

Getting Started Guide

*Gateway, Sensor, and
Account Setup*



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What's in the Box?



Gateway



Power Supply



Getting Started Guide



Antenna
(SG3-1012 Only)

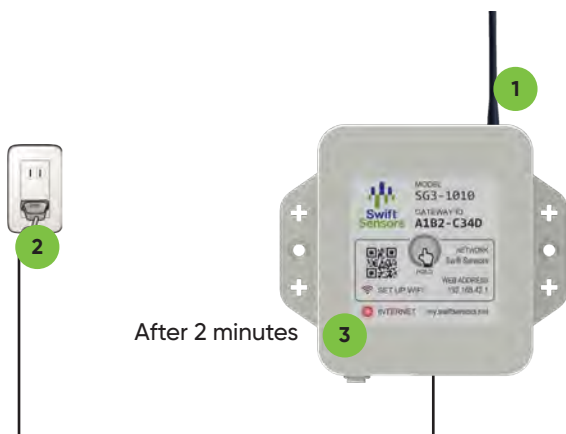
*If connecting with Cellular, go to **Page 9**

*If connecting with Ethernet, go to **Page 10**

Connect Your Gateway Using WiFi

- 1** Connect the antenna to gateway (if applicable).
- 2** Plug in gateway.
- 3** Wait about 2 minutes until the light turns RED.

PRESS AND HOLD the button in the center of the gateway label for 1 SECOND to start WiFi Hotspot setup.
- 4**
- 5** Wait about 20 SECONDS until the LED light is SOLID BLUE.



Press for 1 second



After 20 seconds, the light will turn solid blue






Connect to Gateway WiFi Hotspot

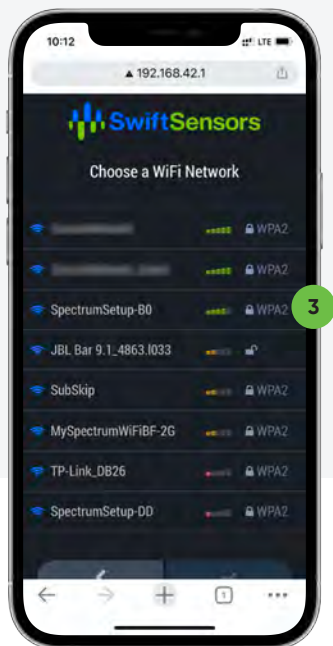
- 1 From your phone, go to Settings > WiFi. Select Swift Sensors (last four digits of your gateway ID). (*It may take a few minutes before the network appears*).
- 2 Scan the QR code on your gateway or below with your phone, or open your phone's web browser and enter **192.168.42.1** to access your gateway's WiFi set up.
- 3 Tap the Set Up WiFi button. Select your WiFi network and tap the blue checkmark.
- 4 Enter your WiFi network password and tap the blue checkmark.



Gateway WiFi Setup
QR Code

Gateway Status Lights

-  The gateway is **booting up**. This light is briefly visible right after powering up the gateway.
-  The gateway is **online** and communicating with the Swift Sensors Cloud.
-  Blinking: the gateway is **attempting to connect**.
Solid: there is **no internet** at your facility.
-  The gateway is **offline**. If using WiFi, it could not connect to your WiFi router. Try again with a different password.
-  Blinking: the gateway is **activating Set Up WiFi mode**.
Solid: the gateway is **in Set Up WiFi mode**.



