comfortability

USER MANUAL ❯

INDEX

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ENRICH YOUR LIFE SIMPLE SMART AND SAFE!

Discover the world of Comfortability.

This is the chance to create a comfortable living space that fits your own situation and personal comfort needs.

An intelligent and user-friendly system with a central portal in which every technological function can be combined and centrally operated to provide comfort in your living space. All the devises communicate with each other invisibly, and without any extra effort, offering more benefits for you as the user.

A simple, smart and safe solution for your comfort needs and easily controlled with your smartphone.

This user guide shows you how easy it is to install all your Comfortability settings and explains how you can make use of these functions to increase that feeling of comfort in your life.

Comfortability
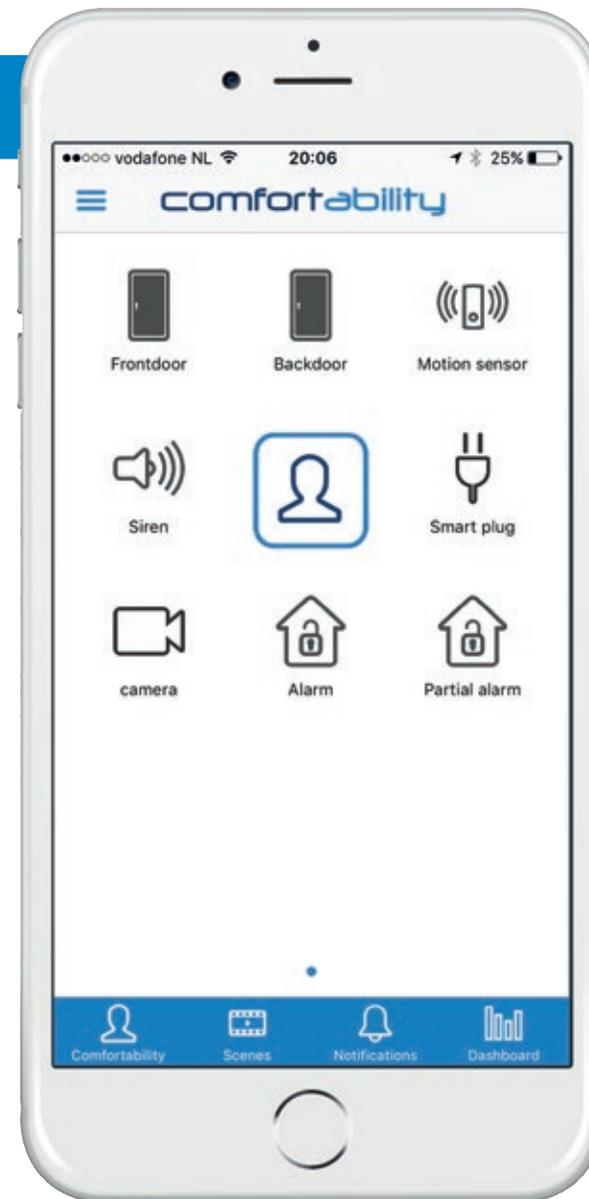
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STEP 1: GETTING STARTED

We guarantee a solution to your comfort needs that is easy to install. This user guide offers a step by step description.

Before you begin with the installation we have a few useful tips:

1. Have your login details close to hand.
2. Keep your smartphone within easy reach.
3. Make sure all components are close by.
4. Think about what you want this system to do for you, for example preventing break-ins or a central control of the lights in the living room.

Motion sensor

Smoke sensor

Water sensor

Mood lighting

Camera

Smart plug

Door contact
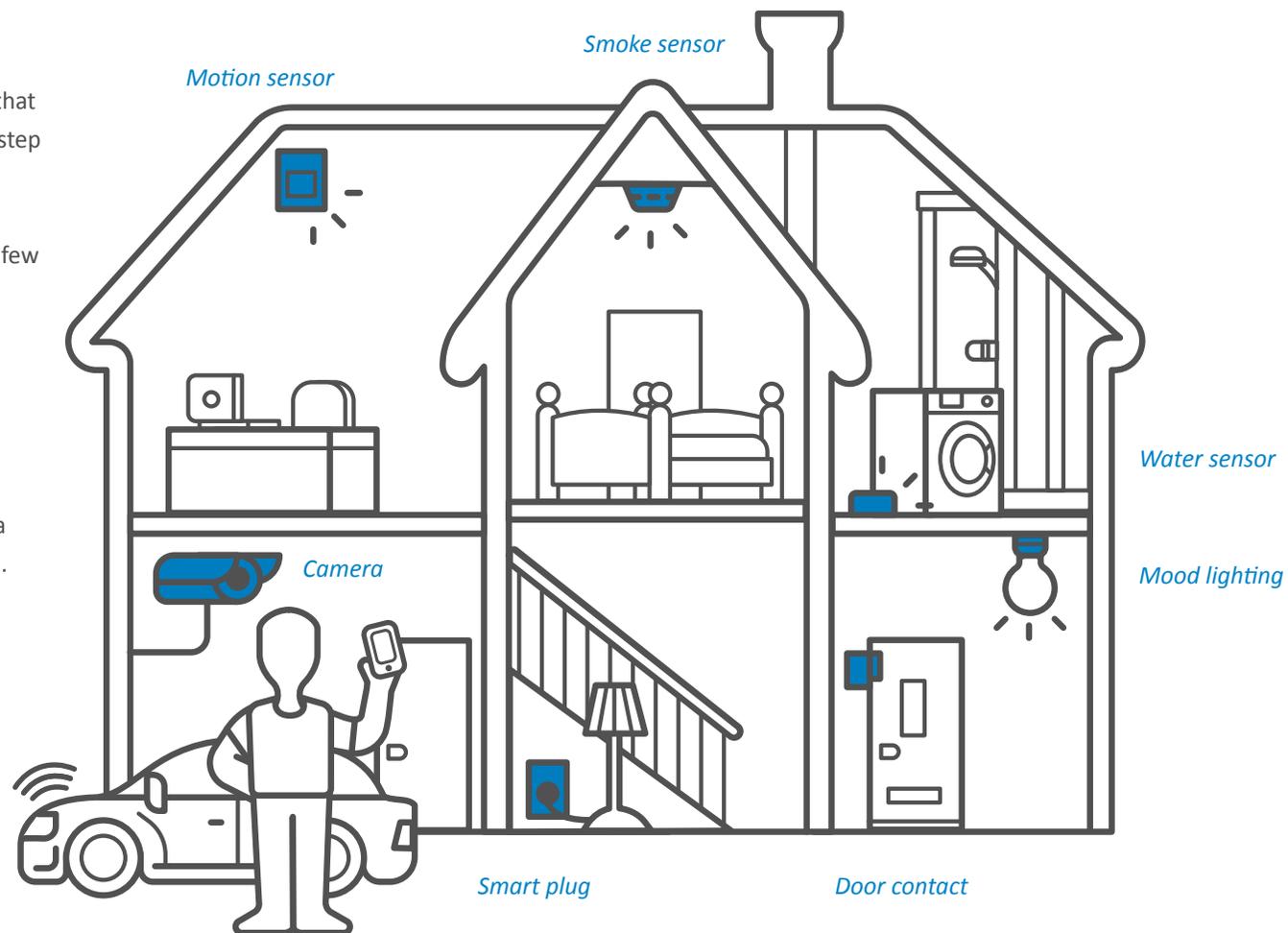
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STEP 2: INSTALLATION AND CONFIGURATION

INSTALLATION OF THE HUB

- Connecting the hub to the network cable and the adaptor provided: the network cable plugs into the hub and the cable/DSL modem. The adaptor plugs into the hub and an electrical socket.

