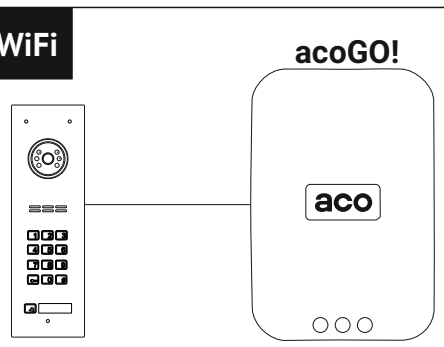
INSTALLER'S GUIDE

acoGO! 2.0 PRO Wi-Fi

acoGO! 2.0 PRO WiFi

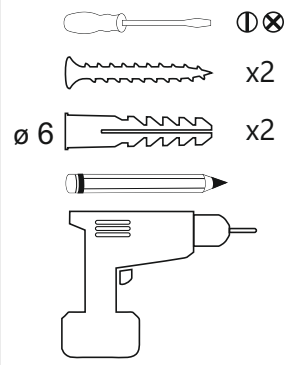


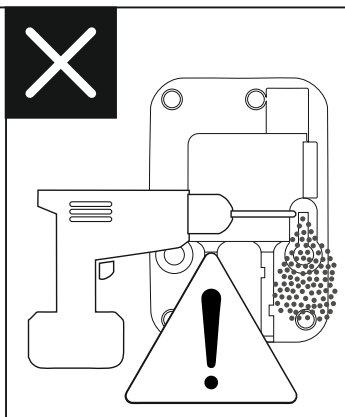
COMO PRO,
Familio PRO

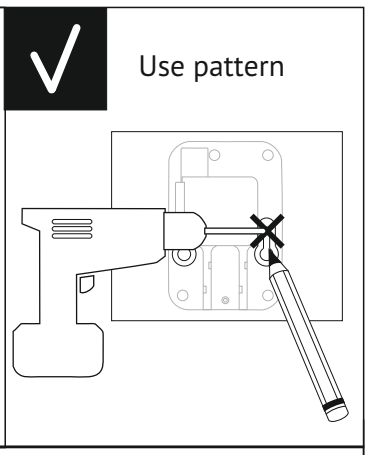
POWER:
15VDC / 500mA

Apartments:
1 or max 64: additional licences need to be purchased

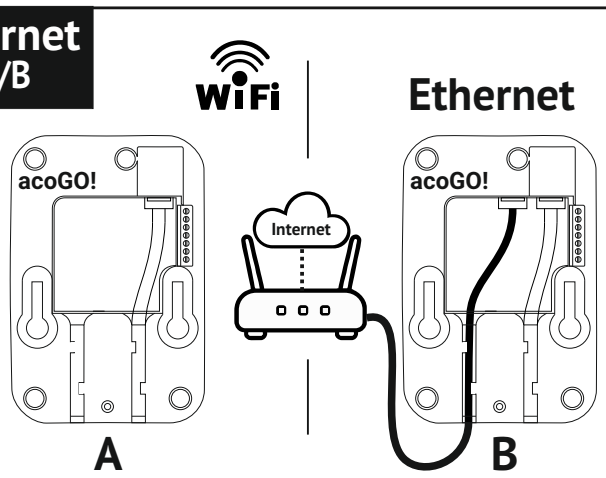
Version:
Audio or Video, additional licence needs to be purchased



