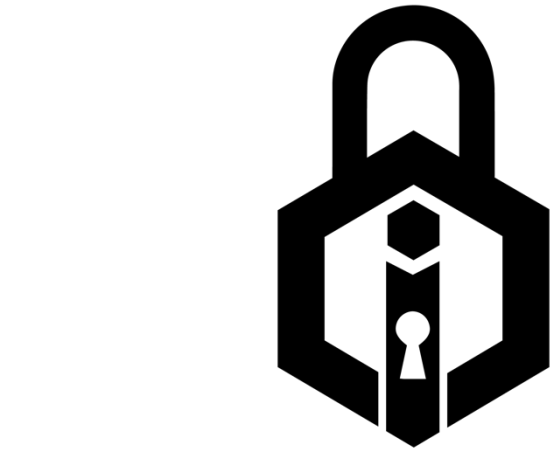

INTELLIPOST

Installation instructions and guide

INTELLIPOST

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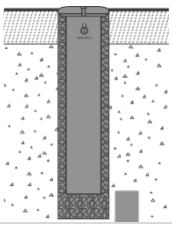
Installation Instructions

Materials/tools Required:

CAT scanner, Selection of shovels/spades, Buckets, small spirit level, angle grinder, pointing trowel; masking tape, 20mm gravel, post-crete, sand & cement (& mortar dye).

1. Decide installation position and survey area and ensure there are no underground services that may be damaged (if in doubt please consult a professional).
2. If paved, lift flags/blocks and dig your hole. Dimensions approx. 300mm diameter, 850mm deep. Cover entire top of your Intellipost with masking tape.
3. Place a bed of 20mm gravel in base of hole. carefully lower your Intellipost into it, ensuring logo is facing desired direction. Check that the height of the rim of your Intellipost is flush with the finished paving, adjust height as necessary by adding or removing gravel from bottom of hole.
4. Once set to the correct height, place a spirit level across the top, levelling in all directions. Once you are happy it is level, backfill around the post 2/3 of the way up with the 20mm gravel. Gently compact, making sure not to disturb its position.
5. Final check that it is level across all directions, then fill to ground level with post-crete or rapid set concrete. Tamp and let set.
6. Reinstate any paving and make a strong sand cement mix (3:1 and we like to use mortar dye to match surrounding paving). Fill around the crown of the Intellipost up to the adjacent paving and strike off with trowel. Ensure you do not get the mortar over the top of the post crown.
7. Remove masking tape, clean off any debris, unlock lid and connect the battery. Connect your Intellipost to 'Remootio' app on your smartphone and complete setup.
8. Apply a generous coating of neutral oil to your post while in the raised position. (we recommend baby oil as it lubricates, nourishes the steel, is available in most shops and is harmless to your skin).



HOW TO UPDATE THE SOFTWARE OF THE INTELLIPOST.

Introduction

We keep constantly improving the software that runs on Intellipost, therefore it is a good practice to keep the software version of your Intellipost up to date. There are several ways to do this, and we will discuss all the options in this article.

Manual software updates

You can initiate a software update for your Intellipost manually from the Remootio app. In order to do this you need to have the administrator key for the given device.

Open the Remootio app, swipe to your device and tap on the cogwheel icon in the bottom right of the screen.

Scroll down until you see *Software updates* and tap on it.

The screen that pops up is the Remootio software version handling screen. It is important to make sure your phone has internet access when you try to do any of the following steps.

The screen shows you the current software version of your Intellipost (that is 2.10 in the case of this example). After you tap on *Look for updates* you will see the newest version available as well.

Manual software updates for the Intellipost can happen in two ways:

- Software update via Bluetooth
- Software update via Wi-Fi (recommended)

Which method is used for the update will be determined based on how you are connected to your Intellipost.

If you are connected to it via Bluetooth, the software update will take place via Bluetooth.

If you are connected to it via the local Wi-Fi network, the software update will take place via the Wi-Fi. (Important: to connect to your Intellipost via local Wi-Fi make sure that your smartphone is connected to the same Wi-Fi network as your Intellipost)

The Wi-Fi based software update takes about 1-2 minutes, whereas the Bluetooth update can take up to 15 minutes, so it is highly recommended to use the Wi-Fi based method and only keep the bluetooth option as a fallback.

The software update can be initiated using the *Update firmware* button that will replace the *Look for updates* button once that is pressed.

