UbiHub Activator App

UBIHUB ACTIVATION INSTRUCTION GUIDE

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1. About This Guide

Customers receive access to the **UbiHub Activator** application with the purchase of the UbiHub product, enabling immediate usability and data collection capabilities.

The **UbiHub Activator Mobile App** runs on Android devices running the Android OS. Please ensure your device meets these requirements:

- Android 9.0 and above
- LTE 4G Cellular communication to connect to the Internet
- GPS
- High quality camera (capable of scanning barcodes /QR codes)

Technicians in the process of installing UbiHub nodes on streetlights or replacing nodes on existing streetlights are the primary users of the **UbiHub Activator App**.

2. UbiHub Activation Tool

a) Getting Started with the Node Activator App

Download the **UbiHub Activator App** from the Google Play Store.
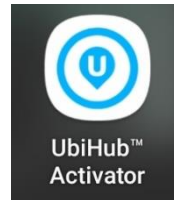
b) Login

Once you open the App, you will be directed to the login screen. Using the Username and PIN/password that were provided to the Administrator of the deployment, login to the **UbiHub Activator App**. Once logged in, allow the App to access your device's location. If you have not received credentials, reach out to: **Tier 1 support** (contact information included in the last page of this guide)
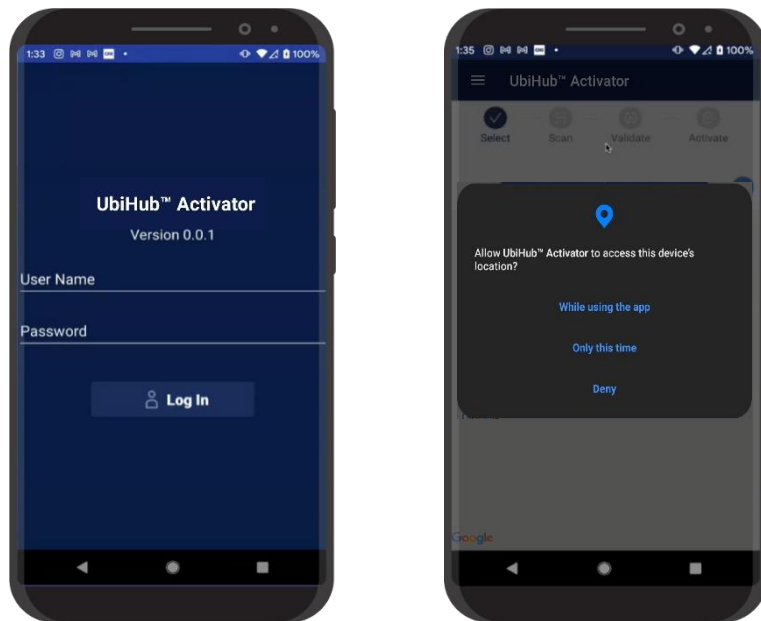
3. Select Mode

a) Select Pole Location- Overview

Initially the App opens the map at the mobile device location and indicates the status of all the available poles. Poles displayed can be filtered by type or status. You can also use address search, integrated pan, zoom, and GPS location to find a pole.
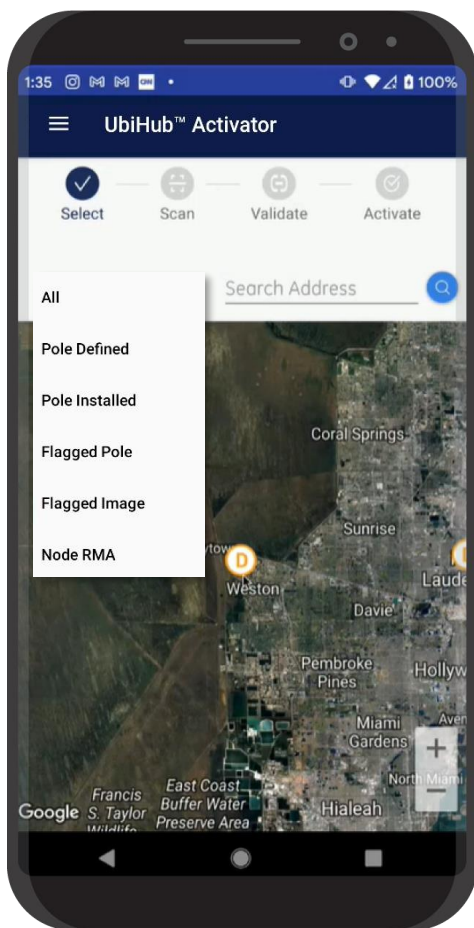

