ActiveSense® Pilot
Rodent

Installation and Service Reference Guide

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Regulatory

Section 1: FCC Compliance

These devices comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) Devices may not cause harmful interference, and (2) devices may not accept any interference received, including interference that may cause undesired operation pursuant to part 15 of the FCC Rules. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. 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:

- Re-orient 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.

To satisfy FCC RF Exposure requirements for mobile and base station transmission devices, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during operation. To ensure compliance, operation at closer than this distance is not recommended. The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ActiveSense Installation

Section 2: Initial Setup

Web and Mobile Access

pilot.activesense.com

Note: The Web Portal and Mobile applications are cross-browser compatible:

- *Internet Explorer (minimum version IE11)*
- *Chrome*
- *Firefox*
- *Safari*
- *Microsoft Edge*

Section 2.1: Web Prerequisites

ActiveSense Specialists will establish preliminary customer information in the *Web Portal*:

- New PMP records
- New Branch records
- At least *one* branch user

Once this initial information is completed, the ActiveSense branch user may add additional users as well as new site records from the Web Portal.

Section 2.1.1: Establishing New Users

If access to the installation site should be granted to additional users, user profiles should be created for *each* individual requiring access (user sign-ons should ***not*** be shared). Examples might include office administrators, field technicians, sales associates, corporate managers, etc.

The ActiveSense Menu is dynamically secured, based upon user permissions:

- Manager – Permissions assigned by branch location(s). May be granted access to single site or multiple sites. Full access to assigned Branch (s), Site(s) and Users
- User – Full access for assigned Branch(s), Site(s); may update personal Users details (no view access to additional user records)
- Read Only – View Access only for Site(s) and User(s)

Step 1: Obtain your user credentials from your ActiveSense Specialist or your Branch Manager.

Step 2: Sign in to the Web Portal via pilot.activesense.com

Step 3: Navigate to the desired **User** (if exists); select **New** User ⊕ New User

Figure 1: ActiveSense New User Page

Field Definitions:

Identify Section		
Field Name	**Req**	**Description**
Email	Y	Select an email address belonging to the user that can be easily recalled for ActiveSense login credentials. This email address will become the primary signon to the Web Portal as well as the Mobile Application. Email addresses must be unique across all ActiveSense established users. Format must be as follows: myname@someplace
First Name	Y	User first name
Last Name	Y	User last name
Initial Site List View	Y	Identifies the timeframe from which the sensor metrics are accumulated for viewing on the Site List page. Default: Since Last Service
Initial Sensor List View	Y	Identifies the timeframe from which the sensor metrics are accumulated for viewing on the sensor and sensor map pages. Default: Since Last Service
Password Section		
Field Name	**Req**	**Description**
Choose Password	Y	Password formatting requirements include:

Identify Section		
Field Name	**Req**	**Description**
		•At least one letter •At least one capital letter •At least one number •At least one special character •At least 6 characters long •No spaces
Re-Enter Password	Y	For verification purposes, the password must be entered in duplicate for confirmation

Access Level Section		
Field Name	**Req**	**Description**
PMP	Y	*(reserved for Admin)* Identifies the Pest Management Professional for which this user is associated.
Branch	Y	*(reserved for Admin)* Identifies the branch relationship to the associated PMP for this user. If multiple branches exist for a single PMP, a branch must be selected for the user.
Site	Y	Select the site(s) for which this user should have access.

Access Role Section		
Field Name	**Req**	**Description**
Role	Y	Users are assigned permission levels based on areas of responsibility. Based upon the user role selected, authorization to menu items within the ActiveSense Web and Mobile menus will be determined. Valid roles: **Read Only Role** – recommended for *external roles*, such *as on-site (client) staff, auditors*. Permission levels mirror **User** Role below, except for read-only access. Read only user permissions are not granted for the mobile application. **User Role** – recommended for *field technicians*, *office managers*. This role has full access to add/change/view client site details, but no access to any user details or branch information. Full access to the mobile application. **Manager –** recommended for *service managers*, *sales managers*. This role has full access to add/change/view assigned branch details, assigned client details, and full access to all site user records. Full access to the mobile application. **Admin –** reserved for Dow ActiveSense Specialists. Full access to all applications.

