

# Hive Window or Door Sensor

User guide



# Welcome to Hive

Your Hive Window or Door Sensor will alert you if a door or window is open when you're out. This guide tells you everything you need to know.

If you're new to Hive products, please see the user guide provided with your Hive Hub to set up your Hive account.

## Getting started:

### 1 Add your sensor

You can do this using your Hive app or the online dashboard.

#### Using the Hive app:

- Open the Hive app on your smartphone or tablet. You may be asked to log-in.
- Tap the **Menu** button and then **Install devices**, then follow the on-screen instructions.

#### Using the online dashboard:

- Log in to your Hive account at **hivehome.com**
- Under **Settings** select **Install devices**, then follow the on-screen instructions.

When prompted, pull the tab from the sensor case to start the pairing process.

The LED light on the front will begin to flash amber while it searches to find your hub.

Once your sensor appears on the screen, you can name it and press **Save** to complete setup.

## 2 Choose a location

You can place your Hive Window or Door Sensor on a door, window or cupboard. Whichever you choose, make sure it's near enough to your Hive Hub or signal booster to stay connected.

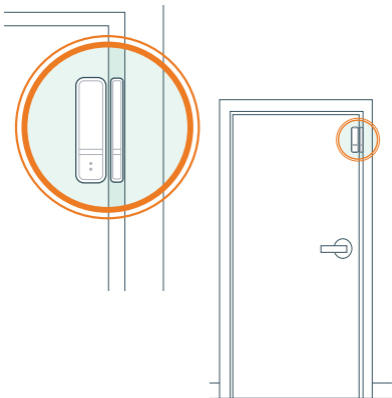
## 3 Fix it in place

Check your sensor's signal before fixing it in place. You can do this in the Hive app or online dashboard under **Manage devices**.

One part of the sensor goes on the door and the other part goes on the frame. Arrange both parts so that the marked strips are aligned.

The sensor parts should ideally be no more than 10mm apart when the door, cupboard or window is closed so that they trigger when opened.

When fixing the sensor in place, ensure there is enough space to slide open the case for future battery replacement.



### Using the adhesive strips:

- Peel one strip from the backing paper and stick to the smaller part of the Hive Window or Door Sensor.
- Stick another strip to the bigger part of the sensor.
- Wipe the area on the door or window frame where the adhesive strips will be attached and allow to dry.
- Remove the backing from the adhesive strips so that you can firmly place the sensor on the door or window frame.

**Remember:** Removing the provided adhesive strips from paint can leave marks on the surface.

### Usage

Your Hive Window or Door Sensor is designed for indoor use only.

### Battery

When your Hive Window or Door Sensor battery needs replacing we recommend replacing with 1 new **DURACELL** CR123A lithium battery.

**Caution:** Keep battery away from children.

If swallowed, consult a physician at once.

Battery can explode or leak if heated, disassembled, shorted, recharged, exposed to fire or high temperature or inserted incorrectly. Keep in original package until ready to use. Do not carry batteries loose in your pockets or purse.

### Maintenance

Remove the battery from your Hive Window or Door Sensor before cleaning and keep it away from water and other liquids at all times.

## Can we help?

You can view our handy how-to-use videos along with hints and tips at [hivehome.com/support](https://hivehome.com/support)

If for any reason you need to return your Hive Window or Door Sensor, simply return your box and its contents to the retailer. Any return is subject to the retailer's refund policy so please don't forget to check the retailer's refund policy too.

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Max. radiated power: <10 dBm.  
Frequency: 2405 - 2480 MHz



To avoid environmental and health problems due to hazardous substances in electrical and electronic goods, appliances marked with a crossed out wheeled bin should not be placed into your household rubbish bin. Instead, when they are unable to be re-used, they should be recycled. Your local authority will be able to advise you on the location of the nearest recycling centre that is authorised to accept this type of waste. Please recycle responsibly.

