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Installation guide

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# **evohome Security**



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# MANDATORY STEPS TO FOLLOW BEFORE BEGINNING YOUR INSTALLATION

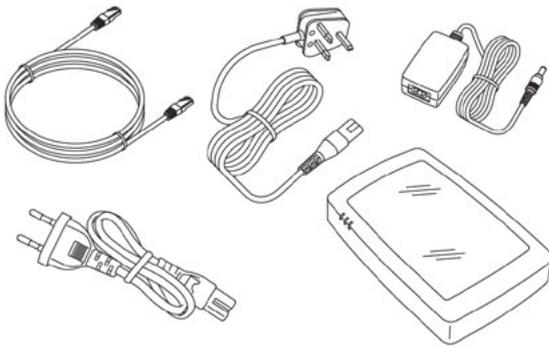


At this stage of the installation process, do **NOT power up or remove the battery isolation tab** from any of the accessories supplied with your kit or additionally purchased. This should only be done in the “Security Equipment Registration” page of your account following the setup of both your Total Comfort Connect (TCC) account and Security account as explained step by step in this manual.

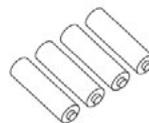
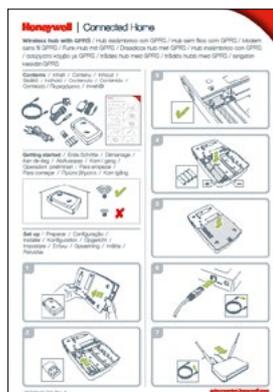
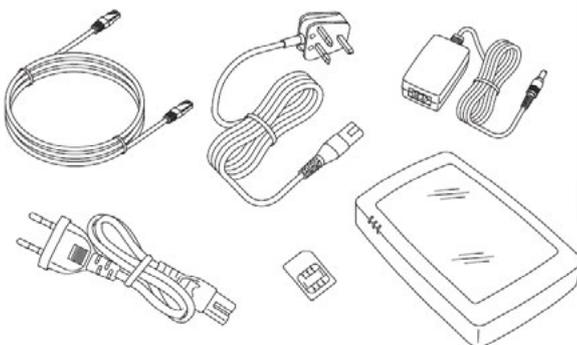
If any accessories are power up prior to entering the “Security Equipment Registration” page then the batteries from those accessories will need to be removed and inserted again in order to successfully register them to your system. This is explained in the installation guide supplied with that accessory.

## Panel Identification

Wireless hub

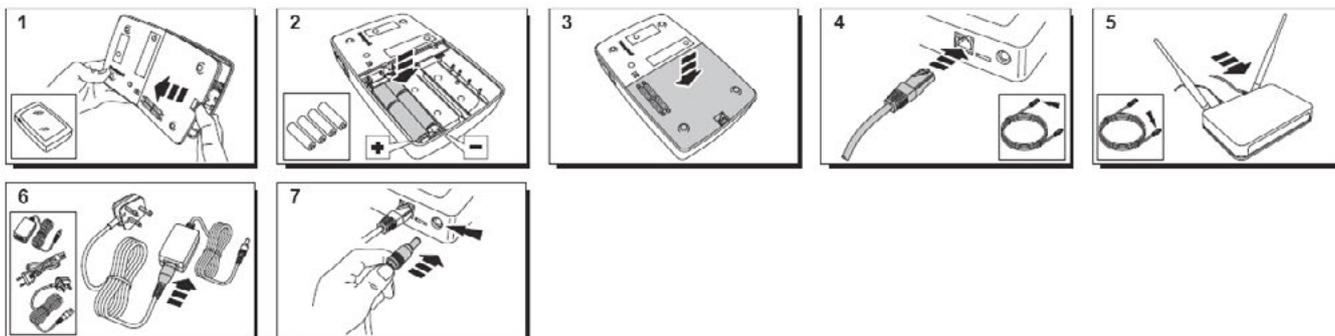


Wireless hub with GPRS

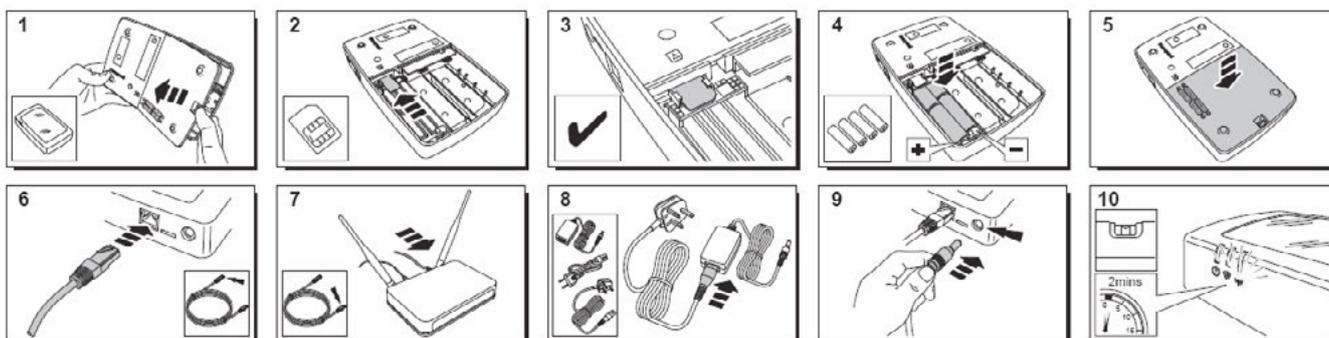


# STEP 1: CONNECTING EVOHOME SECURITY HUB

## Wireless hub



## Wireless hub with GPRS



At first installation, the evohome security hub will update automatically with the latest version of firmware. This phase generally lasts 10 min but can last up to 20 min. During this time, all LEDs are turned off.

## STEP 2: CREATING YOUR TOTAL CONNECT COMFORT (TCC) ACCOUNT ON WEB PORTAL

1. Logon to the website <https://international.mytotalconnectcomfort.com/>

Honeywell | Total Connect Comfort | United Kingdom

### Login

Email Address

Password

Remember Me [Forgot Password?](#)

**LOG IN**

By clicking Log In you agree to our [Privacy Policy](#) including our use of Cookies.