Click **Add** to retain the user information.

Section 2.1.2: Establishing New Sites

Your permission level may allow access to all sites within your designated PMP, within your selected branch, or just within the site for which you are responsible. Contact your ActiveSense Specialist for additional details.

Step 1: Obtain your user credentials from your ActiveSense Specialist or your Branch Manager.

Step 2: Sign in to the Web Portal via pilot.activesense.com

Step 3: Verify Site Details:

Step 3.1: Navigate to the desired **Site** (if exists); select **New** Site [⊕ New Site]

Figure 2: ActiveSense Web Portal Site List

Step 3.2: Enter the required information for the new site.

Required fields are denoted with a red asterisk (*).

Figure 3: New Site Page

Field Definitions:

Identity Section		
Field Name	**Req**	**Description**
Serial Number or MEID	N	If known, enter the serial or MEID (Manufacturer Equipment Identifier) of the hub device intended for this site. Both of these numbers should be clearly labeled on the physical device. Example: Serial Number: 5 alphanumeric number MEID: 14 alphanumeric number If not known at time of site entry, this information may be entered from a mobile device while onsite during installation.
Site Name	Y	Name of the *physical* location for which the ActiveSense system is installed
Street 1	Y	Street Address of the physical location
Street 2	N	Additional address line

Identity Section		
Field Name	**Req**	**Description**
Street 3	N	Additional address line
Street 4	N	Additional address line
City	Y	City of the physical location for which the ActiveSense system is installed
State	Y	State or province of the physical location for which the ActiveSense system is installed
Zip	Y	Zip or postal code of the physical location for which the ActiveSense system is installed
Installation Notes	N	Supplemental information about this site installation

Contact Section		
Field Name	**Req**	**Description**
Contact Name	Y	Primary contact name for this site
Phone	Y	Primary phone number for which this contact should be notified
Email	N	Primary Contact email address. If entered, the email should be entered in the following format: myname@someplace.

Site Profile		
Field Name	**Req**	**Description**
Property Type	Y	Identifies if the installed site is commercial or residential. Should you require a type not displayed, contact your ActiveSense Specialist.
Building Type	Y	Identifies the industry type or classification for installed site. Should you require a type not displayed, contact your ActiveSense Specialist.
Number of Floors	Y	Select the number of floors in the tallest building that will be part of the installation.
Hub Floor	Y	Select the floor level for which the ActiveSense Hub is deployed.
Number of Buildings	Y	Select the total number of buildings having ActiveSense components installed for this site.
Square Footage	Y	Enter the total square footage for the installed site. Note: Should the total square footage for the facility exceed 60,000 SQFT, contact your ActiveSense Specialist.
Default Interior Device Type	Y	Associates a default *interior* device type for a site. As sensors are installed on location, the default sensor configuration for the device type will be applied. If multiple interior device types exist, these may be overridden at installation time (to fit the exact device type for which the sensor is placed). Should this sensor configuration require modification (e.g., sensor notifications and reports are inconsistent), contact your ActiveSense Specialist for re-configuration.

Identity Section

Field Name	Req	Description
		For snap trap devices, an ActiveSense snap foot is available. Contact your ActiveSense Specialist for details.
Default Exterior Device Type	Y	Associates a default *exterior* device type for a site. As sensors are installed on location, the default sensor configuration for the device type will be applied. If multiple exterior device types exist, these may be overridden at installation time (to fit the exact device type for which the sensor is placed). Should this sensor configuration require modification (e.g., sensor notifications and reports are inconsistent), contact your ActiveSense Specialist for re-configuration. For snap trap devices, an ActiveSense snap foot is available. Contact your ActiveSense Specialist for details.

Step 3.3 Click **Save** to retain the site information.

Note: A future version may allow New Site creation via the Mobile App

Section 3: Installing Hardware

Section 3.1: Typical Coverage Expectations

Section 3.1.1: Physical Facility

The ActiveSense *Hub* is expected to fully support an installed site having a total square footage of approximately 60,000 SQFT. If additional sensor coverage is required, ActiveSense *Range Extenders* may be installed at an installation site, extending the Hub's total site coverage area by approximately 30,000 SQFT.

