



CAMEConnect for Operators

FA00380-EN



CAME NNECT

CLOUD CONNECTED TECHNOLOGY

PRIVATE USERS' MANUAL

EN English

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GENERAL INFORMATION

CameConnect technology lets you remotely control your CAME compatible devices or systems.

Friendly browsers

Chrome (early 2015 version 40)

Firefox (early 2015 version 32)

Explorer 10 or later

Chrome for Android 4.4.4

Safari for IOS 8/9 (iPad, iPhone..)

CAMEConnect features two types of operator users:

Private Users

With the specific app, private users, can securely link up to the systems or to the single devices associated to them.

For example, from their smartphones or PCs, private users can remotely check their own operators, request assistance from their installers, and so on. You can reach the CAMEConnect website at the following URL:<http://www.cameconnect.net/>.

Professional Users

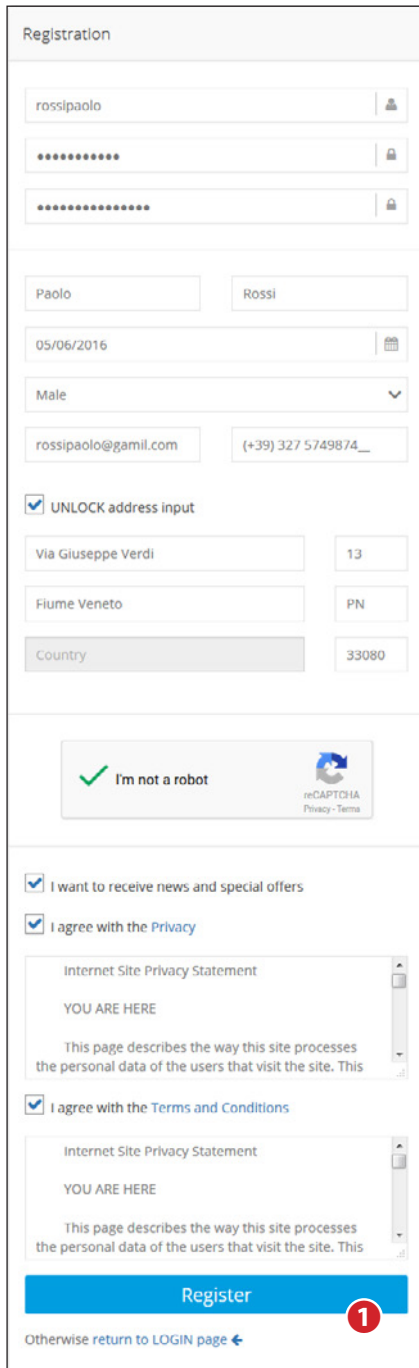
CAME qualified installers, via an internet connection **and the system-owner's permission**, can run a full system-diagnosis, pinpoint any malfunctions and intervene quickly and efficiently.

You can reach the CAMEConnect website at the following URL: <http://www.cameconnect.net/>.

To use the services offered by CAMEConnect, Private and Professional users and then their controlled devices must be registered on the portal.

CAMEConnect discriminates between Private Users and Installers via the credentials entered in the access form.

Registering a Private User



The registration form is titled "Registration" and contains the following fields and options:

- Username:
- Password:
- Confirm Password:
- First Name:
- Last Name:
- Date of Birth:
- Gender:
- Email:
- Phone:
- UNLOCK address input
- Address:
- Region:
- Country:
- I want to receive news and special offers
- I agree with the [Privacy](#)
- I agree with the [Terms and Conditions](#)
- (marked with a red circle 1)

At the bottom, there is a link: "Otherwise return to LOGIN page ←"



This icon stands for services specific for Private Users and takes you to the registration window.

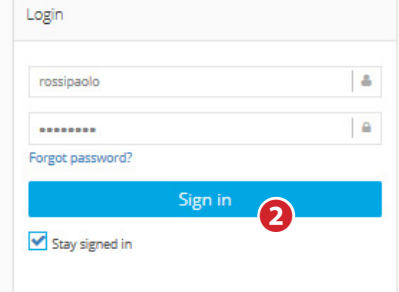
Carefully choose your Username and Password as these credentials will be required every time you access the CAMEConnect portal or any of the available remote-management apps

After filling in all the fields in the form and accepting the service conditions, press button **1** to terminate the procedure.



WELCOME TO CAME CLOUD SERVICE!

The world's premier supplier of automatic gates, parking barriers, retractable bollards, turnstiles and tubular motors



The login form is titled "Login" and contains the following fields and options:

- Username:
- Password:
- Forgot password? [Link](#)
- (marked with a red circle 2)
- Stay signed in

Private users get a welcome message to confirm their registration. They can then use their credentials to access the portal.

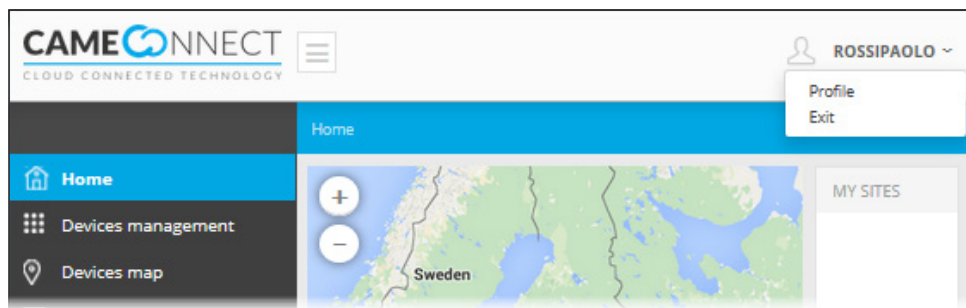
CAME CONNECT FOR PRIVATE USERS



Private Users, through CAME Connect, can:

- Manage their own profiles
- Change the image on their homepages
- Register one or more devices or systems on their own CAME Cloud space
- Place the devices or systems on one or more places on the map
- Control their own devices
- Manage scenarios and schedule their operation
- Check the log history of the controls and statuses on their own devices
- Send support requests to their own installers
- Configure the basic parameters on their own devices

Managing the profile [Private User]



Private User profile - Professional User Profile.

The top right of the portal always displays the logged-in user's name; clicking on this area lets you access the profile configuration options or logout of the system. The window shows the registered profile data - which can be changed at any time by logged-in Users.

The Came Connect portal pages will be displayed in the browser's language. A different language can be selected on the bottom right of the page. The browser memorized the last language used and use it the next time it is accessed.

PROFILE DATA

Username rossipaolo	Gender Male	
First name Paolo	Last name Rossi	
Birthdate Birthdate	Language italiano (Italia)	
	TimeZone (UTC+01:00) Amsterdam, ...	
Email address rossipaolo@gmail.com	Telephone number (139) 347 654321000	
Via Martiri della Libertà, 15, Dosson, Province of Treviso, Italy		
<input type="checkbox"/> UNLOCK address input		
Via Martiri della Libertà	15	
Casier	TV	
Italy	31030	
Password	Confirm password	
<input checked="" type="checkbox"/> I want to receive news and special offers	<input checked="" type="checkbox"/> I agree with the Privacy	<input checked="" type="checkbox"/> I agree with the Terms and Conditions



Actually your technician is:
Technician not set

Change your technician

4TXAM500

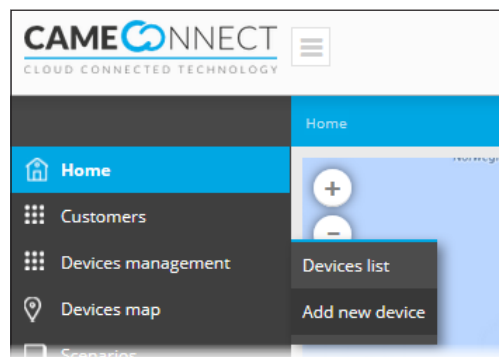
Technician found:
Verdi Dario

- 1 Select the language associated to the profile. This language will be used to send any notices.
- 2 When this field is filled in, the system geolocates the location and automatically fills in the rest of the blank fields.
- 3 Check this box if you want to manually enter the address.
- 4 To change the password, fill in these fields again. If the profile changes don't concern the password, these fields can be left blank.
- 5 To get remote assistance / support, you can associate your own account to that of a Came installer that is REGISTERED ON THE CAMEConnect PORTAL, by using the installer's ID code.
- 5 Enter the installer's ID code and launch a search to check it is legitimate, then save the profile changes.

