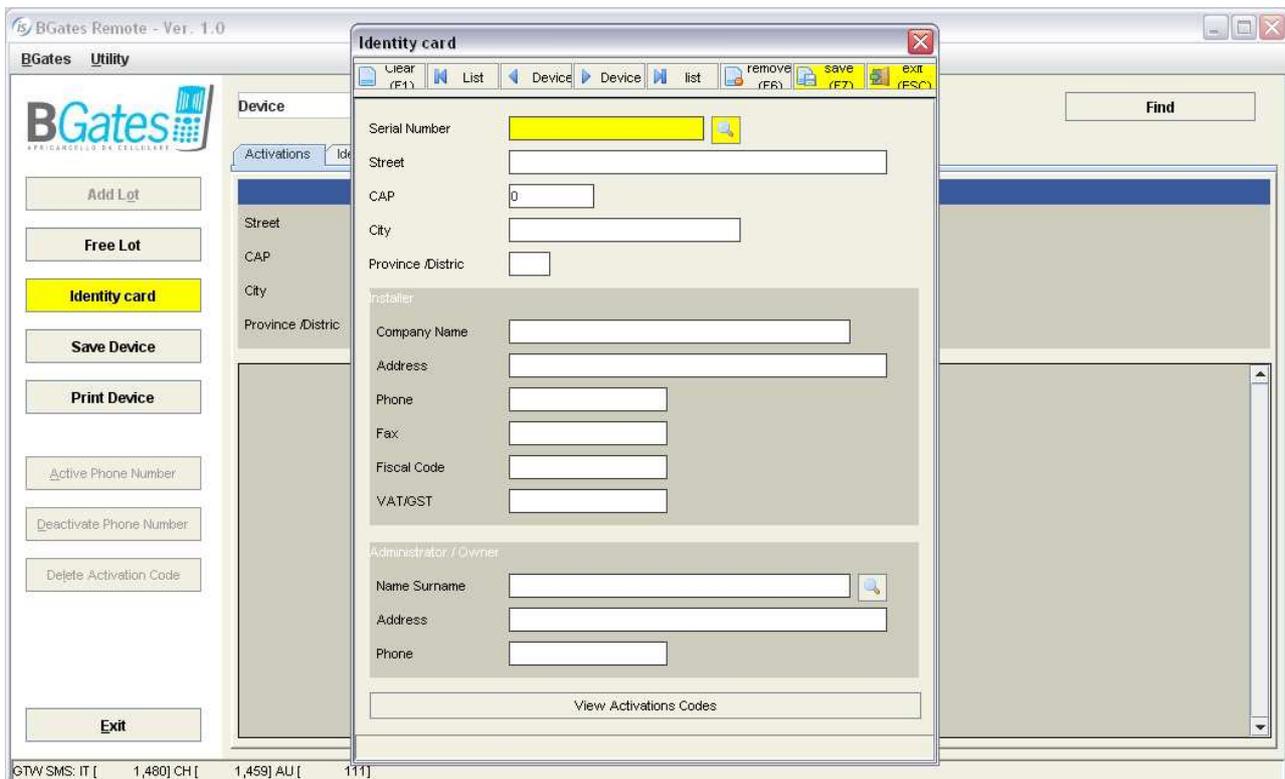
Now your BGates device is recorded on the server.

Next step is the ID Card creation, the form where all the info of your device are stored (installation place, installer name, person in charge name).

“ID CARD” CREATION

Once recorded a device it is strongly recommended to register all those information that enable to identify it.

- Click on “Identity Card”
- Click on the icon just right to the serial number and pick up the your device’s serial
- Complete the form properly with device’s information
- Click on “Save” and then “Exit” to record all the info.



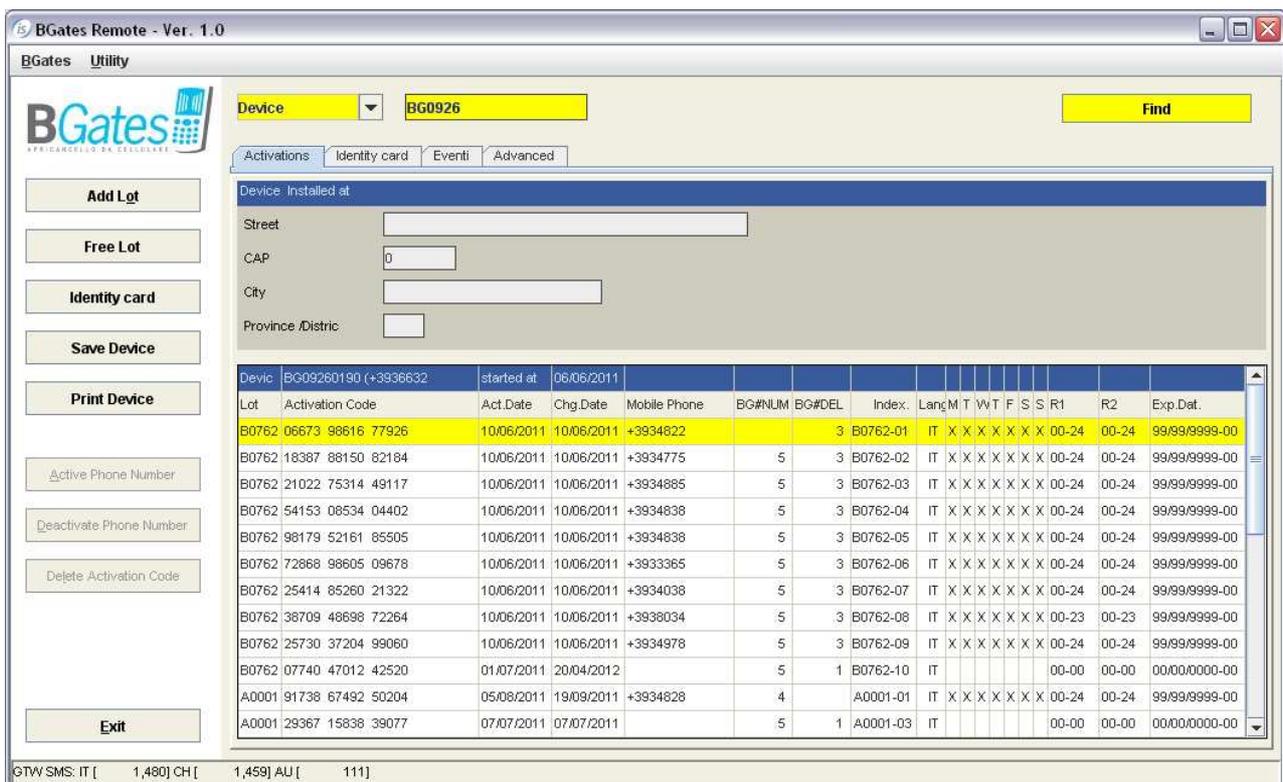
SEARCH FOR A DEVICE

From the main screen you can check your device data selecting from the drop-down menu between different kind of search.

Search can be made by :

- Device
- Mobile phone number
- Activation Code
- Lot

Fill in the field on the right with desired search criteria (if you select Device you must insert your device serial number) and click on the “Find” button to check device status and the list of activations.



If the device is already in use you will be able to see also :

- all the mobile phone numbers activated on the device
- activation/last change date for each activation
- remaining usage possibilities for each activation code (BGNUM / BGDEL)
- time slots / days of permission for each activation
- in case of, date/time of permission expiry

!! NOTE !!: each activation code may be used 3 times, that means 3 activations and related 3 cancellations (2 mobile phone number changes). After that it expires and cannot be used anymore.

It is possible to buy new codes by purchasing optional Lots of activation codes (each lot contains 5 new activation codes). It is NOT possible to purchase 1 single code.

To connect new Lots to your device please refer to the following chapter “ADD LOT” FUNCTION.

“ADD LOT” FUNCTION

This function enables you to connect additional lots of activation codes to your device, whenever already on board codes are already in use or not sufficient.

