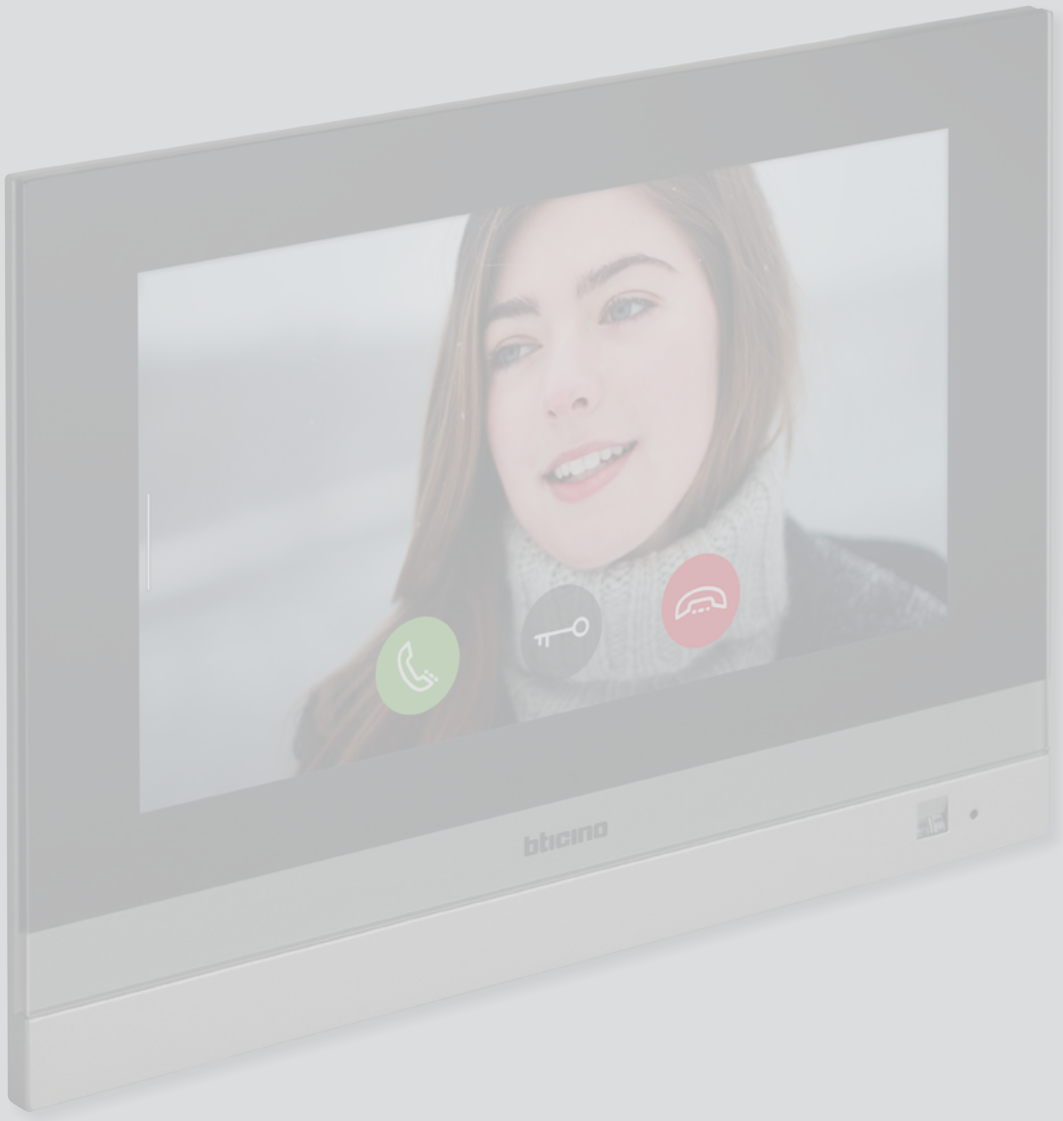
MyHOME

HOMETOUCH
3488 / 0 672 59

Installation Manual


bticino

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General information

Warnings and recommendations

It is important to read this manual carefully before proceeding with the installation.
The warranty becomes automatically void in case of negligence, improper use, tampering by unauthorised personnel.
The HOMETOUCH video internal unit must only be installed indoors; it must not be exposed to water drops or splashes; it must be used only on BTicino 2 wire digital systems.
The HOMETOUCH video internal unit must be connected to a Wi-Fi network with the following features:

- IEEE 802.11 b/g/n (2,4 GHz) 13 channels
- Encrypting and authentication methods supported:
  – OPEN WPA-PSK networks
  – TKIP WPA2-PSK included
  – included AES WEP 64 bits (ASCII 5 figure or hexadecimal 10 figure codes)
  – WEP 128 bits (ASCII 13 figure or hexadecimal 26 figure codes)
  – WPS authentication (supported for WPA2-PSK)
  – it supports hidden networks

***Note**: a domestic Wi-Fi with internet access is needed for the connection between the HOMETOUCH video internal unit and the smartphone.*

To use the service, the Customer must acquire the technical equipment which allows access to the Internet, on the basis of an agreement made by the Customer himself with an ISP (Internet Service Provider). BTicino plays no part in this.

The customer must install the DOOR ENTRY for HOMETOUCH app on his smartphone so that he can use some services which BTicino supplies as extras to the normal basic functions of the HOMETOUCH.

The services offered by means of the App require being able to interact with HOMETOUCH remotely and through the Internet.

In these cases the integration and good working between HOMETOUCH and App may depend on:
– a) quality of the Wi-Fi signal;
– b) type of access contract to the home internet;
– c) type of data contract on the smartphone.

When one of these 3 elements does not conform with the specifications required for product operation, BTicino accepts no responsibility for any faults.

The DOOR ENTRY for HOMETOUCH app operation with screen off (background) may be compromised by the applications installed on the smartphone that:

– optimise the use of the battery and the energy saving;

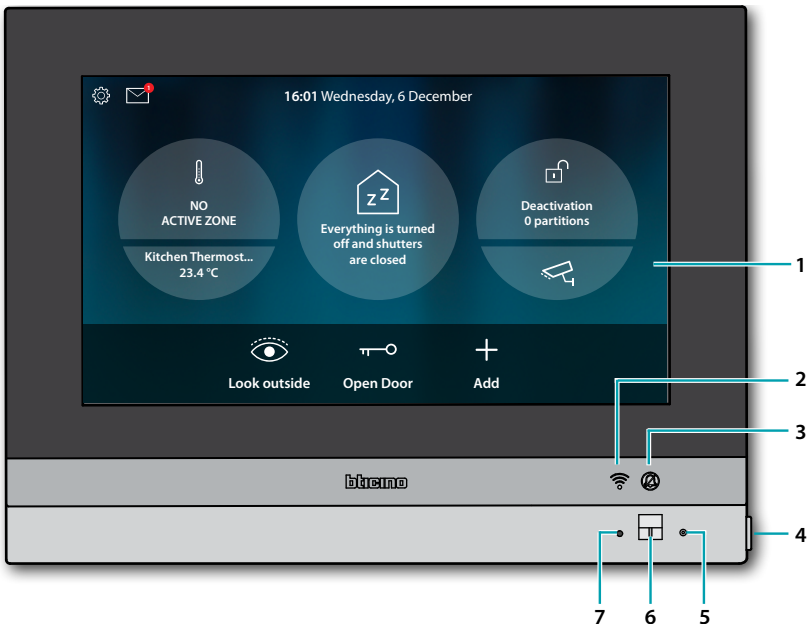
– protect the device (antivirus or similar programs)

The product in fact supports a VoIP streaming system.

You must therefore check with your smartphone data network contract that it does not block it.

We would like to inform you that the service provided by BTicino by means of remote use via the App involves the use of data. The cost linked to data usage depends on the type of contract which the customer has with his ISP (Internet Service Provider) and is solely the customer's responsibility.

Front view

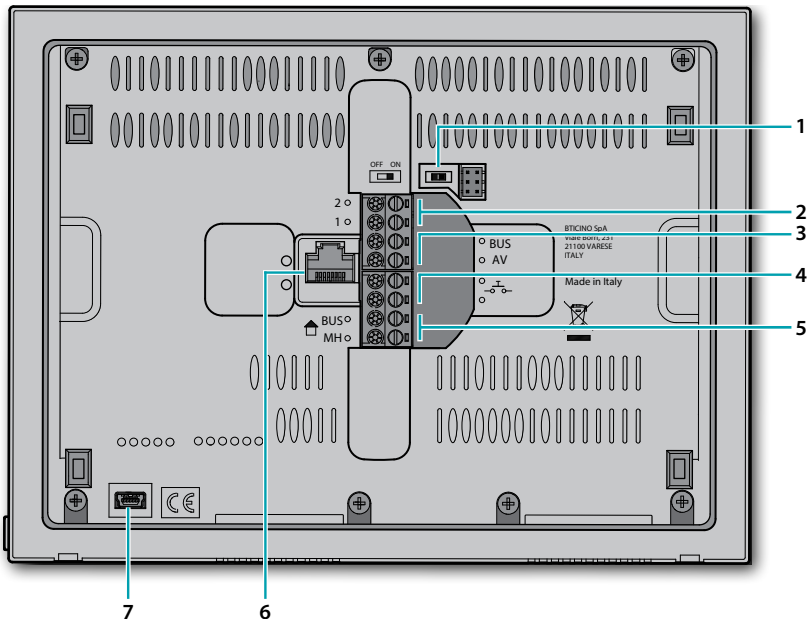


***Note**: the image* shows the device with all its functions enabled.*
In this manual check how to enable them.
** The background and icons shown may differ from those on the device.*

1. 7" (Touch Screen) display
2. Wi-Fi Status:
   LED flashing = Wi-Fi is active but not connected to a network
3. Ringtone exclusion status:
   LED on = call ringtone disabled
4. Video door entry key:
   - door lock release (long pressure)
   - audio enabling/disabling (short pressure during a call)
5. Microphone
6. Proximity sensor
7. RGB Multifunction LED:
   Blue LED steady = the function indicates the "door open" status
   (only for preset systems, with appropriate actuator)
   Red LED steady = no internet connection
   Red LED flashing = ethernet cable not connected
   Green LED steady = the device is communicating
   Green LED flashing = incoming call, home call and intercom call
   White LED steady = notification of messages (answering machine, update availability or other system messages)
   White LED flashing = update in progress (download or installation)

***Note**: it is not possible to perform other operations from the display when the DOOR ENTRY for HOMETOUCH App is connected to the system (e.g. call in progress, camera CCTV, etc.)*

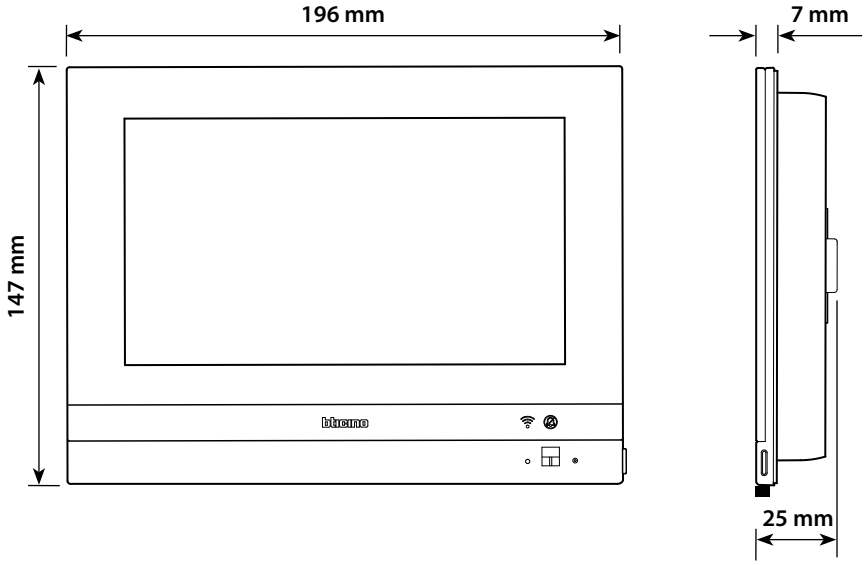
Rear view



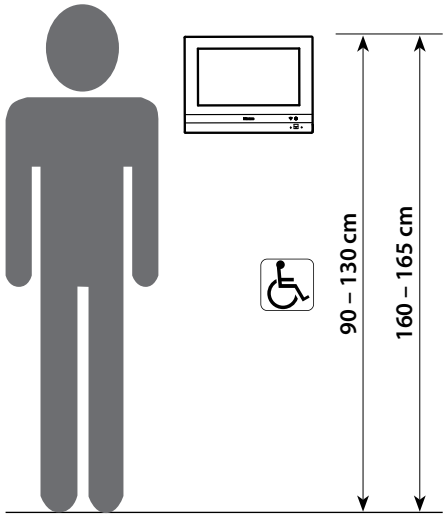
1. Line termination OFF/ON micro-switch
2. Power supply clamps (1 - 2)
3. Clamps for connection to the AV BUS
4. Clamps (⊸) for the connection of an external call to the floor pushbutton
5. Clamps for connection to the MH BUS
6. Ethernet connection
7. (Service) USB mini socket

Dimensional data and installation heights

***Caution**: Installation, configuration, starting-up and maintenance must be performed by qualified personnel*

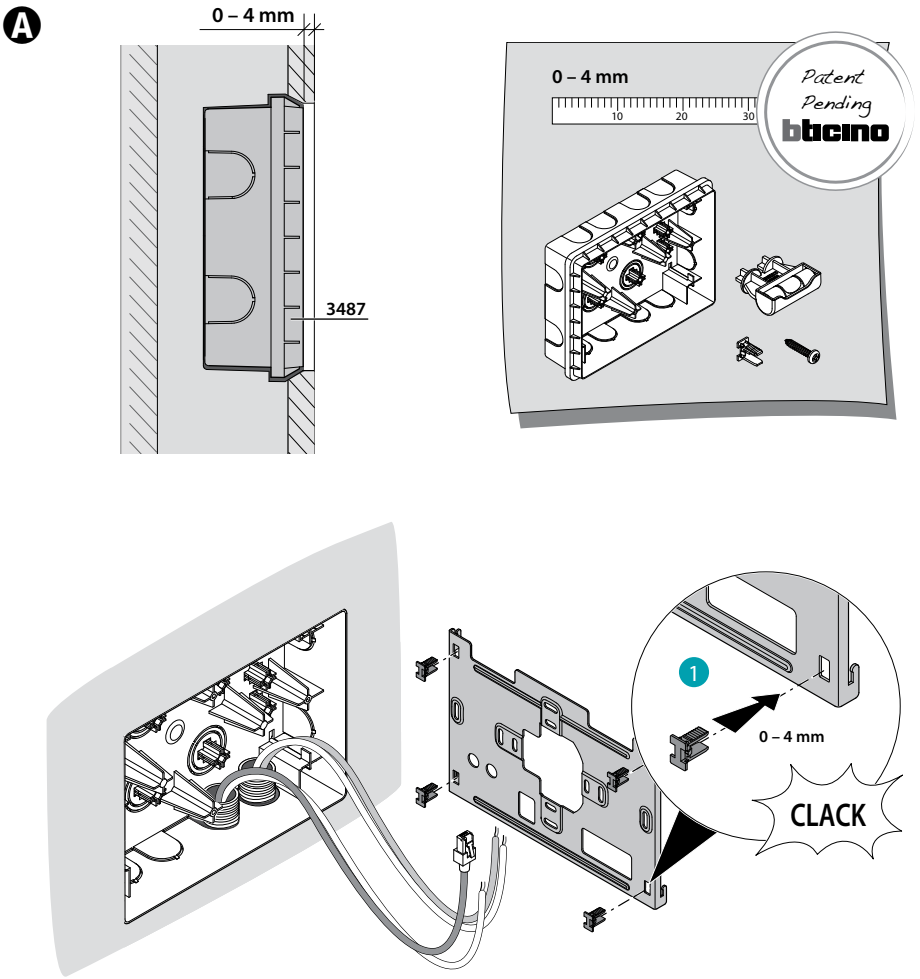


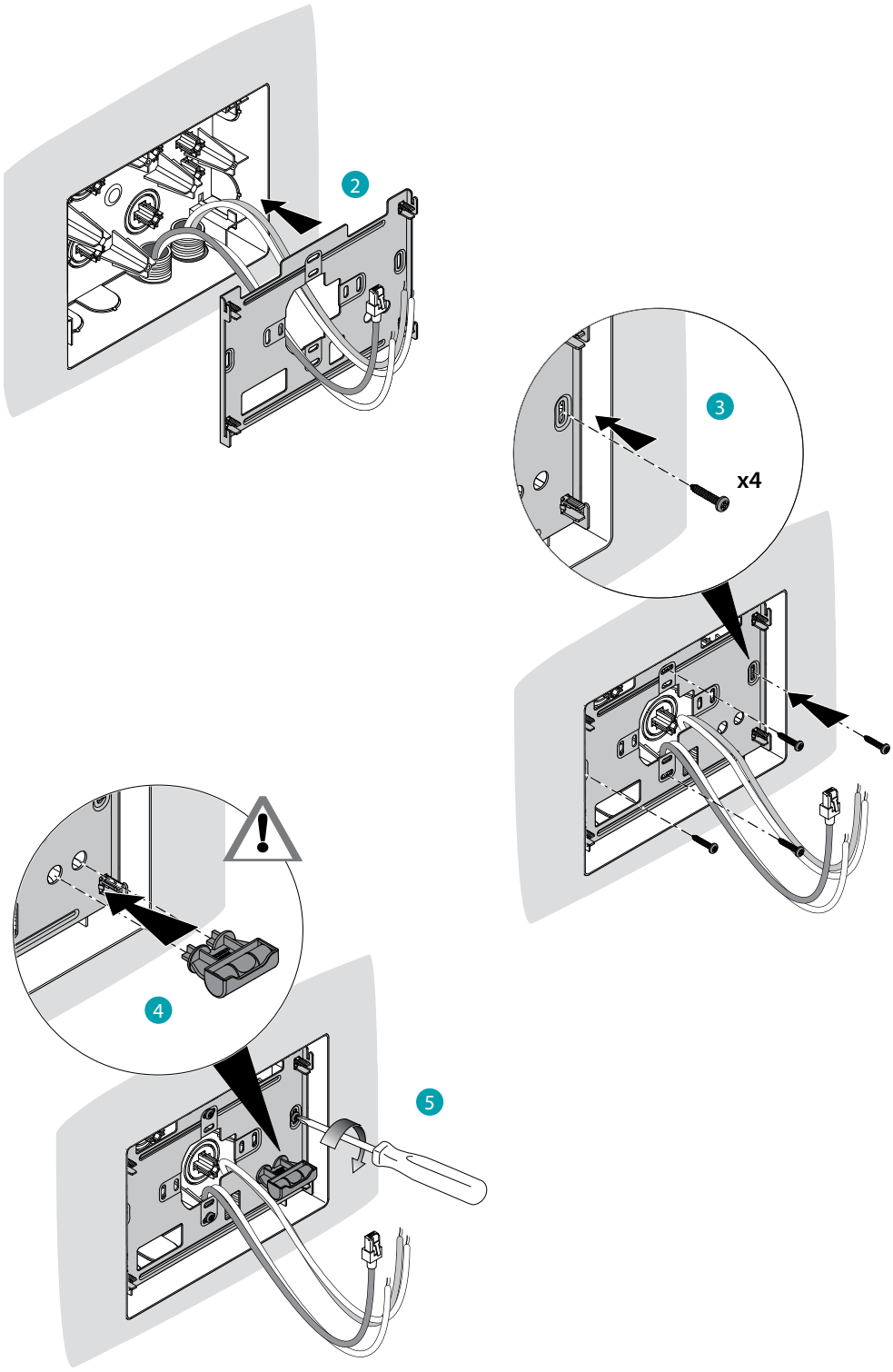
Height recommended, unless otherwise required by the law

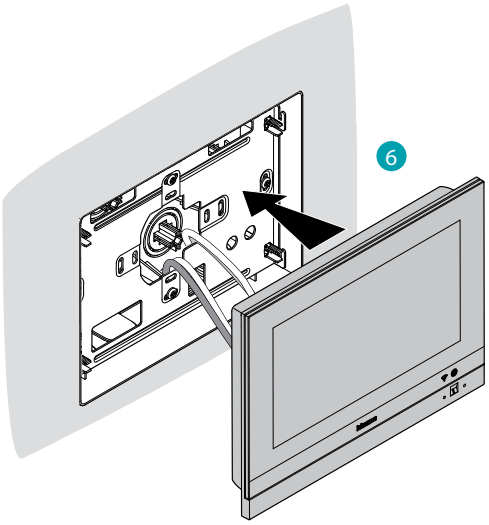


Flush mounted installation with accessory 3487

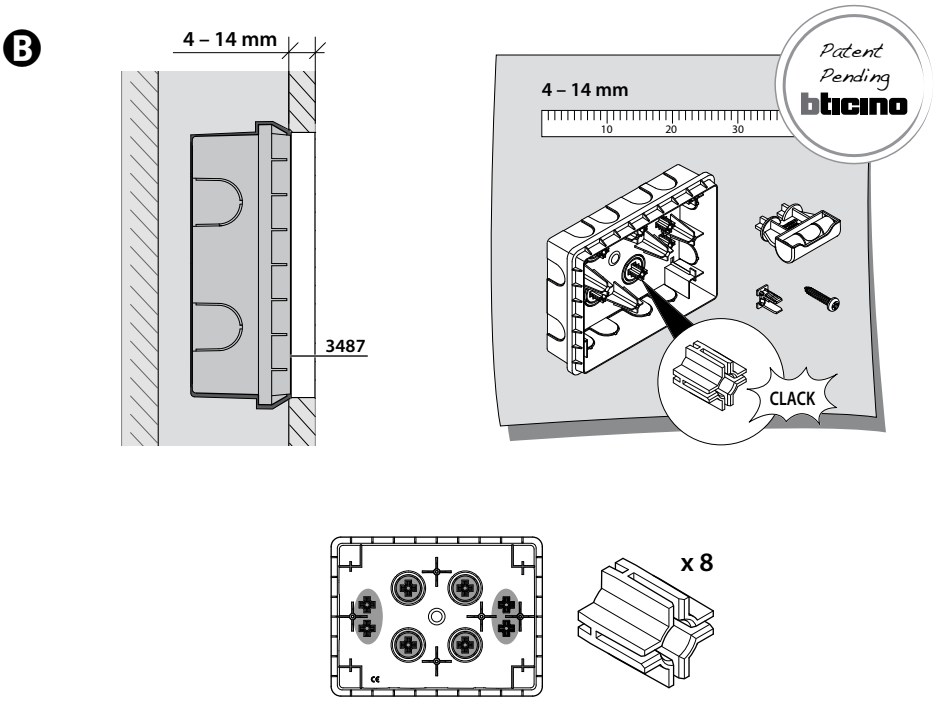
Situation with 0 to 4 mm flush-mounted box

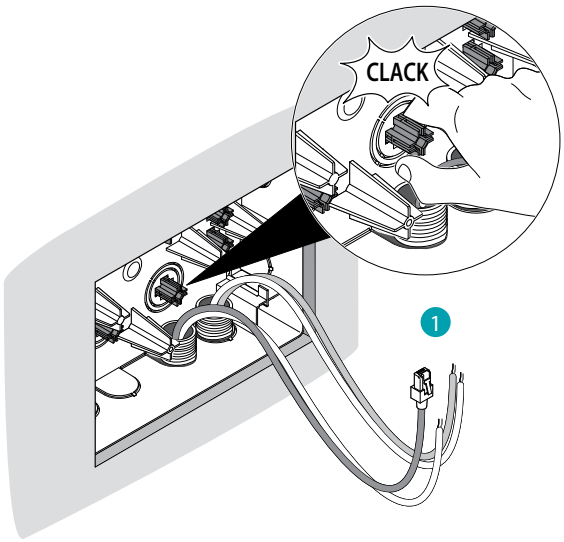


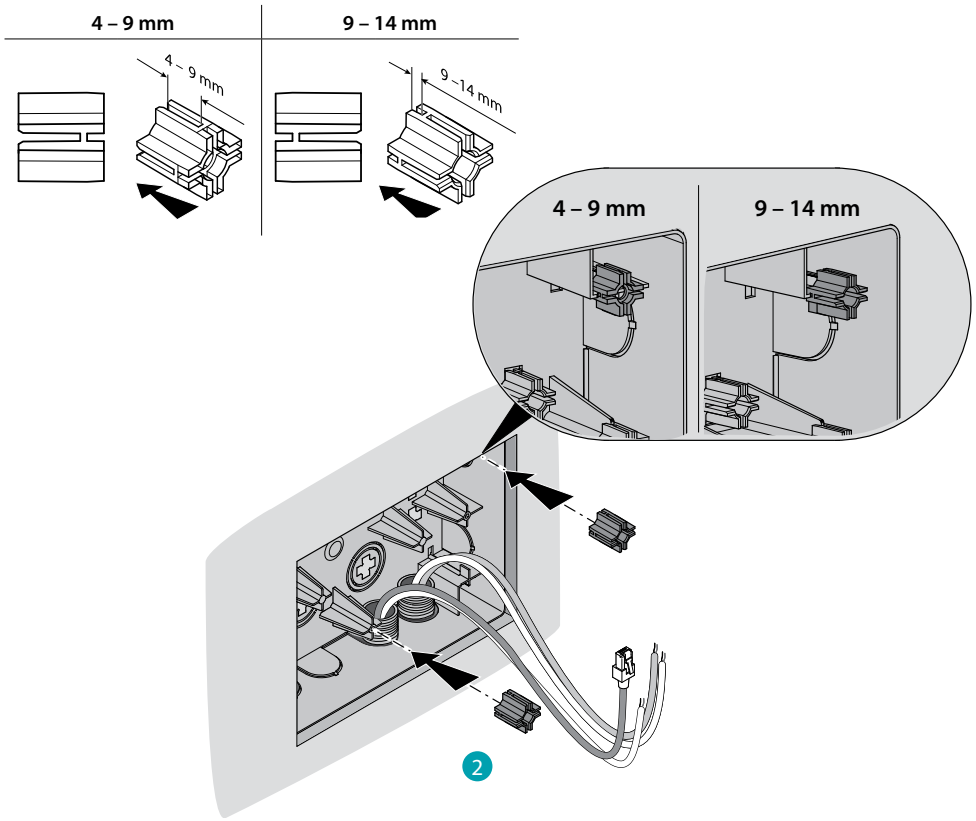

2
3
x4
4
5

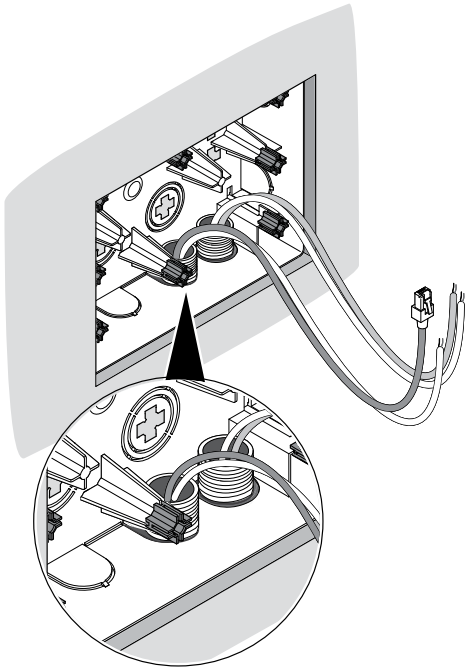


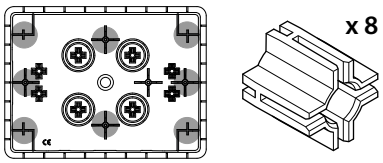
Situation with 4 to 9 mm or 9 to 14 mm flush-mounted box