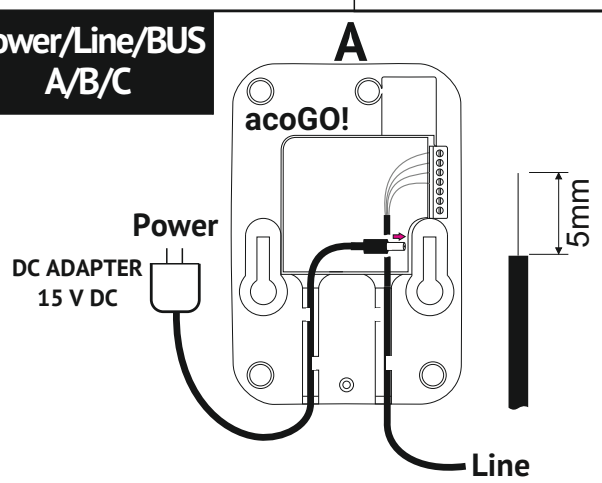


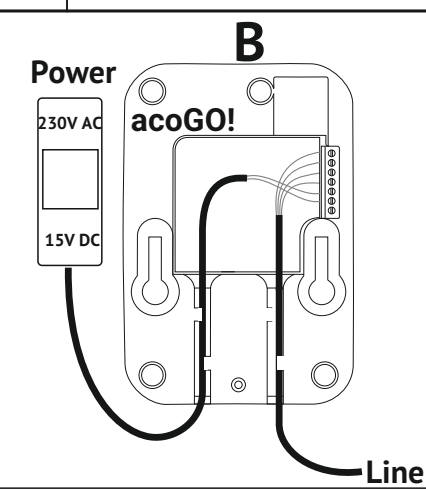


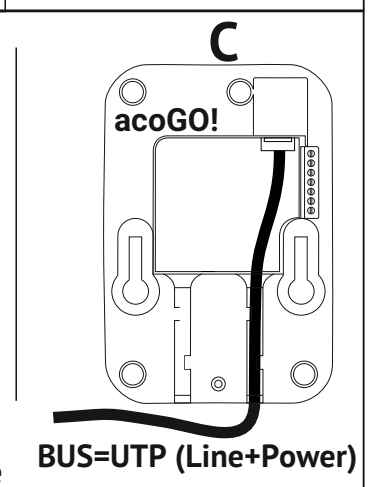
Internet A/B



Power/Line/BUS A/B/C

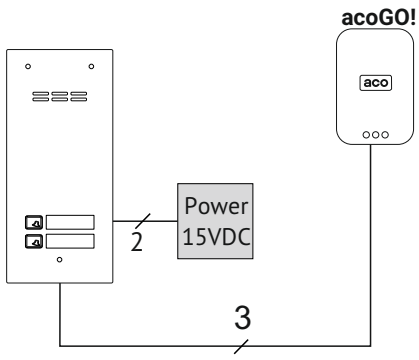


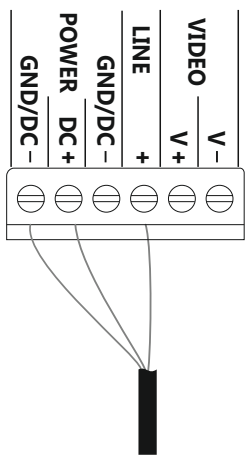




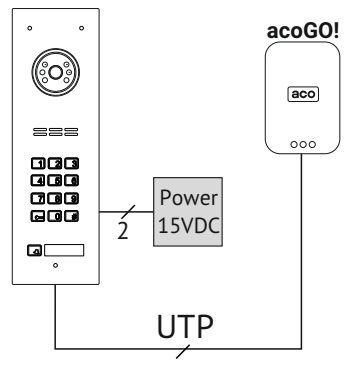
+ = A/B/C

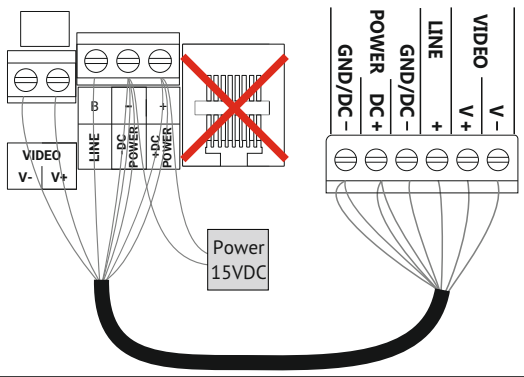
A



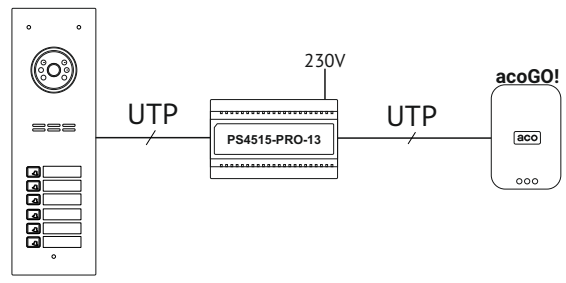


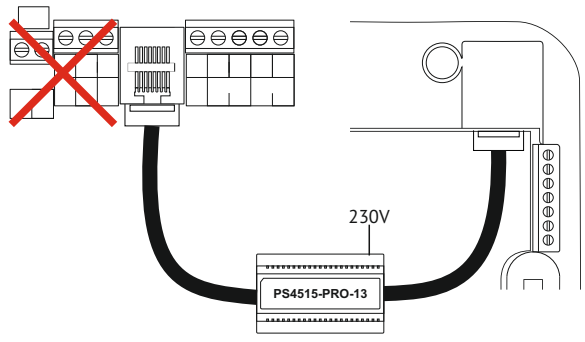
B (NO RJ45)





