Seymour Connect

User Guide

Edition 1.1

Delta™ CONTROLS
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Getting Started: Understanding Seymour Connect

Seymour Connect Components: Management Portal & Mobile App

Seymour Connect consists of two components:

Cloud Hosted Management Portal

The Seymour Connect Management Portal ("the Portal") is a cloud-based tool used by administrators, building managers and technicians to perform management functions such as creating and managing organizations, buildings and devices, managing users and permissions, and provisioning devices to be used with Seymour Connect.

Mobile App

The Seymour Connect mobile app is the occupant interface. The app enables occupants to connect to nearby devices (rooms) via Bluetooth Low Energy (BLE) and interact with live space data, including temperature, humidity, IAQ, occupancy, light levels, sound levels, and more. Users can adjust available controls such as temperature setpoints, lighting, fans, and blinds. The mobile app does not provide access to management functions.

Seymour Connect Architecture

The Seymour Connect architecture consists of three distinct levels: Organizations, Buildings and Devices. Devices reside under buildings, buildings reside under organizations.

Organizations

A Seymour Connect organization represents a collection of Buildings, Devices, and Users. A large project such as a university campus may have multiple buildings, each with their own set of devices and users. A small project may only have one building, a few devices and a few users.

Organizations serve as a container for all the assets of a given organization within Seymour Connect.

Buildings

A Seymour Connect "Building" is a grouping of devices and users that reside within the same organization. Devices are created under buildings. Users are assigned to buildings and placed in building groups, which define their role and access to different functions of Seymour within that building. Buildings enable manageable scalability in Seymour Connect.

Devices (Rooms)

A Seymour Connect "Device" refers to the physical hardware installed in the building. Devices contain room readings and controls, device level access permissions, and other configurations.

Seymour Connect currently supports all O3 Edge/Sense models, including:

- O3-EDGE-02
- O3-EDGE-02-E8
- O3-EDGE-02-E9
- O3-EDGE-02-S
- O3-SENSE-00

To an occupant using the Seymour Connect mobile app, they are presented as "Nearby Rooms". In the Seymour Connect Portal, they are referred to as "Devices." When creating devices, consider what the end user will be seeing. Device names should be descriptive to the room they represent. For example, it is better to name a Device 'Conference Room 1' to refer to the space itself, as opposed to a technical identifier.

Occupant access to individual devices through the mobile app is determined by device access permissions, with 4 choices available;

- Anyone with the app – anyone with the app and a Seymour Connect account can access the device.
- All users within the organization – Only users who are members of the organization can access the device
- All users with access to the building – Only users who are assigned to the building can access the device
- Specific building groups only – Only users who are assigned to the building and hold membership in a defined building group can access the device

Seymour Connect User Roles

Users at the Organization Level

A "user" in Seymour Connect is an account tied to a specific email address. User accounts can be created by selecting "Create Account" in the Portal or mobile app, or by accepting an invitation to an organization. Anyone can create a Seymour Connect account, but organizations can only be joined through invitations from an administrator. Users can belong to multiple organizations at the same time. In each organization, there are two distinct user types:

Owners & Administrators

Administrators have full access to all devices and all management portal functions for the organization in Seymour Connect. They can manage and edit organizations, buildings, devices and device templates. They can also manage users, having the ability to send invitations, assign to buildings/building groups, delete users and promote users to administrator. An organization must have at least one active administrator, but there is no upper limit to how many administrators are assigned to an organization.

Owners have the same access rights as administrators but can also delete the organization and transfer ownership to other users. Ownership is initially assigned to the person who created the organization. Owners cannot leave the organization without first transferring ownership to another user.

Users (Non-Administrator)

Access to management portal functions for non-administrative users is defined by their assigned building(s) and building group membership(s). Their access to devices, through the mobile app is defined by device level access permissions.

Users at the Building Level

When a user joins an organization, they are assigned to buildings and building groups by an administrator. Their assigned buildings and group membership govern their access to management portal functions. Access to individual devices is governed by the permission settings of the device.

Every building in Seymour Connect has three pre-defined "Building Groups." Users can be assigned to multiple buildings and hold membership in different groups within each building.

The pre-defined building groups are:

Role	Description	Access to...
Owners/Administrators	Full access to all management portal functions, including managing organizations, buildings, groups, devices, templates, and users.	Portal and Mobile App
Technicians	Read-only access to view devices. Has permission to provision devices using Proviso or enteliWEB.	Portal and Mobile App
Building Managers	Full access to create and manage devices and device permissions. Can apply device templates, but can not edit, delete or create templates. Can not manage users, groups, organizations, or create/edit/delete buildings.	Portal and Mobile App
Occupants	Through the mobile app, can view and interact with devices (nearby rooms). Portal access is limited to read-only access to view devices or joining/leaving organizations.	Portal (limited) and Mobile App

Quick Start Reference: Setting up Your First Project

Step 1: Account Management

- Go to the Seymour Connect Portal or open the mobile app.
- Click Create Account and follow the prompts.
- Confirm your email to activate your account.

Step 2: Set Up an Organization

- In the portal, navigate to Manage Memberships > Create Organization.
- Add your organization name and address.
- You'll automatically become the organization owner.

Step 3: Create a Building

- From the Portfolio page, click Create Building.
- Assign a name and profile to your building.
- Each building can have its own users, devices, and groups.

Step 4: Invite & Assign Users

- Invite users via Users > Invite User.
- Assign users to buildings and groups (Technician, Manager, or Occupant).

Step 5: Add & Configure Devices

- Select your building, then click Create Device.
- Choose the device model, enter a descriptive room name (e.g., "Conference Room 1"), assign device permissions
- Set up room readings and controls.
- Tip: Use templates or copy existing devices to speed up configuration.

Step 6: Provision Devices

- Use the Proviso app (preferred) or enteliWEB to provision your devices
- This syncs settings and activates Seymour mobile app access.

Step 7: Connect with the Mobile App

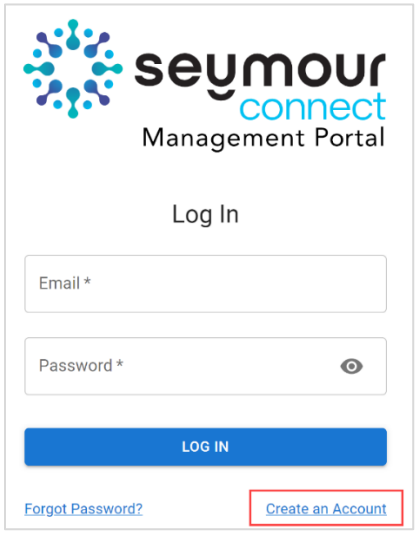
- Log in to the app and browse Nearby Rooms or scan a QR code (if enabled).
- You can now monitor and control space conditions including temperature, lighting, and more.

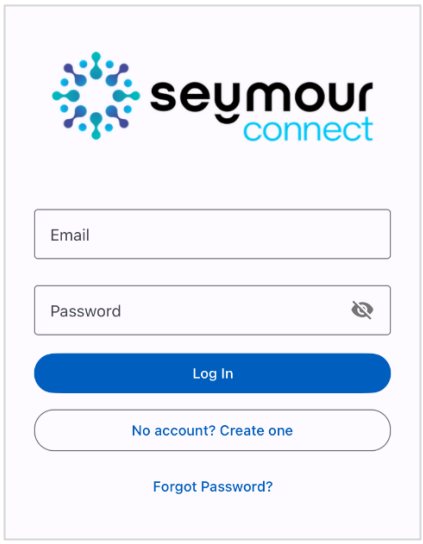
Account Management

Creating an Account

1. Open the Seymour Mobile app, or navigate to the Seymour Connect Management Portal: https://seymourconnect.com

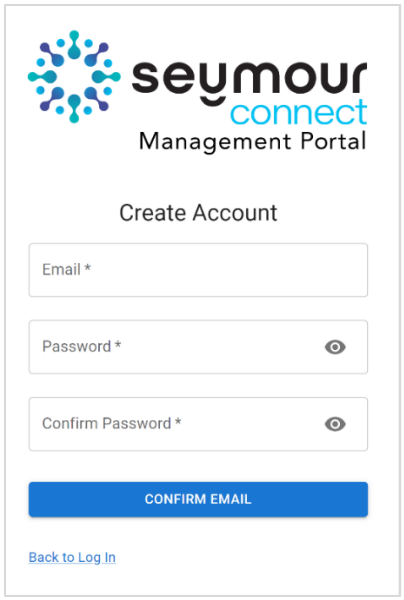
Note: If you have received an invite as a user, ignore this step and use the email invitation link provided.



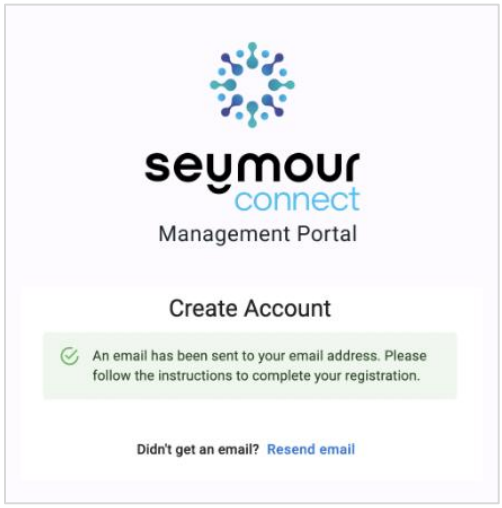


Log in / Account Screen in Portal *Log in / Account Screen in the mobile app*

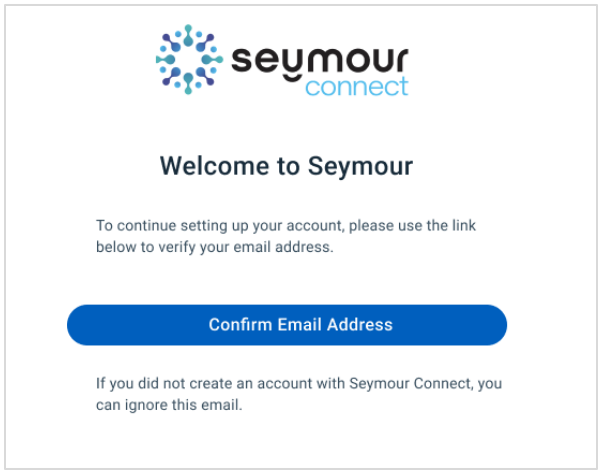
2. Click **Create an Account** in the Portal. Tap **No account? Create one** in the mobile app.
3. Enter an email address, password, and confirm your password.



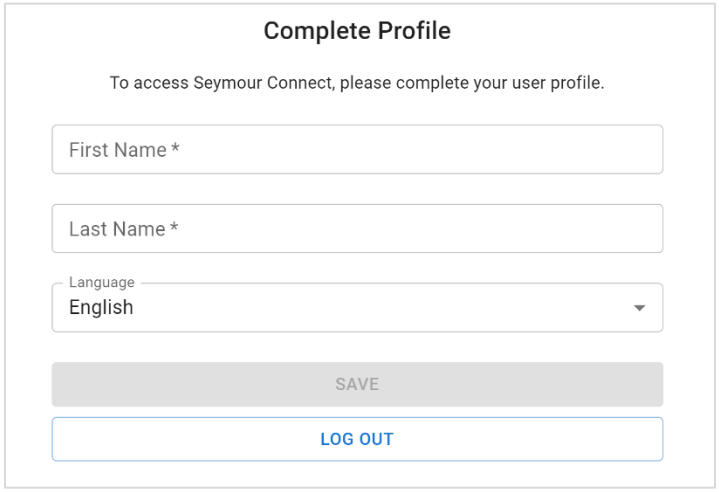
4. Select **Confirm Email** in the Portal/app.
5. A banner displays indicating an email has been sent to your email address. Check your inbox for the confirmation email. If you don't see an email in your inbox, check your spam or junk folders.



6. From the confirmation email, click **Confirm Email Address.**

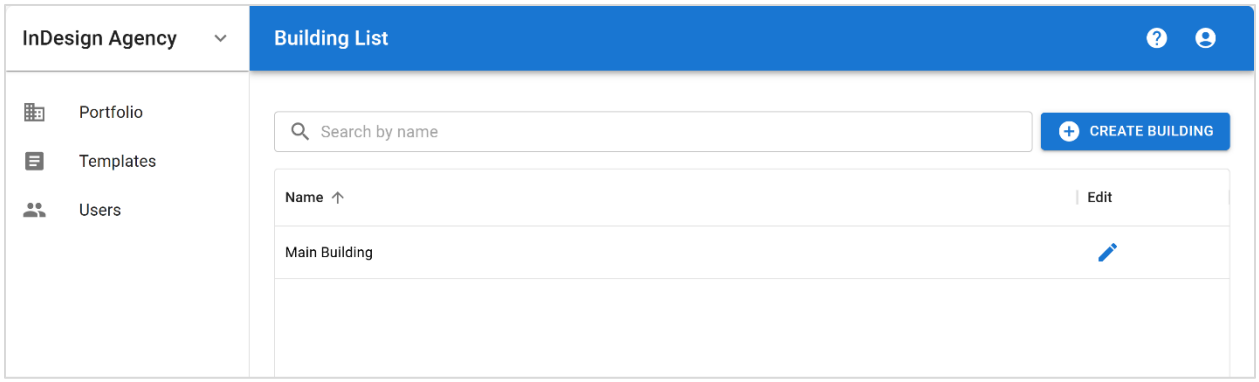


7. If you are logging in for the first time you will be directed to complete your profile. Enter your name, select your language, then click **Save.**



8. For future logins in the Portal, you will be automatically directed to the Building List page with the list of buildings you belong to.

   Your permissions and access to certain settings may vary depending on the user role and permissions that have been set for you.



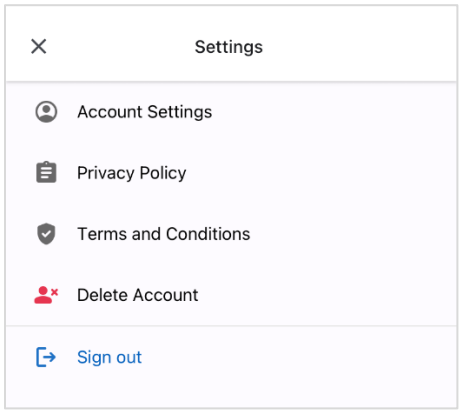
Deleting an Account

When deleting your Seymour Connect account, note the following:

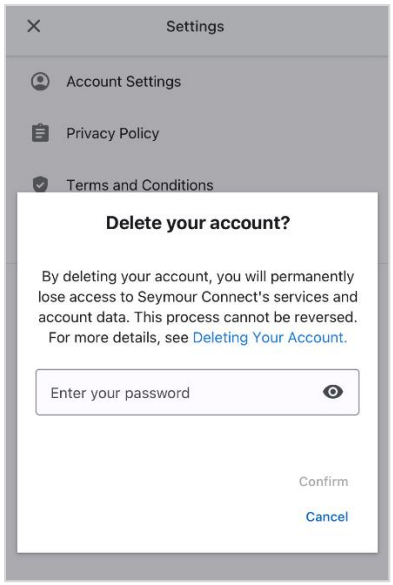
- You will lose all your account data
- You will lose access to Seymour Connect services

To delete your Seymour Connect account from the app:

1. Open Seymour Connect and log in.
2. Tap the gear icon
3. Tap **Delete Account**.



4. Enter your password then tap **Confirm**.

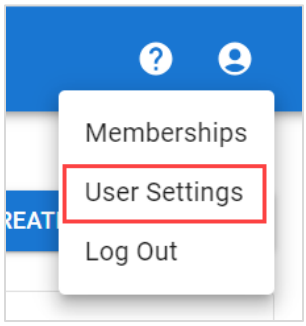


Your account is permanently deleted.

Account Settings

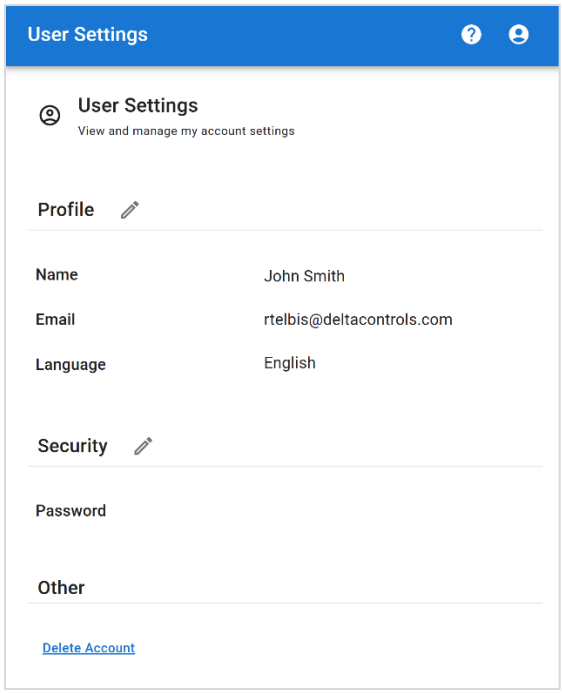
To manage your Seymour Connect account settings, navigate to the profile icon, then select **User Settings**. This button will look slightly different when viewing it in the app versus the Portal.

If you are in the app, it will redirect you to the browser-based Portal.



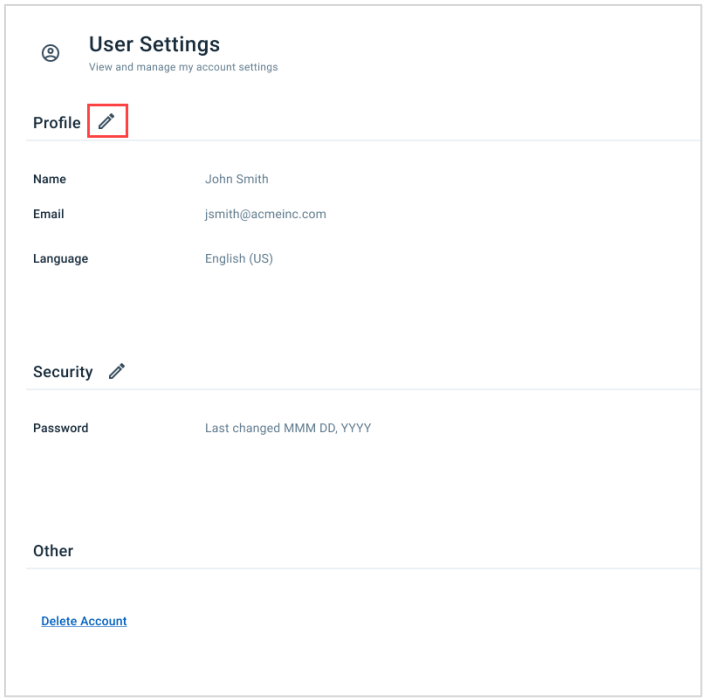
User Settings button from Portal

From the User Settings page you can change your name, password, language or delete your account.



