

Quick Start Guide

SimplyHome System - Firefly



SimplyHome.



**FROM OUR FAMILY
TO YOURS:**

Building our first systems 16 years ago on our family's basement pool table, we had one dream in mind: to help make independence a reality.

We are happy to be invited on your journey toward greater independence and look forward to continuing to support you as you grow. We are all in this together.

You. Me. and Technology.

Allen, Drue and Jason Ray

Founders of *SimplyHome*

THANK YOU.

CONTENTS

ABOUT YOUR
SYSTEM



1

CONTACT US



2

WHAT'S
INCLUDED?



3

INSTALLING
THE HUB



4

NAVIGATING
THE PORTAL



5

TESTING
AND INSTALLING
SENSORS



6

TROUBLESHOOTING



7

FREQUENTLY
ASKED
QUESTIONS



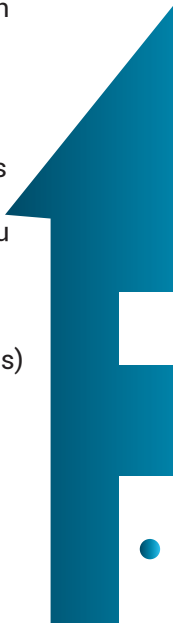
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ABOUT YOUR SYSTEM

The *SimplyHome* System is designed to support residential independence and provide individuals with peace of mind. It includes a base unit and wireless sensors (door/window contacts, pressure pads, motion sensors, and other sensors).

While this device is not intended to be preventative, it can provide you or other individuals with notifications about changes in routine, such as forgetting to turn off the stove. These alerts can then assist you in responding proactively to potential concerns. Depending on your service agreement, alerts may be emitted "locally" through the base unit (local announcements) or sent via text, email, or phone.

We've developed this Customer Care Guide to provide you with easy solutions to any questions or concerns you may have. Should you need additional support, please do not hesitate to contact Customer Service.





CONTACT US

Technical issues?

- Refer to the troubleshooting suggestions and frequently asked questions in this guide
 - Call us toll-free at **877-684-3581**
 - Email our Customer Service team at help@simply-home.com
 - Access more troubleshooting resources at <https://www.portal.simplyhomeapp.com/help>

Emergency and Non-emergency calls:

We provide customer service and technical support during our regular business hours, **Monday-Friday from 8:30am-5:30pm ET.**

For non-emergencies after regular business hours, or on weekends and holidays, we will contact you the next working business day.

For after-hours emergencies (disconnected system or active alarm), our answering service will contact the on-call technician, who will contact you.

WHAT'S INCLUDED?



Base Unit



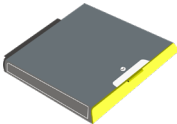
Ethernet Cable



USB Z-Wave
Controller



A/C Power
Adapter



Battery

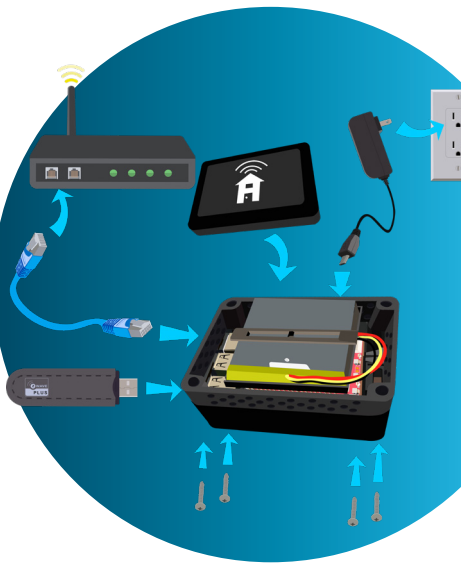


Preferred Sensors
(will vary by client)

INSTALLING THE HUB



A SimplyHome installer may be installing this system for you. If so, please allow them to complete this step.



PLUG IT IN

- Open the hub case by removing 4 screws from the bottom of the hub
- Insert the battery connector into the connection slot
- Ensure case spacer is in place, and battery is seated securely on the middle bracket of it
- Verify high-speed internet connection
- Plug USB Z-Wave controller into Hub
- Plug ethernet cord into active router port. Then, plug other end of cord into either port on the hub
- Plug power cord into outlet or surge protector (*not controlled by light switch*). Then, plug other end of cord into power port on hub
- Press and release far right button on the battery board to reset the system
- Once connection is verified, screw lid and spacer back on.



Installation trouble?

Call Us Toll Free: 1-877-684-3581

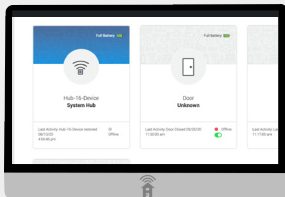
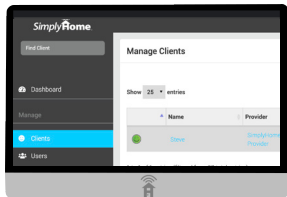
NAVIGATING THE PORTAL



- Check your email for 'Confirmation Instructions'.
- Log into the customer portal after confirmig your account.

<https://portal.simplyhome.app.com>

- Click on 'Clients' and select the appropriate client.
- When on the Client Summary page, click "Devices" to open the client's device list.



- The client's system hub card will be the first listed and have a blue background.
- A green status dot indicates an *online* hub. A red dot indicates an *offline* hub.

