



Product Manual

Version 1.0

WELCOME TO wallyHOME™

Wally allows you to monitor the moisture, temperature and humidity levels throughout your entire home. We are excited that you have decided to protect your home with Wally.

YOUR wallyHOME™ SYSTEM INCLUDES:

Hub x 1



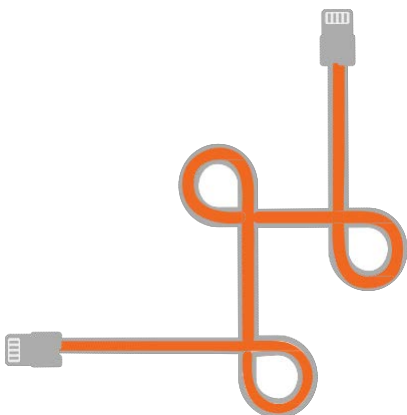
Model: 810-00008

Sensor x 6

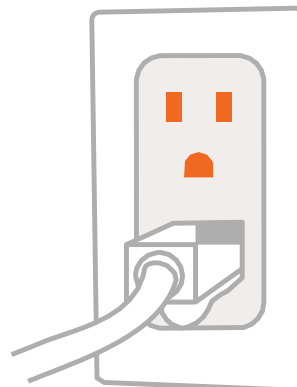


Model: 810-00011

Ethernet cord x 1



Power cord x 1



These pieces are all you need to get started. If you wish to purchase additional Hubs or sensors, visit www.wallyhome.com/buy.

Compatibility:

Wallyhome is compatible with Internet Explorer 10+ and the most recent versions of Chrome, Firefox and Safari. To download the most recent version of your browser, visit www.wallyhome.com/unsupported

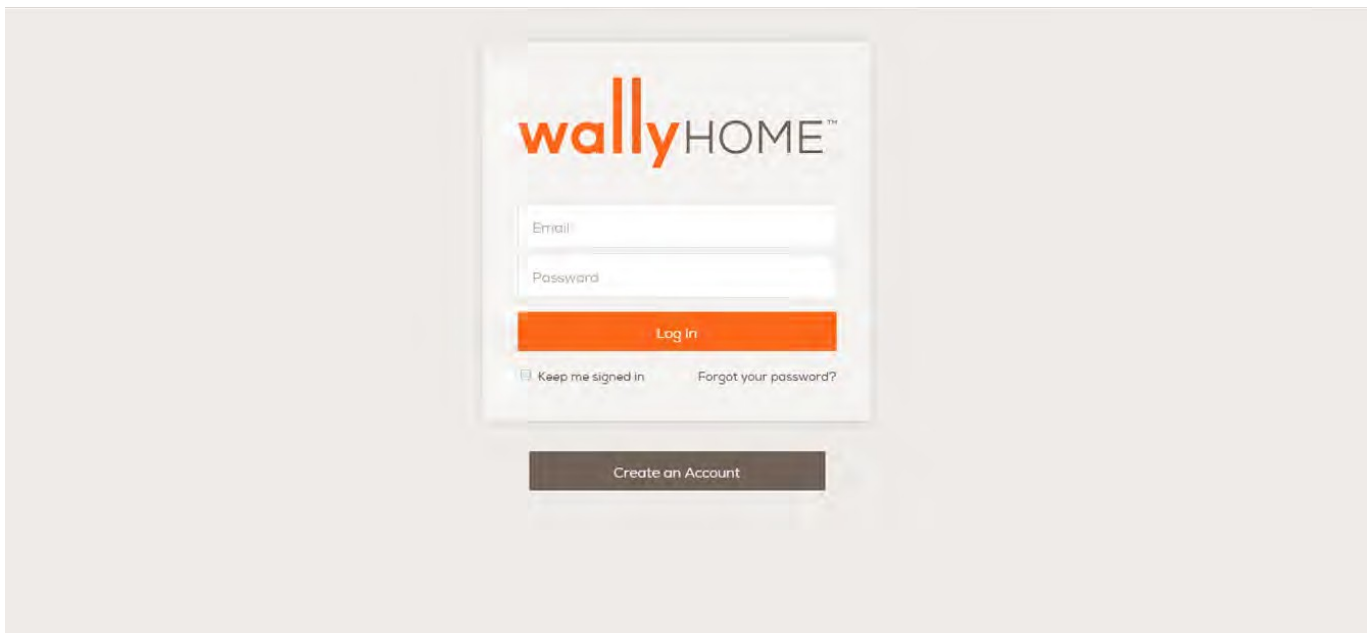
Requirements:

This Requirements Policy is part of the Terms of Use between you and SNUPI (the “Terms”). Capitalized terms used in this Requirements Policy have the meaning given in the Terms.

1. Wally is intended for indoor use only.
2. Wally should be used in temperatures ranging from 0°F to 140°F. Prolonged exposure of Wally to extreme temperatures will degrade its performance and lifespan.
3. Wally requires a working DSL/cable modem, or LAN-based, always-on, high-speed Internet connection in your home that is positioned to communicate reliably with the Wally DEVICES. If your modem is not a modem/router combination, you should install a router between your modem and your computer, to share the Internet connection with your Wally Hub. Visit www.wallyhome.com/support/ for a solution to limited access to Ethernet ports.
4. Wally requires that you establish an account at <https://my.wallyhome.com/>
5. Some Wally functionality requires mobile clients, such as a supported phone or tablet.
6. Wally requires an Ethernet or WiFi (if supported – check the online FAQ at <http://www.wallyhome.com/help/does-my-hub-support-wifi/>) connection to your router or other Internet connection.
7. Wally must be connected directly to a 120v grounded wall outlet.

To Begin:

Open a web browser on your computer and go to <https://my.wallyhome.com/>. You will be presented with the following page:

The image shows the login page for WallyHOME. At the top, the logo "wallyHOME™" is displayed in orange and grey. Below the logo are two input fields: "Email" and "Password". Under these fields is an orange "Log In" button. Below the button are two links: "Keep me signed in" (with a checkbox) and "Forgot your password?". At the bottom of the login form is a dark grey button labeled "Create an Account".

wallyHOME™

Email

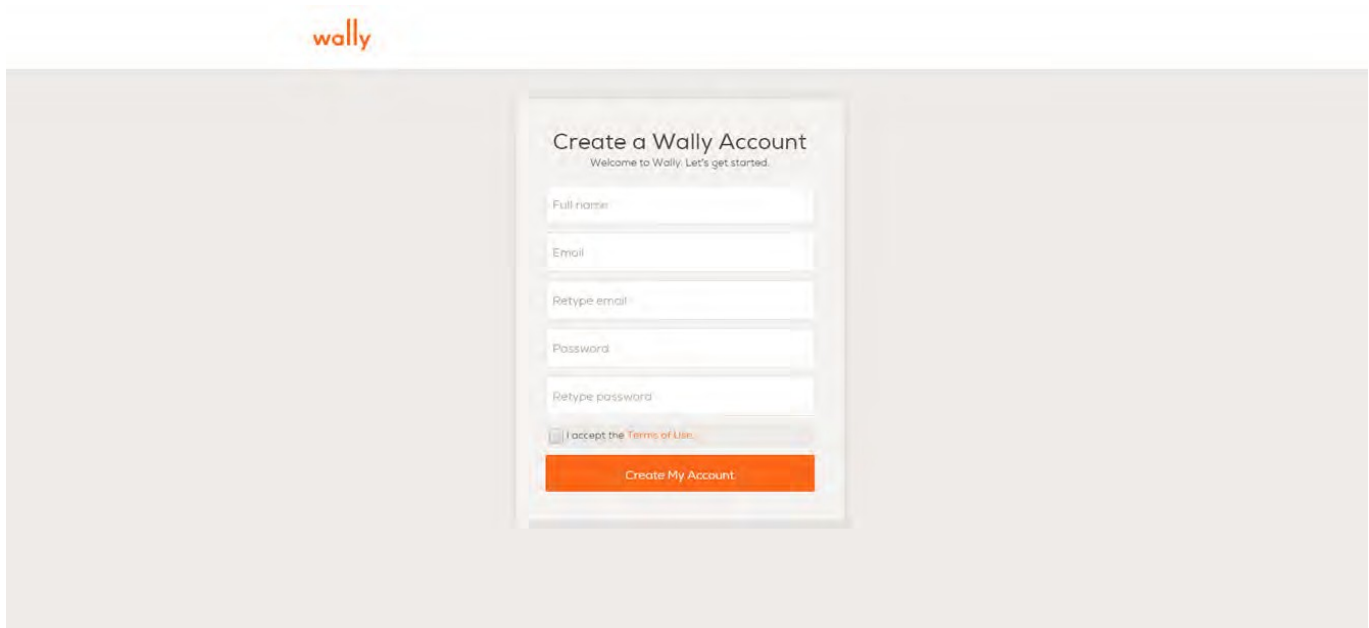
Password

Log In

☐ Keep me signed in [Forgot your password?](#)

Create an Account

Click on the “**Create an Account**” button.