Maximum ActiveSense Devices per installation site:

- 1 Hub Device per site
- 3 Range Extenders per hub
- Up to 80 rodent sensors per hub

Section 3.1.2: Cellular Coverage

ActiveSense components require Verizon cellular coverage in order to communicate sensor statistics. To verify Verizon coverage at the site location or area, visit the following web page:

https://vzwmap.verizonwireless.com/dotcom/coveragelocator/

Section 3.2: Component List

Image	Quantity	Description	Comments
	1	ActiveSense Hub	
	1	Power Supply	
	1	Hub Stand	
	1	ActiveSense Activator Tool	
	1 to 80	ActiveSense Rodent Sensor(s)	Determined by Site
	Optional	Snap Foot	Based upon Device (Trap) Requirements
	Optional	Range Extender	
	1	Range Extender Power Supply	Required for Range Extender
	1	Range Extender Antenna	Required for Range Extender

Note: *Only ActiveSense components and peripherals should be used for site installations. Any unapproved peripherals installed will invalidate the component warranty.*

Section 3.3: ActiveSense Hub Installation

Step 1: Unbox the new ActiveSense Hub. Position the Hub in the stand and orient the two antennas vertically.

Warning: Take care not to force the antennas in this upright position, as it may cause damage to the antennas and/or the Hub.

Step 2: Determine Hub placement. Suggested best practices:
- Locate indoors *(hub device is not weather-resistant)*
- Locate as close as possible to the center of the building *(to achieve maximum coverage)*
- Locate as high as possible (2nd, 3rd, 4th floor, etc. in a multi-story building)
- Antennas oriented up
- Must be able to connect to the *Verizon* cellular network

Step 3: Plug the power adapter into an electrical outlet and plug the other end into the back of the hub device. After a few seconds, the Hub should look similar to this:

Should the light schema not match this picture:
- If signal strength is too low, relocate the hub
- If the light schema is still not in the desired state, unplug the hub. Wait for all lights to turn off (about 10 minutes), then plug the device back into a power outlet.
- Contact your ActiveSense Specialist if this schema is not achieved.

⚠️ *Warning: Under normal installation processes, the blue set/reset button on the back of the hub is not needed. This should be used under an ActiveSense Specialist supervision only. Functions performed:*
- *Clears Hub memory of all devices (press and hold for 10 seconds)*

Hub Icons	Description
	Signal: Green indicates signal strength to the cellular network. Three bars are optimal, but two are acceptable. 🛑 *If only one bar is displayed, the Hub should be relocated.*
	Connect: Flashing blue indicates the Hub is in installation mode and ready to accept new Sensors and Range Extenders.
	Cloud: Green indicates the Hub is communicating with the cloud. A short flash of blue or white indicates the Hub has sent or received a message.
	Power: Green indicates the device is powered.

Hub Connect LED Behaviors	
Start Up Self Test	LED Cycled Red, Blue, Green then shows Channel number: Green = 1 Red = 2 Blue = 3 White =4
Power Lost	Solid Red
Uninstall (Long Service Activation)	Repeating Slow Blink Red
Install Enabled	Repeating Slow Blink Blue
Install Enabled: Device List Full	Repeating Fast Blink Red

Hub Cloud LED Behaviors	
Start Up Self Test	LED Cycled Red, Blue, Green then shows Channel number: Green = 1 Red = 2 Blue = 3 White =4
Cloud Status Unknown (Powering up modem)	Off
Modem Not Provisioned AND on Home Network	Repeating Single Flash Green
Modem Not Provisioned AND Roaming/No Data	Repeating Single Flash Red
Modem Provisioning In Progress	Repeating Fast Blink Blue
No Cellular Connection (No IP Address)	Repeating Triple Flash Red
Cloud Not Connected (TCP socket or SSL failure)	Repeating Single Flash Orange
Cloud Not Authenticated	Repeating Triple Flash Orange
Cloud Communication Issue (Heartbeat Failure)	Solid Red
Cloud Connected	Solid Green
Uplink (To Cloud)	Momentary Pulse Blue
Downlink (From Cloud)	Momentary Pulse White

