



## LifeWhere Gateway, Indoor Sensor Hub, and Outdoor Sensor Hub

### When Installing this Product

Read these instructions carefully. Failure to follow them could damage the product and cause a hazardous situation.

Check the ratings given in the instructions and on the product to make sure the product is suitable for your application.

The installer must be a trained, experienced service technician.

After installation is complete, check out product operation as provided in these instructions.

### Cautions

Electrical shock or equipment damage may occur.

Disconnect power supply before beginning installation.

### Included in Box

#### Gateway

- Power Supply
- Mounting Pedestal
- Mounting Screws

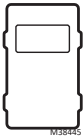
#### Indoor Sensor Hub

- R&C Power Cable
- 20 Amp CT (Sensing)
- Adhesive Mounting Strip

#### Outdoor Sensor Hub

- 50 Amp CT (Sensing)
- 50 Amp CT (Charging)
- Mounting Screws

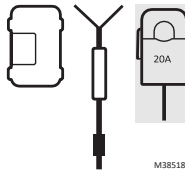
GATEWAY



INDOOR  
SENSOR HUB

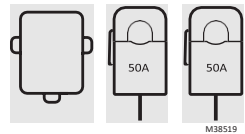
R AND C  
CABLE

CT



OUTDOOR  
SENSOR HUB

CTS



## Before You Begin

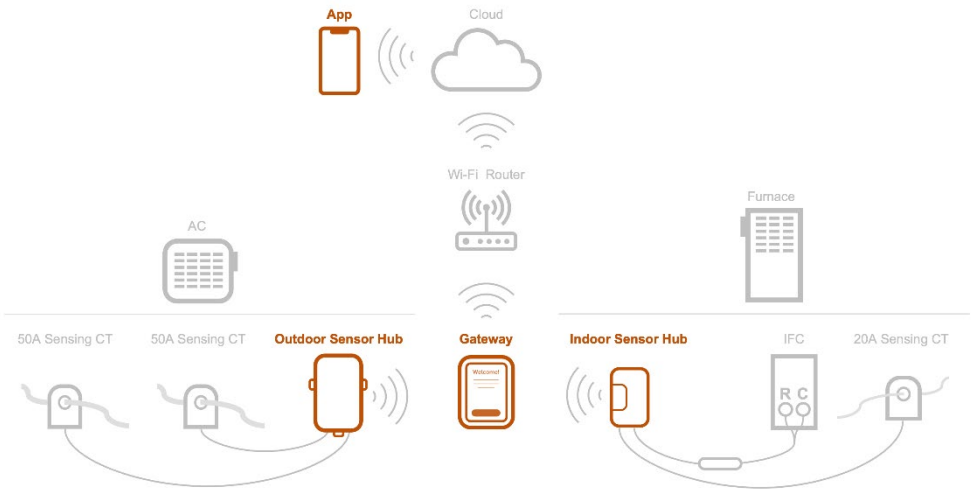
Verify the customer:

- is home
- has their mobile device
- has their Wi-Fi credentials
- has access to their email

## Technician Tools & Supplies Needed

- Drill
- Screwdriver
- Zip Ties

## Application Diagram



## General Process

1. Ask the customer to download the Pro-IQ™ LifeWhere app and create an account. The Pro-IQ™ LifeWhere app is available for download from the App Store and the Google Play Store.
2. Technician completes installation of LifeWhere Gateway.
3. Technician completes installation and pairing of LifeWhere Sensor Hub(s).
4. Technician completes configuration of LifeWhere system in the Pro-IQ™ LifeWhere mobile app.

# Install and Configure the Gateway

The LifeWhere Gateway can be wall-mounted or installed on a shelf using the included mounting pedestal.

## Gateway Location Recommendation

The Gateway should be placed in the residence roughly midway between the Outdoor Sensor Hub and the Indoor Sensor Hub. The Gateway location requires:

- A wall outlet
- Access to the home Wi-Fi network

**NOTE:** Signal loss is greater through dense materials such as metal siding, brick, concrete, etc. After the Gateway and Sensor Hubs are installed and powered up, signal strength can be checked on the Gateway.

## Wall Mounting

1. Remove the Gateway and Gateway Power Supply from the box.
2. Separate Gateway from its case to prepare to connect to the power supply.
3. Position Gateway case on the wall or stud. Level and mark hole positions. Drill pilot holes with 7/32" drill bit at marked positions.
4. Route power supply wires through the back of the case. Secure the wires by running them through the wire channel in the back of the case.
5. On the Universal Wall Plate, push down on the tabs to put the wires into the inner holes of the R and C terminals until they are firmly in place. Gently tug on the wires to verify they are secure. If you need to release the wires again, push down the terminal tabs on the sides of the Universal Wall Plate.

