

This short guide will provide you with an overview of the installation process for the Aico Homelink smart home system.

Installation

- We recommend a professional carry out the installation, but you can also install the devices yourself.
- If you want to self-install, please email contact@propflo.co.uk and we'll set you up with access to the SmartLink installation app.
- You can download the app [here](#) for Android or [here](#) for iPhones.
- Once you have access to the app, just follow the step by step instructions.
- You'll need a screwdriver and drill to fit the gateway and devices (and step ladder if you're fitting sensors on the ceiling). The screwdriver is also useful for pairing (referred to as 'house coding') the gateway with sensors.
- You should always read the manufacturers installation manuals and this Propflo guide is only a summary to provide initial assistance and highlight common hurdles.
- The installation manual for the Ei1000G (the communications gateway) can be found [here](#).
- The installation manual for the Ei1020 and Ei1025 (environmental sensors) can be found [here](#).
- Once installed you'll have access to the data and insights in the Propflo HomeHub which you can access by logging in [here](#).
- Insights and data will take at least seven days to generate.

Positioning

- The manuals highlight the optimal positioning for the sensors.
- Generally this would be away from a heat source and ventilation.

- Common places to install the sensors are on the ceiling (such as next to a fire alarm) or next to a light switch.
- Please be aware of what you are drilling into and work safely. Could there be electrical wires or plumbing behind the wall? Is there an asbestos risk? Do you have someone to hold the ladder for you?
- Ideally you should place sensors in rooms that you think are of particular risk and / or rooms that are most used (such as the living room and kitchen).

Troubleshooting

Installation is generally straight-forward and shouldn't take much time, but sometimes challenges arise.

The manufacturers manuals include more detailed troubleshooting sections. Here are some common issues:

Check the battery on the gateway - The Ei1000G Gateway requires the battery back-up to be switched on prior to installation. If it is not, you won't be able to connect the sensors to the gateway properly.

Check connectivity for the gateway - If you are unable to connect some devices to the gateway, or the gateway cannot pick up a cellular (GSM) signal, you may need to move gateway.

Check connectivity for the sensors - Receivers on sensors may be blocked by radio signals occurring on or near their operating frequencies.

The numbers of walls, ceilings and metal objects in the signal path can also reduce the strength of the signal.

If you get an error and the environmental sensor does not register with the gateway, try a different location.

If errors occur during installation, you may need to factory reset the gateway and start provisioning over again.