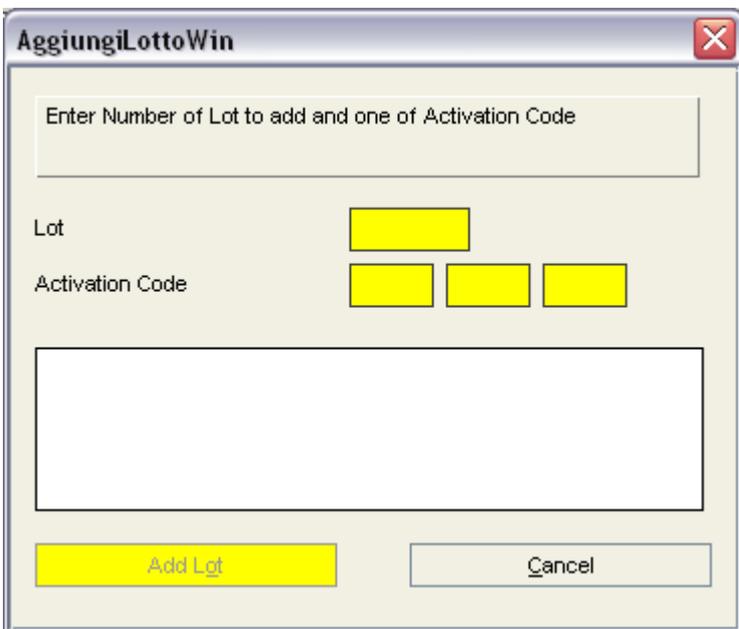
Additional activation code can be purchased at any time in lots of 5 codes each.

Example : if you have 20 users that should be enabled to open the gate you should add 2 additional lots (5 codes each) in order to reach 20 authorization codes.

To connect a new lot to your device you must search for your device (see previous chapter) and then click on this button on the left panel :



Once you clicked this pop-up windows will open



and you will be required to digit the lot code (you can read it on the label of the envelop) and one of the activation codes.

The complete list of the authorization codes of the lot will appear.

To confirm click on “Add Lot” button.

After that you will be reverted to the mail screen where the new codes will appear in the list.

“FREE LOT” FUNCTION

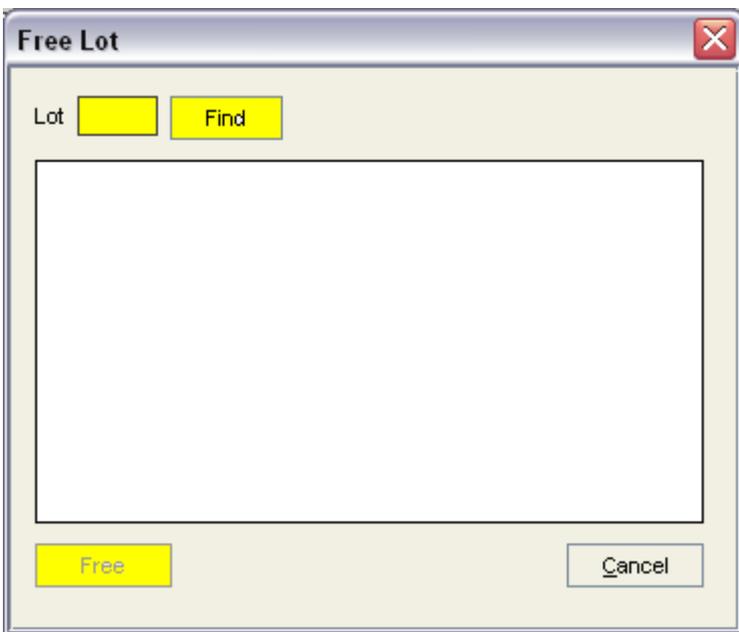
This function enables you to disconnect lots of activation codes from your device, to use them with another BGates device. (by using ADD LOT function).

!! NOTE !!: Each lot can be disconnected only if none of its codes is currently in use (associated to a mobile phone number).

To disconnect a lot from your device you must click on this button on the left panel :



Once you clicked this pop-up windows will open



and you will be required to digit the lot code (you can read it on the label of the envelop).

The complete list of the authorization codes of the lot will appear.

To confirm click on “Free” button.

After that you will be reverted to the mail screen where the released codes will not appear in the list.

“DELETE ACTIVATION CODE” FUNCTION

Delete Activation Code

This function will erase the activation code **(which cannot never be used anymore)** together with the related authorisation (if it exists).

“DEVICE PRINT” FUNCTION

Print Device

This function will create a PDF printable file containing with the list of activation codes installed on the device (see example in the next page).

Device Print Example



Matricola Modulo:	BG0805
Installato in:	VIA RIPAMONTI 44 20141 MILANO MI
Amm. / Proprietario:	NATALE
Installatore:	RENATO

Codice Attivazione	Nome	Cod Loc
91738 67492 50204	A0001-01
29367 91738 39077	A0001-03
77010 00762 91738	A0001-04
91738 31059 62949	A0001-05
14349 91738 09643	A0001-06
30476 30099 91738	A0001-07
91738 70913 01563	A0001-08
27595 09498 91738	A0001-09
91738 81468 51264	A0001-10
76010 91738 59777	E0001-01
87220 01234 91738	E0001-02
91738 94636 15700	E0001-03
56169 91738 62455	E0001-04
43162 42098 91738	E0001-05
91738 87751 96949	E0001-06
15675 91738 79129	E0001-07
14973 66021 91738	E0001-08
91738 91466 45455	E0001-09
81925 91738 02340	E0001-10

ACTIVATION OF MOBILE PHONE NUMBERS

The following pages shows how to enable mobile phone numbers to gate's opening. It is possible to choose two kind of configurations to be used for the device.

“STANDARD” Configuration.

- Simple enabling of mobile phone numbers to 24/7 (24 hours a day / 7 days a week).

“ADVANCED” Configuration

- Manage permissions with time slots/day selection
- Set automatic disabling by date/hour
- Switch on the log collection (with “on-demand” download)

!! ATTENTION !!

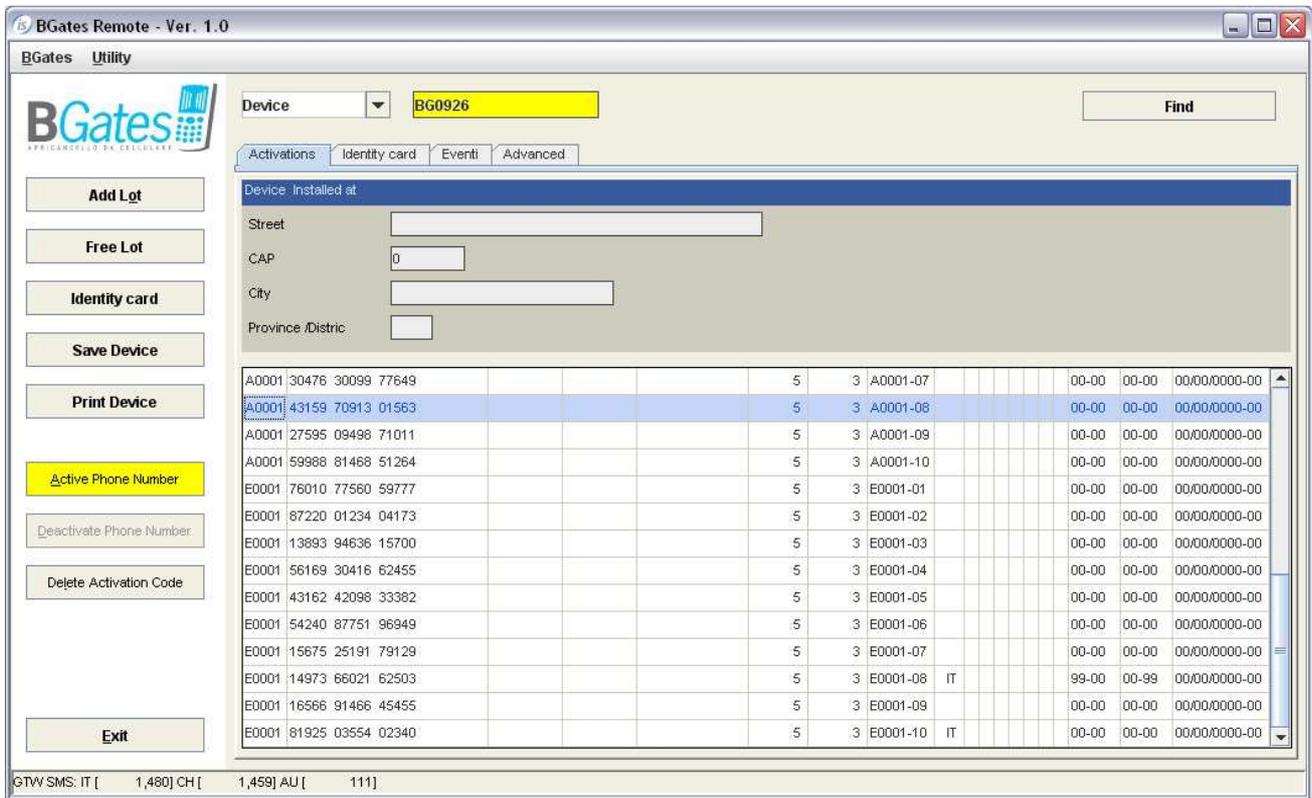
In case of activation of Advanced Configuration, user must be informed that the SIM installed into the BGates device will generate GPRS traffic as follows :

- a) At first activation for date/hour download*
- b) for date/hour download each time that BGates will be switched on (eg. after a lack of power supply)*
- c) each time the user will require log download*

For information about GPRS traffic cost please refer to your mobile carrier.

