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The complete guide to installing your Flume 2 Device

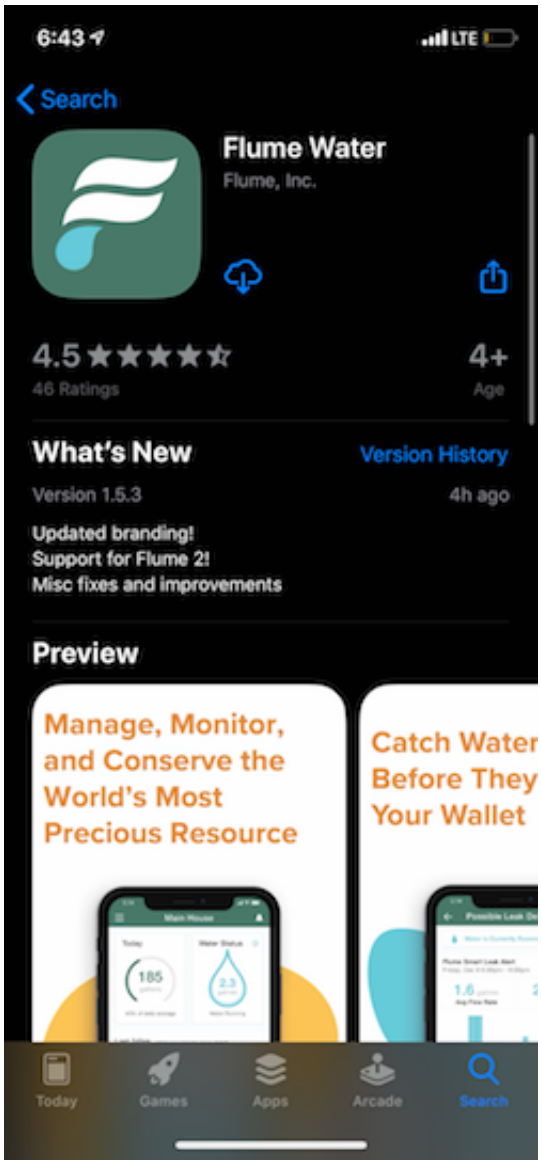
Step-by-step Guide for Installing your Flume 2 Device

Written by Joanna Birns. Updated this week

Para la versión en español de este artículo, haga clic AQUÍ.

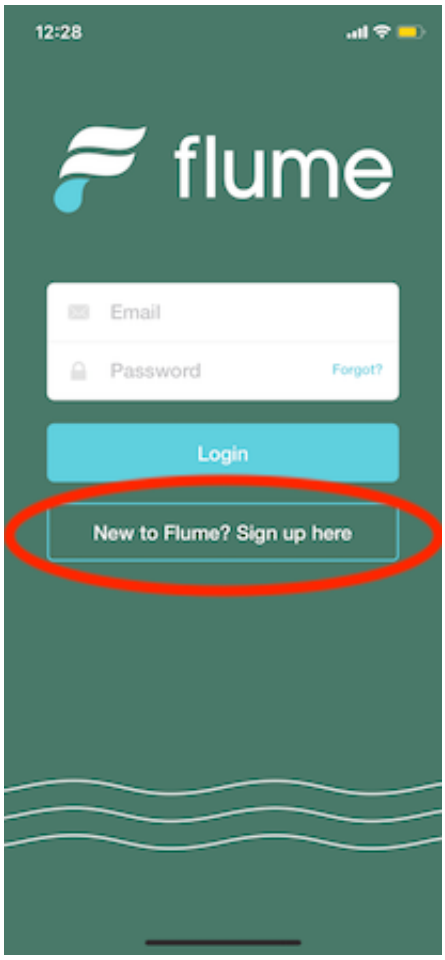
Before you begin, you may want to make sure that the Flume 2 device will work in your home. Click here to see a list of requirements.