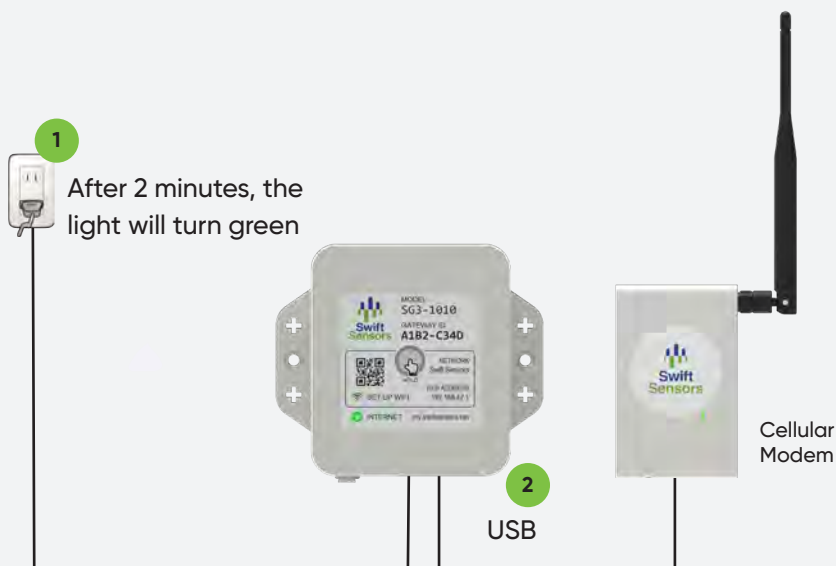
After 20 seconds, your gateway light will turn green indicating successful connection to the network.



After 20 seconds, the light will turn green

Connect Your Gateway with Cellular

1. Plug the provided power cable into the gateway.
2. Plug the cellular modem into the gateway's USB port. If the Internet light is green after 5 minutes, your gateway is online. If not, see Troubleshooting on **Page 22**.



Connect Your Gateway using Ethernet

1. Plug the provided power cable into the gateway.
2. Plug the Ethernet cable into the gateway. If the Internet light is green after 2 minutes, your gateway is online. If not, see Troubleshooting on **Page 22**.



Connect Your Gateway using Power over Ethernet (PoE)

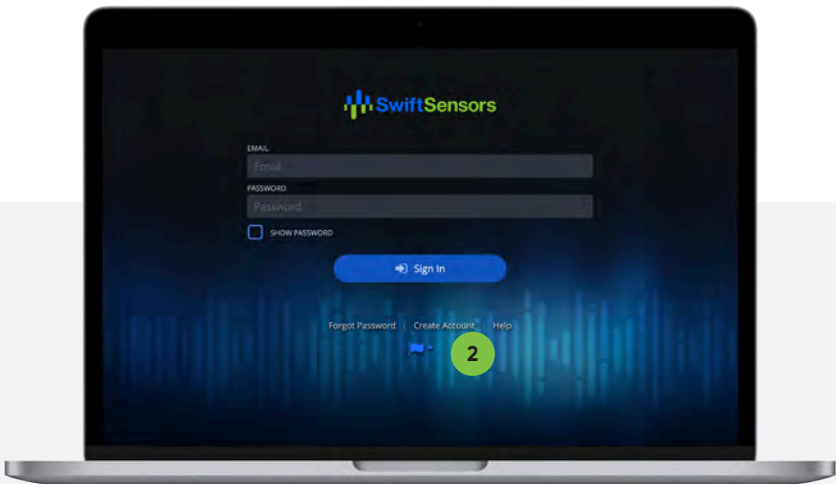
1. Plug the Ethernet cable into the gateway. If the Internet light is green after 2 minutes, your gateway is online. If not, see Troubleshooting on **Page 22**.

