

# QUICK USER GUIDE



## Let's Get Started

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Once the unit is registered by your installer, you will be sent an email with the details of your unit and links to download the App and the URL to manage your unit.

### A few things to note:

- The Primary Admin that is specified by the Installer during registration will need to:
  1. Activate the subscription. Details will be provided in the email that is distributed once the installer specifies your role.
  2. Grant access to the second (and subsequent users if the user type for the second and subsequent users do NOT have permissions to grant access).
- When downloading the app, you will be prompted to "Allow" the app to send notifications. This is required for any Admin user that would like to receive a notification when the call button is selected.
- The browser software is identical and includes the same features that are available in the App software with one exception. That one feature that is only available using the App software is one of our favorites
  - "Hey Siri – Open My Entry!"

Captured here is a brief explanation of the features in the App/URL.

## Home Page

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View the camera at any time or select the entry to Open and Hold Open/Close your gate. Choose the Settings icon to manage access,

view logs, verify connectivity, and many other great features. Listed here is an explanation of the features.

## Manage Access

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**Pin Codes** – List of Pin Codes

### Add Pin

- 1 Must be 4 or 6 digits.
- 2 Assign a name and/or role. When used, the name you specify will be reflected in the Event Log for easy tracking.
- 3 IF both relays are configured, you will be prompted to identify the relay for the respective Pin Code.

The number of Pin Codes and/or App users allowed is unlimited.

You will also be prompted with the following:

### One time use

Yes/No. If you specify Yes, the pin code will automatically expire after it is used.

### Hold Open

Yes/No. If you specify Yes, your entry will be held open anytime this pin code is entered.

### Set Schedule

This features rocks! You can specify, down to the minute and day of week, when this pin will allow access.

### Set Date Range

Set the Begin Date and End Date this pin will be active. This is great for VRBO or when there is a desired begin and end date for access.

## Add Access – List of App users

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### Add App Access

- 1 There are four user types available. When the user signs into the app, their permission level will be determined by the user type selected when access is granted. The four user types are:

#### User

Only has the ability to Open, Hold Open, Close Gate.

#### Admin

All access. **This is the ONLY user type that will be sent a notification on their app device when the call button on the unit is selected.**

#### Owner

All access, but they WILL NOT be sent a notification when the call button on the unit is selected.

#### Installer/Service Technician

All installer/tech will have the ability to open/close the entry as well as view logs and perform other troubleshooting tasks.

- 2 Assign a name to the App user because that name will be reflected in the Event Log for easy tracking.
- 3 The ability to specify dates, days of week and times of day are options when granting App User access.
- 4 Once an App user is created, an email with the following information will be sent to the email address specified for the user:
  - User Type with description of permissions
  - Begin Access Date/End Access Date
  - Day of Week and Time of Day with access
  - Prompt to download the App and/or browser link

## Open/Close Schedule

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Allows the user to define a schedule to auto open/close the entry.

When the schedule is configured and active, it will take precedence over the Open/Hold Open buttons on the Home Page. The schedule must be removed to close the entry using the App.

## Logs

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There are three types of Logs in the system.

### Event Log

This log will allow you to monitor all activity at your unit.

### Video Log (Only applies to units with the camera.)

The video log is a list of the 7 second clip anytime the call button or any key on the keypad is selected.

### Diagnostic Log

The bootup entries are found in the diagnostics log and allows the installer or owner to verify that all components are connected successfully. Also, if the unit is using cellular service (does not apply when connected via ethernet), the upload speed is captured and written to the log every 12 hours. An upload speed of 1.5 Mbit or better is needed to ensure that the video streaming and the connection with the visitor is stable and reliable.

## Entry Names

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Modify the name of the unit and the Relay 1 and, if configured, Relay 2.

## System Overview

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Lists the Device ID, Installer information, and App software version.

## Signal Strength

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This provides current and historical signal strength- a very, very cool feature! A cellular device is only as reliable as the service, and a big source of frustration with an access control system is when it will not communicate and it's unclear why. This option will allow you visibility to the RSSI – the Received Signal Strength Indicator. We have found that an RSSI <80 will reliably support the unit. If your unit becomes unresponsive, check here first!

**RSSI is not applicable when connected via ethernet.**

# Notifications

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There are multiple ways that the Admin users can choose to be notified when the call button on the unit is selected. By default, a push notification will go out to any device where an Admin user is actively signed into the App. If you do not receive the push notification, please verify that the Announce Notifications and Allow Notifications is enabled in your device Settings for the Commander Wave app.