It is expected that once the hub is configured and plugged into a power source, it will remain stable with no interruptions to power. Should the power supply be terminated for some reason, or cellular service temporarily interrupted, the source for sensor communications to the hub is also terminated. The Hub will no longer communicate to the online Portal. The sensors are designed to securely retain device readings for a period of time (a few days to a week, depending upon volume of sensor activities(~255 events)). Once the hub is reconnected to a power supply, or cellular service has been restored, the sensors will transmit all data to the hub and then to the online Portal at that time. No sensor data will be lost. If an extended power outage is experienced, a backup power source is recommended.

Installation is now required via a mobile device.

Multiple mobile devices are supported: Android and iPhone, Safari or Google browsers.

Step 1: On the *mobile device,* navigate to pilot.activesense.com

Step 2: Sign-in with your ActiveSense user credentials *(these credentials are the same as used for the web portal)*

Step 3: Your device will request GPS access for the ActiveSense installation. Select **OK** to allow this access.

Figure 5: Mobile Device GPS Authorization
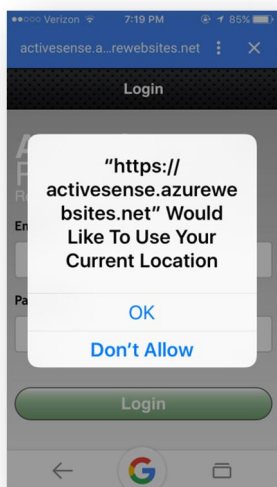
Note: the GPS feature will be used for automated mapping features within ActiveSense. If allowed, the Longitude/Latitude coordinates found for the current location of the mobile device will be used for pin drops. If not present, (e.g., the GPS feature was not allowed, or cellular service is not active or temporarily unavailable), the Longitude/Latitude coordinates established for the site will be used as an initial starting point for the sensor pin drop. These coordinates may then be moved to an exact position if necessary via the ActiveSense map.

Step 4: Select **Active Sites** or **Pending Sites** (depending upon whether or not the Hub MEID or serial # was entered for the site via the web portal) and select the site being installed.

*Select **Pending Sites** if the Hub MEID/Serial # has not been entered for this Site.*
*Select **Active Sites** if the Hub MEID/Serial# was previously entered for this Site via the Web.*

Step 5: If **Pending Sites** was selected (as Serial/MEID number of the Hub is still required), select **Activate Site** and enter the **Serial Number or MEID**; select **SAVE**.

💡 *Note: A future version may allow barcode scanning to expedite the installation process*.

Step 6: Select **Device Map** and confirm the location of the ActiveSense Hub, dragging the location pin to a more exact position, if needed.
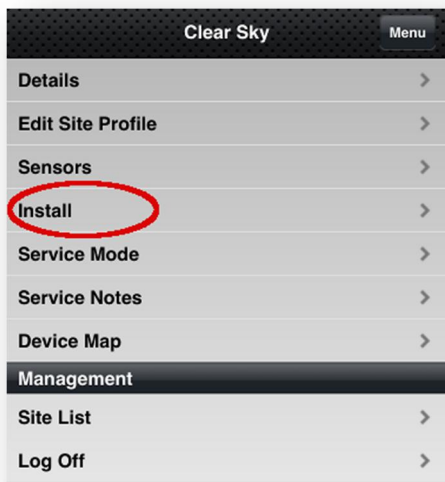
Figure 6: Device Map
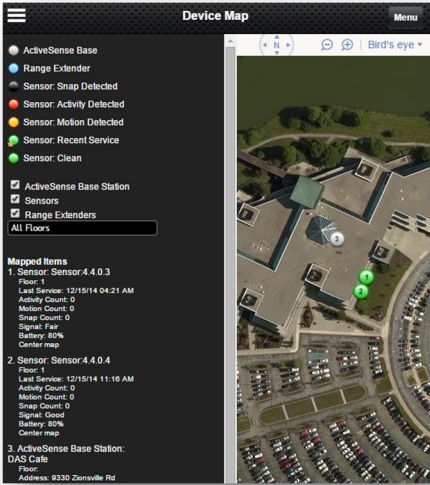
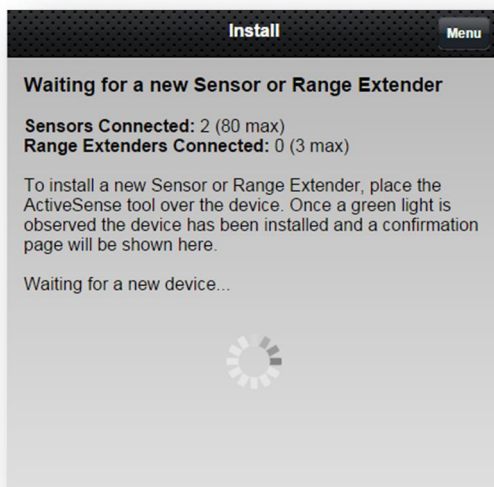## Section 3.4: ActiveSense Sensor Installation

