

# INSTALLER QUICKSTART GUIDE

## IMPORTANT:

### COMPLETE STEPS 1 AND 2 PRIOR TO INSTALLATION

## 1

### Create an Account

- If you already have an account, skip to **Step 2**.
- Search “Commander Wave” to download the App on your handheld device or log in by using the following address on any browser. <https://app.commanderaccess.com>
- Select New Account when prompted and follow the prompts to create an account.

## 2

### Register the Unit

Sign into the software and select “Add New Device” from the menu at the top left. Complete the steps to register the system. The Device ID can be found on the box, the User Guide, and the inside of the faceplate.

- An email with an activation link will be sent to the individual responsible for initiating the subscription. Please ensure that the individual knows whether the unit will be supported via Ethernet or SIM/Cell service. This is a required selection during the subscription activation process. If SIM service is not selected when service is activated, the unit will NOT connect successfully without an ethernet cable to the router or modem.
- Once the activation is complete, you and your end user will receive a notification via email to let you know that you may proceed to Step 3. **Activation generally takes 12-24 hours.**

## 3

### Install the Unit

#### Service Connectivity

- ✓ When using cellular connectivity, ensure that the Micro (middle size) SIM is inserted into the card holder on the right side of the modem found under the primary control board.
- ✓ If using Ethernet, disconnect the cable labeled “**disconnect when using ethernet**” to prevent modem interference and connect your LAN/coax cable to the ethernet port on the back of the board.

#### Relay/s

- ✓ Wire Relay 1, and if applicable Relay 2 to Normally Open (NO) and Common (C) to the open command of the operating device.

*Relays support 10A at 125VAC or 5A at 30 VDC.*

#### Power

- ✓ Connect the 24VAC, 40 Watt AC transformer provided with the 0V, 24V, and ground connection found on the power terminal labeled on the board.

*Use of 14-gauge wire or larger is strongly recommended and required for distances > 20'*

**Give the unit up to 20 minutes to boot up.** The time to complete the initial configuration on the modem depends on the carrier and will take longer on the first bootup. The keypad will light up when the unit first powers up and a solid blue light around the call button indicates that the system is activated and ready.

Verify the following to ensure a strong connection:

**Log History > Diagnostics Log & Event Log** for bootup entries and to verify “Successful boot up.”

**Signal Strength** – Connectivity strength is updated routinely and always available for your reference.