HOMECONTROL2.0

USER GUIDE

Extending the capabilities of security control

Simple and intuitive to use

Constantly evolving

Download on the **App Store**

GET IT ON **Google play**

Detailed history of events

Biometric login
(FaceID/Touch ID (iOS) and Android equivalents)

Geofence alerts for easy reminders

Voice push notifications

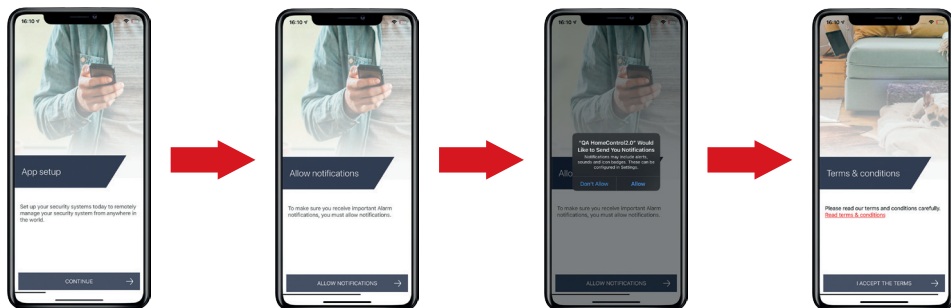Scan the QR code to find out more and to download HomeControl2.0

https://bit.ly/2Pi2GZN

CONTENTS

GETTING STARTED

DOWNLOADING THE APP

The app can be downloaded from either the Apple App Store or on Android from the Google Play Store by searching 'HomeControl'.

CREATING AN ALIAS AND ADDING A SYSTEM

1. When **Home**Control**2.0** is opened for the first time, it will go through the initial set up. Select 'CONTINUE' to proceed.

2. Enable the notifications to allow **Home**Control**2.0** to alert via push and voice notifications.

3. The smart device may display a settings message requesting notification authorisation. Allow to receive notifications.

4. Read and accept the Terms and Conditions to proceed.
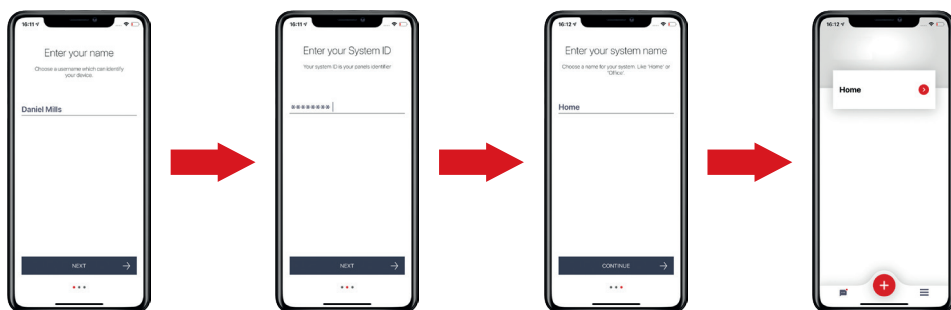
5. Create a username so the device can be identified on PyronixCloud. Press 'NEXT' when this has been entered.

Please note: Once this step is complete, this username cannot be edited without deleting and reinstalling Home Control**2.0.**

6. Enter the unique system ID of the control panel and press 'NEXT'.

Please note: This can be found in the Master Manager menu in 'SET UP APP DATA?' Please see Extended User Guide for further guidance.

7. Enter a 'system name'. This is how this system will be labelled throughout the application. Once it has been entered, press 'CONTINUE'.

Please note: This can be edited at a later time.

8. The system is now added to the main screen of **Home**Control**2.0**.

Security system
Security systems will appear on the main screen like this along with the system name given to it when added to HomeControl2.0. Tap to connect to the security system.

For guidance on connecting see <u>"Connecting to the panel" on page 6</u>

Notifications
Displays the latest 50 notifications to be received from security systems added to the app.

New notifications
Displays when there are unread notifications received and replaces the 'Notifications' icon.

