Installation Guide

Thank you for purchasing the CarePenguin In-Home Activity Sensor!

Follow the instructions below to get your CarePenguin account and sensor setup.

Account Creation and Login

1. Once your CarePenguin sensor arrives, go to app.carepenguin.com/SignUp on your computer to set up your CarePenguin account in our online portal. Once you've entered your information in the required fields, click "Sign Up."
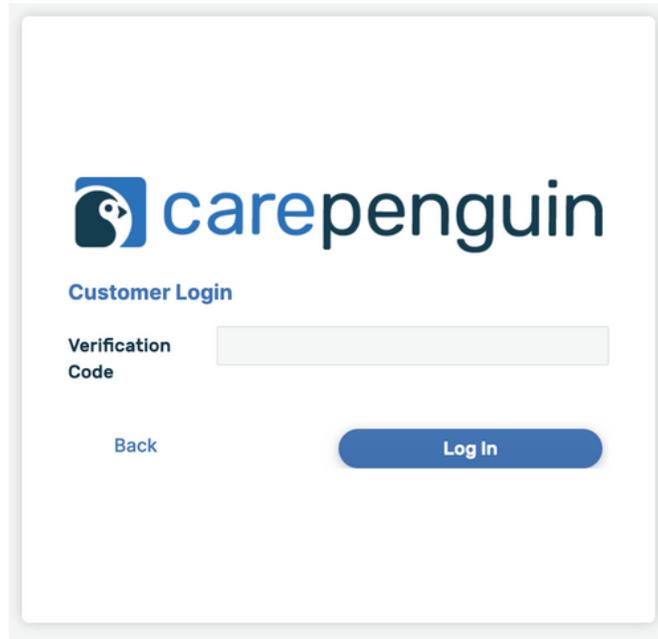

2. A verification code should be texted to your phone number. Enter the code.

③ You will be redirected to the login page. Enter your email and password that you just created to login.
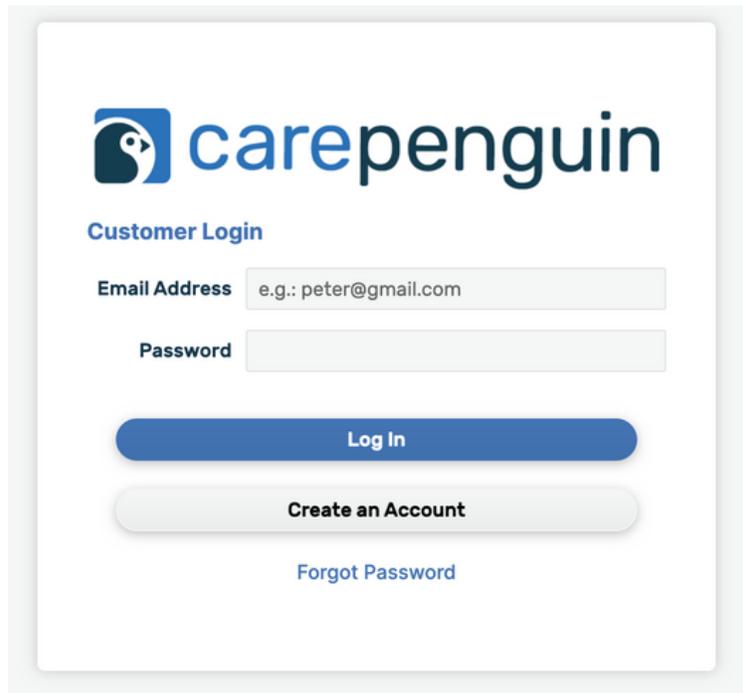
Download the CarePenguin App

You will need the CarePenguin app to install the CarePenguin sensor.

1. Download the CarePenguin app from the App Store if you have an iPhone or the Google Play Store if you have an Android.

