






KwêHub User Guide



- Full Kwêbeam system control via the KwêBeams Mobile App
- Arm, Disarm and send Panic signal using the buttons on the KwêHub
- Built-in awareness buzzer will sound unique tones for individual zones
- Support two arming modes, each with individual bypass and siren settings
- Panic button activates all built-in sirens that gives an unexpected element of surprise next to an intruder
- Instantly adjust detector sensitivity levels, siren settings or any other setting on all connected devices
- 2-way radio protocol over 868Mhz frequency
- Stay updated with latest features with over the air updates
- Built-in lithium battery

Index

1	Overview of the KwêHub	3
1.1	Important SIM card notes for LTE connection (Not applicable for WiFi only Hub).....	4
1.2	Verify SIM Card (Not applicable for WiFi only Hub)	4
2	Hardware Setup	5
2.1	Install the SIM card in the KwêHub (Not applicable for WiFi only Hub)	5
2.2	Connect the 12V power supply	5
3	LED Light Indicators.....	6
3.1	Cloud connection status	6
3.2	System status.....	6
4	Buttons on the KwêHub	7
5	Connect to WiFi.....	7
5.1	Connect using WPS button	7
5.2	Connect from the mobile App	8
5.3	Enter WiFi credentials under the Hub settings (4G/LTE must be connected)	8
5.4	Connect to WiFi by creating an access point.....	9
6	Install the Mobile App.....	10
6.1	Put the KwêHub in Pair mode	10
6.2	Add the KwêHub on the App	11
7	Notifications.....	11
7.1	Enable Notifications.....	12
8	Add sensors.....	12
8.1	Add Sensors using the APP	12
8.2	Add Sensors if the Hub is Offline (No WiFi or LTE signal).....	14
9	Arm and Disarm KwêBeams.....	15
9.1	Arm the system using the App	15
9.2	Arm the system from the KwêHub	15
10	PANIC FUNCTION	15
10.1	Tap the PANIC button in the App	15
10.2	Hit the PANIC button on the KwêHub	15
11	Maintenance and support	16
12	Technical specifications	16

	Provides additional information to emphasize or supplement important points of the main text.
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	This product cannot be disposed of as unsorted municipal waste. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.kwebeams.co.za/client-support
	For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.kwebeams.co.za/client-support
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1 Overview of the KwêHub

The KwêHub controls and monitors all connected Kwêbeam devices using a robust 2-way radio protocol over the 868Mhz frequency spectrum. The 2-way radio technology features built-in repeater functionality in all devices and allows you to monitor the operation between detectors at distances up to 1000m, provided there are no obstacles.

It immediately sends an alarm signal to all users registered on the system. The KwêHub supports push notifications and optional SMS messages to send alarm & system information to users. The main communication channel uses WiFi with 4G/LTE as backup.

The KwêHub receives new features several times a year with over-the-air updates. The update process is automatic and takes minutes when the security system is disarmed. The hardware configuration will allow the KwêHub to evolve and remain relevant for years to come.

1.1 Important SIM card notes for LTE connection (Not applicable for WiFi only Hub)

- The KwêHub accepts a Nano-SIM card from any network. The SIM card may be prepaid or contract. If the SIM Card is purchased as part of a prepaid plan, please ensure that the SIM Card is loaded with sufficient airtime...
- Data bundles on prepaid SIM cards will expire, normally only lasting around 30 days. It is highly recommended to activate automatic recurring renewals for Data bundles, else, make sure sufficient airtime is loaded for prepaid SIM cards.
- If there is no billable event on the prepaid sim card for a long period (typically 3 months), the card will be deactivated by the network & the sim becomes useless.
- The average data usage in 4G/LTE Mode is less than 30MB per month. This is the most cost-effective mode when using the KwêHub.

