

### Room Monitor

model 00276RM



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**Questions?** Contact Customer Support at (877) 221-1252 or visit [www.AcuRite.com](http://www.AcuRite.com).

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# ACURITE®

Congratulations on your new AcuRite product. To ensure the best possible product performance, please read this manual in its entirety and retain it for future reference.

## Unpacking Instructions

Remove the protective film that is applied to the LCD screen prior to using this product. Locate the tab and peel off to remove.

## Package Contents

1. Room Monitor
2. Mounting hardware
3. Instruction manual

## IMPORTANT

PRODUCT MUST BE REGISTERED  
TO RECEIVE WARRANTY SERVICE

### PRODUCT REGISTRATION

Register online  
to receive 1 year  
warranty protection

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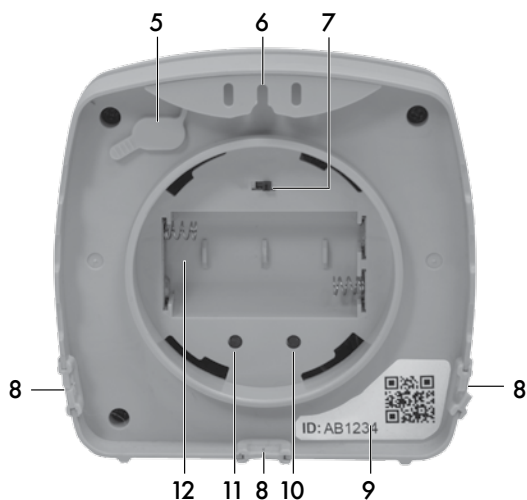
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# Features & Benefits



## FRONT

- 1. Wireless Signal Indicator**  
Flashes when data is being wirelessly transmitted.
- 2. Low Battery Indicator**
- 3. Current Indoor Humidity**  
Displayed when no wired sensor is attached (see page 6).
- 4. Current Indoor Temperature**  
Displayed when no wired sensor is attached (see page 6).

## BACK

- 5. Sensor Input**  
Plug-in for additional sensors (optional; sold separately).
- 6. Integrated Keyhole**  
For easy wall mounting.
- 7. Alarm "ON/OFF" Switch**  
For water detector (optional; sold separately).
- 8. Wired Sensor Retention Slot**  
Simplifies cord management when using add-on wired sensors (sold separately).
- 9. Monitor ID**  
Alphanumeric ID used to identify the Monitor during system configuration.
- 10. "°C/°F" Button**  
Select between degrees Celsius (°C) or Fahrenheit (°F) temperature units.
- 11. Reset Button**  
Resets display and sensor transmission.
- 12. Battery Compartment**
- 13. Battery Compartment Cover**
- 14. Mounting Hardware**  
Includes drywall anchor and screw.

Item	Qty	Diameter	Length
Screw	1	#6	3/4"
Anchor	1	#6	3/4"

## Room Monitor Setup

### 1 Install or Replace Batteries

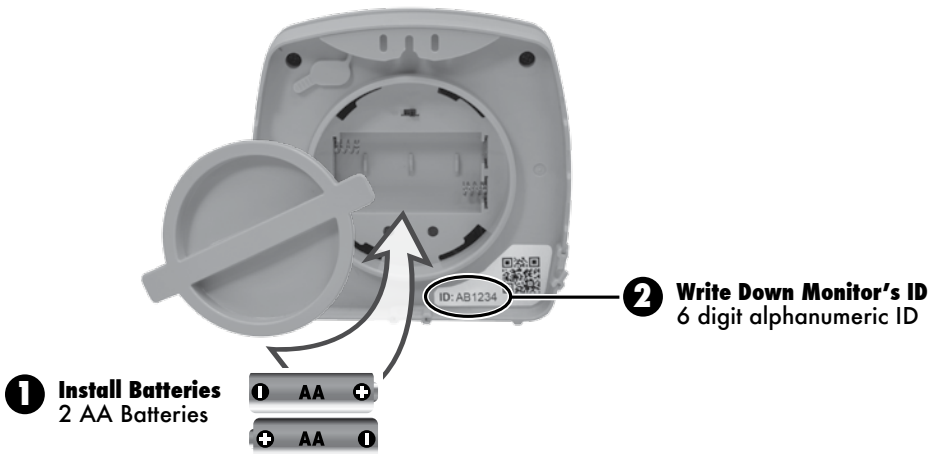
Batteries **MUST** be installed for this product to operate. AcuRite recommends high quality alkaline batteries for the best product performance. Heavy duty or rechargeable batteries are not recommended.

1. Twist off the battery compartment cover.
2. Insert 2 x AA batteries into the battery compartment, as shown. Follow the polarity (+/-) diagram in the battery compartment.
3. Replace the battery cover.

### 2 Write Down the Monitor's ID

After batteries are installed, a unique 6-digit alphanumeric ID appears on the display momentarily. It can also be found printed on the back of the Room Monitor. This unique ID may be referenced for connectivity functions.

