

HOMEheartbeat™
The World's First Home Awareness System

User's Guide



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Introduction

Welcome to Home Heartbeat™—the world's first personal wireless Home Awareness System!

Home Heartbeat provides a new perspective on your home environment. The system helps you keep a watchful eye on the comfort and safety of your home. It can be extended to monitor the vital, yet often overlooked parts of your home, giving you peace of mind that all is secure. The compact, portable visual display—the Home Key™—organizes and presents you with the information you care about most. It can even automatically shift to alert you via your cell phone or email when you are away from home.

This User's Guide will introduce you to the Home Heartbeat system, assist you with initial setup, and explain how you can use it to monitor your home.

Getting to Know Home Heartbeat

The Home Heartbeat Starter Pack includes the following three essential components of a Home Heartbeat system:

- Base Station
- Sensor
- Home Key

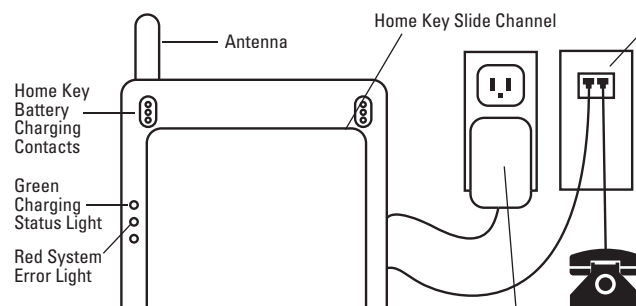
You can expand your Home Heartbeat system any time by adding additional accessories, such as more sensors or Range Extenders. (Visit www.homeheartbeat.com for more information on the latest introduction of sensors.)

The next two pages provide more details about the components you will find in the Home Heartbeat Starter Pack, and how they work together. This product is designed for in-home use only.

Home Heartbeat Starter Pack Components

Base Station

The Base Station is the heart of the system. It communicates with the Home Key and all sensors and accessories wirelessly and maintains constant awareness of the state of your home. Place the Base Station in a central location in your home, at least one foot away from any other wireless devices you may have.



Phone Cord and Phone Cord Splitter

The phone cord and splitter are included so that you can set up and receive cell phone text message and email alerts when you are away from home.*

Power Adapter

The power adapter allows the Base Station to be plugged into a nearby wall outlet.

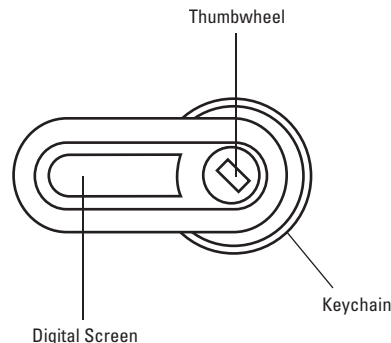
*Note: When you plug in the Base Station, it will make an initial call to the server. The call will last less than a minute. Each time an alert is sent to your cell phone or email, the Base Station will make a quick call to the server. If your phone line is in use, Home Heartbeat will not send a message until the line is free.

Eaton does not take responsibility for the transmission time required for alerts to contact your cell phone or email, as this is regulated by your service provider.

Home Key

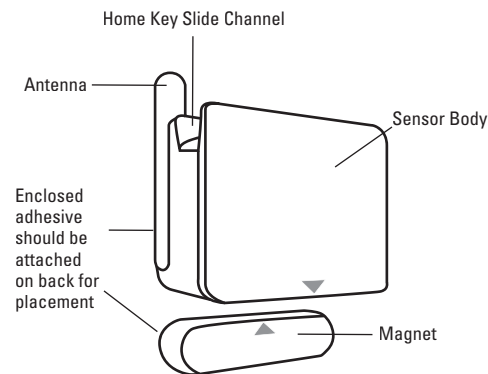
Use the Home Key to:

- Set up the Base Station the first time you use the system and set up individual sensors.
- Determine whether system components are in range.
- Visually monitor the status of your home while you are at home.
- Get a snapshot of the current state of your home as you are leaving.
- Automatically set the system to send cell phone text messages and email alerts after you have left home.



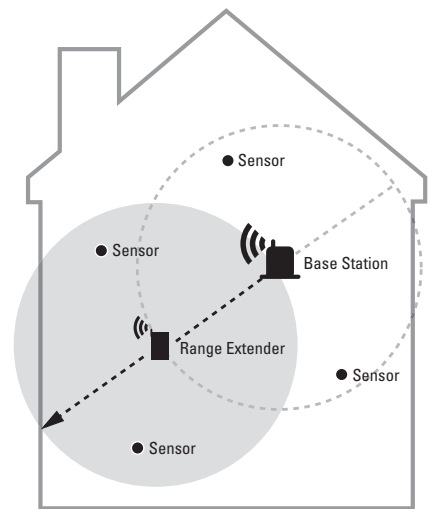
Open/Closed Sensor for Doors, Windows and Cabinets

This sensor monitors the state of a door, window, or cabinet, letting you know if it is open or closed. The sensor body and magnet must be installed within 1/2 inch of each other to register as closed (as shown).



Sensor Battery

Each sensor is powered by one CR123A 3V lithium battery, included in the packaging.



Range may vary, depending on location and home construction.

Getting Started

Follow these easy steps to set up your system for the first time:

1. Set Up the Base Station and Home Key
2. Set Up the Open/Closed Sensor
3. Place the Open/Closed Sensor
4. Set Up Remote Alerts
5. Monitor Your Home

1. Set Up the Base Station and Home Key

Place and Power Up the Base Station

The Base Station communicates with your Home Key and any sensor within range. Place it in a convenient location in your home, near a phone jack and a power outlet (for example, in your kitchen or near your bed). To avoid interference, please place the Base Station at least a foot away from any other wireless devices you may have (such as cordless phones).

