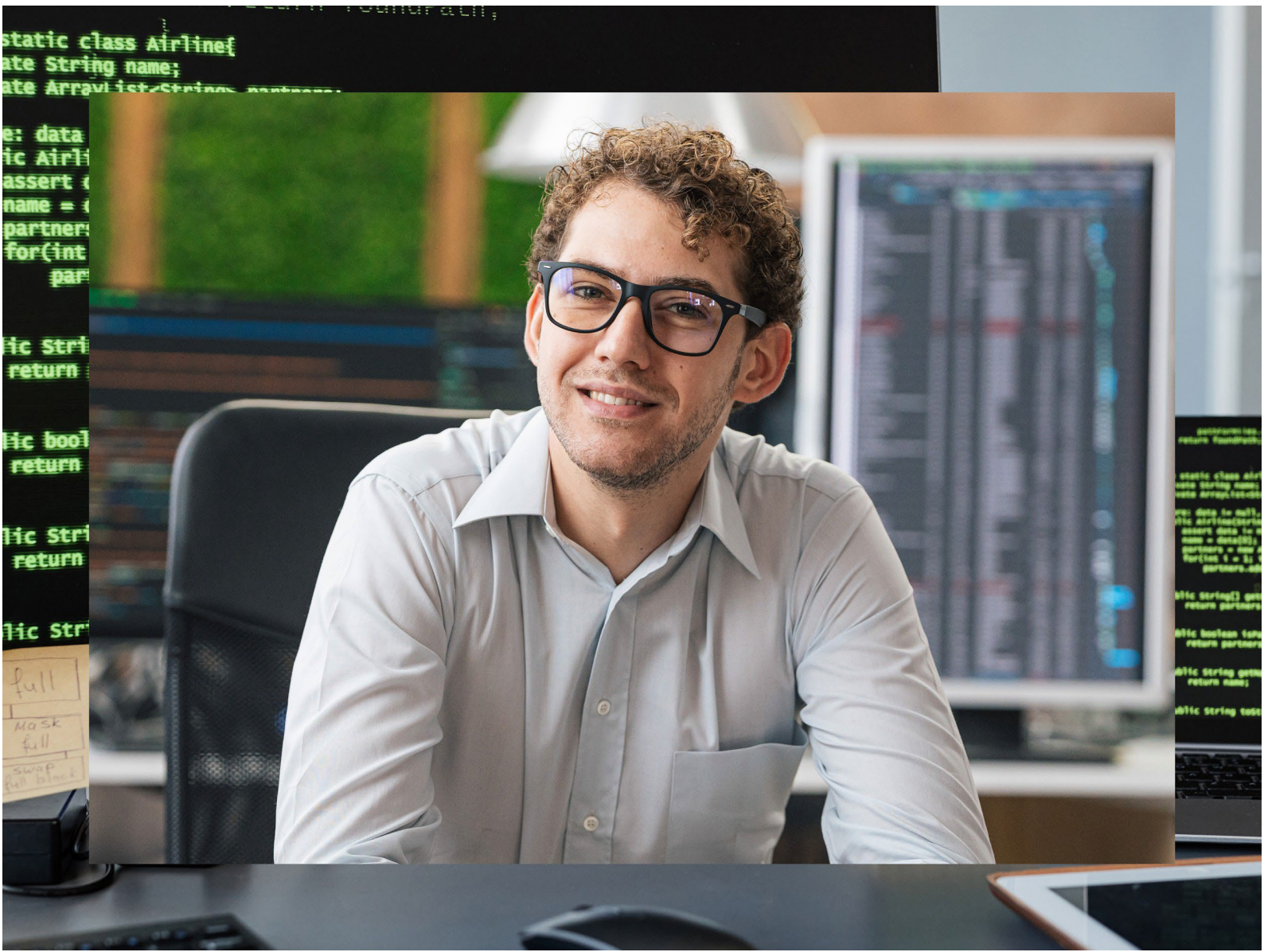


HPE Aruba Networking User Experience Insight Sensor installation guide

HPE 
GreenLake



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Chapter 1: Power adapter

Package contents

This power adapter kit includes the following items:

- Power adapter
- 1x Type A plug (USA specific)
- 1x Type A plug (China specific)
- 1x Type C plug (Europlug)
- 1x Type C plug (Brazil specific)
- 1x Type C plug (Korea specific)
- 1x Type G plug (UK specific)
- 1x Type I plug (Australia/New Zealand specific)
- 1x Type I plug (Argentina specific)

This kit comes with the Type A plug preassembled, which can be used in North America, Central America, and Japan. Use the plug appropriate for your region.

More information about plugs is available [in this online article](#).

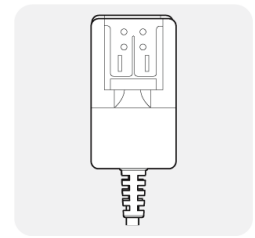


Figure 1. 1x power adapter

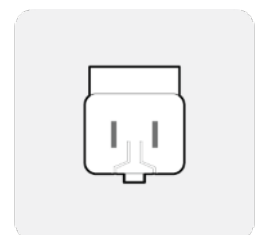


Figure 2. 8x plugs

Installing your power adapter

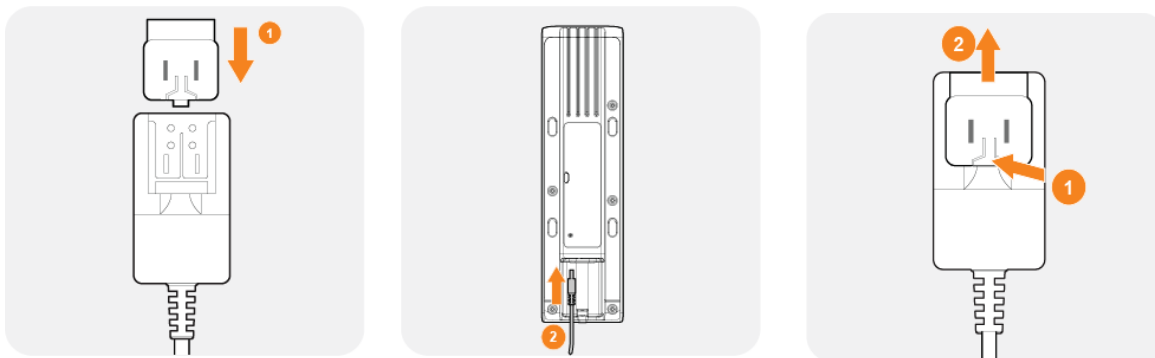


Figure 3. Steps to install the power adapter

To install the plug:

- Slide the plug of choice onto the power adapter until it clicks into place
- Plug the DC power connector into the sensor

To uninstall the plug:

- Push down on the plug's latch
- Slide up and off



Chapter 2: Sensor

For the purpose of identification needed for regulatory compliance certifications, this product has been assigned a unique regulatory model number (RMN). The regulatory model number can be found on the product nameplate label, along with all the required approval markings and information. When requesting compliance information for this product, always refer to this regulatory model number. The regulatory model number is not the marketing name or model number of the product.