The Pole index categories you can view are:

- ***All:*** *Poles included in all the categories below.*
- ***Pole Defined (D):*** *Available poles that a node is determined to be installed on but are not activated.*
- ***Pole Installed (A):*** *Poles that already have a UbiHub installed and activated.*
- ***Flagged Pole (F):*** *Poles that have a physical damage noted, preventing installation on them.*
- ***Flagged Image (F):*** *Poles with a node that has a validation error.*
- ***Node RMA:*** *Poles that have been flagged as requiring node replacement.*

b) Now Select Your Pole Location

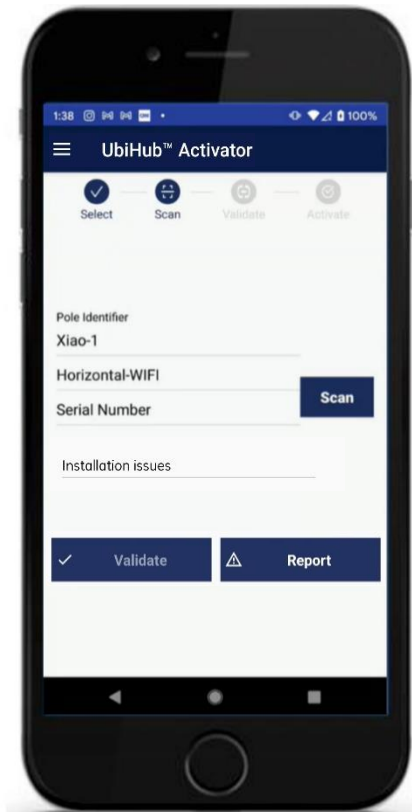Select a pole in the Defined state to proceed with node activation.

