



Quick Start Guide
December 20, 2023

A Welcome!

To install and configure devices
download:

LATCH
Manager



Please note: this Quick Start Guide is
intended to get you started on the
installation of your LATCH product.

For additional support & help articles
follow the QR code below.



B Before You Begin

Please note the following user
guide icons:

-  Very important information,
please read carefully
-  Good to know, helpful tips for
installation



Hubs are the gateway to the internet for your
LATCH Connected Devices.

As opposed to many smart device systems,
the individual devices are not on your
network or WiFi and are not directly
connected to the internet. Instead, your
devices communicate with the Hub, which
connects to the internet, the cloud server
and the app.

Your Hub requires a full-time internet
connection. This can be provided by your
WiFi and/or a direct connection to your
internet/network equipment (also known as
an Ethernet connection).

If using a WiFi connection, please note, like
most IoT and home automation devices,
your Hub connects only to the 2.4 GHz WiFi
band. Nearly all residential WiFi routers have
a 5 and a 2.4 GHz band. But your router may
or may not display SSIDs for both bands or
they may both have the same name. If you
know which SSID is your 2.4 GHz band, this
is the one your Hub will connect to. With
some exceptions, your router and the Hub
will connect automatically via 2.4 GHz. Some
routers may attempt to connect your Hub to
5 GHz. Additional setup support may be
needed, for example, changing your router
settings.

Refer to the WiFi Considerations section
for more information.

B Before You Begin



“5 GHz” should not be confused with “5G”
cell phone service.

You can have multiple hubsfor a single
installation. While the LATCH wireless
network has up to a ¼ mile open-air range,
additional hubs may be required in large
buildings, such as high-rises, and/or to
support thousands of devices.

Multi-step authentication WiFi networks, like
hotel or airport WiFi, are not supported!

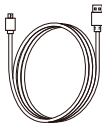
C In the Kit



Hub



AC/DC Power
Supply Adapter

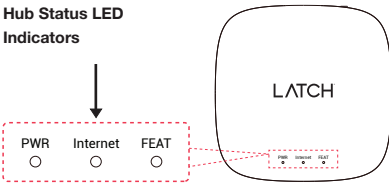


USB Cable
(Micro B)



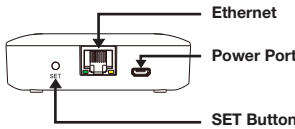
Ethernet Cable
("Patch Cord")

D Get to Know Your Device



LED Behaviors

-  **Green PWR LED Flashing**
Power On
-  **Blue Internet LED On Solid**
Connected To Internet
-  **Blue Internet LED Flashing Quickly**
Wifi Settings Change
-  **Red FEAT LED Flashing Slowly**
Device Updating
-  **Red FEAT LED Flashing Quickly**
Restoring To Factory Defaults



Ethernet Jack LED Behaviors

-  **Fast Blinking Yellow**
Normal Data Transmission
-  **Slow Blinking Yellow**
No Response From The Router
-  **Green Light On**
Port Is Connected To Router Or Switch
-  **Either Light Off**
Something Is Wrong

(Disregard LEDs If Port Is Not Being
Used)

E Add Device to LATCH

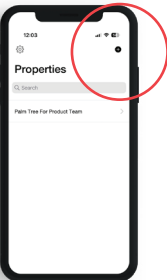
If you are new to LATCH, **please install the
LATCH Manager app on your phone**, if you
have not already. Otherwise, please proceed
to the next section.

LATCH
Manager

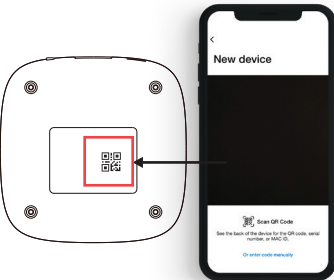


Open the app and tap **Sign up** for an
account. You will be required to provide a
username and a password. Follow the
instructions, to set up a new account. Allow
notifications, when prompted. Log in to the
app using your new username and password.

