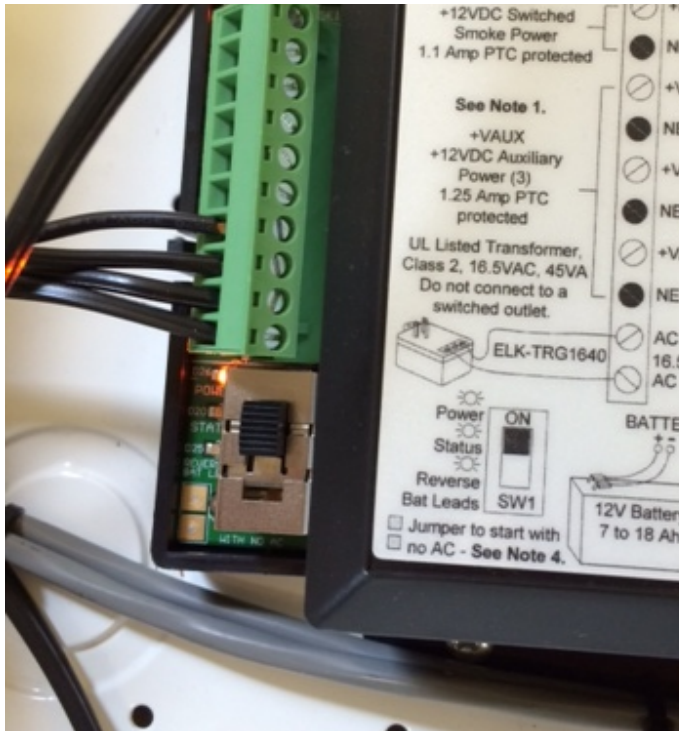




**Butler System Install Guide  
Metal - Cellular**

1. **Check cell signal strength** - Determine best spot for wall-mounting the base unit (best by a window and power outlet)
  - a. Plug in base unit to power
  - b. Attach the antennas to the Cloudgate modem (they screw on by hand).
  - c. Turn on base unit using the on/off switch in the bottom left corner of the main board (inside the white metal box).



- d. Wait 1-3 minutes for modem to connect to cell signal
- e. To the right of the Ethernet connection on the Cloudgate modem you will find 3 lights, System State, WWAN State, and WWAN Signal. The best coverage will found when all three lights are green.



- i. **System State** – This light indicates successful power on and device readiness. After about 1 minute this should be solid green. If this light does not go solid green after 5 minutes, contact SimplyHome.
- ii. **WWAN State** – This indicates whether the modem has connected to the cellular network. If it is red, there is an error connecting to the cellular network, if it is orange the modem is working properly with no errors but it cannot connect to the network (usually due to poor signal), and if it is green (solid or flashing) then it is connected properly to the network. If this light does not go green within 10 minutes of startup, contact SimplyHome.
- iii. **WWAN Signal** - If the signal light is orange, the modem has moderate coverage, if it is red the signal strength is probably too low to work properly.

**2. Mount SH base 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

**3. Mount Cloudgate cell modem** (can be mounted in dry-wall, stud not necessary)

- a. Using the cell modem as a guide, mark the 4 corner holes on the wall close to the base unit on the side where the cords are coming out
- b. Using the power drill, add dry-wall mounts
- c. Line up the cell modem holes with the dry-wall mounts and add screws

**4. Attach Cloudgate cell modem antennas** (if not done already when testing signal strength)

**5. Attach wireless receiver antennas**

- a. Push tab on side and pop off the top cover of the receiver
- b. Locate the ports marked “Antenna” at the top under the two blue knobs
- c. Slide the antenna into the port and then gently tighten the screw above it using a Philips screwdriver (just until snug, do not break)
- d. Carefully put the top back on

**6. Plug in base unit to power source and turn it on** (See Paragraph 1 for powering on procedure and cellular module status light information).

**7. Verify connection to SimplyHome Servers**

- a. 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](http://www.simplyhome-cmi.com), using the customer login credentials.
  - ii. Call SimplyHome customer support at 877-684-3581.
8. **Using zip ties/Velcro, bundle any wire slack and neatly stuff inside mounted base unit**
9. **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).
10. 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](http://www.simplyhome-cmi.com), using the customer login credentials.
      2. Call SimplyHome customer support at 877-684-3581.