hedge

by American Family Insurance

Welcome to Hedge!

You're on your way to proactive home protection.

To set up your devices, follow these instructions.

If you need help, visit
www.hedgeprotect.com/support
to get in touch.

1 Download the Hedge Protect Mobile App

2 Log in to the Hedge Mobile App

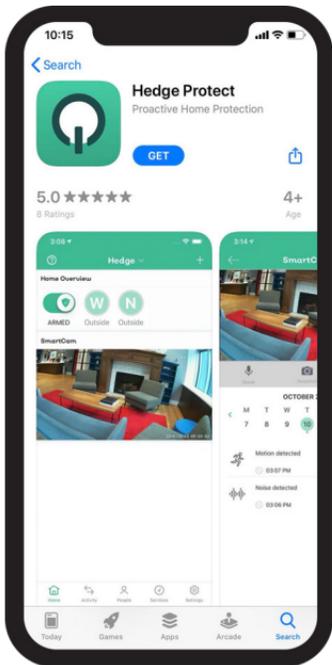**3** Install your SmartCam

4 Install the Rest of your Hedge Devices

5 Add Secondary Users & Emergency Contacts

1

Download the Hedge mobile app
Here's how:

If you're an iPhone user, tap below to visit the App Store (or tap the App Store icon on your phone):

Download on the App Store

If you're an Android user, tap below to visit the Google Play store (or tap the Play Store icon on your phone):

GET IT ON Google Play

Within the App Store or Google Play, search "hedge protect"

Download the Hedge Protect app:

2

Log in to the Hedge app
Here's how:
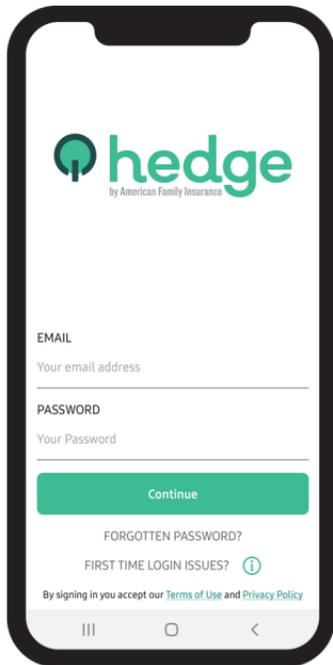
Type in the same email address you used to purchase Hedge (it's also the email where you received the order confirmation); if you can't remember it, visit **www.hedgeprotect.com/support** to get in touch.

Type in the same password you created to purchase Hedge; if you can't remember it, you'll see a prompt to reset your password on the login screen.

Tap "Continue" to log in.

App Screen

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EMAIL
Your email address

PASSWORD
Your Password

Continue

FORGOTTEN PASSWORD?

FIRST TIME LOGIN ISSUES? ⓘ

By signing in you accept our Terms of Use and Privacy Policy

3

Install your SmartCam first
Here's how:

SmartCam Setup

Unbox your SmartCam

Take your SmartCam out of the box and check you have everything you need before starting:

• The SmartCam, power cable and USB adapter (all in the box)
• A working 2.4GHz Wi-Fi network and a connection to the Internet
• A spare power outlet where you want to place the SmartCam

Get started

Your SmartCam acts as a "hub" for the rest of your devices so it needs to be installed first — and stay installed — in order for Hedge to work.

- Make sure your phone is connected to your home's 2.4 GHz Wi-Fi network.
- Open the Hedge App and tap the ➕ sign in the lower right corner. On the "Choose device" screen, tap the SmartCam and "Get started".
- Follow the instructions within the app to set up your SmartCam.
- **NOTE:** Step 1 instructs you to plug in your SmartCam; we recommend placing it near an entrance or another high-traffic area of your home, like the living room or kitchen.

For more help, **watch the SmartCam install video** (you can also read more detailed instructions below the video).

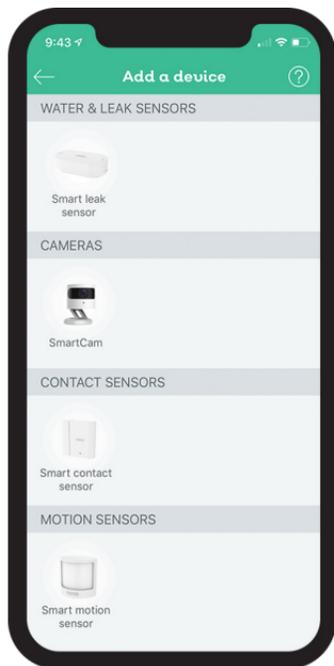If you still need assistance, feel free to **contact Support**.

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Install the rest of your Hedge devices
Here's how:

Open your Smart Leak Sensor Kit **(and Smart Motion Kit if you purchased our Protect Package).**

Included with each kit is a device called SmartBridge; plug just ONE SmartBridge into your installed SmartCam **(save any extra SmartBridges in case you want to install additional SmartCams or need a future backup).**

- **BEFORE** you place your devices in the desired location, open the Hedge App and tap the ⊕ sign in the lower right corner.
- On the "Choose device" screen, tap the device you want to install first and "Get started".
- Follow the instructions within the app to set up the device.
- Once installed, place the devices in the desired locations around your home.

Not sure where to place your devices? Here are some **placement recommendations** for inspiration.

9:43

← **Add a device** ?

WATER & LEAK SENSORS

Smart leak sensor

CAMERAS

SmartCam

CONTACT SENSORS

Smart contact sensor

MOTION SENSORS

Smart motion sensor

Consider adding secondary users and emergency contacts

To make sure important events get noticed, add others to help monitor your home.
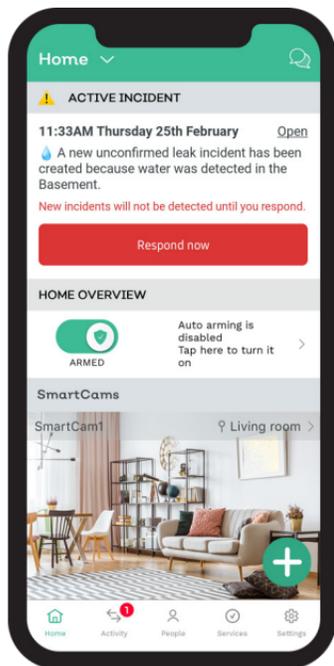
SECONDARY USERS will be able to see all notifications and access your SmartCam live stream. When you add secondary users, Hedge will recognize when they're home and avoid sending noise and motion notifications.

EMERGENCY CONTACTS will not see notifications; they'll only receive text messages for **issue escalations** when "high priority" events occur, like smoke, carbon monoxide, and water accumulation.

Here's how to add secondary users and emergency contacts:
• Open the Hedge App and tap "People" at the bottom of the screen
• On the "People" screen, tap the ⊕ sign in the lower right corner
• Tap "Invite a user…" or "Create an emergency contact" and follow the rest of the instructions within the app

Completed the steps?
You're all set: your home is now proactively protected! If you have any other questions or concerns, open the Hedge App and tap the chat bubble icon in the upper right corner to contact Support or access helpful articles.

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