**NOTE:** The Gateway will not be powered if the Rc slider on the Universal Wall Plate is in the down position.

6. Snap the Universal Wall Plate on to the case.
7. Secure case to wall or stud using the included screws.
8. Align the Gateway with the cover and push gently until the Gateway snaps in place.
9. Plug in power supply to nearest outlet.

## Pedestal Mounting

1. Remove the Gateway, Gateway Power Supply, and Mounting Pedestal from the box.
2. Separate Gateway from its case to prepare to connect to the power supply.
3. Route power supply wires through the back of the case. Secure the wires by running them through the wire channel in the back of the case.
4. On the Universal Wall Plate, push down on the tabs to put the wires into the inner holes of the R and C terminals until they are firmly in place. Gently tug on the wires to verify they are secure. If you need to release the wires again, push down the terminal tabs on the sides of the Universal Wall Plate.

**NOTE:** The Gateway will not be powered if the Rc slider on the Universal Wall Plate is in the down position.

5. Snap the Universal Wall Plate onto the case.
6. Align the Gateway with the cover and push gently until the Gateway snaps in place.
7. Attach Mounting Pedestal to the case, routing the wires through the notch in the side of the pedestal.
8. Plug in power supply to nearest outlet.

## **Gateway Configuration**

1. After selecting language, connect the Gateway to the homeowner's Wi-Fi by selecting from available Wi-Fi networks shown on the screen. Enter the password, if applicable.
2. Once Wi-Fi has been configured, follow on-screen instructions to pair Sensor Hubs.

# Indoor Sensor Hub Installation

**⚠** Turn OFF the power at the breaker box or switch that controls the heating and cooling equipment.

1. With the power to the furnace turned OFF, remove the furnace cover to locate the furnace control.
2. While at the Furnace, record the following information. This will be used to configure the furnace in the app later.

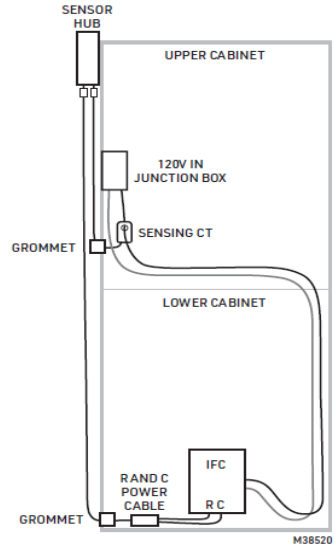
	Furnace
Make (Goodman, Carrier, etc.)	
Model (GM123B89, etc)	
Serial #	
Installation or Manufacturing Date	

3. Identify the incoming power wire (coming into the furnace from the power switch). This wire is typically black or red but does not have to be.

**NOTE:** Location of both 120V In Junction Box and integrated furnace control (IFC) will vary depending on model. If either is located in the same cabinet as the blower motor, be sure to secure any wires in this cabinet properly.

4. Clip 20A CT sensor around this wire. Be sure the CT latch is snapped shut.
5. Route the 3.5 mm jack end out of the furnace cabinet to the Indoor Sensor Hb

**NOTE:** Best practice is to route the wire out of the furnace cabinet through an existing grommet that has sufficient space. If none are available, drill a new hole and insert a grommet (not included) to protect the wire.



6. Wire the R & C power cable to the IFC. Wire the red to R and the white to C. There should be 24 VAC across these terminals.

**NOTE:** C might be labeled as "COM" or "24 V."

7. Plug the R & C power cable 3.5 mm jack labeled C into the C port on the Indoor Sensor Hub
8. Firmly plug the CT (20A) into the port labeled 1.

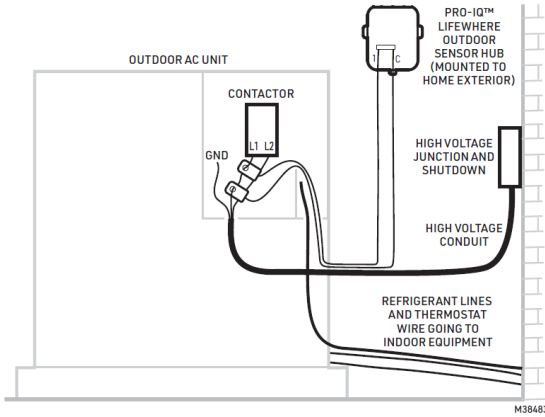
**TIP:** Ensure the headphone jack is fully inserted into the Indoor Sensor Hub. Push the headphone jack until you feel resistance, then twist it as you keep pushing so it will seat.