2. Type the same email and password you used in the online portal, and tap the "Login" button. You will then enter the two factor authentication code texted to you to login.
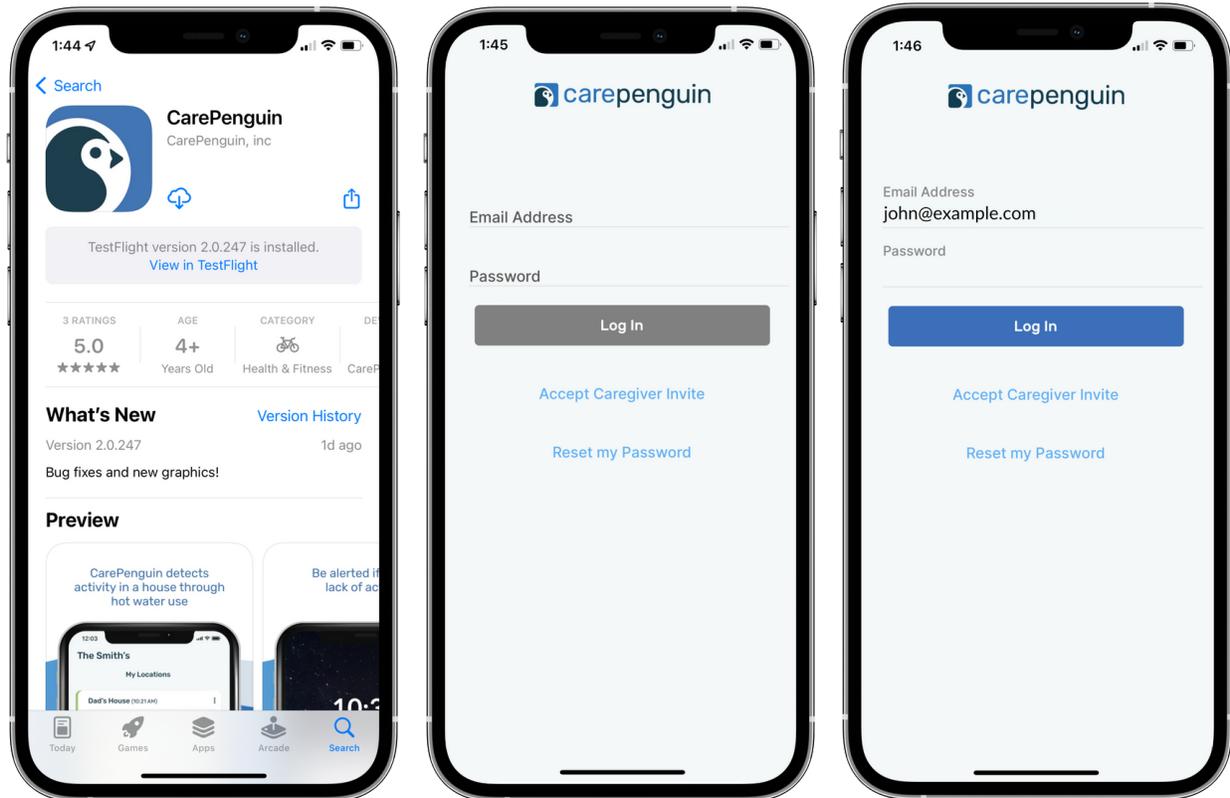
Create a Location and Add Sensor

1. Once you are logged in on the app, you should see the home screen. Tap "Add New Home" to create a new location.

2. Name your location something meaningful to you. For example, if you're installing it at your mom's house, you can name the location "Mom's House."

3. Select the timezone of the sensor's location (the default should be correct in most cases), then select "Add Location."

