

# SENSORHUBB

*Predict. Prevent. Protect.*

Version 1 · 2026

## QUICK START GUIDE

Setup · Configuration · Notifications

**FOR QUESTIONS & SUPPORT:**

888-365-8367 x2 | [support@sensorhubb.com](mailto:support@sensorhubb.com)

[sensorhubb.com](https://sensorhubb.com)

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# GETTING STARTED

## System Login & Dashboard Access

### Step 1 — Locate Your Login Credentials

Your SensorHubb login credentials were provided in two places:

- Username: Your email address, as listed on your SensorHubb programming document.
- Password: A temporary password included in the tracking email sent with your hardware shipment.
- If you cannot locate either, contact [support@sensorhubb.com](mailto:support@sensorhubb.com) before proceeding.

### Step 2 — Log In via Web Browser

- 1 Open a web browser and navigate to [sensorhubb.com](https://sensorhubb.com).
- 2 Click "SensorHubb Login."
- 3 Enter your email address as your username and the temporary password from your tracking email.
- 4 You will land on the SensorHubb Dashboard — your home base for monitoring.
- 5 Go to Settings → User Profile to create a permanent password, then click Save.

### Step 3 — Download the Mobile App

- Open the App Store (iPhone) or Google Play Store (Android).
- Search "SensorHubb" and download the free app.
- Log in with the same email and password used for the web dashboard.
- Your first login stores a secure token — push alerts will be delivered to your phone even when you are not actively in the app.

#### TIP

*Every 30 days the app will prompt you to log in again to refresh your session. Alerts continue to be delivered between logins. Have all team members download the app and log in during initial setup.*

# GATEWAY INSTALLATION

Dragino LPS8N

## Package Contents

- Dragino LPS8N Gateway
- Cellular / 4G antenna
- LoRa / 915 MHz antenna
- Power adapter (PWR 5V-2A port)
- Gateway mounting plate
- Ethernet cable

## Installation Steps

- 1 Attach antennas**

Connect the 4G antenna to the port marked '4G' on the gateway. Connect the LoRa antenna to the port marked 'LoRa'.
- 2 Connect power**

Plug the power adapter into the port marked 'PWR 5V-2A' on the gateway, then plug into a wall outlet. The Power LED will illuminate solid red, confirming the unit is powered on.
- 3 Verify LEDs**

Allow the gateway to complete its startup sequence. Refer to the LED Status Reference below to confirm the gateway is online and connected.
- 4 Mount the gateway**

Clean the mounting surface thoroughly. Remove the protective film from the adhesive tape on the mounting plate. Press the plate firmly onto a flat, non-metallic vertical surface. Slide the gateway onto the plate.
- 5 Confirm connectivity**

Navigate to Equipment, then Gateways in the SensorHubb Dashboard to confirm your gateway is online.

## LED Status Reference — Dragino LPS8N

LED	Indication	Meaning
Power	Solid Red	Gateway is powered on via AC power
Network	Solid Green	WiFi or Cellular connection active
LoRa	Solid Blue	LoRa radio active and communicating
Ethernet	Flashing Red / Off	Flashing Red: Ethernet active Off: Not in use (WiFi or Cellular mode)

### NOTE

*All gateway settings are pre-configured by SensorHubb. Do not adjust any gateway settings. Contact support if the gateway does not appear online within 10 minutes.*

# GATEWAY INSTALLATION

Oxit Carbon 8

## Package Contents

- Oxit Carbon 8 Gateway
- Cellular antenna (CELL port)
- LoRa / 915 MHz antenna (LORA port)
- Power adapter (DC IN port)
- Gateway mounting velcro strips
- Ethernet cable

## Installation Steps

### 1 Attach antennas

Connect the cellular antenna to the port labeled 'CELL'. Connect the LoRa antenna to the port labeled 'LORA'.

### 2 Connect power

Plug the power adapter into the port labeled 'DC IN', then plug into a wall outlet. The Power LED will illuminate solid green, confirming the unit is powered on.

### 3 Verify LEDs

Allow the gateway to complete its startup sequence. Refer to the LED Status Reference below to confirm the gateway is online.

### 4 Mount the gateway

Clean the mounting surface thoroughly. Attach the velcro strips to the matching strips on the back of the gateway. Remove the protective film from each strip. Press the gateway firmly onto the desired surface.

