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# Gallagher

## SMB Demonstration Suitcase

### User Guide

Gallagher SMB Demonstration Suitcase NA: C500901

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## Introduction

Thank you for choosing Gallagher SMB.

The Gallagher SMB Demonstration Suitcase has been specifically designed as a sales and training tool to enable you to demonstrate the Gallagher SMB solution.

## Contents

Check the suitcase contains the following items:

- 1 x SMB Controller (C500100)
- 1 x HBUS 8In Board (C300680)
- 1 x HBUS 8In 4Out Board (C300684)
- 1 x SMB Fire Relay & Fuse Board (C500993)
- 1 x Power Supply 3.5A (C200340)
- 1 x I/O Board Mounting Plate (C200001)
- 1 x T15 Reader (C500481)
- 2 x SMB Key Tags (C500470/C500471)
- Switches to allow for simulation

## Dimensions

The external dimensions of the suitcase are:

Length: 20.86 in

Height: 16.53 in

Width: 8.26 in

Shipment weight: 21.38 lb

## Compatibility

The Gallagher SMB Web Apps are compatible with Chrome, Safari, and Edge browsers.

The Gallagher SMB Mobile App is compatible with the following mobile phones:

- iPhone 7 or later, iOS 13.0 or later
- Android devices version 5.0 (Lollipop) or later and Chrome 70 or later

## Configuration

The suitcase has the following factory configuration:

### Door simulation

- Door Open:

Switch position	0	Door closed
Switch position	1	Door open
- Forced Door:

Switch position	0	Door lock is closed
Switch position 1	1	Door lock is open
- Request to Exit:

Switch position	0	Door REX is closed (request to exit)
Switch position	1	Door REX is open (normal)