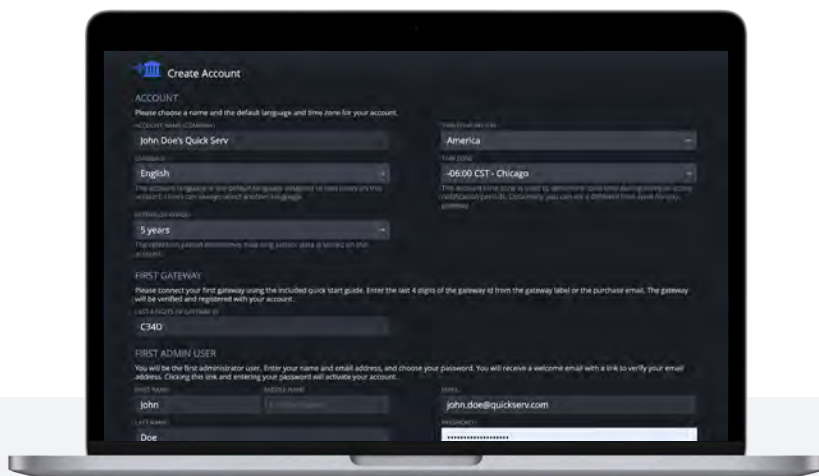


Register Your Gateway to a New Account*

*If you already have a Swift Sensors account, go to **Page 12**

1. Go to **my.swiftsensors.net**
2. Click Create Account.
3. Fill out the form and click Create Account. If you see an error message, make sure you have connected your gateway.
4. Click Verify Email in the email you receive from **noreply@swiftsensors.com**.
5. Enter the password you created in step 2. and click Verify Email, then click Console. Your new gateway will appear in your Hardware list.



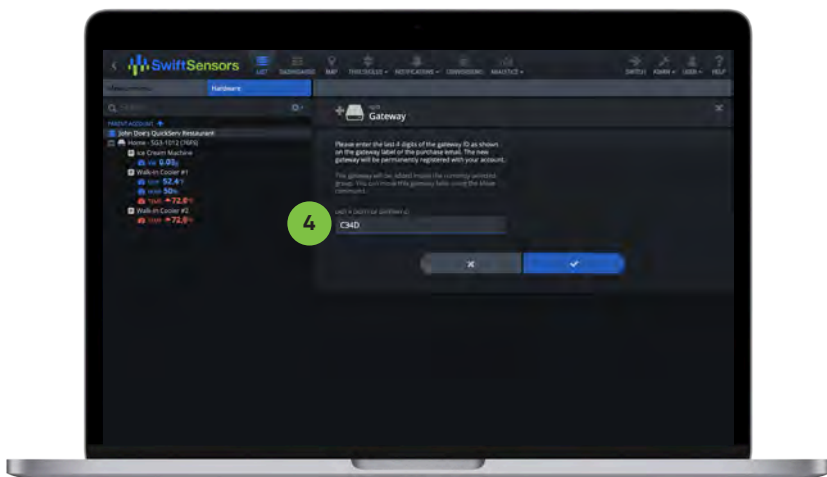


Register Your Gateway to an Existing Account

1. Sign in to my.swiftsensors.net
2. Select List in the navigation bar.
3. Select Add Gateway from the gear menu.
4. Enter the last four digits of your gateway ID and click the check button to save. Your new gateway will appear in your hardware list. If you see an error message, complete make sure you have connected your gateway.



Click on the Gear menu and select Add Gateway



Enter the last 4 digits of your Gateway ID

Turn On and Add Your Sensors to Your Account

Your sensor was shipped to you in the "Off" state. By simply turning on the sensor, your gateway will be able to detect it.

1. To turn your sensor on, CLICK the center button on the sensor. The green light will blink for 6 times to indicate that the sensor is on. (Do not press and hold the button as this will turn the sensor off).
2. Select **Add Sensors** from the gear menu. This will display all available sensors detected by your gateway.
3. Select the sensors that you would like to add to your account and click the Add button (+). Your Sensor will now appear in the List view.