The image shows the account creation page for Wally. At the top left is the "wally" logo. The main heading is "Create a Wally Account" with the subtext "Welcome to Wally. Let's get started." Below this are five input fields: "Full name", "Email", "Retype email", "Password", and "Retype password". Below the fields is a checkbox labeled "I accept the Terms of Use:". At the bottom is an orange button labeled "Create My Account".

wally

Create a Wally Account

Welcome to Wally. Let's get started.

Full name

Email

Retype email

Password

Retype password

☐ I accept the [Terms of Use](#).

Create My Account

Enter in your information and then continue by clicking the “**Create an Account**” button.

Set Up Alert List

Add any additional contacts that you would like alerted should Wally detect a hazard or conditions that require maintenance. You have the option to designate contacts as “Primary” or “Emergency.”

The screenshot shows the 'Set Up Alert List' page. On the left, the 'Add Alert Contact' form is visible, with the 'Primary' radio button selected. On the right, the 'Primary Contacts' list contains one contact: John Doe, with email johndoe@gmail.com and phone +12065555555. Below this list is a 'Continue' button.

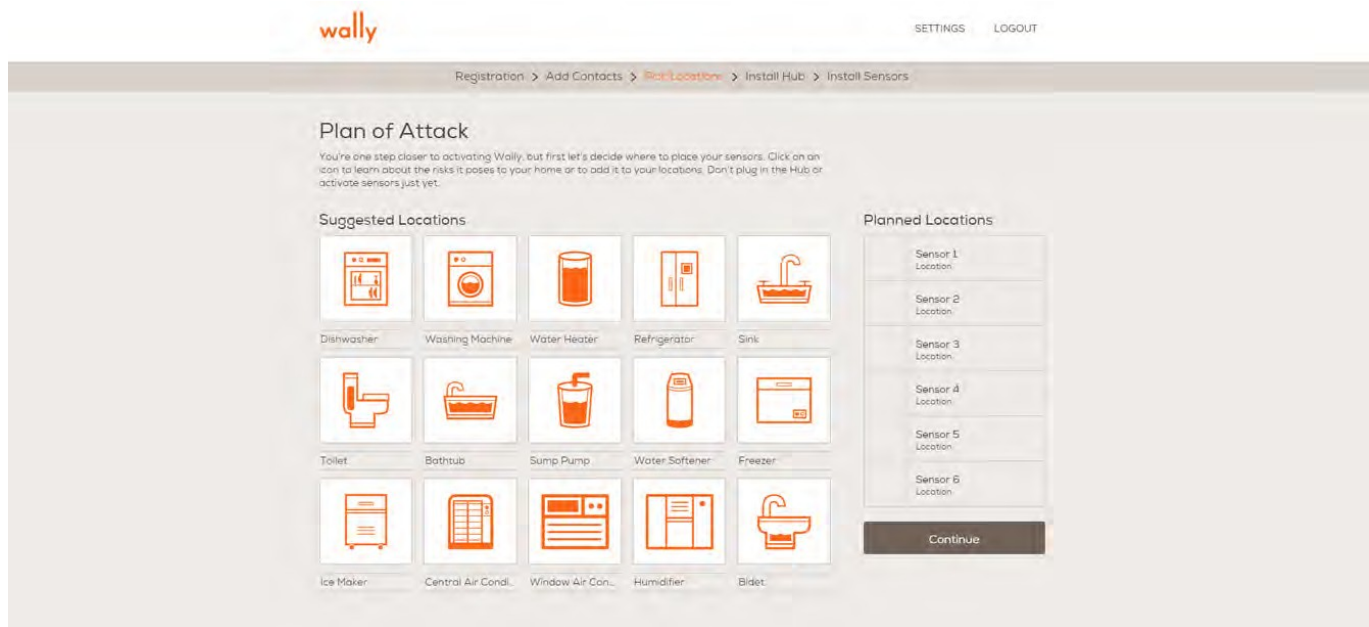
Primary contacts: may be alerted via email, text or push notification for both urgent and preventative care.

The screenshot shows the 'Set Up Alert List' page. On the left, the 'Add Alert Contact' form is visible, with the 'Emergency' radio button selected. On the right, the 'Emergency Contacts' list contains one contact: Jane Doe, with phone +14253333333. Below this list is a 'Continue' button.

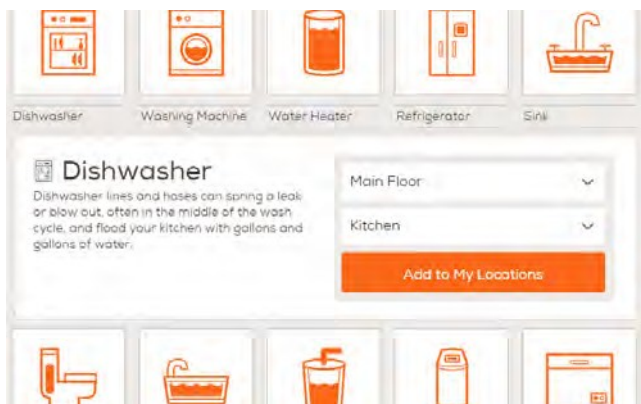
Emergency contacts will only receive text messages if a sensor detects moisture.

Plan of Attack

Next, you will have the opportunity to “**Plan Your Attack.**” On this set-up page, you will be able to designate where each sensor will go within your home. Simply click on the icon of each area where you’d like to place a sensor and then use the drop down menus to designate the floor and room for each sensor.



Use this page to plan where each of your sensors will be placed in your home.



Simply click on one of the tiles and then customize the floor in specific room to make the reading applicable to your home.

Finish by clicking the orange “**Add to My Locations**” button. This will add the tile to the right column titled “My Locations”

Once you have added all locations to “My Locations”, click the brown “**Continue**” button to finish planning your attack

Connect Your Hub

Now that you have planned your attack, you are ready to connect your Hub to your network.

Ethernet Installation

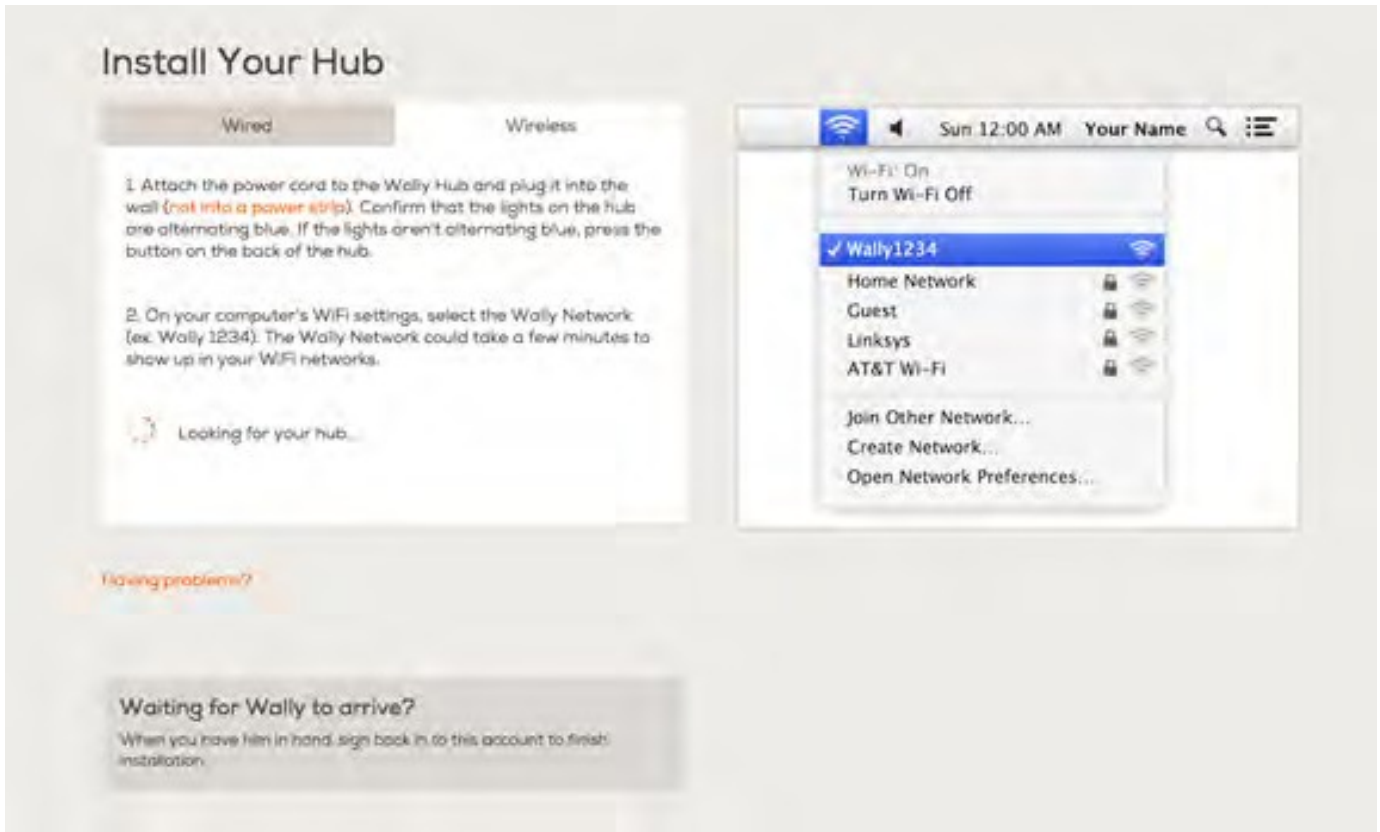
Click on the “Wired” tab and follow the step-by-step instructions.



