How to recover from problems

Sometimes things can go wrong. Maybe you lost power temporarily, the Internet is down, the connection seems too slow, or maybe the **SENSE** app or router crashed. There are a handful of ways to fix the situation.

? If you feel a bit lost during the setup, tap the "?" icon to get more information.

If you feel that your connection is slow or you need to restart the SENSE router, unplug the power cord and plug it again.

If things are still not working out, you might need to reset your **SENSE** router and restart the **SENSE** app.

! Both the reset and factory reset wipe all your settings, so you will need to reconnect your devices to the SENSE network.

To reset the SENSE router while it is switched on:

1. Press and hold the reset button on the back of the SENSE router for 15 seconds.
2. When you release the reset button, "rst" appears on the **SENSE** router display and reset has been successful.
3. You also need to delete data from the **SENSE** app by following these steps:

On Android devices:

1. Go to your device system settings > apps > F-Secure **SENSE** > Storage
2. Select "Clear data".

On iOS devices:

1. Go to your device system settings > F-Secure **SENSE**
2. Select "Clear data".

As a last resort, you may need to do a factory reset. You should only do this if nothing else has helped. Follow these steps::

1. Unplug the **SENSE** router.
2. Press and hold down the reset button on the **SENSE** router.
3. While holding down the reset button, plug in your **SENSE** router.
4. Check that "FF" appears on the display after approximately 10 seconds. This means the factory reset has been successful.

What if you still cannot complete the SENSE setup?

If you are still having problems, please visit our help page **sense.f-secure.com/help**.

Support

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*Make sure that your mobile device has Bluetooth turned on during the product setup. The SENSE router uses Bluetooth during the setup, either after the first power-up or after reset, to create a trusted connection with your mobile device that runs the SENSE app. This is done autonomously and there is no other use for the Bluetooth in the SENSE router. The SENSE router turns off Bluetooth automatically after the setup and you can turn it off also on your mobile device if you do not need it for other purposes.

F-Secure **SENSE** security router | Model FSEC-SE161
Indoor use only.

FCC ID: 2AGD5-FSECSE161
Federal Communication Commission (FCC) statements
This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or changes to this equipment. Such modifications or changes could void the user's authority to operate the equipment.
NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.
These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

Federal Communication Commission (FCC) Radiation Exposure Statement: When using the product, maintain a distance of 20cm from the body to ensure compliance with RF exposure requirements.

ISED (Innovation, Science and Economic Development Canada Compliance)
F-Secure **SENSE** security router | Model FSEC-SE161 | IC: 20909-FSECSE161
This device complies with Innovation, Science and Economic Development Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Indoor use only.

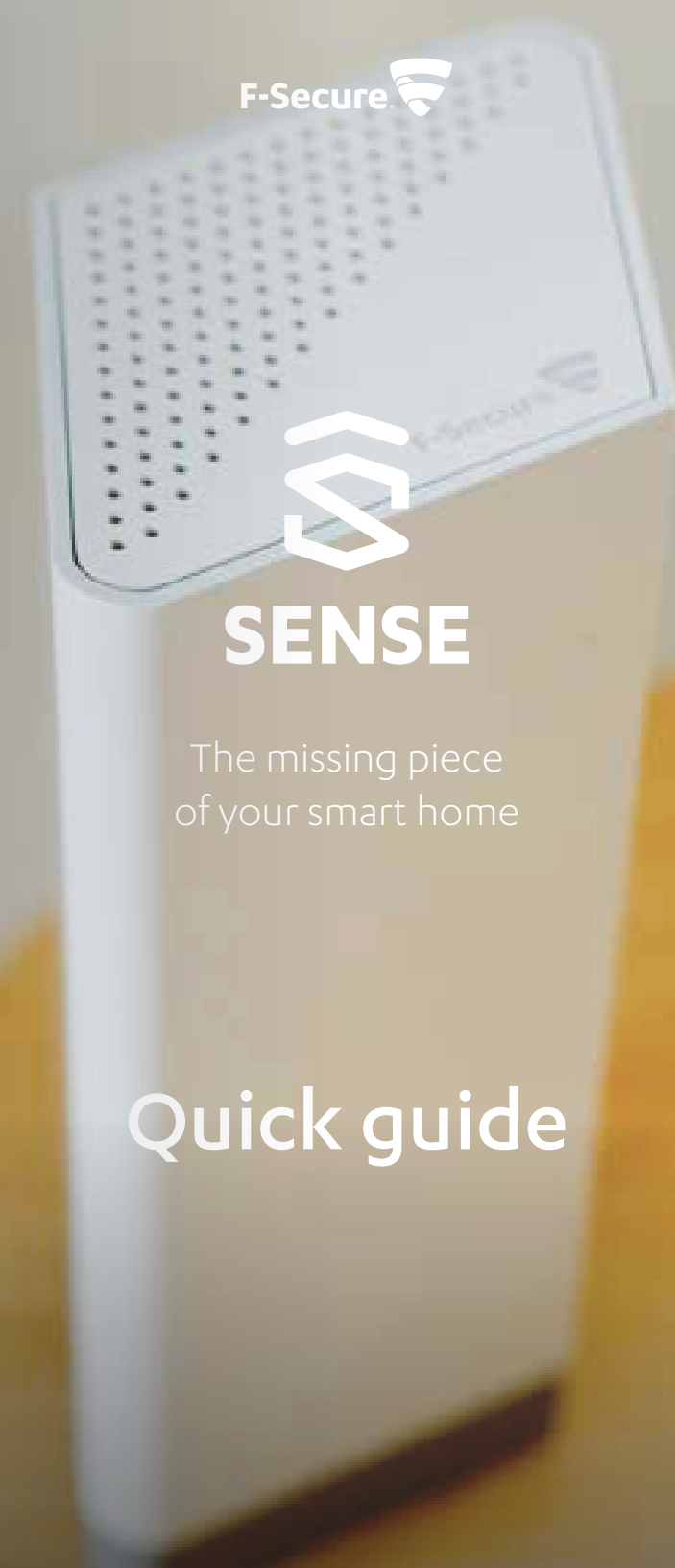**ISDE (Innovation, Sciences et Développement économique Canada – Conformité)**
F-Secure **SENSE** routeur de sécurité | Modèle FSEC-SE161 | IC: 20909-FSECSE161
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F-Secure

SENSE

The missing piece of your smart home

Quick guide

🇫🇷 To view this guide in French, go to:

sense.f-secure.com/guide

To set up your smart and secure **SENSE** network, download the "F-Secure SENSE" app from Google Play or the Apple App store and simply follow the instructions in the app.

What is SENSE?

Simply put, **SENSE** is the solution to a problem: The more connected devices we have in our home, the more difficult it is to protect them.

SENSE allows you to enjoy all your new smart technology without sacrificing or worrying about the security of your home's smart devices.

Together, the **SENSE** router and the **SENSE** app protect every device in your home as well as your mobile devices on the go. So, in fact, **SENSE** is one solution to many problems.

What does SENSE do?

SENSE replaces your home WiFi network with a secure **SENSE** network, where you connect all your devices to protect them.

Your **SENSE** router uses cutting-edge technologies such as artificial intelligence and machine learning (that's as impressive as it sounds) to protect all traffic coming in and out of your home. It's elegantly designed and has a display which alerts you to possible threats, so leave it in a visible place!

The **SENSE** app gives you detailed information on the security of each device connected to the network and lets you know if you need to do anything to keep your devices secure.

Setting up your SENSE

Protecting every device in your home consists of two phases: Creating your secure **SENSE** network, then connecting every device in your home to that network.

This includes all your smart devices (TV, gaming consoles, tablets, etc.) that are still connected to your old WiFi network.

Phase 1 – Setting up the SENSE network and protecting your first device:

1. Download the **SENSE** app onto the phone or tablet you wish to control your secure **SENSE** network with.
2. Power up your **SENSE** router
3. Pair your first phone or tablet with the **SENSE** router.*
4. Create your secure **SENSE** network.

Phase 2 – Protecting every device in your home:

1. Disconnect each device from your old WiFi Network, and connect them to your new secure **SENSE** network.
2. For extra security at home and on the go, download the **SENSE** app – available on iOS, Android, and Windows (PC).

You can connect your other devices to the **SENSE** network either by using WiFi or an Ethernet cable.
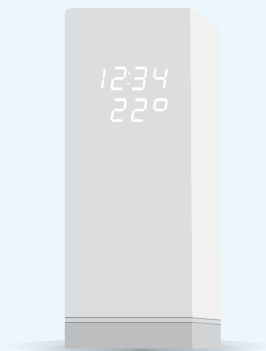
For WiFi, go to your device settings and connect the device to the newly created **SENSE** network. Note that you can find the network name and password from the **SENSE** app from the devices screen by clicking "add new device".

If you are using an Ethernet cable, plug it into an available port (labelled 1, 2, or 3) on the **SENSE** router.

SENSE display

The **SENSE** router comes with a display that lets you know what is happening with your connected devices.

When the display shows time and outside temperature, you have nothing to worry about - **SENSE** is running normally. If you see an exclamation mark, it means that **SENSE** has discovered something and you should open the **SENSE** app. It could be that we have introduced a cool new feature or that **SENSE** has discovered malware.

The display also guides you through the setup process along with the app. The table explains the various icons you might see.

The SENSE app installation

> For extra security at home and on the go, download and install the **F-Secure SENSE** app on all your iOS, Android and Windows devices.

Once you have installed the app and paired it with the **SENSE** router, you have full control of the **SENSE** router. This means that you can change the settings and monitor the status of the whole network.

Display		What it means	Action
No lights		**SENSE** has no power.	Check that the **SENSE** router is plugged in.
		The display brightness is too low.	Change display brightness from the app settings.
Whole display lit	8888 8888	**SENSE** is booting up.	Wait 30-60 seconds. If nothing happens, unplug the **SENSE** router and then plug it in again. If the problem persists, a factory reset is needed.
Static squares	▫▫ ▫▫		
Pulsing squares	▫▫ ▫▫	**SENSE** is ready for pairing.	Press the blue button on the back of the **SENSE** router.
Four (4) numbers	1234	Pairing code. This appears after you press blue pairing button.	Follow the instruction in the **SENSE** app.
Rotating squares	▫▫ ▫▫	**SENSE** is connecting or verifying an action done by the app.	This may take a moment. Follow the instruction in the **SENSE** app.
Plus sign	╬	Action completed.	No action needed. Get ready for the next step.
Exclamation mark	!	**SENSE** has discovered something.	Check the **SENSE** app.
Updating	▫▫ ▫▫	**SENSE** is updating its software. This could take up to 5 minutes, depending on your internet connection.	Wait for the download to complete. Keep the **SENSE** router plugged in and follow the instructions in the **SENSE** app.
Reset	rSt	The **SENSE** router was reset and data was cleared.	Wait for the **SENSE** router to restart and then set it up.
Factory reset	FF	The **SENSE** router was reset and restored to factory settings. Any previous settings are lost.	Wait for the **SENSE** router to restart and then set it up.
Time & temperature	12:34 22° / 12:34 72F	You are online and protected.	Enjoy!