### 5 Confirm connectivity

Navigate to Equipment, then Gateways in the SensorHubb Dashboard to confirm your gateway is online.

## LED Status Reference — Oxit Carbon 8

LED	Indication	Meaning
Power	Solid Green / Solid Red	Green: Powered by AC/DC Red: Running on battery backup
Network	Solid Red / Yellow / Green	Red: Cellular active Yellow: WiFi active Green: Ethernet active
LoRa	Solid Green	LoRa radio connected and active
Activity	Blinking Green / Off	Blinking Green: Uplink/Downlink data Off: Normal idle status

#### NOTE

*Cellular connections require a cellular plan and SIM card. WiFi connections must be programmed by SensorHubb Customer Support. Ethernet connections require an ethernet cable and a live ethernet port. Contact support for WiFi setup.*

# GATEWAY WIFI CONFIGURATION

Dragino LPS8N — Step-by-Step Setup

## Prerequisites

Before beginning, ensure you have the following ready:

- Dragino LPS8N Gateway with antennas attached and powered on
- Ethernet cable connected from the gateway to your network
- WiFi network name (SSID) and password

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### 1. Initial Gateway Setup

Ensure the gateway has antennas attached, is plugged into power, and is connected to your network via Ethernet before proceeding to Step 3.

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### 2. Locate Gateway Identification Number

Locate the GWID (Gateway ID) printed on the bottom of the gateway. You will need the GWID to verify you have selected the correct gateway in the SensorHubb Dashboard.

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### 3. Connect via the SensorHubb Dashboard

- A. Log in to the SensorHubb Dashboard at [sensorhubb.com](https://sensorhubb.com).
- B. Select Equipment from the left side of your screen.
- C. Select Gateways from the top left of your screen.
- D. Select All from the top center of your screen.
- E. Select the Gateway you wish to connect to WiFi.
- F. Verify the EUI in the Dashboard matches the GWID on the physical gateway.
- G. Verify the Gateway shows as Online.
- H. Select the Pencil icon in the top right corner of your screen.
- I. Select your WiFi Network from the SSID dropdown.
- J. Enter your WiFi Network password in the Password field.
- K. Select SAVE from the bottom right of your screen.
- L. Leave the Gateway connected to Ethernet for 30–60 minutes after saving, then disconnect the Ethernet cable. The gateway will continue operating via WiFi.

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## Troubleshooting

If the WiFi connection is not successful:

- Verify the WiFi network name and password were entered correctly.
- Ensure the gateway is within range of your WiFi router.
- Confirm the WiFi network is operational.
- Verify with IT that the network is not blocking the gateway. The MAC address is the GWID with 'ffff' removed — example: a84041ffff295cf6 = a8-40-41-29-5c-f6.
- Restart from Step 3 if issues persist, or contact support at 888-365-8367 x2.

# GATEWAY WIFI CONFIGURATION

Oxit Carbon 8 — Customer Support Setup

## WiFi Setup for the Oxit Carbon 8

Unlike the Dragino LPS8N, the Oxit Carbon 8 Gateway cannot be configured for WiFi directly through the SensorHubb Dashboard. WiFi programming for the Oxit Carbon 8 must be completed by SensorHubb Customer Support.

**To set up WiFi on your Oxit Carbon 8, contact SensorHubb Support and provide:**

- Your WiFi network name (SSID)
- Your WiFi network password
- The GWID (Gateway ID) printed on the bottom of your gateway
- Your account name or site location

### Contact SensorHubb Support

**888-365-8367 x2**

[support@sensorhubb.com](mailto:support@sensorhubb.com)

[sensorhubb.com](https://sensorhubb.com)

#### NOTE

*Ensure your WiFi network is stable and that the gateway will remain within range of your router. If your network credentials change, contact SensorHubb Support to update the gateway's WiFi configuration.*

# SENSOR INSTALLATION

## General Guidelines & Sensor Settings

### Before Installing Sensors

Ensure your gateway is fully online before installing any sensors. Test each sensor next to the gateway first to confirm it powers on and that data appears in the dashboard or mobile app.