In the next step you will add your CarePenguin sensor to this location you just created.
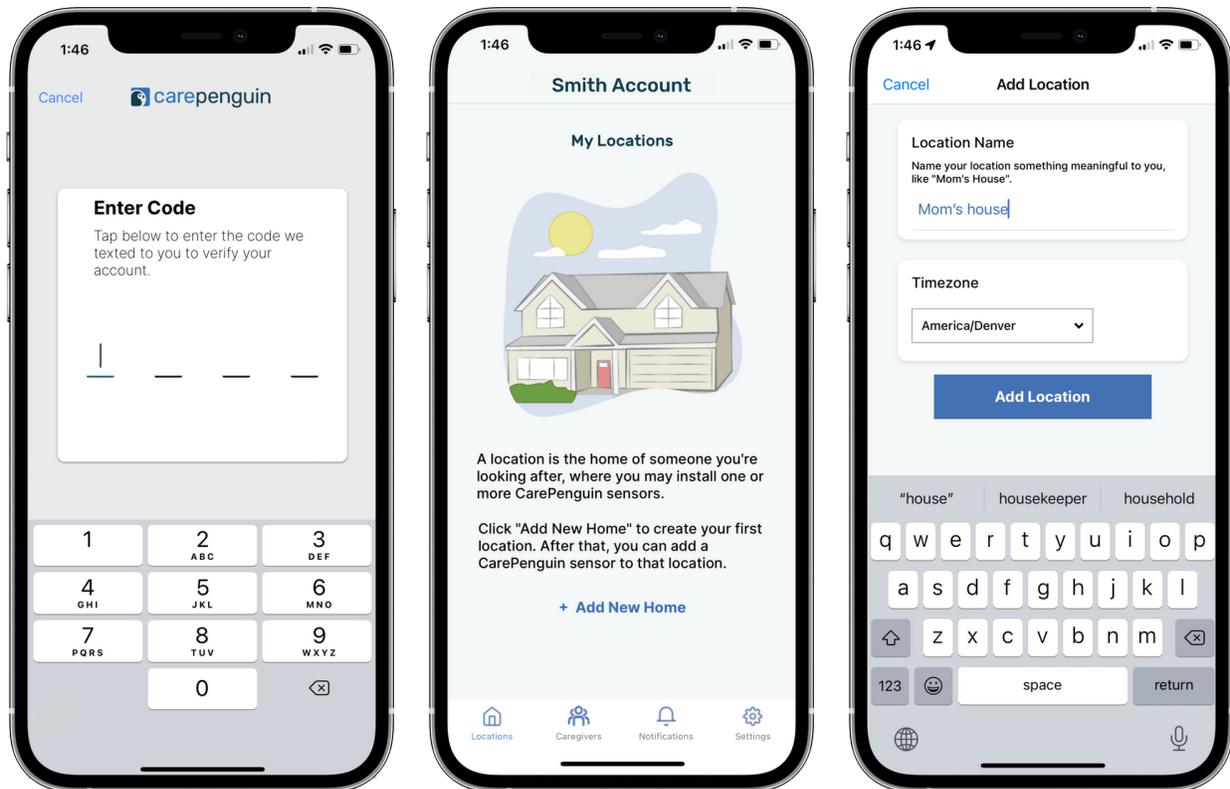
Connect Sensor to WiFi Before Mounting to Hot Water Pipe

If your sensor is blinking dark blue, it is already in setup mode and you may skip to step 3. If not, follow steps 1 and 2. **Please note that it is important to keep your smartphone close to the CarePenguin sensor during installation.**

1. Using the supplied, small, plastic tube attached to the side of the sensor, insert into the hole marked "Reset" and depress the button (you should feel a click).

2. Now, using the same small, plastic tube, insert into the hole marked "Setup," depress and hold the button for a full ten seconds until the sensor LED starts blinking dark blue. The sensor is now in setup mode and will act like another WiFi HotSpot called CarePenguin-Config.

3. Tap the location card you just added and tap "Add New CarePenguin Sensor" to add the sensor to that location.

4. The in-app instructions will walk you through the setup process. If for any reason the setup fails, just quit the setup, and go back to "Put sensor in setup mode" above and try again.