WiFi Installation

Click on the “Wireless” tab and follow the step-by-step instructions.

WiFi Installation (cont'd)



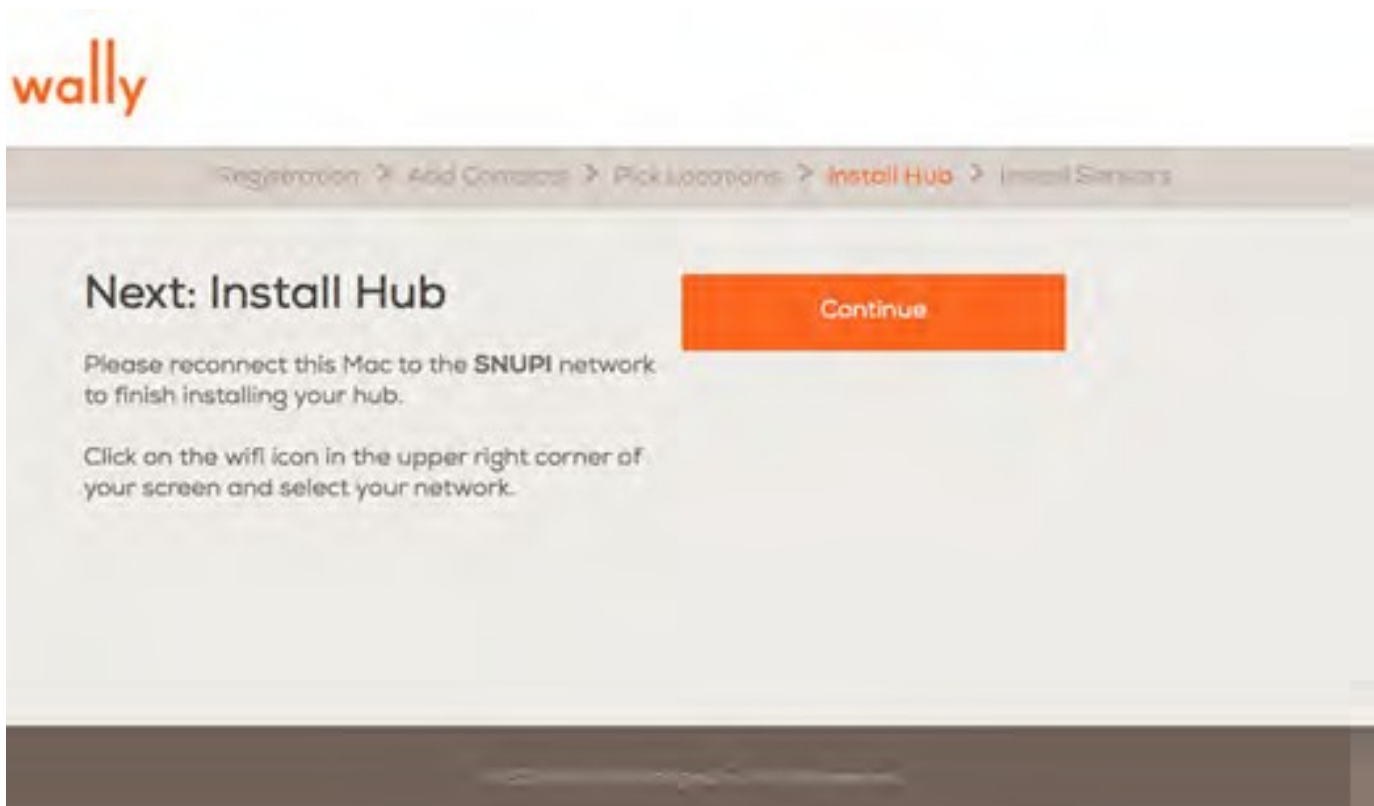
Once you've connected to the Wally Network, a screen will pop up and prompt you to connect to your Hub's WiFi network.



Click the orange “**Connect to WiFi network**” button. On the following two screens select the home WiFi network you want to connect your Hub to and the password for this network.

After you click the orange “**Connect**” button, your hub will disconnect from your computer and attempt to connect to the home WiFi network.

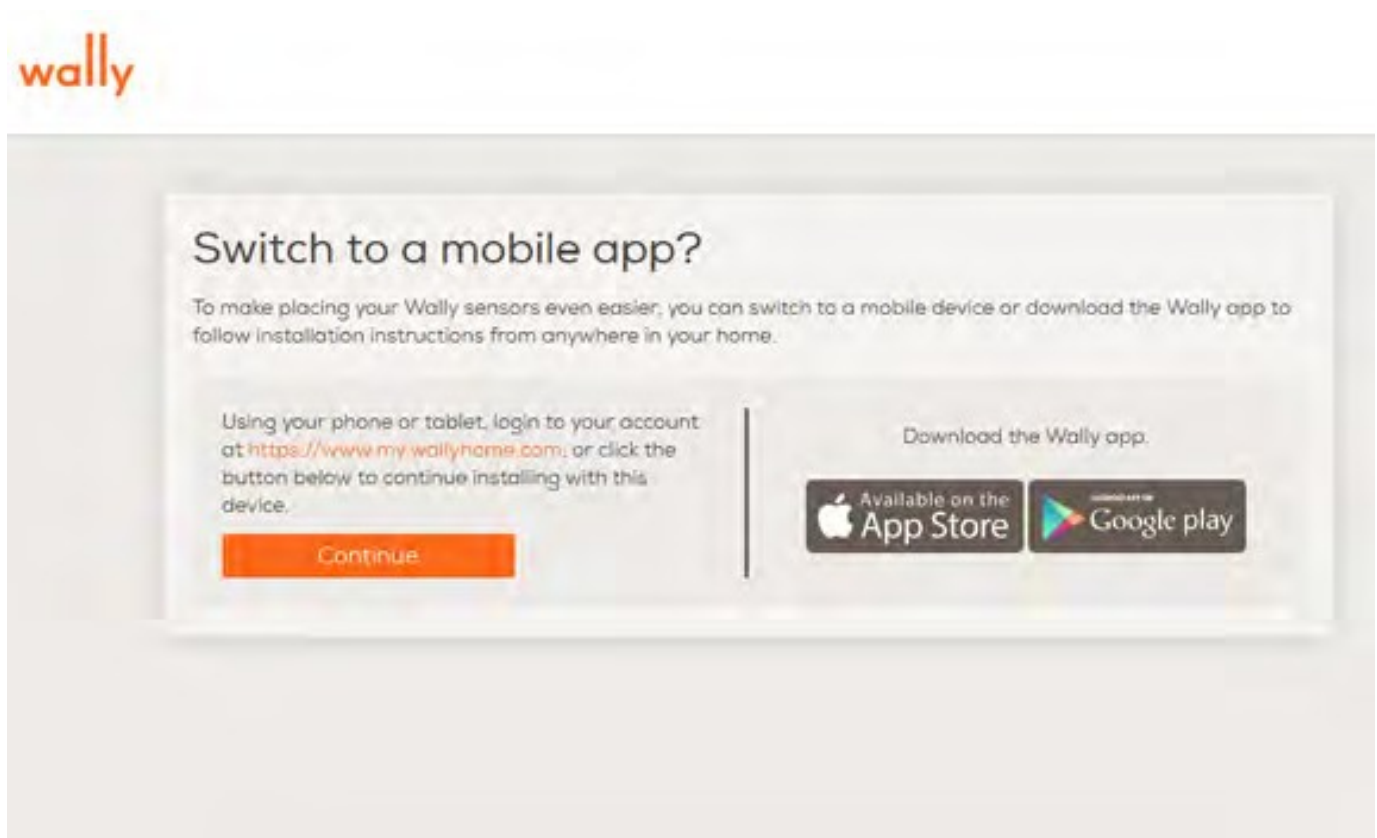
Re-connect your computer to your home WiFi network. If your hub has successfully connected to your WiFi network, both hub lights will become solid orange. If this does not happen and the hub lights return to alternately flashing blue, the hub has not connected to your home WiFi network and you will need to press the button on the back of your hub and re-attempt the process. If you continue to be unsuccessful, try some of the tips in the troubleshooting section of the support page (<http://www.wallyhome.com/support/>) or contact customer service (support@wallyhome.com).



After your computer is connected to your home network and both of the hub lights are solid orange, click the orange “**Continue**” button to complete installing your hub.