Service fully operational

New to Total Connect Comfort?  
**CREATE AN ACCOUNT**

Terms & Conditions and Privacy Statement | Global Site | About Honeywell | © Honeywell International Inc.

Select “**CREATE AN ACCOUNT**” to create your account. If you already have an existing TCC online account then login to your account and go straight to Step 2 on page6 :

2. Complete all registration details below for your ‘Total Comfort Account’ (TCC) account:

Honeywell | Total Connect Comfort | United Kingdom

### Account Registration

Please complete all sections of this form. (\*) Indicates required field

#### Account Information

Email Address\* This will be the email address you use to log in to your account.

Confirm Email Address\*

Password\* Password must contain the following:

- Between 8 and 30 characters
- One numeric character (0-9)
- One lowercase character (a-z)
- One uppercase character (A-Z)

Confirm Password\*

#### Personal Information

First Name\* Last Name\*

Address\* City\*

Postal Code\* Country\* Select One

Language\* This should be the language you prefer to receive service-related emails. Select One

Honeywell's Terms & Conditions and Privacy Statement

Cancel **Create Account**

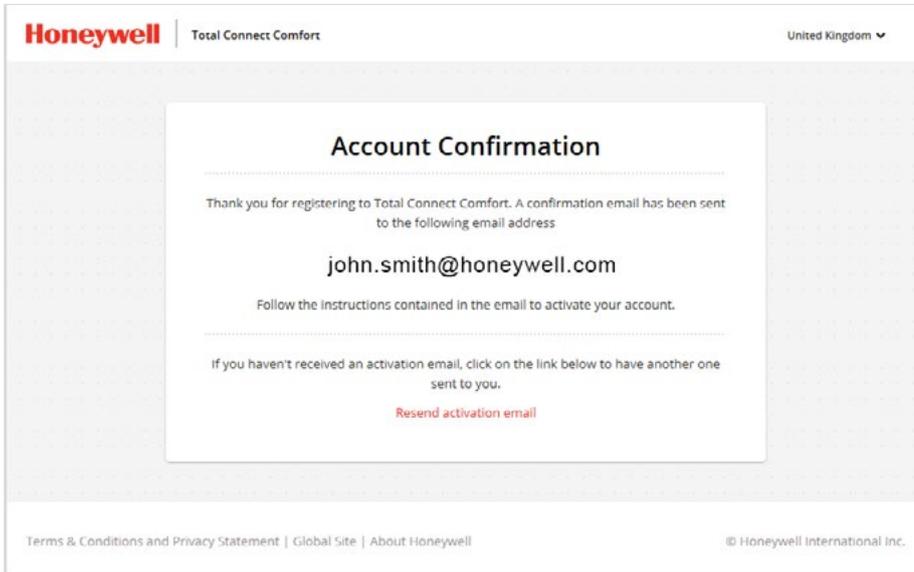
Terms & Conditions and Privacy Statement | Global Site | About Honeywell | © Honeywell International Inc.

### Note:

Record the “email address” and “password” for your TCC online account as these will be required for login to your account

