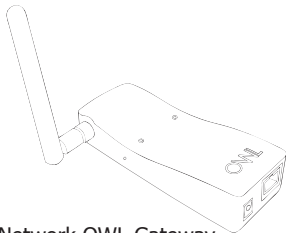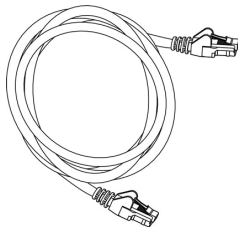# Getting started with

OWL® i ntuition

The Network OWL Gateway sits at the heart of your Intuition system and makes your home cloud connected for both monitoring and control.
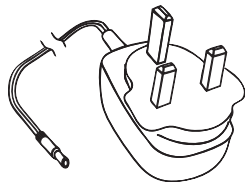
IN THE BOX:

Network OWL Gateway
with external antenna

Ethernet cable

Plug top mains power supply
(100 - 240V AC / 5V DC)
with UK and Euro adaptors

OVERVIEW

This manual describes how to install and commission the Network OWL ready for the addition of other Intuition products /devices (sold separately). See manuals supplied with those products / devices for further instructions.
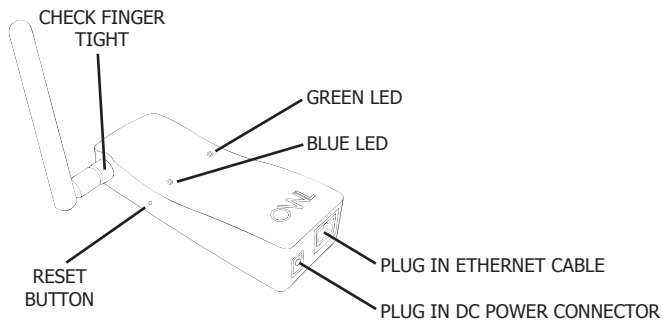
BEFORE YOU START

Please locate and check that you have a spare <u>active</u> LAN port available on the back of your broadband Internet router. You will need to plug in the supplied Ethernet cable. If all of the ports are in use, you can add more connections by purchasing an Ethernet Switch / Hub. You will also need a spare mains socket available close by for the supplied Plug top mains power supply.
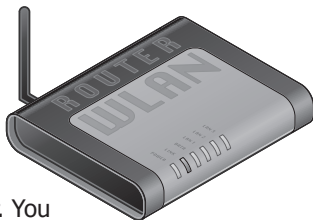
STEP ONE - Connect to Internet & Power Network OWL

- Ensure antenna is screwed, finger tight, onto brass connector on side of the Network OWL.
- Plug the Ethernet cable into the base of the Network OWL and a spare <u>active</u> LAN port on your existing broadband Internet router.
- Ensure the connector latches with an audible "click" at both ends.
- Select UK or Euro mains adaptor as required. Fit to the power supply and rotate 90° until it latches into place.

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- Plug the power supply into the mains and insert the DC jack connector into the base of the Network OWL.
- The green LED on the top of the Network OWL will start flashing.
- Wait until the green LED on the top of the Network OWL is flashing with a "triple blip" pattern (- - -   - - -   - - -). This should not normally take longer than 2 minutes. This indicates that the Network OWL is online and connected to the OWL servers.
- **Do NOT proceed to STEP TWO until this flashing pattern is observed.**

CHECK FINGER TIGHT

GREEN LED

BLUE LED

PLUG IN ETHERNET CABLE

PLUG IN DC POWER CONNECTOR

RESET BUTTON

NETWORK OWL

Network OWL LED Meanings		
LED	**Pattern**	**Meaning**
Blue	Steady flash following power up	Network OWL ("N-OWL") is in pairing mode
Blue	Flash every 12 to 60 seconds	Data received from paired Device
Green	Rapid flashing	N-OWL is starting up
Green	Single blip pattern (- - - -)	1) N-OWL is running
Green	Double blip pattern (- - - - - - - -)	1) N-OWL is running & 2) Connected to LAN, DHCP IP address allocated
Green	Triple blip pattern (- - - - - - - - - - - -)	1) N-OWL is running & 2) Connected to LAN, DHCP IP address allocated & 3) Connected to OWL servers (N-OWL Online)
Green	Single long flash	Connecting to OWL log servers
Green	Double long flash	Uploading logged data to OWL servers

If your Network OWL does not go online ("triple blip"):