(5) The final screen of the setup wizard will test if CarePenguin is receiving data from the sensor and if successful, will let you know the sensor is installed and working. At this point, the sensor LED should be producing a "breathing light blue" color. This means the sensor is in normal operation and talking on the home's WiFi network.
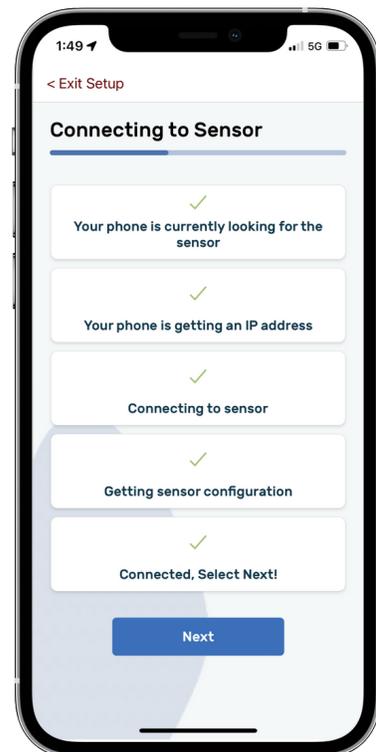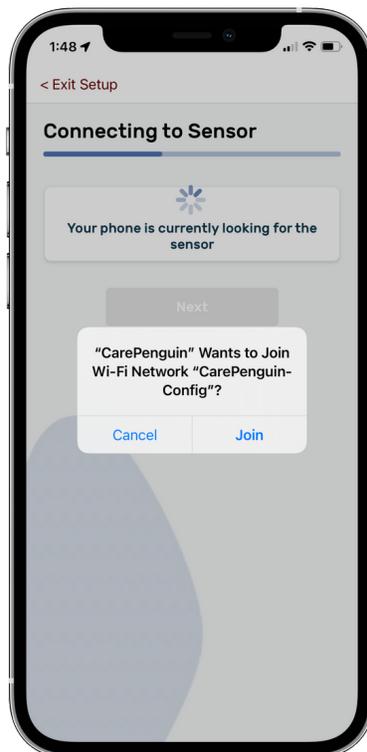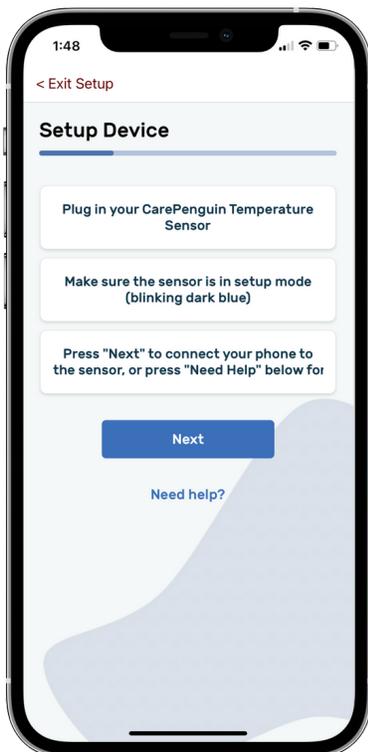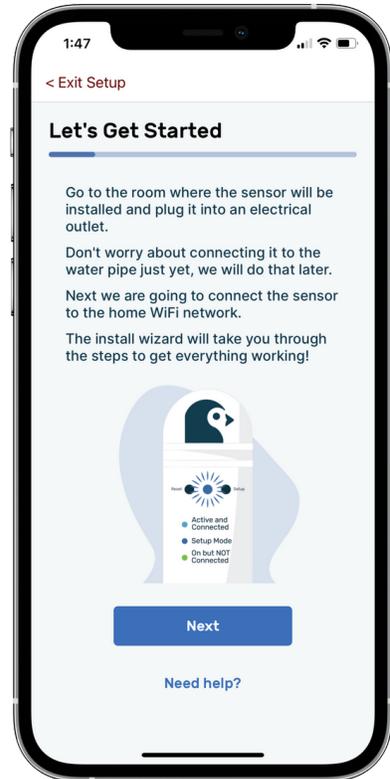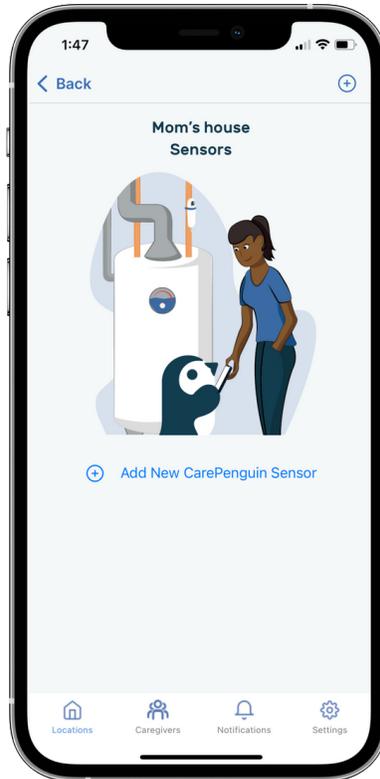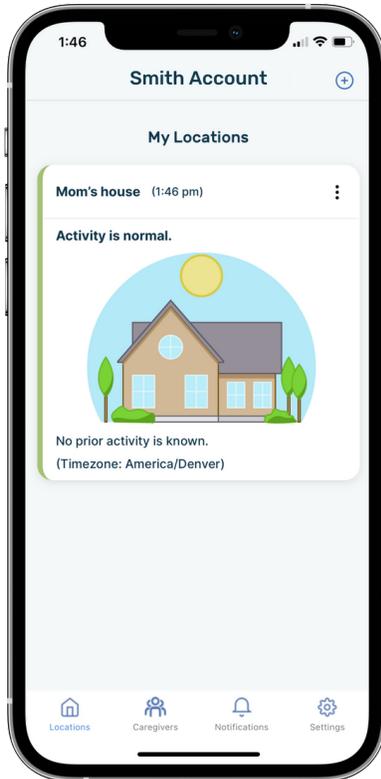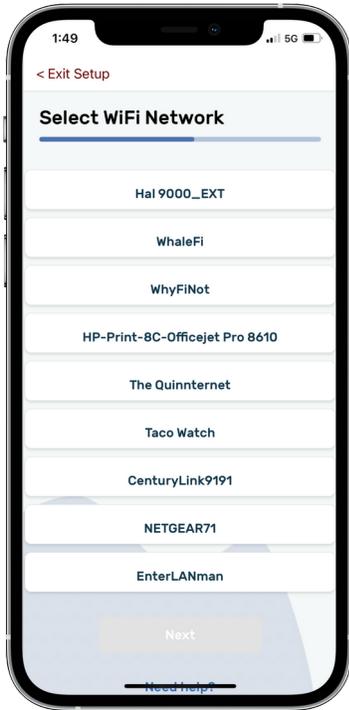
Attach CarePenguin Sensor to Water Heater Output Pipe

