

HAVEN

Haven Hub Setup

Requirements:

- 📶 Internet service
- 🔌 Internet router with available Ethernet port
- 👤 Active Haven owner account for the lock

1

Connect the antenna to the back of the Haven Hub and tighten by turning clockwise. Turn the antenna into a straight up position.



2

Plug the ethernet cord into your internet router and connect the other end to the back of the Haven Hub.



3

Connect the power cable to the Haven Hub and plug the power adapter into a working outlet.



4

Compare the lights on the Haven Hub to the LED Logo Indicator chart on page 2 to ensure they are functioning properly.



5

Complete your Haven Hub set-up by following the "Pair a Device" instructions in the Haven app.

Check these before beginning the pairing process for Haven Hub:

- Haven Smart Lock is installed and paired successfully to your phone as the owner.
- Latest version of the Haven app is downloaded and installed on your phone.
- Haven Hub is connected to the router and a live Internet connection.

6

After configuration, control the Haven Hub with the Haven app or at myhavenlock.com.

Testing your remote connection:

1. Open the Haven app, then select your lock from the home screen.
2. Press the green globe (remote connection) button, then press the lock/unlock button.



LED Logo Indicator

Color	Meaning
White (solid)	Starting up
White (fade in and out)	Ready to pair
Blue	Normal operation
Amber (blinking)	Factory reset
Red	Not connected to internet
Magenta	Searching for Haven Lock
Amber (fade in, fade out)	Firmware download in progress
Amber (rapid blinking)	Updating firmware

Reset the Haven Hub

Reset your Haven Hub by gently inserting a paper clip into the pinhole in on the back of the unit. This will change the LED status from blue and back to white. The LED will briefly flash amber which means the Haven Hub is resetting and rebooting.



Regulatory Compliance

This product complies with standards established by the following regulatory bodies:

- Federal Communications Commission (FCC)
- Industry Canada

FCC

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference

to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

IMPORTANT! Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Industry Canada

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.



Haven Hub User Guide

This page is intended for use on functionality pertaining to the Haven Hub.

Get Prepped

1. Once your lock is installed and fully charged, download the HAVEN Lock App from the App Store or Google Play Store onto your smart device. Walk through the steps to setup your account within the app and ensure Bluetooth is activated on your smart device.
2. To prepare the hub, connect the ethernet cable to your router, screw in the antenna, and prepare the power adapter but **do not plug in yet**.
3. Launch the HAVEN Lock App and click on the + button in the upper right corner of your screen for  users and bottom right for  users.

Pair the Haven Connect and Hub

- 1 After pressing the + button,  users will be presented with a pop-up menu that reads, "Pair a Device", proceed to press that button.  Users press the blue Pair a Gateway option.
- 2 Please read all the instructions and disclaimers on the Pair a Device/Gateway screen carefully. Press the blue button at the bottom of the screen that reads, "Pair a Device" for  users. (Green get started button for  users.)
- 3  Users only: Once paired to a HAVEN lock unit (see lock pairing instructions), the option to pair a hub appears to the right of the HAVEN button. Press the hub icon on the right.  Skip to step 4.
- 4 Proceed to plug in your HAVEN Hub. The hub LED should be pulsing white, indicating it's now ready to pair.
- 5 On the app you will see a Set Up/Pair Gateway screen. Ensure the mobile device is 2 -3 inches away from the hub and press the blue/green Get Started button at the bottom of the screen.
- 6 The last step before communication is established between the 3 devices is a user checklist to ensure proper connection (see figure 1.1). Ensure everything is correct before continuing.
- 7 If for some reason the hub is not flashing white, reset it (instructions here). After resetting the hub, it should pulse white.
- 8 Ensure that you are within 100 feet of all locks that are being operated and that you are the owner of all the HAVEN locks being operated. Failure to follow these steps will result with the inability to pair your Haven Hub.
- 9 After the green button is pressed the app will scan for the hub and pair all locks available (this process will take about 2-3 seconds depending on your network and you should see the screens in figures 1.2, 1.3, and 1.4).
- 10 The LED will now turn solid blue and all HAVEN units should now be operable via the Haven Hub.

