



H4 PLUS/H4-LTE

WiFi/Cellular Smart Home System

User Manual

Disclaimer

This manual has been reviewed thoroughly and designed to ensure that your product setup will be quick and easy with our easy-to-follow guide. All statements, technical information and recommendations in this manual are believed to be reliable, but the accuracy and completeness thereof are not guaranteed or warranted.

The specifications and information regarding the products in this document are subject to change without further notice.

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Foreword

Thank you for choosing this alarm system. The self-monitored system is designed to actively involve users in their home security. We aim to provide a safe, easy & cost effective solution for you to protect your home & loved ones 24/7/365.

We recommend you to take some time and familiarize yourself with the device and its accessories before installation.

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Things to Note before Getting Started

WiFi Network Connection

- One critical factor affecting the performance of your hub is the relative position/distance of your home WiFi router and the hub. Place your hub in an open area (DO NOT place it directly on the floor); the closer the hub is to the router, the stronger the WiFi signal is.

- A slow network speed will also affect the performance of your hub. It is recommended that you have an upload speed of at least 2Mbps or faster.

- Please be sure to connect your hub to WiFi using the 2.4GHz band as this provides longer range, and better reception through walls. The hub does not support the 5GHz option. Selecting the 5GHz band instead of the 2.4GHz band is the most common mistake when setting up the hub for the first time.

For more information about your network quality, we recommend www.speedtest.net or the speedtest app by Ookla.

Your WiFi Network and Password

- Check for your WiFi network's name and password and write them down for easy reference. The WiFi network name is commonly referred to as the SSID. The password or security ID is normally the next line or two down from the WiFi/SSID network name.

Unless you've changed your network's name and password, you can usually find them printed on the side of your router box, for example:

- WiFi/SSID Network Name: XXXX

- WiFi/SSID Network Password/Security Key: XXXXX

System Requirements

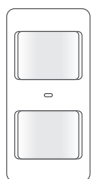
-iOS 8.0 or above with iPhone 5 or above

-Android 5.0 or above

In the Box



Smart Hub x1



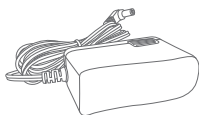
Pet-immune PIR Motion
Detector x 1



Door/Window Sensor
x 2



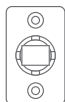
Remote Control x 2



AC Adapter x 1



Hub Bracket x 1



PIR Motion Detector
Bracket x 1



Double-sided Tape
for Door/Window
Sensor x 4



Quick Guide

How the Alarm System Works



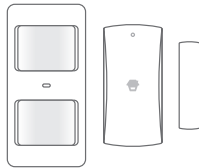
Arm the system using the remote control or the App.



The Hub receives the command and enters "Armed" mode.



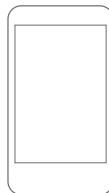
The Hub is set to Arm Mode (The red Status Indicator is on) .



When a Door/Window Sensor detects a door/window opening, the sensor sends a signal to the Hub letting the Hub know there has been an intrusion.



The Hub sounds at 90dB on-site.



The Hub sends a push notification and text message to your phone. You will also receive an email when a sensor is triggered if you enable the notification function located in your app settings. After that the hub will also make phone calls to each pre-set phone numbers.

Getting to Know Your System

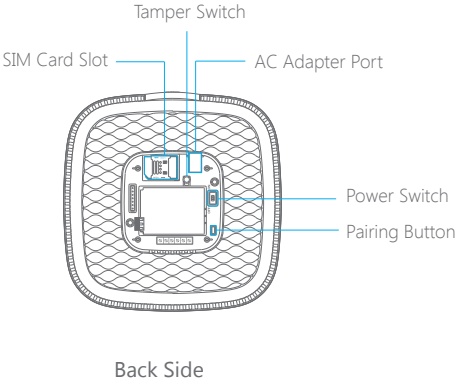
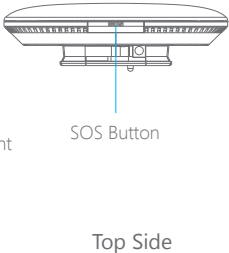
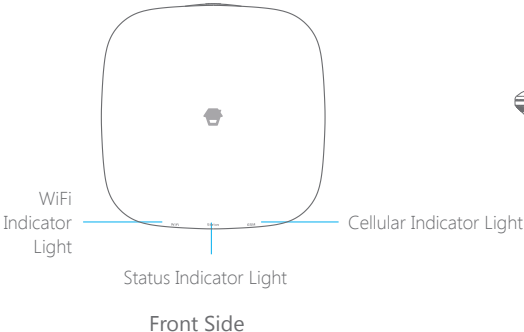
This is a dual network system that utilizes both WiFi and Cellular. When the WiFi is in use, the Cellular network will be in standby status (make sure the Cellular function is activated from "Settings" - "My Hub" - "Cellular "). In the event of AC power loss or WiFi disconnection, the Cellular network will be implemented until power or WiFi connection is reestablished.