ID: \_\_\_\_\_



### PLEASE DISPOSE OF OLD OR DEFECTIVE BATTERIES IN AN ENVIRONMENTALLY SAFE WAY AND IN ACCORDANCE WITH YOUR LOCAL LAWS AND REGULATIONS.

**BATTERY SAFETY:** Clean the battery contacts and also those of the device prior to battery installation. Remove batteries from equipment which is not to be used for an extended period of time. Follow the polarity (+/-) diagram in the battery compartment. Promptly remove dead batteries from the device. Dispose of used batteries properly. Only batteries of the same or equivalent type as recommended are to be used. **DO NOT** incinerate used batteries. **DO NOT** dispose of batteries in fire, as batteries may explode or leak. **DO NOT** mix old and new batteries or types of batteries (alkaline/standard). **DO NOT** use rechargeable batteries. **DO NOT** recharge non-rechargeable batteries. **DO NOT** short-circuit the supply terminals.

## Placement for Maximum Accuracy

AcuRite products are sensitive to surrounding environmental conditions. Proper placement of the Room Monitor is critical to the accuracy and performance of the product.



### Room Monitor Placement

The Monitor is designed for indoor use. Place the Monitor in a dry area free of dirt and dust. Monitor stands upright for tabletop use or is wall-mountable.

## Important Placement Guidelines

- Monitor must be within 330 feet (100 meters) of a companion unit (optional; sold separately).

### MAXIMIZE WIRELESS RANGE

Place units away from large metallic items, thick walls, metal surfaces, or other objects that may limit wireless communication.

### PREVENT WIRELESS INTERFERENCE

Place both units at least 3 feet (90 cm) away from electronic devices (TV, computer, microwave, radio, etc.).

### LOCATE AWAY FROM HEAT SOURCES

To ensure accurate temperature measurement, place Monitor out of direct sunlight and away from any heat sources.

### LOCATE AWAY FROM HUMIDITY SOURCES

To ensure accurate humidity measurement, locate Monitor away from humidity sources. Avoid installing the Monitor near indoor pools, spas, or other bodies of water. Water sources may impact humidity accuracy.

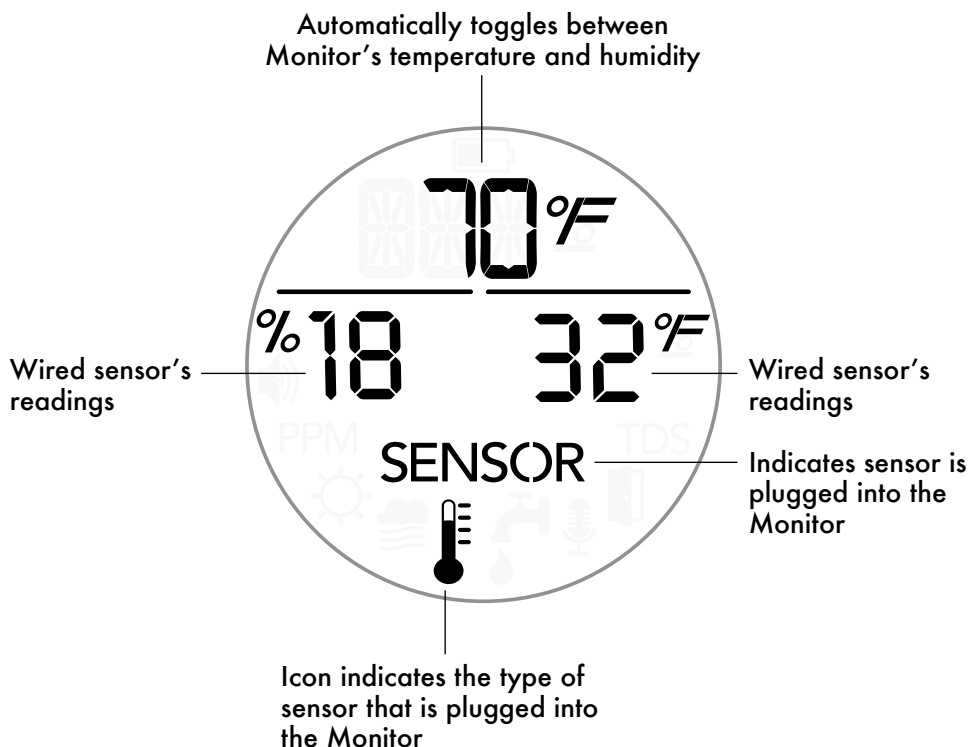
## Using the Room Monitor

The Room Monitor features built-in temperature and humidity sensors, to view current conditions in the location where the Monitor is placed.