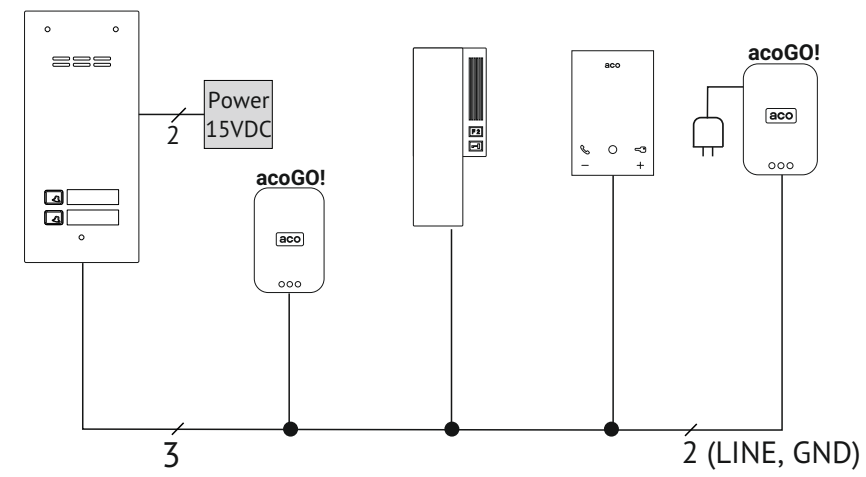
C





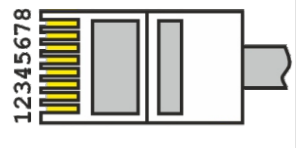
+ + = A/B

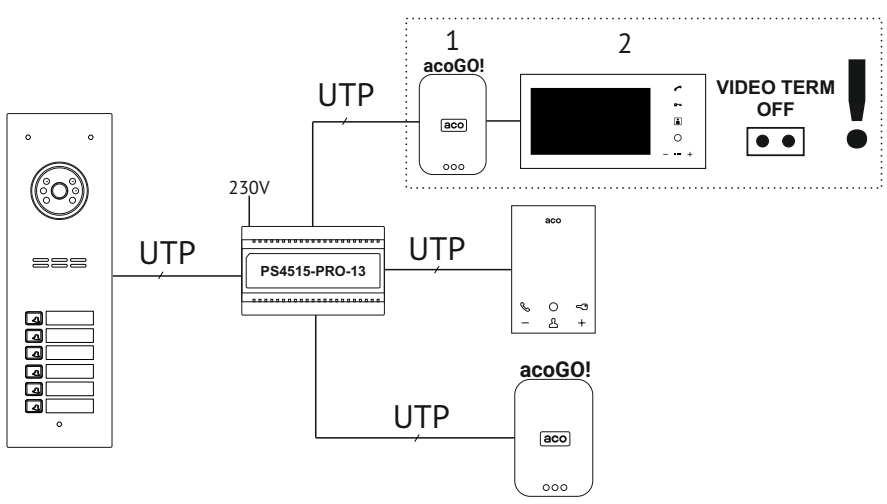
A



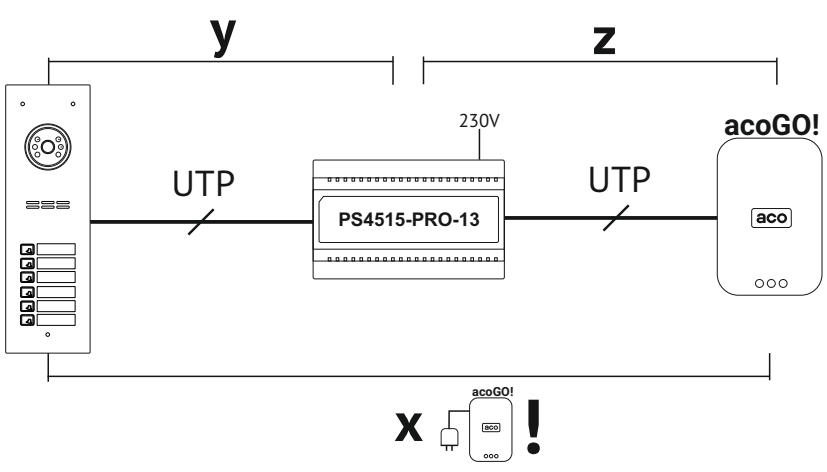
B (BUS)

BUS = UTP RJ45 T568B





Power		Video		Power	
1. orange - white	-DC POWER	GND/-DC POWER		-DC POWER	
2. orange	+DC POWER	V+ (V1+)		+DC POWER	
3. green - white		V- (V1-)			
4. blue		LINE			
5. blue - white					
6. green					
7. brown - white					
8. brown					



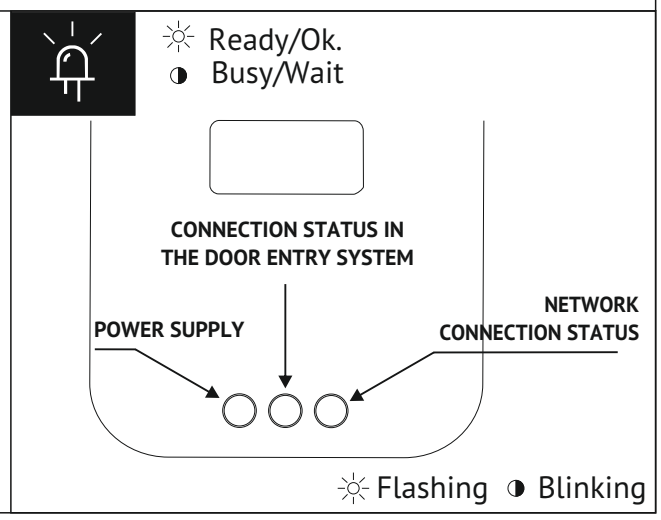
1 = POWER: 15VDC / 500mA

y = max 100m
z = max 70m
UTP Cat. 5e / 6
y, z> 100/70m: ø> 1mm
Rxyz⩽40Ω
x = max 1000m + Power 15VDC !