PLUG the power cord into the back of the Base Station and into the wall outlet.*

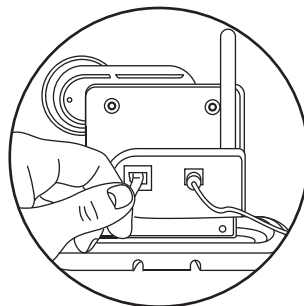
**For optional single receptacle and telephone surge protection, we recommend using the Eaton SGXMICRONET1 Surge Strip (not included).*

A red light on the front of the Base Station will flash while the unit is starting up. When the Base Station is ready, the red light will go out, and a green light will appear. The Home Key should still be docked to the Base Station, and the green light will blink to indicate that the key is charging. For best results, charge the Home Key for three hours before use. (If it is not blinking, slide the Home Key out and slide it back in until it clicks).

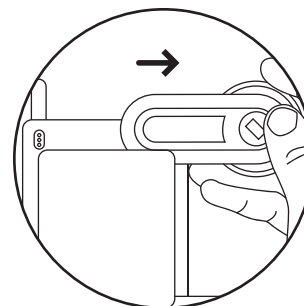
PLUG the enclosed phone cord into the back of the Base Station and into a phone jack. If the Base Station needs to share the phone line, a 2-in-1 phone jack splitter is enclosed in the packaging for your convenience.*

When you plug the phone cord into the phone jack, the Base Station will make an initial call to the server to check in. The call will last less than a minute. If there is no long-distance service on the line, the Base Station may or may not complete calls to the server. For additional phone/remote alert setup instructions please see page 27.

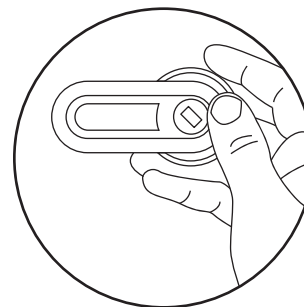
**If you are plugging the Base Station into a phone jack with DSL service, use a DSL filter to isolate the signals and ensure unaffected service.*



Plug the included phone cord and power cord into the back of the Base Station.



Slide the Home Key out of the Base Station.



Click the thumbwheel to “wake up” the screen.

Join the Home Key to the System

Your kit includes a Home Key that comes docked to the Base Station. When the Home Key is fully charged, **SLIDE** it out of the Base Station.

CLICK the Home Key thumbwheel once to “wake it up”, and follow the on-screen instructions.

Thank you
for choosing
Home Heartbeat!
<Press to continue>

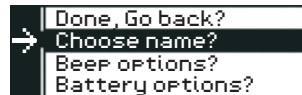
When you see **Press to continue**, click the thumbwheel again.

SLIDE the Home Key into the Slide Channel on the top of the Base Station as far as it will go, from the left or right. (The Home Key will automatically flip so it orients the screen correctly, whether you are right- or left-handed. It will remember the orientation you choose when you dock it to the Base Station.)

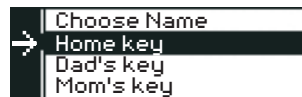
When the Home Key has successfully joined the system, you will see a message that says, *Key is now joined to system.*

Name the Home Key

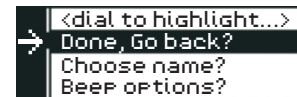
REMOVE the Home Key from the Base Station. It will prompt you to choose a name...



CLICK once on this question to see a list of names for your Home Key. **SCROLL** down through the list of names and **CLICK** once to set the name.



When you click to set the name, the screen will automatically highlight **Done, go back?** **CLICK** once to finish setting up the Home Key.



Your Home Heartbeat system displays information visually as a horizontal list of icons on the Home Key. Each part of your system has an icon associated with it so you can check on your home at a glance.



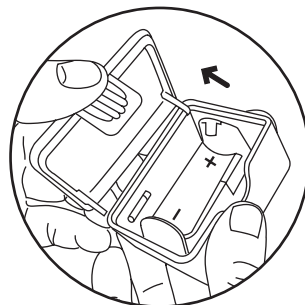
If the Home Key screen dims while you are reading, it has gone into Powersave Mode. **CLICK** the thumbwheel to activate the screen again.

After a few seconds of inactivity the screen will go to sleep and go into “Heartbeat” mode. In this mode it will check in every minute (default) for updates from the Base Station.

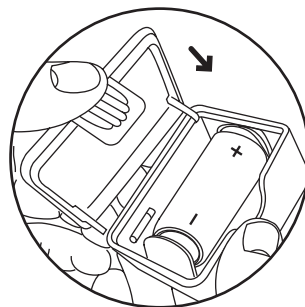
ROLL the thumbwheel and **HIGHLIGHT** the Home Status icon. This icon, which shows the Base Station, is always first in the list of icons.



ROLL the thumbwheel and highlight the Home Key icon.



Open the sensor cover.



Insert the battery into the sensor.

CLICK the thumbwheel once to see additional details about the Home Key.



2. Set Up the Open/Closed Sensor

Install Sensor Battery

To start the setup of your Open/Closed sensor, you must install one lithium CR123A 3V battery into your sensor (included).

OPEN the sensor by pressing on the battery cover tab on the bottom and pivoting the cover off. Insert the battery, being sure to orient it correctly in the battery clip.

The green light inside the sensor below the battery clip should flash four times if the battery is okay and installed properly. Close the sensor cover.