- *Input the Pole location using the **Search Address** field in the App or simply select a pole (labeled **D** – see label descriptions on p. 3) you want to activate a node on from the Map.*
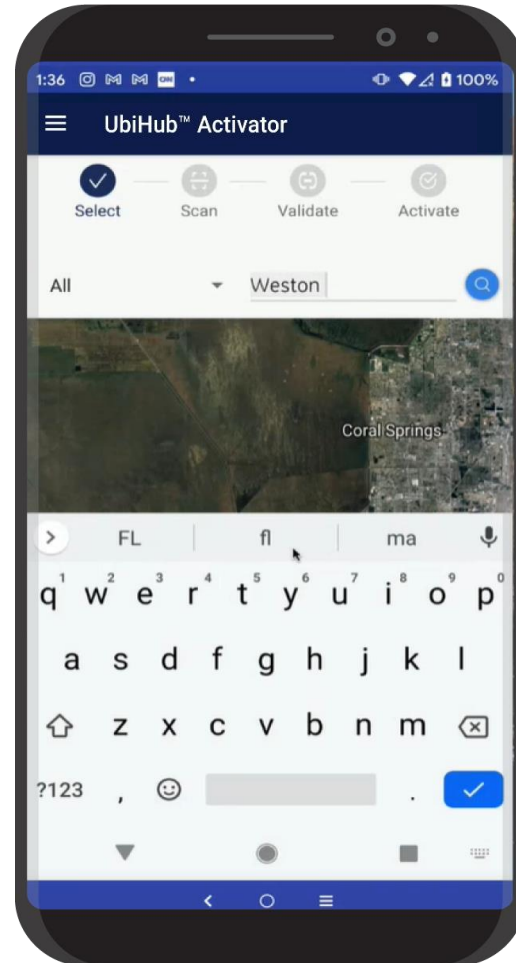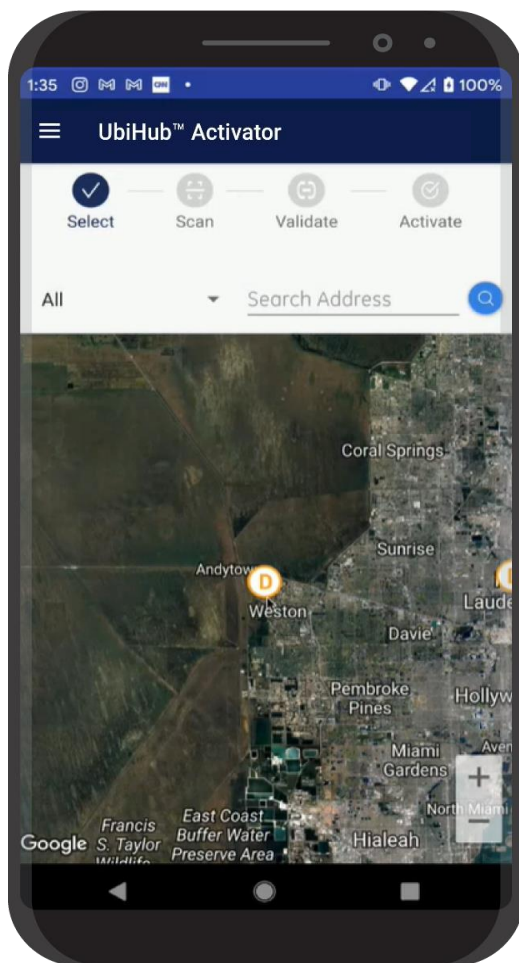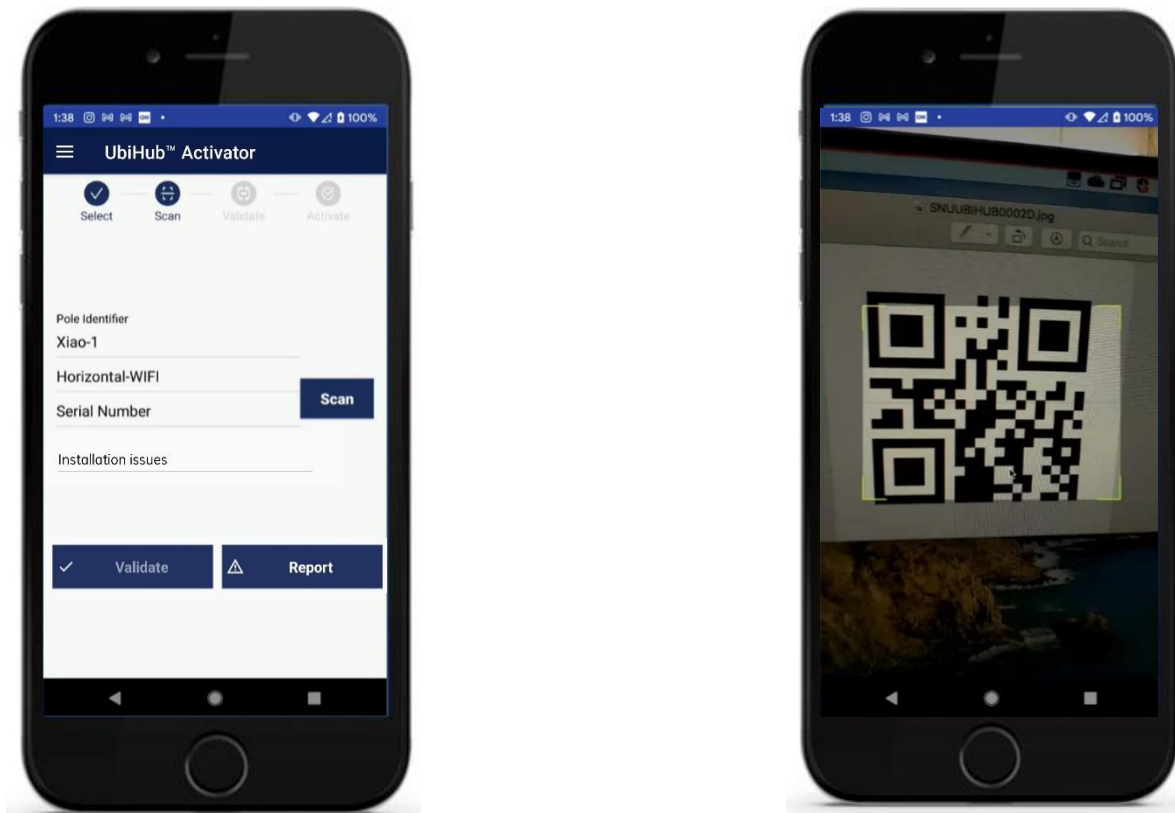
4. Scan Mode Overview