Step 1: To start the install process, select the **Install Menu**.

Figure 7: Site Menu: Install

A Site Summary page displays, and awaits the first sensor install activity.

Figure 8: Site Install: Pending Installation

After initiating the install procedure, the **Connect** indicator on the Hub will flash blue once per second while the Hub is waiting for a new Sensor. The Hub will remain in *installation mode* while additional devices are being installed for the site.

Figure 9: Installed Hub

Step 3: Screw the antenna *onto the sensor*, taking care not to screw it in too tightly as this could cause damage to the sensor and/or antenna.

Step 4: Hold the ActiveSense Activator Tool over the sensor Activation Point.

Figure 10: Sensor Activator Tool

Once the tool is in position, a red light will illuminate on the sensor.

Figure 11: Sensor Light Sequence #1: RED

Remove the Activator. After a few seconds, a green light will indicate the Sensor has connected to the Hub.

🛑 *If the green light does not illuminate, and instead the red light stays illuminated followed by red flashes:*

1. *Sensor is out of range of the Hub or Range Extenders, or*
2. *Hub does not have power, or*
3. *Hub is not in install mode*

Contact your ActiveSense Specialist if you are unable to successfully connect the sensors to the Hub.

Sensor Status LED Behaviors	
Installation in progress	Red LED On, Green LED Off
Installation successful	Red LED Off, Green LED On for 5 seconds
Installation failed	Red LED Flashes 20 times at 4 Hz (5 seconds)

Sensor Status LED Behaviors: During Service Interval (or Service Override)	
Service / Install Quiet Time	Red And Green LEDs flash once every 15 seconds
Service Input (MagProx)	Green LED On Solid
Uninstall (Service Input Active > 10 seconds)	Red And Green LED On Solid until Service Inactive
Network Transmission Success	Green LED Flashes Once
Network Transmission Failure	Red LED Flashes Once
CapSense Activity	Red LED Flashes Twice

| Sensor Status LED Behaviors: During Service Interval (or Service Override)	
Accelerometer Snap Detected	Red LED Flashes Three Times
Accelerometer Motion Detected	Red LED Flashes Four Times
Uninstall	Red And Green LED On Solid for One Second If initiated via MagProx: Red LED rapidly flashes until Magnet removed

Figure 12: Sensor Light Sequence #2: GREEN

After installation, the red and green lights will blink once every 15 seconds, indicating the Sensor is in the *install quiet period.*

Step 5: For New Sensor Installations: Select **Install as New** if this is a new sensor location

   For Replacement of an Existing Sensor: Select the existing sensor for replacement.

For sensor replacement, no additional steps are necessary. The sensor 'adopts' all of the replacement sensor settings.

Figure 13: New Sensor Installation
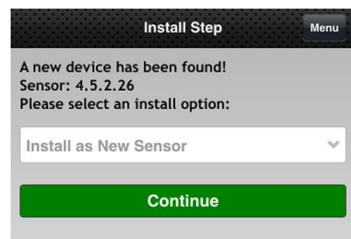
Step 6: For New Sensors: Enter all relevant information about the Sensor. Once finished, select **Save**.