“STANDARD” CONFIGURATION

- Type your device serial number of necessary and click on “Find”
- The “Activations” panel will show the situation of your device.
- Select a free activation code by clicking on it and the click on “Active Phone Number”



A pop-up window will appear :

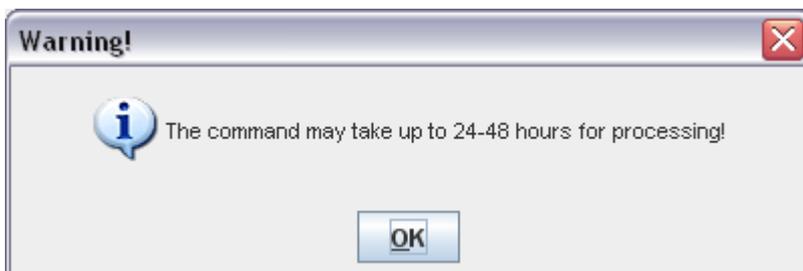


Type highlighted fields as follows :

1. Insert the complete mobile phone number without spaces (country code is preset according to the selected country)
2. Select the language that will be used to standard Welcome/Goodbye sms.
3. Click on “Active Phone Number”
4. Confirm by clicking on “Yes”



- Click on “OK” in the warning window

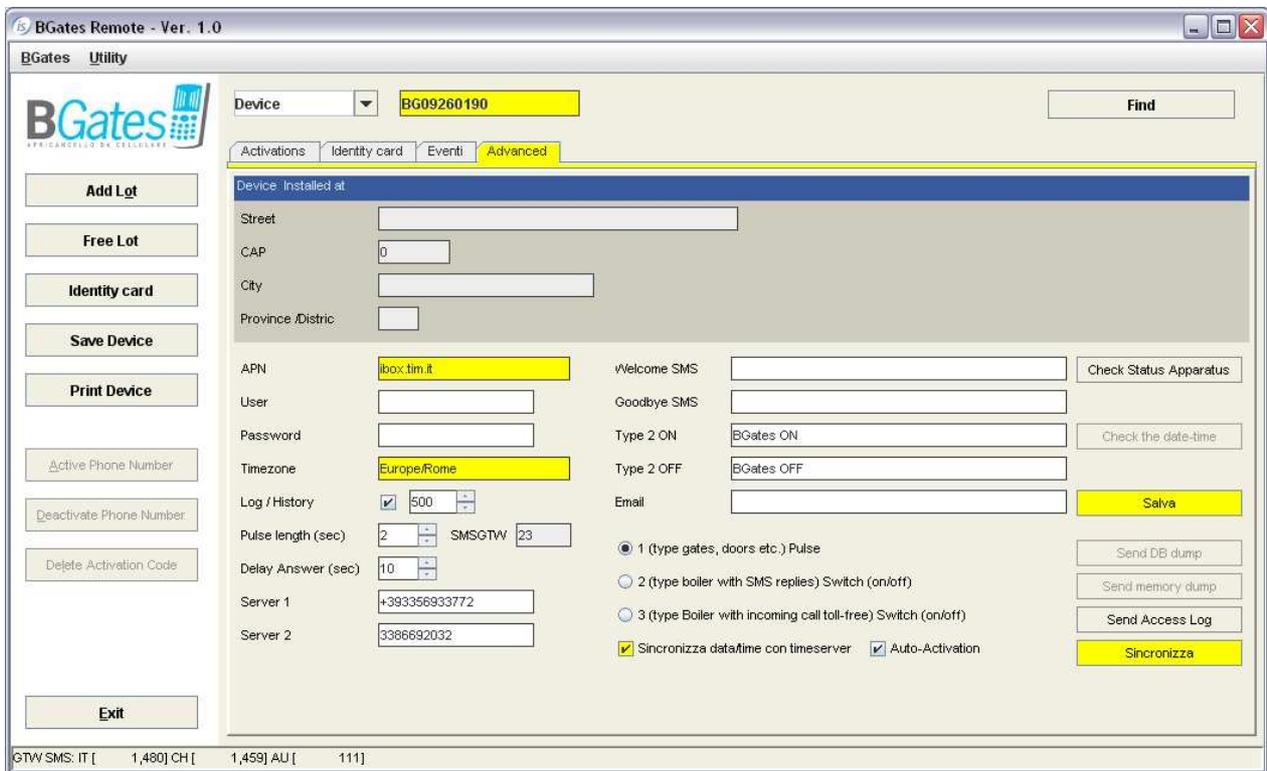


This warning message is merely formal and in conformity to the rules of SMS delivery of the different carriers. Actually the average answer time is around 40 sec.

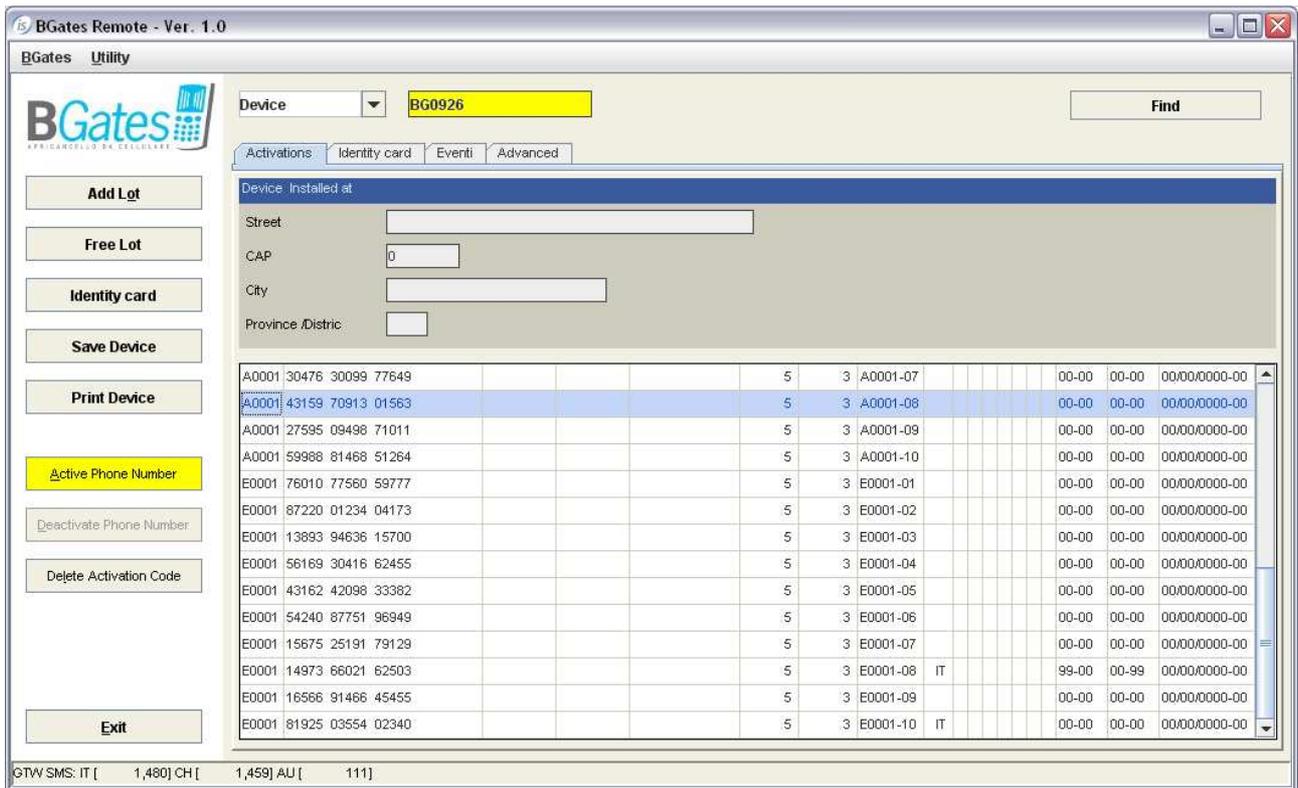
!! NOTE !! : with standard configuration the Limited Access setting commands are disabled.

