ecobee Smart Thermostats - Integration Guide

Alarm.com supports the increasingly popular brand of ecobee WiFi-enabled smart thermostats – SmartThermostat, ecobee4, and ecobee3 lite. This is ideal for builders and homeowners already using ecobee products.

Now, users can control their ecobee thermostats alongside other automation and security devices on the Alarm.com app or Customer Website.

Requirements

- Compatible ecobee thermostat (e.g., SmartThermostat, ecobee4, and ecobee3 lite)
- Current version of the ecobee app
- Current version of the Alarm.com app
- *Thermostats* or *Lights and Thermostat Bundle* service package add-on

Before integrating

Install the ecobee thermostat

Only the SmartThermostat, ecobee4, and ecobee3 lite thermostats are compatible with this integration. Refer to manufacturer-provided installation instructions to complete.

Create an ecobee customer account

The ecobee thermostat needs to be connected to the home's Wi-Fi network.

Important: Remember the username and password, which will be needed later in the process.

Create an Alarm.com customer account or update an existing account

1. Create an Alarm.com customer account if one has not been created yet.
   - For information about creating a customer account, see How to create an Alarm.com customer account.
2. Verify the customer has the *Thermostats* or *Lights and Thermostat Bundle* service package add-on enabled.
   - For information about updating the service package, see Update the service package on a customer account.
3. Have the customer log into the Customer Website or app and complete account setup (if necessary).

Enable the Add Device Portal and the ecobee Smart Thermostats installation wizard

Before an ecobee thermostat can be added to an Alarm.com account, **ecobee Smart Thermostats** must be enabled on the *Device and Wizard Preferences* page under *Business Settings* on the Partner Portal.

For more information about enabling the Add Device Portal and installation wizards, see Add Device Portal.

Integrate the ecobee account to Alarm.com using the Add Device Portal

To integrate the ecobee account using the Customer Website:

1. Log into the Customer Website.
2. Click **Settings**.
3. Click **Add Device**.
4. Click **Thermostat**.
5. Click **ecobee**.
6. Click **Next**.
7. Enter the ecobee login credentials when prompted.
8. Accept the terms and conditions and wait for the discovery process to complete.

To integrate the ecobee account using the Customer app:

1. Log into the Customer app.
2. Tap ☰.
3. Tap **Add Device**.
4. Tap **Thermostat**.
5. Tap **ecobee**.
6. Tap **Next**.
7. Enter the ecobee login credentials when prompted.
8. Accept the terms and conditions and wait for the discovery process to complete.

Available features

The following features are available for ecobee theromstats on the Alarm.com Customer Website and app:

- Remote control – change temperature setpoints, heating and cooling mode, and fan modes
- Ability to view current temperature and humidity levels
- Automation as part of Alarm.com Scenes
- HVAC analytics – Severe heating and cooling alerts only

Known limitations

- The integration does not support multiple homes on one ecobee account. If an ecobee user has more than one home with an ecobee thermostat, only the first home added to their ecobee account will be added to Alarm.com. This will only affect multi-home accounts. If the user has more than one thermostat in a single home, all thermostats will be linked to the Alarm.com platform.

  Example: A user has a vacation home and a primary home, both with Alarm.com systems and ecobee thermostats. They added their primary home first in the ecobee app and then added their vacation home second. The integration will only support their primary home because it was added first to their ecobee account. If the homeowner were to add their vacation home first in the ecobee app, only the vacation home thermostat will be linked to the Alarm.com platform.

- ecobee thermostats will not show up if the homeowner does not have an address added to the account. This will affect users who create their accounts from the ecobee website. This can be resolved by asking the user to download the ecobee app and enter their address when prompted during the app setup.

- When an ecobee thermostat goes offline, ecobee does not send any push notification to the app, or to Alarm.com. Currently, it is required to request the state by refreshing the status of the ecobee thermostat card.