Add a system
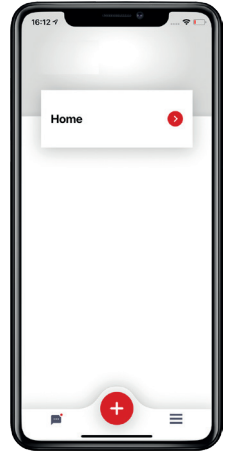Tap this to add a new or existing security system to the app.

For guidance adding a system see <u>"Adding additional systems" on page 9</u>

Settings
View important information about HomeControl2.0 and related services such as Terms and Conditions.

For more information see <u>"Legal" on page 12</u>

Notifications

HomeControl2.0 has the ability to receive audible voice push notifications directly to your device; letting you know exactly what's happening so that appropriate action can be taken. The last 50 push notifications received are saved on the app to view from the main screen.
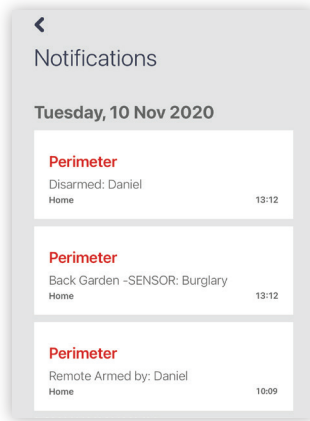
Event examples

Disarming via keypad
'Disarmed:' notifications are created when a user disarms the system via a keypad.

Burglary
If a zone is triggered on an armed system, a notification with the zone name is generated.

Arming via HomeControl2.0
'Remote armed by:' are created when a user arms the system using the app.

Notifications

Tuesday, 10 Nov 2020

Perimeter
Disarmed: Daniel
Home   13:12

Perimeter
Back Garden -SENSOR: Burglary
Home   13:12

Perimeter
Remote Armed by: Daniel
Home   10:09

Notification message formats

<Area>
<Event>: <Username>
<System name>

<Area>
<Zone name> -<Zone type>: <Event>
<System name>

<Area>
<Event>: <Username>
<System name>

Please note: The push notifications stored are not the 50 latest events on the systems added to the app, they are push notifications sent from the PyronixCloud and received by HomeControl2.0. The push notifications sent from the PyronixCloud can be tailored per app user. Please speak to your installation company for more information.

BASIC CONTROLS

CONNECTING TO THE PANEL
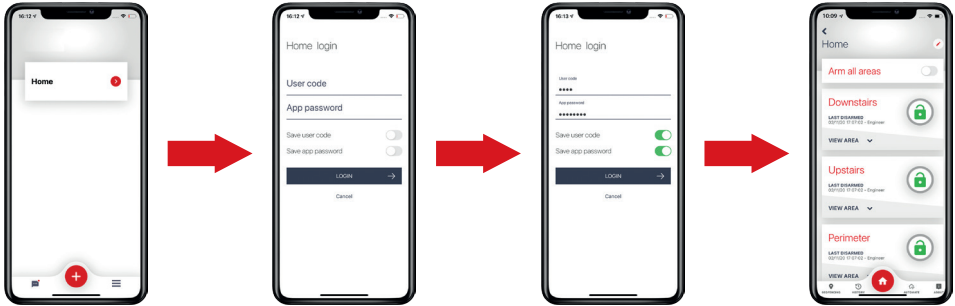
1. Select the system from the main screen of **Home**Control**2.0** that you wish to connect to.

2. Enter your 'User code' and 'App password'.

3. To save the user code and app password, toggle the sliders so that they are green and then tap 'LOGIN'.

4. Home Control**2.0** is now connected to the system.

Please note: Whilst you are connected to the panel via Home Control**2.0, you will not receive notifications. To disconnect, press** ◁ **in the top left corner of the system controls screen.**

BIOMETRIC AUTHORISATION

Logging into the system has never been easier or simpler with biometric login (facial recognition/fingerprint). With HomeControl2.0 there's no need to enter the user code every time you connect to a system.

