

Long-term Installations

Introduction

This document details some of the actions you will have to do after an Ibis System has been installed and running for some time.

Helping a customer relocate/replace IntelliSockets

The process of relocating IntelliSockets is covered in the *InteliNetwork: System Maintenance* manual and can usually be handled by the customer. However, if a customer wants to move an IntelliSocket to a different gateway, they will require assistance (an Installation Dongle is required to switch gateways). There are two ways of reconfiguring the sockets:

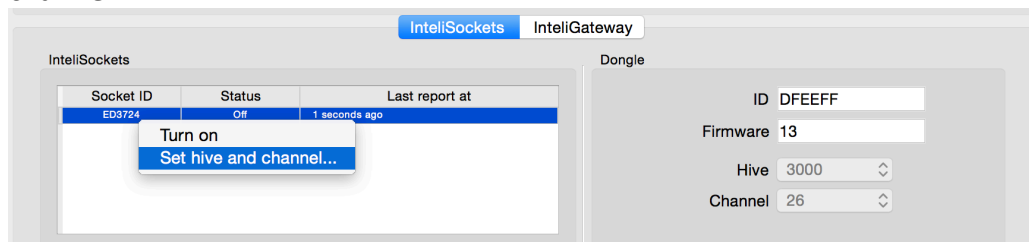
1. Mailing replacement sockets
2. Reconfiguring the sockets on site

These two methods are described in the following sections.

Mail replacement IntelliSocket(s)

One option is to mail replacement IntelliSockets so you don't have to go to the site. You will need to know where each IntelliSocket will be installed so that you can configure them for the appropriate gateway. To configure a replacement socket:

1. Start up the *Ibis Installer* application and plug in the Installation Dongle.
2. Pick a replacement IntelliSocket and write down its 6-digit ID and the gateway it will be assigned to. The customer will need this information, since the socket will only work at a specific gateway.
3. Plug in the replacement IntelliSocket.
4. If the socket is not communicating with the *Ibis Installer*, try factory reset the socket (hold down the button for 8 seconds).
5. Once the socket is communicating, right click its ID and click **Set hive and channel:**



6. Set the hive and channel according the new gateway's hive and channel, then click **Save**. You can find the gateway's hive and channel by navigating to the **System** tab on ibis.io and opening the **Gateways** sub-tab.

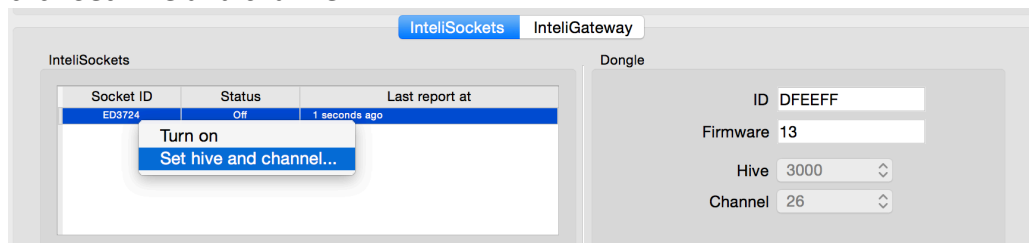
Once the socket(s) have been configured they are ready to be sent to the customer. The customer will also need the list of socket IDs and which gateway each socket should be installed at. Note that the customer will also need to update the sockets' attributes on ibis.io to reflect the replacement. See the *InteliNetwork: System Maintenance* manual for more information.

The customer can send back the replaced InteliSockets, which you should reset to factory settings before storing in inventory. Reset a socket to factory settings by holding down its button for 8 seconds while it is plugged in.

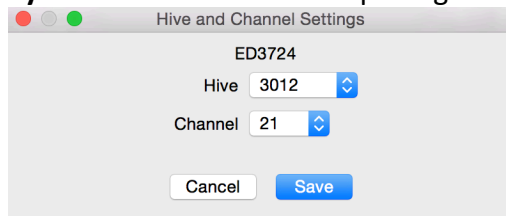
Reconfiguring the InteliSocket(s) on site

Another option is to go to the customer's site to reconfigure the InteliSockets. To relocate a socket:

1. Start up the *Ibis Installer* application and plug in the Installation Dongle.
2. Retrieve the InteliSocket
3. Install the InteliSocket in its new location
4. Factory reset the socket (hold down the button for 8 seconds while it is plugged in).
5. Once the socket is communicating with the *Ibis Installer*, right click its ID and click **Set hive and channel**:



6. Set the hive and channel according to the appropriate gateway's hive and channel, then click **Save**. You can find the gateway's hive and channel by navigating to the **System** tab on ibis.io and opening the **Gateways** sub-tab.

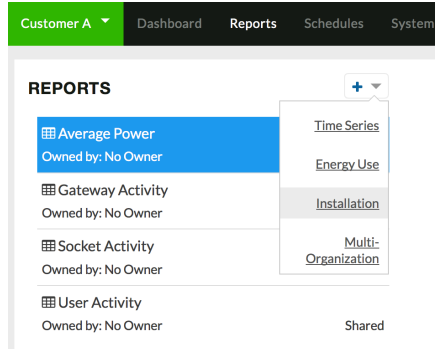


7. The customer will edit the socket's attributes on ibis.io to reflect the new location. See the *InteliNetwork: System Maintenance* manual for more information.

Removing an installation

When ready to remove an Ibis System, the following steps should be done by an administrator:

1. A list of all the installed IntelISockets can be created by navigating to the **Reports** tab and making a new **Installation** report. This list can be exported and given to the person who will be retrieving the sockets.



2. Deactivate the customer organization by navigating to the **Setup** tab and then the **Organization** sub-tab. **Edit** the organization, uncheck the **Active** checkbox, and then hit **Save**. This will stop the IntelISockets from recording data, and will allow them used in a different organization. Data that has already been gathered will still be viewable.

The following should be done by the person(s) physically retrieving the sockets:

1. Remove all installed IntelISockets. Use the Installation Report to help identify the locations of the IntelISockets.
2. Remove all installed IntelIGateways. You can use the **System** or the **Install** tab to see the different gateways.
3. Return all IntelISockets to the factory settings (so they can be installed again for a new organization). Reset an IntelISocket to factory by plugging it in and holding down the button for 8 seconds.