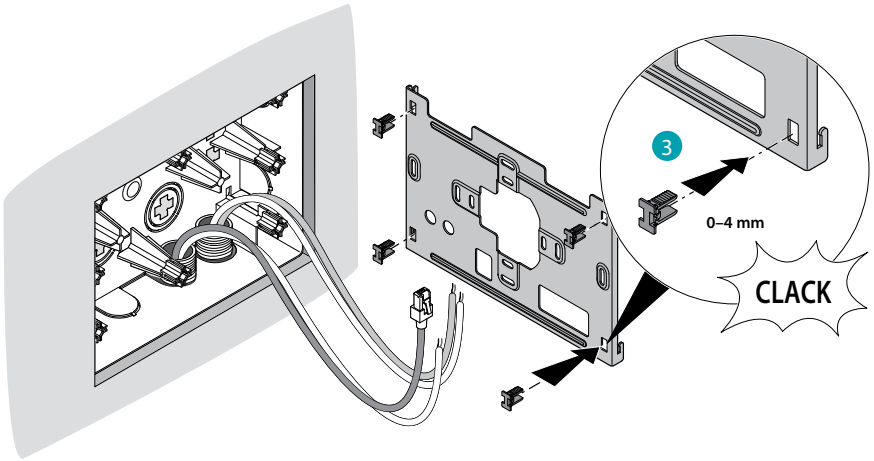


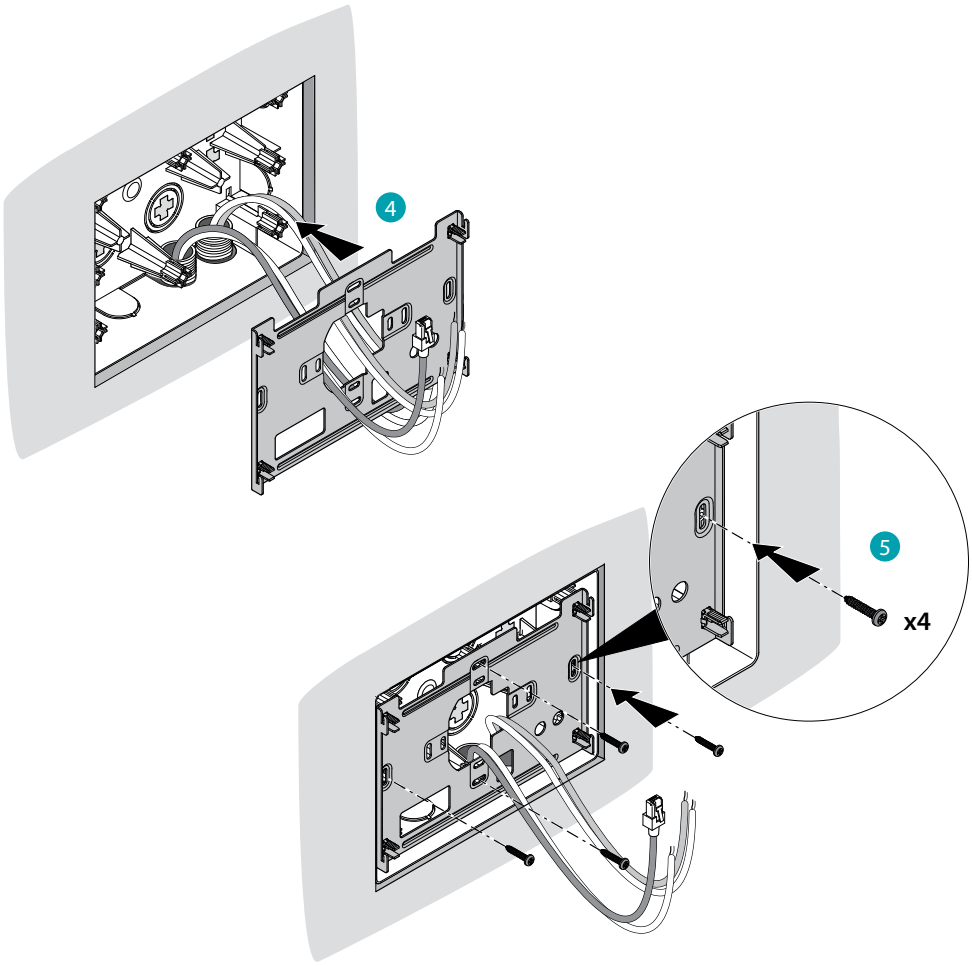

CLACK
1

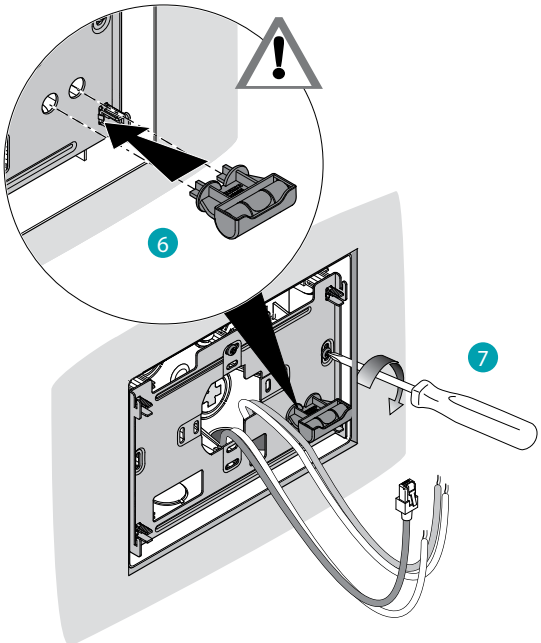

4 – 9 mm
9 – 14 mm
4 – 9 mm
9 – 14 mm
4 – 9 mm
9 – 14 mm
2

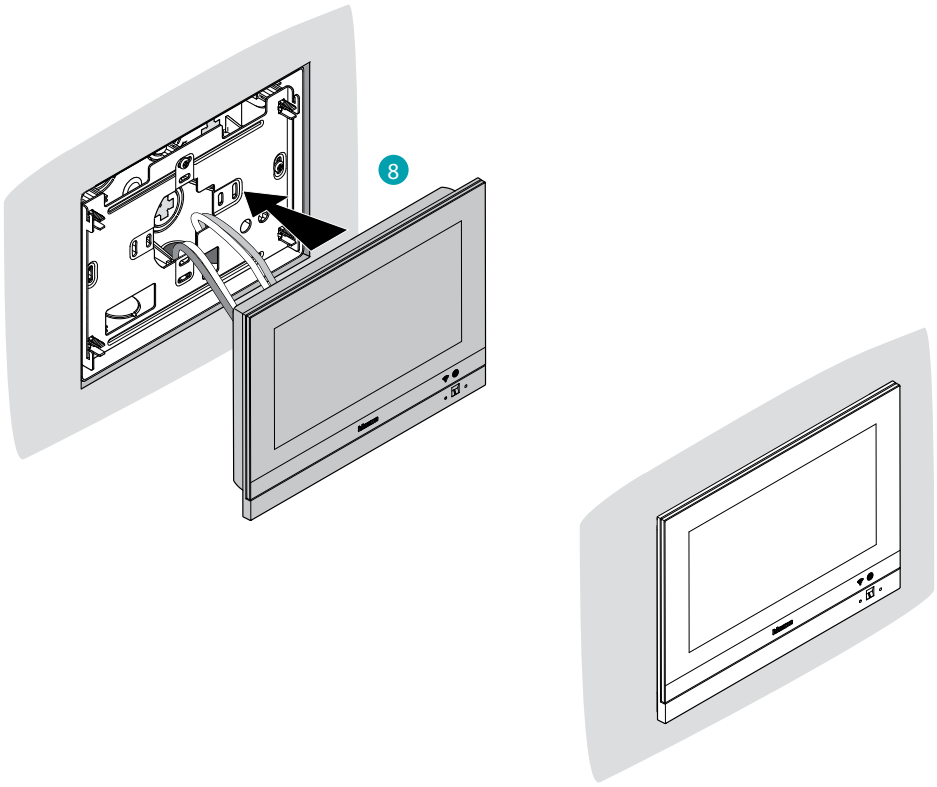



x 8


3
0–4 mm
CLACK

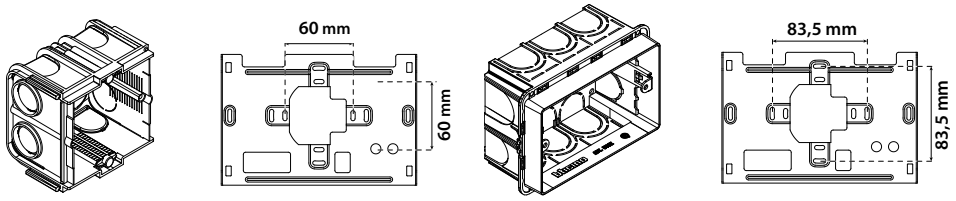

4
5
x4

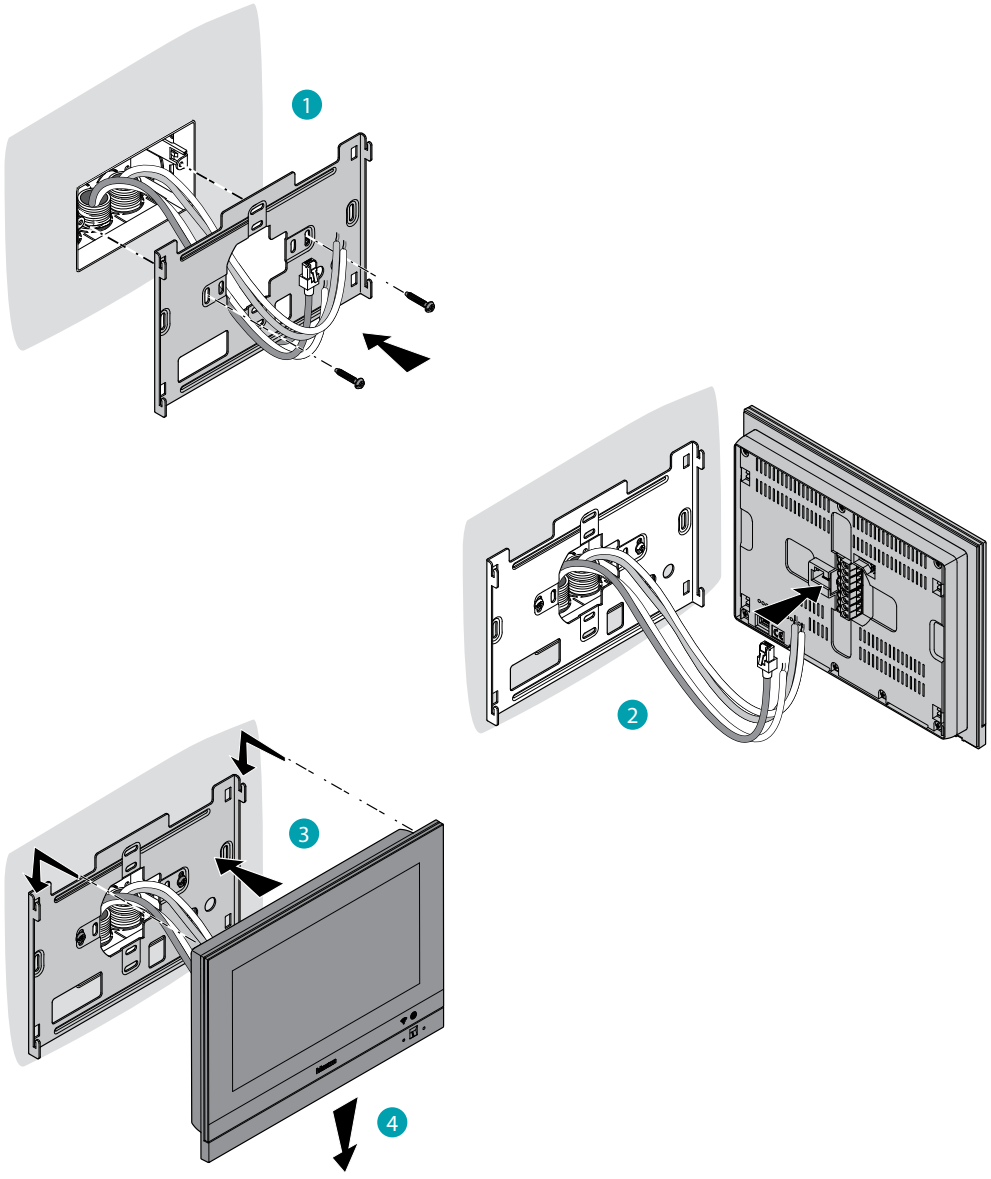

6
7


8

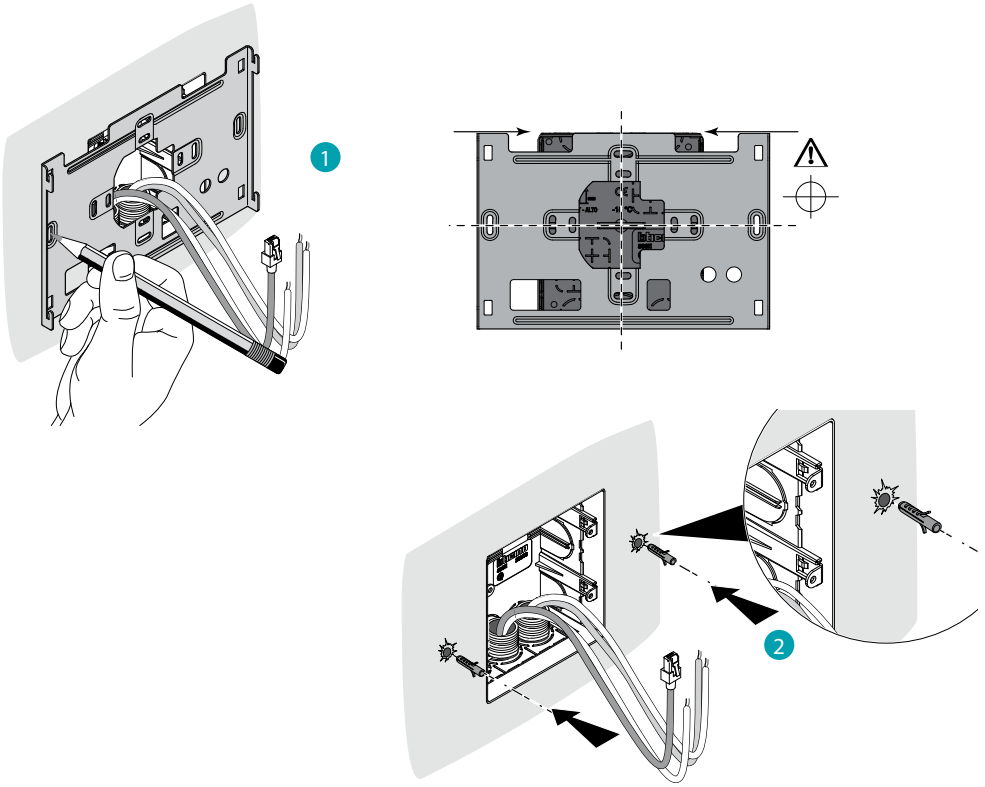
Wall-mounted installation

Installation with flush-mounted boxes with Ø 60 mm or Ø 83.5 mm centre distance

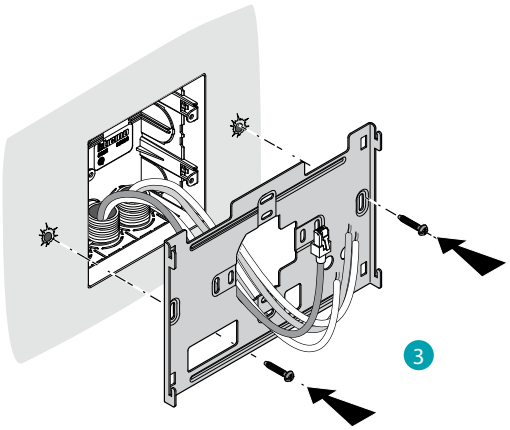


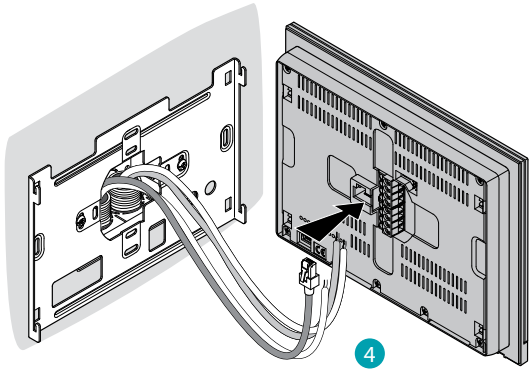


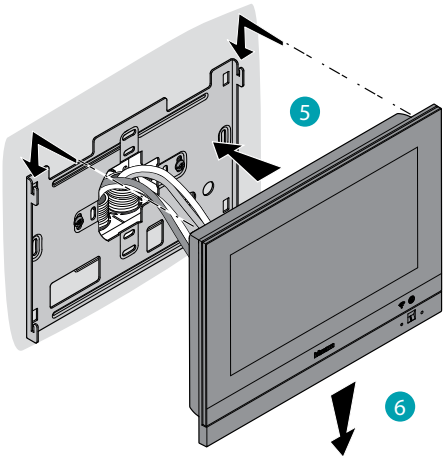
Installation with flush-mounted box 506E



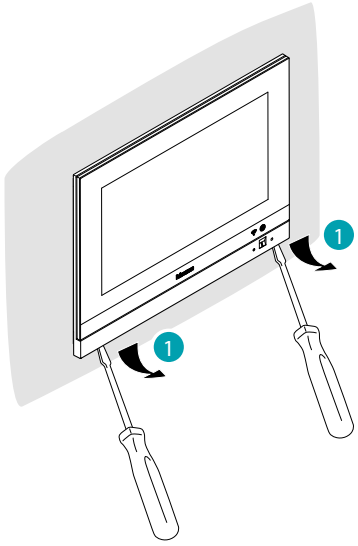
***Caution**: avoid fastening the bracket on uneven or irregular surfaces and excessive screw tightening, in order to prevent any bracket distortion that may compromise the correct installation of the device. The device must slide in the appropriate bracket rails with a slight pressure and without straining.*

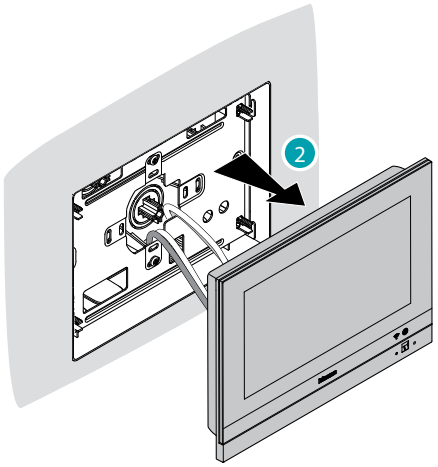

3


4

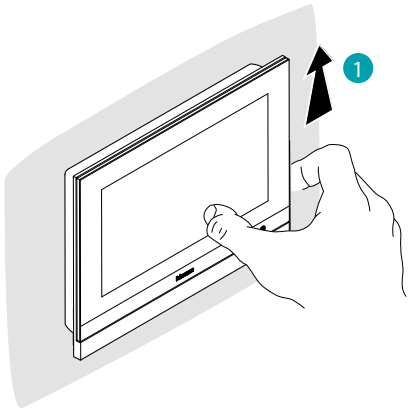

5
6

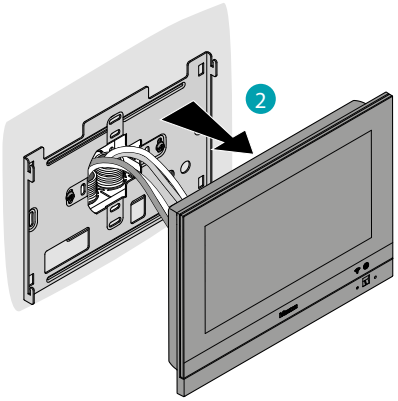
Disassembling with 3487 box



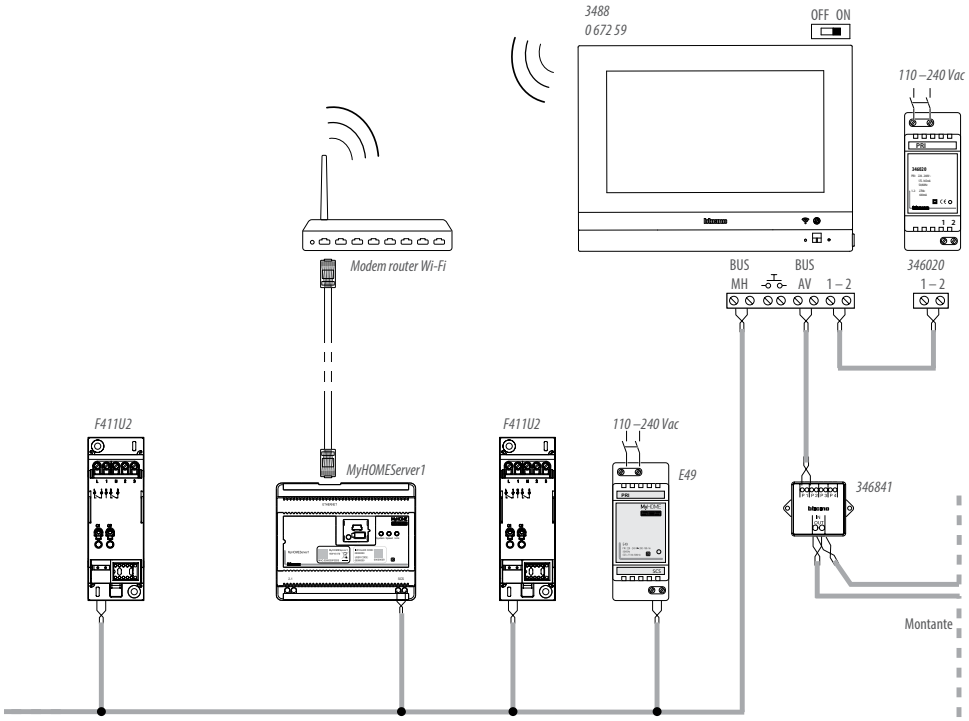


Disassembling with bracket



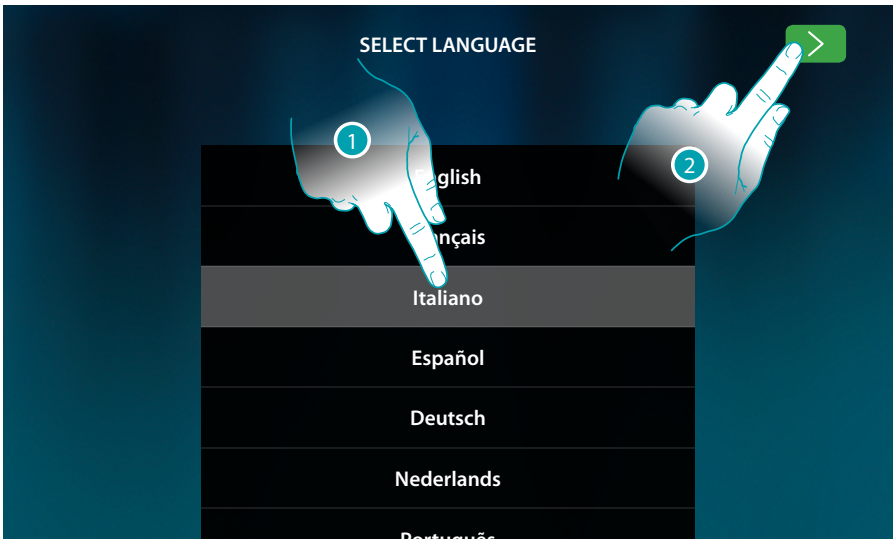


Example diagram



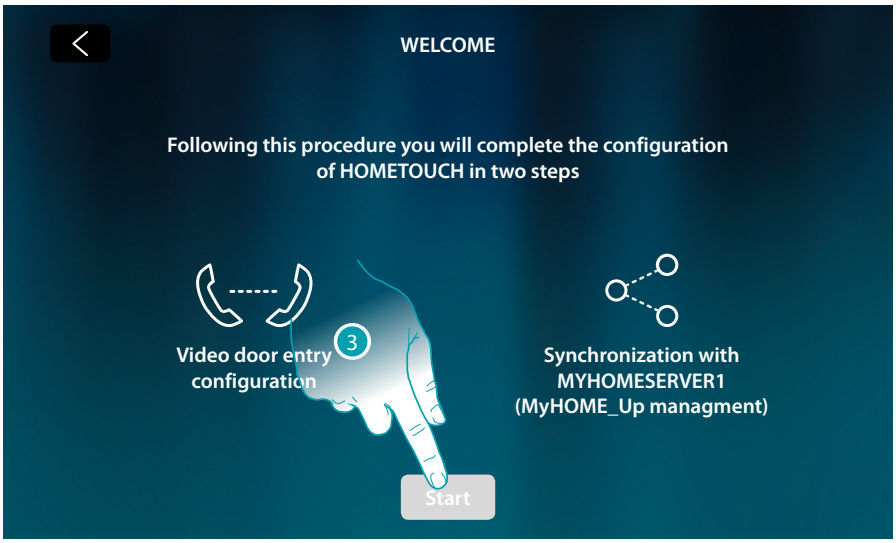
First switching on

After installing and connecting HOMETOUCH, it will be necessary to complete the basic configuration before being able to use the device.

