



PRODUCTS: SWAPPING AND REMOVING DEVICES

POWERED BY

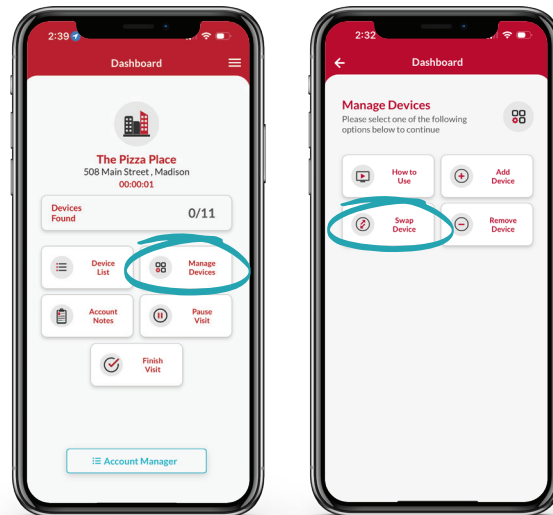


SWAPPING (REPLACING) A DEVICE

Follow these steps if a device is damaged or its battery is low. This keeps the device name and will transfer data history from the old device to the new one.

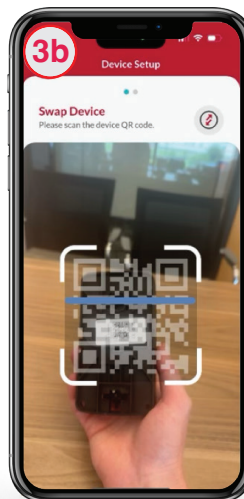
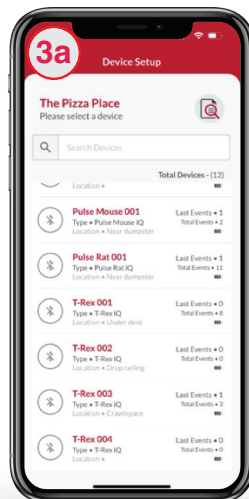
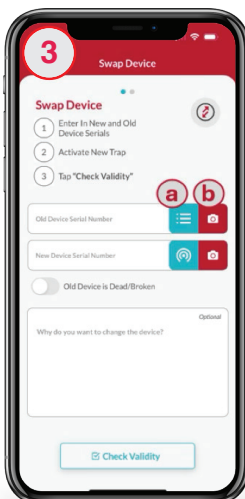
1 From the dashboard, select **Manage Devices**

2 Select **Swap Device**



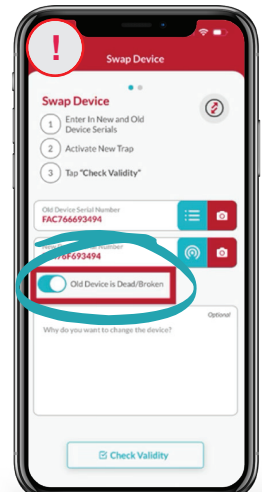
3 Enter both devices' serial numbers. You can do this by:
a) Selecting the device from the list of devices associated with the account
b) Tapping the camera icon to scan the device's QR code

IMPORTANT! If the device's QR code is missing, select the signal icon  to scan for Bluetooth signals.



MISSING/DEAD DEVICE?

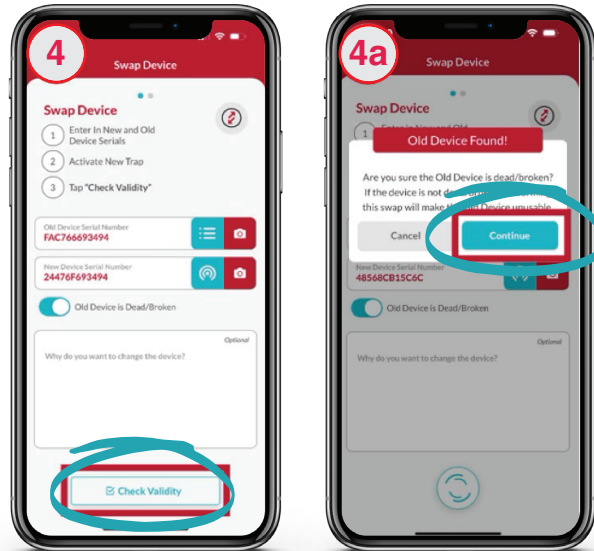
If the device is out of batteries or missing, toggle on **Old Device Dead/Broken.** →