CAMEConnect communicates with CAME devices or systems via the internet and through a device called gateway.

Certain types of gateways are fitted with relay outputs and digital inputs - these permit you to control also non-CAME devices.

⚠ Before continuing, you will need the keycode that is printed on the tag affixed to the gateway.

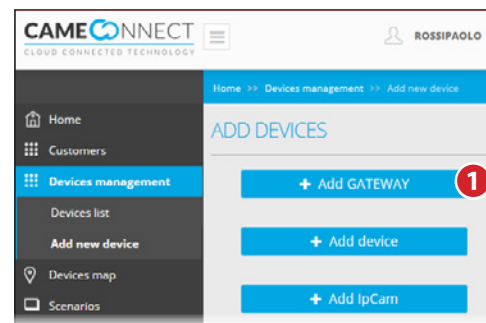


To register the gateway, use the menu on the left, on the homepage.

Types of operator gateway devices

Icon	Gateway name	Gateway type			Fitted with digital inputs / relay outputs
		Stand-alone	Master	Slave	
	CONNECT GW (001UR042)	✓			
	GSM with 868 radio (RGSM001)		✓		✓
	Slave 868 radio (RSLV001)			✓	✓
	Ethernet with 868 radio (RETH001)		✓		
	GSM with no 868 radio (RGSM001S)	✓			✓

Register a master or stand-alone gateway



1 Adds either a master-type or stand-alone gateway to the list of devices associated to and managed by the customer.

GATEWAY PROPERTIES

Key code

 2

Gateway name

 3

Description

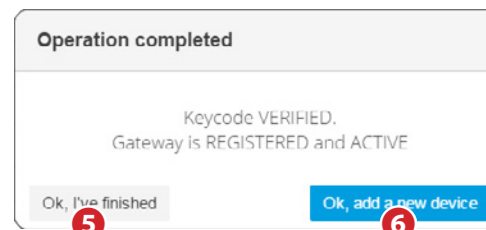
 4

< Back
+ Save

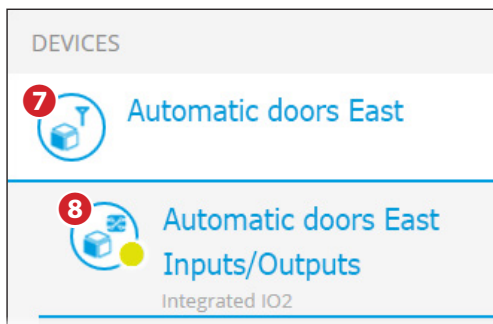
Fill in the gateway properties window, as follows:

- 2** Enter the code that is printed on a tag affixed to the gateway.
- 3** Free name to assign to the gateway for easy recognition.
- 4** Optional extra description.

Save the configuration and wait for the pop-up window that confirms it.



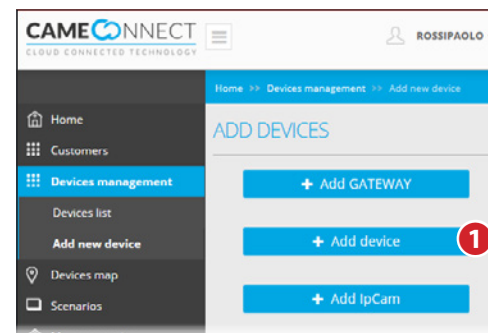
The pop-up window is for concluding the procedure **5** or adding a slave device/gateway by pressing button **6**.



Master-type or stand-alone gateways fitted with digital inputs and relay outputs, are shown on the list of devices as displayed in the figure.

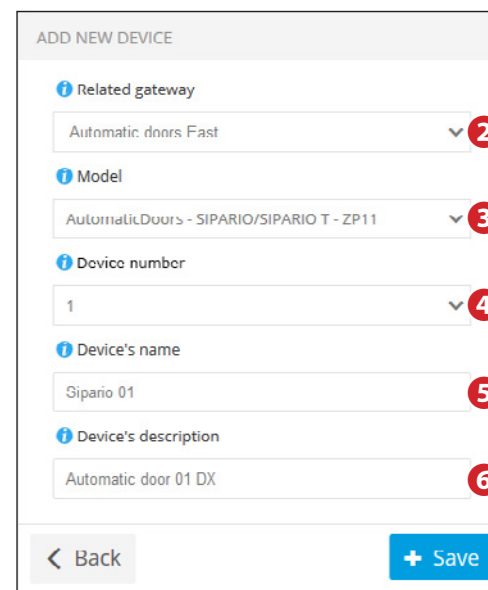
- 7** Icon representing the gateway.
- 8** Icon representing the digital inputs and relay outputs featured on the gateway.

Adding a device to a master or stand-alone gateway



- 1** After registering at least one gateway, you can add a device to control - either an operator or an IO board).

This procedure is only possible when the gateway can directly manage a device



- 2** Select the gateway to which is the actually connected operator's control panel.

- 3** From the list, select the operator model that you want to manage through CAMEConnect. The operators are listed by type, family and control panel.

- 4** Enter the number of the peripheral that is assigned to the operator. Number of peripheral refers to the same product family. When two operators are the same and are connected to the same gateway, you must set different peripheral numbers

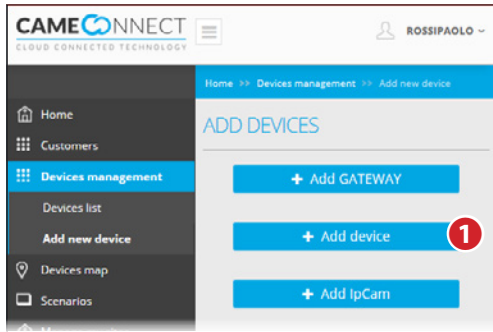
on the boards. Different operators can have the same peripheral number.

- 5** Name assigned to the device.
- 6** Description given to the device.

Save the configuration and wait for the pop-up window to confirm the device's configuration.

The gateway registration and configuration procedures could take variable amounts of time depending on the type of gateway

Adding a slave gateway to a master gateway



1 Once you have registered an RGSM001 or RETH001 master gateway, you can associate the latter to an RSLV001 slave gateway.

⚠ Cannot complete operation with stand-alone gateway.

2 Select the master gateway to which you want to associate the slave gateway.

3 From the list, select model RSLV001.

4 Enter the keycode that is printed on the tag affixed to the gateway.

5 Free name to assign to the gateway for easy recognition.

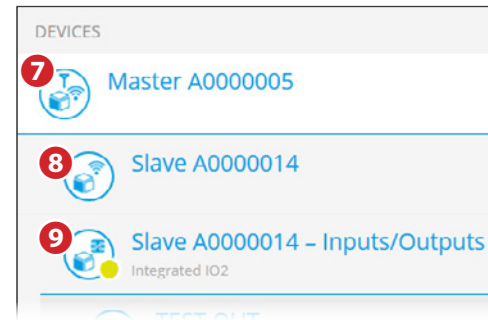
6 Description given to the device.

Save the configuration and wait for the pop-up window to confirm the gateway's configuration.

⚠ A slave module that was previously associated to another master module, must be reset to its factory settings - please see the module's manual - before being associated to a new master module.

⚠ The gateway registration and configuration procedures could take variable amounts of time depending on the type of gateway.

Slave-type gateways fitted with digital inputs and relay outputs, are shown on the list of devices as displayed in the figure.



7 Icon representing the master gateway.

8 Icon representing the slave gateway with digital inputs and relay outputs.

9 Icon representing the digital inputs and relay outputs featured on the gateway.

Adding a device to a slave gateway

Once at least one slave gateway is registered, you can add a device to be controlled, an operator or an IO board).

From the list of devices, select the slave gateway to which the operator's control-panel is physically connected to, and press button **1**.

2 From the list, select the operator model that you want to manage through CAMEConnect. The operators are listed by type, family and control panel.

3 Enter the peripheral number assigned to the operator, the peripheral number refers to the same product family.

! With you identical operators connected to the same gateway, you must set different ID's on the control boards. Different operators can have the same peripheral number.

4 Name assigned to the device.

5 Description given to the device.

Save the configuration and wait for the pop-up window to confirm the device's configuration.

Managing inputs and outputs that are integrated into the gateways

If the registered gateway features digital inputs and relay outputs, it is displayed as in the figure. **1**.

1 Icon representing the gateway.

2 Icon representing the digital inputs and relay outputs featured on the gateway.

Inputs and outputs that are integrated into the gateways can be used to connect up operators that are not fitted with the RS485 terminal board - this makes them controllable via CAMEConnect.