RTSP stream from acoGO! to recorder etc.

rtsp://IP:8554/cam

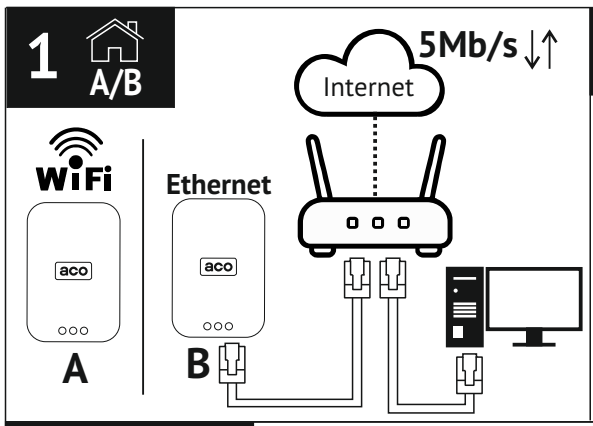
eg. rtsp://192.168.0.104:8554/cam



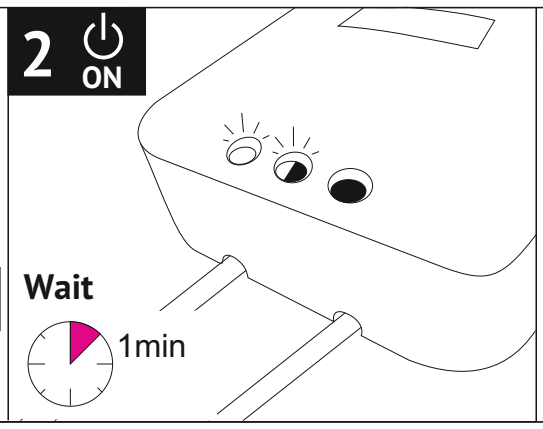
CONFIGURATION GUIDE

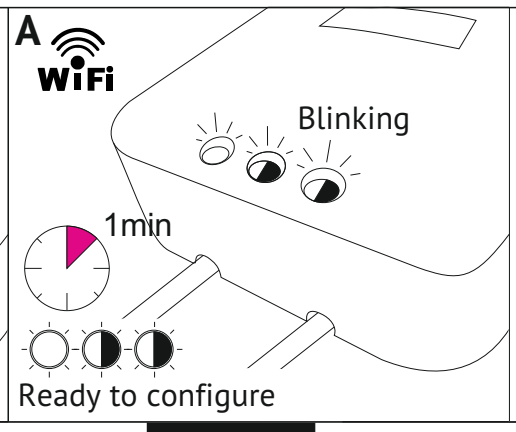
acoGO! 2.0 PRO Wi-Fi

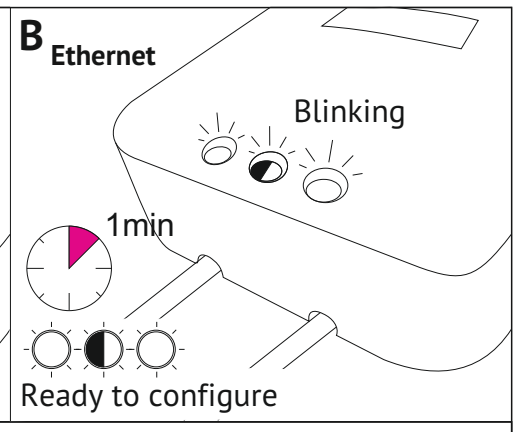
1 A/B



2 ON





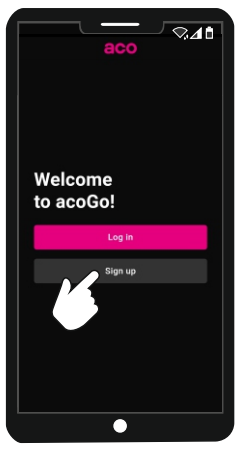


3 acoGO! MobileApp

download **acoGO! 2.0**

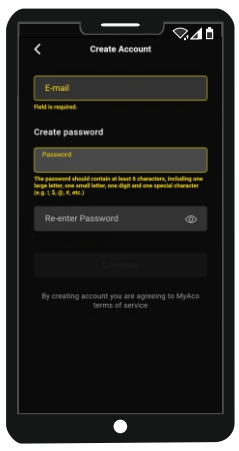
Pobierz w App Store

POBIERZ Z Google Play



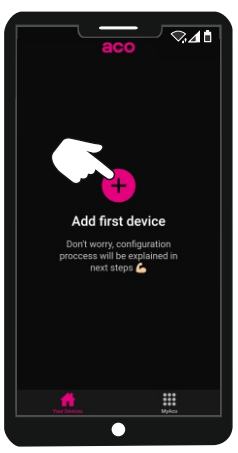
Log in or register on acoGO!

