

DM90XX(9021,22,23) Dwell and DM9025 Touch Sensor Installation Guide

Please read these instructions prior to installing the Indyme system.

Introduction

The purpose of this document is to provide instructions for installation of the DM90XX (9021,9022,9023) Dwell and DM9025 Touch Sensors. DM9025 Touch Sensors will be installed throughout the sales floor. The devices will monitor and report activity with various products throughout the store. Multi-purpose mounting hardware is included with each sensor.

Instructions are included on the initial set-up and installation, removal if needed, and how to reprogram to another location.



Hardware

Included in the accessory kit

- Adhesive mounting pads
- Alcohol wipe
- Tie cables
- Christmas Tree fasteners

Not included

- Cutters – if needed during removal
- Flathead screwdriver – if needed during removal
- Wi-Fi Laptop or Smartphone

Replacement mounting kits are available for one or ten Touch Sensors. Please call Indyme Solutions to order.

Please refer to page XXX for proper mounting of the device



Initial setup – New Touch Sensors

SmartPortal

141162

.....

Remember me

Sign in

Using the assigned work order for the store, “Sign In” to the following website:

www.smartportal.indyme.com

SmartPortal

Installer Registration

Name

SanforRick

Phone Number

18008296141

Continue Cancel

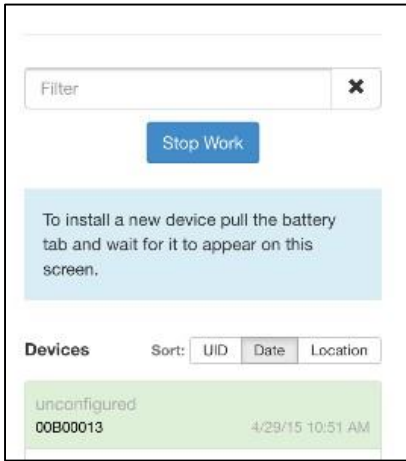
Enter your contact information and “Continue”

Dispatcher Contact	Indyme
	800-829-6141
Installer Contact	BK
	8588643822
Site Contact	
Site Address	4860 Big Island Drive Jacksonville, FL 32246

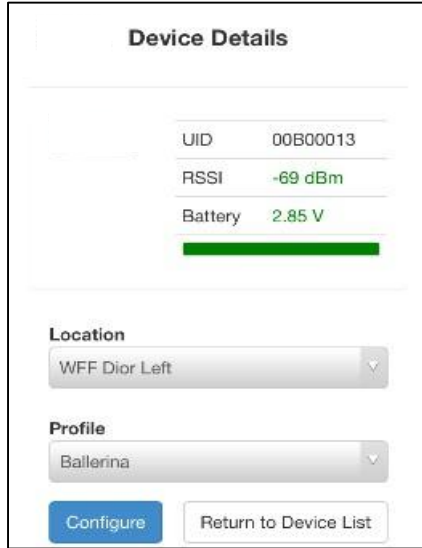
Verify all information to be correct then tap Start Work. **Make sure the store address corresponds to the location you’re at.**

Smart Sense Touch (DM9025)

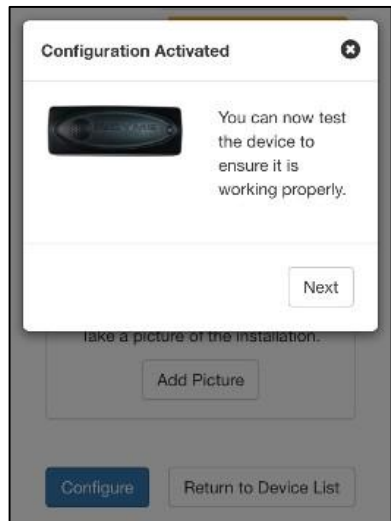
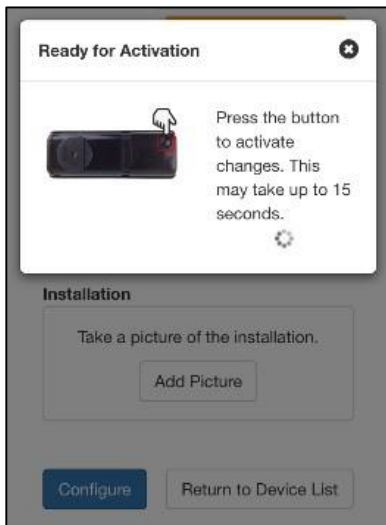
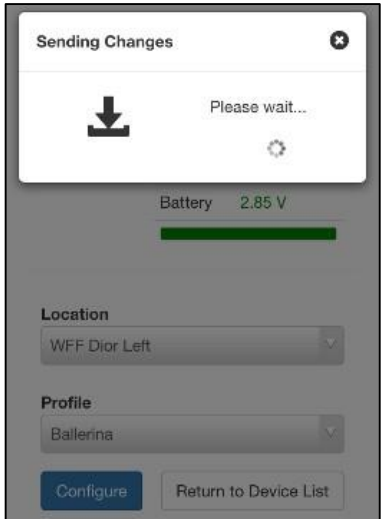
TEMPORARILY, place the device in the designated mounting location to test operation and RF signal. It may be necessary to change this location to ensure adequate coverage of the product-location. Follow the steps **outlined on** the SmartPortal webpage.