Join the Sensor to the System and Set Options

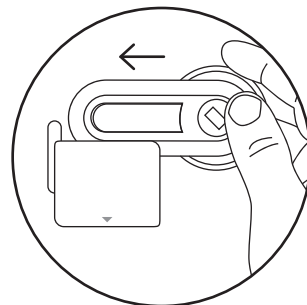
Now, you are ready to join your Open/Closed Sensor to the system. When you have completed this step, you will see a new icon for the Open/Closed Sensor on your Home Key screen. Every time you add a sensor to the system, a new icon will appear on your Home Key.



If the Home Key is not “awake,” **CLICK** the thumbwheel once to wake it and slide the Home Key into the Slide Channel (located on the top of the sensor).

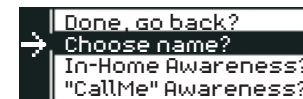
Wait a moment for the key to respond to the connection. The screen will show, **Device found...okay to remove key.**

REMOVE the Home Key from the sensor and follow the on-screen instructions.



Slide the Home Key into the channel on the top of the sensor.

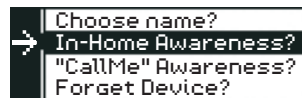
Choose Name? is the first question that will be highlighted. **CLICK** once to see a list of sensor names.



SCROLL down the names and **CLICK** once to select one from the list.



Next, it will ask you to set **In-Home Awareness?** This setting works when you are home and in range of the Base Station. However, you might *not* want to get alarms every time you open or close your front door when you are at home. Home Heartbeat lets you set options for each sensor to fit your lifestyle, and you can change them any time.



When you see this screen, **CLICK** once and choose from the following **In-Home Awareness** options:

Don't alert

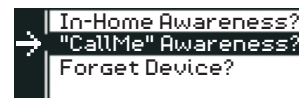
If you choose this, the sensor icon will show an update but the system will not beep or blink to indicate an alarm.

Alarm on Closed, Alarm on Opened

If you choose either of these options, the sensor icon will show an update *and* the Home Key screen will blink red when the sensor is opened or closed, respectively.

Note: So that you can test your sensor later in the instructions, select **Alarm on Opened** (you can always change it later).

Set **"CallMe" Awareness?** is the next question. When you leave home and take your Home Key with you, Home Heartbeat can automatically switch to a higher level of awareness and send all **"CallMe"** level alerts to your cell phone or email.



When you see this screen, **CLICK** once and choose from the following options:

Don't call me

If you choose this option, you will not receive a text message or email alert regarding the status of this sensor.

Call me on Closed, Call me on Opened

If you choose one of these options and set up remote alerts in Step 4 on page 27, you will receive a cell phone text message or email alert about the status of your sensor.

So that you can test the sensor later in the instructions, select **Call me on Opened**. Then, click **Done**, **Go back**?

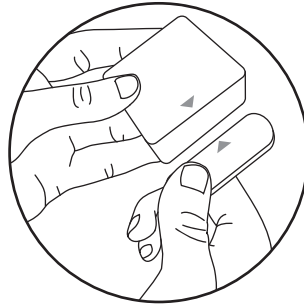
Your Home Key should now show an Open/Closed icon beside the Home Key icon.

Test the Sensor

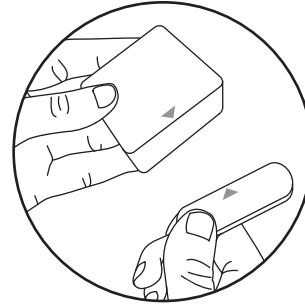
Take a moment to test your Open/Closed sensor.

If you set **In-Home Awareness** to **Don't Alert**:

Put the two parts of the sensor together and roll over the icon for the Open/Closed Sensor. It will show the sensor as closed.



Closed: Sensor parts are within 1/2 inch of each other.



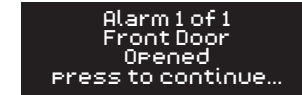
Open: Sensor parts are away from each other.

Now, pull them apart. The icon will show the sensor as open.



If you set **In-Home Awareness** to **Alarm when Opened** or **Alarm when Closed**:

Depending on which option you chose, when you put the two parts of the sensor together or pull them apart, the Home Key will flash red and show a full screen alert.



When you click the thumbwheel once, the screen will switch over to the alerting icon.

If the Home Key is asleep, it will blink red each time the Home Key gets an update (the default setting is once per minute) to let you know there is an alarm. If you click the thumbwheel the screen will show the alert message.

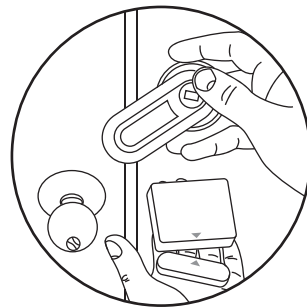
If you do not see the feedback you expect on the screen, check your settings by highlighting the Open/Closed Icon and **DOUBLE-CLICK** the thumbwheel. You will see the training questions again. Select **In-Home Awareness?** Select **Alarm on Opened** and then **CLICK** on **Done, go back?** Repeat the sensor test again.

3. Place the Open/Closed Sensor

Check the Sensor Range

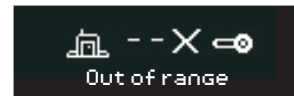
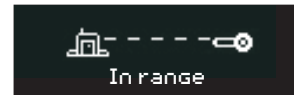
It is important to check if the location where you want to place your sensor is within range of the Base Station. Carry your Home Key and the sensor to the location where you want to install it.

Hold the Home Key right next to the intended location. **SCROLL** to the Base Station icon and **DOUBLE-CLICK** the thumbwheel.



Take the Home Key along with the sensor to the location where you want to install the sensor.