- A number of lamps will flash at the top of the hub.

- The installation is complete when three lamps remain lit (this will take about 1 minute).

- The hub is now successfully connected to the Comfortability Cloud.

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DOWNLOADING THE APP

- Download the *"My comfort"* app from the app store or Google Play store.

- Open once downloading is complete.

- To login use the accompanying user information.

- The password can be changed, if desired, by going to the installation menu in *"My profile"*.
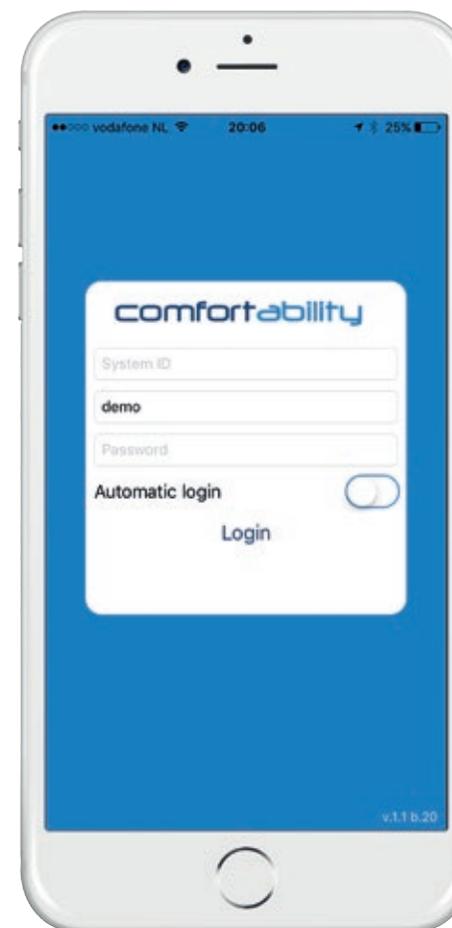
CONFIGURATION OF THE APP

- After logging in you will come immediately to the home screen of the central remote control for the Comfortability system.
- When using the app for the first time, you will see the home screen is almost empty, only *"Partial alarm"* and *"alarm"* are visible.

  The "alarm" button, when activated, will turn on the complete alarm network including alarm, motion sensor and magnetic contacts. The "partial alarm" button will only activate the magnetic contacts.

In order to use the system the devices must first be connected.

- Go to the installation menu, this is the icon at the top of the app with the three horizontal stripes. Then go to *"My devices"*. By pressing the + sign you will see a list of devices it is possible to connect.
- Select the devices you wish to use.
- Later in this user guide you will find an explanation on how each device can be connected, disconnected and reset.

Take care! With all new devices batteries must first be activated and new devices installed. See chapter on installation, removal and resetting of devices. Explanation videos can be found on the welcome page of the website.
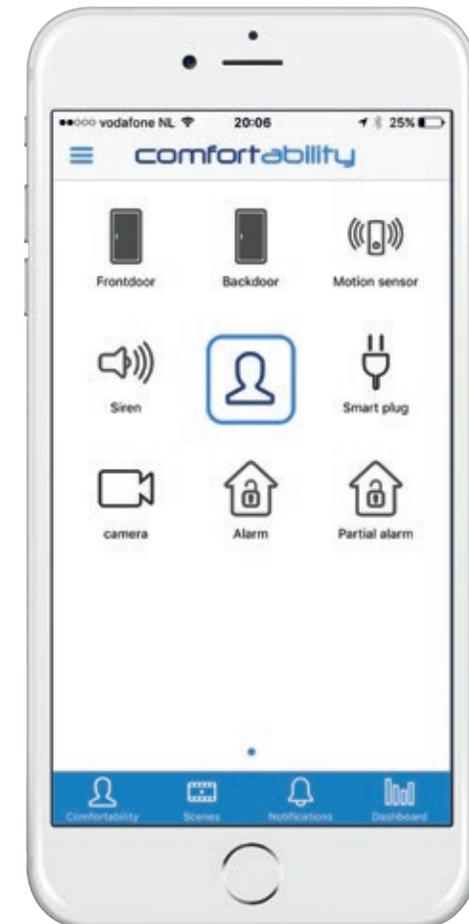
USING THE APP

Remote control for smart devices

Via your *"home screen"* you can control all smart devices in your 'Comfortability living space':

1. You can turn on the device by pressing 1x on the icon, the device will start and the icon becomes blue. *See smart plug*
2. You can turn off the device by pressing again on the icon. The blue colour on the icon disappears when the device is *"off"*.
3. Sensors are *"open"* or *"active"* when the icon changes to the colour blue.
4. Sensors are *"closed"* or *"resting"* when the icon is no longer blue.
   See plug 1
5. As well as pressing 1x on the icon you can also double click. When you double click you will get more controls or further information about the device, such as in this example of the motion sensor.
6. The extra information can differ according to the device.

For example: if you double click on the motion sensor in the kitchen you will get further information.

Alarm system

You can control the alarm system via the home screen:

1. Single alarm
   - You can isolate a single alarm, for example if you're at home and want to walk freely through your home.
   - In this case the door/window contacts will give off an alarm signal if they are opened.
2. Full alarm
   - When you are not at home you can activate the full alarm system.
   - All motion and magnetic sensors are activated and send an alarm when something is detected.

The alarm can be turned on and off using the remote control on the app or using the free remote control.

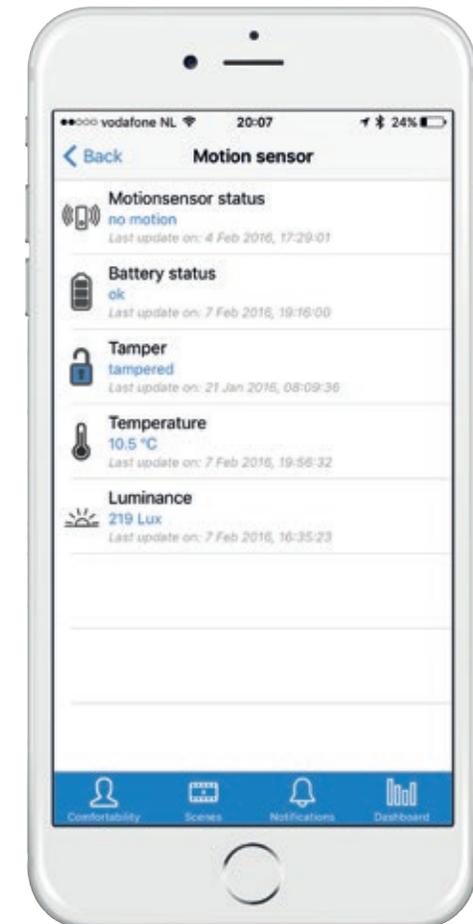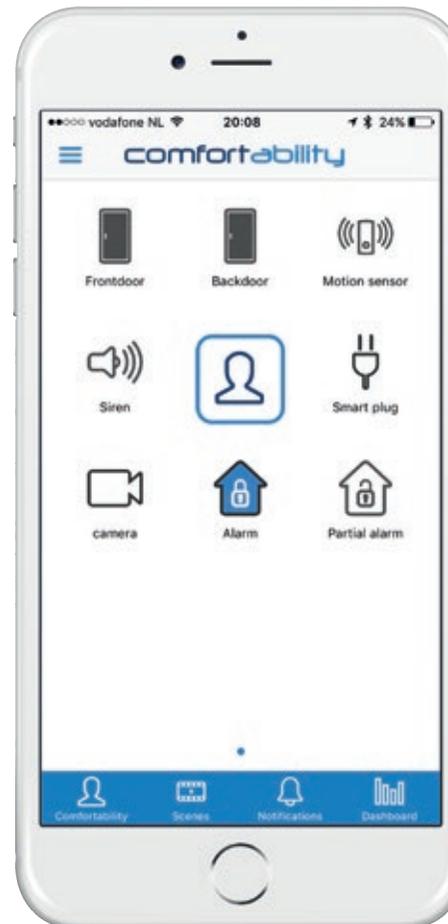The smoke sensor and water sensor are always *"on"* and will always notify you of any alarms.
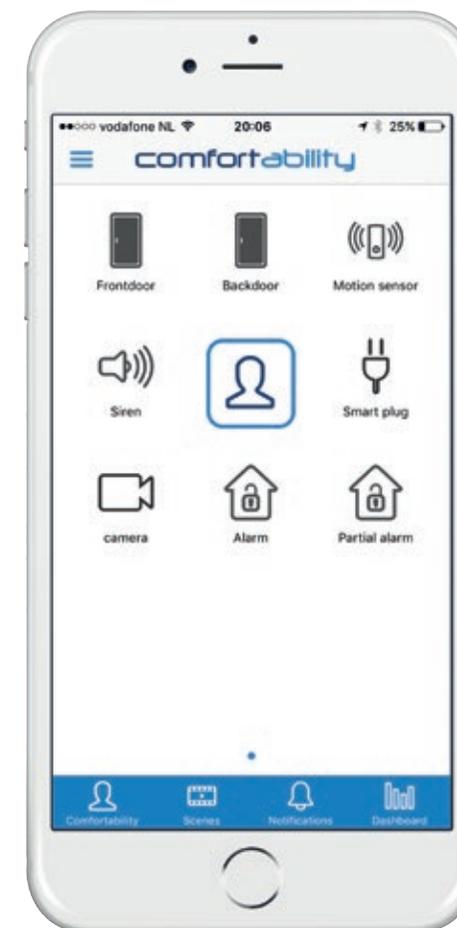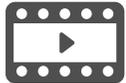
Remote control for scenes