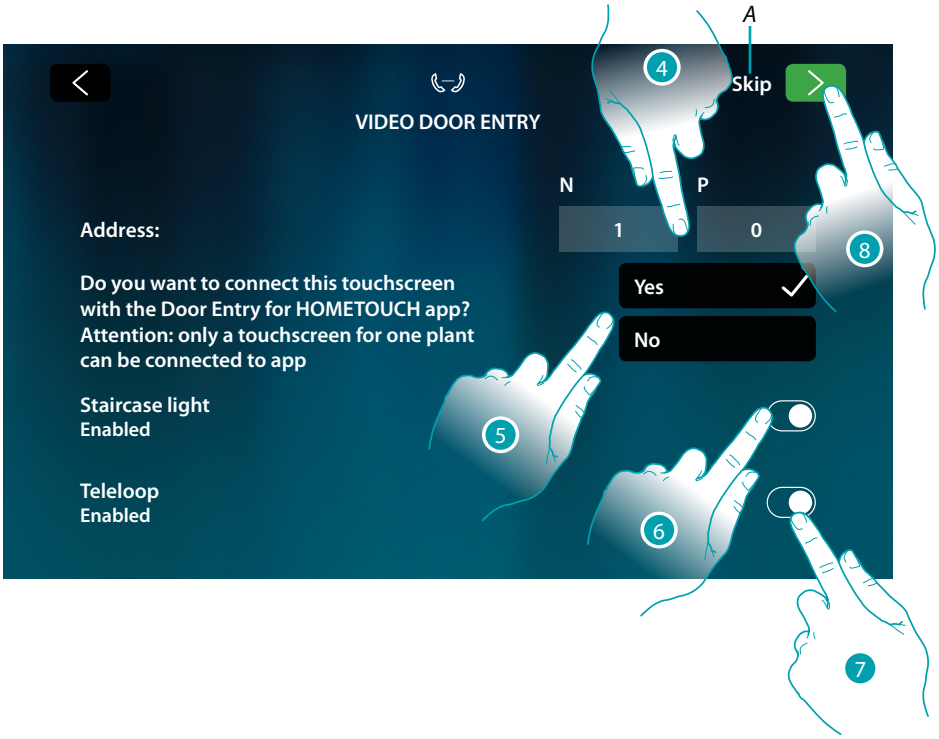


1. Scroll the list and touch the icon for the desired language.
2. Touch to continue.

Below is the procedure that will enable you to first set the video door entry system parameters, and then the home automation parameters (MyHOMEServer1).



3. Touch to start



A Skip or postpone the configuration

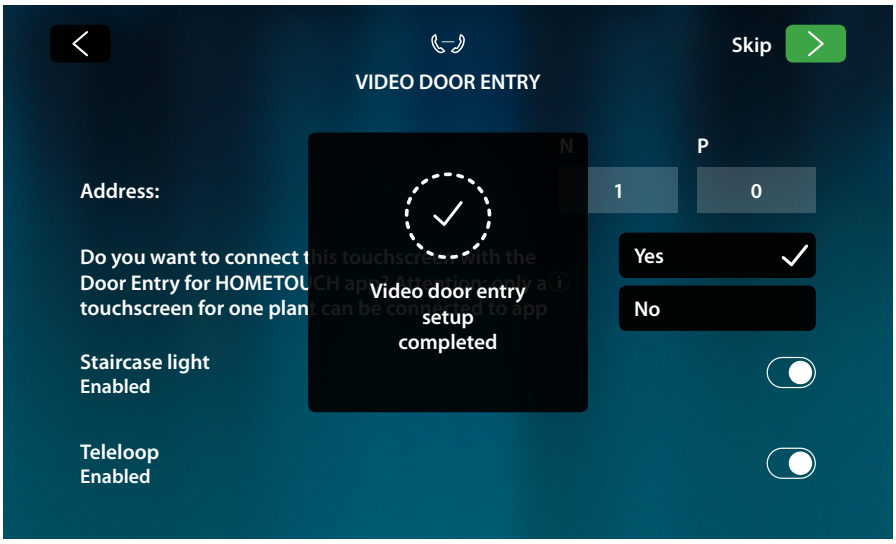
4. Enter the N configurator values to set the address device and enter the P configurator value to set the address of the Entrance Panel (hereinafter EP) of which you can open the Door Lock with the Internal Unit (hereinafter IU) idle, and to which you can send the auto-on command.
5. Select if you want to associate the device to the DOOR ENTRY for HOMETOUCH App.
   This device will be the only one enabled for transferring incoming calls from the EP to the App, and the only one to manage the answering machine and its messages.
   Only one device of the system may be associated to the App.
   This setting may be changed in Video door entry system advanced settings.
6. Enable the "Staircase light" function
7. Enable the "Inductive loop" function

To skip or postpone this setup touch Skip

More... 01

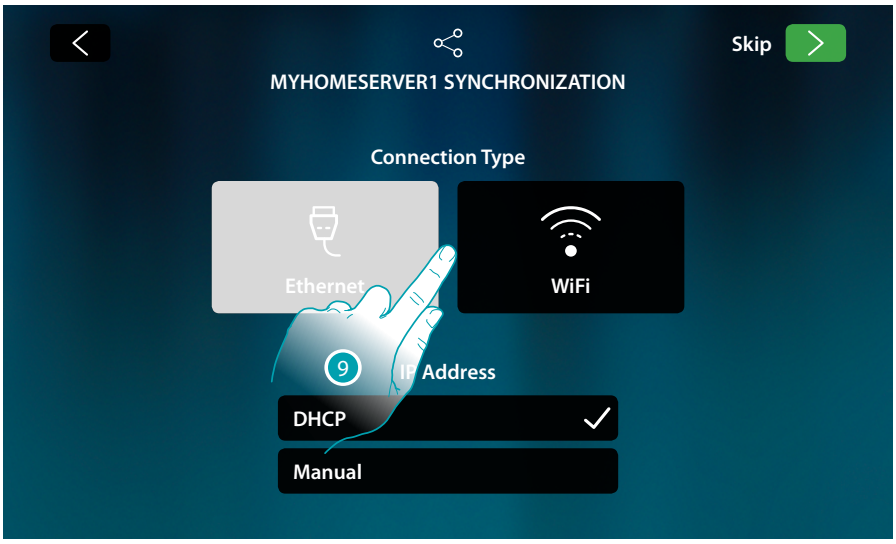
8. Touch to continue

A message will confirm that the video door entry system has been configured successfully, followed by the screen where it will be possible to start the procedure for the synchronization of the device with MyHOMEServer1.



In order to postpone the synchronization procedure, touch Skip.

More... 02

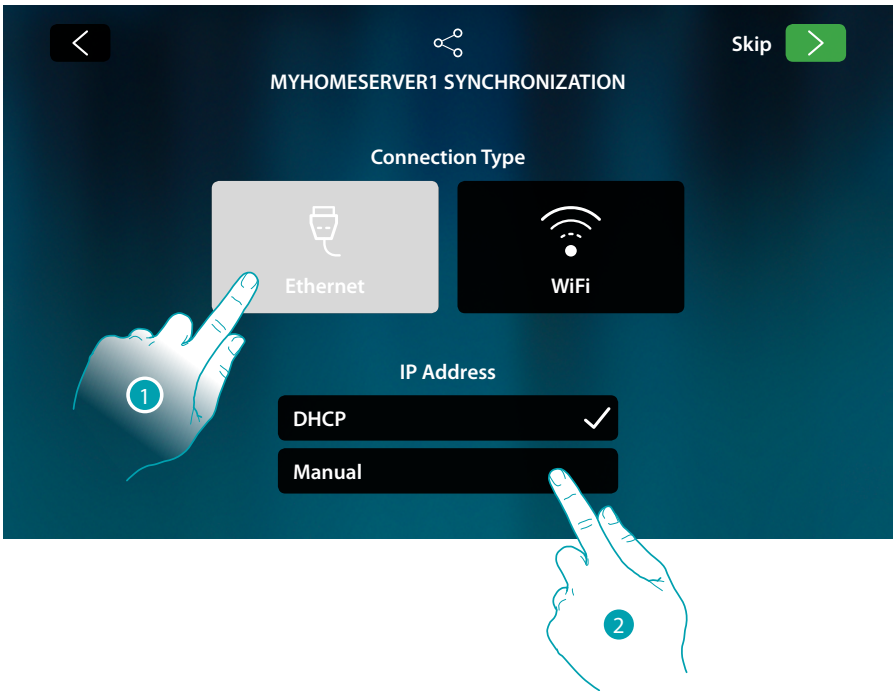


9. Touch to select the connection technology of the device to the home router (Ethernet cable or Wi-Fi).

Note: *the "Ethernet" icon only appears if the device is connected to the router through a cable*

Connection to the network using Ethernet technology

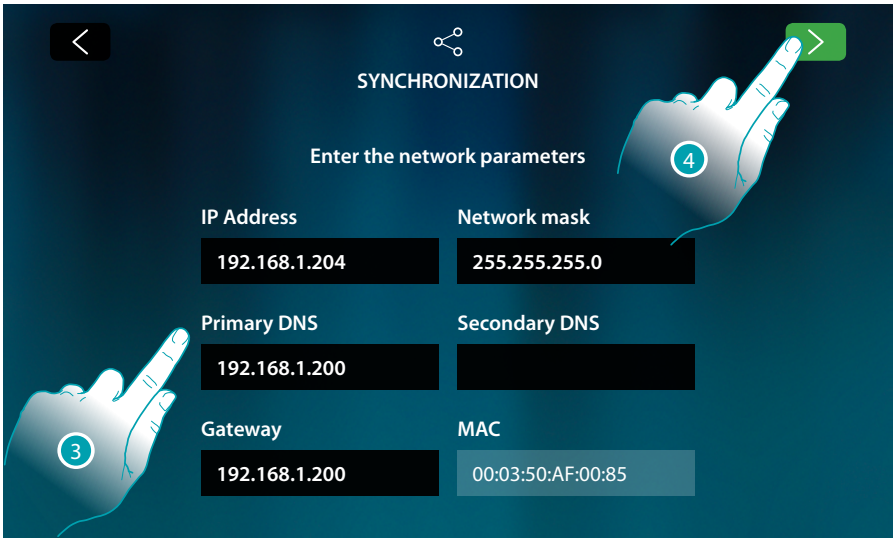
Connect the device to the home router as per the diagram



1. Touch to select the Ethernet technology

DHCP is enabled as standard. Touch next to continue, otherwise

2. Touch to disable the DHCP mode and to enter the network parameters manually



- **IP address, network mask and DNS**: typical parameters of TCP/IP protocol networks, necessary for the identification of the device within the local network.
- **Gateway**: IP address of the router/access point.

***Note**: before changing the default values, contact the network administrator.*
In addition to preventing the service from becoming active, wrong values can cause malfunctioning during the communication of other network devices.

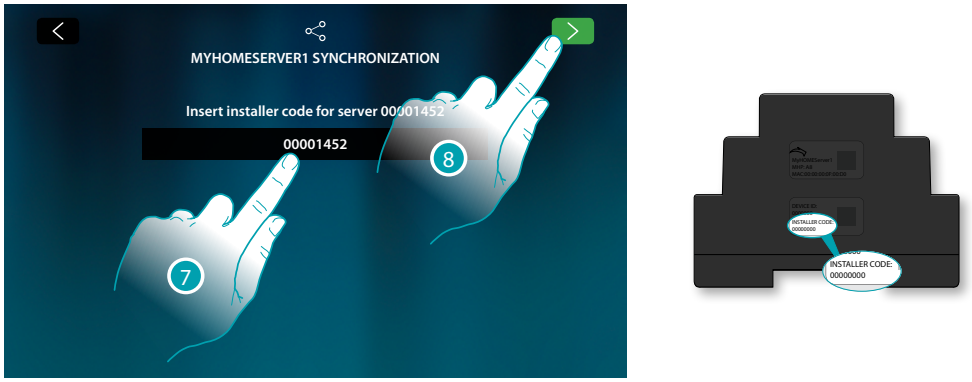
3. Enter the network parameters
4. Touch to continue

Start searching for any MyHOMEServer1 connected to the system. If no server is found, it is possible to manually enter the IP address.

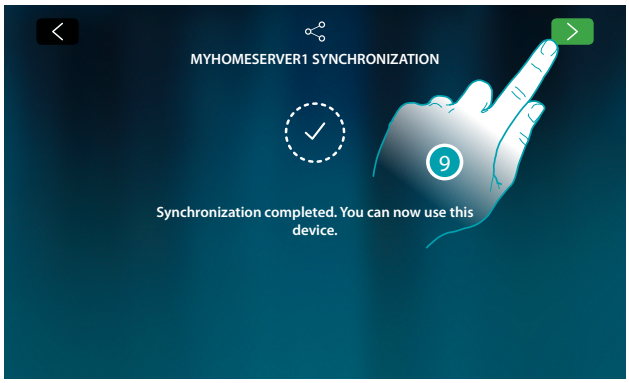
More 03...

If the procedure is successful, after a few minutes the following screen appears:

5. Select your MyHOMEServer1 identifying it by means of the ID DEVICE on the front or side of the device
6. Touch to continue.

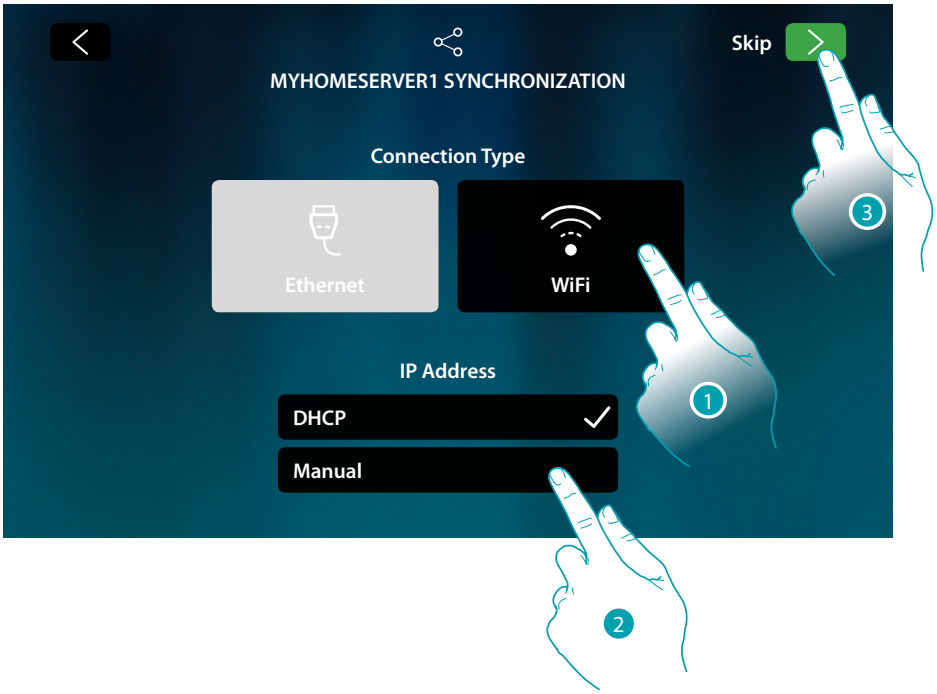


7. Enter the INSTALLER CODE found on the side of the device
8. Touch to continue.



9. The synchronization has been completed successfully, touch to end the procedure and go to the home page

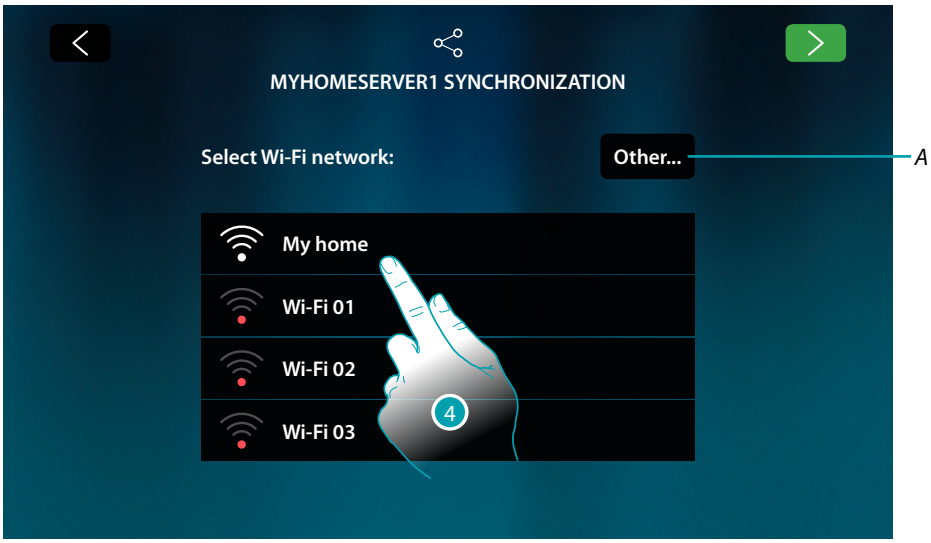
Connection to the network using Wi-Fi technology



1. Touch to select the Wi-Fi technology

DHCP is enabled as standard. Touch next to continue, otherwise

2. Touch to disable the DHCP mode and to manually modify the parameters
3. Touch to continue



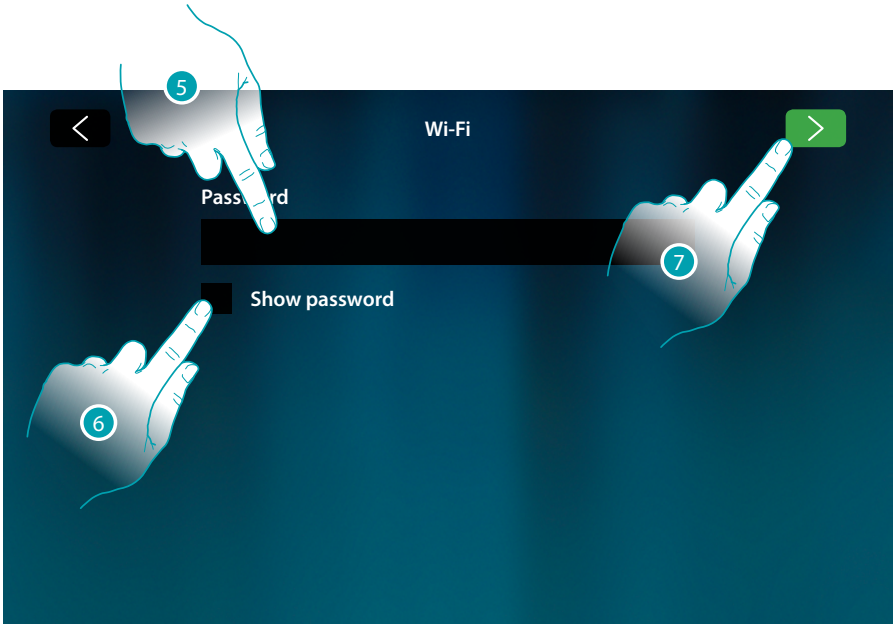
A Opens the "hidden network" selection page

4. Select the domestic network to which you want to connect the device.

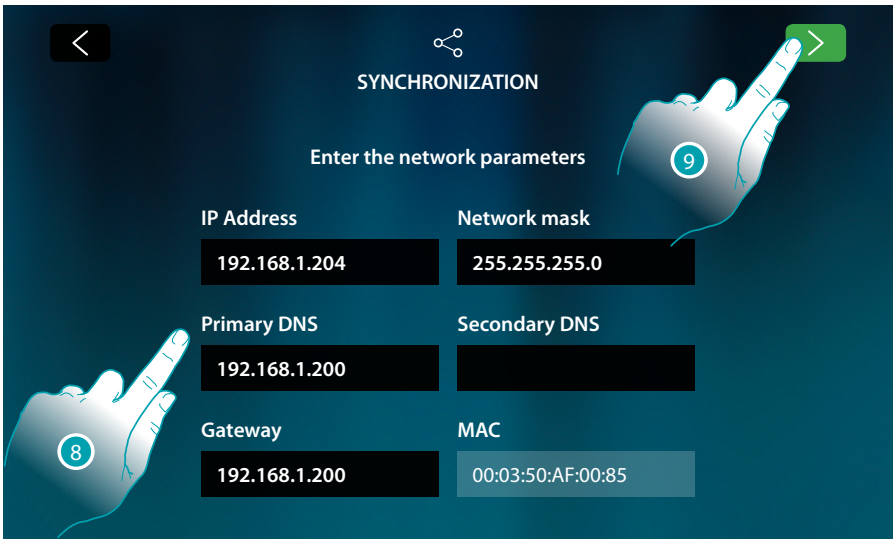
***Note**: your domestic network must have the following features:*

- *IEEE 802.11 b/g/n (2,4 GHz) 13 channels*
- *Encrypting and authentication methods supported:*
  – OPEN WPA-PSK networks
  – TKIP WPA2-PSK included
  – included AES WEP 64 bits (ASCII 5 figure or hexadecimal 10 figure codes)
  – WEP 128 bits (ASCII 13 figure or hexadecimal 26 figure codes)
  – WPS authentication (supported for WPA2-PSK)

The following screen appears



5. Enter the password (if required)
6. Touch to display the unencrypted password
7. Touch to activate the connection



- **IP address, network mask and DNS**: typical parameters of TCP/IP protocol networks, necessary for the identification of the device within the local network.
- **Gateway**: IP address of the router/access point.

***Note**: before changing the default values, contact the network administrator.*
In addition to preventing the service from becoming active, wrong values can cause malfunctioning during the communication of other network devices.

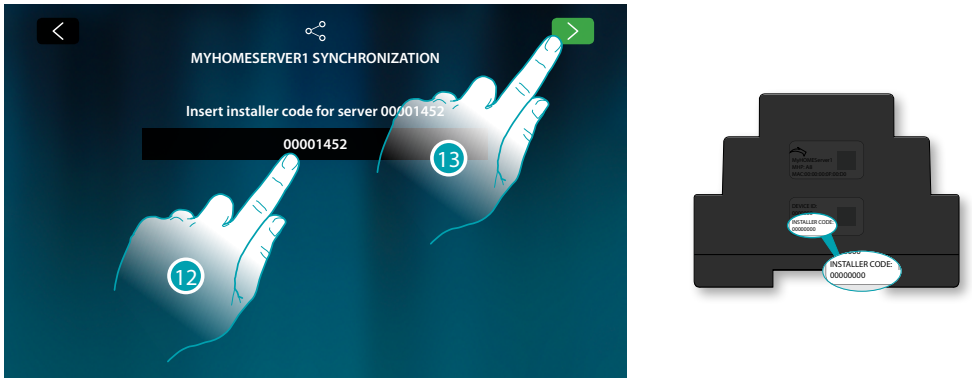
8. Enter the network parameters
9. Touch to continue

Start searching for any MyHOMEServer1 connected to the system. If no server is found, it is possible to manually enter the IP address.

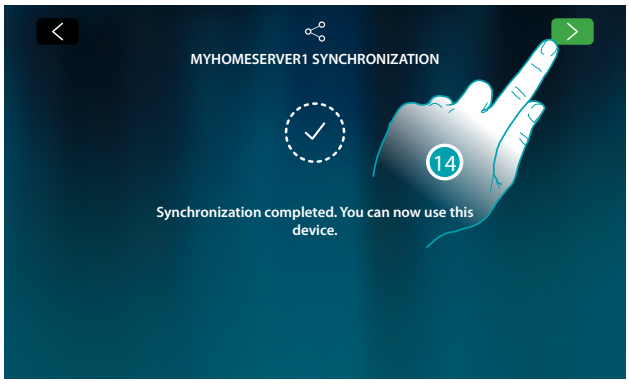
More 03...

If the procedure is successful, after a few minutes the following screen appears:

10. Select your MyHOMEServer1 identifying it by means of the ID DEVICE on the front or side of the device
11. Touch to continue

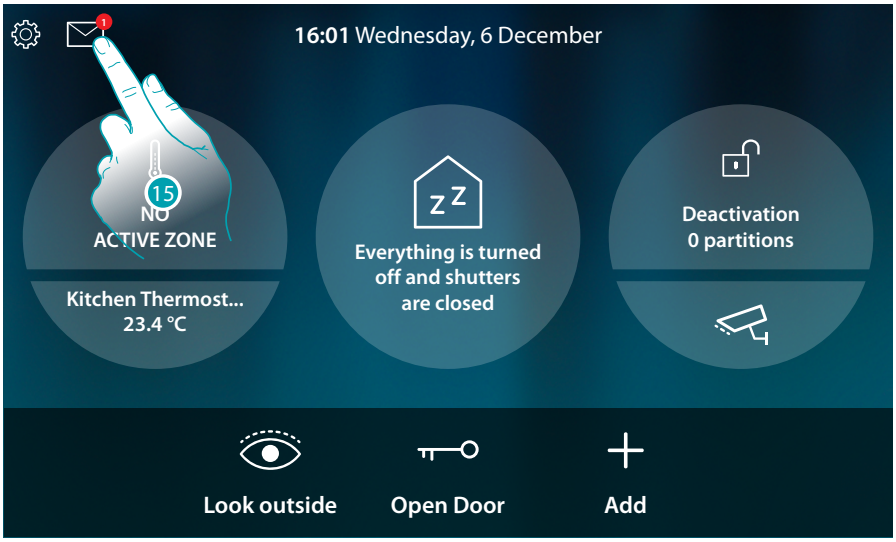


12. Enter the INSTALLER CODE found on the side of the device
13. Touch to continue

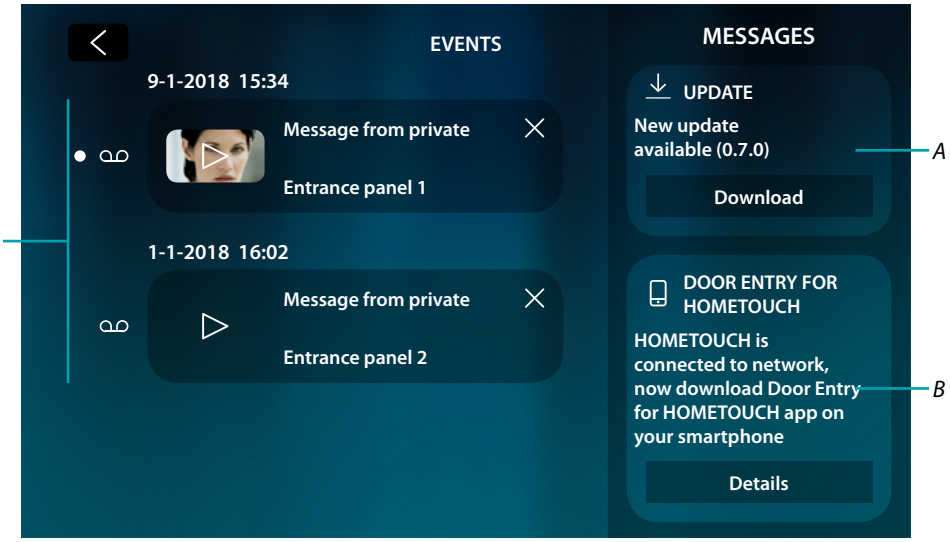


14. The synchronization has been completed successfully, touch to end the procedure and go to the home page

Using the functions found in the Home Page, the user can control the system.
See the User Manual for details.