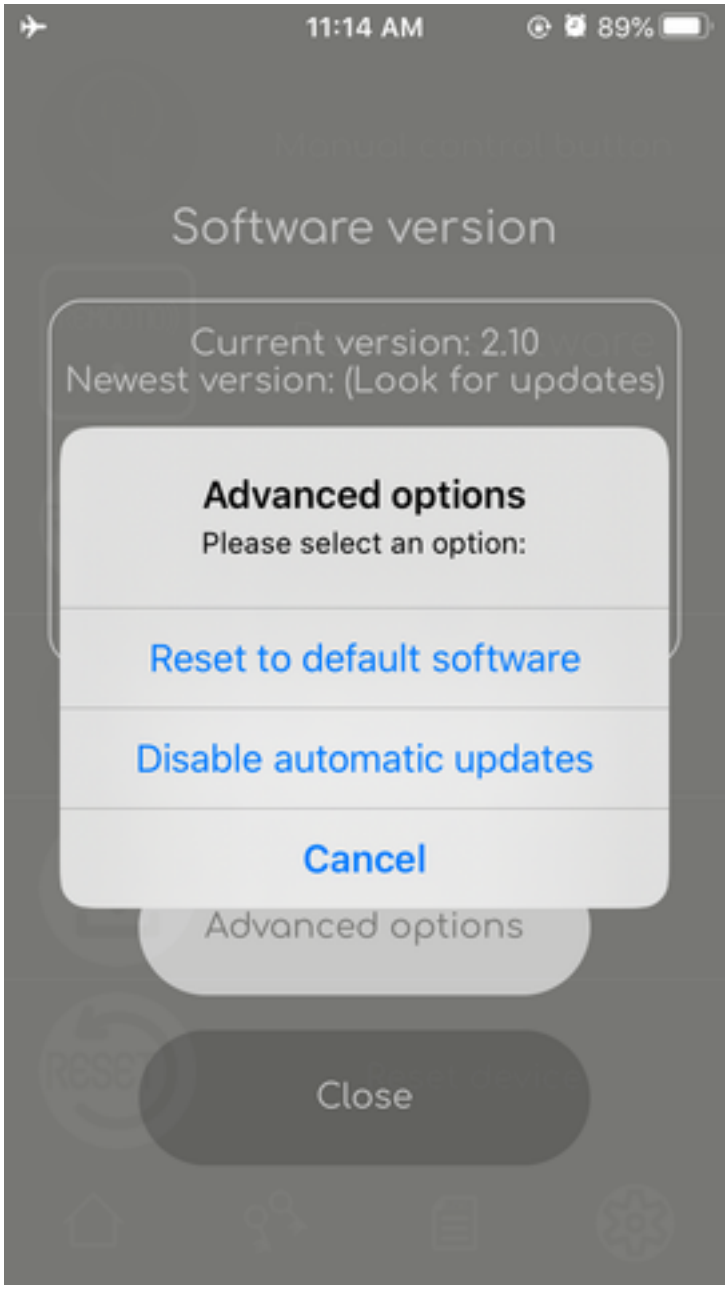
Automatic software updates

Intelliposts that are connected to a Wi-Fi network with internet accessibility try to update their software automatically every few days (if there is a new version available). This feature is enabled by default for all devices. You opt out of automatic software updates, but it is highly recommended not to do that.

To opt out of automatic software updates you need to do the following:

Go to the software version handling screen and tap on *advanced options.*

Tap on *Disable automatic updates* to disable automatic software updates

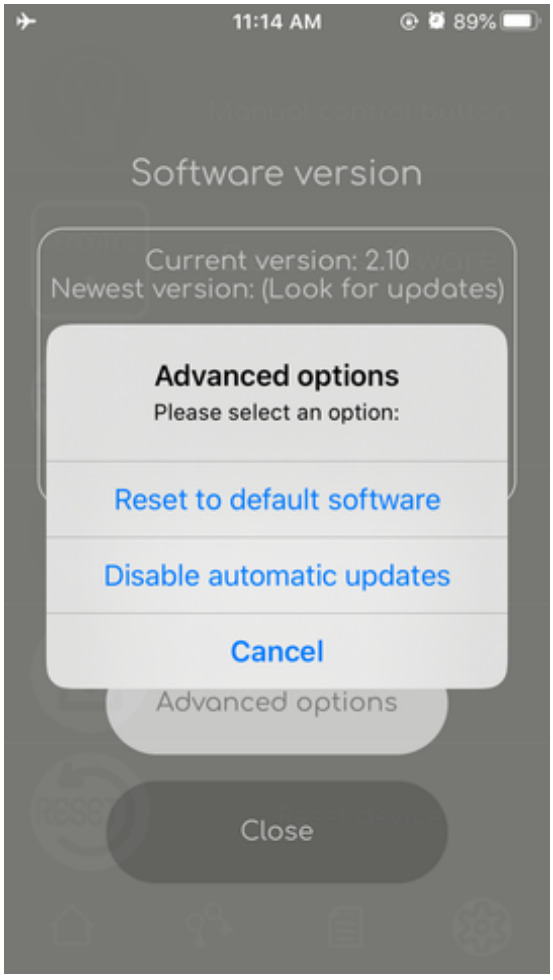


You can re-enable automatic software updates in the same menu where you had to disable it.

Resetting the software of Intellipost to the factory version.

There is an option to reset the software version of your Intellipost to the one it came with originally. Normally this feature should never be used, but it can be useful for troubleshooting (resetting the software and updating it back to the newest version).

To do this you need to go to the software version handling screen and tap on *advanced options* and use the *Reset to default software* button.



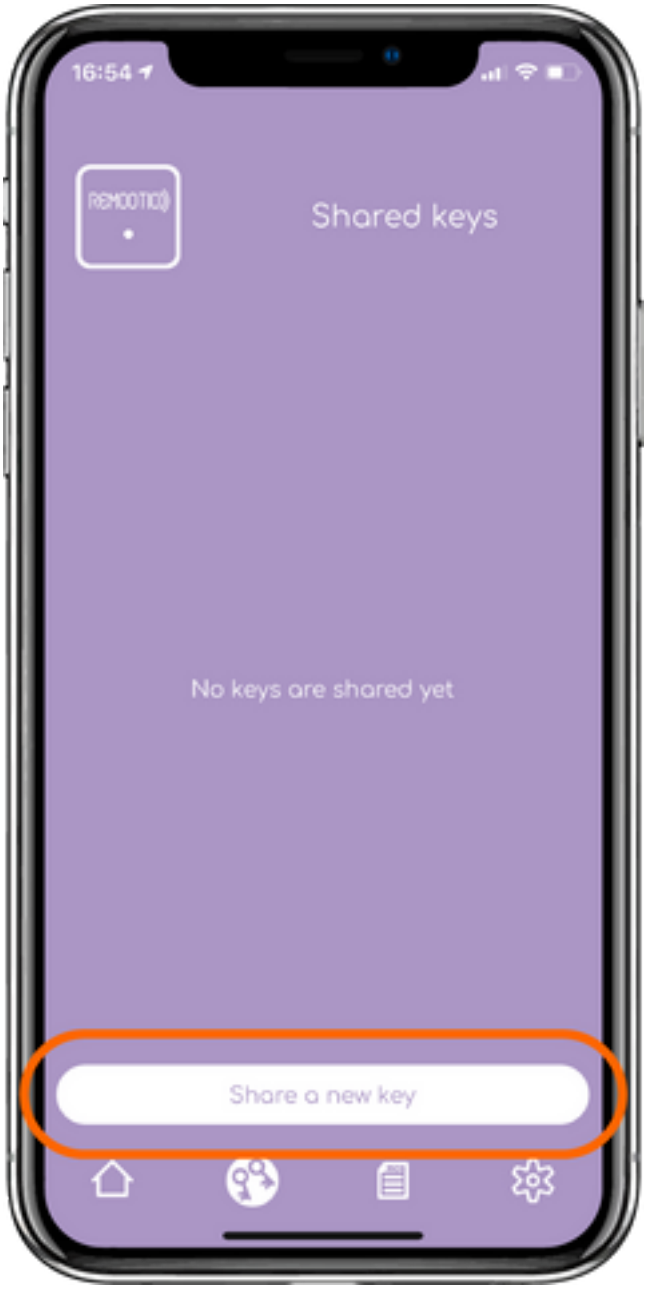
How to share virtual Intellipost keys from the Remootio app?

Key sharing via QR code

1. Open the Remootio app

   and swipe left or right until you find the Intellipost you want to give access to and tap on the key icon on the bottom of the screen.