Select icon **2**.

A window appears on which you can map out the devices connected to the gateway's inputs and outputs also view their states.

INPUT port	Connected device	Current status
IN 1		0
IN 2		0

OUTPUT port	Connected device	Current status
OUT 1		0
OUT 2		0

In order to manage Iors STATUSES and COMMANDS you need to add at least one device

Connected device

Device name
Output 02

Device description
Garden light

Device icon
4

Cancel Save and close

Pressing this button **3** brings up a window on which you can name and describe the devices connected to the device's inputs and outputs.

4 Select an icon to represent the connected device.

Connected devices

Out 1 Out 2

Edit Delete Edit Delete

+ Add

Inputs Outputs

INPUT port	Connected device	Current status
IN 1		0
IN 2		0

OUTPUT port	Connected device	Current status
OUT 1		0
OUT 2		0

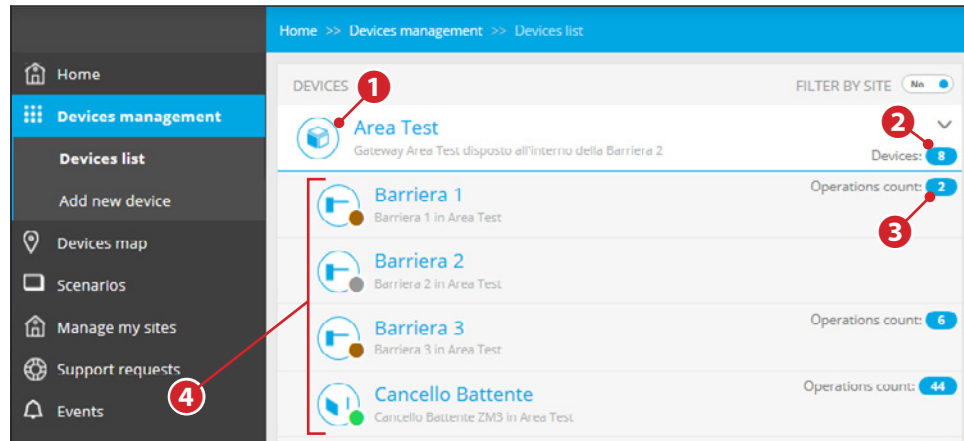
Manage COMMANDS Manage STATUSES

For managing the programming of inputs and outputs, please see the chapter on "Managing the IORS485 interface board" >> 12".

👉 Several devices can be connected up by using different inputs and outputs. Please refer to the gateway's manual.

Manage devices

Once you have configured one or more gateways and their corresponding devices, the main window will show icons and information regarding all connected devices.



- 1 The icon represents the CONNECT GW operators gateway.
- 2 Number of devices connected to the gateway.
- 3 Count of all operations performed by the device.
- 4 Devices connected to the gateway, the icon quickly identifies the type of device and its current state.

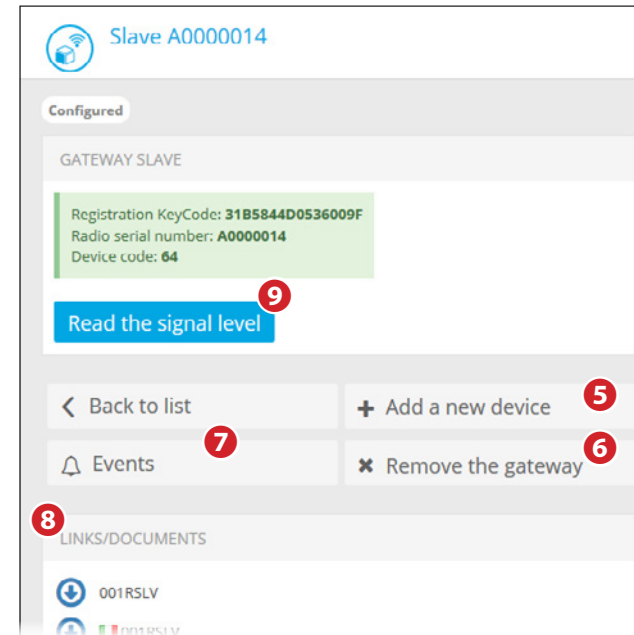
- | | |
|--|------------------|
| Operator error. | Operator open. |
| State of the operator was not detected, adjust, calibrate. | Operator closed. |
| Operator either moving or stopped. | |

By selecting one of the listed devices you can access a configuration-and-command options window.

Extra gateway-information

Select the gateway icon to access the additional options. Besides showing the device's descriptive information, the window lets you:

- 5 Add a new device connected to the gateway.
- 6 Remove the gateway from the system.



You can only remove the gateway after first removing all of the operators associated to it.

- 7 Access an events list that concerns the gateway, containing any errors, out-of-order states, and so on.
- 8 In this area you can find links to external documents that can help you configure or install the device.
- 9 Found on certain gateway models, the button is for checking the radio signal level.

Reading the radio signal level may result in the gateway, and any associated devices, to briefly disconnect from CAMEConnect.

Extra operator-information

Select the operator icon to access the additional options.
Besides showing the device's descriptive information, the window lets you:

Barriera 3
Barriera 3 in Area Test
Operations count: 6

Current position: 0% Closed

Connected to gateway Area Test

DEVICE PARAMETERS

Logic Id	3
Device Id	3

COMMANDS

Open Close Open/Close Sequential Stop

Back to list Device Configuration USER: Device notifications settings TECHNICIAN: Device notifications settings Events Remove the device

9 Send commands directly to the operator.

10 Configure the operator's basic parameters.

Uploading and editing parameters may take variable amounts of time, depending on the type of gateway.

11 Configure preferences for sending notifications to end users.

12 Configure preferences for sending notifications to the installer.

13 Access an events list for the device containing any errors, out-of-order states, and so on.

Device Configuration

CONFIGURATION FOR 'BARRIERA 1'

List of configurable parameters for the device

Automatic closing time [seconds]
20

Preflashing time [seconds]
5

Save Cancel

A series of end-user-configurable parameters is associated to each type of device.

Generally speaking these parameters are configured by installers during final testing / commissioning. We suggest being very careful when making any changes.

USER: Device notifications settings

MANAGE NOTIFICATIONS SETTINGS FOR USER

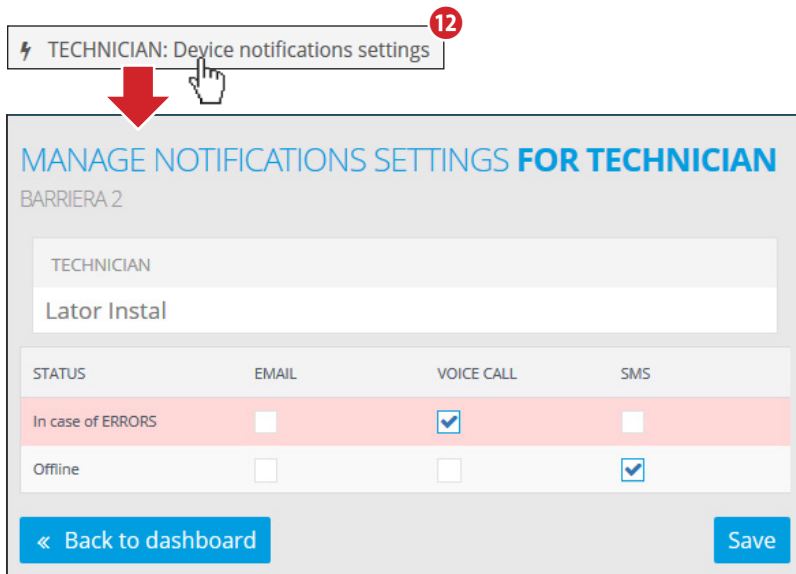
BARRIERA 1

STATUS	EMAIL	VOICE CALL	SMS
In case of ERRORS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Offline	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Back to dashboard Save

This window lets you establish which cases and which ways, the system is to notify the end user of any operator-errors or malfunctions.