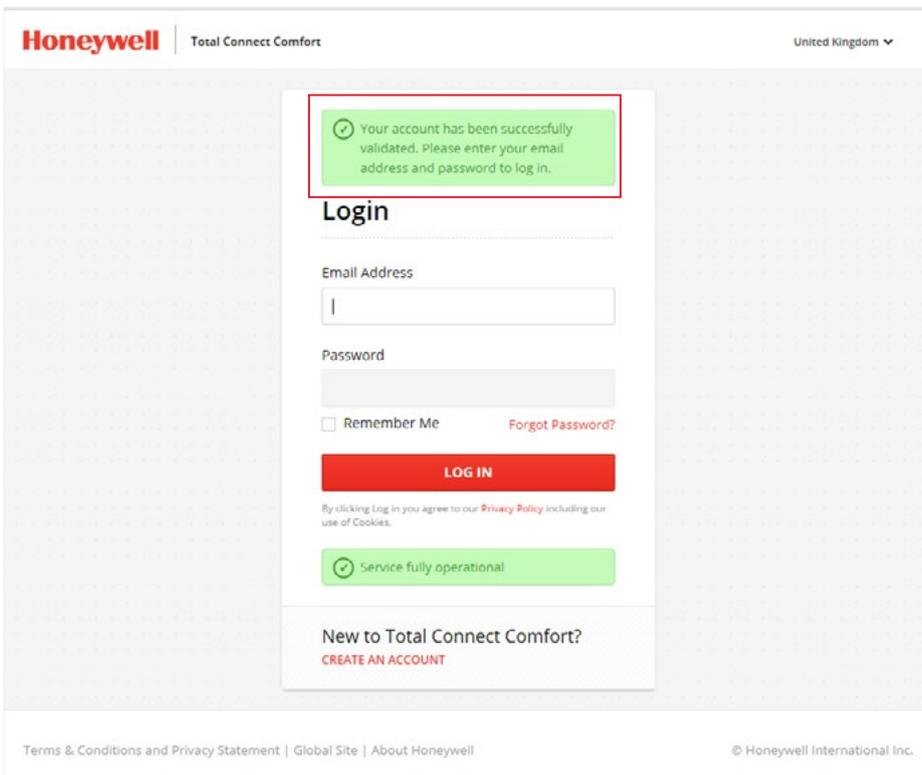
## STEP 2: CREATING YOUR TOTAL CONNECT COMFORT (TCC) ACCOUNT ON WEB PORTAL

3. Go to your inbox and open the confirmation email. Remember to check junk mail if not received by the priority inbox.



You must select the activation link in this email to activate your account

A message below will appear confirming successful

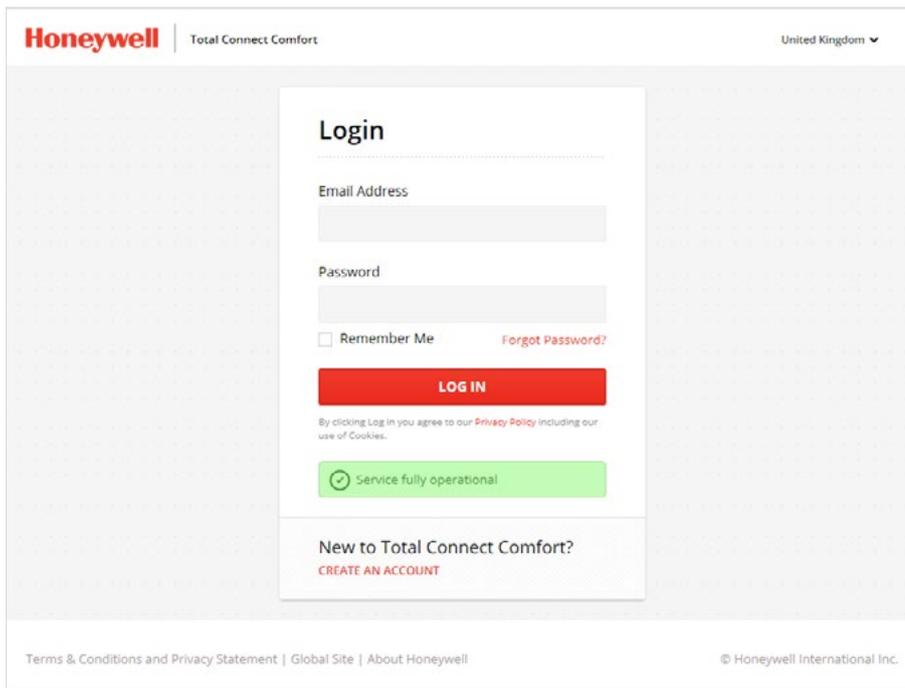


Now refer to the next section for installing your system

# INSTALLING YOUR SYSTEM

## 1. Create your security account:

**Step1** . Enter your TCC login details at: <https://international.mytotalconnectcomfort.com/>

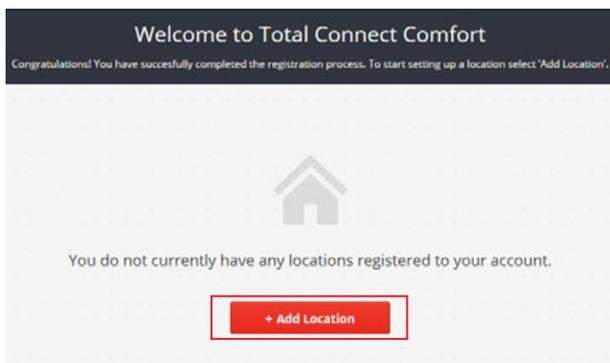


The screenshot shows the Honeywell Total Connect Comfort login interface. At the top left is the Honeywell logo and 'Total Connect Comfort'. At the top right is 'United Kingdom' with a dropdown arrow. The main content area is a white box titled 'Login'. It contains an 'Email Address' input field, a 'Password' input field, a 'Remember Me' checkbox, and a 'Forgot Password?' link. A red 'LOG IN' button is below these fields. Underneath the button is a small disclaimer: 'By clicking Log In you agree to our Privacy Policy including our use of Cookies.' Below that is a green status bar with a checkmark and the text 'Service fully operational'. At the bottom of the white box, it asks 'New to Total Connect Comfort?' and provides a 'CREATE AN ACCOUNT' link. The footer contains 'Terms & Conditions and Privacy Statement | Global Site | About Honeywell' on the left and '© Honeywell International Inc.' on the right.

**Step2** . As a new user, you can now add a location for your evohome hub security system within your TCC account.

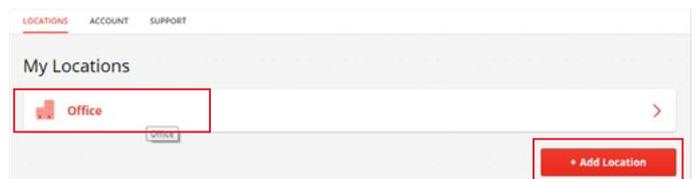
If you are an existing user, you can select an existing location or add a new location :

### New user



The screenshot shows a dark grey header with 'Welcome to Total Connect Comfort' and a sub-header: 'Congratulations! You have successfully completed the registration process. To start setting up a location select "Add Location".' Below the header is a large grey area with a house icon and the text 'You do not currently have any locations registered to your account.' At the bottom is a red button with a white plus sign and the text '+ Add Location'.

### Existing TCC users



The screenshot shows the 'My Locations' page. At the top are navigation tabs: 'LOCATIONS', 'ACCOUNT', and 'SUPPORT'. Below is a search bar with 'Office' entered and a red box around it. To the right of the search bar is a red button with a white plus sign and the text '+ Add Location'.

Example above for existing location is "Office"

# INSTALLING YOUR SYSTEM

**Step3 .** Complete all registration details below for the location of your system if setting up a new location.

If an existing location is selected then select “+Add System“:

## New location

### Location Registration

Please complete all sections of this form. (\*) Indicates required field

**General Information**

Location Name\*  
e.g. My Home

Location Type  
 Residential  Commercial

**Location Address**

Use address information from my account

Address\* City\*  
Post Code\* Country\*  
Select One

Time Zone\*  
Select One

## Existing location selected

### Office

**Location Address**

Honeywell, Paycocke Road,  
Basildon,  
SS14 3EA,  
United Kingdom

**Comfort System**

 There is no comfort system assigned to this location.

**Security System**

There is a security system assigned to this location.

## Step4 . Select “Security System”

### System Selection

Please select the type of system you would like to register to this location. For more information about the availability of these systems visit <http://getconnected.honeywell.com>