The next time the system is selected from the main screen, **Home**Control**2.0** will ask whether the user would like to enable facial or fingerprint recognition; depending on the smart device capabilities.
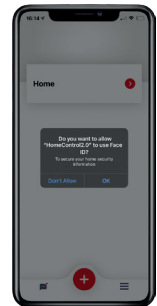
Disconnect from system
Tap this to disconnect from the system and return to the main screen.

System name
Tap here to change how the system is known and displayed in the app.

Full arm
Toggle this slider to simultaneously arm all the areas on the system.
Please note: This option will only be visible when the security system has been programmed as an area set system.

Area information
The alias of this area along with name of the last user to arm or disarm the area.

Zones in area
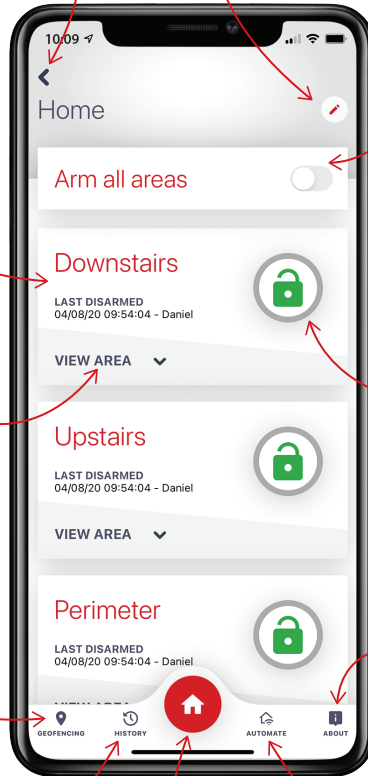Tap this to view all the zones allocated in the above area.

Action button
Displays whether the area is in alarm, armed disarmed, or currently has a fault. This also acts as the main button to arm or disarm the area. Tap to change between the two or silence alarms.

Geofencing
Select to setup, view or edit the geofence associated with this system.

About
Tap to display all the system information such as the firmware of the control panel, the number of zones on the system etc.

History
Tap to display all recent important events that have occured on the system.

System home
Tapping this will return from any other menus to the system home screen.

Automate
Choose this to operate outputs programmed on the system to switch things such as lights.

Screen content:
10:09
Home
Arm all areas
Downstairs
LAST DISARMED 04/08/20 09:54:04 - Daniel
VIEW AREA
Upstairs
LAST DISARMED 04/08/20 09:54:04 - Daniel
VIEW AREA
Perimeter
LAST DISARMED 04/08/20 09:54:04 - Daniel
GEOFENCING HISTORY AUTOMATE ABOUT

SYSTEM HOME SCREEN ICONS

Action Button Icons

	The area is disarmed and can be armed with no problems.
ARMING	The area is in the process of arming.
ARMED	The area is armed.
TRIGGERED	A zone in the area has been triggered which means it is now in alarm. The alarm can be silenced by tapping this icon. Please note: The alarm should only be silenced when the user is confident there is no intrusion/danger.
	There is a fault on the system. To view the fault, tap 'SHOW FAULTS' and the fault will be displayed.

Individual Zone Icons

|	
	This zone is operating normally and has nothing to report.
	This zone has been triggered when armed and signalled the alarm.
	This zone was triggered whilst arming or has a fault and needs to be investigated.
	The zone is active and will be live if the area is armed.*
	This zone is bypassed meaning it will not be live if the area is armed and will not trigger an alarm.* Please note: The zone will be reinstated to 'active' when the system is disarmed again.

