

DECOMMISSION A SMARTLINK SYSTEM

Scope:

This covers the full deletion and decommissioning of a SmartLINK installation to ensure that the unit is removed correctly.

It also details how to remove User accounts (people that can install or log into the portal) and contacts (people who are informed when an event happens on an alarm).

To decommission an Ei100MRF, Ei200MRF, Ei600MRF & Ei3000MRF module, please refer to their Use and Care manuals for the correct procedure.

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Removing User Accounts:

Log onto the Portal and go to the Users page. Press the **Edit** button for the user to be removed.

The screenshot shows the 'Users' page in the Ei Electronics portal. The page has a red header with navigation tabs: Dashboard, Installations, Reports, and Users. The current user is 'qa@qa.ie - Admin'. Below the header, there are tabs for 'USERS' and 'CLIENTS'. A search bar and an 'Add User' button are at the top. The main content is a table of users:

First Name	Last Name	Email Address	Organisation	User Role	Date Added	Status	
Demo	Account	demo@aico.co.uk	(EmberPlace) Aico Ember Place	Client	16 Apr	Active	Edit
				Admin	19		
Demo	Account	smartlink_demo@eielectronics.ie	(EiDemo) Ei Demo	Client	25 Nov	Active	Edit
				Admin	19		

On the modal box, press **Delete User**.

The screenshot shows the 'User Details' modal box. It has a red header and two tabs: 'Essentials' and 'Details'. The 'Essentials' tab is active. The modal contains the following fields:

- Email: demo@aico.co.uk (with a 'Check Email' button)
- First Name: Demo
- Last Name: Account
- Phone: +44 (dropdown) 1691664100
- Password: Unchanged (with a 'Set Password' button)
- User Role: Client Admin (dropdown)
- Clients: Aico Ember Place (dropdown)

At the bottom, there are three buttons: 'Close', **Delete User** (circled in red), and 'Save'.

Confirm the deletion by pressing **Delete**. Note, the user data will be permanently deleted.

The screenshot shows the 'Confirm Delete' modal box. It has a red header with the text 'Confirm Delete'. Below the header, it asks 'Are you sure you wish to delete this user?'. At the bottom, there are two buttons: 'Close' and **Delete**.

Removing Contact Accounts:

Log onto the Portal and go to the Contacts page. Press the Edit Button for the contact to be removed.

The screenshot shows the Ei Electronics portal interface. At the top, there is a navigation bar with 'Dashboard', 'Installations', 'Reports', and 'Users'. The user is logged in as 'tom@aico.co.uk - Client Admin'. Below the navigation bar, there are tabs for 'INSTALLATIONS', 'GROUPS', and 'CONTACTS'. A search bar and an 'Add Contact' button are visible. A table lists contacts, with one entry: 'Test Contact' with email 'test@contact.ie' and phone number '(+353) 0861111111'. The 'Edit' button for this contact is circled in red. At the bottom of the table, there is a 'Showing 1 to 1 of 1 entries' message and pagination controls.

On the modal box, press Delete Contact

The screenshot shows the 'Contact Details' modal box. It contains form fields for 'First Name' (Test), 'Last Name' (Contact), 'Email' (test@contact.ie), and 'Phone' (+353 0861111111). At the bottom of the modal, there are three buttons: 'Close', 'Delete Contact' (circled in red), and 'Save'.

Confirm the deletion by pressing **Delete**. Note, the user data will be permanently deleted.

The screenshot shows the 'Confirm Delete' modal box. It has a red header with the text 'Confirm Delete'. Below the header, it asks 'Are you sure you wish to delete this contact?'. At the bottom, there are two buttons: 'Close' and 'Delete'.

Decommissioning an Ei1000G Gateway.

Contact technical@aico.co.uk with the serial number of the unit & the UPRN of the installation to decommission. The serial number is located at the bottom of the Gateway. This may be done after the unit is physically removed.

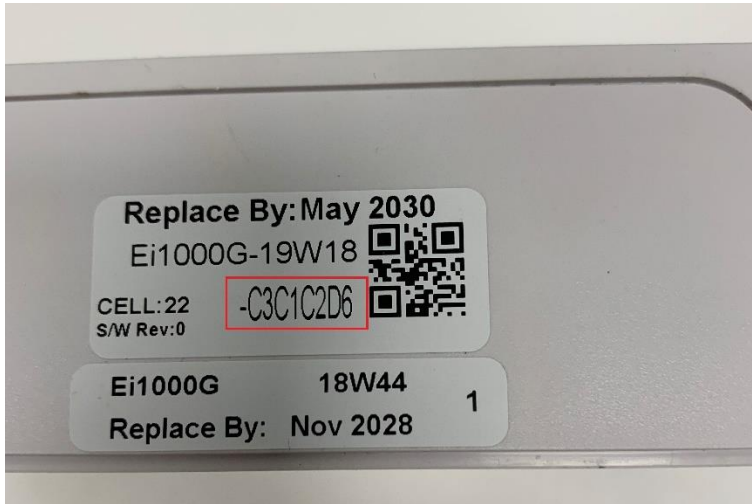


Figure 1: Gateway Serial Number

Disconnect power to the Gateway. The green LED on top of the Gateway should go out. The Blue and Amber LED's will illuminate. Disconnect the battery. All LED's will turn off.

Remove the Gateway power cable from the spur it is wired into.

Slide the Gateway off its mounting plate.

Remove the mounting plate by removing the 4 screws holding it in place.

Dispose of the unit in a responsible manner.