Dominator Smartphone App FAQ's

Contents

What do I need to run the Dominator App?

First let's check if you have compatible equipment.

1. A Smart Phone: Android (running 4.4 and above) or iPhone (running iOS8 and above)
2. An internet connection for remote operation
3. A 2.4ghz WiFi network.
4. We recommend a WPA2 encryption on your WiFi network as other network types are not as secure.

Are you ready to proceed?

How to set Hub Hotspot

Press and Hold down button for 5 seconds.

If *WiFi* is unavailable the Smart Hub can be set to a HotSpot in order to continue setup.

1. Press and hold button for 5 seconds
2. Release for network change when TX and RX LEDs flash
3. The button will flash mauve once

The Button LED will be solid mauve indicating the HotSpot is on

How do I setup my new hub?

So, you've just purchased your new Hub and you're ready to get started.

Follow the below steps to configure your hub.

1. Let's get started. Turn over your Smart Hub to locate the network information of its WiFi hotspot.
    a. Ok, Got it
    b. Make sure your Smart Hub is powered and the light on the front of the Hub is purple colour.
2. Now we need to connect your Phone to the Smart Hub.
    a. Go into your Phones settings and connect to the WiFi hotspot, which will be listed under "Choose a Network".
    b. Ok, Got it. Now connect to it.
    c. Exit out of your Phone settings.
3. Open the Dominator App.
    a. Select "Setup a new Hub".
    b. Select Connect.
    c. The App will search for configurable Smart Hub's on the network.
    d. We now need to make sure you're you! Press the flashing red button on the Smart Hub to continue.
    e. Hub connection established. Select "Next".
4. Now we need to Name your Smart Hub.
    a. Tap on the pencil and enter in a name. Avoid names that are personally identifiable like email or street address. Name must have a minimum of 5 characters.
    b. Got a name? Now Save.
5. Set your time zone.
    a. If the time zone set is not accurate, please nominate the desired time zone for your Smart Hub.
    b. Save.
6. Next, we need to identify ourselves to the Smart Hub.
    a. Once you're an Admin the Smart Hub will recognise your phone.
    b. Being an Admin User grants you the ability to add devices and create new users.
    c. Enter in an Admin username. (It must be a minimum of 5 characters).

      d.   Enter in a Password. (It must be a minimum of 4 characters).

      e.   Confirm Password.

      f.   **WARNING!** By selecting Remember me, the App will login to your devices without asking for a password. **Please be sure to keep your Smart phone away from children.**

      g.   Ready, Now Create.

7. We need to make sure you're you! Press the flashing red button on the Smart Hub to continue.

8. Only an Admin can make certain changes to your Smart Hub network. Please take the time to fill in your details here, in case you forget your password.

      a.   Enter in your email address.

      b.   Select a secret question.

      c.   Enter in an answer to the secret question.

      d.   Save.

9. Ok! Now you're in charge and the Smart Hub knows you.

10. All that remains now is to get your Smart Hub communication over the web. To do this we need to introduce it to your home network.

      a.   Ok, Get your home network details.

      b.   Select "Continue".

      c.   Select your WiFi and enter in the password.

      d.   Connect. Follow the prompts till connection is successful.

      e.   Finish.

Now that your Smart Hub is setup, you can now add Devices.

How do I add a new device?

Add Device

Devices can be added during the Hub set up or through the Admin area.

1. Select the Settings icon ⚙.
2. Select "Admin" and the Hub you wish to administer.
3. Select "Add Device".
4. Scan QR Code to register device
     a. This step will turn your Phones camera on.
     b. Find the transceiver on the device.
     c. Locate the QR Code and allow your camera to scan it.
5. The details of the device will be entered. Select "Register" to continue.
6. Exit.

How to change to a new WiFi?

If you get a new WiFi network. Follow the steps below to switch over to the new network.

1. Power up the new WiFi network.
   a. Put the Smart Hub into HotSpot mode by pressing and holding the button, until the RX and TX Led Indicators flash slowly.
   b. The Smart Hub button LED will now be mauve in colour.
2. Let's now establish a connection with your Smart Phone.
   a. Check the underside of the Smart Hub for the network information of its WiFi hotspot.
   b. Ok, Got it.
3. Go into your Phones settings and connect to the WiFi hotspot, which will be listed under "Choose a Network".
   a. Ok, Got it.
   b. Now connect to it.
   c. Exit out of your Phone settings.
4. Open the Dominator App and select the ⚙ Settings Icon.
   a. Under SETUP, select "Configure New Smart Hub".
   b. Ok, Got it. Now Connect.
   c. We need to make sure you're you. Press the flashing button on the Hub to continue.
5. All that remains now is to get your Smart Hub communication over the web. To do this we need to introduce it to your home network.
   a. To do this we need to introduce it to your home network.
   b. Ok, Got it.
   c. Select your new WiFi and enter in the password.
   d. Connect. Follow the prompts until you receive connection successful.
6. When you select "Next" the app will now automatically log you on.

How do I Add a New User & Phone?