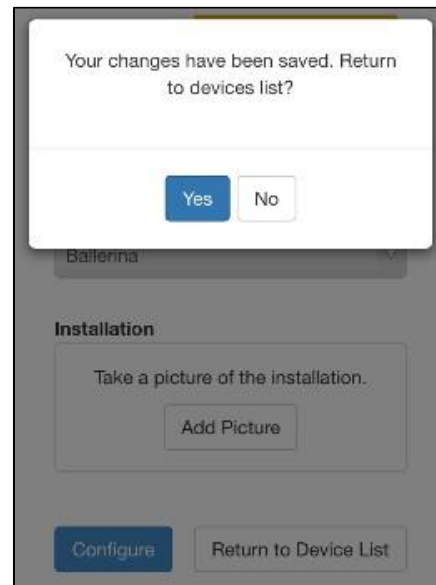
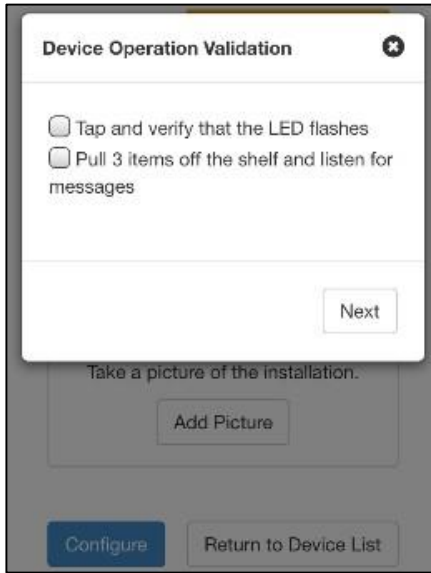
Follow the instructions highlighted in blue to see the first Touch Sensor.



Select the appropriate location for the device. The profile field will auto populate. Tap configure.

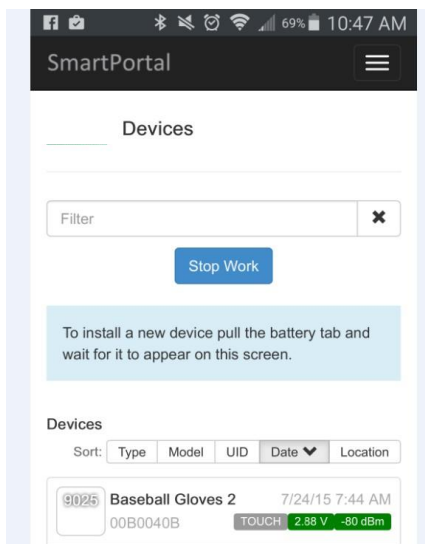


DO NOT INSTALL THE DEVICE WITHOUT AN INITIAL TEST. Test the Touch device in the area where you plan to mount it.