“ADVANCED” CONFIGURATION

- Type your device serial number of necessary and click on “Find”
- The “Activations” panel will show the situation of your device.
- Click on “Advanced” to access the advanced configuration of your device.



- Insert APN value, mandatory for GPRS connections.
!!NOTE !! : APN value has to be the one of the mobile carrier of the SIM card in the BGates device. Refer to the carrier to know which is the APN value.
- Type User and Password if required from the carrier. Mostly this is not required. Always refer to the mobile carrier.
- Insert the Timezone : the system will alert of the value is not correct. For some countries the Timezone is preset. For the official complete Timezone list visit: <http://www.php.net/manual/en/timezones.php>
- Check the parameter “Sincronizza data/time con timeserver”
- Click on “Salva” to save.
- Click on “Sincronizza” to start the synchronization with the device.
- Click on the label “Activations” to go back to the main window and manage activations.



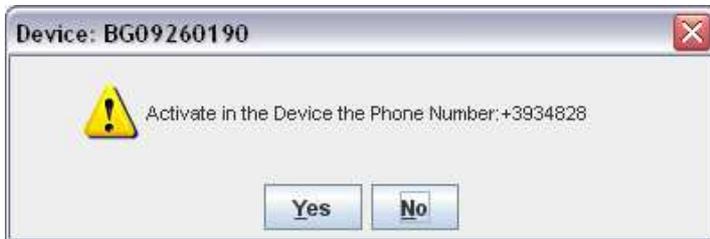
- Select a free activation code by clicking on it and the click on “Active Phone Number”
- The following pop-up window will appear



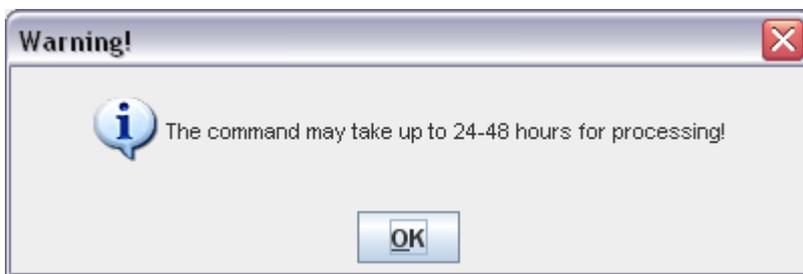
Complete the fields as follows :

- Insert the complete mobile phone number without spaces (country code is preset according to the selected country)
- Select the language that will be used to standard Welcome/Goodbye sms.
- Check “Limited Access” if desired.

- Complete your choice with desired time slots/days. (**please refer to the the note for details**).
- Type (if desired) the Expiration date
- Click on “Active Phone Number”
- Confirm by clicking on “Yes”



- Click on “OK” in the warning window



This warning message is merely formal and in conformity to the rules of SMS delivery of the different carriers. Actually the average answer time is around 40 sec.

!! NOTE !! Limited Access : The system enables to manage 2 time slots per day and decide on which days of the week they will be abled.

- ❖ If the fields are not properly filled the activation will be 24h/7 days.
- ❖ TIME SLOTS : both time slots must be indicated even if you need to activate one only. (eg . one time slot from 08.00 to 18.00). In this case repeat the same time slot in the two fields.
- ❖ DAYS OF THE WEEK : pay attention to check the desired days of the week. If none is checked the system will not open at anytime.
- ❖ EXPIRATION DATE : this is optional. If compiled it will automatically disable the mobile phone number. The format is dd/mm/yyyy (es. 21/06/2011)

Some examples :

Example A :

In this example the number 3471234000 will be enabled to open :

- from Monday to friday
- from 8am till 12am
- from 2pm to 6pm

No automatic expiration of the activation is set.

Example B :

In this example the number 3471234000 will be enabled to open :

- wednesday, saturday and sunday
- from 8am till 6pm

Until 11pm of Dec. 31st, 2011.

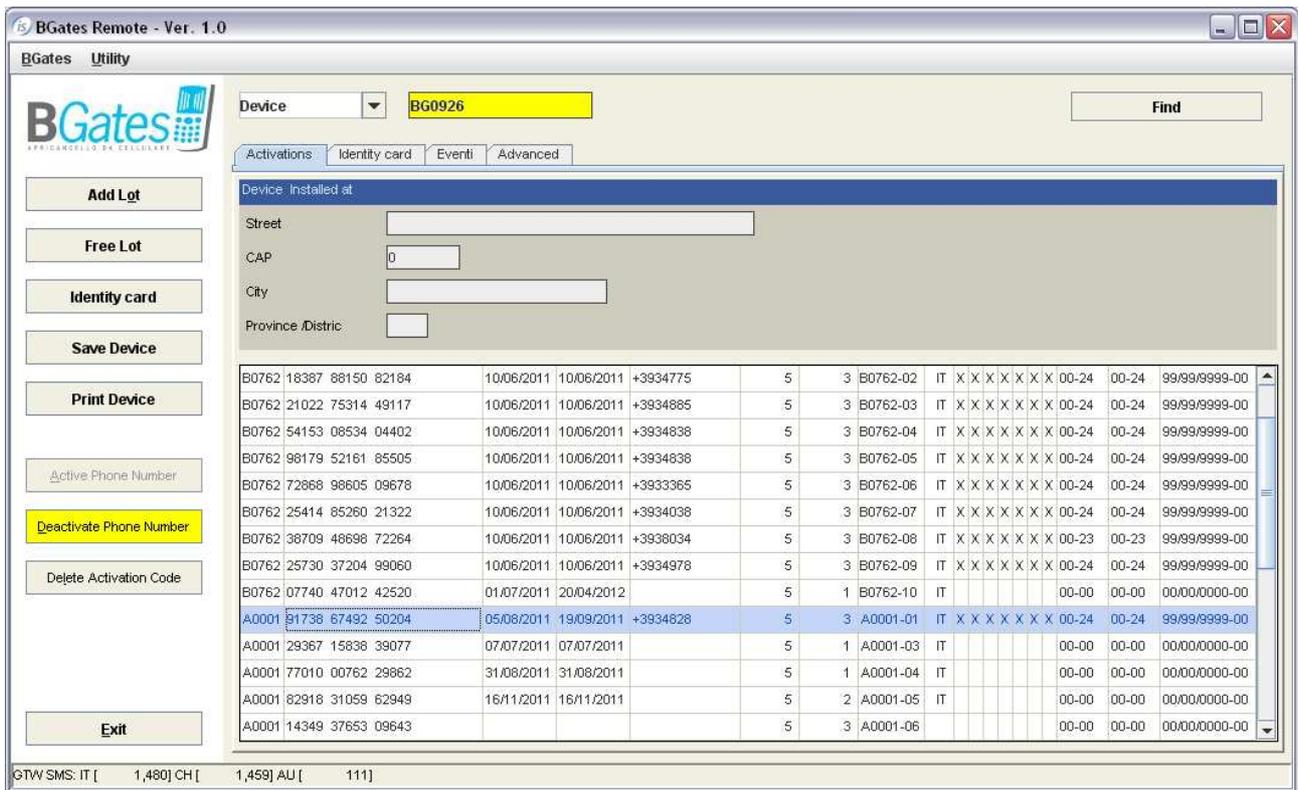
After that time the authorization will not work anymore.

DEACTIVATION OF MOBILE PHONE NUMBERS

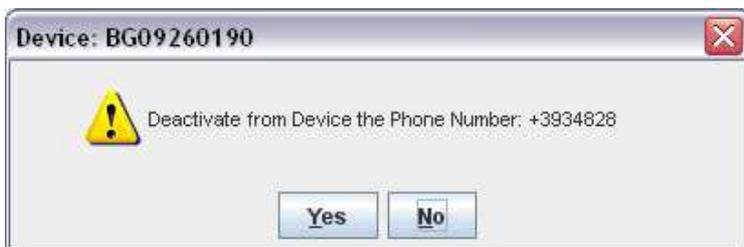
This chapter will show how to disable a mobile phone number from gate opening.

The deactivation process is common to “STANDARD” and “ADVANCED” mode.

