Delta Five D5r6 Pest Monitoring System
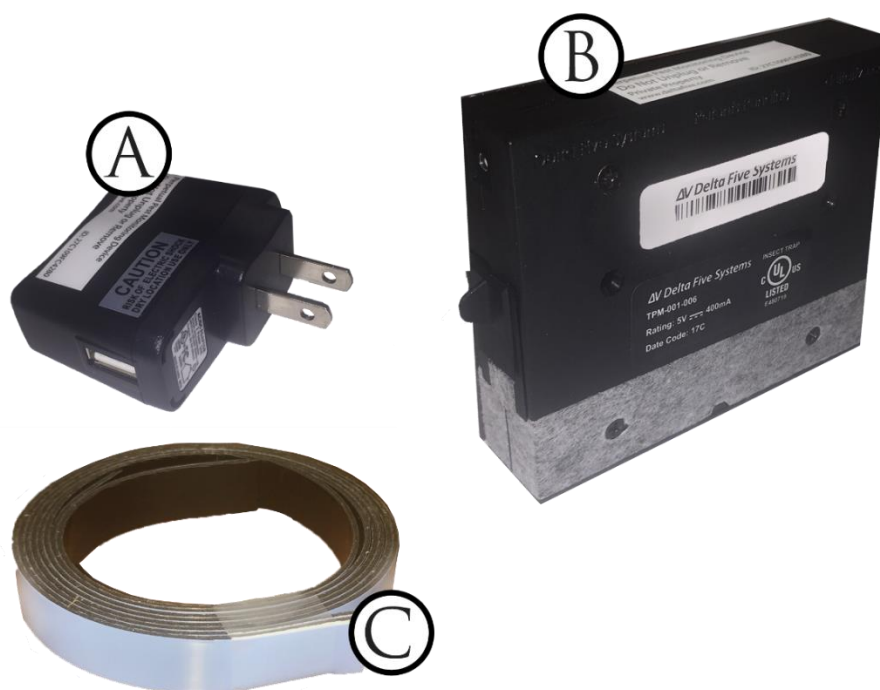

Account Setup & Installation User Guide

Table of Contents

PACKAGE CONTENTS
Single Device Purchase Contents

ITEM	DESCRIPTION	QUANTITY
A	AC/DC USB Power Adapter	(1)
B	Delta Five D5r6 Device	(1)
C	D5 Block & Guide Tape	(2)

PREPARATION

Estimated Setup & Installation Time: 15 minutes

Additional Items suggested for Installation (optional):

- *__Double Sided Scotch__ tape for wrapping around the bed frame legs increase the accuracy for your system and is recommended upon installation. Sample purchase information displayed on the last page of this document*

- *Tweezers may be useful for assisting with the removal of the Blue masking tape on the back of the device.*

Before installing the D5r6 Device and Block & Guide onto wall be sure to dust entire area with damp cloth and allow time to fully dry to ensure proper adhesion. DO NOT use any type of chemicals as it could affect the adhesive. Also unroll the Block and Guide Tape at this time for easier application upon installation.

Commercial Customers Note:

***Most Hotels and Commercial Facilities must Whitelist

the Delta Five devices via MAC addresses to the Wireless Network.

If your property employs a Captive Portal/Terms & Conditions portal, it will be necessary to have your Delta Five devices whitelisted to your network. This can be completed by whitelisting the individual MAC addresses or whitelisting the 2 URLs below to allow the devices to pass through the captive portal. Generally, you will need to contact your IT department to complete this process.
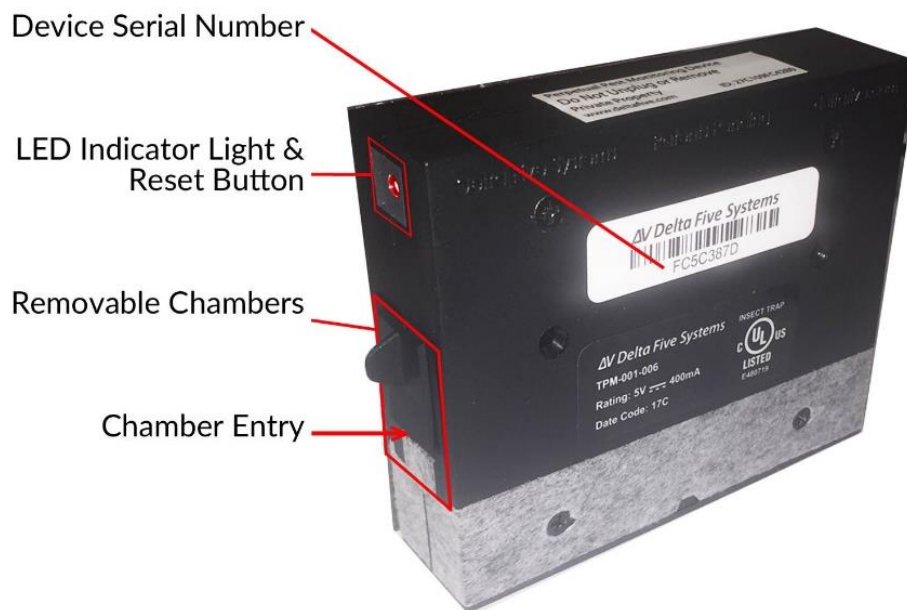
URLs to be Whitelisted:
http://endurance.deltafive.com
http://sync.deltafive.com