Successful Hub Installation

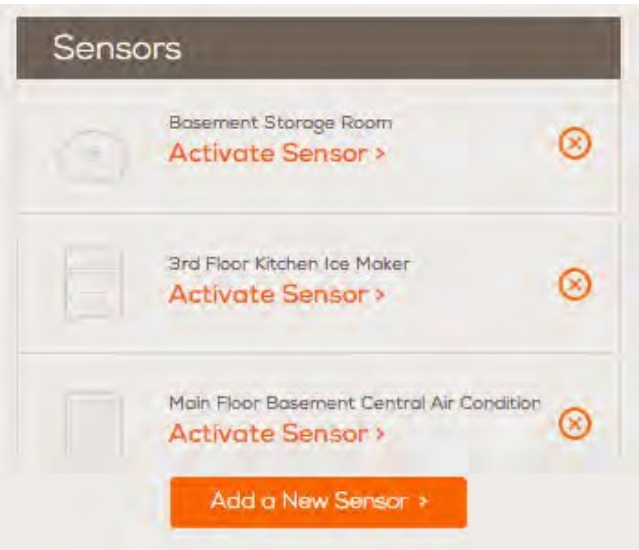
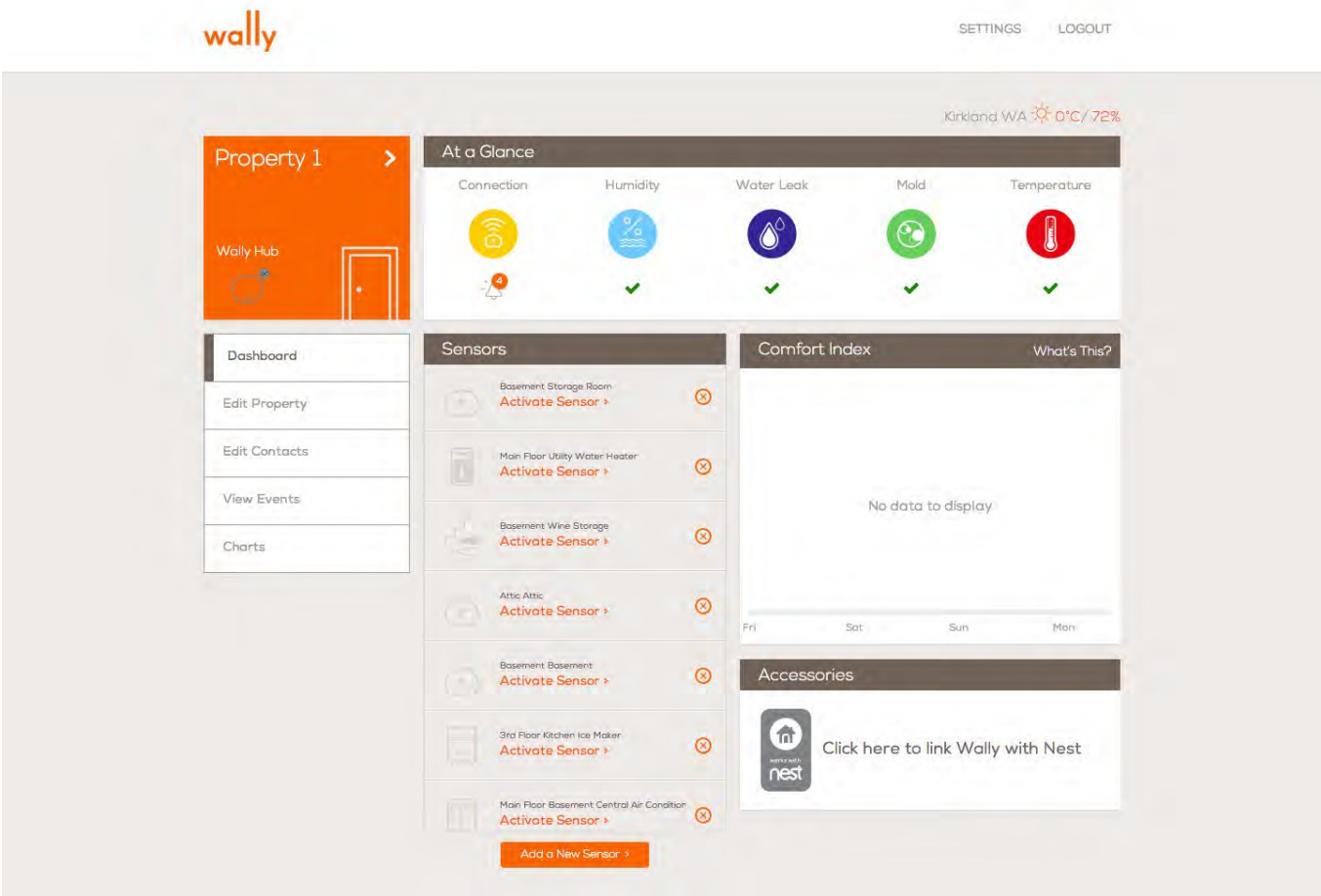
Once you have completed either the wired or wireless installation, you will see the following screen.



At this point, you may continue installation on a mobile device. If you prefer not to move to a mobile device, simply press the button labeled “Continue” and proceed as directed. If you prefer to continue on a mobile device please skip to page 10 to learn how to access your account on a mobile device and continue installing sensors.

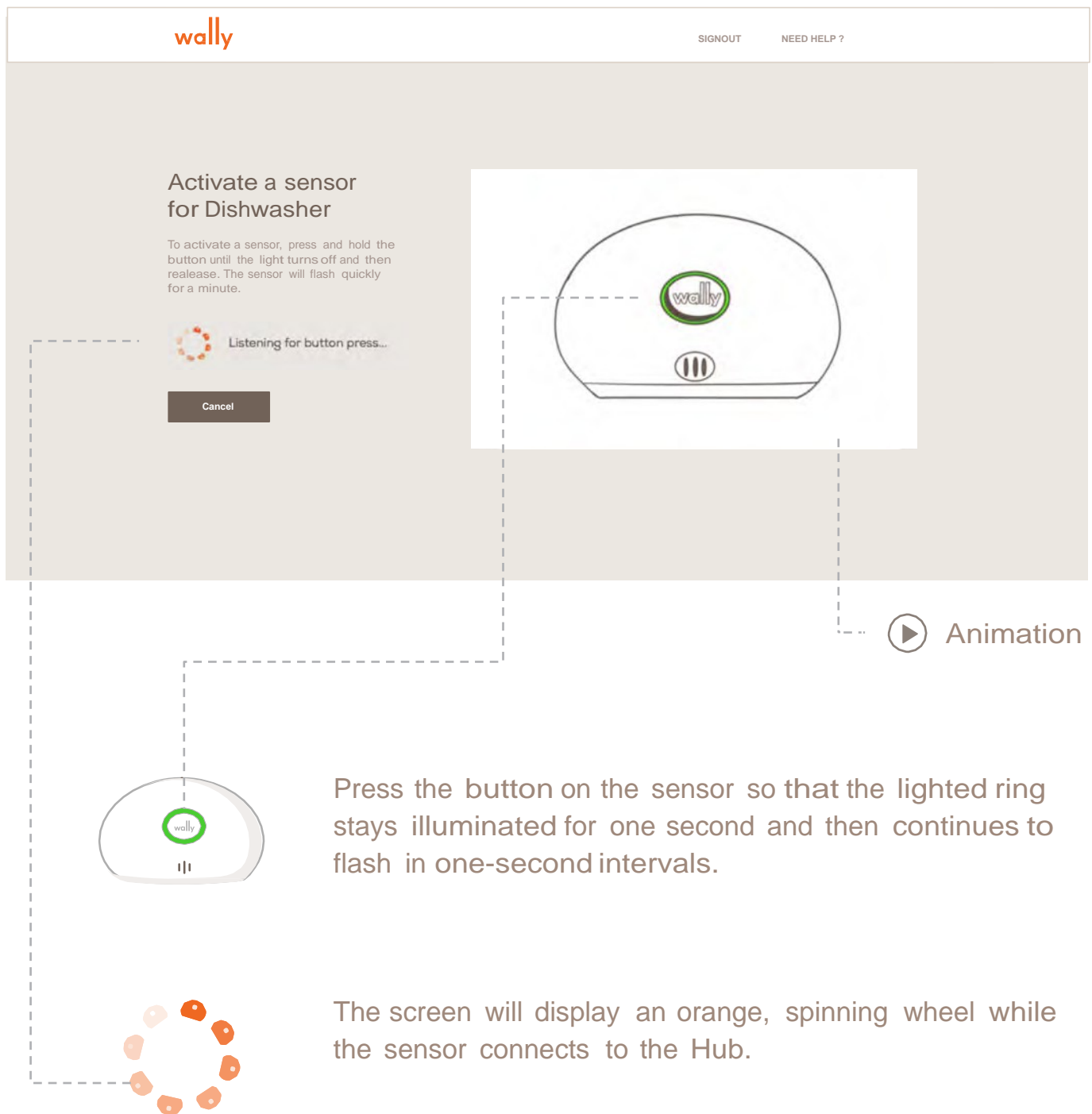
Once you have established your plan of attack and connected your Hub, you will need to activate all of your sensors. Each grey tile represents an inactive sensor on your dashboard.