SWAPPING A DEVICE, CONTINUED

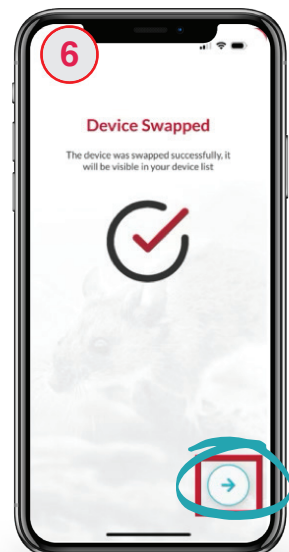
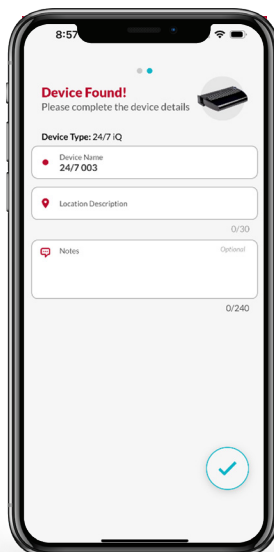
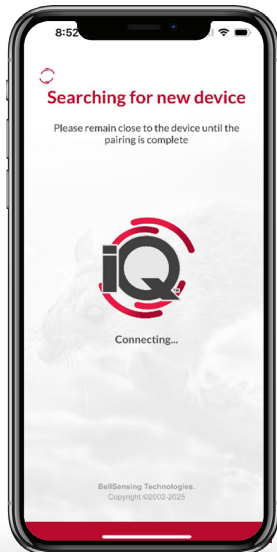
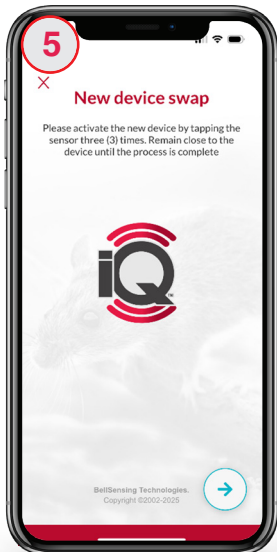
4 After entering the existing and new devices' serial codes, select **Check Validity**

a) If you turned on the **Old Device Dead/Broken** toggle, select **Continue**



5 Activate the new device. Do this by tapping on its sensor three (3) times or opening snap traps. Once the new device is found, it will be added with the same name as the previous device. You can edit the device further if necessary

6 Finish by selecting the arrow in the lower right corner



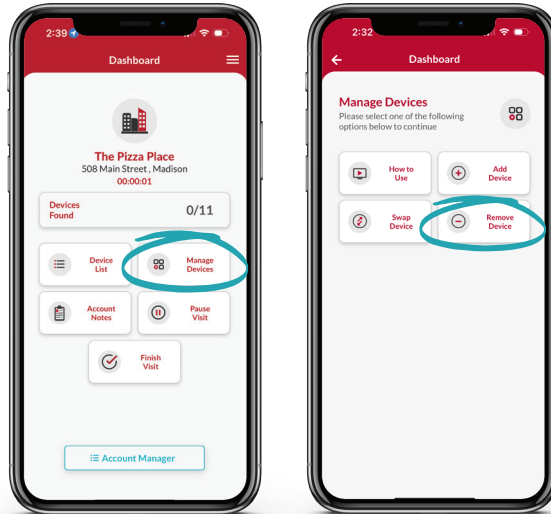
7 Ensure to **Finish Visit** once complete to save.

REMOVING A DEVICE


Follow these steps when you want to place a device back into sleep mode. This means the device's battery would not be used until the device is added to another account. Also, follow these steps if you need to remove a broken/dead device that does not need to be swapped (replaced).

1 From the dashboard, select **Manage Devices**

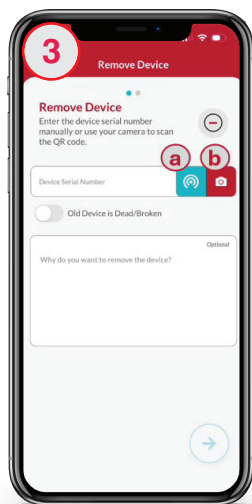
2 Select **Remove Device**



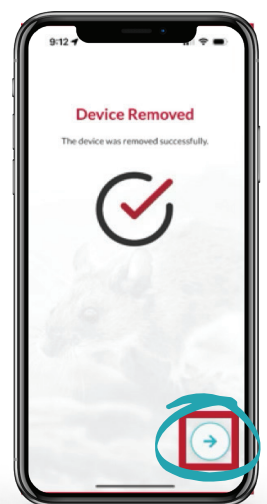
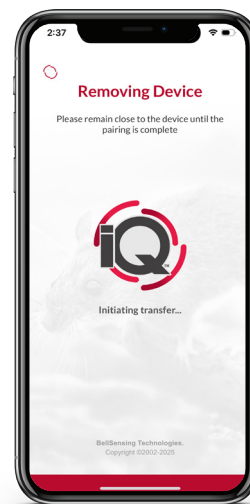
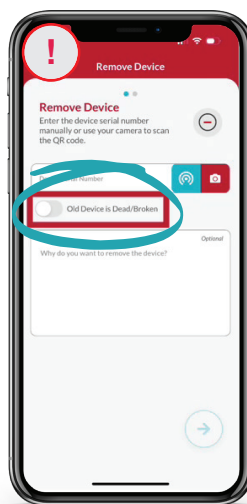
3 Enter the device you want to remove's serial number. You can do this by:

- a) Selecting the signal icon  to scan for Bluetooth signals. This is helpful if the device is missing its QR code.
- b) Tapping the camera icon to scan the device's QR code

4 Wait for the device to be completely removed, then finish by selecting the arrow in the lower right corner



MISSING/DEAD DEVICE?
If the device is out of batteries or missing, toggle on **Old Device Dead/ Broken.** →



5 Ensure to **Finish Visit** once complete to save.