

evohome Security



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INTRODUCTION

This document is intended to help you with the operation of your evohome hub based security system following the installation procedure as described in the online “Installation Guide”.

The evohome security system is an alarm system that can be accessed and controlled locally or remotely. A contactless tag reader (SPR-S8EZS), wireless remote control key fob (TCC800MS) or wireless panic button (TCPA1BS) are used for the local operation. A free iOS or Android app is available for the remote control security operation as well as capturing and playing back photo images (only for optional wireless motion sensor with camera accessory (CAMIR-8EZS)



Note that the Total Comfort Connect (TCC) security web portal <https://international.mytotalconnectcomfort.com/> cannot be used to perform remote control of the system and is only intended for setting up your accounts and system

There are 2 modes of arming available for the system:

- **Total arm** – All sensors in the home are activated to protect all covered areas in the home whilst you are away
- **Partial arm** – Only selected motion sensors or door window sensors in the home are protected when “Partial mode” is activated. Typically this is used to activate only those sensors installed downstairs in your home whilst you are asleep at night upstairs or in another area of the home. (The partial mode setup for those sensors can be done in your security account within the TCC web portal (See URLlink above)

In the event of an intrusion detected by any of the sensors, the system will alert up to 3 contacts via email by default and SMS text message provided this option has been setup in your TCC security web account. Also an SOS or panic (personal attack) alert can be triggered by any connected contactless tag reader (SPR-S8EZS), wireless remote control key fob (TCC800MS) or wireless panic button (TCPA1BS).

In addition if your system consist of a contactless tag reader, a wireless battery siren or a wireless battery internal siren, then an alarm sound will be heard until the system is disarmed or reaches the end of the alarm duration.

The system comprises three types of components:

- **evohome security hub** which is the core of the system: it communicates with all the other components of the system and transmits the alarms in case of a problem.
- **Control & Indication Equipment** to operate the system (arming and disarming for example).
- **Sensors** are installed in the premises and communicate with the hub in case of problems (intrusion, fire, etc). **Sirens** are used to sound locally when an alarm is triggered.

CONTROLLING YOUR SYSTEM

Your evohome security system can be controlled via the following interfaces listed below:



Note there is no ability to control the system via your Total Comfort Connect (TCC) security web account

- Contactless tag reader (SPR-S8EZ)
- Wireless Remote control key fob (TCC800MS)
- Wireless Panic button (TCPA1BS)
- iOS/Android “Total Connect Comfort International” app

Contactless tag reader (SPR-S8EZ)

The tag reader is an accessory typically installed near the entry/exit point in your home and is used to do the following:

- control the security status of the evohome security hub
- activate an SOS/panic (personal attack) email/SMS alert
- indicate events from the security hub

The tag reader comprises an integrated siren that will sound in case of alarm for a fixed 180 second duration unless disarmed by the user



CONTROLLING YOUR SYSTEM

How to use the tag reader

The security system can be set in two different arming modes:

- **Total arm / total set:** this mode is used when you leave your premises.
- **Partial arm / partial set:** this mode is used when you want to use your system while in your home (at night for example). Only all sensors that you have set to “Partial mode” in your TCC security web account)

As well as arming the tag reader can also be used to initiate a silent SOS/panic (personal attack) alert.

To arm the system when you leave your premises: Total arm



1. Press this button.



2. Present your tag in front of this area on the tag reader.



3. The green light flashes during the 30 second exit delay.



4. Exit the premises before the end of the beeps. The beeps will begin slow and increase faster near the end of the exit delay period).

To arm the system when you are still in your premises: Partial arm



1. Press this button.



2. Present your tag in front of this area on the tag reader.



3. The green light flashes during the 30 second exit delay and remains flashing. There are no beeps produced.

CONTROLLING YOUR SYSTEM

To disarm the system when in total arm mode

After entering the home whilst armed via the protected door, the system will be in a 30 second entry delay and the green LED light shown below in step 1 will flash fast during this period. If not disarmed within 30 seconds then an intruder alarm will be triggered.



1. The green light will flash fast after the door is opened during the 30 second entry delay. Beeping sound will also be produced during this period. The beeps will begin slow and increase faster near the end of the entry delay period.



