What’s inside:

1x Security Shuttle
1x Wi-Fi Cameras
1x External Siren
2x Door + Window Sensors

1x Power Adapter
1x Ethernet Cable
1x 16GB USB Thumbdrive
1x Power Adapter
1x Extension Cable
8x Mounting accessories
6x Mounting Accessories
1 x Double-Sided Tape
4x Double-Sided Tapes
2x Batteries (CR123A)

Broadband internet connection, iOS or Android phone and home router required.
Step 1: Assemble your hardware

Unpack all of your hardware within 1-10 feet of your home router.

• Connect Security Shuttle to your DHCP-enabled router with the included Ethernet cable
• Connect Security Shuttle and Wi-Fi camera to power adapters and plug them in
• Add batteries to your Door + Window sensors

Step 2: Set up your smartphone

Your phone will disrupt the setup process if it goes to sleep. So before you register your devices, disable the autolock feature on your smartphone. You can enable it after you’ve set up your system.

Next:

• Connect your smartphone to your home Wi-Fi
• Download the Home8 app from the App Store or Google Play
• Follow the on-screen instructions and set up your account
Step 3: Mount your devices

Before you mount your sensors, see if they’re within Security Shuttle’s range.

• Take your sensors to the rooms you want to use them in
• Open the battery cover of each device you want to install

If you get a notification that says your device has been tampered with, it’s within range. Replace the battery cover and mount the device with the included screws or double-sided tape.

Before you mount your cameras:

• Take them to the room you want to use them in and plug them in
• Wait for your cameras to connect

If you see video, place your cameras and enjoy.
Can I save the video(s) recorded on the flash drive to my PC?

Yes! You can take the USB flash drive from the Security Shuttle and plug it directly to your PC and access the recorded video. (Remember to plug the USB flash drive back into the Security Shuttle when finished.)

How do I retrieve my Home8 Mobile App password?

While we cannot email you the existing account password, you may request for a new password by going to the Home8 App login page, and tap the “Forgot password?” link and then go through the steps to request a randomly generated password to be sent to your registered email. (Password can be changed by tapping on the Sidebar Menu button on the app Main Menu, and then tap “My Profile”)

How can I be certain other people are not stealing my identity on the cloud?

We take your security seriously. There are two levels of security steps we provide to ensure your data are secured. First, it is required all users to go through an authentication process with encrypted transmission during sign-in. Secondly, after the authentication process, everything is encrypted via the internet; Home8 App uses bank-level AES data encryption.

How can I be sure unauthorized people are unable to look at my videos on the cloud?

With your privacy in mind, we store your videos locally. Event-triggered video recordings are stored on your local flash drive plugged in your Security Shuttle USB port, and for the live video clips manually recorded, they are stored on your smart device.

How many locations can I manage from my Home8 App?

Home8 App is built to support multi-location management. You can manage as many locations as you would like, and we do not place a limit on the number of Home8 Systems you can purchase.
If I lose my smartphone, what should I do?

We recommend you to change your password as soon as possible by using any of the following methods to sign in to your account to make the change to the password:
- Use a smart device with Home8 App installed.
- Visit https://web.home8systems.com on a web browser.
Alternatively, you may also contact us to disable your account for you.

Is there a place I can view the user manual online?

Yes, visit www.home8systems.com, and then access user manuals.

What are the requirements prior to purchasing an Home8 System?

Because Home8 System is a fully IoT interactive system, it will require the following:
- Broadband Internet connection (dial-up connections are not supported)
- Internet Router with an available LAN port.
- Smartphone with a Data Plan (for using the App features such as push notification, and video streaming)

What can I do if a camera is offline?

If a camera is showing as “offline”, try power cycle on the camera first and wait approximately two minutes, if the offline situation persists, try moving the camera closer to the Security Shuttle and power cycle the device again. After tried the methods above, if the offline status is still not resolved, please contact our Technical Support for further troubleshooting assistance.

What can I do if my system is offline?

First, try checking your internet connection, if the connection is working properly, then unplug the network cable from your Security Shuttle for 10 seconds, and then reconnect it. If the Security Shuttle is still offline after 5 minutes, please contact our Technical Support for further troubleshooting assistance.
Troubleshooting Tips

Are your devices listed in your app?
If you’re having trouble installing your devices, see if they’re listed in your Home8 app:
• Navigate to ⌁ > Device Management to see if all your devices are listed
• Tap + next to the device category and follow the on-screen instructions to add any missing devices

Are your devices communicating with Security Shuttle?
• If your devices don’t connect to Security Shuttle, they might be too far away. Take them to a location that’s closer to Security Shuttle and try again.
• If they do connect, you’ll know the range of your device and where to install a range extender.
• Alternatively, you can move Security Shuttle closer to your device.
• If your devices still don’t communicate with Security Shuttle, even when they’re in the same room, navigate to ⌁ > Device Management > + on the Home8 app to add your devices again.

Do you need to reset your camera?
If your camera isn’t communicating with Security Shuttle, your app may ask you to reset your camera.
• Push and hold the reset button locate on the backside of the camera over 5 seconds
• Return to the app and follow the onscreen instructions

Need help installing your Home8 system?
http://www.home8alarm.com/download/
Support-global@home8systems.com