Step 1:
Go to the App Store (Apple or Google Play) on your phone. Search for and download the "Flume Water" App.



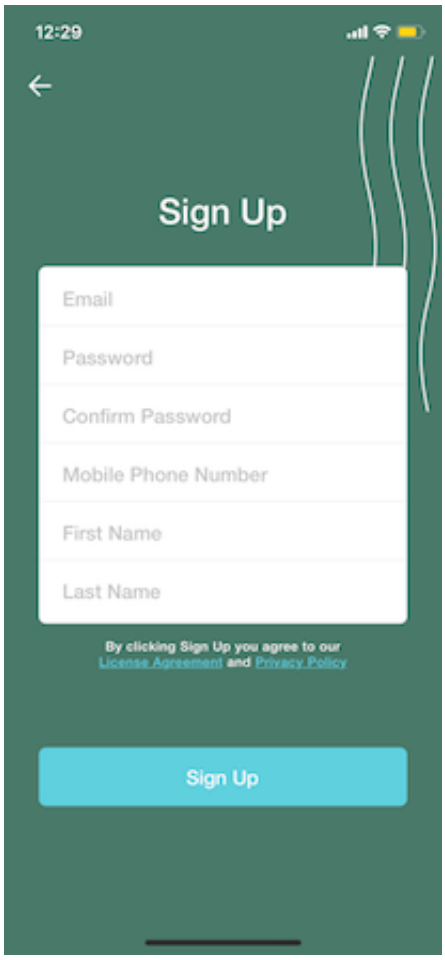
Step 2:

If you are new to Flume, then open up the Flume App on your phone and click the "Sign up" button (as shown below).



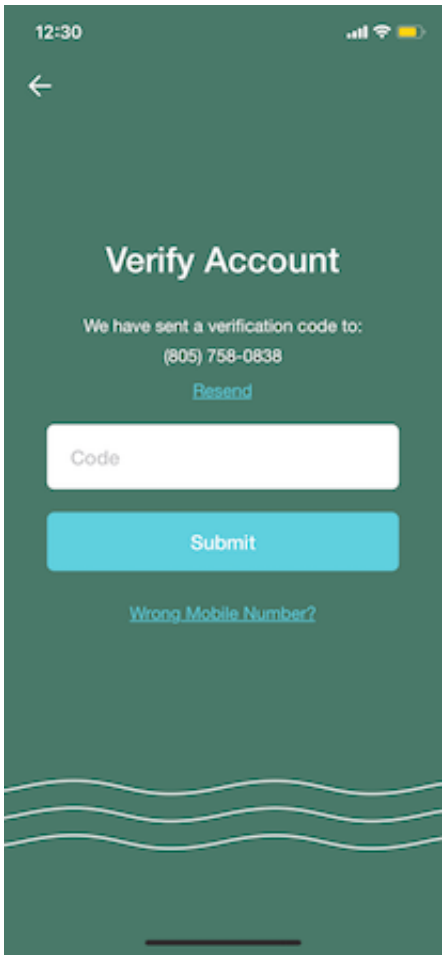
Step 3:

Enter your user information into the screen below, and click the "Sign Up" button when you are done.



Step 4:

Flume will send you a text message with a verification code. Please enter that code when you get to the screen below. If you don't receive a verification code, please verify that you entered the correct mobile number. If the mobile number is incorrect, you can click the link that says "Wrong Mobile Number?" and enter a new phone number.