1. Tap **Add Device** (if shown) or tap the
scanner icon:

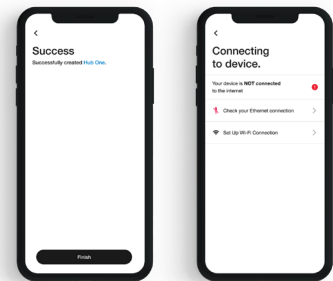


2. Approve access to your phone’s camera, if
requested. A viewfinder will be shown on the
app.



3. If successful, the Add Device screen will
be displayed. You can change the device
name and assign it to a room later. Ensure
that the Favorite icon is selected as shown
(red heart). Tap Bind device.

4. If successful, the screen will appear as
shown. Tap Done (do not tap “set up WiFi
connection” at this time).



If you experience difficulties scanning in a
new device, ensure the lens is not dirty or
smudged, and that the camera has adequate
lighting. If you are still unable to scan a
device, please make a note of the serial
number for our customer support staff. This
is the number right below the QR code, a
long number preceded by “S/N”.

F Installation

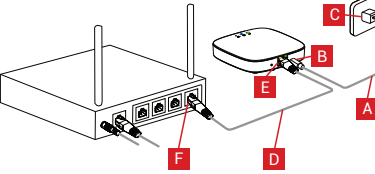
Installation Considerations

You can, and you may find it more
convenient to, set-up your Hub at a desk or
table before placing it or installing it where it
will be permanently located, but direct
connection to your internet/network
hardware (router, switch, satellite, etc.) via
Ethernet is required for “plug, plug & play”
set-up. You will connect the Hub to your
internet/network equipment either using the
included Ethernet patch cord, or another
Ethernet cord.

Additional Considerations

- For larger homes and buildings, and/or if you will
have devices outside of your home, it’s possible
you may need to relocate the Hub to an optimal
location, in order to cover your entire home,
building or property. And should one Hub not be
sufficient, you can add as many hubs as you
want, later, to extended the coverage of the
LATCH wireless network.
- The Hub is USB-powered and it will require a
dedicated AC outlet for the included USB power
adapter, or it can be plugged directly into a
compatible USB outlet.
- The Hub does not have an internal battery, it must
be constantly plugged into a suitable source of
power, as noted above.
- You may consider powering your internet/network
equipment and the Hub from a UPS back-up
power supply, with the purpose of maintaining full
functionality in the event of a power outage and
loss of internet connection. And, consider the use
of our Control-D2D device-to-device pairing
feature, which is outlined in the product user
guides. Paired devices can work even with the
loss of power and internet (battery-powered or
backed-up devices, only).
- Your Hub is intended to be installed indoors, and
kept clean and dry.
- Do not place your Hub near sources of heat, like
a space heater, as well as intense direct sunlight,
either of which can damage the Hub.
- Avoid placing your Hub inside, on or near metal,
or sources of radio or electromagnetic energy or
interference. Avoid placing your Hub under or on
top of your WiFi router, satellites or any such RF
signals transmission sources.

Power Up



1. As shown, power up the Hub by connecting one
end the USB cable (A) to the power jack (B) on the
Hub, and the other end to the power adapter (C),
plugged into an outlet

2. The green power indicator should flash:



3. It is recommended that you connect your Hub to
the network/internet even if WiFi-Only is your
intended format. Using the supplied Ethernet patch
cord (D), connect one end (E) to the Hub, and the
other end (F) to an open port on your router or
switch. The blue Internet indicator should turn on:



4. If you plan to connect your Hub to the internet via
the Ethernet cable, only, and your Hub is online, refer
to the full Installation & User Guide, to complete the
setup of your Hub.



If your Hub is NOT Online after this step, please
double-check your cable connections. Check LED
indicators on the Ethernet jack on your Hub (refer to
section E). There should be similar LED activity on
your router or switch (refer to your router/switch
documentation)

WiFi Considerations

Your Hub connects to the cloud via an Ethernet and/or WiFi connection. If an Ethernet connection is available, we recommend using it, and this is the “Plug, Plug & Play” method that will result in the easiest and fastest setup of your Hub.

There are additional considerations, specific to using a WiFi connection with your Hub hub:

- Changes to your internet provider, internet equipment may require updating the WiFi-related settings in the LATCH app again.
- Changing your WiFi passwords or SSID name will require updating the WiFi-related settings in the LATCH app again.