- The Network OWL can normally connect to the OWL servers when plugged into a normal domestic broadband router which has a default security configuration.
- If the Network OWL does not connect within 5 minutes:
  a. Ensure that your Internet connection is working by connecting to a familiar site using your web browser.
  b. Check Ethernet cable connections - remove cable and refit a few times at both ends to remove any dust on the connections.
  c. Try rebooting your broadband router by powering down for 10 seconds and then power back up. Allow 5 minutes for everything to re-establish itself and then plug the Network OWL Ethernet cable back in.
  d. Ensure that the LAN port you are using is live and operational. You should see yellow & green activity LEDs flashing on the router next to the Network OWL Ethernet plug. The ports on some cable TV combined Cable Modem / Routers are not live if the device is operating in Modem mode.
  e. Please check the Network OWL support articles at **https://theowl.zendesk.com** for further information.

Note: The table opposite describes the meanings of the LEDs visible on the top face of the Network OWL.

IMPORTANT Note for business users and routers with non-standard configurations:

If you wish to use a Network OWL connected to a business / commercial LAN then please note that it is usual for the internal IT Security Department to restrict which Internet ports are open for use. If the correct ports are not open then the Network OWL will not be able to connect to the OWL servers and your Intuition system will not function.

The key requirements are listed below. Please note that OWL are unable to provide you any support on how you make any necessary changes; please refer to your IT specialist:

1. The Network OWL requires the assignment of an IP address by a DHCP "dynamic host control protocol" server.
2. The Network OWL requires the following ports to be open outbound. 5004 (Protocol: Proprietary ASCII) and 5222 (Protocol: XMPP)
3. Additionally to allow for future firmware upgrades to your Network OWL your router must allow the negotiation of a FTP port via the standard FTP Control port (21) and then for the dynamic port allocation made by the router to be open for the Network OWL to communicate over, again outbound.
4. Finally, to make use of the UDP data push feature, then the port number specified through the Intuition web dashboard must also be open, outbound for UDP data.

Please check the Network OWL support articles at **https://theowl.zendesk.com** for further information.

STEP TWO - Create Intuition online account

- Using the web browser on your computer open up the following page:
  https://www.owlintuition.com (this is a secure connection).
- Click "Create Account".
- Double check that the Network OWL is online (green LED - "triple blip" pattern).
- Fill in the information requested (see following table for explanation of the information required).
- Press the "Create Account" button.
- Successful account creation and configuration will be confirmed.
- Please keep a note of your details below and press the "Finish" button.

My username:	My password:	My Network OWL MAC ID: 4 4 3 7 1 9 _ _ _ _ _ _

Account Set Up Information Required

Item	Value	Notes
Network OWL MAC ID	12 characters	MAC ID can be found on back of the Network OWL and starts 443719...... Enter the full 12 characters.

Item	Value	Notes
Username	Letters & digits	Choose a memorable account username a minimum of 6 characters long. <u>Not</u> case sensitive.
Password	Letters & digits	Choose a memorable password a minimum of 6 characters long. Password <u>is</u> case sensitive.
Email	Valid email address	Enter the email address you wish us to be able to contact you on.
Country	Select from list	The country where this OWL Intuition system is physically installed.
Timezone	Select from list	The time zone where this OWL Intuition system is installed.
Use Daylight Saving	Tick	Tick this box to enable automatic adjustment for daylight saving. (Not available for all countries.)
Currency	Select from list	Select the currency symbols to be used by this account.
Postcode	Letters & digits	UK only - enter just the first part of your postcode eg. For RG24 9LR just enter RG24.
Town	Letters	Outside UK only - enter the name of the nearest Town or City to where this OWL Intuition system is installed.

STEP THREE - Locating your Network OWL

The Network OWL should ideally be hung on the wall in a free area as far from large metal objects as possible. Ideally it should be central to your various Intuition devices. Position the antenna in a vertical orientation.

If necessary you can replace the Ethernet cable with a longer cable (up to 100 meters long). If installing a long Ethernet cable is a problem, you can use a "Powerline Range Extender" or "Wireless Range Extender" - please search for these common products online.

Please check the Network OWL support articles at **https://theowl.zendesk.com** for further information.

STEP FOUR - Log in to your OWL Intuition Web Dashboard

You can now log in to your new OWL Intuition account with your username and password

at: **https://www.owlintuition.com**

STEP FIVE - Install your OWL Intuition Devices

Please now follow the instructions provided with the other OWL Intuition Devices (e.g. Electricity Monitoring or Heating Control products). Please install Electricity Monitoring devices first. If necessary please download a copy of the appropriate installation manuals accessed via the Manuals link, bottom right on the OWL Intuition web dashboard.