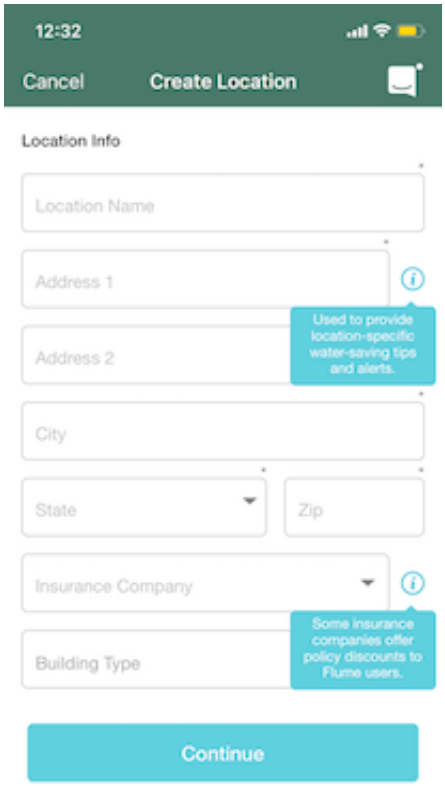
Step 5:
On this next step, please enter the data about your home. This data is used configure your leak rules later in the process. Here are some hints about how to fill out some of the trickier questions:

Create a Location

Location Name - Give your location a name. This should be something like "Honeysuckle Cottage", "The Gables", "Main House", "Vacation Home", "Beach House", or anything you want it to be! This is useful if you have multiple Flume devices on multiple homes.

Insurance Company - This is optional, but some insurance companies may give

discounts if you have a Flume device.

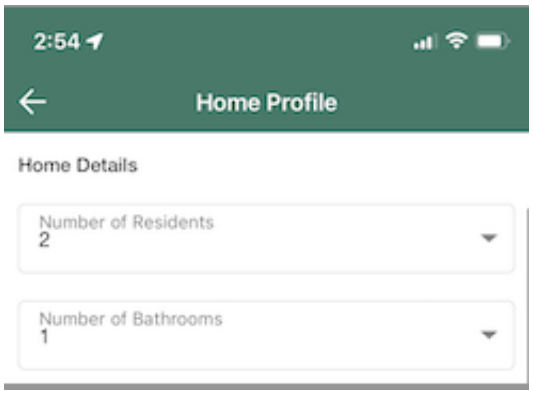


Home Profile

Flume collects this information to provide better appliance breakdowns in the app using Detail+ and suggest personalized water use habits.

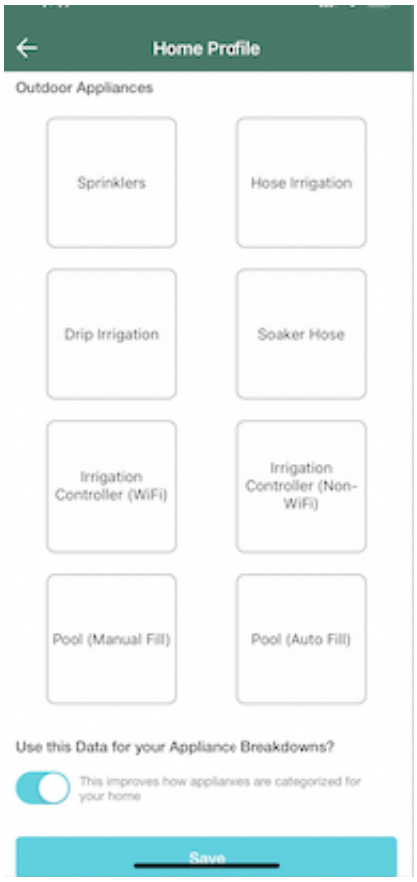
Home Details

Number of Residents - Sometimes the number of residents in your home varies depending on the time of year. Just enter an average number of people that are typically in your house.



Indoor Appliances- Select all of the appliance types applicable to your home.

Outdoor Appliances - Select one or multiple outdoor appliances that you use at your home. If this varies by time of year enter what you typically use during your heaviest watering season. Select 'Save' when complete.



At the bottom of this screen you will see the option of 'Use this Data for your Appliance Breakdowns'. We suggest toggling this on, this will prevent Detail+ from mislabeling usage breakdowns with appliances your home does not have.

