

AlwaysHome Solo Setup Guide

Outstanding and major problems as of 11/26/2017

1. Please do not change the default Wi-Fi name and password on the dongle or press the 'reset' hole on the dongle, there is a known bug here that will make the dongle unuseable.
2. Using iPhone turned Wi-Fi tether for the dongle does not work at the moment.

We have fixes for both problem, but your dongle need to get online so we can apply the fix remotely. Please keep your dongles plugged in and connected to network, so we can update dongle's software. We do this from time to time. If you need immediate assistance, please leave the dongle on and email us to get it handled.

How to use AlwaysHome Solo to get access to in-home network:

It takes a few minutes to setup AlwaysHome Solo

Step 1: Unbox and connect the dongle to home network.

There are two ways to connect the AlwaysHome dongle to network.

Cable option: Connecting with a network cable (strongly recommended)

- Plug the dongle into any USB power source (i.e. a port on your computer, home router, a power bank or the included AlwaysHome power adaptor).
- Use the included network cable and connect the dongle to a LAN port on your home router. Wait until three lights are on and the connection light is blinking or off.
- That is. Your dongle is up running.

Note: This is more reliable and faster than Wi-Fi option, so strongly recommend.

Wi-Fi option: connecting the dongle to network using Wi-Fi.

When at a public place like coffee shop, you can connect the dongle to the Internet through the public Wi-Fi hotspot.

- Get on the AlwaysHome dongle's administration page. From your smart phone or laptop computer, get on the dongle's Wi-Fi, open your browser and open <http://admin.login/> or <http://192.168.48.1> When prompted, use "admin" and the same Wi-Fi password to log in.
- In the Wi-Fi tab, choose the hotspot's name from the list and click on it. Input the public Wi-Fi hotspot's password if necessary. The dongle will reset Wi-Fi function and come back in 10-20 seconds.
- Open the administration page again and verify the desired hotspot's name is highlighted in blue. You need to manually refresh the page. If the hotspot's name is not highlighted—even after refreshing—it is not connected. Most likely, you have entered the wrong password. If the hotspot's name is highlighted, it means the dongle is connected.

Note: If the public Wi-Fi is using a captive portal for authentication (for example, it asks you to agree a service term to continue, input your hotel room number or cell phone number to receive a SMS code), you need to connect your computer/phone to the dongle's Wi-Fi. Then try to open any website such as <http://www.google.com>, then you should see a pop window for you to enter required information and finish the authentication process. Some devices will pop up the window automatically without you manually visit any website, but some don't.

Step 2: Run AlwaysHome App on your mobile device/computer

AlwaysHome App from Homing Systems, you can find it in Google Play, iOS App Store and Mac Store. (Windows version will be released by end of 2017).

First time to use the App, you might need to reset the password for your account. If you purchased through Indiegogo, the account is your email used on Indiegogo purchase. Start the App and use the "forgot password" option to get your password reset. Then login the App and click the big blue button in the middle, once it is turns orange, it is connected. Note, you need to have the home dongle connected so the App can connect to it.

That is. Once your AlwaysHome App is running and connected, you will be able to access in-home network and all websites available to home, from your mobile device or computer.

NOTE: **if you purchased an extra dongle to pair with this Solo**, please setup the Solo one as home proxy (position it at home) and use the extra one as remote dongle. Once both dongles are online, you just use the remote dongle as a Wi-Fi hotspot (Wi-Fi name and password are written on the back of the dongle). Please note: Unless you purchased a separate user license for the App account, your Solo pack only has one user license and will be used on the remote dongle. So your App account will be disabled to access home network once remote dongle is in use.

Notes about AlwaysHome App.

Note 1: App is not available in China Apple App store. You need to open an account in US store and then can access it.

Note 2: Android version can also be downloaded from our website mobile.homingsystems.com

Note 3: You can login at multiple devices, but only one device can be connected at a time. Otherwise it will not work properly.

Things to know:

1. Temperature

The dongle can be hot while in use, reaching more than 40 degrees Celsius. This will not cause overheating of the device. AlwaysHome's maximum working temperature is 120 degrees Celsius. You can safely leave AlwaysHome's power on for a long time.

WARNING: please handle AlwaysHome dongles with care, especially in the summer time.

2. **Software Upgrades**

AlwaysHome will automatically update software from time to time. When upgrading, the two lights in the middle will be flashing at 0.5 second intervals. Please do not unplug the dongle while software upgrades are taking place, as your dongle may become unusable.

3. **Troubleshooting**

The dongle is designed to be plug and play. However, it is a network device so it needs Internet connection to work properly. When on, the Cloud Light (the cloud symbol with an "H") indicates that your network works and your dongle is connected to our cloud. This is essential and a prerequisite for any further progress.

4. **Default SSID, password, etc.**

The default SSID name and Wi-Fi password can be changed through the dongle administration page. To reset them to manufacturing default, please pin the RESET hole on the side of the dongle for one second.

FAQs:

1. How do I change the Wi-Fi name and password?

Load the administration page and follow the path management -> setting to change the default settings.

2. How do I reset to manufacturing default?

There is a small hole on the side of the dongle. To reset to manufacture default, you can use a pin to push in and hold for at least one second. This needs to be done when the dongle is powered.

3. Will AlwaysHome support BitTorrent?

Our official policy is not to support BitTorrent for downloading/uploading copyrighted content.

4. Only two lights are on (the power and the Wi-Fi). What should I do?

When only two lights are on, your dongle is not connected to our cloud, which is an essential step for your dongle to work properly. Most likely, this means that the dongle cannot connect to the Internet. In this situation, please check the connection from the dongle to your router and make sure it can get online properly.

5. I can't access my windows share from outside of home, why?

Through user dongle, you can access your windows share back in your home network. Just you need to access it using its internal IP address. For example, if you do \\mywindowshare\public\a.doc and it does not work, you should try

\\192.168.1.3\public\a.doc in which 192.168.1.3 is the mywindowshare's internal IP address. This also applies to any other devices such as printer, NAS, PC desktop, IP camera etc.

Contact Support:

Email is the most efficient way for support. When contacting us regarding technical issues, please include 1. The dongle's serial number (SN), which is printed on the back of the dongle. 2. App account if it is different from your sending email 3. As much as detail of the problem

Technical Support: support@homingsystems.com

General contact: contact@homingsystems.com

We are also looking for sales partners, distributors and resellers. Interested, please contact us.