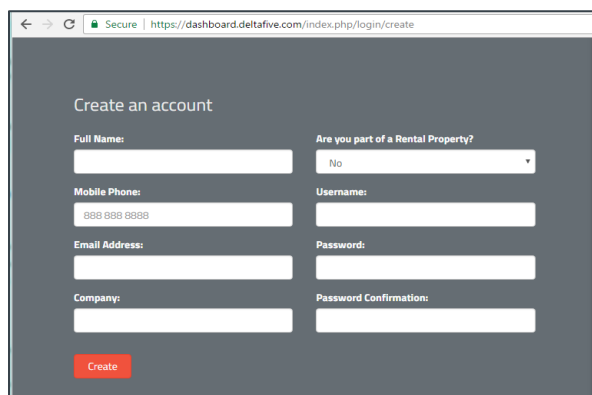# Section 1: Account, Dashboard, & Network Setup

* Step 1 – Step 4 to be completed via web browser on a Computer, Tablet, or Mobile Device

Device Overview:

STEP 1: Create an Account

In your web browser go to https://dashboard.deltafive.com/ to create your new Account (if an account already exist login with user name and password).
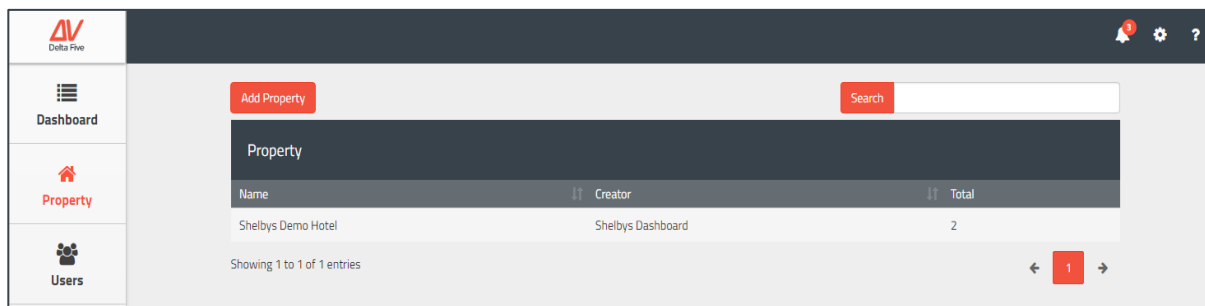
Select **Click here to sign up** and complete the account information then click **Create**. After creating an account, an email will be sent with a confirmation link. When you receive the email, click the confirmation link and sign in.

Note: Check your spam folder if you do not receive an email within ten minutes of creating an account.

STEP 2: Adding a

After creating an account select the **Property** icon on the left and complete the information for your home or rental and click **Submit** at the bottom of the screen. After submitting the property, you will be re-directed to that property Dashboard.
 If you are not re-directed you may also click the **Dashboard** icon on the left of the screen and select your property.