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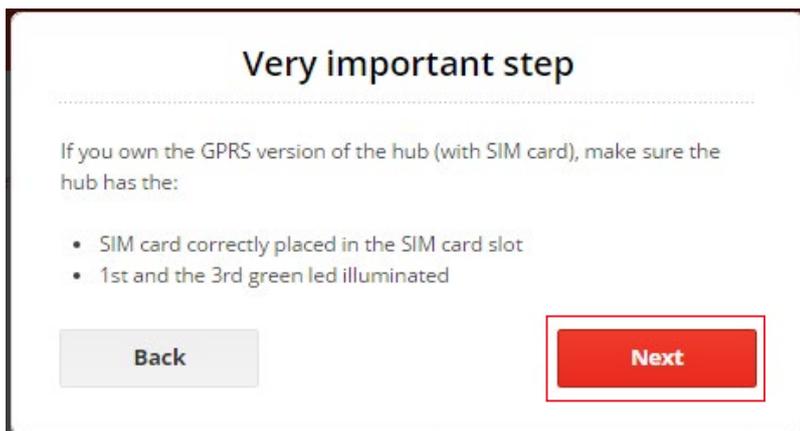
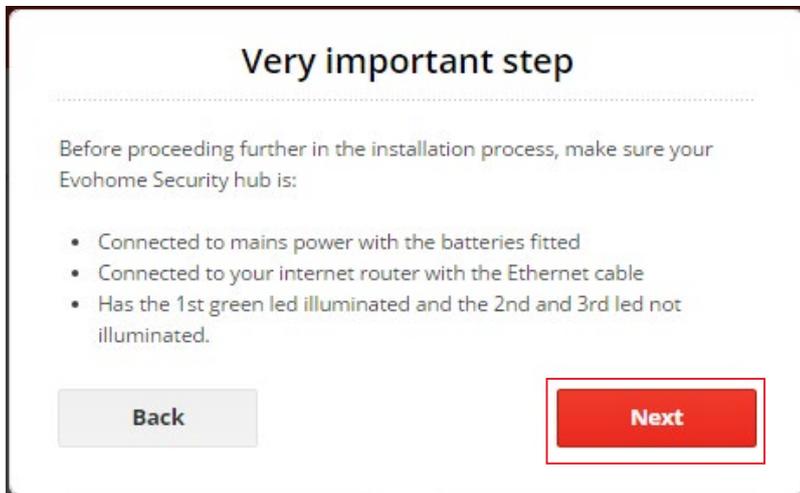
## INSTALLING YOUR SYSTEM

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**Step5** . Select “Evohome Security“:



**Step6** . Please read carefully the instructions in the windows before selecting “Next”



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## INSTALLING YOUR SYSTEM

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**Step7 .** Please make sure no other security accessories is powered at this stage. Then click “ok”:



**Step8 .** Complete all details under “**Contact Information**” for your security system (see next page)

These login details are independent from your TCC account login details already registered previously

You will then be asked to enter a 20 digit long ID code. **This code is printed on a sticker located under your evohome security hub**



You will then be able to choose your e-mail address and password used to login the system.

# INSTALLING YOUR SYSTEM

## Wireless hub with GPRS

Select “Tick if your security system is provided with a SIM card” if you have the GPRS hub version :

**Security Contact Information**  
Contact information can be the same as your Total Connect Comfort account. If you own multiple security systems, please use a unique email for each system.

First Name \*  
Salut

Last Name \*  
La

Title \*  
Select a Title

E-mail Address \*  
tch.is.cool@gmail.com  
This e-mail address needs to be unique for every security system you own.

Mobile Number \*  
Select One  
The mobile number is required for you to receive system notification by SMS if you have subscribed to this service.

Language \*  
Czech  
This should be the language you prefer to receive service related e-mails.

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**User Information**

E-mail Address \*  
[Empty field]

Password \*  
[Empty field]

Confirm Password \*  
[Empty field]

Password must contain the following:

- Between 8 and 20 characters
- One numeric character (0-9)
- One lowercase character (a-z)
- One uppercase character (A-Z)

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**Security Device Information**

ID Code \*  
1234 1234 1234 1234 1234  
This ID code can be found on a sticker on your evohome security hub.

Tick if your security system is provided with a SIM card

Cancel Next

All fields with \* are mandatory.

### Note:

Record the “E-mail address and password” as these will be required to login to your evohome hub security system via the TCC web portal or “Honeywell Total Connect Comfort” iOS/ Android app

## INSTALLING YOUR SYSTEM

**Step9 .** Select your region :

Only select “Tick if your security system is provided with a SIM card“ if you have the GPRS hub version :

The image displays two screenshots of the 'GSM and Time Zone Details' configuration screen. The left screenshot shows the 'Tick if your security system is provided with a SIM card' checkbox selected. The right screenshot shows the 'SIM Card Number' field highlighted with a red box, and a callout pointing to a SIM card with a red box around the number '+XXXXXXXXXXXX'.

**GSM and Time Zone Details**

Tick if your security system is provided with a SIM card

Time Zone\*  
France/España/Italia/Deutschland

Cancel Next

**GSM and Time Zone Details**

**GSM and Time Zone Details**

GSM Provider \*  
HCS-connection

This Information can be found on the SIM card provided with your security system.

SIM Card Number \*  
[Red Box]

Time Zone\*  
France/España/Italia/Deutschland

Cancel Next

3636 94496290  
Pin Puk  
8822 0264 3310 3410 8554  
+XXXXXXXXXXXX

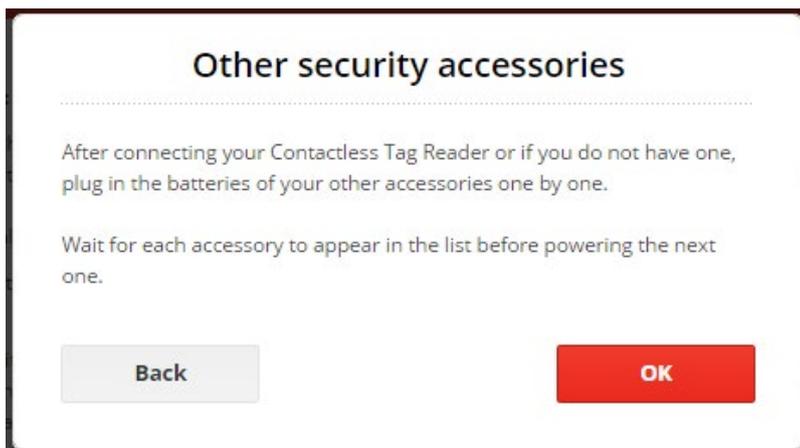
**SIM card for GPRS kits**

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## INSTALLING YOUR SYSTEM

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**Step10** . You are now in the device registration page. Read carefully the 3 pop up messages displayed



Refer to the next section **Registering the accessories to your system**.