HIGHLIGHT and **CLICK** **Check Range?** to go to the Range Finder. After a few moments, the screen will automatically report the range. If you are within range, scroll up to **Done, go back?** and move to the next step.



If the sensor is out of range, you should select a sensor location that is closer to the Base Station, or add a Range Extender to increase the coverage (see page 45 for more information). After checking the range, **CLICK** **Done, go back?**

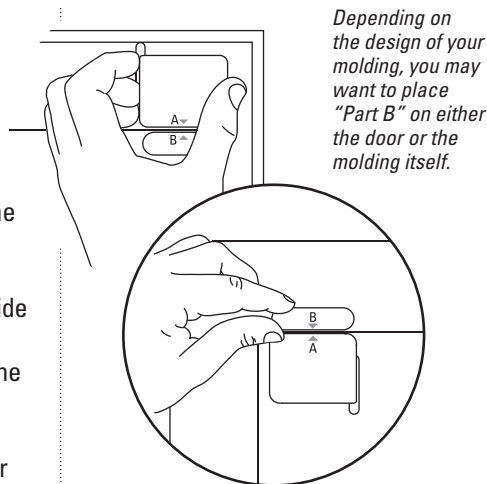
Attach the Open/Closed Sensor

Once you are sure that the sensor is within range, you can place the sensor on your door, cabinet, or window.

Check its position on your closed door and door frame. The two sensor parts must be positioned within 1/2 inch of each other to register as closed. The Open/Closed icon on your Home Key will show if it is registering as open or closed.

Take the enclosed adhesive and remove the backing from one side and stick it to the back of each part of the Open/Closed Sensor. Remove the remaining backing from the adhesive, and place one part onto the door and one onto the frame, both within 1/2 inch of each other. If you prefer, you can mount the sensor with two #4 wood screws (not included). Remove the cover of the sensor to locate the holes that are positioned below the battery clip.

If you would like to add, test, and place additional sensors or accessories (such as a Water Sensor, Reminder Sensor, or additional Open/Closed Sensor), you can do so now. Instructions for the setup of each sensor are included with their packaging.



Depending on the design of your molding, you may want to place "Part B" on either the door or the molding itself.

When you position the parts of the sensor, make sure they are within 1/2 inch of each other when they are closed.

4. Set Up Remote Alerts

During this step, you will be completing the setup so that the system can send you cell phone text message or email alerts.

When you plug the phone cord into the phone jack, the Base Station will make an initial call to the server to check in. This call will last less than a minute. After you register and choose a **Global "CallMe"** option on the Home Key to send remote alerts (see page 28), the Base Station will make a call each time an alert is initiated.

If there is no long-distance service on the line, the Base Station may or may not complete calls to the server. After setup is complete, if you don't receive remote alerts as expected, call Home Heartbeat Support at **1-800-813-2199** for assistance.

PLUG the enclosed phone cord into the back of the Base Station and into a nearby phone jack.*

**If you are plugging the Base Station into a wall jack with DSL service, use a DSL filter to isolate the signals and ensure unaffected service.*

Register your cell phone or email

To register for cell phone text message or email alerts, call Home Heartbeat Support at **1-800-813-2199** and a friendly operator will assist you. You will be asked to provide the 16-digit serial number on the back of the Base Station, your cell phone number and service provider, or your email address.

There is an annual activation fee to enable remote alerts with Home Heartbeat.

Note: Your service provider may apply a charge for individual text messages.

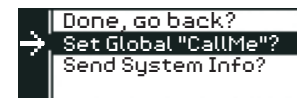
Choose Global "CallMe" options on your Home Key

The system is preset to **Call me always** so that you can try out the system during initial setup. You can change this setting anytime you would like by **DOUBLE-CLICKING** the thumbwheel on the **Global "CallMe"** icon.

Using your Home Key, **ROLL OVER** and **DOUBLE-CLICK** at the **Global "CallMe"** icon.



HIGHLIGHT Set Global "CallMe"? and **CLICK** once.



The following options will be listed:

Don't call me

If you choose this option, you will not receive cell phone text messages or email alerts about anything, even if you set sensors to send **"CallMe"** alerts during the initial set up. This setting overrides any individual sensor settings.

Call me always

If you choose this option, you will receive cell phone text message alerts or email alerts about the sensors you have set to send "CallMe" alerts, whether you are within range of the Base Station or not. This is a good setting if you would like to leave your Home Key docked all the time or if you are installing this system in a location that you visit less frequently.

Automatic call me

If you set your sensor to "CallMe" and you choose this option, the system will automatically sense when your Home Key is out of range and will send you a cell phone text message or an email alert if the status of the sensor changes.

When your Home Key is within range, it will automatically switch back to your In-Home Awareness settings, and will not send an alert.

Note: If your phone line is in use, Home Heartbeat will not send a message until the line is free.

Test the System

To test the system, try changing various settings (you can always change them back). Set Global "CallMe" to **Call me always?** and **CLICK Done, go back?** to return to the main screen.

Set the Open/Closed sensor to "Call me on Opened". Now, go and open the door, window, or cabinet where your sensor is located. You should receive a text message on your cell phone within a few minutes.

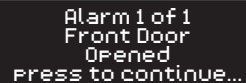
5. Monitor Your Home

In-Home Awareness

In-Home Awareness allows you to monitor your home status via your Home Key while you are at home, when the Home Key is within range. To check on any sensor you installed, simply roll over the icon for that sensor and you will be able to see its status. For example, the icon on your Home Key for the Open/Closed Sensor changes visually to show you that the door, window, or cabinet you have chosen to monitor is open or closed:



If you have set a sensor **In-Home Awareness** to alert and the status of the sensor changes while your Home Key is “awake” it will beep, blink red, and show you a full-screen alert message.