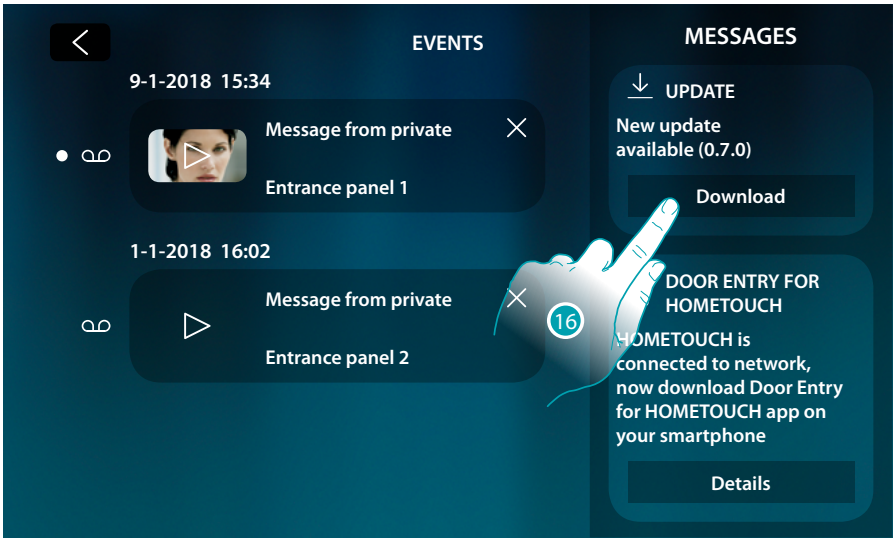
15. Touch to open the events section



A Available firmware download message

B Message confirming the connection to the network and the App download page

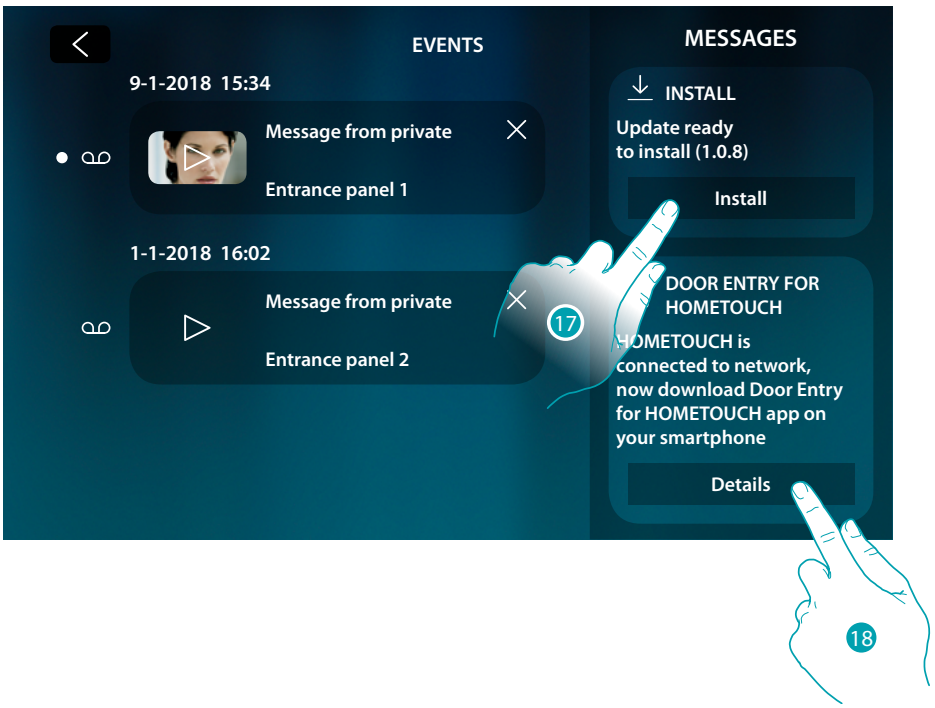
C Video door entry answering machine messages (for details see user manuals)



Available firmware download message

16. Touch to start the firmware update procedure (download + installation)

If the device is left unattended and the screen switches off, at the end of the download - or the next time that the device is switched on - the screen will show a message (17) reminding the use to complete the procedure by installing the firmware

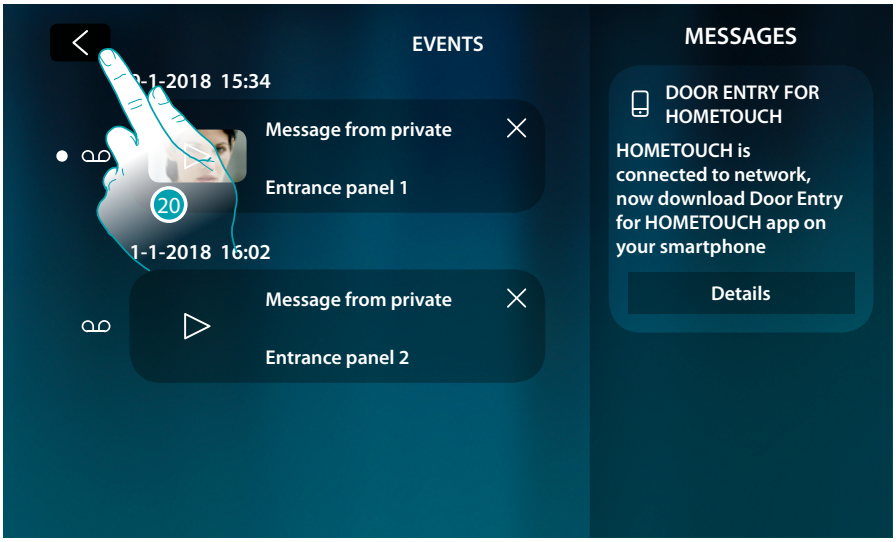


Message confirming the connection to the network and the App download page

18. Touch to open the App download page

It indicates to the user that from this page it is possible to download the DOOR ENTRY for HOMETOUCH App, for the remote management of the functions. (The procedure is shown in the User Manual).

19. Touch to return to the previous page



The App download message will be displayed until the user connects the device to the smartphone in which the App is installed (see the User Manual).

20. Touch to return to the previous page

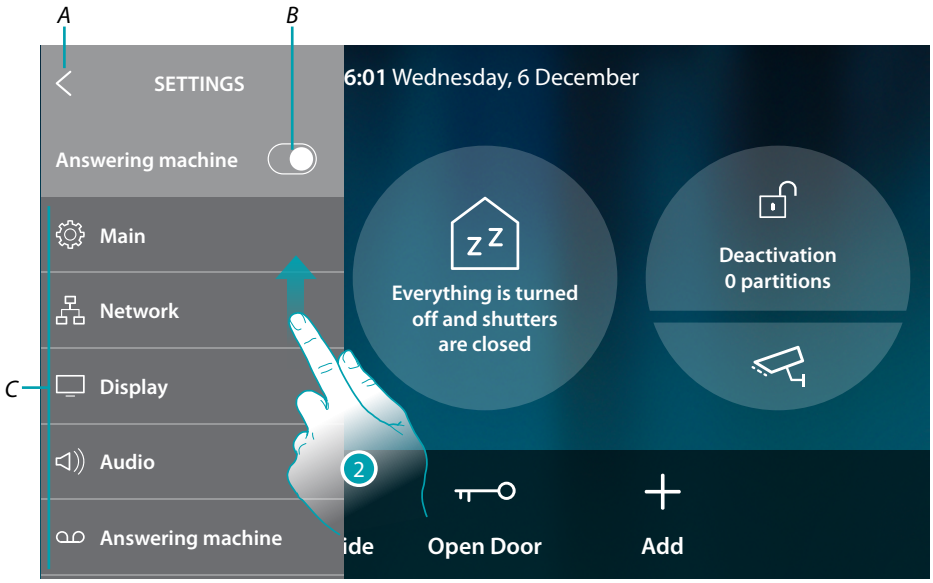
21. Touch to open the pull-down menu and to proceed with the device customisation in the Settings section

Settings

After installing and connecting HOMETOUCH, it will be necessary to complete the basic setup before being able to use the device.

***Note**: the available functions and settings depend on the initial choice (video door entry system, home automation, both) and the functions of the associated MyHOMEServer1.*

1. Touch to open the Settings pull-down menu



A Close the pull-down menu

B Enable/disable the answering machine function

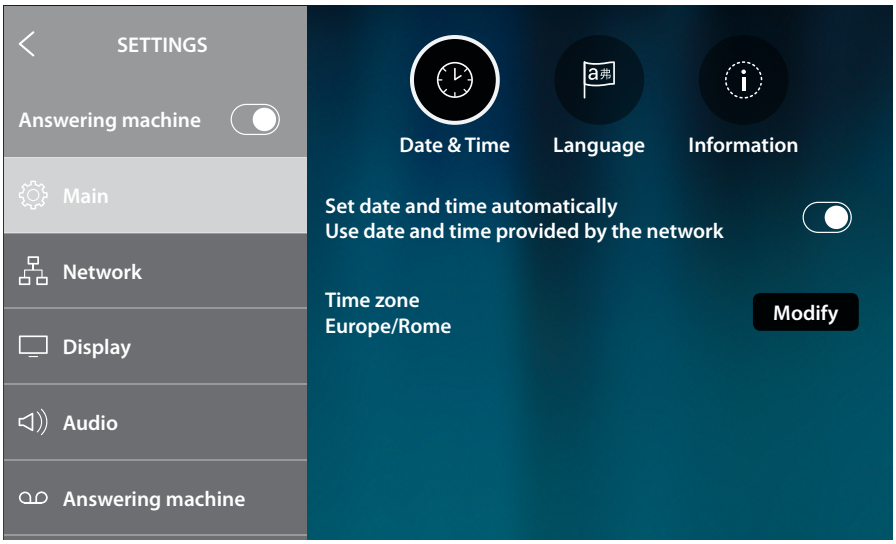
C List of settings

2. Scroll to display the other settings

Main	Set the general parameters such as: Date and time/Language/ Information
Network	It displays/modifies the mean of connection of your device to the home network (Wi-Fi, Ethernet) and modifies its parameters
Display	It adjusts the brightness and changes the background image of the display; it enables/disables the proximity sensor.
Audio	It associates specific ringtones to certain events, and adjusts their volume
Answering machine	It enables/disables the answering machine, sets the quality of the recorded video feed, enables/disables and records the welcome message.
Account	It displays the list of users associated to your device and the smartphones connected to the same. It disconnects the single smartphones or the user.
Check updates	It shows if any firmware updates are available, and if required proceeds to their download and installation.
Report a problem	It points out a problem which has occurred and sends a notification to the after-sales service
Advanced settings	

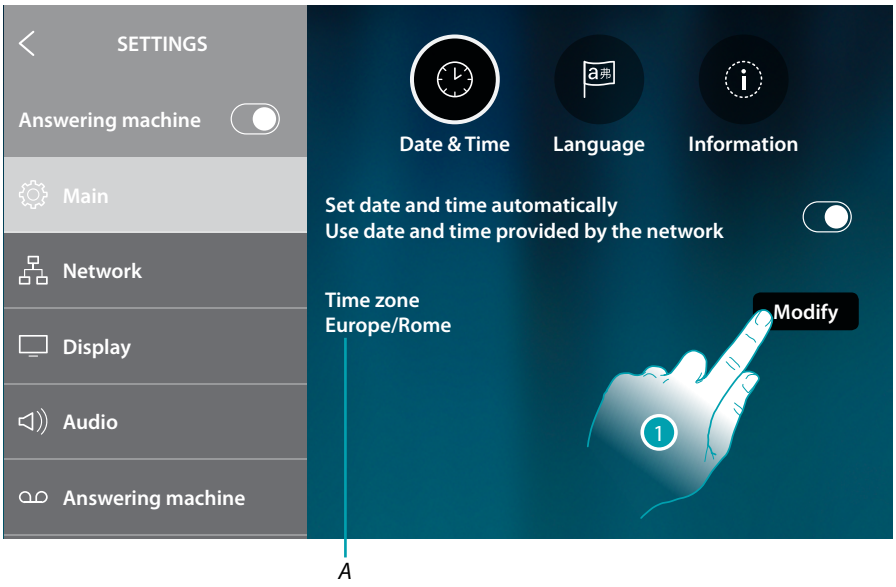
General

This section contains the general settings.



Date and time

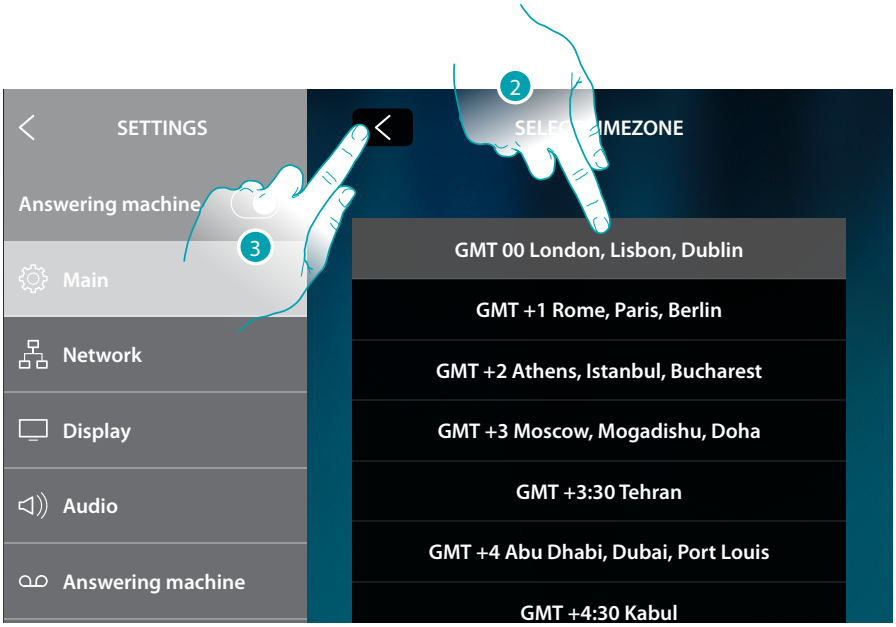
Set the current date and time.



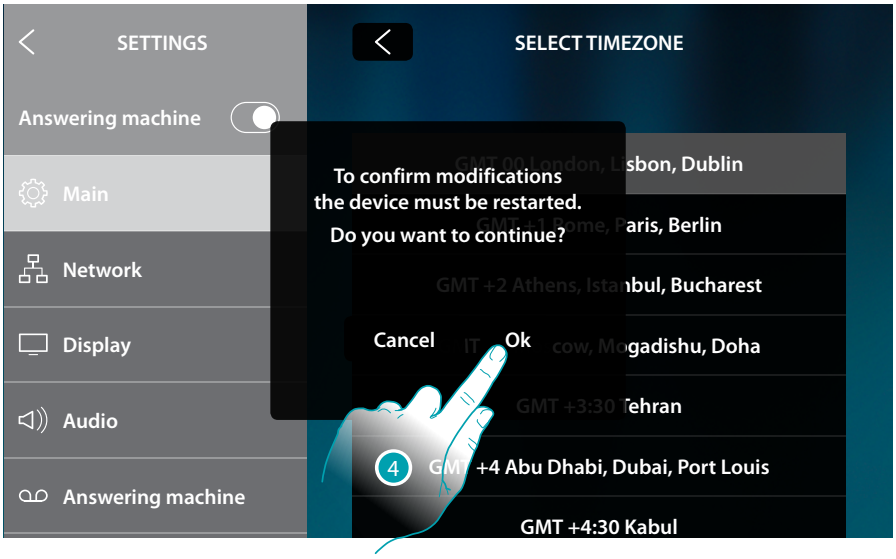
A Indication of current time zone

By default, time and date are automatically updated by an NTP server. The Network Time Protocol (NTP) is a protocol to synchronise the system watches automatically, taking the correct data from the Internet.

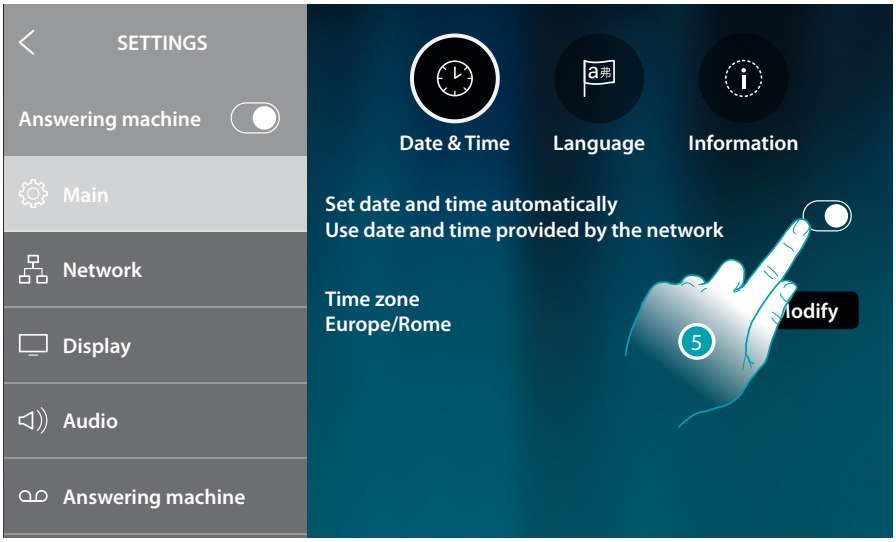
1. Touch to modify the time zone



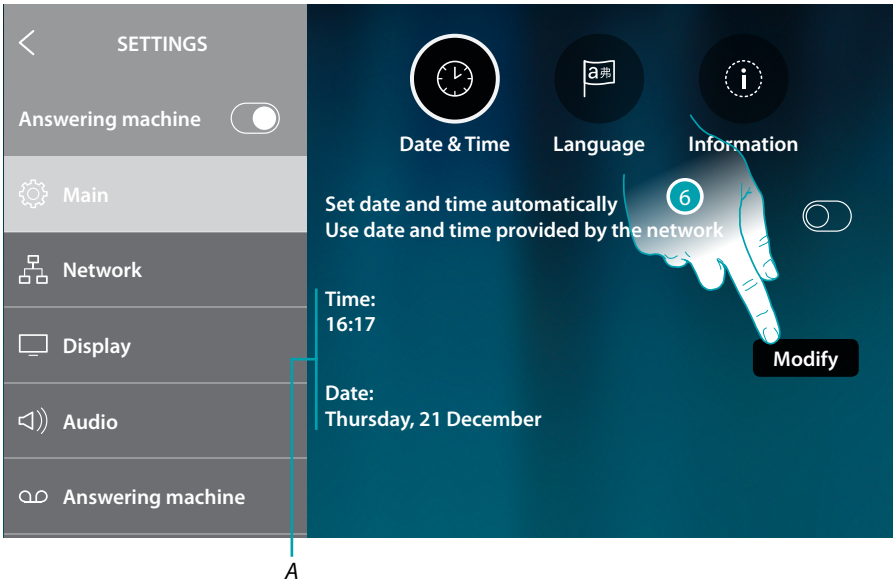
2. Select your time zone
3. Touch to confirm



4. For the change of time zone to become effective, the device must be restarted.
   Touch to continue

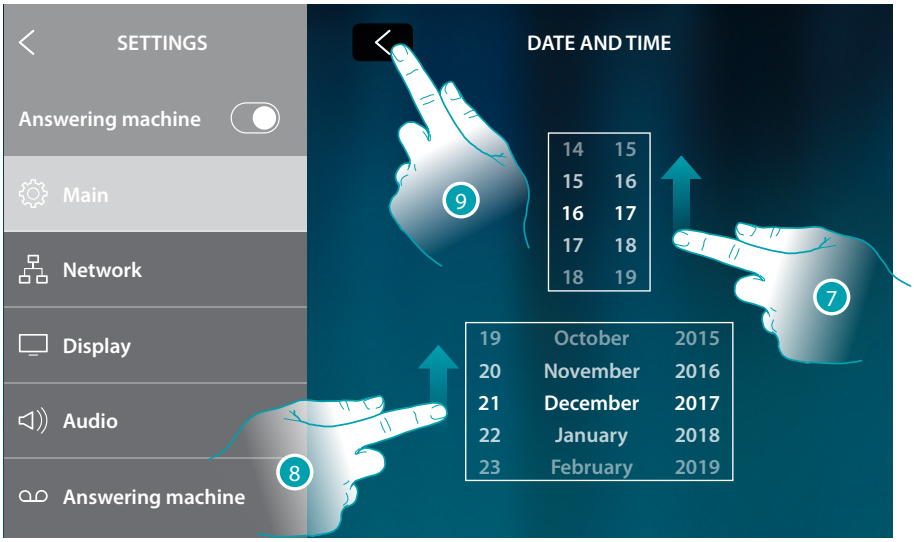


5. Touch if you want to disable the automatic date and time function and to manually set date and time



A Current date and time

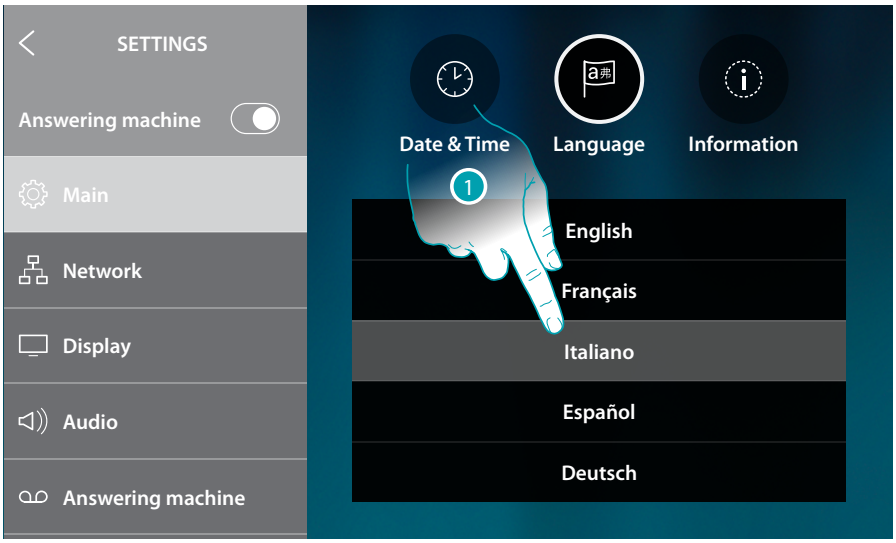
1. Touch to manually modify time and date



7. Scroll to set the time
8. Scroll to set the date
9. Touch to end

Language

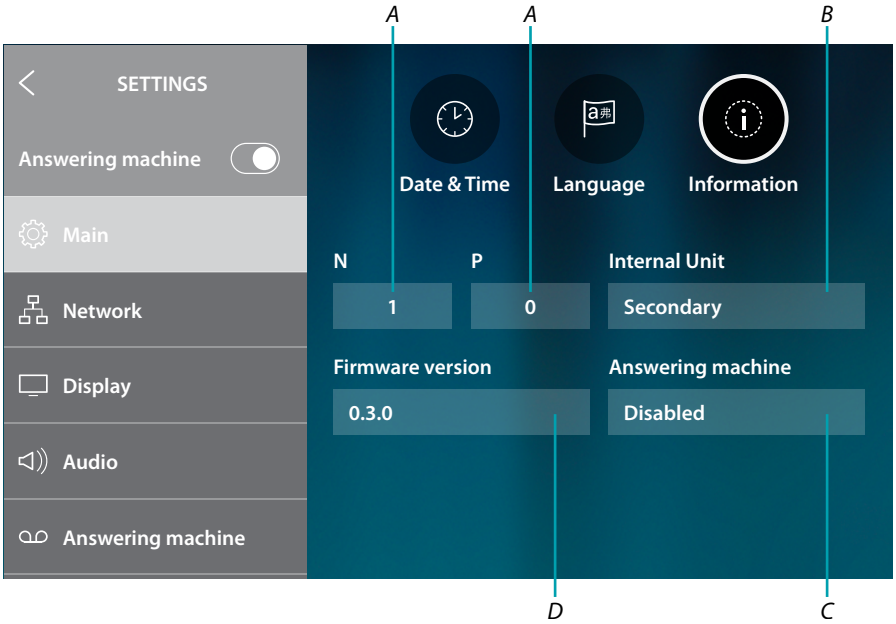
Set the device language



1. Touch the icon for the desired language

Information

In this section it is possible to display some information concerning the configuration of the device



A It shows the value of the N configurator (device address) and the P configurator (address of the EP of which the door lock can be opened with the IU idle and to which the auto-on command can be sent)

B It shows if the device is a main or secondary device.
The main device is the only one enabled for transferring incoming calls to the App and to manage the answering machine. Each home can only have one main device

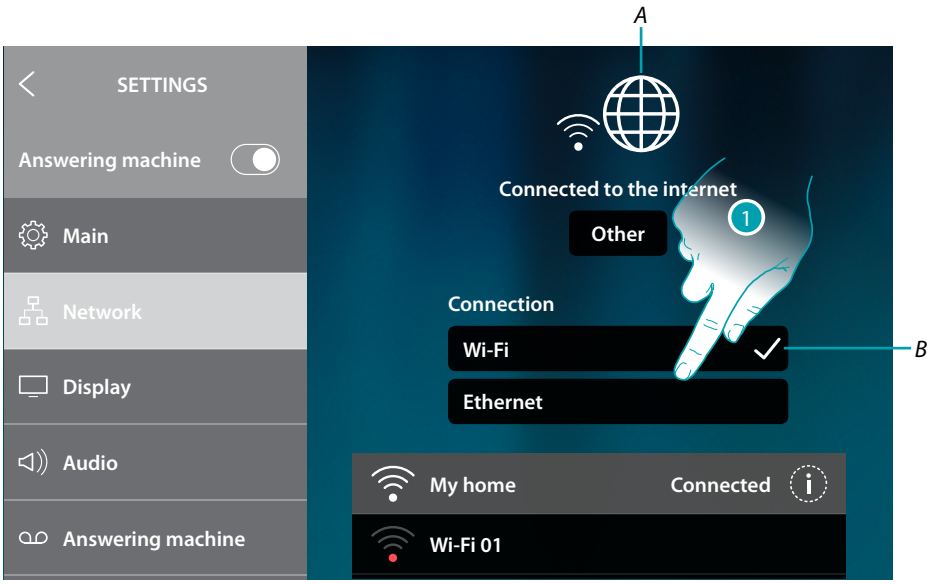
C It shows if the answering machine is enabled or disabled

D Firmware version installed

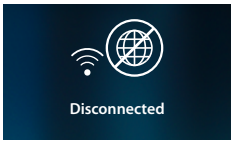
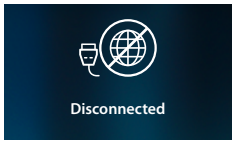
Network

In this section, it is possible to view how the device is connected to the home network (Wi-Fi or Ethernet), and if required change the way of connection or its parameters.