Activate your Sensors



To activate a sensor, click on the “**Activate This Sensor**” link.

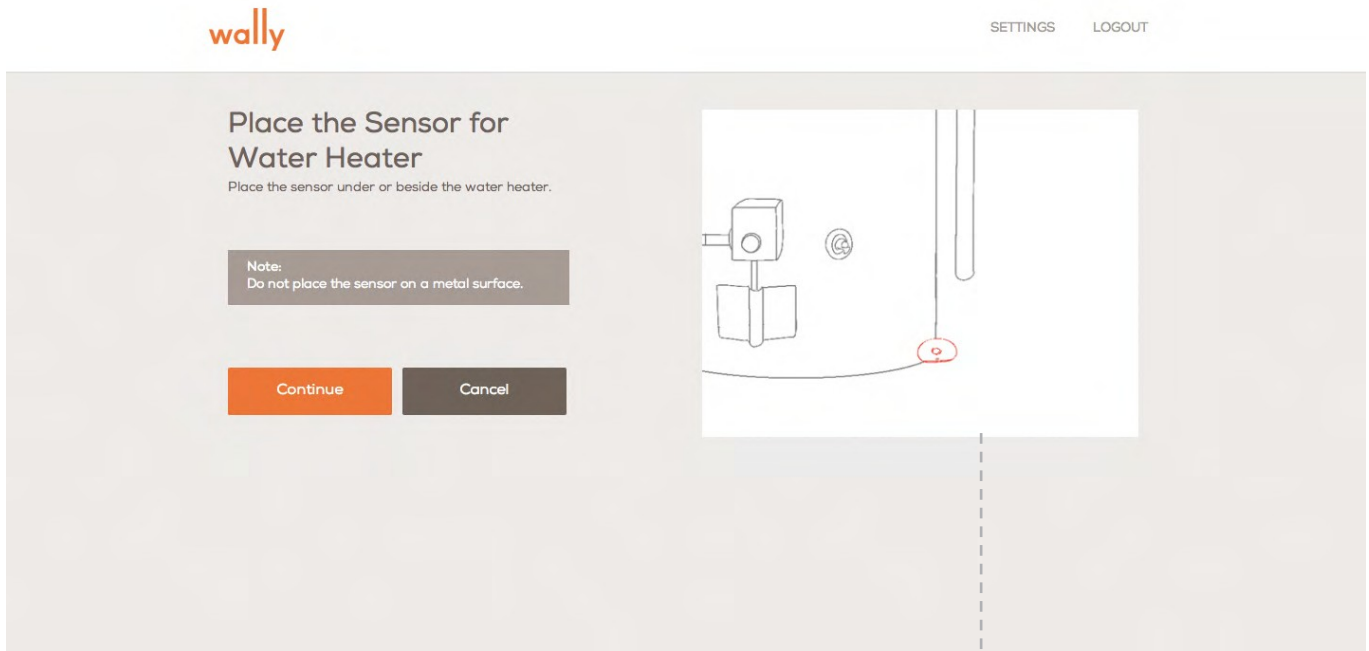
Once you click this button, you will be directed to the “**Activate a Sensor**” page.



Once the sensor connects, you will hear a chime indicating that the sensor has been detected by the Hub.

Place a Sensor

You will then be directed to a page that displays the recommended location for the sensor. Once you place the sensor in the desired location, press the orange “Continue” button to proceed to the next page.

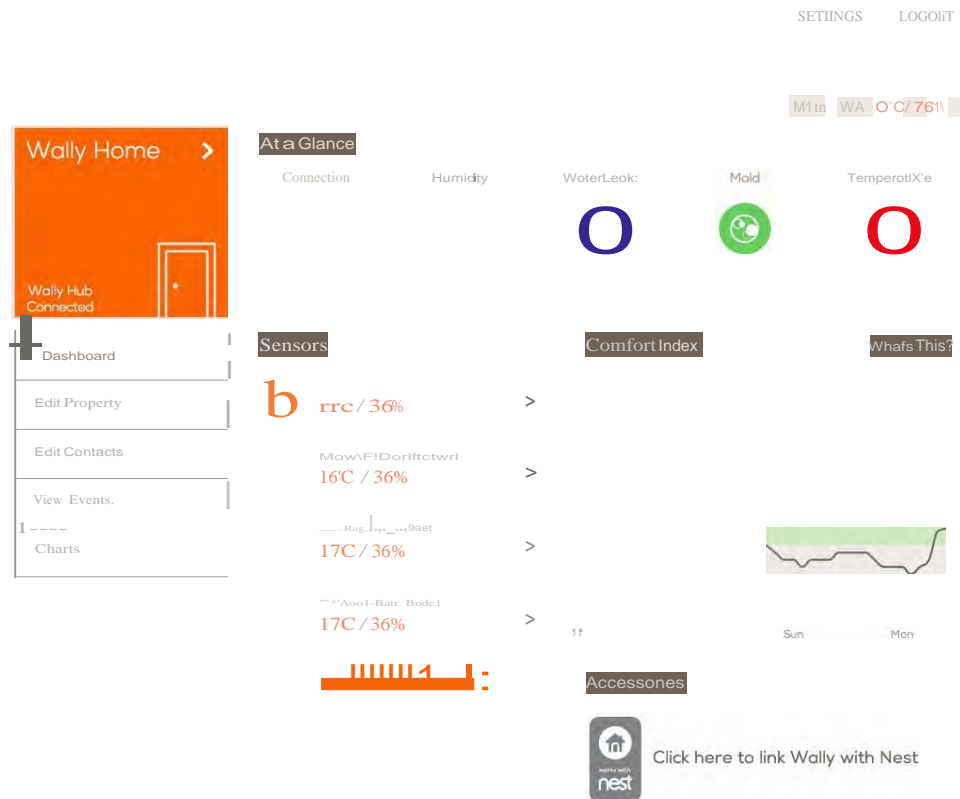


Repeat this step for
your remaining sensors

▶ Animation

Dashboard

Once you have installed all sensors, you can view the overall health of your home using your dashboard.



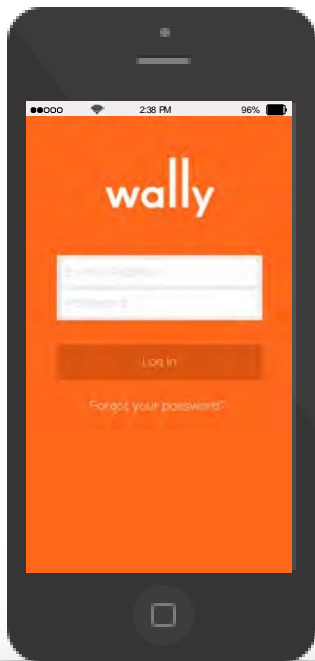
Installing With The iOS App

At this point, you can continue installation using the Wally app on a mobile device. In order to proceed using your mobile device, visit the Apple Store or Google Play store and download the Wally iOS App or Android App for your phone.

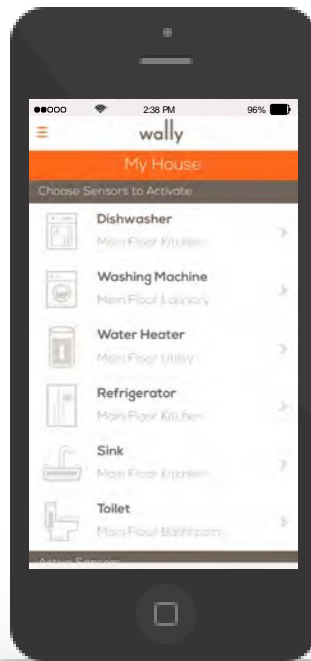


When the application launches, remember to accept push notifications from Wally. This will allow you to be alerted of significant changes detected in your home, such as a water leak. Once you have accepted push notifications, the app will prompt you to log into the account that you have recently created on the Wally web app.

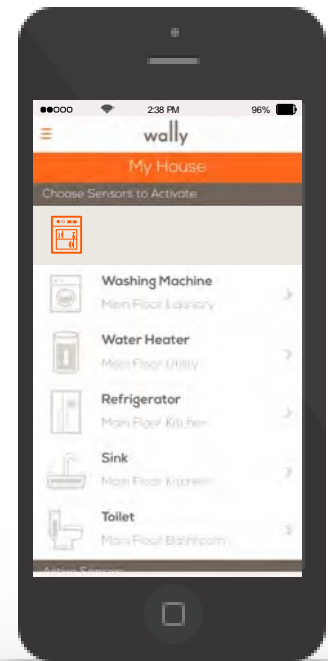
Wally iOS App



Once you have logged in, your dashboard will appear displaying the six locations you chose to place sensors from the **“Plan of Attack”** section earlier.