STEP 3: Adding Devices to the Dashboard

A. Once viewing the Property Dashboard, you may add your D5r6 Device(s) by selecting the **Add Device** Button
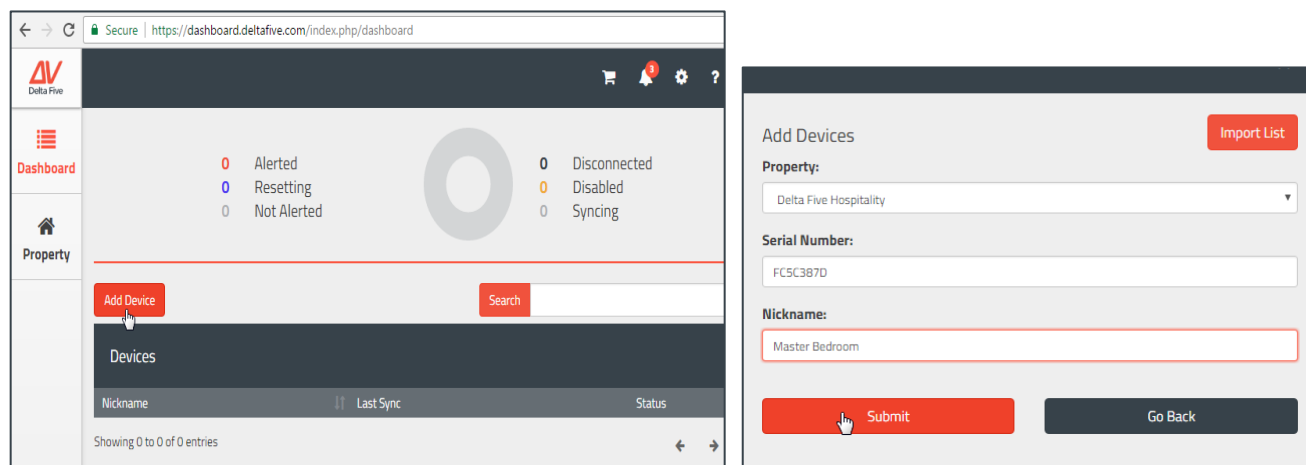
B. Once on the Add Devices menu, ensure the correct property is selected and enter the **Serial Number** (located below the barcode on the front of the device) & **Nickname**

The **Nickname** of the device is your identifying location name for that specific device.
- *i.e. Master Bedroom or Bedroom 1*

C. Click Submit and a message will display at the top of the screen stating, device has been added.

Once each Device has been added to the Dashboard they may be paired with the Wi-Fi Network

STEP 4: Pairing your Device with a Wireless Network

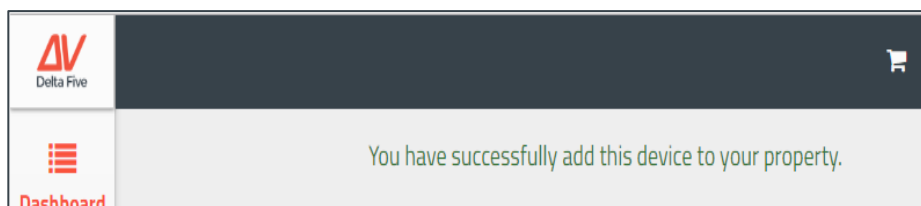When you first power on your D5r6 device, it will be in setup mode awaiting network credentials. This mode is denoted by the Red LED blinking one short blink every 1-2 seconds. The LED is located on the front side of the device, the opposite side of the wire. To select the wireless network and give it a password (if any), you will need a wireless device such as a laptop or smartphone.

*Note- if the light is not blinking try pressing the LED Button

Steps to add Device to Wi-Fi

1. Plug in the Device and ensure the Red LED Indicator light/Button is blinking once every 1-2 seconds
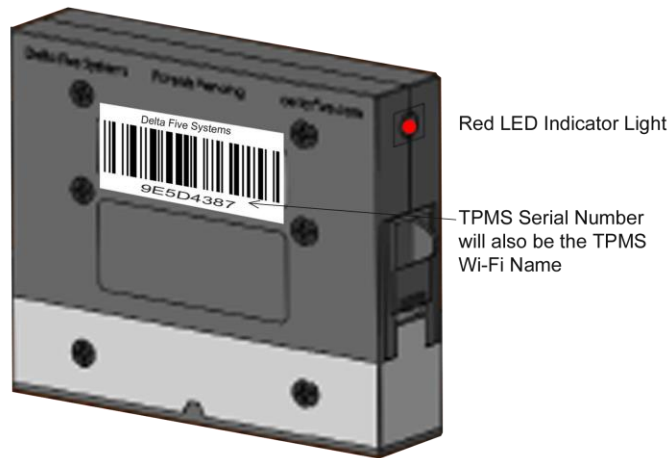
2. From your Laptop/Mobile Device go to the Wi-Fi settings and find the available Wi-Fi Networks, then select the D5 Device Network from the available Wi-Fi networks the wireless network will be named `D5 [Serial-Number]`

Please note you must remain connected to the Device's Wi-Fi to complete the pairing.