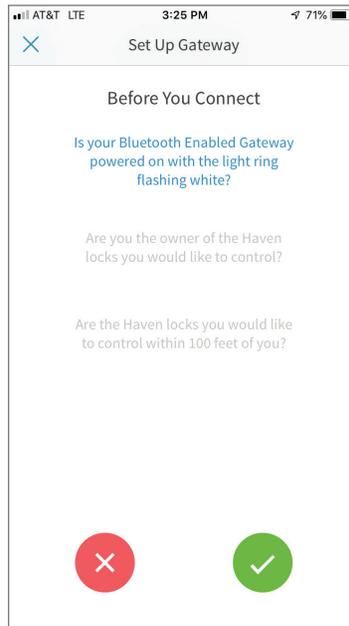


Figure 1.1

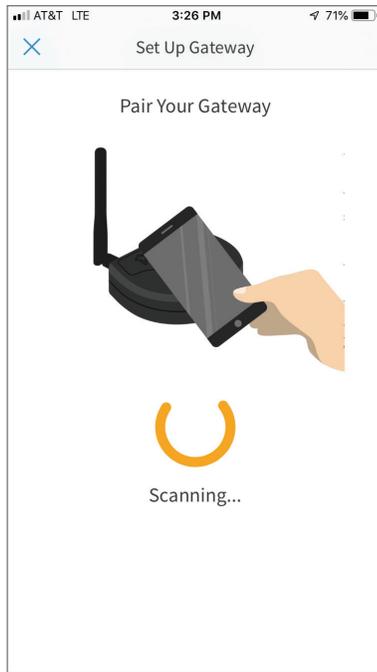


Figure 1.2

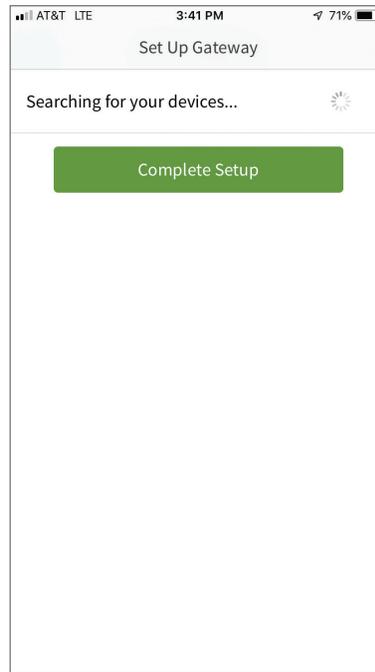


Figure 1.3

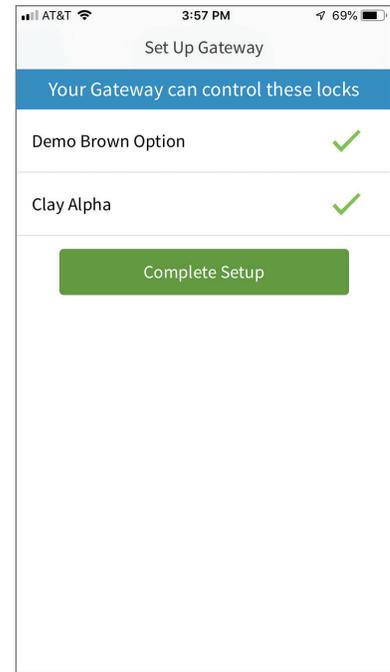


Figure 1.4

Confirm that your Haven Hub is Working

1. Make sure that your new unit is working properly by driving the bolt on the HAVEN lock 3 times.
2. Open the app and go to the lock dashboard by pressing on the appropriate lock on the *My Locks & eKeys* menu.
3. In the lock dashboard, locate the toggle that differentiates between Bluetooth operation and remote operation; it should be toggled to the right, indicating that it is paired and receiving commands via the hub. If the switch is blue, the hub is not connected and is being operated via Bluetooth.
4. Perform a local lock via the app once and ensure the hub flashes blue 3 times to indicate a lock command is in process. After successful communication, the HAVEN lock should lock, flash its LED indicator yellow, and beep once.
5. The app should update and indicate a "locked" status.
6. Perform a local unlock via the app once and ensure the hub flashes blue 3 times to indicate an unlock command is in process. After successful communication, the HAVEN lock should unlock, flash its LED indicator green, and beep twice.
7. Press the green lock dashboard button one more time to Lock your HAVEN and to ensure the servo motor is properly engaged and communicating with the hub properly.

Un-Pairing the Haven Hub

