home8

Wi-Fi 3-in-1 Trio Sensor Add-on Device
Quickstart Guide

Model No. WTS3100

What's inside:

1 x Wi-Fi 3-in-1 Trio Sensor

7 x Double-sided Tapes

4 x Mounting Screws

1 x Battery (CR123A)

All Home8 add-on devices have to work with Home8 systems.

## Paso 1: Ensamble el dispositivo y los accesorios

1. Desempaque el dispositivo y los accesorios.
2. Empareje el dispositivo con el Security Shuttle dentro de un rango de 1-10 pies para asegurarse de que la conexión funciona correctamente.
3. Tire de la cinta de plástico negra en la parte posterior del dispositivo y quítela para establecer el contacto de la batería. El LED parpadeará en rojo durante un segundo.

Interruptor de seguridad
Tira de plástico

1-10 ft
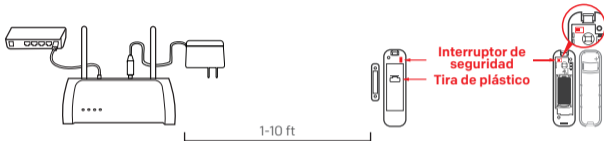
Paso 2: Agregue un dispositivo

1. Abra la aplicación Home8, pulse en el botón de menú " ☰ " y seleccionet " Administración de Dispositivo "
2. Presione el botón añadir " **+** " junto a la Lista de Sensores.
3. Siga las instrucciones de la aplicación para escanear el código QR situado en el dispositivo.

   Nota: Si el análisis es incompleto, se le pedirá que introduzca el número de serie (SN) del dispositivo.
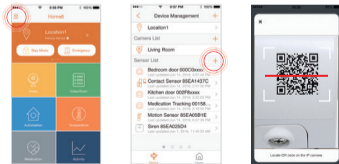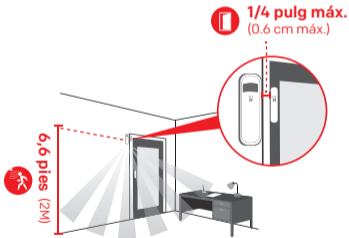
Paso 3: Monte el dispositivo

Antes de montar el dispositivo, compruebe si está dentro del rango del Security Shuttle.

1. Lleve el dispositivo a la habitación en la que desee utilizarlo.
2. Pruebe el dispositivo presionando el interruptor de seguridad durante 5 segundos y después soltándolo. Si recibe una notificación de que su dispositivo ha sido manipulado, significa que está dentro del rango. Monte el dispositivo con las cintas de doble cara incluidas.
3. Ahora puede ir a la ficha "**Energía**" para configurar su dispositivo.

Para optimizar el rendimiento, recomendamos orientar el sensor hacia un espacio abierto.

1/4 pulg máx. (0.6 cm máx.)

6,6 pies (2M)

- Para establecer un contacto adecuado, asegúrese de que las partes superiores de las dos piezas queden alineadas y montadas en posición vertical.
- La altura de montaje recomendada es de 6,6 pies (2 m).
- No coloque el dispositivo de cara a la ventana o hacia la luz del sol. No coloque el dispositivo de cara a una fuente de calor, como por ejemplo un calentador.

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/faq , 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 sensor?

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

• Open the front cover of the sensor.
• Remove the battery and insert again.
• Press the tamper switch four times within 1.5 seconds and during the 4th press, hold the tamper switch until the LED lights up. After 3 seconds the LED will turn OFF, and after the next 2 seconds, release the tamper switch. If reset successfully, the LED will light on for 1 second. Otherwise, the LED will flash once.
• Return to the app and follow the onscreen instructions.

Need help installing your Home8 system?

http://www.home8alarm.com/faq
support-global@home8systems.com