



FireGuard User Guide

Installation, setup and daily use of the FireGuard Gateway and app

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fireguard.iotsoft.in

FireGuard watches your fire-fighting system around the clock: pumps, line pressures, tank and fuel levels, battery voltage and the fire alarm panel. When something goes wrong it alerts your team by **app notification, SMS and phone call**. This guide takes you from unpacking to daily use. Most sites are running within an hour.

Safety: FireGuard only **monitors**. It never starts, stops or controls any fire equipment. Keep your fire system's own controls and alarms exactly as they are; FireGuard is an extra pair of eyes.

1 What you need

In the box

- FireGuard Gateway with SIM card fitted
- 4G (LTE) antenna
- Label with **Gateway ID, Claim code** and QR code: keep it safe

On site

- DC power supply **9–30 V, 2 A**
- 2-wire RS485 cable to your fire panel / meters
- The **Modbus register list** of your panel (from its maker or installer)
- An Android phone with the FireGuard app, or any web browser

2 Install the gateway

1. Mount the gateway in the pump room or panel room, away from water and heat, where a mobile phone gets signal.
2. Screw on the **4G antenna**. Keep it outside any metal cabinet, or use an antenna extension cable.
3. Connect **RS485**: gateway **A → A** and **B → B** of your panel or meter. If several devices share the line, daisy-chain them (do not star-wire). If values never arrive, swap A and B once.
4. Optional: plug a **LAN cable** from your router into the gateway's Ethernet port as a backup internet path.
5. Connect the **9–30 V DC** supply and switch on. The gateway connects by itself within about a minute.

Internet is automatic. The gateway uses **4G first**, then **LAN**, then **Wi-Fi**, and switches over by itself if one fails. If the internet is down, readings are stored on the gateway's memory card and uploaded when the connection returns.

3 Create your account and add the gateway

1. Install **FireGuard** from Google Play, or open fireguard.iotsoft.in in a browser.
2. Tap **Create free account** and enter your company / building name, your name, phone and email. Note the **temporary password** shown on screen, then sign in. (You can also sign in with Google.)

3. Go to [Gateways → + Add Gateway](#), or simply scan the QR code on the label.
 4. Enter the **Gateway ID** and **Claim code** from the label, give it a name (e.g. "Basement Pump Room") and save.
 5. The gateway card should show **Online** with the connection type (e.g. "via 4G").
- Forgot your password? Use **Forgot password** on the sign-in screen; a code is sent to your email.

4 Add your equipment (register map)

Each pump, sensor or panel signal the gateway reads over RS485 is one **device**. You need your panel's Modbus register list for this step.

1. Open [Gateways → Devices → + Add device](#).
2. Fill in the form (the type fills in sensible defaults):

Field	What to enter
Device ID / Label	A short ID (e.g. <code>hydrantPressure</code>) and the name you want to see (e.g. "Hydrant Line Pressure").
Type	Pump, Pressure sensor, Level / tank sensor, Voltage / battery, Fire alarm panel, PA system, Ventilation, Valve...
Slave ID	The Modbus address of the panel or meter (often 1).
Function	From the register list: FC3 Holding, FC4 Input, FC1 Coil or FC2 Discrete.
Register	The register number from the list.
Scale / Unit	The raw value is multiplied by Scale. Example: the panel sends 52 for 5.2 bar → Scale <code>0.1</code> , Unit <code>bar</code> .
Data type	16-bit unless the list says 32-bit or float.
Alarm limits	See section 5.

3. Tap **Add & push**. The setting is sent to the gateway over the internet; nobody needs to visit the site.
4. Check the **Dashboard**: the new device shows a live value within a minute. If it shows "Device not responding", check the Slave ID, register and the A/B wiring.

5 Alarm limits

Every measured device has four limits: **Low critical**, **Low warning**, **High warning** and **High critical**. Leave a box empty to switch that limit off. Change them any time with [Devices → Edit](#).