Figure 14: Sensor Installation Details

Field Definitions:

Identification Section		
Field Name	**Req**	**Description**
Sensor Name	Y	The system will assign the next sequential, installed sensor number as the sensor name. This may be overridden. Suggestions Sensor Naming Conventions: - Unique Sensor identification within an existing device type (e.g., identify your device or trap for which the sensor is placed) Example: Trap 27 Sensor 01 - Location of the sensor / device type within the site facility; this allows the field technician to easily locate the device from automated ActiveSense notifications. Example: Interior, Zone C, Floor 1 Default value: Sensor XX
Interior / Exterior	Y	Identify if the sensor is located within the interior or exterior of the site facility. This sensor attribute is used to associate a default configuration for the type of trap (device type) and location for which the sensor is placed. Default value: Interior
Device Type	Y	Identify the specific device type from which the sensor is placed. These device types are uniquely configured for the PMP branch servicing the site. This sensor attribute is used to associate a default configuration for the type of trap (device type) and location for which the sensor is placed.
Description	N	Enter any additional sensor, device, or location details for the sensor that may assist in sensor identification
Floor	Y	If multiple levels/floor exist for the site facility, identify the floor level for which the sensor has been installed. Default value: 1

Identification Section		
Field Name	**Req**	**Description**

### Section 3.4.1 Mechanical Snap Installation

ActiveSense Sensors may be fitted with a snap foot that is used in conjunction with "snap" style traps to report when a snap event has occurred.

On each Sensor three different attachment points are available. Select the desired attachment point that best suits the application. Only one snap foot may be used per sensor.

Attach the snap foot to the sensor by aligning the snap foot clips to the sensor attach points and snapping into place. To remove, carefully pull the snap foot from the sensor in the same direction of the foot clips.

Position the snap trap to rest on the snap foot, which holds the sensor up at a slight angle. When the trap snaps it will release the snap foot and the sensor will drop. This change in angle is what is reported as a snap event.

Figure 15: Snap Foot Attachment and 'Armed' Position
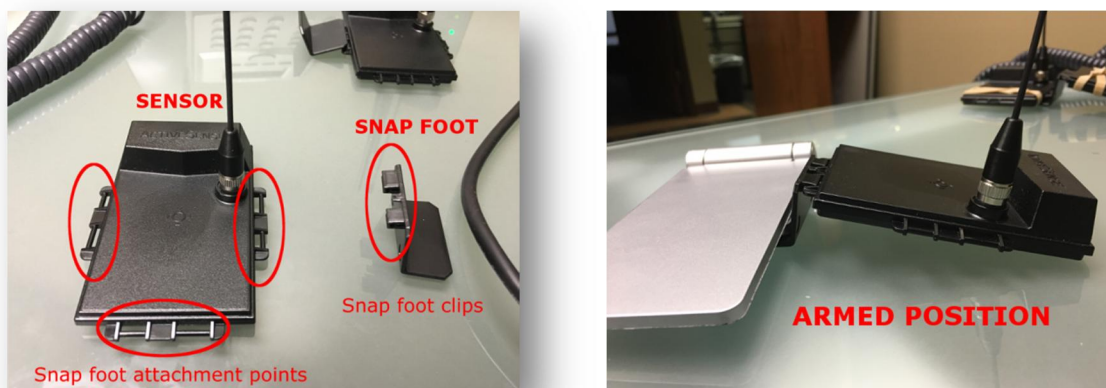
Step 7: A pin to mark the location of sensor will appear on the map over the location of the Hub. Drag the pin to the approximate location where the Sensor will be located (pin location is automatically saved).

Figure 16: Mobile Device Map

Step 8: Repeat these steps until all Sensors have been installed.

Note: Wait at least 30 seconds between subsequent sensor installations to ensure each sensor is completely configured (and has communicated to the hub) before installing any additional sensors.

During installation, sensors default to a 'quiet mode', which has a configurable timeframe established by an ActiveSense administrator (default is 1 hour). This 'mode' allows for sensor activity and disturbance notifications to be 'undetected' while installing, eliminating sensor readings during placement. Once the quiet mode has expired, the sensor will automatically switch to normal operation mode.

