How does Aura work?

Aura is a smart home security monitoring system that uses wireless signals to monitor motion throughout our your entire. Paired with a smartphone app, Aura alerts you when household members or possible intruders arrive and leave the home.

Learn more by watching a VR video.

Does it work for large homes?

1 hub and 1 sensor = 3000 sq ft. Additional sensor to increase coverage.

- Does it work for apartments / condos?
    - ‘It should’ but we’re still testing this out
- Are we pet friendly
    - For launch: small pets; working on a bigger-pet story post launch
- Do we support IFTTT?
    - Timing: possibly for launch but TBC
    - Why would I use IFTTT
    - How could I use IFTTT
        - 1) talk to a third-party siren, 2) talking to a third-party webcam
- How to use multiple users to one Aura
- What happens if an intruder unplugs the sensor and/or hub
    - Battery powered (how long) and still connected
- Do I have to pay for a subscription
    - No - 7 days history ‘free’ and you can add a 30-day history at an additional monthly or annual charge
- System requirements
- How my personal data is protected (encryption)

Setting up

- Hidden wifi (hopefully this can be fixed shortly after launch if not at launch)
- System won’t arm
- Why is my address required for sign-up
- How to pair
- Settings
    - Auto-arm
    - etc

Product specific:

- LED states : https://cscorp.aha.io/features/HMS-54
- System won’t arm
- Not getting expected notifications (-> ensure app permissions granted ie location ‘always’)
- Decipher key for all of our error messages and what to do

- How to unpair a sensor
- How to disown a hub
- Supporting houses up - Only allowed to pair 1 sensor to Aura

Managing Aura
- Is there a smartphone app
- Is there web access
    - Yes, address:
- Types of member notifications/details
- How to add members
- Different permission levels

Regulatory
- FCC Regulator Statements
- IC Regulator Statements

Live FAQ page

GENERAL SETUP

When I click 'Configure Aura' from my file system nothing happens.

Unplug the USB cable from your hub and then plug it back in. Try clicking 'Configure Aura' again and you should start the Aura setup process.

If this doesn't work, end the 'Configure Aura' process by going to Task Manager on Windows or Activity Monitor on Mac.

Where do I place my hub and sensor?

The best way to think about the system is that the hub works together with the sensor to create an ellipse of coverage, varying somewhat with house layouts and construction. You should place the two in an arrangement that would cover your entry points in the home. For example, the sensor could be placed near the front entrance, and the hub near the back entrance.

Does my hub have to remain plugged in to my computer?

The hub does not need to be plugged into your computer to work, giving you the flexibility to place it anywhere in your home. The hub only requires a connection to the internet (either by WiFi or ethernet) and to a wall outlet.

PAIRING

My sensor is not showing up on the list when I try to pair. What should I do?

This could happen for a number of reasons. Try the following steps in order to solve the issue:

1. Make sure both your hub and sensor are powered on and showing a blinking blue light.
2. Ensure your hub and sensor are within range of each other, and move either closer if pairing attempts are unsuccessful.
3. Reset your sensor by locating the button on the back. Press the button twice and wait for the light on the front to turn green. Then press twice again. When the light turns blue, your sensor will be ready to be detected.
4. Change the orientation of your sensor in relationship to your hub by rotating it by 90 degrees (¼ turn).

Graphics:

- Push button
- LED blinks status
  http://wiki.cognitivesystems.com/pages/viewpage.action?title=Pushbutton+and+LED+Functions&spaceKey=SW

Getting Started

Aura setup is done in the Aura Home app. Download the app from the App store or Google Play and follow the in-app instructions to complete setup.

What you'll need:

- Hub with Power Cable
- Sensor
- iPhone/Android

- Placement Guide - where do devices go in my home/coverage area

Pets

Downloading the app

Using the app

Getting the most coverage

Example [PETS]

Must be the same email address that was used to 'invite' the user to. Maybe we should therefore include the email address in the body of the message and say use 'that' to create your Aura account

To help you get your devices set up tonight:

1. Your Hub and Sensor should be plugged into the wall for power and they should be blinking purple. If they aren't blinking purple, press the button on the back of the device once and that should get them blinking lavender again.
2. Uninstall the app and re-install the app (helps clear out some settings). If you can logout BEFORE uninstalling the app, that's even better.
3. Install and open the app.
4. Run through the system setup triggered by the app – don't connect the devices to your computer via USB.

Some tips & tricks:

When you are asked to create a direct connection between the app and the Hub and you are presented with the 'go to your wifi settings' button:

- On iOS, you need to physically press the phone's home button to enter the phone's settings. Go to your wifi settings and find your Hub from the list. Once selected, you can go back into the Aura app and tap on 'next'
- On Android, you will be taken to your phone's wifi settings. After you select your Hub, you will receive a dialogue box asking you to 'accept' that that connection has no internet connection. You tick the 'accept' box for the connection to be accepted. You also must tick the box saying "do not ask me again".

When selecting your home's wifi network, it must be unhidden (we don't yet support hidden networks – we will later) and it must be on 2.4 GHz (we will support 5.0 GHz in a later version)

If you can't pair your sensor, ensure first that the sensor's LED is blinking lavender. Go back and forward in the app. Please make note of any steps you've done and what errors you see if you cannot pair your sensor.

Web portal access

FCC Regulator Statements

This device complies with Part 15 of the FCC 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.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the Federal Communication Commission (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 causes 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 doing 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.

NOTE: THE GRANTEE IS NOT RESPONSIBLE FOR ANY CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RESPONSIBLE FOR COMPLIANCE. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

RF Exposure Warning

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm during normal operation and must not be co-located or operating in conjunction with any other antenna or transmitter.

IC Regulator Statements

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

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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

RF Exposure Information

This equipment complies with ISED RSS-102 radiation exposure limits set forth for an uncontrolled environment. This transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme avec ISED RSS-102 des limites d'exposition aux rayonnements définies pour un environnement non contrôlé. Cet émetteur doit être installé à au moins 20 cm de toute personne et ne doit pas être colocalisé ou fonctionner en association avec une autre antenne ou émetteur.