***Note**: the selection of a connection method will disable the other one available.*
The selection may be modified at any time.



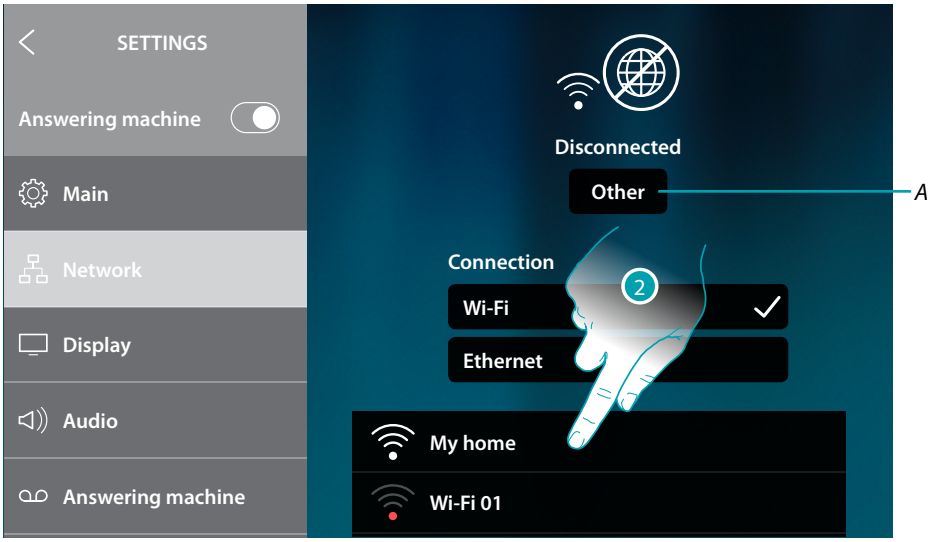
A Connection status and type

WI-FI connection		Ethernet connection	
	Wi-Fi technology selected Internet KO		Ethernet technology selected Internet KO
	Wi-Fi technology selected Internet OK		Ethernet technology selected Internet OK

B Type of active connection

1. Touch to select the type of connection

Connection to the network using Wi-Fi technology



A Opens the "hidden network" selection page

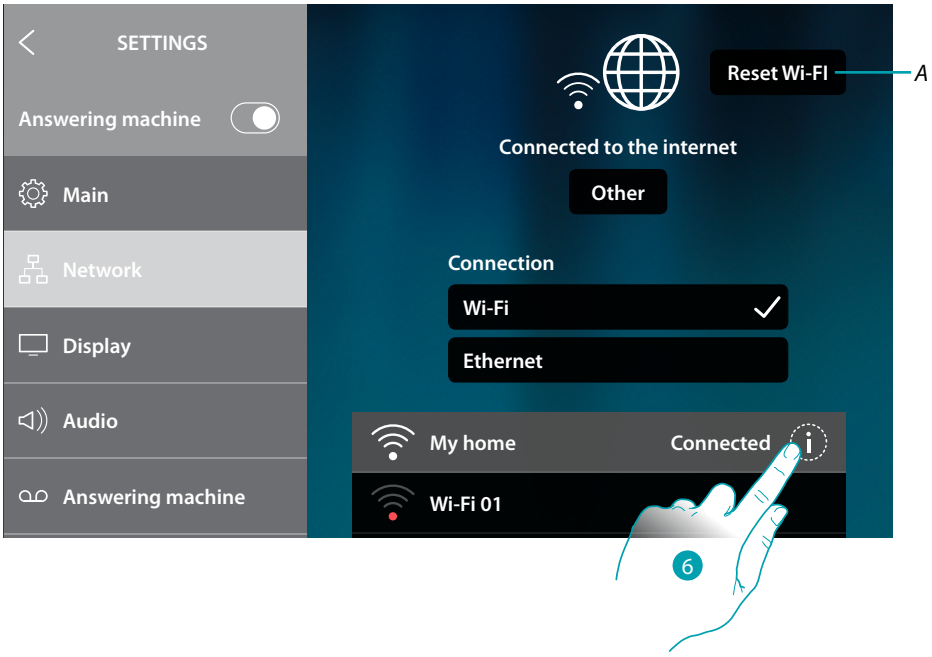
2. Select the domestic network to which you want to connect the device

***Note:** your domestic network must have the following features:*

– *IEEE 802.11 b/g/n (2,4 GHz) 13 channels*

– *Encrypting and authentication methods supported:*
  – OPEN WPA-PSK networks
  – TKIP WPA2-PSK included
  – included AES WEP 64 bits (ASCII 5 figure or hexadecimal 10 figure codes)
  – WEP 128 bits (ASCII 13 figure or hexadecimal 26 figure codes)
  – WPS authentication (supported for WPA2-PSK)

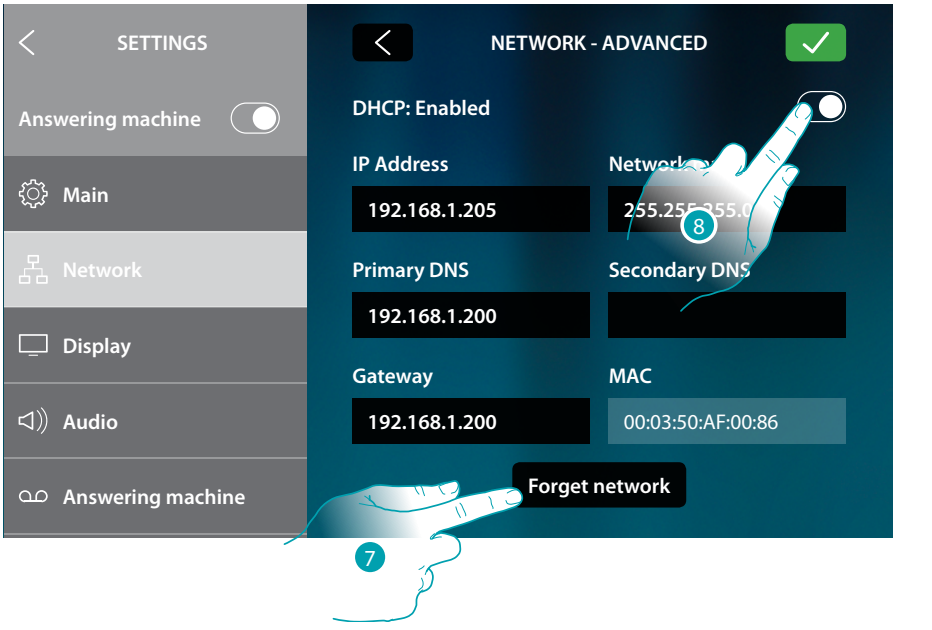
3. Enter the password (if required)
4. Touch to display the unencrypted password
5. Touch to confirm



A It resets all Wi-Fi settings

***Note**: after resetting all Wi-Fi settings, it will be necessary to re-enter the password for the desired Wi-Fi network.*

6. Touch to display or modify the network connection parameters, or to forget the network.

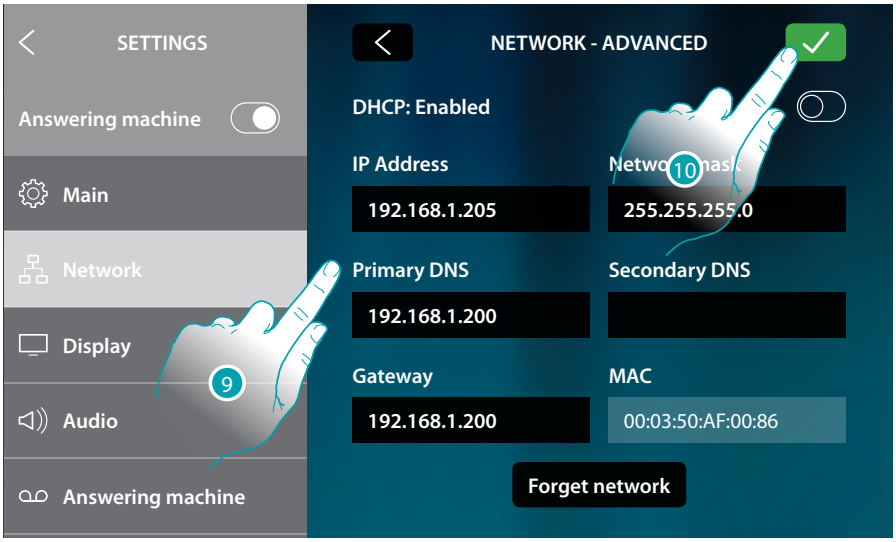


DHCP is enabled as standard.
After connection, the network settings will be saved by the device and it will no longer be necessary to re-enter the password when connecting in the future.

7. Touch to forget the network; when reconnecting to this network, you will need to re-enter the password.

***Warning**: when this icon is pressed, the action will be completed immediately, without asking for confirmation before proceeding.*

8. Touch to disable the DHCP mode and to manually modify the parameters

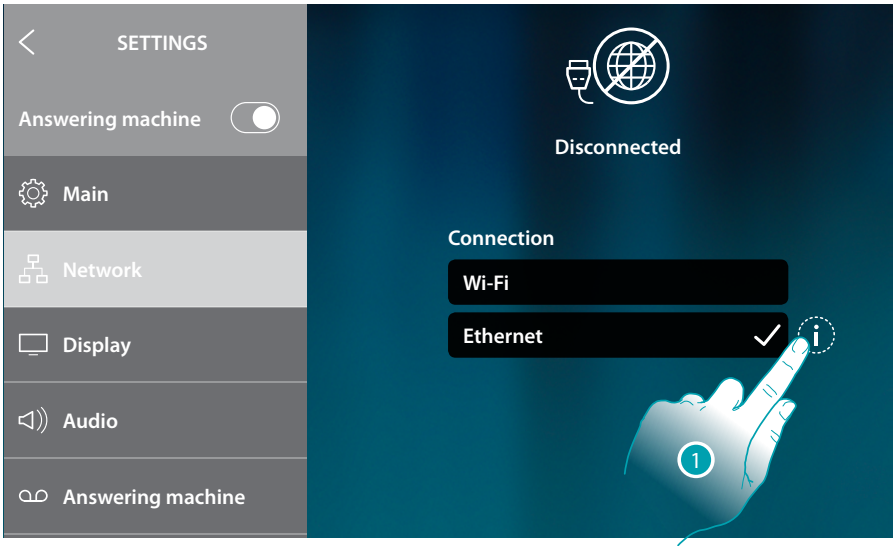


9. Enter the new network parameters
   - **IP address, network mask and DNS**: typical parameters of TCP/IP protocol networks, necessary for the identification of the device within the local network.
   - **Gateway**: IP address of the router/access point.

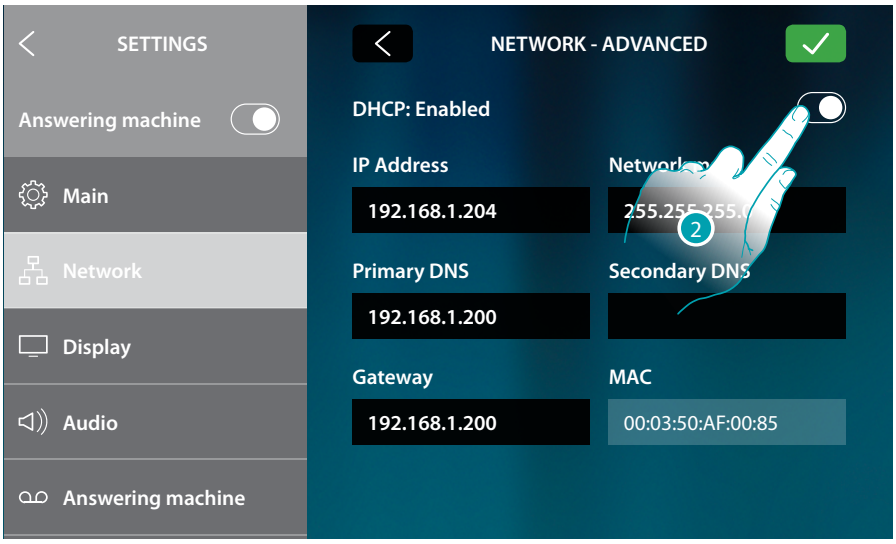
***Note**: before changing the default values, contact the network administrator.*
In addition to preventing the service from becoming active, wrong values can cause malfunctioning during the communication of other network devices.

10. Touch to confirm

Connection to the network using Ethernet technology

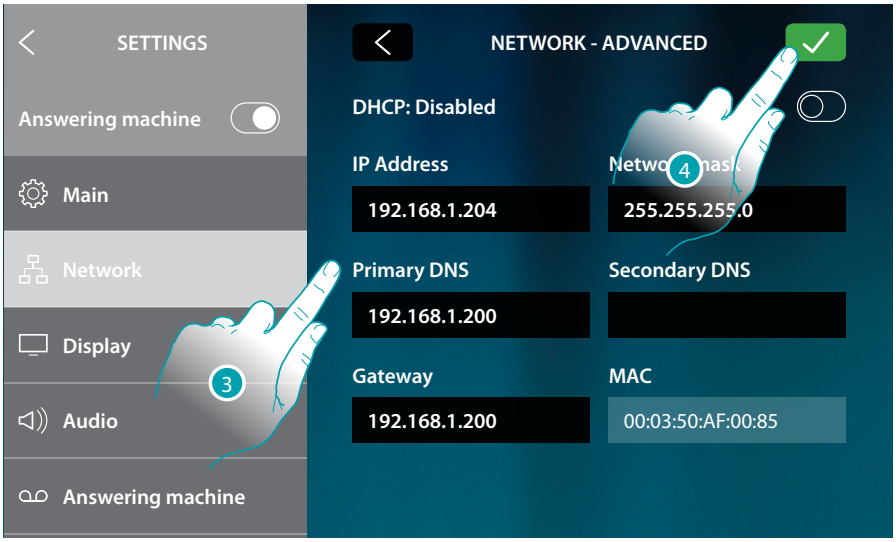


1. Touch to display or modify the network parameters



DHCP is enabled as standard.

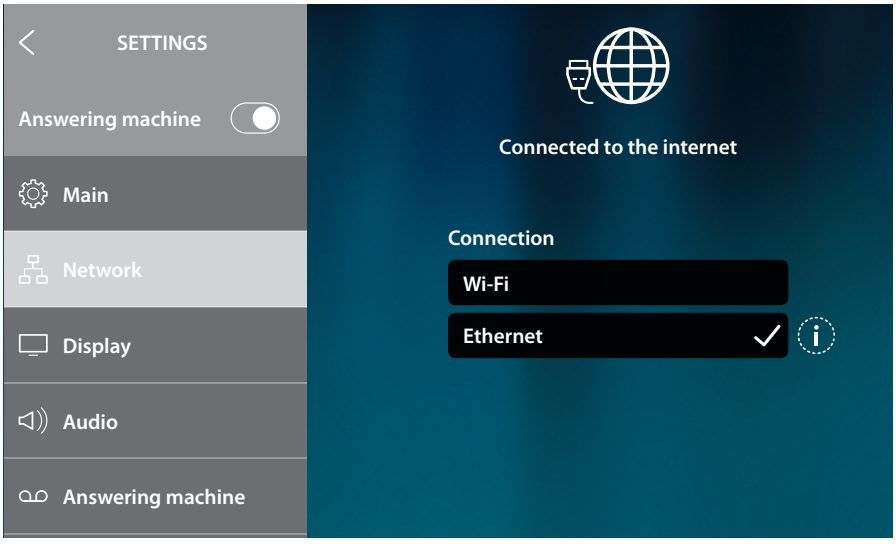
2. Touch to disable the DHCP mode and to manually modify the parameters.



3. Enter the new network parameters
   - **IP address, network mask and DNS**: typical parameters of TCP/IP protocol networks, necessary for the identification of the device within the local network.
   - **Gateway**: IP address of the router/access point.

***Note**: before changing the default values, contact the network administrator.*
In addition to preventing the service from becoming active, wrong values can cause malfunctioning during the communication of other network devices.

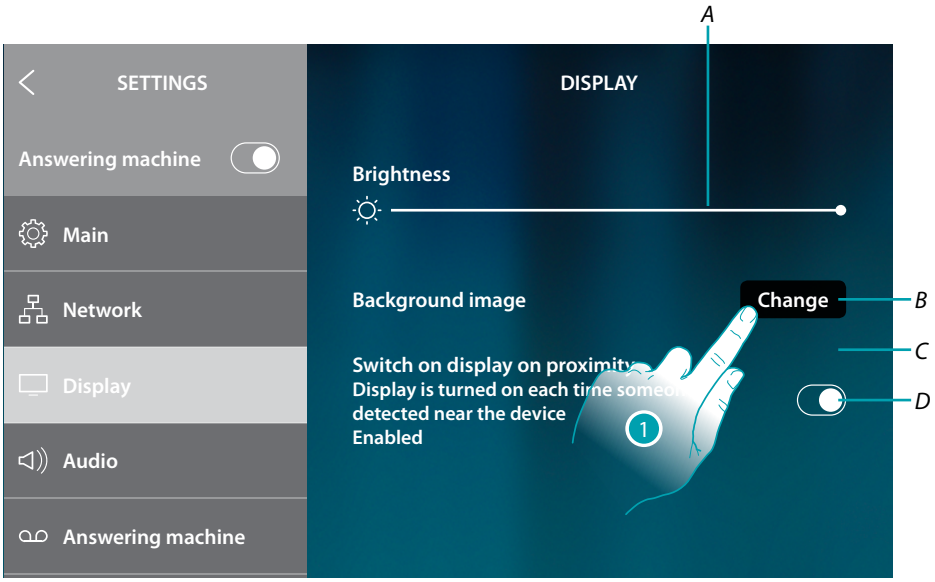
4. Touch to confirm



The device is now connected through the Ethernet network

Screen

This section can be used to adjust the brightness and change the background of the display, and to enable/disable the proximity sensor.



A It adjusts the brightness: move the cursor to adjust the brightness

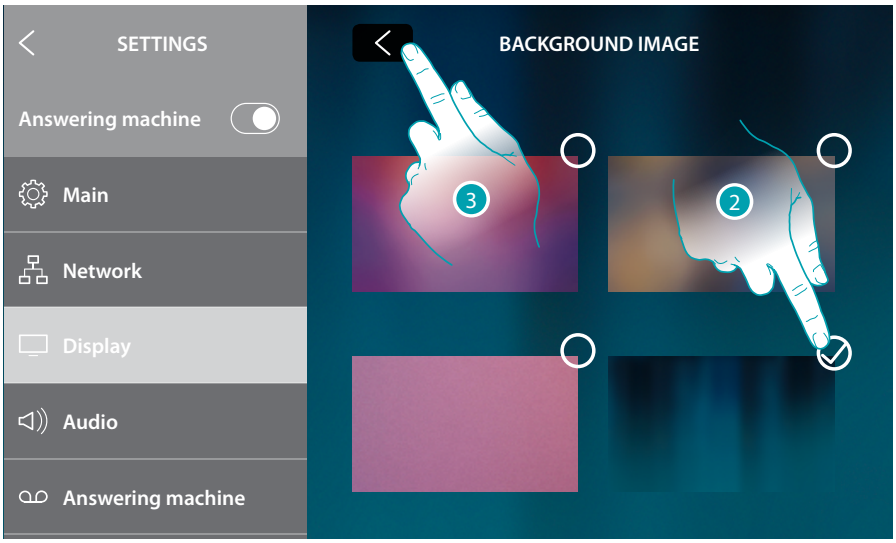
B It changes the background image, choosing among the ones available

C Current background image

D It enable/disables the proximity sensor

***Note:** the sensor detection efficiency depends not only on distance, but also on other factors, such as temperature and reflectance of the material of the object in front of the sensor.*

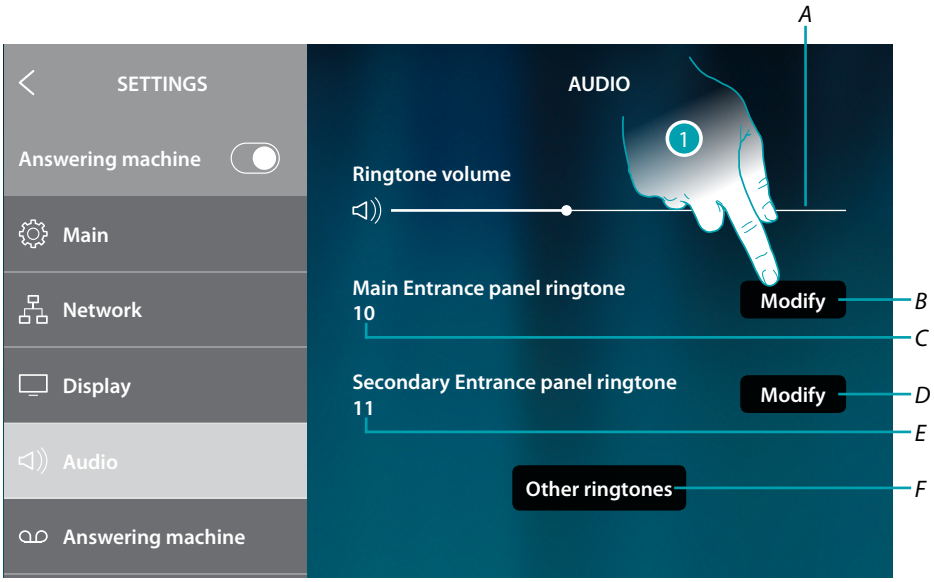
1. Touch to modify the background image



2. Touch to select the new background image
3. Touch to end

Audio

This section can be used to associate specific ringtones to certain events, and to adjust their volume



A It displays and adjusts the ringtone volume

B It modifies the ringtone for calls received from the main Entrance Panels

C Number of the ringtone set for calls from the main Entrance Panel

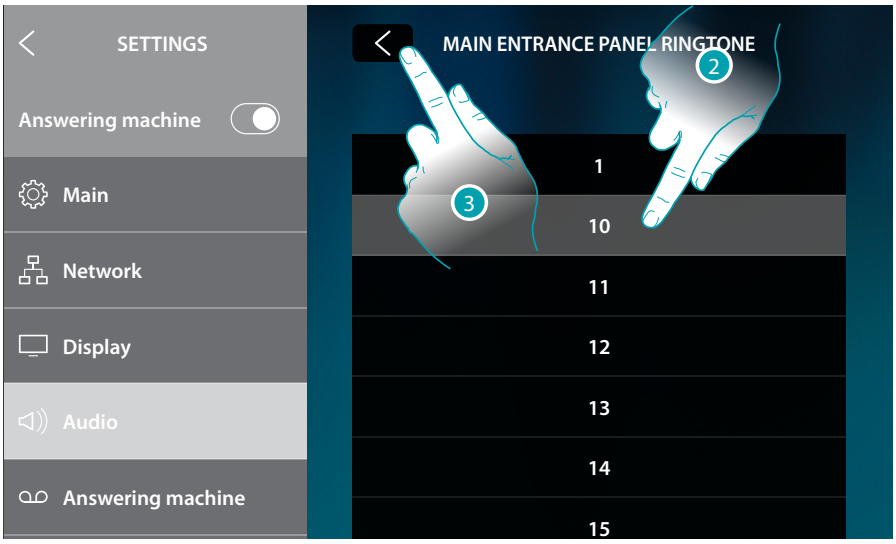
D It modifies the ringtone for calls received from a secondary Entrance Panel

E Number of the ringtone set for calls from secondary Entrance Panels

F It opens a page where it is possible to associate ringtones to other events

1. Touch to modify the ringtone

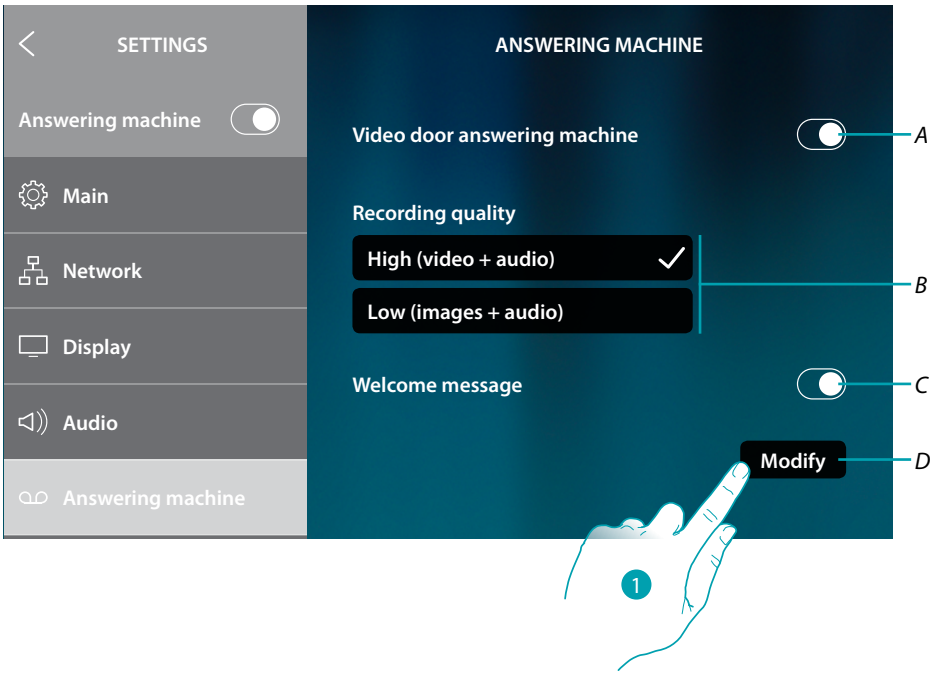
In the "Other ringtones" page, it is possible to associate a ringtone to the following events:
S2, S3 Entrance Panel: call from the SECONDARY Entrance Panel (S2, S3)
Call to the floor: call from the pushbutton outside your entrance door
Internal intercom: call from an intercom in your apartment.
External intercom: call from an intercom of another apartment



2. Scroll and touch the available ringtones (16); they will be played back as you scroll through them
3. Touch to go back and save the settings

Answering machine

This section can be used to enable/disable the answering machine, set the quality of the recorded video feed, enable/disable and record the welcome message.



