



Canary Care

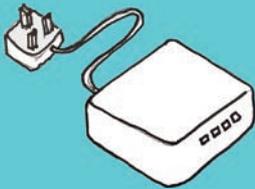
Getting Started Guide



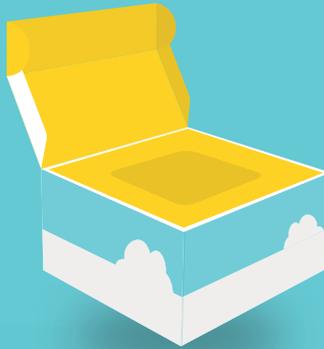
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What's in the box?

Your Canary Care home activity monitoring system is made up of several components.



Hub and power supply*



Visitor cards



Sensors



Magnets for doorways



Batteries included



Contact strips

No phone line or WiFi needed

Missing something? Call 01865 408 366, 9am-5pm, Mon-Fri

*Please only use power supply in the box. 3rd party ones void your warranty and could damage equipment.

Get started

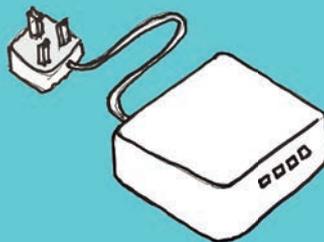
Canary is easy to set up. It requires no landline connection or WiFi, because the system uses mobile phone networks.* Please read this guide in full before you start setting up.

Every sensor is multi-purpose; you can use a magnet with any sensor in your Canary Care system to create a door sensor. Set up the sensors one at a time, starting with the one furthest away from the hub, and working inwards.

*Worried about phone signal?

Call 01865 408 366, 9am-5pm, Mon-Fri, and we'll check it for you

1 The hub

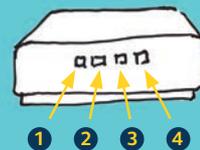


Plug in the hub in the middle of the house (a hall or landing is good).

After five minutes the network light (see key below) should show solid green.

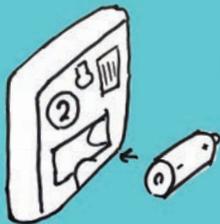
If it's flashing green after five minutes, change location and try again, somewhere with better mobile phone signal if you can.*

What do the lights mean?

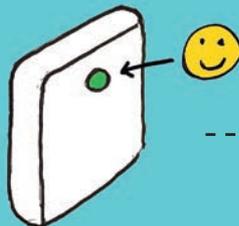


- 1 Hub-sensor pairing light**
Stays off during normal operation
- 2 Network light**
Solid green: connected
Flashing green: trying to connect
- 3 Battery charging light**
Flashes red while backup battery is charging
- 4 Power light**
Turns green when the hub is switched on

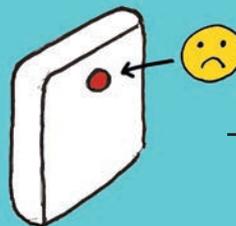
2 The sensors



Stand where you want to put the sensor, and put the battery in.



Check the light for connectivity (it will show for 60 seconds, see key).



If the light turns solid red, take the battery out, move closer to the hub and try again.



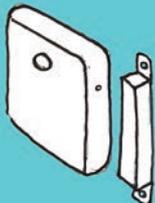
When you're happy with the location, note the sensor's number on the back of this booklet, and fix it in place with a contact strip.

You can use the sensors in two ways...



As motion sensors

Motion sensors should be placed at chest height. They also monitor light levels and temperature.



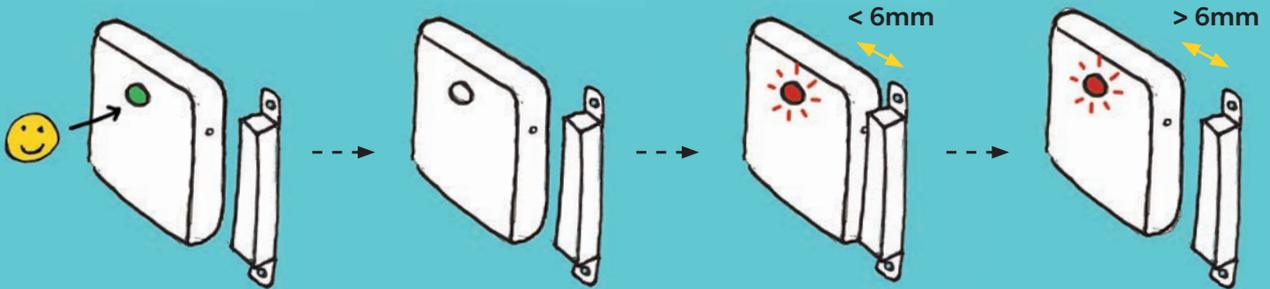
As door sensors

When you use sensors with magnets, they work as door sensors. They detect when a door is opened and closed.