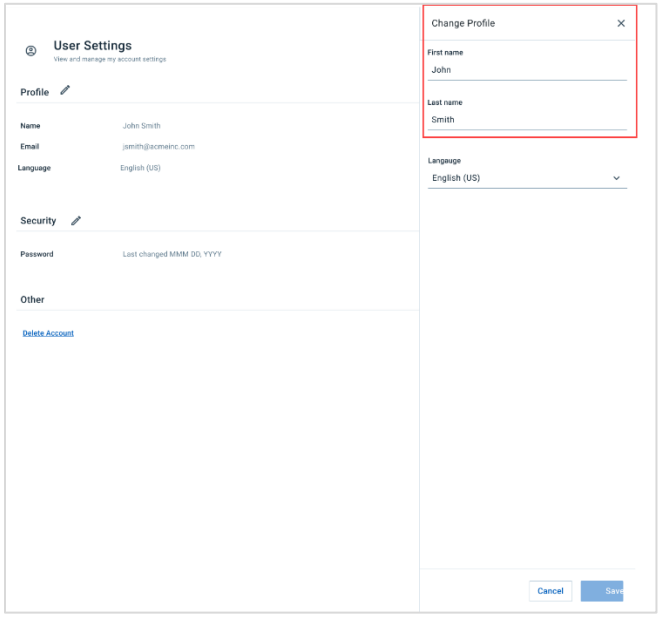
Changing Your Name

1. To change your name, select the pencil icon beside **Profile**.



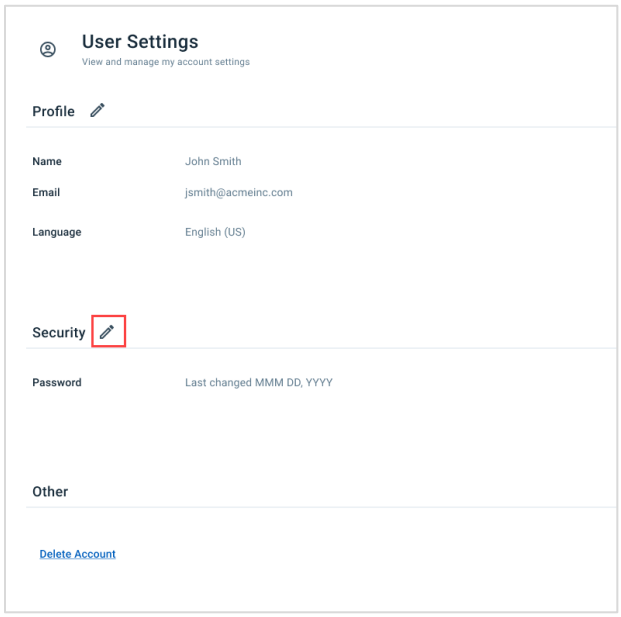
2. The Change Profile pane displays.
3. Enter a new first name and/or last name.

4. Click **Save**.

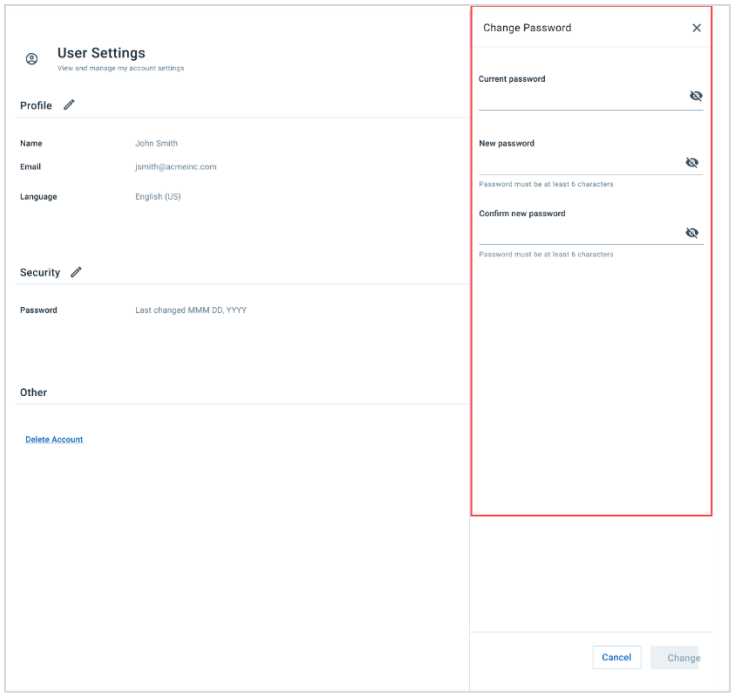


Changing Your Password

1. To change your password, select the pencil icon beside **Security**.

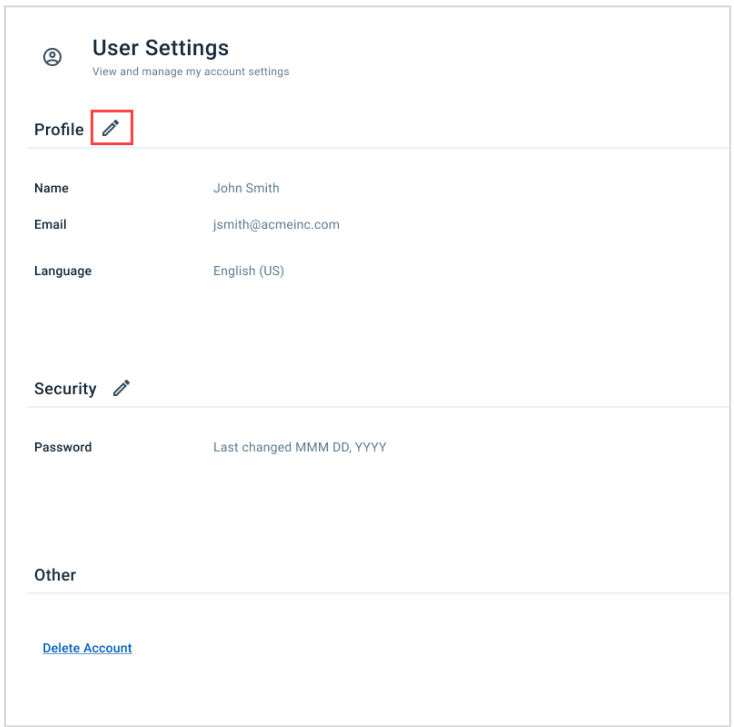


2. The Change Password pane displays.
3. Enter your current password, new password, and confirm new password. Your password must be at least 6 characters.
4. Click **Change**.



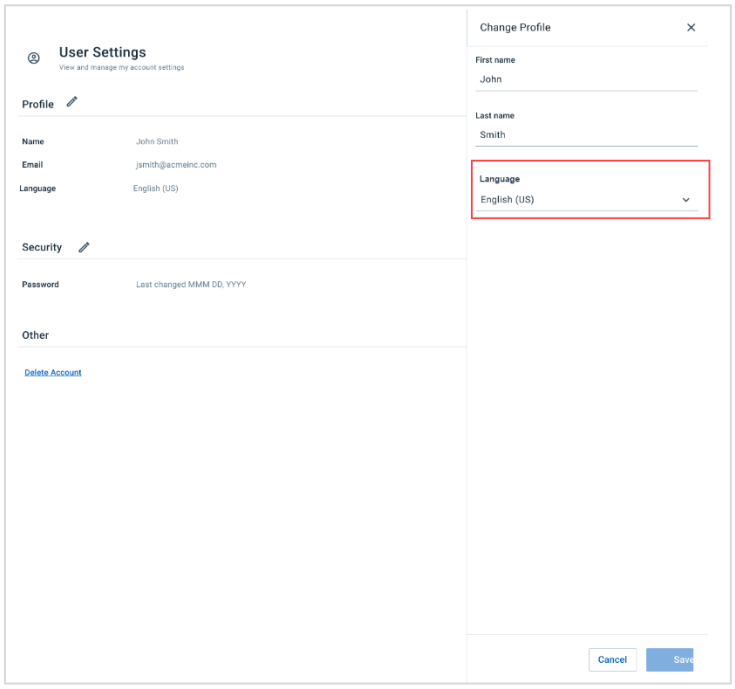
Changing Your Language

1. To change your primary language on the portal, select the pencil icon beside **Profile.**



2. The Change Profile pane displays.

3. From the Language drop-down, select the language you want to set.
4. Click **Change**.



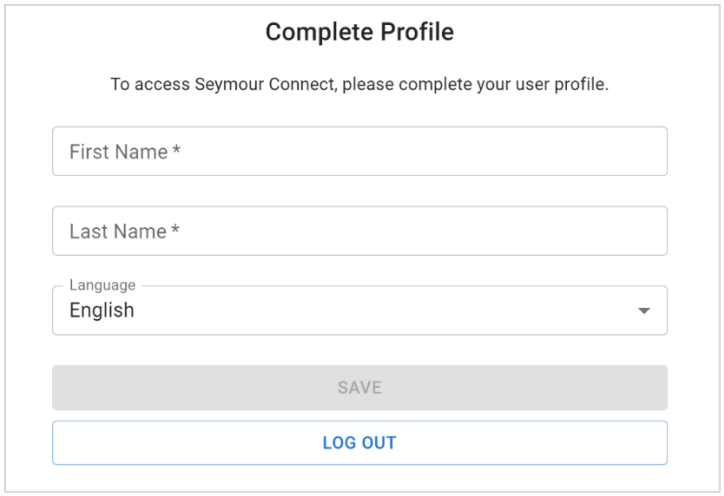
Managing Organizations

Creating an Organization

This procedure is for Administrators/Owners only.

If you are logging into the Portal for the first time, you must first set up a profile.

To complete your profile, enter your first name, last name, and select your language.

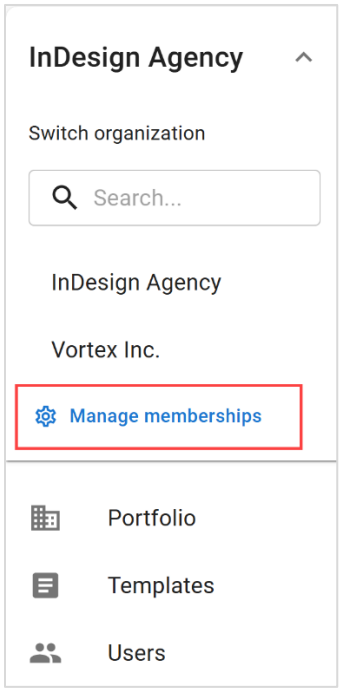


You will then be directed to the Memberships page where you can create an organization.

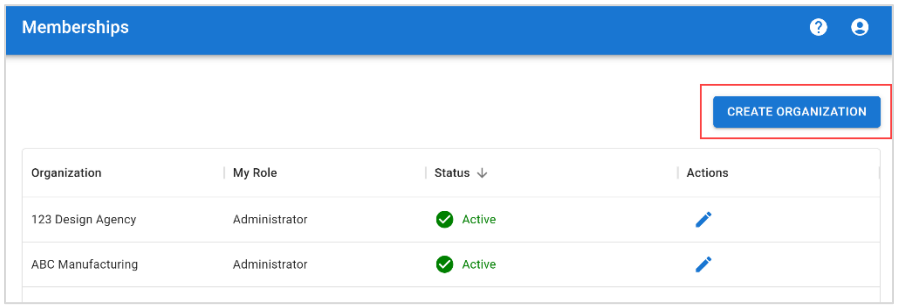
> **NOTE**: Every organization has an owner. By default the owner is the user who created the organization.

To create an organization:

1. From the Portal, log in to your Seymour Connect account.
2. Select the drop-down arrow, then click **Manage memberships**.

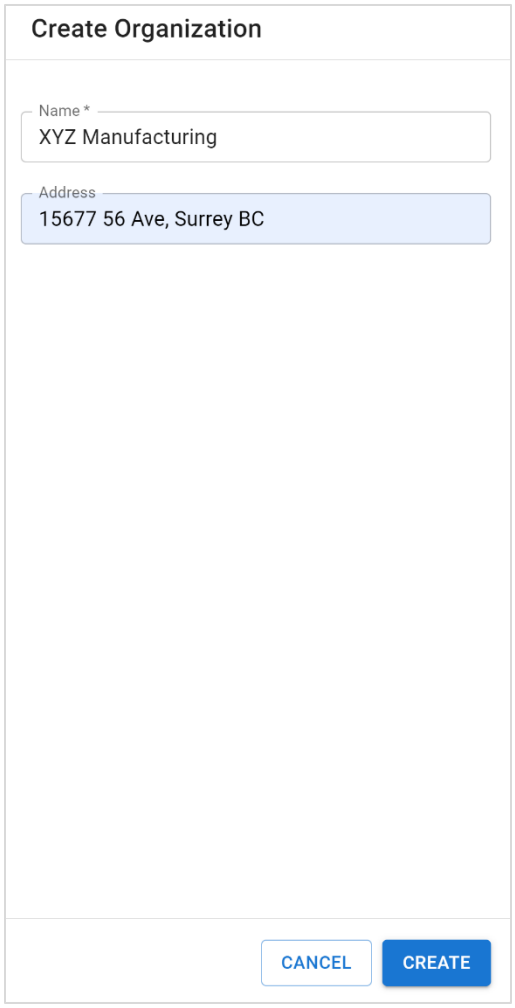


3. From the Memberships page click **Create Organization.**

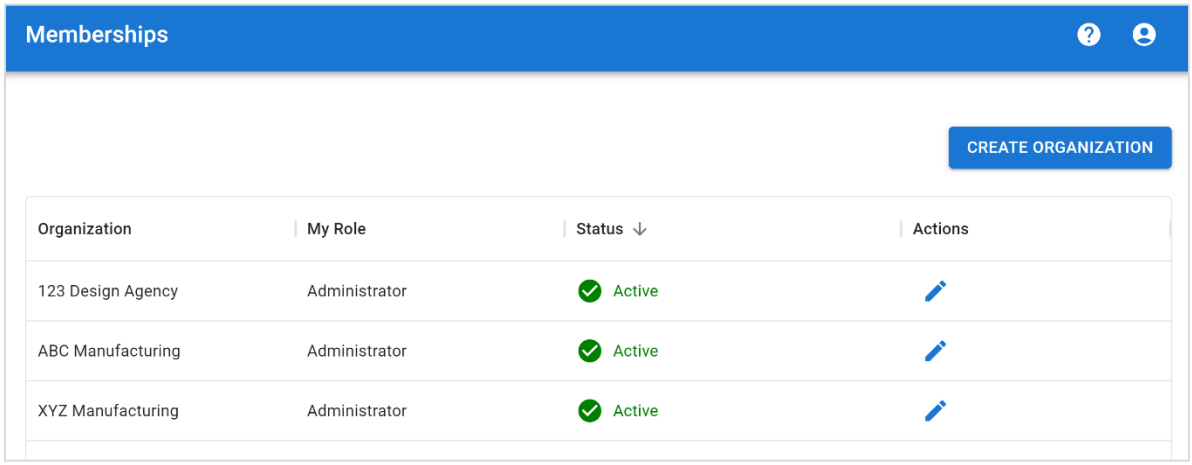


The Create Organization pane displays.

4. Enter the organization name and address (Optional), then click **Create.**



The new organization will display in the Memberships list.



To manage your organization details, click on the pencil icon beside the organization.

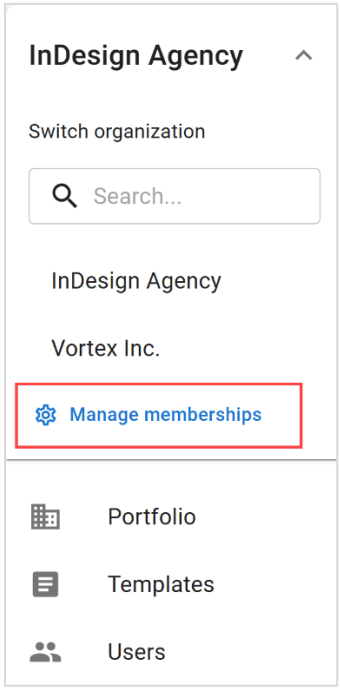
Owners cannot leave organizations until they assign a new owner. They can delete organizations, but this action cannot be reversed.

Editing an Organization

This procedure is for Administrators/Owners only.