User name:
user@mail.com
Password:
xxxxxx

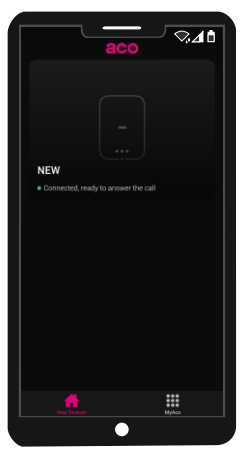


4 acoGO!

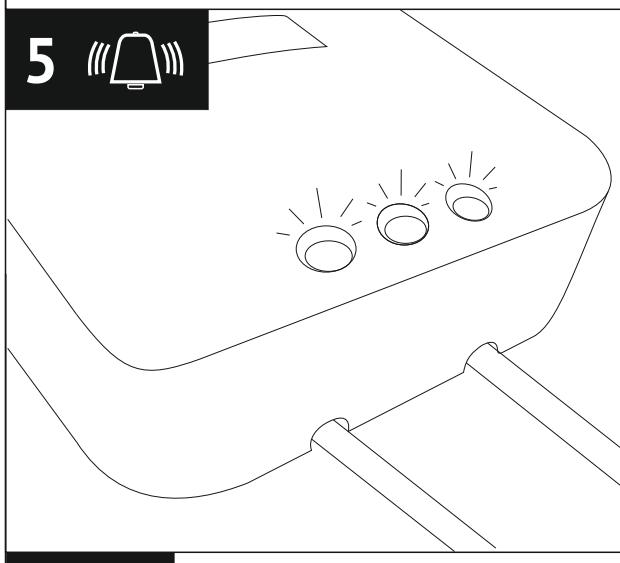
Add device - follow the prompts



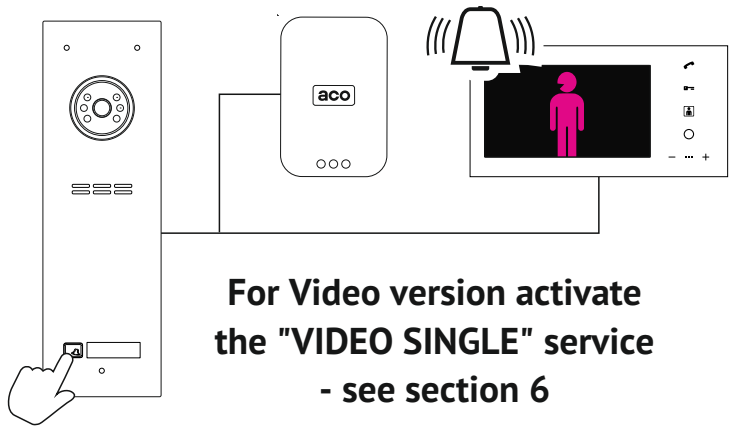
PLEASE NOTE! Disable Mobile Data Transfer!!!



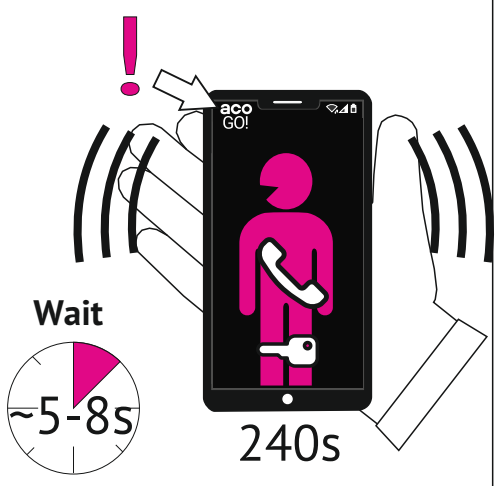
5



Ready/OK.



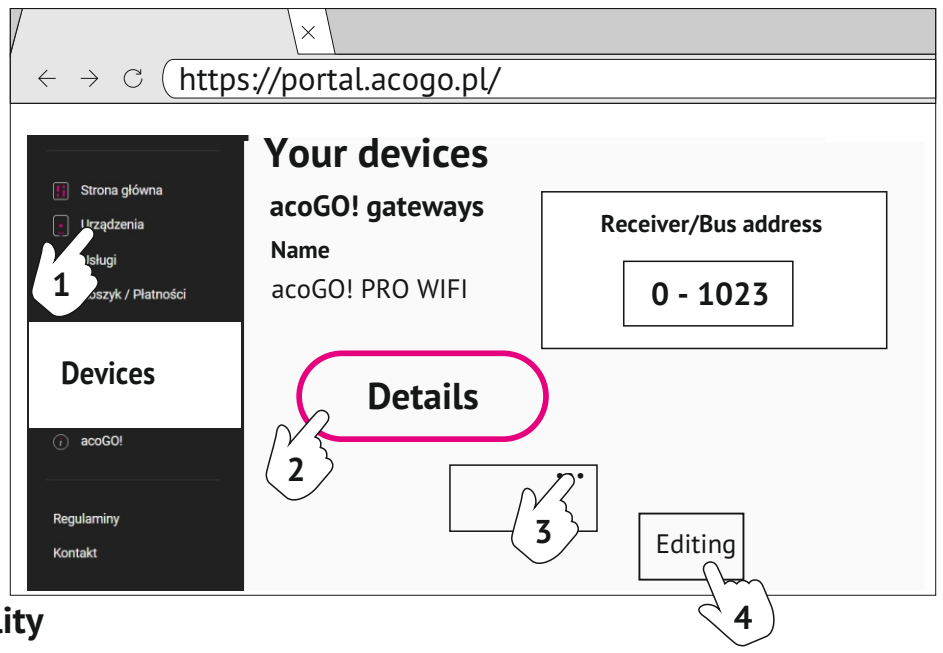
For Video version activate the "VIDEO SINGLE" service - see section 6