A Enable/disable the answering machine

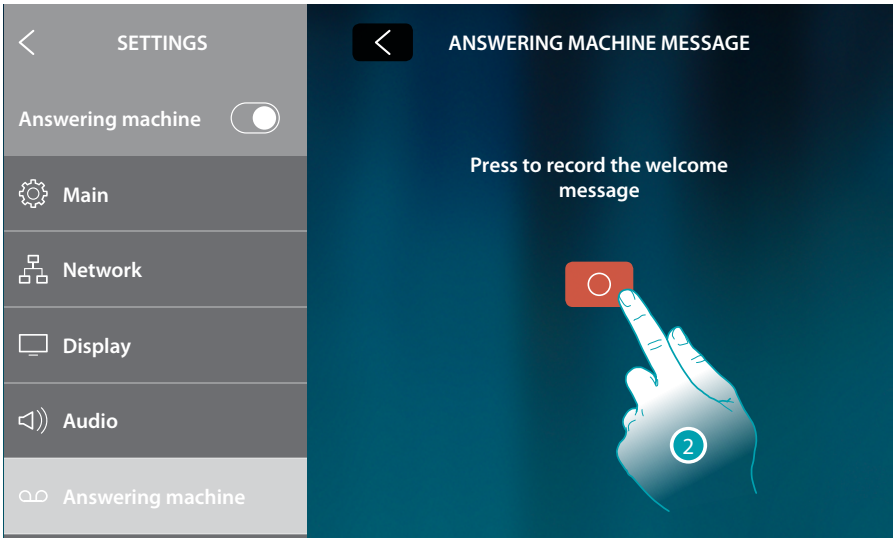
B Set if video messages must be recorded in high resolution (maximum 25 x 15 sec. messages), or in low resolution (maximum 150 x 15 sec. messages).

C Enable/disable the welcome message

D Record the welcome message

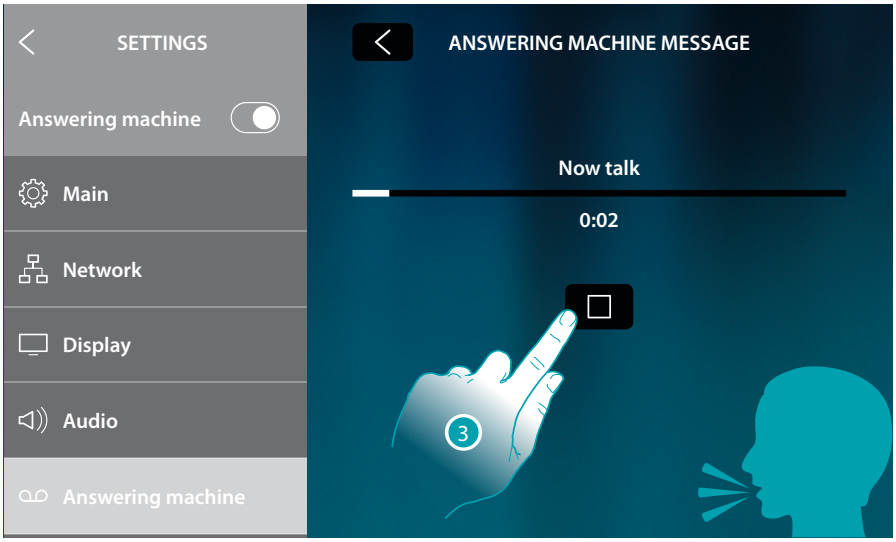
***Note**: the welcome message is the welcome message that will be played to the visitor by the Entrance Panel when the video door entry system answering machine is enabled. If the message is not recorded or the answering machine is disabled, nothing will be played back.*

1. Touch to record the welcome message

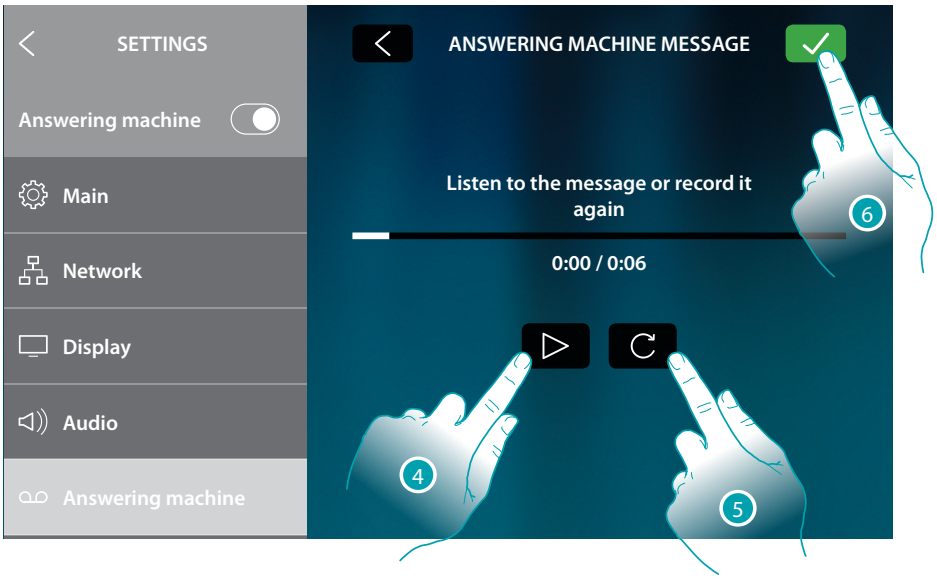


2. Touch to start the recording

Record the welcome message



3. Touch to end the recording



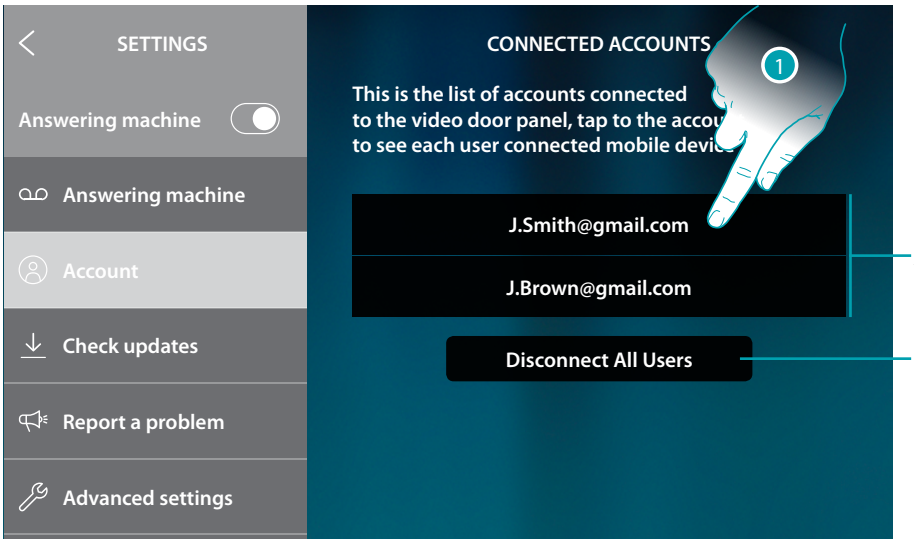
4. Touch to listen to the recording, and if required...
5. Touch to record it again
6. Touch to save

***Note**: the most recent message overwrites the oldest one, which can no longer be recovered*

Account

In this section it is possible to display the list of the users associated to your device and the smartphones connected to the accounts.
It is also possible to disconnect the single smartphones or the user.

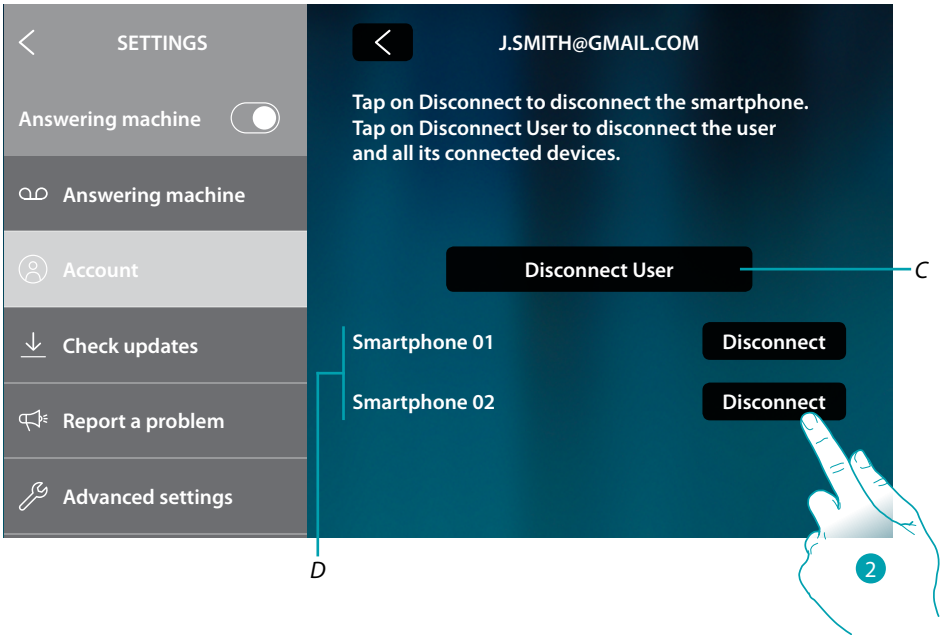
***Warning**: the user section only appears if the device has been associated to the App (see User Manual)*



A *List of associated users*

B *Disconnect all the users*

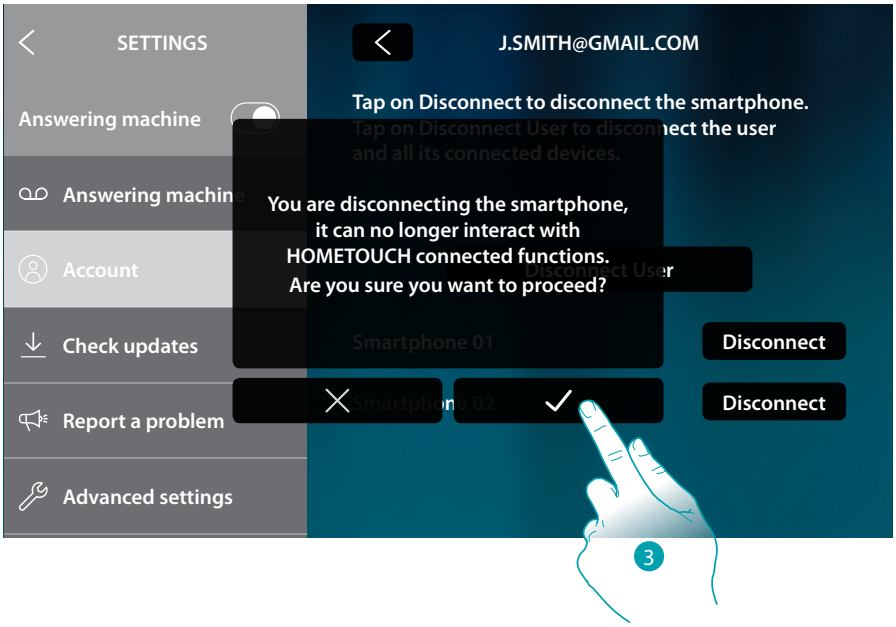
1. Touch to manage the user



C *Disconnect the single user*

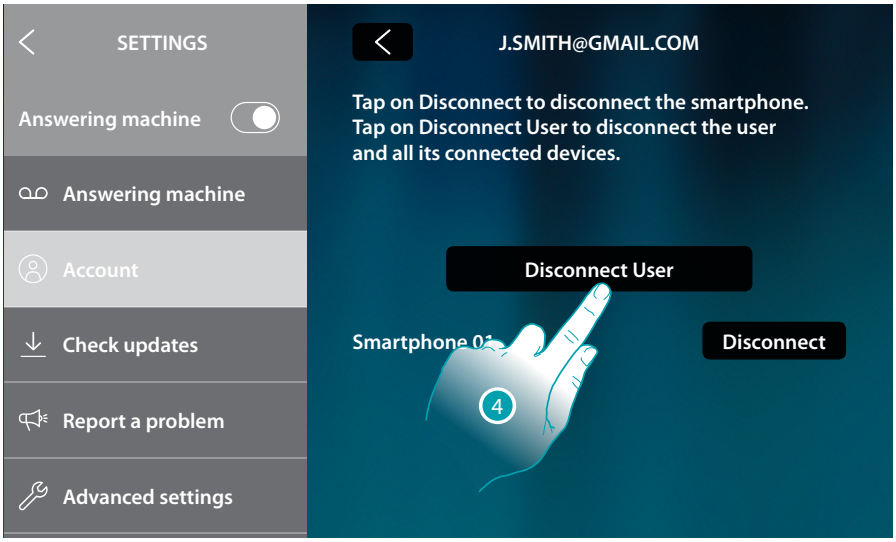
D *List of smartphones connected to the user*

2. Touch to disconnect the smartphone

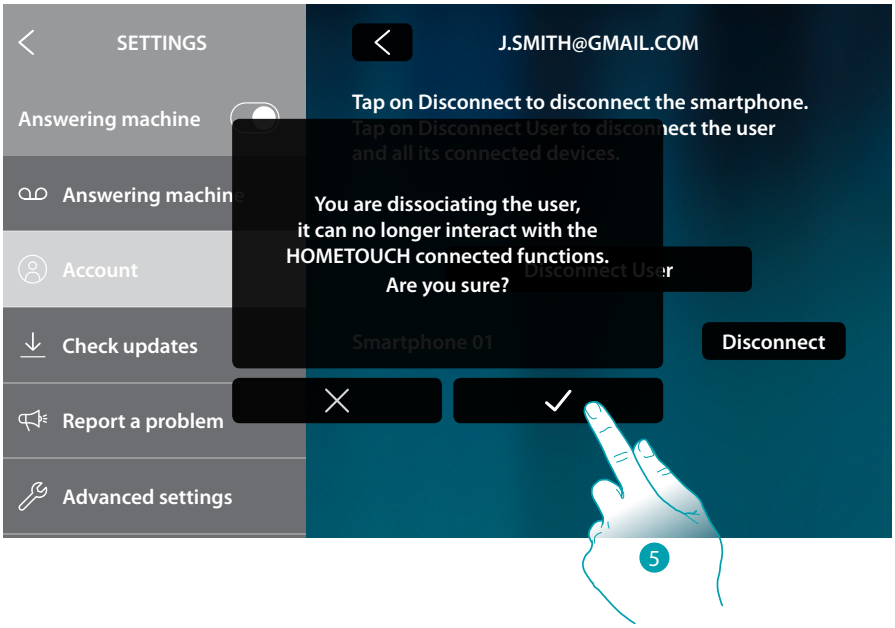


3. Touch to confirm

To connect the smartphone to the device again, authenticate using the DOOR ENTRY for HOMETOUCH App



4. Touch to disconnect the user and consequently all the connected smartphones



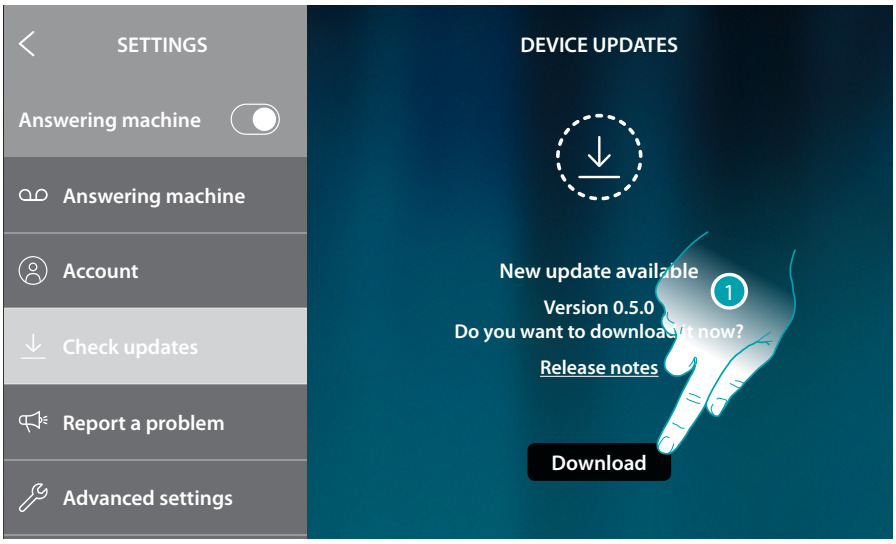
5. Touch to confirm

To associate your user again, it is necessary that another user invites you or, if there are no other users, make the association procedure again.

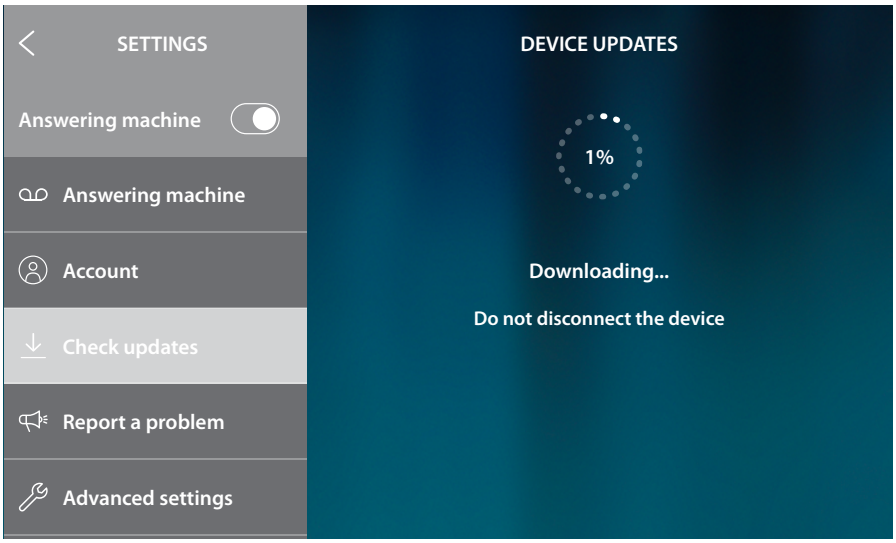
***Note**: if only one smartphone is connected to the user, when you disconnect it, you automatically disassociate the user.*

Check updates

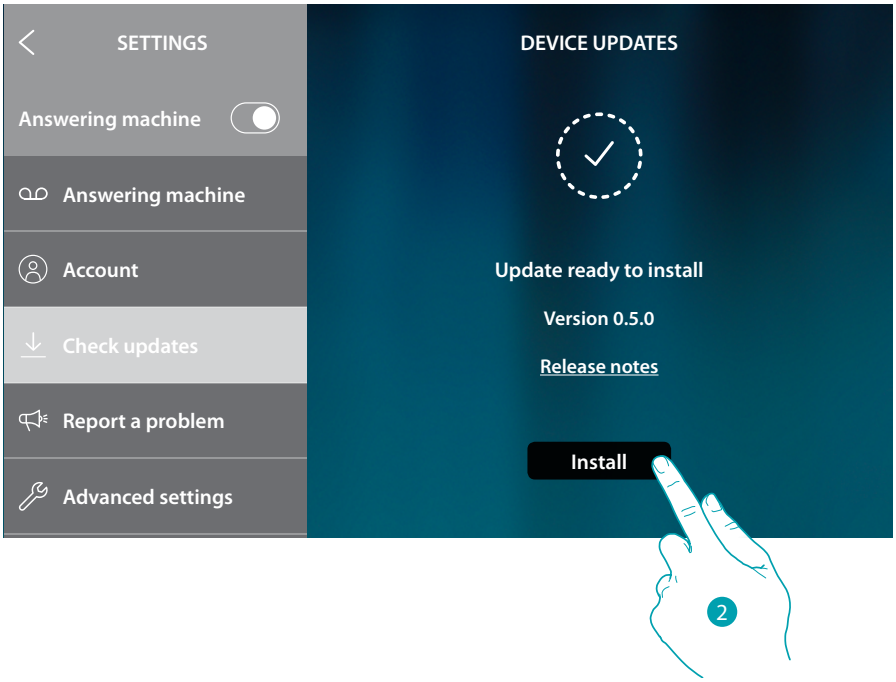
This section can be used to see if any firmware updates are available, which can then be downloaded and installed.



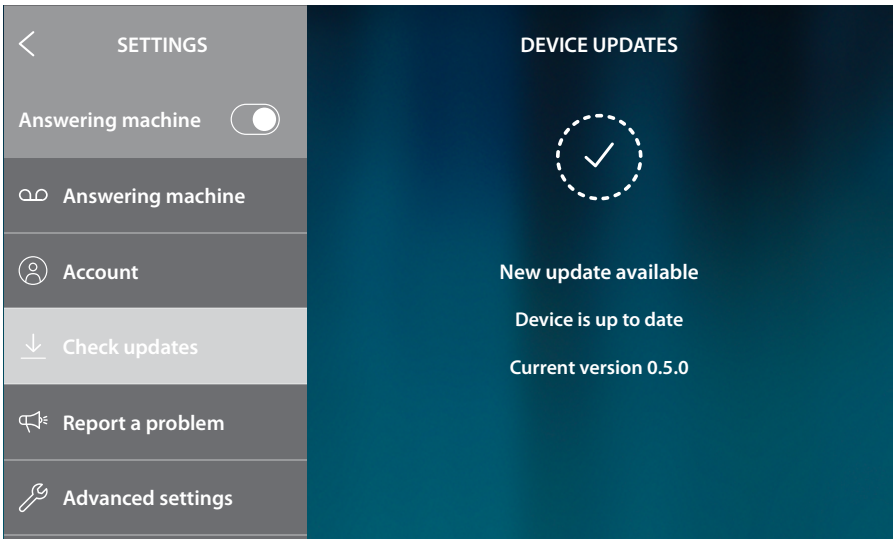
1. If available, touch to download the update



Do not switch the HOMETOUCH off or disconnect it until the end of the procedure.



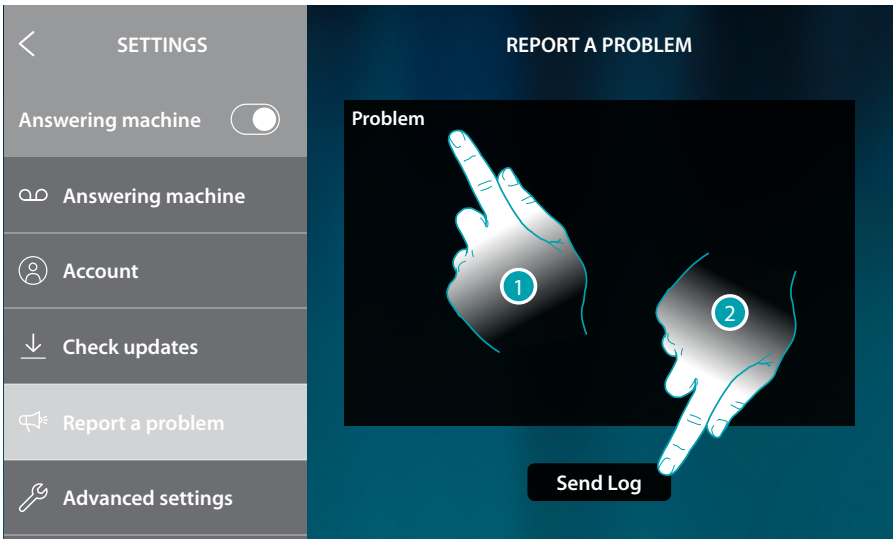
2. At the end touch to install the update.
   Do not switch the HOMETOUCH off or disconnect it until the end of the procedure



At the end of the procedure the device will be switched on again

Notify a problem

This section can be used to notify any issues to the support team.
The support team will analyse the problem and contact you as soon as possible.

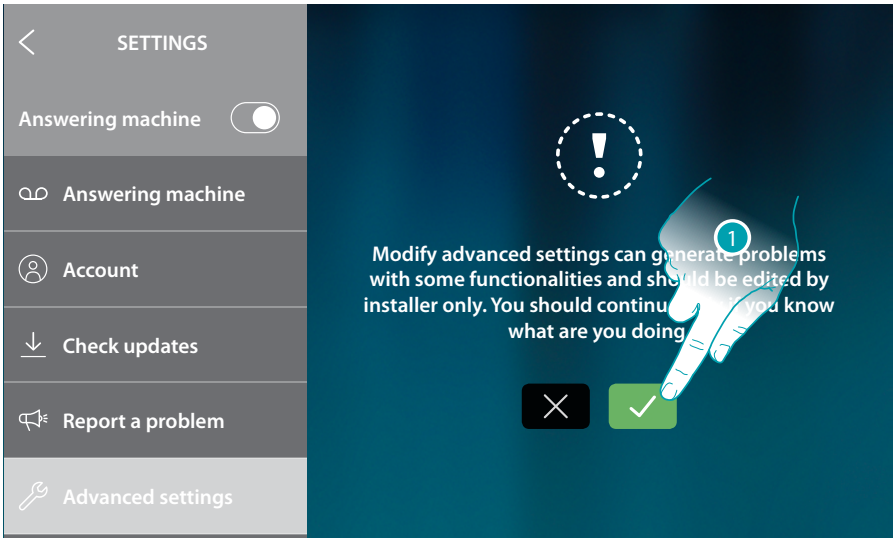


1. Describe the problem you want to point out in the correct field
2. Touch to send the message to the after-sales service

A message will confirm that your query has been forwarded. In case of error, repeat the operation

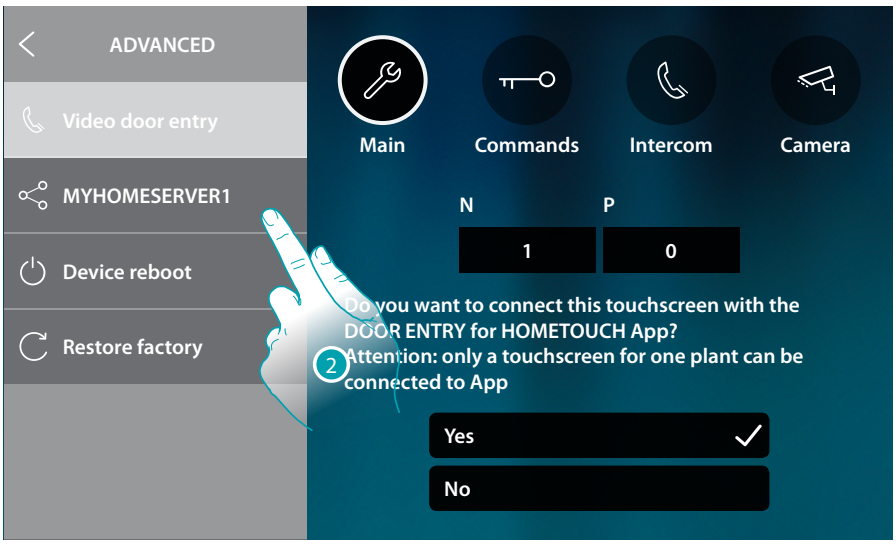
Advanced settings

This section can be used for the configuration of the video door entry system advanced settings, creating commands, intercoms and cameras.
After creation, they can be included in the favourites and used.
It is also possible to complete the synchronization with the MyHOMEServer1 connected to the system, therefore acquiring some home automation functions.