a) Display Pole Selection

*The Pole ID and pole type should already be populated.*

- In order to fill in the serial number you can scan the QR code on the label of the node. The integrated mobile camera is used to scan the node. Tap the **Scan** button to initialize the scanner. The scan should capture the QR code completely as shown below.

- In case there was an error scanning the QR code on the node through the camera, you can add comments in the installation issues and report any issue with the pole. You do not need to make a comment if the scan is successful.
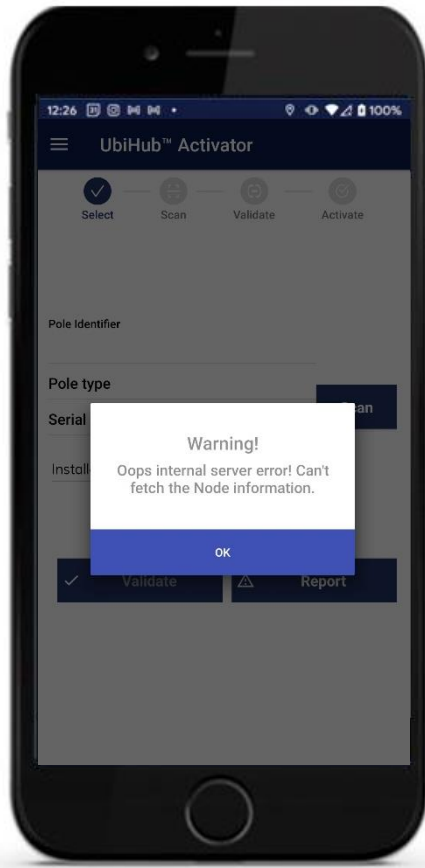
b) Proceed To Validate

After scanning the node on the pole, the App can begin validation. If the scanned bar code is found in the UbiHub provisioning system and a corresponding node is assigned, the user will be able to move to the validation phase (Validate button is enabled). Press on the **Validate** button.
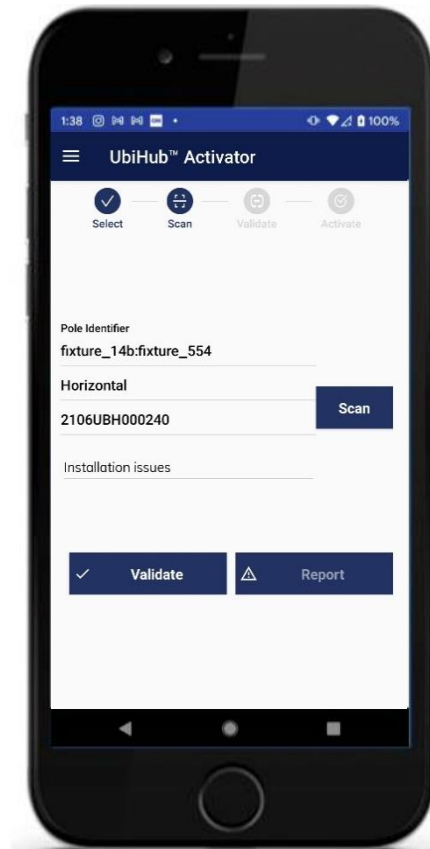
Having Trouble?

