Quick Start Guide

SwiftSensors

1. **Connect** your gateway

Connect with WiFi

A. Plug the provided power cable into the gateway and wait about **2 minutes** until the **Internet** light is **red**.
B. **Hold for 1 second** the button in the center of the gateway label to start **Set Up WiFi** mode, and wait **20 seconds** until the **Set Up WiFi** light is **solid blue**.
C. Go to your phone's **WiFi Settings**, and connect to the network **Swift Sensors** (last four digits of gateway ID.)
D.

Scan this QR code with your phone or open your phone's web browser and go to **192.168.42.1** to access your gateway's **Set Up WiFi** app.

E. Use the app to set up WiFi on your gateway.
If the **Internet** light is **green** after **20 seconds**, your gateway is online. If not, see Troubleshooting.

Connect with Cellular

A. Plug the provided power cable into the gateway.
B. Plug the cellular network module into the gateway's USB port. If the **Internet** light is **green** after **5 minutes**, your gateway is online. If not, see Troubleshooting.

Connect with Ethernet

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

Connect with Power over Ethernet (PoE)

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

2. **Register** your gateway

Register to a new account

A. Go to **my.swiftsensors.net**
B. Click **Create Account**.
C. Fill out the form and click **Create Account**.
If you see an error message, complete **Step 1** first.
D. Click **Verify Email** in the email you receive from **noreply@swiftsensors.com**.
E. Enter the password you created in **Step C**. and click **Verify Email**, then click **Console**.
Your new gateway will appear in your **Hardware** list.

Register to an existing account

A. Sign in to **my.swiftsensors.net**
B. Select **List** in the navigation bar.
C. Select **Add Gateway** from the **Gear** menu.
D. Enter the last four digits of the 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 **Step 1** first.

3. **Turn on** and **add** your sensors

Turn on sensors

A. **Click (do not hold)** the center button on each sensor. The green light will blink for a few seconds to indicate that the sensor is on. Repeat for all new sensors.
B. Wait **1 minute** after turning on the last sensor to allow it to be detected.

Add sensors

A. Sign in to **my.swiftsensors.net**
B. Select **List** in the navigation bar.
C. Select **Add Sensors** from the **Gear** menu.
D. Select the sensors you wish to add, and click **Plus**.
Your new sensors will appear in your **Hardware** list.

4. **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:
❏ Name your gateways and sensors according to location and function.
❏ Create thresholds and assign them to your measurements.
❏ Create notifications and assign them to your measurements and users.
❏ Add a cell phone number to your user profile so you can receive SMS or voice notifications.

Welcome. We hope you enjoy your Swift Sensors service. Please refer to **Online Help** for many more tips.

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.	Red means the gateway is not able to connect to your WiFi router, a cell tower, or Ethernet jack. ● **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 network module 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.	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.
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.	Make sure your gateway is online as described in **Steps 1 and 2**, 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. 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.

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 Daylight Time (CDT)