Alarm 1 of 1
Front Door
Opened
Press to continue...

If you click the thumbwheel once, it will jump to the alerting icon. If the Home Key is “asleep” when it receives an alert, the screen will blink red, and when you click the thumbwheel it will show the full-screen alert message.

If you highlight a sensor icon and the screen backlight turns amber and shows the battery icon, it may mean that the battery for that sensor is low. **CLICK** once on the icon to check battery status. It should normally read: **Battery OK**. If it says, **Battery LOW**, replace the (CR123A 3V lithium) battery in this sensor.

If the battery is okay and the screen shows an amber backlight and a flashing question mark (?), this means that the sensor is out of range.

When your Home Key is not docked, the screen will go to sleep after a few seconds of inactivity. However, the screen will blink green every time it gets an update (the default is once per minute) to let you know the system is continuing to monitor your home. If the status of a sensor changes while the Home Key is asleep, the screen will blink red (within a minute) to let you know of the change. To change the default settings, see Home Key Power Save Options on page 38.

As You Are Leaving

As you leave your home, bring your Home Key with you. It will automatically do two things once you exit the Base Station range:

1. It will freeze the last system update that it received from the Base Station. This snapshot of the system is based on the last "heartbeat" the Home Key receives and can be adjusted. (For more information, see page 38, Home Key Power Save Options). You'll be able to check at a glance if you left the front door open, for example. Snapshot mode is indicated with brackets [] that surround the sensor icon messages.
2. If you have set your system to **Automatic call me**, it will shift the system to send cell phone text messages or email alerts for sensors set to **"CallMe" Awareness**.

"CallMe" Awareness Outside Your Home

If you set the system to **Automatic call me**, bringing the Home Key with you when you leave your home automatically signals the system to shift to a higher level of awareness called **"CallMe" Awareness**. When this occurs you will automatically receive cell phone text message or email alerts, unless you have configured the system not to call you about a given sensor or sensors.

If you set your system to **Call me always**, you will get cell phone text message or email alerts for all sensors set to **"CallMe" Awareness**. You will receive these alerts both at home and away, whether the Home Key is within range of the Base Station or not.

Getting the Most Out of Home Heartbeat

Check Home Key Battery Status

The Home Key has a rechargeable battery that will provide about 5–7 days of use under normal conditions. To check the status of the Home Key battery:

1. **ROLL OVER** to the Home Key Icon and **CLICK** the thumbwheel once.
2. You will see a battery icon. Four bars inside the icon indicate the battery is fully charged. For best results, charge the Home Key whenever two bars or less are showing.



Charge Your Home Key

To charge your Home Key, just slide it into the Base Station Slide Channel until it clicks. If the Home Key needs charging, the green light on the left side of the Base Station will blink. When the green light no longer blinks, the Home Key is fully charged. It takes about three hours for a full charge.

Home Key Power Save Options

The Home Key shows you the status of your home on its screen because it receives periodic wireless updates from the Base Station. When it is “awake” and in range it constantly checks for updates. When sleeping, the default setting is **1min updates**. The Home Key will flash green each time it gets an update. Customizing how often your key requests updates when asleep can extend how long your Home Key lasts before needing recharging. Quick updates give you a more responsive system, but use more battery power. Hourly updates use less battery power.

To choose a Home Key Battery Life option:

1. **HIGHLIGHT** the Home Key icon.



2. **DOUBLE-CLICK** the thumbwheel and choose **Battery life?** to reveal the options:

- Short, 10sec updates
- 30sec updates
- 1min updates (default setting)
- 2min updates
- 15min updates
- Long, 1hr updates

3. Select the desired setting and **CLICK Done, Go back?** to save your changes.

Setting Home Key Alert Options

In addition to blinking red, the Home Key can be set to beep or vibrate to alert you when there is a change in sensor status. To set this option:

1. **ROLL OVER** the Home Key icon and **DOUBLE-CLICK** the thumbwheel to reveal the options.
2. **ROLL OVER** and **CLICK** on *Beep Options*.
3. **HIGHLIGHT** either *Silent*, *Beep*, or *Vibrate* and **CLICK** once to select.

If at any time you do not want your Home Key to beep or vibrate, select *Silent*.

Adjusting Sensor Options

After you have set up a sensor you can easily change its settings. (*Name*, *In-Home Awareness*, or *"CallMe" Awareness*) To do so, use your Home Key any time that you are at home and within range.

For example, you may wish to change your Open/Closed sensor to alert you when a door is closed rather than open. To change any setting:

1. Using your Home Key, either:
 - A. Roll over to the icon you want to change and **DOUBLE-CLICK**. The screen will roll up to reveal the sensor options.
–or–
 - B. Slide the Home Key into the Slide Channel on the sensor to reveal the sensor options.
2. **ROLL** and **HIGHLIGHT** the option you would like to adjust and **CLICK** once.
3. Roll through the options, choose the new setting, and **CLICK** once.
4. **HIGHLIGHT** *Done, go back?* and **CLICK** once to save your changes and exit.

Choosing Identical Sensor Names

If you choose the same name when adding a second sensor of the same kind to the system, the Home Key will show the following message: **Another device has this name.**

The Home Key will then show the following options:

Add a letter?

Pick a new name?

Use name anyway?

ROLL OVER, HIGHLIGHT and **CLICK** one of the options to amend the name with a letter, choose a new name, or use the same name.