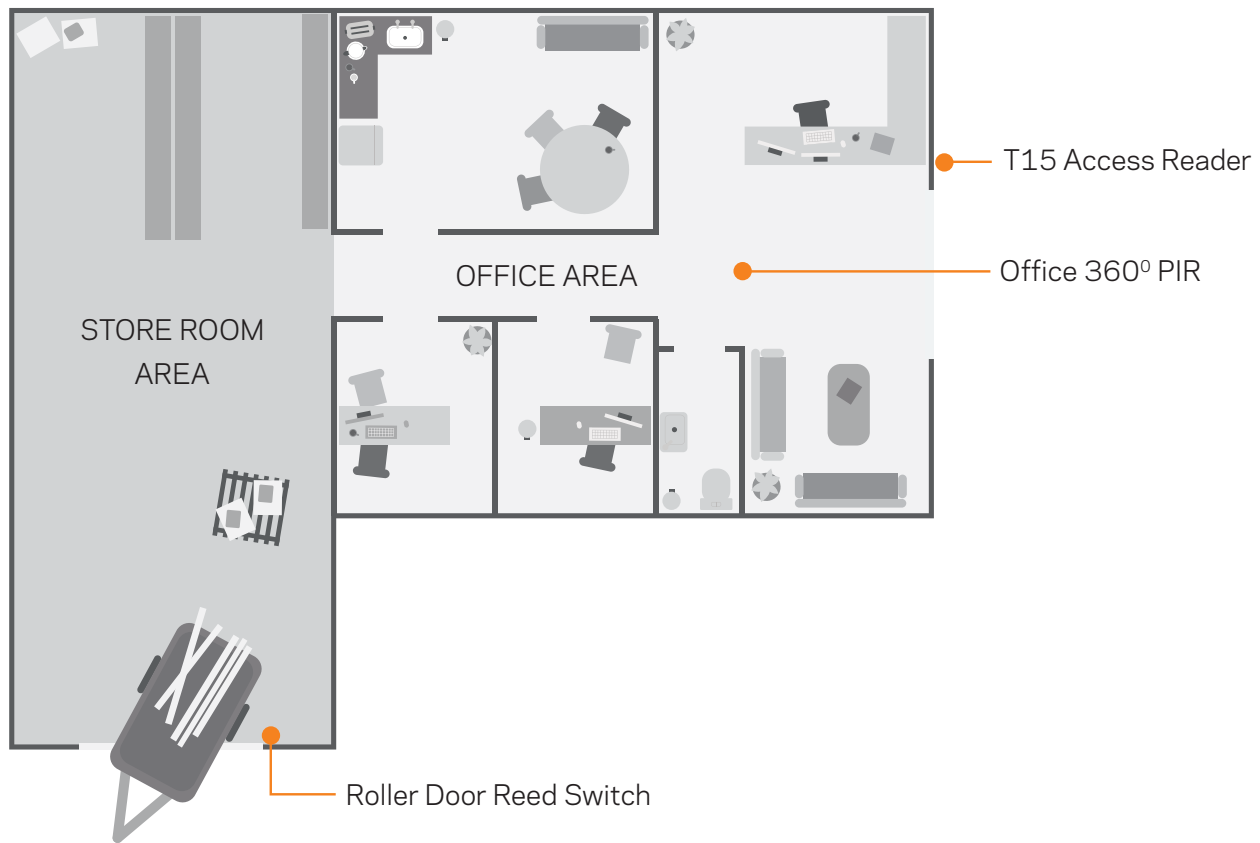
### Inputs and outputs

The hardware within the suitcase is pre-wired to support a fictional site.

Input	Connection
Input 9	Door Open Sensor
Input 10	Door Lock Sensor
Input 11	Door Request to Exit
Input 13	PIR
Input 14	Reed Switch
Input 15	Battery Low
Input 16	Mains Failure
Output 1	Door Unlock Relay
Output 2	Siren

## Site

Use the image below to provide context when configuring and demonstrating the solution.



## User

You will be required to use your mobile phone to demonstrate the Customer App. You can invite users to your fictional site, and allocate roles, so they can experience the product.

Name: John Smith

Role: Key Account Holder (Site Manager)

Privileges: Arm, disarm, lock/unlock doors, access all areas, receive incident notifications, and manage users

## Power on

Connect an IEC power cord (not supplied) from the 3.5 A Power Supply to an AC power outlet. Switch ON. The controller and router will receive power.

## Connect to the internet

Connect an Ethernet cable from the site's LAN to the controller's Ethernet port.

Once connected, the controller will receive any outstanding firmware updates and its configuration from the cloud. The download will take approximately 1-2 minutes. The controller will restart after download.

If the Controller doesn't come online, check the site has an internet connection. Plug your laptop into the network and test the connection. Ensure the following ports are open on the customer's network for the controller:

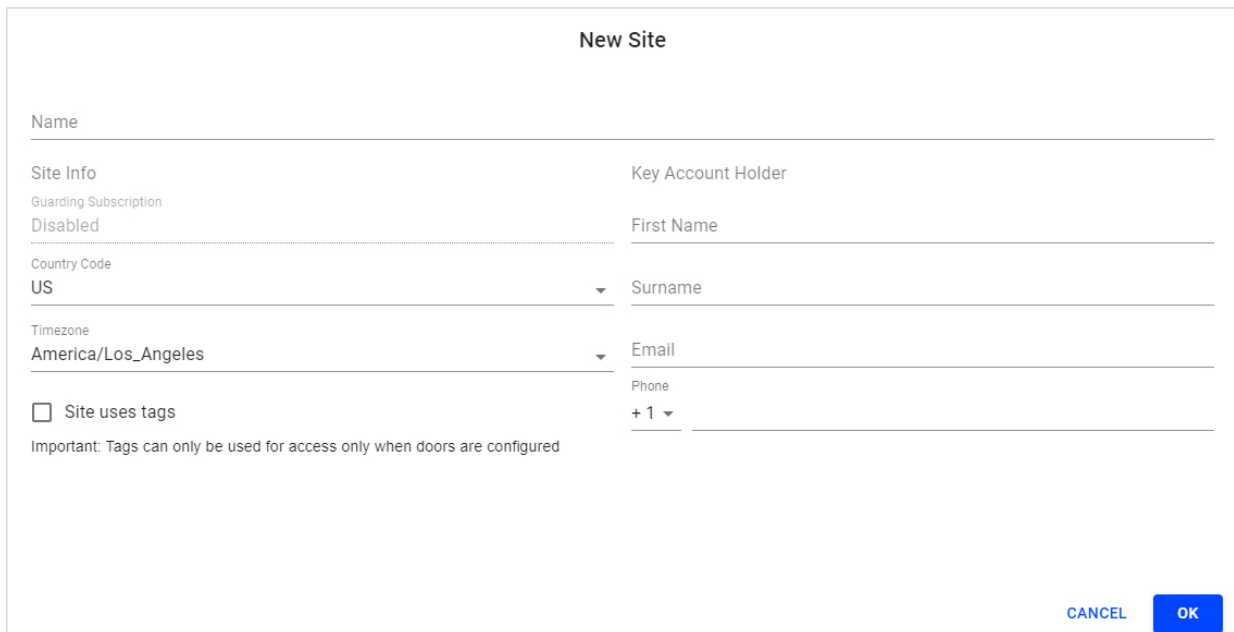
Port	Protocol	Details
67	UDP	DHCP to internal router
53	UDP	DNS to internal router
123	UDP	NTP to time.google.com
443	TCP	SMB Cloud HTTPS

## Site creation

1. Log into the Gallagher SMB Configuration Web App:  
<https://app.halo.gallagher.com/installer/>

2. Select **New Site**.

The 'New Site' lightbox displays.