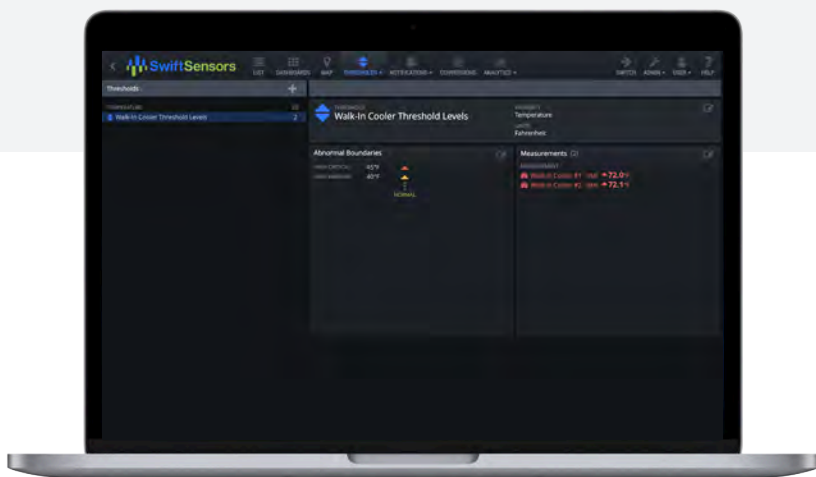
To Turn Off Sensors

HOLD the center button of the sensor until the green light stops blinking and glows solid for a few seconds to indicate the sensor is off.

Configure Your Swift Sensors Console

Please sign in to **my.swiftsensors.net** and follow the Installation and Setup Guide on our Online Help page to configure your console.

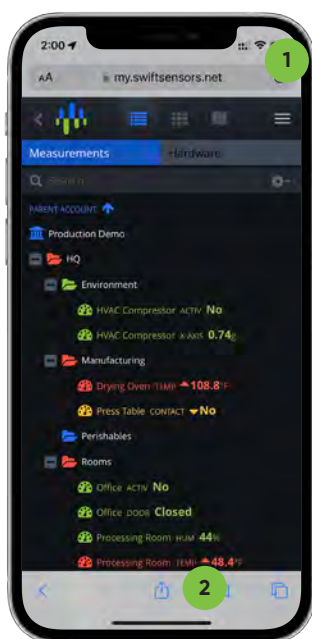
1. Setup your gateways and sensors according to location and function.
2. Create notifications and assign them to your measurements and users.
3. Add a cell phone number to your user profile so you can receive SMS or voice notifications.