3. Next on the same Laptop/Mobile Device from 2. open a web browser and type the web address `192.168.0.1`

The page that loads will scan for a moment then list all the available networks within range of your D5 Device
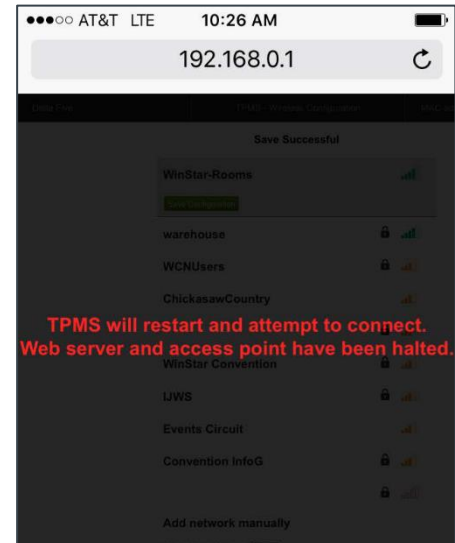Select the desired network and type in your Wi-Fi password if applicable, then click Save Configuration

4. The D5 device will then save the network credentials and reboot, this may take about 1 min. the reboot process consists of your D5 device displaying a solid red light then going out.

Note: your computer or phone screen will not change from this screen.

After loading the network credentials and after any power on, the D5r6 device will run through an initialization phase where it tests the network connection and attempts to sync with the D5 Server. The Red LED will indicate any issues the device encounters by the sequence and number of blinks. If you feel a step was missed or the Device did not configure properly you may Factory Reset the device and begin from step 1.

To Factory Reset the Device press and Hold the LED Button for 10 seconds. If device has been reset the LED will blink every second.

For Trouble-Shooting Device connection issues see Diagnostics Table at the end of this document.

STEP 5: Mounting the D5r6 Device

Optimal performance of the D5r6 device is contingent on how and where it's mounted. The use of the **Block & Guide** configuration is recommended as a best practice for accuracy but not a requirement.

Choosing a Location

Your D5r6 device should be placed on the wall beneath the headboard in the center of the bed approx. 15" from the floor (may vary depending on bed height, mattress thickness, etc.).

Ideal placement is centered vertically between the top and bottom of the mattress (if a rental property this location may not be best as the device may be visible by guest).
Another ideal mounting location is centered vertically between the top and bottom of the Box Spring.

The D5r6 device should be elevated above where it could be jostled by a vacuum cleaner.