The 'New Site' lightbox is a form for creating a new site. It has a title 'New Site' at the top. Below the title, there are two main sections: 'Site Info' and 'Key Account Holder'. The 'Site Info' section includes fields for 'Name', 'Guarding Subscription' (set to 'Disabled'), 'Country Code' (set to 'US'), and 'Timezone' (set to 'America/Los\_Angeles'). There is also a checkbox for 'Site uses tags' with a note: 'Important: Tags can only be used for access only when doors are configured'. The 'Key Account Holder' section includes fields for 'First Name', 'Surname', 'Email', and 'Phone' (with a dropdown for country code set to '+1'). At the bottom right, there are 'CANCEL' and 'OK' buttons.

3. Enter a name for the site. For example 'Sample Site - Demo'. Append the word 'Demo' to the site name. Note: Demo sites will not be charged subscription fees. Gallagher will audit the number of demo sites per partner.
4. Tick the 'Site uses tags' checkbox.
5. Complete the 'Key Account Holder' details, then select **OK**.

Field	Description
First Name	Enter <b>John</b>
Surname	Enter <b>Smith</b>
Email	Enter your <b>Email</b>
Phone	Enter your <b>Phone</b> number. Check the country code to ensure the SMS two-factor code is sent to your phone number.  When the site is activated, you will receive an email invite to the site, allowing you to demo the Customer App using your phone.

## Controller assignment

1. Select **Scan controller QR code**.
2. Capture an image of the controller's QR Code using your phone and present the image to the laptop. The 'Physical ID' pop-up displays. Select **OK** to confirm the controller's ID.

The controller will download the latest firmware and update its default configuration.

3. Select the **Controller**.  
The 'Controller 1' lightbox displays.
4. Disable the controller's front and rear tampers, then select **OK**.

## Input and output configuration

1. Select Input 9.  
Rename to "Door Open Sensor". Select **OK**.
2. Select Input 10.  
Rename to "Door Lock Sensor". Select **OK**.
3. Select Input 11.  
Rename to "Door Request to Exit". Select **OK**.
4. Select Input 13.  
Rename to "Office PIR". Select **OK**.
5. Select Input 14.  
Rename to "Roller Door Reed Switch". Change Sensor to **Reed Switch**. Change Alarm Response to **Secure Alarm**. Select **OK**.
6. Select Output 1.  
Rename to "Door Unlock Relay". Select **OK**.
7. Select Output 2.  
Rename to "Siren". Change Output to **Siren**. Configure the Maximum On Time to **3 Minutes**. Select **OK**.
8. Select the orange toggle to disable input 12 and inputs 1-8.  
Note: During a demonstration it may be useful to explain that unused inputs should always be "disabled". This helps speed up the installer testing of the system and ensures inputs do not display "tampered" on the customer's phone.

## Area configuration

1. Select the **AREAS** tab, then select **Area 1**.  
The 'Area 1' lightbox displays.

**Area 1** Help ?

**PROPERTIES** DELAY WARNINGS EVENT HISTORY

Name  
**Area 1**

Controller  
**Controller 1**

Inputs

- Input 1 - Area 1
- Input 2 - Area 1
- Input 3 - Area 1
- Input 4 - Area 1
- Input 5 - Area 1
- Input 6 - Area 1
- Input 7 - Area 1
- Input 8 - Area 1

+ ASSIGN INPUTS

Alarm Outputs (Turn on when alarm is triggered)

Reflected Outputs (Turn on when area is armed)

+ ASSIGN OUTPUTS

DELETE CANCEL OK

2. Rename to "Office".
3. Select **Assign Outputs** and select **Siren** as an **Alarm Output**.  
The siren will activate when an alarm is triggered.
4. Select **OK**.
5. Select **Add New**. Select **Area**.  
The 'New Area' lightbox displays.
6. Rename to "Store Room".
7. Select **Roller Door Reed Switch**.
8. Select **Siren** as an **Alarm Output**.  
The siren will activate when an alarm is triggered.
9. Select **OK**.