All sensors are wirelessly linked to the hub. In the event of alarm activation, for example, when a sensor is triggered, a push notification will automatically be sent and an alarm call will be made to all registered users.

The system can be controlled and monitored both on-site by using the remote control supplied or remotely from anywhere in the world with our free dedicated mobile application.

The system can be expanded to include up to 50 wireless sensors and 10 remote controls.

Hub



Description of Indicator Light

Indicator Light	Status	Meaning
WiFi Indicator Light	Blinking	Searching for WiFi network
	Yellow	Booting up after power on or WiFi network is connected
Status Indicator Light	White	Powered on
	Blinking White	Hub is in low battery condition. Please connect with AC power.
	Blue	Home mode
	Green	Disarm mode
	Red	Arm mode
	Blinking Red	Alarm/panic mode
	Alternating Red and Blue	Hub is in connecting status
Cellular Indicator Light	Off	Hub is not powered on, or not powered with the adapter
	Blinking (3 times per second)	Cellular network is connected and the system is using the Cellular network
	Blinking (once per second)	Searching for the Cellular network
	Solid Blue	Booting up after power on or Cellular network is connected, but the system is using the WiFi network
Off	No SIM card or Cellular has been deactivated on the App	

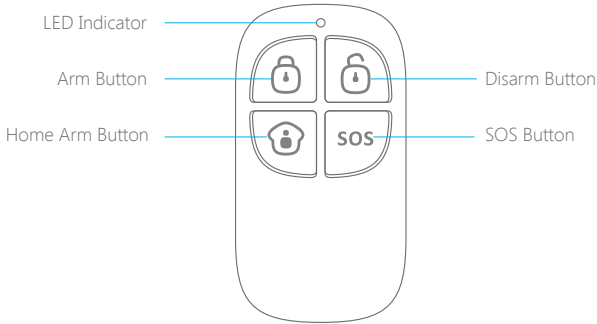
Note: The hub must be always be connected to AC power in order to maintain a WiFi connection. When AC power is lost, the speaker will beep for 30 seconds and the Hub will stay online for 2 minutes; long enough to send out push notifications to users alerting them of the power disconnection. The system will remain active and continue to monitor during a power outage. If the system is armed, it will activate its onsite alarm if a sensor is triggered.

How to identify if the system is working through WiFi or Cellular?




Working through WiFi: The WiFi indicator and the Cellular indicators are on.

Working through Cellular: The WiFi indicator and the Cellular indicator blink quickly.

Remote Control

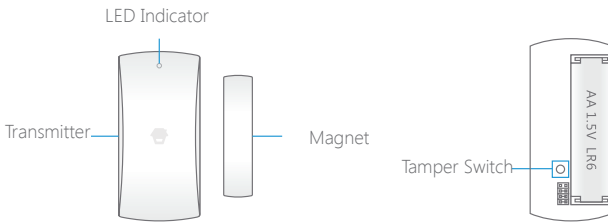


Description of Indicator Light

Buttons	System Status
	All sensors will be armed. This mode is used when the property is unoccupied.
	All sensors will be disarmed. Note: When the system is set to 'Disarm', sensors in 24-Hour Zone (flood sensors, smoke detectors, etc) will remain active.
	Sensors which are set to the Home Zone will be disarmed. All other sensors will be armed. This mode allows for movements within the property without triggering the Home Zone sensor(s), such as motion.
SOS	This will trigger an 'emergency' alert notification to registered users regardless of the hub mode.

Door / Window Sensor

Door/window sensors are set to 'Normal Zone' by default and are ideal for protecting entry/exit points, such as front/back doors and all windows. When the system is armed and a sensor is triggered (magnet separated from the transmitter), a push notification including the sensor name will automatically be sent to the registered users, and the hub's internal siren will sound immediately.



