

# home8

## ProtectionMate A Apartment Quickstart Guide

Model No. H11013US

### What's inside:



1x C1 Hub/Gateway



2x Door + Window Sensors



2x Keychain Remotes



1x Power Adapter



4x Double-Sided Tapes



1x Ethernet Cable



2x Batteries (CR123A)



1x RF Dongle +  
USB Adapter

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

## Step 1: Assemble your hardware

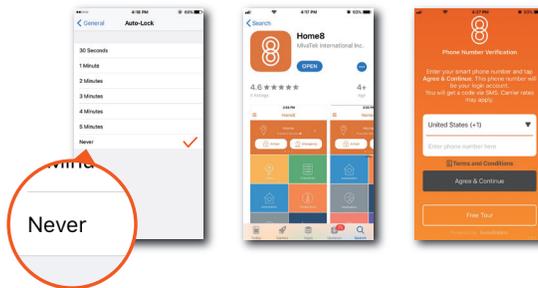
Unpack all of your hardware within 1-10 feet of your home router.

1. Connect the Gateway to your DHCP-enabled router with the included Ethernet cable.
2. Pair the device with the Gateway within 1-10 feet to make sure the connection is working well.
3. Add batteries to your Door + Window sensors.



## Step 2: Set up your smartphone

Your phone will disrupt the setup process if it goes to sleep. So before you register your devices, disable the autolock feature on your smartphone. You can enable it after you've set up your system.



**Next:**

- Connect your smartphone to your home Wi-Fi.
- Download the Home8 app from the App Store or Google Play.
- Follow the on-screen instructions and set up your account.

## Step 3: Activate your system

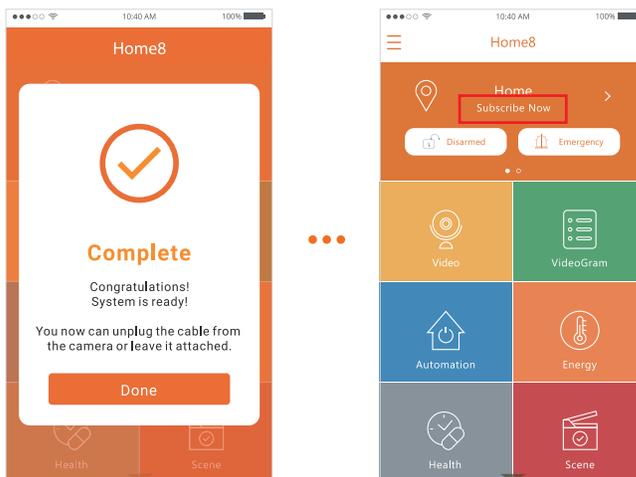
1. Tap the **Activate Now** button. (Activation process takes approximately 2 minutes)

Note: When the activation process cannot be completed normally, the app will ask you to scan the Gateway QR code, located on the bottom of the Gateway, to continue.

2. When you see the **System is ready!** message, your system is ready for use.

Following your activation, in order for you to become familiar with the use and operation of the system, you have a one (1)day free trial period to practice using the system.

During this period, the system will only send video notification to the owner, authorized users, and/or emergency contacts as assigned by the owner but professional call center monitoring services will not be connected.

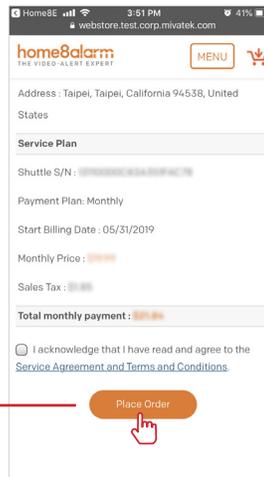


## Step 4: Subscribe to the Service

1. On the home screen, tap the **Subscribe Now**.
2. Provide contact and payment method information.
3. Review order information and click **Place Order**.

Once your subscription is successful, the system state will change to "Practice Mode" for one day. During this period, when your alarm is triggered, you will receive an automated SMS message but emergency services are not automatically dispatched.

With Professional Monitoring Service, after the 1-Day Practice Period, the system state will change to "In Service", you'll receive 24/7 monitoring for your system. If event-triggered recording is not opened by the owner or an authorized user in 60 seconds, the system will notify the monitoring center immediately. Our monitoring center will begin calling your list of emergency contacts.



## 1 Day Practice Mode



## Step 5: Mount your devices

**Before you mount your sensors, see if they're within Gateway's range.**

1. Take your Door + Window sensors to the rooms you want to use them in.
2. Open the battery cover of each device you want to install.
3. If you get a notification that says your device has been tampered with, it's within range.
4. Replace the battery cover and mount the device with the included screws or double-sided tape.

**Before you use your Keychain Remote**

1. Take your device to the room you want to use it in.
2. Press the Arm/Disarm button. The LED should blink.
3. If you receive a push notification saying "System is armed/disarmed by keychain remote", it's within range.



## 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](http://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 Gateway 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 Gateway for 10 seconds, and then reconnect it. If the Gateway 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 Gateway?

- If your devices don't connect to Gateway, they might be too far away. Take them to a location that's closer to Gateway 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 Gateway closer to your device.
- If your devices still don't communicate with Gateway, even when they're in the same room, navigate to ☰ > **Device Management** > + on the Home8 app to add your devices again.

## Need help installing your Home8 system?

<https://www.home8alarm.com/faq/>  
[support@home8alarm.com](mailto:support@home8alarm.com)