Note 1: Refrain from applying power to your IntelliCom Gateway until specifically instructed to do so.

Note 2: Follow this document in the order provided.

Create a PotterIntelliCom.com Account

In order to register an IntelliCom unit, you must first create a Dealer Account. Visit **https://www.potterintellicom.com** and fill out the necessary information in the "Dealer Signup" section. This is a one-time process. Potter Customer Service will send a confirmation with a unique Dealer Account Number. Once your Dealer Account is set up, you can proceed to register and activate your IntelliCom units. If your company already has an account, then speak to your organization's PotterIntellicom.com administrator to get your username and password.

1. Go to **https://www.potterintellicom.com**
2. Select **Sign Up** located on the bottom of the form
3. Enter your Potter IPA customer information.
4. Select **Next Step**
5. Enter your Billing Information.
6. Read and accept the terms and conditions
7. Select **Next Step**
8. Review your entries and enter the CAPTCHA
9. Select **Create Dealer** and then **OK**
10. When your account gets approved (typically less than 24 hours), you will receive a subsequent email containing a temporary password.

Add a central station to your PotterIntelliCom.com Account

To connect your IntelliCom Gateway with your preferred central station, follow the steps below:
(Note – Only do this step once you have a PotterIntellicom.com account)

1. Visit **www.pottersignal.com/forms/central-station-setup** or select the link labeled Central Station IP Setup on **https://www.potterintellicom.com.**
2. Fill out the Central Station IP Delivery Setup form.
3. Our team will evaluate the compatibility of the central station and send you an automated email within 24 hours to confirm the approval status.
4. In the event of any issues or complications, we will contact you directly for further assistance.

Create an IntelliView Account

The IntelliView services offered by the IntelliCom Advanced Gateway provide significant benefits. To create an account and access these services, please follow the outlined procedure below:

1. Go to **www.potterintelliview.com**.
2. Log In/Register
   - POTTERLINK USERS (most customers): Your PotterLink username and password will work with IntelliView. Select Log In. If this is your first time on IntelliView it will prompt you for some data. You may need to consult someone within your organization to get added to PotterLink.
   - Non-PotterLink customer (not common) – Select Register and follow the prompts.
   - Select **Register**
3. A confirmation email will be sent to the designated email account. Open the email and select "Activate your account" (Please note that it is possible that the email could go to a junk/spam/quarantine folder). The link will route to **www.potterintelliView.com**. A screen should appear saying the account is now active.

Register an IntelliCom Gateway Subscriber

Follow this process to add an IntelliCom to a compatible Potter fire alarm control panel:

1. Go to **https://www.potterintellicom.com.**
2. Click on **Register Subscriber**
3. Enter the serial number from the IntelliCom:Serial number starts with 1E1 or 1E2.
4. Select **Validate**
5. Subscriber Information: Subscriber Information: Enter information and select **Next Step**.
6. Templates: Choose - **Dual Path** or **Sole Path**
7. Device Mode of Operation
   - Alarm Format: CID is the only format supported for Potter panels connected over Ethernet.
   - Device Mode of Operation: **Cell Only** or **Cell w/ LAN**
8. Self-Test Frequency
   - Choose: Never, 6-hour, Daily, Weekly and Monthly
   - Choose: Day or Night setting when in dual path mode
   - Enter the Pass and/or Fail codes when in dual path mode.
9. Device Configuration
   - Enter configuration for relays
   - Enter NSC, LANFC and AC Failure report delay
   - Panel On-hook Voltage is applicable for DACT configurations only.
10. Select **Next Step**
11. How is the Potter Panel configured on the network?
    - Panel Ethernet Pathway Enabled: Enable this when connecting the IntelliCom Gateway to the Potter panel via Ethernet. Disable when using a DACT.
    - Panel IP Address: If you are using a direct connection, leave the default IP address (169.254.150.70). If the panel was configured with a different IP address, enter it here.
    - Panel Connect Port: The default port is 32000.
    - Unsupervised User Code: Enter the specific code you programmed into the panel.
12. PPF Reporting: Ensure that this option is turned on. How will the device connect to the LAN? (Static IP Address recommended)
    - Use the following when direct connecting the IntelliCom to the Potter panel.
      - IP address 169.254.150.101
      - Subnet Mask 255.255.0.0
13. Gateway 0.0.0.0 Where should the device get the Central Station account and receiver information?
    - Data Center (recommended) or Alarm Panel
    - Select a Primary and Secondary (optional) IP Receiver – At this point you should have already submitted your central station to Potter for approval and testing.
    - Central Station Account Code: Enter account code to be used for this panel.
    - IP Backup: IP only or IP with PSTN backup. Also enter phone numbers if using dial up.
    - Central Station Account Code: Enter your 4-digit account code for the central station.
14. Select **Next Step**
15. What additional services should be configured?
16. Select options as appropriate for your installation Select **Next Step**
17. Select Billing Plan: Sole Path or Dual Path
18. Select **Next Step**
19. Check your settings.
20. Select **Register Subscriber** at the bottom of the page.
    - You should get a pop-up with a green check that says "Your subscriber has been registered. The subscriber number is XXXXXXX."
21. Select **Ok**
22. Plug in the ethernet cable between the fire panel and IntelliCom Gateway
23. Power up the IntelliCom Gateway (cycle power if it was already powered).
24. Wait for IPDACT or other troubles to clear. Panel should go to an All Systems Normal.
25. Create an event on the fire alarm control panel to activate the IntelliCom Gateway.

IntelliView Registration of IntelliCom Gateway

To utilize the IntelliView services with your IntelliCom device, it is necessary to register your IntelliCom. Please follow the provided step-by-step instructions:

1. Visit **www.potterintelliview.com**.
2. **Log in** using the credentials you previously created.
3. In the left-hand side panel, select "**Settings**" and then choose "**Account Settings**."
4. Under "Potter IntelliCom Username," enter the username you created on PotterIntelliCom.com.
5. Click on "**Register device**" (located at the top of the screen, marked with a "+" symbol).
6. Select "**IntelliCom Advanced Gateway**" from the drop-down menu under "Device Type."
7. Choose to add the gateway to an existing location or create a new one, as per your preference.