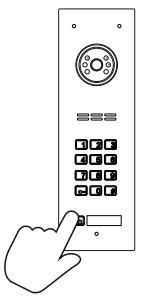


6 acoGO!

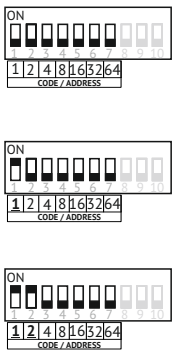
Go to **https://portal.acogo.pl**, log in to your account, manage it and your devices.
Also add new features by activating selected services.
Easily pay for services.

6.2 - Set receiver address





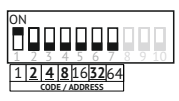
CODE / ADDRESS: 0-1023



Adres: 0

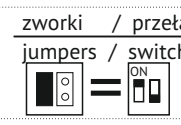
Adres: 1 (1)

Adres: 3 (1+2)

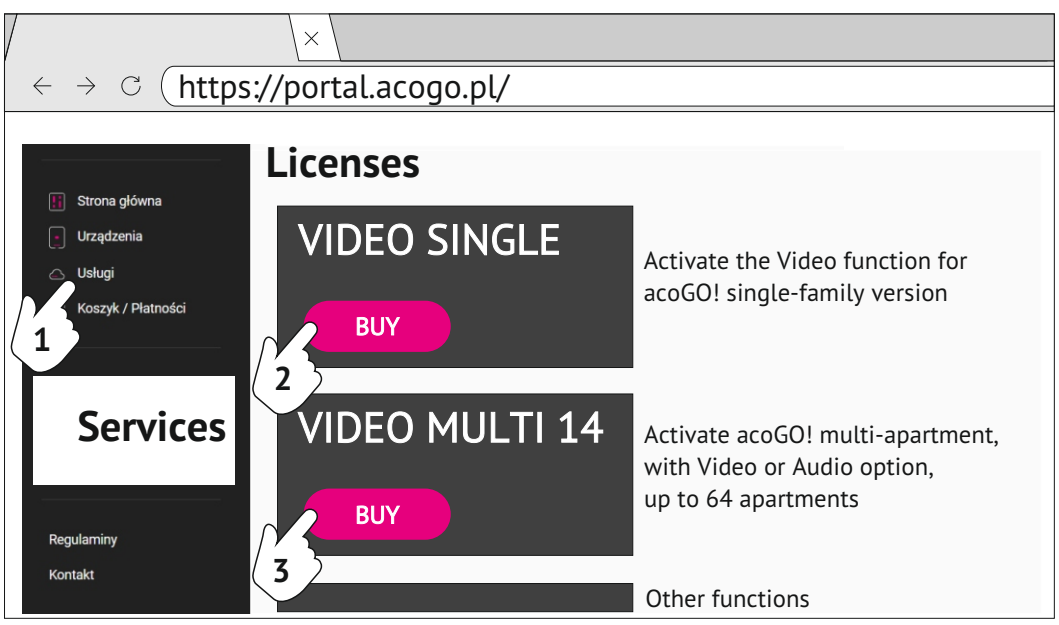


Adres: 46 (2+4+8+32)

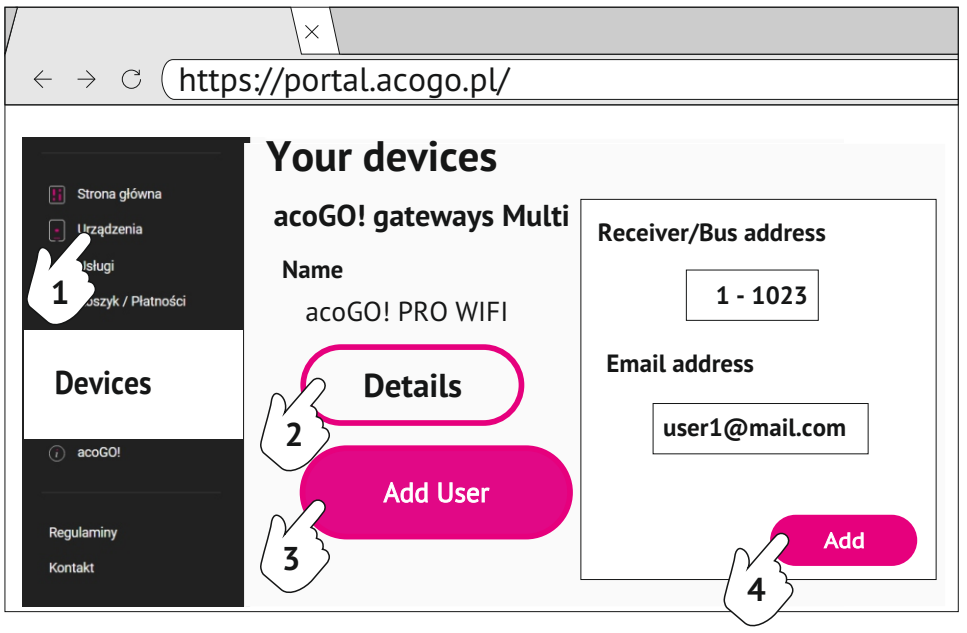
zworki / przełączniki
jumpers / switches



