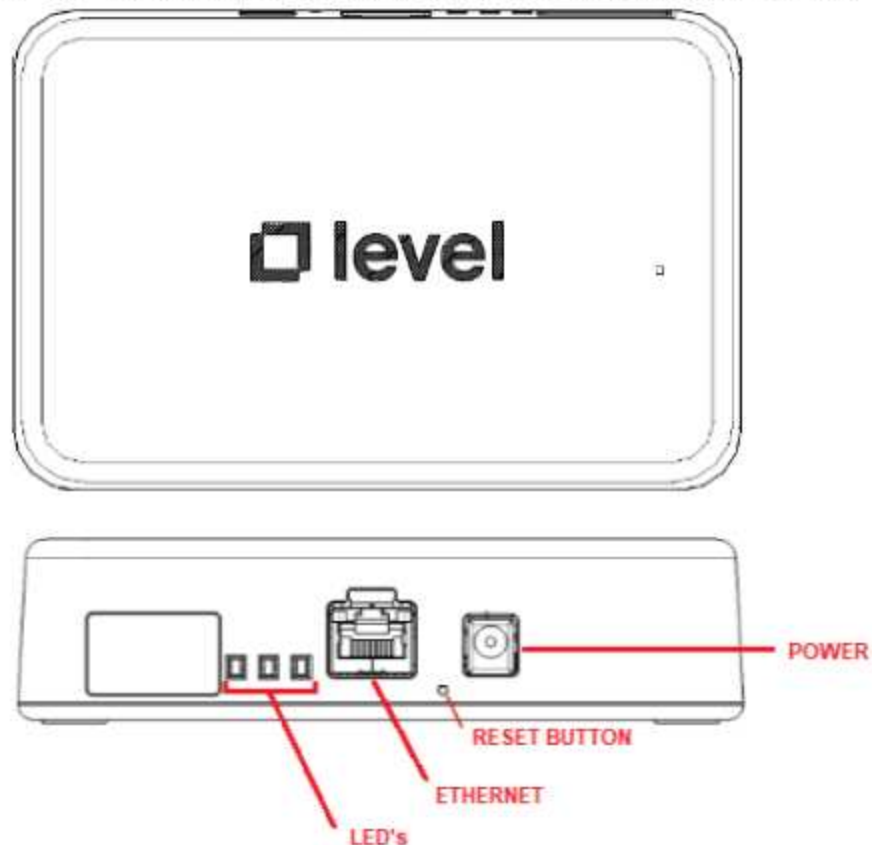# Level Hub4 Instructions

Step 1: Powering up and Connecting the Hub4

On the side of the Level Hub4 you will find the ethernet port, power adapter port, and three LEDs as pictured below. To begin working with Hub4 you will need a Hub4 power supply (5V 3.5A) and a provided ethernet cable for the internet connection.
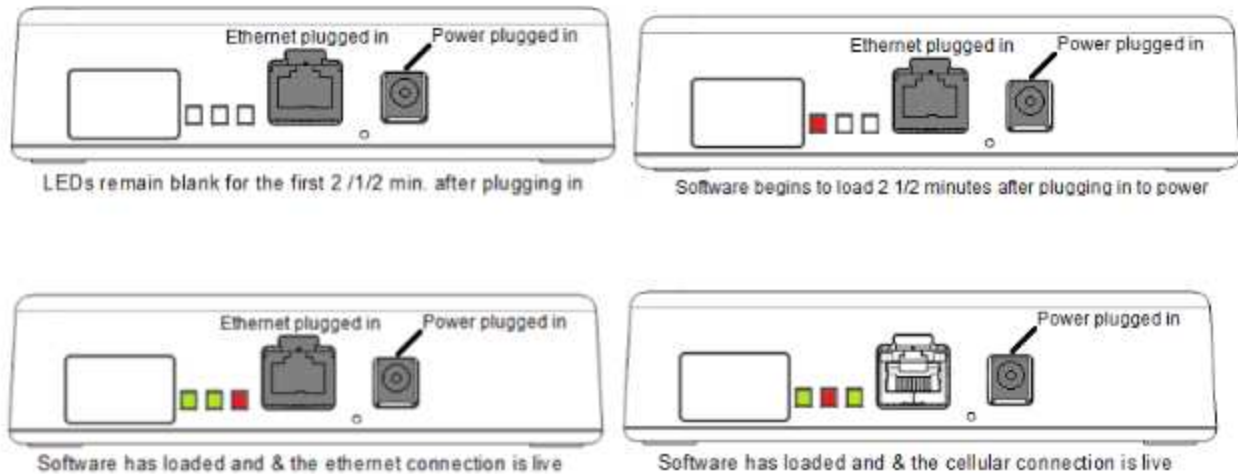

Plug in the hub4

Ethernet: The Hub4 must be plugged into a valid ethernet connection. If the apartment unit does not have a functioning internet connection, an ethernet connection to a cellular hotspot must be used.

Power: Once you have ensured a proper physical ethernet connection between the Hub4 and the internet router, switch, or cellular hotspot, Connect the power adapter. Plug in the barrel connector into the power port of the Hub4, and then plug the power adapter into a power outlet.