(1) You can leave the sensor plugged in or you can unplug the sensor while installing onto the hot water pipe.

(2) Attach the sensor to the hot water pipe output from the water heater by zip-tying it parallel to the pipe. (**It's important to attach the sensor as far away from the water heater output as possible, but before the pipe starts branching off to get the most accurate data.**) Be careful as the pipe may be hot! If you unplugged the sensor to attach, reconnect the power. After a few seconds, the sensor should be "breathing light blue" again.
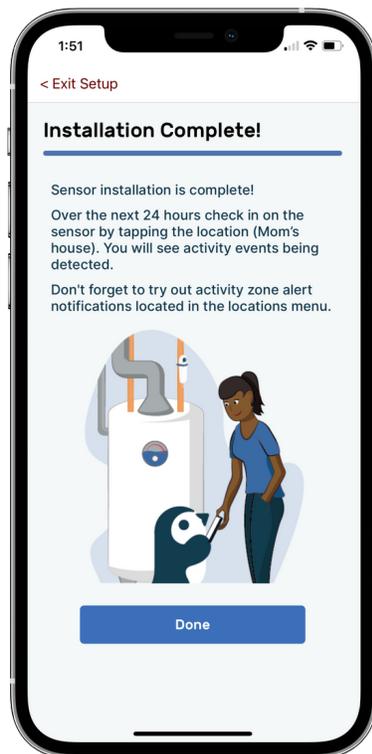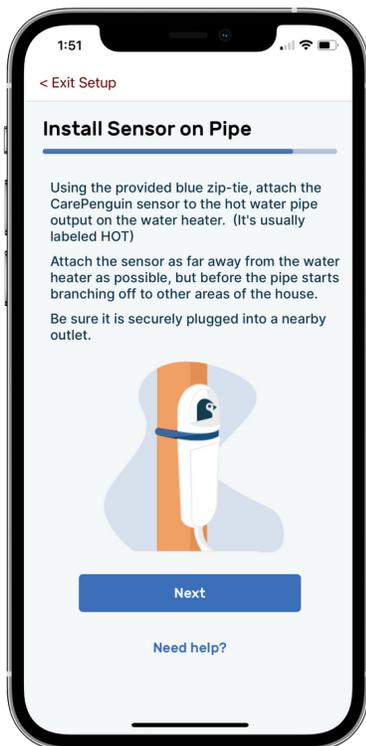
Congrats! The CarePenguin sensor setup and installation is complete!