Note: A maximum of 80 Sensors may be installed to a single Hub/per site. If additional Sensors are needed, an additional Hub may be required. Contact your ActiveSense Specialist for recommendations.

Note: A future version of ActiveSense may support a higher number of Sensors per Hub.

Section 3.5: ActiveSense Range Extender Installation

As a guide, a Hub's normal coverage is approximately a 150' radius in all directions (e.g. approximately 60,000 SQFT).

Step 1: Should a Range Extender be required, the following are best practices suggestions:
- Located indoors
- Located as close as possible to the center of the building, at the hub range endpoints
- Mount as high as possible to avoid any interference. May elevate by using a USB extension and double sided tape if a suitable outlet is not nearby.

- Must be within 150' of the Hub
- Antenna oriented up

Step 2: On the mobile device, select the site to which the Range Extender will be installed.
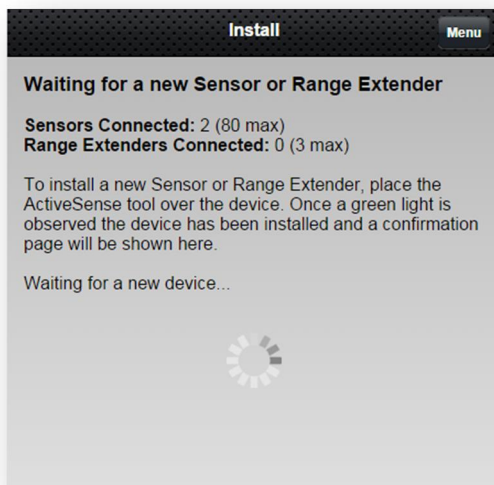
Step 3: To start the install process, select the **Install** button on the mobile page.

Figure 17: Range Extender Install Mode
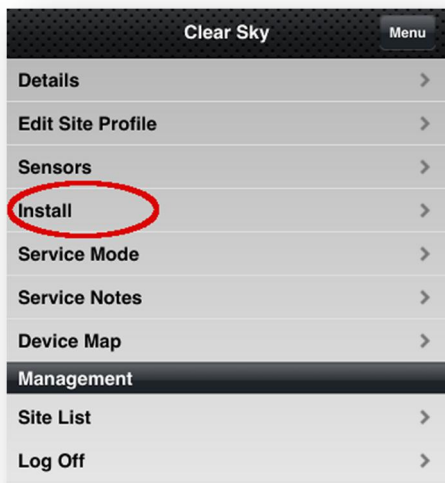
A Site Summary page displays, and awaits the first install activity.

Figure 18: Range Extender Pending Install

After initiating the install procedure, the **Connect** indicator on the Hub will flash blue once per second and the Hub is ready to accept new Range Extenders. The Hub will remain in installation mode to allow multiple devices to be installed.

Figure 19: Hub Installation of Range Extender

Step 4: Plug the Range Extender into the power supply.

Figure 20: Range Extender and Power Supply

Figure 21: Connected Range Extender

Step 5: Plug the power adapter into an active outlet.
Step 6: Hold the ActiveSense Activator over the Activation Point on the Range Extender.

Figure 22: Range Extender Installation

Step 7: An orange light will illuminate, followed by a green light, indicating the device has been installed successfully.

🛑 *If the green light does not illuminate, and instead the red light stays illuminated and then flashes:*
1. *Range Extender is out of range of the Hub or another Range Extender, or*
2. *Hub does not have power, or*
3. *Hub is not in install mode*

| Range Extender LED Behaviors	
Start Up Self Test or Reset	LED Cycled Red, Blue, Green
Uplink Message	White
Downlink Message	Blue
Join Initiated / Install Initiated	Orange
Service Initiated / Service Initiated	Yellow
Uninstall Initiated (Unjoin Initiated)	Magenta
Not Installed (Not Joined)	Red
Installed, Communicating, Good Signal Strength (Joined, Communicating, Good RSSI)	Green
Installed, Communicating, Marginal Signal Strength (Joined, Communicating, Marginal RSSI)	Green Blinking
Installed, Not Communicating (Joined, Not Communicating)	Red Blinking

Step 8: Enter all relevant information about the Range Extender. Each Range Extender is numbered to correspond to a number on the map. Once finished, select **Save**.