* If the zones are not programmed so that they can be bypassed, this icon will not be visible. Please speak to he installation company for more information.
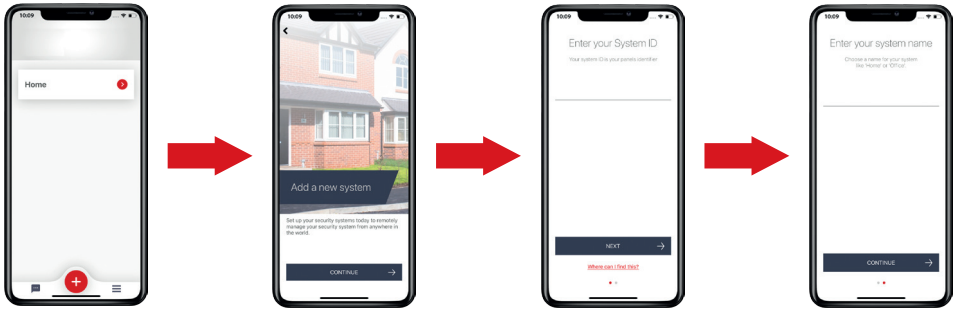
1. Tap ➕ at the bottom of the home screen.

2. Select 'CONTINUE' to move to the next screen.

3. Enter the unique system ID of the control panel and press 'NEXT'.

4. Enter a 'system name'. This is how this system will be referred to throughout the application. Once it has been entered, press 'CONTINUE'. The system can now be selected from the home screen.

Please note: The system name can be edited at a later time.

DELETING A SYSTEM
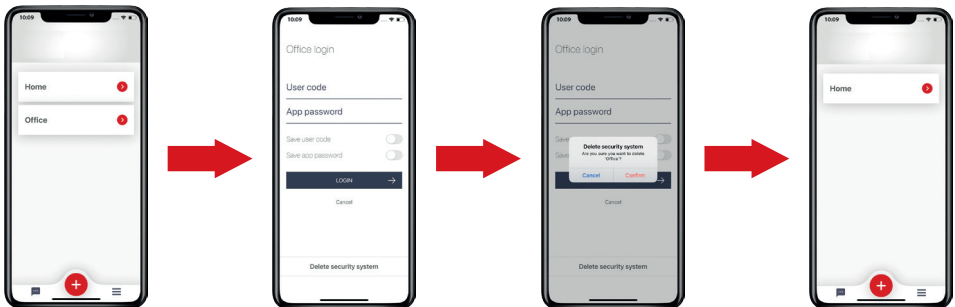
1. From the home screen, select the system to be deleted.

2. Select 'Delete security system' at the bottom of this screen.

3. Confirm that the system is to be deleted by tapping 'Confirm'.

4. The system is now deleted from the system and is no longer visible on the home screen.

ADVANCED FEATURES

GEOFENCE

Configurable to a distance of 100m to 1000m of the property, the user will receive a push notification reminder via HomeControl2.0 to arm and/or disarm their system as they enter or exit the configured Geofence area respectively.
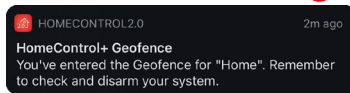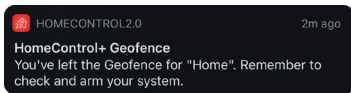
The following setup and example screens are from the point where the user has already connected to a security system. For guidance on connecting to a system please view section "Connecting to the panel" on page 6.
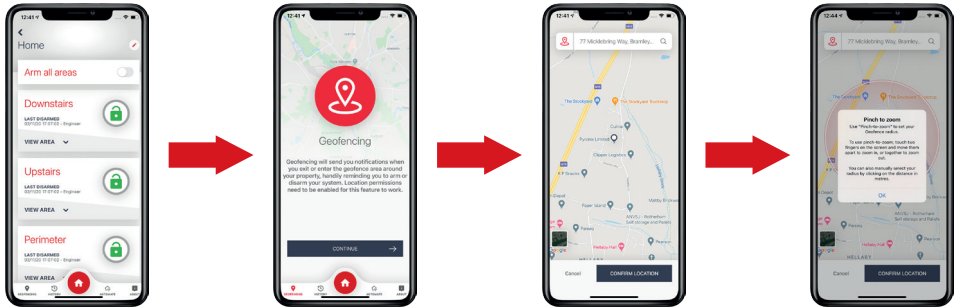
1. Tap the 📍 icon named 'GEOFENCING' in the bottom left corner of the system home screen.