### General Installation Guidelines

- Install sensors on a stable surface away from direct airflow vents.
- Keep sensors at least 2–3 inches from metal surfaces when possible.
- Avoid placing sensors in corners of refrigeration units.
- For best radio signal, mount sensors vertically.
- Walls, ceilings, and metal objects reduce radio signal strength. If a sensor goes offline, move the gateway closer or remove obstructions.

### Confirming Sensor Connectivity

- 1 Attach the sensor antenna, if applicable, and allow a few minutes for the sensor to begin transmitting.
- 2 Log in to [sensorhubb.com](https://sensorhubb.com) or the SensorHubb mobile app.
- 3 Navigate to your site and confirm the sensor shows a live reading.
- 4 If no reading appears after 10 minutes, move the sensor closer to the gateway and re-test.
- 5 Once connectivity is confirmed, proceed with final mounting.

### Adjusting Sensor Settings

Each sensor's settings can be customized via the Edit Sensor panel. Available settings include Temperature Thresholds (Min / Max), Samples, and other sensor-specific options. To adjust settings:

- 1 Navigate to the sensor on the Dashboard.
- 2 Click the three-dot menu on the sensor panel and select Edit Sensor.
- 3 Adjust the available settings as needed and click Save.

Setting	Description
Temperature Thresholds	The Min and Max acceptable values for the sensor. An alert is triggered when a reading falls outside this range once sample count is reached.
Samples	The number of consecutive out-of-threshold readings required before an alert or event is generated. One sample is normally 10 minutes — for example, 3 samples means the sensor must be out of range for approximately 30 minutes before an alert fires.

# ACCOUNT HIERARCHY

Management Views, Sites & User Access

## How Accounts Are Organized

SensorHubb organizes your system into a hierarchy of accounts. There are two primary account types: Management View and Site View.

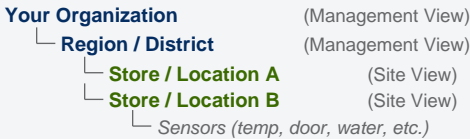
### MANAGEMENT VIEW

- Contains multiple Site View accounts underneath it
- Represents a region, district, or organization as a whole
- Provides a consolidated view of all sites and sensors below it
- Used by users overseeing multiple locations

### SITE VIEW

- Represents a single physical location (store, facility, or site)
- Contains all of the sensors installed at that location
- Where sensor data, alerts, and reports originate
- Sits below a Management View account in the hierarchy

## Example Hierarchy



## User Access by Account Assignment

The account a user is assigned to determines what they can see and manage:

Assignment	Access Granted
Management View	Access to all Site View accounts below it, including all sensors, data, alerts, and reports for every site in the hierarchy.
Site View	Access only to the sensors, data, alerts, and reports within that specific site. No visibility into other sites.

### TIP

Assign regional managers to a Management View account for visibility across all locations. Assign site-level staff to their specific Site View to limit access to only their location.

# ADDING & MANAGING USERS

Roles, Permissions & Access

## Designate a Software Administrator

Before adding users, designate one person as your Software Administrator. This person manages user access, system configuration, and serves as the primary contact with SensorHubb support.

## User Roles & Permissions

### MANAGER

- View live sensor data and historical readings
- Edit sensor settings and alert thresholds
- Create, edit, and remove users
- Configure notification rules and reports
- Acknowledge and manage alerts

### USER

- View live sensor data and historical readings
- Acknowledge alerts
- Cannot edit settings, sensors, or manage users

## Adding a New User

- 1 Go to Settings → Users.
- 2 Click the + Add User button.
- 3 Enter the user's first name and last name.
- 4 Enter the user's email address — this becomes their username.
- 5 Enter the user's cell phone number — used for SMS alerts.
- 6 Select the appropriate role: Manager or User.
- 7 Create a temporary password and share with the user.
- 8 Assign the user to the Management View or Site View location they need access to.
- 9 Click Save.

## Disabling a User

- 1 Go to Settings → Users.
- 2 Select the user you wish to disable.
- 3 Select Disabled from the User Status dropdown.
- 4 Click Save. The user will immediately lose all access.

# SETTING UP REPORTS

Automated Temperature Logs & On-Demand Reports

## Report Types

### Daily Temperature Log

Automated daily email summarizing all sensor readings, min/max temperatures, and any threshold excursions from the previous day.

