



HELLO SAILOR

OWNERS MANUAL

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Features

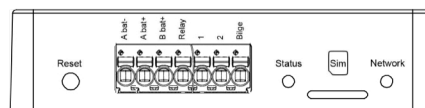
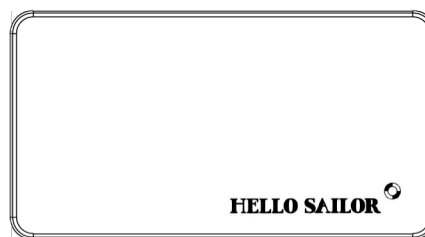
Hello Sailor can be used to remotely monitor up to 2 battery banks and 3 switches. Alerts will be sent via text message when a switch connected to one of the 3 inputs is activated, or when the battery voltages get low or are seen to be overcharging.

In addition a relay can be attached and controlled remotely via text message, allowing you to control appliances on your boat whilst away.

How it works

Hello Sailor operates using SMS text messages over 2G networks. It does this as these are the most widely available low power mobile phone networks, and text messages give the greatest reliability at low power, even in areas where the 2G network might not have a strong signal. This allows you to connect with your boat on remote moorings, without the extra power requirements and complexity of a wi-fi or Bluetooth connection.

There is no app to download onto your phone, all controls and alerts are made using text messages. These are prioritized by phone companies, and you can simply use a third party 2G Pay as You Go SIM, avoiding unseen cloud services, interfaces and their monthly subscriptions.



GETTING STARTED

Before proceeding, please ensure that Hello Sailor has been correctly wired according to the Installation Instructions.

1. Activate your SIM card by following the guidance given by your SIM card provider.
2. Configure mobile network settings.
3. Insert SIM card
4. Power on
5. Connect to the mobile phone network
6. Check signal
7. Save your phone number
8. Check status
9. Test inputs
10. Test relay
11. Reset alerts ready for use

Activate Your Sim Card

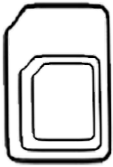
Follow the instructions that came with your chosen SIM card. We recommend at this point saving the phone number of this SIM in your mobile phone contacts. Keep this number secure. Activation can take up to 24 hours for some providers. Please check your SIM is active before proceeding.

Configure Mobile Network Settings

If using a Pay as You Go SIM card, we recommend setting up your account with your provider to automatically top-up when your balance runs low. We also recommend using a provider that carries over your balance month to month, and keeps the number active if not used quarterly.

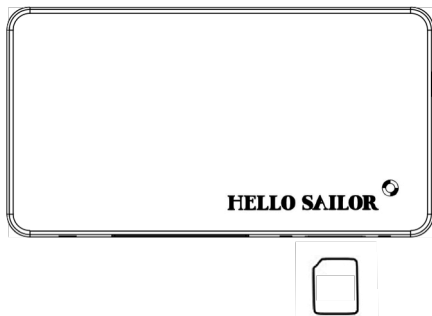
Insert SIM Card

CAUTION: Ensure that you insert only a Micro sized SIM card into the SIM slot. Attempting to insert a Nano sized SIM may result in the SIM card getting stuck in the slot and failure to connect to the phone network. The correct size is labeled on most SIM cards, and is the middle size as shown here:



If when breaking out the SIM card from its packaging, you inadvertently remove only the Nano SIM, please press it back into the Micro SIM holder on a flat surface and re-attempt.

Insert a Micro SIM card into the SIM slot, with the contacts of the SIM facing the bulkhead and the notch entering the slot first. Push in firmly with your fingernail or something similar until the card is held just inside the enclosure. To release, press in again until the card is free to pull out.



Power On

1. Turn on Hello Sailor using the switch on your distribution panel or the separate switch fitted during installation. Hello Sailor will beep twice.
2. If this is the first time you have powered up Hello Sailor, it will then give three slow beeps, indicating that there is no phone number for alerts saved in its memory.
3. Hello Sailor is now in startup and the status light is on.

Connect To The Mobile Phone Network

1. During startup, the network light shows the connection status to the mobile network.

Off	Hello Sailor is not running or is resetting.
Flash every 1 second	Hello Sailor is not connected to the mobile network
Flash every 2 seconds	Hello Sailor is connected to the mobile network
Flash intermittent	Hello Sailor is in sleep mode.