## Expand the System

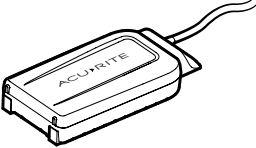
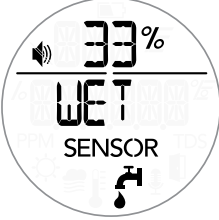
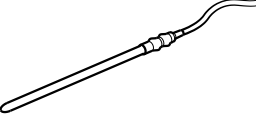
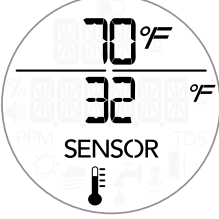
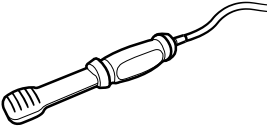
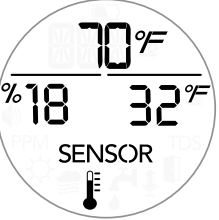
The Room Monitor can be expanded to track additional conditions using compatible wired sensors (optional; sold separately) that simply plug into the Monitor. Wired sensors feature an extra-long cord, perfect for installing the sensors in hard-to-reach places.

When using a wired sensor with the Monitor, the Monitor's temperature and humidity readings move to the top of the display. The display will automatically toggle between the Monitor's temperature and humidity data, while the wired sensor's readings appear in the middle of the display (pictured below).



Compatible digital displays, wired sensors and companion units are available at: [www.AcuRite.com](http://www.AcuRite.com)

## Add-on Wired Sensors

<b>Add-On Sensor</b>	<b>Room Monitor Display</b> with wired sensor	<b>Perfect for:</b>
 <p><b>Water Detector</b> with audible alert Model 06010RM</p>		<ul style="list-style-type: none"> <li>• Basement flooding</li> <li>• Roof leaks</li> <li>• Leaky appliances</li> <li>• Sump pump failure</li> <li>• Tracking high or low water level</li> </ul>
 <p><b>Liquid &amp; Soil Temperature Sensor</b> Model 06011RM</p>		<ul style="list-style-type: none"> <li>• Indoor pool, spa, pond or fountain temperature</li> <li>• Preventing frozen pipes</li> <li>• Seeding, potting and gardening</li> </ul>
 <p><b>Spot Check Temperature &amp; Humidity Sensor</b> Model 06012RM</p>		<ul style="list-style-type: none"> <li>• Monitoring conditions in hard to reach places (attic, basement, etc.)</li> <li>• Pet areas</li> <li>• Evaluating HVAC coverage in your home</li> <li>• Monitoring conditions in nursery or child's room</li> </ul>

# Troubleshooting

<b>Problem</b>	<b>Possible Solution</b>
<b>Inaccurate temperature or humidity</b>	<ul style="list-style-type: none"><li>• Verify the Monitor is placed away from any heat sources or vents (see page 5).</li><li>• Verify the Monitor is positioned away from moisture sources (see page 5).</li></ul>
<b>Display screen not working</b>	<ul style="list-style-type: none"><li>• Check that the batteries are installed correctly. Batteries may need to be replaced.</li><li>• Reset display by pressing the RESET button, located on the back of the Monitor.</li></ul>
<b>Display screen shows ERROR 1</b>	<ul style="list-style-type: none"><li>• Check the cord on the wired sensor (sold separately) and the connection tip for excessive heat, excessive cold or damage. Wired sensor may need to be replaced.</li></ul>
<b>Display screen shows ERROR 2</b>	<ul style="list-style-type: none"><li>• Data readings for the wired sensor (sold separately) may be out of range. Check the location of the Monitor and wired sensor. Verify that the conditions being monitored are within the measurement range for the wired sensor.</li></ul>

**If your AcuRite product does not operate properly after trying the troubleshooting steps, visit [www.AcuRite.com](http://www.AcuRite.com) or call (877) 221-1252 for assistance.**

## Care & Maintenance

Clean with a soft, damp cloth. Do not use caustic cleaners or abrasives.

## Specifications

<b>TEMPERATURE RANGE</b>	-4°F to 158°F; -20°C to 70°C
<b>HUMIDITY RANGE</b>	1% to 99% RH
<b>WIRELESS RANGE</b>	330ft / 100m depending on home construction materials
<b>OPERATING FREQUENCY</b>	433 MHz
<b>POWER</b>	2 x AA alkaline batteries

## FCC Information

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, and
- 2- This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
  - Increase the separation between the equipment and the receiver.
  - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
  - Consult the dealer or an experienced radio/TV technician for help.
- NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user authority to operate the equipment.

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 received, including interference that may cause undesired operation of the device.

## Customer Support

AcuRite customer support is committed to providing you with best-in-class service. **For assistance**, please have the model number of this product available and contact us in any of the following ways:



(877) 221-1252



info@chaney-inst.com

24/7 support at [www.AcuRite.com](http://www.AcuRite.com)

- ▶ Installation Videos
- ▶ Instruction Manuals
- ▶ Replacement Parts
- ▶ Register your Product
- ▶ Support User Forum
- ▶ Submit Feedback & Ideas

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## Limited One Year Warranty

At AcuRite, we proudly uphold our commitment to quality technology. Chaney Instrument Co. warrants that all products it manufactures to be of good material and workmanship, and to be free of defects when properly installed and operated for a period of one year from the date of purchase.

