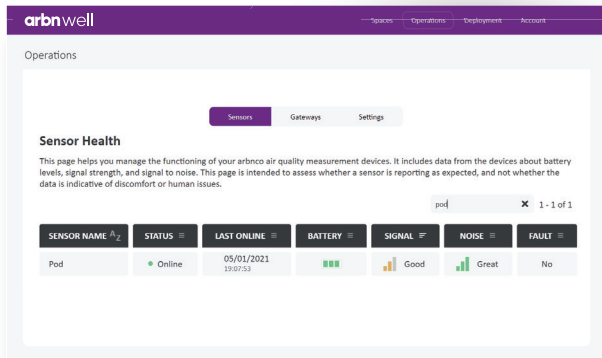


Before you start

Setting Up your Account

You should have received a welcome set-up email from donotreply@well.arbnco.com asking you to sign-up as a manager on well.arbnco.com. Please follow the unique link in the email to register. Your devices should already be linked to your account. When you first login, go to the Operations tab to check that the device IDs listed there match those printed on your devices. They should all read as offline when you first log in:



1. Network Setup

Option 1: Arc and Wi-Fi Kits (Hotspot)

If you have an arbnco Arc or Wi-Fi kit, first set up your arbnco-supplied hotspot to make sure it is broadcasting a proper signal. It is preconfigured, so all you will need to do is set it up and plug it in. The hotspot comes with 4 clearly-labeled antennae: 2 for Wi-Fi and 2 for Mobile/Cellular.

When properly put together it should look like this:



If your phone/tablet/laptop can now see a network called **arbnwell**, you can begin to place your devices.

Do not turn on your arbn well devices or permanently fix the gateway yet.

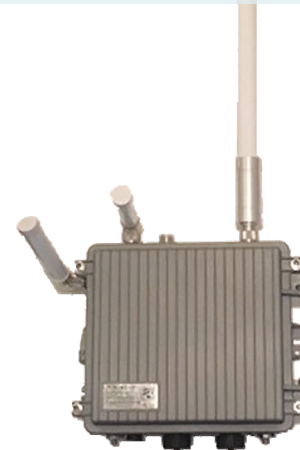
Option 2: Standard Kits (Gateway)

If your kit came with a DASH7 gateway make sure it is connected to the cloud. How you set up your gateway will depend on if you would like it to report over your wired internet (ethernet) or via the arbnco-supplied SIM card already installed inside your gateway. If you would like to connect your gateway to your own network, please first contact your IT department to make sure the correct ports are unblocked (5273, 53, 80, and 443). Please see our **Gateway Assembly Guide** for the complete steps for both reporting types (ethernet and SIM card).

If your gateway is reporting as 'online' on the Operations tab of the arbn well platform, ensure that the Signal is good (green). This is the mobile/cellular signal, so it will correspond roughly to what you see on your phone in the same location. If Signal is acceptable, move to the next step.

Do not turn on your arbn well devices or permanently fix the gateway yet.

The Gateway device will look like this:



2. Device Placement

Hotspot or Gateway

To give your devices the best signal possible, please choose a central location to place your gateway/hotspot. Try and choose a location near an electrical socket, and away from other electrical devices and installations that may cause interference. You will be able to adjust your hotspot/gateway based on the signal strength of devices reported on the arbnco platform after the devices are set up.

arbn well Devices

Once the hotspot/gateway is reporting to the platform, position your devices. When choosing a location, keep in mind areas you would like to monitor, what the devices can measure, and what your space looks like (e.g., is there an electrical socket near your desired location for an AQ+?). Below is an abridged guide to help you choose the best location for your devices:

Device	Measurement	Power Supply	Example Locations
Comfort	Temp., RH, %, Light	Battery	Hallways
AQ	Temp., RH & CO ₂	Battery	Open Plan Office, Conference Room
AQ+	Temp., RH, CO ₂ , PM & TVOC	Plug-in cable (USB-micro B)	Kitchen, Break Area

When selecting the position for a device, avoid:

- Direct sunlight;
- Direct exposure to heating sources (appliances, radiators, other equipment);
- Areas of high traffic where sensor devices may be damaged or tampered;
- Mechanical ventilation outlets/inlets (unless required by a certifying body such as RESET).

For more information on device placement, please see our **Best Practice Guide**.

Checking Device Signals

Once you have decided on the placement of your devices, you should use the Operations tab on the platform to check their signal quality. If the Signal is bad (red) for a given device, move it around the room to avoid signal interference or closer to the gateway. If the Signal is bad for several devices, consider moving the hotspot/gateway closer to your devices. If the Noise is bad (red), it means your device may be experiencing interference from nearby electronics and you should consider finding a new location.

To ensure your devices are reporting in a normal range, please compare the readings for each device to the following:

Parameter	Base Range	Partially Occupied	Fully Occupied
Temperature (°C)	18-25	18-28	18-30
Rel. Humidity (%)	20-40	20-50	20-60
Lighting (lux)	80-650	80-650	80-650
CO ₂ (ppm)	300-700	350-3000	400-3000
PM1/2.5/10 (µg/m ³)	<60	<80	<100
TVOC (ppb)	<350	<350	<350

3. Mounting

Once you have found the best placement for your hotspot/gateway and devices, fix them properly. We recommend using the following numbers of 3M® Command Strips (included):

arbn well Device	# of 3M® Command Strips
Comfort device	1
AQ device	2
AQ+ device	2
Hotspot	4
Gateway	5-7

For long-term mounting for the gateway, please contact arbnco about additional metal mounting brackets that can be affixed to the wall with screws. Permanent fixtures may also be required if the mounting wall is rough or unfinished.

4. Maintenance

Your devices should be maintained by keeping them dry and free of tampering. Tampering with the device can damage the internal sensors. Your devices should be kept away from any sources of liquid water or mist including, but not limited to, humidifiers, water fixtures, or leaks.

For specific information on battery replacement, device breakdown, and end of contract disposal or abandonment, please see our **Best Practice Guide**.



For more information you can also visit: <https://arbnwell.com/faq/>

References

O. N. Sobek, P. Rastogi, G. Jephson, and J. Allison, 'Best Practice Guide for the installation for the installation and maintenance of an arbn well system', arbnco Ltd., Glasgow, UK, Best Practice Guide 1.3, May 2020.

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Quick Start Guide

Welcome!

Thank you for being part of the journey towards ubiquitous sensing and healthy air with arbnco. This quick start guide is designed to help you set up your arbn well kit quickly and properly.

If you are unclear about anything described in this document or need any other help with your arbnco hardware or software, please email: well-support@arbnco.com.

Happy sensing!