1. Toggle the switch in the lock dashboard off so that it's operating via Bluetooth (see figures 1.5 and 1.6). This will cut off all Wi-Fi communications between the app and hub. Local locks and unlocks should still perform normally.

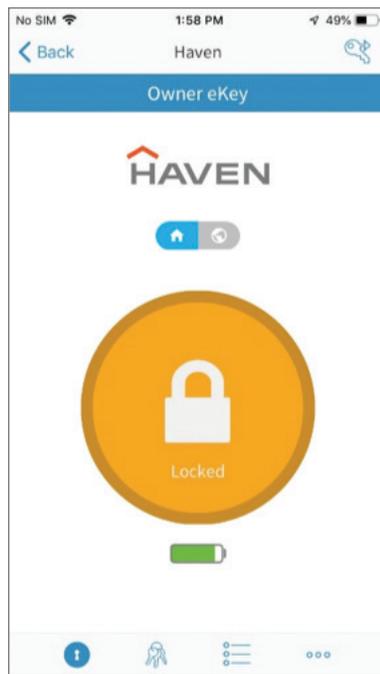


Figure 1.5

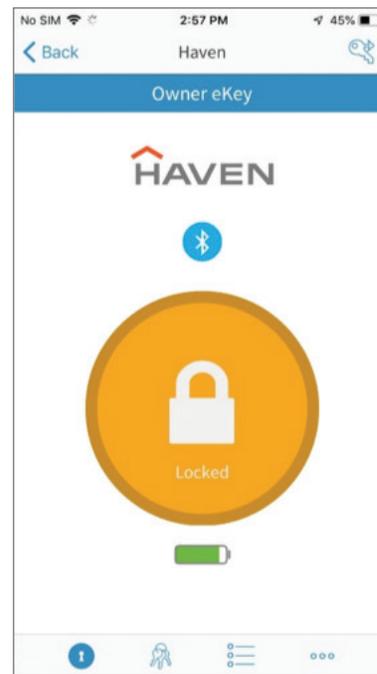


Figure 1.6

Reset the Haven Hub

1. Take a paper clip and reset your hub by gently inserting it into the pinhole in on the back of the unit once.
2. This will change the hub LED status from blue and back to white. The LED will briefly flash amber which means the hub is resetting and rebooting.
3. If successfully reset, the hub should now be pulsing white and is ready to pair. Note: It may take 5 – 10 minutes for the lock dashboard to update and show proper disconnect status.
4. When properly unpaired, the dashboard will show that HAVEN has reverted to local connections by displaying a small Bluetooth icon above the lock dashboard (Where the hub toggle switch was).

Factory Reset the Haven Hub

1. Disconnect the hub from power.
2. Press and hold the reset button on the back of the hub. While holding reset button, reconnect power and wait 10 seconds to release reset button until the LED flashes amber.
3. The LED will now fade in & out then blink rapid amber for about 3 minutes; this indicates that the firmware is downloading and updating. After about 5 minutes the LED fades in & out white and the factory reset is complete.