Useful Information

Network OWL Factory Reset:
You can Factory Reset the Network OWL by pressing the reset button (see diagram on page 3) while the power is on. With the Network OWL powered up, carefully insert a paperclip into the small hole and hold the button pressed in for a minimum of 10 seconds and then release. The green LED will flash rapidly. After about 30 seconds the blue LED will start a steady flash. After a Factory Reset you must work through this guide again but when following STEP TWO tick "Account Exists" to reuse your original account and password.

Network OWL Ethernet port LEDs:
These LEDs have the following meanings: Green – link ok / up; Yellow – data activity.

Customers with Existing OWL Electricity Transmitters:
If you already have an Intuition compatible OWL Electricity Transmitter (working with an OWL Energy Display) then you can also pair the Transmitter to the Network OWL using the Wizard (access via web dashboard top menu bar). The following Transmitters are supported - CMR180, CMR160R, CMR160, CMR119.

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SAFETY INFORMATION

To ensure that you use your product safely and correctly please read the warnings & safety precautions below before installing your Network OWL.

- Do not immerse the unit in water or other liquids. If you spill liquid over it, dry it immediately with a soft cloth.
- Do not use or store the product in conditions that could adversely affect the product such as rain, snow, desert and magnetic fields.
- Do not subject the product to excessive force, shock, dust, temperature or humidity.
- Keep the product away from heat sources - radiators, stoves, heaters etc.
- Do not use the product in or near water or in high moisture areas such as bathrooms.
- Do not tamper with the product's internal components. This invalidates the warranty.
- Do not attempt to repair the product yourself.
- Contact the retailer or Customer Services if your product requires servicing.
- If the equipment is used in a manner not specified in this manual, the protection provided by the equipment may be impaired.
- When disposing of this product do so in accordance with your local waste disposal regulations.

CARING FOR YOUR PRODUCT
- Before cleaning, disconnect the Network OWL and its power supply from the mains.
- Use a damp cloth. Do not use liquid or aerosol cleaning agents, benzene, thinners, abrasive or corrosive materials.
- Do not scratch hard objects against the product.

COMPLIANCE

The CE marking certifies that this product meets the main requirements of the European Parliament and Council Directive 1999/5/EC. A copy of the signed and dated Declaration of Conformity is available on request. OWL Intuition products are manufactured to ISO-9001 Quality Assurance Standards.

SPECIFICATIONS - Network OWL

Case dimensions	110mm x 42mm x 23mm
Case material	ABS
Case ingress protection	IP20
Radio frequency band	Unlicenced ISM bands: 433MHz (electricity monitoring Transmitters) and 868MHz (Other OWL Intuition devices)
Operating range (433MHz)	Up to 30m (in free space)
Operating range (868MHz)	Up to 50m (in free space)
Power source	AC Plug top mains power adaptor (100 - 240V AC / 5V DC) with UK and Euro adaptors
Operating temperature range	0°C to +40°C
Storage temperature range	-25°C to +65°C
Relative humidity	25% to 95% non-condensing

WARRANTY INFORMATION

2 Save Energy Limited guarantees that OWL Intuition products will work for a minimum period of 24 months from date of purchase and that it will be free from defects in materials, workmanship or design. If during this limited 2 year period of guarantee, from date of purchase, you find that the equipment is not working properly, you may return it to us and we will replace, or, (at our discretion) repair it, free of charge.

2 Save Energy Limited will not accept any liability for defects arising from fair wear and tear, accidental or wilful damage, misuse or failure to follow product or safety instructions If you return any equipment as faulty, 2 Save Energy Limited reserves the right to test the equipment and if found to be in perfect working order, to return it to you. In this event, 2 Save Energy Limited reserves the right to charge for any testing or postage costs incurred. This does not affect your legal rights relating to equipment, which is faulty. Warranty conditions only apply where Proof of Purchase is provided.

To return OWL Intuition product contact customer.services@theowl.com to report the issue and reason for returning your product. 2 Save Energy Limited will issue you a form and reference number. Once we have received the completed form and proof of purchase we will commence the returns process.

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Customer Support
If you have any further questions please check our frequently asked questions at:
https://theowl.zendesk.com
You can also email us at: **customer.services@theowl.com**
(please ensure you state your Network OWL MAC ID)

**2 Save Energy Limited operate a policy of continuous development and improvement,
therefore the content of this document is subject to change without notice.**