We recommend that you visit us at [www.AcuRite.com](http://www.AcuRite.com) for the fastest way to register your product. However, product registration does not eliminate the need to retain your original proof of purchase in order to obtain warranty benefits.

Chaney Instrument Co. warrants that all products it manufactures to be of good material and workmanship, and to be free of defects when properly installed and operated for a period of one year from the date of purchase. Remedy for breach of this warranty is limited to repair or replacement of the defective item(s). Any product which, under normal use and service, is proven to breach the warranty contained herein within ONE YEAR from date of sale will, upon examination by Chaney, and at its sole option, be repaired or replaced by Chaney. Transportation costs and charges for returned goods shall be paid for by the purchaser. Chaney hereby disclaims all responsibility for such transportation costs and charges. This warranty will not be breached, and Chaney will give no credit for products it manufactures which have received normal wear

and tear, been damaged (including by acts of nature), tampered, abused, improperly installed, damaged in shipping, or repaired or altered by others than authorized representatives of Chaney.

The above-described warranty is expressly in lieu of all other warranties, express or implied, and all other warranties are hereby expressly disclaimed, including without limitation the implied warranty of merchantability and the implied warranty of fitness for a particular purpose. Chaney expressly disclaims all liability for special, consequential or incidental damages, whether arising in tort or by contract from any breach of this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation of exclusion may not apply to you. Chaney further disclaims all liability from personal injury relating to its products to the extent permitted by law. By acceptance of any of Chaney's products, the purchaser assumes all liability for the consequences arising from their use or misuse. No person, firm or corporation is authorized to assume for Chaney any other liability in connection with the sale of its products. Furthermore, no person, firm or corporation is authorized to modify or waive the terms of this paragraph, and the preceding paragraph, unless done in writing and signed by a duly authorized agent of Chaney. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

For in-warranty claims: Chaney Instrument Co.  
965 Wells St., Lake Geneva, WI 53147



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Temperature  
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Weather  
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Kitchen  
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# Liquid & Soil Temperature Sensor

model 06011RM



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## Package Contents

1. Liquid & Soil Temperature Sensor
2. Zip ties
3. Instruction Manual

**This product requires an AcuRite Monitor (sold separately) to be operational.**

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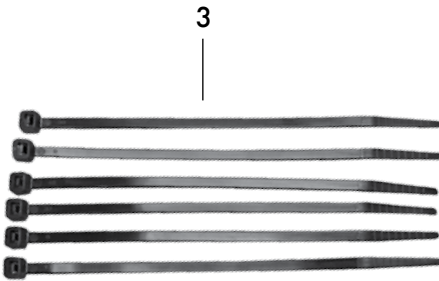
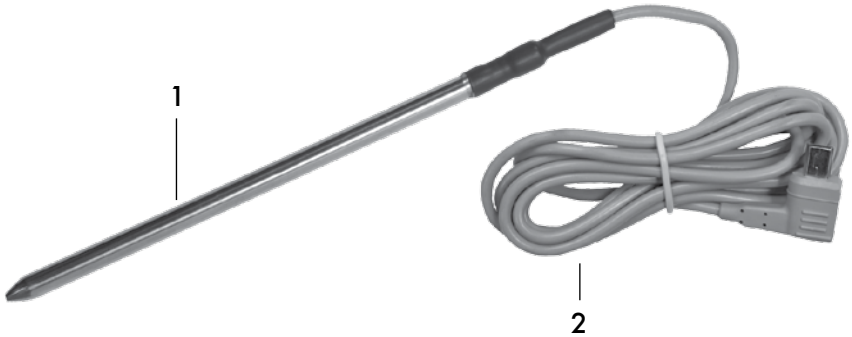
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(877) 221-1252 or visit [www.AcuRite.com](http://www.AcuRite.com).

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## Features & Benefits



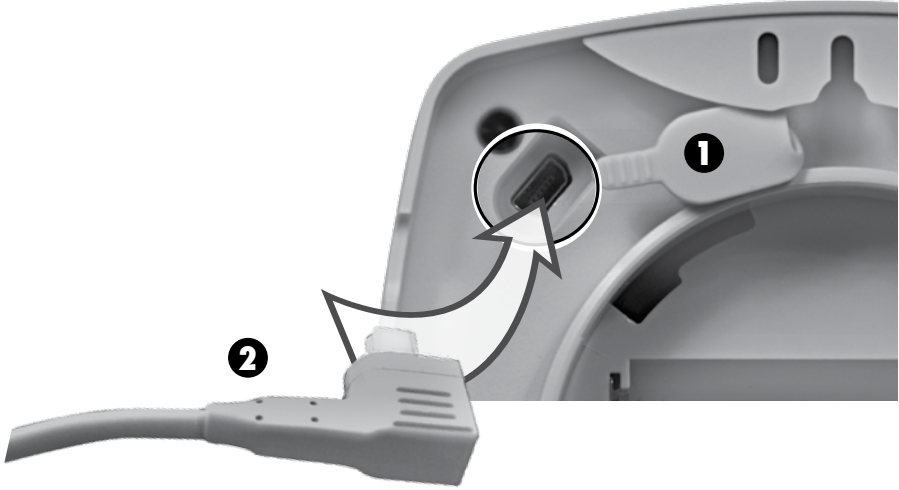
- 1. Liquid & Soil Temperature Sensor**
- 2. 5-ft (1.5m) cord**  
Connects Wired Sensor to Monitor
- 3. Zip Ties**  
For sensor installation (optional)

