

TWIG Point SP Getting Started Guide



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1. Log in to TWIG Point SP account

- Activate your TWIG Point SP account by following the instructions sent to your account e-mail.
- Log in to your TWIG Point SP account with your account email and password you created in the registration process.
- The best functioning of TWIG Point is ensured with the most recent updates of Google Chrome and Firefox browsers.

2. Prepare your device

- Prepare your TWIG device by switching off the PIN query of your SIM card (e.g. by placing it in a mobile phone).
- Insert your SIM card into your TWIG device. Switch on the device and wait until the GSM/3G symbol is displayed.
- Ensure your SIM Card is Data SIM enabling the GPRS connection to TWIG Point.
- The very first GPRS communication between your device and TWIG Point is opened with SMS messages (2-3 messages/device).
- Ensure your SIM card's mobile phone subscription allows sending of SMS messages to a UK phone number used by TWIG Point.

3. Add new device

- Click the link [Add device](#) to fill in the information.
- Give your device a name.
- Add your device phone number.
- Leave MPTP ID and IMEI fields empty.
- Select your device type from the list (Embody, Bracer, Protector...).
- Select your GPRS operator from the list or add your own GPRS operator by selecting [Custom - Enter custom GPRS settings](#) and fill in the requested information.
- Click [Add](#).

Add Device

Name

Phone Number

Phone number is needed for SMS communication. Format: +358123456789

MPTP ID

and _ are not valid characters. ID is read from device or generated automatically if not given.

IMEI

IMEI is obligatory only when device has already used TWIG Point services or been connected to TWIG Point.

Hardware type

GPRS Operator

International Roaming Block

- Your device will reboot in few minutes and open the GPRS connection to TWIG Point. A lightning symbol is displayed on Device Manager -page, when connection has been created successfully.

Note!

- If you want to add a device that has already been in GPRS connection with another system, follow the instructions related to [Add an already connected device](#) in chapter 4.

- Phone number is needed for SMS communication and for opening of the GPRS connection between your device and TWIG Point.
- MPTP ID will be created automatically, if your device has not been used in another system earlier.
- IMEI code will be read automatically from your device.
- If you are adding TWIG Bracer, please refer to TWIG Bracer Getting Started Guide.
- If you cannot find your operator from the list, ask TWIG Support (support@twigcom.com) to add it to the list of operators.
- Do not tick [International Roaming Block](#) when using Multi-roaming SIM or when you need to use device abroad. If International Roaming Block is ticked, GPRS connection is disabled when roaming outside home network.
- Click [Edit device](#) if you want to change device identification information later.

4. Add an already connected device

Note! If your device has already been in GPRS connection with another system, follow the instructions here below. If you wish to connect your device to TWIG Point by using SMS messages, follow the instructions related to [Add new device](#) in chapter 3.

- Click the link [Add device](#) to fill in the information.
- Give your device a name.
- Add your device phone number (it is not necessary if you add the MPTP code instead).

- Add your device **MPTP ID**. Attention! MPTP ID must be the same as it was in the system where your device was connected earlier.
- Add the IMEI code printed on the type label of your device.
- Click **Add**.
- If your device has been in GPRS connection with another system, you don't need to select the device type and the GPRS operator.

5. Activate TWIG Point Services

- Select Device Manager > Click your device name > **Manage Services** > **Enable**. To disable the service, click the **Enabled** button.
- TWIG Point AGNSS can be selected also in TWIG Point Remote Configurator.
- TWIG Point Site is accessible to all devices. Service costs are related to added beacon count.
- TWIG Point Netloc is free of charge during first year. Note! Twig Com will not send automatic reminders of free of charge period's expiration for owners of devices not registered in TWIG Point.

6. Device management

- By clicking **Device Manager** you can get a real-time device status of all devices in your account at one glance and manage each device by clicking the links or symbols related to your device.
- Click your device name to check your device status (activity, battery status, selected services, MPTP ID, IMEI or online connection)
- Click the **Owner** to get the list of devices related to one owner.
- Click the symbols on TWIG Point Services column to enable services

- Check your device IMEI by moving your mouse on the device image
- Check your device FW version by moving your mouse on the green HW symbol
- Access your device settings by clicking the cog symbol. Green cog symbol visualizes actual settings uploaded in device. Yellow cog symbolizes settings modified in TWIG Point but not yet written into device. Red cog means settings differ from those in TWIG Point and have been edited elsewhere.
- Blinking online lightning symbol is displayed when device is online. By moving your mouse on the online symbol, the time left for next connection is displayed.

7. Save settings to device

- **TWIG Point Remote Configurator** has same settings as TWIG Configurator PC tool. Detailed information concerning device configuration in TWIG Configuration Guide also downloadable on website: <https://twigcom.com/page/documents>. Changed device settings are displayed with yellow background color until settings are written to device. Device settings can be selected by clicking the green triangle.
- Settings are saved to device by clicking **Write to device** as with TWIG Configurator. To write the changes faster to the device, **reboot your device manually or select Open GPRS Connection**. After settings have been written to device successfully, click **Reboot device or reboot device manually to activate the changed settings**.
- Ensure your device is ON when you configure it remotely.

8. Alarms monitoring

- To be able to get alarms to TWIG Point Monitor, change the Server URL to gprs.twigpoint.com. Open TWIG Point Remote Configurator, Click IP Servers Default > Server URL > Edit > change URL to gprs.twigpoint.com > Write to Device > Reboot device.
- Only selected devices are visible on map.

9. Create new site

- Create your own site by clicking Site > Add site.
- Add your site or floor plan in common image format (e.g. png or jpeg.) by clicking **Add map**.
- Tick **In use** if you allow the use of your site beacons.
- By zooming Max/Min you can limit the display size of your site map.
- Generally access rights to your site are based on your TWIG Point account rights. You can give more access rights to your site by clicking **Accesses**.
- WiFi MAC/ID need to be given in capital letters separated with colon (:).
- Add as many sites as you have floors on your site. Add new floor as subsite and your floor image to every subsite. Geocode your beacons to every floor.
- Note! You cannot delete sites including maps or beacons. Empty your site of beacons and maps and then delete it.