2. Present your tag in front of this area on the tag reader.



3. The green light turns off along with a long beep sound produced. Your system is now disarmed.

To disarm the system when in partial-arm mode



1. In partial-arm mode the green light will flash slowly to indicate this mode



2. Present your tag in front of this area on the tag reader.



3. The green light turns off along with a long beep sound produced. Your system is now disarmed

SOS/panic (personal attack) alert: Silent alert

An SOS/panic (personal attack) alert can be initiated from the tag reader so that up to 3 contacts can be alerted via email/SMS. A silent email/SMS notification will be triggered by the system without generating any alarm sounds so that the intruder is unaware of this alert. Up to 3 contacts will receive the alert.

This can be done by pressing and holding the following buttons together:



CONTROLLING YOUR SYSTEM

The tag reader LED lights



Set/Unset status (green):

Fast flashing during the entry/exit delay
Slow flashing when the system is in partial arm mode
Off when the system is unset and after the exit delay



Faults status (red):

On when a fault is present (detailed on the webserver)
Slow flashing in case of tag reader low battery
Off in normal situation



Intrusion status (orange):

On when an intruder alarm occurred when the system was set
This will be reset at the next set action

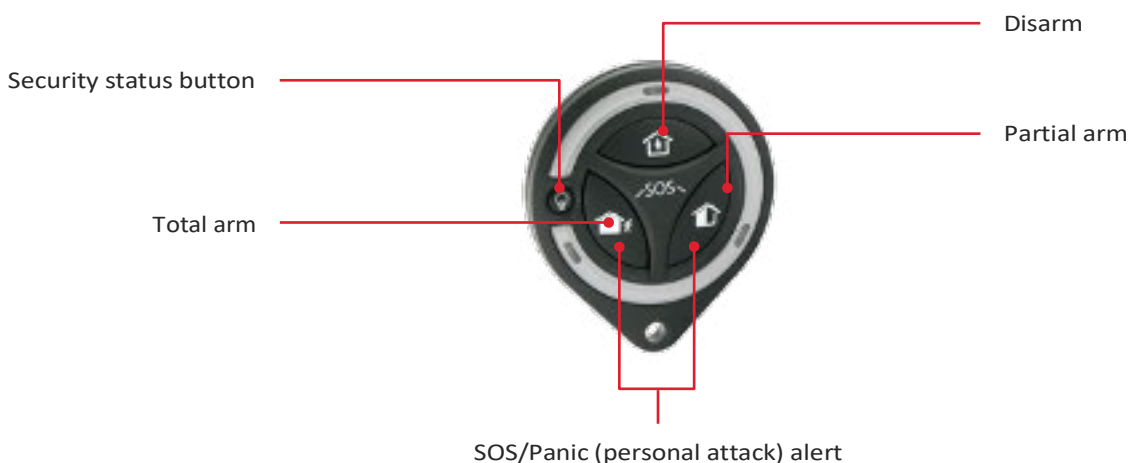


Technical status (orange):

On when a smoke or carbon monoxide (CO) alarm alert occurs

Wireless Remote Control Key fob (TCC800MS)

Arm or disarm your system from anywhere, even from your car, with just one push of a button. Or you can partially arm the system from the comfort of your bed.



Caution

Do not place the key fob in a location where it may be subjected to high temperatures

Be careful not to drop your key fob. Handle it with care otherwise you may damage it, discharge the battery, or cause a malfunction

Keep the key fob away from moisture, dust and water



CONTROLLING YOUR SYSTEM

Security status button

This button used to indicate on the remote control key fob, the current security status of the evohome security hub

Press and hold the button for 3 seconds. The 3 LEDs on the key fob will toggle and the one corresponding to the current security status will remain lit for 3 seconds

Wireless Panic button (TCPA1BS)

The panic button is used to trigger a SOS/panic (personal attack) alert immediately in the event of an emergency. It may be worn around your neck, on a wrist band or as an apparel clip that may also be mounted to a desk.



Press the button for approximately 1 second and release it to send a signal to the evohome security hub to which will trigger an alert.