The locations will appear in a grey color because they have not yet been activated.



To activate a sensor from your dashboard, tap the name of the first sensor that you'd like to place.

Wally iOS App

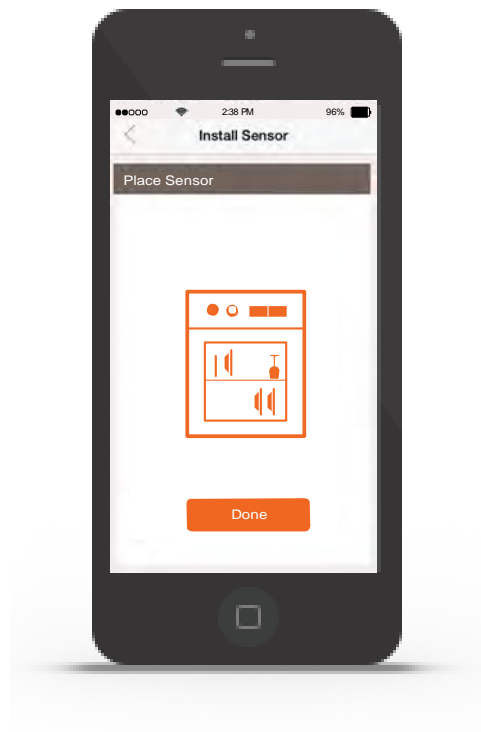


Press the button on the sensor so that the lighted ring stays illuminated for one second and then continues to flash in one-second intervals.

While the sensor attempts to connect to the Hub, the mobile dashboard screen will display a “spinner” to let you know that the sensor is attempting connection.



Once the sensor connects, a chime will sound and the page will advance.

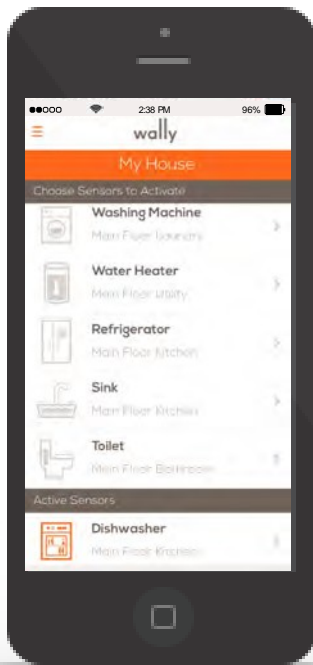


An animation will display how best to place the sensor in the desired location.

A steadily blinking label saying “Wally Sensor Activated” appears on the top to confirm that the button press triggered a successful activation of the sensor.

After placing the sensor, press “Done” on your mobile device. You will be returned to your dashboard screen.

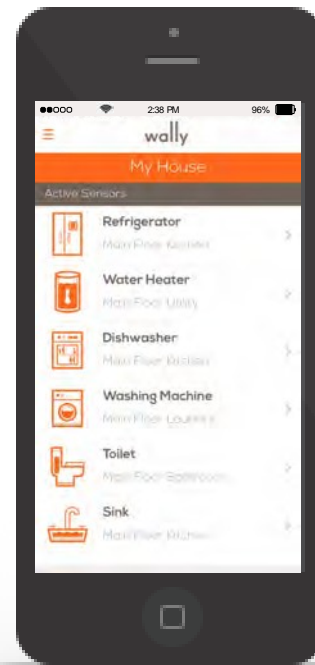
Wally iOS App



The sensor you have just activated will appear under the “**Active Sensors**” banner on the dashboard. The remaining sensors will remain under the “**Sensors To Activate**” banner.

The “**Recent Activity**” section will display a message indicating which sensor was just paired.

Repeat this process until all the sensors have been activated.



Once all of your sensors have been activated, you can tap on any one of your active sensors to see the “**Sensor Detail**” page.

This will display the humidity and temperature readings of an individual sensor. You can also set the humidity and temperature thresholds for the sensor.

Wally Alerts

WallyHome has three levels of alerts to better reach you and those on your contact list.

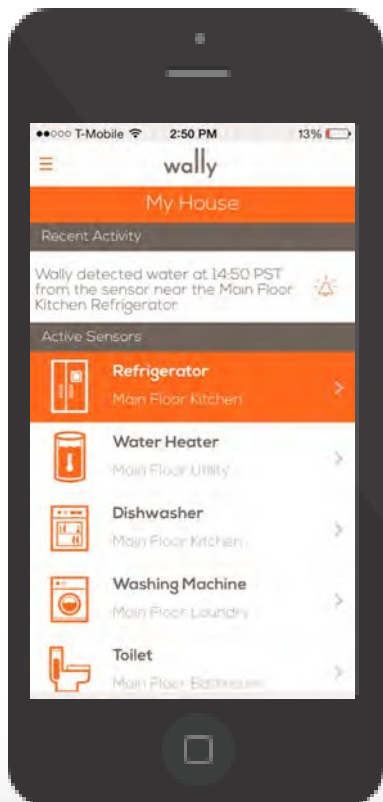
High-priority alerts:

Wally will send a high-priority alert should any of the following circumstances be detected:

- One of your Wally sensors detects water.

Should this situation be detected, Wally will send a text message to your primary and emergency contacts as well as an email and push notification to the primary contact. These messages will be sent immediately and then repeated after 5 minutes unless acknowledged by one of the contacts.

A contact can acknowledge an alert through a text message or by clicking on the link sent via email. An alert acknowledgement will be sent to all contacts (primary and emergency) in order to notify them of who accepted the alert. In addition to notifications, an alert icon will appear in the dashboard. Once the alert is acknowledged, the sensor will not be triggered again for 2 hours.



Wally Alerts (cont'd)

Medium-priority alert:

Wally will send a medium-priority alert should any of the following circumstances be detected:

- A sensor reads temperature and humidity that is outside of your established thresholds.
- Your Hub stops communicating with the sensors.
- Your Hub starts communicating with your sensors after being unresponsive.
- One of your Wally sensors has stopped communicating with the Hub.
- One of your Wally sensors begins communicating with the Hub after being unresponsive.
- The Hub detects a Wally sensor button press.
- Movement of a Wally sensor is detected.

Should any of these situations be detected, Wally will send an email and a silent push notification to all primary contacts. In addition, an alert icon will appear on your dashboard.

Low-priority alert:

Wally will send a low-priority alert should any of the following circumstances be detected:

- One of your Wally sensors has a low battery.
- Wally sensors detect conditions that are conducive to mold growth.

Should any of these situations be detected, Wally will send an email to all primary contacts. In addition, an alert icon will appear on your dashboard.

Alert Thresholds:

Outdoor	0°F	140°F	0%	100%*	
Any heated indoor (bathroom, bedroom, etc.)	50°F	100°F	30%	100%*	Recommended range location for preventing freezing pipes based on indoor temp
Attic	35°F	120°F	0%	100%*	Freezing pipes, overheating attic (can shorten life of shingle)
Crawlspace/basement	35°F	100°F	0%	100%*	
Garage	35°F	100°F	0%	100%*	
Water heater	35°F	100°F	0%	100%*	Freezing pipes
Under sinks	50°F	100°F	0%	100%*	
Dishwasher, washing machine	50°F	100°F	0%	100%*	
Refrigerator	50°F	100°F	0%	100%*	
Wine cellar	45°F	65°F	55%	75%*	

High Thresholds:

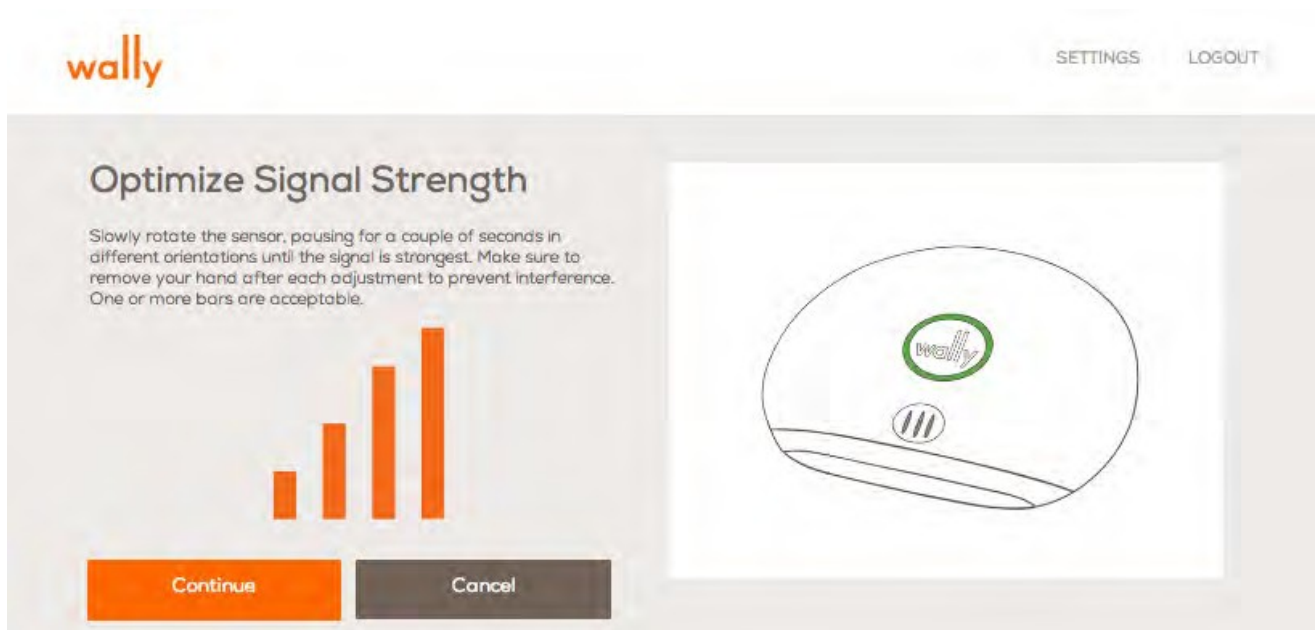
Thresholds can fluctuate significantly. We recommend keeping the high humidity set to 100% to limit false alarms. High humidity data will always be collected and monitored for risk of mold.