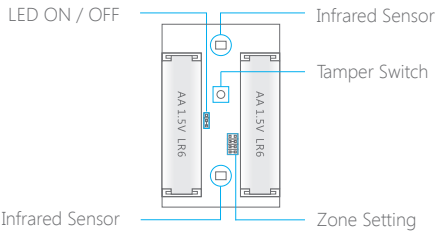
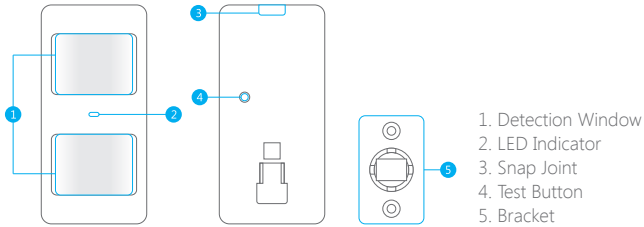
Blinks once	Door/window opening detected
Blinks once per 3 seconds	Low battery indication, please change the battery immediately

Tamper Switch

The tamper switch (small black lever underneath the back cover) will trigger an alarm notification if an unauthorized attempt is made to remove the sensor from its installed location.

Pet-immune PIR Motion Detector

The motion detector is designed for use on interior walls and is set to Home Mode by default. Whenever the sensor detects movement (only while the alarm is armed), a push notification including the sensor name will automatically be sent to the registered users, and the hub's internal siren will sound immediately.

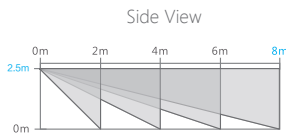
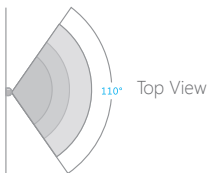


Blinks continuously	Motion detector is performing a self-test
Blinks once	Motion detected
Blinks once every 3 seconds	Low battery indication, please change the battery immediately

Tamper Switch

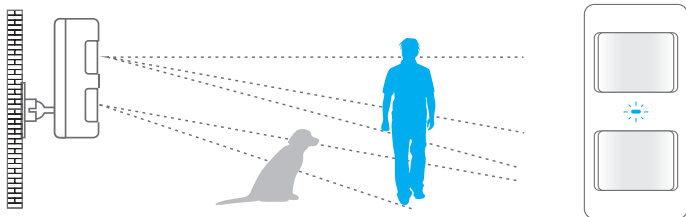
The tamper switch will trigger an alarm notification if an unauthorized attempt is made to remove the cover of the detector from its housing.

Detection Area



Pet Immune Function

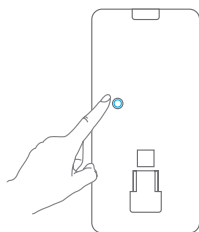
This sensor adopts dual detection window design to improve detection accuracy. It was only when both detection windows detect body movement will it trigger an alarm. While only one window will not cause an alarm. Based on this principle, pets less than 25 kg will not be detected by the sensor.



Working Mode

Testing Mode

Press the test button, the detector enters testing mode and detects once every 10 seconds. After 3 minutes, the LED indicator blinks twice, and the detector switches to power saving mode.



Power Saving Mode

This motion detector has smart power saving function. If the detector is triggered twice within 3 minutes, it enters sleeping state immediately to save power. During this period, any movement detected does not generate an alarm. After no movement within the next 3 minutes, it goes back to working state again.

Note: When the detector goes into sleeping state, the precondition of alarm is that no one moves in 3 minutes in the detection area; otherwise it will remain in the sleeping state. If the detector is in sleeping state, it is suggested to leave the room and make sure nobody moves in the detection area. The detector will go back to working state in 3 minutes.

Getting Started

Downloading App

Search for "HomeCloud System" in App Store/Google Play, then download and install the application.



Special Tips

After installing the app, the phone will request permission to receive notifications from "HomeCloud System". Forbidden to receive notifications may result in an application running failure.

Signing Up/In

If you have not registered an account yet, please tap the "Sign up" icon on the app and follow the instructions to create your account first.

* If you do not receive an account verification code in your email box during the registration process, please remember to check your spam/junk folder.

Once you have an account with us, please tap the "Sign in" icon and enter your email address and password to log in.

Adding Device

One account can operate multiple devices in this app.

There are TWO ways to establish a connection between your hub and your smartphone – via WiFi or Cellular.

1. WiFi Connection

Note: The hub does not support the 5GHz WiFi band. If you have a dual-band router (5GHz and 2.4GHz) and both the 2.4GHz and 5.0GHz networks are under the same name, you will need to separate those two bands into different names in your router settings.

1. Tap the [+] button on the account page and select [WiFi/Cellular Smart Home System].



2. Set the hub to WiFi network configuration mode

Press the WiFi configuration button on the hub 3 times. After the beep, the WiFi indicator light will alternate between red and blue. The hub is now in configuration mode.



3. Connect the hub to your smartphone

Tap "Next" and select "Home Cloud System" from the WiFi list on your smartphone.

Note: "Home Cloud System" is the hotspot name for connecting to your system.