To edit an organization:

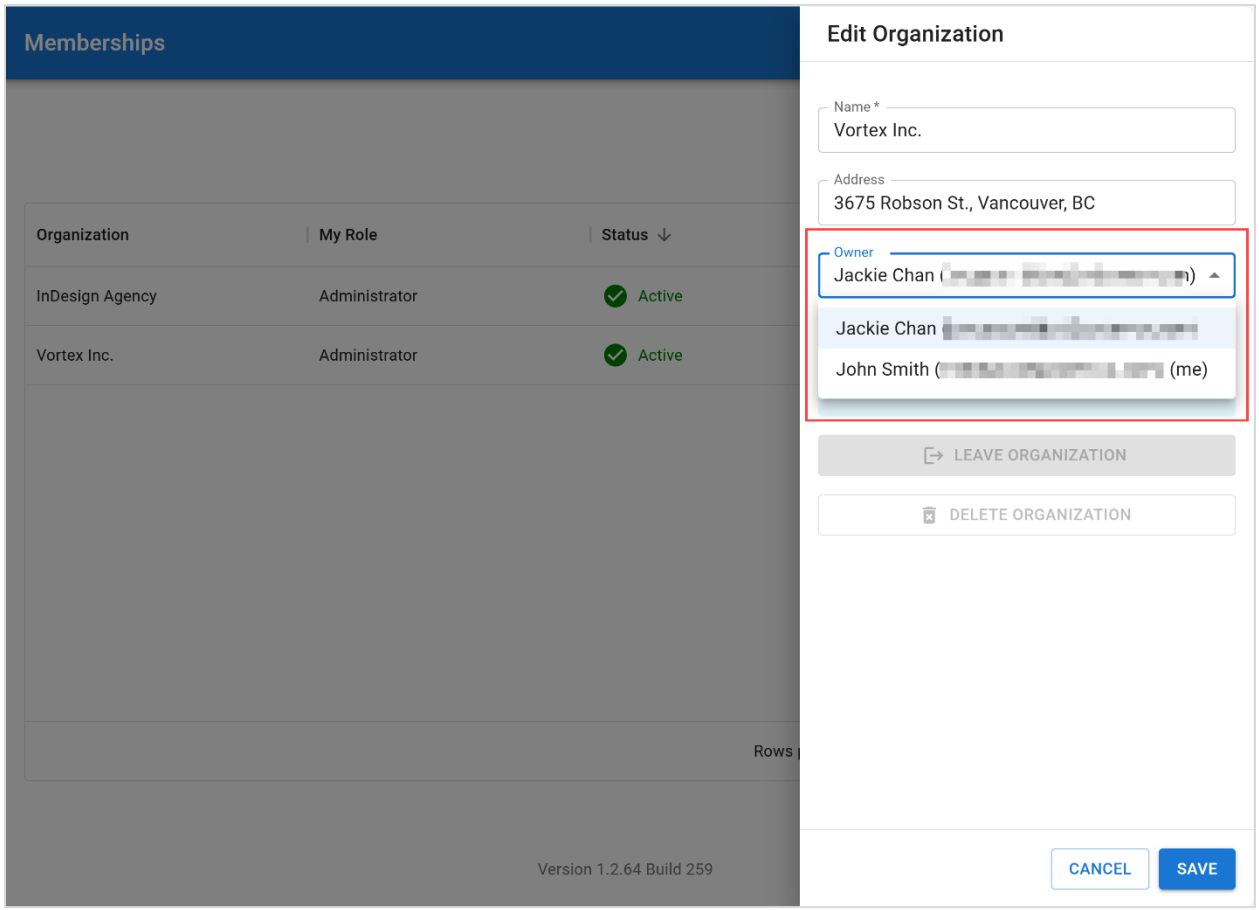
1. Log in to your Seymour Connect account.
2. Select the drop-down arrow, then click **Manage memberships.**



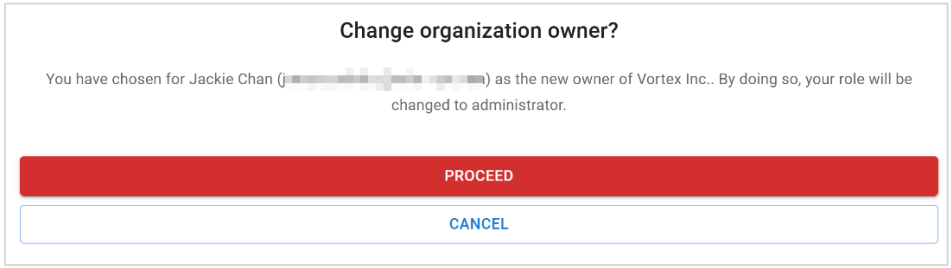
3. From the Memberships list, click the pencil icon beside your organization name.
4. The organization pane opens. Edit the organization name, address, or owner.
5. Save your changes.

Transferring Ownership of an Organization

1. To transfer ownership of an organization, navigate to the **Memberships** page.
2. From the **Edit Organization** pane, navigate to **Owner** and select a new owner from the drop-down.



3. Once you've selected a new owner, a confirmation displays indicating the owner of the organization has been updated.
4. Click **Save**. A dialog displays notifying you that your role will change to administrator.
5. Click **Proceed**.



Deleting Organizations

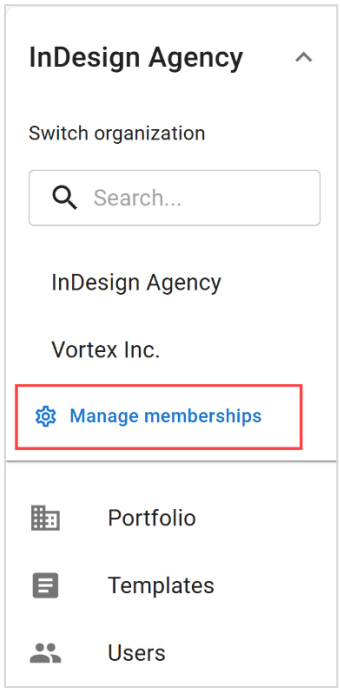
Note:

- You must be the owner of an organization to delete it.
- You must delete associated buildings first.

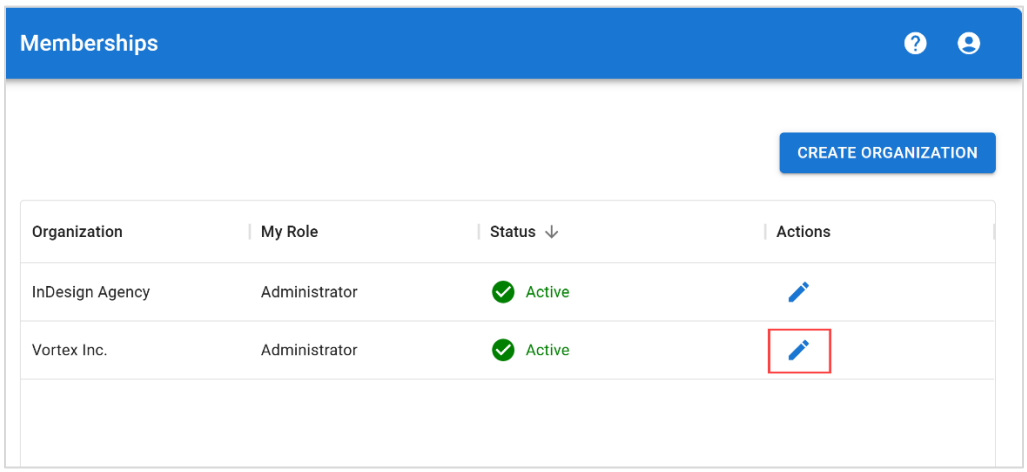
- Users associated to the organization you want to delete will not be notified once the organization has been deleted.

To delete an organization:

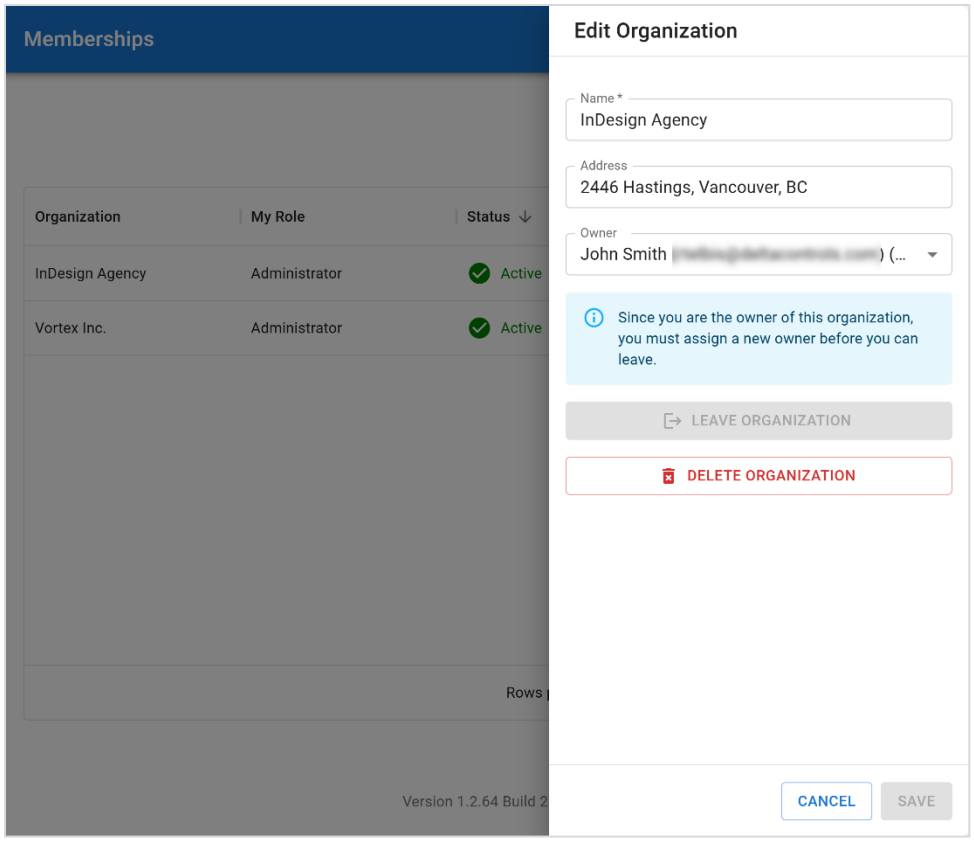
1. From the Portal, log in to your Seymour Connect account.
2. Select the drop-down arrow, then click **Manage memberships**.



3. Navigate to the organization you want to delete and select the pencil icon.



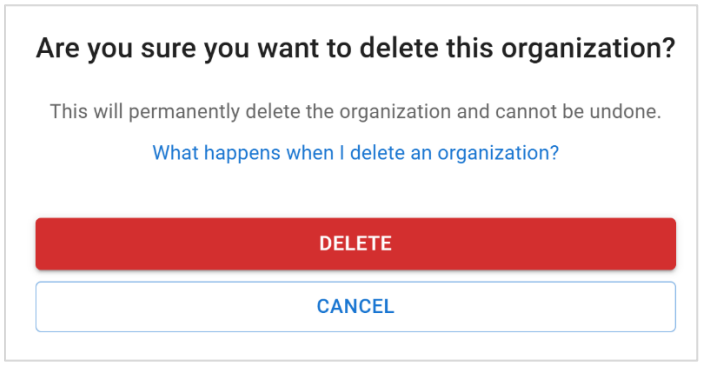
4. The Edit Organization pane displays.



5. Click **Delete Organization.**

> **NOTE**: If the Delete Organization button is greyed out, it means that you have not yet deleted the buildings associated to your organization or you are not the owner of the organization.

6. A dialog displays asking you to confirm deletion of the organization. Select **Delete.**



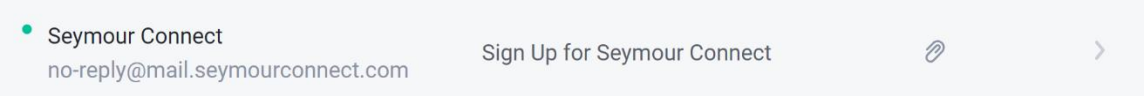
Your organization is removed from the Memberships page.

Accepting Invites to Organizations

To accept an invite:

1. You will receive an invitation email with the subject title '**Sign Up for Seymour Connect**' when an administrator has invited you to a Seymour Connect organization.

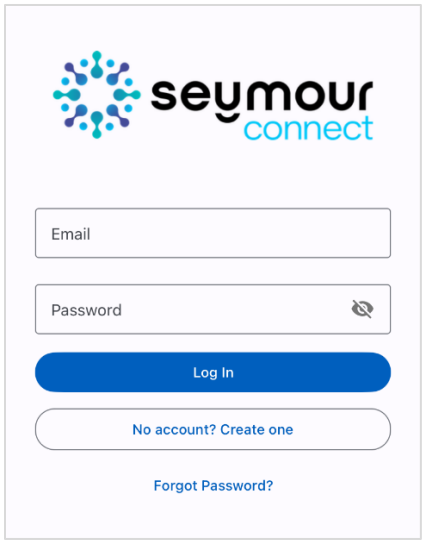
> **NOTE**: Check your spam folder if you don't see the invitation email in your inbox.



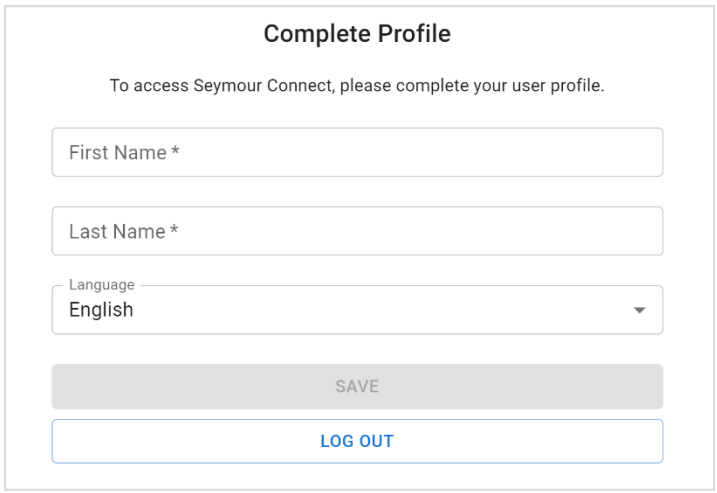
2. If you do not already have an account, click **Create Account and Join [Name of Organization]** to join the organization. If you do have an account, click **Join** to join the organization.

If you don't already have an account, you will be prompted to create one.

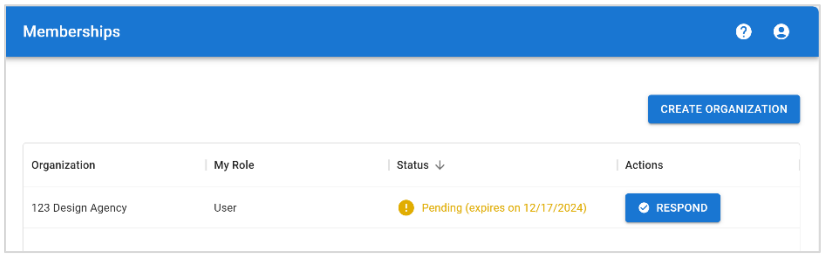
3. If you already have an account, you will be directed to the login page.
4. Enter your email and password, then click **Log In.**



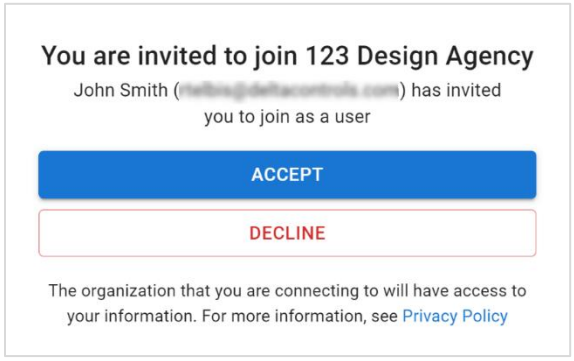
5. If you are logging in for the first time you will be directed to complete your profile. Enter your name, select your language, then click **Save.** If you are not logging in for the first time, you will be directed to the Memberships page (see Step 6).



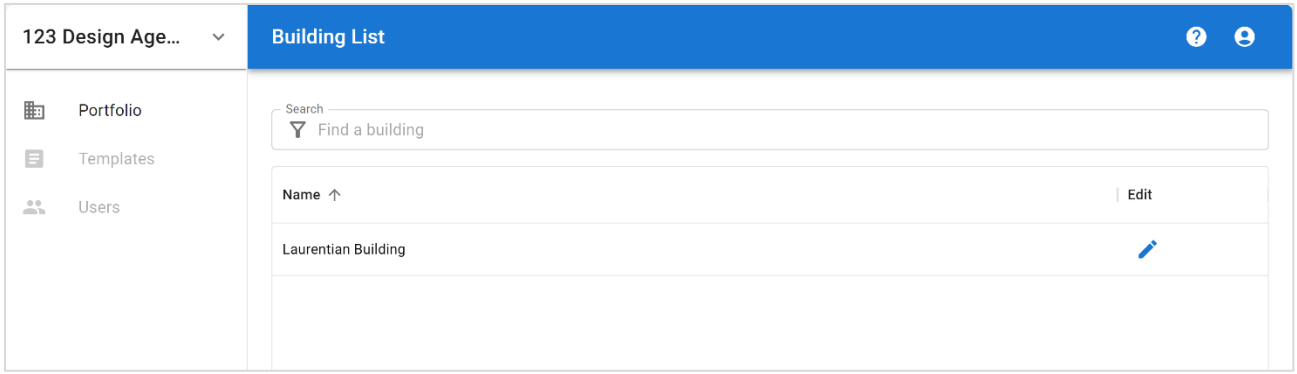
6. To complete the process of joining the organization, from the Memberships page, click **Respond** next to the organization that has invited you. All invitations expire after 7 days.



7. Click **Accept**. You are now a user in the organization.



8. For future logins, you will be automatically directed to the Building List page with the list of buildings you belong to. Your permissions and access to certain settings will vary depending on the user role and permissions that have been set for you.

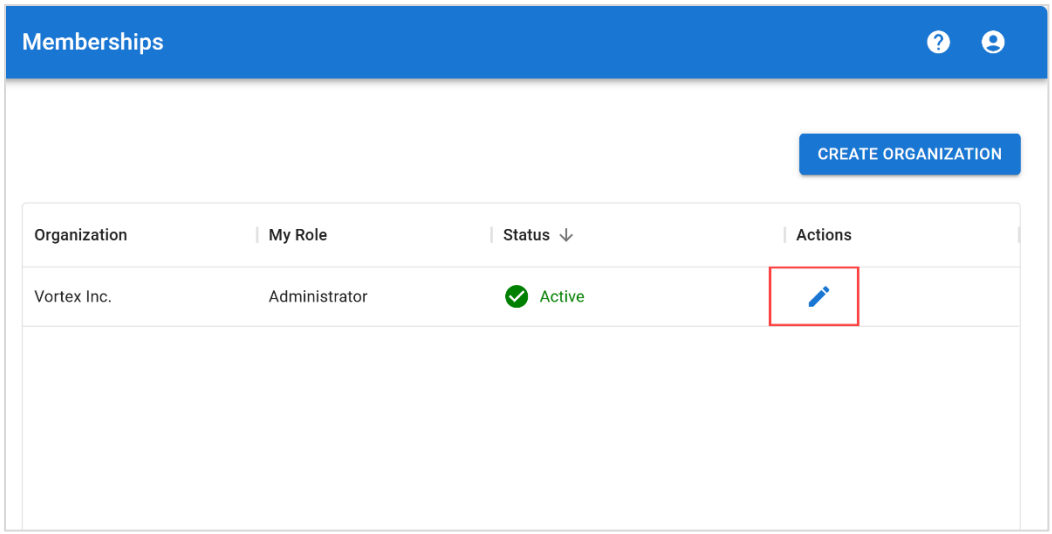


Leaving Organizations

Any user can leave an organization at any time, except the owner. If you are the owner of an organization, you must transfer ownership to another administrator before you can leave.