- UX-G6E RMN: ASIN0305
- UX-G6EC RMN: ASIN0306

Contents

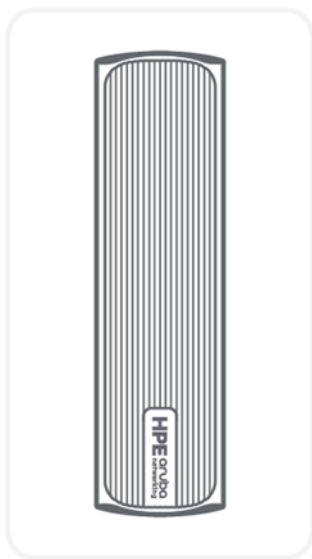


Figure 4. 1x sensor

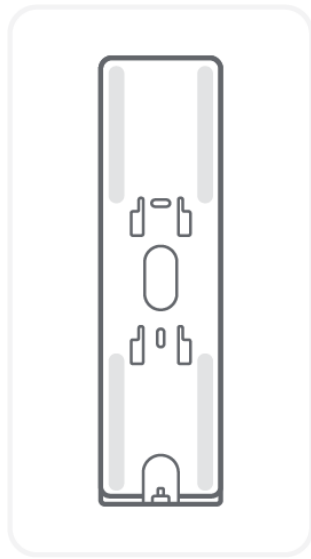


Figure 5. 1x mounting bracket

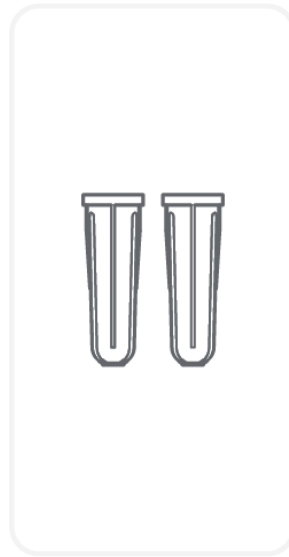


Figure 6. 2x drywall anchors



Figure 7. 2x 3 mm screws



Figure 8. 1x wrench



Connectivity and status light

Sensor connectivity

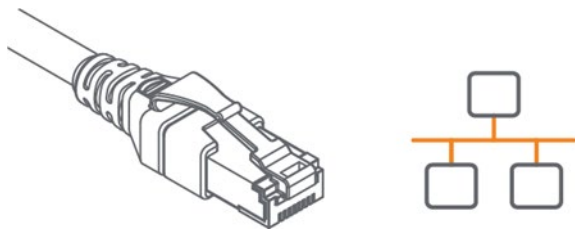


Figure 9. Ethernet cable

This sensor requires an Ethernet connection. Ensure that the sensor can connect to the internet through access on ports 80 and 443. For more information on how to install the sensor, [visit the online article](#).

The sensor requires access to at least one wired or wireless network with internet access and the following URLs reachable:

Table 1. Reachable URLs for HPE Aruba Networking User Experience Insight Sensor

Description	URL
Primary URL for all sensor communication with our back-end systems	device-gateway.capenetworks.io

The sensor uses one of the following methods to get the correct time:

Table 2. Reachable URLs for capturing time

Description	URL
NTP server	0.pool.ntp.org 2.pool.ntp.org
Backup HTTP (port 80) check	device-gateway.capenetworks.io

- If these URLs on the Ethernet network are only available through a proxy, you must use the HPE Aruba Networking User Experience Insight Install and Troubleshooting Application to set the initial proxy configuration.
- For additional troubleshooting help and to apply configuration in the event of poor cellular data coverage, you can download and install the HPE Aruba Networking User Experience Insight Troubleshooting Application. To access the application, go to the [Apple Store](#).

Table 3. Help articles

Description	URL
Help portal	help.capenetworks.com/en/
Getting started with sensors	help.capenetworks.com/en/collections/1828934-getting-started



Troubleshoot sensor status



Figure 10. HPE Aruba Networking User Experience Insight Sensor showing different colors on LED

Status lights will blink white when ready to configure. Take note if the status lights display one of the following colors:

- **Yellow:** Rebooting
- **Orange:** No connectivity
- **Red:** Sensor issues

If one of these colors persists for several minutes, restart the setup process with the sensor plugged into an unrestricted Ethernet port. If the status light does not blink white within 10 minutes, contact support.