Step 6:

Because you are installing a Flume 2, be sure to select "Flume 2" when asked which device type you are installing.

Step 7:

Next, you need to scan the bar code that is located on the bottom of the Flume Bridge. The Bridge is the smaller of the devices. When you click the "Scan QR Code" button, you may be asked if Flume can access the camera on your phone. Please click "OK" to allow this

To scan the barcode, just point your camera at the QR Code. If you can't get the barcode to scan, you can enter the code manually by clicking "Enter the code here".

Step 8:

Next, you need to scan the bar code that is located on the bottom of the Flume Water Sensor. The Water Sensor is the larger, gray rectangle.

To scan the barcode, just point your camera at the QR Code. If you can't get the barcode to scan, you can enter the code manually by clicking "Enter the code here".'

Step 9:

Next, we need to connect the Flume Bridge to your home's WiFi network. In most situations, your Flume Bridge can be placed anywhere in your house. However, here are a few placement guidelines that will help optimize battery life:

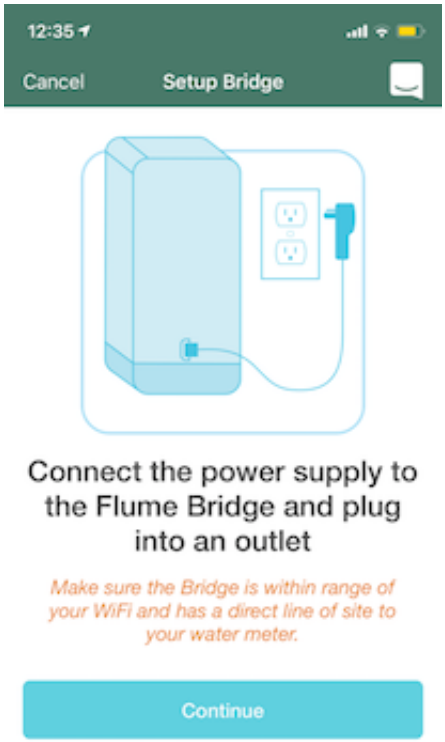
1. If you have a second story, place the Bridge on your second floor in a location that has a direct line of sight to your meter.
2. If you don't have a second story, try to place the Bridge in a location in your home that is closest to your meter.
3. It is best to place the Bridge in a location that has a clear sight line to your meter at all times. If objects such as cars are frequently blocking the path between your Bridge and meter, then you may want to move it to a different

location.

4. Wherever you place the Bridge, make sure that the blue WiFi light comes on (and is solid). This will indicate that your Bridge is connected to your network.

Once you've found a good spot for your Bridge, plug the Bridge into an outlet. For this step, you should choose a location that is close to your router. Click "Continue" once the power light comes on.

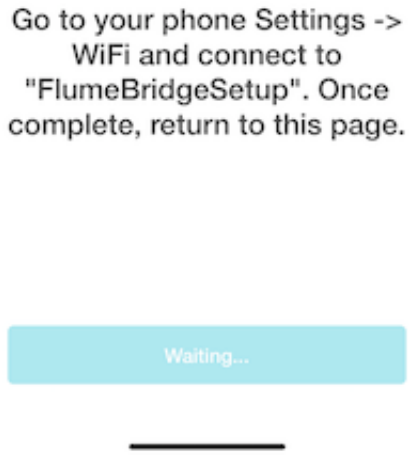
Note: You will receive a popup to allow Flume App to access your location. This is required by iOS/Android in order to set up Wifi. You must select 'OK' or 'Yes' to continue installation. We do not track location information through the app. You can turn off after completing the installation.