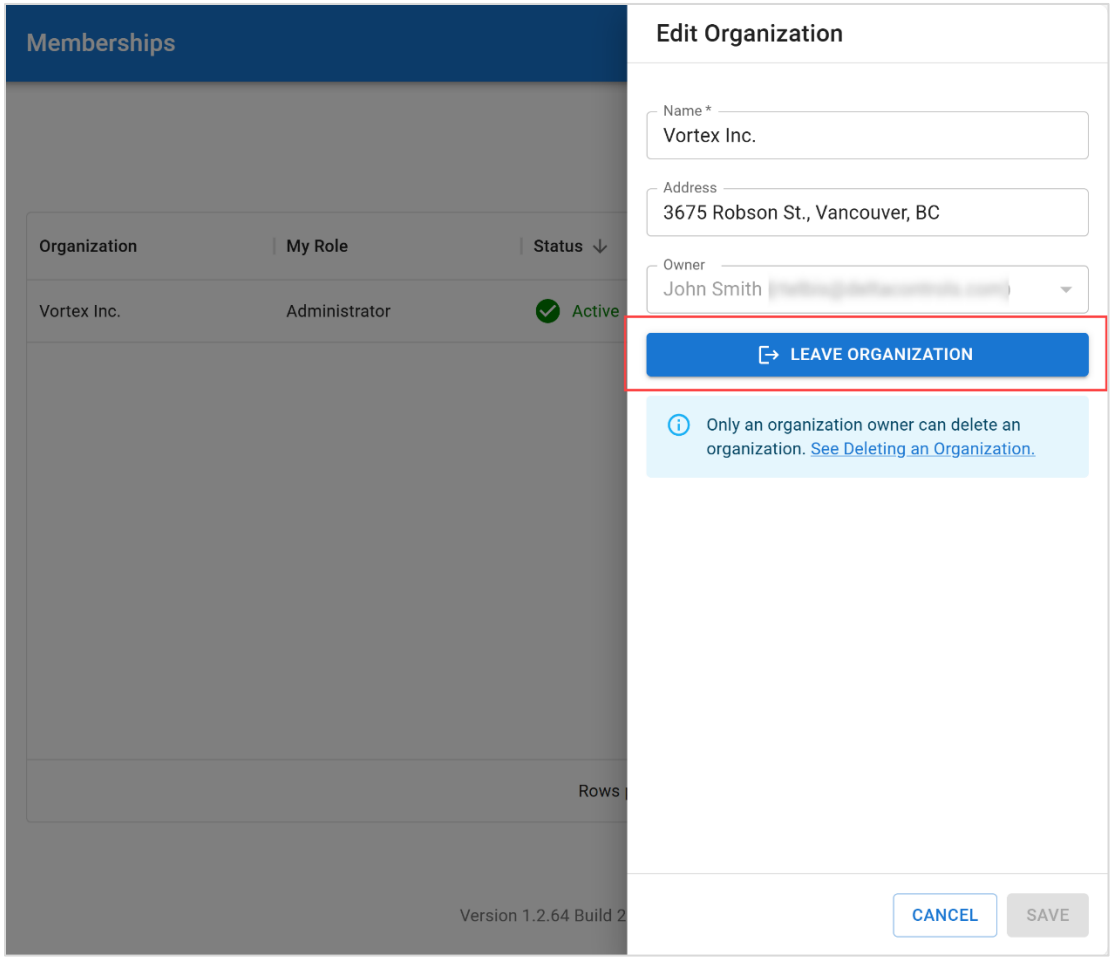
To leave a Seymour Connect organization:

1. Navigate to the Memberships page and select the pencil icon beside the organization you want to leave.



The Edit Organization pane displays.

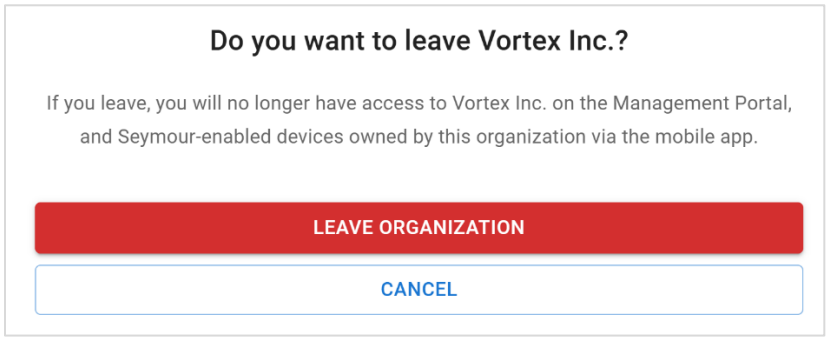
2. Click **Leave Organization**.



The Leave Organization pop-up displays.

3. Click **Leave Organization.**

> **NOTE**: You will no longer have access to the organization once you leave.



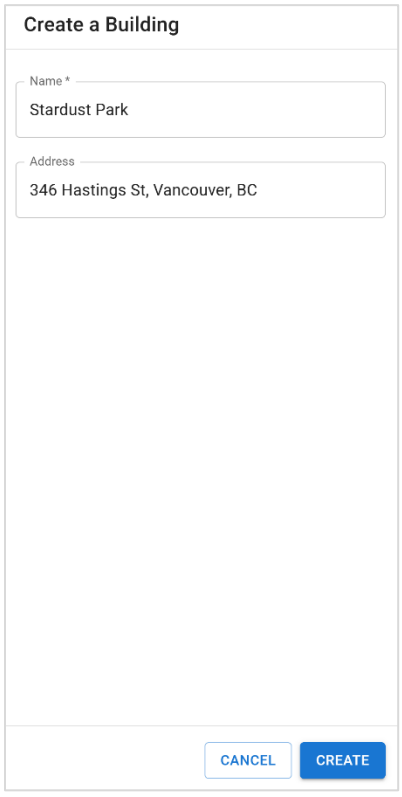
Managing Buildings

Creating a Building

This procedure is for Administrators/Owners only.

To create a new building:

1. From the Portfolio page, click CREATE BUILDING.
2. Enter a name and address.
3. Click **Create**.



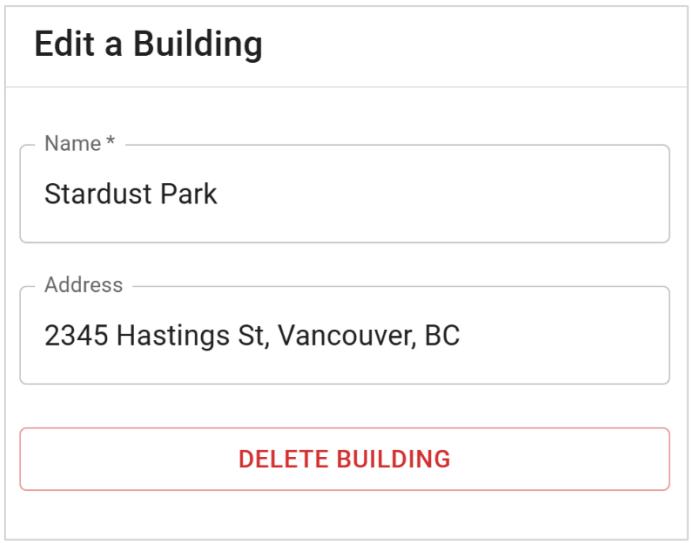
Your newly created building displays in the Building List.

Deleting a Building

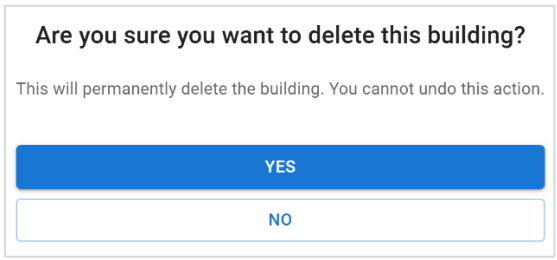
To delete a building:

1. From the Portfolio page, select the pencil icon next to the building you want to delete.

2. Remove existing devices associated with the building, if there are any.
3. Once your devices have been removed, you can now navigate back to the Edit Building pane and select **Delete Building**.



4. Select **Yes** to confirm building deletion.



5. The building is deleted.

Creating a Building Group

A building group is a group of users that share the same set of access permissions in Seymour.

This procedure is for Administrators/Owners only.

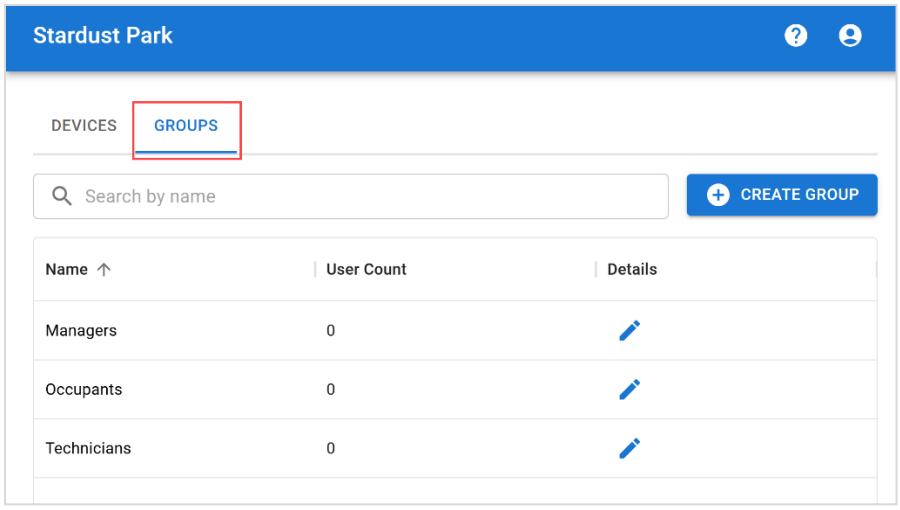
There are three building groups created by default corresponding to the three user access roles:

Role	Description	Access to...
Technicians	Read-only access to devices. Has permission to provision devices using Proviso or enteliWEB.	Portal and Mobile App
Building Managers	Full access to create and manage devices and device permissions. Read-only access to device templates. Cannot manage users, groups, organizations, or create/edit/delete buildings.	Portal and Mobile App
Occupants	Through the mobile app, can view and interact with devices (nearby rooms). Portal access is limited to joining/leaving organizations.	Portal (limited) and Mobile App

NOTE: Additional groups can be created. This can be helpful for things like restricting device access to a specific subset of occupants within a building, for example.

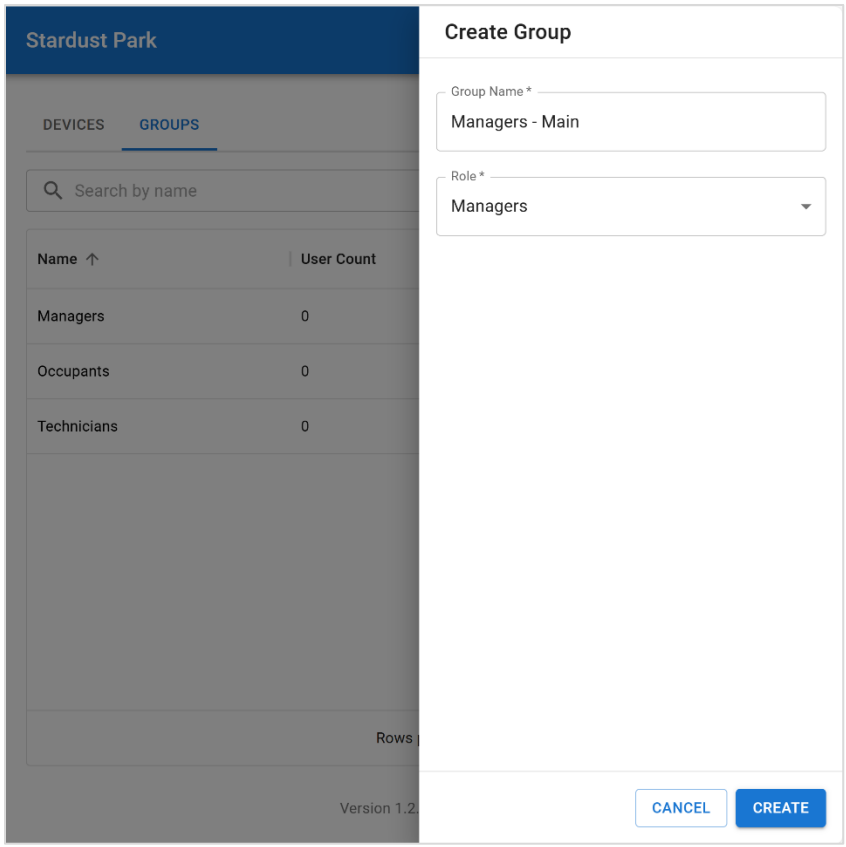
To create a new building group:

1. Navigate to your organization.
2. Select a building.
3. Select the **Groups** tab.



4. Click **Create Group**

.
5. Enter a Group Name and select a Role.



6. Click **Create**.

The newly created building group displays, with the number of users.

Managing Users

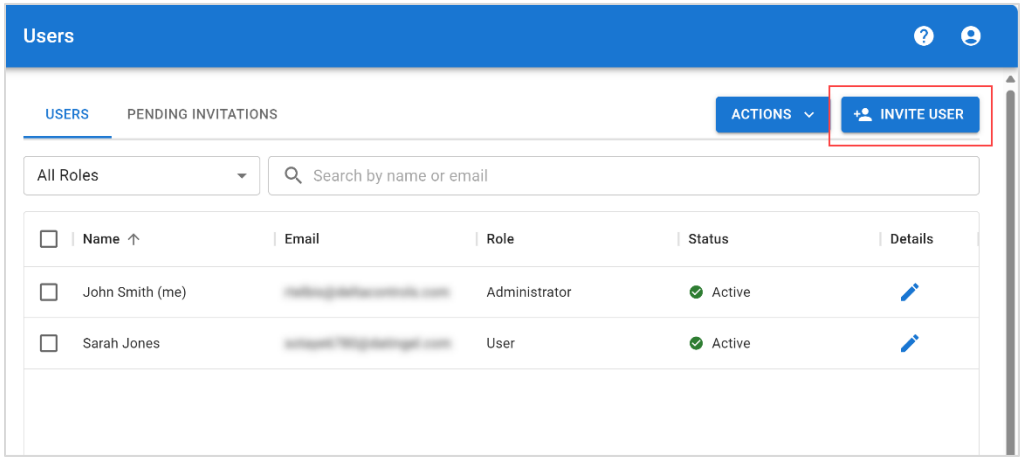
This procedure is for Administrators/Owners only.

Inviting Users to an Organization

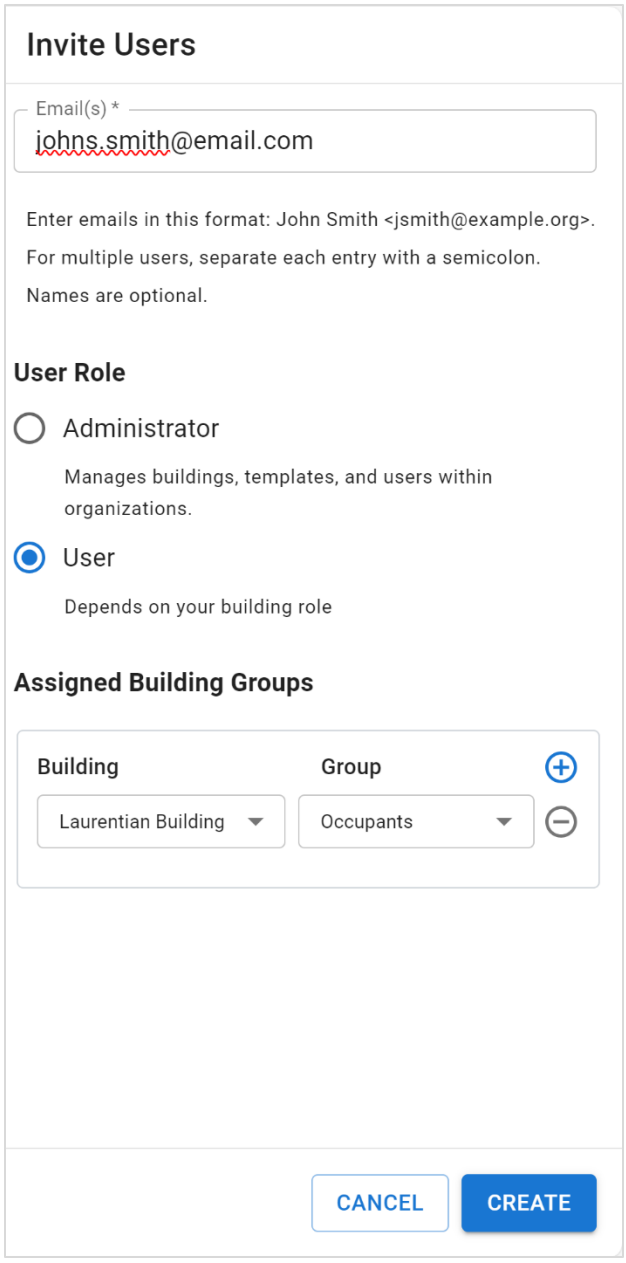
A user is an account tied to a specific email address. Each user belongs to an organization.

To invite users:

1. On the left hand side, navigate to **Users .**
2. From the Users list, click **Invite User** from the top-right corner.



3. Complete the following:
    a. Enter the email address of the user you're inviting. The invitation will be sent to this email address.
    b. Select a User Role:
        i. **Administrator:** Full access to Seymour Connect management portal functions
        ii. **User:** Access permissions will be governed by building group assignment
    c. Select a Building and Building Group (Manager, Technician, or Occupant) to assign the user to. Use the plus and minus icons to assign the user to additional buildings and building groups.



