RENSON®
Creating healthy spaces

1. APP INFO

1.1 ACCOUNT

1.1.1 I forget the password and account, how do I change?

Click "Forgot Password" in the login page. The system will automatically locate the current country/region you are in. You can also choose the country/region by yourself. Enter the mobile number/email that you use to register and click "Get Verification Code". Enter the verification code you receive in SMS or email. Enter your new password, click"Done"to reset the password. The App will automatically log in using your new password.

1.1.2 Is the login verification code valid for one minute?

Although the countdown of sending the verification code lasts for one minute, the actual login verification code is valid for half an hour.

1.1.3 How do I log in to the App?

If you have an App account, tap "Log in" with Existing Account under "Register" to enter the login page. Use the country or region that the system automatically identifies and displays or manually select a country or region. Enter your registered mobile phone number or email address and the password, and tap Log In.

1.1.4 How to log out? How to switch account to log in?

Enter the App and click "Me". After entering the '⊙', scroll down to the bottom of the page, and click "Log Out" to exit the App. After you log out of the App, you can switch accounts to log in.

1.1.5 Where do I find my personal information?

To view your personal information, go to: "Me" —> tap the symbol '⊙' in the upper right corner —> select "Personal information".

1.1.6 Can I add a pincode or use my Face ID for opening app?

Face ID is not possible. However, you can set an access code.

Go to "Me" > tap the symbol '⊙' in the upper right corner —> "Account and security" —> select "Pattern lock".

1.1.7 How to change the App language?

App's interface language is based on the language of your mobile phone system. For example, if your mobile phone system language is English, App's interface language will be showed in English.

1.1.8 How can I delete my account?

Go to "Me" —> tap the symbol '⊙' in the upper right corner —> "Account & security" —> "Delete account".

1.2 CONNECTING DEVICE

1.2.1 My device needs to be re-configured?

You do not need to power off the device, just a factory reset is sufficient. Press the '⊕' button on Sense GO for 5 seconds. A countdown timer or 'ONLINE' will appear on the display. If 'ONLINE' appears, briefly press the '⊕' button again so that the countdown clock is now visible and you are in the configuration setting. Then go to the app, click on the '➕' symbol in the top right corner. From here you can configure your device in the normal way. See FAQ "1.2.3 How do I configure a Wi-Fi device?" for further instructions.

Note: The device only supports connection to the 2.4 GHz network.Thank you for your support and understanding.

1.2.2 Reason why network connection requires the flashing indicator on the device?

The flashing indicator shows the user that the device is ready to be connected to the Internet. Check FAQ "1.2.3 How do I configure a Wi-Fi device?" to find out connectivity procedure.

1.2.3 How do I configure a Wi-Fi device?

Step 1: Tap '➕' button in right above corner of Sense GO app. A new page pops up to select Sense GO monitor.

Step 2: Connect the device to your prefered network (2.4 Ghz Wi-Fi) and enter the Wi-Fi password.

Step 3: Long press the '⊕' button on the monitor for 5 seconds. The Wi-Fi indicator flashes to indicate networking start.

Step 4: Follow the instructions showed in app for a succesfull connection. Wait for 2 minutes, and the device will be added.

If the device pairing fails, you can retry as follows:

Step 1: Reset the device and reconfigure the network. The reset method can be found in FAQ "2.4.3 How to do factory reset?".

Step 2: Move the device close to the Wi-Fi router to connect the network.

Step 3: Confirm whether the Wi-Fi type is 2.4 GHz, if it is 5 GHz Wi-Fi, you need to switch the Wi-Fi to 2.4 GHz. Go to FAQ "1.5.3 (For most of Routers) How to configure separate Wi-Fi SSIDs for 2.4 GHz and 5 GHz bands?" for help.

1.2.4 The device is often offline, what should I do?

- Please read the product manual carefully before configuring the network.
- Check whether your device is powered on and turned on.
- Ensure that broadcasting is enabled for Wi-Fi and is not hidden.
- Ensure that your device has been added over a Wi-Fi band of 2.4 GHz (Check whether the 2.4 GHz band and 5 GHz band share the same Wi-Fi account. If so, we recommend that you configure two accounts and switch to the 2.4 GHz band during network connection) .
- Check whether your device is powered on, the device may have been powered off due to poor contact, etc. If the link is disconnected, there is a process to go back online (See FAQ: "1.2.3 How do I configure a Wi-Fi device?"), please confirm whether it is online after 2 minutes.
- Check whether the router has been replaced, or the Wi-Fi name or password has been changed. If so, remove your device and then add it to the network again.
- If the network is normal but your device is still offline, check whether too many devices are connected to the Wi-Fi network.
- Check whether the firmware is the latest version. To check this on the App, choose "Home" —> Tap preferred device icon and '✎' —> "Device Update".
- You can also use a phone hotspot to check whether it is the problem of network.

If your device still fails to connect to the network after the preceding steps, place your device in a network environment with strong and stable signals and connect it to the network again.