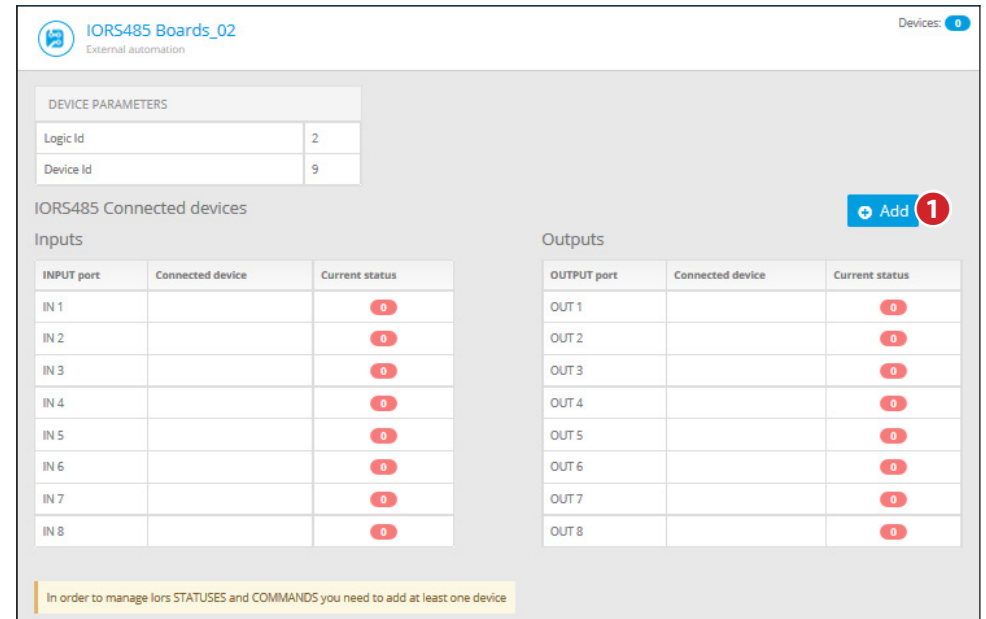
The notifications are sent to the addresses given when registering to CAMEConnect.



This window lets you establish which cases and which ways, the system is to notify your local installers of any operator-errors or malfunctions. The notifications are sent to the addresses given by the installer when registering to CAMEConnect.

Managing the IORS485 interface board

The IORS485 control board is one of the devices you can control via the gateway. The control board lets you connect operators that have no RS485 terminal to the Connect GW gateway. This then lets you manage your system through CAMEConnect. The control board is fitted with eight input and eight output ports.



Once the control board is added to the other devices connected to the operators' gateway, by selecting the corresponding icon, brings up a window in which you can map the devices connected to the board's input and output ports and view their statuses.

Several devices can be connected to the same board using separate input and output ports.

To add a device to the board, press button **1**.

Connected device ✕

Device name

Device description

Device icon

2

[Save and close](#)

You can associate a name, a description and any of the available icons to any device you wish to add **2**.

Automatic Bollard
Edit
Delete

[+ Add](#)

Inputs

INPUT port	Connected device	Current status
IN 1		0
IN 2		0
IN 3		0
IN 4		0
IN 5		0
IN 6		0
IN 7		0
IN 8		0

Outputs

OUTPUT port	Connected device	Current status
OUT 1		0
OUT 2		0
OUT 3		0
OUT 4		0
OUT 5		0
OUT 6		0
OUT 7		0
OUT 8		0

[**3** Manage COMMANDS](#)

[Manage STATUSES](#)

Pressing this button **3** lets you associate an output port's value setting, even a timed setting, to a command.

MANAGE COMMANDS FOR IORS485 BOARDS_02

COMMANDS

> [Automatic Bollard] Close ✕

[+ Add](#) **4**

NEW COMMAND ✕

Name

Command for device
 5

Port
 6

Command value
 7

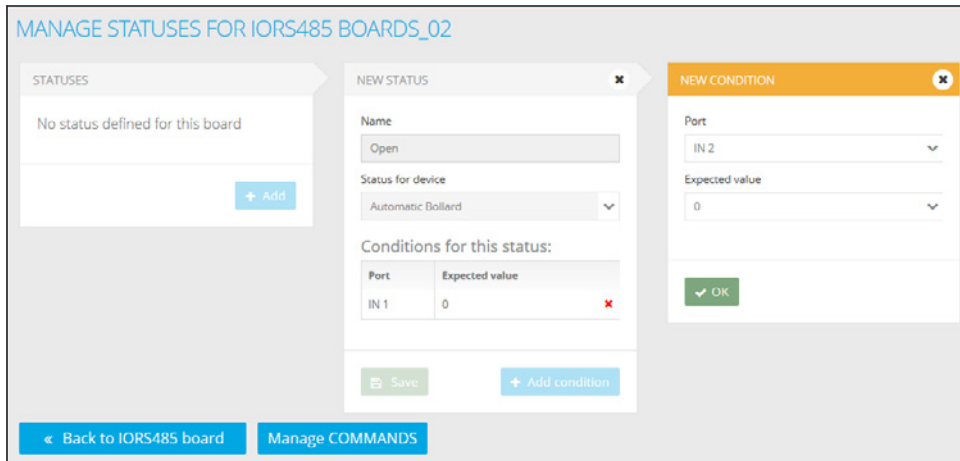
Duration (in seconds)
 8

[Save](#)

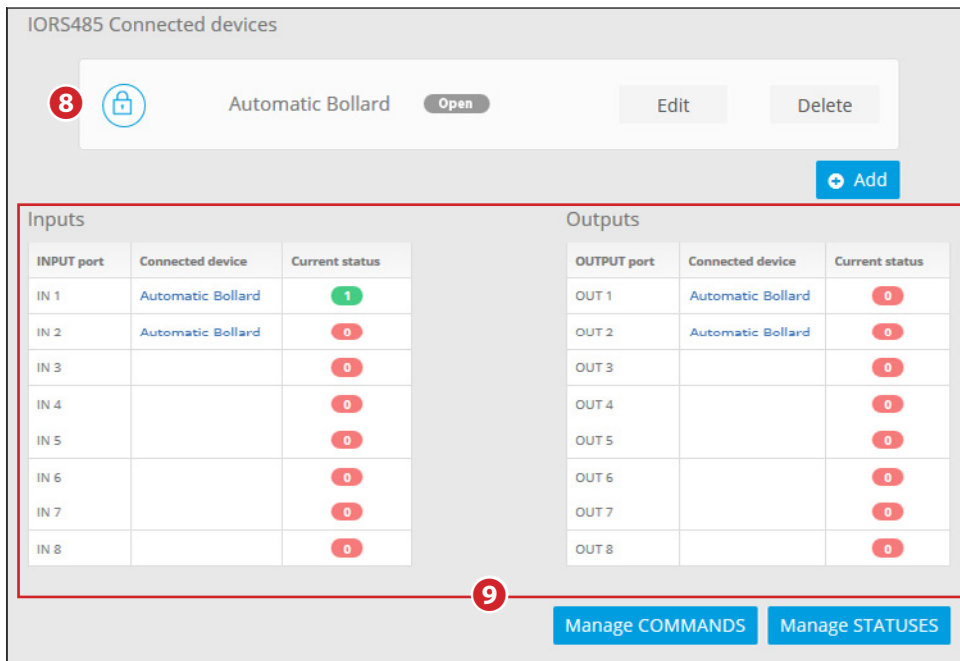
[« Back to IORS485 board](#)

[**9** Manage STATUSES](#)

- 4** To generate a new command.
- 5** Select which device the command will work with.
- 6** Here you can select the port to associate to the command.
- 7** Select the value type to assign to the output port.
- 8** If the value you choose is timed, set the duration time.
- 9** Takes you to the manage contacts' statuses window.



This section lets you associate the value of any in/out ports to a status.



Finally, the window shows the state of the devices connected to the control board. 8 and the statuses of the board's in and out ports 9.

Creating a new scenario

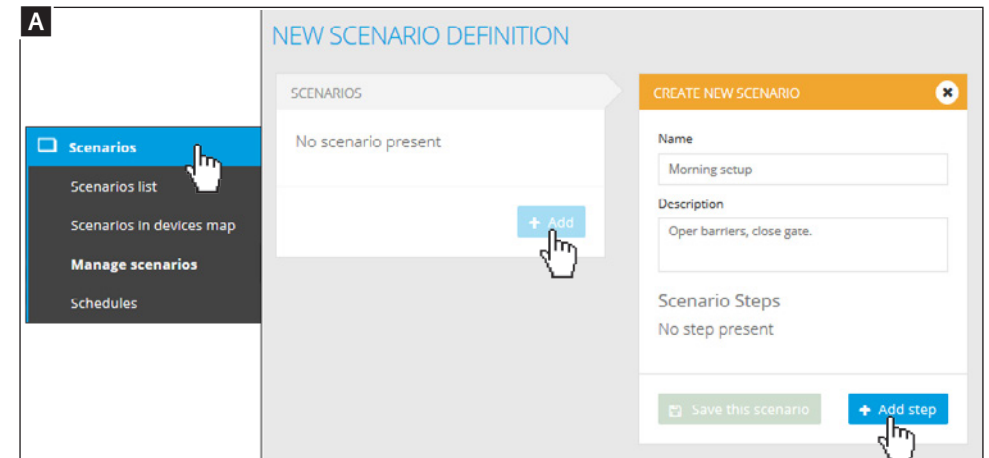
A scenario is a series of actions called "Steps" performed by one or more operators following a single command.