Via your *"home screen"* you can control all 'scenes' in your 'Comfortability living space':

1. You can activate a scene by pressing on the icon.
2. All pre-programmed actions will be turned on.

You will find information on how to install a scene in the Installation chapter.

Notifications

You are always kept up to date with what's happening in and around your Comfortability living space. You receive notifications for every alarm.

You can check the alarm in one of two ways:
1. Accept the alarm.
2. Transfer the alarm to a professional service provider.
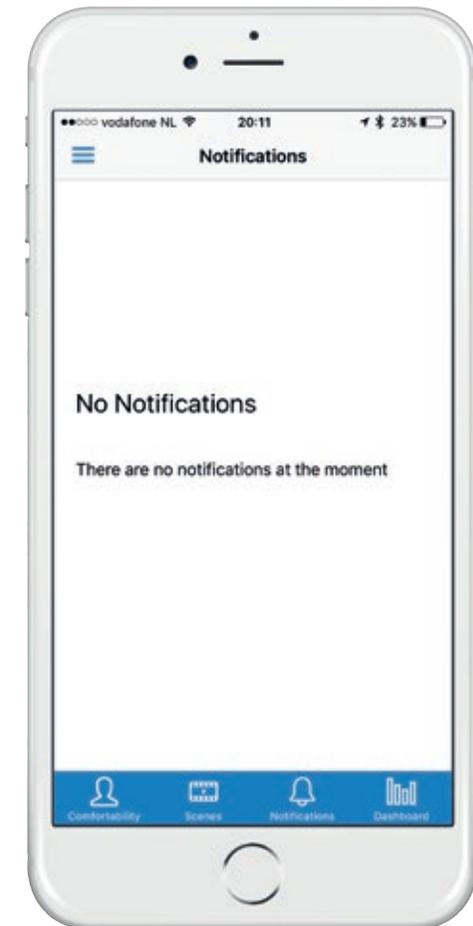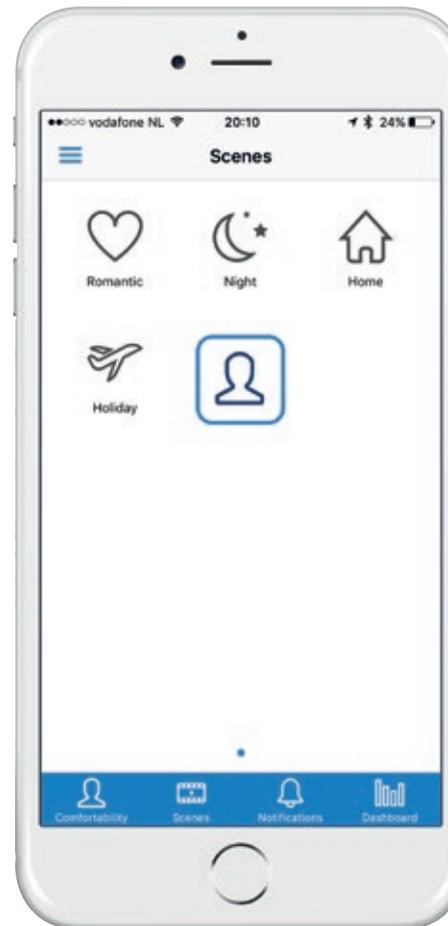
Dashboard

The fourth and final tab in the menu bar relates to the dashboard.

The dashboard gives you an overview of the energy use, light intensity, and temperature of each device. You can chose whether you wish to have an overview from the previous day, week or month.
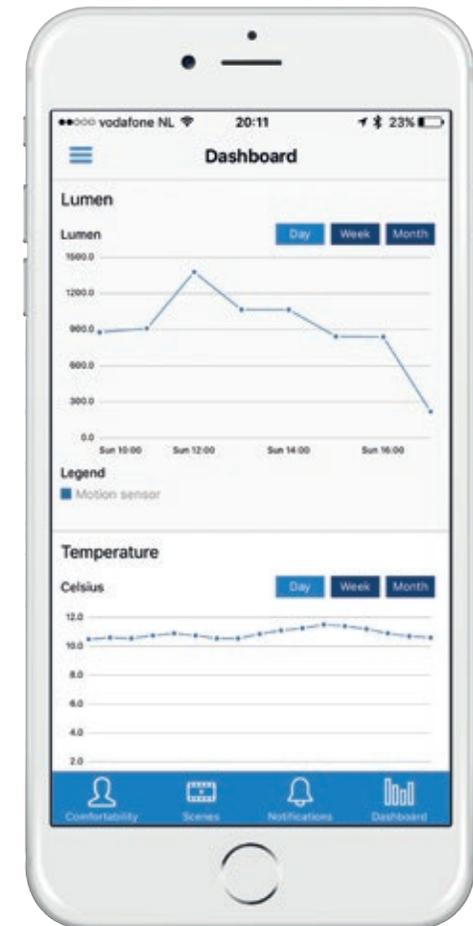
INSTALLATION OF THE APP

Via the installation menu you can customise the My Comfort app to suit your situation.

My devices

Via the installation menu you can manage the *"My devices"* list.