Connectivity key

	Green Excellent connection
	Flashing green Good connection
	Flashing red OK connection Consider changing location
	Red No connection Change location

3 Door sensors

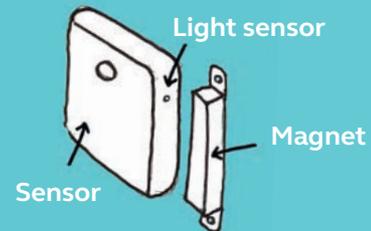
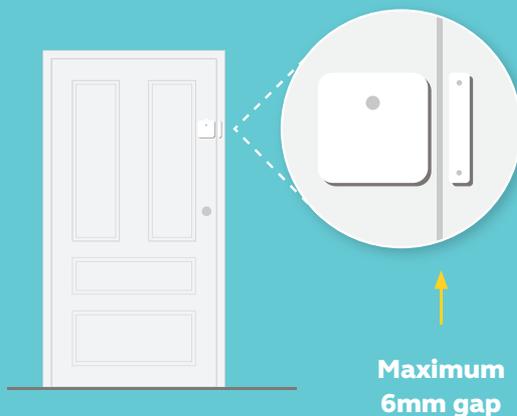


Put the battery in and **check the connectivity** (see the key on page 5). **Wait for the light to go out**, this means the sensor is now in activity mode (this lasts for 10 minutes).

In activity mode, the **light will flash red once** when you put the magnet **within 6mm** of the sensor and it **flashes red once** when you take the magnet **further away than 6mm**. Do this a couple of times to test it.

If the magnet doesn't cause a flash within that 10-minute window, take the battery out and try setting up again.

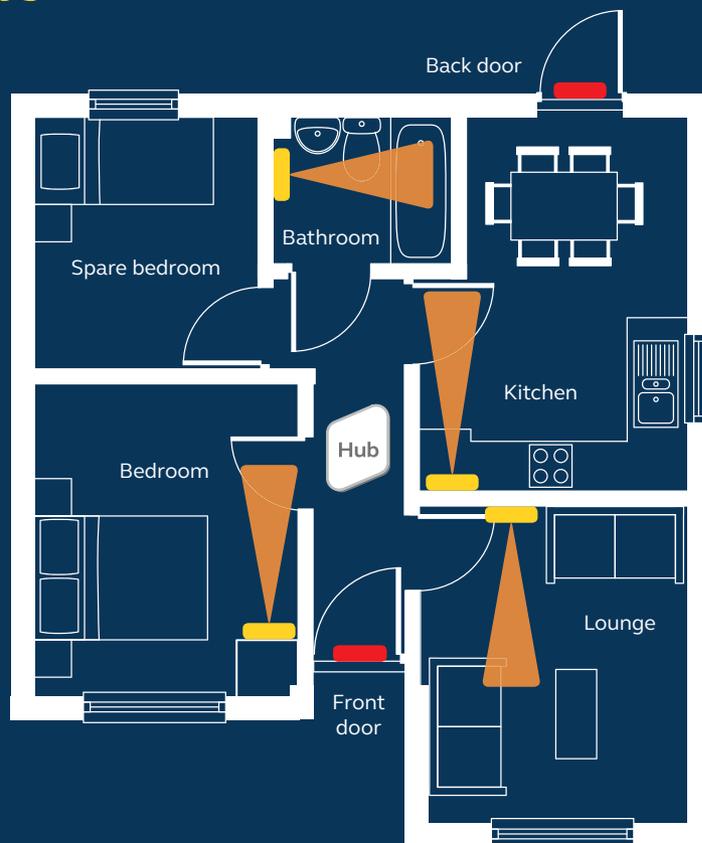
When you're happy that it's working, note the sensor's number and where it is on the back of this booklet. Then use contact strips to fix the sensor to the door and the magnet to the door frame next to it, with a gap of **no more than 6mm**.



You can rotate the door sensor any way you like, **as long as the magnet stays on the side with the light sensor**.

Sensor positioning tips

- The best locations for the sensors depend on which activity you want to monitor, but as a starting point we suggest door sensors on the **front and back doors**, and motion sensors in the **bedroom, kitchen, main living space and bathroom**.
- Motion sensors work best when positioned in doorways or at entrances to rooms, so they can detect movement between different parts of the house.
- Place motion sensors **at chest height**, across the path of movement in and out of the room.
- Avoid locations behind doors, near radiators, in direct sunlight or facing windows.
- If you're worried about tampering, we suggest placing sensors on the ceiling over doorways, pointing directly down over the path of movement.



 **Motion sensor**

 **Door sensor**

 **Monitored area**

Where can I position the door sensor?

On practically any door you like.

Fridges, cupboards, internal and external doors, even windows and drawers.



Logging in

When all your sensors are set up, you're ready to log in to the portal.

