HUBS Queuing & Service Panel Installation Manual

Steps for Installation of the iQ Service Panel and Verifying iQ Devices Internet Connection

HAMILTON BY GUNNEBO®

Table of Contents

Pre-Installation

BRANCH COMPATIBILITY

Before installing the HUBS Service Panel, ensure that there is a valid LTE connection at the branch. Verify this by successfully placing a call or sending a text message from a smartphone. If your phone has a valid internet connection, the OptConnect Modem included with the HUBS system will also have a valid internet connection.

Additionally, confirm that there are at least 2 standard electrical receptacles or wall sockets available to power the HUBS Service Panel hardware.

RUNNING CABLES

Before installation, it is helpful to run 1 Cat5 cable per lane from the customer unit to the location where you plan to install the network switch inside the branch. It is recommended to run these additional Cat5 cables on the day of installation for the HUBS Pneumatic Devices.

Running the cables in advance can expedite the installation process of the HUBS Service Panel by several hours.

Necessary Materials and Tools

Included Materials

A) x1 Cat5 Cable per HUBS Device

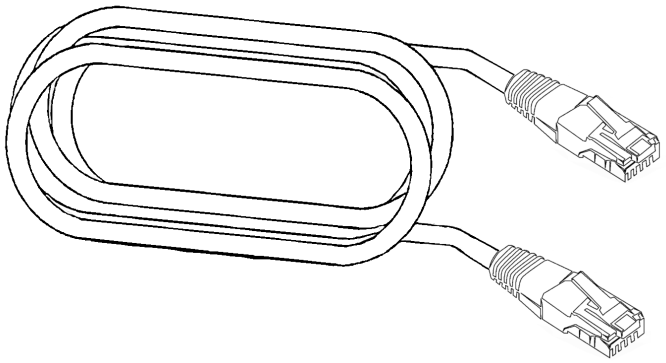
B) iQ Service Panel Computer

C) 22″ Computer Monitor with Stand & Power Cable

D) Micro HDMI to HDMI cable (not pictured)

E) Network Switch

A)



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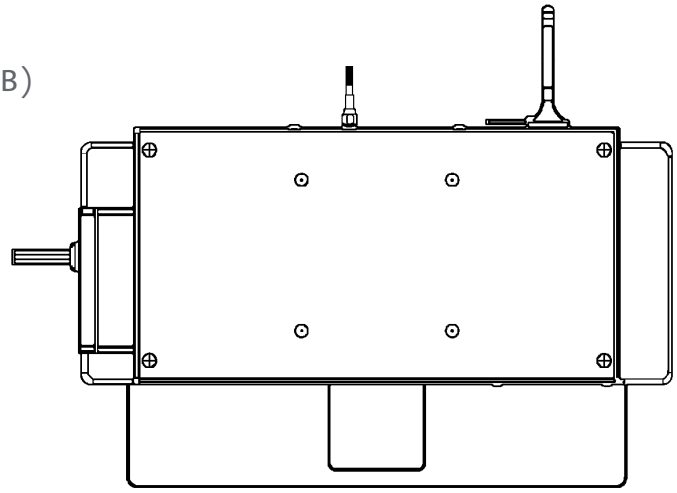