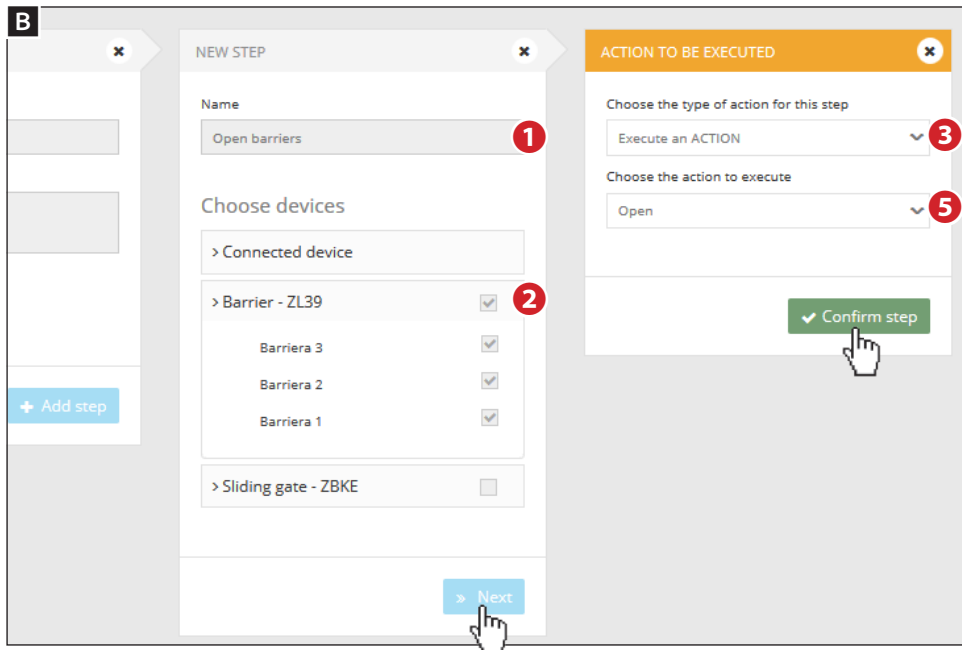
We shall later see how such sequences of actions can be carried out at scheduled times and on specific days.

Example

The example scenario will serve to simultaneously open several barriers fitted to one system, while simultaneously closing a gate; this procedure shall take place weekly on business days.

To create a new scenario, follow the sequence shown in figure A.



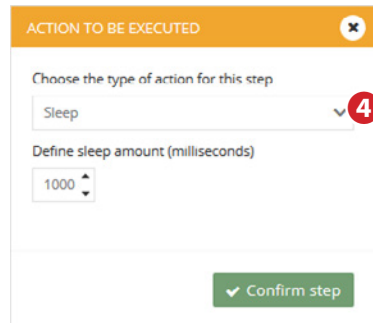


Adding steps to a scenario

B After assigning a suitable name and description to the new scenario, add the first step (barriers open).

1 Assign a suitable name to the scenario step.

2 This area lets you select which devices are connected and involved in the action performed during the step.

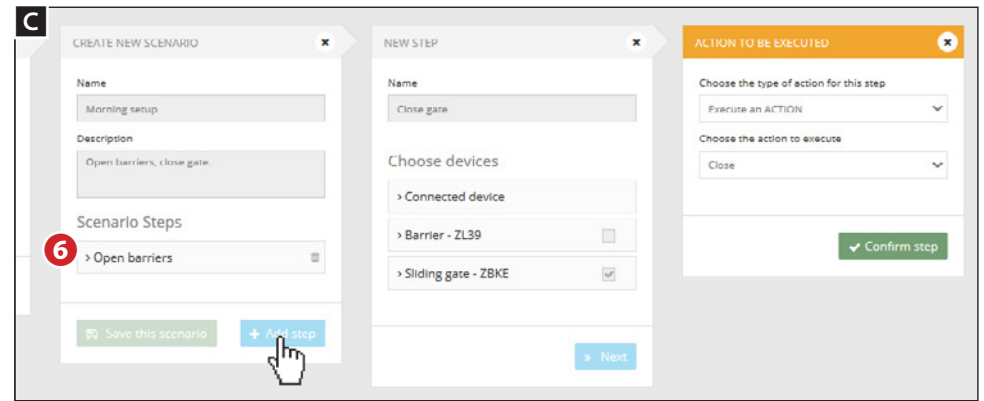


3 Select the type of action that a step must have the selected devices perform.

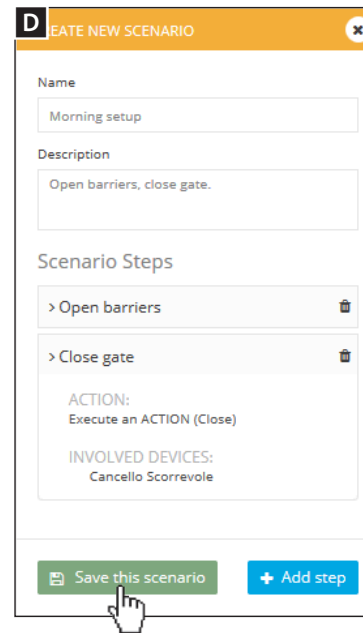
4 You can also have a waiting step between different actions.

5 Select the specific action that the devices must perform.

Confirm the contents of the created step.



6 The created step is saved within the scenario; at this point you can save the scenario or add another step.

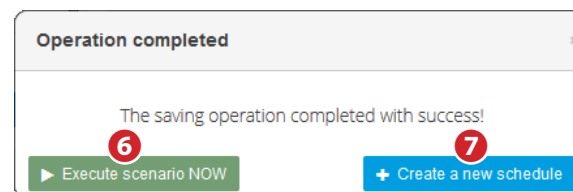


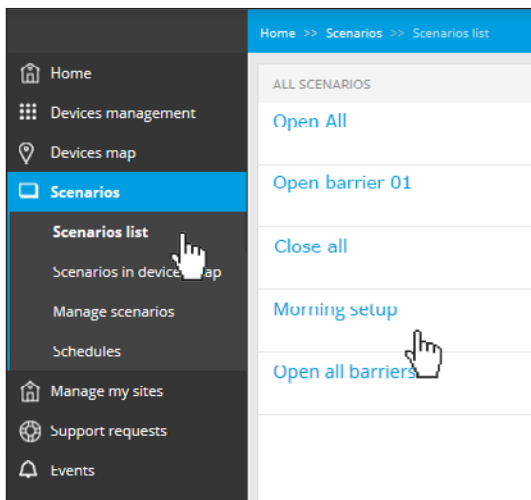
C In the same way, create the new scenario step for closing the sliding gate.

D The scenario is complete; in the list of "Steps" there is a brief description of the action performed at each "Step".

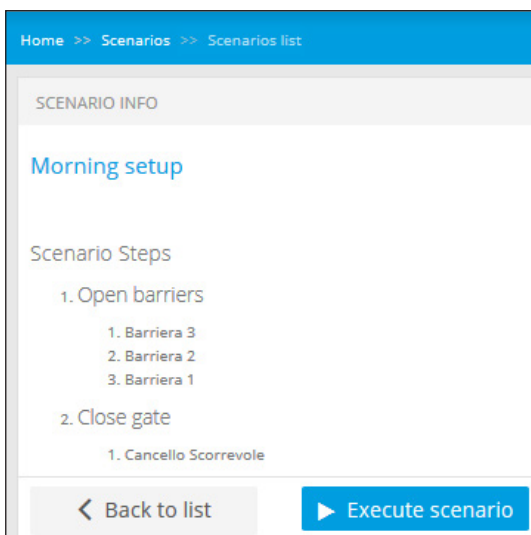
Once the scenario is saved you'll find it available among the commands available to Users.