Change the names of devices

You can change the names of your smart devices to suit your own needs. You can do this as follows:

1. Go to installation menu.
2. Click on *"My devices"*.
3. Click on the device whose name you wish to change.
4. Click on *"finish"*/ *"save"*.
5. The name of the device has been changed.
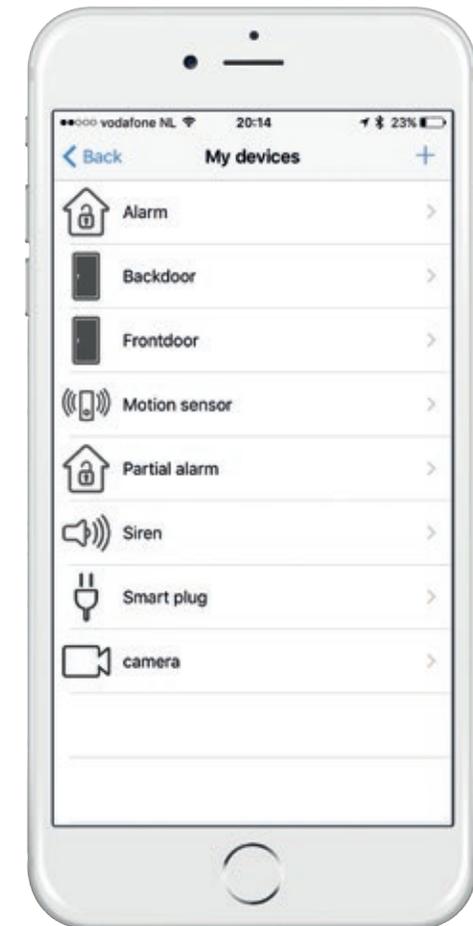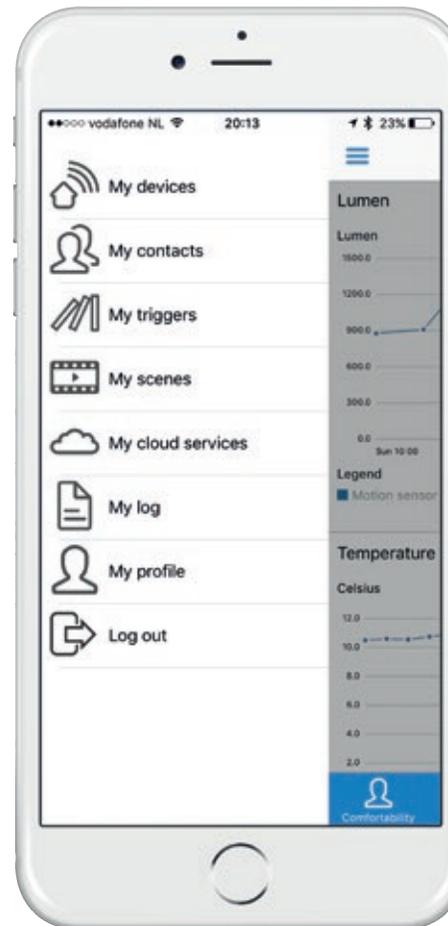
Devices connect, disconnect, reset to factory settings and forced removal.

Via the *"+"* an device can be connected. Select the device in question from the list and follow the instructions. The following possibilities are available with connected devices:

1. Disconnect. This is the standard procedure for removing a device.
2. Reset. Devices not working correctly can be reset to the original factory settings. Do this only if disconnecting no longer functions.
3. Forced removal (devices that no longer function well can in extreme cases be removed from the list). Do this only if disconnecting no longer functions.

For a more detailed explanation of specific devices see chapter on installation, removals and resetting of devices.

My contacts

Via the installation menu you can customise your *"My contacts"* list.

You can install which persons are kept up to date with notifications and in which order of preference.

Contact persons 1 to 6 are notified (when activated) in order of preference. The first contact person has two minutes to react to a notification before contact person two is notified. If the reaction time for the final (active) contact person elapses without any response, then the professional service provider is informed.

Take care! Fill in the correct contact details in order to ensure an adequate response from the control room.
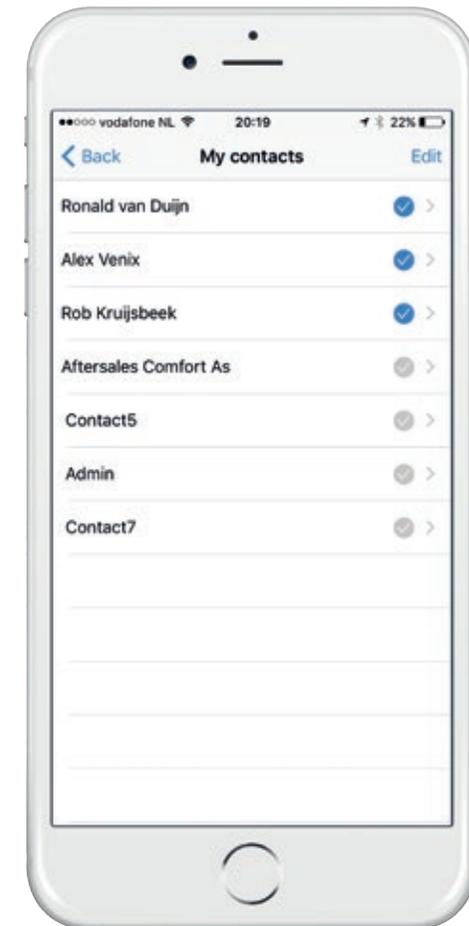
Change contacts

Via *"My contacts"* in the installation menu you can alter the information for the contact persons.

1. Go to installation menu.
2. Click on *"My contacts"*.
3. Click on the contact person you wish to change.
4. Fill in the name of the contact person.
5. Using the slide button check whether the contact person is *"active"*. When a contact person is active they will be kept up to date with notifications.
6. Fill in how this contact person will be kept up to date and push the slide button to *"active"*.
7. Click on *"finish"*/ *"save"*.
8. The contact person has been altered.

Change contacts order

The contact order for contact persons can be altered by pressing on 'change' and dragging the contact person to another position. When the contact person is in the correct position press on *"finish"*.
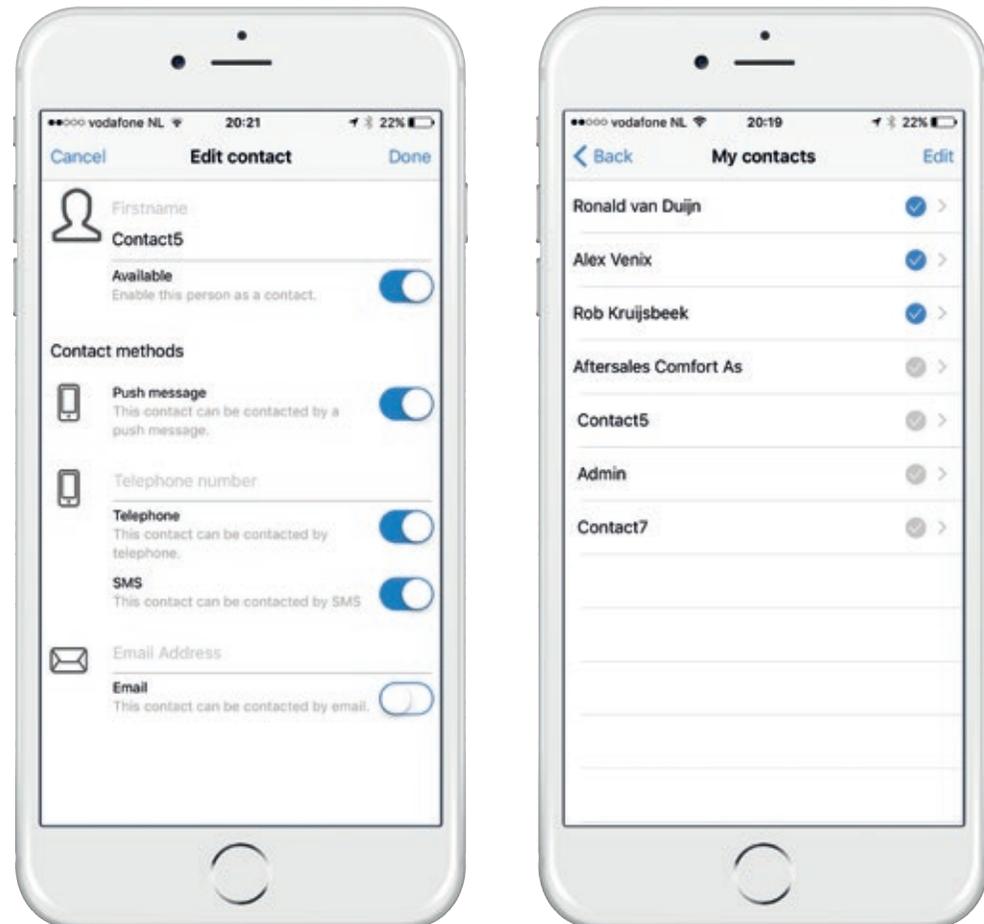
My triggers