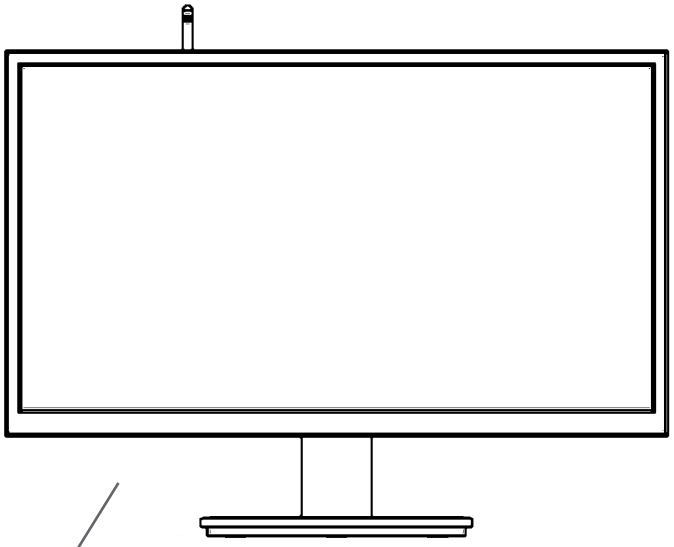

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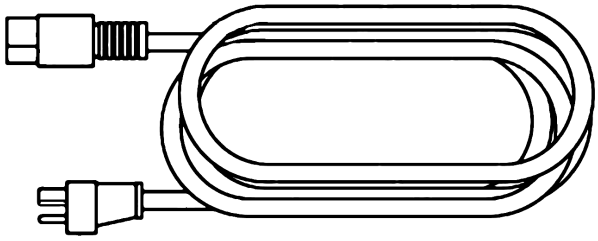

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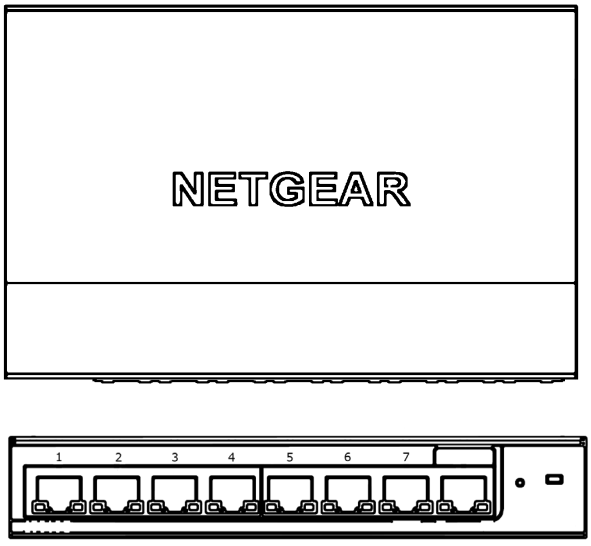


Installation

CABLE CONNECTIONS

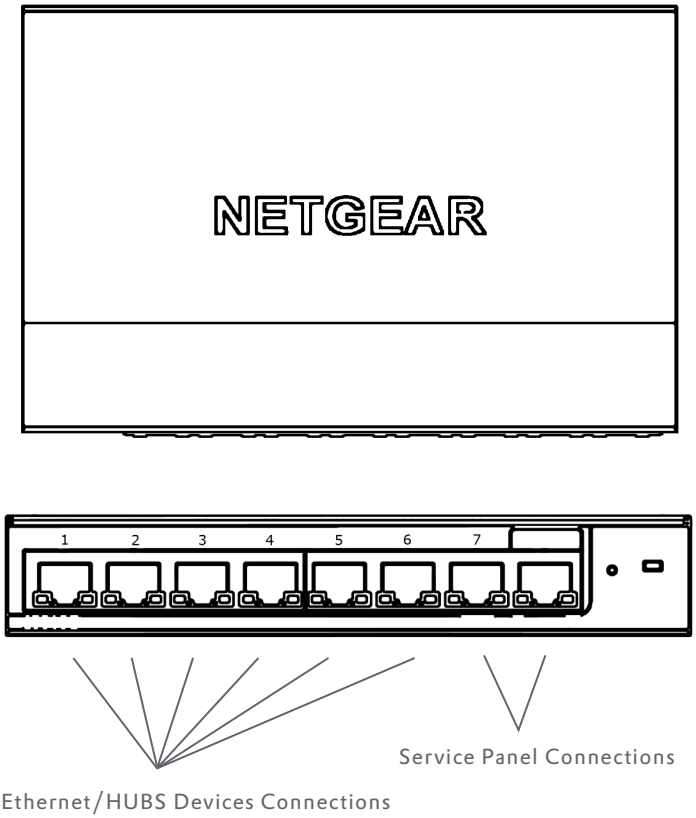
To ensure proper communication between the HUBS devices and the HUBS Control Box, connect all Cat5 cables to the network switch provided. It is recommended to install the network switch inside the branch in a discreet location. Ensure the chosen location has a valid power source and plug the NetGear switch into power.

First, connect a Cat5 cable from the HUBS 12 Ethernet port labeled "Ethernet Only Connection (RJ45)" to any port on the network switch you installed. Repeat this connection for each lane. (See ports 1-6 to the right.)