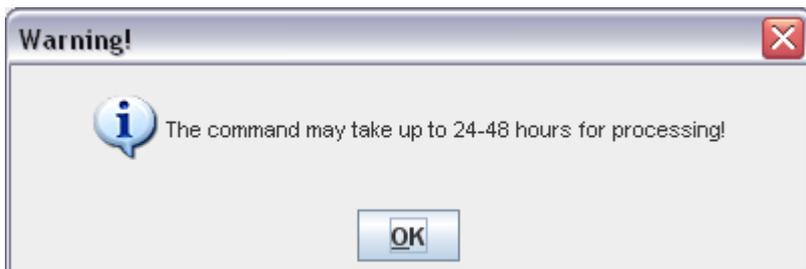
- From “Activations” window select the desired row by clicking on it and click on “Deactivate Phone Number”



- Click on “Yes” to confirm



- Click “OK” on the warning window



This warning message is merely formal and in conformity to the rules of SMS delivery of the different carriers. Actually the average answer time is around 40 sec.

!! ATTENTION !! : if you refresh now the main window by clicking on “Find” button you can check that the mobile phone has been removed. You can also check that the date of the modification has been registered and also check the remaining Activations/Deactivations possibility on that Activation Code (BGDEL).

Device: BG0926 Find

Activations Identity card Eventi Advanced

Device Installed at

Street:

CAP:

City:

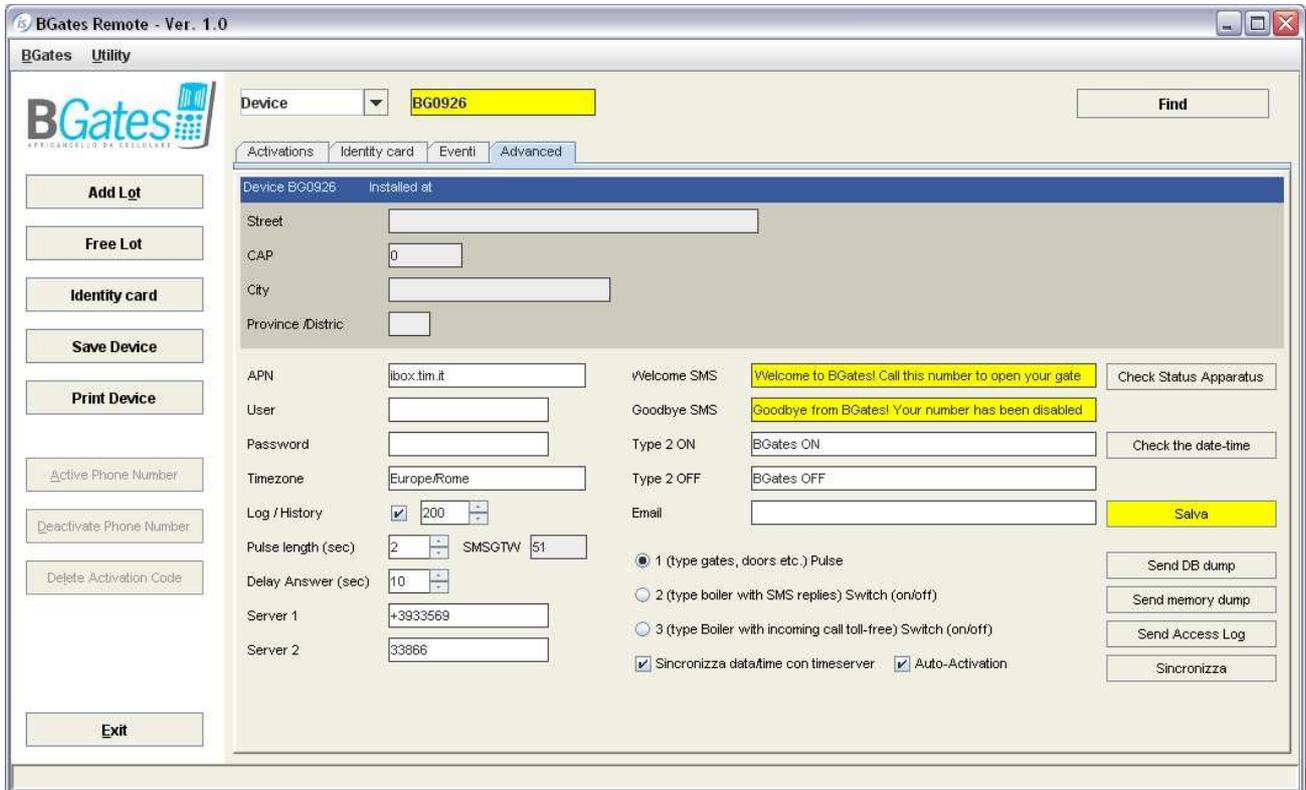
Province /Distric:

B0762	06673 98616 77926	10/06/2011	10/06/2011	+393482290104		3	B0762-01	IT	X	X	X	X	X	X	X	00-24	00-24	99/99/9999-00
B0762	18387 88150 82184	10/06/2011	10/06/2011	+393477568757		5	3	B0762-02	IT	X	X	X	X	X	X	00-24	00-24	99/99/9999-00
B0762	21022 75314 49117	10/06/2011	10/06/2011	+393488508904		5	3	B0762-03	IT	X	X	X	X	X	X	00-24	00-24	99/99/9999-00
B0762	54153 08534 04402	10/06/2011	10/06/2011	+393483860877		5	3	B0762-04	IT	X	X	X	X	X	X	00-24	00-24	99/99/9999-00
B0762	98179 52161 85505	10/06/2011	10/06/2011	+393483800414		5	3	B0762-05	IT	X	X	X	X	X	X	00-24	00-24	99/99/9999-00
B0762	72868 98605 09678	10/06/2011	10/06/2011	+393336563753		5	3	B0762-06	IT	X	X	X	X	X	X	00-24	00-24	99/99/9999-00
B0762	25414 85260 21322	10/06/2011	10/06/2011	+393403868974		5	3	B0762-07	IT	X	X	X	X	X	X	00-24	00-24	99/99/9999-00
B0762	38709 48698 72264	10/06/2011	10/06/2011	+393803447818		5	3	B0762-08	IT	X	X	X	X	X	X	00-23	00-23	99/99/9999-00
B0762	25730 37204 99060	10/06/2011	10/06/2011	+393497826523		5	3	B0762-09	IT	X	X	X	X	X	X	00-24	00-24	99/99/9999-00
B0762	07740 47012 42520	01/07/2011	20/04/2012			5	1	B0762-10	IT							00-00	00-00	00/00/0000-00
A0001	31738 67492 50204	05/08/2011	06/06/2012			5	2	A0001-01	IT							00-00	00-00	00/00/0000-00
A0001	29367 15838 39077	07/07/2011	07/07/2011			5	1	A0001-03	IT							00-00	00-00	00/00/0000-00
A0001	77010 00762 29862	31/08/2011	31/08/2011			5	1	A0001-04	IT							00-00	00-00	00/00/0000-00
A0001	82918 31059 62949	16/11/2011	16/11/2011			5	2	A0001-05	IT							00-00	00-00	00/00/0000-00

GTW SMS: IT [1,480] CH [1,459] AU [111]

SETTING CUSTOM MESSAGES

BGates Remote enables to set customized welcome/goodbye messages. To set them please proceed as follows :