Using triggers you can pre-set at what time and/or event, you want particular devices to automatically react to a specific action.

For example:

When I arrive home from work and open the front door I would like the light in the hallway to turn on.

You set a trigger as follows:

Using *"My triggers"* in the installation menu you can create and add triggers.

1. Go to the installation menu.
2. Click on *"My triggers"*.
3. Click on *"add"*.
4. Fill in the name of the new trigger.
5. You can also, if desired, add a short description to the trigger.
6. You can make the trigger active or non-active using the slide button.
7. Next to 'when', you can choose under what conditions an action is carried out.
   In this example we have selected the front door with the status *"opened"*.
8. Next to 'then', you can choose what actions will be carried out. In this example we have selected the smart plug that has been set to *"on"*.
9. It is not necessary for the light to turn on throughout the whole day each time you enter the house, so in this example, in 'schedule' the actions have been set to work between 1630hrs and 0730hrs.
10. Click on *"finish"*/ *"save"*.
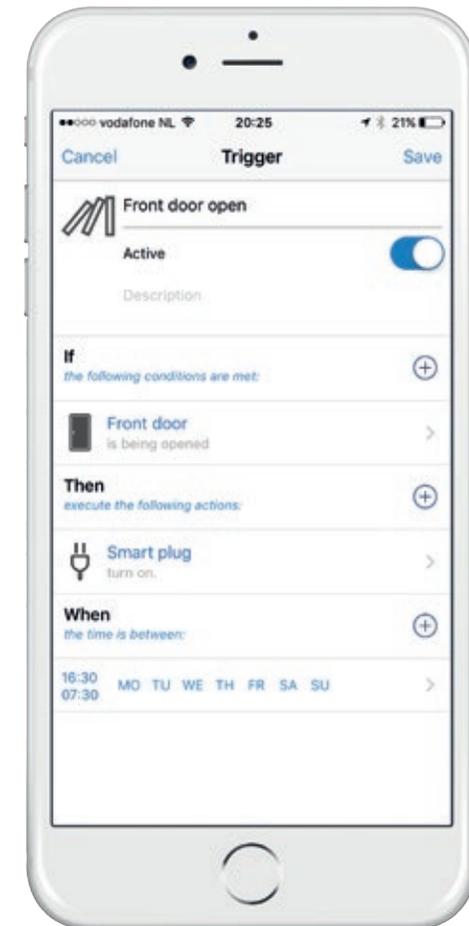
Adjust a trigger

Via *"My triggers"* in the installation menu you can adjust the triggers.

1. Go to installation menu.
2. Click on *"My triggers"*.
3. Click on the *"trigger"* you wish to adjust.
4. Adjust the trigger to your specification.
5. Click on *"finish"*/ *"save"*.

Remove a trigger

Via *"My triggers"* in the installation menu you can remove triggers.

1. Go to Installation menu.
2. Click on *"My triggers"*.
3. Swipe from right to left on the *"trigger"* you wish to remove.
4. Click on *"remove"*.
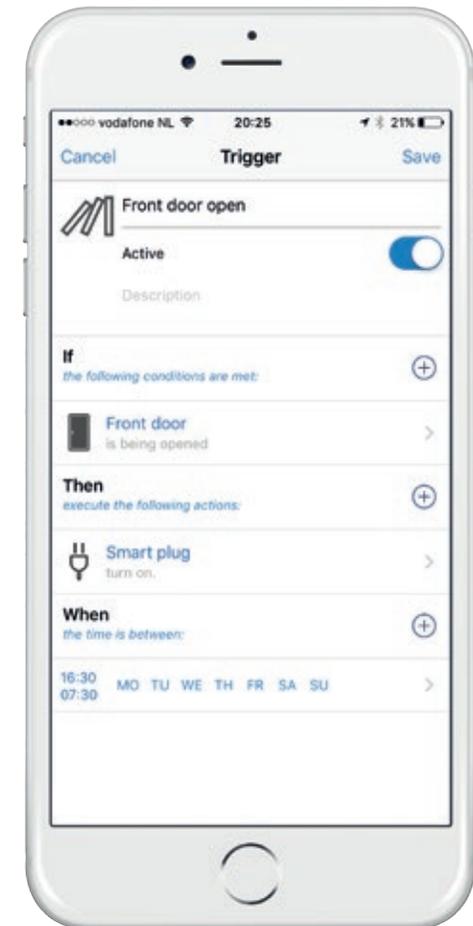
My scenes

You can assemble scenes in advance, allowing you, with just one press of a button, to be able to perform a series of different operations. Scenes can be found on the second tab of the home screen.

For example:

A scene in which the lighting during dinner is pre-set to create a specific atmosphere.

You can create a scene as follows:

You can create a scene by going to *"My scenes"* in the installation menu.

1. Go to installation menu.
2. Click on *"My scenes"*.
3. Click on *"add"*.
4. Fill in the name of the new scene.
5. Choose an available icon by pressing *"+"* in the grey area.
6. In 'actions' add floor lamp, set status to *"on"* and choose the desired colour, intensity and brightness.
7. In 'actions' add dimmer to *"dining room"* and set status to *"on"* at dimmed level.
8. In 'actions' add dimmer to *"living room"* and set status to *"on"* at dimmed level.
9. Click on *"finish"*/ *"save"*.
10. The pre-programmed actions can now be turned on with just one touch of a button on the home screen.
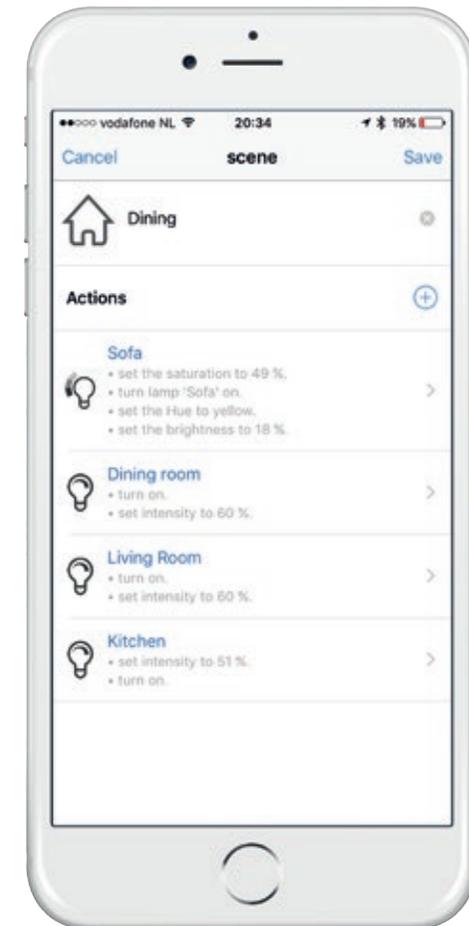
Alter a scene

You can alter a scene using *"My scenes"* in the installation menu.