**Also refer to the installation guide supplied with each accessory for Linking to your system**

Note that the status of "Security Unit" above must be "Connected" green colour before you register each device

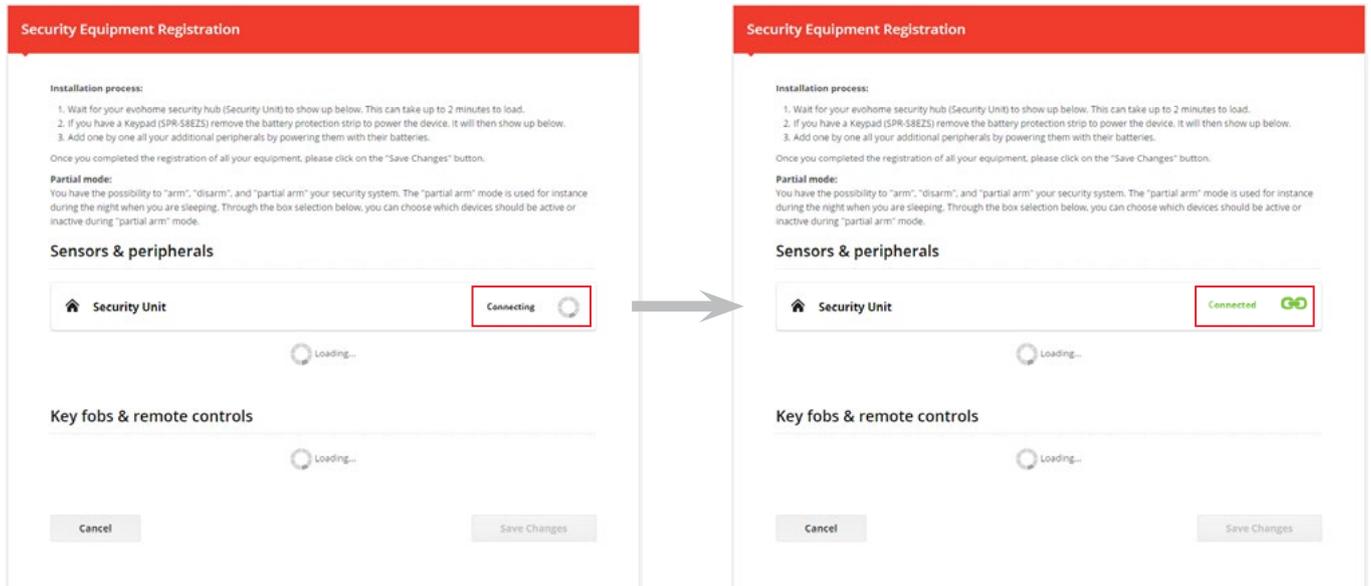
# INSTALLING YOUR SYSTEM

## 2. Registering the accessories to your system

If you are an existing user and need to add further accessories to your evohome security system after installation, then login and access the **“Equipment Registration”** page as follows:

- Login to your TCC account at <https://international.mytotalconnectcomfort.com/>
- Under **“My Locations”**, select the location for your security system
- For **“Security System”**, select **“View System”**
- Enter the login details (Email address and Password) for your security account
- For **“Equipment Management”**, select **“Edit System”**

Please ensure the green **“Connected”** status is shown before registering any new accessories otherwise linking will not be complete



Now register each accessory by powering each one up one after the other. Details for the accessories are explained in this section or in the supplied installation guide for that accessory

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## INSTALLING YOUR SYSTEM

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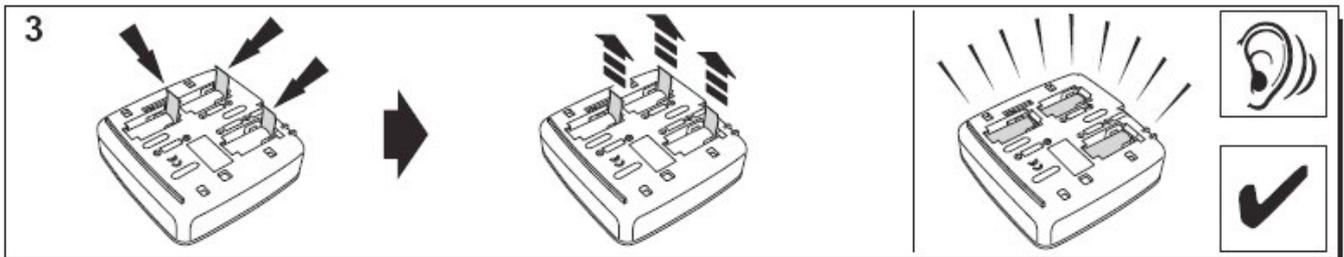
### 2.1 Registering the Contactless Tag Reader (SPR-S8EZS)



1. Refer to the installation guide supplied with the tag reader for installation details
2. Do NOT power up or remove the battery isolation tab unless you have entered the “Security Equipment Registration” page of your security account



If powered up prior to entering the “Security Equipment Registration” page then the batteries from will need to be removed and inserted again in order to successfully register it into your system. This is explained in the installation guide supplied for the tag reader SPR-S8EZS



The tag reader plays a series of beeps and then 3 fast beeps.

Wait for the tag reader to appear in the “**Sensors and peripherals**” section as shown below:

# INSTALLING YOUR SYSTEM

3. SPR-S8EZ will appear to indicate the reader has been registered

## Security Equipment Registration

### Installation process:

1. Wait for your evohome security hub (Security Unit) to show up below. This can take up to 2 minutes to load.
2. If you have a Keypad (SPR-S8EZS) remove the battery protection strip to power the device. It will then show up below.
3. Add one by one all your additional peripherals by powering them with their batteries.

Once you completed the registration of all your equipment, please click on the "Save Changes" button.

### Partial mode:

You have the possibility to "arm", "disarm", and "partial arm" your security system. The "partial arm" mode is used for instance during the night when you are sleeping. Through the box selection below, you can choose which devices should be active or inactive during "partial arm" mode.