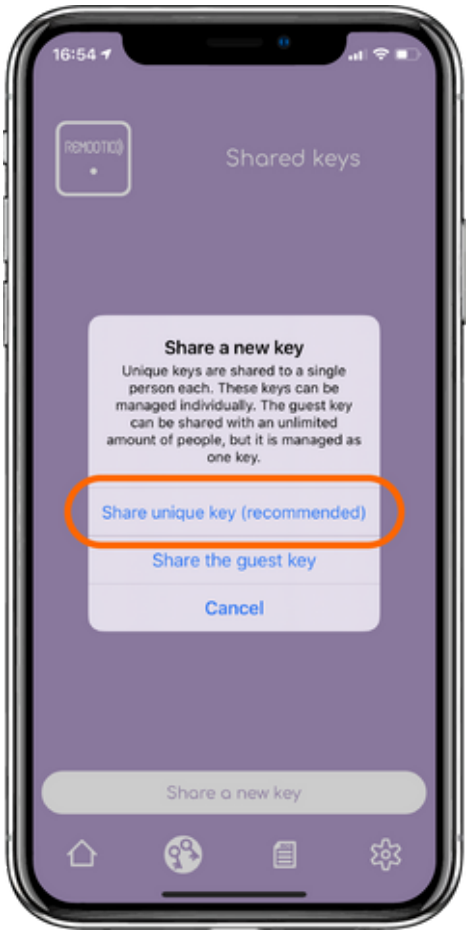
2. Tap on "Share a new key"



3. Decide if you would like to share a guest key or a unique key

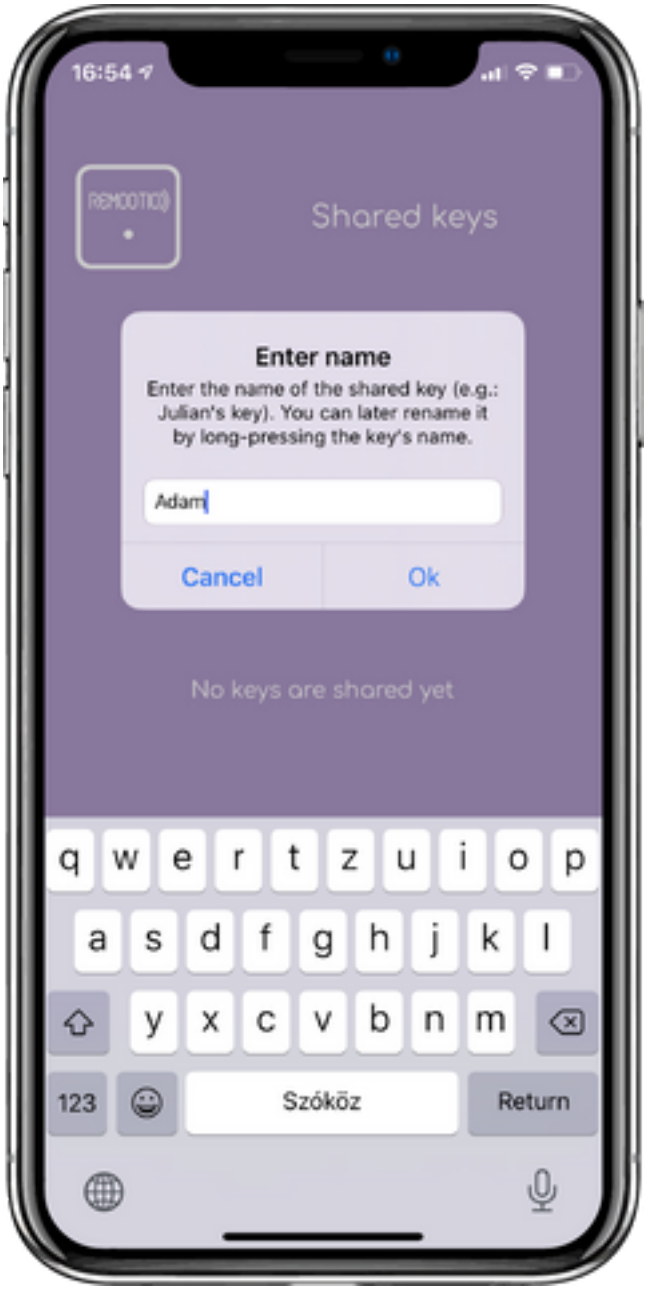
- Unique keys can only be shared with one person. Access rights of unique keys can be enabled and disabled one by one.
- Guest keys can be shared with an unlimited number of people, but the access rights can only be managed together as a group. This means that all the people in the guest key group will have the same access rights.

After deciding which type of key you would like to share with someone, please tap on the corresponding button. In this example, we share a "unique key".



