TWIG Point SP
Getting Started Guide

twig

1. Log in to TWIG Point SP account

• Activate your TWIG Point SP account by following the instructions sent to your account e-mail.
• Log in to your TWIG Point SP account with your account email and password you created in the registration process.
• The best functioning of TWIG Point is ensured with the most recent updates of Google Chrome and Firefox browsers.

2. Prepare your device

• Prepare your TWIG device by switching off the PIN query of your SIM card (e.g. by placing it in a mobile phone).
• Insert your SIM card into your TWIG device. Switch on the device and wait until the GSM/3G symbol is displayed.
• Ensure your SIM Card is Data SIM enabling the GPRS connection to TWIG Point.
• The very first GPRS communication between your device and TWIG Point is opened with SMS messages (2-3 messages/device).
• Ensure your SIM card's mobile phone subscription allows sending of SMS messages to a UK phone number used by TWIG Point.

3. Add new device
• Click the link Add device to fill in the information.
• Give your device a name.
• Add your device phone number.
• Add MPTP ID and IMEI numbers of your device.
• Select your device type from the list (Neo, One, Easy…).
• Select your GPRS operator from the list or add your own GPRS operator by selecting Custom - Enter custom GPRS settings and fill in the requested information.
• Click Add.

Add Device

Name
Optional name

Phone Number
+358123456789
Phone number is needed for SMS communication. Format: +358123456789

MPTP ID
MPTP ID
and _ are not valid characters. ID is read from device or generated automatically if not given.

IMEI
Optional IMEI
IMEI is obligatory only when device has already used TWIG Point services or been connected to TWIG Point.

Hardware type
Select device type

GPRS Operator
Select GPRS operator

☐ International Roaming Block

Add

• Your device will reboot in few minutes and open the GPRS connection to TWIG Point. A lightning symbol is displayed on My device page, when connection has been created succesfully.
• Note!
• If you want to add a device that has already been in GPRS connection with another system, follow the instructions related to Add an already connected device in chapter 4.

• Phone number is needed for SMS communication and for opening of the GPRS connection between your device and TWIG Point.
• MPTP ID will be created automatically, if your device has not been used in another system earlier.
• IMEI code will be read automatically from your device.
• If you are adding TWIG Bracer, please refer to TWIG Bracer Getting Started Guide.
• If you cannot find your operator from the list, ask TWIG Support (support@twigcom.com) to add it to the list of operators.
• Do not tick International Roaming Block when using Multi-roaming SIM or when you need to use device abroad. If International Roaming Block is ticked, GPRS connection is disabled when roaming outside home network.
• Click Edit device if you want to change device identification information later.

4. Add an already connected device

Note! If your device has already been in GPRS connection with another system, follow the instructions here below. If you wish to connect your device to TWIG Point by using SMS messages, follow the instructions related to Add new device in chapter 3.

• Click the link Add device to fill in the information.
• Give your device a name.
• Add your device phone number (it is not necessary if you add the MPTP code instead).
• Add your device MPTP ID. Attention! MPTP ID must

be the same as it was in the system where your device was connected earlier.
• Add the IMEI code printed on the type label of your device.
• Click Add.
• If your device has been in GPRS connection with another system, you don't need to select the device type and the GPRS operator.

5. Change subscription of your account

• Select   My devices > Click your device name > Manage Services > Select subscription > Click Subscribe.

6. Device management

• By clicking My devices you can get a real-time device status of all devices in your account at one glance and manage each device by clicking the links or symbols related to your device.
• Click your device name to check your device status (activity, battery status, selected services, MPTP ID, IMEI or online connection)
• Click the Owner to get the list of devices related to one owner.
• Check your device IMEI by moving your mouse on the device image
• Check your device FW version by moving your mouse on the green HW symbol
• Access your device settings by clicking the cog symbol. Green cog symbol visualizes actual settings uploaded in device. Yellow cog symbolizes settings modified in TWIG Point but not yet written into device. Red cog means settings differ from those in TWIG Point and have been edited elsewhere.
• Blinking online lightning symbol is displayed when device is online. By moving your mouse on the online symbol, the time left for next connection is displayed.

7. Save settings to device

• TWIG Point Remote Configurator has same settings as TWIG Configurator PC tool. Detailed information concerning device configuration in TWIG Configuration Guide also available on twigcom.com/resources. Changed device settings are displayed with yellow background color until settings are written to device. Device settings can be selected by clicking the green triangle.
• Settings are saved to device by clicking Write to device as with TWIG Configurator. To write the changes faster to the device, reboot your device manually or select Open GPRS Connection. After settings have been written to device successfully, click Reboot device or reboot device manually to activate the changed settings.
• Ensure your device is ON when you configure it remotely.

8. Alarms monitoring

• To be able to get alarms to TWIG Point Monitor, change the Server URL to gprs.twigpoint.com. Select TWIG Point Remote Configurator, Click Connections > IP Servers > Click IP Servers Default > Server URL > Edit > change URL to gprs.twigpoint.com > Click Update > Write to Device > Reboot device.
• Only selected devices are visible on map.

9. Create new site

• Create your own site by clicking My sites > Add site.
• Add your site or floor plan in common image format (e.g. png or jpeg.) by clicking Add map.
• Tick In use if you allow the use of your site beacons.
• By zooming Max/Min you can limit the display size of your site map.
• Generally access rights to your site are based on your TWIG Point account rights. You can give more access

rights to your site by clicking Accesses.
• WiFi MAC/ID need to be given in capital letters separed with colon (:).
• Add as many sites as you have floors on your site. Add new floor as subsite and your floor image to every subsite. Geocode your beacons to every floor.
• Note! You cannot delete sites including maps or beacons. Empty your site of beacons and maps and then delete it.

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