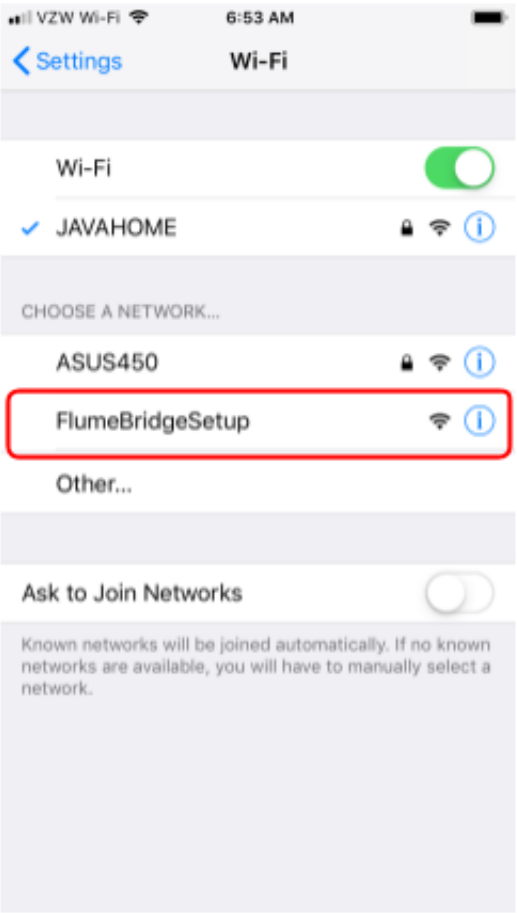
Step 10:

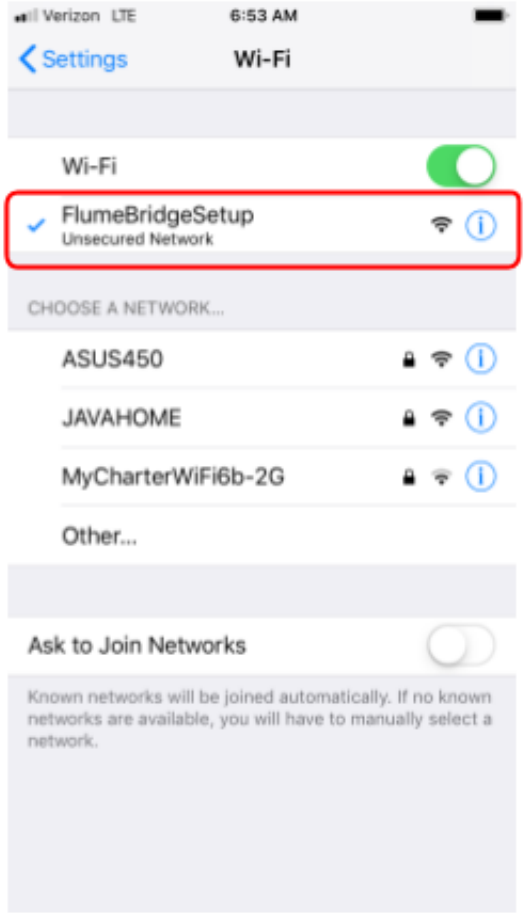
The blue light on your Bridge should be blinking. If it is not, hold down the small, black button on the bottom of your Bridge until the blue light is blinking. The app will now ask you to go to WiFi in your Phone Settings and connect to FlumeBridgeSetup. To get to your Phone Settings click the Home button on your phone and locate the Settings app.

Note: Some Android versions will automatically connect for you, if you don't see this screen skip to Step 11.



Select the FlumeBridgeSetup from the Network list by clicking on it. After it has connected, there will be a check mark to the left of it.