Android users may need to disable cellular (mobile) data before proceeding to this step. This setting is normally found in your smartphone's settings under Data Usage, or Mobile Networks.

If you're unable to find the setting location, we suggest using a search engine with the following syntax: Disable (Phone Model) cellular data.



4. Enter WiFi details for the hub

Pick your home WiFi network (2.4GHz) from the display listed on the app, and enter the WiFi network password. This binding process should take about 3 minutes. The WiFi indicator will stop blinking when the network is connected.



How to Change WiFi?

Tap on [Settings]-[Others]-[Network Configuration]-[Change WiFi], select the WiFi name and then enter the password. The WiFi indicator will stop blinking when the network is connected.

2. Cellular Connection

Preparations before Use

1. A regular-size 2G/3G/4G* SIM card is needed to be inserted into the hub's SIM slot.

*H4 plus: supports 2G cellular network, if using 3G/4G SIM card, please make sure the 2G network of this cellular operator is still available in your country.

H4-LTE: supports 4G cellular network.



2. Connect the Hub with the provided AC adapter.

3. Turn the power switch of the hub from "OFF" to "ON".

There are two scenarios for Cellular : 1. You have home WiFi and Cellular is used as a backup. 2. You don't have home WiFi and Cellular is used for sending notifications, SMS and phone calls.

For the first scenario, connect to the WiFi by following the instructions in WiFi Connection above To set up Cellular , go to Settings - My Hub - APN Setting, input required information for cellular data and tap OK.



For the second scenario, Select [I don't have WiFi] when pairing the hub. The app will require you to scan the UID code at the back side of the hub.



Note: DO NOT scan the QR codes on the Hub or package box.

When the Cellular indicator flashes slowly (once every seconds), it means that the hub is searching for the signal. When the Cellular indicator flashes quickly (3 times per second), it means that the Cellular network is connected.

*Note: The APN setting varies from country to country. Please consult the local operator on how to set the APN correctly.

Account Management

Editing Your Account

Tap on [] on the main page to access the account management.




Tap on the portrait to change your portrait, user name and account password.

My Devices

Check system status after set up and navigate to the corresponding control page by tapping the device name on this page.



- Blue dot indicates that the device is ONLINE.
- Grey dot indicates that the device is OFFLINE.
-  This icon on the left of your device indicates that the device was shared to you by family or friends.

My Shares

Sharing device(s) with family or friends.



By choosing [🔗] on the menu and pressing the [+] button, you can share access to your device(s) with other registered accounts.

Enter the email address and nickname of the account you want to share with, and then select the device(s):



Admin (Full Access)

The accounts who receive the shared device(s) can not re-share the device(s) to others.

User (Read Only)

The users who receive the shared device(s) can receive notifications and check history during pre-set time period; change their own personal profile; cannot change settings and re-share device(s) to others.

(1) By week days

Select the day(s) and each day's routine you want the device(s) to be accessible to the account you share with.

(2) By dates

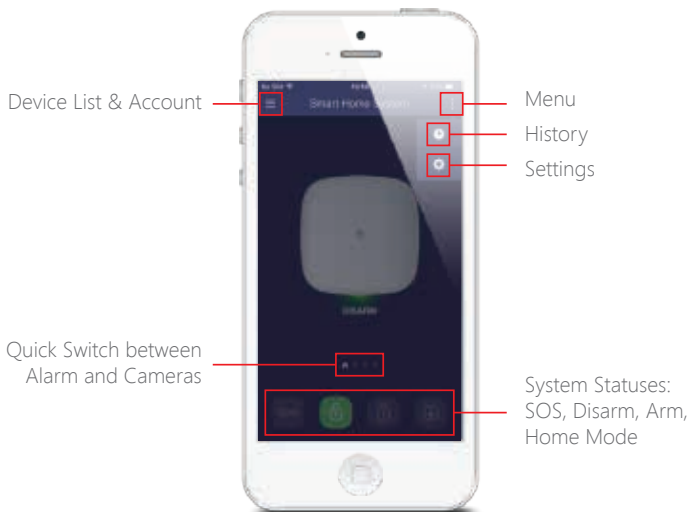
The family and/or friend(s) you share with would have access to your device(s) during the entire chosen time period.

Stop Sharing

If you would like to limit access to the device you have shared, tap stop sharing, then tap "✓" on the top right to save.

App Control

Arm, Disarm, Home Mode (Partial Arm or Stay Mode) this system and triggering an emergency alarm can be done on this main page.



System Statuses

System Armed

In this mode, all of the sensors are on alert; the hub's built-in siren will sound when a sensor is triggered. You and ALL other pre-authorized users will receive push notifications, SMS and phone calls (if phone numbers have been stored).