### Sensors & peripherals

 **Security Unit** Connected 

 **Power Pack**

 **SPR-S8EZ** 

### Key fobs & remote controls

No devices

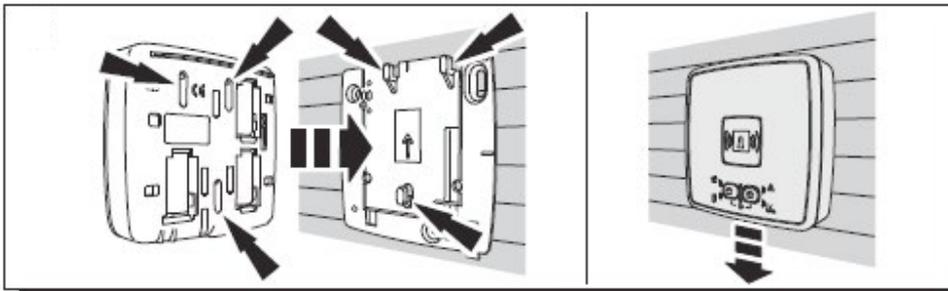
Cancel

Save Changes



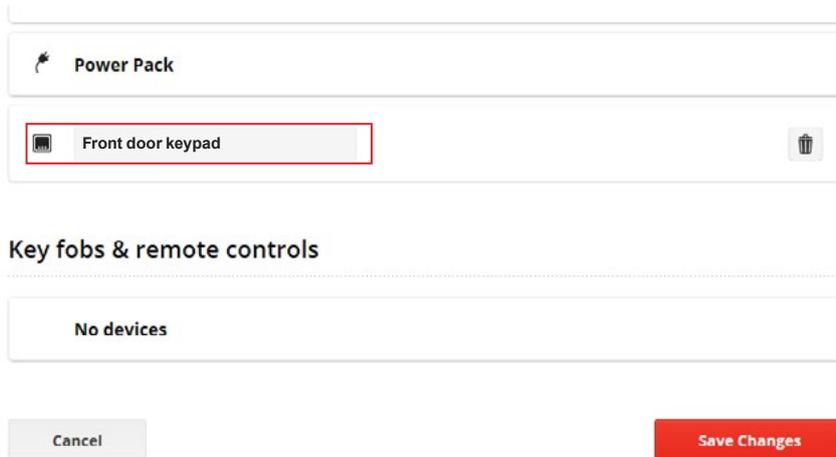
Do **NOT** select save changes yet

4.



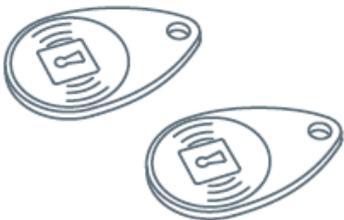
## INSTALLING YOUR SYSTEM

5. Set the the name if required. Here the name is “Front door keypad”.

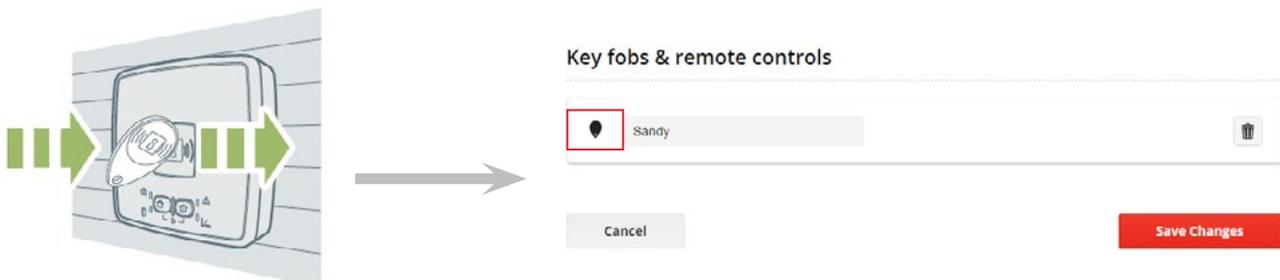


Select “Save Changes” **ONLY** after all other accessories for your system have been registered

### 2.2 Registering the Contactless Tags



1. To register the first Tag, present it at the front centre of the Tag reader or keypad until you hear a beep. The Tag appears in the “Keyfobs and tags” with the image highlighted below:



2. You can now set the owner’s name in the field next to the Tag serial number. Register the next Tag the same way. In example above, the tag has been named as “Sandy”



Select “Save Changes” **ONLY** after all other accessories for your system have been registered

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## INSTALLING YOUR SYSTEM

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### 2.3 Registering the remote control keyfob (TCC800MS)

1. Press total arm and partial arm buttons simultaneously for 2 seconds. Do NOT perform this action unless you have entered the “Security Equipment Registration” page of your security account.



If done prior to entering the “Security Equipment Registration” page then the battery will need to be removed and inserted again before repeating step1 above in order to successfully register the remote into your system. This is explained in the installation guide for TCC800MS supplied



2. The corresponding LEDs will light up for 3 seconds.



3. You will hear 2 short beeps from the tag reader.

#### Key fobs & remote controls

<input checked="" type="radio"/> John	
<input checked="" type="radio"/> Sandy	

Cancel

Save Changes

In example above, 2 registered remote controls have been given names “**John**” and “**Sandy**”



Select “Save Changes” **ONLY** after all other accessories for your system have been registered

# INSTALLING YOUR SYSTEM

## 2.4 Registering the door window sensor (DO8EZS)

1. Refer to the installation guide supplied with the door window sensor for installation details



Do **NOT** remove the battery tab as shown below unless you have entered the “Security Equipment Registration” page of your security account.



If done prior to entering the “Security Equipment Registration” page then the battery will need to be removed and inserted again in order to successfully register the sensor into your system. This is explained in the installation guide for DO8EZS supplied

1

2

3

**Security Equipment Registration**

**Installation process:**

1. Wait for your evohome security hub (Security Unit) to show up below. This can take up to 2 minutes to load.
2. If you have a KeyPAD (DP658E2) remove the battery protection strip to power the device. It will then show up below.
3. Add one by one all your additional peripherals by powering them with their batteries.

Once you completed the registration of all your equipment, please click on the “Save Changes” button.

**Partial mode:**

You have the possibility to “arm”, “disarm”, and “partial arm” your security system. The “partial arm” mode is used for instance during the night when you are sleeping. Through the box selection below, you can choose which devices should be active or inactive during “partial arm” mode.

**Power Pack**

- DO8EZ  Partial mode
- Front door keypad

**Key fobs & remote controls**

- TCC000M

Cancel Save Changes

The **DO8EZ** sensor name shown above can be renamed to for example “**Front door sensor**” to indicate its location in the home



Select “Save Changes” **ONLY** after all other accessories for your system have been registered

“**Partial mode**” option allows part of your home to be protected whilst you are in your home. For example arm only particular door and window sensors or motion sensors whilst going to sleep during the night.