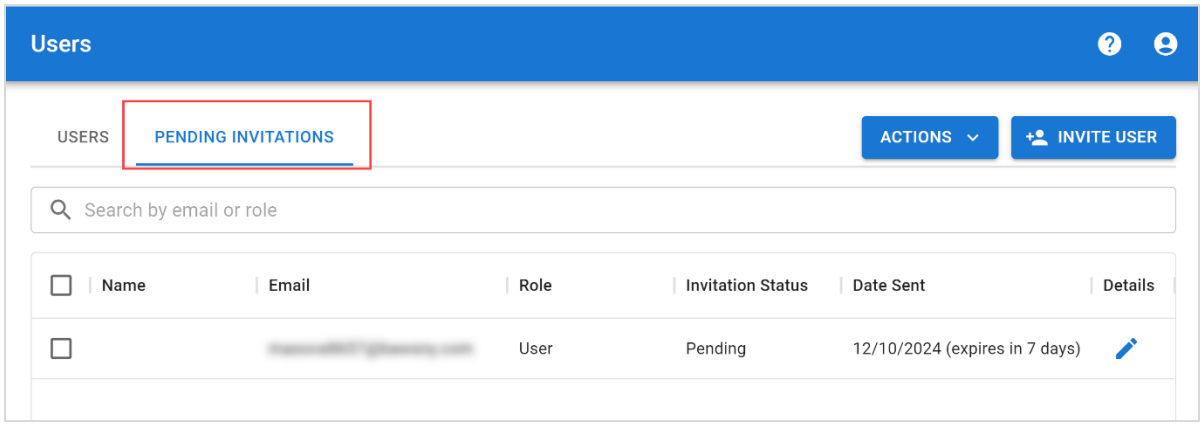
4. Click **Create.**

The invitation is sent to the user and the status of the user will display as **Pending** in the user list.

Viewing Pending User Invitations

From the Users page in the **Pending Invitations** tab, you can view the status of users who have not yet accepted your invite.

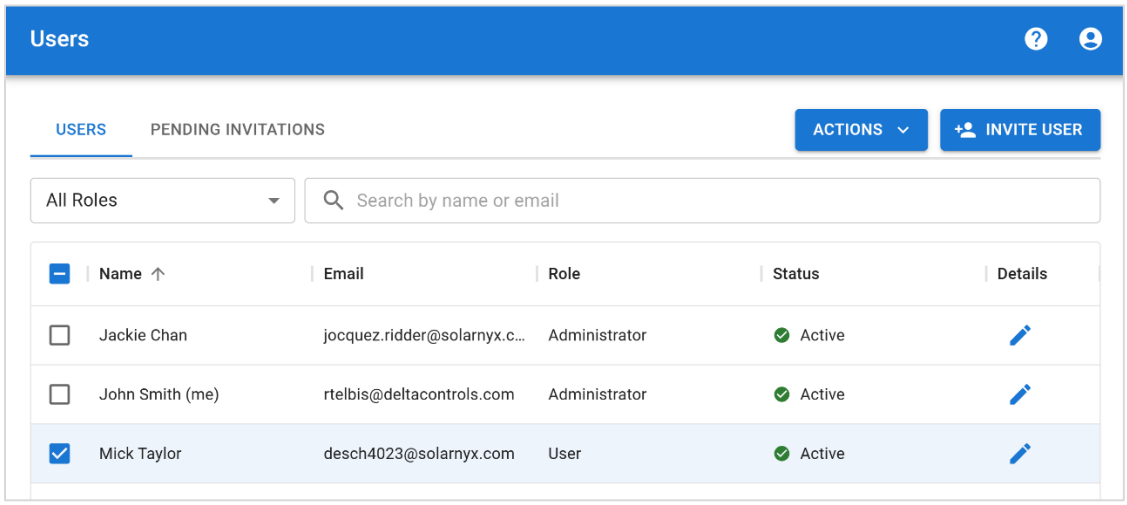
The invitation will expire after 7 days if it is not accepted.



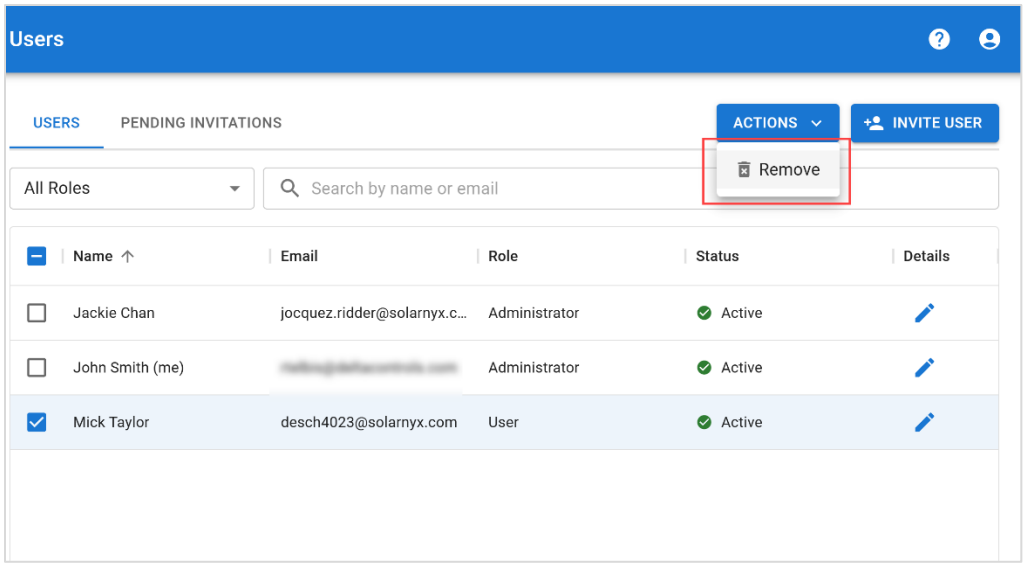
Removing Users

To remove users:

1. From the Users list, select the user(s) you want to remove.

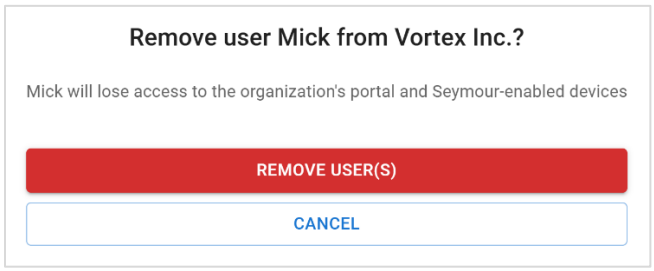


2. From the **Actions** drop-down, select **Remove**.

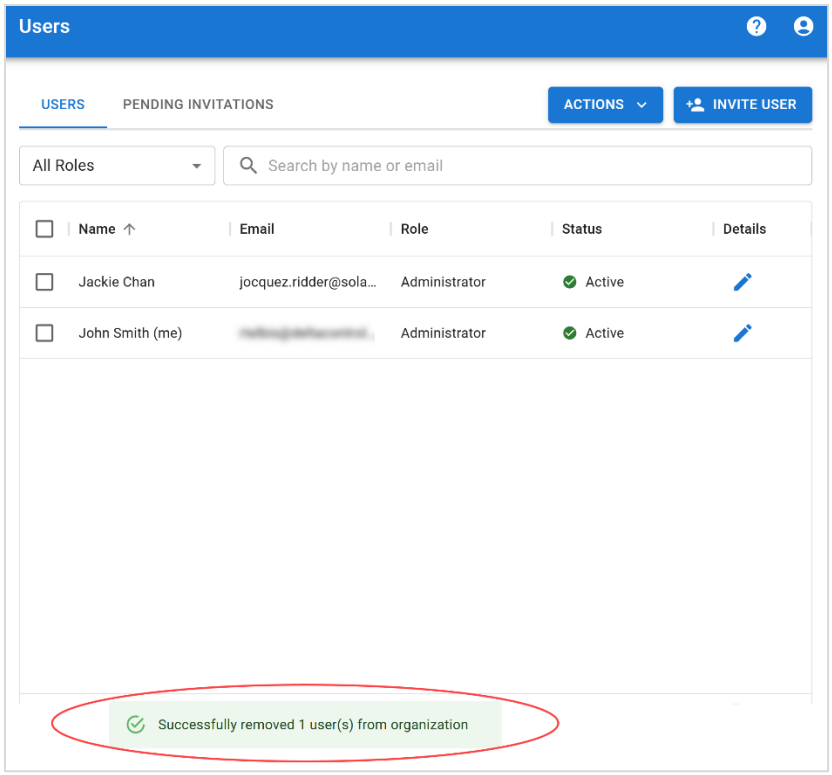


3. The Remove User dialog displays. Click **Remove User(s).**

> **NOTE:** You cannot recover deleted users once you've removed them from the organization.



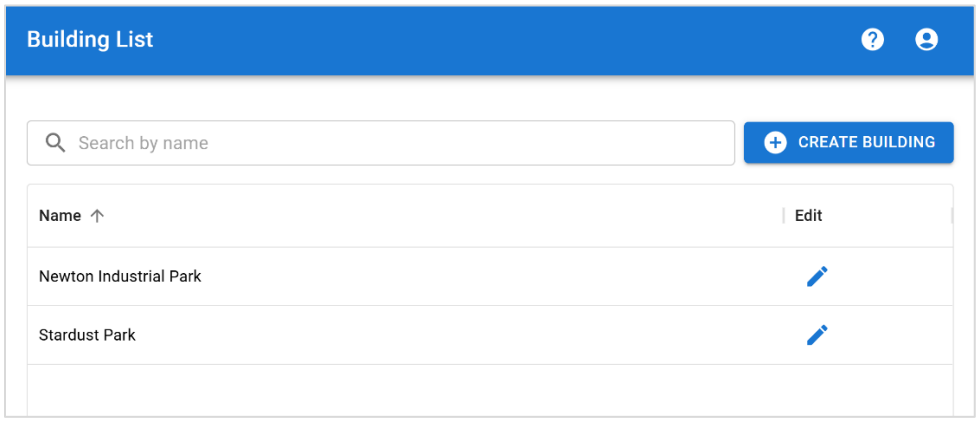
4. A green banner displays at the bottom of the page indicating the user has been successfully removed from the organization.



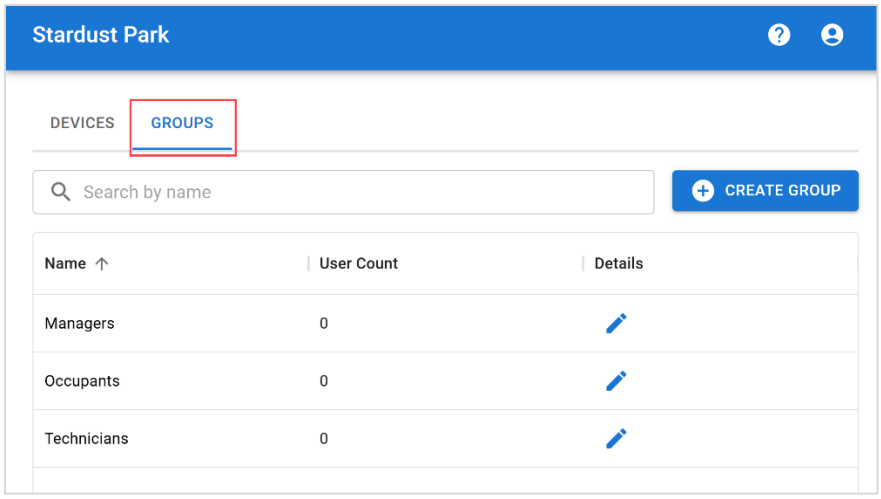
Adding Users to Buildings/Building Groups

To assign users to buildings/building groups:

1. Navigate to the Building List page and select a building.



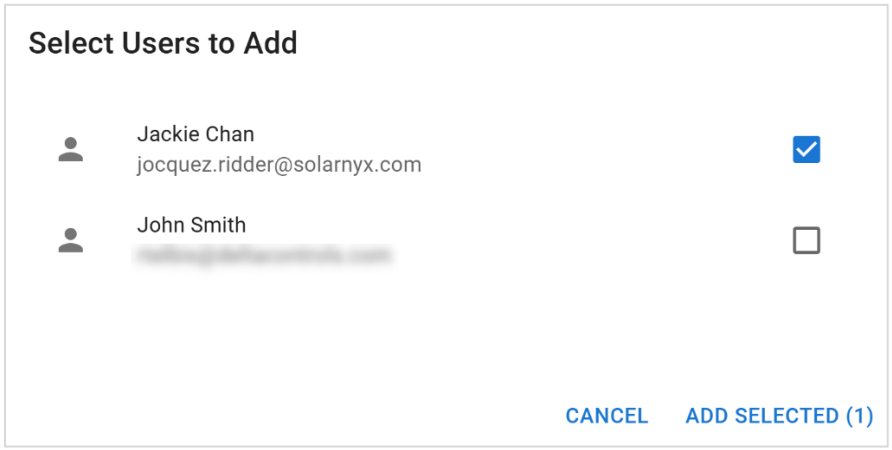
2. From the Building page, select the **Groups** tab, then select a group.



3. Click **Add**

.

4. From the **Select Users to Add** dialog, select a user then click **Add Selected.**



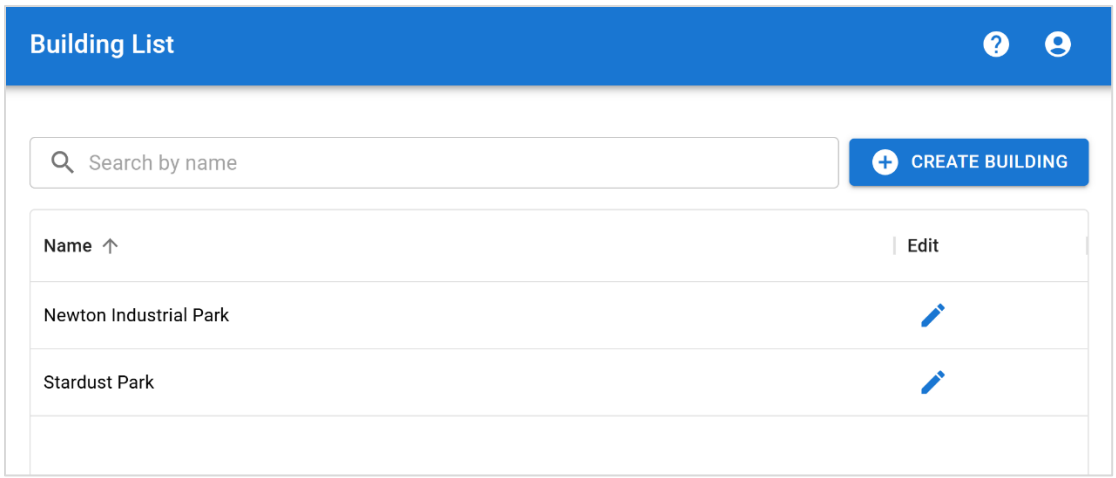
5. The newly added user will display in the list.

Managing Devices

Creating a Device

> **CAUTION**: When creating a device, consider what an occupant using the app will see. The name should be descriptive to the space it represents.

1. Select a building from the Building List.



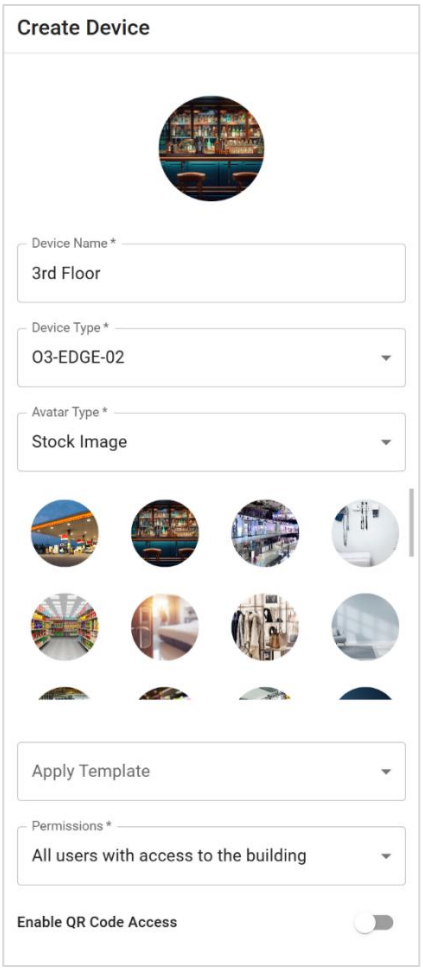
2. Click Create Device

.

The Create Device pane opens.

3. Complete the following fields:
   - **Device Name**: Enter a descriptive name.
   - **Device Type:** Select the device type.
   - **Avatar Type:** Select an avatar type: initials, stock image, or upload your own image.
   - **Template (Optional):** Select a template, if applicable. This will apply predefined room controls and readings.
   - **Permissions:** Select a set of permissions from the drop-down. Depending on what you selected, a subsequent drop-down will display. For more information about permissions, see Seymour Connect Device Permissions.
   - **Enable QR Code Access:** Toggle this button to generate and enable a QR code. If you leave it unchecked, the QR code will not be generated.

See the following example for reference:



4. Click **Create**.

Your device displays in the Devices list.

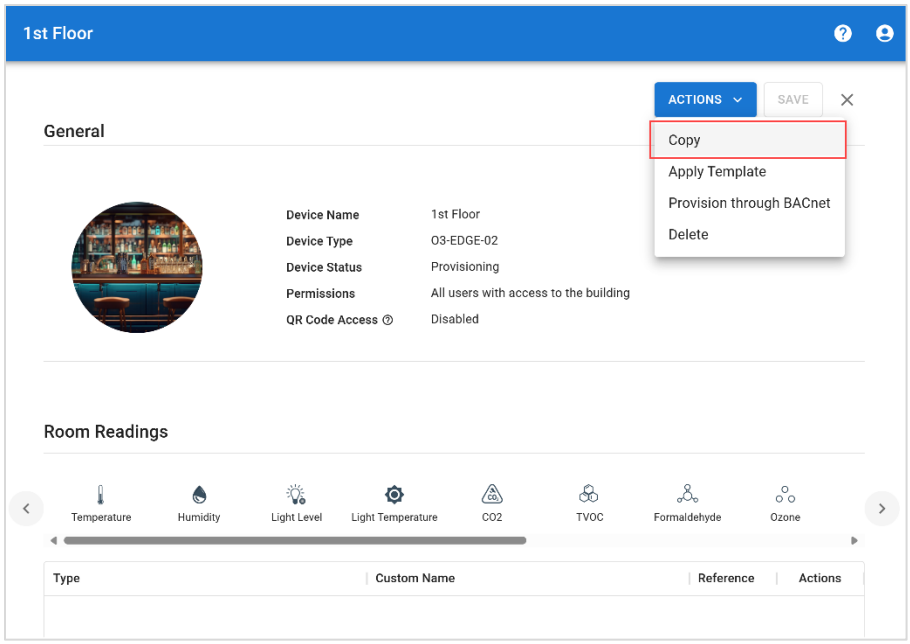
5. Proceed to add room readings and controls to the device. See Room Controls & Readings for more information.