Removing a Sensor From the System

You can remove a sensor from the system any time you are within range of the Base Station. To remove a sensor:

1. **ROLL OVER** the sensor icon you want to remove and **DOUBLE-CLICK** the Home Key thumbwheel.
2. The screen will scroll up to reveal the sensor options.
3. Scroll through, select **Forget device**, and **CLICK** to select.

4. The screen will give you two options: **No, Go back** or **Yes, forget it.**

5. **CLICK** once to choose **Yes, forget it.** The sensor icon is now removed from the Home Key screen.

Reusing a Sensor in a Different Location

If a sensor has been placed in one location in your home, it can be reused.

To reuse a sensor, remove the sensor from its current location and place it in the new location.* Use your Home Key to adjust settings (**Name, In-Home Awareness** and **"CallMe" Awareness**):

1. **ROLL OVER** the icon of the sensor you have relocated.
2. **DOUBLE-CLICK** the Home Key thumbwheel to reveal the sensor options.
3. **ROLL, HIGHLIGHT** and **CLICK** on the options you would like to adjust for the new sensor placement, just as you did during the initial setup.

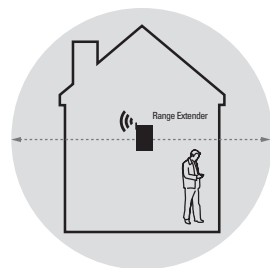
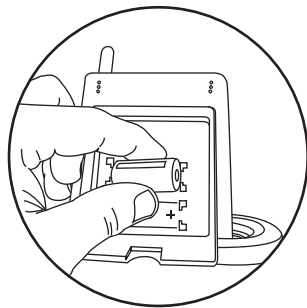
**Do not forget to check range before placing your sensor!*

Moving the Base Station to a Different Location

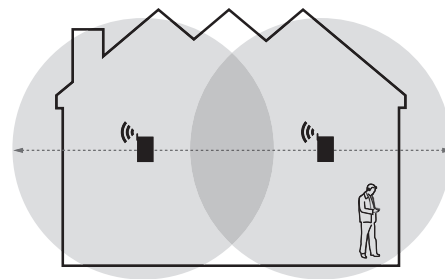
If you would like to move the Base Station to a new location after initial installation, it will remember your settings after you power it up again. However, you will need to check that the new position is within range of your sensors. After you move the Base Station and plug it in, wait 30 minutes for all of the sensors to “report in.” Then, use your Home Key and roll over each sensor icon. If the screen is amber and shows a “?”, the sensor is out of range. If the sensor is out of range, you may need to relocate the Base Station, or use a Range Extender (not included) to expand its range.

Managing Power Outages in Advance

You can add battery back-up capabilities to your Base Station by installing two lithium CR123A 3V batteries (not included). Make sure that the Home Key is not docked on the Base Station. Then, open the Base Station front cover by pressing on the white tab on the bottom and swinging the cover out. Insert the two batteries, making sure to orient them correctly in the battery clips. Replace the front cover.



Average home size with one Range Extender



Large home size with two Range Extenders

Using Range Extenders

The Base Station communicates with your Home Key and all sensors within range. Depending on the construction and size of your home, you may need to use one or more Range Extenders (not included) to extend the transmission zone of the Base Station.

If you are using the **Automatic call me** option, the system is programmed to send a cell phone text message or email alert when the Home Key is outside the range of the Base Station. This option works best if you are in range until you actually leave the confines of your home. Add a Range Extender for best results.

Extending Your System

The Home Heartbeat system can accommodate up to 32 total devices, including the Base Station, Home Keys, and sensors such as the Open/Closed, Reminder, Water, and Range Extenders.

Managing System Updates

Future Home Heartbeat remote devices will make use of this option, which is accessed by double-clicking under the Global "CallMe" icon and highlighting **Send System Info?** This option gives you the choice to send a sensor-wide update at different daily intervals, to manage instances when no alerts are generated in a 24-hour period.

Troubleshooting

If you experience difficulty with your Home Heartbeat system, the tips in this section may help you diagnose and fix them yourself. If you need assistance, please call **1-800-813-2199** to speak with a Home Heartbeat expert.

If a sensor gives unexpected feedback on the Home Key screen

Check your initial settings by rolling over the sensor icon. **DOUBLE-CLICK** to check your options for **In-Home Awareness**.

If an icon on the Home Key shows a "?" and displays an amber backlight

The sensor may be out of range. Check the range of the sensor by holding the Home Key near it, highlighting the Home Status icon, and **DOUBLE-CLICKING. CLICK Check Range?** to go to the Range Finder. If the screen shows that the sensor is **Out of range**, you may need to move the Base Station closer to the sensor or add a Range Extender to widen the

range of your system (see page 45, Using Range Extenders). If you relocate your Base Station, the sensors take a few minutes to check in after you plug it in. Until they do, they will display a “?” and report state unknown for the icon.

If an icon on the Home Key shows a flashing battery icon and displays an amber backlight

The sensor or the Base Station battery may be running low. If it is a sensor icon, **CLICK** once to check the battery status on the bottom line of the screen. If it says **Battery low**, replace the sensor battery with one CR123A 3V battery. If it is the Home Status icon and it shows a **Battery low** message below the icon, replace the two Base Station batteries with CR123A 3V batteries.

If you do not see any feedback about a sensor on your Home Key screen

Check to see if the sensor is within range of the Base Station. Go to the location where your sensor is installed and **ROLL OVER** the Base Station icon. **DOUBLE-CLICK** the thumbwheel and **CLICK Check Range?** The screen will show a Range Finder to help you determine whether the sensor is within range.



If the screen shows that the sensor is not in range, you may need to move the Base Station closer to the sensor, or add a Range Extender to extend the range of your Base Station (see page 45, Using Range Extenders).