2. Select 'CONTINUE' to configure the Geofence settings.

3. Swipe the screen to move the cursor to the security systems location. The location can also be found with the search field by entering a post code Alternatively, tap 🔍 and the cursor will move to your current location. Once the cursor is in the correct place, click 'CONFIRM LOCATION'.

4. HomeControl2.0 will now give you instructions on configuring the Geofence radius. Press 'OK' to continue.
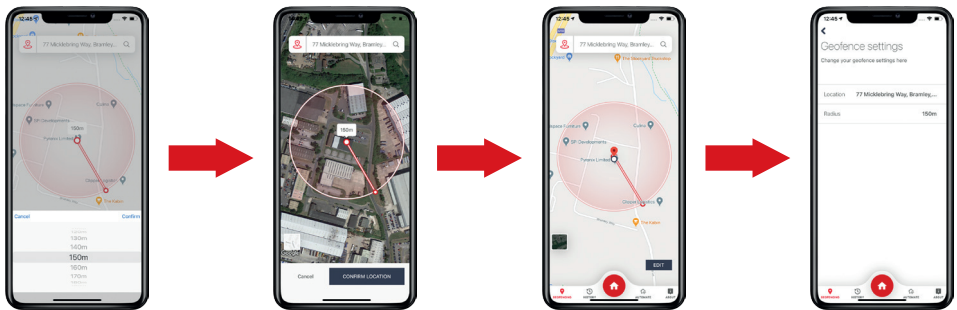
5. The Geofence can also be changed by tapping the distance above the cursor to reveal a drop-down menu.

6. The map can be toggled between default view and satellite view by tapping ▭ and ▪. Once the Geofence radius is configured, tap 'CONFIRM LOCATION' to save.

7. To change or tweak the Geofence settings, tap 'EDIT'.

8. The configuration can be changed from this screen. To return to the system home screen, tap 🏠.

🏠 HOMECONTROL2.0	2m ago
HomeControl+ Geofence You've left the Geofence for "Home". Remember to check and arm your system.	

🏠 HOMECONTROL2.0	2m ago
HomeControl+ Geofence You've entered the Geofence for "Home". Remember to check and disarm your system.	

Please note: In order for the Geofence feature to operate correctly, the smart device needs to allow HomeControl2.0 to use mobile data and location at all times, not just when using the app. If the app is not authorised, push notifications may not be received when leaving or entering the Geofence.

Via HomeControl2.0 up to 10 panel event and up to 50 app notification logs can be viewed; providing added visibility of exactly what's happened on the system.

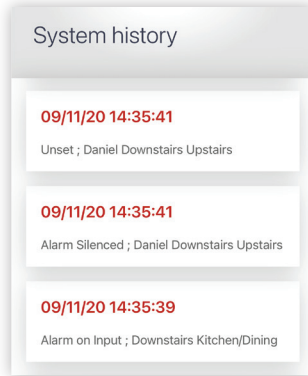The 'HISTORY' tab 🕐 on the system home screen displays the latest 10 panel events on the selected security system.

Please note: The event log in the security system control panel will hold significantly more than displayed in HomeControl2.0.

History event message format

System history

<Date> <Time>
<Event> ; <Username> <Area(s) armed or disarmed>

<Date> <Time>
<Event> ; <Username> <Area(s) that the alarm was silenced in>

<Date> <Time>
<Event> ; <Area(s) the zone was triggered in> <Zone name>

09/11/20 14:35:41
Unset ; Daniel Downstairs Upstairs

09/11/20 14:35:41
Alarm Silenced ; Daniel Downstairs Upstairs

09/11/20 14:35:39
Alarm on Input ; Downstairs Kitchen/Dining

Event examples

Arming/disarming log
These are created when a user arms or disarms the system.

Alarm silenced
If an alarm event or a fault occurs on the system, this entry shows who silenced the security system.

Alarm
If a zone has been triggered, the system creates a log of the event.