- If for some reason, it is not possible to scan the QR code or the **Validate** button is not enabled after successfully scanning the QR code, the user needs to use another UbiHub node and start the scanning process again using the new QR code.

- If there is no power to the pole or no node can be installed due to pole specific issues, the user can describe these issues in the **Installation issues** field and submit the issue by clicking on the **Report** button.

You can add comments in the **Installation issues** field on this screen to enter information if there were any errors preventing you from advancing to **Validate**. You do not need to enter a comment if there are no issues.

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5. Validate Mode

a) Validate Screen
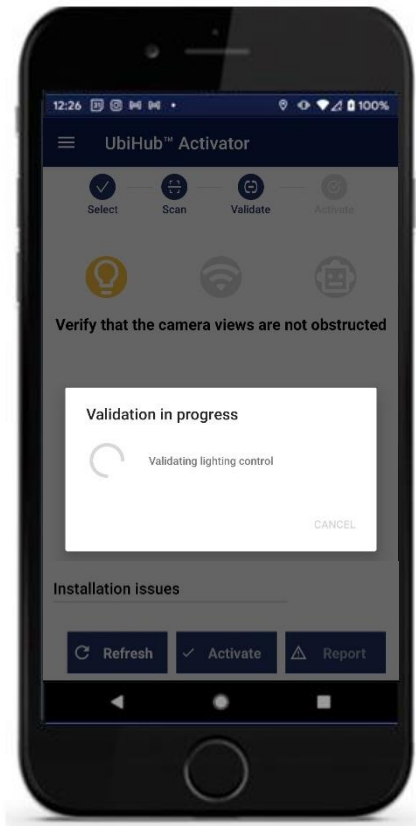
The validation process will include the following: the lamp will cycle ON/OFF at least twice to validate Lighting function. It will then validate WiFi connectivity and Analytics function as well. Please wait until validation is complete before moving on.

Confirm both the cameras' fields of view are displayed and unobstructed. Scroll down to view the second camera field of view. If yes, tap on **Activate**.
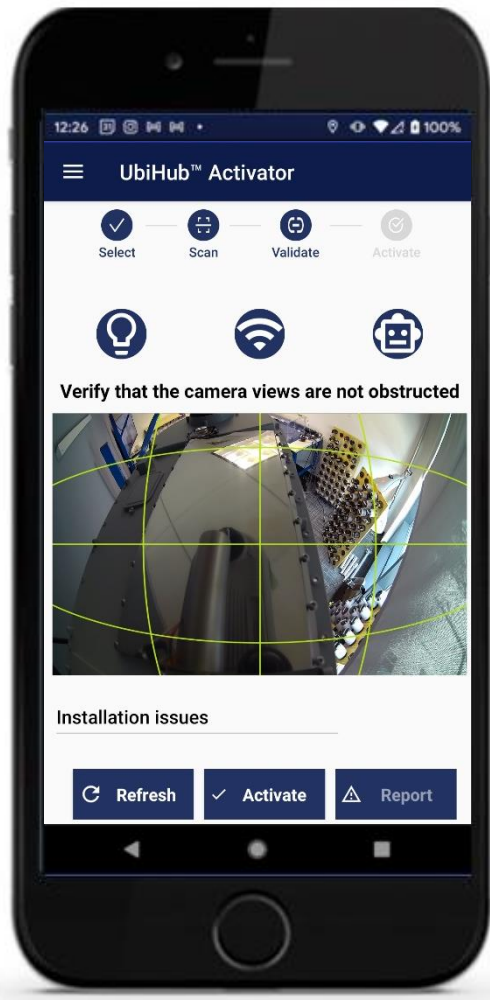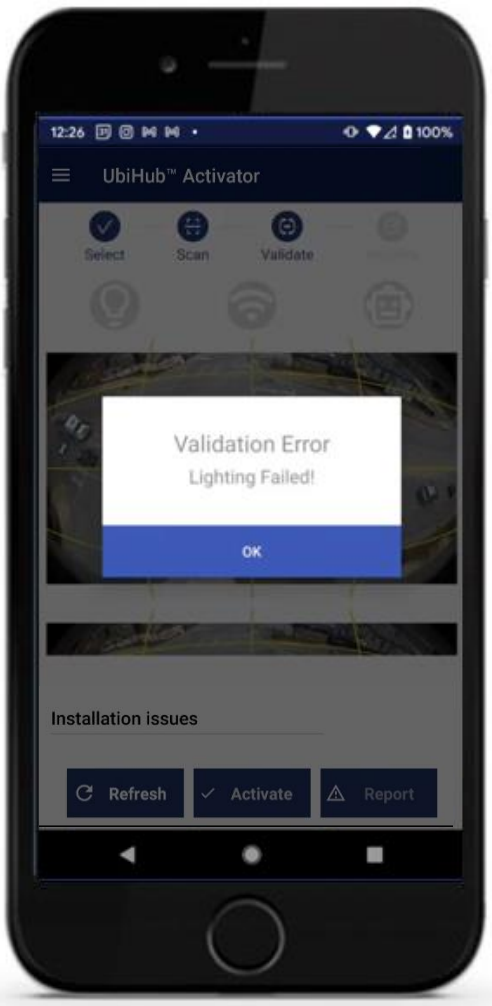
If there is any issue, click on **Refresh** to repeat the validation process.