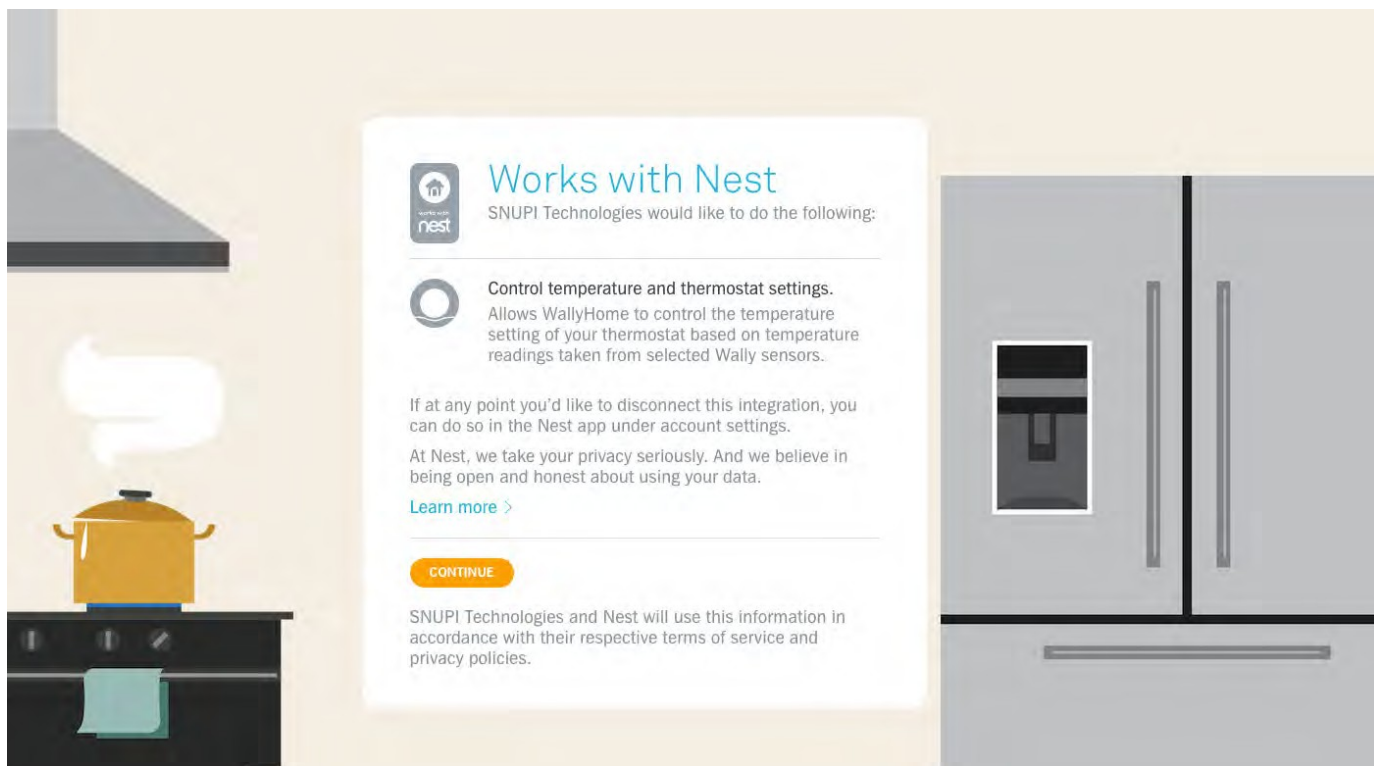
Optimal Sensor Placement

From the sensor detail page, click on the Sensor Strength navigation item at left. (from the mobile app, click **Edit** and then **Check Signal Strength**). Follow the on-screen instructions, making sure that the green light is flashing (this indicates that the sensor is transmitting and allows the Hub to determine the signal strength).

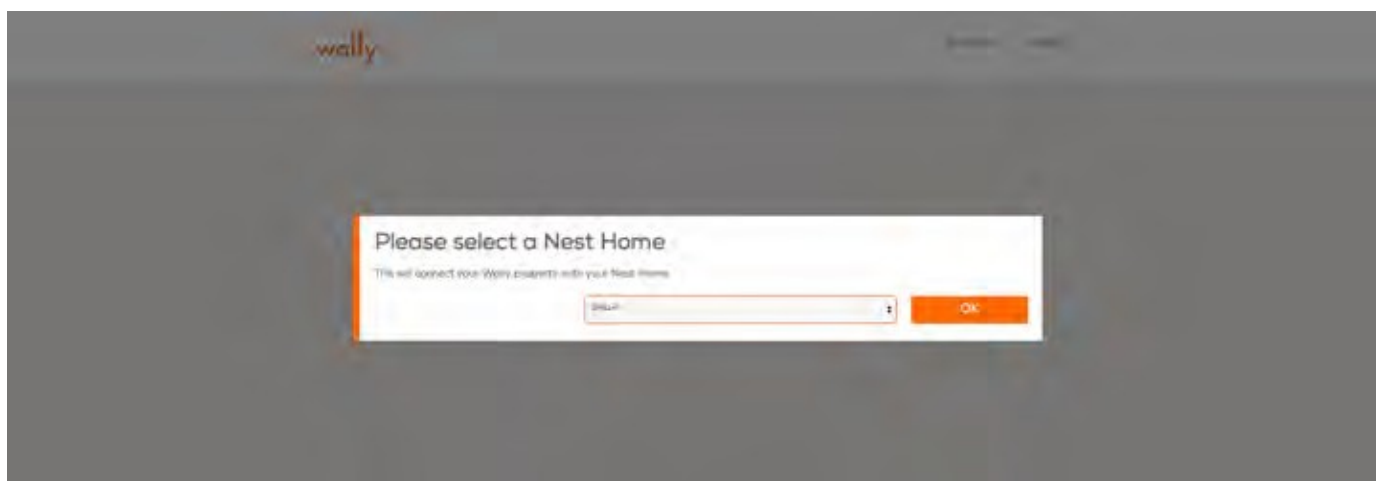


Rotate and/or change its orientation from vertical to horizontal (or vice versa) to get the maximum number of bars. Make sure to remove your hand after adjusting the sensor to prevent interference. Once you've found the best orientation, click the orange "**Continue**" button. If you cannot get any bars, please contact customer support.