Add User

1. Open the Dominator App and select the ⚙ Settings Icon.
   a. Under ADMINISTRATION, Select "Admin".
   b. Select the Smart Hub you wish to administer.
   c. Select "Users".
   d. Select "Add User".
2. Enter in a name.
   Using full names compromises security. It is recommended to use an alias, abbreviation or generic term which allows the user to be identified within the user group but does not permit outsiders to determine their identity.
   a. The App will ask you to choose from 4 User Types:

Option	Description
Admin	Has access to all smart devices and can manage users and smart devices
Standard	Has access to selected smart devices
Time Restricted	Has access to selected smart devices for a limited time
One Time Access	Has access to selected smart devices for a limited time and only during certain periods

3. Select the Type of User and select "Next"

Option	Description
Admin	Once Selected a new user code will be created.
Standard	Allowing the user to view the device log will enable them to see who else has accessed the device. The devices you have connected will display and default to "Full Control". Make changes accordingly. If you have multiple devices, scroll down to view all devices.
Time Restricted	If you Select "Allows access only after a certain date", a Start Date and time will appear. Enter details. Then Select "Allow access only before a certain date", a End Date and time will appear. Enter details.
One Time Access	Select the date and time when you would like this user to have access.

	Then select a limit on the time the user can operate the system after the first access, for example 5 mins for a delivery. Allowing the user to view the device log will enable them to see who else has accessed the device. The devices you have connected will display and default to "Full Control". Make changes accordingly. If you have multiple devices, scroll down to view all devices.

a. Once the New User is created the unique Access Code and Password will display.
b. Send Automatic Email or use your Smart phone capabilities by sharing manually through text message, email etc.

Follow the steps to Register your phone.

Note: It is recommended that you set up two Administrators so that if one loses their phone, the other can manage/delete their user profile quickly without needing to reset the whole system.

How to register your phone

If an Administrator has provided you with login details, then you're ready to connect to an existing network and start operating connected devices:

1. To connect to a network, you will need a temporary access code and password provided by an Administrator. This may have been sent to you via email or SMS by the network owner.
2. OK, Got it.
3. Enter in Access Code
4. Enter in Password
5. Select Remember password
6. Connect.
7. You will need to nominate a new preferred password. (Your password needs to be a minimum of 4 characters).
8. Enter new Password.
9. Confirm Password.
10. Select Password recovery. This is needed if you forget your password.
11. Save.

Great! You're connected to the network.

How do I setup notifications?

The Dominator App will send you pop up messages for notifications you have set within the App.

To Setup notifications

1. Open the Dominator App and select the ⚙ Settings Icon.
    a. Under "PERSONALISATION" Select "Notifications".
    b. Select the Smart Hub you wish to receive notifications from.
2. Select the Device you want to setup.
    a. Select which notifications you wish to receive.
    b. Once completed you can select the Hub Name in the top left-hand corner to go back to any other device connected to the Smart Hub.
3. Repeat Step 2 above for any other devices.

Now you have setup notifications you can press the house icon to return to the home page.

How to Add or Delete Transmitters

Add Transmitter

Transmitters can be added during the Hub set up or through the Admin area.

1. Select the Settings icon ⚙.
2. Select "Admin" and the Hub you wish to administer.
3. If prompted, press the button on the Hub.
4. Select "Add Transmitter".
5. Select "Device" and the Device you wish to add a transmitter to.
6. Select "Function" and choose from the list the function you want for the button.
7. Select "Set" and you will be prompted to press and hold the particular button you wish to code for 2 seconds, release for 2 seconds and then press and hold for 2 seconds. Release button.

The button on the transmitter is now coded to the function you selected. To code other buttons on the transmitter to another function follow the same process above choosing a different button on the transmitter.

Delete Transmitter

Transmitter button functions can be deleted using the Dominator App only when there is access to the transmitter. Consult the openers instruction manual to delete transmitters when access to the transmitter you wish to delete is not possible (eg. lost transmitter).

1. Select the Settings icon ⚙.
2. Select "Admin" and the Hub you wish to administer.
3. If prompted, press the button on the Hub.
4. Select "Add Transmitter".
5. Select "Device" and the Device you wish to delete a transmitter button from.
6. Select "Function" and choose "None" the from the list
7. Select "Set" and you will be prompted to press and hold the particular button you wish to delete for 2 seconds, release for 2 seconds and then press and hold for 2 seconds. Release button.
8. The button on the transmitter is now deleted from the opener.

WARNING!: If the transmitter has more than one button coded to the opener, the other buttons will still operate. To delete each button, follow the process above choosing a different button on the transmitter each time until all buttons are deleted.
Alternatively refer to the openers instruction manual to delete transmitters.

I have lost or changed my phone!

Lost Phone

If you have lost your phone, follow the steps below.

Contact the Administrator of the site to notify them.

    a. If a general user, the administrator will need to delete the user and then create a new user profile.

    b. If you are an administrator and there is **another administrator** for the site, contact that administrator and ask them to delete your user profile and then create a new user profile.

    c. If you are the administrator and there is **no other administrator** for the site, you will need to access the Smart Hub to Reset the Hub.