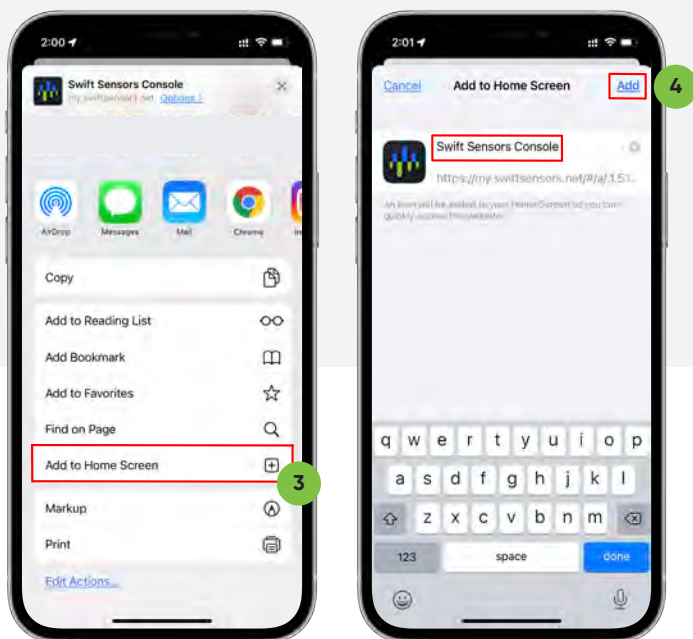


Add the Swift Sensors Web - App to Your Phone Apple iOS*

**If using Android, go to Page 20*

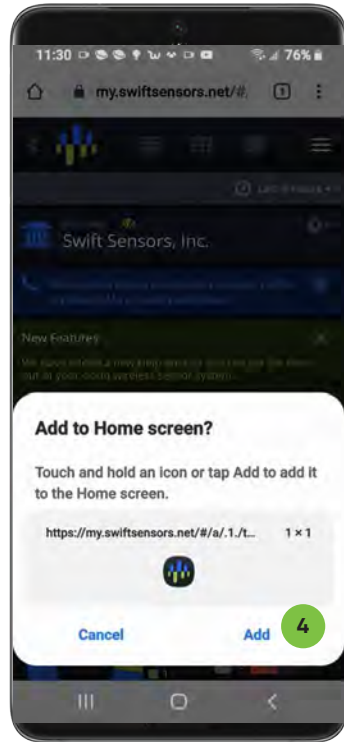
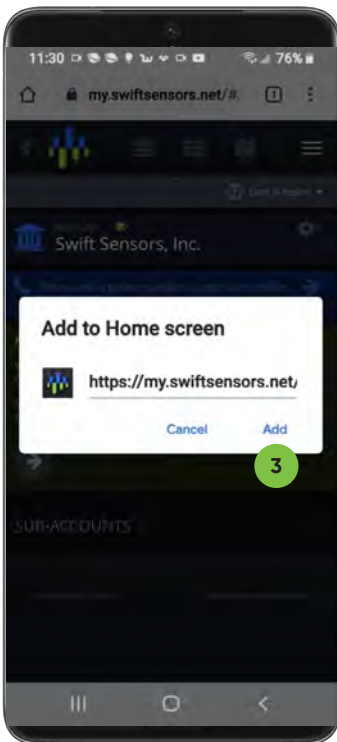
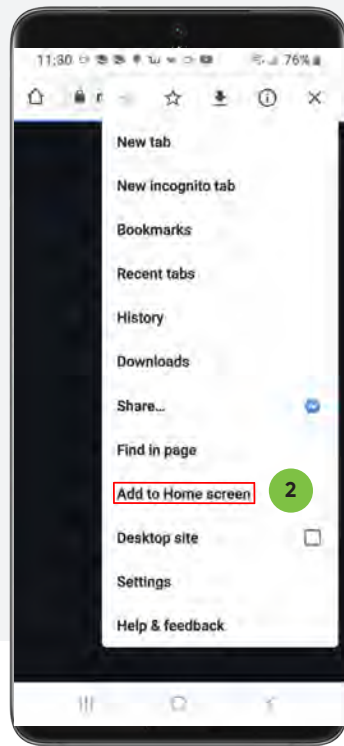
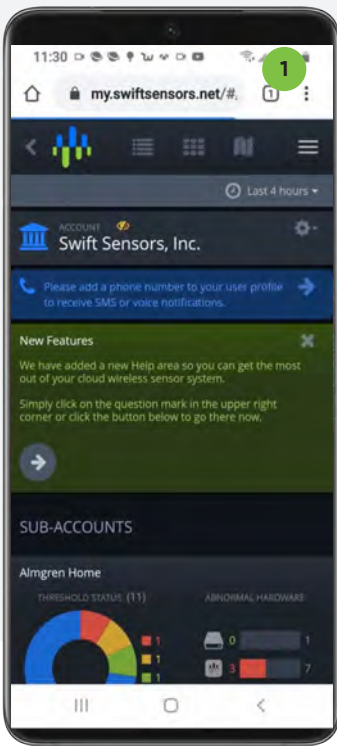
1. Using mobile Safari, sign into **swiftsensors.net** with your user credentials.
2. In the Safari footer, tap the Export button at the bottom center.
3. In the actions row at the bottom, swipe left and tap Add to Home Screen.
4. At the top, enter a custom name such as Swift Sensors and tap Add.

