

# Welcome to the Hex family.

A simpler, smarter way to protect your home.

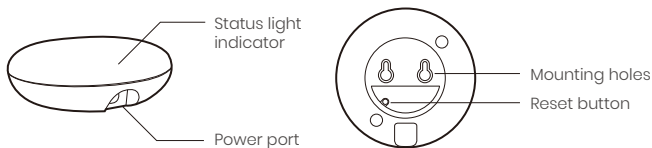


## SYSTEM & REQUIREMENTS

Hex Home is for indoor use only; the system is at its best performance when the devices are on the same floor.

## GETTING TO KNOW YOUR HEX DEVICES

### Hex Command



Also included: power adapter

## PRODUCT SPECIFICATIONS

Electrical Rating: 12V, 1A  
Wireless: 802.11 ac 2x2 2.4/5GHz Dual  
Temperature Rating: 0 – 40°C

## LIGHT INDICATORS

White	Blinking	Updating
Red	Blinking	No WiFi connection
Red	Solid	Communication Error

For detailed specs, please visit: [myhexhome.com/faq](http://myhexhome.com/faq)

## SAFETY NOTICES

• Use this product in environments with ambient temperatures between 0°C(32°F) and 40°C(104°F). • Refer to the rating label on the bottom of your product and ensure your power adapter complies with this rating. • DO NOT place on uneven or unstable work surfaces. Seek servicing if the casing has been damaged. • DO NOT place or drop objects on top and do not shove any foreign objects into the product. • DO NOT expose to or use near liquids, rain, or moisture. DO NOT use the product during electrical storms. • DO NOT cover the vents on the product to prevent the system from getting overheated. • DO NOT use damaged power cords, accessories, or other peripherals. • If the Adapter is broken, do not try to fix it by yourself. Contact a qualified service technician or your retailer. • To prevent electrical shock hazard, disconnect the power cable from the electrical outlet before relocating the system.

## FCC COMPLIANCE

This device complies with Part 15 of the 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.

This device 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 device 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 device does cause interference to radio or television reception, which can be determined by turning the device 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 device(s).
- Increase the separation between the device(s).
- Connect the equipment into an outlet on a circuit different from that to which the receiver connected.
- Check the troubleshooting section for additional help.

**WARNING!** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Brand Name: Origin Wireless Taiwan Corporation  
Model Name: Hex Command  
FCC ID: 2AW26TR-WIFICMD-X

## PROHIBITION OF CO-LOCATION

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

## IMPORTANT NOTE

Radiation Exposure Statement: This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. To maintain compliance with FCC exposure requirement, please follow operation instruction as documented in this manual.

**WARNING!** This device must be installed and operated in accordance with provided instructions and the antenna(s) used for 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.

5GHz band (W52): Indoor use only (except communicate to high power radio)

## PRIVACY & TERMS

Before using the Hex Home system, please read all applicable terms rule, policies and usage provisions found in the Hex Home app in Privacy & Terms > Privacy Policy, or > Terms of Use, and available at  
Privacy Policy: [myhexhome.com/policies/privacy-policy](http://myhexhome.com/policies/privacy-policy)  
Terms of Service: [myhexhome.com/policies/terms-of-service](http://myhexhome.com/policies/terms-of-service)

(collectively, the "Agreements")

By using your Hex Home system, you agree to be bound by the Agreements.

## LIMITED WARRANTY

Your Hex Home System is covered by a Limited Warranty, detailed in the Hex Home app in Privacy & Terms > Legal, and at [myhexhome.com/policies/refund-policy](http://myhexhome.com/policies/refund-policy)

## RECYCLING YOUR DEVICE PROPERLY

The disposal of certain electronic devices is regulated in some areas. Make sure you dispose of or recycle your device in accordance with your local laws and regulations.

## TROUBLESHOOTING

For helps & tips, instructions, and FAQs, please visit [myhexhome.com/faq](http://myhexhome.com/faq)

## NEED MORE HELP?

Please reach out to us at any of the following options:

1-833-4MYHEX1

[myhexhome.com/help](http://myhexhome.com/help)

[hello@myhexhome.com](mailto:hello@myhexhome.com)