9. Affix the Indoor Sensor Hub to the outside of the furnace cabinet at the top of the unit with the double-sided tape on the back of the Sensor Hub. Clean the cabinet surface before adhering the Sensor Hub to the furnace cabinet.
10. Replace the furnace cover, then turn power back ON to the furnace.
11. Press "Pair" button to complete Indoor Sensor Hub enrollment process.

**NOTE:** The Gateway will stay in Enrollment Mode for 30 minutes. If more than 30 minutes have elapsed, you will need to return to the Gateway and re-enter Enrollment Mode.

12. Return to Gateway to verify the Indoor Sensor Hub was successfully paired. Tap "Add Another Sensor" if another Sensor Hub is being installed. You can add up to 4 Sensor Hubs.

# Outdoor Sensor Hub Installation



1. At the thermostat, turn mode to OFF.
2. Turn OFF power to the AC unit (either at the outdoor unit or at the main breaker panel).
 

**NOTE:** If AC is running at the time of installation, it is recommended to first shut down the unit from the thermostat before turning off at the outdoor shutoff or main breaker to avoid system resets after power is restored.
3. While at the AC unit, record the following information. This will be used to configure the AC in the app later.

	Air Conditioner
Make (Goodman, Carrier, etc.)	
Model (GM123B89, etc)	
Serial #	
Installation or Manufacturing Date	
Compressor RLA	
Compressor LRA	
Condenser Fan FLA	
Condenser Fan LRA	

4. Open the cover on the outdoor AC unit where the electrical connection and thermostat wire are housed.
5. Locate the two incoming wires going to the contactor (L1) and (L2). Clamp both 50A CTs around either (L1) or (L2) as space permits. CTs may be placed on the same wire or separately. Ensure both CTs are firmly clamped around the wire and the latch is snapped shut.
 

**NOTE:** If L1 and L2 are conjoined, please separate them and clamp both CTs on only one of the wires, but not both.

6. Route 3.5 mm jack out of the cabinet through the grommet that the thermostat wire (low voltage) is coming through, typically at the bottom of the cabinet.  
**NOTE:** If the existing grommet can't accommodate the additional wires, drill another hole and add a grommet (not included) to protect the wires, or find another way to route the wires out of the enclosure.
7. Pull excess wire through the hole and ensure the CTs and wires are not near any other terminal blocks, etc. Use zip ties and/or tape to route wires as necessary (not provided).
8. Plug the CT 3.5 mm jacks into the labeled ports on the Outdoor Sensor Hub: C to C (powering CT) and 1 to 1 (sensing CT). Push the 3.5 mm jack firmly into the ports.  
**TIP:** Ensure the headphone jack is fully inserted into the Sensor Hub. Push the headphone jack until you feel resistance, then twist it as you keep pushing so it will seat.
9. Assess the locations on the adjacent structure that the CT cables will reach.
10. Drill pilot holes and add anchors (if necessary) to mount the enclosure to the home exterior.
11. Coil and/or wrap excess wire with zip ties and attach it to the conduit that the thermostat wire is typically routed through.
12. Double check that the CT clamps are closed and all wires are routed properly.
13. Put the cover back on the wiring connections at the AC unit.
14. Press the "Connect" button to pair the Outdoor Sensor Hub. Return to the Gateway to verify the Sensor Hub was successfully paired.
15. Close the cover of the enclosure with the screw provided. Orientation with wire exiting the bottom of the enclosure is required.  
**NOTE:** The Gateway will stay in Enrollment Mode for 30 minutes. If more than 30 minutes have elapsed, you will need to return to the Gateway and re-enter Enrollment Mode.
16. Turn power back ON to the AC unit.

## Mobile App

1. Login to the Pro-IQ™ LifeWhere
2. Select LifePulse – T10
3. Scan QR Code on Gateway
4. Configure LifeWhere system by following app instructions



# Sensor Hub LED and Button Functions

## Sensor Hub Button

Function	Release Button at State:	Action
Pair with Gateway	Immediately	Perform this action to pair a Sensor Hub with a Gateway in enrollment mode
Unpair with Gateway	Release after 10s	Perform this action to unpair a Sensor Hub from a Gateway
Wake Outdoor Sensor Hub	Immediately	If the Outdoor Sensor Hub is paired and in deep sleep mode, pushing the Connect button will energize the Sensor Hub

## Sensor Hub LED

LED Color	Description of Status	Note
Solid Green	Enrolled	No faults
Blinking Green	Enrolling with Gateway	LED will change to solid green when enrolled
Solid Red for 5s	Unenrolling with Gateway	Only valid after unenrollment. Sensor Hub can be unenrolled through the Gateway or by pressing Sensor Hub Connect button for 10s
Solid Amber for 5s	Unenrolled	Sensor Hub has been unenrolled with the Gateway
Solid Red	Enrolled with communication fault	There is an issue with communications between the Sensor Hub and Gateway