1. Touch to modify the advanced settings

***Warning**: access to the Advanced Settings should only be attempted by experienced people, as wrong actions could compromise the operation of the device*

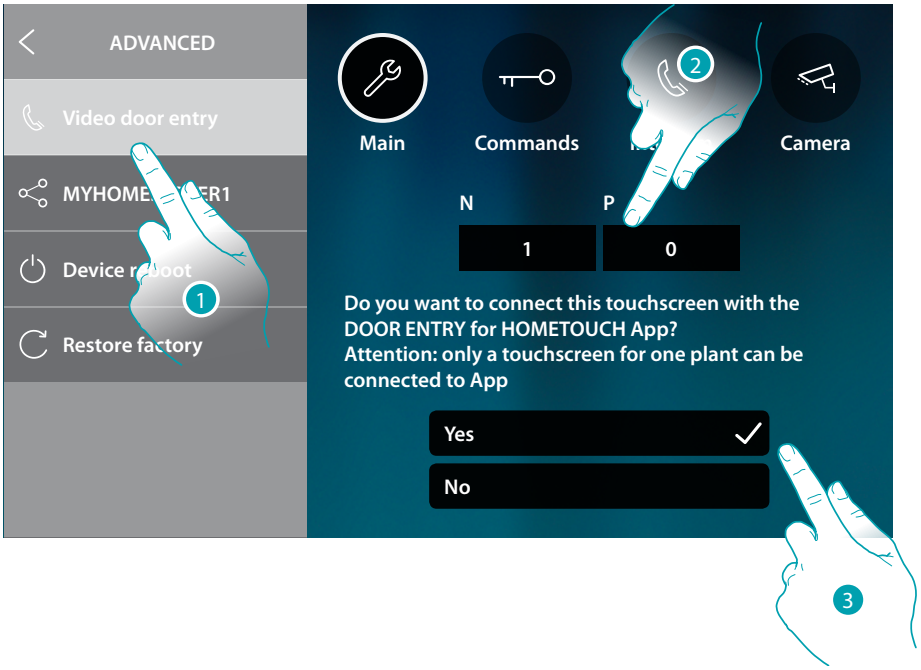


Video door entry	Main, Commands, Intercom, Camera
MYHOMESERVER1	It modifies/establishes the connection and synchronises with MyHOMEServer1
Device reboot	It reboots the device without losing the configuration
Restore factory	Restore the factory values of the device

2. Touch to modify the video door entry system and MyHOMEServer1 advanced settings, and to reset or reboot the device

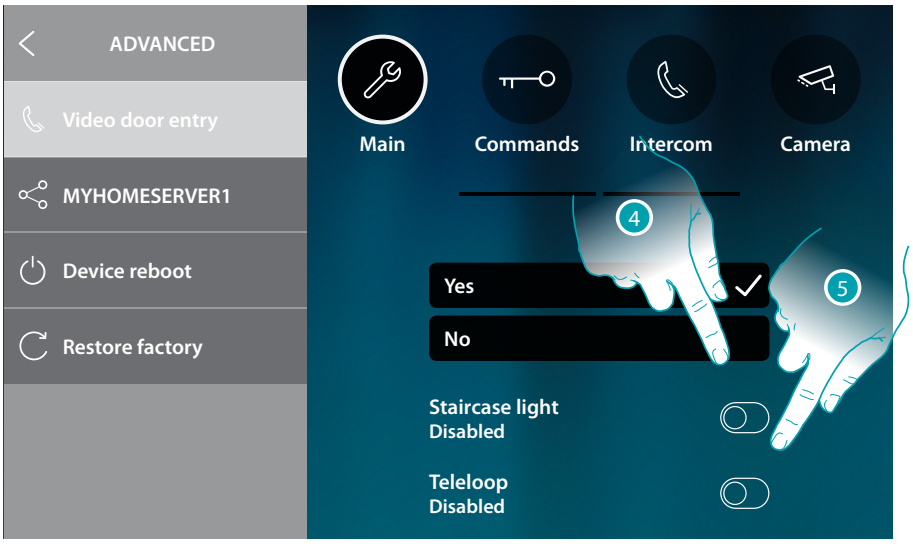
Video door entry system

General settings



1. Touch to enter the Video door entry settings section.
2. Enter the N configurator values to set the address device and enter the P configurator value to set the address of the EP of which you can open the Door Lock with IU idle, and to which you can send the auto-on command
3. Select if the device is the one associated to the DOOR ENTRY for HOMETOUCH App, and therefore the only one enabled for transferring incoming calls to the App and to manage the answering machine.
   Only one device of the system may be associated to the App

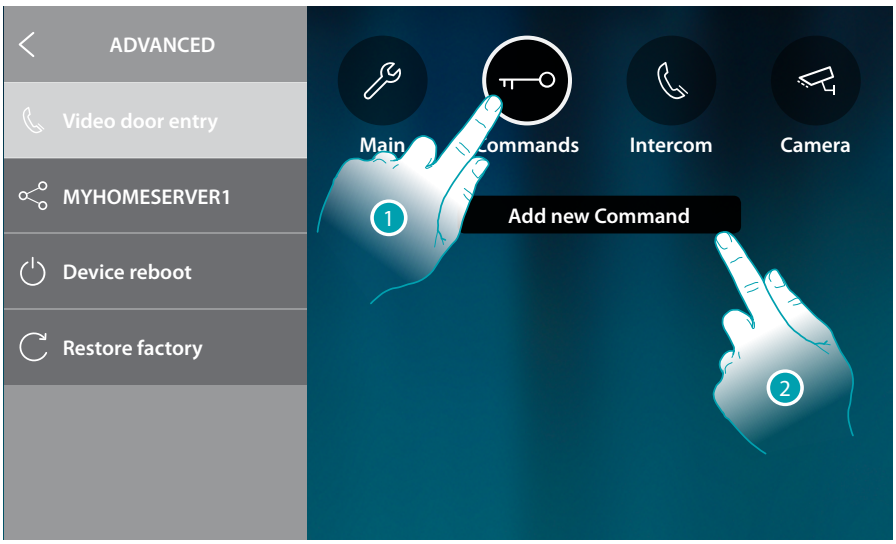
Scroll down to see the other parameters



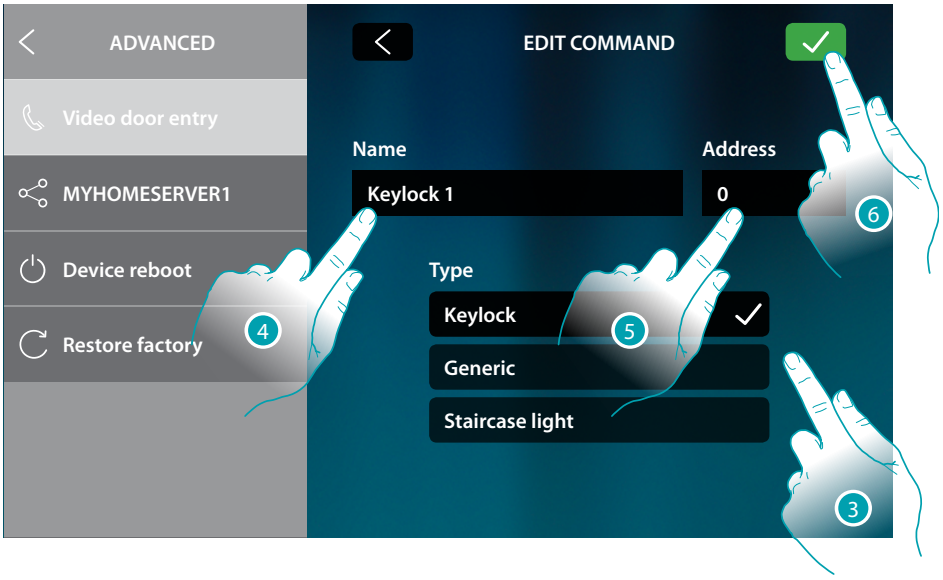
4. Enable the "Staircase light" function
5. Enable the "Inductive loop" function.

Commands

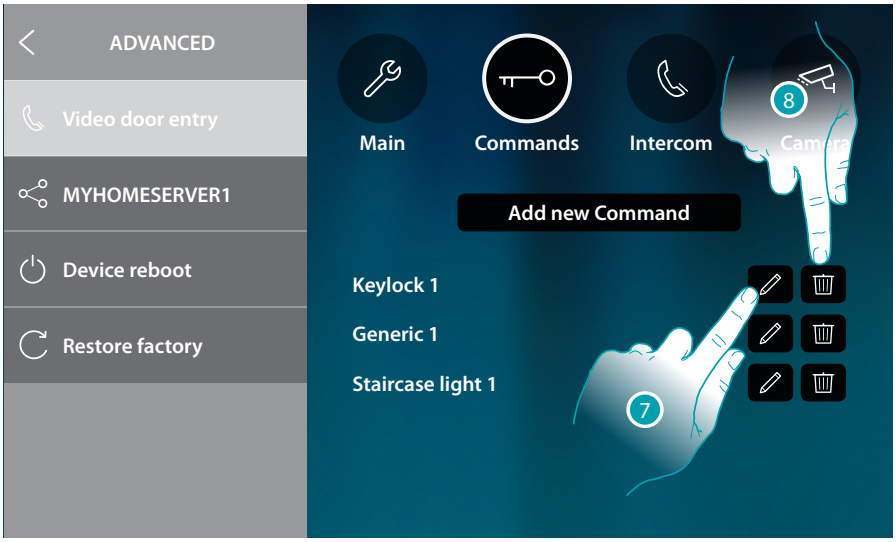
This section can be used to create commands for the control of some system actuators (e.g. door lock, garden light, etc.).
Once created, they can be entered in the favourites in the Home Page and then used.



1. Touch to enter the Commands section
2. Touch to add a command



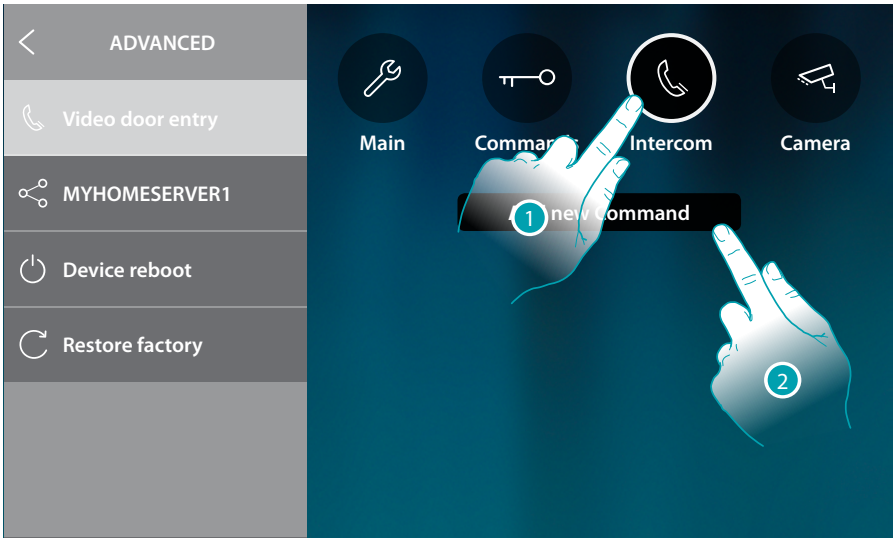
3. Select the type of command among:
   Keylock: it is possible to send a keylock activation command to a dedicated actuator
   Generic: it is possible to send a generic activation command to a dedicated actuator
   Staircase light*: it can be used to send a staircase light activation command to a dedicated actuator
   **This command only appears if enabled in the general settings*
4. Enter a description
5. Enter the actuator address (only keylock and generic)
6. Touch to save



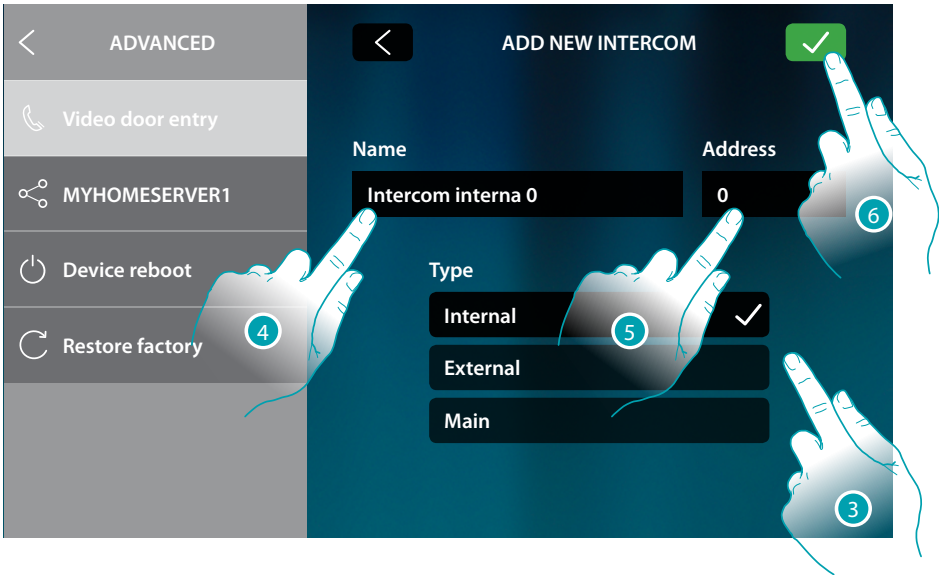
7. Touch to modify the actuator description and/or address
8. Touch to delete the command

Intercom

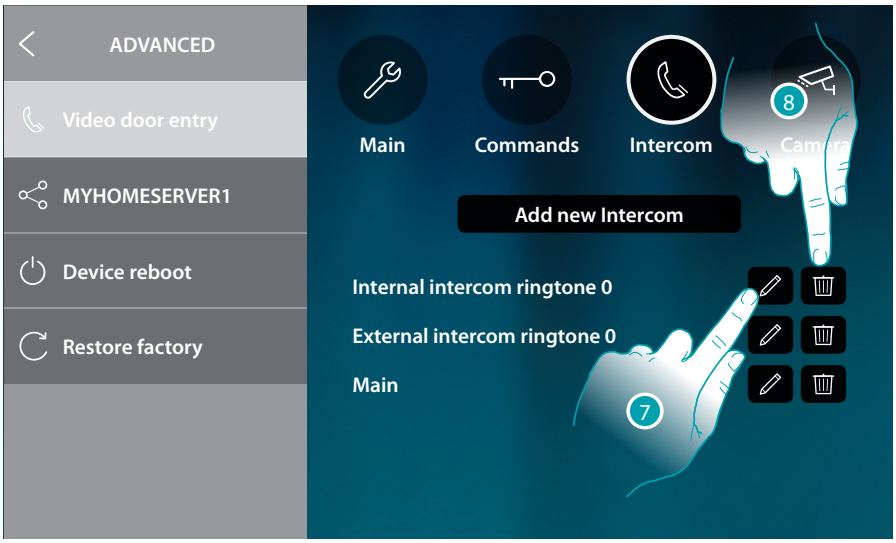
This section can be used to configure the intercoms that will enable the user to communicate with other video/audio internal units installed in the home, or in other apartments.
Once configured, they can be entered in the favourites in the Home Page and then used.



1. Touch to enter the Intercom section
2. Touch to add an intercom



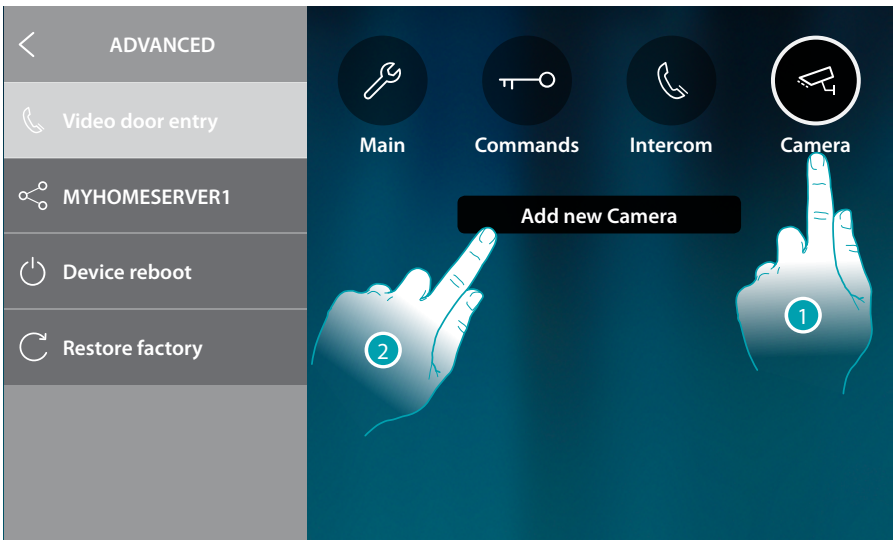
3. Select the type of intercom among:
   Internal: it provides communication among rooms of the same apartment (or among devices of different apartments but only if there are no apartment interfaces)
   External: it provides communication among rooms of different apartments (if there are apartment interfaces)
   Main: it provides communication with all the internal units (all the internal units of the apartment in case of HOMETOUCH connected after the apartment interface, or to all the internal units of the apartment block if no apartment interfaces are installed)
4. Enter a description
5. Enter the address:
   Internal: address of the device wired in the same apartment being called
   External: address of another apartment being called
5. Touch to save:



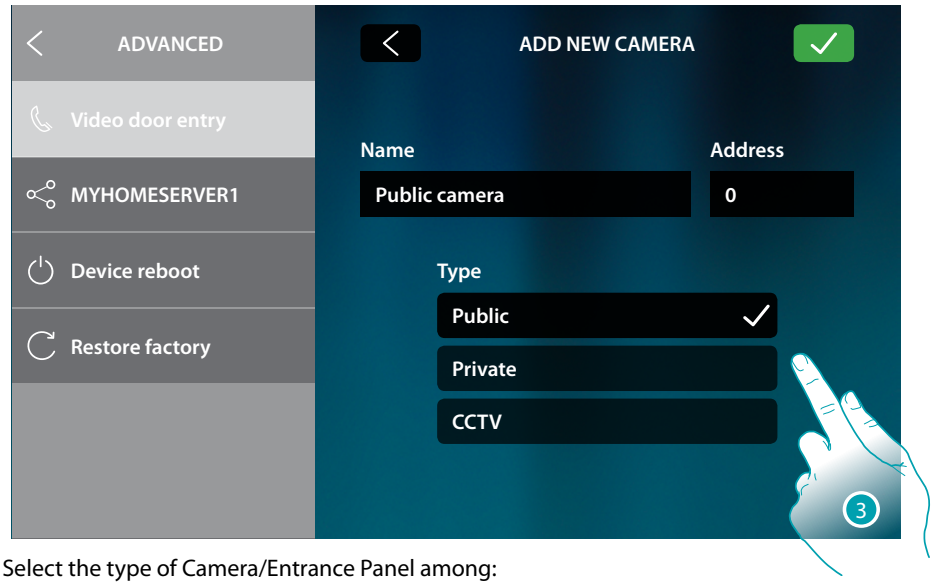
7. Touch to modify the description and/or address
8. Touch to delete the intercom

Camera

This section can be used to configure the cameras that will give users the possibility of displaying the images from their own apartments, the apartment block area, or a CCTV surveillance system. Once configured, they can be entered in the favourites in the Home Page.



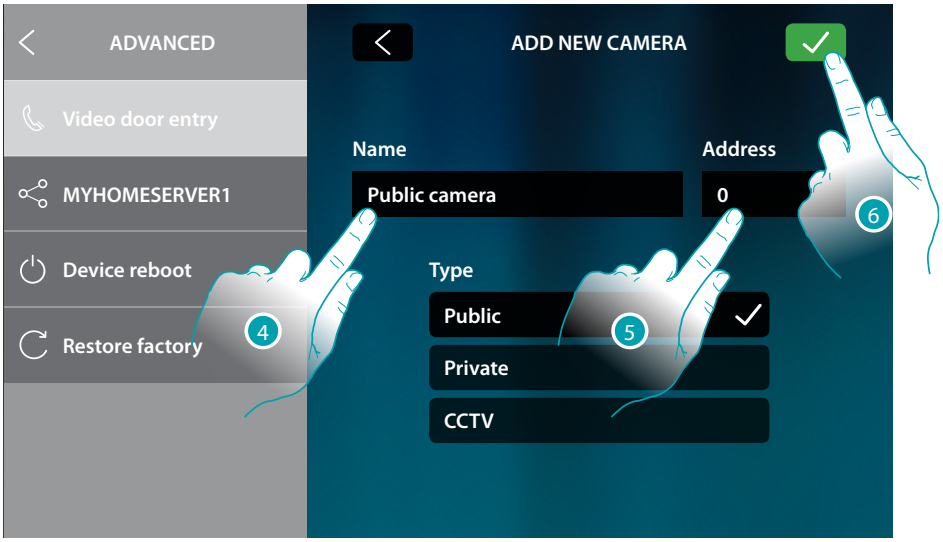
1. Touch to enter the Camera section
2. Touch to add a Camera/Entrance Panel



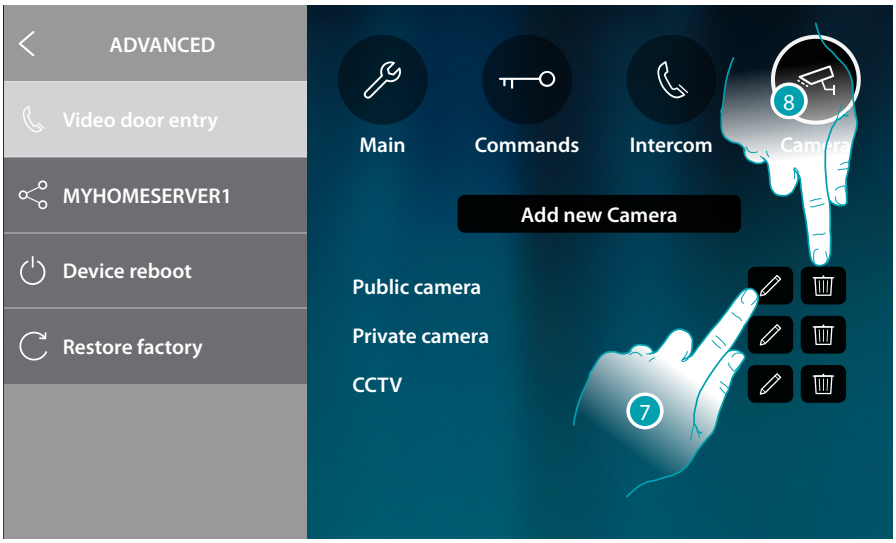
3. Select the type of Camera/Entrance Panel among:
   Public: it gives the possibility of displaying the images from a Camera/Entrance Panel installed in a common area, visible to all residents (if an apartment interface has been installed)
   Private: it gives the possibility of displaying the images from a Camera/Entrance Panel installed in the own apartment (if an apartment interface has been installed)
   CCTV: it gives the possibility of displaying the images from a Camera of a video video surveillance system integrated with the video door entry SCS system.. The image is displayed for three minutes and the camera cycling is not possible. For the camera cycling or multi-vision functions, connect interface 347400 to a device output (e.g. Digital Video Recorder) performing these functions.

***Note**: for apartment blocks without apartment interface and in single-family homes, cameras must be considered as PRIVATE*

***Note**: to realize this integration, refer to the guides or the diagrams of the SCS/coaxial interface 347400*



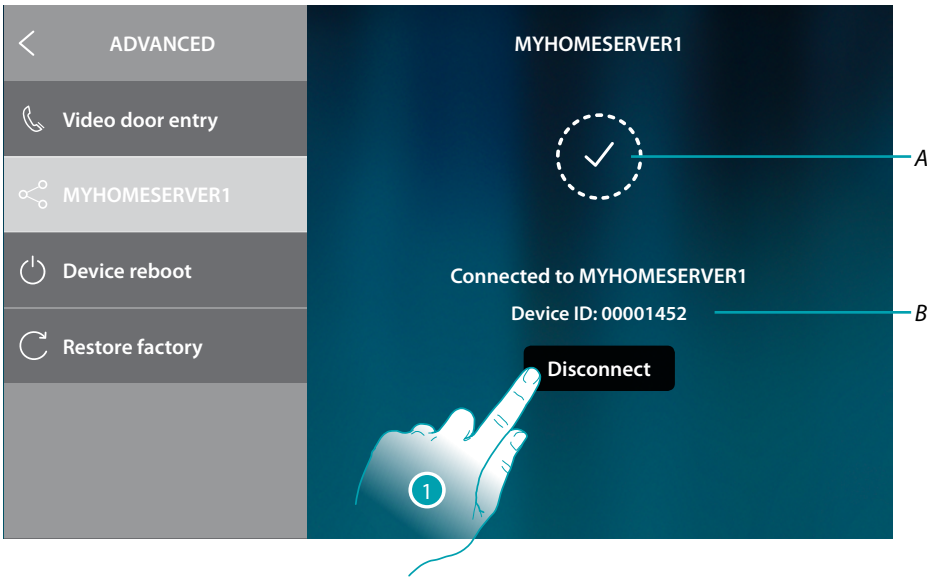
4. Enter a description
5. Enter the address of the Camera/Entrance Panel
6. Touch to save



7. Touch to modify the description and/or address
8. Touch to delete the Camera/Entrance Panel

MyHOMEServer1

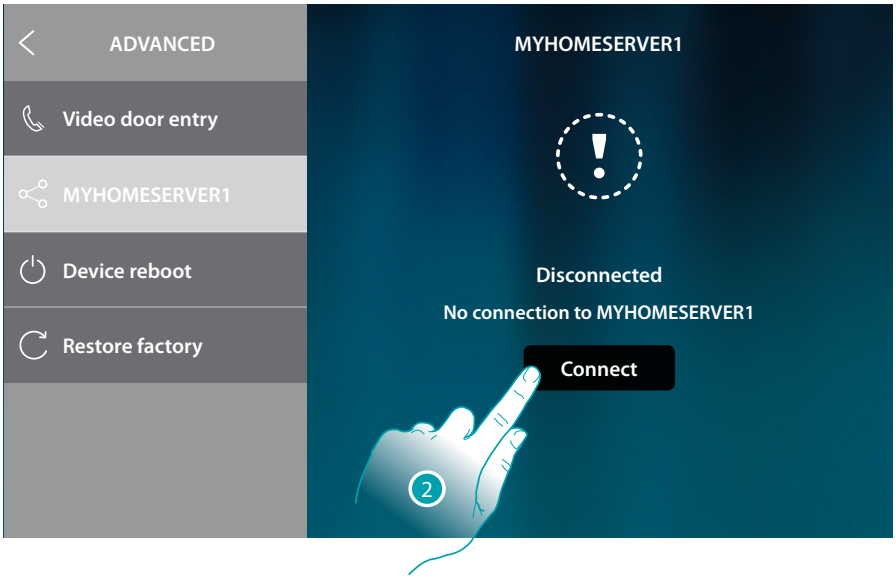
This section can be used to see to which MyHOMEServer1 the device is connected and, in case of no connection, establish one and complete the synchronization procedure.
With the synchronization procedure, the device will acquire all the home automation functions already set in MyHOMEServer1.