1.3 DATA LOGGING

1.3.1 How to export the data recorded by the device?

Data is easy to find in the Sense GO app. Choose your desired monitor from which you want to receive data and click on the graph. Historical data for each possible sensor is displayed graphically by day, month or year.

The data of the desired sensor and timeframe can be exported to an excel table by clicking on the export symbol ' '.

1.3.2 Can I take my device to another room without losing data?

You can change the location of your Sense GO device without losing data. But this is only possible when the new location of the monitor is within the same Wi-Fi network.

If you change to a different location with other Wi-Fi network, you may need to reconfigure the Wi-Fi connection to retrieve data. The historical data will therefore NOT be visible in the mobile app.

1.3.3 In addition to restoring factory settings, is there any other interface to clear historical data?

Yes, you can delete historical data without having to do a factory reset. To do this, go to "Me" —> tap the symbol ' ' in the upper right corner —> select "Clear Cache" to delete all historical measurements.

1.3.4 How can I find my historical data?

Thanks to our app, you can find all historical data of your devices very easily. Different graphs are shown into homepage of the reffered device. By clicking on the preffered sensor, you can visualize data per day, per month and per year.

Sometimes, it takes some time to show data on the screen. Don't worry, in most cases data appears by clicking on another visualisation moment.

1.4 DEVICE MANAGEMENT

1.4.1 How many devices can I add to your App?

For optimal functionality of the Sense GO app, we recommend installing a maximum of 10 monitors per account. It is possible to add 200+ devices, but this slows down the operation of the app. It also makes it more difficult to interpret the data.

1.4.2 Is it possible to simultanously log in on one account with multiple mobile devices?

It is no problem to log into the same account using multiple mobile devices (100+) at the same time.

1.4.3 How to move devices to other rooms/families? Can one device be placed in multiple rooms/families?

The same device can only be placed in one "room" and one "home" in the Sense GO app at the same time. If you move the device to another room, the device in the previous room will disappear. If you add the device to another home, the device in the previous home will disappear (To transfer a device between families, you need to remove the device and re-add it to another family).

1.4.4 How do I delete device from my app

To do this, go to the desired device —> tap the ' ' in the upper right corner and select the option under "Remove device". You will be given the choice to either simply disconnect the device from the app or delete the data as well.

1.5   NETWORK HELP

1.5.1   Do I have to reconnect all my devices to the network after I change the Wi-Fi password?

Network configurations change if you replace the router or use a new network. To use a device that has been connected to a different network, first remove that device, reconnect it to the new network, and then add it again. You need to reconnect all the Wi-Fi devices.

1.5.2   I want to configure a Sense GO monitor in my office, but the company's intranet needs a username and password, what should I do?

Our device is not supporting the WPA2 Enterprise network pairing. Configuration with such network is unfortunately not possible. Thank you for your understanding.

1.5.3   (For most of Routers) How to configure separate Wi-Fi SSIDs for 2.4 GHz and 5 GHz bands?

If your router supports both the 2.4 GHz and 5 GHz bands, but only one Wi-Fi name is displayed on the Wi-Fi search page of your mobile phone, perform these steps:

- Go to the Wireless page of the router. (The entry address is usually provided on the label attached to the back of the router).
- Go to the 2.4 GHz setting page, and set the Wi-Fi name (SSID) to XXX—2.4G, where xxx indicates the Wi-Fi name. Save setting.
- Go to the 5 GHz setting page, and set the Wi-Fi name (SSID) to XXX—5G, where xxx indicates the Wi-Fi name. Save setting.

When the preceding settings are complete, the new Wi-Fi names will Appear on the Wi-Fi settings page of your mobile phone.

Note: After the Wi-Fi names are changed, you need to reconnect the devices that use this wireless router. The password remains the same if it has not been changed.

1.5.4   Can Sense GO be connected to 5GHz?

The devices only support 2.4 GHz Wi-Fi. There is a possibility that the 2.4 GHz and 5 GHz mixed network will not be successfully configured, so please ensure that the Wi-Fi connected to the mobile phone is 2.4 GHz. All routers have a 2.4 GHz network frequency band. You only need to separate the 2.4 GHz and 5 GHz mixed networks to connect the device to the 2.4 GHz network normally. Check herefore FAQ "1.5.3. (For most of Routers) How to configure separate Wi-Fi SSIDs for 2.4 GHz and 5 GHz bands?".

1.5.5   Why should I manually enter the Wi-Fi name?

if your mobile phone is Android 8.0 or higher or iOS 13 and you do not assign the app with the positioning permission, you will need to enter the Wi-Fi name manually.

1.5.6   Does the phone have to be controlled under the same network (Wi-Fi) as the device?

For the first time, the mobile phone and device must be placed under the same Wi-Fi network environment. After the device is connected to the network with Wi-Fi, the phone can be switched to other network control. Make sure that the device must be connected to the Wi-Fi at all times so that the App can be used for normal linkage.