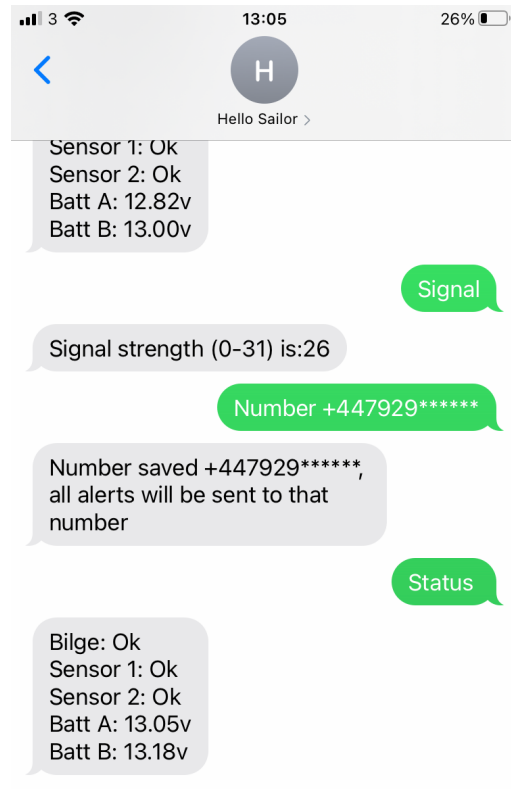
2. Once startup has completed, the Status light will go out, and then flash once every 8 seconds, indicating that Hello Sailor is now in sleep mode.
3. If connection has not been established during this time, please see troubleshooting below.

Check Signal

1. After startup is complete and Hello Sailor is in sleep mode, text the word:

Signal

to your new SIM



2. After a few seconds you should see the status light of hello sailor light up, this indicates that it has received your message and is preparing a reply.
3. A short time later you should receive a reply, indicating the signal strength between 1 and 31. If the signal is very weak (below 5) you may need to move Hello Sailor to a different position within the boat, until it has a clear view of the sky. Please see the Installation Manual for further advice on mounting.
4. If you don't receive a reply within 1 minute, send the message again, observing the status light as you do. A steady light indicates that the message has been received or that one is being sent.
5. If after 2 attempts you still don't receive a reply, please refer to the section on network troubleshooting below.

Save Your Phone Number

In order to receive alerts, you must save your mobile phone number into Hello Sailors memory. To do this text the word Number, followed by your phone number in international format. So after Number, put a space, and then the + sign, followed by your phone number with the first 0 removed.

For example for the United Kingdom (+44) number 07929*****, text:

Number +447929*****

You should shortly receive a reply indicating that the number has been saved to memory. Please check the number shown to ensure that the correct number has been saved.

NOTES:

Do not use any spaces in the phone number itself, only between the word Number and the + symbol.

Do not use any brackets around the country code.

Remove the zero at the beginning of your number.

Only use the +44 format, rather than 0044.

Check Status

1. Text Status
2. After a short time you should receive a reply indicating the status of the connected batteries and sensors

Test Inputs

1. If you have a bilge pump connected to Hello Sailor, test the function of the alert by briefly activating the pump using its manual over-ride switch or by lifting its float switch.
2. You should receive a message to the saved phone number indicating that the bilge pump has been triggered.
3. Repeat this for the switches connected to inputs 1 & 2, each input will activate the status light, indicating that Hello Sailor is sending an alert.

Test Relay

1. If you have a relay connected to the relay output of Hello Sailor, text:

Switch on

2. The status light will activate indicating that a message has been received, and shortly after the device you have attached to the relay output should activate.
3. You will receive a message indicating that the relay output is now switched on.
4. To switch the relay off again, text:

Switch off

You should again see the status light come on, the device you have attached turn off, and you will receive a message confirming this.

NOTE: The relay can also be turned off by pressing the Reset button, by sending the Reset message, or by removing power to Hello Sailor.

Reset Ready For Use

1. Send the text:

Reset

2. You should receive a message indicating that Hello Sailor is restarting, and hear the double beep indicating it is powering on.
3. After around 40 seconds, you should hear the tone indicating that startup has finished, and receive another message to the saved phone number showing the current status of the batteries and connected systems. The relay is always switched off after reset.
4. The alerts are now reset and will send again if an input is triggered.
5. Hello Sailor is now in sleep mode and ready for use.

CONTROLLING HELLO SAILOR

Hello Sailor is controlled using the following text messages.

NOTE: Hello Sailor can be accessed from multiple phones. Keep its phone number secure. If you have shared the phone number but no longer wish others to have access, please use a new SIM card.