1. Go to installation menu.
2. Click on *"My scenes"*.
3. Click on the scene you wish to alter.
4. Alter the scene to your wish.
5. Click on *"finish"* / *"save"*.

Remove a scene

You can remove a scene using *"My scenes"* in the installation menu.

1. Go to installation menu.
2. Click on *"My scenes"*.
3. Swipe from right to left on the scene you wish to remove.
4. Click on *"remove"*.
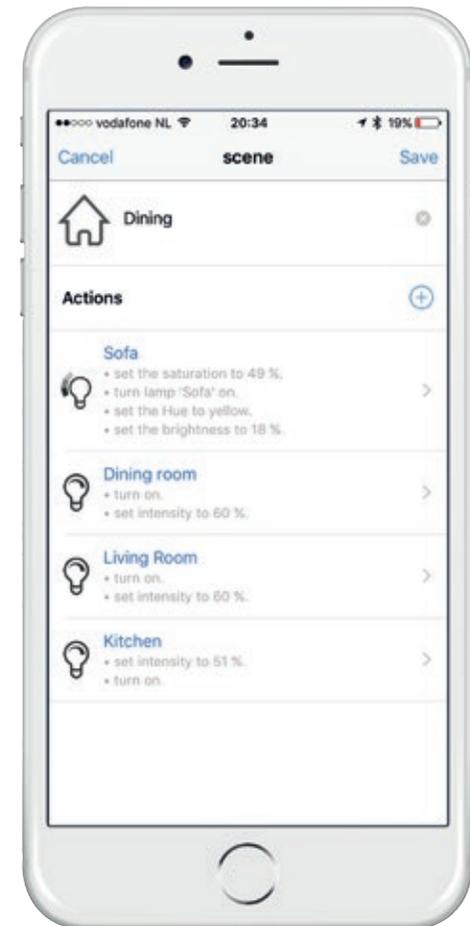
My cloud services

Under my cloud services you can fill in the login details of your cloud provider.

My log

The log allows you to see when important events have been performed. For example, when an alarm has been set off, who has been contacted and how, and when the system was turned off.

My profile

Under my profile you can fill in your details and change your password.
Take care! *Fill in the correct contact details to ensure an adequate response from the control room.*

Log out

Here you can logout.
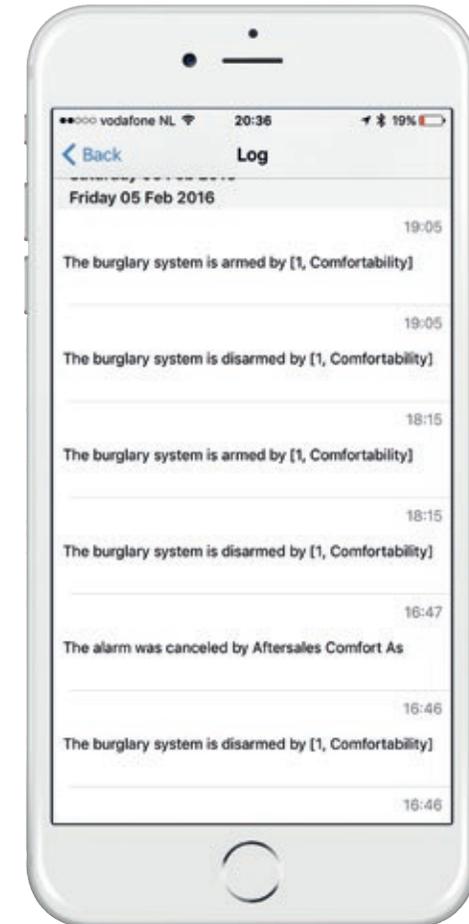
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INSTALLATION, REMOVAL AND RESETTING DEVICES

SMOKE SENSOR (FIBARO)

The smoke sensor has the following functions: when the smoke sensor detects smoke it gives off an alarm. Via the My Comfort app you will receive a notification informing you that the alarm has been activated as a result of smoke. As well as this, you can also connect the smoke sensor to the siren. Independent of your personal settings, the siren will sound at the same time as the smoke alarm.

Installing the smoke sensor

1. Open the smoke sensor by turning the rear side 90 degrees, remove the slip of paper from the battery, close the rear side. The smoke sensor is now activated.
2. Under installation in the *"my devices"* menu, choose 'add an device' and select the Fibaro smoke sensor. You will get a message that you must press the button 3x. This button can be found on the upper part of the device.
3. When the button has been pressed three times (make sure you do this quickly after receiving the message), you will see that the message has changed to *"device connected"*. The device is now connected to the hub and will exchange the necessary information with the cloud
4. When the information has been exchanged the message *"connection complete"* will appear.
5. Now press on 'finish' so that you can give a name to the device.
6. Once the name has been filled in the device is ready for use.
7. Fasten the smoke sensor to the ceiling using the enclosed screws.

Take care! Place the smoke sensor as high as possible. Smoke always rises to the highest point.

Disconnect the Fibaro smoke sensor

1. Under installation in the *"my devices"* menu, choose smoke sensor and select *"disconnect"*. You will get a message that you must press the button 3x. This button can be found on the upper part of the device.
2. When the button has been pressed 3x the message changes to *"disconnect complete"*.
3. The smoke sensor has now been removed.

Reset the Fibaro smoke sensor to factory settings

1. In order to reset the smoke sensor to factory settings keep the button on the upper part of the device pressed down for three seconds. The LED will turn white and you will hear a short sound.
2. Release the button and wait until the LED turns yellow. Briefly press the button one more time.
3. The device has been reset if the LED turns briefly red.

DOOR/WINDOW SENSOR (FIBARO)

The door/window sensor brings extra security into your home. When an alarm has been connected and a window or door is opened an alarm is triggered and you receive a notification. Via the "My comfort app" you can also connect other features to the door/window sensor. For example, you can set a light to come on when a door is opened.

Installing the door/window sensor

1. Open the largest component of the door/window sensor, take off the uppermost cap, remove the slip of paper from the battery and replace the cap. The small light will go blue. The door/window sensor is now activated.
2. Under installation in the *"my devices"* menu choose for 'add an device' and select the Fibaro door/window sensor. You will receive a message that you must press the button 3x. This button can be found on the lower part of the device.
3. When the button has been pressed 3x the message changes to *"device connected"*. The device is now connected to the hub and will now exchange the necessary information with the cloud.
4. When the information has been exchanged the message *"connection complete"* will appear.
5. Now press on 'finish' so that you can fill in the name of the device.
6. Once the name has been filled in the device is ready for use.
7. Fix the door/window sensor to the window or door of your choice using the enclosed tape (or screws). The long section should be connected to the door frame and the shorter section to the moving part.

Take care: *The strips on the side of the components must be placed so that they come exactly opposite each other when the door or window has been closed. Make sure there is no more than a 5mm gap when the door or window is closed. See diagram.*

Disconnect the Fibaro door/window sensor

1. Under installations in the "my devices" menu choose for door/window sensor and select *"disconnect"*. You will receive a message to press the button 3x. This button is on the lower part of the device
2. When the button has been pressed 3x the message will change to *"disconnect complete"*.
3. The device has now been removed.