4. Enter the name of the receiving person

Enter a name for each key you share. It will help you later identify who you've shared keys with and revoke or modify access rights accordingly.

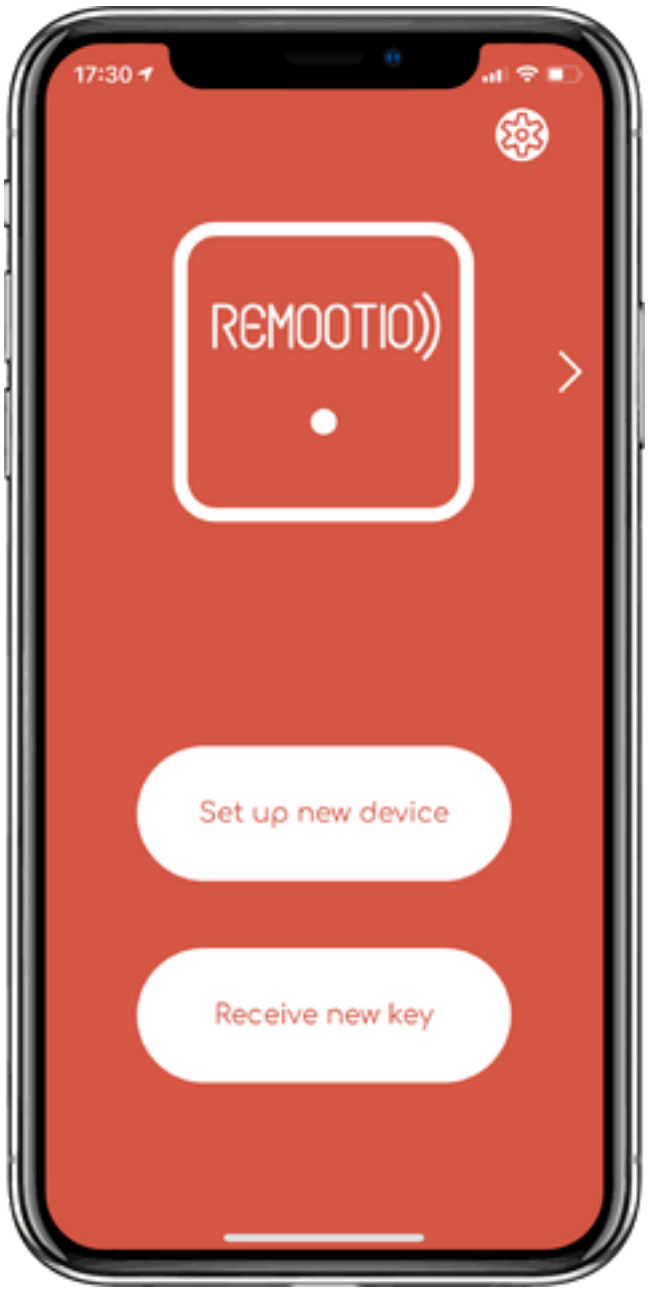


5. A QR code will be shown on your smartphone

Show this QR code to the person you want to share a key with.

6. Launch the Remootio app on the recipient's smartphone

and tap on the "Receive new key button"



7. Scan the QR code using the recipient's smartphone

The recipient can now use your Intellipost until you (the admin) revoke access rights.

Key sharing via text message or email

After a key is created, you can tap on the button marked in the picture below to generate a link that can be shared via any messaging app. If the user that receives the key has already downloaded the Remootio app, then tapping on this link will automatically load the key.

Got a new phone? Here is how to continue using Remootio for Intellipost

Introduction

This article shows you what you can do if you've got a new smartphone. Depending on what operating system do you use, and whether you still have your old smartphone you have different options.