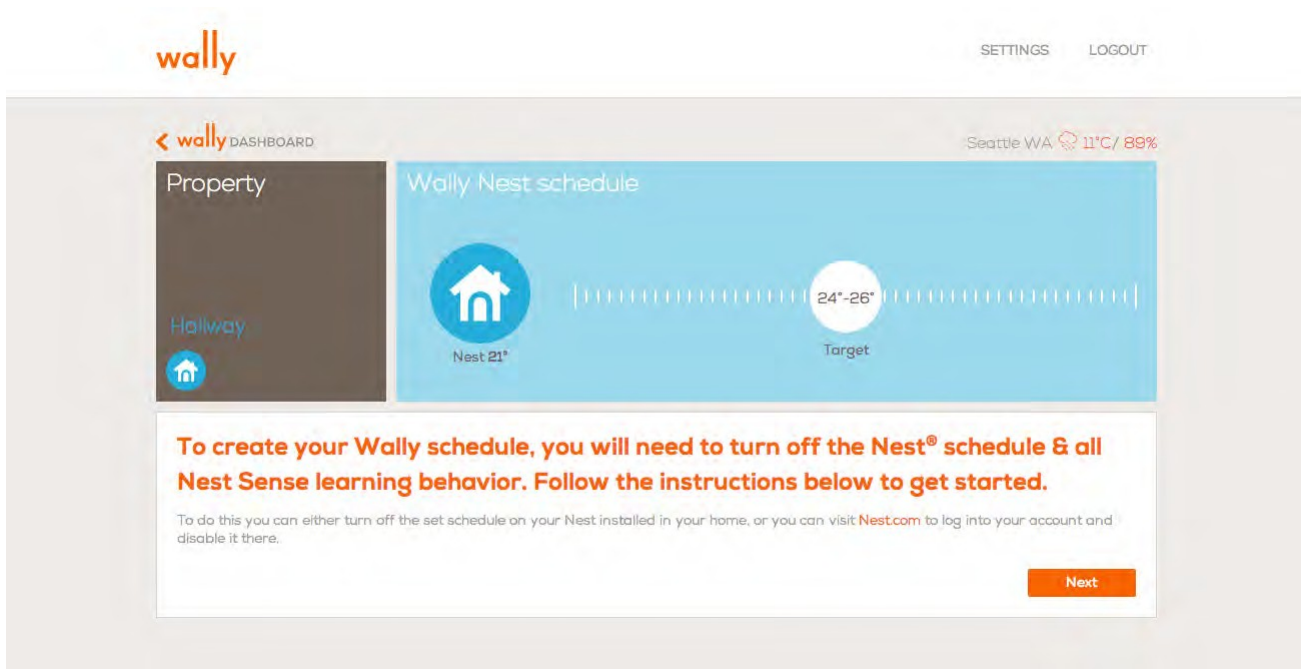




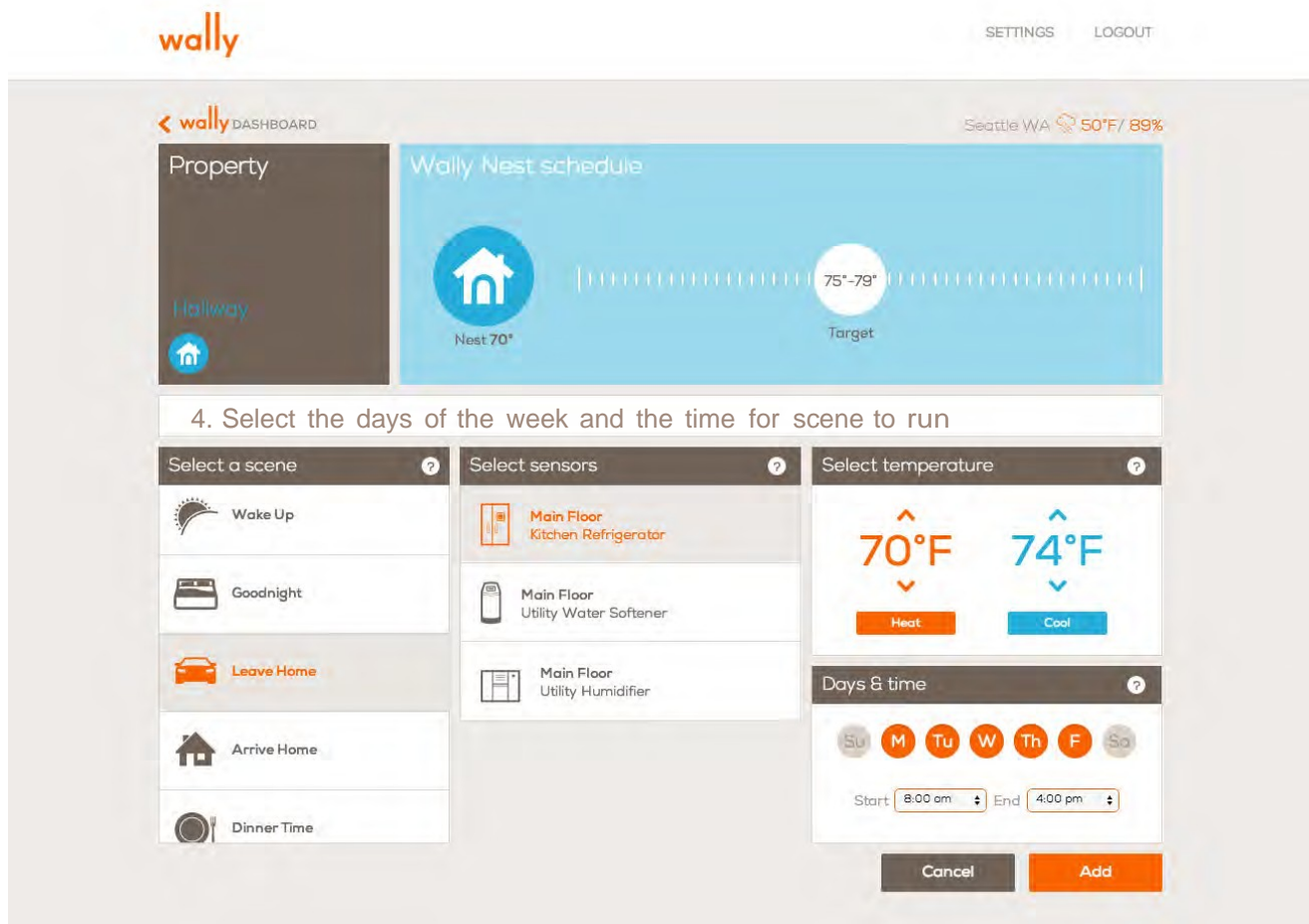
Once you've completed this step, you will be directed back to your dashboard. Select the Nest Home corresponding to the WallyHome property where your Nest is.



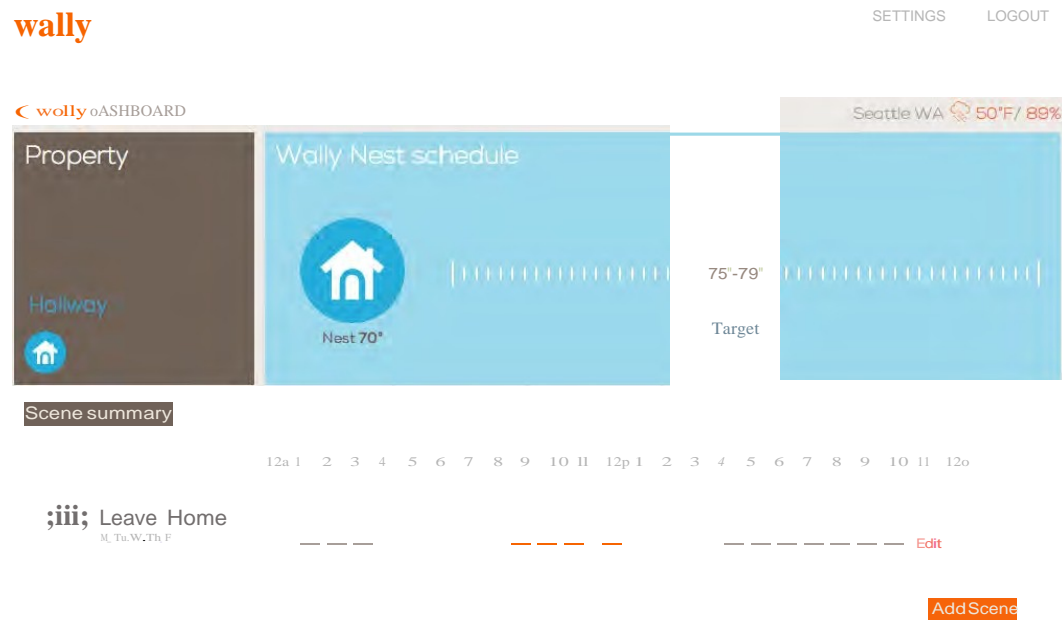
You will then be directed to a Nest-specific dashboard. In order for WallyHome to control your Nest thermostat, Nest's internal schedule and learning behavior must be disabled so that they don't try to modify your temperature at the same time. Please do so before you hit the orange "Next" button.



Follow the on-screen instructions in the center pane to build up a scene to control your Nest. The screen below shows how this appears on the final step of scene creation.



Press on the orange "Add" button to complete your scene creation. You can now see a list of scenes. Add scenes as desired by clicking on the orange "Add Scene" button. Edit your current scenes by clicking on the orange "Edit" text in the "Scene summary" pane. To return to your WallyHome dashboard, click on the icon at upper left.



Federal Communications Commission (FCC) Compliance Notice

model: 810-00008

model: 810-00011

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.

This device complies with part 15 of FCC rules. Operation is subject to the following two conditions:

This device may not cause harmful interference.

This device must accept any interference received, including interference that may cause undesired operation.

Change or modifications that are not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Canada notices

This Class B digital apparatus complies with Canadian ICES-3 (B)
Cet appareil numérique de la classe B est conforme à la norme NMB-3(B) du Canada.

CAN ICES-3 (B)/NMB-3(B)

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

L'utilisation de ce dispositif est autorisée seulement aux conditions suivantes: (1) il ne doit pas produire de brouillage, et (2) l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

Notice for Licence-Exempt Radio Apparatus

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: 1) le dispositif ne doit pas produire de brouillage préjudiciable, et 2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable



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