

QUICK USER GUIDE



Let's Get Started

Once the unit is registered by your installer, you will be sent an email with the details of your unit. Links to download the App and the URL to manage your unit will be included in the email. It's best use the link included in the email invitation to download the app, and create your account.

A few things to note:

- The subscription activation user will be specified by the Installer during the registration of the device. An email will be sent to the email address of the respective user with instructions and a link to activate the device. Please wait until the confirmation has been received before scheduling the installation of the device.
- When the app is downloaded, a prompt will display to "Allow" to request permission to "ALLOW" the app to send notifications. Select "ALLOW" if you have permissions that will require the device to notify you. I.e, the Call notification, firmware updates, etc.
- 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 the iOS feature, "Hey Siri – Open My Entry!"

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

Home Page

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

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.

App Access – List of App users

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

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

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

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

System Overview

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

Signal Strength

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

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

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.

Hands-Free Entry with Siri

Create an iOS shortcut and use Siri to open, hold open, or close your entry with simple voice commands such as, “Hey Siri, Open My Entry.”

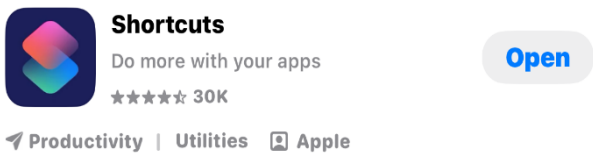
For added security, all user permissions, schedules, and date/time restrictions remain in effect when using Siri voice commands.

Apple/iOS Users

App shortcuts for Wave 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 these helpful tips!

1. Log out and back into the App to ensure that Siri is aware that you have access to the unit. Otherwise, the Siri command will Fail.
2. When you only have one unit, enter the EntryName 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?”