If the issue persists, insert comments in the **Installation issues** field and click on **Report** to report the issue. You do not need to make a comment if there are no issues.

b) Activation – Camera Process

Before activation can be completed, follow the camera process to document the installation photographically with 2 images – one of the area where the pole connects to the tenon, and a second of the UbiHub and the luminaire.
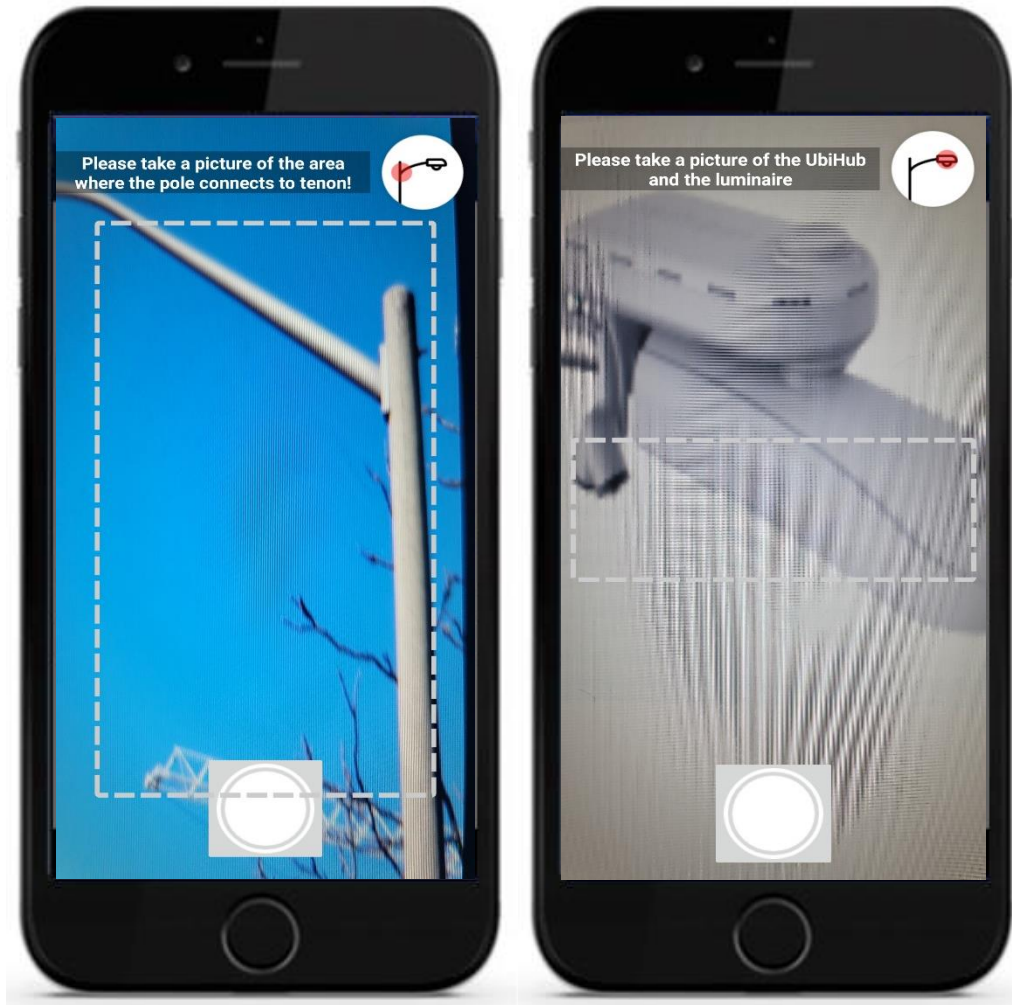
Once the photos have been submitted, you will be routed to review them. Scroll down on this screen and you will see you have the option to retake either photo; when satisfied with the photos, press **Continue**.
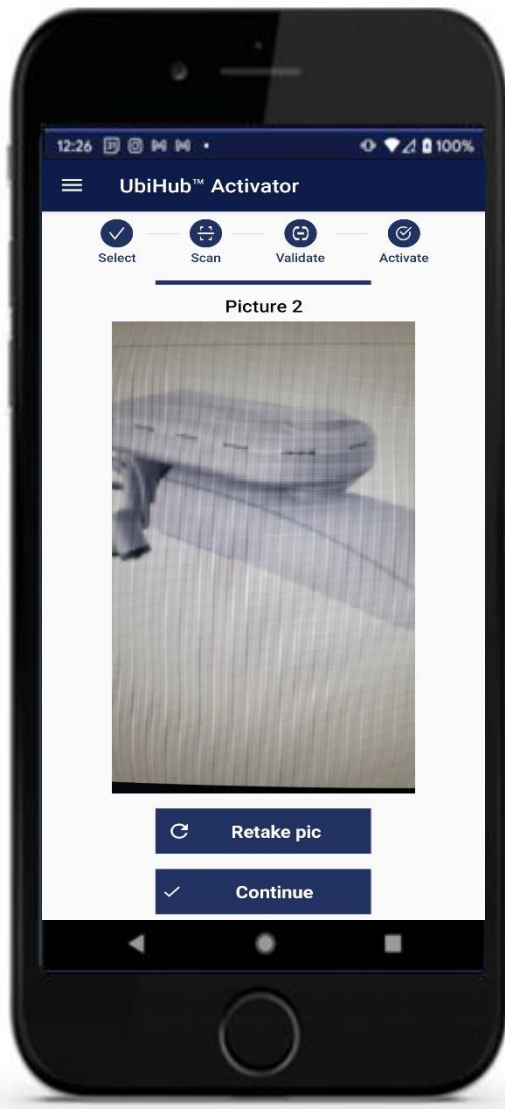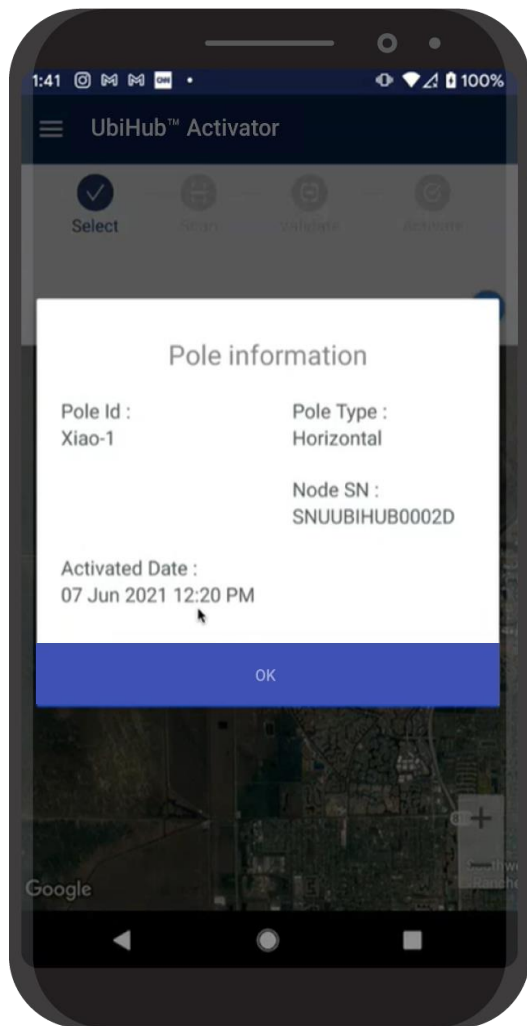