A pop-up window prompts you to immediately run the created scenario **6** or to program its execution at preset hours or during preset days **7**.



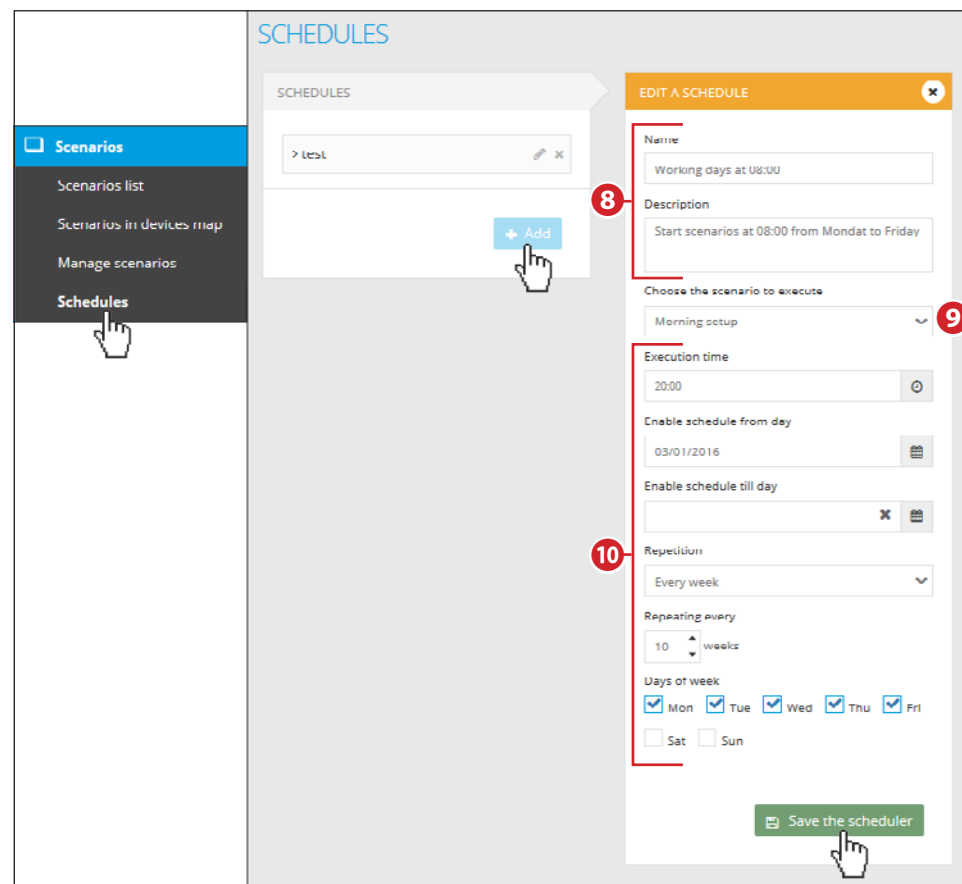


The created scenario will be added to the list of available scenarios.



When you select one of the available scenarios, a brief summary of the programmed actions is shown in addition to the button for immediately running the scenario.

Programming the running of a scenario



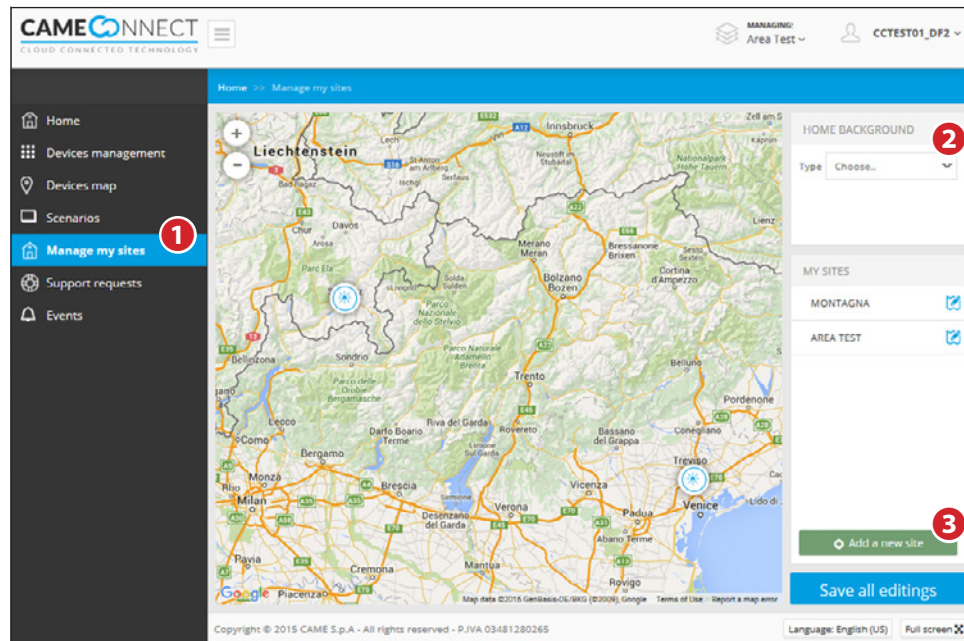
- 8 Assign a suitable name and an accurate description to the programming.
- 9 From the drop-down menu select the scenario which must be activated by the programming.
- 10 Properly fill in this part of the programming window until you get the desired result. Save the created programming.

Configuring the website viewing mode.

After configuring your devices you can place them within sites.

The site can be imagined as a logical container of the devices owned; it allows to view the icons that represent the system and the devices that compose it within a map or a photo of a map.

Usually a site represents the place in which the devices are situated.



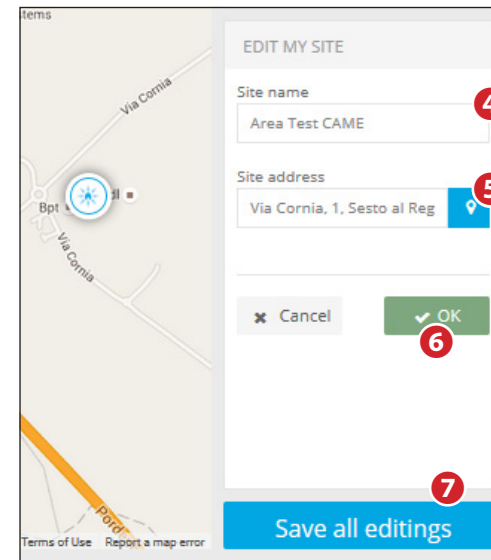
1 This selection is for managing one's own sites.

2 Select the backdrop for your own Homepage, which can be:

- Google Maps (standard or from satellite). In this case you can zoom into a precise area on the map using the + and - keys and/or entering an address into the corresponding field.
- A static image, for example a map or a floor plan, loadable from a .jpg or .png-format file.

Creating a new website

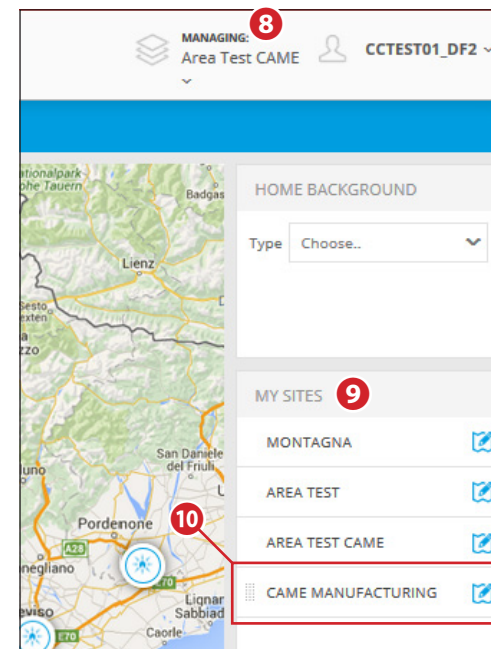
Once you have chosen the backdrop for your user account, you can add a new site by using the corresponding button **3**.



4 Assign a descriptive name to your new site.


5 Type in a valid address and press button **6**, an icon that represents the new site will appear on the map at the given address.