The sensor regularly sends data to CarePenguin. After a bit, you will start to notice activity events show up in the Location screen and the Sensor Screen. Events of water use are usually displayed on the app about 15 minutes after water was used.

CarePenguin Premium Features

If you would like to receive notifications about lack of activity or invite other caregivers to your account, then upgrade to CarePenguin Premium for $48/year.

How to Upgrade to CarePenguin Premium

1. Sign in to your CarePenguin account on the online portal at app.carepenguin.com

2. On the "My Account" tab find "Subscription Settings

3. Click "Upgrade Subscription" and follow the prompts to purchase a Premium subscription.
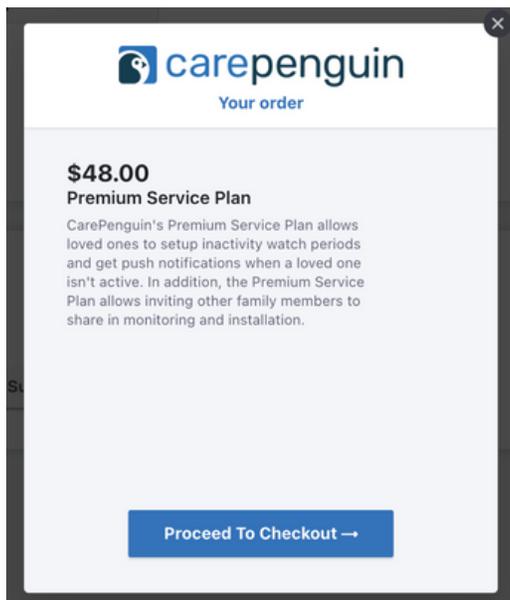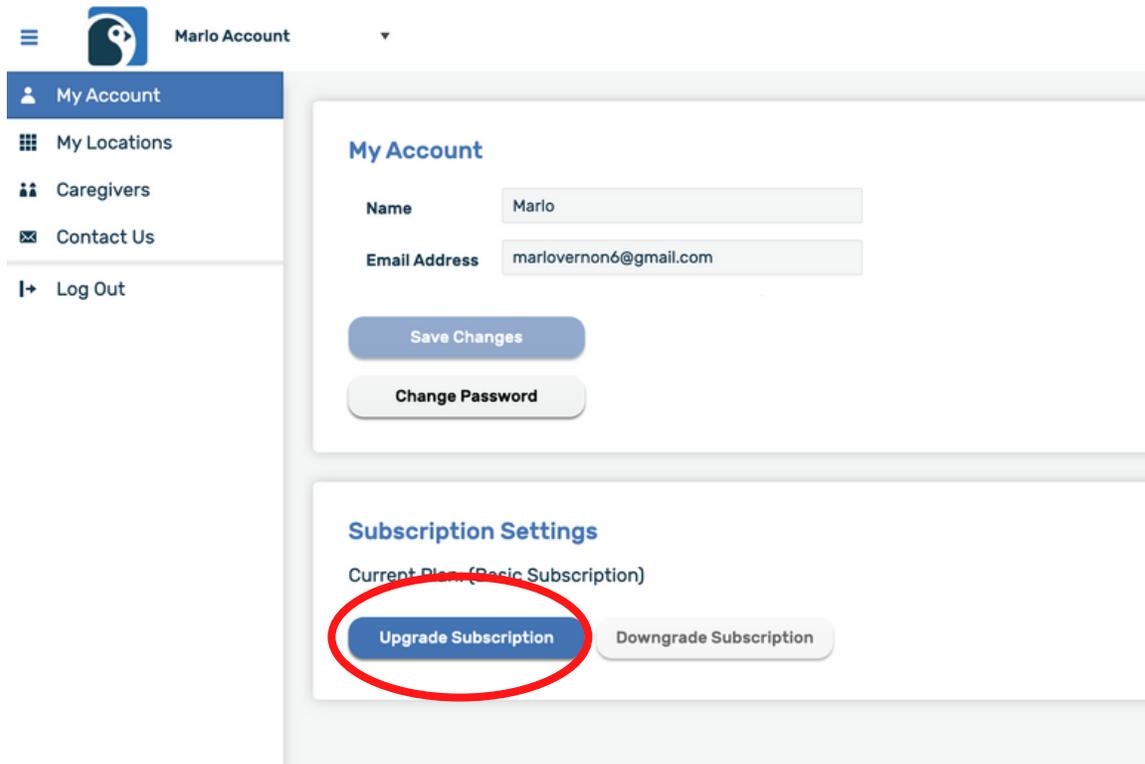
Set Up Notifications

