

# Delta Five Bed Bug Monitoring System

---



## Account Setup & Installation User Guide for DoMyOwn.com Customers



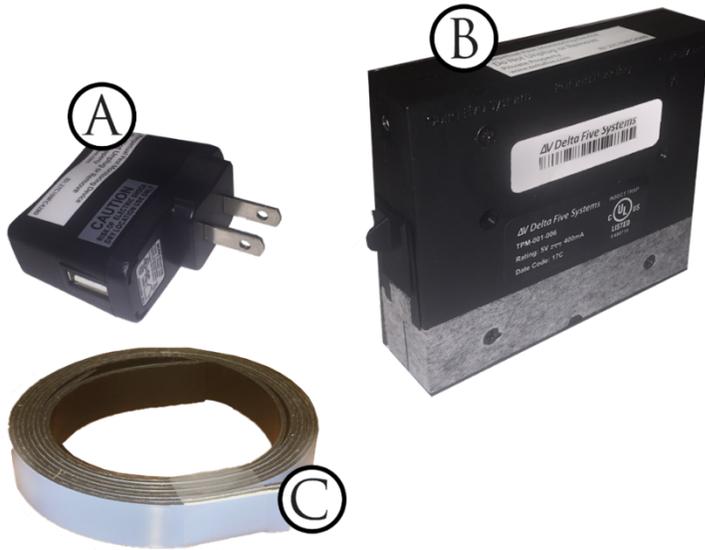
### Table of Contents

<b>Section 1: Package Contents &amp; Device Overview</b> .....	2
<b>Section 2: Setting Up Your Device Dashboard</b> .....	3
<b>Section 3: Pairing Your Device with a Wi-Fi Network</b> .....	5
<b>Section 4: Mounting Your Device</b> .....	7
<b>Section 5: Monitoring Your Device</b> .....	10
<b>Section 6: When the Device Triggers an Alert</b> .....	12
<b>Section 7: Troubleshooting</b> .....	13

# Section 1: Package Contents & Device Overview

## PACKAGE CONTENTS

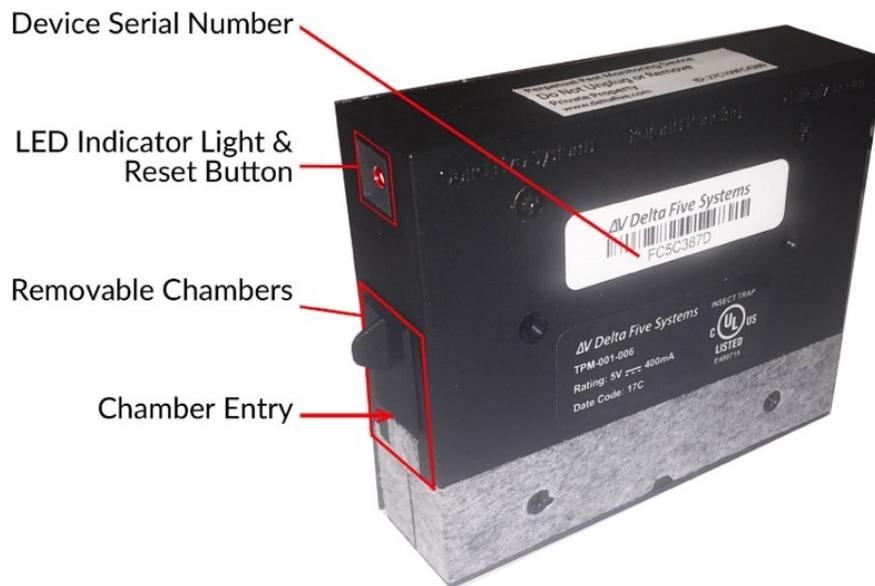
Single Device Purchase Contents



ITEM	DESCRIPTION	QTY
A	AC/DC USB Power Adapter	1
B	Delta Five Monitoring Device	1
C	Block and Guide Tape	2

## DEVICE OVERVIEW

Estimated Setup & Installation Time: 15 minutes



## Section 2: Setting Up Your Device Dashboard

*This section will need to be completed using a web browser on a computer, tablet, or mobile device.*

*Setting up your customized dashboard will enable you to monitor your device and setup alerts for pest activity.*

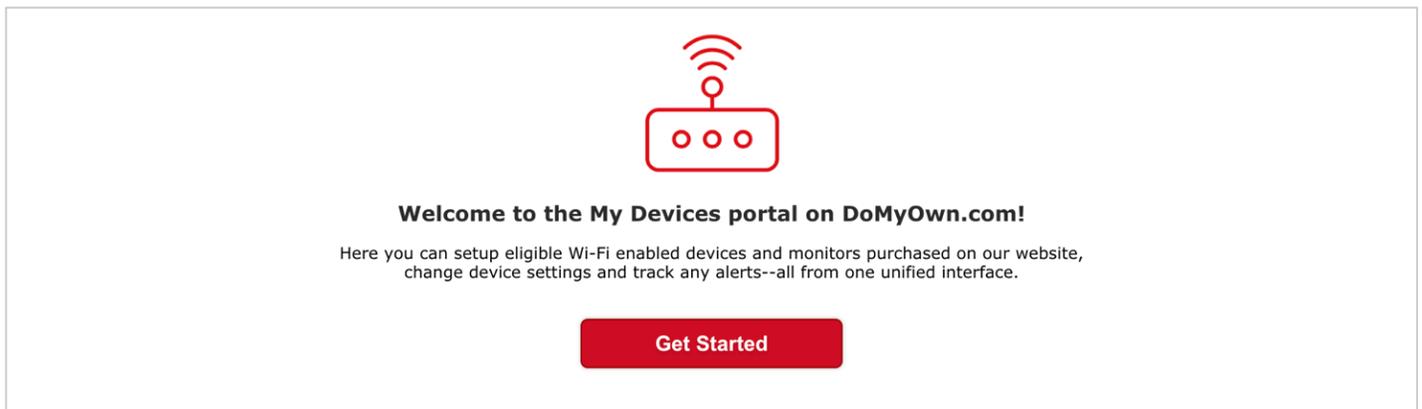
Go to: <https://www.domyown.com/setup>

### STEP 1: Login to Create Your Dashboard

In your web browser, go to <https://www.domyown.com/setup> to access the **My Devices** portal on DoMyOwn.com.

Sign in using your existing DoMyOwn.com account username and password. Or, create a new account if you do not have one yet.

Once logged in, click the red **“Get Started”** button and follow the step-by-step wizard to set up your dashboard.



**Note:** You can also access the My Devices portal at any time by going to [My Account](#) on DoMyOwn.com and clicking the “My Devices” link in the left-hand navigation.

### Commercial Customers Note:

If your property employs a Captive Portal/Terms & Conditions portal, it will be necessary to have your Delta Five devices whitelisted to your network. This can be completed by whitelisting the individual MAC addresses or whitelisting the URLs below to allow the devices to pass through the captive portal. Generally, you will need to contact your IT department to complete this process.

#### URLs to be Whitelisted:

<http://devices.deltafive.com>

<http://testing.deltafive.com>

<http://endurance.deltafive.com>

<http://sync.deltafive.com>

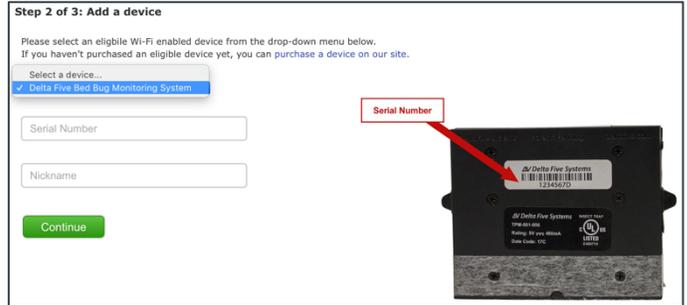
## STEP 2: ADD A PROPERTY

First, setup a **property** nickname for your device. The property nickname should be the location where the device will be installed. This can be your home or a commercial building, such as a restaurant or hotel (ex: Home, 123 Main St., Building A, Sleepy Time Hotel).



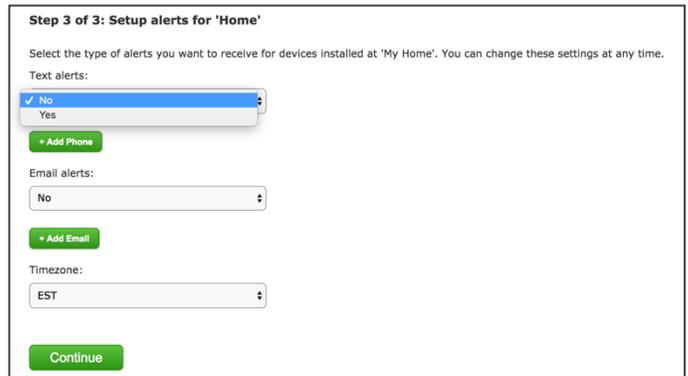
## STEP 3: ADD YOUR DEVICE

Next, add your device by selecting your device type from the drop-down menu. Then, enter the serial number and a nickname for your device. The nickname can be the name of the room (ex: Living Room, Room 205, My Bedroom) or the location where the device is located (ex: Behind Bed).



## STEP 4: SETUP ALERTS

Decide how you want to be notified if your device triggers an alert. You can receive alerts via email and/or text message (data rates may apply). Click 'Continue' to finish.



**You should now see your My Devices dashboard with the new device added!**

**You are ready to pair the device with your Wi-Fi network.**

✔ Your dashboard is ready! Please connect your device to the Internet if you haven't already.

# Section 3: Pairing Your Device with a Wi-Fi Network

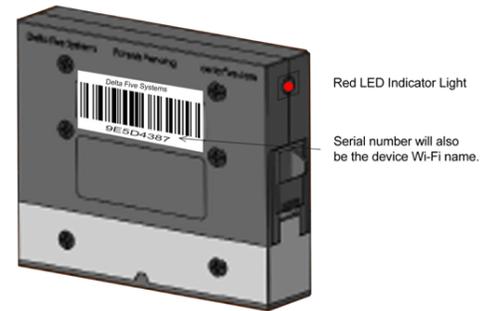
To pair your device with a Wi-Fi Network, you will need a computer, tablet, or mobile device

## STEP 1: PLUG IN THE DEVICE

Using the included USB cable and power adapter, plug in the device and make sure the red LED indicator light is blinking once every 1-2 seconds.

When you first power on your device, it will be in setup mode awaiting network credentials. The device is in setup mode when the red LED indicator light is blinking one short blink every 1-2 seconds.

If the light is not blinking, try pressing the LED Button



## STEP 2: CONNECT TO THE DEVICE

From a computer/mobile device go to the Wi-Fi settings and connect to your device's wireless network.



Open the Wi-Fi settings on your computer/mobile device to find the available Wi-Fi Networks.

Select your Delta Five device's Wi-Fi network from the list of available networks. Your device's Wi-Fi network will be named `D5 [Serial-Number]`

You must remain connected to the Device's Wi-Fi to complete the pairing.

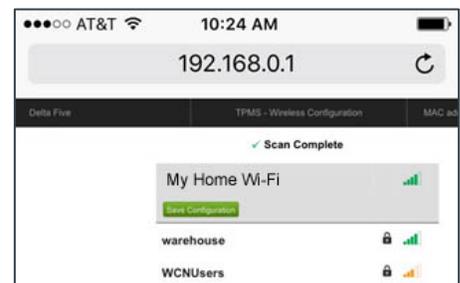
## STEP 3: CONNECT TO WI-FI

On the same computer/mobile device, open a web browser and type the web address `192.168.0.1`

The page that loads will scan for a moment then list all available Wi-Fi networks within range of your device.

Select the desired Wi-Fi network you wish to connect to your device and type in your Wi-Fi network's password if applicable.

Then click 'Save Configuration'.



The device will then save your Wi-Fi network credentials and reboot.

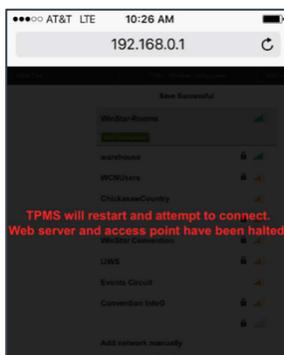
Your computer/mobile device screen will display a message that your device will restart and attempt to connect. **Note:** Your computer or phone screen will not change from this screen.

The reboot process may take up to 1 minute and consists of your device displaying a solid red light, then the light will go out.

## YOUR DEVICE SHOULD NOW BE PAIRED!

Return to the My Devices dashboard on DoMyOwn.com and refresh the page.

Your device nickname will be listed on the My Devices dashboard with an updated 'Last Sync' time and a status other than 'Disconnected'.



**Please note:** After loading the network credentials and powering on, the device will run through a starting phase where it tests the network connection and attempts to sync with the server. The red LED will indicate any issues the device encounters by the sequence and number of blinks. Use the table below to interpret any blinking LED codes, and Appendix A to troubleshoot the issue. If there are no errors, the LED will simply turn off and start its normal operation.

Failing Point	LED Code
No network credentials	1 short blink indefinitely
Cannot connect to the wireless network	2 short blink three times
Cannot connect to the test server	3 short blink three times
Cannot connect to the Delta Five server	4 short blink three times
Cannot receive a proper response	5 short blink three times
Sync is rejected by the server	6 short blink three times
Configuration error	7 short blink three times

If you feel that a step was skipped, or the device did not configure properly, you may **Factory Reset** the device and begin from Step 1. *To **Factory Reset** the device press and hold the LED button for 10 seconds. If device has been reset, the LED will blink every second.*

For troubleshooting device connection issues see '[Section 7: Troubleshooting](#)' of this guide

## Section 4: Mounting Your Device

Optimal performance of the device depends on how and where it's mounted. The use of the **Block & Guide Tape** is recommended as a best practice for accuracy but is not a requirement.

### STEP 1: PREPARATION

Before installing the Delta Five device and Block & Guide Tape onto the wall, be sure to wipe the area with a damp cloth and allow time for the area to fully dry to ensure proper adhesion. **DO NOT** use any type of chemicals on the wall as it could affect the adhesive.

Unroll the block and guide tape at this time for easier application upon installation.

Additional Items Suggested for Mounting (Optional):

- **Double Sided Tape** – Can be used to wrap around the bed frame legs increase the accuracy for your system. See further information on this below.
- **Tweezers** may be useful for assisting with the removal of the blue masking tape on the back of the device.

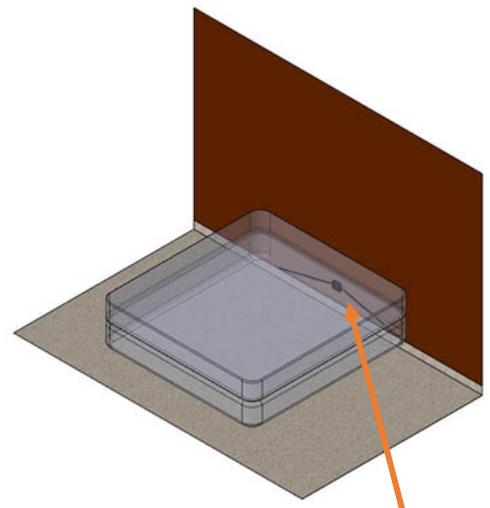
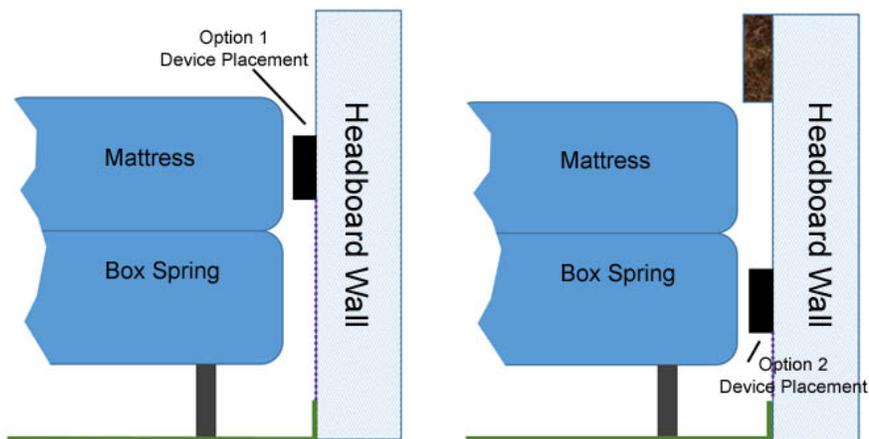
### STEP 2: CHOOSE A LOCATION

Your device should be placed on the wall beneath the headboard in the center of the bed approx. 15" from the floor (may vary depending on bed height, mattress thickness, etc.).

Ideal placement is centered vertically between the top and bottom of the mattress (this location may not be best for rental properties as the device may be visible to guests).

Another ideal mounting location is centered vertically between the top and bottom of the box spring.

The device should be elevated above where it could be jostled by a vacuum cleaner.



*Device on the wall behind the box spring. The bed is shown as transparent to illustrate device placement.*

### STEP 3: MOUNT THE DEVICE

The device can be easily mounted to a wall in two different ways.

#### Mounting Option 1: Using Pre-Installed Adhesive

1. Prior to placement, wipe down the wall with a damp cloth and allow to fully dry.
2. Measure and mark where the device will be placed on the wall prior to mounting. *The pre-attached adhesive foam tape is industrial strength and could cause damage to the wall if removed right away.*
3. Remove the light blue cover of the pre-attached foam tape on the back of the device to reveal the foam's adhesive tape (tweezers may assist with this step).
4. Press the device firmly into position against the wall (with the tape facing the wall) and hold for 5-10 seconds.

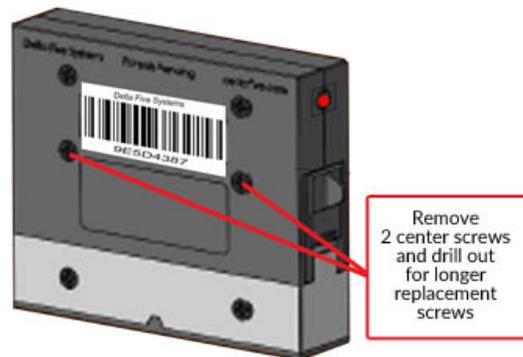
*\*Note: always install the device in the upright position - the red LED should be at the top and the white traction tape at the bottom.*

#### Mounting Option 2: Using Screws

If the foam tape is not ideal for your mounting location, two screws may be used to secure the device to the wall.

*Note: If mounting using screws, the space between the holes will be 2 and 3/16 inches.*

1. First remove the middle two screws from the device then firmly hold the device in the intended installation location
2. Using a 1/8-inch drill bit, drill through the screw holes and into the wall. This will clear the holes on the device and create a marking location for the device
3. Set aside the D5r6 device and finish out the wall holes with a 3/16-inch bit.
4. *\*Anchors may be placed into the wall if needed\**
5. Now using the new mounting screws, begin inserting the screws through the device and into the wall



**Hand tighten screws for mounting. The use of power tools is NOT recommended and over torquing could result in a damaged device, poor image quality, or faulty alerts**

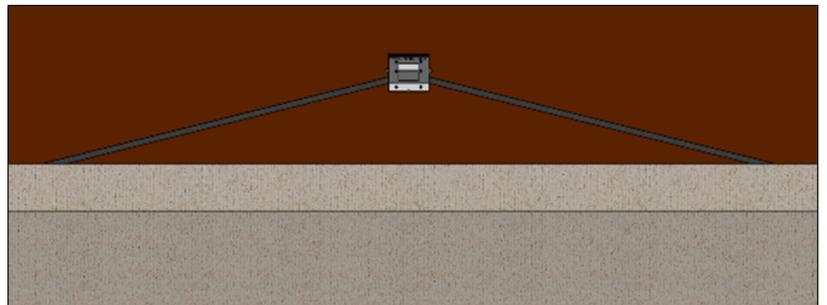
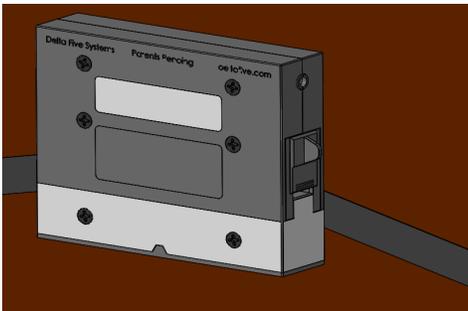
## STEP 4: SET UP THE BLOCK & GUIDE TAPE

For the most accurate results, the Delta Five Bed Bug Monitoring System requires two diagonal plastic block strips called the **Block & Guide Tape**.

These strips improve the success of the device by utilizing pests' natural instincts to move along inside corners and guide them to the device. As the top surface of the strips is smooth and slippery, pests also have a tendency to attempt to go around the strips instead of over them; leading them directly to the device.

### To Install the Block & Guide Tape:

1. Slide each of the device drawers' doors to the open, upwards position. Note the location of the lower edge of the device's left and right chamber openings.
2. Remove the backing from the double-sided foam tape on the back of the plastic Block and Guide strips.
3. Place the plastic Block and Guide strips on the wall starting nearest the device. Align the top-most corner of the plastic block strip level with the lower edge of the device chamber.
4. At approximately a 10 to 20 degree angle, continue pressing the tape leading away from the chambers to the bottom of the wall or top of the baseboards.



## STEP 5: WRAP THE BEDFRAME LEGS

*\* If you have a platform or solid bed frame please disregard this step*

The device will provide quick detection if bed bugs are prevented from being able to climb from the floor directly onto the bed. This can be accomplished by wrapping each of the bed legs with an overlapping pass of double-sided tape, which will deter most pests from attempting to pass. Pests that are determined to reach the bed will generally attempt to find an alternate route upon encountering the double-sided tape. As such, they are more likely to use the wall as a path to the bed and therefore will be drawn to the device on their way.

Simply wrap a piece of **double-sided tape** completely around each bed leg where any cloth or bed skirt will not touch the tape. This tape should be placed on the round portion of the bed leg as high up as possible. The tape should be wrapped in a ring-like fashion so that it overlaps itself.

Note that maximum protection and detection will occur if the bed is completely prevented from touching the wall. Maintain a one inch or greater gap between the head of the bed and the wall if possible.

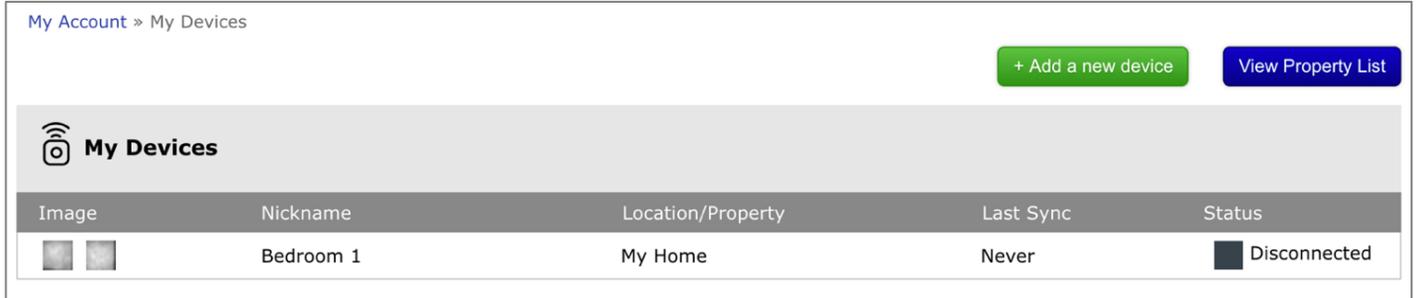


# Section 5: Monitoring Your Device

## MY DEVICES DASHBOARD

DoMyOwn.com customers can monitor their Delta Five device(s) using the My Devices dashboard.

Go to <https://www.domyown.com/account/devices>.



### Device Status:

Each row in the My Devices dashboard displays an overview of your connected device(s). From the dashboard you can monitor the current status, last sync time, and the latest images captured by your device(s).

For each device in your dashboard, there will be a corresponding color indicator for the device status, along with a brief explanation of the status.

- Green – Normal: The device is fully operational with no alerts.
- Yellow - Disabled: The device has been manually disabled.
- Red – Alert: The device has detected an alert in one of its chambers and requires human attention.
- Gray – Disconnected: The device is not connected or has not synched with the servers in a while. This could indicate the device is running into network issues or has been unplugged.

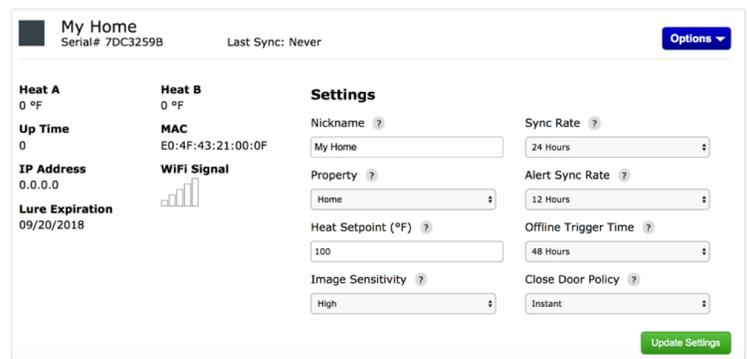
## MANAGE SETTINGS

### Device Settings:

Clicking a device row on the My Devices dashboard will allow you to edit the device settings and see additional details for the device.

On the device settings page, you can update the device nickname and the property where it is located.

Additional information about the device, including a history of triggered alerts and captured images, can also be found on the device settings page.



Under the device settings 'Options' menu, you can Restore Default Settings, Disable the Device, or Remove the Device from your account.

## PROPERTY SETTINGS:

To edit or update your property settings, click on the “**View Property List**” button on the My Devices dashboard.

My Account » My Device Portal » My Properties

[+ Add a new property](#) [View Device List](#)

**My Properties** Properties are locations where your devices are installed.  
For example, a residence or commercial building.

Property Name	Number of devices
Home	1

On the **My Properties** list, each property associated with your account will be displayed, along with the number of devices associated with the property.

To view or update the information associated with each property, including the property nickname, address, time zone, and alert settings, click on the property name.

## ALERT SETTINGS:

You can modify your alert settings on the **Property Settings** page.

On the My Devices dashboard, click the ‘**View Property List**’ button and click on the property for the device. You will see options to turn alerts on/off and add additional email address and/or phone numbers. These alert settings will apply to all devices connected to that property.

**Alert Settings**

Email Alerts:

Text Alerts:

Send me every alert when it happens

Send me a daily summary of alerts

Email Address:

[+ Add Email](#)

Phone Number: (xxx-xxx-xxxx)

[+ Add Phone](#)

## Section 6: When the Device Triggers an Alert

### CLEARING & RESETTING ALERTED DEVICES

Devices in Alerted status means something has triggered the device to close the chamber door and send an alert. You may view the photos taken via the **My Devices dashboard**, but the device will need to be manually inspected and cleared, and chamber doors re-opened.

**STEP 1:** The red LED indicator light of the alerted device will display as a solid bright red and one or both of the chamber doors will be closed.



**STEP 2:** If the device is alerted, ensure both doors are fully closed prior to removal for visual inspection.

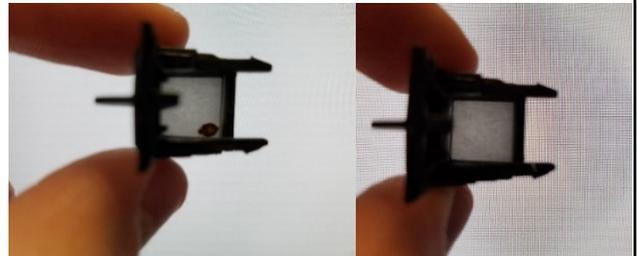


**STEP 3:** Grab the tab on the chamber door and pull the chamber out of the device as shown below. *The door must be closed for chamber removal.*



**STEP 4:** Inspect the chamber through the glass top.

If there are pests in the chamber, place the entire chamber in a plastic bag to contain the pest for identification, or carefully clear out the drawer and dispose of the pest.



**STEP 5:** Replace a new chamber or the cleared chamber into the device and open both chamber doors by pulling up on the tabs as shown below.

*New chambers are available for purchase at [DoMyOwn.com](http://DoMyOwn.com)*



**STEP 6:** Quickly press and release the red LED button to clear the alert and reset the device.

The LED light should turn off and the alert will be automatically removed from your My Devices Dashboard. You may need to refresh your browser to see that the alert has been reset. Your device status should now be "Normal"



*If you complete the rest process and notice the light is blinking once every few seconds you have held the reset button too long and the device now needs to be reconfigured to the Wi-Fi Network. \*See Section 1 to complete this process.*

# Section 7: Troubleshooting

## DEVICES SHOWING DISCONNECTED

If a device is reported as disconnected the most likely causes are that it has been unplugged and needs to be plugged back in, or just needs a reboot.

If the device has been unplugged, then you just need to find the USB cable and the power adapter, and plug them back in.



If the device is already plugged in, then you should reboot it. To reboot the device, simply unplug the USB from the power adapter, wait 5 seconds, and plug it back in. If this does not correct the issue, please refer to the diagnostics table or call DoMyOwn.com for support.

## DEVICE DIAGNOSTICS TROUBLESHOOTING TABLE

Upon power up, the LED indicator light will illuminate and stay on while running through its initialization process. When the initialization completes, the LED will turn off. If there are any errors, the LED button on the front side of the device will blink a certain amount of times, the number of blinks will link with an error. Use Table 1 to interpret any blinking LED codes, and [Appendix A](#) to troubleshoot the issue. If there are no errors, it will simply turn off and start its normal operation.

Failing Point	LED Code
No network credentials	1 short blink indefinitely
Cannot connect to the wireless network	2 short blinks 3 times
Cannot connect to the internet	3 short blinks 3 times
Cannot connect to the DNS	4 short blinks 3 times
Cannot connect to Delta Five	5 short blinks 3 times
Sync is rejected by the server	6 short blinks 3 times times

Table 1: LED blink error codes for initialization process

If there are no issues, and the LED turns off without blinking, you may verify connection at this time via the **My Devices** dashboard. Verify that the field **last synced** for that device shows a recent time (you may need to refresh your browser).

## Appendix A

### TROUBLESHOOTING

#### No Network Credentials

This will happen the first time you turn on your device, after a factory reset, or after the button has been held for 5 or more seconds. Simply search for and connect to the wireless network names `D5 [Serial- Number]`. Then use a web browser to navigate to `192.168.0.1`. After the scan completes, select a network, enter the password, and save.

#### Cannot Connect to the Wireless Network

First check that your password was correct. Enter the setup mode again and re-select your network. After entering the password, press the **show** button to ensure it is correct. At this time, also check the signal strength. If the Wi-Fi signal strength is too low, you may need to reposition your device or move your access point closer.

#### Cannot Connect to the Test Server

If this error occurs, it means your device is able to connect to the network, but unable to access the internet. This could be caused by a gateway issue or captive portal. First ensure that another device on the same network can load webpages. If not, check with your network administrator or internet service provider.

If you are able to load webpages with another device, you may have a captive portal issue. Record the MAC address of the device from the top right of the setup mode webpage and contact your network administrator to let this device bypass the portal.

#### Cannot Connect to the Delta Five Server

This likely means the server is temporarily down. Please wait one hour and try again. If it continues to fail it may also be a DNS issue. If your network administrator is unable to fix the issue, contact DoMyOwn.com.

#### Sync is Rejected by the Server

This is most commonly caused by the device not yet having been added to a property. Ensure that you have added the correct serial number to your property and try again. If you still encounter issues, contact DoMyOwn.com.

#### Configuration Error

An unspecified confirmation error has occurred. Contact DoMyOwn.com for support

## Appendix B

### OTHER

#### Entering Setup Mode

Press and hold the button. The LED will flash on and off once per second while holding the button. Release after five seconds. You will know if the device is in setup mode if it continues to blink once every 1-2 seconds.

#### Factory Reset

If the device is malfunctioning or not responding to any button presses, alerts, etc., a factory reset may be required. Unplug the device, hold the button, and plug it back in. Continue to hold the button as long as the LED is blinking rapidly – approximately ten seconds. The device will then reboot with its original firmware. It will return to setup mode awaiting network credentials.