Reset the Fibaro door/window sensor to factory settings

1. To reset the door/window sensor to factory settings you must keep the button on the rear side pressed down for the whole of the process.
2. Open the sensor and remove the battery. Keep the other (smaller) section against the sensor and replace the battery. Remove the small section again and once more remove the battery. The LED light will flash two times to show the reset has been successful.

max. 5 mm
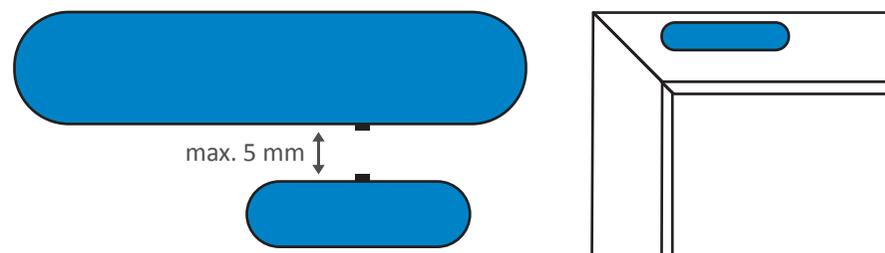
◁))) SIREN (AEOTEC)

Installing the siren

1. Fit the siren into an electrical socket.
2. Click on the button on the lower part of the siren to activate it.
3. Under installation in the *"my devices"* menu choose for 'add an device' and select the siren from AEOTEC. You will then receive a message to press the button. This button can be found on the upper part of the device.
4. When the button has been pressed the message changes to *"device connected"*. The device is now connected with the hub and the necessary information will be exchanged with the cloud.
5. When the information has been exchanged the message *"connection complete"* appears. Press on 'finish' so that you can now fill in the name of the device.
6. Once the name has been filled in the device is ready for use.

Disconnect the siren

1. Under installation in the "my devices" menu choose siren and select *"disconnect"*. You will receive a message to press the button. This button can be found on the upper part of the device.
2. When the button is pressed the message changes to *"disconnect complete"*. The device has now been removed.

Reset the siren to factory settings

1. In order to reset the siren to factory settings keep the button on the upper part of the device pressed down until the siren gives off a short sound.
2. The device is now reset to factory settings.

How to use

1. When the alarm goes off, the siren turns blue on the *"home screen"*.
2. You can turn the siren off in two ways: by pressing the icon on the *"home screen"* or by pressing the button on the lower part of the siren.
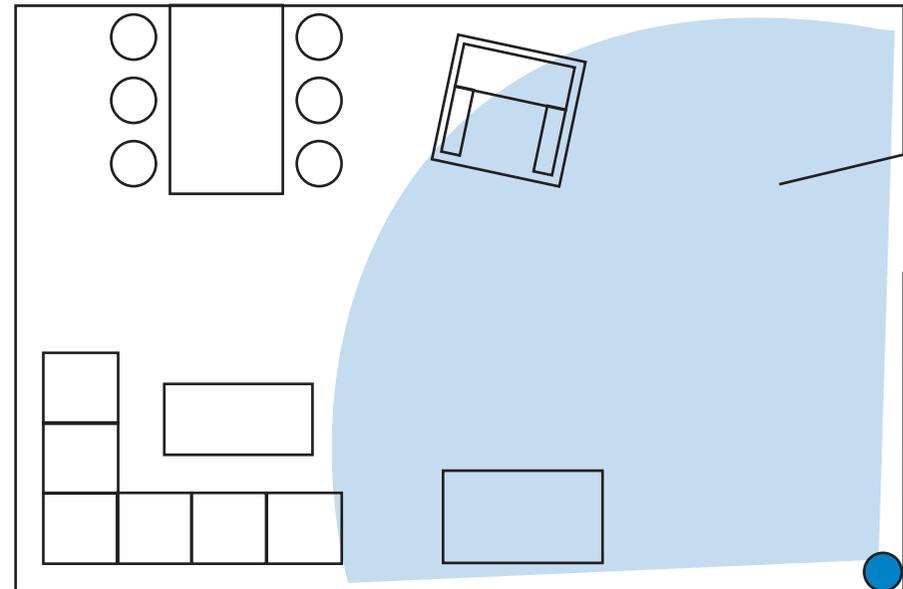
MOTION SENSOR (FIBARO)

The motion sensor is a sensor that warns you of any movement.

Installing the motion senor

1. Gently remove the small foot from the motion senor. Open the motion sensor by turning the rear side 90 degrees, remove the slip of paper from the battery and then close the rear side. The motion sensor is now activated.
2. Under installation in the *"my devices"* menu chose for 'add an device' and select the Fibaro motion sensor. You will receive a message to press the button 3x. This button is on the inside of the device.
3. When you press the button 3x the message changes to *"device connected"*. The device is now connected to the hub and will exchange necessary information with the cloud.
4. When the information has been exchanged the message *"connection complete"* appears. Press on 'finish' so that you can fill in the name of the device.
5. Once the name has been filled in the device is ready for use
6. Place the motion sensor in the place where you wish to detect any movement using the foot or fix to the wall. Ensure the placement of the sensor is in the *"detection field"*.

Disconnect the Fibaro motion sensor

1. Under installation in the *"my devices"* menu choose motion sensor and select *"disconnect"*. You will receive a message telling you to press the button 3x. This buttons can be found on the inside of the device, reached by turning the casing anti-clockwise.
2. When the button has been pressed 3x the message changes to *"disconnect complete"*.
3. The device has now been removed.

De Fibaro bewegingsmelder herstellen naar fabrieksinstellingen

1. In order to reset the motion sensor to factory setting keep the button on the rear side of the sensor pressed down until the LED goes yellow. Release the button and then press again briefly. The LED will turn red as a sign that the resetting has been successful.

REMOTE CONTROL (ZWAVE.ME)

The remote control allows you to easily turn the alarm on and off.

How to use

1. Buttons 1 & 2 turn on the alarm fully.
2. Buttons 3 & 4 turn off the alarm.
   It's possible to install different functions for these buttons by adding a trigger. This overrides the original function.

Add a Z-wave.me key chain remote

1. Under installation in the *"my devices"* menu choose 'add an device' and select Z-wave key chain remote. You will receive a message telling you to press all four buttons at the same time.
2. The LED will begin to flash slowly.
3. Then press start.
4. Now a message appears that you must press on button 1.
5. When this button has been pressed the message changes to *"device connected"*. The device is now connected to the hub and will now exchange the necessary information with the cloud.
6. When the information has been exchanged the message *"connection complete"* appears.
7. Press on 'finish' so that you can fill in the name of the device.
8. Once the name has been filled in the device is ready for use.

Disconnect the Z-wave.me key chain remote

1. Under installation in the *"my devices"* menu choose key chain remote and select *"disconnect"*. You will receive a message that you must press all the buttons at the same time.
2. The LED will begin to flash slowly.
3. Then press start.
4. A message now appears that you must press button 1.
5. When this button has been pressed the message changes to *"disconnect complete"*.
6. The device has now been removed.

Reset the Z-wave.me key chain remote to factory settings

1. In order to reset the key chain remote to factory settings you must hold down all 4 buttons for about 5 seconds until the LED slowly begins to flash.
2. Press button 3 and then hold down button 4 for about 4 seconds. The key chain remote is now reset.

SMART PLUG (FIBARO)

This smart plug allows you to turn electrical devices such as lamps on and off.

Installing smart plug

1. Put the smart plug into an electrical socket.
2. Under installation in the *"my devices"* menu choose 'add an device' and select the Fibaro smart plug. You will receive a message to press the button 3x. This button can be found on the upper part of the device.
3. When the button has been pressed 3x in quick succession the message changes to *"device connected"*. The device is now connected to the hub and will now exchange the necessary information with the cloud.
4. When the information has been exchanged the message *"connection complete"* will appear. Press 'finish' so that you can fill in the name of the device
5. Once the name has been filled in the device is ready for use.

