ionit
NETWORKS

7 Tips for Dealers

This document should be reviewed by IONIT Dealers installing IONIT remote monitoring systems for the first time.

1. Get Organized

Organize your IONIT inventory. Make sure you have not misplaced any devices or components (e.g. power supplies) during your testing phase. Take a physical count of each device (e.g. rockets, temp sensors, hubs) to make sure you have adequate inventory for your planned installations. If not, contact IONIT to purchase any other items before sending your installers into the field. For example, make certain you have the correct bung adapters for your customers. The standard IONIT kits ship with 2" NPT adapters.

2. Clean-Out Bad Data

If you're like most Dealers, you may have used a certain number of IONIT monitoring kits for testing. If you have, you should make sure these systems are *reset* to factory default settings (within the IONIT Cloud software) prior to installing them at your customer's location. A one-click reset process will wipe all data related to the device, so it is ready to be installed (see below). This deletes all labels (Customer ID, Label), geo-locations, and all sensor data.

How To Reset Devices to Factory Defaults
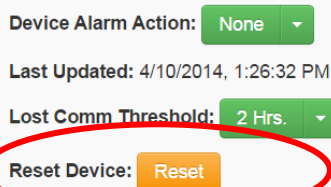
☑ Login to your IONIT account by visiting www.ionitnetworks.com, then click Login link on the main menu
☑ On the next screen, click "Devices" from the main side left menu
☑ Click on the column heading "Customer ID" until the arrow next to Customer ID is pointing down (indicating the column is now sorted in descending order). Any device with a Customer ID (as entered by your team) will now be listed at the top.
☑ Click on the serial number of the device that needs to be reset
☑ On the next screen, click on the orange "Reset" button on the right side of the screen
☑ Click on the "OK" button to confirm the reset of this device
☑ Repeat the reset process for all other devices to be reset

3. Use the "Freshest" Install Guides

Most IONIT devices ship with printed installation guides inside the box. However, we strongly recommend using/printing the "freshest" installation guides found on our website. From time to time we update the guides with feedback received from our Dealers so you'll always use the latest guides from www.ionitnetworks.com.

You'll find the guides on the product page. Here is the #9502 monitoring kit guide:
http://www.ionitnetworks.com/pdf/9-5696-01%20IONIT-VisiTank%209502%20Kit%20Site%20Installation%20Instructions%20V1.0%20R060514.pdf

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4. Practice Device Activation

To simplify the installation process, starting March 1, 2015 all devices will ship to Dealers in "Active" mode so your staff will not need to do any activations. For devices delivered before March 1, 2015 we suggest you and your installers practice activating the IONIT devices before going into the field. Both the IONIT rockets (#9070, #9071) and temp sensors (#9470) are activated by placing a magnet to the side of the device in a specific sequence (as outlined in the device's installation guide). This process can be tricky if the installer has not practiced it before.

5. Consider Activating All Devices BEFORE Leaving the Office

To simplify the installation process, starting March 1, 2015 all devices will ship to Dealers in "Active" mode so your staff will not need to do any activations. For devices delivered before March 1, 2015, installations can go smoother if you activate all your devices at the office before sending your installers into the field. By using the install guide, simply connect on Hub to your network (a network without a firewall), and following the install guide to activating the device. Repeat that until all your devices are activated.

6. Be Consistent with Data

Agree to a consistent approach for inputting customer data by your installers. There is minimal information for the installers to input, however if they are not consistent it can cause re-work or confusion. For example, they will need to input a unique piece of information for each customer so they are identifiable. We recommend you agree to use a customer number from your other systems or phone number, and input this into the "Customer ID" field on the mobile webapp during install. In doing so, you'll know what to expect when you view it from your IONIT Cloud software. If they need to provide additional details about the customer's location (e.g. "sensor is located under the kitchen sink"), we suggest they input this into the "Label" field.

7. Practice Makes Perfect

Like anything else, practice makes perfect. If you do not do IONIT installations all the time, then it will be very helpful to refresh your memory of using the mobile webapp that is used during installations. Sometimes all it takes is a quick scan of any device's QR code with your smartphone to remember the process. But it will serve you and your installers well if you simply refresh yourselves with the install process prior to heading out to customer's homes and businesses.

We're Here To Help

When all else fails, we're here to help. Shoot us an email or give us a call. Our main contacts are: support@ionitnetworks.com, or (401) 244-7404