Status	Provides the current status of all batteries and inputs. In addition it will tell you if a low or high voltage alarm has been triggered on either battery bank
Reset	Restarts Hello Sailor, resetting all of the alerts, and switching off the relay output. The phone number for alerts saved in the memory is not erased.
Signal	Indicates the signal strength from (weak) 1-31 (strong)
Number +*****	Saves the phone number that Hello Sailor will send alerts to. For example, (0044) 07929 123456, should be typed as: Number +447929123456
Clear memory	Erases the phone number in the memory. Alerts will not be sent.
Saved number	Displays the phone number saved in the memory.
Switch on	Switches on the relay output
Switch off	Switches off the relay output. The relay output is also switched off when the Reset message is sent, the Reset button is pressed or Hello Sailor is turned off.

RESETTING

To reset all alerts and turn off the relay, send the text message Reset, press the Reset button or power off Hello Sailor.

To reset Hello Sailor back to factory settings, send the message Clear memory, and wait for the confirmation reply, before resetting as normal.

ALERTS

Hello Sailor sends alert messages to a saved phone number when voltages are outside of certain limits, or when sensors connected to one of the inputs are triggered.

CAUTION: Hello Sailor allows you to remotely monitor several systems on your boat, and sends alerts if certain conditions are met. This feature is supplementary and should not be the primary method of monitoring or ensuring the safety of your vessel. The alert function depends on a number of factors, which are beyond the control of Hello Sailor, including, but not limited to the mobile phone network connectivity, and vessel systems. The timeliness and reliability of a message delivery is dependent upon the third party network provider.

Voltage Alerts

Hello Sailor checks the voltage of the battery banks once every minute, and sends an alert to the saved phone number if it detects that the voltage lies outside of these values:

System voltage	Low voltage alert	High voltage alert
12v	<= 11.8v	>= 15.5v
24v	<= 23.6v	>= 31.0v

To prevent nuisance messages on vessels where the voltage fluctuates greatly, the voltage alerts will only be sent once and Hello Sailor must be reset in order to receive another low or high voltage alert.

Bilge & Sensor Alerts

If the bilge pump or the sensors are activated, a status message will be sent indicating which alerts have been triggered. The message will only be sent once to avoid nuisance messages, and will remain in the triggered state until Hello Sailor is reset.

When the switch connected to terminal 1 is activated, Hello Sailor also sounds a beep once every 30 seconds if a phone number is saved to the memory.

CAUTION: This is not intended as a replacement to a dedicated high bilge water alarm for when underway, as the volume may not be great enough over the sound of the engine or sea.

STATUS & NETWORK

Status LED

Off	Hello Sailor is not powered on.
Flash every 8 seconds	Hello Sailor is in sleep mode
Continuous	Hello Sailor is sending or receiving SMS text message

Network LED

Off	Hello Sailor is not running or is starting up
Flash every 1 second	Hello Sailor is not connected to the mobile network
Flash every 2 seconds	Hello Sailor is connected to the mobile network
Flash intermittent	Hello Sailor is in sleep mode

USING HELLO SAILOR

Installation has been made simple. To monitor one battery bank and your bilge pump, usually requires only three short wires from the DC distribution panel on your boat. You can add features as time permits.

Whilst Hello Sailor has been created with boats in mind, it can be used for monitoring 12v or 24v DC systems anywhere there is a mobile phone signal.

The status function allows you to check the voltages of your battery banks and therefore check that your vessel is charging whilst you are away.

Sensor terminals 1 & 2 of Hello Sailor simply need to be connected to the negative terminal of the battery system to send an alert. The Bilge terminal will send an alert when connected to 12/24V DC. Most switches will work with these sensor and bilge terminals, allowing you to monitor many different scenarios.

Suggestions for use of sensor terminals

Tilt switch to detect a list on a flat-bottomed boat.
Heat or frost detector
Intruder alert using motion sensor or door and window switches wired in series.
Shore power sensor relay.

TROUBLESHOOTING

The Status LED does not come on

Please ensure that there is power to the A bat- and A bat+ terminals, and that you have the correct polarity.

No reply from Hello Sailor

Check that you are connected to a mobile network using the network LED. If the network light flashes once a second, it is not connected and you may need to move Hello Sailor to a different position within the vessel, or extend its antenna using a third party SMA cable. If the light is flashing intermittently, wake the unit by pressing the reset button, and observe the network light during this startup. A regular flash every 2 seconds indicates it has connected to a network. After approximately 45 seconds, the device will return to sleep mode and remain connected to the network. If a connection was not established during startup, it will continue to search in sleep mode until a network connection is made.