This mode is recommended to use when no one is at home, it can be easily set from the remote control or App.

System in Home Mode (Partial Arm or Stay Mode)

Only Home Zone sensors will stop detecting under this mode, which enables you and your family to move freely inside your home without accidentally triggering an alarm.

This mode is recommended when someone is at home, such as during the night, and can be easily set from the remote control or App.

Note: The Door/window sensor in this kit has been set to Normal Zone by default and the Motion Detector has been set to Home Zone, you can refer to page (25) and change their zone mode on the "Accessory Settings" page of the App.

System Disarmed

All the sensors stop detecting except any sensors that you may have set to 24-Hour Zone. 24-Hour Zone sensors will continuously monitor a particular area. For example, an extra water sensor (Set to 24-Hour Zone by default) that has been paired with Hub and installed near a washing machine would trigger alarm if water is detected, regardless of system status.

SOS System in SOS Mode




In this mode, the hub's built-in siren sounds to alert. You and ALL other pre-authorized users will receive notifications.

Quick Switch between Alarm and Cameras

If you purchased an alarm system & camera kit or any extra camera that has been purchased along with it, you can connect the camera to your home WiFi by the step-by-step instructions on the app and then directly viewing the camera on the hub's main page.



History

Operations and alerts can be reviewed from this history page. Press [] at the top right corner, and tap on the [] to access the history page. You can tap on the [] at the top right corner and select a specific day to search for an alert.

Only the most recent 300 alerts will be shown. New alerts will overwrite the oldest ones.

Settings

My Hub

Device Name

This setting enables you to rename your hub, and the new name will be shown on the device list.

Built-in Siren

This setting enables you to set the built-in siren of your hub. The volume level, alarm duration, and arm/disarm beep can be adjusted in the app.

Cellular Network

This setting enables you to control your system through Cellular data if an extra SIM card has been inserted:

Turn the power switch OFF and then insert your own SIM card → Turn the power switch ON → When the Cellular indicator light flashes (once every three seconds) this means the Cellular network has been connected.

If the Cellular indicator light flashes (once every second), it means your SIM card is required to set an APN to enable the Cellular function.



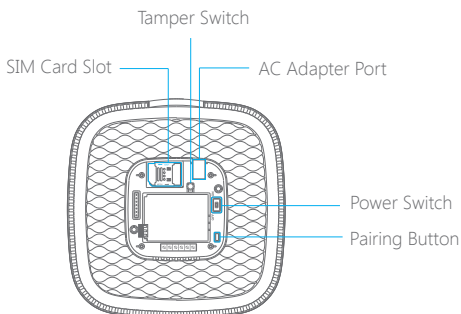
Input related APN, username, password and tap "OK" to save, the Cellular indicator on the hub will stop flashing after the Cellular connection is successful, and then you can operate the app via Cellular .

Note: The APN setting varies from country to country. Please consult the local

provider on how to set the APN correctly.

Tampering Alarm

The tamper switch (small white lever underneath the back cover) will trigger an alarm notification if an attempt is made to remove the Hub from its installed location.



If you do not want to be notified, you can switch it off on Settings-My hub-Tampering Alarm, the default is on.

Interference Detection

The hub has an interference detection feature. If RF signal interference is detected when the hub is in ARM MODE or HOME MODE, it will emit a 10 second warning beeps before alarming. This function is switched off by default.

This function does not work when the system is in alarming or test mode.

Notifications



(1) You can select an alarm tone and set up email alerts on this page.

Note: Because of the system limitations, this feature won't be available for Android 8.0 or above smartphone users.

(2) Store phone numbers for SMS texts and phone calls

The stored phone numbers (up to 5 numbers) will receive SMS and phone calls in case of triggered alarms.

The Hub will make phone calls to the stored phone numbers successively (up to 3 rounds in turn). If the phone call is answered and any keypad command has been operated by one of these users, it will stop calling the next phone number; otherwise it will continue to remind users until it is up to 3 rounds.

Keypad Commands

Phone Button	Function
0	Disarm
1	Arm
3	Listen in
#	Hang Up
6	Turn Off Siren
9	Turn On Siren
*	Two-Way Talk

Note: App alert notifications will be sent firstly, and then SMS and phone calls will follow immediately.

(3) Enable email notification for alarm alerts.

