



How To Install & Activate a New UTour Hub

OVERVIEW

When you receive a new **UTour Hub**, it must be **activated** to dynamically generate the UTour Hub ID number which is used to identify the installed hub for each home. **This activation process is a one-time action on the very first install / use of a new UTour Hub.**

The UTour Hub must be paired with a **Z-Wave Lock device** to allow visitors to access the home with an access code via the Z-Wave lock and to communicate with the UTour Portal. Once a **UTour Hub is paired to a Z-Wave Lock Device** the hub can continue to be transferred from one home to another home, the **Hub** will still need to be paired with the **Z-Wave Lock** that has been installed on the front door of the new home.

To pair the UTour Hub and the Z-Wave Lock device, you can **follow the instructions below**, watch the short **“how-to” video** at <https://www.utourhomes.com/activate-utour-hub> or call **1.800.621.0592** and select **Option 2** for assistance.

UTourHomes.com

800.621.0592



HOW TO ACTIVATE A NEW UTOUR HUB

1. Plug the **UTour Hub** into an electrical outlet (ensure it is not an outlet connected to a wall switch) as close to the door as possible but out of clear sight of visitors — preferably on an exterior wall near a window to capture the best cellular signal. *Note: Avoid plugging in the UTour Hub behind refrigerators or large metal objects that might disrupt the signal. Do not plug the UTour Hub into a **Switched Outlet**.*
2. After plugging in the **UTour Hub**, wait 15 minutes to allow the device to automatically install any updates.
3. Take note of the hub's **Serial Number** located on a decal on the side of UTour Hub. *Note: Take special care to write down the letters correctly. B's can look like 8's and all 0's are the number zero (there are no capital letter O's).*
4. Log into the **UTour Portal** and navigate to the **Hardware** section in the Main Menu navigation (*left bar*) and click the **Plus (+) icon** (*upper right*) to add a **UTour Hub**.
 - On the **Add / Remove Hardware** screen select the **Division, Community** and **Home** details of the home you would like to pair the hub and lock. If your company does not have Divisions you will only see Communities and Homes. A modal window will be displayed and ask whether you'd like to **Create Hardware for the Home Address you've Selected**. Select **Yes** if this is the **Correct Home**, or select **No** to go back and select another property if you've selected the wrong address. *Note: The home listing must be already entered into the Homes section of the UTour Portal to be listed in the menu options.*
 - Add the **Serial Number** that is located on the side of the **UTour Hub**. *Note: To Take special care to enter the letters correctly. B's can look like 8's and all 0's are the number zero (there are no letter O's).*
 - Click the **Check Box** to verify that the **UTour Hub** is **NOT** plugged into a **Switched Outlet** and click the green button to **Check The Cell Strength**.
 - If successful there will be a **Green Bar** that displays the strength of the **Cell Signal**. It is a scale of 0-30, and anything over 15 will be considered acceptable to communicate with the lock.
 - Select the green **Pair Hub** button:
 - **Step 1:** Select the green **Add Device** button.
 - **Step 2: Awaiting Hub.** The system needs to communicate with the hub and the UTour platform which could take up to 30 seconds. Please be patient while the hub and system communicate.

HOW TO ACTIVATE A NEW UTOUR HUB *continued*

- **Step 3: Add Device.** Once the message in the middle of the screen above the bar says **“Awaiting Device. Please put the device in pairing mode.”** then put your **Z-Wave lock into Pairing Mode** (follow your manufacturer’s instructions to place the lock into pairing mode). Once the device is found, the message will change to **Device Found! Paused for network test.** A message will display listing the communication strength between the hub and the device. This should be as strong as possible as it may affect communication between the hub and the device. **Click** the green **Continue** button to continue the additional diagnostic network tests and verify communication.
- **Step 4: Successfully Added Device.** If the Z-Wave lock device was successfully added there will be a form field to **Name** the lock and to give it a **General Description.** Provide a name and general location of where the hub is located. Select the green **Save** button and the screen will display a modal window that says Processing. This is the UTour software doing its last testing. If the processing circles for more than half a minute give a little time which depending on your connection this could take a couple of minutes to finalize the connection with your **Z-Wave Lock** device. When complete it will return to the **Hardware** screen where the Hub will be added to the list screen. Test the lock by selecting the green pencil in the actions menu and moving the toggle back and forth between **Unlocked** and **Locked** positions so communication can be verified.
- Once the **Hub ID** has been added to the home, the home will automatically be set to **UTour Enabled Yes.** In addition to the **UTour Enabled** toggle automatically being set to **Yes**, the **Auto-Lock Enabled** will automatically be set to **Yes**, the **Lock Manufacturer** dropdown will inherit the default **Lock Manufacturer** for the company, and the **Status** will update to **Lock Is Active, Available to Tour.**
- **The UTour Hub is now Paired with the Z-Wave Lock Device.**

If you have any issues call **1.800.621.0592** and select **Option 2 to Pair A Lock** with our **Support Team** or schedule a time at **UTourHomes.com/Pairing**. You can also watch the short **“how-to” video** at **<https://www.utourhomes.com/activate-utour-hub>**

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