



**Butler System Install Guide
Internet Base Unit**



Butler System Install Guide: Internet Base Unit

1. Locate the Butler System

- a. Locate a central area in the home close to power, internet, and phone where the system could rest. Locate the unit on a solid flat surface. Do not locate the system outdoors or in an area where the temperature falls below 32 degrees Fahrenheit or rises above 90 degrees Fahrenheit.

2. Establish Local Internet

- a. If internet is not already up and running onsite, complete the modem installation process as provided by the internet service provider (ISP). All ISP's have different protocols for this, so you may have to contact the ISP for this installation if you run into any issues.
- b. After verifying that the internet is running on the modem, plug the provided ethernet cable into the modem and into the "Internet" port on the SimplyHome provided router (Do this before you power the router on).
- c. Plug the power cable in on the SimplyHome supplied router. **WAIT 30 SECONDS BEFORE MOVING TO NEXT STEP!**
- d. After waiting 30 seconds plug in an ethernet cable to any of the available ports on the SimplyHome router, and **connect that cable to your computer to verify an active internet connection.** If you do not get an active internet connection after getting one on the modem, please contact SimplyHome at 877-684-3581.

3. Plug in AC Power

- a. Using the Butler system AC Power Transformer, plug the system into a nearby 110 Volt power outlet.

4. Plug in Internet connection

- a. Using the Butler system ethernet cable, plug the system into an available port on the SimplyHome supplied Router.
- b. NOTE: internet connection cannot be Dial-up service, and must be an always on internet connection. Connection speed is not an issue, so minimum speeds may be used.

5. Plug in Phone Connection

- a. Using the Butler system phone cable, plug the system into a nearby live phone connection.
- b. If a phone is already plugged into the nearby phone jack, it may be necessary to use a phone line splitter. To do so, remove the current phone line from the jack, insert the line splitter into the wall jack, insert both of the phone lines back into the splitter.
- c. NOTE: phone connection must be a standard analog phone line. DO NOT USE

ON DIGITAL PHONE LINES, or Voice-over IP (VOIP) SYSTEMS.

6. Turn System On

- a. Using a phillip's head screw driver, unscrew the four screws on the top of the Butler System to open the case. Remove any packing material from the inside of the case.
- b. Locate the On/Off switch on the bottom right corner of the main system controller (next to the hole where the wires enter the box). Turn this switch on by pushing it up. Two orange LED lights should come on just to the left of the power switch. One will blink repeatedly and the other will stay solid orange. A third LED Light should come on in the middle of the board directly above the other two LED's.
- c. Close the cover on the SimplyHome system and tighten the four plastic screws (not the metal screws) on the top using a phillips head screw driver.
- d. Wait approximately 30 seconds, and then move on to verification of connection to the SimplyHome Servers.

6. Mount SH base METAL unit (will need 4 holes in the wall)

a. Make sure the system is unplugged and powered off.

- b. Using the stud-finder, find a stud in the wall at the desired mount site and mark the wall at just above eye level (typically approximately 5 feet from floor)
- c. Measure the distance between the top two mounting holes on the metal base (from hole center to hole center) – should be 10.5”
- d. Measure that distance across from your stud mark and make sure it's level with your first mark (equidistant from floor)
- e. Using the power drill, put a screw half-way in the mark in the stud and put a dry-wall mount all the way in the mark NOT in the stud; add a screw half-way into the dry-wall mount
- f. Hang the base unit on the two screws
- g. Mark the wall for the bottom two holes of the metal base unit
- h. Remove the base unit from the top two screws and drill a dry-wall mount all the way into the wall on the mark NOT on the stud
- i. Hang the base unit back on the top two screws and tighten them
- j. Using the drill, add screws to the bottom two holes and tighten

7. Mount system sensors in appropriate locations.

a. **Door Sensors** - We recommend that door sensors be mounted using screws and not using double-sided tape. Some homeowner's may prefer double-sided tape, but this is not a recommended installation method. Be sure to align both parts of the sensors correctly by matching the triangles on the outside of each peice.

b. **Motion Sensors** - We recommend that motion sensors be mounted using screws and not using double-sided tape. Mount the sensors at the height and in the direction appropriate as described in the installation manual enclosed in the motion sensor box. **IN MOST CASES YOU WILL WANT TO MOUNT THE MOTION SENSORS USING THE DOWNWARD ANGLE MOUNTING HOLES TO GET THE LARGEST READ RANGE.**

c. **Medicine Cabinets** - When installing sensors on cabinets, it is acceptable to attach using double-sided tape. Be sure to align both parts of the sensors correctly by matching the triangles on the outside of each peice.

d. **Pressure Sensors** - Place the pressure sensor in the appropriate location, i.e. in wheel chair, on bed, on floor adjacent to bed.

e. **Incontinence Sensor** - Using supplied velcro strips, attach the sensor to a bed mattress pad in the area that would most commonly become soiled. Make sure that the sensor is placed with the correct side up or it won't operate properly. Run the chord and sensor below and behind the bed so that will not be tampered with. Also, be sure the sheets that are applied over the sensor are not manmade fibers (i.e. nylon or polyester) as they can trigger false alarms. Also, do not install this sensor so that it is in direct contact with the client. If you are experiencing false alarms due to sweating, you can also place a pillow case over the sensor.

