

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

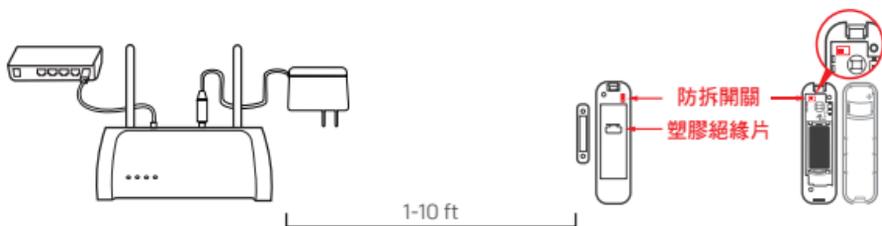


1 x Battery
(CR123A)

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

步驟一：組裝裝置與配件

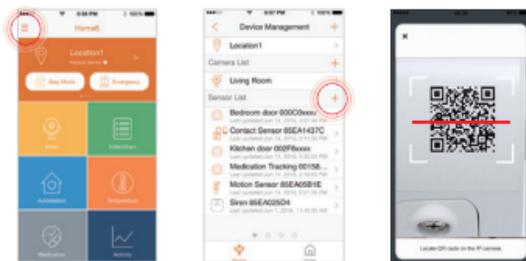
1. 取出包裝內所有的裝置及配件。
2. 為維持穩定的連線品質，請在距離安全主機 (Security Shuttle) 1-10 呎 (30-300 公分) 處進行配對。
3. 抽除裝置背面隔絕通電的塑膠絕緣片。LED 燈會閃爍一秒。



步驟二：新增裝置

1. 開啟 Home8 app，點選側邊選單圖示 "≡"，並選擇 "裝置管理"。
2. 點選 "感測器列表" 旁的新增按鈕 "+"。
3. 遵照 APP 上的指示掃描裝置上的 QR code。

請注意：若是掃描不成功，您將會被要求輸入裝置的序列號碼 (SN)。



步驟三：裝設裝置

在裝設裝置之前，請檢查裝置是否在安全主機的訊號溝通範圍內。

1. 將裝置拿到你要使用的地方。
2. 持續按壓防拆開關 5 秒後放開。如果接到警示通知偵測到裝置分離，表示該裝置已經在溝通訊號範圍內。使用隨附的雙面膠來裝設裝置。
3. 你可以到主頁的 " 能源管理 " 進行裝置設定。

為了讓裝置有最好的效能，建議將裝置朝開放空間安裝。



- 為確保感應的穩定性，請將兩個組件上方對齊，並以垂直 / 直立角度安裝。
- 建議的裝設高度為 6.6 英尺 (2 公尺)。
- 請勿讓裝置面向窗戶或陽光。也請勿讓裝置面向發熱的設備，如暖器。

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