## Door configuration

1. Select the **HARDWARE** tab.
2. Select **Add New**. Select **Door**.  
The 'New Door' lightbox displays.

The 'New Door' lightbox is shown with the following configuration:

PROPERTY	VALUE
Name	New Door
Open Sensor	Use Open Sensor
Lock Sensor (optional)	Use Open Sensor
Area	
Request to Exit	
Lock Type	
Reader	
Unlock Relay	
Remote Release (optional)	

3. Rename to "Office Door".
4. From the **Open Sensor** drop-down, select the "Door Open Sensor" input.
5. From the **Lock Sensor** drop-down, select the "Door Lock Sensor" input.
6. From the **Area** drop-down, select the "Office" area.
7. From the **Request to Exit** drop-down, select the "Door Request to Exit" input.
8. From the **Lock Type** drop-down, select "Mortise".
9. From the **Reader** drop-down, select "Reader 1".
10. From the **Unlock Relay** drop-down, select the "Door Unlock Relay" output.
11. Select **OK**.

## Publish changes

Select **Publish** to publish your configuration to the controller.

## Commission site

1. Select **Commission site**.

You will then be requested to complete the system tests, marking each item test result as "Passed" before you can activate your site.

Note: This step in the installation process is where the technician will need to walk-test the site to check wiring and configuration is all correct.

2. Before the site is activated the Commissioning Report can be viewed or downloaded as required. This document can be provided to the Key Account Holder as evidence that the site has been commissioned and is functioning correctly.

## Activate site

Select **Activate site**.

Once the site is activated, the Key Account Holder (you) will receive an email invitation to download the Customer App on your phone, to complete the registration. Open the email from your phone and follow the instructions.

You should now be able to interact with your system using the Customer App on your phone.

## Demo script

Use the following script as a guide when demonstrating the Customer App.

Two-factor logon	The Customer App supports two-factor logon for Site Managers and Site Admins. This feature is provided by FIDO. These users must authenticate themselves before using the app.
Alarm	Arm and disarm the site. Arm and disarm individual areas.  Arm the site, then toggle the PIR or Reed Switch. The Siren will illuminate. Observe the incident in the Customer App.
Incidents	Demonstrate closing the above incident. Demo the Past Incidents page. Incidents older than 24hrs are automatically closed by the system.
Access	Disarm the site. Open the Customer App and present your phone at the reader. The phone will communicate with the reader using Bluetooth®. Access will be granted. The Door Unlock Relay will illuminate. Toggle the Door Open Sensor and Door Lock Sensor to simulate opening the door.  Toggle the Door Request to Exit to simulate exiting the site. The Door Unlock Relay will illuminate.
Remote unlock	Using the Customer App, unlock the door. This is an unlock override that will unlock the door until the next schedule change.
Door schedule	Explain the door schedule and 'First Card Unlock' feature. This feature negates public holidays.
History	Explain the History page.
Local Arming	If the user has internet connectivity on their phone, they can arm and disarm locally or remotely. Demonstrate arming and disarming without the internet. Enable Airplane Mode on your phone. Approach the reader (within the Local Arming Range). Connect to the reader using Bluetooth®. Arm and disarm the site.
My Team	Explain the My Team page. Invite users to your site. Allocate different roles so they experience the Customer App.  Note: A Site Member must authenticate themselves to register but after registration they are not required to logon. They use their phone like a card.
Key Tags	Assign a Key Tag to yourself. Disarm the site, then request access using the tag.
Settings	Explain the Settings page. Explain the Late to Arm Notification, Installer Mode, Contact Installer, and Critical Alert Notifications.

## Bluetooth® connection settings

To adjust the read range for the reader, select the **HARDWARE** tab, then **Reader 1**.

The Bluetooth® Connection Settings are displayed in the 'Reader 1' lightbox.

The values for these settings require the phone to be presented close to the reader for the credential to be read. During a demonstration it may be useful to explain these settings.

For example, increasing the **Door Connection Range** will enable the phone to be presented from a greater distance for access decisions. This may be useful for outdoor mounted reader locations/vehicles.

Likewise, increasing the **Local Arming Range** will enable the phone to connect further away from the reader when arming/disarming using Bluetooth® (when no internet/cellular connectivity is available for the phone). This may be useful when arming/disarming using Bluetooth® from outside the site.