- **Warning** → app notification.
- **Critical** → app notification, **SMS** and **phone call** to your alert numbers.
- **Device not responding** (no reply on RS485) → treated as critical.

The gateway checks the limits **itself**, so SMS and calls still go out over the SIM even when the internet is down.

6 Alert phone numbers (SMS and calls)

1. Open [Gateways → Manage → SMS alerts](#).
2. Switch on **Send SMS on alarms** and enter the alert numbers, comma-separated with country code (e.g. `+9198XXXXXXX, +9172XXXXXXX`). Up to **4** numbers.
3. Tap **Save & push**, then **Send test SMS** and **Test call** to check each number.

Voice calls go to the same numbers, one after another (about 15 s ringing each), repeating until someone acknowledges the alarm. Calls are switched on at installation; contact support to switch them off.

To avoid floods when a value keeps crossing a limit, each device sends **at most one SMS every 10 minutes**. Calls and app notifications are not limited.

7 When an alarm happens

1. You receive the notification (with the FireGuard alarm sound), the SMS and the call.
2. Open [Alarms](#), tap **ACK**, and write what you did (e.g. "Inspected pump, restarted manually").
3. The acknowledgement reaches the gateway within seconds and **the calls stop**. The alarm clears by itself once the value is back to normal.

Control by SMS (from an alert number)

Send	Effect
<code>FG STOP</code>	Stop calling my number for this alarm; the others are still called.
<code>FG DISARM</code>	Stop all calls for the current alarm, until all alarms clear or <code>FG ARM</code> is sent.
<code>FG ARM</code>	Turn calls back on.
<code>FG ID</code>	The gateway replies with its ID and firmware version.

Android phones: allow notifications for FireGuard. If the app shows "**Turn on alarm sound**", tap **Open settings** and allow sound for "Fire alarms". The alarm sound plays at alarm volume, so it is heard even when the ringer is low.

8 Your team

Add colleagues under [Settings → Team → Manage users](#). Each person gets their own login and receives app alerts.

Role	Can do
Admin	Everything for your site: gateways, devices, limits, alert numbers, users.
Maintenance	Acknowledge alarms and view everything.
Viewer	View dashboard, alarms, trends and reports only.

9 On-site access (without internet)

The gateway has its own setup Wi-Fi for technicians on site.

1. In the app: **Gateways → Manage → On-site access → Show Wi-Fi password** (the Wi-Fi name is the Gateway ID, e.g. `JNX-FG-XXXX`).
2. Connect your phone or laptop to that Wi-Fi and open `http://192.168.4.1` .
3. You see live status and alarms. Settings and the RS485 tools (scan the bus, read a register) need the admin password, which is the same as the Wi-Fi password unless your installer changed it.

10 Troubleshooting

Problem	What to check
Gateway shows Offline	Power supply on? Antenna fitted? SIM recharged with data? A LAN cable gives a backup path. It reconnects by itself.
"Device not responding"	RS485 A/B wiring (try swapping once), Slave ID, Function and Register against the panel's list, panel powered.
Wrong value (×10 or ×100)	Fix the Scale in Devices → Edit (e.g. 0.1 or 0.01).
No SMS or calls	Number entered with country code? Test SMS / Test call working? SIM has balance? SMS is limited to one per device every 10 minutes.
No app notification	Notifications allowed for FireGuard? Signed in on that phone? Check the "Fire alarms" sound setting (section 7).
Calls keep coming	Acknowledge the alarm in the app, or send <code>FG DISARM</code> by SMS.

Updates: new gateway software is installed over the internet from **Gateways → Manage**. The gateway restarts once (2–5 minutes) and keeps its settings.

Need help? WhatsApp / phone +91 72402 26566 · fireguard.iotsoft.in

Have your **Gateway ID** ready (on the label and on the gateway card in the app). FireGuard by Jenix / IOT Soft.