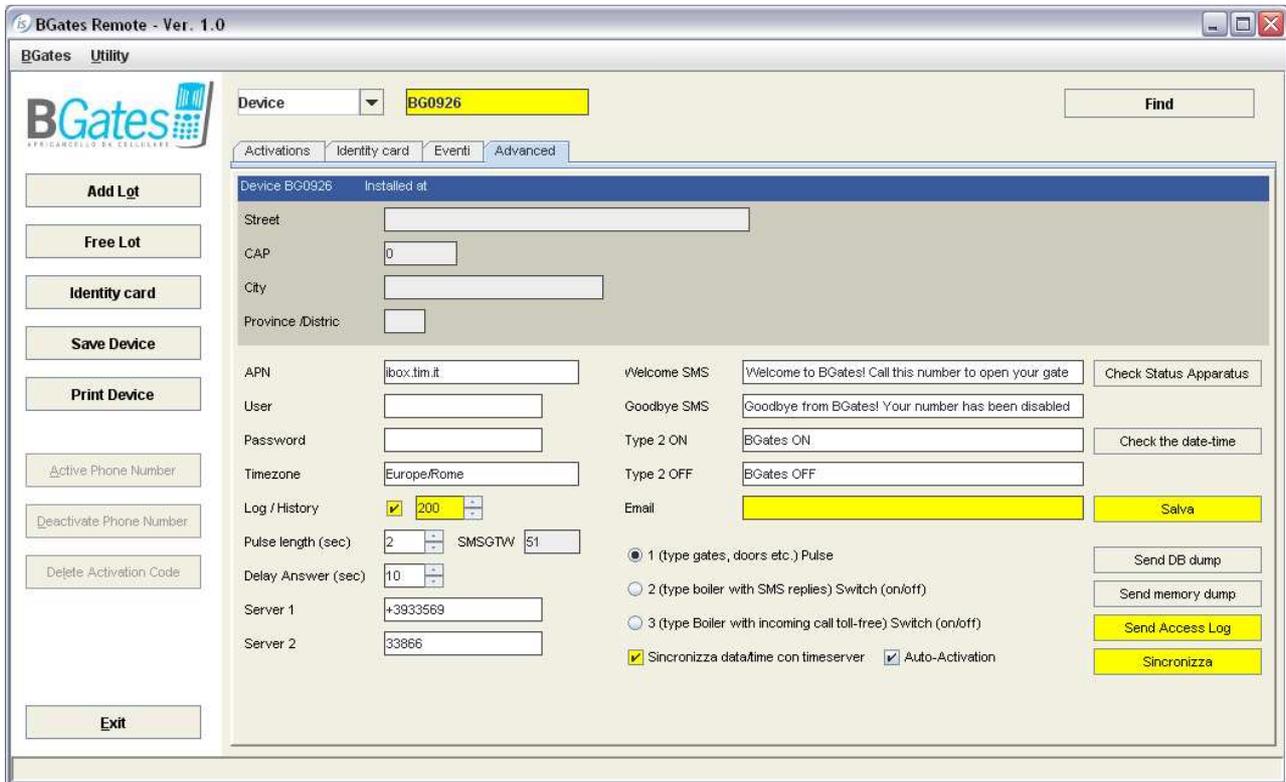


- Set the desired text in the fields “Welcome SMS” and “Goodbye SMS”. Digit limit is no. 163.
- When finished click on “Salva” to register the new messages. From now on user of this device will receive the customize Welcome/Goodbye SMS.

!! ATTENTION !! : If this fields are blank a default message will be sent.

SETTING “ON-DEMAND” LOG REQUEST

BGates device can store a log of all access calls and send this file by e-mail on-demand. To set log storing on follow this instructions :



- Check the field “Log/History” and set the maximum number of access to be stored.
!! NOTE !! : the preset value is 200. The maximum possible set is 999. The log file (date-hour-mobile phone number) is managed by FIFO logic (First In – First Out). This means that if the maximum number of access is reached the log file will cancel the oldest record each time a new access is recorded.
- Enter the recipient e-mail address for log file. If more recipients are needed enter them separated by comma (,).
- Verify that the field “Sincronizza data /time con timeserver” is checked.
- Click on “Salva” and then on “Sincronizza”.
- Click on “Send Access Log” to receive an e-mail with an MS Excel (.xls) attachment with access log.

!! NOTE !! : The device starts recording log file only after the **“ON-DEMAND LOG REQUEST”** has been properly set. **No log will be recorded or sent before the set up has been carried out.**

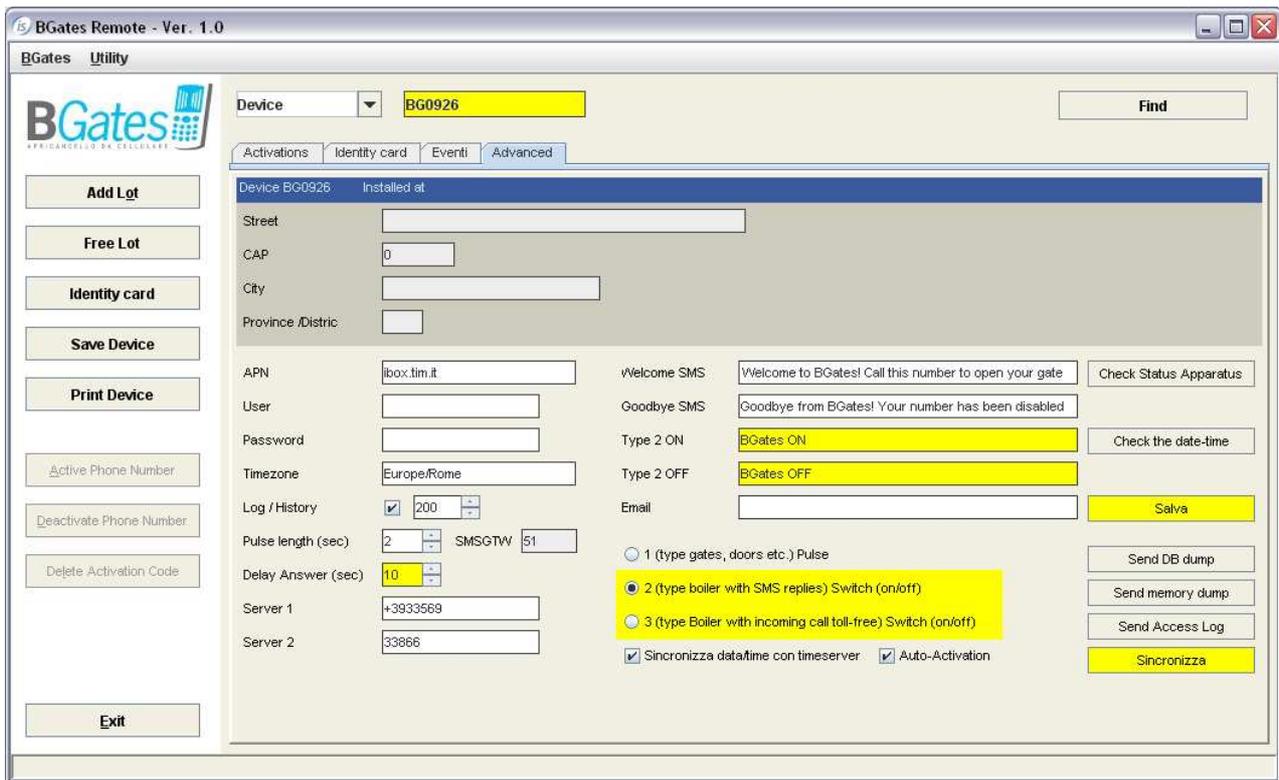
!! ATTENTION !!

While requiring On-Demand Access Log, user be informed that the SIM inserted into the BGates device will generate GPRS data traffic. For info about GPRS connection cost please refer to your mobile phone carrier.

SETTING BOILER START/STOP MODE

BGates device is preset to work in “Gate Opening” mode, with the relay working by impulse.

The following chapter will show how to switch the device to Boiler start/stop mode. In this mode the relay will be closed by a first call and will stay closed until a further call will come. This mode is called Switch on/off.



- Select 2 (type boiler with SMS replies) or 3 (type boiler with incoming toll-free call) mode. Refer to the next paragraph for details on mode 2 – 3.
- The field “Delay Answer” is preset to 10. This means that after 10 seconds ringing BGates will consider your call as a command call (switch on or switch off). This parameter can be modified if required.
- Customize – if desired – the fields “Type 2 ON” and “Type 2 OFF”, to change the SMS confirmation text (see next paragraph).
- Click on “Salva” and then on “Sincronizza” to record your modification on the device.

Function 2 – Type Boiler with SMS

If you have set your BGates device in mode 2 Boiler with SMS replies :

- Call your BGates device and let it ring for the time previously set in the field “Delay Answer”. BGates will refuse the call, close (or open) the relay and send a confirmation SMS :
 - with the content of the field “Type 2 ON” (eg. “BGATES ON”) if switched from off to on
 - with the content of the field “Type 2 OFF” (eg. “BGATES OFF”) if switched from on to off.

It will be always possible to ask to your BGates if it is ON on OFF. Just call it and close the call before the “Delay Answer” time, it will send you an SMS like follows :

- with the content of the field “Type 2 ON” (eg. “BGATES ON”) if it is on
- with the content of the field “Type 2 OFF” (eg. “BGATES OFF”) if it is off.

!! ATTENTION !!

For info about SMS or GPRS connection cost please refer to your mobile phone carrier.

