



Wayvee Sensor Installation and Activation Guide

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1. About This Guide

This guide provides step-by-step instructions for installing, activating, and configuring your Wayvee Sensor. It is designed to help retailers quickly set up the device to gain actionable insights into customer behavior and satisfaction while ensuring ease of use and privacy compliance.

The guide includes everything you need to know, from unpacking the device to calibrating it for optimal performance. Additionally, it offers troubleshooting tips and details on integrating the Wayvee Public API for automated data workflows.

Whether you are setting up the Wayvee Sensor for the first time or looking to enhance its functionality, this guide will ensure a seamless installation and operation process.

2. Solution Overview

Wayvee Sensor is an advanced device that provides retailers with actionable insights into customer behavior and satisfaction (C-SAT). It utilizes radar-based radio frequency technology and artificial intelligence to help you optimize your store layout, enhance product placement, and improve customer engagement while respecting privacy.

3. Overview of Wayvee's Purpose and Benefits

Wayvee's purpose is to help you understand your customers' emotions. The device enables real-time monitoring of customer interactions, tracks engagement, and measures C-SAT without invasive tracking methods. By offering accurate insights, Wayvee helps you create a better customer shopping experience.

4. Wayvee Sensor Installation Steps

To install, activate, and calibrate the device, complete the following steps:

Step 1: Unpack Your Wayvee Sensor

1. Open the package and ensure all components are included:
 - **Wayvee Sensor:** The Wayvee Sensor device.
 - **Router:** Cloud services network connection router hAP ax lite LTE6

- **Power Adapter:** Versatile AC 100 V to 240 V input and 5.0 V DC output, USB type C connector
- **Mounting Brackets:** The package includes three types of brackets for flexible installation options: left, right, and wall-mounted. These brackets ensure secure and convenient attachment of the device to various surfaces
- **Set of Fasteners:** Includes screws and wall plugs for secure installation
- **Cable Holder:** A specialized USB Type-C cable holder is included in the package to prevent accidental disconnection of the cable from the device, ensuring stable and reliable operation
- **Pin:** Pin stick for pressing the reset button

2. Inspect all items to ensure there is no visible damage.

Step 2: Select the Installation Location

1. Choose a location near the area you wish to monitor (e.g., shelves, displays).
2. Ensure the location:
 - Is within reach of a power source.
 - Is free from obstructions such as walls, tall shelves, or merchandise.
 - Provides a clear line of sight to the monitoring zone.

Step 3: Mount the Device

1. Attach the mounting bracket to the selected surface (wall or shelf):
 - Use the included screws or double-sided tape for secure placement.
 - Install the bracket at a height of approximately 1.2 meters from the ground for optimal performance.
2. Snap the Wayvee Sensor onto the bracket, ensuring it is firmly attached.

□ □ The operating radius of the Wayvee Sensor is 5 m.

Step 4: Connect to Power

1. Plug the USB Type-C cable into the sensor's power port.
2. Connect the other end of the cable to a power adapter and plug it into a nearby power outlet.
3. Verify that the device powers on by checking the indicator lights:

- A red LED should be turned on, indicating the device is ready for activation.

Step 5: Activate Your Wayvee Sensor

1. **Scan the QR Code:**
 - Use your smartphone's camera to scan the QR code on the back of the device.
 - You will be redirected to the Wayvee platform (<https://app.wayvee.com>).
2. **Log In to Your Wayvee Account:**
 - Enter your email and password provided by Wayvee.
 - Alternatively, log in using the "Sign in with Google" option.
3. **Connect to Wi-Fi:**
 - Follow the on-screen instructions to connect the sensor to your store's Wi-Fi network.
 - Select the network and enter the password.
 - Wait until the blue LED becomes solid to confirm a successful connection.

Step 6: Upload Installation Photos

1. In the Wayvee platform, upload a photo of the installed sensor:
 - Click "Add Photo" and take a new photo or select one from your library.
 - Ensure the photo clearly shows the sensor and its surroundings.

Step 7: Configure Tracking Zones

1. Select the shop and zone where the sensor is installed:
 - Navigate to the "Shops" section in the Wayvee platform.
 - Choose the appropriate shop and select the zone (e.g., "Groceries" or "Beverages").
2. Adjust the sensor's position on the floor plan if needed.
3. Click "Activate Sensor" to finalize the setup.

Step 8: Calibrate the Sensor

1. Ensure there is no movement in the monitoring zone during calibration.
2. Follow the on-screen instructions to:
 - Define the Region of Interest (ROI).
 - Adjust parameters such as shelf width, sensor height, and ROI depth.

- Mark the monitoring area by tapping on the floor plan.
- 3. Complete the calibration by clicking “Save and Continue.”

Step 9: Finalize the Setup

1. The Wayvee platform will confirm that the sensor is activated and calibrated.
2. Update the sensor's software if prompted:
 - Click “Update Software” and wait for the process to complete.
3. Once the update is finished, the sensor is ready to operate.

API Integration (Optional)

If you prefer automated data extraction and integration with your internal systems, you can use the Wayvee Public API.

1. **Reach Out for Access:**
 - Contact Wayvee Support or your Customer Success Manager to request access to the API.
2. **Refer to Documentation:**
 - Visit the [Wayvee Public API portal](#) for comprehensive details on available endpoints, authentication, and data structure.
3. **Implementation:**
 - Follow the provided documentation to implement API requests and collect analytics data programmatically based on your specific requirements.

For more details, visit the Wayvee Public API documentation or contact your Customer Success Manager.

5. Troubleshooting

- **The red LED is off:**
 - Ensure the power cable is securely connected.
 - Try using a different power outlet.
- **The sensor cannot connect to Wi-Fi:**
 - Verify the Wi-Fi credentials entered.
 - Ensure the network is within range and functional.
- **The Wayvee platform does not detect the sensor:**
 - Confirm the QR code was scanned correctly.

- Restart the sensor by unplugging and reconnecting the power cable.

6. Need Help?

If you encounter any issues during installation or activation, please contact the Wayvee Customer Success manager at anna.lukyanenko@wayvee.com.

Enjoy your Wayvee experience and unlock new insights into customer behavior and satisfaction!

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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: 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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.