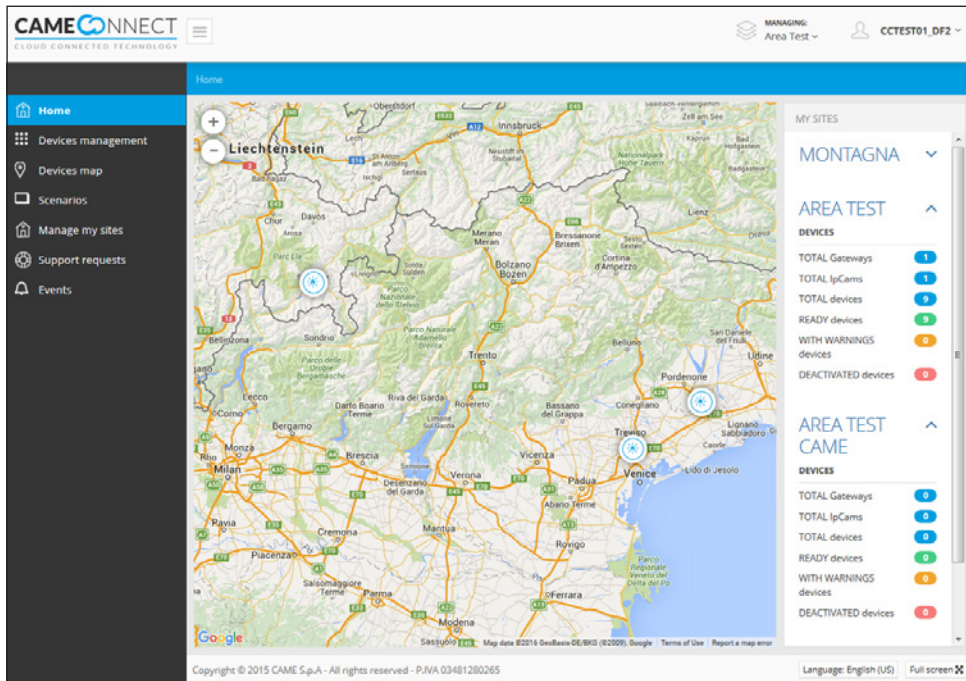
7 Press this button to save the configuration, after adding all the wanted sites.



8 The drop-down menu is for viewing one of the sites on the list.

9 List of saved sites.

10 The icon  shows which sites are not placed on the map.

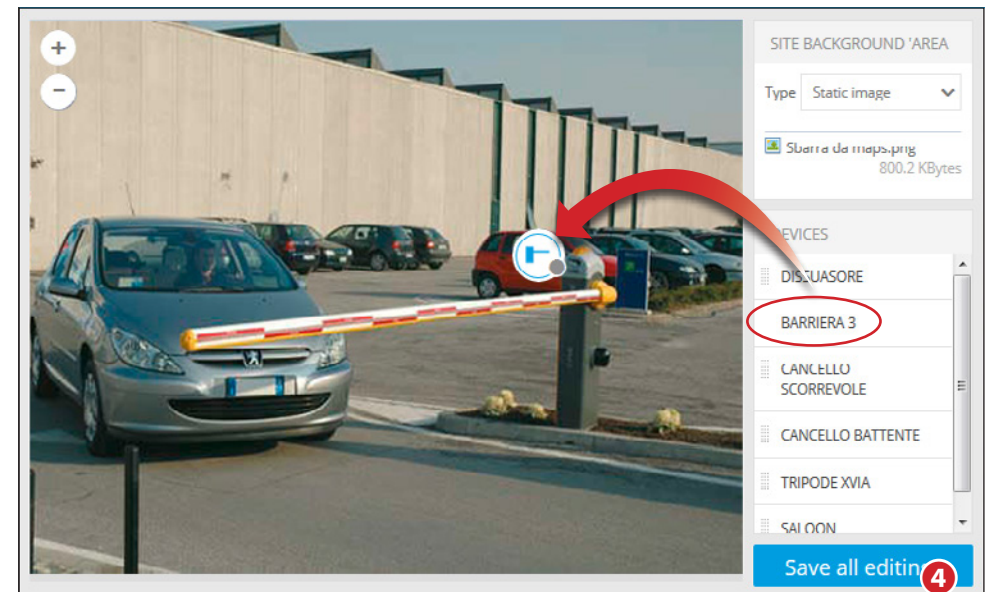
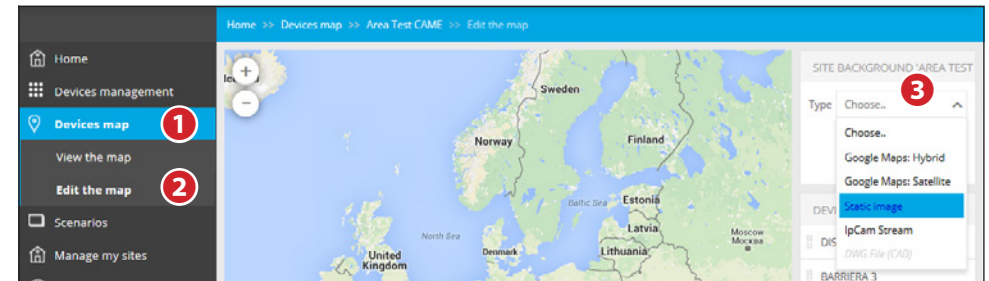


On the Homepage you can view the sites on the map and the list on the right, with a summary of any connected devices.

Placing an operator into a website

From the side list, on the map or drop-down menu above, select the site in which you wish to add the device.

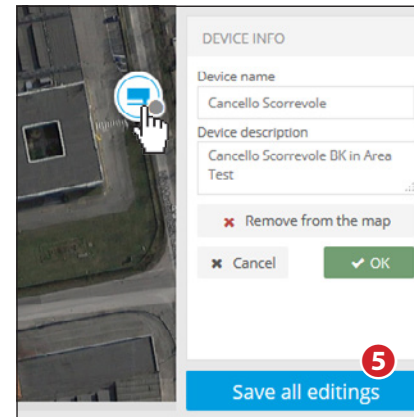
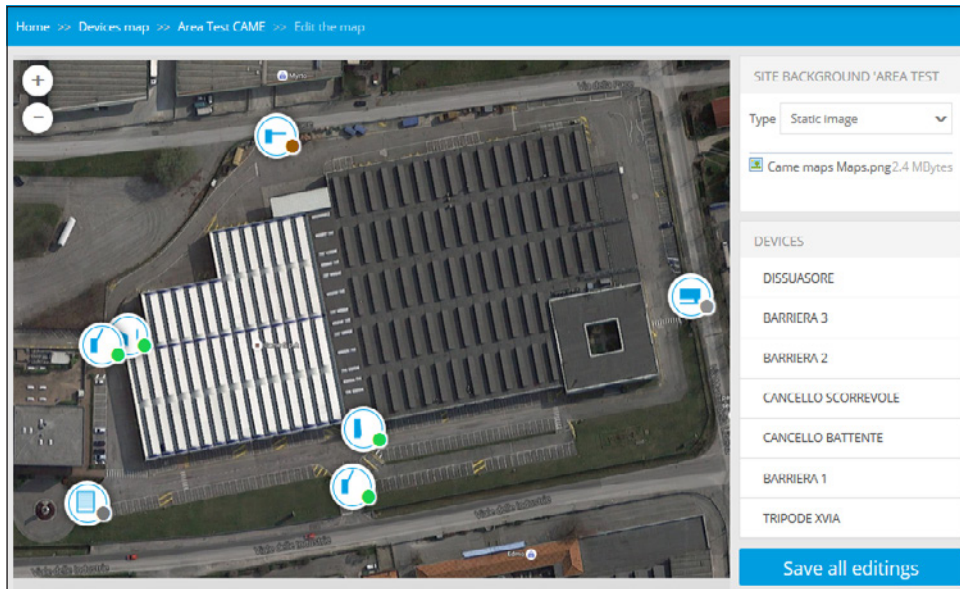
- 1 Its form accessing the positioning options of devices on the map.
- 2 It activates the options for creating or editing operator maps.
- 3 Choose the background of your site; also for the operator it is possible to choose a background image among google maps, a static image.



Once you have uploaded the static image or map portion, you can drag the operator you want from the list of operators on the right, to any point of the image.