## Sensor Installation

The Wired Sensor requires a Monitor (sold separately) to be operational, and may also be used with a compatible digital display (optional; sold separately).

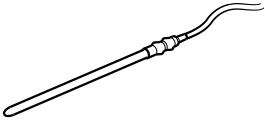
### Connect Wired Sensor to Monitor

1. Remove rubber plug from back of Monitor.
2. Plug Wired Sensor into Monitor.



## Suggested Uses

The AcuRite Liquid & Soil Temperature Sensor is designed for a wide range of applications and offers a variety of easy placement options. Below are some potential uses for your AcuRite Liquid & Soil Temperature Sensor with suggested placement.

<b>Liquid &amp; Soil Temperature Sensor</b>	<b>Suggested Uses</b>
 <p data-bbox="93 1437 476 1502">Liquid &amp; Soil Temperature Sensor Model 06011RM</p>	<ul data-bbox="529 1258 1000 1502" style="list-style-type: none"> <li>• Preventing frozen pipes</li> <li>• Seeding, potting and gardening</li> <li>• Pool, spa, pond or fountain temperature</li> <li>• Aquariums, cages or tanks</li> <li>• Monitoring refrigerator and/or freezer temperature</li> </ul>

## Placement Options

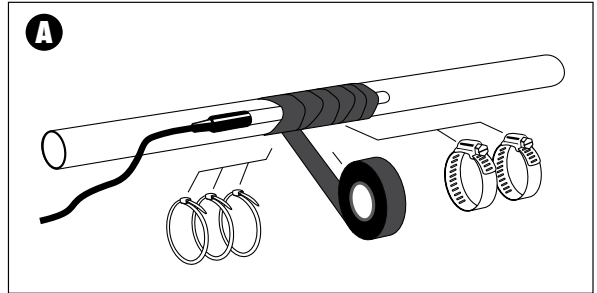
### Monitor Pipe Temperature

Frozen pipes can burst, causing serious damage to a home or building. Monitoring pipe temperature can alert you to take action before these conditions occur.

#### Suggested Placement

Using zip ties (included), hose clamps\* or electrical tape (optional; not included), affix the Wired Sensor to a pipe. See Figure (A). Cover the entire pipe and Wired Sensor with a layer of pipe insulation (not included) to isolate the pipe temperature from the ambient air temperature.

\*Do not over-tighten hose clamps (optional; not included), as this may damage the Wired Sensor.



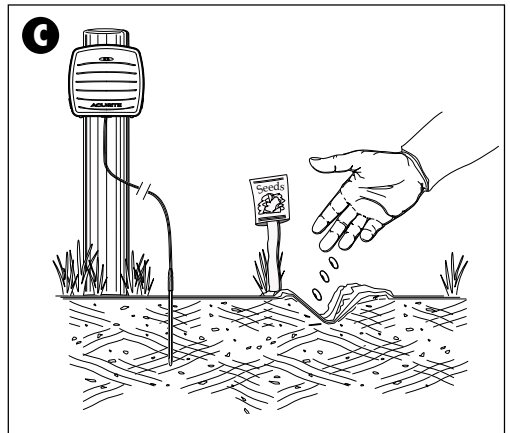
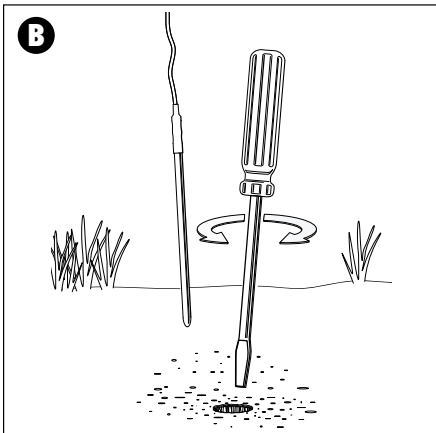
### Monitor Soil Temperature

Soil temperature is an important factor in determining optimal planting conditions. Monitor soil temperature throughout the year to ensure a successful growing season.

#### Suggested Placement

Dig a small hole using a screwdriver, as shown in Figure (B), then insert the Wired Sensor into the hole, as shown in Figure (C). Once inserted, refill the hole with loose soil.