1.2 Verify SIM Card (Not applicable for WiFi only Hub)

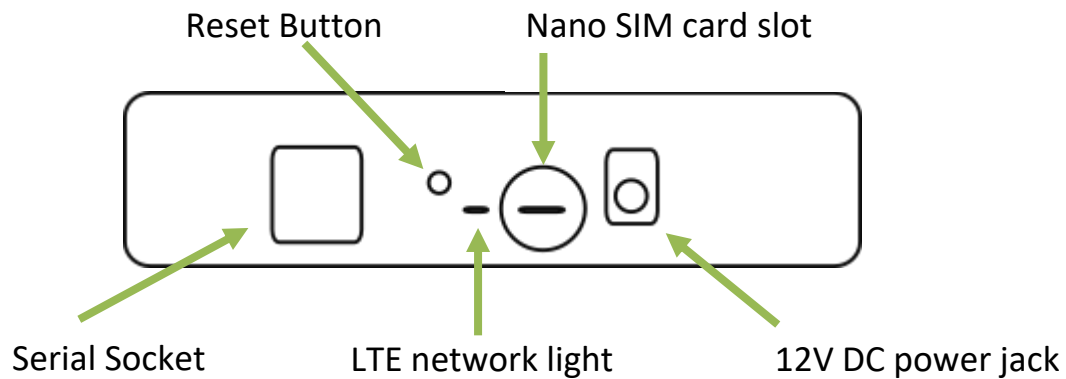
Install the SIM card into a normal cellular phone to verify the following:

- Make sure the SIM PIN is disabled.
- Ensure that Caller Identity is enabled when using contract SIM cards. The calling number must be displayed when calling the SIM number.

2 Hardware Setup



This product is designed as an indoor “Plug and Play” Alarm system gateway. The KwêHub can simply be placed on any flat surface (table or desk) and powered with the supplied 12VDC wall adapter.



2.1 Install the SIM card in the KwêHub (Not applicable for WiFi only Hub)

Slide your Nano SIM Card, face-down into the SIM Holder until you hear a click.

2.2 Connect the 12V power supply

Plug in the 12V wall adapter to power up the KwêHub. The connection light should turn Red once the power supply is connected.

If a SIM card with sufficient airtime is installed the connection light will turn Light Blue after approximately 30 seconds. This indicates successful cloud connection over 4G/LTE.

3 LED Light Indicators

3.1 Cloud connection status



RED - No connection to WiFi, LTE nor Cloud



YELLOW - Not connected to WiFi nor to Cloud, but connected to LTE



GREEN - Not connected to LTE nor Cloud, but connected to WiFi



PURPLE - Connected to WiFi and Cloud, but not connected to LTE



LIGHT BLUE - Connected to LTE and Cloud, but not connected to WiFi



DARK BLUE - Connected to WiFi, LTE and Cloud

3.2 System status



GREEN - System Armed in Home Mode



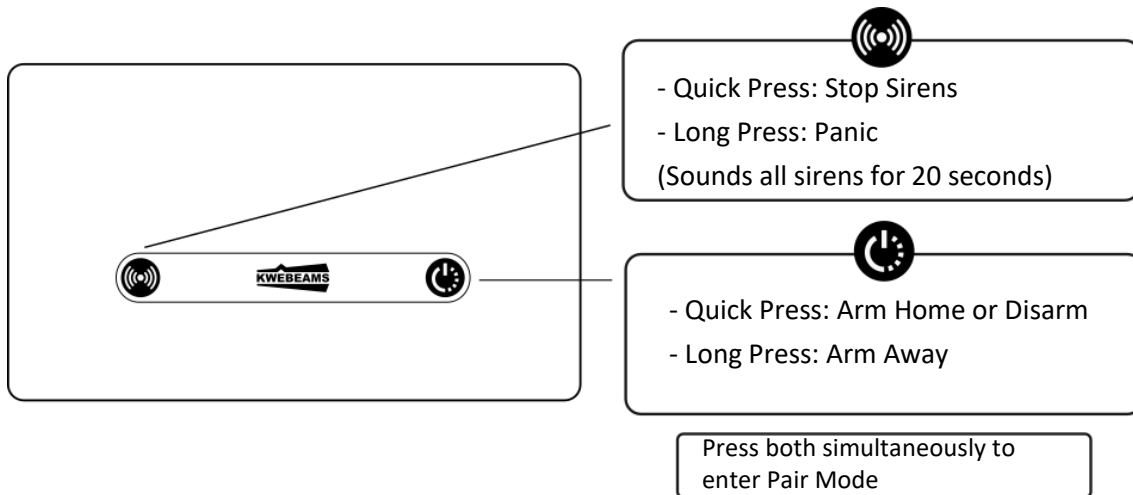
YELLOW – System Armed in Away Mode



BLUE – Software update in progress

4 Buttons on the KwêHub

The buttons respond to quick presses and long presses.

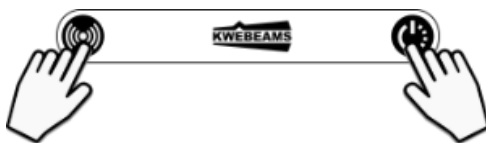


5 Connect to WiFi

Any of the following 4 methods can be used to connect the Kwêhub to your WiFi router.