### Monthly Temperature Log

Month-end summary report delivered by email with aggregated sensor data for the full month.

### On-Demand Report

Manually generated report for any custom date range. Available from the Reports section of the Dashboard at any time.

## Enable Automatic Reports

- 1 Go to Settings → Accounts.
- 2 Select the account you wish to configure.
- 3 Click the pencil (edit) icon in the top-right corner.
- 4 Scroll to the Report Recipients section.
- 5 Add the users who should receive automated reports.
- 6 Click Save. Reports will be emailed automatically on schedule.

### TIP

*For users assigned to Management View accounts, you can also navigate to Settings → Report Subscriptions to view and adjust which site reports you receive.*

## Run an On-Demand Report

- 1 Go to Settings → Accounts.
- 2 Select the account you wish to configure.
- 3 Select Exports & Reports.
- 4 Select between Exporting All Sensors or a Single Sensor (CSV), or choose to rerun your automatic Daily Temperature Log (PDF) for a specific date.
- 5 You can also request a CSV report by selecting the three-dot menu at a site level for all sensors, or at the sensor level for a specific sensor.

### NOTE

*Reports are generated based on the account's configured time zone. Ensure each account has the correct time zone set under Settings → Accounts to avoid timing discrepancies.*

# NOTIFICATIONS & ALERT RECIPIENTS

## Catch-All Setup & Delivery Channels

### Notification Delivery Channels

#### Email

Sent to every recipient automatically. Cannot be disabled.

#### Push

Delivered to the SensorHubb mobile app. Requires the user to have logged in at least once to register their device.

#### SMS

Sent to the user's cell phone number on file. Requires SMS to be enabled on your account.

### Set Up Catch-All Recipients

Adding a user to the Catch-All (Default Recipients) list enables notifications for that user. Every Catch-All user receives an alert for every sensor event on the account, 24/7, regardless of any other notification rules. At least one Catch-All recipient is required on every account.

- 1 Go to Settings → Notification Rules.
- 2 Locate the Default Recipients / Catch-All section at the top of the page.
- 3 Click Configure for a site, or the orange filter/gear icon for Management View accounts.
- 4 In the Available Users list, select users to add. They move to the Default Recipients list on the right.
- 5 Click Save.

#### NOTE

*If the Catch-All list is empty, critical alerts will not be delivered and escalation to parent accounts will be blocked. Always keep at least one recipient per location.*

### Designating Alert & Report Recipients

After adding a user, configure which alerts and reports they receive:

- Alerts: Go to Settings → Notification Rules and add the user to the Catch-All list to receive all alerts for their assigned accounts.
- Reports: Go to Settings → Accounts, select the account, click the edit icon, scroll to Report Recipients, add the user, and click Save.
- Push Notifications: The user must log in to the SensorHubb mobile app at least once to register their device for push alerts.

# NOTIFICATIONS & ALERT RECIPIENTS

How the Notification System Works

## How the Notification System Works

When a sensor event occurs, SensorHubb follows this process to notify recipients and escalate if the event remains unacknowledged:

1

### Event Created

Sensor exceeds threshold for the set number of samples. The event is logged with the sensor name, value, and timestamp.

2

### Initial Alert

All Catch-All recipients and any matching Notification Rule recipients are notified immediately via email, push notification, and/or SMS.

3

### Counter Tracks

Each subsequent out-of-range reading increments the event counter and is evaluated against configured escalation tiers.

4

### Event Resolved

When the condition clears or a user acknowledges the alert, the event closes. A resolution notification is sent to all recipients if enabled. To enable: Settings → Accounts → edit the account → check 'Send notifications when events are resolved' → Save.

# NOTIFICATION RULES

Custom Alert Rules by Sensor, Time & Day

## What Are Notification Rules?

Notification Rules define additional recipients beyond the Catch-All list with optional conditions. Rules are additive — they never replace the Catch-All. Catch-All recipients always receive alerts regardless of any rule's time or day restrictions.

