

# 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 and follow the prompts to complete the system registration. Note the following:

- The Device ID can be found on the packaging, the manuals, and the inside of the enclosure.
- 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 card (i.e. 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 require an ethernet cable from the system to the customers’ router or modem.
- Once the subscription activation is complete, you will receive a notification via email to let you know that you may proceed to Step 3. **Expect the email notification approx. 12-24 hours after the subscription activation is complete.**

## 3

### Install the Unit

#### 1. Service Connectivity

When using cellular connectivity, ensure that all inputs are secure and SIM is secure. The SIM is located on the right side of the modem found under the primary control board.

If using Ethernet, disconnect the 2 cables labeled **“disconnect when using ethernet”** to prevent modem interference and connect your LAN/coax cable to the ethernet port on the back left.

#### 2. Relay/s

Wire Relay 1 and, if applicable, Relay 2 (Note: should be specified when unit was registered) 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.*

#### 3. Power

Connect the **16.5VAC, 40 Watt AC transformer provided** to the power terminal (⊖ - +) on the board.

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

**The unit generally takes about 10 minutes to boot up completely.**

When connected and ready for use, a recording will play at the unit, and an App notification will be sent to the **Installer** user.

The following are also available to confirm the health of the connectivity.  
Select the gear icon for the device.

#### Signal Strength

- **Status** is Online.
- **RSSI** is green, yellow, or orange.

#### Log History

- **Diagnostics Log** for bootup entries
- **Event Log** “Successful Bootup.” entry.