5.1 Connect using WPS button

- Find and press the WPS button on your WiFi router.
- Then, on your Kwêhub, press and hold both buttons simultaneously for 2 seconds.



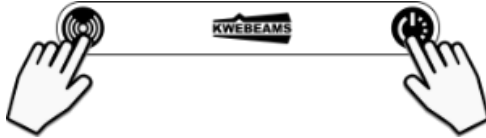
- The Hub will sound 3 beeps and the connection light will turn white.
- Wait for the connection Light to turn Purple or Dark blue



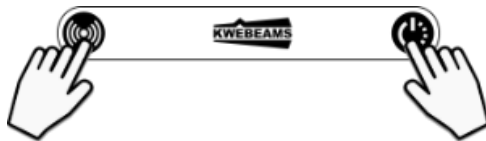
If the connection light stays Green, the KwêHub is connected to the WiFi router, but there is no internet connection

5.2 Connect from the mobile App

- Install the APP as described in section "[Install the Mobile App](#)".
- On your Kwêhub, press and hold both buttons simultaneously for 2 seconds.



- The Hub will sound 3 beeps and the connection light will turn white.
- Quick press both buttons again.



- The Hub will sound 3 short beeps and the connection light will flash White.
- Navigate to "Add Hub" on the mobile App and press "Connect Hub to WiFi".
- Enter the SSID and Password and wait for the connection Light to turn Purple or Dark blue.

5.3 Enter WiFi credentials under the Hub settings (4G/LTE must be connected)

- Make sure the SIM is installed and the connection light is light blue.
- Install the APP as described in section "[Install the Mobile App](#)".
- From the Home Screen, press the arrow pointing Right (>)
- You are now on the log page, Next to Log, press "Devices"
- Press the settings gear next to the Hub name
- Scroll down and press the "WiFi Settings" button
- Enter your WiFi router's SSID and Password.

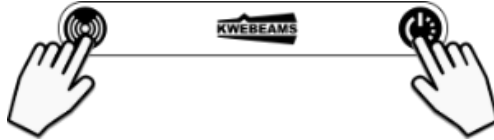


If your WiFi router supports 5Ghz, the SSID and password must be for the 2.4Ghz frequency.

- The connection light will turn Dark Blue if the WiFi SSID and password is correct.

5.4 Connect to WiFi by creating an access point

- Press and release both buttons simultaneously.



- The Hub will sound 3 short beeps and the connection light will toggle between Red and White to indicate the Hub have made a new WiFi access point.
- Open your WiFi connection options, then look for a connection point called “Kwehub”.
- Connect to the Kwehub WiFi connection point, using the password: “KweBeams”
 - The capital “K” and capital “B” are important for the password.
- Once connected, open any web browser, and in the URL bar, type: kwebeams.local
 - You can also enter the IP address 192.168.4.1
- You will then land on a screen and be required to enter your WiFi Router’s name and password.

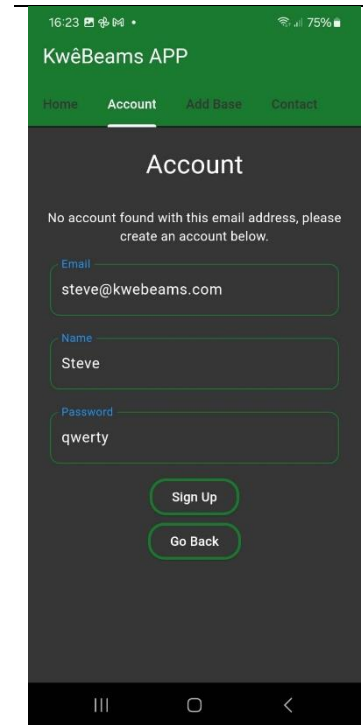


If your WiFi router supports 5Ghz, the SSID and password must be for the 2.4Ghz frequency.

- Once you entered your WiFi router’s name and password, click “Set Settings”
- Once the KwêHub’s connection light turns Purple or Dark Blue, you have successfully connected the KwêHub to your WiFi router.
- At this point, you can reconnect your phone or PC to your WiFi router. The KwêHub will remain connected to the WiFi router.