Changed Phone

If you have changed your phone, follow the steps below.

1. Contact the Administrator of the site to notify them.
   a. The Administrator will go into your user profile to Edit the User by;
      i. **Administrator** - Select Manage phone
      ii. Select Add Phone.
      iii. A new Access Code will be created for the new phone.
      iv. Email this to the user.
   b. Return to manage Phones and select the old phone.
      i. Select the old phone
      ii. Select "Deregister" to remove phone from user profile.
2. **The user** - you will now need to follow the steps to register your new phone.

Note: It is recommended that you set up two Administrators so that if one loses their phone, the other can manage/delete their user profile quickly without needing to reset the whole system.

How to Reset your Smart Hub

Soft Reset

If the Hub is unable to configure or operating periodically, a Soft Reset may solve the problem.

1. Hold down the Smart Hub button until the LED indicators flash.
2. Immediately release button.

The Smart Hub will reset and return to operational mode as indicated by a Blue light

Hard Reset

If the Hub is unable to configure or ceases operating, a Hard Reset may solve the problem by **returning the hub to Factory Settings**.

1. Hold down the Smart Hub button until the LED indicators **flash the <u>second time</u>**. They will flash rapidly; after approx. 20 sec.
2. Immediately release button.

The Smart Hub will reset and return to hot spot mode as indicated by a violet light.

How to Reset your Transceiver

This will clear all data from the transceiver, so the Smart Hub can be connected.

1. Using a paperclip, insert one end into hole next to the word "REGISTER".
2. Hold down until the LED indicators flash rapidly.
3. Immediately release.

The transceiver will reset and be ready to connect to a Smart Hub.

Optional Step – Delete Admin Profile

1. Go to the app Settings ⚙.
2. Select "My Profiles"
3. Delete User Profile
4. Follow steps for initial set up

How to Add or Delete Users

Add User

1. Open the Dominator App and select the ⚙ Settings Icon.
   a. Under ADMINISTRATION, Select "Admin".
   b. Select the Smart Hub you wish to administer.
   c. Select "Users".
   d. Select "Add User".
2. Enter in a name.
   Using full names comprimises security. It is recommended to use an alias, abbreviation or generic term which allows the user to be identified within the user group but does not permit outsiders to determine their identity.
   a. The App will ask you to choose from 4 User Types:

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3. Select the Type of User and select Next

Option	Description
Admin	Once Selected a new user code will be created.
Standard	Allowing the user to view the device log will enable them to see who else has accessed the device. The devices you have connected will display and default to "Full Control". Make changes accordingly. If you have multiple devices, scroll down to view all devices.
Time Restricted	If you Select "Allows access only after a certain date", a Start Date and time will appear. Enter details. Then Select "Allow access only before a certain date", a End Date and time will appear. Enter details.

One Time Access	Select the date and time when you would like this user to have access.
	Then select a limit on the time the user can operate the system after the first access, for example 5 mins for a delivery.
	Allowing the user to view the device log will enable them to see who else has accessed the device.
	The devices you have connected will display and default to "Full Control". Make changes accordingly.
	If you have multiple devices, scroll down to view all devices.

4. Once the New User is created the unique Access Code and Password will display.
5. Send Automatic Email or use your Smart phone capabilities by sharing manually through text message, email etc.

Follow the steps to Register your phone.

Delete User

1. Open the Dominator App and select the ⚙ Settings Icon.
   a. Under ADMINISTRATION, Select "Admin".
   b. Select the Smart Hub you wish to administer.
   c. Select "Users".
2. Select the User you wish to Delete.
3. Select "Delete User".
   a. Now this user will be deleted from the Smart Hub and will be unable to access this Smart Hub from ALL registered phones.
   b. Select "Delete".

The user is now deleted.

Note: It is recommended that you set up two Administrators so that if one loses their phone, the other can manage/delete their user profile quickly without needing to reset the whole system.

Forgot Password

Was Password Recovery set up?

1. At the bottom of the Login screen, select "Forgot my Password"
2. Answer Security question and select "Submit"
3. Email will be sent to provided email address with temporary password for login

What if Password Recovery was not set up and user cannot login?

5. Clear Smart Hub (see " Hard Resetting the Smart Hub")
6. Go to the app Settings ⚙.
7. Select "My Profiles"
8. Delete User Profile
9. Follow steps for initial set up

Partial Opening Modes: What are these and how are they set?

The partial opening modes allow you to partially open your garage door for extra security, privacy or convenience.

For example, the parcel mode allows you to remotely open your garage door partially to allow for the delivery of a parcel or similar object to be pushed under the door.

1. You can set these to desired heights through the App.

2. You can then control these modes from your smart phone.

What do I do if I have a problem with the App?

1. Close the app and try again.

2. If unsuccessful turn the Wi-Fi OFF on the phone and then ON again.

3. Check for operation systems updates (iOS, Android).

4. Check for Dominator/Dominator App updates on Google store / App Store.