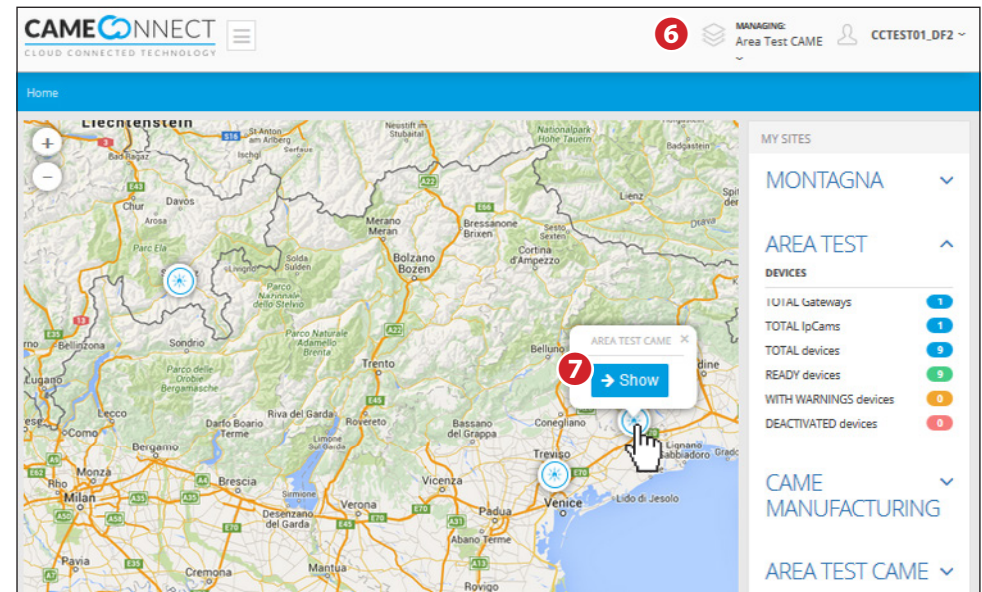
4 Save settings.

If the image you have chosen for the backdrop is a layout map, you can clearly and comprehensively view the state of all the operators placed on the image, and “Manage devices” >> 10 "Managing the devices" on page).



Select the icon to remove it from the backdrop or to edit its name in the corresponding section that is displayed.

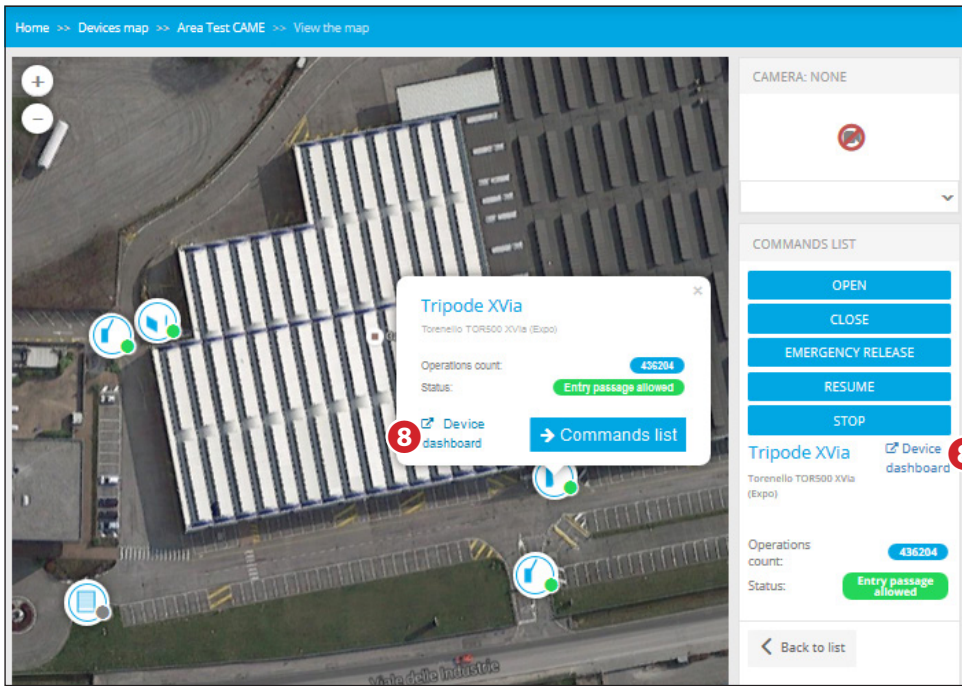
5 Save the configuration, once you have completed placing all the operators.



Once programming is complete, the homepage shows the general layout with the site icons. On the right is a list of sites, each of which can be expanded to show a summary of the number of devices that compose it.

To access one of the sites you can:

- 6** Select the site from the list.
- 7** Select the site icon on the map.

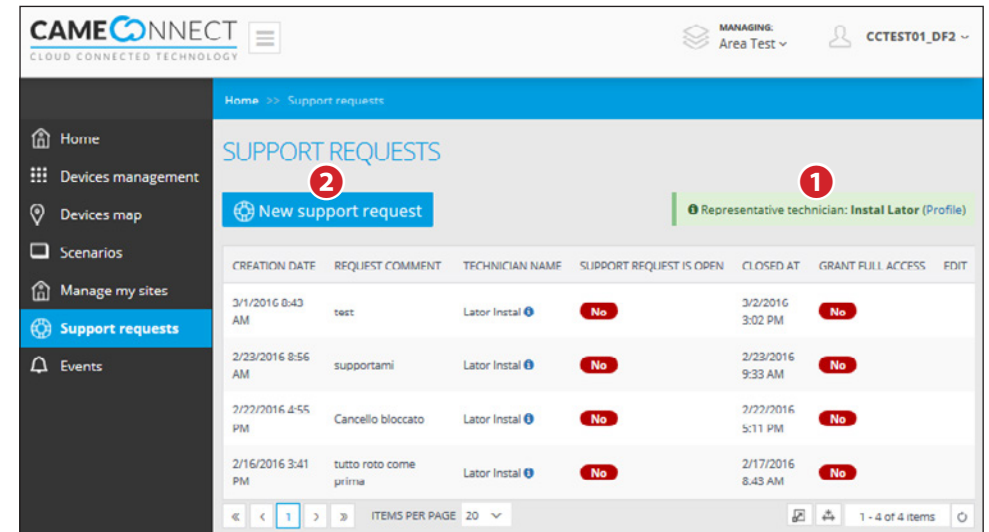


Viewing the chosen site contains the icons that represent all the operators. Clicking on these provides you with real time information on their state, plus access to the list of available commands.

8 It lets you access the additional information (see “Extra operator-information”).

Generating a request for support

Users, when in need, may ask for support from their local installers.



Access the section dedicated to maintenance-job requests.

1 It lets you access the information on the registered installer profile.

2 It generates a new maintenance-job request.

3 In this space add a comment so the installer can understand what the problem may be and which device is involved and the type of issue it is having.



4 It lets you enable the remote system-access by your installer, within the given time limits.

⚠ The installer has full access to the operators for the set amount of time.

SUPPORT REQUESTS

New support request

⚠ WARNING: you can't create a new support request because there already is an open one

CREATION DATE	REQUEST COMMENT	TECHNICIAN NAME	SUPPORT REQUEST IS OPEN	CLOSED AT	GRANT FULL ACCESS	EDIT
3/2/2016 3:25 PM	Trouble running the "Open all" scenario, please check.	Lator Instal	Yes		Yes Active until 3/3/2016 7:30 PM	
3/1/2016 8:43 AM	test	Lator Instal	No	3/2/2016 3:02 PM	No	 5
2/23/2016 8:56 AM	supportemi	Lator Instal	No	2/23/2016 9:33 AM	No	
2/22/2016 4:55 PM	Cancello bloccato	Lator Instal	No	2/22/2016 5:11 PM	No	
2/16/2016 3:41 PM	tutto roto come prima	Lator Instal	No	2/17/2016 8:43 AM	No	

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The request is added to the list; the green icon shows that the request is still open.

5 It lets you edit and extend the amount of time your installer has to access your system.

See the events list

The system continuously logs all events concerning the connected devices; any accesses, activations, alerts and a series of other data will be logged. This window shows the data you have registered and possibly filter by date, or event-type.

CAMECONNECT
CLOUD CONNECTED TECHNOLOGY

MANAGING Area Test

CCTEST01_DF2

Home >> Events

EVENT LIST

Filter by: Select a device Select the event type Filter

Start date End date

CREATION DATE	USERNAME	TYPE	MESSAGE
3/2/2016 4:59 PM	cctest01_df_installer	Info	The installer 'Lator Instal' has concluded the session.
3/2/2016 4:58 PM	cctest01_df_installer	Info	The installer 'Lator Instal' is entered in operating mode: can manage your device.
3/2/2016 4:58 PM	cctest01_df2	Info	The installer 'Pallo Pisco' has concluded the session.

There are three types of events, ranked by criticality.

1. Error,
2. Alert,
3. Information.

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