6.1 - Enable additional functionality by activating the appropriate licenses in the "Services" section



6.3 - Add users for MULTI version



Additional description of the relevant steps

1 A/B

Connect acoGO! to your door entry PRO system and directly to your router or other network device with access to the Internet using the cable included in the kit - recommended solution (method **B**).
If you decide to connect acoGO! using Wi-Fi (Method **A**), go to the next step and make sure you know the name of your WiFi network and its password.
Please note! Remember that your phone or your computer must be connected to the same network, which will be used in the later steps to configure acoGO!
The Internet is essential for acoGO! Make sure you have a fast and stable connection.

2 ON

Turn the power on and wait until acoGO! starts - observe the LEDs:
Putting the device into operation for the first time:
LH LED - power supply (goes off at power supply shortage or device damage).
Middle LED flashes or the middle and right LEDs flash alternately: the device is booting up. Wait about 1 minute.
Middle LED blinks and right LED blinks rapidly: the device is running and is ready to be configured and connected via WiFi (it displays its WiFi network: "acoGO!"). Go to the next step.
Middle LED is blinking and right LED is on permanently: the device is running, properly connected to the Internet and is ready to be configured. Go to the next step.
All three LEDs are on permanently - the device is correctly configured and ready for operation.
If you encounter any problems, restore the device to factory settings as per the last section of this manual.
Description of indicator LEDs:
LH LED: power supply (goes off at power supply shortage or device damage).
Middle LED:
- blinking: the device has not yet been fully configured. Correct configuration requires connecting to the account at https://portal.acogo.pl (should appear in the "Devices" section) and for the MULTI version adding a minimum of one apartment to acoGO! MULTI (section "Devices" -> acoGO! gateways) Multi -> "Details" -> "Add User".
- fast blinking: call detecting (correctly decoded address of the door entry system),
- dims: call via the door entry system to another address in the system, outside the range covered by acoGO! (door entry system line busy)
RH LED:
- blinking: the device cannot connect to the acoGO! server (such as due to lack of access to the Internet, wrong configuration of the computer network, etc.)
- fast blinking: the device exposes its WiFi network: "acoGO!", awaiting configuration and connection to your WiFi network.
- off: call to mobile application in progress
-The middle and RH LEDs blinking alternately: acoGO! is booting up - please wait or restore factory settings - please wait
If the middle and RH LEDs continue to blink for approx. 5 minutes, the device cannot connect to acoGO! server (network

3 acoGO! MobileApp

Download the **acoGO! 2.0** application from the Play store (Android phones) or from the App Store (iSO: Apple smartphones) and log in to the acoGO! portal or create an account if necessary. You can also create an account at https://portal.acogo.pl. Remember that the login is your email.

4 acoGO!

Configure acoGO! and add to your list of devices on your acoGO! account (https://portal.acogo.pl).
Make sure acoGO! is fully running: **Middle LED blinks and RH LED blinks rapidly** (the gateway is connected via WiFi) or **Middle LED blinks and RH LED is on permanently** (the gateway is wired to Ethenet and has Internet access).
If you encounter any problems, restore the device to factory settings as per the last section of this manual.
In the application, select the "+" button (in the middle or right corner of the screen) and follow the instructions on the screen.
If acoGO! is to be connected via WiFi, the application will search for the device (the network generated by acoGO!) and connect it to your WiFi network. You will need to enter the password for your WiFi network and the name of your network (iOS phones). **Please note!** Always disable cellular data transfer during setup!
If acoGO! is connected via a cable to the Ethenet network, the device will be found in the network and configured.
Please note! Remember to connect your phone via WiFi to the same network as the acoGO device!
If you encounter problems: connect the device with a network cable to your router, and log on to the acoGO! configuration page by entering the acoGO! IP address in the Internet browser on your computer (password and login: admin, admin). Remember that your computer/phone must be connected to the same network as acoGO!
If you do not know acoGO! IP address, you can use the "**ACO IP Devices Finder**" computer application, which will find acoGO! for you.
Download the application from www.aco.com.pl/ipfinder and install it on your PC.
Please note! For the "**ACO IP Devices Finder**" application to work properly, the computer must be connected to the same network as acoGO! If the application still cannot find acoGO!, reboot the device (turn the power off, wait 10 seconds and turn it on again).
Other problems with acoGO! search can be caused by:
- a router or other network device preventing the connection (such as security issue, MAC filtering, etc.)
- if necessary, restore acoGO! factory settings
You can also check the IP address of acoGO! by logging into the router's configuration page.
Then on acoGO! configuration page:
- Go to the tab "**General**".
- Enter the postal address or other name of acoGO! installation location This will help you identify and find acoGO! on the website. Fill in the field and save the changes by selecting: "**SAVE**"
- **Connect to your acoGO!** account (using the same login and password as for https://portal.acogo.pl in step 3). After pressing "Connect to acoGO!" you will see a message saying "success", to indicate that your account is connected properly. If you see a message saying "**Already registered**", this will indicate that the device is already connected.
To disconnect from your account click "**Disconnect from acoGO!**" (if you encounter a problem, disconnect the device from your acoGO! account and reconnect it).