A silent email/SMS notification will be triggered by the system without generating any alarm sounds so that the intruder is unaware. Up to 3 contacts will receive the alert

CONTROLLING YOUR SYSTEM

“Total Connect Comfort International” iOS/Android app

The “Total Connect Comfort International” app allows you also control and view your evohome security hub system from the comfort of your smartphone or tablet remotely whilst away from home.

Ensure that your iOS/Android device is connected to the internet via wifi or mobile network before using this app.

Add the following paragraph here please:

Note that no more than one user can be logged into the account at the same time from different mobile/tablet devices. Only one user can access and control the system at a time.

You must be logged out from the TCC web portal before using the app otherwise it will not connect with your system.

In order to login to your system, you must use both your TCC account and security account login details.

Each time you login to the app using your TCC credentials, you will be prompted to setup a unique 4 digit PIN code for security. If your phone/tablet is left idle for a while then the screen may become locked. After waking up the device, you will be requested to enter this PIN code when accessing the app again. This is to prevent unauthorised users from accessing the app on your phone.



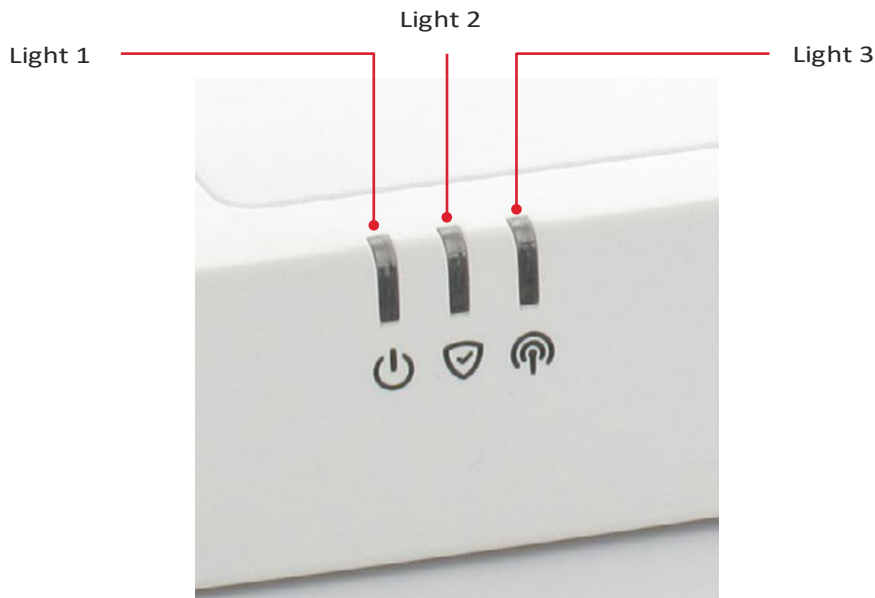
It may take a short while for the app to retrieve the security status of your system after logging in.

The app offers the following security functions:

- Security status control – Total arm, Partial-arm and Disarm
- Activity feed – Event log of actions at the system
- CAPTURE button to manually capture still images from any wireless motion sensor with camera (CAMIR-8EZZ) in your system
- Playback still images recorded
- Delete still images
- Account/Location information view/edit
- Security System view settings
- Create scenario with a connected thermostat (Only applicable for heating devices connected to your TCC system)

EVOHOME SECURITY HUB LED INDICATIONS

The evohome security hub has three lights as shown below.



Light 1: Indication on the power supply state of the hub

- Green fixed: the hub is correctly powered
- Orange blinking: the hub is on battery power only.

Light 2: Indication of the arming state of the system

- Off: The system is disarmed
- Green fixed: the system is in "Total arm"
- Green blinking: the system is in "Partial arm"
- Orange blinking: an intrusion was detected. To clear this indication, please disarm the system again.

Light 3: Indication of the GPRS network

- Off: no GPRS module (GPRS version)
- Orange blinking: GPRS network not found
- Green fixed: GPRS network found



For the wireless hub version, the light will always be off as no SIM card is used

TYPES OF ALARMS AND ALERT GENERATED

The evohome security hub generates the following types of alarms. Up to 3 registered contacts will receive an alert via email/SMS provided they have been setup within your TCC security account during installation of your system.