Outputs can be configured on the security system so that HomeControl2.0 can trigger them on enable and disable them; depending on the type of output. There are two types of output pulsed and latched.

- Timed - A timed output will be active for a programmed period of time and then reset itself.
- Latched - A latched output will stay active once triggered until it is manually reset.
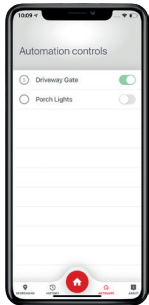
To trigger outputs from HomeControl2.0, tap the 🏠 icon labelled 'AUTOMATE'. and the app will now display all the outputs available for activation. To enable the output, tap the slider to the right of the output name.

Once a pulsed output is enabled in HomeControl2.0, the output displays the period of time is it programmed to be active for and will countdown to reset.

If a latched output is enabled, a red tick will be visible next to the output name indicating it is active. These outputs need manually resetting by tapping the green slider.
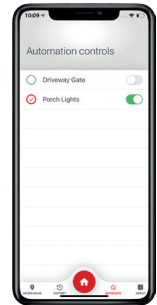
ABOUT

Type
The smart device application name.

FW version
Displays the current firmware that the control panel of the security system is operating on.

ID
The system ID of the control panel.

Areas
The number of areas on the system that have zones allocated to them.

Sensors
The number of zones learnt and programmed on the system.

Controls
The number of available user automation outputs on the system.

App version
The build version of HomeControl2.0.

Copyright
Owners of HomeControl2.0 copyright.
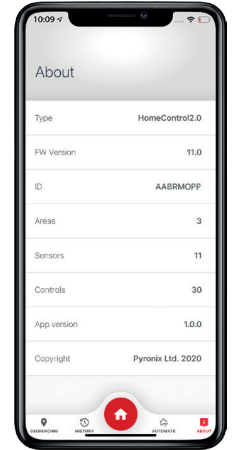
LEGAL
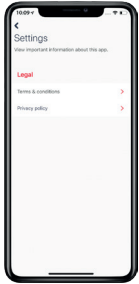
The settings tab displays the legal information about the app.

Terms and conditions

Tapping this option will take the user to the terms and conditions on the Pyronix website. These can also be viewed at the following link.

https://www.pyronix.com/uk/eula-homecontrol2/

Privacy policy

Selecting this option will take the user to the privacy policy on the PyronixCloud website. This can also be viewed at the following link.

https://www.pyronixcloud.com/privacy-policy

MIGRATING FROM HOMECONTROL+ TO HOMECONTROL2.0

HomeControl+
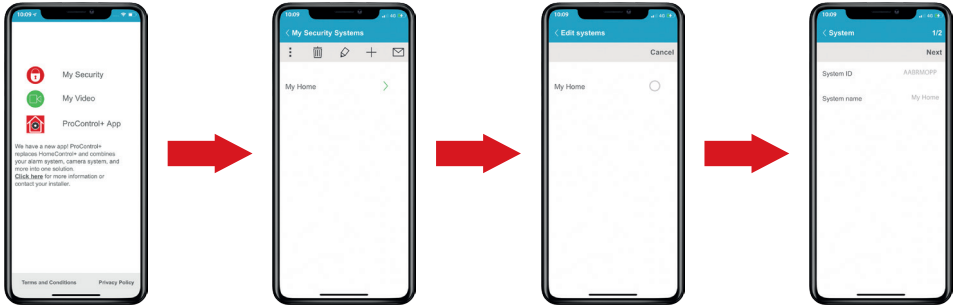
1. Open HomeControl+ and select ' My Security'.
2. Tap the ⬦ at the top of the screen.
3. Select the system you wish to migrate over.
4. Copy the 'System ID', close HomeControl+ and open HomeControl2.0.