You can check the CarePenguin app at any time to view activity levels at the location being monitored, but if you would like to be notified about lack of activity, setup Activity Notifications in the CarePenguin app by following the steps below.

1. The main screen shows locations being monitored. Select the icon with three dots on any location card and a menu will appear.

2. Select "Set Up Activity Notifications"

③ On this screen, select a few times during the day that you would expect activity from your loved one, such as waking up, breakfast, lunch, dinner, etc. Selecting these times on the right allows you to create "watch zones." If there is no activity within that zone by the time the zone has passed, CarePenguin will show the location as yellow in the app. If there continues to be no activity, the location will be shown in red and will send you push notifications encouraging you to check in on your loved one.
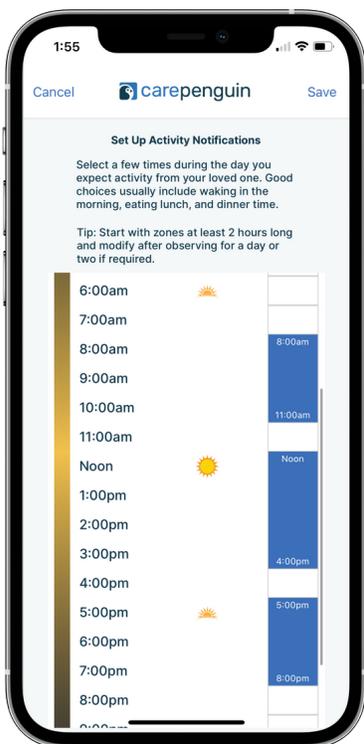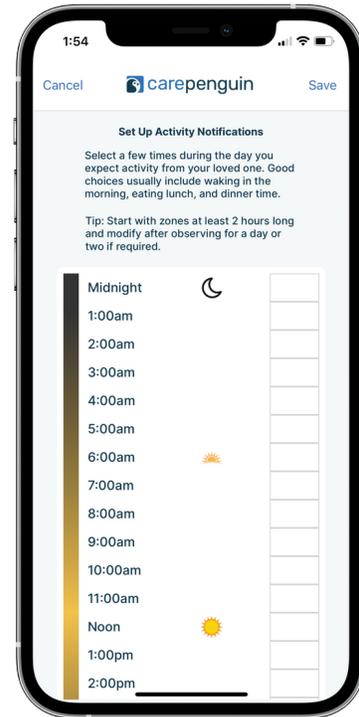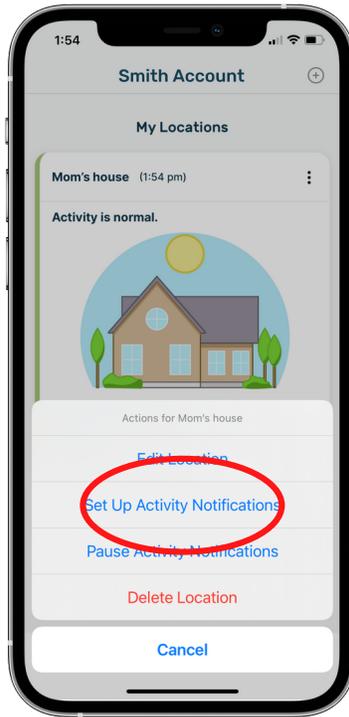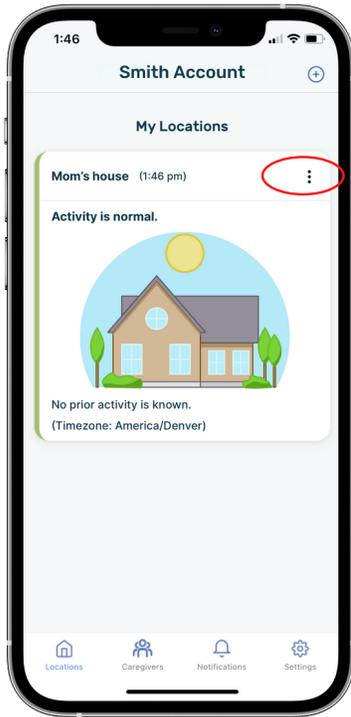
Press "Save" and the new activity zones will take effect immediately. **Start with one to three "zones" at least 2 hours long around meal times or when you know your loved one gets up in the morning**. Remember you can always check the app for activity regardless if you use activity notifications and you can always change your watch zones to tailor to your loved one's activity.