Two possible D5 Device placements are illustrated in **Figure 5 below**.
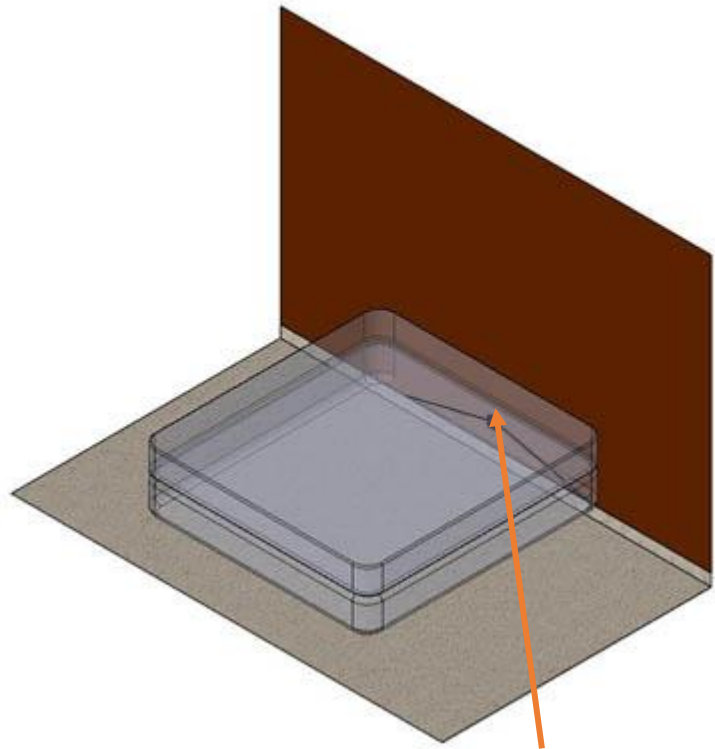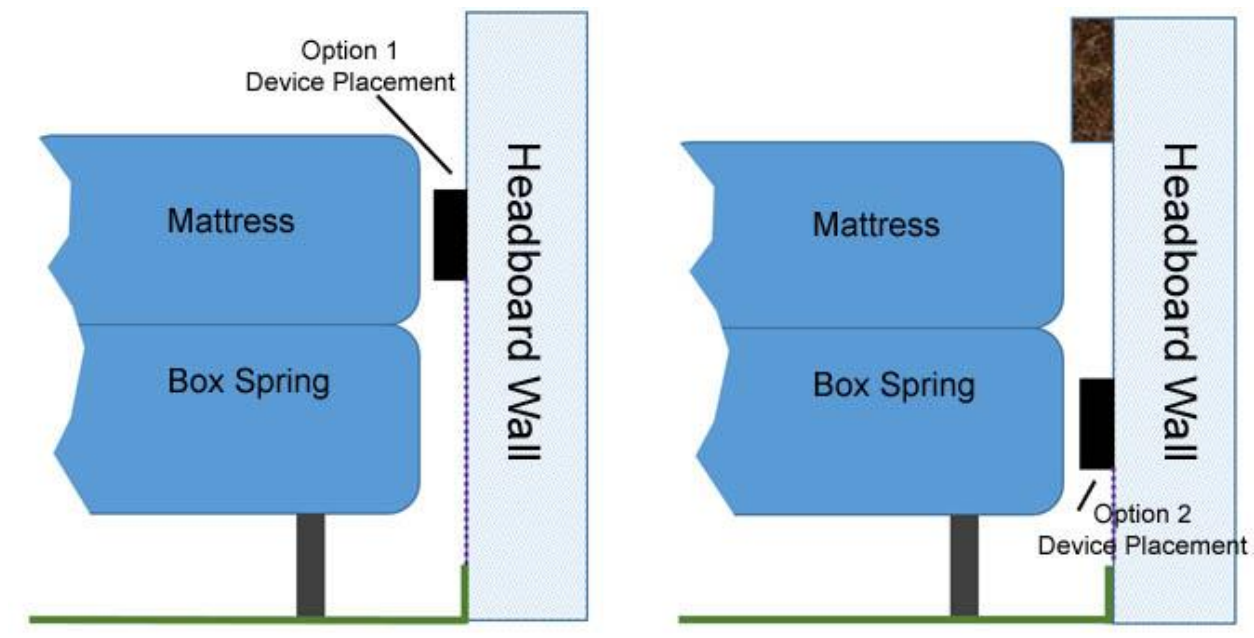

Figure 4: D5 Device on the wall behind the box spring. The bed is shown as transparent to illustrate Device placement.

Mounting the Device

Mounting Option 1: Using Pre-Installed Adhesive

Prior to Placement wipe down the wall with a damp cloth and allow to dry fully before placing the device.

Each Delta Five device comes with a strip of foam tape attached to its perimeter. Remove the light blue cover on all four edges to reveal the foam's adhesive (tweezers may assist with this step).

Press the device firmly into position against the wall and hold for 5-10 seconds.

> *Note: always install the device in the upright position - the Red LED should be at the top and the white traction tape at the bottom.*

> *Ensure to mark location prior to placing on the wall as the industrial strength adhesive could cause damage to wall if removed right away.*

Mounting Option 2: Using Screws

If the foam tape is not ideal for your mounting location, two screws may be used to secure the device to the wall.

Note: If mounting using screws, the space between the holes will be 2 3/16 inches.