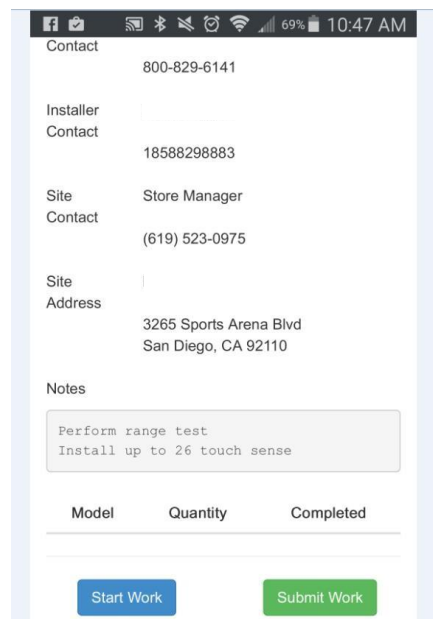
System will prompt you to do 3 things

1. Touch the device and insure it blinks
2. Pull 3 items and ensure the message plays over the Walkie-talkie.
3. Click next.
4. Take a photo by selecting camera and saving photo.



Device will appear on the screen. Continue to next location and repeat the process until all sensors are installed.

When all devices are properly installed, click stop work.



When all units have been installed, click Submit Work.

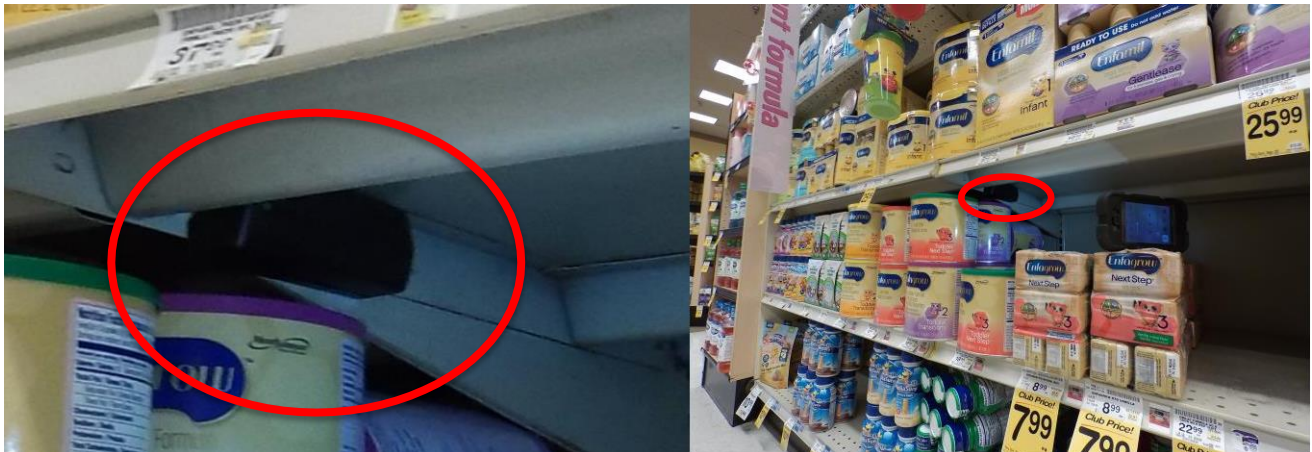
Install the Smart Sense Touch (DM9025)

The DM9025 is a device that monitors suspicious movement on a fixture. Based on the profile (sensitivity) setting of the device, movement or vibrations will broadcast a message over the desired output device, alerting associates of suspicious activity.

There are three ways to properly mount the DM9025. The installer can use a Christmas tree fasteners, 3M adhesive (double-sided tape), or zip ties, all of which are included with each device.

3M adhesive

Use the Sterile Alcohol Prep Pad included with the device to clean the surface, making sure it is smooth and clear of any small residue that can get on the tape. Attach both pieces of the 3M adhesive to the back plate. After determining the best orientation for the device, attach it to the cleaned surface and make sure it is secure and flush.



Removal

- To remove the Touch Sensor, slowly pull the device from the surface by its backplate. This will ensure it stays assembled. Use a flathead screwdriver to help separate the device from the surface as needed.

Relocating the Smart Sense Touch (DM9025)

Once the DM9025 Touch Sensor is de-installed, you will be able to move it to a different location.