Note: networking devices requires a 2.4 GHz network.

1.5.7   API integration possible?

Right now, we don't have the feature of an API integration for this device. Thanks for understanding.

2. DEVICE INFO

2.1 FEATURES

2.1.1 How long is battery lifespan of device?
The battery has a lifespan of 4-6 hours.

2.1.2 What are buttons on display for?
The monitor has four buttons:

⊕ ⊖ Both buttons provide navigation in the various display modes. Pressing down on the '⊕' for a long time also acts as a factory reset.

This button allows you to switch the alarm tone on or off when a status change occurs.

Pressing this button for 6 seconds will turn the device on or off. Activate standby mode by briefly pressing this button. In the latter mode, only the LED feedback at the top will light up briefly.

Pressing the two buttons together opens the settings menu, where you can set all kinds of thresholds, as well as the date & time.

2.1.3 Can I turn off the noise notification?
Sound warnings can be optionally set when exceeding the status from moderate to poor. It can be easily switched off by pressing the button on the device. A "sound off" symbol appears in the upper left corner.

2.2 FEEDBACK

2.2.1 What's the meaning of LED-feedback at top of device?
The LED bar at the top is the feedback of the current air quality based on the measured CO_2 values.
The LED can be green, yellow, or red. The colour of the LED changes according to the change in air quality (based on the set thresholds).

2.2.2 My Sense GO does not light up anymore.
There may be several reasons for this.
Tap the power button '⊙' on the display to see if your device is on.
One possibility is that the Sense GO is in night mode. This is a time interval during which there is no display feedback except for a rapid blinking of the top LED.
A second possibility could be that the Sense GO monitor's battery is completely flat. Plug in the Sense GO and check if it lights up.
If, after checking the above reasons, it still does not light up and provide any display feedback, please contact our After-Sales Service.

2.3   SENSORS

2.3.1   How do I know Indoor Air Quality is good?

The Sense GO is equipped with LED feedback based on a traffic light effect. Green is good air quality, yellow is moderate air quality, and red is bad air quality.

In Belgium, there are fixed values that indicate the point at which the air is good or bad. These thresholds are as follows: <900 (good), 900-1200 (moderate), >1200 (bad).

The Sense GO is not set to these values, but you can easily change the values to suit your needs.

2.3.2   What's frequency of data measuring?

This is 5 seconds for all three sensors.

2.4   SETTINGS

2.4.1   How can we change thresholds?

You can set the thresholds for the various sensors using the touchscreen buttons on the display.

The different combinations for the settings can be found in the manual.

2.4.2   Is there autocallibration?

Yes, the Sense GO works with an Automatic Background Calibration algorithm (ABC). It is still possible to calibrate the monitor yourself.

2.4.3   How to do factory reset?

Hold down the '⊕' button on the monitor for 5 seconds. ONLINE/OFFLINE will then appear on the display, after which you must briefly press the '⊕' button once more to disconnect the device from the network.

All settings (except the Date & time) will be reset to the original factory settings.

2.4.4   How do I change time and date?

When you pair the Sense GO with the app, the time & date are automatically set correctly.

If you are just using the device as a Plug & Play device without app connectivity, then you can easily set the time & date using the buttons on the display. Press the buttons '⊛' & '⊛' simultaneously for 3 seconds, to open setting menu. Go to the date & time settings page to adjust the time. Once this is correct, press the power button '⊛' again until all the values are set correctly.

If you want to change other settings as well, you can navigate using the '⊕' & '⊖'. Once everything has been set, you can press the sound button again to exit the settings menu.

2.5 OTHER

2.5.1 Which minimal phone software version is required for Iphone and Android?

App is compatible with following phone system version: IOS ≥ V10.0 version, Android ≥ V5.0 version.

2.5.2 Can I connect this device with other Renson products?

The Sense GO monitor is a stand-alone product. There is no possibility to link this product to other Renson products, nor with MyLio or the Renson dashboard.

2.5.3 How do I report issues that I have encountered?

Choose "Me" —> "FAQ & Feedback". Tap "Feedback/Suggestions" and select a question type. Write down your feedback or issue and submit feedback according to the prompts in the App.

2.5.4 Where do I place the device?

Place the device as centrally as possible in the monitored area.

- For the most accurate measurements, it is recommended to place the device in the 'breathing zone':
  – Between 70 centimetres and 1.8 m from the ground.
  – For wall mounting, a height of 1.5 m from the ground is ideal.
- Do not place the device in direct sunlight.
- Do not place the device on an outside wall, as this wall is always colder. If the outside wall is the only place for the unit, place a wooden board behind the unit.
- Do not place the unit in hot or cold airflows.

2.5.5 Can I use Sense GO with longer USB cable?

The included micro-USB cable is 1 m long. The longer the cable, the greater the loss and the lower the voltage to the Sense GO. There is a risk that the CO_2 sensor can no longer measure correctly. We can no longer guarantee the optimum operation of the device if a longer cable is used.