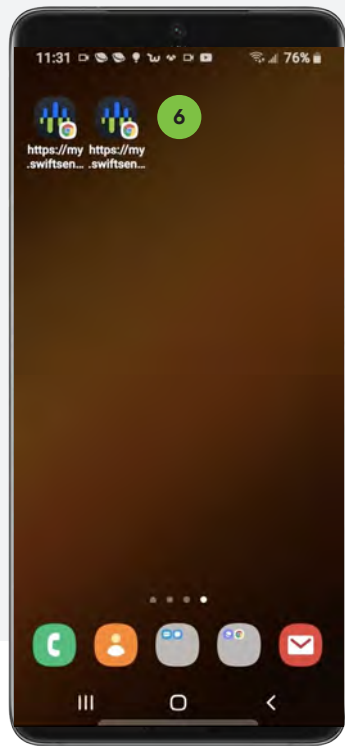




Add the Swift Sensors Web - App to Your Phone Google Android*

1. Using mobile Chrome, sign into **swiftsensors.net** with your user credentials.
2. In the Chrome header, tap the icon with three vertical dots in the upper right corner.
3. Select Add to Home screen from the popup menu.
4. Click Add automatically on the the first Add to Home screen page.
5. Click Add on the second Add to Home screen page.
6. Enter a custom name such as Swift Sensors on the third Add to Home screen page and click Add.





Troubleshooting

If you encounter problems during installation, the following table provides solutions to the most common ones. For more information, please refer to our Online Help, which provides the most complete and up-to-date information.

Problem	Solution
The gateway's Internet light is solid red.	<p>Red means the gateway is not able to connect to your WiFi router, a cell tower, or Ethernet jack.</p> <ul style="list-style-type: none">• Connecting with WiFi: The gateway could not connect to the WiFi router with the provided credentials. Please double check your credentials and try step 1 again.• Connecting with Cellular: Try to improve signal strength by pointing the antenna straight up and moving the cellular modem to a higher location or closer to a window.• Connecting with Ethernet: Check that your Ethernet jack is connected to your LAN.
The gateway's Internet light is solid yellow.	<ul style="list-style-type: none">• Yellow means the gateway is set up, but there is a problem with this building's internet. Troubleshoot your cable modem or contact your internet service provider.• Connecting with WiFi: The gateway connected to your WiFi router, but the router is offline.• Connecting with Ethernet: Your LAN is offline.

Problem	Solution
No gateway lights are on.	The gateway does not have power. Make sure the supplied power cable is securely plugged in and screwed on tight, and make sure the power adapter is plugged into a powered outlet.
A sensor did not show up on the Add Sensors page after a scan.	<p>Make sure your gateway is online and the sensor is within 50 meters (164 feet) of the gateway. Also make sure the sensor is on by clicking (not holding) the center button on the sensor. The sensor will blink for a few seconds to indicate that it is on.</p> <p>Wait 1 minute after turning on the sensor before scanning again. If the sensor is still not detected, it may have already been added to a different account. See Online Help for more tips or contact us.</p>

Online Help

Our online help area offers many resources to help you get the most out of your cloud wireless sensor system, such as the Installation and Setup Guide, Frequently Asked Questions (FAQ), tutorial videos, and much more. On the sign-in page of the Console, the Help link is at the bottom right. After sign-in, the help link looks like a question mark icon at the top right of the menu. To go there now, scan the QR code on the left with your phone or open your web browser and go to ***my.swiftsensors.net/#/help***

Contact Us

Our support team is ready to help. If you have more questions or need technical support, contact us by email or phone:

Email: ***support@swiftsensors.com***

Phone: ***+1 512-256-7552***

Hours: ***Monday - Friday, 8AM-7PM Central Time (CT)***



Need a Sensor Specialist?

Schedule a 1-on-1 new user onboarding meeting and learn from the professionals. We'll assist you with setting up your account from start to finish.

Already set up your account? Schedule an onboarding meeting and we'll review your account to make sure everything is setup correctly and meeting your monitoring needs.



Notes

FCC Compliance Notice:

This device complies with part 15 of FCC rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Change or modifications that are not expressly approved by the manufacturer could void the user's authority to operate the equipment.

RF Exposure Information:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20cm during normal operation.

Industry Canada (IC) Compliance Notice:

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

This Class B digital apparatus complies with Canadian ICES-003

RF Exposure Statement:

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be collocated or operating in conjunction with any other antenna or transmitter.

Warning:

Changes or modifications not expressly approved by Swift Sensors, Inc. could void the user's authority to operate the equipment.