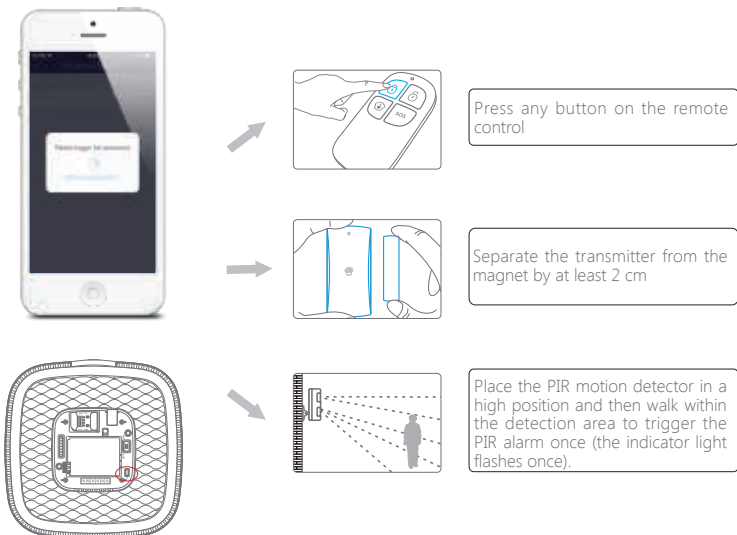
Accessory Settings



Add, delete, rename and change the zone mode of each sensor.

Pairing New Accessories

Tap on [+] at the top left on the accessory settings page or press the pairing button on the hub once, and then trigger the accessory.




Deleting Accessories





Slide from right to left to delete an accessory.


Accessory Zone

Tap on the “zone mode” icon located beside the zones name.

Normal Zone []: Sensors set to Normal Zone are activated in Arm (full arm) or Home Mode (partial arm). We recommend setting door/window sensor to Normal Zone.

Home Zone[]: Sensors set to Home Zone are only activated in Arm (full arm). If Home Mode (partial arm) is used, these sensors are not armed and will not activate the alarm if triggered. We recommend setting PIR Motion Detectors to Home Zone.

24-Hour Zone[]: Sensors set to 24-Hour Zone will activate the alarm when triggered, regardless of the alarm status (Armed or Disarmed).

Delay Zone[]: If sensors set to Delay Zone are triggered, the Hub will sound the alarm after the delay time passed. We recommend setting door sensors with a delay if they are used as primary entryways.

Note: Before setting sensors to Delay Zone, please set the entry delay time in the app's settings.

Remote SOS (On / Off)

You can enable or disable the SOS function in order to avoid false triggers by your remote control.

Example: If the remotes SOS function is set to off, the hub will not sound when an SOS key is pressed.

Wireless Siren (sold separately)

Pairing New Wireless Siren

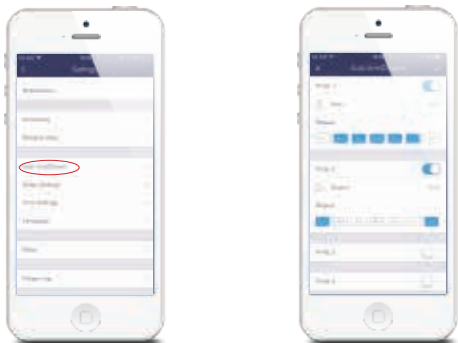
1. Siren enters pairing mode (refer to its user manual)
2. Tap the arm icon on the hub's app

Arm / Disarm Beep



This enables you turn on or off the arm/disarm beeps of the wireless siren.

Auto Arm / Disarm



The system can be programmed to automatically arm, home arm and disarm the panel at predefined times by following the steps below:

1. Slide the switch to the "on" position to activate the setting.
2. Select a status (Arm / Disarm / Home Mode).
3. Select the activation time.
4. Select the days.

Delay Settings



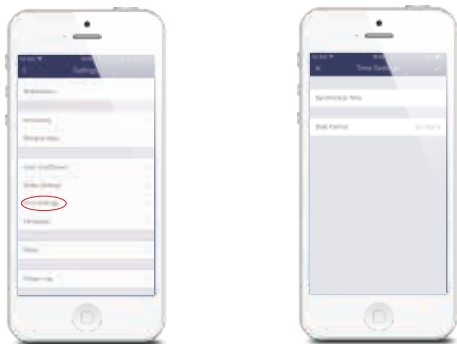
Exit Delay Setting

Set a time delay and turn on/off a reminder tone. During the delay you can exit your property without triggering an alarm.

Entry Delay Setting

You can install a door contact on your entrance door and change its zone mode to Delay Zone, and then set a time delay. During the delay you can enter your property (door contact is triggered) and disarm your system.(for zone setting, please refer to page 25).

Time Settings



Synchronize Time

This setting enables you to automatically synchronize the time on your smartphone with the time on your hub. This will ensure that you have the proper timestamp included on any notifications you receive from the hub.