Function 2 – Type Boiler with incoming toll-free call

If you have set your BGates device in mode 3 Boiler with incoming toll-free call :

- Call your BGates device and let it ring for the time previously set in the field “Delay Answer”. BGates will refuse the call, close (or open) the relay and it will call you back with 3 rings **only if switched from off to on (BGATES ON)**
- **BGATES will not call you back if switched from on to off (BGATES OFF)**

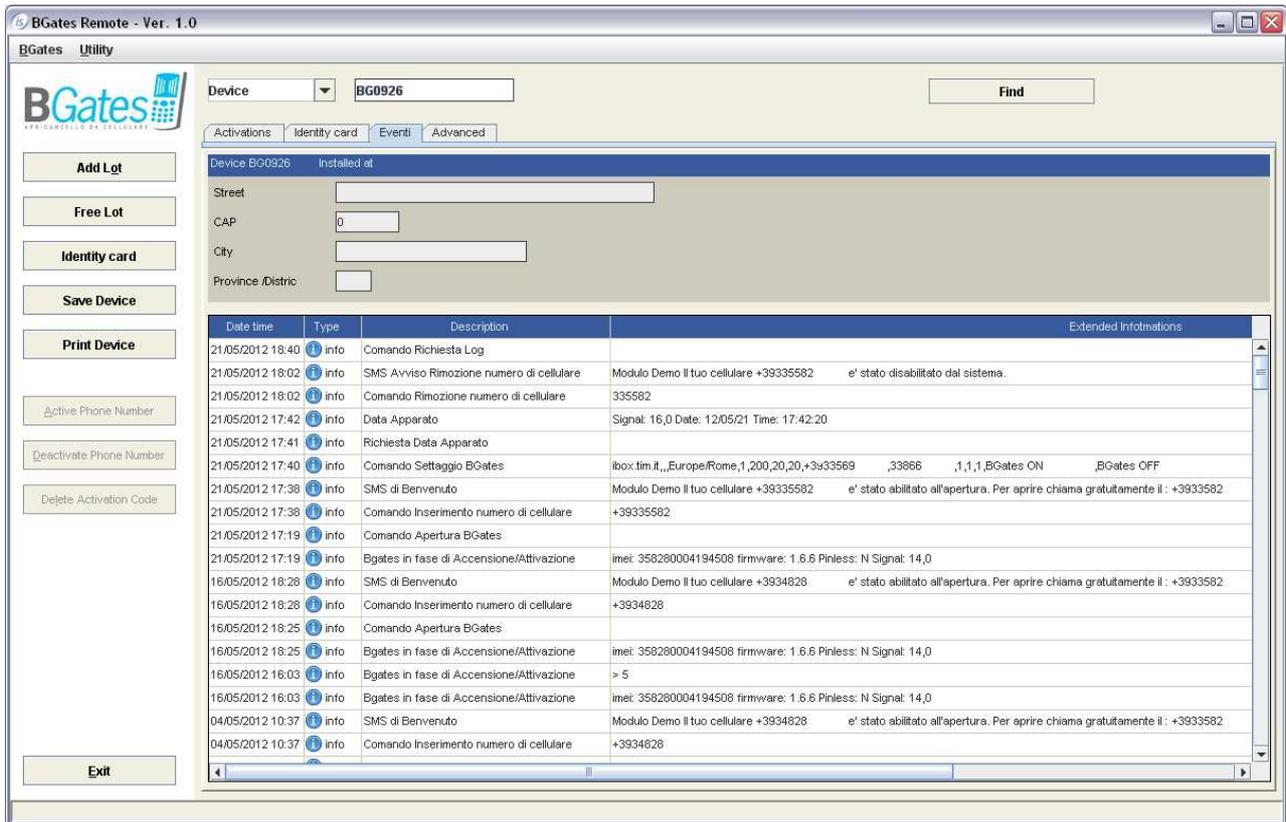
It will be always possible to ask to your BGates if it is ON on OFF. Just call it and close the call before the “Delay Answer” time :

- **BGates will call you back if is ON**
- **BGates will NOT call you back if is OFF.**

CHECKUP FUNCTIONS

Eventi TAB

In the tab “Eventi” is possible to check all the occurrences related to your device. This list contains all the activities and cannot be erased.



Check Device Status

It is also possible to require a row with the status of your device (in the Eventi Tab). To have it just click on the button “Check Status Apparatus” in the “Advanced” tab as shown in the picture at next page.

Going back to “Eventi” tab (waiting 30 sec. At least) a new line will show information about the device. The quantity of info may change depending on the firmware version of the device.

Auto Activation

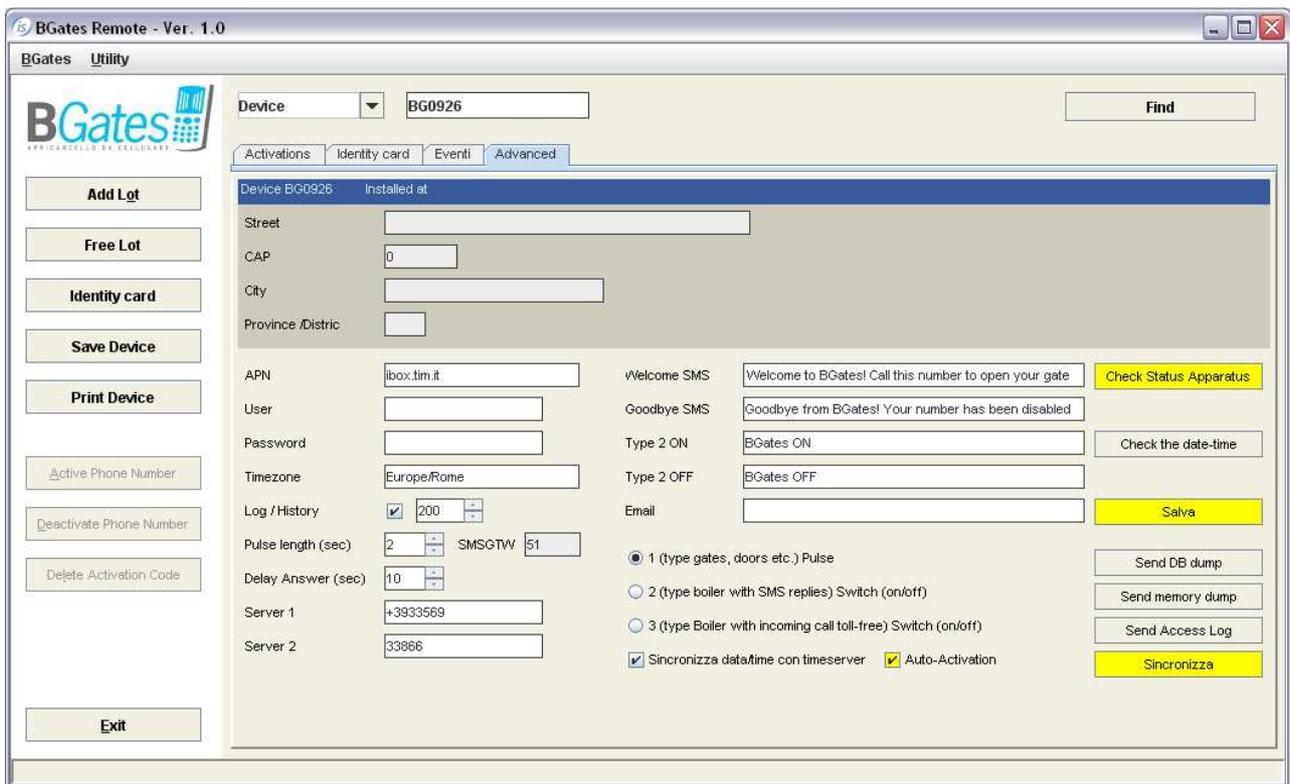
Starting from firmware version 1.6.3 is possible to disable the automatic activation e-mail sending due to a loss of signal or lack of power supply.

To disable Auto Activation :

- Remove the check on “Auto Activation”
- Click on “Salva” and then on “Sincronizza” to record your modification on the device.

!! ATTENTION !!