**NOTE:** Do not attempt to dig a hole using the Wired Sensor, or force it into the soil as this may cause damage.



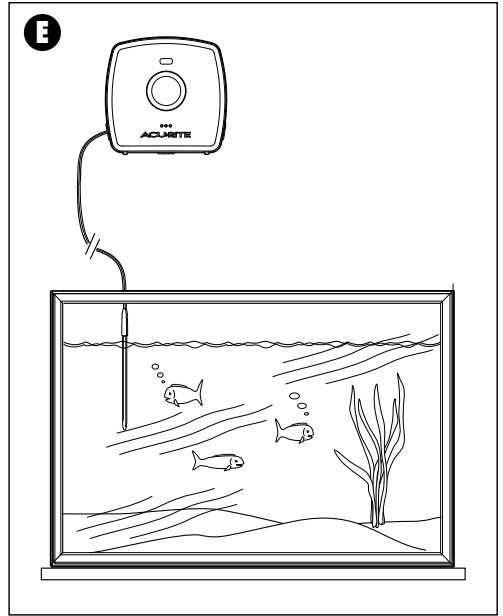
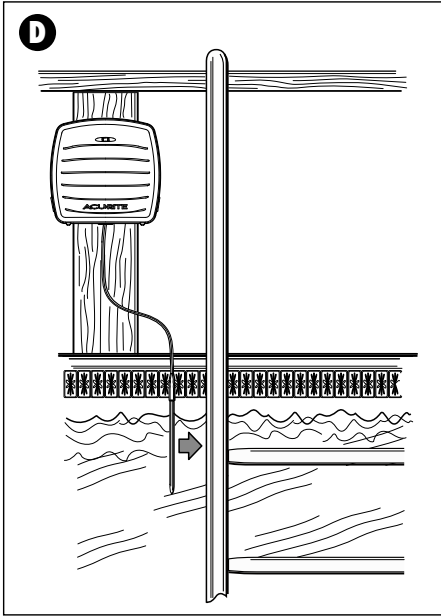
## Monitor Liquid Temperature

Maintaining proper temperature ensures comfort and safety in pools or spas, or ideal living conditions for aquatic creatures.

### Suggested Placement

Mount the Monitor to a post or wall and submerge the Wired Sensor into the water/liquid. The Wired Sensor should be mounted choosing the installation method that best suits the available mounting point and so that **ONLY** the metal portion of the sensor is submerged. See Figures (D) and (E).

**NOTE:** The Monitor should **NOT** be placed in an area where liquid could be forced inside.



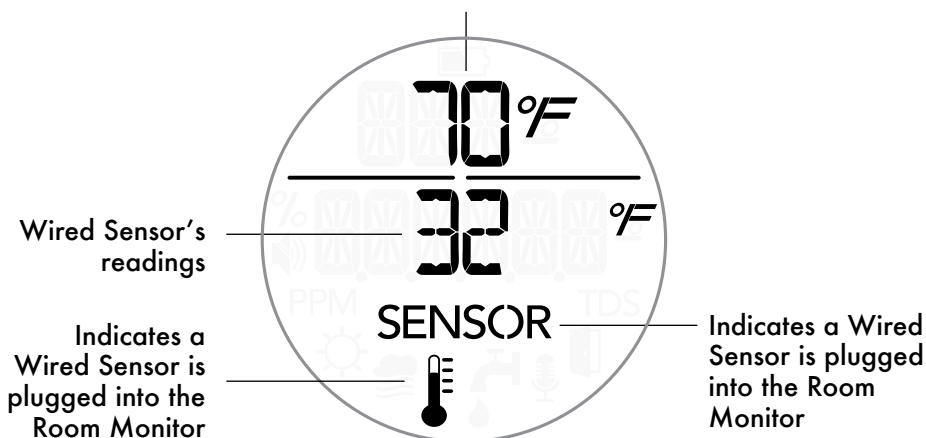
## Using the Sensor

The Wired Sensor requires either the Room Monitor or the Outdoor Temperature and Humidity Monitor to be operational. Compatible digital displays are available for both Monitors.

The **Outdoor Monitor** requires a companion unit (ex. digital display).

The **Room Monitor** features a built-in digital display. When using a Wired Sensor with the Room Monitor, the Monitor's temperature and humidity readings move to the top of the display. The display automatically toggles between the Monitor's temperature and humidity data, and the Wired Sensor's readings appear in the middle of the display (pictured below).

Automatically toggles between Monitor's temperature and humidity



## Specifications

<b>CORD</b>	5-ft (1.5m) length; Water-resistant
<b>TEMPERATURE RANGE</b>	-40°F to 158°F; -40°C to 70°C
<b>DATA REPORTING</b>	18 second updates

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warranty will not be breached, and Chaney will give no credit for products it manufactures which have received normal wear and tear, been damaged (including by acts of nature), tampered, abused, improperly installed, damaged in shipping, or repaired or altered by others than authorized representatives of Chaney.