# INSTALLING YOUR SYSTEM

## 2.5 Registering the pet-immune motion sensor (IRPI8EZS)

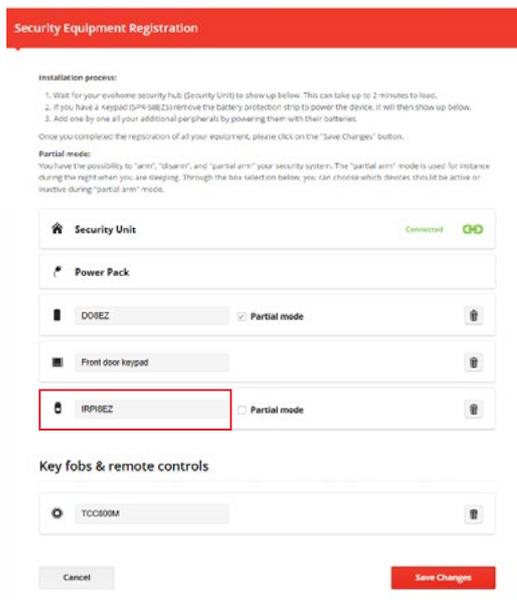
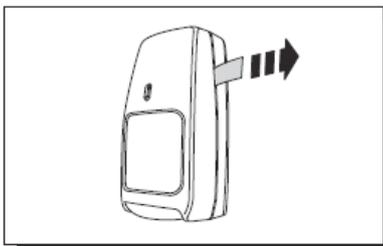
1. Refer to the installation guide supplied with the motion sensor for installation details



Do **NOT** remove the battery tab as shown below unless you have entered the “Security Equipment Registration” page of your security account.



If done prior to entering the “Security Equipment Registration” page then the battery will need to be removed and inserted again in order to successfully register the sensor into your system. This is explained in the installation guide for IRPI8EZS supplied



The **IRP8EZ** sensor name shown above can be renamed to for example “**Living room sensor**” to indicate its location in the home



Select “Save Changes” **ONLY** after all other accessories for your system have been registered

“**Partial mode**” option allows part of your home to be protected whilst you are in your home. For example arm only particular door and window sensors or motion sensors whilst going to sleep during the night.

# INSTALLING YOUR SYSTEM

## 2.6 Registering other peripherals

Refer to the installation guide supplied with the accessory for registering/Linking the accessory.



Do **NOT** remove the battery tab as shown below unless you have entered the “Security Equipment Registration” page of your security account. If done prior to entering the “Security Equipment Registration” page then the battery will need to be removed and inserted again in order to successfully register the sensor into your system. This is explained in the installation guide supplied with that accessory

For each device ensure you have entered the “**Equipment Registration**” page first and the system status is “Connected” in green colour before you register the new accessory. Refer to page11&12.

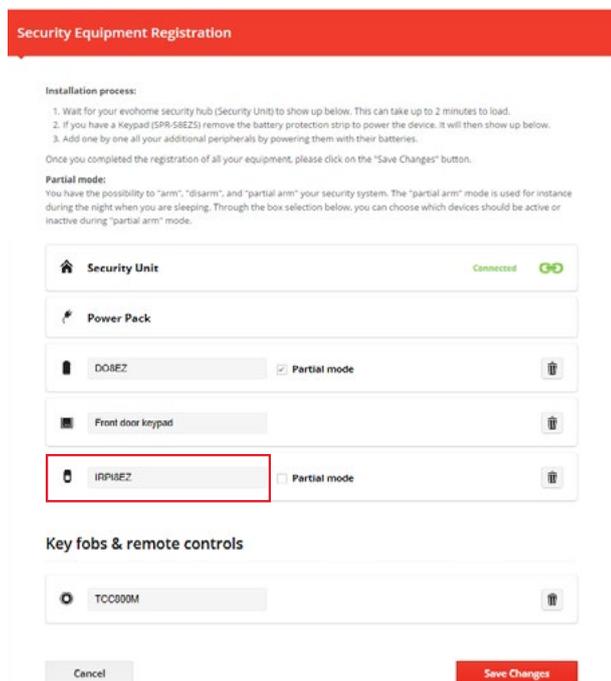


Select “Save Changes” **ONLY** after all other accessories for your system have been registered

## 2.7 Finalizing the installation of accessories

**Step1.** Select “Save Changes” to save all devices into the system.

**Note** it may take a while for all changes to be saved into your system before the next screen appears confirming this. Please wait.



### Note:

If you exit without saving or select “Cancel”, then all devices added will be lost

# INSTALLING YOUR SYSTEM

You will see the following message after all changes are saved

## System Installation Successful

Congratulations! Your System has been successfully installed. If you have decided not to install all of your sensors, you can do it later. You can now give the badges to the users and use the system.

[Go to location »](#)

### Final Step...

To remotely control your security system please download the Total Connect Comfort Intl mobile app and log in with your username and password.

Compatible with:

- ✓ iOS 8 and above
- ✓ Android 4.4 and above

Visit the App Stores



### Download the App

Visit the stores to download the Total Connect Comfort App



[← Back to Location](#)

✔ Equipment configuration saved!

You cannot be logged into your security system on this website and your mobile device at the same time. To log into your security system on your device please [log out](#).

## Security System

### User Information & System Details

First Name: John  
Last Name: Smith  
Email Address: john.smith@honeywell.com  
Mobile Number: +40 123 456 789  
System ID: 12345678910111213  
Code: 12345678

[Edit Information](#)

[Change Password](#)

### Alerts Contacts

You can define up to 2 additional contact persons to receive alerts specific to your security system. These contacts will receive the same alerts as you. Very useful when away from home and you would like someone to react quickly to an intrusion.

[Manage Contacts](#)

### SMS notifications

You can enable the option to receive the same alerts as you due by SMS.

[Enable](#)

### Equipment Management

To add, rename or delete the system devices, click on this link

[Edit System](#)

[Remove Security System](#)

Select “Go to location” to return back to the security home page:

## 3. SMS Activation Code registration

Your evohome security system will be supplied with a unique SMS Activation code printed on a card. This is a 20 digit code printed on a card supplied with the installation manuals.