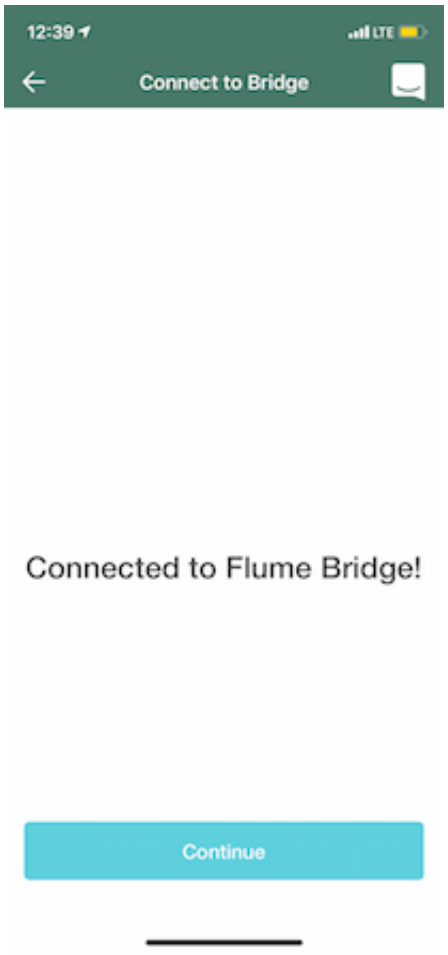


Once you have connected your phone to FlumeBridgeSetup, return to the Flume App.

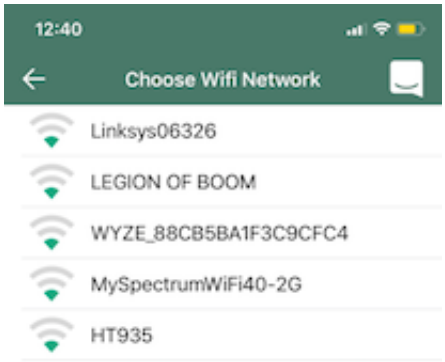
Note: You will only be connected to FlumeBridgeSetup temporarily. In the next step, you will connect the Flume Bridge to your WiFi and your phone will re-connect to WiFi.

Step 11:

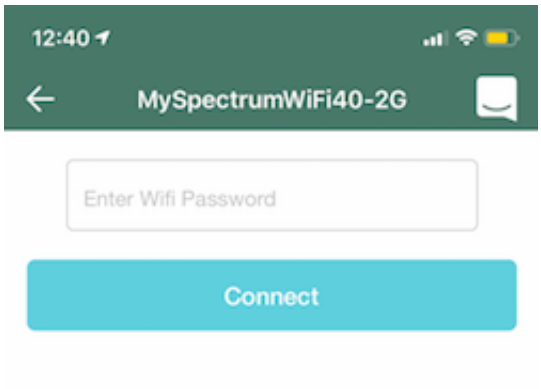
Once you return to the Flume App, you will see the following screen. Click the Continue button.



Next, click on the WiFi network that you would like to connect to.



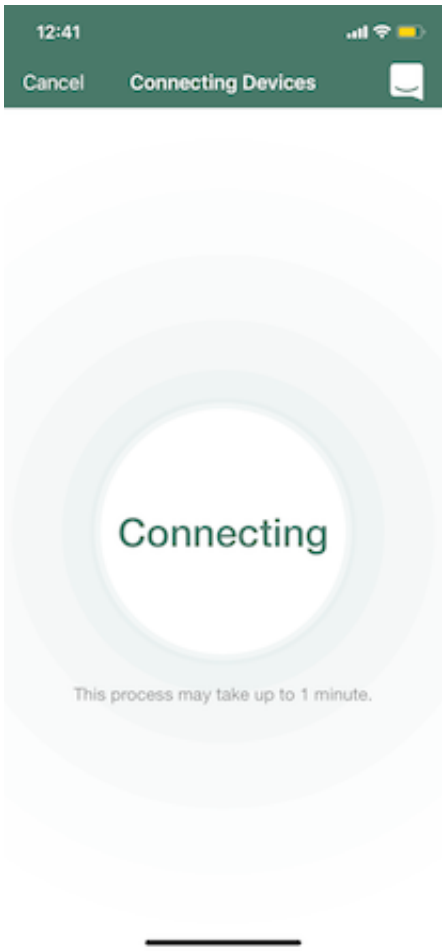
You will be then be prompted to enter your home WiFi password.