Disconnect the smart plug

1. Under installation in the *"my devices"* menu choose smart plug and select *"disconnect"*. You will receive a message that you must press the button 3x (quickly). This button can be found on the upper part of the device.
2. When the button has been pressed 3x the message changes to *"disconnect complete"*.
3. The device has been removed.

Reset the smart plug to factory settings

1. In order to reset the device to factory settings press down the button on the upper part of the device until the LED turns yellow. This will take about 15 seconds.
2. Release the button and then press down again briefly. The plug will briefly turn red to indicate that the reset has been successful.

MOOD LIGHTING (PHILIPS HUE)

LED light, controlled centrally using the "My comfort app" offering white and coloured light according to your wishes. It's possible to create a different atmosphere for every room.

Installing Philips HUE

1. Fit the lamp into a suitable light fitting.
2. Take care: the switch for the light (on the wall or on the wire) must always remain on.
3. Under installation in the *"my devices"* menu choose 'add an device' and select HUE. You will receive the message *"connection"*.
4. Now you can turn on the new HUE.

Disconnect the Philips HUE

1. Unfortunately it is currently not possible to disconnect a HUE.

Reset Philips HUE

1. Unfortunately it is currently not possible to disconnect a HUE.

How to use

You can control the HUE as follows:

1. Go to the *"home screen"*.
2. Click once to turn the lamp on. The icon will turn blue.
3. Double click on the icon in order to change the colour, and the light and colour intensity.
4. On the following screen you can use the colour wheel to choose the colour you want. Just click on the colour.
5. The light and colour intensity can be altered using the two slide bars.
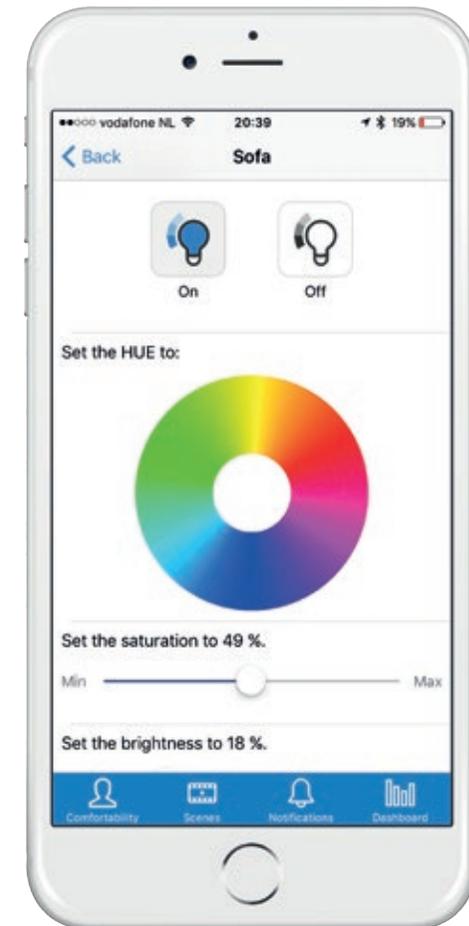
WATER SENSOR (FIBARO)

The water sensor allows you to set up an alarm in the event of leakage or flooding in and around the house.

Installing water sensor

1. Take care with new devices that the battery has been activated by first removing the slip of paper. This can be achieved by turning the casing anti-clockwise.
2. Under installation in the *"my devices"* menu choose 'add an device' and select Fibaro water sensor. You will receive a message to press 3x on the button. This button can be found on the inside of the device.
3. When the button has been pressed 3x the message changes to *"device connected"*. The device is connected to the hub and will now exchange the necessary information with the cloud.
4. When the information has been exchanged the message *"connection complete"* will appear.
5. Now press 'finish' so that you can fill in the name of the device.
6. Once the name has been filled in the device is ready for use.

Disconnect the Fibaro water sensor

1. Under installation in the *"my devices"* menu choose water sensor and select *"connect"*. You will receive a message that you must press 3x on the button. This button can be found on the inside of the device. This can be reached by turning the casing anti-clockwise.
2. When the button has been pressed 3x the message changes to *"disconnect complete"*.
3. The device is now ready for use.

DOUBLE RELAY SWITCH (FIBARO)

The double relay switch gives you two independent switches that can be controlled via the app as well as by the switch itself.

Installing the Fibaro double relay switch

1. Under installation in the *"my devices"* choose 'add an device' and select Fibaro double relay switch. You will receive a message that you must press on the button 3x. This button can be found on the front of the device.
2. When the button has been pressed 3x the message changes to *"device connected"*. The device is connected to the hub and will now exchange the necessary information with the cloud.
3. When the information has been exchanged the message *"connection complete"* appears. Press 'finish' so that you can fill in the name of the device.
4. Once the name has been filled in the device is ready for use.

Disconnect the Fibaro double relay switch

1. Under installation in the *"my devices"* menu choose double relay switch and select *"disconnect"*. You will receive a message to press the button 3x. This button can be found on the front of the device.
2. When the button has been pressed 3x the message changes to *"connection complete"*.
3. The device is now ready for use.

Reset the Fibaro double relay switch to factory settings

1. In order to reset the Fibaro double switch to factory settings keep the button pressed down for 3 seconds after connecting a power supply to the dimmer.
2. The double relay switch has now been reset.

POWERPLUG (EVERSPRING)

The powerplug enables you to turn electrical devices such as lamps on and off.

Installing the powerplug

1. Fit the powerplug into an electrical socket.
2. Under installation in the *"my devices"* menu choose 'add an device' and select Everspring powerplug. You will receive a message to press the button 3x. The button can be found on the front of the device.
3. When the button has been quickly pressed 3x the message changes to *"device connected"*. The device is connected to the hub and will now exchange the necessary information with the cloud.
4. Once the information has been exchanged the message *"connection complete"* will appear. Now press 'finish' so that you can fill in the name of the device.
5. Once the name has been filled in the device is ready for use.

Disconnect the Everspring powerplug

1. Under installation in the *"my devices"* menu choose powerplug and select *"disconnect"*. You will receive a message to press the button 3x. This button can be found on the front of the device.
2. When the button has been pressed 3x the message changes to *"connection complete"*.
3. The device is now ready for use.

Reset the Everspring powerplug to factory settings

1. In order to reset the powerplug to factory settings you must press the button 3x and then keep the button pressed down for 4 seconds. The powerplug is now reset.

DIMMER (FIBARO)

The dimmer allows you to dim a variety of light sources as well as turn them on and off.

Installing the Fibaro dimmer

1. Under installation in the *"my devices"* menu choose 'add an device' and select Fibaro dimmer. You will receive a message to press the button 3x. This button can be found on the front of the device.
2. When the button has been pressed 3x the message changes to *"device connected"*. The device is connected to the hub and will now exchange the necessary information with the cloud.
3. When the information has been exchanged the message *"connection complete"* will appear. Press 'finish' so that you can fill in the name of the device.
4. Once the name has been filled in the device is ready for use.

Disconnect the Fibaro dimmer

1. Under installation in the *"my devices"* menu choose a dimmer and select *"disconnect"*. You will receive a message to press the button 3x. This button can be found on the front of the device.
2. When the button has been pressed 3x the message changes to *"disconnect complete"*.
3. The device has now been removed.

Reset the Fibaro dimmer to factory settings

1. In order to reset the dimmer to factory settings press down the button for 3 seconds after connecting a power supply to the dimmer.

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