A *Connection status*

B *MyHOMEServer1 ID connected to the device*

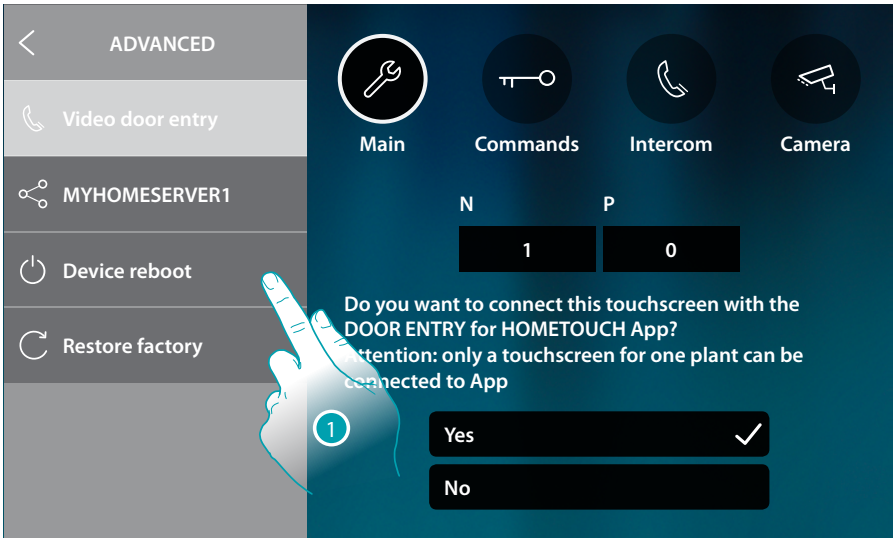
1. Touch to disconnect it



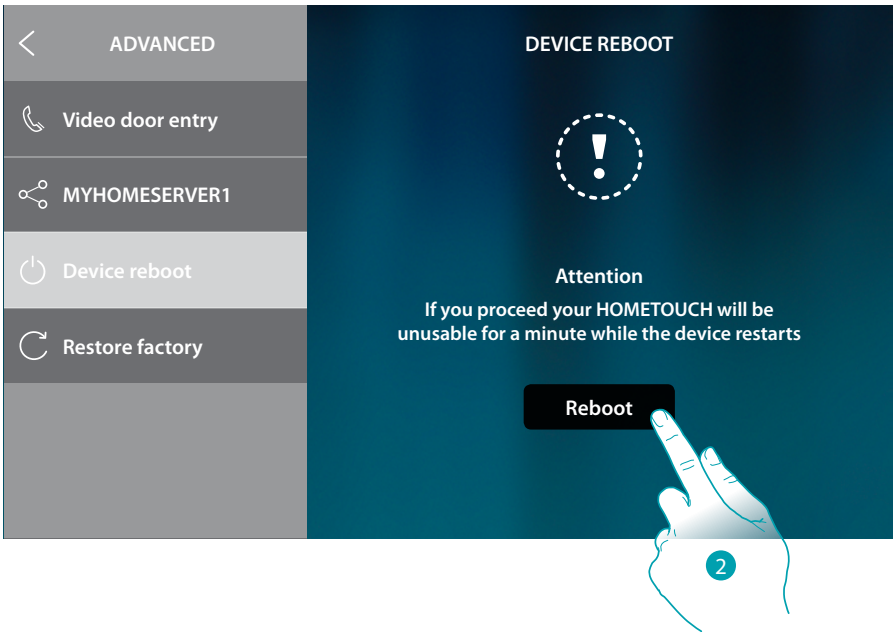
2. Touch to establish the connection to MyHOMEServer1 and start synchronization

Device reboot

This function restarts the device without losing the configurations



1. Touch to reboot the device

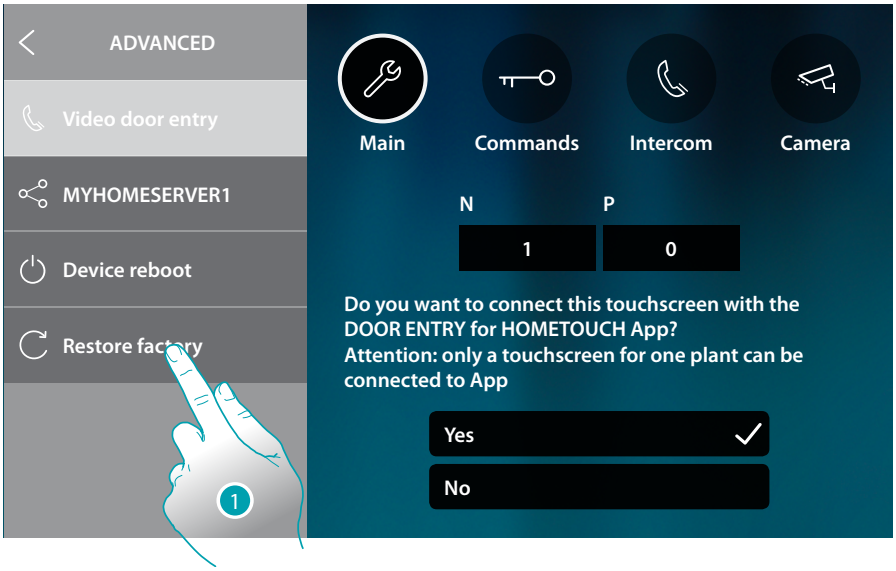


2. Touch to confirm. The device will be available for a period of time

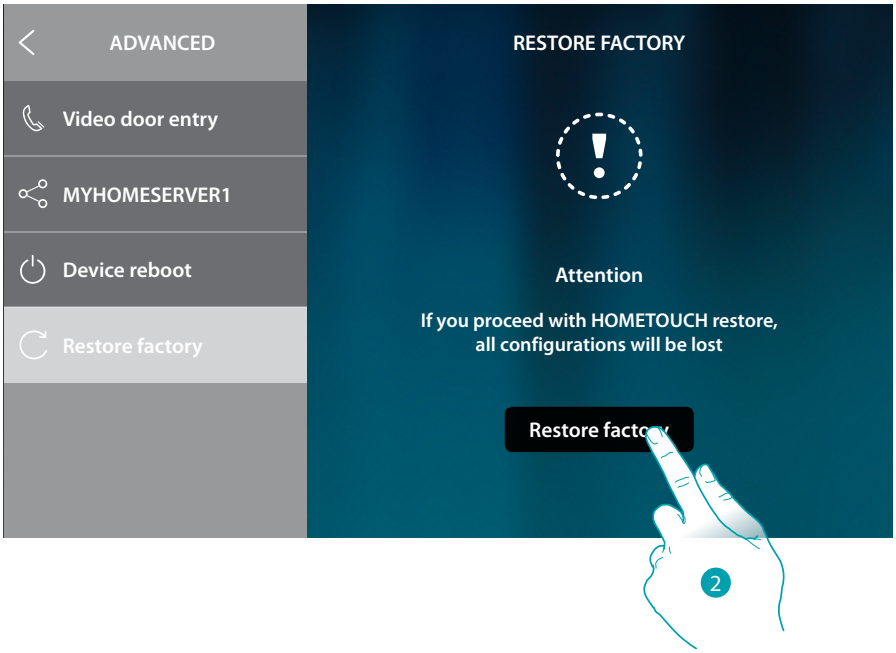
Restore the factory values

This function restores the factory values of the device

***Caution**: all configurations will be deleted*

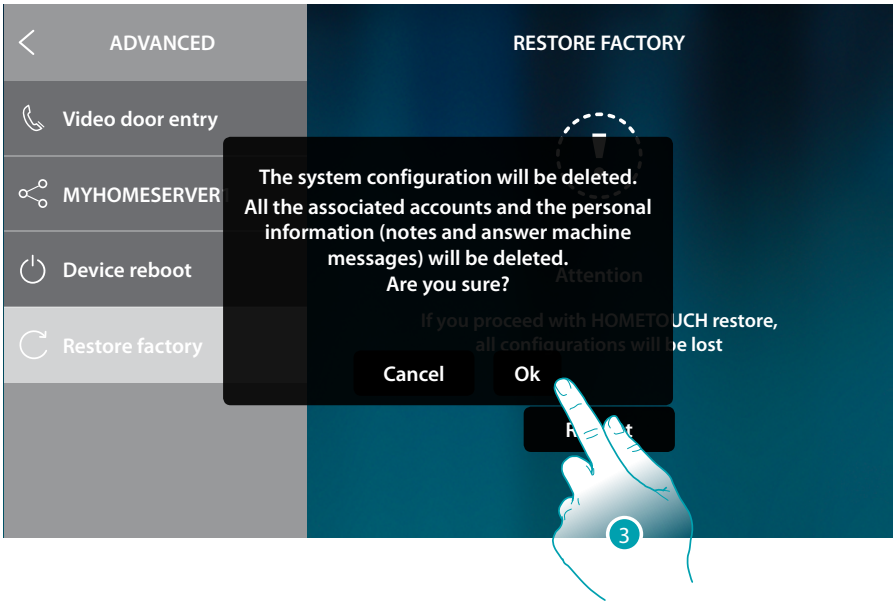


1. Touch to start the procedure to restore the factory values.



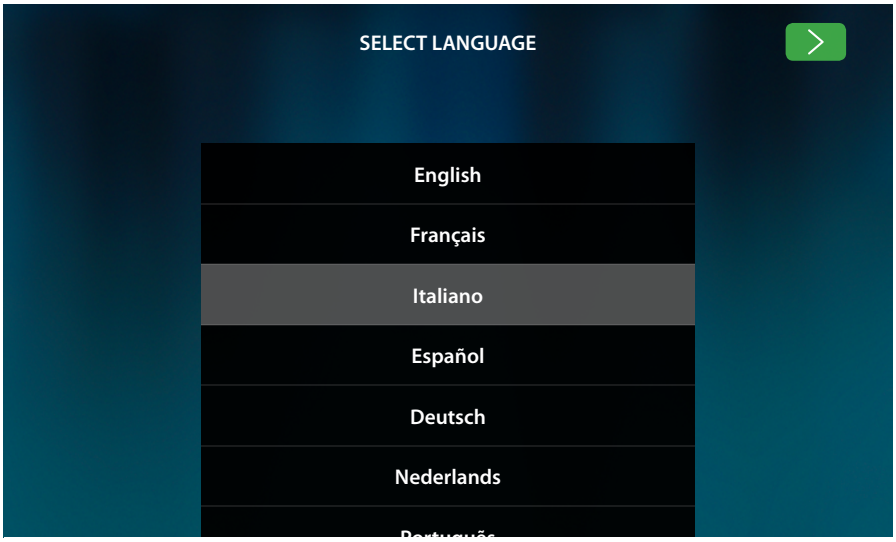
2. Touch to continue

***Caution**: all configurations will be deleted*



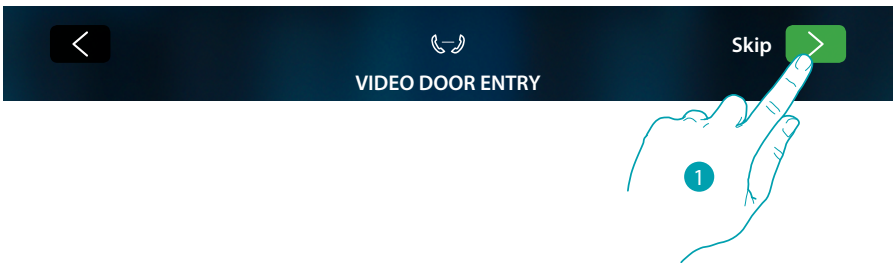
1. Touch to confirm and delete all the associated accounts, the messages in the answering machine, the notes

After a certain period of time the device will restart, displaying the first configuration screen



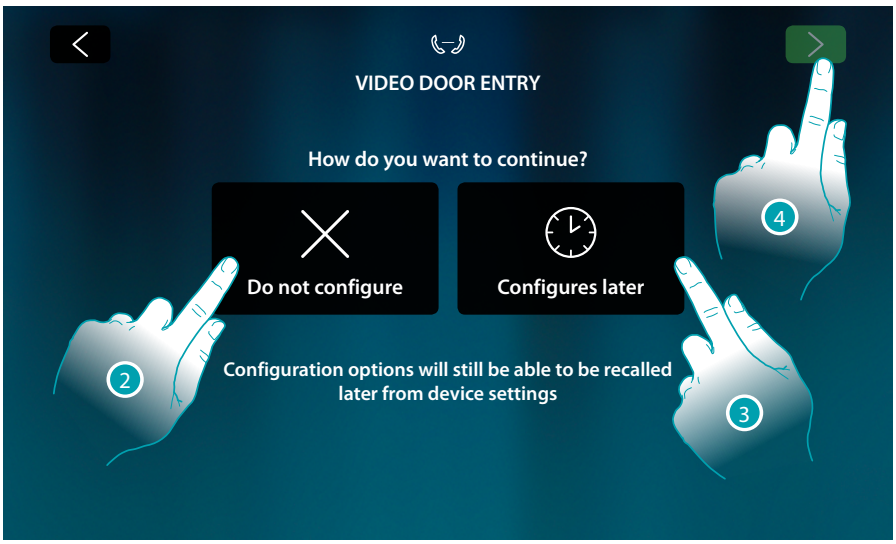
btMore

01 – Quick procedure (Skip) to postpone or avoid configuring the video door entry system



1. Touch to skip or postpone the configuration of the video door entry system parameters

The following screen appears:



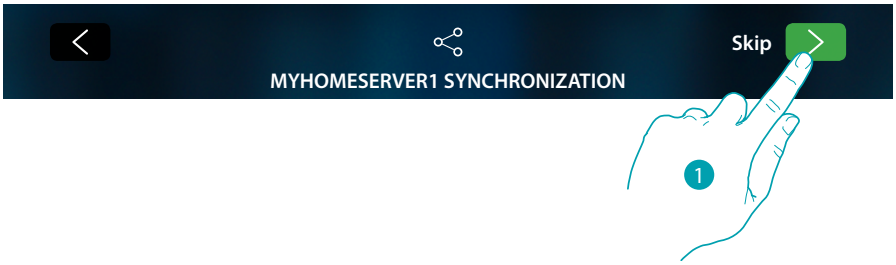
2. Touch to avoid configuring the video door entry system

***Warning**: if this option is selected, it will no longer be possible to configure the video door entry system unless the device is reset and completely reconfigured*

or

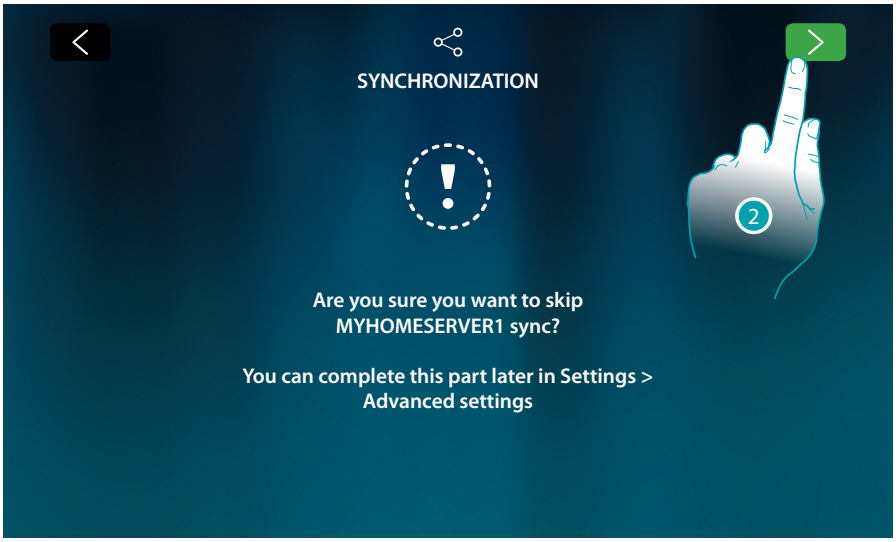
3. Touch to postpone the configuration of the video door entry system to a later date using the video door entry system advanced settings section
4. Touch to continue

02 – Quick procedure (Skip) the synchronization with MyHOMEServer1



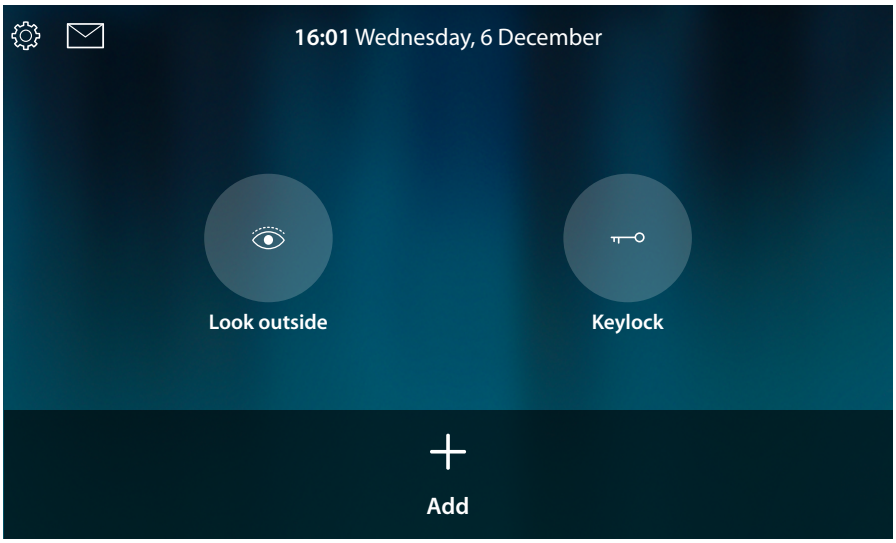
1. Touch to postpone the synchronization with MyHOMEServer1

The following screen appears:

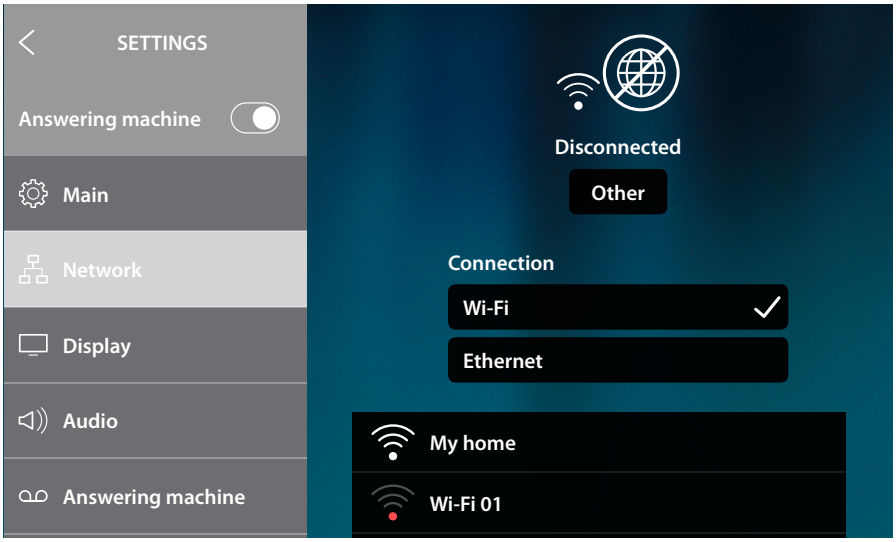


2. Touch if you want to skip the synchronization with MyHOMEServer1

The Home Page appears



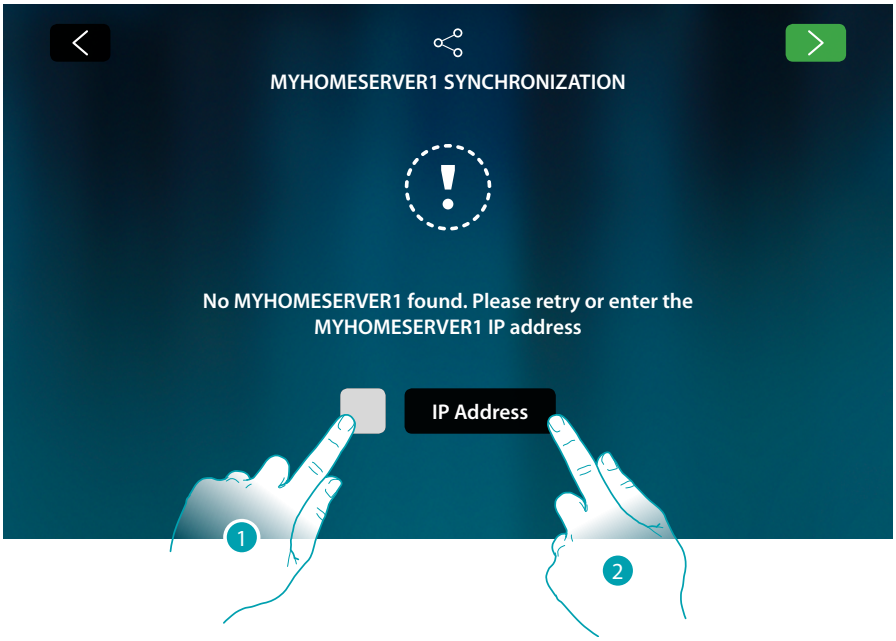
The device is now configured for operation with the video door entry system only. To configure the home automation section, it will be necessary to synchronise the device to MyHOMEServer1 in the MyHOMEServer1 advanced settings section.
To only use the video door entry section and interact with the App, it will be necessary to connect the device to the home network, using the cable or through the Wi-Fi system.



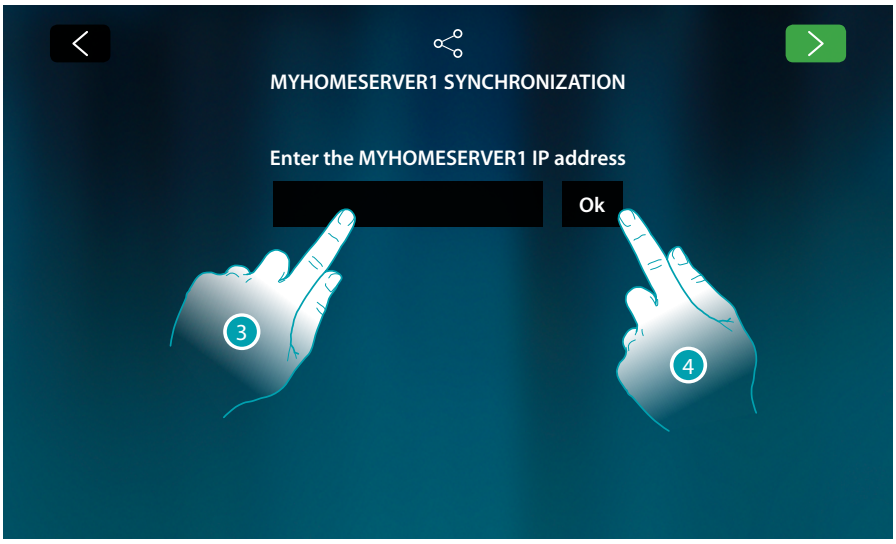
From the Settings/Network section select the desired type of connection to the home network, and then ensure that the smartphone containing the App is connected to the same network as the device.

03 – Manually enter the MyHOMEServer1 IP address

If no MyHOMEServer1 is detected in the network, the following screen appears:

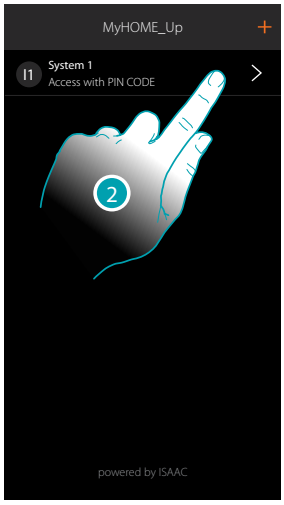


1. Touch to repeat the search or
2. Touch to enter the IP address manually

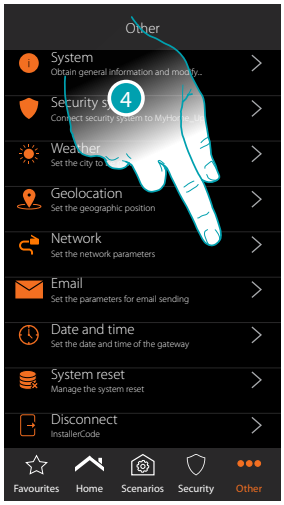


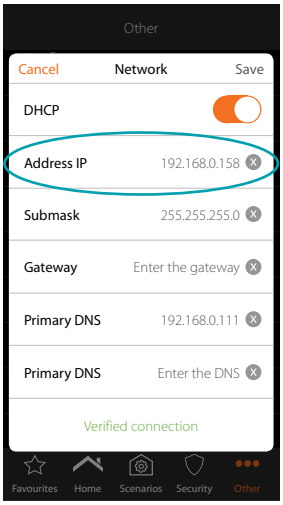
3. Enter IP address
4. Touch to start the search

If the MyHOMEServer1 IP address is not known, this can be found using the MyHOME_Up App.
To use the MyHOME_Up functions see the manual available from:
www.homesystems-legrandgroup.com



1. Open the MyHOME_Up App
2. Access the system through an installer connection
3. Touch to open the setting page





4. Touch to display the MyHOMEServer1 network parameters

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