Figure 23: Range Extender Details
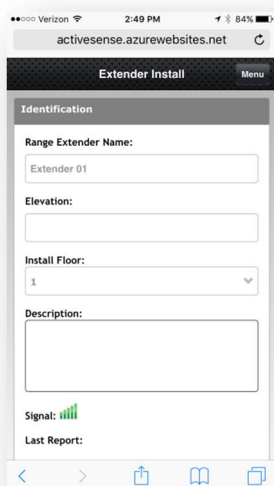
Step 9: Drag the pin to the approximate location where the Range Extender will be located. Select **Menu** to return.

Figure 24: Device Map
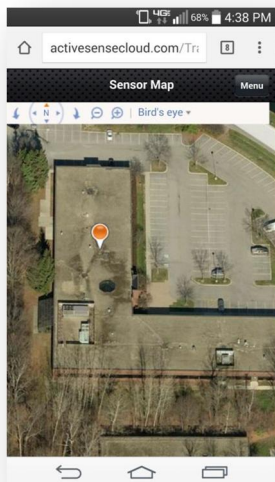
Step 10: Repeat these steps until all Range Extenders have been installed.

A maximum of 3 Range Extenders may be installed to a single Hub. If additional coverage is needed an additional Hub should be installed.

Note: A future version of ActiveSense may support a higher number of Range Extenders per Hub.

ActiveSense Decommissioning

Section 4: Un-installing (Decommission) Hardware

This process requires access from the mobile device (sensor decommission) as well as from the web portal (site decommission) .

Section 4.1: Un-install (Decommission) a Sensor

Decommissioning a sensor from an existing hub places the sensor into *airplane mode,* which extends the battery life of the sensor.

💡 *Note: A future version of ActiveSense may support synchronous un-installation.*

Step 1: Place the ActiveSense Activator over the Activation Point as indicated for 10 seconds. The green light will illuminate first; when the red light illuminates, the decommission is complete. While uninstalled, both lights remain off.

Figure 25: Sensor Decommission

Step 2: From the Web Portal, navigate to the *Site>Sensor List.*.

Step 3: Select the proper Sensor and then select `Decommission`

📘 *This Sensor is now decommissioned from the previous site. It may now be installed to another Hub at another ActiveSense site location.*

Section 4.2: Un-install (Decommission) a Range Extender

💡 *Note: A future version of ActiveSense may support synchronous un-installation.*

Step 1: Place the ActiveSense Activator over the Activation Point as indicated for 10 seconds. A magenta light will illuminate, followed by the Reset Cycle (red, blue, green); a constant red light indicates the decommission process is complete. While uninstalled, all lights remain off.

Figure 26: Range Extender Installation

Step 2: From the Web Portal, navigate to the *Site>Range Extenders*
Step 3: Select the desired Range Extender and then select **Delete this Extender**.

📘 *This Range Extender is now decommissioned from the previous site. It may now be installed to another Hub at another ActiveSense site location.*

Section 4.3: Un-install (Decommission) a Hub

⚠️ *Note: When moving a Hub to a new site the following decommissioning process **must be followed** in order to retain data from the previous site for historical analysis.*

Step 1: From the Web Portal, select the **Site Information** tab then click the **Decommission** button.
Step 2: Ensure each sensor has been un-installed / decommissioned.
Step 3: Ensure each range extender has been un-installed / decommissioned.
Step 4: Reset the Hub: Resetting the Hub will remove all connected devices from the Hub. To reset the Hub, press and hold the Set/Reset button on the back of the Hub for approximately 10 seconds. The Set/Reset button can be released once the **Connect** indicator begins flashing orange.

*Note: This step converts the Hub to a 'like new' condition, meaning no connectivity with **any** devices. This terminates all previously established communication to all devices.*

Step 5: The hub is now available for installation to a new site.

💡 *Note: A future version of ActiveSense may support single point un-installation.*