The above-described warranty is expressly in lieu of all other warranties, express or implied, and all other warranties are hereby expressly disclaimed, including without limitation the implied warranty of merchantability and the implied warranty of fitness for a particular purpose. Chaney expressly disclaims all liability for special, consequential or incidental damages, whether arising in tort or by contract from any breach of this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Chaney further disclaims all liability from personal injury relating to its products to the extent permitted by law. By acceptance of any of Chaney's products, the purchaser assumes all liability for the consequences arising from their use or misuse. No person, firm or corporation is authorized to assume for Chaney any other liability in connection with the sale of its products. Furthermore, no person, firm or corporation is authorized to modify or waive the terms of this paragraph, and the preceding paragraph, unless done in writing and signed by a duly authorized agent of Chaney. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

For in-warranty claims: Chaney Instrument Co.  
965 Wells St., Lake Geneva, WI 53147

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## 1 PACKAGE CONTENTS

1. Flip-Up Antenna
2. Power Adapter Port
3. Ethernet Port
4. Network Status Light
5. Sensor Status Light
6. Ethernet Cable
7. Power Adapter



## 2 CONNECT smartHUB

Connect the Ethernet cable to the smartHUB and flip up the antenna.

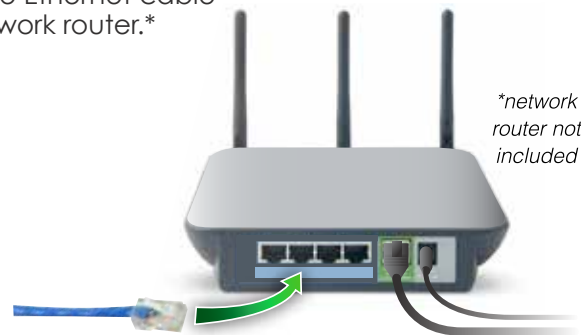


**WRITE DOWN THE smartHUB Device ID; printed on the bottom of the device.**  
You will need this when adding the smartHUB to your account.

DEVICE ID

## 3 CONNECT ROUTER

Connect the Ethernet cable to your network router.\*



## 4 PLUG IN

Plug In the power adapter. The smartHUB will take a minute to start up.



## 5 WAIT

After powering on your smartHUB, it will connect to the My AcuRite servers and download available firmware updates. This may take up to 30 minutes.



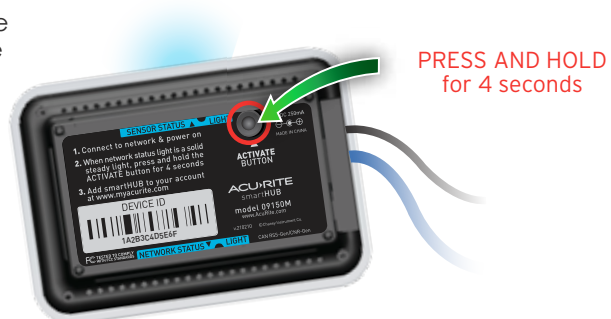
Automatically **DOWNLOADING** latest software updates. **DO NOT UNPLUG CABLES**



When Network Status Light stops flashing (is solid), you are **READY** for the next step.

## 6 ACTIVATE smartHUB

- After the firmware update is complete and the Network Status Light is solid, press and hold the ACTIVATE button for 4 seconds to begin communication with the My AcuRite servers.
- The Network Status Light will remain solid, indicating normal operation.

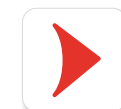


## 7 CREATE YOUR ACCOUNT

Create your account and register your smartHUB at [www.MyAcuRite.com](http://www.MyAcuRite.com) or within the AcuRite mobile app. **Note:** It may take up to 10 minutes for the smartHUB to communicate with the My AcuRite servers.



OR



Available on the App Store

GET IT ON Google play

[www.MyAcuRite.com](http://www.MyAcuRite.com)

AcuRite APP

## What do the smartHUB lights mean?

The smartHUB features integrated status lights - similar to your network router, these lights help you determine the status of the smartHUB:



smartHUB State	Network Status Light	Sensor Status Light
<b>Working normally</b> power applied, network (Internet) connection, receiving sensor readings	Flashes for 1 second each time a reading is sent	Solid steady light
<b>Downloading firmware updates</b>	Flashes rapidly	Solid steady light
<b>No sensor readings</b> smartHUB has not received a reading for more than 60 seconds	Solid steady light	Flashes rapidly
<b>No network (Internet) connection</b>	Flashes rapidly in 30 second intervals	Solid steady light
<b>No power</b>	Off	Off

## FCC Statement

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

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

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user authority to operate the equipment.

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 received, including interference that may cause undesired operation of the device.

## Limited 1 Year Warranty

AcuRite is a wholly owned subsidiary of Chaney Instrument Company. For purchases of AcuRite products, AcuRite provides the benefits and services set forth herein. For purchases of Chaney products, Chaney provides the benefits and services set forth herein.

We warrant that all products we manufacture under this warranty are of good material and workmanship and, when properly installed and operated, will be free of defects for a period of one year from the date of purchase.