Check that the battery in the sensor is not low by rolling over the sensor icon. If the screen is amber in color and shows a flashing battery icon, the sensor battery is low. Remove it and replace it with one lithium CR123A 3V battery.

If the Home Key is not responding

The Home Key might need to be charged. **SLIDE** it into the Base Station and check the green light on the left side. When the Home Key needs charging, the light blinks. When the light no longer blinks, the Home Key is fully charged.

If the Home Key does not initiate setup when you slide it into a sensor

Be sure to **CLICK** the thumbwheel on the Home Key once to “wake it up” before sliding it into the sensor. Also, check that the sensor battery is installed.

If you slide the Home Key into a sensor and start setup, but do not complete it before getting an alert or the screen goes dim

To return to the sensor options, either:

- **ROLL OVER** and highlight the sensor icon and **DOUBLE-CLICK** the thumbwheel; or,
- **CLICK** the thumbwheel to “wake up” the Home Key and **SLIDE** it back into the sensor. Then roll to highlight and **CLICK** to select each option and make your choices.

If you are not receiving alerts on your cell phone, as expected

In addition to setting up your sensors for "CallMe" Awareness (such as Call me on Opened for the Open/Closed Sensor) and either Call me always or Automatic call me under the Global "CallMe" icon, to enable cell phone text message alerts you must register your cell phone or email. You can call Home Heartbeat Support at **1-800-813-2199** and a friendly operator will assist you. If you are already registered, check to see that you received a confirmation cell phone text message or email alert. If you have not, your service provider should be contacted. Also, make sure a phone line is plugged into the back of the Base Station and into a phone jack.

If your DSL service is affected by Home Heartbeat

If you are plugging the Base Station into a phone jack with DSL service, use a DSL filter (not included) to isolate the signals and ensure unaffected service.

If the Home Key is awake but not working correctly

Reset the Home Key by using a paperclip and inserting one end into the small pinhole on the backside. Gently press once—you will feel the switch depress slightly. **CLICK** the thumbwheel once. If you are in range of the Base Station it should automatically rejoin the network.

If you would like to perform a total “factory reset” of the system, restoring it to its pre-purchase state

With the Base Station turned on, insert the end of a paperclip into the small pinhole on the back lower right corner of the Base Station. Gently press once—you will feel the switch depress slightly. A red light will flash on the front of the Base Station. This will reset the entire system to the factory default. All sensors, devices, and Home Keys will need to be added to the system again.

What if I lose my Home Key?

Individual Home Keys are available for purchase. To initialize a new Home Key so that it will display all of your existing sensors, simply slide it into your Base Station to add it to the system. You

do not need to slide the new Home Key into each of the sensors in your system.

To remove the lost Home Key, roll over to the smaller Home Key icon on your new Home Key (it will show that it is missing by blinking and showing a “?”.) **DOUBLE-CLICK** the thumbwheel. Scroll down to **Forget device?** and **CLICK** once. Select **Yes, forget it** to exit and save your settings.

How many components can the Base Station support?

The system can support up to 32 components, which include the Base Station, sensors, and multiple Home Keys.

If Your Home Key Does Not Hold a Charge

Over time, the ability of the lithium-ion battery to hold a charge will diminish. If you notice that your Home Key, after charging, is not holding the charge for the expected 5–7 days, it may be time to replace the rechargeable battery. Please contact 1-800-813-2199 for battery replacement information.

Sensor and Component Options

The following options are accessed by rolling over the icon on the Home Key and **DOUBLE-CLICKING**.



Home Status

Done, Go back?
Check Range?



Global "CallMe"

Done, Go back?
Set Global "CallMe"
Don't call me
Call me always
Automatic call me
Send System Info?
No Daily Updates
Once a Day
Twice a Day
Four Times a Day



Home Key

Done, Go back?
Choose name?

Home Key
Dad's Key
Mom's Key
Etc.

Beep options?

Silent
Beep
Vibrate

Battery life?

Short, 10 sec update
30 sec update
1 min updates (default)
2 min updates
15 min updates
Long, 1 hr updates

Forget device?

No, go back
Yes, forget it



Open/Closed Sensor

Done, Go back?
Choose name?

Door
Window
Back door
Etc.

In-Home Awareness?

Don't alert
Alarm on Closed
Alarm on Opened

"CallMe" Awareness?

Don't call me
Call me on Closed
Call me on Opened

Forget device?

No, go back
Yes, forget it



Water Sensor

Done, Go back?
Choose name?

Water Sensor
Basement Floor
Bathroom Floor
Etc.

In-Home Awareness?

Don't alert
Alarm on Wet
Alarm on Dry

"CallMe" Awareness?

Don't call me
Call me on Wet
Call me on Dry

Forget device?

No, go back
Yes, forget it



Power Sensor

Done, Go back?

Choose name?

Appliance
Child Monitor
Coffee Maker
Etc.

Change sensitivity?

Very sensitive
Default sensitivity
Less sensitive
Least sensitive
Don't change

In-Home Awareness?

Don't alert
Alarm on Off
Alarm on On

"CallMe" Awareness?

Don't call me
Call me on Off
Call me on On

Forget device?

No, go back
Yes, forget it



Attention Sensor

Done, Go back?

Choose name?

Attention Sensor
Call Home
Doorbell
Etc.

In-Home Awareness?

Don't alert
Alarm on Requested
Alarm on Standby

"CallMe" Awareness?

Don't call me
Call me on Requested
Call me on Standby

Forget device?

No, go back
Yes, forget it



Reminder Sensor

Done, Go back?

Choose name?

Reminder Sensor
Change Air Filter
Change Batteries
Etc.