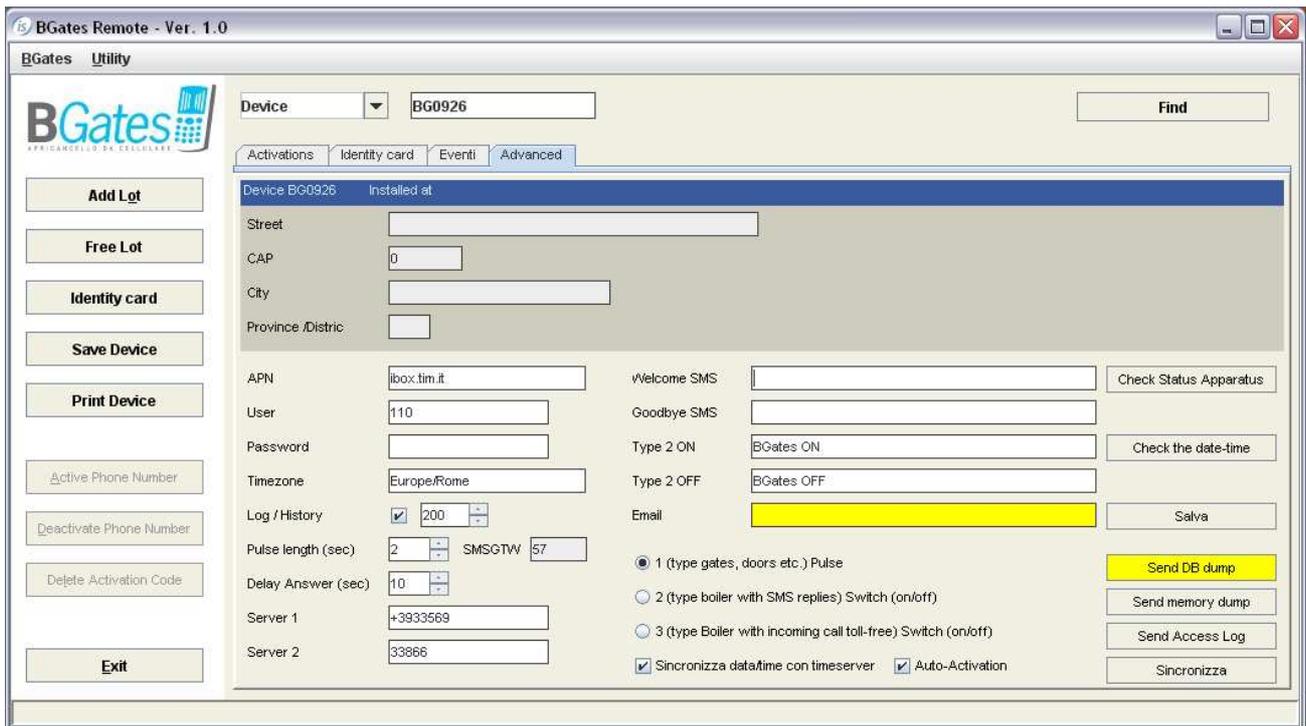
If the firmware version of your device is lower del 1.6.3 this modification will not take any effect.



ADVANCED FUNCTIONS (Available for level 0 Users only)

Device Database Dump (FW 1.6.6 or higher)

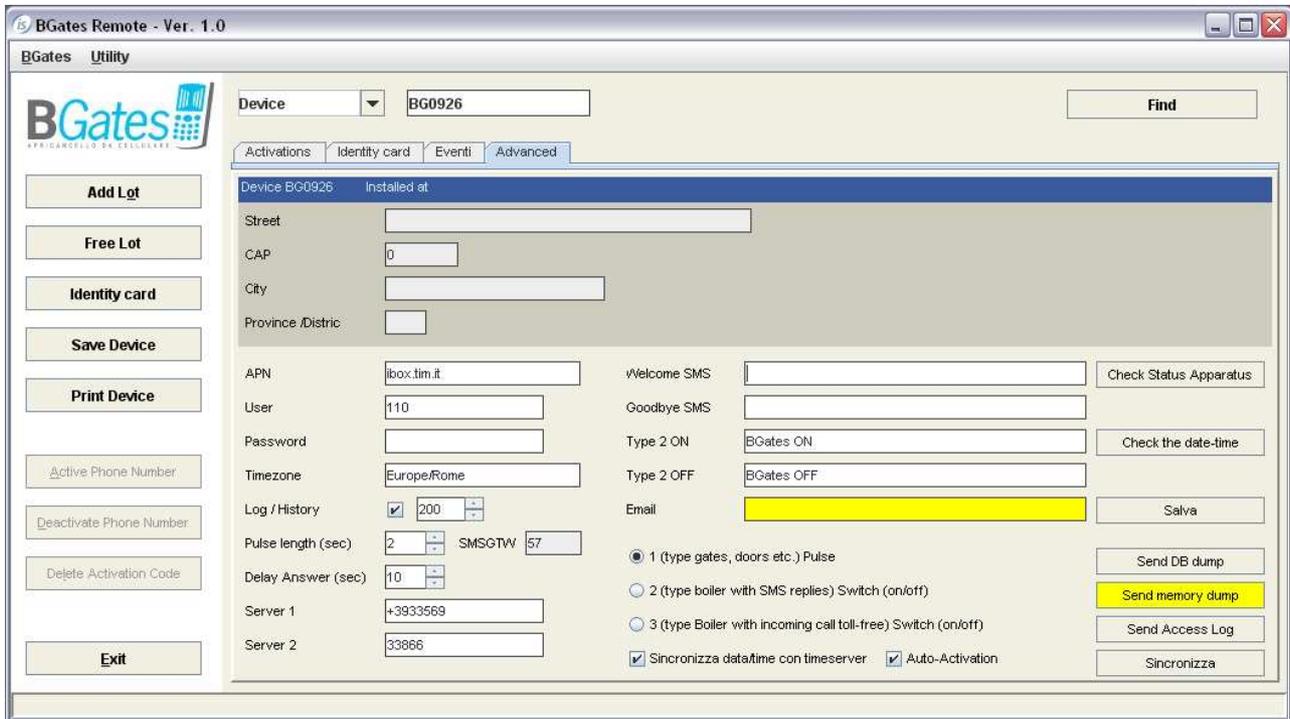
When necessary is possible to download the Database of activations of the device from the Advanced tab, clicking on “Send DB dump”. An MS Excel file format will be sent to e-mail addresses recorded in the field “Email” (see picture below).



Data sending is related to GPRS connection of the device’s SIM card. See chapter *ADVANCED CONFIGURATION* for details about GPRS connection.

Device Memory Dump (FW 1.6.6 or higher)

The same way is possible to download the Database of activations of the device from the Advanced tab, clicking on “Send memory dump”. An MS Excel file format will be sent to e-mail addresses recorded in the field “Email” (see picture below).



Data sending is related to GPRS connection of the device’s SIM card. See chapter *ADVANCED CONFIGURATION* for details about GPRS connection.

Device Clone

!! ATTENTION !!

Support of a BGates technician who can access server DB is mandatory for this operation!

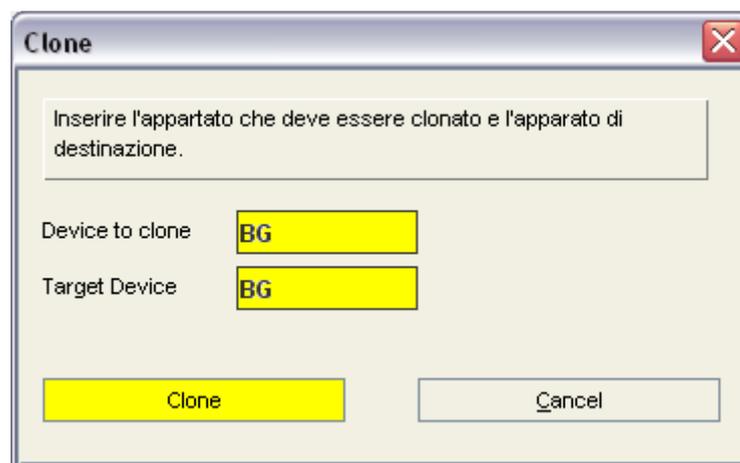
Device Clone is to be used when – after a device failure occurrence – a device “without migration” substitution is required for one of the following reasons :

- firmware incompatibility between the two devices (check with technical support)
- no GPRS signal where device is installed
- a wide number of activations to be migrated.

The new device must be activated in a place with high quality GSM/GPRS signal.

Cloning process is very easy and fast :

- connect and activate the new device with a brand new SIM inside (no previous usage with other devices)
- start cloning process from Utility → Device Clone



- digit old device serial number in the field “Device to clone”
- digit new device serial number in the field “Target Device”
- click on “Clone”
- wait for the end of operation and then turn the new device off, picking out the SIM used for activation
- on server DB erase (taking note of it!) the telephone number associated to the old device (this must be carried out by a BGates technician with access to DB only)
- carry out the physical substitution of the device as soon as possible, inserting in the new device the SIM taken out from the old device
- on server DB insert in the new device the telephone number of the SIM taken out from the old device (this must be carried out by a BGates technician with access to DB only).

Now the new device is on and contains activation database of the old device. The substitution occurred in silent mode, no user has real perception of the replacement.

Always carry out some small test to check the happy ending of the procedure.