Any product which, under normal use and service, is proven to breach the warranty contained herein within ONE YEAR from date of sale will, upon examination by us, and at our sole option, be repaired or replaced by us. Transportation costs and charges for returned goods shall be paid for by the purchaser. We hereby disclaim all responsibility for such transportation costs and charges. This warranty will not be breached, and we will give no credit for products which have received normal wear and tear not affecting the functionality of the product, been damaged (including by acts of nature), tampered, abused, improperly installed, or repaired or altered by others than our authorized representatives. Remedy for breach of this warranty is limited to repair or replacement of the defective item(s). If we determine that repair or replacement is not feasible, we may, at our option, refund the amount of the original purchase price.

**THE ABOVE-DESCRIBED WARRANTY IS THE SOLE WARRANTY FOR THE PRODUCTS AND IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. ALL OTHER WARRANTIES OTHER THAN THE EXPRESS WARRANTY SET FORTH HEREIN ARE HEREBY EXPRESSLY DISCLAIMED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.**

We expressly disclaim all liability for special, consequential, or incidental damages, whether arising in tort or by contract from any breach of this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

We further disclaim liability from personal injury relating to its products to the extent permitted by law. By acceptance of any of our products, the purchaser assumes all liability for the consequences arising from their use or misuse. No person, firm or corporation is authorized to bind us to any other obligation or liability in connection with the sale of our products. Furthermore, no person, firm or corporation is authorized to modify or waive the terms of this warranty unless done in writing and signed by a duly authorized agent of ours.

In no case shall our liability for any claim relating to our products, your purchase or your use thereof, exceed the original purchase price paid for the product.

## Applicability of Policy

This Return, Refund, and Warranty Policy applies only to purchases made in the United States and Canada. For purchases made in a country other than the United States or Canada, please consult the policies applicable to the country in which you made your purchase.

Additionally, this Policy applies only to the original purchaser of our products. We cannot and do not offer any return, refund, or warranty services if you buy products used or from resale sites such as eBay or Craigslist.

## Governing Law

This Return, Refund, and Warranty Policy is governed by the laws of the United States and the State of Wisconsin. Any dispute relating to this Policy shall be brought exclusively in the federal or State courts having jurisdiction in Walworth County, Wisconsin; and purchaser consents to jurisdiction within the State of Wisconsin.

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Visit [www.AcuRite.com/patents](http://www.AcuRite.com/patents) for details.

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## TROUBLESHOOTING

### smartHUB is not recognized when adding to My AcuRite account

#### Possible Solutions:

- Allow up to ten minutes for the smartHUB device ID to be activated with [www.MyAcuRite.com](http://www.MyAcuRite.com).
- Make sure you entered the Device ID correctly. Verify the 12-digit Device ID located on the bottom side of the smartHUB and re-enter on My AcuRite.
- Verify the smartHUB has a network (Internet) connection. If the Network Status Light flashes rapidly in 30 second intervals, this indicates there is no Internet connection.
- Unplug the smartHUB power adapter, wait ten seconds, then plug back in.

### smartHUB Sensor Status Light is continuously flashing rapidly

When the Sensor Status Light is continuously flashing rapidly, the smartHUB has not received a sensor reading for more than 60 seconds.

#### Possible Solutions:

- Make sure the sensor is in wireless range - all sensors should be no more than 330 feet (100 meters) from the smartHUB.
- Make sure the sensor batteries are installed correctly. Batteries may need to be replaced.
- Make sure the smartHUB is located at least 3 feet away from "noisy" electronic devices, including TVs and microwaves. Avoid locations that are near large stone or concrete surfaces and metallic surfaces.

### smartHUB has no network (Internet) connection

When the Network Status Light flashes rapidly in 30 second intervals, the smartHUB cannot establish a network (Internet) connection:

#### Possible Solutions:

- Make sure the Ethernet cable is firmly connected. The cable may be defective and need to be replaced.
- Make sure DHCP is enabled on your router. Most routers have DHCP enabled by default.
- Check your network router settings. If MAC address filtering security has been enabled, your router may be ignoring the outbound communication from the smartHUB. Consult your network router's instruction manual or contact the manufacturer for more information. **NOTE:** The smartHUB Device ID is its MAC address.
- The Ethernet port on your router may be malfunctioning. Try connecting the cable to a different port.

## HAVING PROBLEMS?

### We're Here to Help!

If your AcuRite product does not operate properly after trying the troubleshooting steps, visit [www.AcuRite.com](http://www.AcuRite.com) or call (844) 228-5465 for assistance.

### Visit us online [www.AcuRite.com](http://www.AcuRite.com)

- Installation Videos
- Register your Product
- Instruction Manuals
- User Support Forum
- Replacement Parts
- Submit Feedback & Ideas

### U.S. based support (844) 228-5465

AcuRite customer support is committed to providing you with best-in-class service.

## IMPORTANT

**Product must be registered to receive warranty service.** Register online to receive 1 year warranty protection at [www.AcuRite.com](http://www.AcuRite.com).