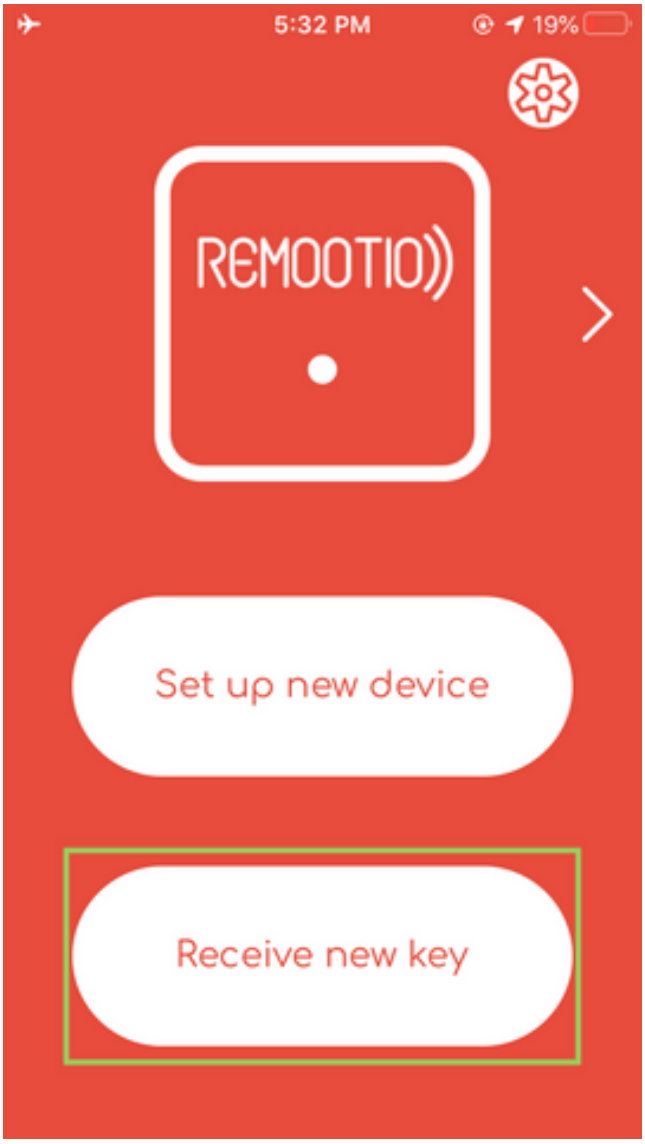
1) Transfer the administrator key (If you still have your old smartphone)

You can transfer the admin key from your old phone onto the new one. To do this:

1. Make sure you have both your old and new smartphones at hand
2. Make sure both phones have internet connection
3. Open the Remootio app on the old smartphone
4. Swipe to the Remootio device you want to migrate to the new phone
5. Tap on the cogwheel icon in the bottom right corner

6. Scroll down to *Transfer admin key* and tap on it.
7. A QR code should show up. This contains details of your admin key
8. Open the Remootio app on the new smartphone

9. In the main screen tap on *Receive new key*



10. Scan the QR code
11. After a few seconds the admin key should appear on your new smartphone

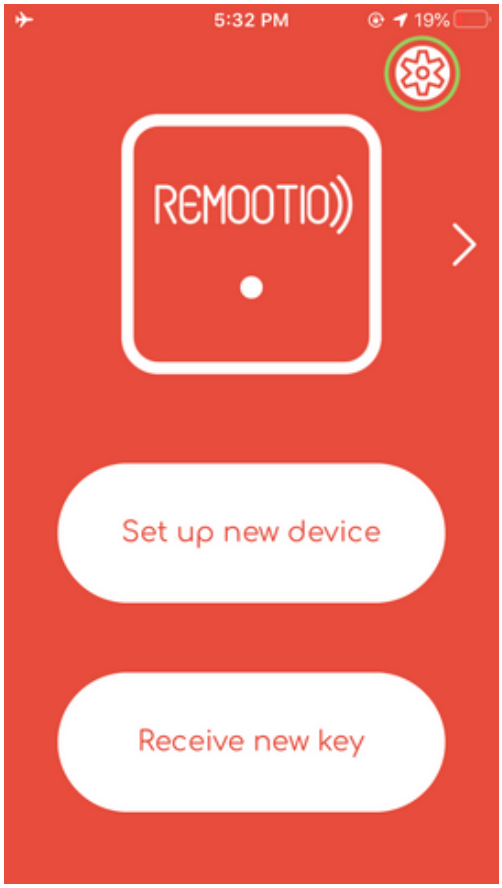
12. The transfer is done. You can now close the screen showing the QR code on the old smartphone

    In case you cannot scan the QR code you can also tap on *Share link* on the screen showing the QR code and send it as a text message onto your new phone. On the new phone you then need to copy this code, tap on *Paste code* under the *Receive new key* option, and paste it there.