HomeControl2.0
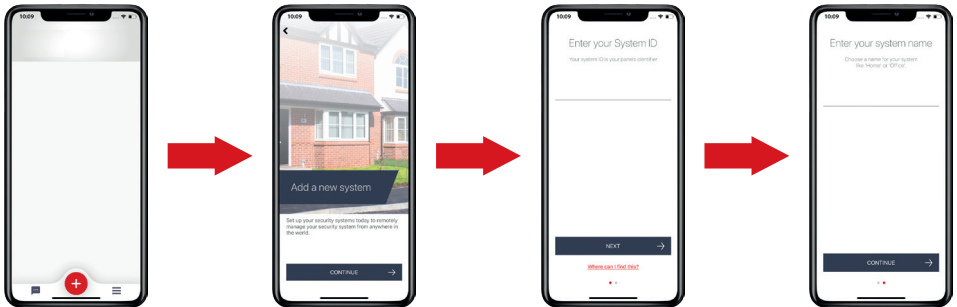
5. Tap ✚ at the bottom of the home screen.
6. Select 'CONTINUE' to move to the next screen.
7. Enter the unique system ID that you copied from HomeControl+ and press 'NEXT'.
8. Enter a 'system name'. This is how this system will be referred to throughout the application. Once it has been entered, press 'CONTINUE'. The system can now be selected from the home screen.

Please note: The system name can be edited at a later time.

For help connecting to the system added please see <u>"Connecting to the panel" on page 6</u>

FREQUENTLY ASKED QUESTIONS

What other features do I get compared with HomeControl+?

- Biometric authorisation
- Geofencing
- Modern user interface
- Quicker connections to system

How do I migrate from HomeControl+ to HomeControl2.0?

There's three pieces of information you need;

1. System ID
2. App password
3. User code

You can get the System ID from HomeControl+ by clicking the pencil and clicking the panel in question, then copying the System ID from there, and pasting into HomeControl2.0. Your app password will have been set up by your installer, and your user code is the code you use to arm and disarm your system.

You can then follow the step by step process in the HomeControl2.0 app to set your system up.

Click here to view a video on how to migrate across.

Remember, if your installer manages your panel in their Cloud account, you'll need to get them to authorise the new app to connect, or select the "Auto-allow apps to connect" feature in the Cloud. This is for enhanced security.

Can I save my user code and app password in the app and use biometrics to log in?

The first time you try to connect to a system you must enter your user code and password. To save the user code and app password, toggle the sliders so that they are green and then tap 'Login'. The next time the system is selected from the main screen, HomeControl2.0 will ask whether the user would like to enable facial or fingerprint recognition; depending on the smart device capabilities.

What is my user code?

The 'User Code' required to connect to a system with HomeControl2.0 is the same code used to arm and disarm the system at the keypads.

How do I find my app password?

You can check the app password in the Master Manager menu of the system.

Press the ⎡ **D** ⎤ key then enter the Master Manager code. Press ⎡NO⎤ until 'SET UP APP DATA?' is displayed then press ⎡YES⎤. Continue to press ⎡YES⎤ until 'App Password' is displayed and make a note of it. Repeatedly press ⎡NO⎤ until 'EXIT MANAGER MENU?' is displayed and press ⎡YES⎤ to return to day mode.

I can't find 'SET UP APP DATA?' on the panel to connect to PyronixCloud?

Press ⎡ **D** ⎤ and enter the Master Manager code. Press ⎡NO⎤ until 'SET UP APP DATA?' appears on the screen and press ⎡YES⎤ to enter. If you would prefer to watch a video on this procedure, it can be viewed by clicking here.

https://youtu.be/E_wRlKKAADw

If 'SET UP APP DATA?' does not appear in the menu, the code entered is a user code and not the Master Manager code.

Where do I find my system ID?

The system ID can be found in the 'SET UP APP DATA?' sub menu located in the Master Manager menu. Please see the question "I can't find 'SET UP APP DATA?' on the panel to connect to PyronixCloud?" for help navigating to this menu.

How do I connect my panel to the Wi-Fi network?

To connect your system to the Wi-Fi network, we recommend clicking here to watch our video tutorial.

https://youtu.be/CmKEcKctfhg

How do I set up Geofencing?