Once you've confirmed an online connection, you're ready to install and test each sensor that will communicate with the system hub.



Installation trouble?

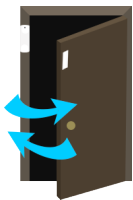
Call Us Toll Free: 1-877-684-3581

TESTING AND INSTALLING SENSORS



A SimplyHome installer may be installing this system for you. If so, please allow them to complete this step.

- Unbox each sensor and install the included batteries.
- Most sensor cases pull apart easily with light pressure on indicated tabs.



- Check with the *SimplyHome* Tech Team for any sensors that may need tested on-site. They may have you activate state changes for sensors to confirm the change is reported on the client portal.
- *EX: Opening and closing a door sensor should trigger an "Open" and "Closed" device status.*
- Install sensors at desired locations in the home, using included sensor installation manuals as a guide.
- Test each sensor again after installation to ensure proper operation.
- Verify proper installation with *SimplyHome* before leaving location.



TROUBLESHOOTING

1 My system is offline. (A/C Power Failure)

When your system hub is offline, it is not receiving power or a connection signal.

- Verify hub is plugged in and outlet is receiving power (the easiest way to check this is by plugging something else into the outlet, like a phone charger, and testing if it works).
- Check local area for internet outages.
- Ensure home power is on and operational.

2 My sensor is offline or has low battery.

First, check to see the hub is online. Toggle a device change and check for portal activity. (Open/Close a door sensor).

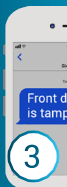
- Check to ensure the sensor has an active battery and is physically in-tact (shows no signs of tamper).
- If system is connected properly and has not recently lost power, contact *SimplyHome* to order a new battery

3 I'm not receiving alerts.

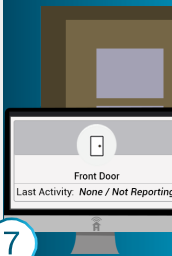
Outcomes can be set to sent alerts to specific users based on time-of-day or sensor activity/inactivity.

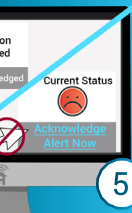
- Verify user is set up as a responder for the outcome sending expected alert.
- Verify user's information is correct. Phone numbers can be updated by the user, but an email update will require contact with customer support.
- Check the online portal to make sure the outcome is set to 'active'.

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4



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4 I'm receiving unexpected alerts.

Alerts that notify you of a tampered status, online/offline status, and low battery, may be related to system health.

- Check to ensure sensors have active batteries and are physically in-tact (show no tamper).
- Review all outcomes assigned to your user to see if any existing active outcomes might be the cause.
- If receiving a tamper alert, ensure the Z-Wave controller is plugged in.

5 I can't acknowledge my alert.

Certain Outcomes may be programmed to require acknowledgment from users when prompted. If you can't acknowledge, contact customer support.

6 I acknowledged my alert, but it's still red.

- Check to see if there are multiple alerts needing acknowledgement. If multiple outcomes require acknowledgement at the same time, it must be made on each outcome.
- If the client is subscribed to alerts with the Check-In Service, and current activity from it is causing a red status, check-in activity will also need acknowledgement.
- Verify alert was acknowledged instead of forwarded. A forwarded alert not acknowledged will be shown as red.
- If an error prevented acknowledgement, contact customer support.

7 I'm not seeing events from a sensor.

- Ensure sensor has active battery and is physically in-tact (shows to signs of tamper).
- Verify system hub and sensor are online by viewing their status in the portal.
- If system hub is offline, see "My system is offline".

FREQUENTLY ASKED QUESTIONS

How do I set up alerts?

We set up rules for your system based on the outcomes you indicate during our assessment process. Each outcome is completely customized. Some examples: "If the back door is opened after 10 p.m., send an email to [Family Member A] and text message to [Caregiver B]." You can also view a log of recent activities and make changes (if an authorized user) on our online portal at <https://www.portal.simplyhomeapp.com>.

Who Responds to alerts?

Responders can vary from customer to customer. Neighbors, family members, and caregivers can be the first point of contact. The notifications can go out as an email or text message and may go to as many people as you would like to designate. Notifications can also take the form of local announcements on a speaker within the residence.

Can I make changes after the system's installed?

Yes! If you're an authorized user on the client's system, you can make updates to alerts and rules on our online portal. Visit the 'Help' section of the portal for more information on this.

We also offer a complimentary reassessment process for when priorities or needs change more significantly. Please call or email us (help@simply-home.com) to initiate that process.

What happens if the power goes out?

All *SimplyHome* Systems contain a battery backup and have built-in memory. Should a system lose power, you will receive an alert, and your system will still operate temporarily on the backup battery. The length of this operation depends on the frequency of system activity and alerts.

If the internet connection is lost, your system will store events locally until the connection is re-established. However, if internet connectivity is disrupted due to a power failure, email and text alerts cannot be generated during that time.

What happens if I decide I no longer need my *SimplyHome* System or if I want to upgrade to include different features?

If you no longer want the *SimplyHome* System, please contact customer service at help@simply-home.com so we can deactivate the account. If you determine you would like additional products or services, a Customer Service Representative can update your assessment and provide suggestions and solutions.

STILL NEED ASSISTANCE?

Visit our 'Help' section on our online portal at <https://www.portal.simplyhomeapp.com>.



Reach Out:
Call Us Toll Free: 1-877-684-3581

We're on a Mission:

To empower
independence
through
innovation.



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