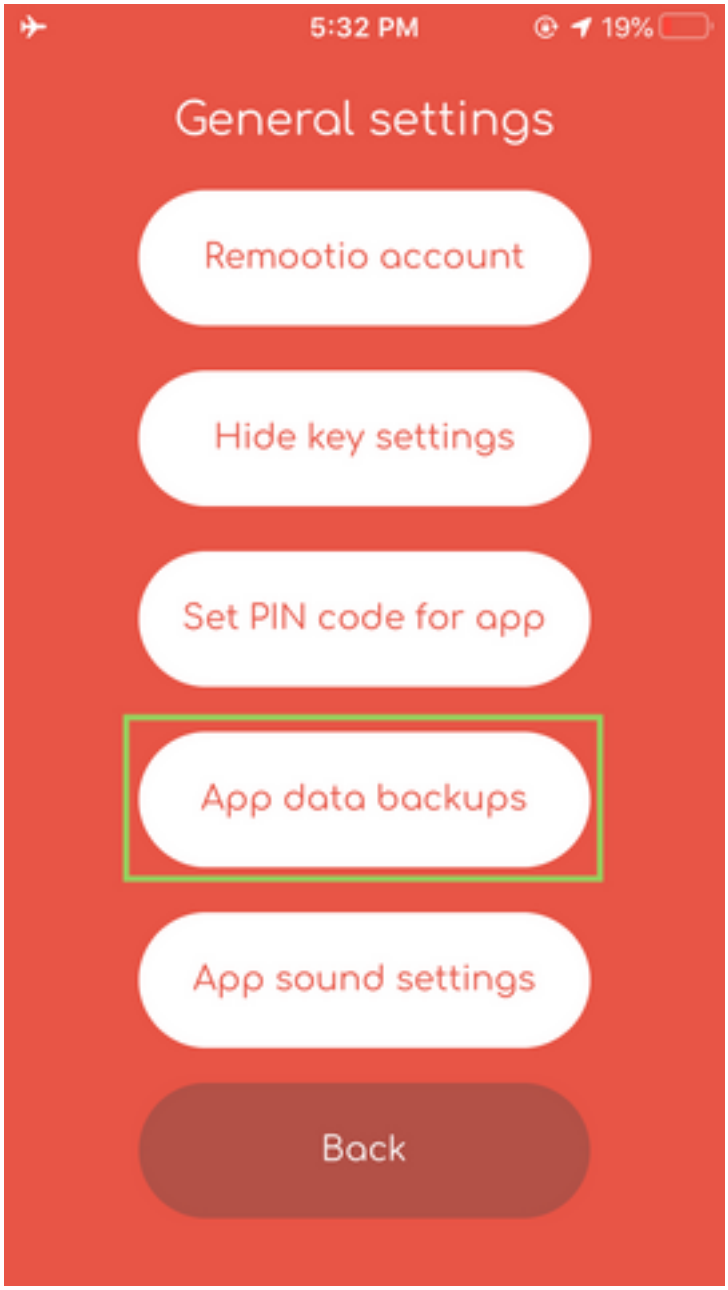
2) Restore iCloud backup (iOS only)

If both your old and new phones are iOS you might have a backup of your app's state in your iCloud (if this feature was not opted-out of). In order to do this:

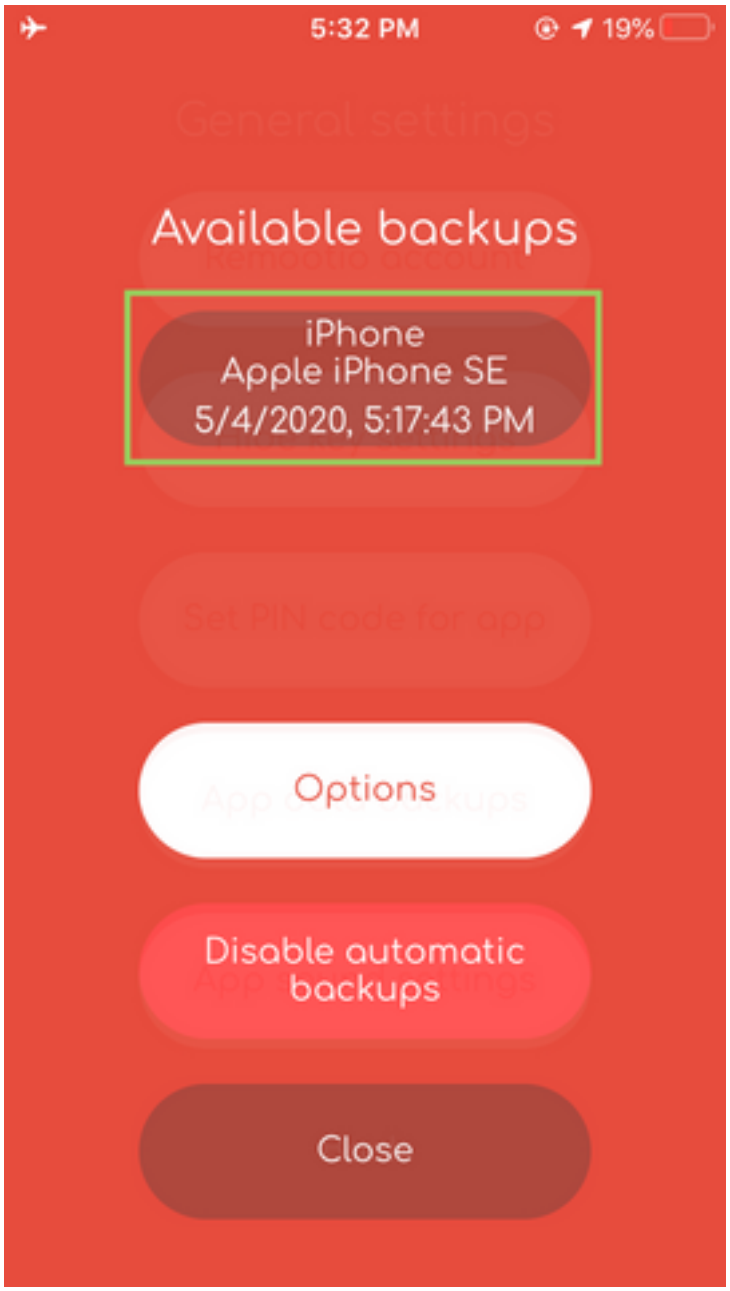
1. Open the app on your new phone
2. Tap on the cogwheel icon in the top right corner of your app's main screen


5:32 PM
19%
REMOOTIO))
Set up new device
Receive new key

3. Scroll down to *App data backups* and tap on it



4. If there is a backup available tap on the name of the backup



WARNING: If you already have keys in the Remootio app of your new phone those keys may be lost due to the restoration of the app backup. If losing these keys is a problem for you please do not proceed

5. Press restore backup

   Now the key should be visible in the Remootio app. If the key doesn't work properly the backup might be too old to work properly. In this case, please use one of the other options.

Emergency Release Instructions

Materials/ Tools required:
Intellipost release tool (supplied with post, looks like an oversized allen key).

1. Unlock and remove your lid to access battery compartment.
2. Disconnect and remove battery.
3. Insert your release tool into one of the two guide tubes at the bottom of the battery compartment. Engage tool into the bolt at the bottom of the guide tube and turn anti-clockwise 6-7 turns.
4. Repeat in the second tube.
5. Remove your release tool and place to one side.
6. Using the rim around the top inside edge of the Intellipost, grasp it with both hands and pull straight up. (take care and we recommend wearing gloves while doing this as the flat edge of metal can be quite sharp).
7. The post and in-ground assembly will now lift fully out, please place this somewhere safe, it will be quite large but is not very heavy (7kg).
8. You can now drive away. Please contact your installer, or email us at hello@intellipost.co.uk, using “EMERGENCY” as the email subject and we will arrange for an urgent engineer visit.

Please note:

This procedure is designed for **emergency removal only** due to product electrical or mechanical failure and **not** a discharged battery.

While under warranty, we will attend and replace components free of charge, with an attendance time of 5working days. If we attend, and it has been removed to allow access due to a flat battery then a charge of £250+vat will be levied. Should the post be inoperable due to a discharged battery, placing it on charge for 15 minutes should provide enough power to lower your Intellipost. If it has been removed and you wish to refit yourself, please contact us for instructions.

Important Battery Information.

- Do not short-circuit the battery's terminals.
- Do not disassemble the battery or remove (or disable) the Battery Management System.
- Do not exceed the battery's recommended charge and discharge currents.
- Do not charge the battery beyond its recommended maximum voltage.
- Do not overcharge the battery, i.e. do not leave charging overnight.
- Do not expose the battery to liquids, dense gases/vapours, moisture or damp conditions.
- Do not use the battery where ambient temperatures exceed 60°C.
- Do not discard the battery as domestic waste. Always recycle.
- Do not leave a battery unattended while charging.

Use caution when using lithium-ion batteries as they are very sensitive to charging characteristics and may explode, burn, or cause a fire if misused or mishandled. Always charge in or on a fire-proof surface. Never leave batteries charging unattended.