- 1- Log into Smart Portal to access your store (reference page 2 for sign-in instructions)
- 2- Select Devices from the “...” drop down (see Figure 1)
- 3- Select your store (see Figure 2)
- 4- Select the Connect button to put the system in configuration mode (see Figure 3)

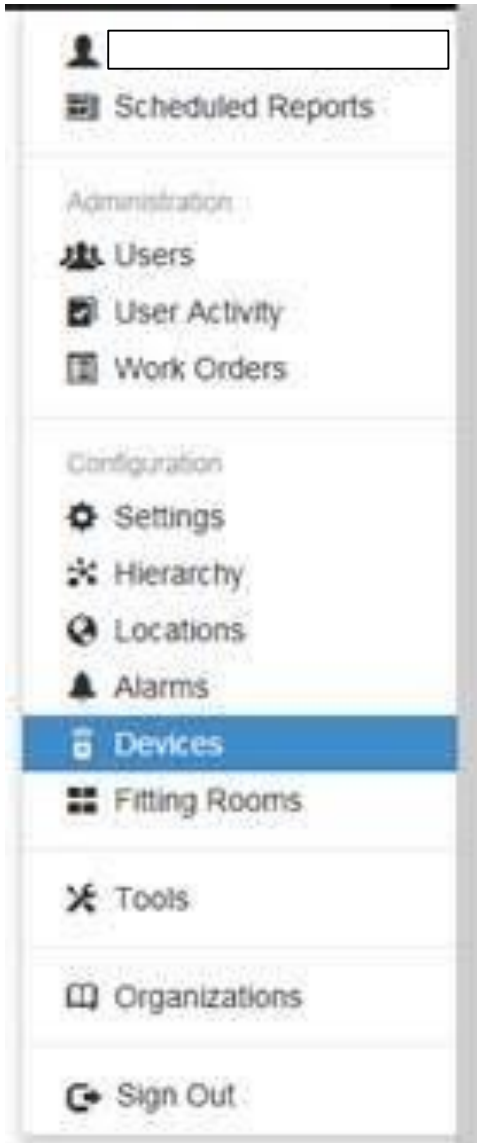


Figure 1

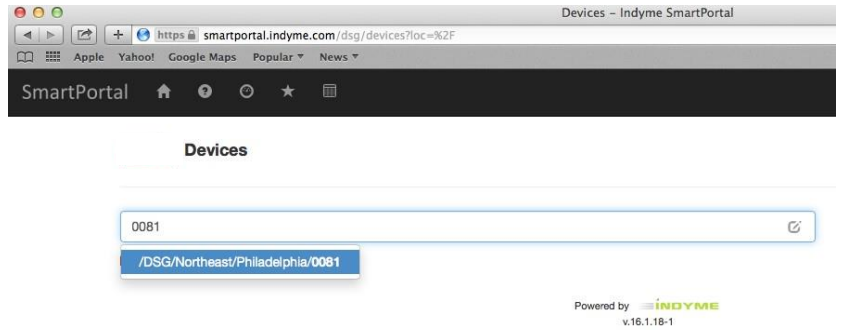


Figure 2

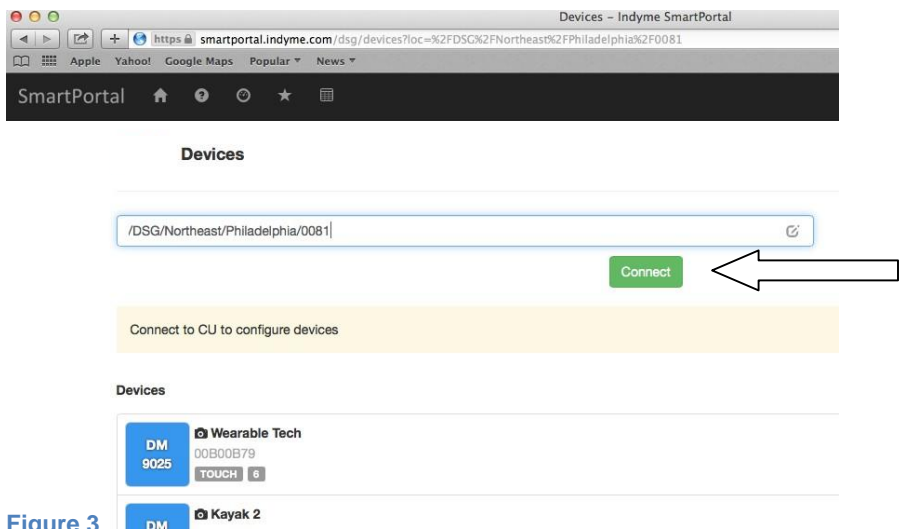


Figure 3

- 5 - Select the device
- 6 - Select Unconfigure (see Figure 4). The Touch Sensor is now ready to be programmed to the new location.