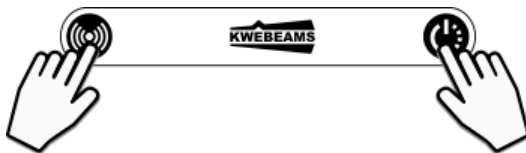
6 Install the Mobile App

- 1) Download the Kwebeam App from either the Play Store or the App Store.
- 2) When the download completes, open the App, and sign up as requested.
- 3) Make sure to Allow Notifications for the App



6.1 Put the KwêHub in Pair mode

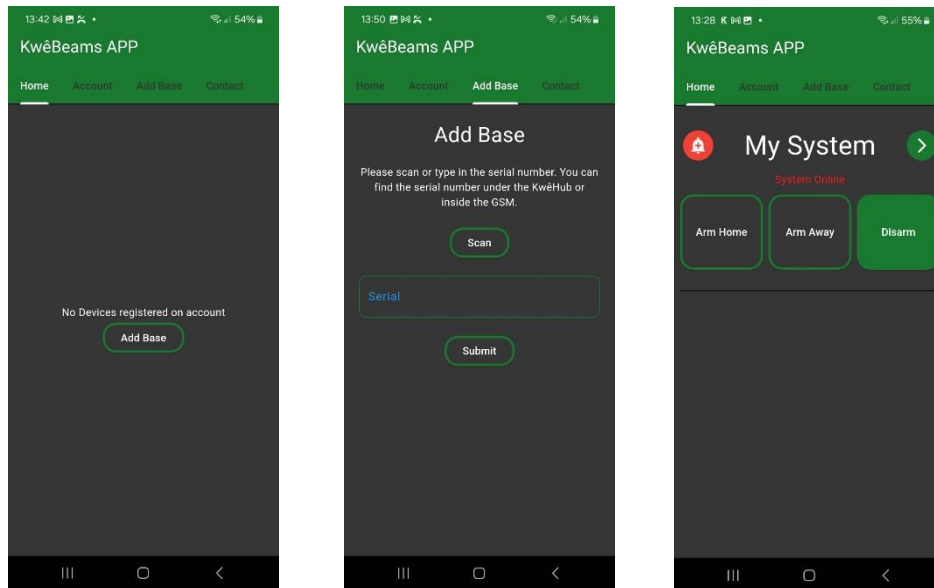
- 1) After you have signed up, press and release both buttons on the KwêHub to put the device into pair mode.



- 2) The Hub will sound 3 short beeps and the connection light will toggle between Red and White.

6.2 Add the KwêHub on the App

- 1) On the App, tap Add Hub
- 2) In the Add Hub screen, scan the QR code or enter the serial number located on the back of the KwêHub and press 'Submit'.
- 3) The KwêHub should now be visible under the Home tab.



7 Notifications

Notifications will automatically be enabled after installing the App.




Tap 'Allow Notifications' when opening the App for the first time

Alarm, Panic and Tamper notifications will have a loud sound supplied with the App. All other notifications will have the default notification sound.

7.1 Enable Notifications

If not receiving notifications, enable it by following these instructions:

Android:

- 1) Hold the App icon and  press
- 2) Select Notifications and enable Notifications
- 3) Scroll down and select Notification categories
- 4) If desired, custom sounds can be selected for each category

IOS:

- 1) Go to Settings and tap Notifications
- 2) Select the Kwêbeams App under Notification Style
- 3) Turn on Allow Notification

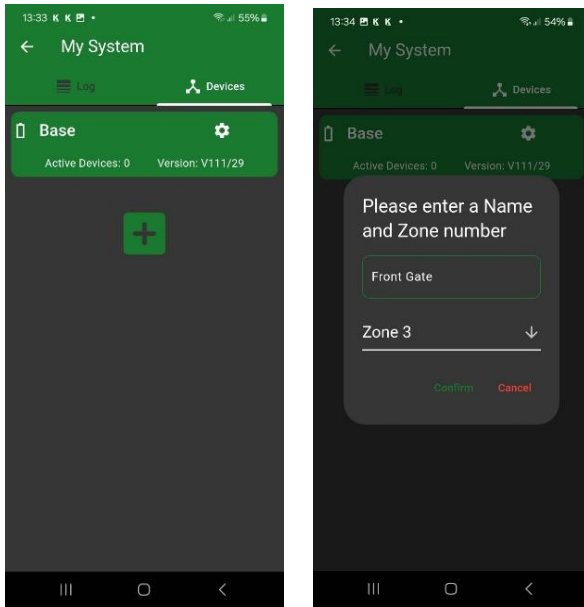
8 Add sensors



To add Link or Interface devices, follow the instruction in the device user manual

8.1 Add Sensors using the APP

- 1) Insert the AA batteries in the sensor
- 2) The siren will sound softly for approximately 2 minutes to indicate warm-up period.
- 3) The sensor will be in functional mode when the siren is silent.
- 4) Make sure the front cover is open of the Sensor you want to add to the system.
- 5) From the Home Screen in the App, press the arrow pointing Right >.
- 6) You are now on the log page, next to Log, press "Devices".
- 7) Press the "+" button. Enter a name and zone number for the sensor.