Copying a Device

In Seymour Connect, you can copy up to 100 devices to streamline device management. When you a copy a device, the permissions, users, groups, room controls, and room readings associated to the device will also be copied over.

To copy a Seymour Connect device:

1. From the **Portfolio** Portfolio page, select your building, then navigate to the device you want to copy.
2. From the **Actions** drop-down menu, select **Copy.**

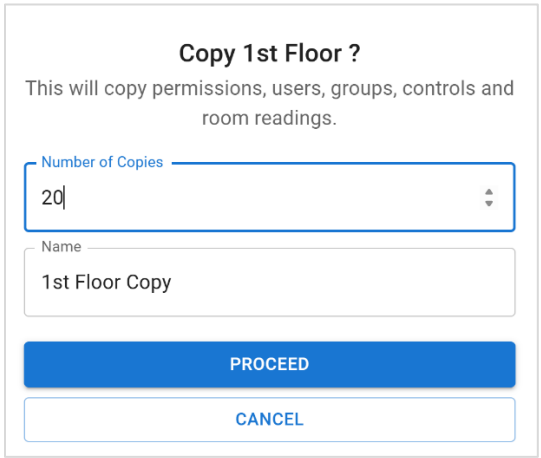


The Copy dialog displays.

3. Enter the number of copies you want to create and enter the name of the copy.

> **NOTE**: You can create up to 100 copies. For every copy you create, the name of the device will add Copy 1, Copy 2, Copy 3, etc. to the name of the device that corresponds with how many copies you create.

4. Click **Proceed.**



The copied device displays. You will need to rename copied devices as appropriate.

Managing Room Readings & Controls

If you aren't using a template, you will need to manually add room readings and/or room controls. For more information about Templates, refer to the Templates section.

⚠ **WARNING**: Due to packet size restrictions inherent to the Bluetooth connection, there is a limit to how many room controls and readings can be mapped to a single device. Packet sizes vary by the combination of mappings. The tested limit, deemed to be safe regardless of combination is 10 total mappings.

NOTES

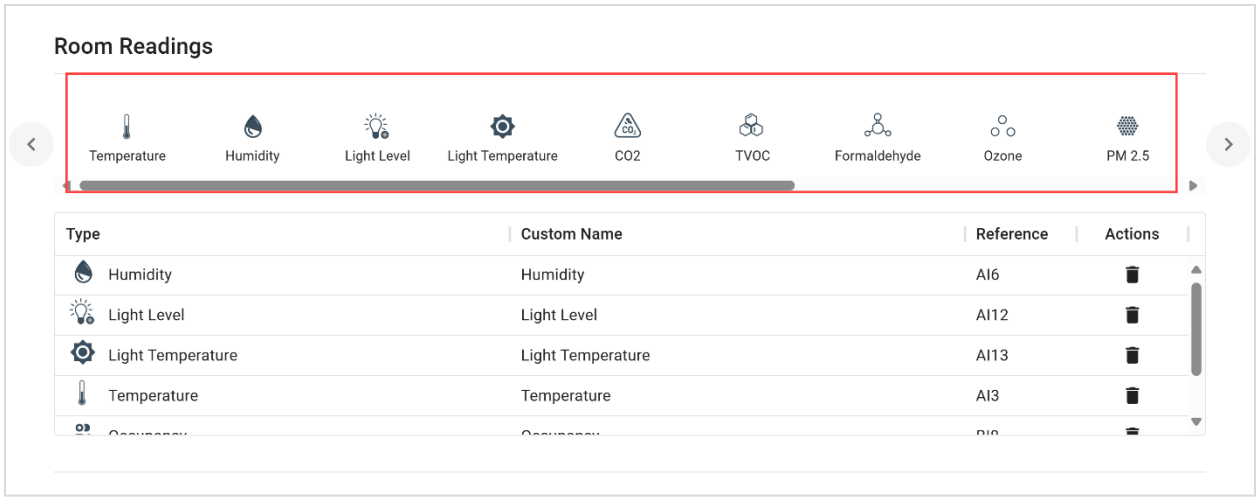
- Room readings and controls can only be added from the Portal.
- Reference objects must exist locally within the device Seymour is directly connected to.
- Seymour cannot access remote references.
- You must reprovision your device after you have modified your device configuration.

Adding Room Readings

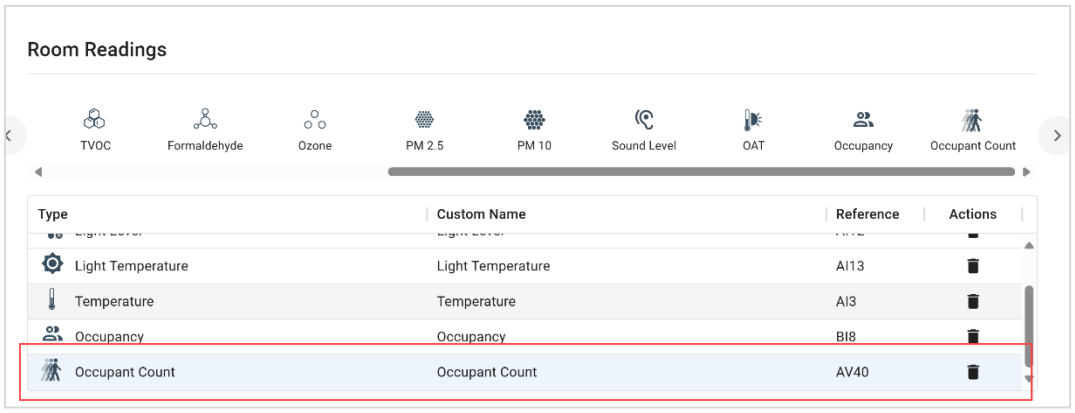
Room readings are read-only attributes that allow you to view room environmental data, including light level, sound levels, occupancy data, indoor air quality values, and more.

To add room readings:

1. From the Portal, navigate to your device.
2. Select one of the Room Readings icons to add to your device list.



3. Enter a Custom Name *(Optional)* and Object Reference. The object reference must be of a valid type (i.e., AI/AV for temperature).



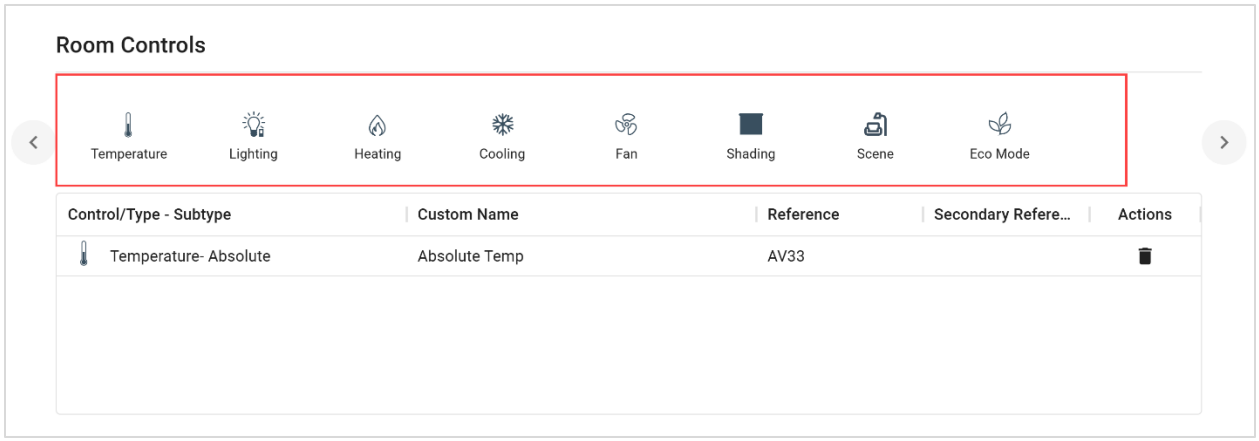
4. Continue populating the list as required.
5. Click **Save**.

Adding Room Controls

Room controls are editable attributes that provide control over space conditions.

To add room controls:

1. From the Portal, navigate to your device.
2. Select one of the Room Controls icons to add to your device list.



3. Update the following:

- **Custom Name:** Change the custom name (Optional).
- **Reference:** Add a BACnet object reference. The object must be of a valid type, (i.e BO/BV for on/off lighting control)
- **Secondary Reference:** The Secondary Object Reference column is reserved for points that combine binary and analog control types that require mappings to multiple objects, such as lighting with on/off control and dimming.

4. Continue populating the list as required.
5. Click **Save**.

Room Readings & Controls Reference

Room Readings

Type	Valid Object Types	Typical Object in O3 Edge	Description
Temperature	AI/AV	AI3	Displays the temperature of a space in °C or °F.

Humidity	AI/AV	AI6	Displays amount of water vapor present in the air, in %
Light Level	AI/AV	AI12	Displays light level, also known as illuminance, in lux.
Light Temperature	AI/AV	AI13	Displays light temperature, sometimes referred to by it's color tint, in Kelvin (K).
CO2	AI/AV	N/A	Displays the level of carbon dioxide (CO2) present in the air
TVOC	AI/AV	N/A	Displays Total Volatile Organic Compounds in ppb
Formaldehyde	AI/AV	N/A	Displays formaldehyde in ppb
Ozone	AI/AV	N/A	Displays Ozone levels
PM 2.5	AI/AV	N/A	Displays fine particulate matter (irritants)
PM 10	AI/AV	N/A	Displays large particulate matter (dust)
Sound Level	AI/AV	N/A	Displays sound level in the space, in decibels
OAT	AI/AV	N/A	Displays Outdoor Air Temperature, in C or F

Occupancy	BI/BV MI/MV	BI8	Displays current occupancy state.
Occupant Count	AI//AV	AV40	Displays the number of people in the space

Room Controls (Components) List

Type	Variants	Valid Object Types	Typical Object in O3 Edge	Description
Temperature	Temperature - Absolute Temperature - Relative	AI/AO/AV	AV33	Temperature setpoint adjustment. Can be absolute (21deg) or relative (+2).
Lighting	Lighting - Binary Lighting - Dimming Lighting - Binary / Dimming Lighting - Scene	Binary: BI/BO/BV MI/MO/MV Dimming: AI/AO/AV Binary / Dimming: Same as above Scene: MI/MO/MV	N/A	Lighting control. Using the secondary reference field, on/off and dimming can be combined into one dialog for a user.
Heating	Heating - Binary Heating - Multistage	Binary: BI/BO/BV Multistage: MI/MO/MV	N/A	On/off or low/medium/high control of heating equipment.
Cooling	Cooling - Binary Cooling - Multistage	Binary: BI/BO/BV Multistage: MI/MO/MV	N/A	On/off or low/medium/high control of cooling equipment.
Fan	Fan - Binary Fan - Multistage	Binary: BI/BO/BV Multistage: MI/MO/MV	N/A	On/off or low/medium/high control of fans.

Shading	Shading - Position Shading - Angle Shading - Position / Angle	Position: AI/AO/AV Angle: AI/AO/AV Position / Angle: See above	N/A	Can adjust the position or angle of blinds. Using secondary reference, can be combined into one dialog for a user.
Scene	N/A	MI/MO/MV	N/A	MV to command the room to a specific state (i.e lights on at 50%, blinds closed)
Eco Mode	N/A	BI/BO/BV	N/A	Toggle ecomode/setback

Device Templates

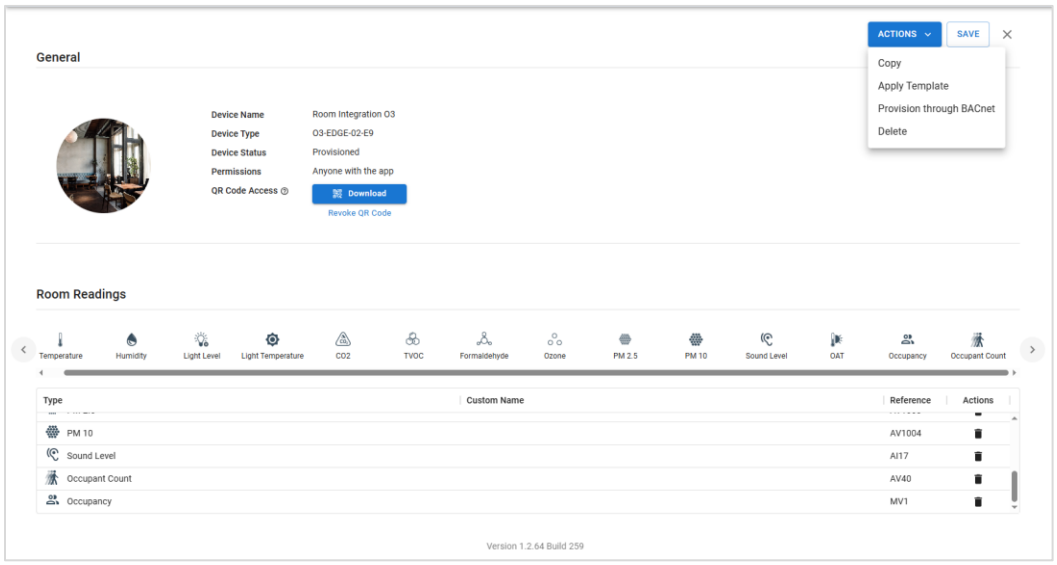
Applying Templates

Seymour has default templates that you can select from. These default templates come with predefined room readings, controls, permissions, and other configurations. Default templates can be copied; however, they cannot be edited or deleted. You can also create your own templates.

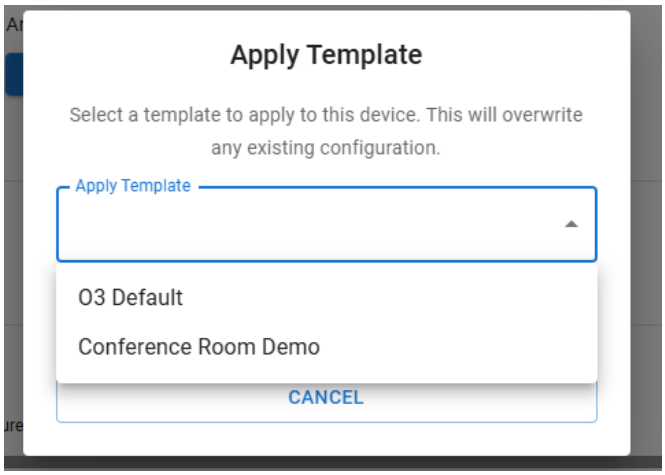
> **NOTE**: Templates can be applied to a device during creation. See "Creating Devices". Templates can also be applied at any time after creation. There is no synchronization between devices and templates. If an existing template is modified, it will need to be reapplied to appropriate devices.

To apply a template to a device:

1. Navigate to the device and select the "Actions" drop down:

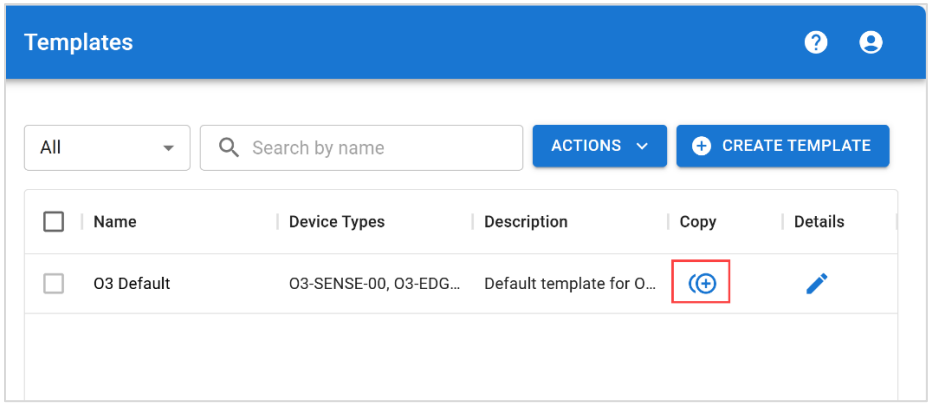


2. Select the template you wish to apply, then click "apply":



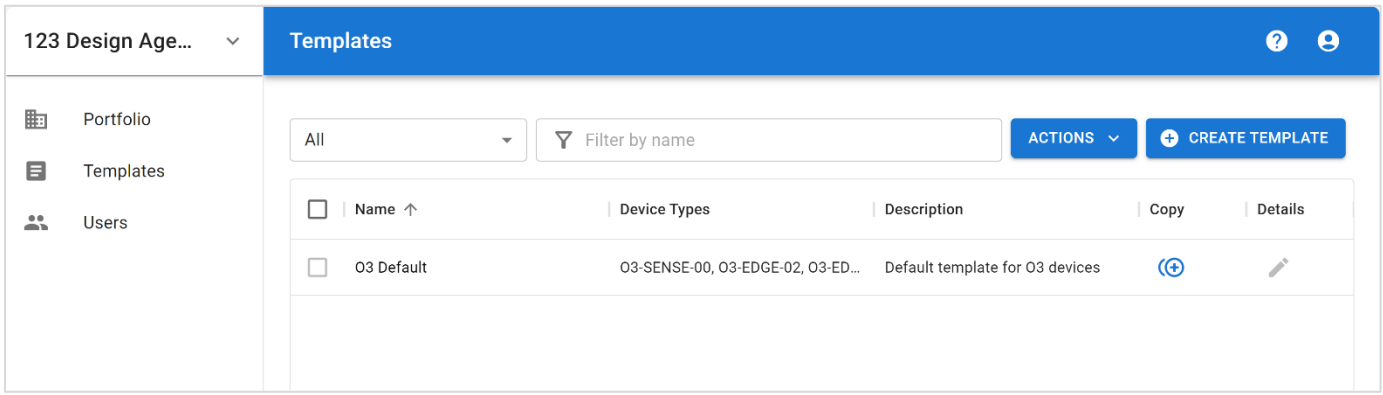
Copying Templates

From the list of templates, click the **Copy** button beside the template you want to copy, then select **Proceed** to copy the template.