Connecting power

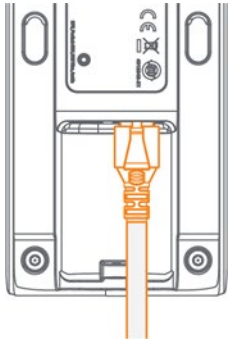


Figure 11. Power over Ethernet

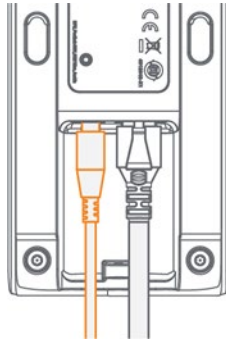


Figure 12. Ethernet + optional power accessory (DC)



Installing your sensor

Mount with bracket (vertical)

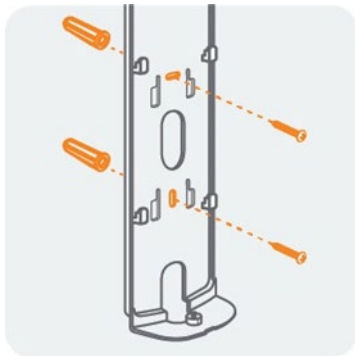


Figure 13. How to install bracket

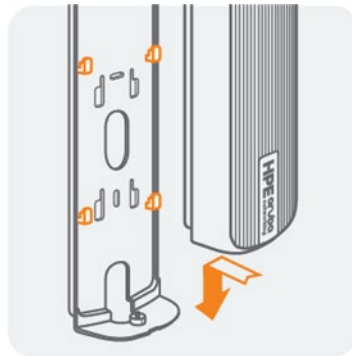


Figure 14. How to install sensor on bracket

Use the provided screws and anchors to mount the bracket to a vertical surface that is clear from any obstructions. Once mounted, slide the sensor onto the bracket after connecting the Ethernet cable.

The possible mounting options are listed in the following:

- Secure wall installation
- Secure junction box installation
- Ceiling and T-bar installation (mounting kit sold separately)
- Secure mount with Kensington lock

Always use appropriate tools and protective gear when drilling or operating machinery. Avoid drilling into walls without first checking for electrical wiring.

Security screw

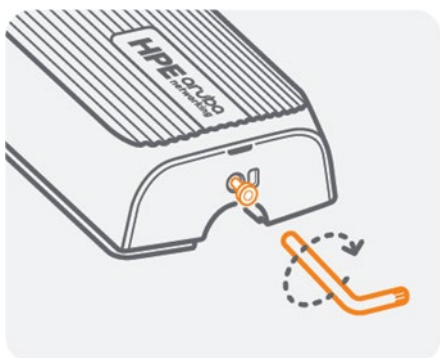


Figure 15. Location of the sensor security screw

After securing the sensor to the mounting bracket, tighten the security screw with the provided wrench. Always use the sensor with the mounting bracket attached, even if freestanding on a desk.



Location checklist

Install the sensor in a location that fulfills the following requirements:

- Positioned at a height similar to that of end-users' devices. This can be achieved by mounting it on a wall or pillar at a height of 4 to 5 feet (1.2 to 1.5 meters) or placing the sensor on a desk or table
- Positioned more than 5 feet (1.5 m) away from the nearest Wi-Fi access point, if testing Wi-Fi connectivity
- Indoors, within a temperature range of 32°F to 104°F (0°C to 40°C)
- Away from direct sunlight
- Protected from contact with water
- Away from significant electrical currents
- Away from metallic surfaces
- Away from physical obstructions, including cabinets, server rooms, and underneath desks
- Safe from accidental damage caused by doors, moving furniture, equipment, and passers-by

Configuring your sensor



Figure 16. HPE Aruba Networking User Experience Insight Sensor showing LED position

After the sensor has been installed and powered on, wait for the status lights to begin blinking white.



Figure 17. HPE Aruba Networking User Experience Insight cloud-hosted dashboard

Configure your sensor [at this online article](#).

If there is no connectivity, configure your [sensor with the mobile application](#).





Figure 18. Clock showing sensor onboarding time taken

Be patient while your sensor connects. Depending on your network, the sensor software may take several minutes to boot and update.

Learn more at

[HPE Aruba Networking User Experience Insight](#)

Visit [HPE.com](https://www.hpe.com)

 **Chat now (sales)**