Bundle kit: DCH-S1621KT

(DCH-S162/DCH-S163)

FAQ English Version

Written By

Customer Service Department I of DHQ
# Revision History

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<td>2021/01/18</td>
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General

Q1: How can the connection and battery status be checked on the DCH-S163 water sensor?

Note: Make sure the associated DCH-S162 is functioning properly beforehand.

To ensure the device is up and running, the device can be tested by pressing the button on the bottom. The device will wake up and the built-in siren of the associated DCH-S162 will sound 3 times and send a test push notification to the associated mobile device. You may also allow water to make contact with the 4 metal probes on the backside of the device (do not fully submerge the device to avoid damage).

Note: If the DCH-162 does not beep, please try the following troubleshooting steps:

Step 1: Move the DCH-S163 closer to the DCH-S162.
Step 2: Please check there is not a large source of interference (oven, refrigerator, etc.) between the DCH-S162 and the DCH-S163.

To verify if there is sufficient battery power left, please follow the steps below:
**Step 1:** Launch the mydlink app and tap the DCH-S163 to access the device page.

![Device page screenshot](image1)

**Step 2:** The remaining percentage of battery is displayed under **Status Info**.

![Status Info screenshot](image2)
Q2: How can push notifications for the DCH-S162 or DCH-S163 be disabled?

The water sensors will send push notifications to the associated mobile device once water is detected. To disable push notifications, disable push notifications for “all” devices in your mydlink account.

To disable push notifications, please tap > Account > Disable Notification.

Q3: How can all notifications on the mydlink app be disabled?

Step 1: Tap .
Step 2: Tap your account

Step 3: Tap 🅱️ to disable push notifications
Q4: Are the DCH-S162 and DCH-S163 reusable after detecting a leak?

Yes. It is recommended that the devices are wiped clean of any remaining dust or liquid. As a precaution, please check the battery on the DCH-S163 before reuse.

Q5: Will the DCH-S163 operate when submerged in water?

The DCH-S163 water sensor is IP65 rated and can only tolerate a moderate amount of water. If fully submerged, the device may not function as desired. If large flooding is expected, it is recommended that the DCH-S162 is used instead. With the sensor cable and included extension cable, the DCH-S162 can operate and handle larger unwanted volumes of water. Make sure the body/plug of the DCH-S162 does not come into contact with any water as it can cause serious damage to the device.

Q6: How do I know if the DCH-S162 or DCH-S163 have detected water?

The siren will sound and the strobe LED will blink red within a minute of either of the devices detecting water via the sensor probe or the extended cable sensor. A push notification will also be sent to the associated mobile device momentarily.

Q7: Is the entire sensor cable on the DCH-S162 able to detect water?

Excluding the plastic cap on the tip of the cable, the entire sensor cable can detect water. The included extension cable can be added to extend the range of detection, however it cannot be used to detect water.

Q8: What can be done to make other mobile devices receive water leak push notifications?

Simply download the mydlink app from the Google Play Store or App Store and login with your mydlink account on the other mobile devices. When water is detected, push notifications will be sent to all associated mobile devices.
**Q9: How can the DCH-S162’s Wi-Fi connection be checked?**

Wi-Fi and Internet access are required for the DCH-S162 to connect to the cloud. If the DCH-S162 disconnects from Wi-Fi, you will only be alerted by the built-in siren and strobe light if water is detected. In case the DCH-S162 loses Wi-Fi connectivity or Internet access, a “device offline” push notification will be sent to the associated mobile devices.

To verify if the DCH-S162 is connected to the Wi-Fi please refer to the following methods:

- **Through the mydlink app:** Launch the mydlink app. If not connected, the devices will be shown as offline.

- **Through device:** If not connected, the status LED is blinking orange.

**Q10: How many DCH-S163s can be paired with one DCH-S162?**

One DCH-S162 is compatible with up to 16 DCH-S163s.

**Q11: How can the DCH-S162 or DCH-S163 be renamed?**

To rename the devices, please follow the steps below:
**Step 1:** Tap the DCH-S162 or DCH-S163 on the Home Screen.

**Step 2:** Tap 🛠️ to access the device’s Settings page.
**Step 3:** Tap ✍️ to edit the device’s name.

**Step 4:** Type in a new device name and then tap ✅ to save.
**Step 5:** The device’s name has been changed.

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**Q12:** Can another, or several other, DCH-S163s be added in a different location? Is another account needed?

Yes, multiple DCH-S163s can be added to the same account. Each DCH-S162 is compatible with up to 16 DCH-S163s. Additional DCH-S162s may be required if the DCH-S163s are placed in different locations or the maximum number of supported DCH-S163s with one associated DCH-S162 in one location has been reached.

**Q13:** How can the DCH-S163 be paired or unpaired with another DCH-S162?

Perform a factory reset on the DCH-S163 to unpair it from its associated DCH-S162.

**Note:** Performing a factory reset on the DCH-S163 will not remove the associated DCH-S162 from your mydlink account.

To perform a factory reset, please follow the steps below:
● Through the mydlink app:

**Step 1**: Tap the DCH-S163 on the Home Screen.

**Step 2**: Tap ⚙️ to access the device’s Settings page.
**Step 3:** Tap **Remove Device**.

![Device Settings](image)

- **Through the device:**

  **Step 1:** Press and hold the 🔄 button on the bottom for 10 seconds until the LED turns red.

![Step 1](image)

  **Step 2:** When the device starts blinking orange, the device has been restored to the factory default.

![Step 2](image)
**Step 3:** Launch the mydlink app and sign in. Or, sign up for a mydlink account if you do not have one.

![mydlink app sign in](image)

**Step 4:** Tap 📢.

![mydlink app home screen](image)
**Step 5:** Tap **Add Device** from the menu.

**Step 6:** To scan the Setup Code, tap **Scan**.
Step 7: Please hold the mobile device steady for 2-3 seconds facing the Setup Code printed on the bottom of the device.

Step 8: If multiple DCH-S162s are placed in a similar location, choose the one that needs pairing with the DCH-S163. Skip the next step if there is only one DCH-S162.
**Step 9:** Press and hold the button on the device until the LED starts blinking orange, then release. Tap **Next**.

**Step 10:** Wait for the DCH-S163 to pair with the DCH-S162.
**Step 11:** If desired, the device’s name can be changed. Then, tap **Next**.

**Step 12:** The device has been set up successfully. Tap **Done**.
**Step 13:** Place the device where water needs to be detected. Ensure that the 4 metal probes on the backside of the device are in contact with a flat surface to sense water. Then tap **Next**.

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<td>Place the sensing pod where you want to detect water. Ensure that the 4 metal probes on the bottom of the device are in contact with a flat surface to sense water.</td>
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**Step 14:** To conserve battery life, the device will enter power-saving mode and the LED will switch off. The device will wake up and the LED will light up should water be detected. Tap **Next**.

<table>
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<th>Power Saving</th>
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<td>To conserve battery life, the LED will turn off and the sensing pod will go into power saving mode after an event goes off. The sensing pod will wake up when water is detected.</td>
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</table>
**Step 15:** To ensure the device is up and running, test the device by pressing the button on the bottom. The device will wake up and send a test push notification to the associated mobile device. You may also allow water to make contact with the 4 metal probes on the backside of the device (do not fully submerge the device to avoid damage). Tap Got It to complete the setup.

![Testing the Sensing Pod](image)

Q14: **Do the DCH-S162 or DCH-S163 need to set up again if they are moved to different locations?**

If the DCH-S162 is still connected to the same Wi-Fi network they do not need to be set up again. Simply unplug the device, plug it into another AC-powered socket (100~240Vac, 50/60Hz) and then it will connect to the same Wi-Fi network automatically. All associated DCH-S163s will continue to work with DCH-S162.

**Note:** It is recommended that each device is tested after being moved. If no push notification is received, make sure the DCH-S162 has suitable Wi-Fi coverage and/or move the DCH-S163 closer to DCH-S162.

To connect the DCH-S162 to another Wi-Fi network, plug it into the AC power socket and then follow the steps below:
**Step 1:** Tap the DCH-S162 on the Home Screen.

![Home Screen Image](image1)

**Step 2:** Tap 🛠️ to access the device’s Settings page.

![Settings Page Image](image2)
**Step 3:** Under **Others**, tap **Wi-Fi** to choose another Wi-Fi network for the device.

![Device Settings](image)

**Note:** Make sure the mobile device’s Bluetooth is enabled.

**Step 4:** Choose the Wi-Fi SSID network for the device.

![Wi-Fi Setting](image)
Step 5: Enter the Wi-Fi password. Then tap Confirm.

![Wi-Fi Setting](image)

Step 6: The device is now connected to the new Wi-Fi network.

Step 7: Test each device after moving to them to different locations. If no push notification received, make sure the DCH-S162 has suitable Wi-Fi coverage and/or move the DCH-S163 closer to DCH-S162.

Q15: The current Wi-Fi network has change?

If the Wi-Fi name or password is not the same as before, the Wi-Fi settings on DCH-S162 must be updated. To connect to the new Wi-Fi network, please follow the steps below:
**Step 1:** Tap the DCH-S162 on the Home Screen.

**Step 2:** Tap 🛠️ to access the device’s Settings page.
**Step 3:** Under **Others**, tap **Wi-Fi** to choose another Wi-Fi network for the device.

![Device Settings](image)

**Note:** Make sure the mobile device’s Bluetooth is enabled.

**Step 4:** Choose the Wi-Fi SSID network for the device.

![Wi-Fi Setting](image)
**Step 5:** Enter the Wi-Fi password. Then tap Confirm.

![Wi-Fi Setting]

**Note:** Make sure the mobile device’s Bluetooth is enabled.

**Step 6:** The device is now connected to the new Wi-Fi network.

**Step 7:** Test each device after moving to them to different locations. If no push notification is received, make sure the DCH-S162 has suitable Wi-Fi coverage and/or move the DCH-S163 closer to DCH-S162.

**Q16: How does Bluetooth work on the DCH-S162?**

The DCH-S162 supports BLE for the set up. Please turn on Bluetooth on the mobile device during installation. Once complete, Bluetooth may be safely switched off.

**Q17: How far can the DCH-S163 be placed away from the paired DCH-S162?**

The DCH-S163 can be placed over 300 feet away indoors or 1,000 feet away in open space from the associated DCH-S162.

**Note:** The wireless signal range may be affected depending on environmental factors.
Q18: How can the built-in siren on the DCH-S162 be muted?

The built-in siren will sound when water is detected by either the DCH-S162 or the associated DCH-S163. Once water is no longer detected, the siren will stop. The siren however can be muted to prevent continuous audio alerting before flooding ends.

**Note:** If the siren is muted using any of the following methods, the siren will still beep 3 times every 27 seconds to indicate water is still detected.

To prevent continuous beeping, use the following methods:

- Open the mydlink app and tap the 🚨 icon on DCH-S162.
• Tap **Siren Off** in the rich notification.

• Press the ⚪ button on the DCH-S162.

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**Q19: How long does the built-in siren on DCH-S162 sound for when the DCH-S162 or DCH-S163 has detected water?**

The built-in siren will keep sounding every second until water is no longer detected. The siren however can be muted to prevent continuous audio alerting before flooding ends.

**Note:** If the siren is muted using any of the following methods, the siren will still beep 3 times every 27 seconds to indicate water is still detected.
Q20: How long do the DCH-S163’s batteries last?

Under conditions of normal usage, the DCH-S163’s batteries can last approximately 5 years.

Normal use can be considered as the DCH-S163 detecting water once a week. Battery life may be shorter due to several factors such as extreme cold or heat, more frequent alerts and so on.

Q21: Can the DCH-S163 trigger the siren of an unpaired DCH-S162 if it detects water?

No.

Note: A DCH-S163 can only be paired to one DCH-S162.

Setup/Installation

Q22: What mobile app should be used for setting up the DCH-S162 and DCH-S163?

Please download the mydlink app from Google Play or App Store. Devices can be managed via smartphone or tablet. It is also compatible with the Google Assistant.
Q23: How is the DCH-S1621KT water sensor kit set up?

Step 1: Launch the mydlink app and sign in. Or, sign up for a mydlink account if you do not already have one.

![mydlink app](image1)

Step 2: Power up the DCH-S162 and wait for the status LED to flash orange. A prompt will appear within 30 seconds and then tap Add Device.

![Add Device](image2)
Note: Make sure the mobile device’s Bluetooth is enabled in order to find the device. If not automatically prompted, tap 📡 and then tap Add Device.

Step 3: To scan the Setup Code, tap Scan. Or, to select the device from the menu, tap Can’t find the Setup Code.

Step 4: If Scan in the app was selected, please hold the mobile device steady for 2-3 seconds facing the Setup Code printed on the side of the device.
**Step 5:** Connect the sensor cable to the device and then tap **Next**.

**Step 6:** Please make sure the device is powered on and is flashing orange. Then tap **Next**. Skip this step if the device was installed by tapping **Add Device** from the prompt.
**Step 7:** Choose a Wi-Fi SSID network for the device.

**Step 8:** Enter the Wi-Fi password. Then tap **Confirm**.
**Step 9:** If desired, the device’s name can be changed. Then, tap **Next**.

**Step 10:** Wait while the device connects to the cloud.
Step 11: The device has been set up successfully. Tap Done.

Step 12: Place the sensor cable of the DCH-S162 in a suitable spot for detecting water. If necessary, remove the provided extension cable from the sensor cable. Also ensure the 4 metal probes on the backside of the DCH-S163 are in contact with a flat surface to sense water. Then tap Next.
**Step 13:** To ensure the DCH-S163 is up and running, test the device by allowing water to make contact with the 4 metal probes on the backside of the device (do not fully submerge the device to avoid damage). The device will wake up and send a test push notification to associated mobile device. Or simply press the button on the bottom.

![Testing the Sensing Pod](image)

Note: If no push notification was received, please make sure:
1. The 4 metal probes of DCH-S163 are in contact with water.
2. The device is located within 300 feet of the DCH-S162.
3. On the associated mobile device, notifications from mydlink are set to allow.
Step 14: To conserve battery life, the device will enter power-saving mode and the LED will switch off. The device will wake up and the LED will light up should water be detected. Tap Got it to complete the setup.

Q24: How is the DCH-S162 water sensor set up?

Step 1: Launch the mydlink app and sign in. Or, sign up for a mydlink account if you do not have one.
**Step 2:** Power on the DCH-S162 and wait for the status LED to flash orange. A prompt will appear within 30 seconds and then tap **Add Device**.

![New Device Found](image)

**Note:** Make sure the mobile device’s Bluetooth is enabled in order to find the device. If not automatically prompted, tap ![Add Device](image) and then tap **Add Device**.

**Step 3:** To scan the Setup Code, tap **Scan**. Or, to select the device from the menu, tap **Can’t find the Setup Code**.

![Scan](image)
Step 4: If **Scan** in the app was selected, please hold the mobile device steady for 2-3 seconds facing the Setup Code printed on the side of the device.

![Scan Setup Code](image)

Step 5: Connect the sensor cable to the device and then tap **Next**.

![Device Setup](image)
**Step 6:** Please make sure the device is powered on and is flashing orange. Then tap **Next**. Skip this step if the device was installed by tapping **Add Device** from the prompt.

![Device Setup](image)

**Step 7:** Choose the Wi-Fi SSID network for the device.

![Wi-Fi Setting](image)
**Step 8:** Enter the Wi-Fi password. Then tap **Confirm**.

**Step 9:** If desired, the device’s name can be changed. Then, tap **Next**.
**Step 10:** Wait for the device to configure its settings and bind the DCH-S162 to the associated mydlink account.

**Step 11:** The device has been installed. Tap **Done**.
**Step 12:** Place the sensor cable where water needs to be detected. If necessary, remove the included extension cable from the sensor cable. Then, tap **Next**.

**Step 13:** You will be alerted by the built-in siren and by real-time push notifications once water is detected. Tap **Got it** to complete the setup.
Q25: How is the DCH-S163 water sensor set up?

Step 1: Launch the mydlink app and sign in. Or, sign up for a mydlink account if you do not have one.

Step 2: Tap
Step 3: Tap **Add Device** from the menu.

Step 4: To scan the Setup Code, tap **Scan**.
**Step 5:** Please hold the mobile device steady for 2-3 seconds facing the Setup Code printed on the bottom of the device.

**Step 6:** Press and hold the button on the device until the LED starts blinking orange, then release. Tap **Next**.
**Step 7:** Wait for the DCH-S163 to pair with the DCH-S162.

**Step 8:** If desired, the device’s name can be changed. Then, tap **Next**.
**Step 8:** The device has been installed. Tap **Done**.

**Step 9:** Place the device where water needs to be detected. Ensure that the 4 metal probes on the backside of the device are in contact with a flat surface to sense water. Then tap **Next**.

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**Step 10:** To conserve battery life, the device will enter power-saving mode and the LED will switch off. The device will wake up and the LED will light up should water be detected. Tap **Next**.

**Step 11:** To ensure the device is up and running, the device can be tested by pressing the button on the backside. The device will wake up and send a test push notification to the associated mobile device. You may also allow water to make contact with the 4 metal probes on the backside of the device (do not fully submerge the device to avoid damage). Tap **Got it** to complete the setup.
Factory Reset

Q26: How can the DCH-S1621KT be restored to factory settings?

To perform a factory reset, please follow the steps below:

- **Through the mydlink app:**

  **Step 1:** Tap the DCH-S162 on the Home Screen.
Step 2: Tap 🔄 to access the device’s Settings page.

Step 3: Tap Remove Device

Step 4: Tap Remove. When the LED starts blinking orange, the device has successfully been restored to the factory settings.
● **Through device:**

**Step 1:** Press and hold the 🔅 button on the device for around 10 seconds until the LED turns red.

![Press and hold the button](image1)

**Step 2:** When the LED starts blinking orange, the device has successfully been restored to the factory settings.

![LED blinking orange](image2)

**Q27 How can the DCH-S162 be restored to factory settings?**

Performing a factory reset removes any associated DCH-S163s, if any, from the DCH-S162.
To perform a factory reset, please follow the steps below:

- **Through the mydlink app:**

**Step 1:** Tap the DCH-S162 on the Home Screen.

**Step 2:** Tap 📚 to access the device’s Settings page.
Step 3: Tap **Remove Device**

Step 4: Tap **Remove**. When the LED starts blinking orange, the device has successfully been restored to factory settings.

- **Through device:**
  
  **Step 1**: Press and hold the 🔄 button on the device for around 10 seconds until the LED turns red.

  ![Step 1: Press and hold the button for 10 seconds](image1)

  **Step 2**: When the LED starts blinking orange, the device has successfully been restored to factory settings.

  ![Step 2: LED blinking orange](image2)
Q28: How can the DCH-S163 be restored to factory settings?

To perform a factory reset, please follow the steps below:

● **Through the mydlink app:**

**Step 1:** Tap the DCH-S163 on the Home Screen

**Step 2:** Tap 🔄 to access the device’s Settings page.
**Step 3: Tap Remove Device**

![Device Settings](image)

**Step 4: Tap Remove.** When the device starts blinking orange, the device has been restored to factory default.

- **Through device:**
  
  **Step 1:** Press and hold the button on the backside for 10 seconds until the LED turns red.

  ![Device button press](image)

  **Step 2:** When the device starts blinking orange, the device has been restored to factory default.
Troubleshooting

Q29: How can the functionality of the DCH-S162 be tested?

To ensure the DCH-S162 is functioning properly, please try the following:

- Verify the status LED on the device is solid green.
- Pour water on the sensor cable to test it. You will be alerted by the built-in siren, strobe LED and by a push notification.

Note: If no push notification was received, the siren does not sound, and the strobe LED does not trigger then please check if the sensor cable is installed correctly.

Q30: How can the functionality of the DCH-S163 be tested?

To conserve battery life, the device remains in power-saving mode unless a leak is detected. To ensure the device is up and running, the device can be tested by pressing the button on the backside. The device will wake up and the built-in siren of the associated DCH-S162 will sound 3 times and a test push notification will be sent to the associated mobile device. You may also allow water to make contact with the 4 metal probes on the backside of the device (do not fully submerge the device to avoid damage).

Note: If no push notification was received, please make sure:

1. The 4 metal probes of DCH-S163 are in contact with water.
2. The device is located within 300 feet of the DCH-S162.
3. On the associated mobile device, notifications from mydlink are set to allow.

Q31: Why is the DCH-S163 not showing up in the associated mydlink account?

The DCH-S162 is required for the DCH-S163 to function. If the DCH-S162 is no longer bound to the associated mydlink account, all associated DCH-S163s will also be removed.