## Rule Configuration Settings

Setting	Description
Rule Name	A descriptive name (e.g., 'After-Hours Manager Alert')
Sensor Scope	Specific sensors, all sensors in account, or including child accounts
Time Window	Optional start/end time (e.g., 8 AM – 5 PM only)
Days of Week	Optional day filter (e.g., Monday – Friday only)
Recipients	Additional users notified when this rule's conditions are met
Enabled	Toggle the rule on or off without deleting it

## Creating a Notification Rule

- 1 Go to Settings → Notification Rules.
- 2 Click + Add Rule.
- 3 Enter a Rule Name and configure the Sensor Scope.
- 4 Optionally set a Time Window and Days of Week to restrict when this rule fires.
- 5 Select the users to notify under Recipients.
- 6 Optionally configure Rule-Specific Escalation tiers (see Escalation Rules).
- 7 Toggle the rule to Enabled and click Save.

## Common Use Cases

### After-Hours Coverage:

Notify an on-call manager only between 6 PM and 6 AM on weeknights.

### Weekend Coverage:

Notify a different team on Saturday and Sunday.

### Specific Sensor Alerts:

Only notify the kitchen manager for kitchen freezer alerts.

### Vacation Coverage:

Temporarily redirect alerts to a backup contact.

### Regional Escalation:

Notify a regional director immediately for alerts at key locations.

### TIP

*For most accounts, the Catch-All list alone is sufficient. Only create custom Notification Rules when you have a specific reason to limit, schedule, or redirect alerts.*

# ESCALATION RULES

Tiers, Timing & Parent Account Handoff

## What Are Escalation Tiers?

Escalation tiers define what happens when an alert is not acknowledged and the condition persists. Each tier specifies how many additional readings must occur before the next group of recipients is notified.

## Default Escalation Tiers

Defaults below assume a ~10-minute sensor reporting interval:

Tier	After Readings	Cumulative	Action
Tier 1	3	3	Re-notify Catch-All recipients (~30 min)
Tier 2	3	6	Notify Catch-All + all account users (~60 min)
Tier 3	3	9	Hand off escalation to parent account (~90 min)

## Configure Custom Escalation Tiers

- 1 Go to Settings → Notification Rules.
- 2 Click Configure next to Default Recipients for Catch-All escalation — OR open a Notification Rule and go to Step 5 (Escalation) for rule-specific tiers.
- 3 For each tier, set the number of additional readings required and select users to notify at that tier.
- 4 On the final tier, check 'Hand off to parent account' to escalate up the account hierarchy.
- 5 Click Save.

## Parent Handoff & Account Hierarchy

- When 'Hand off to parent account' is checked, the parent's Catch-All recipients are notified with a handoff message.
- The parent account starts a fresh escalation counter from the moment of handoff.
- If any user at any level acknowledges the event, all escalation stops immediately.
- The parent account must have at least one Catch-All recipient or the handoff will fail.

### NOTE

*Timing depends on the sensor's reporting interval. A sensor reporting every 10 minutes will escalate through all three default tiers in approximately 90 minutes. Faster-reporting sensors escalate faster.*

# TIPS & BEST PRACTICES

Getting the Most from Your SensorHubb System

## GATEWAY

- Install the gateway on a flat, non-metallic vertical surface in a central location.
- Plug the gateway into a dedicated, non-switched outlet.
- Do not place the gateway inside a metal enclosure or near large metal objects.
- For WiFi setup, refer to the Gateway WiFi Configuration pages (pages 6–7) or contact support.

## SENSORS

- Test each sensor next to the gateway before final placement.
- Mount sensors vertically and away from direct cooler airflow.
- Replace batteries immediately when a Low Battery alert is received. Note the battery type and voltage before replacing.

## USERS & ACCESS

- Designate a Software Administrator and a backup before going live.
- Review user access regularly, especially after staff changes.
- Require all alert recipients to log in to the mobile app at least once.
- Ensure each user's cell phone number is on file for SMS alerts.

## NOTIFICATIONS

- Always keep at least one recipient in the Catch-All list for every location.
- Review Notification Rules after any staffing changes.
- Use escalation tiers to ensure no alert goes unacknowledged.

## REPORTS

- Verify the correct time zone is set on each account for accurate reports.
- Add report recipients during initial setup so automated reports begin right away.
- Use on-demand reports for regulatory inspections or food safety audits.

### Need Help?

Our support team is ready to assist you.

**888-365-8367 x2**

[support@sensorhubb.com](mailto:support@sensorhubb.com)

[sensorhubb.com/support](https://sensorhubb.com/support)