The Activation in Progress window will appear. Please wait while Activation is completed. Once the UbiHub is activated, you will be routed back to the map. Here, you will see the node is now **A** for Installed and **Activated**.
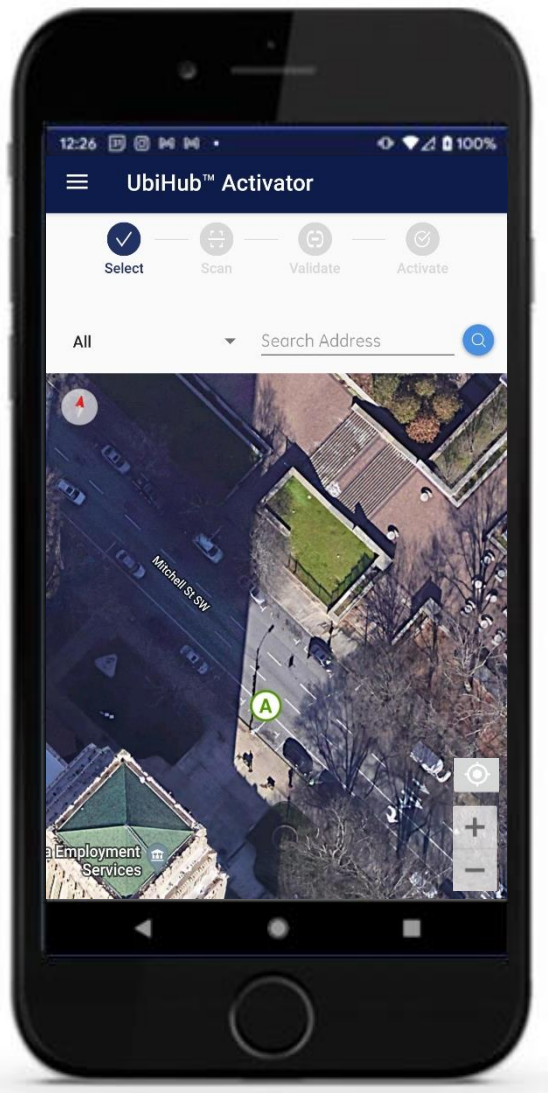
6. Node Details

Click on the Activated Nodes to view the node details. This information is read-only.

7. FAQ

What do I do if the scan is not working?
Try angling the mobile device until you can see a solid red line across the entire scan QR code. The scan must include all sides of the QR code entirely.

Where can I get my Location ID and PIN?
Contact Ubicquia Tier 1 Support

Ubicquia Tier 1 Support:

Monday through Friday | 9am to 5pm EST
Call: 1.954.678.6191
E-mail: support@ubicquia.com

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