When motion is detected, you will receive a push notification: (for example) Activity detected by [PIR Sensor 01] at 08:20:00 GMT+2 Or Activity detected by [PIR Sensor 01] at 07:20:00 GMT+1 DST during Daylight Saving Time.

Date Format

This setting enables you to change the format of the date shown on your app.

Other



Test Mode

Under test mode, if you trigger any sensors, the system will not sound the alarm but give out 3 beeps. You can quit this mode once you finish the testing.

Network Configuration

This setting enables you to connect your device to another WiFi network without having to repeat the original setup process.

Firmware Update

This setting enables you to update your panel to the latest firmware when available. Keep your hub plugged in while updating. Do not disconnect or turn off your hub as doing so will cause serious damage.

Tap on Firmware Update, a blinking red light indicates your unit is updating.

Remote Phone Operation

The hub sends SMS message and calls the stored numbers in case of alarm, the system is in a 1-minute-monitoring state, when the phone call is answered, then the user is able to press the number keys on the smart phone to control the system remotely. if no key command is operated during this state, the system will hang up the call and continue to call the next stored number.

User can also use the stored phone number to call the SIM card number of the hub to remotely control the system.

Note: Phone numbers which have not been authorized by the hub are unable to control the system.

Key Commands

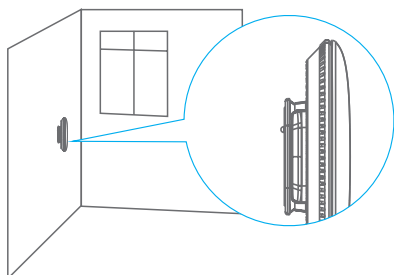
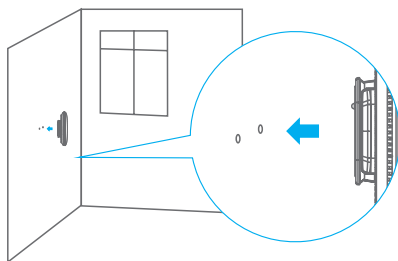
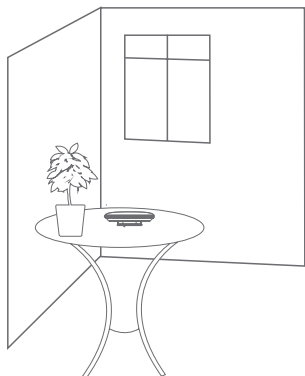


Phone Button	Function
0	Disarm
1	Arm
3	Listen in
#	Hang Up
6	Turn Off Siren
9	Turn On Siren
*	Two-Way Talk

Installation

Hub

For the best signal, we recommend that you place the hub in an open, centrally located area. Avoid placing the hub on the ground, a load-bearing wall or beside electrical appliances.



Door/Window Sensor

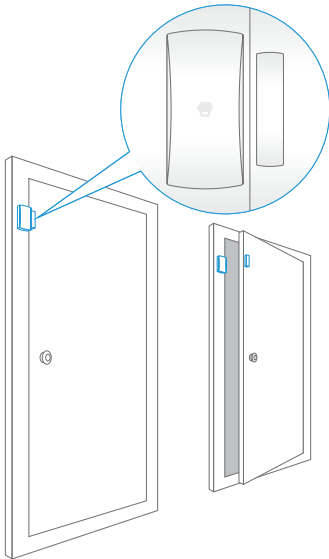
Test your sensors before installing.

Step 1: Choose a suitable location

The sensor can be installed on doors, windows and other objects which can be opened and closed. If you are installing the sensor on a metal door you may need to install a non-metallic spacer under the transmitter and magnet.

Step 2: Secure the sensors with double-sided tape.

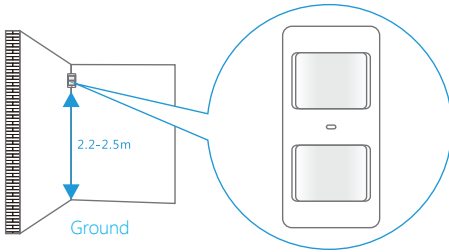
Make sure the triangle marks on the side of the transmitter and magnet are close to each other and are within the range of 1 cm. As long as the space between them is over 2cm, the LED indicator on the transmitter will blink once.