- A WiFi connection, if optional, may not be ideal for you if:
- Your WiFi is not dependable or stable.
 - You are not the owner/administrator of the network/WiFi.
 - You’ve forgotten or do not have the WiFi password.
 - Your WiFi has a second verification process or additional security.
 - You’d rather not share your WiFi credentials with additional apps.

If you have a mesh and/or WiFi 6 type network, like a Google Nest, TP-Link Mesh, or Eero, you will most likely need to disable the 5GHz WiFi band while connecting your Hub. Helpful information can be found on the Hub’s product support page, or contact our customer support department.

If your network requires opening ports or white-listing MAC addresses, helpful information can be found on the Hub’s product support page.

Mobile Settings

Approve app access to your network and/or location:

1. Search “iOS location services” for more information)

To check or edit Location Services on your phone:

1. Go to Settings, tap Privacy, tap Location Services
2. Ensure Location Services is on/enabled.
3. Scroll down to and tap the LATCH app
4. Select While Using the App
5. Enable Precise Location

Ensure you are logged into your WiFi:

1. In your phone, open WiFi settings (Settings, WiFi)
2. Identify your 2.4 GHz network, if possible. If there is only one SSID (network ID) you recognize, you will use that one
3. Select the appropriate network and log-in, if needed

If your SSID is hidden, you must manually log into it on your phone, by selecting “Other…” in Other Networks or Choose a Network

- WiFi Settings
1. If you are able to, but have not already provided your Hub with an ethernet connection, as explained in the Connections & Power-Up section, do so at this time.
 2. In the app, from the Rooms or Favorites screen, tap the LATCH Hub icon.
 3. Refer to WiFi icon, it should read “Not Connected”
 4. Please carefully review the instructions on the Setup Wi-Fi screen. After pressing the SET button on the Hub, you will then log into the Hub’s hotspot on your phone. This will need to be done with no delays between steps, otherwise the Hub will exit hotspot mode (in 5 minutes).
 5. As directed in the app, press the Hub’s SET button for 5 seconds or until the WiFi LED flashes rapidly.
 6. Without closing the LATCH app, go to your phone’s WiFi settings and log into the Hub’s WiFi hotspot. It is identified as YS_1603#####. Disregard any messages that may appear, warning you the hotspot does not have an internet connection. If requested, approve “Once” or “This Time Only”



If you get an error message “failed to obtain Wi-Fi” grant access to your phone’s location data, per the previous section.

7. If you see a “connect to device timeout” message, tap Close.
8. Promptly return to the LATCH app. Check the “Please confirm the above operation” checkbox. Tap Continue. The Enter WiFi Password screen appears as shown.
9. In the Choose a WiFi box, select your 2.4 GHz SSID from the drop-down menu list, or type in your SSID, if needed.
10. Enter your WiFi password, then tap Continue.
11. After a short process, the Set up WiFi successfully message is displayed, as shown. Tap Done.
12. If your Hub was not already connected to internet, the Hub’s blue internet status LED should now be on solid, indicating the Hub is connected to the internet.
13. Your Hub may appear offline in the app, if it was not already connected to the internet via the Ethernet cable. Tap the refresh icon or swipe down on the screen, to refresh the app.

14. In the app, confirm the WiFi icon is green (indicating a WiFi connection), with your SSID name shown below it.

15. If you are not leaving your Hub connected to Ethernet, you may remove the Ethernet patch cord at this time. Verify the Hub’s WiFi LED indicator remains a solid blue, and in the app, the Hub online.
16. If you are moving your Hub to its permanent location, you can do so at this time. Verify the Hub comes online automatically shortly after being powered back up.

If you experience difficulties connecting the Hub to your WiFi, try temporarily disabling or turning off your 5 GHz band. Check for this option in your router’s app, or by connecting to your router via a browser interface (refer to your router documentation, as needed). For example, for the Eero router, in the app, go to Settings, Troubleshooting, “My device won’t connect”, then tap “Temporarily pause 5 GHz”.

Refer to the full Installation & User Guide, to complete the installation and set-up of your device.

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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

NOTE: 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.

To maintain compliance with FCC’s RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.

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LATCH Manager