Next, connect the two separate HUBS Control Box ethernet ports to the network switch using two separate Cat5 Ethernet cables. (See Ports 7 & 8 to the right.)

NOTE: For additional help connecting the CAT5 cables correctly see the iQ Service Panels Connections drawing included in the box.

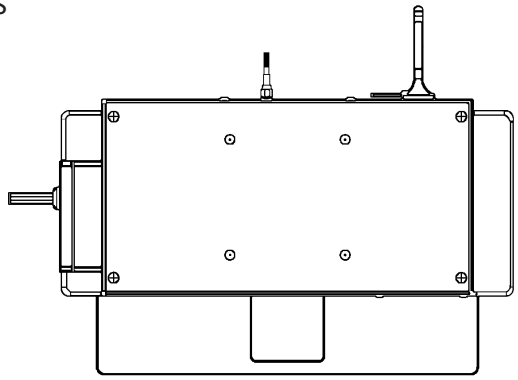
To verify the connection to the network switch, check the link speed LED lights on each Ethernet port on the switch. A valid connection will be indicated by a green LED lit at the top right corner of each Ethernet port connection.



LTE MODEM SETUP

The OptConnect Cellular Modem provides internet connectivity for the HUBS System and is pre-installed into your HUBS Control Box. No additional setup is required to utilize this modem.

Ensure that the antennae is firmly screwed onto the top of the service panel box.



RASPBERRY PI HARDWARE SETUP

The additional hardware supplied with your HUBS Control Box enables interaction with and viewing of the HUBS Service Panel Application.

No assembly of the monitor and its stand is required. Power the monitor and HUBS Control Box using the two supplied power cables and a standard electrical outlet.

After successfully powering on your HUBS Control Box, the HUBS Service Panel program will start automatically and be viewable on your 22" computer monitor. To interact with the program, plug in the USB keyboard and mouse included with the kit.

First Time Service Panel SetUp

SYSTEM SETUP PAGE

When running the program on the Raspberry Pi for the first time, you will be prompted to enter initial branch details.

Start by selecting the number of HUBS lanes to be used in this installation from the dropdown menu. Next, check the box labeled “Check this box to set up lane colors now.” Finally, enter the location and service provider information for the branch. Once you have completed the form, click OK.

LANE COLOR SETUP

If you have selected to set up lane colors on the System Setup Page, you will be prompted with a secondary screen.

Starting with lane 1 and progressing sequentially, you will be asked to select the correct color for each corresponding lane. Choose the appropriate color from the list provided, and then click OK once the correct color is selected. Repeat this process for all lanes.

SERVICE PANEL KEYBOARD

Provided in the Service Panel kit is a USB keyboard and mouse. To utilize the device, plug in the attached USB dongle to any USB port on the bottom of the Service Panel box.

Service Panel and Queuing Screen Installation Testing

VERIFYING SERVICE PANEL CONNECTION TO EACH HUBS DEVICE

To verify that each lane is connected to the service panel, use the customer send button on the outside of the customer unit to send the carrier from the customer to the teller. If the device is properly communicating with the service panel, an image of a car—painted in the color corresponding to the lane—will be displayed in the queuing portion of the screen.

If your device is not connected properly, try turning the power to the customer unit off and then back on. Please note that after power cycling the air unit, there will be a delay in communication between the service panel and the device. Wait for 1 to 2 minutes before retesting the communication.

VERIFYING SERVICE PANEL CONNECTION TO SAFE CONTROL IQ

After completing the local installation of the Service Panel and verifying connection to each HUBS device, you must finally verify the connection to the SafeControl iQ website.

To begin, open the following address in a web browser of your choice,

"hamiltonsecurity.io"

Next, use your personal login information to login to the website, if you do not already have a login, please contact your organization's SafeControl iQ administrator.
Once logged into the site, navigate to the correct location using the menu and address in the top right corner of the screen. When the location has changed to the address you are currently at, you will see the site name and address in the top right corner of the site. Finally, to check for site connection, click on the blue box labelled "HUBS". Verify that all connected lanes are active and have updated within the last 20 minutes.

NOTE: It may take up to 15 minutes for lanes to update on the site. To speed up the connection process, you can run the carrier back and forth multiple times.

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