Connect the Hub:
The Hub4 takes about 4 ½ minutes total to boot up.

- For the first 2 ½ minutes none of the LEDs light up.
- After 2 ½ minutes the left LED will turn RED.
- In about 4 ½ minutes, the LED's will be Green, Green, Red OR Green Red, Green
  - If ethernet connection is live - LED Status : Green, Green, Red
  - If ethernet connection is not life, it connects via the cellular modem- LED Status : Green, Red, Green.

LEDs remain blank for the first 2 /1/2 min. after plugging in

Software begins to load 2 1/2 minutes after plugging in to power

Software has loaded and & the ethernet connection is live

Software has loaded and & the cellular connection is live

Step 2: Hub4 Provisioning and Unit Association

As soon as the software is booted up, move on to Hub4 provisioning and associating the Hub4 to the unit.

Enter the Hub4 Serial Number

Scan the QR code or enter the Hub4 serial number in the Dwelo Installer app to trigger the automated process for Hub4 provisioning as well as the association of the Hub4 with the selected unit.

Provisioning

Scan, the label on the bottom of the Hub4 that looks like the following image.

level hub4

MODEL H4
S/N: H4BCDDEEEE

Designed by Level Home in California
Assembled in China

Provisioning Errors

"Matching hub provisioning data not found. Please check your entry or reboot your hub and wait for it to come online again."

If the serial number was entered manually, this error could be due to a typo. Please keep in mind that these Hub4 serial numbers are ten digits long and contain numbers and letters.These should be entered with exactness including the case-sensitive letters.

Sometimes the error can be caused by an incomplete bootup process or a Hub4 that has not established a connection to the cloud. If you encounter this error, wait approximately 2 minutes and resubmit the serial number in the Dwelo app.

Unit Association Errors

When associating a Hub4 to a new unit these are the possible errors that a user may encounter.

"Hub Does Not Exist"

This error typically occurs when the user has entered the serial number incorrectly. When entering the serial number manually, ensure exactness including case-sensitive letters.

**"*Gateway Already Has an Address*"

This error occurs when a hub you're installing has already been installed and provisioned to another unit. Take care not to mix old and new hubs.

Step 3: Hub4 Device Inclusion

Locks

Make sure that the smart locks are locking and unlocking smoothly. Replace the batteries with Industrial Energizer batteries.

Door Code Pins

Important: ensure that all door code pins have synced to the lock after the lock has been added to the hub/unit.

Step 4: Hub4 Cell Activation

The cellular modem is active at initial Hub4 bootup.

Hub4 Troubleshooting: Power Cycling/Resetting Hub4

One of the most basic troubleshooting steps to take when working with a Hub4 is to reset/power cycle the hub.
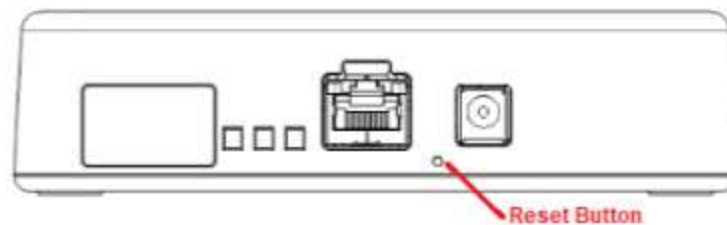
Hub Reset via the Installer app:
1. Access the Hub via the Dwelo Installer app.
    a. From the unit details page in the Installer app, select the "HUB" tab.
2. Once inside the "HUB" tab, select the three-dot menu in the upper right corner.
3. Selecting the "Reboot hub" option.
    This is not to be confused with "Restart hub"

Hub Resetting via the reset button on the Hub4:
Using a paperclip, press the reset button and wait approximately 4 ½ minutes for the Hub4 to fully boot up.

Reset Button

LED Color Meanings

LED 1 (left)	LED 2 (middle)	LED 3 (right, closest to ethernet port)
GREEN Production hub applications are running. Expected state during normal operation.	**GREEN** Hub is using Ethernet interface	**GREEN** GSM/cellular modem is connected
	BLUE Hub is using Wi-Fi interface	
RED Hub is performing software updates, or the software applications on the hub are restarting. Hub should leave this state automatically within minutes; if it doesn't, something is broken.	**RED** Hub is not getting an IP address from either the Ethernet or Wi-Fi interface	**RED** GSM/cellular modem cannot connect to the cellular network, or the SIM is not active

Federal Communication Commission Interference 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.

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 of the following measures:
-        Reorient or relocate the receiving antenna.
-        Increase the separation between the equipment and 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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Radiation Exposure Statement: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance 20cm between the radiator & your body.

Note: The country code selection is for non-US models only and is not available to all US models. Per FCC regulation, all WiFi products marketed in the US must be fixed to US operation channels only.

Industry Canada statement

This device complies with ISED's licence-exempt RSSs. 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.
Le présent appareil est conforme aux CNR d' ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Radiation Exposure Statement: This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with greater than 20cm between the radiator & your body.

Déclaration d'exposition aux radiations: Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé à plus de 20cm entre le radiateur et votre corps.