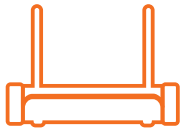


home8

In-Home-Care Monitoring System Quickstart Guide

Model No. C12014

What's inside:



1x Security Shuttle



1x Twist HD Camera



1x Panic Button



1x Power Adapter



1x Power Adapter



1x Lanyard



1x Ethernet Cable



1x Power Cable



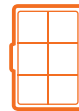
1x USB Thumbdrive



**1x Activity
Tracking Sensor**



**1x Medication
Tracking Sensor**



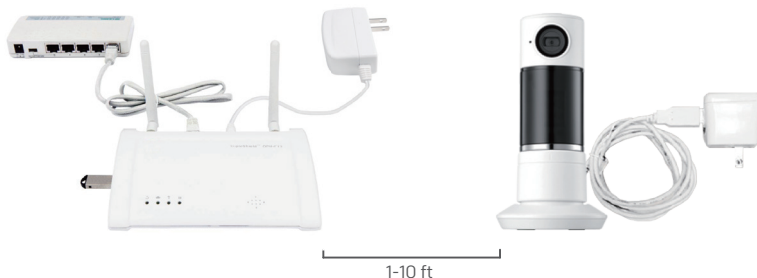
1x Pillbox

Broadband internet connection, iOS or Android phone and home router required.

步驟一：組合硬體裝置

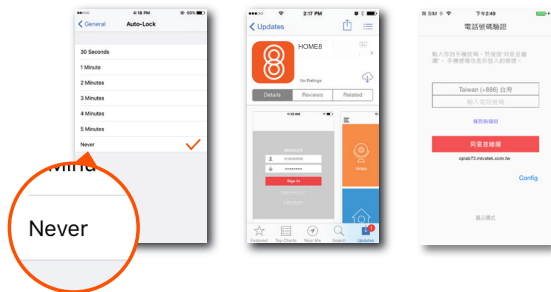
在距離路由器 1-10 呎 (30-300 公分) 處取出所有硬體裝置

- 使用隨附的乙太網路線連接安全主機 (Security Shuttle) 與 DHCP (主機動態配置 IP) 路由器。
- 將安全主機與旋轉式 HD 監視器連接到電源轉接頭並插電。



步驟二：設定智慧手機

手機若是進入休眠會干擾設定過程。請在開始註冊裝置前將此自動鎖定的功能關掉。您可以在系統安裝完畢後再開啟此功能。



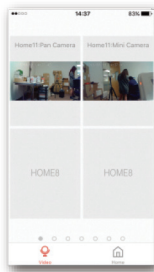
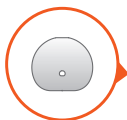
下一步：

- 連接智慧手機至家中 Wi-Fi 無線網路。
- 從 App Store 或是 Google Play 下載 Home8 app。
- 跟著螢幕上的指示，設立您的帳戶。

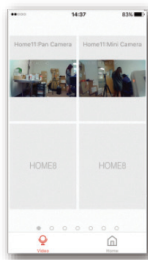
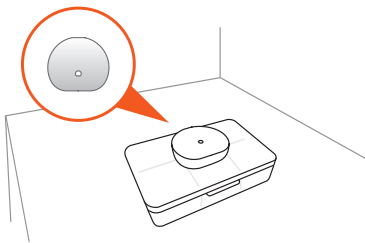
步驟三：測試訊號溝通範圍

在裝設監視器之前，請檢查監視器是否在安全主機的訊號溝通範圍內。

- 將監視器移至您要使用的房間
- 開啟 app，點選視訊。如果看到監視畫面，你就可以裝設監視器。
- 按壓緊急按鈕，如果你收到警示推播通知，代表裝置在訊號溝通範圍內。
- 上下搖動你的日常活動紀錄感測器，然後在 app 內進入 三 > 裝置管理 > 檢視感應器的狀態。若在溝通範圍內，則感測器會出現更新時間。



- 上下搖動你的服藥紀錄感測器，然後在 app 內進入 三 > 裝置管理 > 檢視感應器的狀態。若在溝通範圍內，則感測器會出現更新時間。



How can I backup recorded video?

You can backup your recorded video by using any of the following methods.

- By setting automatic backup to Dropbox. (Dropbox account needed)
- By sharing your recorded video from VideoGram to your appointed method.

How do I retrieve my Home8 Mobile app password?

Go to the sign-in page of your Home8 app and tap "Forgot password?". Follow the instruction on screen to enter your phone number. You will then receive an access code via SMS. After input an Access Code that App requested, you can then reset the password by yourself. You will also receive a confirmation email after successfully reset your password.

How can I be certain my personal information is secured?

Our first level of security is authentication and your password is encrypted when you sign in to your account. At the next level where all data is transmitted, including videos, images, as well account information, bank-level AES data encryption is used.

How can I be sure unauthorized people are unable to look at my videos on the cloud?

With your privacy in mind, all data is encrypted with bank-level security, and each user has his/her own account to access the video. Our system alerts you and your authorized users when it detects login attempts from unauthorized smart devices.

How many locations can I manage from my Home8 app?

Home8 app is built to support multi-location management. You can manage as many locations as you would like, and we do not place a limit on the number of Home8 Systems you can purchase.

If I lose my smart device, what should I do to protect my Home8 account?

We recommend you to change your password as soon as possible by using other smart device with Home8 app installed to sign in to your account to make the change to your password. Alternatively, you may also contact us to disable your account for you.

Is there a place I can view the user manual online?

Yes, visit www.home8alarm.com/download , and then access user manuals.

What are the requirements prior to purchasing an Home8 System?

Because Home8 System is a fully IoT interactive system, it will require the following:

- Broadband Internet connection. (dial-up connections are not supported)
- DHCP enabled router with an available LAN port.
- Smart devices with internet connection.

What can I do if a camera is offline?

If a camera is showing as "offline", try power cycle on the camera first and wait approximately two minutes, if the offline situation persists, try moving the camera closer to the Security Shuttle and power cycle the device again. After tried the methods above, if the offline status is still not resolved, please contact our Technical Support for further troubleshooting assistance.

What can I do if my system is offline?

First, try checking your internet connection, if the connection is working properly, then unplug the network cable from your Security Shuttle for 10 seconds, and then reconnect it. If the Security Shuttle is still offline after 5 minutes, please contact our Technical Support for further troubleshooting assistance.

Troubleshooting Tips

Are your devices listed in your app?

If you're having trouble installing your devices, see if they're listed in your Home8 app:

- Navigate to ☰ > **Device Management** to see if all your devices are listed.
- Tap + next to the device category and follow the on-screen instructions to add any missing devices.

Are your devices communicating with Security Shuttle?

- If your devices don't connect to Security Shuttle, they might be too far away. Take them to a location that's closer to Security Shuttle and try again.
- If they do connect, you'll know the range of your device and where to install a range extender.
- Alternatively, you can move Security Shuttle closer to your device.
- If your devices still don't communicate with Security Shuttle, even when they're in the same room, navigate to ☰ > **Device Management** > + on the Home8 app to add your devices again.

Do you need to reset your camera?

If your camera isn't communicating with Security Shuttle, your app may ask you to reset your camera.

- Remove the top cover and locate the pinhole.
- Insert a pin and hold for 3-5 seconds until you hear a beep.
- Return to the app and follow the onscreen instructions.

Need help installing your Home8 system?

<http://www.home8alarm.com/download/>
support-global@home8systems.com



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