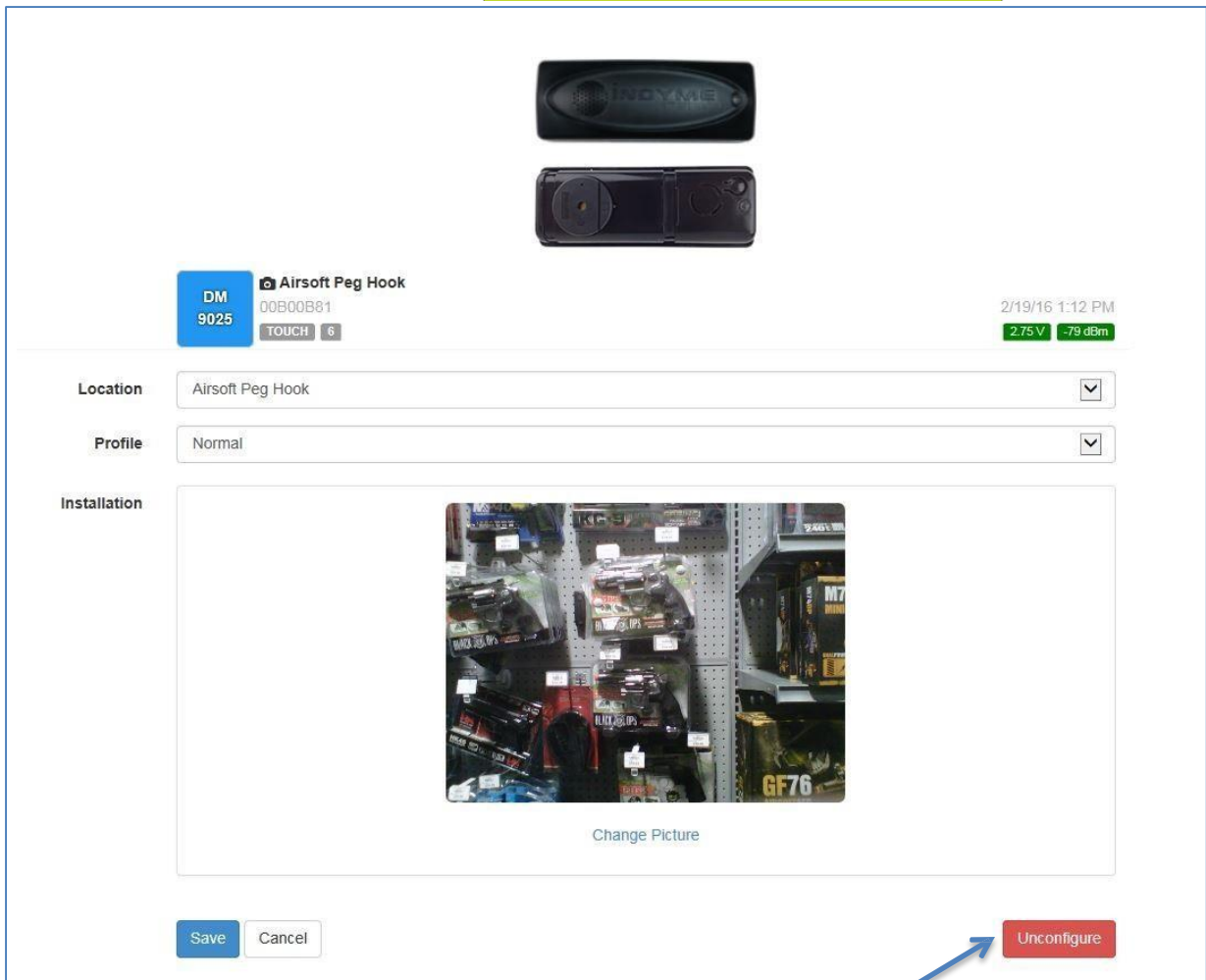


Figure 4

- 7 – Select the device.
- 8 – Select the new location and save. Press the button on the Touch Sensor for the changes to take effect. (see Figure 5)



Figure 5

DM9022 Dwell Devices:

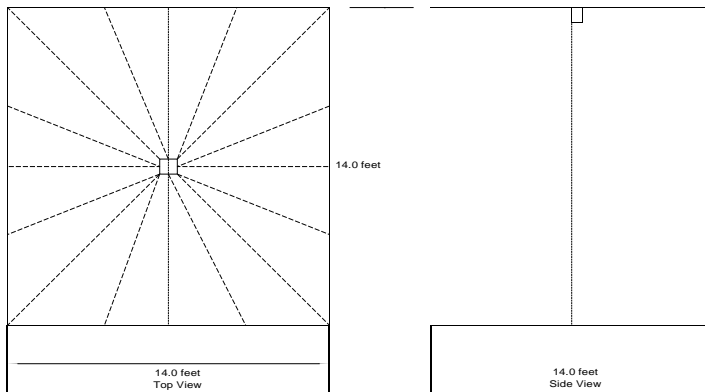
The devices have an infrared motion sensor to monitor and notify associates if a person is loitering in an aisle. The device is mounted pointed down from in the ceiling tile.



Dwell device detection window

The dwell devices have a viewing angle of about 90 degrees (45 degrees to each side). They should be centered above the area of interest

Full/Full Curtain Beam – Ceiling Mounted Range Specification



Mounting DM9022 Dwell Devices

The DM9022 devices have a hingeable rear plate which is used for installation. In a ceiling mount installation, the hinged plate is opened 90 degrees to allow the provided toggle bolts to be inserted through the two mounting holes (indicated) and through corresponding holes in the ceiling tile. Never use double sticky tape to mount DM9022 devices to ceiling tiles.

Once the DM9022 device is secured to the ceiling, the hinge is closed, allowing the device to point straight down. At this point, the device is ready for SmartPortal installation. *You will need to be on the ladder with your smartphone, computer or tablet connected to SmartPortal in order to complete the installation of a DM9022 device.*

SmartPortal installation of DM9022 Dwell Devices

- 1) Follow the first 4 instructions above for “Using SmartPortal” to log into SmartPortal. Note that DM9022 Dwell devices install through SmartPortal in almost exactly the same way as DM9025 touch devices.
- 2) Insert a small flat bladed screwdriver into the slot on the side of the DM9022 and twist to remove the cover.
- 3) Remove the battery tabs from both batteries to power the unit.
- 4) After a few seconds the unit should appear in green at the top of the list and you can continue with step 5 of the “Using SmartPortal” instructions. When instructed to press the button in step 8, you will find a small blue button on the exposed circuit board of the DM9022 at the opposite end from the batteries.
- 5) When you get to step 9 above, replace the cover on the DM9022 and climb down the ladder and move the ladder outside the detection area of the device. You are now ready to test the device.
- 6) **TESTING THE DM9022.** You will mainly be testing whether the detection zone is adequately covering the desired area. When you pressed the button on the DM9022 in step 8 and pressed the Next key in step 9, the DM9022 goes into a special test mode. In this mode, the DM9022 lights and beeps every time it detects motion. Wave your hand (remember that the DM9022 only detects a moving hand) at the edges of the desired coverage area to make sure the DM9022 “sees” your moving hand and lights and beeps. When you are satisfied that the entire area can be seen by the DM9022 press the Next key on your Smart Phone, Tablet or Laptop in step 10 above and follow the rest of the steps.
- 7) When taking a photo in step 11, try to take a photo that includes the device on the ceiling as well as the merchandise or area it is covering below it. This allows Indyme technicians to verify that the device is in the correct location.

Device Monitor Operating Sequence

Number of product pulls to trigger an alarm – 3

Activity time window – 10 seconds

Example 1: If three products are pulled within the 10 second window (called an Excessive Pull Event), the notification will be heard over the two-way radios within a couple of seconds.

Example 2: If the three product pulls are slower – one every five seconds, then the unit will not reach the threshold and you will not hear the notification.

Other scenarios:

If one item is taken from its location, there is no notification.

If multiple items are taken from their location, the red LED will blink with each product pull until the threshold is reached. A transmission is sent and a notification will come over the two-way radios.

If the entire rack or fixture is shaken (called a Magnitude Event), a transmission is sent and a notification will come over the two-way radios (same message as Excessive Pull Event).

If someone is trying to steal the DM9025, a transmission is sent and a notification will come over the two-way radios (same message as Excessive Pull Event). In addition, the unit will begin to beep and will continue to beep until the unit stops moving.

FCC Notice of Compliance

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Industry Canada Notice of Compliance

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Industry Canada Notice of Compliance

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement