

Govee

User Manual

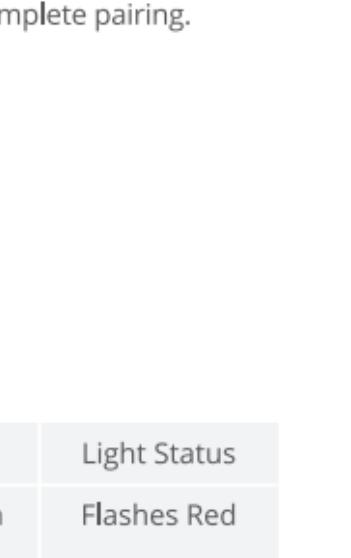
Model:H5123
Door/Window Sensor

Included in the Box

Item	Quantity
Door/Window Sensor	1
Magnet	1
CR2032 Battery	1 (Pre-Installed)
Adhesive Tape	2 (Pre-Installed)
User Manual	1

Introduction

The Govee Door/Window Sensor has a built-in high-precision reed switch and a precision circuit. It can detect the open/close status of doors, windows, drawers, etc., and can be fixed to most indoor surfaces with



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Note:

- Choose "Allow" to the permissions requested when opening Govee Home App for the first time. These permissions allow the app's features to function normally and are not used to record personal, private information.
- Due to ongoing updates, Govee Home App may be slightly different than shown in this manual. In case of any differences, always follow the in-app instructions.

Pairing with Govee Home App

- Turn on your smartphone's Bluetooth.
- Open Govee Home App, tap the "+" icon in the top right corner and search for "H5123."
- Tap the device icon and follow the on-screen instructions to complete pairing.

Note:

- Govee Home App is being continually updated and its features do expand.

Troubleshooting

The troubleshooting section below is for solving frequently asked questions. If your problem persists, please contact customer support.

For Motion Sensor

Problem	Solution
The indicator light turns off.	1. Replace with a new battery. 2. Contact customer service.

Note:

- Check the device battery and make sure it is fully charged.
- Open the app and ensure the device and the distributed gateway are in the effective communication distance.
- Please ensure the device is not fixed on metallic surface.
- If the open/close status cannot be detected, please check if the gap between the sensor and the magnet is less than 25mm.
- Contact customer service.

For App & Connectivity

- Cannot connect to Govee Home App.
- The sensor may be connected with another smartphone. Disconnect it from the other smartphone first.

- The sensor is offline.
- Make sure your smartphone is powered on and is not connected with other Bluetooth devices.
- Enable the smartphone's Location Services.

Note:

- Try connecting with another smartphone.
- Make sure your app is updated to the latest version.
- If the Wi-Fi password has been changed, the sensor will automatically go offline. Try connecting it to the network again.
- Delete the offline sensor from Govee Home App, then add and reconfigure the sensor again in the app.

FCC Statement

This device complies with Part 15 of the FCC Rules. Operations 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.

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

Specifications

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.

Extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas. Be aware discharged battery may cause fire or smoke, tap the terminals to insulate them.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. 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.

● Make sure your router is connected to the internet, and your smartphone's network connection is working.

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into a outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

INDOOR USE ONLY

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO INSTRUCTIONS.

WARNINGS

The batteries (battery pack or batteries installed) shall not be exposed to excessive heat such as sun, fire, or the like. 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.

● If you are using a VPN, try turning it off and then connecting the sensor.

● Disable portal authentication for your Wi-Fi network. If portal authentication is enabled, this sensor will not be able to access your Wi-Fi network, and setup will fail. Portal authentication means that you need to sign in to your Wi-Fi network through a web page before you can use the Internet.

For App & Connectivity

- Cannot connect to Govee Home App.
- The sensor may be connected with another smartphone. Disconnect it from the other smartphone first.

● Make sure your smartphone is powered on and is not connected with other Bluetooth devices.

● Make sure the sensor is plugged in and powered on, then refresh "My Devices" in Govee Home App by swiping down on the screen.

● Make sure your smartphone is powered on and is not connected with other Bluetooth devices.

For Motion Sensor

● Make sure your sensor and the distributed gateway are located away from appliances that produce electromagnetic radiation (e.g. microwave ovens, refrigerators, etc.)

● If you are using a VPN, try turning it off and then connecting the sensor.

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