Once you have connected to a system, a 'Geofence' icon is located in the further left hand side of the bottom toolbar. Select this and follow in the in app step-by-step instructions to configure your Geofence.

What version of iOS is required?

HomeControl2.0 requires iOS 13 or later.

What version of Android is required?

HomeControl2.0 requires Android 5 or later.

Does the app need to be open to receive push notifications?

As long as push notifications are enabled on the smart device, both in the device app settings and in the overall settings, HomeControl2.0 will deliver push notifications.

How many systems can be added to HomeControl2.0?

There is no limit to how many systems can be added to HomeControl2.0.

Can I add my cameras to the app?

Presently, HomeControl2.0 doesn't not support either Pyronix or Hikvision cameras; for this functionality you will need to use ProControl+.

Is video verification available on HomeControl2.0?

Presently, HomeControl2.0 doesn't not support video verification as the cameras are not compatible; for this functionality you will need to use ProControl+.

How much memory does the app take up?

Approximately 40MB with no systems added, no notifications saved etc. As the number of the aforementioned is increased, the storage amount HomeControl2.0 utilises will also increase.

Wi-Fi signal shows 10 on the control panel but HomeControl2.0 still will not connect

All wireless signals including connections between the system and the wireless router can and will fluctuate – this is perfectly normal. A Wi-Fi signal strength of 10 is right on the lower limit of the recommended level for the system and due to fluctuation, could drop lower from time to time. Please speak to your engineer/installation company regarding relocating the control panel.

How do I add another user to the app?

Each smart device installation of HomeControl2.0 only has one username associated with it. This username and installation is then granted access to the system via PyronixCloud. When connecting to the system with the app a user code and password is required. The password remains the same for every user on system however, whichever user code is used determines the rights/privileges that can be accessed on that connection session. The user code entered will also determine the user logged in the panel log when arming/disarming.

Why I don't get notifications on my app after I changed my Wi-Fi router?

Changing the router will not affect HomeControl2.0's push notifications if the smart device is connected to the new router. If push notifications are not being received this could be due to a lack of communication between the system and the router. Make sure the system is connected to the router and if the problem persists, contact your engineer/installation company for assistance.

How many users can be set up on the app at one time?

Each smart device installation of HomeControl2.0 only has one username associated with it. This username and app installation is then granted access to the system via PyronixCloud. When connecting to the system with the HomeControl2.0, a user code and app password is required. The amount of different user codes, and in turn users on the system, is limited by the system HomeControl2.0 is trying to connect to.

Can I receive notifications whilst connected to the system?

Push notifications can't be sent from the panel whilst HomeControl2.0 is connected to this however, Homecontrol2.0 will show the status of the system and areas live on the screen therefore you will be notified immediately.

Why don't I get notified when I leave my geofence?

Please check your Geofence settings are set up correctly in HomeControl2.0. You should also check that you have notifications allowed on your device for HomeControl2.0.

Why can't I bypass a zone in HomeControl2.0?

Zones need to be programmed in the system so that they can be bypassed by a user. If a zone does not have this attribute enabled, HomeControl2.0 will not display the slider next to zone to bypass it.

How do I find my app password?

Your app password can be found in the 'SET UP APP DATA?' sub menu located in the Master Manager menu. Please see the question "I can't find 'SET UP APP DATA?' on the panel to connect to PyronixCloud?" for help navigating to this menu.

My app says that there is a fault on an area and I can't arm it, what can I do?

A zone associated with this area is either in alarm, has an issue, or there is a fault on the control panel which needs to be cleared. If it's a zone, tap 'View Area' and then investigate that detector. If the problem can't be resolved, and the zone has been programmed as bypassable, you can bypass this zone and arm the area. Please contact your installation company to carry out this work.

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Visit the Pyronix YouTube channel to find out more about our products, bespoke services and system integrations.

Catering for both installer and end-user, our short set-up videos range from programming network connections and signalling, to retrieving information from the system, to getting the most from our smart device apps.

YouTube

View now at https://www.youtube.com/PyronixLtd

To arm a specific area select the padlock symbol.