7810PC License Installation Guide

This guide outlines the process of obtaining and activating a **license certificate** for the 7810PC IP Receiver software. Follow these steps to download the program and a software license voucher.

Security professionals without access to the **MyWebTech** site must register at https://mywebtech.honeywellhome.com/. If your email address is not in our database, call Customer Service at **800-222-6525** and select **option 2**.

1. Log into MyWebTech and click on **Intrusion and AlarmNet**.
2. On the next page, select **Download Center**.
3. On the left, select **AlarmNet**, then **AlarmNet Central Station Receivers**.
4. Select **7810PC**. From here, you can download the **7810PC Installation File** (the text in the link will specify the software's current version number).
5. Click the ⬇ button (or the text "Click here to download").
6. The Software License Agreement appears in a popup. Click **I accept the license**.
7. Click the **Download** button at the bottom of the popup to download the program.
8. When the download is complete, install the 7810PC IP Receiver Software. (Refer to the **7810PC Installation and User Guide**, 800-09798.)
9. Double-click the 7810PC desktop icon to start the program.

   - An error message like the one below indicates that no license has been found. In this case, proceed to **step 10**.
   - If there is no error message, skip to **step 13**.
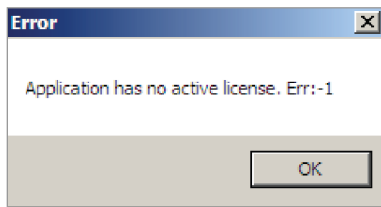
10. Click **OK** to confirm the message; this action starts the **License Manager**.
11. Locate the **voucher ID** found in your welcome letter.
12. Navigate to the 7810PC installation folder (typically **C:\Program Files\Honeywell\7810PC**) and locate the **HostFile.hid** file. (This file is generated when the License Manager starts.)
13. Send an email to **softkey.license@Resideo.com** with the <u>voucher number in the Subject line</u>. Be sure to attach your **HostFile.hid** file. **Note**: Please generate the Host ID (**.hid**) file by running License Manager from the latest version of the program installed on your system.

    If upgrade licenses are present on the system, send a separate email for each active license (base version or upgrade).

    The reply email will include your new Certificate File as an attachment.

Emails must be **formatted as shown below** to allow for automated processing.	
For New Vouchers:	To: softkey.license@Resideo.com Subject: VOUCHID:VoucherID-should-be-entered-here Attachment: Host ID (*.hid) file
For Upgrade or Supersede Vouchers:	To: softkey.license@Resideo.com Subject: VOUCHID:VoucherID-should-be-entered-here Attachment: Host ID (*.hid) file
For Transfer license requests for existing voucher:	To: softkey.license@Resideo.com Subject: VOUCHID:VoucherID-should-be-entered-here Attachment: Host ID file and Termination file (*.term)
Note: You can close the License Manager and the 7810PC software until you receive the certificate from AlarmNet. After you receive the certificate, continue with the next step.	

(Over)

14. Copy the certificate file to the 7810PC Certificate folder (typically **C:\Program Files\Honeywell\7810PC\Certificate**).

15. If you have closed the 7810PC application, launch it again. The License Manager starts and this appears:
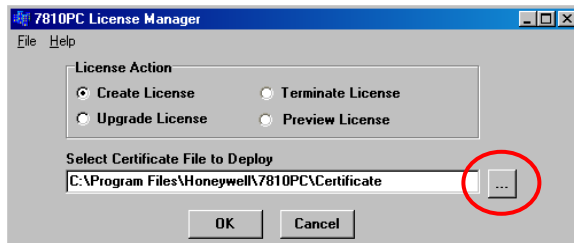
Note: There may be more than one certificate file for installations with previous upgrades or previously terminated licenses.

If you are upgrading and log in with Admin credentials, the "Terminate License" option will appear.

Use the **[...]** button (circled above in red) to navigate to the correct certificate file, then click **Create License**. Your license is now activated.

16. You can view your License information by going to **Help > About License**.

resideo