Intruder alarm: Sounds for 180 seconds

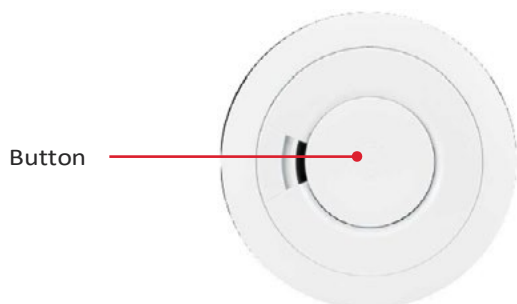
An intruder alarm is triggered by any of the following sensors and can be stopped if disarmed by end user via the contactless tag reader SPR-S8EZS, remote control key fob TCC800MS or the iOS/Android app. Otherwise the alarm will sound until the end of the delay. If another intrusion detected, it will sound again.

- DO8EZS – Wireless door and window sensor
- IRPI8EZS – Wireless pet-immune motion sensor
- CAMIR-8EZS - Wireless pet-Immune motion sensor with camera
- FG8MS - Wireless Glass Break Sensor

Smoke/Carbon monoxide sensor alarm: Sounds for 300 seconds

All wireless smoke/carbon monoxide sensors are active 24/7 and independent from the security status of your system. If any smoke/carbon monoxide is detected by the corresponding sensor, the sounder within each sensor will sound. If your system is equipped with any sirens (contactless tag reader SPR-S8EZS, wireless battery siren SEF8MS, wireless internal battery siren SI800MS), they will also sound.

The alarm sound coming from the smoke/CO sensor can only be stopped locally by pressing a button on the sensor as indicated below otherwise it will continue to alarm for the 300 second period.



DFS8MS
Wireless smokesensor



CO8MS
Wireless carbon monoxide sensor

BATTERY MAINTENANCE

When battery is low in one accessory, the main contact will receive an email/SMS notification informing to change batteries. This notification does not mention that specific accessory. It is recommended to replace the batteries in ALL accessories given the battery life in most of the accessories are similar (Approximately 4-5 years).

Refer to the installation guide supplied with the accessory for details on replacing the battery for that accessory.

TROUBLE SHOOTING

Questions/Solutions

1. The contactless tag reader does not operate when using any tags.

Ensure the tag reader is installed within operating range of the evohome security hub

Ensure that the tag reader and all tags are correctly registered with the system before using them.

Refer to the online installation guide for details

2. The remote control key key fob does not operate my system.

Ensure the remote control key fob is operated within operating range of the evohome security hub

Ensure that the key fob is correctly registered with the system before using them.

Refer to the online installation guide for details

3. The iOS/Android app does not connect and operate my system.

Ensure that your smartphone/tablet device is connected to the internet via wifi or a mobile network.

Ensure your evohome security hub is connected to the internet in your home

Ensure in the app you have entered the correct TCC and security login credentials relating to your evohome security system

4. The system does not alarm or send any alert to any contacts immediately after the protected door window sensor or motion sensor is triggered when armed.

All door window and motion sensors have a 30 second entry/exit delay before any alarm/alert is triggered by the system. Please wait until the 30 second delay has expired

TROUBLE SHOOTING

5. The system does not alarm or send any alert to any contacts after the protected door window sensor or motion sensor is triggered when armed.

Ensure that the sensor is installed within operating range of the evohome security hub. If too far then locate closer to the hub

Ensure that the sensors and all siren accessories are correctly registered to your system. Refer to the online installation guide for details

If no siren accessories are installed then ensure at least one alert contact has been setup in your Total Comfort Connect (TCC) security account

Refer to the online installation guide for details

6. The 2nd LED on the evohome security hub is flashing orange colour.

This indicates that an intrusion occurred within your home. Further details of the intrusion can be viewed in the Activity Feed within the mobile app. To clear the orange LED indication, please disarm your system again

7. Does the system alert me if any door window sensors are left open (DO8EZS) upon arming?

The system will not alert you if any door window sensors are still left open. It is advisable to check all doors windows are closed before arming. If left open then any drafts entering the home could trigger any motion sensors causing false alarms illuminating the 2nd LED on the hub as orange colour (intrusion detected).