The SMS code will allow you to receive SMS alerts from your system to your mobile phone regardless of your evohome security hub being with or without the GPRS feature.



## INSTALLING YOUR SYSTEM

**Step1.** If not already logged into your security account, then login again otherwise go to **Step2**

**Security account login procedure:**

- Login to your TCC account at <https://international.mytotalconnectcomfort.com/>
- Under “**My Locations**”, select the location for your security system
- For “**Security System**”, select “**View System**”
- Enter the login details (Email address and Password) for your security account

**Step2.** Register your “**SMS activation code**” supplied with your system:

The screenshot displays the 'Security System' configuration interface. At the top, a green notification bar states 'Equipment configuration saved!'. Below this, a warning message reads: 'You cannot be logged into your security system on this website and your mobile device at the same time. To log into your security system on your device please log out.' The main content is divided into several sections: 'User Information & System Details' (with fields for First Name, Last Name, Email Address, Mobile Number, System ID, and Code), 'Alerts Contacts' (with a 'Manage Contacts' button), 'SMS notifications' (with an 'Enable' button), and 'Equipment Management' (with an 'Edit System' button). An arrow points from the 'Enable' button to a separate 'SMS Activation' dialog box. This dialog box prompts the user to 'Please type your activation code for the SMS notification function. This code can be found on a letter.' It features a text input field containing the code '1234 1234 1234 1234 1234' and 'Cancel' and 'OK' buttons.

## 4. Registering additional alert contacts

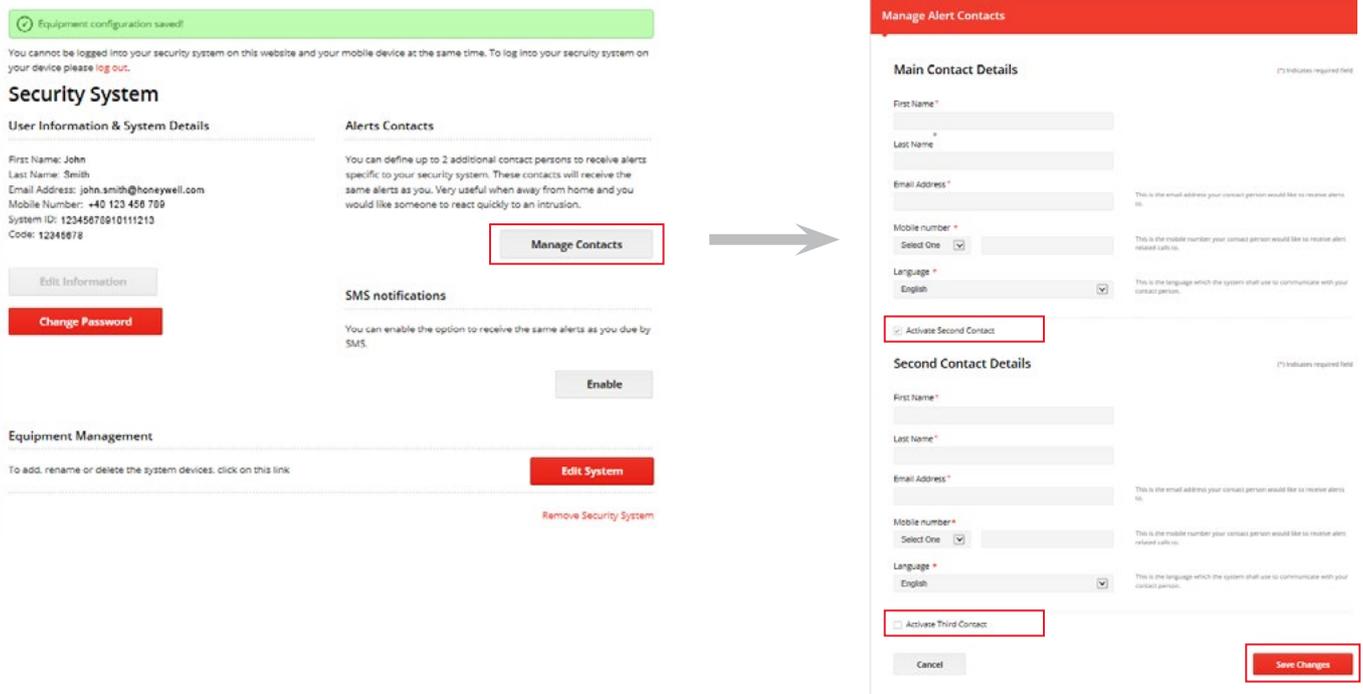
**Step1.** If not already logged into your security account, then login otherwise go to **Step2.**

**Security account login procedure:**

- Login to your TCC account at <https://international.mytotalconnectcomfort.com/>
- Under “**My Locations**”, select the location for your security system
- For “**Security System**”, select “**View System**”
- Enter the login details (Email address and Password) for your security account

# INSTALLING YOUR SYSTEM

**Step2.** Select **“Manage Contacts”** to add up to 2 additional contacts. Your main contact details will appear as the primary details:



## 5. iOS/Android App

You can download the **“Honeywell Total Connect Comfort International”** app from the App Store or Google Play

The app will allow you to use all the security functions to control your system from your smartphone/tablet device

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## PRE-CONFIGURED PARAMETERS

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### evohome security hub pre-configured parameters



These parameters are **NOT** user configurable

#### Peripheral parameter :

- DO8EZS, IRPI8EZS and CAMIR-8EZS:
  - » Delayed
  - » In partial partition (working in total and partial mode)
- FG8MS:
  - » Delayed
  - » In total partition (working only in total mode)
- CO8MS, DFS8MS:
  - » Immediate
  - » In 24/24 partition
- CAMIR-8EZS parameters:
  - » Pictures per set: 5
  - » Time between pictures: 300 ms
  - » Resolution: 640 x 352 pixels

#### Entry/Exit delays:

- Total partition
  - » Entry delay: 30s
  - » Exit delay: 30s
- Partial partition
  - » Entry delay: 30s
  - » Exit delay: 30s
- Tag reader siren parameters:
  - » Intrusion alarm duration: 180s
  - » Smoke alarm duration: 300s
  - » Entry and exit beeps:
  - » Beeps only present for total arm, silent for partial arm

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