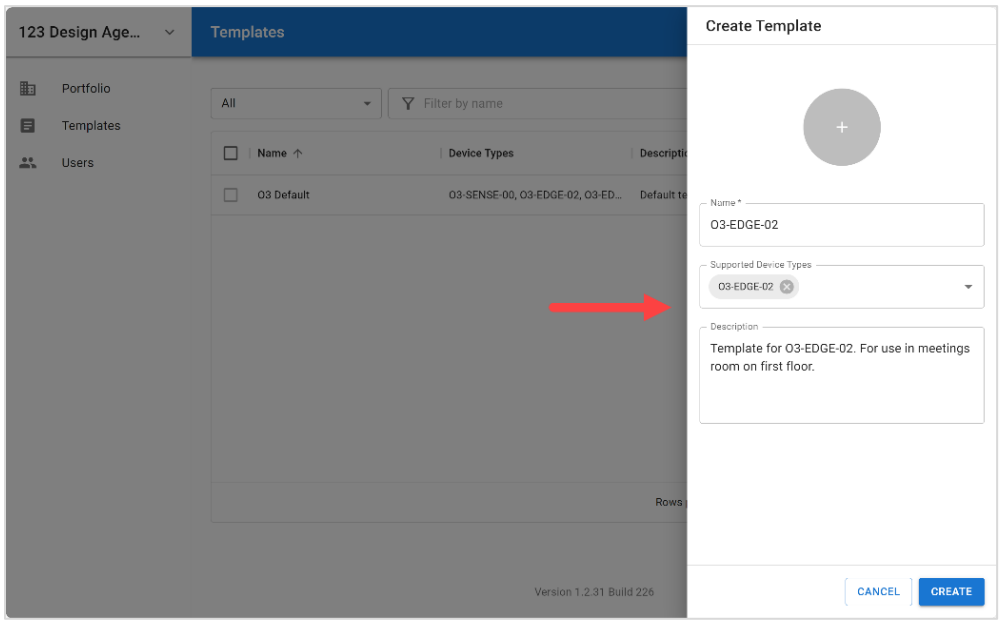
Creating New Device Templates

1. From the Templates page, click **Create Template.**



The **Create Template** pane displays.

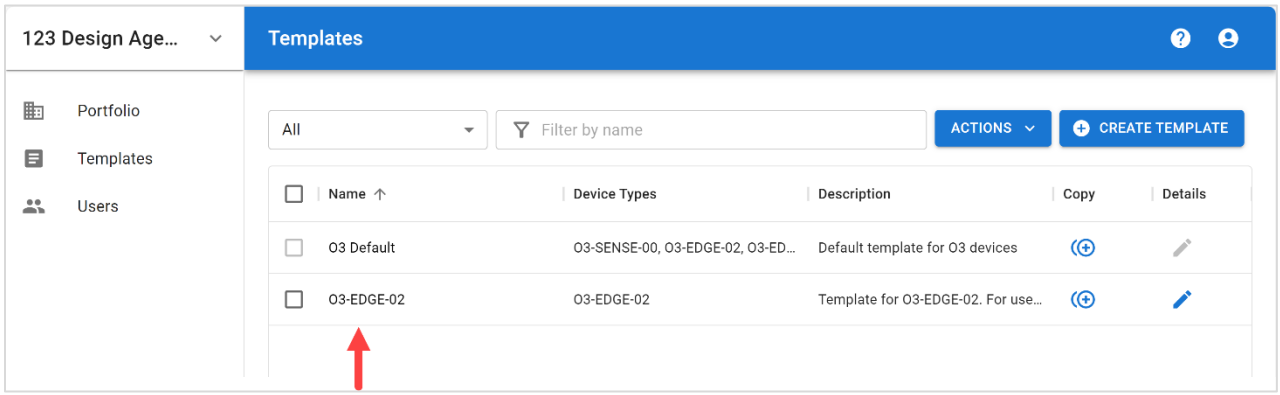
2. Complete the following fields for your template:



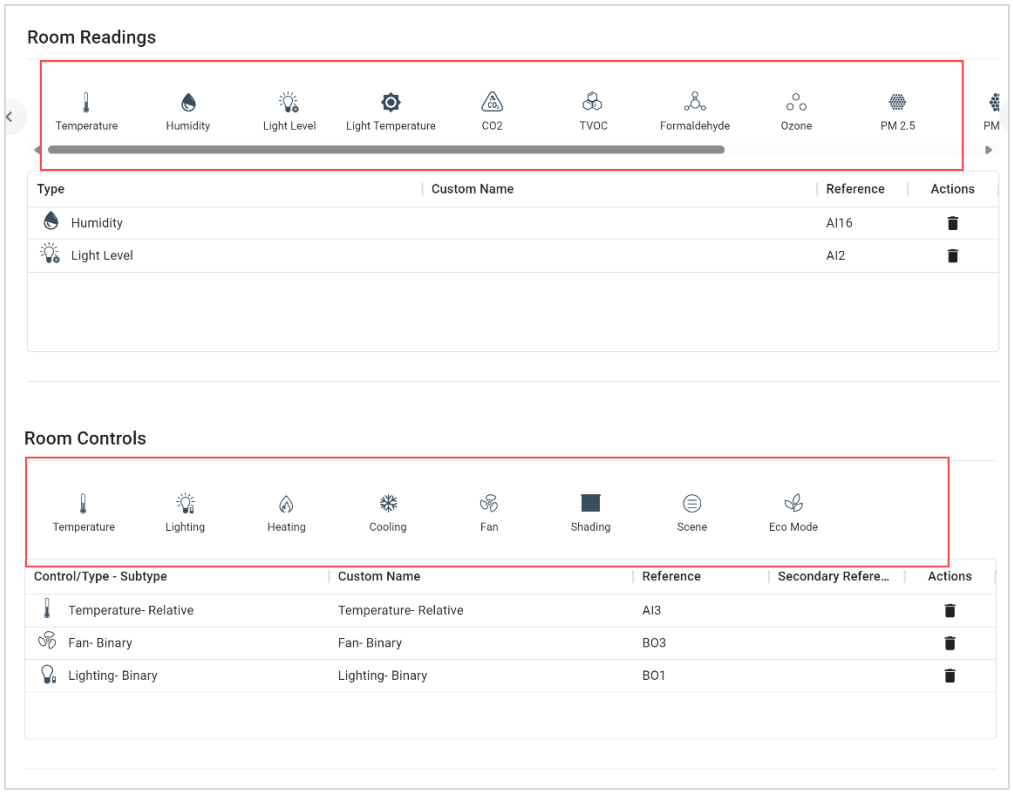
- **Name:** Enter a name for your template.
- **Supported device types:** Select from the following supported device types: O3-EDGE-02, O3-EDGE-02-08, O3-EDGE-02-E9, O3-SENSE-00
- **Description:** Enter a description for your template. The description is only associated to the template; it is not applied to the devices associated to it.

2. Click **Create**.

3. Click on the template to open and add room readings and controls



4. Click on the readings/controls icons to add associated room readings/controls, then click **Save** once you've made your changes. Refer to Room Controls/Readings Reference for more information.

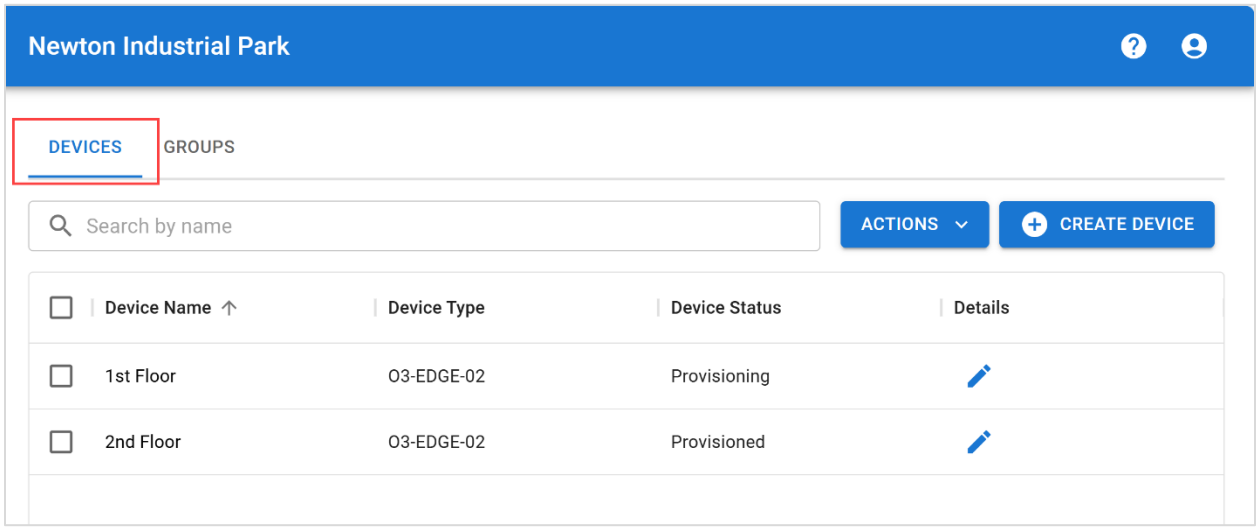

Room Readings
Temperature
Humidity
Light Level
Light Temperature
CO2
TVOC
Formaldehyde
Ozone
PM 2.5
PM
Type
Custom Name
Reference
Actions
Humidity
AI16
Light Level
AI2
Room Controls
Temperature
Lighting
Heating
Cooling
Fan
Shading
Scene
Eco Mode
Control/Type - Subtype
Custom Name
Reference
Secondary Refere...
Actions
Temperature- Relative
Temperature- Relative
AI3
Fan- Binary
Fan- Binary
BO3
Lighting- Binary
Lighting- Binary
BO1

Device Permissions

Device permissions define who can access the device from the Seymour app. Device permissions can be set on creation, or edited on existing devices.

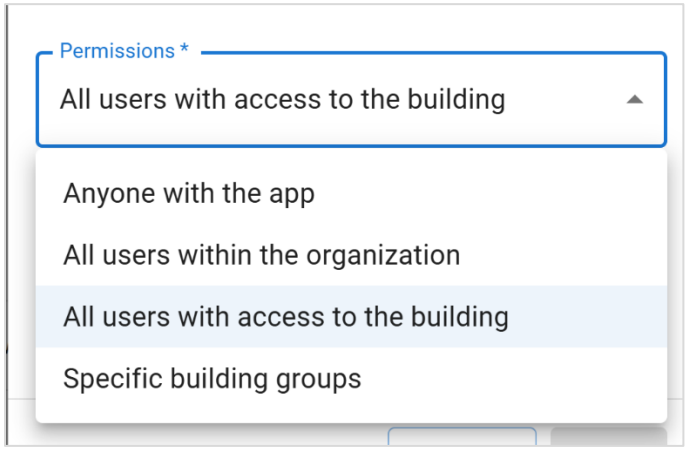
To set permission for a device:

1. Navigate to the **Devices** tab. Select the pencil icon to edit its configuration.



The device information pane displays.

2. From the **Permissions** field, select the permission you want to apply to the device:



You can select from the following options:

- Anyone with the app. Anyone with the Seymour app can access the device, even if they are not a member of your organization. Note if "Enable QR Code Access" is selected, permission will be locked to this setting.

- All users within the organization. Any user who is a member of your organization will have access to the device.
- All users with access to the building. Only users who you have been assigned to the building under which a device resides will have access to the device.
- Specific building groups. Only users who are part of the specified building group(s) will have access to the device. Note you can not specify more than 20 groups.

4. Click **Save**.

QR Code Access Permissions

> **NOTE**: QR Code access allows access without organization membership, but still requires a Seymour Connect account.

QR code access is intended to provide a way to allow temporary users in a space to access a Seymour Connect-enabled device without needing to be a member of the organization.

This allows applications like co-work spaces, hotel rooms, or other applications that lack a defined, static user list to work with Seymour Connect without the added overhead of needing to manage these users manually.

You must already have a Seymour account to access the mobile app.

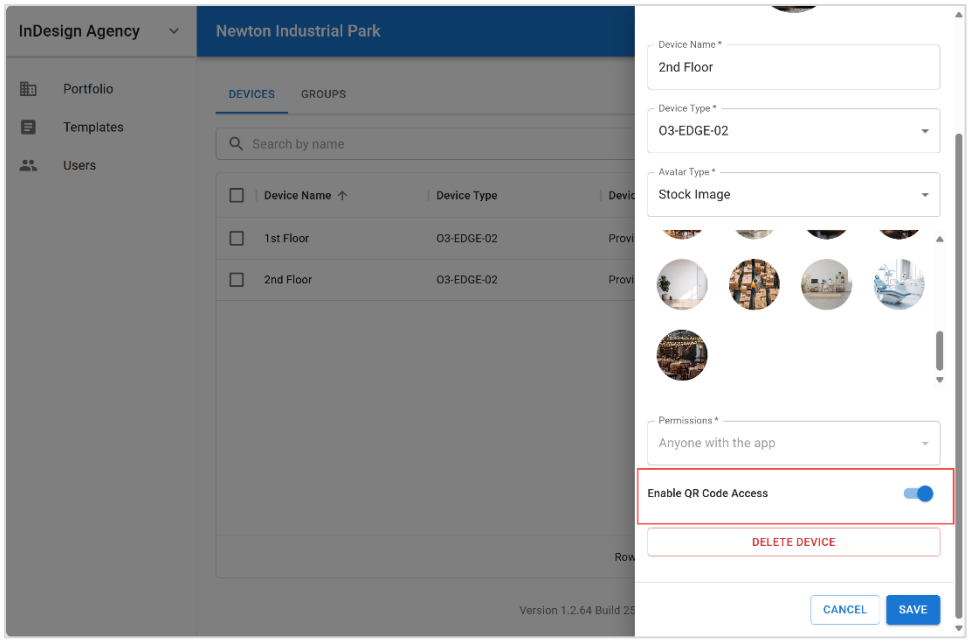
> **NOTE**: Enabling QR code access will automatically set the device permissions to **'Anyone with the app'**.

To enable QR Code access:

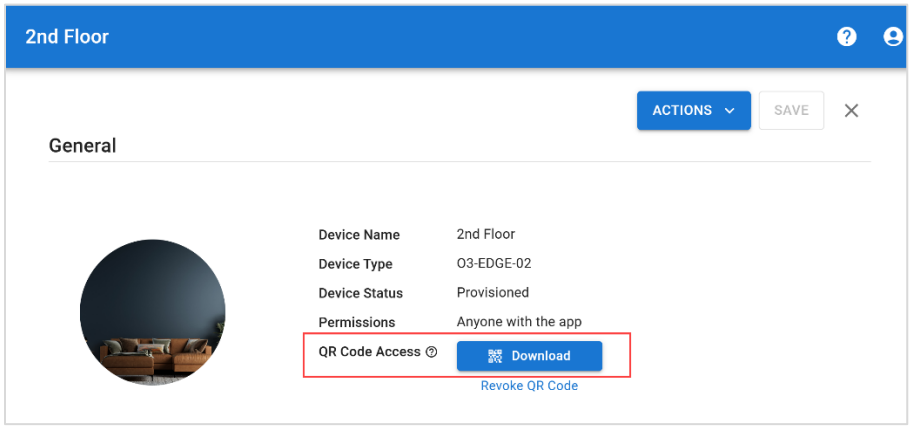
1. From the device information page, select the **Edit** icon.

The Edit pane displays.

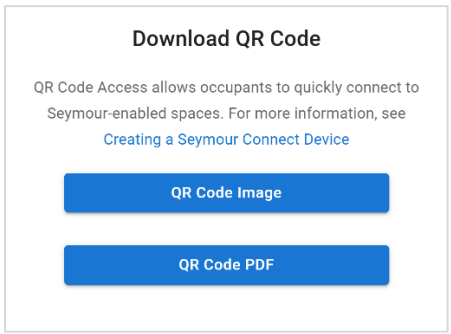
2. Toggle **Enable QR Code Access** to enable.



3. Click **Save**.
4. You will be directed to the details screen. Click **Download**.



5. Select **QR Code Image** to download the PNG file, or select **QR Code PDF**, to download the PDF file. Both files will be downloaded to your browser.

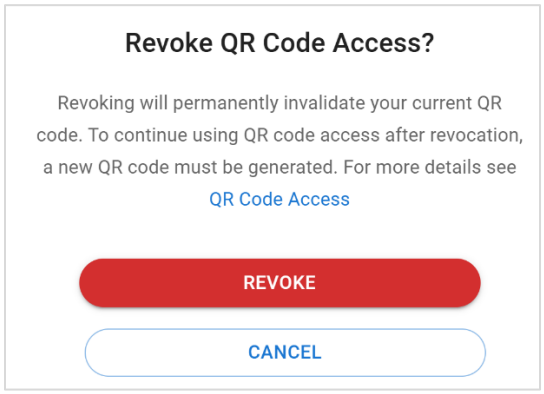


6. Display the QR code in the space

Revoking QR Code Access

You have the option to revoke QR code access at any time. Revoking QR codes associated to a device will permanently invalidate the current QR code. A new QR code must be generated if you want to allow QR code access to the space again.

1. From the device information page, click Revoke QR Code. The Revoke QR Code Access dialog displays.
2. Confirm by clicking **Revoke.**



Provisioning Devices

What is Provisioning?

Seymour Connect devices do not maintain a consistent connection to the Management Portal. In the commercial building automation world, devices often are not provided with constant Internet access. As such, devices must be "provisioned" for users with Seymour Connect. A provisioned device is one that has pulled its device configuration settings from the Management Portal and is ready to accept connections from the mobile app.

IMPORTANT: When configuration changes are made to an existing Seymour Connect device, the device will need to be re-provisioned. This includes:

- Changing the device configuration in the Management Portal
- Changing the physical O3 hardware (i.e., replacing the device)
- Changing the database in the O3. The exception is loading a backup into the **same device**, where **no changes** have been made.

TIP: Think of the provisioning process as the process of synchronizing the portal, the app, and the device.

This procedure is restricted to users with the appropriate role: Administrators, Building Managers or Technicians.