More on Activity Notifications

When activity does not happen in an activity zone, for instance, if a person leaves the house and does not use water during an expected time, the zone will transition from green, to yellow to red. Any water usage event that happens in an activity zone time frame will make the location either stay green, if the activity was already normal, or will return the location to green. In other words, activity should always reset the location to green indicating everything is okay.

Invite Family Members and Caregivers to Your Account

You can add other family members or caregivers to your account for them to install the sensor and monitor activity data. Here's how:

1. Go to the Caregivers tab in the CarePenguin app, then tap the plus sign next to "Open Invitations."

2. Invite a family member or caregiver by entering their phone number.

3. They will receive an invite code via text. They will download our app from the App Store if they have an iPhone or Google Play Store if they have an Android.

4. When they open the CarePenguin app, they should tap "Accept Caregiver Invite" and enter the invite code that was texted to them.

5. They will then finish setting up their account in the app and will be able to see your loved one's activity.
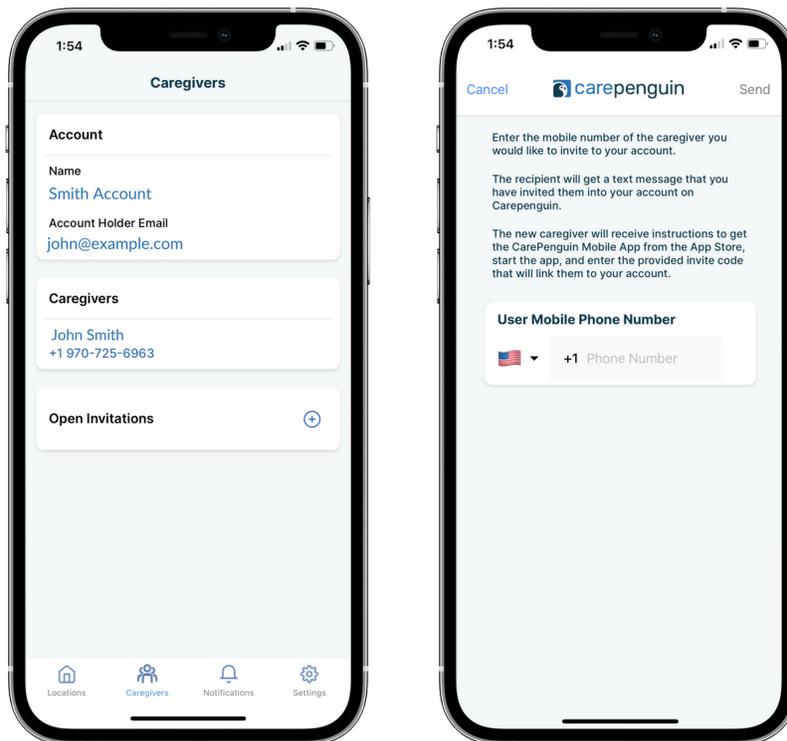
If you still have questions about setting up your CarePenguin account, installing the sensor, or anything else, do not hesitate to reach out to help@carepenguin.com. We are happy to help!