1. Go to www.canarycare.co.uk/mycanary
2. Log in with the email address and password you used when you bought Canary. Can't find the details? Call us on 01865 408 366, 9am-5pm, Mon-Fri, or email help@canarycare.co.uk
3. Now you're in for the first time, have a look around, and take a minute to configure a few simple settings in the left-hand menu:
 - Click  **Sensors**. Click  to edit each sensor. Change the name of each one to match its location, and **set the type: motion sensor or door sensor. This is important to make sure you see the right data from each sensor.**
 - Click the . This takes you to a page where you can enter details of the person who lives in the house where you've installed Canary Care.
 - Click  **Rules**. Set rules for individual sensors or the system as a whole. (More on page 9.)
 - Click  **Visitor card**. Once you've tapped the card on the hub for the first time and heard the beep, you can set up or change visitor card holder details here.
 - **In the top right-hand corner**, click  **Account** then  **Update personal details**. Please enter your mobile phone number so Canary Care can send you text messages about your rules.

Now you're all set!



More on how to use Canary Care

Setting rules

We recommend setting a few simple rules to begin with, so you can get an idea of how they work. You can change them at any time as you get used to the system.

- Click 🔔 **Rules**.
- Add rules for individual sensors, or for the system as a whole. With the drop-down menus, you can set up rules for movement, temperature, visitor cards and doors.
- For example, set Canary Care to alert you if the temperature drops below 14 degrees, or if the back door is opened between midnight and 6am.

Visitor cards

- Place the visitor card flat on top of the hub. It beeps to acknowledge the card, and records when it detected the card on the portal.
- Give the card to carers or visitors, and ask them to do this when they arrive and when they leave, so you can see their routine and make changes if you need to.

Calling circle

- With the calling circle, you can share Canary Care with friends and family. You can allow named people to access the activity data in the portal, or set them up to receive emails or texts if your rules are triggered.

Troubleshooting and FAQs

Connectivity

I'm not sure about the mobile phone signal in the house.

We can check this for you. Call the team on 01865 408 366, 9am-5pm, Mon-Fri.

The indicator lights are showing that the sensor can't get a good connection.

Thick walls and certain building materials can cause problems with range, but you shouldn't have any problems in a normal domestic property. If the indicator lights show that the connection isn't working, try repositioning the hub or the sensors.

There's no light when I put the battery in the sensor.

Check that the battery is in the right way round. If it is and there's still no light, give us a call on 01865 408 366, 9am-5pm, Mon-Fri, as there may be a fault.

Door sensors

The door sensor's light doesn't flash when I put the magnet next to it.

Make sure the magnet is on the side with the little light sensor (see page 6). Another way to look at it is when the sensor's light is at the top, 12 o'clock, the magnet should be on the right at 3 o'clock. If you rotate the sensor 90 degrees

anticlockwise so that its light is at 9 o'clock, the magnet should now be at 12 o'clock, and so on. The gap between the magnet and the sensor shouldn't be more than 6mm; ideally, they'll be as close together as possible.

I'm not sure if I've set the door sensor up properly.

Door sensors go through two modes when you first set them up: range-finding mode and activity mode. Range-finding mode is what the motion sensors do too: it helps you position the sensor within range of the hub. About a minute after you insert the battery into a door sensor, it switches to activity mode, helping you to confirm that the door sensor and the magnet are aligned properly.

During activity mode, the door sensor light flashes red once when it detects the magnet next to it, and once when it detects that the magnet has moved away. If this doesn't happen at all in the 11 minutes after you put the battery in, the sensor and magnet may not be aligned properly, or may be too far apart. Take the battery out and try setting up again. (Do check that the battery is in the right way round too.)

Where can I position the door sensor?

On practically any door you like. Fridges, cupboards, internal and external doors, even windows and drawers.

Moving things around

How to move the sensors

1. Hold the sensor, and gently pull the tab on the contact strip vertically. Go slowly, it'll stretch to about six times its original length before it comes away completely.
2. Remove the battery, move the sensor to its new location and repeat the steps on pages 5 (motion sensors) and 6 (door sensors).

How to move the hub

1. Turn off the power at the socket. Remove the power supply from the socket and unplug it from the hub. (The back-up battery light will show solid red.)
2. Move the hub to its new location, plug the power supply into the hub and the wall, then switch it on.
3. Give it a few minutes to establish a connection. The network light should show solid green if the new position is OK.
4. If the network light doesn't go solid green after five minutes, repeat the process and try a new location.
5. If any of your sensors fall out of range with the hub in a new place, follow the instructions above for how to remove and reposition the sensors.

Sensors

Sensor	Sensor type	Location
1	Motion <input type="checkbox"/> Door <input type="checkbox"/>	
2	Motion <input type="checkbox"/> Door <input type="checkbox"/>	
3	Motion <input type="checkbox"/> Door <input type="checkbox"/>	
4	Motion <input type="checkbox"/> Door <input type="checkbox"/>	
5	Motion <input type="checkbox"/> Door <input type="checkbox"/>	
6	Motion <input type="checkbox"/> Door <input type="checkbox"/>	
7	Motion <input type="checkbox"/> Door <input type="checkbox"/>	
8	Motion <input type="checkbox"/> Door <input type="checkbox"/>	
9	Motion <input type="checkbox"/> Door <input type="checkbox"/>	
10	Motion <input type="checkbox"/> Door <input type="checkbox"/>	



If you are having any problems, please have a look at the FAQs at www.canarycare.co.uk/mycanary or contact us:

01865 408366 or **help@canarycare.co.uk**