The options specified here give you additional possibilities to receive a notification when the call button is selected.

**Browser Notifications**-The Admin user specified here will receive a pop-up when signed into the browser software with the admin email. If you are not getting a notification on your browser, check the Notification setting for the site.

Again, the browser software is available at <https://app.commanderaces.com>

**Email Notifications** -The Admin user specified here will receive an email with the date and time that the call button was selected.

# Delete System

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Beware! This works exactly as described and will delete your system from the cloud and

require you to re-register the unit if selected and confirmed.

# Here's another feature

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## that we hope you really like....

Use this hands-free option to ask Siri/Google to open, hold open or close your entry. Note that any date or time restrictions applied to the app user, will be observed by Siri as well! Reminder! You must enunciate very clearly for Google and Siri.

**Android Users:** Shortcuts are included in the Android App download, so if you're set!

Verify the Wave shortcuts by asking Google to open your entry. Simply say...

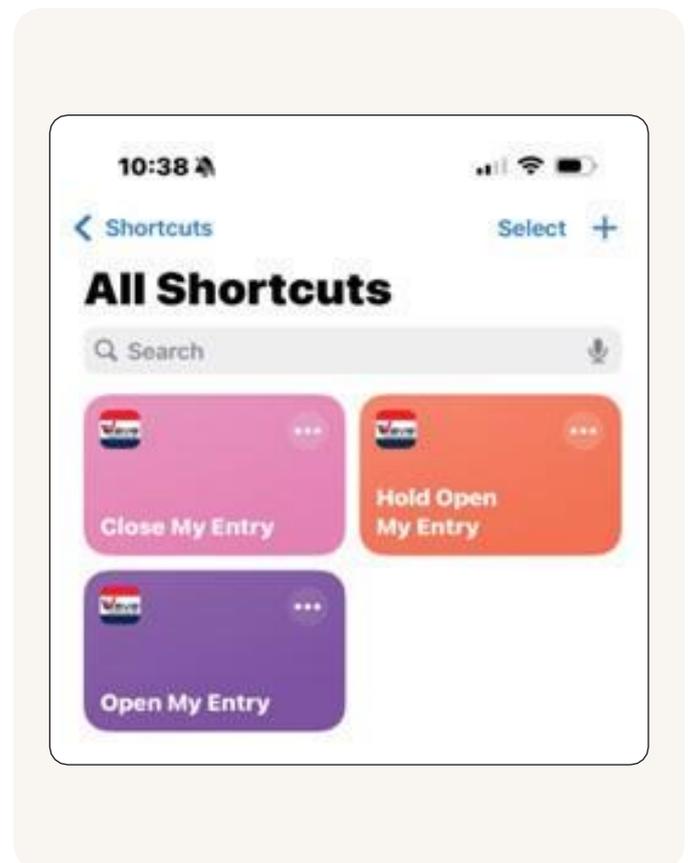
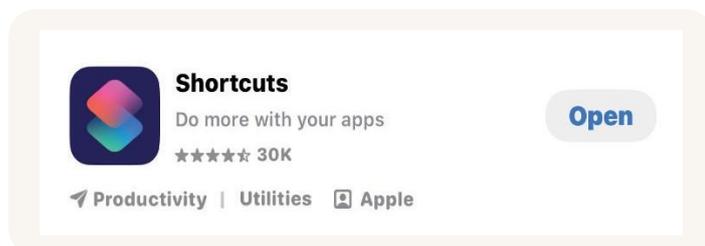
**"Hey Google, Open My Entry."**

**Apple/iOS Users:** You are required to install the following shortcuts that are available once the Commander Wave App is installed on your device. The steps to add a Shortcut vary depending on the version of iOS on your device, but are generally as follows:

1 Search the App Store for the Shortcuts app.

Download, if prompted, and Open the Shortcuts App shown here.

- 2 Each operating system has slightly different steps but select the option to + or Add a shortcut.
- 3 Scroll to select the Commander Wave app or search for the shortcuts shown here, select and add.



### Note this helpful tip!

If you only have one unit, enter the Entry Name that is displayed on the Entry Systems list in place of the Gate Name variable highlighted in yellow below.

This will allow Siri to skip the step to ask

“Which entry would you like to Open/Close/Hold Open?”.

Siri is much more likely to understand the Entry Name when it's specified here!