Remove 2 center screws and drill out for longer replacement screws
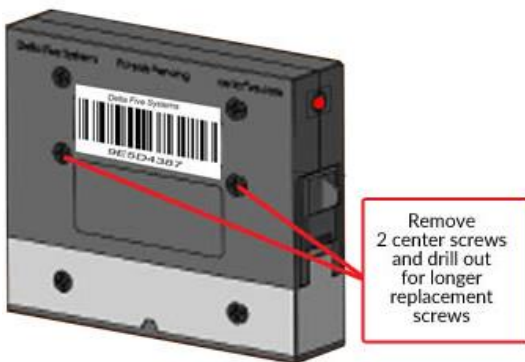
1. First remove the middle two screws from the device then firmly hold the device in the intended installation location

2. Using a 1/8-inch drill bit, drill through the screw holes where removed screws were and into the wall. This will clear the holes on the device and create a marking location for the device

3. Set aside the D5r6 device and finish out the wall holes with a 3/16-inch bit.

  ▪ *If needed place anchors may be placed into the wall*

4. Now using the new mounting screws begin inserting the screws through the device and into the wall

Hand tighten screws for mounting. The use of power tools is NOT Recommended and over torqueing could result in damaged device, poor image quality, or faulty Alerts

STEP 6: Block & Guide Installation

For most accurate results the D5r6 System requires two diagonal plastic block strips called the **Block & Guide.**

Setting up the **Block & Guide**:
1. First Mount the D5r6 Device in desired location outlined in Step 5.
2. Remove the blue backing from the Block and Guide tape to expose the adhesive.

3. Begin placing the plastic block strips on the wall starting nearest the device just above the chamber entry (*Figure 6)*.
4. At Approx. a 10-20 Degree Angle continue pressing the tape leading away from the D5r6 chambers to the bottom of the wall or top of the baseboards (*Figure 7*).
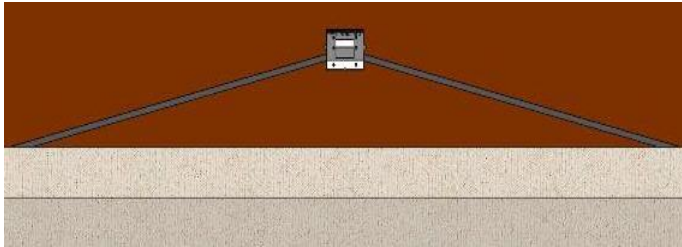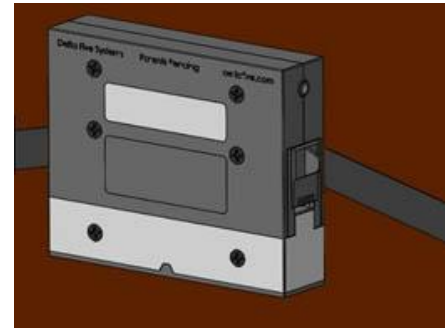

Figure 7

Figure 6

STEP 7: WRAPPING THE BEDFRAME LEGS

* If you have a platform or solid bed frame type please disregard this step

Delta Five D5r6 will provide the earliest detection if pests are prevented from being able to climb from the floor directly onto the bed. This can be accomplished by simply wrapping each of the bed legs with an overlapping pass of double-sided tape, which will deter most pests from attempting to pass. Pests that are determined to reach the bed will generally attempt to find an alternate route upon encountering the double-sided tape. As such, they are more likely to use the wall as a path to the bed and therefore will be drawn to the D5r6 Device on their way.

Simply wrap a piece of double-sided tape completely around each bed leg where any cloth or bed skirt will not touch the tape. This tape should be placed on the round portion of the bed leg as high up as possible. The tape should be wrapped in a ring-like fashion so that it overlaps itself.

Note that maximum protection and detection will occur if the bed is completely prevented from touching the wall. Maintain a one inch or greater gap between the head of the bed and the wall if possible.

Double-Sided Scotch Tape works well for this application.

Scotch
Scotch Double Sided Tape with Dispenser,
★★★★☆ ▾   27 customer reviews
#1 Best Seller in Packaging Tape Dispensers

Price: $6.19 & **FREE Shipping** on orders over $25. Details

✓prime | Try Fast, Free Shipping ▾

In Stock.
Want it tomorrow, Aug. 3? Order within **7 hrs 20 mins** and choose (
Ships from and sold by Amazon.com. Gift-wrap available.

- Scotch Double Sided Office Tape is coated with permanent adhes
- No liner to deal with
- Long-aging
- Won't dry out or yellow
- A no-mess alternative to glue for light duty attaching and mount

Monitoring the System

Dashboard Overview

Log into the dashboard you will see an overview of your Installed D5r6 devices.