Change time?

15 Seconds (demo)
1 hour Timer
2 Hour Timer
Etc.

In-Home Awareness?

Don't alert
Alarm on Started
Alarm on Time's Up!

"CallMe" Awareness?

Don't call me
Call me on Started
Call me on Time's Up!

Forget device?

No, go back
Yes, forget it



Range Extender

Done, Go back?

Choose name?

Range Extender
1st Floor Extender
2nd Floor Extender
Etc.

In-Home Awareness?

Don't alert
Alarm on Off Mesh
Alarm on Bad Mesh
Alarm on Okay Mesh
Alarm on Good Mesh

"CallMe" Awareness?

Don't call me
Call me on Off Mesh
Call me on Bad Mesh
Call me on Okay Mesh
Call me on Good Mesh

Forget device?

No, go back
Yes, forget it

Message Glossary

Another device has this name

Another sensor or device in the system has the name you have just chosen, so the Home Key allows you to pick a new name, add a letter, or use the name anyway.

Battery low

The Base Station, sensor, device, or second Home Key on the system is running low on battery power. When the Base Station battery is low, this message appears under the Home Status icon. When a sensor, device, or additional Home Key battery is low, the message is shown when you **CLICK** once on the thumbwheel to reveal more detail.

Can't add device; You have reached the system limit

You cannot add another sensor or device, because the system supports only 32 total components, which include the Base Station, multiple Home Keys, and sensors.

Charge Home Key!

The Home Key is very low and needs charging. This is a full-screen message and is displayed right before the Home Key loses power.

Control problems, Please check: (sensor or device name)

The action you have asked the sensor or device to carry out (such as open or close a water valve, for example) has not been completed, or the sensor that you have connected to a controllable device as the trigger has changed status but has not carried out the intended action (i.e., the water sensor is wet, but the water valve has not closed).

Could not save new settings

The Home Key is out of range with the Base Station, so changes made to the sensor or device settings could not be saved. Move within range of the Base Station and reattempt.

Just updated

The Base Station has just checked in with the Home Key. This message appears under the Home Key icon.

Loading device

A sensor or device is joining the system for the first time.

Modem Problems

The Base Station modem is not functioning. Call Home Heartbeat Support (**1-800-813-2199**). This message appears under the **Global "CallMe"** icon.

No phone line

The phone cord is not plugged into the Base Station and phone jack. This message appears under the **Global "CallMe"** icon.

OK to register

After the phone line has been plugged in, the Base Station has made the initial call to the server, and the system is now ready to be registered to get remote alerts. Call Home Heartbeat Support (**1-800-813-2199**) to register. This message appears under the **Global "CallMe"** icon.

Pending call

A **"CallMe"** alert is waiting to be sent out; the Base Station is attempting to dial out to the server. This message appears under the **Global "CallMe"** icon.

Registered

This message appears under the **Global "CallMe"** icon after:

- 1) the phone line has been plugged in,
- 2) the Base Station has called out to the server, and
- 3) you have registered for remote alerts by calling Home Heartbeat Support (1-800-813-2199).

Remove key...Please try again

The Home Key cannot communicate with the sensor or device you are attempting to set up. Check to see that the battery is working and installed correctly in the battery clip. (The sensor

light below the battery clip will flash when you insert the battery). If it does not flash, the sensor may be malfunctioning. Also, check that the Base Station is plugged in.

Remove key...Can't set up now, Key out of range

The Home Key can not communicate with the Base Station, so no changes can be made to sensor or device settings. Move within the range of the Base Station and reattempt setup. Also, check that the Base Station is plugged in.

Running on battery

The Base Station is running on battery power. This message appears under the **Home Status** icon.

State unknown; waiting for update

A sensor, which has been separated from the system (because you have relocated the Base Station, for example), is in the process of checking in with the Base Station. This message appears under sensor icons.

Sent alert (x seconds, minutes, hour) ago

The Base Station sent out an alert to your cell phone or email in the recent past. This message appears under the **Global "CallMe"** icon.

Sent update (x seconds, minutes, hour) ago

Once a day, the Base Station reports the status of your system to the server. This message appears under the **Global "CallMe"** icon.

Server processing

After a call is tried, the server has received the alert from the Base Station and is processing it. This message appears under the **Global "CallMe"** icon.

Trying Call

The Base Station is attempting to call out to the server to send an alert. This message appears under the **Global "CallMe"** icon.

Warning! Battery Low

The Home Key battery is low and needs to be charged. This message appears as a full-screen alert. Slide the Home Key into the Base Station and charge until the green light on the left stops flashing.

(#) Missing Device

This message will appear under the Home Status icon when a sensor or device has been separated from the system because it is out of range with the Base Station or the battery is dead. This message may also appear to indicate that a second Home Key on the system has left the range of the Base Station (such as when one family member is home with their Home Key and another leaves).

Support

If you need help setting up or using Home Heartbeat, there are two easy ways to get help.

Visit **www.homeheartbeat.com** to learn more about the Home Heartbeat system and read or download additional product support materials.

To speak directly with someone who can help you, call **1-800-813-2199** and one of our friendly Home Heartbeat experts will provide assistance.

FCC Statement

(Compliance Statement, Part 15.19): 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.

WARNING (Part 15.21): Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

To comply with FCC's RF exposure limits for general population/uncontrolled exposure, 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.

Industry Canada Statement

The term "IC" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

Interference

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, then 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 the receiver
- Connect the equipment into a power source on different circuit than the receiver.



Eaton Electrical Inc.
1000 Cherrington Parkway
Moon Township, PA 15108

www.homeheartbeat.com

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