

## Installation Guide

Quick and simple guide to installing the gateway and sensors equipment package

Please read through entire guide PRIOR to beginning set up.

### What's included

- Gateway
- Temperature sensor
- Water sensors (5)
- Ethernet cable
- Antenna
- Power cord
- Zip ties
- Adhesive strips

### Tools needed

- Computer with internet access or mobile device

### Additional resources

For a list of FAQs, go to: <https://JewelersMutual-JewelryStore.iot.hsb.com/enrollment#faq>

### Download the app

You may choose to install your equipment using the HSB iSensor app or use the instructions that follow.



App Store<sup>®</sup>



Google Play<sup>™</sup>



### 1. Set up the gateway



- 1 Attach the antenna.
- 2 The gateway should be placed where there is cell signal, such as near window. **Do not place in the basement.**
- 3 Using the power cord provided, plug the gateway into an outlet not connected to a light switch.
- 4 A green light will flash followed by a red flashing light as the gateway attempts to connect. The light will turn solid green once connected.
- 5 The gateway may take up to 5 minutes to connect.

### 2. Place temperature sensor



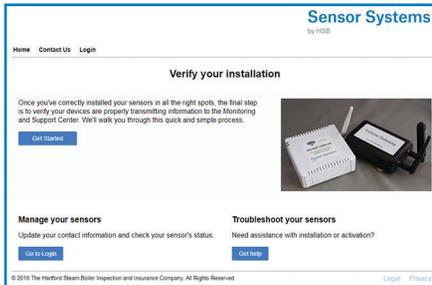
- 1 Place sensor in a heated area with a thermostat to monitor internal temperature and humidity levels.
- 2 Activate sensor by gently tapping it with your finger and turning over (label face down), waiting 10 seconds and turning face up.
- 3 A green light will flash as sensor connects and will turn solid green once connected.
- 4 The green light will turn off to save battery life.
- 5 Using adhesive strips, mount sensors with the sensor bubble at the bottom to make changing of the batteries easier.

### 3. Place water sensors



- 1 Place water sensors on the floor away from foot traffic where they cannot be disturbed. Suggested placement locations are in a bathroom, under a sink, near a hot water heater, next to a boiler, near a sump pump, or in a low area where water can gather.
- 2 Activate sensors by gently tapping with your finger and turning over (label face down), waiting 10 seconds and turning face up.
- 3 A green light will flash as sensors connect and will turn solid green once connected.
- 4 The light is located above the label and may be dim.

## 4. Account setup



- 1 You will need a computer or mobile device with an Internet connection to complete your account setup.
- 2 Using the username and password sent via email, go to <https://JewelersMutual-JewelryStore.iot.hsb.com> and click Get Started to be guided through the rest of your account setup.
- 3 Once complete, verify signal strength of the gateway. If it's showing a weak signal (1 bar or less), try moving the gateway to a new location.

## Troubleshooting

- 1 If you have questions regarding your equipment or installation, call the **HSB Monitoring and Support Center (MSC)** at (844) 468-1866, Monday-Friday, 8 a.m. – 8 p.m. Eastern Time. When asked for the unique sensor ID, use the last 4 digits of the sensor serial number outlined below.



- 2 If you have no cellular signal in your location, there is an option to use an Ethernet connection for the gateway using the included cable. Please contact the MSC for guidance.
- 3 If a sensor does not appear to activate, turn it over again for 10 seconds. Do this up to 3 times. If the green light blinks rapidly after 3 activation attempts, contact the MSC.

## Congratulations

Your equipment and account are now active. Your designated contacts should receive an alert if a condition requires attention.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Any changes or modifications to this device not approved by Hartford Steam Boiler or Meshify could void the user's authority to operate the equipment.