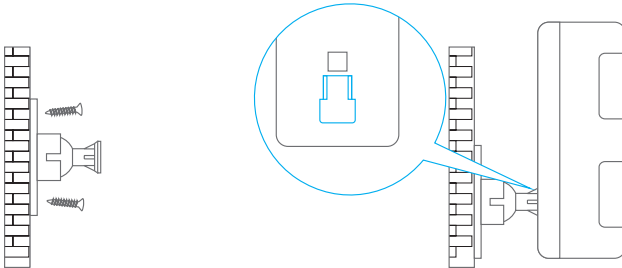
PIR Motion Detector

Avoid installing the motion detector facing windows, near air conditioning, heating, kitchen appliances, direct sunlight, in another motion detectors detection range, or areas with major temperature fluctuations.

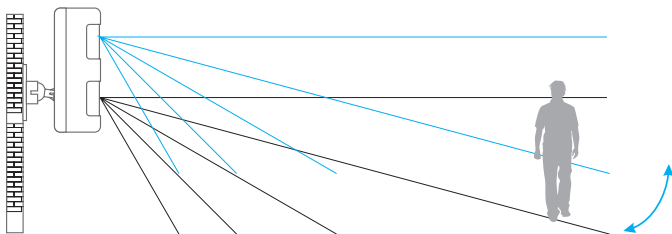
Step 1: Choose a suitable location. It is recommended to install the detector between 2-2.2m (roughly 6 1/2 to 7 1/2 ft.) high from the ground.



Step 2: Mount the detector on a wall by installing the wall mount with the included screws and attach the detector.



Step 3: To test the detector press the test button on the back. It will enter and remain in testing mode (detect once every 10 seconds) for 3 minutes. Walk into the view of the detector and look for a red light. The LED indicator will blink when movement is detected.



Step 4: Adjust the angle of your unit.



Note: If pet-immune function is applied, please do not adjust the angle up or down, but keep it parallel with the wall.

Restoring to Factory Settings

To restore your device back to factory settings, hold the pairing button (see page 5) on the hub for 10 seconds. The hub will beep twice indicating it has been successfully restored.

Note: Previously paired accessories will remain connected to your hub after a restore.

Specifications

Hub

Power Supply	DC 12V 500mA
Battery	3.7V 2200mAh 18650 Rechargeable Lithium Battery
Cellular Operating Frequency	850/900/1800/1900MHz
WiFi	IEEE 802.11b/g/n
Standby Current	<137mA
Alarm Current	<330mA
Internal Siren Volume	90dB
Optional Accessories	10 Remote Controls, 50 Sensors
Wireless Radio Frequency	433.92MHz or 315MHz
<i>*Europe and Australia: 433.92MHz</i>	
EIRP (dBm) Max.	16.29
ERP (dBm) Max.	-8.69
Casing Materials	ABS Plastic
Operating Conditions	Temperature 0°C ~ +50°C Relative Humidity <80% (Non-condensing)
Hub Dimensions	160 x 160 x 45mm (L x W x H)
Bracket Dimensions	80 x 80 x 10mm (L x W x H)

Remote Control

Power Supply	DC 3V (CR2025 Lithium Battery x 1pc)
Transmit Current	<7mA
Transmitting Distance	<80m (Open Area/No Interference)
Radio Frequency	433.92MHz or 315MHz
<i>*Europe and Australia: 433.92MHz</i>	
EIRP (dBm) Max.	-14.81
Housing Material	ABS Plastic
Operating Condition	Temperature 0°C~+50°C Relative Humidity <80% (Non-condensing)
Dimensions	58 x 31 x 9.5mm (L x W x H)

Door/ Window Sensor

Power Supply	DC 1.5V (1.5V AA LR6 Battery x 1pc)
Static Current	<35uA
Alarm Current	<40mA
Transmitting Distance	<80m (Open Area/No Interference)
Radio Frequency	433.92MHz or 315MHz
*Europe and Australia: 433.92MHz	
EIRP (dBm) Max.	-12.06
Housing Material	ABS Plastic
Operating Condition	Temperature 0°C~+50°C Relative Humidity <80% (Non-condensing)
Transmitter Dimensions	71 x 34 x 17.5mm (L x W x H)
Magnet Dimensions	51 x 12 x 13.5mm (L x W x H)

PIR Motion Detector

Power Supply	DC 3V (1.5V AA LR6 Battery x 2pcs)
Static Current	<18uA
Alarm Current	<12mA
Detection Scope	<8m/110°
Pet Immunity	<25kgs
Transmitting Distance	<80m (Open Area/No Interference)
Radio Frequency	433.92MHz or 315MHz
*Europe and Australia: 433.92MHz	
EIRP (dBm) Max.	-7.44
Housing Material	ABS Plastic
Operating Condition	Temperature 0°C~+50°C Relative Humidity <80% (Non-condensing)
Sensor Dimensions	108 x 52 x 36.8mm (L x W x H)
Bracket Dimensions	52 x 30 x 26.5mm (L x W x H)