Check that you have credit with your network provider, and that your account has been activated. We recommend setting up your account to automatically top up.

Check with your network provider that there is GSM 2G coverage in your area, and that there are no current service issues.

Ensure that you have adequate reception on your mobile phone.

Ensure that you are sending the correct command, with no other characters in the message, and that CAPs lock is turned off.

Ensure that you have saved the number for Hello Sailor as a separate contact in your phone, rather than alongside an existing name. When an existing contact in your phone has previously used internet based messaging, some phone operating systems appear to save that information with the contacts details, and can then be slow to receive genuine SMS based text messages.

The SMS message service can vary depending on factors outside of the control of Hello Sailor. During times of high network activity, your network provider may store messages and send them later in a batch.

You can check that a message has been received by Hello Sailor by observing the status LED. It should light continuously for a few moments whilst receiving and replying, and then extinguish once the reply has been sent and it returns to sleep mode. If the LED does not extinguish after 2 minutes, restart Hello Sailor. If it does not light, check your network status with your provider and check that the Network LED is flashing once every 2 seconds.

If you are on board, send the message Signal, if the status LED lights, then Hello Sailor has received the message and is attempting to reply. The LED should extinguish after a few moments to indicate that it is back in sleep mode. Once connection has been established, check the current signal strength.

Reset Hello Sailor using the Reset button, or by sending the message Reset.

Alerts are not sending

Ensure that you have a saved phone number in the memory, to check, text Saved number.

Check that the number saved is the correct number for the mobile phone you are using.

Check that the phone number has been saved in the correct format, and includes the correct country code, for example
+447929*****

Check the network connection by referring to the section above entitled "No reply from Hello Sailor"

Check the functioning of your connected switches. The bilge input needs a positive (+) 12/24v DC signal to send an alert, and the sensor 1 & 2 inputs need to be connected to the negative (-) terminal of your battery system. When a switch is activated, the status light should come on and stay on for a few moments whilst Hello Sailor sends the alert message. If it flashes on and off immediately, then there is no phone number saved to the memory.

Voltage alerts are sending incorrectly

Hello Sailor automatically detects whether it is connected to a 12v or 24v system on startup and adjusts the voltages at which alerts are sent accordingly. Please ensure

that on start up, a 12v system is below 17v and a 24v system is above 17v. For voltage alerts to send correctly, both the A battery and B battery banks must be of the same nominal voltage, ie. Both 12v or both 24v.

Check the voltage received by Hello Sailor at the A bat+, A bat- and B bat + terminals using a multi-meter. They should be similar to those that Hello Sailor provides when sending a status message. If these voltages are very different to the voltages measured at your battery, then it may be necessary to reduce the voltage drop in the cables by using larger diameter, shorter cables and by ensuring that there are no high current devices using the same cables, for example, those going to a distribution panel.

The Status LED remains on continuously

If the Status LED does not extinguish after 2 minutes of idle time, press Reset. Hello Sailor will restart and should enter sleep mode after approximately 45 seconds.

The relay does not switch on when Hello Sailor says it has

Ensure that the relay is wired correctly as in the installation manual, and is of a current rating appropriate to the load connected.

Ensure that the manual cut-off switch and any safety cut-off switches are on.

Check the fuse or circuit breaker and the on/off switch of the load.

The device connected to the relay doesn't turn off

Check that Hello Sailor has received the message Switch off, and has confirmed this in an SMS to you.

Check that the load is turned off if it has a separate, manual on/off switch.

If Hello Sailor has lost network connection. Reset Hello Sailor or turn the relay off using the manual switch installed in figure 5 of the installation manual

SPECIFICATIONS

Input Voltage	7-32Vdc
Typical current draw @ 13v	12mA avg.
Max current draw @ 13v	0.5A
Fuse	1A
Sensor 1&2 voltage	4Vdc
Max relay load	0.5A
Operating temperature range	-10°C to 55°C
Max humidity	90% max
Enclosure material	Aluminium
GSM Band	850/900/1800/1900 MHz
GSM Power	2W @ 850/900Mhz 1W @ 1800/1900Mhz

EU DECLARATION OF CONFORMITY

Hereby, M Jennings & Co Ltd declares that Hello Sailor is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: <https://hello-sailor.co.uk/support/>

UK DECLARATION OF CONFORMITY

Hereby, M Jennings & Co Ltd declares that Hello Sailor is in compliance with the relevant statutory requirements. The full text of the UK declaration of conformity is available at the following internet address: <https://hello-sailor.co.uk/support/>

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