The 1st pie chart will display your devices that are:

- Alerted - need attention and inspected for pest
- Resetting – have been reset remotely via the dashboard and will reset the next sync with the server
- Not Alerted – operating normal and not alerted

The 2nd pie chart will display your devices that are:

- Disconnected – devices that have been added to the server but are having issues connecting to the server
- Disabled – devices that have been disabled via the dashboard by the user
- Syncing – operating normal and syncing with the server

Clicking a Status will filter the list to only display devices within the chosen status.

Beneath the charts is a search bar to allow specific device searches by typing serial number or nickname.
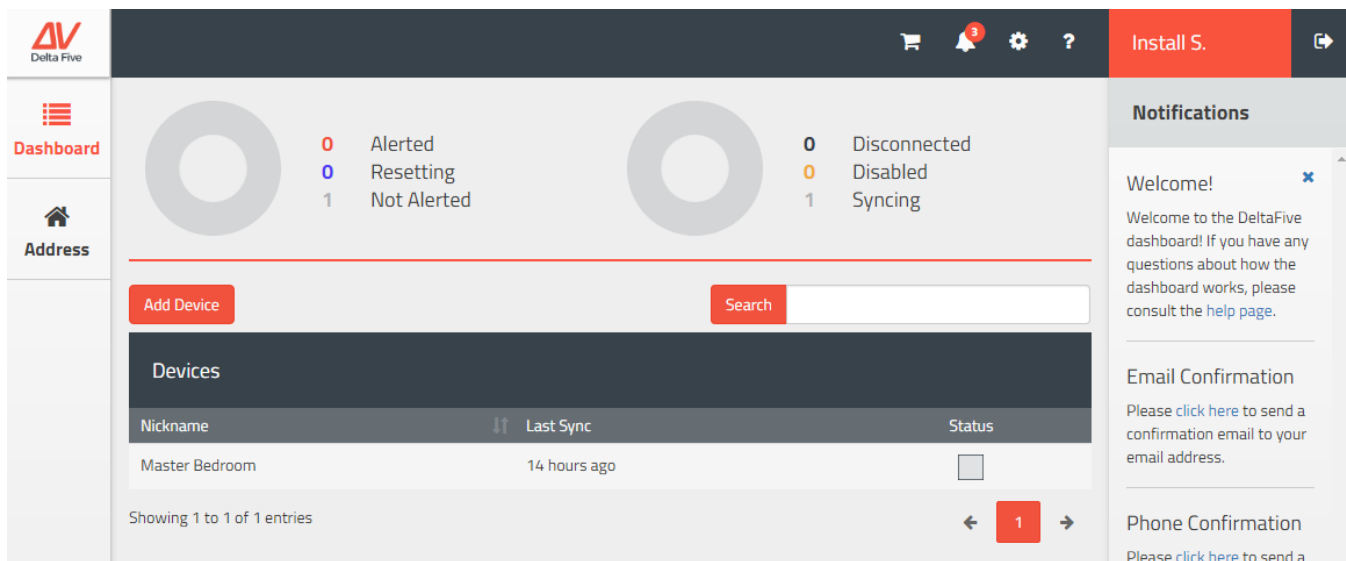

Resetting Alerted Devices

Devices in Alerted status means something has triggered the device to close the chamber door and alert.
You may view the photos taken via the dashboard but the device will need to be manually inspected and cleared.

To Clear/Inspect an Alerted Device: (Chamber must be closed to Remove)

1. Go to device location and the Alerted device should have the LED triggered displaying bright red and one or both of the chamber doors will be closed.

2. Grab the tab on the chamber door and pull out of the device
   (the chamber is closed so no pest will escape during this process if careful)
   note the door must be closed for chamber removal
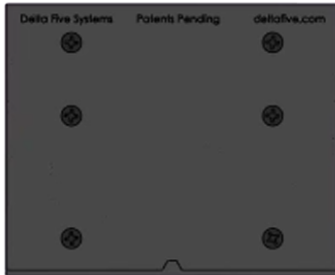
3. Inspect the chamber through the glass top to locate pest inside

4. Replace chamber with new one and insert back into device
   note the door must be closed for chamber insertion
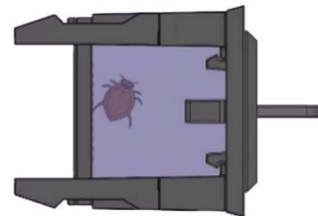
5. To reset the Alert quickly press and release the Red LED Button on the device *DO NOT HOLD BUTTON

6. The light should go off and the Alert will be automatically reset via the dashboard.

   If you complete the rest process and notice the light is blinking once every few seconds you have held the reset button too long and the device now needs to be reconfigured to the Wi-Fi Network.
   See Step 4: Configuring to a Wireless Network to complete this process.