Zone numbers can be the same for different sensors (more than one sensor can have the same zone number). When an alarm is triggered, the buzzer in the KwêHub will sound a unique sequence for each zone.

- 8) All the sensors with an open cover will start a short beeping sequence once the “Confirm” button is pressed. Before the beeping sequence ends, do one of the following with the sensor:
 - CLOSE the front cover while the sensor is beeping, OR
 - Keep the internal part of the sensor upright, then TILT the internal part while the sensor is beeping.



- 9) Within a few seconds, you will notice a new device addition to the list.
- 10) If required, you can update the new motion sensor's settings by pressing the gear icon.

8.2 Add Sensors if the Hub is Offline (No WiFi or LTE signal)



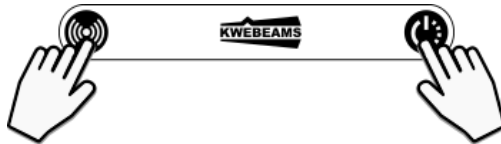
Only use this method if there is NO WiFi or LTE connections.

- 1) Ensure the motion sensors you want to add are warmed up and the front cover is open.



The warmup period will last approximately 2 minutes after inserting the batteries. The buzzer inside the sensor will stop beeping when the warmup cycle is completed.

- 2) press and release both buttons simultaneously.



- 3) Follow the procedure in section [Add Sensors using the App step 8.](#)

9 Arm and Disarm KwêBeams

9.1 Arm the system using the App

- On the home screen, you will notice 3 Modes:
 - Arm Home
 - Arm Away
 - Disarm
- Separate Siren and bypass settings can be given to each motion sensor for each mode.
- Simply tap either Arm Home or Arm Away to arm the system.
- Tap the Disarm button to disarm the system.

9.2 Arm the system from the KwêHub

- Quick-Press the Arm button to Arm the system in Home mode.
- Quick-Press the Arm button again to Disarm the system.
- Press and Hold the Arm button for 2 seconds to Arm the system in Away mode.

10 PANIC FUNCTION

10.1 Tap the PANIC button in the App

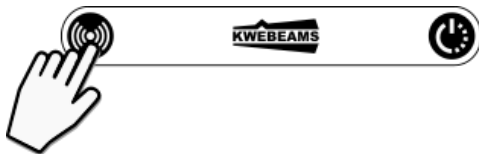
On the home screen, you will notice a Red Bell Icon



- Tapping this button will sound the Panic Alarm
- The Panic Alarm sounds the sirens in all connected motion sensors simultaneously.
- To mute the sirens, tap the Disarm button.

10.2 Hit the PANIC button on the KwêHub

- On the KwêHub, long press the connection button.



- This will sound the sirens in all connected motion sensors simultaneously.
- Quick-Press the connection button again to mute all sirens.

11 Maintenance and support

No additional maintenance is required for this product. Software is automatically updated and maintained.



Do not open or disassemble this product. For support or assistance please contact your local supplier or the Kwêbeams support team:
Support contact number: +27 82 546 5604
Support web page: www.kwebeams.co.za/client-support



While the KwêHub is constructed from quality and durable materials, the unit or its components should not be subjected to an environment of humidity and temperature extremes, highly corrosive chemicals, or noxious environments.

12 Technical specifications

Technical Specification – KwêHub Gateway	
Dimensions:	30(H), 130(W), 70(D)
Average Power consumption:	Normal mode (WiFi and LTE connected): 30 mA Low power mode (LTE only connected): 10 mA Minimal power mode (LTE and WiFi disconnected): 0.1mA
Peak Current:	350mA
Power Supply:	10 – 14V DC / 400mA
Backup Battery:	1000mA/H Lithium Backup Battery
Power Jack:	12V Wall Adapter power input
Panic button:	Stops or activates all beam sirens
Arm / Disarm button:	Arm / Disarm Home or Away mode
Antenna:	Internal patch antenna
Cellular connections:	LTE/4G
Sim card:	Nano Sim card
Kwêbeam Radio:	2-Way wireless communication - 868 Mhz
WiFi frequency:	2.4Ghz
Wifi security protocol:	WEP/WPA-TKIP/WPA2-CCMP
Notifications:	Push notifications and optional SMS notifications
Users:	Not limited
Maximum supported devices:	32