



## Adding or Replacing a Sensor

Adding, or replacing a sensor with a new one, perhaps due to failure or the wrong type being supplied, consists of two stages:

- Physically replacing the sensor.
- Pairing the new sensor with the hub. *Pairing* is a simple process, and it tells the hub and sensors they are part of the same system so the hub can listen for signals from the new sensor while ignoring signals from other sensors possibly in adjoining homes or flats. Pairing can only be done once the hub is operational.

### Physically replacing the sensor

Firstly please note that if the sensor to be replaced has already been installed, then unless the rear part of the case fixed to the home has been damaged it is much easier to leave that fixed to the home and just clip the new sensor into the older rear housing !

Please ensure the old sensor being removed is **powered off**. If it has the original battery isolator strip still in place then that is fine. If not then you need to open the case and **remove the batteries**. There is a video of how to open the movement sensor at [Tiny.cc/TA-VPIR](http://Tiny.cc/TA-VPIR) and the Door Sensor at [Tiny.cc/TA-VDSW](http://Tiny.cc/TA-VDSW) (these are case sensitive if you are typing the link manually).

Next install the new sensor. If this is not a replacement of an already installed sensor please follow the user guide sensor installation section. Once the new sensor is in its correct location please remove the battery isolator strip. For Door Sensors, please only remove the battery isolator tab *with the door closed*.

- **One-Piece Door Sensors** need to calibrate once power is applied. Please see the section “Installing the standard One-Piece Door Sensor”, paragraph 6 on page 14 of the user guide, or the Door Sensor video above.
- **Two-Piece door sensors** supplied on request for non-hinged doors (such as sliding patio doors) only realise they are meant to be a two-piece sensor (not a one-piece sensor) when they first come into contact with the `second part`, a magnet in a thin plastic case. Please ensure the magnet piece is within 10mm of the Door Sensor piece (ie the door is closed) when these are first powered up otherwise they will *behave like a One-Piece Door Sensor and start to calibrate* for a hinged door. Bringing the magnet close at any time will make them behave as Two-Piece Door Sensors, but the indicator lamp can be confusing if not done initially.

Both Movement Sensors and Door Sensors will flash the LED rapidly for a few seconds when they are first powered up. After that (& once calibrated for the One-Piece Door Sensor) to show the new sensor is *not paired* with the hub it will continue to flash the indicator once every 5 seconds. The indicator lamp will not show the normal indications for the door opening and closing until it is successfully paired.



## Pairing the new sensor with the hub

To do this the hub must be powered and you need to use the phone which is registered as the primary carer (ie the person who receives the alerts and can make configuration changes). Please follow these steps:

- Firstly ensure the old sensor, if one is being replaced, is **powered off** (this is important !!).
- Then, if this is a replacement as opposed to an extra sensor, we need to tell the hub we are removing the old sensor and not to look for signals from it anymore. Using the example of the Back Door\* sensor, text the hub **"UNPAIR BACK DOOR"** which will remove its pairing with the old sensor. You should soon receive a text such as "Back Door unpaired successfully". This is not necessary of course when just adding an extra sensor.
- Next, whether new or replacement, we need to tell the hub to look for signals from the new sensor. Again using the Back Door\* example text the hub **"PAIR BACK DOOR"** and you should receive a text message such as "Please press the panic button on the new sensor".
- When you press the button on the new sensor, the sensor scans looking for a hub in pairing mode and the indicator light flashes on and off at about once per second for a few seconds. If it doesn't pair immediately it slows down somewhat and tries again a few times for up to about a minute.
- When pairing is successful, the sensor indicator flashes rapidly for a few seconds, and then switches to normal operation. You will receive a text message such as "Back Door sensor paired successfully".
- If pairing is unsuccessful, you will receive a text message indicating such, and after several scans the sensor will return to flashing the indicator briefly once every five seconds. If the process is unsuccessful a few times, please contact the Care Line on 01245 860252.

Once this is complete, your ARC Angel should operate normally.

Don't forget the indicator lamps on the sensors only indicate activity detection or doors opening when the *test mode* is on, text **"TEST ON"** if necessary. The system operates correctly of course even if you prefer not to have the indicator lights flashing by sending **"TEST OFF"**.

If you want to verify the pairing process, you can press the panic button on the new sensor and you should now receive a Panic Alert message text.

\* Note: The sensor name (*Back Door* in the example) can be any sensor name the ARC Angel recognizes. For door sensors this is the preset names *Front Door*, *Back Door*, and *Side Door*. For movement sensors the preset names are *Hall*, *Lounge*, *Bedroom*, *Bathroom*, and *Kitchen*, and (optionally) *Toilet*. For any custom sensors assigned a name you use the *assigned name*. For example if the sole custom door sensor has been named "Patio Door" (by sending the Custom-Door-Name command **"CDN PATIO DOOR"**), or if custom movement sensor 3 has been renamed "Conservatory" (by sending the Custom-Name-3 command **"CN3 CONSERVATORY"**), then you would use **"PAIR PATIO DOOR"** or **"PAIR CONSERVATORY"** respectively.

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