f. Cameras

i. Follow the manufacturer's instructions for mounting the camera and connecting the camera on your network.

ii. **BE SURE TO SETUP A VIEWNETCAM ACCOUNT FOR YOUR CAMERA FOR REMOTE MONITORING AND ACCESS (THIS IS NOT NECESSARY IF YOUR LOCATION HAS A STATIC IP ADDRESS). ALSO, BE SURE THAT YOU HAVE PORT FORWARDED YOUR ROUTER FOR THE PORT (DEFAULT IS PORT 80) AND IP ADDRESS OF THE CAMERA ON YOUR NETWORK. FOR HELP ON PORT FORWARDING, VISIT www.portforward.com.**

iii. Supply the following information to your SimplyHome Account Representative for setup on the SimplyHome website and setup of notifications:

1. viewnetcam.com URL setup for your camera.
2. Port number for access to your camera.
3. User name and password to access the camera.
4. SMTP Server IP Address or Host Name (if you are unsure of this, contact the internet service provider for the user's home).
5. SMTP Server Port Number (typically 25, but again, if you are unsure of this, contact the internet service provider for the user's home).

8. Test sensor range and install sensors – Prior to mounting sensors in each location, activate the sensors near their install location to be sure they are activating properly. **REFER TO THE INSTRUCTION GUIDE FOR PROPER INSTALLATION INSTRUCTIONS AND SENSOR/MAGNET ORIENTATION.**

- a. **Door Sensors** - We recommend that door sensors be mounted using screws and not using double-sided tape. Some homeowner's may prefer double-sided tape, but this is not a recommended installation method. Be sure to align both parts of the sensors correctly by matching the triangles on the outside of each piece. *NOTE: Large door/window sensors have two options for magnet orientation. Refer to the included install guide for instructions on proper selection.*
- b. **Motion Sensors** - We recommend that motion sensors be mounted using screws and not using double-sided tape. Mount the sensors at the height and in the direction appropriate as described in the installation manual enclosed in the motion sensor box.
- c. **Medicine Cabinets** - When installing sensors on cabinets, it is acceptable to attach using double-sided tape. Be sure to align both parts of the sensors correctly by matching the triangles on the outside of each piece.

- d. **Pressure Sensors** - Place the pressure sensor in the appropriate location, i.e. in wheel chair, on bed, on floor adjacent to bed.
- e. **Panic Sensors** – Install the appropriate mounting hardware to the sensor, based on client preference (i.e. watch or necklace).

8. Test the Sensors in their installed locations

- a. **Door Sensors** - Open and close each door.
- b. **Motion Sensors** - See the instruction manual enclosed in the motion sensor box or walk testing each unit.
- c. **Pressure Sensors** - Activate each pressure sensor by standing, sitting, or laying on the appropriate areas for each sensor. If pressure sensor don't activate on the first try, reposition and try again. Positioning the pads properly is key to consistent operation.
- d. **Panic Sensors** – Press and hold (for approximately 2 seconds) button on the sensor, then release.
- e. Verification to the SimplyHome servers can be done in two ways:
 - i. Computer on-site with internet access.
 - 1. Log in to the butler system customer web portal at, www.simplyhome-cmi.com, using the customer login credentials.
 - 2. Call SimplyHome customer support at 877-684-3581.

9. Troubleshooting

- a. System Does Not Turn On
 - i. Verify that the AC power transformer is plugged into the wall.
 - ii. Verify that the Power switch inside Butler system is switched ON. You should see two orange LED lights directly beside the switch come on. One will blink repeatedly and the other will stay on.
 - iii. Verify that the wires connected the power transformer have a tight connection.
 - iv. Verify that the wire ends opposite the transformer are securely connected to butler system control unit, and that the connection block is securely mounted to the Butler system control unit.
 - v. For further issues, please contact SimplyHome customer service at 877-684-3581.
- b. System Does Not Connect to the SimplyHome Server
 - i. Verify that the memory and communication board has been plugged in. The main system control must be turned on prior to plugging this board in.
 - ii. If the Memory and communications board was previously plugged in, unplug it, wait 10 seconds, and plug it back in.
 - iii. For further issues, please contact SimplyHome customer service at 877-684-3581.
- c. System sensor does not communicate with SimplyHome Butler Unit
 - i. Uninstall the sensor and move it closer to the Butler Unit. Retry the activation of the sensor. If this solves the problem, you may need to relocate the Butler system, sensor, or you may need to install a range extender.
 - ii. If moving the sensor closer to the Butler unit doesn't solve the issue, be sure that the battery enclosed is installed properly.
 - iii. If the battery is installed properly and that still doesn't solve the issue,

contact SimplyHome customer service at 877-684-3581.

d. System Notifications aren't delivered properly

i. Contact SimplyHome customer service at 877-684-3581.