Alertme Troubleshooting

How do I rejoin a lost device to my system?

Firstly, remove the battery from the device and wait for 1 minute.

If when you put the battery in the device it just starts to double flash or does nothing, then it is already linked to an AlertMe system (hopefully yours!) and the Hub just needs a few minutes to find it or it may need a new battery if it is not a new device.

If when you put the battery in the device it lights up solidly straight away for a second or two, and then starts to double flash, **it needs to join the network and is not linked to a system** - so you will need to 'add an Accessory'.

To add a device, put the battery in and you should see a solid light for about 2 seconds and then it should flash twice every few seconds. Place it within 40cm of the Hub. Sign in to the secure website, and click 'MySettings'. Click the 'Accessories' tab. Now, click 'Add Accessory'. Click OK until you are on a page called 'Starting Accessories'. Then wait until your device stops flashing and to appear on the website. Then click OK through the website following the instructions until you are back at 'MyHome'.

To reset the SmartPlug you need to unplug it and hold the button on the top until the light on the front has turned on and the off again. When you plug the SmartPlug back into the mains you then need to press the button on the top 4 times (once a second). After 15 to 30 seconds the logo on the front of the plug should start to flash and is then ready to be added. To do this you'll need to 'add an Accessory' as described above.

To reset the Lamp you need to find a pin or paperclip. This needs to be held in the hole on the bottom of the Lamp for fifteen seconds. The Lamp will then turn green for a few seconds. While it is green you need to press the pin into the hole five times, once a second. This will then cause the Lamp to glow blue then start to flash. It is now ready to be added. To do this you'll need to 'add an Accessory' as described above.

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How do I reset or reinstall a device?

Resetting a device will reset it back to its factory settings. You will only really need to do this if the device has not been found when installing the system for the first time, or if you have removed a sensor from your system and want to re-add it at a later date.

To reset a Keyfob, you will need to remove the battery for at least one minute, and then after this, reinsert the battery before pressing the 'Away from Home' button (the 'tamper' button') 8 times with a one second delay between each press. You may notice an amber light on each press; however, continue with the process. On or before the 8th press you should notice a green light, and once you have seen this, remove the battery for 5 seconds before replacing it. The light on the Keyfob should then flash green for around one second before beginning to double flash green. This indicates that the device is ready to be installed on the system. In order to do this you need to ensure that the Keyfob is placed within 40cm of the Hub and then log into your secure AlertMe account and proceed to Add Accessories.

To reset other devices, you will need to remove the battery for at least one minute, and then after this, press the 'tamper' button 8 times within 10 seconds. On or before the 8th press you should notice the green light come on solid then start to double flash. This indicates that the device is ready to be installed on the system. In order to do this you, ensure that the sensor is placed within 40cm of the Hub and then log into your secure AlertMe account and proceed to Add Accessories.

How do you reset a SmartPlug?

To reset the SmartPlug, please hold down the button on its top until the light on the front has turned on and then off again (this can take up to 15 seconds). If the SmartPlug is brand new, it might need 30 mins of charge before you can do this.

At this point you then need to press the button on the top four times repeatedly, doing this once a second. The logo on the front of the SmartPlug should light up solid for a few seconds, before starting to flash. It is now ready to be added.

At this point head to your AlertMe homepage>Accessories>Add Accessory and set the Hub to search mode. When the SmartPlug stops flashing it will have joined the system.

Alertme Troubleshooting

Why can't I add my Meter Reader?

If you are having problems installing your Meter Reader, or it cannot be found by the Hub, please remove the batteries from the Transmitter for at least 1 minute. After this time, reinsert the batteries, and straight away press and release the reset button (just above the battery chamber 4 times (each time ensuring that you press the button firmly before release) - the LED should now go solid green for a few seconds, before starting to double flash. This means that the Meter Reader is in 'search' mode, and is ready to be found.

At this point head to your AlertMe homepage - Accessories - Add Accessory and set the Hub to search mode. Within a few minutes you will see that the LED on the Meter Reader has stopped flashing.
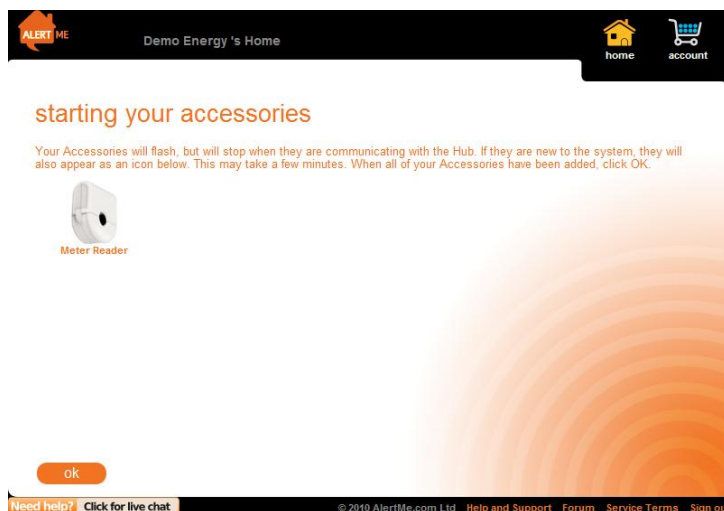
 Now click OK; this will take you back to your accessories page, where you can rename your Meter Reader and view more information on it.

Ensure that the clip on the Meter Reader is secured tightly to your mains electricity cable; you will now be able to monitor your energy usage from your AlertMe website.

If you are trying to reset or re-add a Meter Reader that is already on your system, please see this article [here](#)