Chambers may be reused if cleared of all insect activity. Additional Chambers are available for purchase through Delta Five.

Devices Showing to be Disconnected

If you have disconnected devices usually a power cycle of the device will correct the issue. Simply unplug wait 10 seconds and plug back in. If this does not correct the issue, please refer to the diagnostics table or call Delta Five support.

Device Diagnostics Trouble-Shooting Table

Upon power up, the LED will illuminate and stay on while running through its initialization. When the initialization completes, the LED will turn off. If there are any errors, the LED button on the front side of the device will blink a certain amount of times, the number of blinks will link with an error. Use Table 1 to interpret any blinking LED codes, and Appendix A to troubleshoot the issue. If there are no errors, it will simply turn off and start its normal operation.

Failing Point	LED Code
No network credentials	1 short blink
Cannot connect to the wireless	2 short blinks 3 times
Cannot connect to the internet	3 short blinks 3 times
Cannot connect to the DNS	4 short blinks 3 times
Cannot connect to Delta Five	5 short blinks 3 times
Sync is rejected by the server	6 short blinks 3 times

Table 1: LED blink error codes for initialization process

If there are no issues, and the LED turns off without blinking, you may verify connection at this time via the Delta Five Dashboard. Verify that the field **Last synced** for that device shows a recent time.

Appendix A
TROUBLESHOOTING

No Network Credentials
This will happen the first time you turn on your D5r6 device, after a factory reset, or after the button has been held for 5 or more seconds. Simply search for and connect to the wireless network names ` D5 [Serial- Number]`. Then use a web browser to navigate to `192.168.0.1`. After the scan completes, select a network, enter the password, and save.

Cannot Connect to the Wireless Network
First check that your password was correct. Enter the setup mode again and re-select your network. After entering the password, press the **Show** button to ensure it is correct. At this time, also check the signal strength, if the signal strength is too low, you may need to reposition your AIM device or move your access point closer.

Cannot Connect to the Test Server
If this error occurs, it means your D5r6 device is able to connect to the network, but unable to access the internet. This could be caused by a gateway issue or captive portal. First ensure that another device on the same network can load webpages. If not, check with your network administrator or internet service provider.

If you are able to load webpages with another device, you may have a captive portal issue. Record the MAC address of the D5r6 device from the top right of the setup mode webpage and contact your network administrator to let this device bypass the portal.

Cannot Connect to the Delta Five Server
This likely means our server is temporarily down. Please wait one hour and try again. If it continues to fail it may also be a DNS issue. If your network administrator is unable to fix the issue, contact Delta Five for support.

Sync is Rejected by the Server
This is most commonly caused by the AIM device not yet having been added to a property. Ensure that you have added the correct serial number to your property and try again. If you still encounter issues, contact Delta Five.

Configuration Error
An unspecified confirmation error has occurred. Contact Delta Five (clientservices@deltafive.com) for support

Appendix B
OTHER

Entering Setup Mode
Press and hold the button. The LED will flash on and off once per second while holding the button. Release after five

seconds. You will know if the device is in setup mode if it continues to blink once every 1-2 seconds.

Factory Reset

If the D5r6 device is malfunctioning or not responding to any button presses, alerts, etc., a factory reset may be required. Unplug the AIM device, hold the button, and plug it back in. Continue to hold the button as long as the LED is blinking rapidly – approximately ten seconds. The D5r6 device will then reboot with its original firmware. It will return to setup mode awaiting network credentials.

Appendix C
USER TYPES

Groups Owner

This user Is the owner of the account and can edit/view all data within their account and any groups within their account.

Groups Viewer

This user can view everything the owner of the account sees without having the ability to edit any of the data.

Groups User

This user can do everything the owner of the account can do, but cannot edit the owner of the account.

Group Owner

This user can create and edit properties, users, and devices that were added or created by anyone within their group.

Group Viewer

This user can view everything the owner of the group can edit / view without the ability to edit any of the data.

Group User

This user can do everything the group owner can do, but cannot edit the owner of the group.