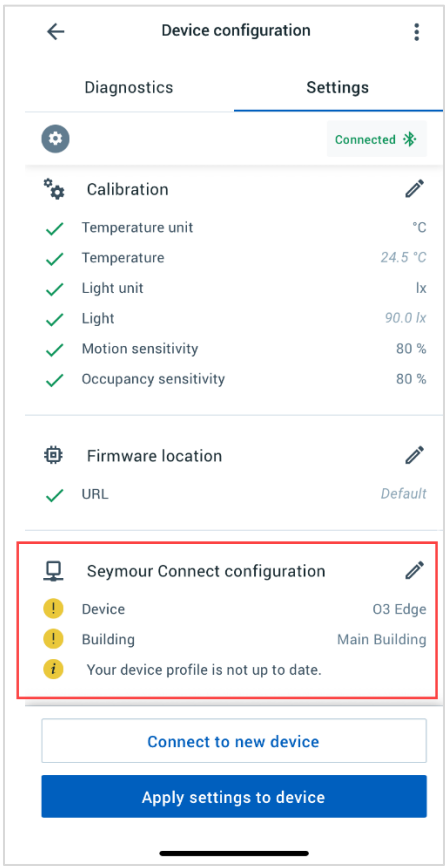
Requirements

- You must have compatible versions of Proviso, O3 firmware, and Seymour Connect. Consult the release notes for up to date information.
- The device must have Internet connectivity for provisioning. Internet is not required after provisioning is complete.
- You must have Bluetooth enabled on your phone and be within range of the device to be provisioned.
- You must have devices (including their room readings and controls) already created in your Seymour Connect organization.
- All BACnet objects referenced in your room controls/readings list must exist within the device to be provisioned.
- You must be a member of the organization as a technician, building manager or administrator.
- The time in the device to be provisioned must be current.

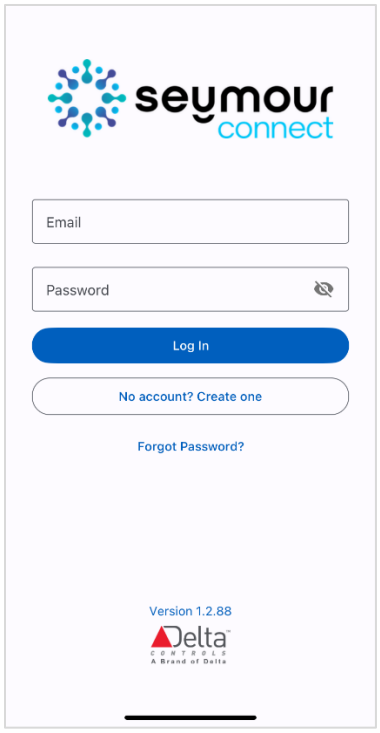
Provisioning with Proviso (Recommended)

To provision a device to work with Seymour using **Proviso**:

1. Open the Proviso app.
2. Select **Bluetooth**, then select your device from the **Nearby Devices** list to connect.
3. Click **Yes, connect.**
4. Navigate to the **Seymour Connect Configuration** section and click the pencil icon

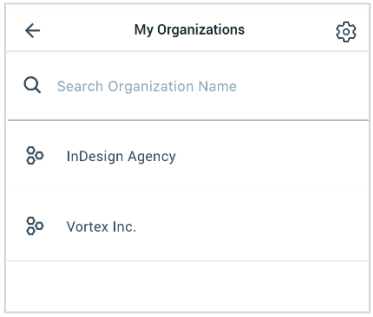


5. You will be directed to a Seymour Connect interface. **Note:** You may have to login with your Seymour Connect credentials if you have not logged in within the past 30 days.

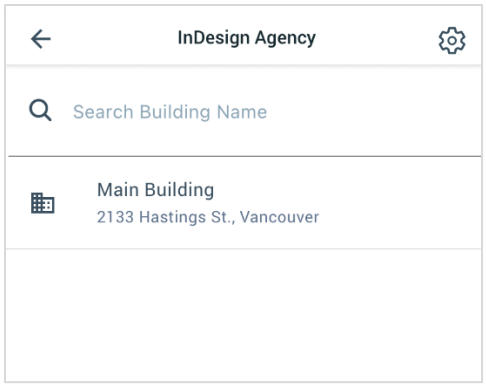


If your log in has been cached, you will not need to re-enter your Seymour Connect credentials.

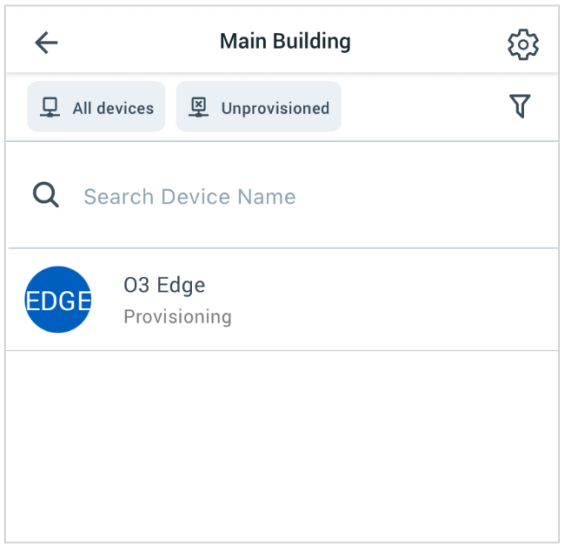
6. You will be directed to the **My Organizations** screen. Select the applicable organization.



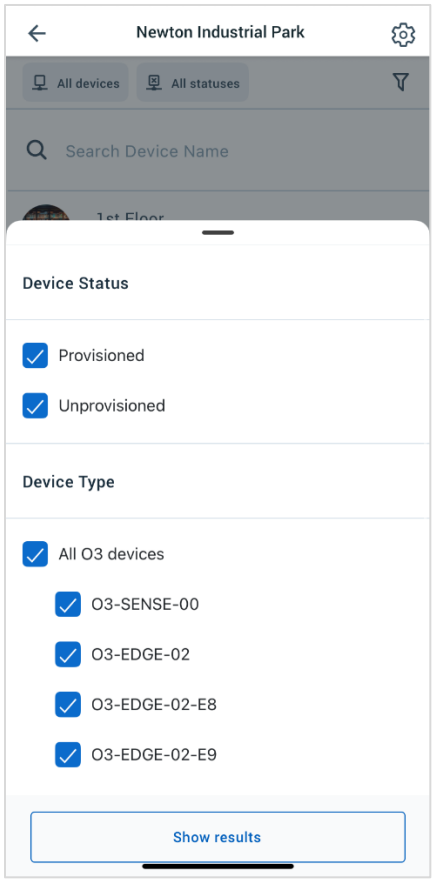
7. Select your Seymour Connect Building. Make a note of the Building and Device name in the Seymour Connect Configuration section in the app.



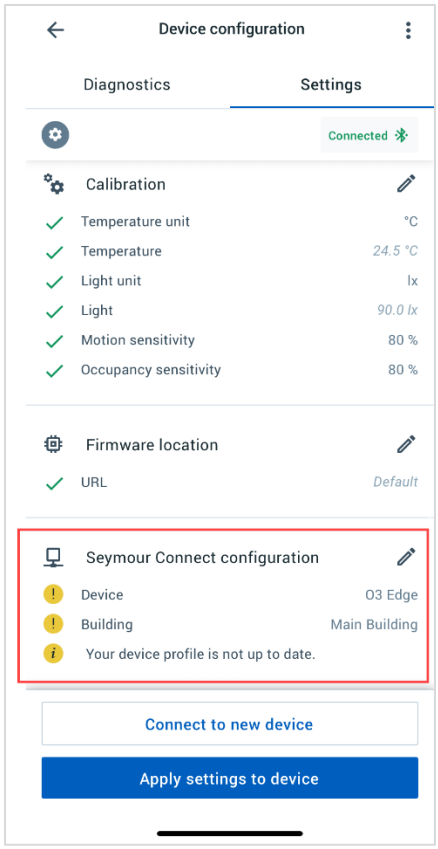
8. Select your Seymour Connect device.



You can filter your search for devices based on their respective provision status and/or device type. By default, the search tool will search for all unprovisioned 03 devices. If you are re-provisioning an existing device to apply changes, you will need to remove the unprovisioned filter to show all devices.

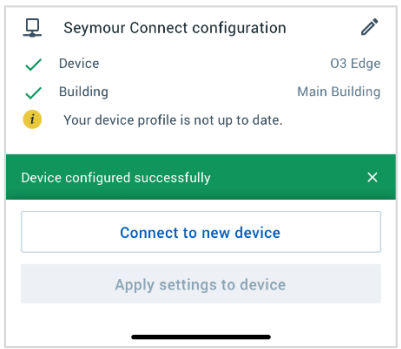


9. You will be directed back to the **Settings** page in the app.
10. Select **Apply Settings to Device** and wait until the attributes load.



11. A green banner displays once the device has been configured successfully.

> **NOTE**: If provisioning is unsuccessful, refer to the "Seymour Connect Status" section on the diagnostics tab of Proviso for more information. Refer to the requirements above and ensure all requirements have been met.



12. Navigate back to the Seymour Connect app to manage your room settings.

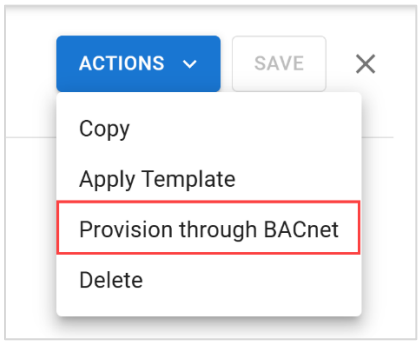
Provisioning with enteliWEB

Requirements

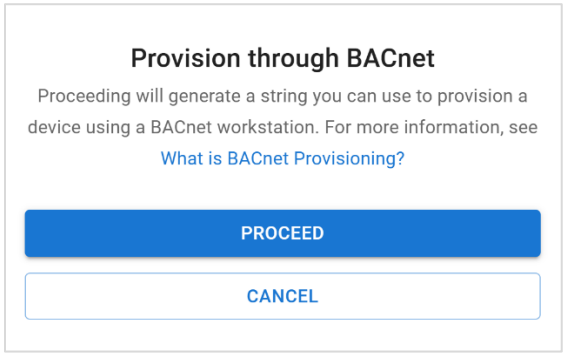
- You must have compatible versions of Proviso, O3 firmware, and Seymour Connect. Consult the release notes for up to date information.
- The device must have Internet connectivity for provisioning. Internet is not required after provisioning is complete.
- You must have devices (including their room readings and controls) already created in your Seymour Connect organization.
- All BACnet objects referenced in your room controls/readings list must exist within the device to be provisioned.
- You must be a member of the organization as a technician, building manager or administrator.
- The time in the device to be provisioned must be current.

From the Management Portal, navigate to your Seymour Connect device.

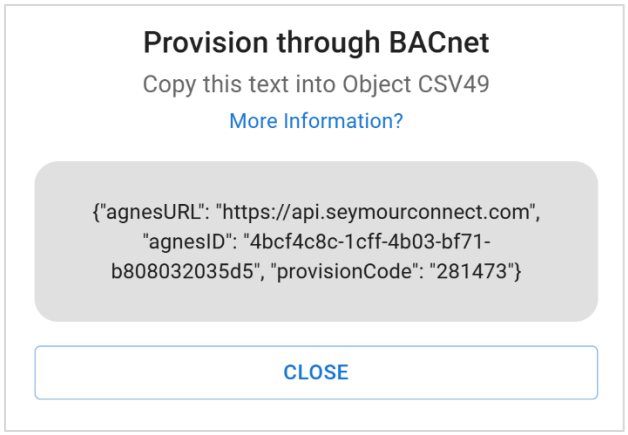
1. From the top corner, navigate to **Actions**, then select **Provision through BACnet.**



2. A dialog displays asking if you want to proceed with provisioning. Click **Proceed.**



3. A pop-up displays with the string you must copy into the CSV49 object in enteliWEB.



4. In enteliWEB, open the CSV49 object.
5. Command to **Manual**, then enter the string in the text field.
6. Click **Save**.
7. After about 10 seconds, confirm the MV50 and MV51 objects read "Provisioned" and "Configured" in their value fields, respectively. This indicates the device has been successfully provisioned for use with Seymour Connect.

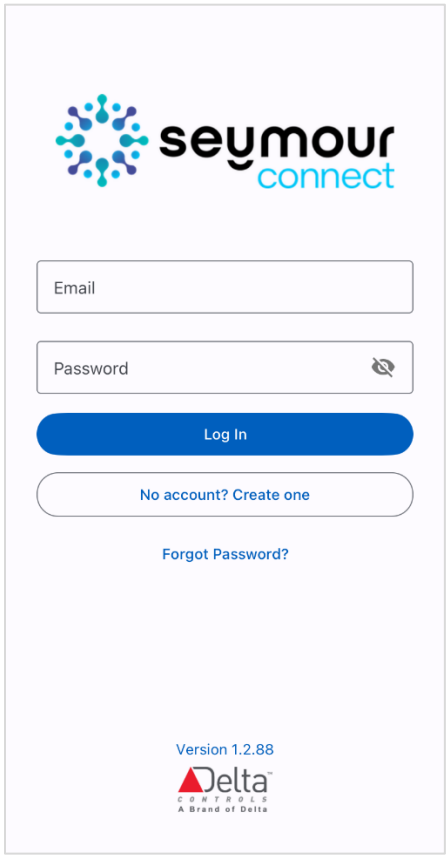
Connecting with the Mobile App

Once a device is fully set up and provisioned, it is ready for use with the Seymour Connect mobile app.

Due to BLE bandwidth limitations, no more than 5 concurrent connections with the Seymour Connect app to a single device is recommended. Performance will vary with multiple concurrent connections.

Logging In

1. Enter the email you used to create your account.
2. Enter your password.
3. Tap **Log In**.



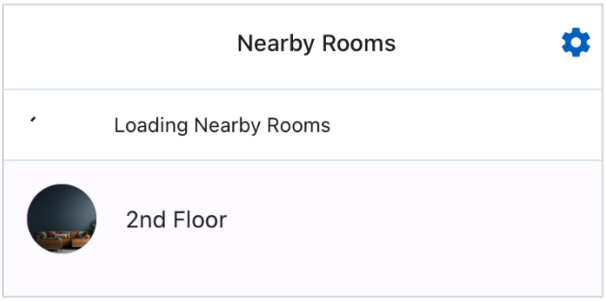
Connecting with the Nearby Rooms List

For a device to be displayed as a nearby room in the Seymour app;

- The device must be provisioned
- The user must have permission to access the device (according to their group membership and the device permissions)
- The device must be within Bluetooth range

Once logged in, a loading screen displays momentarily, indicating your rooms are loading. This can take up to 45 seconds to load. You will receive an error message if there are no nearby devices. Swipe to refresh.

After a few moments, your organization's nearby rooms will populate.



- Select a room to connect. You may have to accept the pairing request on your phone if it is your first time connecting.

Connecting with a QR Code

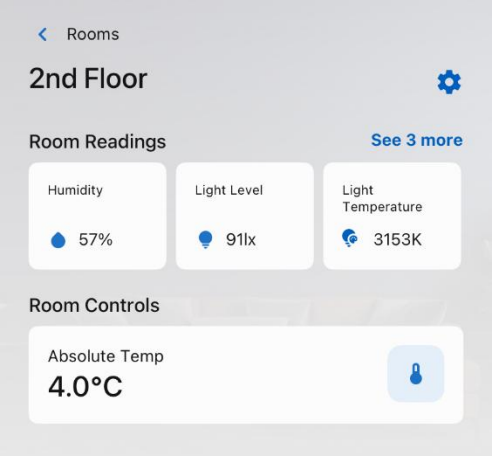
Requirements
- You must have a Seymour Connect account to connect using a QR code.
- If you are using an Android, this is only supported by Google Chrome. Chrome must be your default browser.

To connect using a QR code:

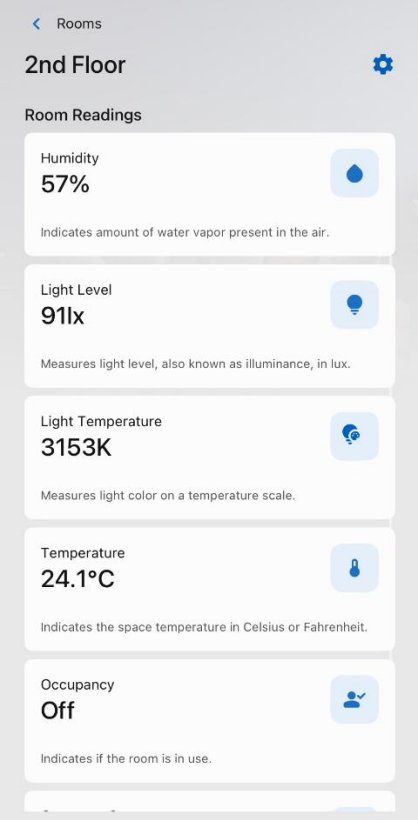
1. Open or log into the Seymour Connect app.
2. Use your phone to scan the QR code. It may take up to 45 seconds to scan.
3. Once scanned, you will be connected and can view your room

Managing Room Readings & Controls

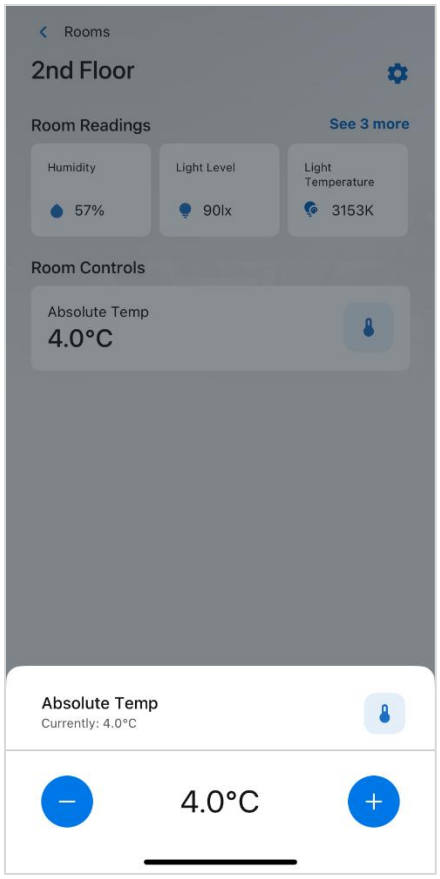
After you have selected a room and successfully connected, you will be presented with the full list of available room readings and controls. The readings update in almost real-time, approximately every 5 seconds.



To view the full list of room readings, tap **See x more**. You will be directed to the list of all the available readings. Each reading displays the value and description of the reading.



From the same screen you can also adjust the room controls as needed.


Rooms
2nd Floor
Room Readings
See 3 more
Humidity
57%
Light Level
90lx
Light Temperature
3153K
Room Controls
Absolute Temp
4.0°C
Absolute Temp
Currently: 4.0°C
4.0°C

Document Revision History

Edition	Date Published	Author	Change Description
1.0	August 19, 2025	Rozali Telbis	First edition.
1.1	December 4, 2025	Rozali Telbis	Updated formatting and links.