Once you correctly enter your password, your Bridge will be connected to WiFi!

Step 12:

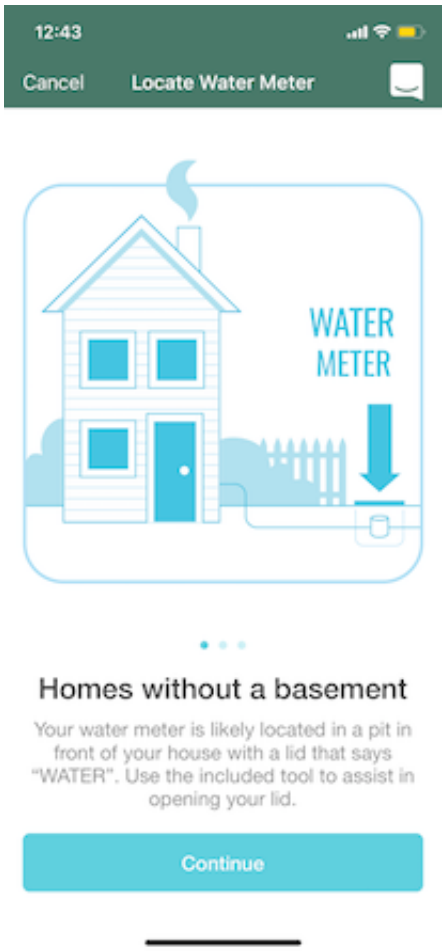
Once you successfully connect to your home's WiFi network, place the Flume Bridge and the Flume Water Sensor next to each other. During this step, they will establish a connection between the two devices. This may take up to a minute.



Step 13:

Now it is time to locate your water meter. If you have any trouble finding it, please click here for some tips on finding your water meter.

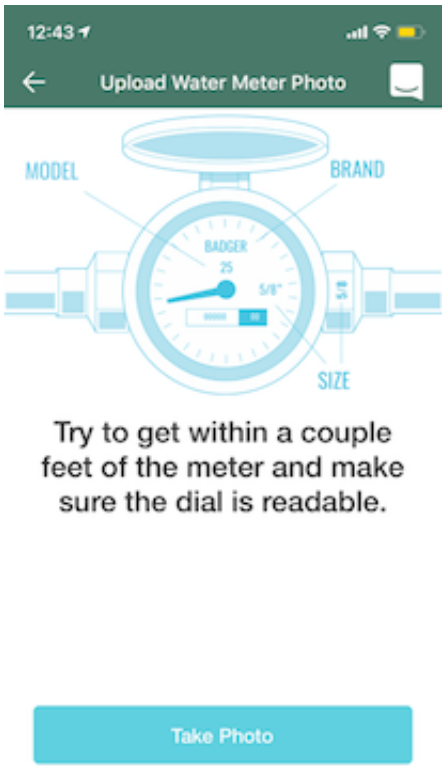
Click "Continue" on the screen below once you find it.



Step 14:

If your meter is outside in a pit, then open your meter lid. If you have any trouble doing so, click here for some tips on opening your lid.