Additional description of the relevant steps

5 Dial the **call number to your apartment** (door entry system receiver) on the unit / door entry system panel and wait until **your smartphone** starts ringing.
Indications of LEDs. When ringing, the middle LED blinks rapidly to indicate that the device has correctly detected the address.
The LED will dim to indicate that the device has detected a received call on the smartphone or physical receiver or a call to another address (such as a call to another apartment/receiver not supported by this acoGO! gateway).

6 acoGO! Log in to your acoGO account!: **https://portal.acogo.pl**, where you can manage all your devices, modify their settings, and subscribe to different services or activate additional features using "**License**".
In the "Services" section you can find Licenses such as licences to enable the Video option on your device, or turn it into a multi-apartment device handling up to 64 units. You will also find "**Subscriptions**", which must be paid in order to use the features of the device available upon subscribing. More information can be found in the description of relevant services directly on the portal. You can pay for selected services in the "**Shopping Cart / Payments**" section.
Go to the "**Devices**" section to view all devices connected to your account: acoGO! gateways and profiles (phones). Depending on the licence of the gateway, it will appear as type: "**acoGO!**" for gateways with **SINGLE** licence (single family / handling one calling address), "**acoGO! Multi**" for gateways with **MULTI** licenses (multiple unit / handling up to 64 addresses / units) and "**My acoGO! Multi**" for gateways to which you are invited/connected as end users (using only the acoGo! service without having a physical device, for instance as a resident in a building where a multi-unit gateway is installed). Each gateway type can have different dedicated settings (for instance changing receiver address, adding/removing users, etc.). Up to 4 profiles/phones are automatically paired to each gateway. **Please note!** Only the profiles connected to the gateway will be able to make a call. Connecting profiles is only possible with a paid subscription.
6.1 Activation of an additional function, in this case the Video option for a single-family gateway (SINGLE), is possible by purchasing the appropriate licence in the "**Services**" section. Go to the "**Services**" section, select the service you are interested in (such as „**VIDEO SINGLE**"), then select "**Buy**". Use the list to decide for which of the gateways available in the account you want to buy a licence. You can also select other Licenses or services. The selected services will appear in the "**Shopping Cart / Payments**" section, to pay for them. The function will be automatically activated upon completing the payment.
6.2 Setting the receiver address for single-family gateway (SINGLE) can be done in the "**Devices**" section. Select the "**Details**" button next to the gateway where you want to change the address. Then in the upper right corner select the three dots and the option "**Edit**". In the "**Bus address**" field, enter the physical address of the receiver in the door entry system (from 1 - 1023) corresponding to the address set in the receiver (usually the address corresponds to the number dialled at the unit). For setting "0" (factory settings) - gateway will call each/any address. Then select "**Save**".
6.3 Adding users for a multifamily gateway (MULTI) can done in the "**Devices**" section. Select the "**Details**" button next to the gateway to which you want to add a user. Then select "**Add user**" and enter: "**Bus address**": type in the physical address of the receiver (similar to Section 6.2, in this case do not use the address "0" and each user added must have its own unique receiver address) and "**Email address**" of the user having that physical address. An invitation (with instructions) was automatically sent to e-mail address provided, so the user can log into their acoGO! account and use "My acoGO! Multi" to answer a call from the door entry system on their phone. Enter an optional "**Description**" or name so you can easily find the user. Use the "**Add**" button to complete the process of adding a user. (By adding the first user, all the LEDs in acoGO! should light up permanently). You can also add your e-mail address (your login to acoGO!), so that you can use My acoGO! Multi.
It is possible to add acoGO! Multi gateway administrator who will be able to manage the gateway ("Administrators" section) - Administrator may only add/remove users and make payments.

Restoring factory settings. To restore factory settings, press and hold the "**Reset**" button on the bottom rear side of the device for more than **5 seconds** (use a thin tool such as a bent paper clip). The LEDs should start blinking, wait for the unit to restart. Do not turn off the power to the unit. Wait until the factory reset process is complete - this may take a few minutes. Section 2 contains a description and behaviour of different LEDs....

INSTALLER'S GUIDE
ACO GO! 2.0 PRO WIFI

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Instructions and other materials also available at:

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