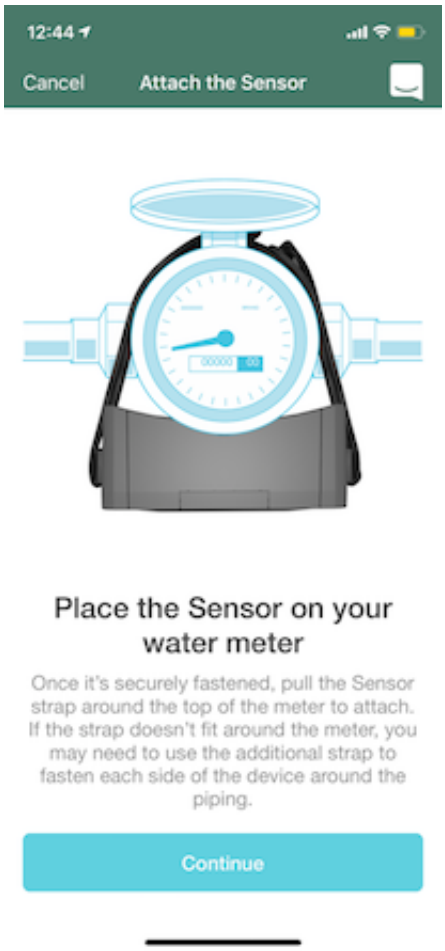
You may need to clean off the meter face with a wet wipe so that you can read the meter clearly. Please take a clear, close up picture of the face of your meter. When done, click the "upload" button.



Step 15:

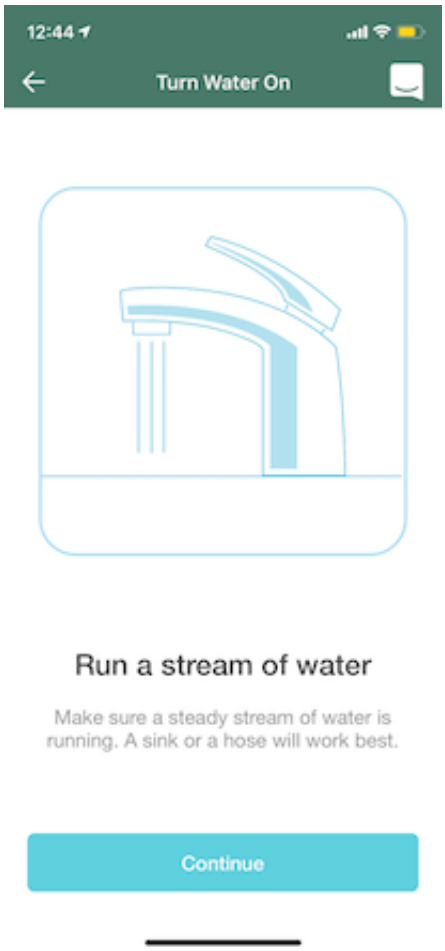
Now it's time to attach your Flume Water Sensor to your meter. Simply stretch the rubber bands around the meter as shown in the picture below. Note how the rounded part of the Water Sensor fits snugly around the side of the meter. If the strap does not fit around the meter, you may need to use the second strap (included) to fasten each side of the device around the piping. Click here to see a quick video that shows how to attach the Flume Water Sensor to your meter.

Once you have strapped the Flume Water Sensor to your meter, click the "Continue" button.



Step 16:

Run a steady stream of water. Running a faucet or a hose will work best. Once the water is on, click the "Continue" button.



If you have any problems with this calibration, please click here from some troubleshooting tips.

Step 17:
Once your device has calibrated (it may take up to a minute), you will get a completion screen. Click the "Continue" button to complete your installation.

FCC STATEMENTS

FCC Compliance Statement:

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.

Non-modification Warning Statement:

Any changes or modifications to this device not explicitly approved by the manufacturer could void your authority to operate this equipment.

RF Exposure Warning Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines. This equipment should be installed and operated keeping the radiator at least 20cm or more away from person's body.

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.

INDUSTRY CANADA (IC) STATEMENTS

Industry Canada (IC) Warning:

Le present appareil est conforme aux CNR d Industrie Canada applicables aux appareils radio exempts de licence. L exploitation est autorisee aux deux conditions suivantes : (1) appareil ne doit pas produire de brouillage, et (2) l utilisateur de l appareil doit accepter tout brouillage radioelectrique subi, meme si le brouillage est susceptible n compromettre le fonctionnement. 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., 2) This device must accept any interference, including interference that may cause undesired operation of the device.

Did this answer your question?

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