

Manuals+

[Q & A](#) | [Deep Search](#) | [Upload](#)

manuals.plus /

- › [Eve](#) /
- › [Eve Door & Window \(Matter\) Smart Contact Sensor User Manual](#)

Eve 20EBN9901

Eve Door & Window (Matter) Smart Contact Sensor User Manual

Model: 20EBN9901 | Brand: Eve

INTRODUCTION

The Eve Door & Window (Matter) is a smart contact sensor designed to monitor the open/closed state of your doors and windows. It integrates seamlessly with major smart home platforms using Matter over Thread technology, offering enhanced privacy and robust connectivity. This manual provides detailed instructions for installation, operation, maintenance, and troubleshooting.



Image: Eve Door & Window sensor installed on a door frame, showing the main unit and the smaller magnetic component.

SETUP AND INSTALLATION

1. Unboxing and Components

Before installation, ensure all components are present:

- Eve Door & Window Sensor (main unit)
- Magnetic contact (smaller unit)
- 1x ½ AA (ER14250 3.6V) Replaceable Battery (included)

- Quick Start Guide
- Adhesive pads and spacers for mounting



Image: The main Eve Door & Window sensor unit and its smaller magnetic contact component.

2. Battery Installation

The sensor comes with a pre-installed ½ AA (ER14250 3.6V) lithium battery. To activate, remove any protective tab if present. The battery compartment is located on the main unit.

3. Hub Requirements

The Eve Door & Window (Matter) requires a compatible hub that supports Matter and Thread. Examples of compatible hubs include:

- **Apple Home:** Apple TV 4K (2nd gen / 3rd gen 128 GB), HomePod (2nd gen), HomePod mini
- **Samsung SmartThings:** SmartThings Hub v3
- **Amazon Alexa:** Echo (4th gen), Echo Hub, Echo Plus (2nd gen), Echo Show 8 (3rd gen), Echo Show 10 (3rd gen), Echo Studio, eero 6 / 6+ / Pro 6 / Pro 6E / Max 7
- **Google Home:** Nest Hub (2nd gen), Nest Hub Max, Nest Wifi, Nest Wifi Pro

Your home - steadfastly smart, fully connected.

Benefit from a rock-solid and energy-efficient smart home thanks to Thread technology – all you need is a hub.

This Matter-enabled Eve product works across platforms, offers all features without any additional subscriptions, and – most importantly – honors your privacy.



No subscription, no registration



No Eve cloud



100% privacy

Requires hub



This device requires a hub of your chosen platform that supports Matter & Thread. (all hubs please see evehome.com/hub)

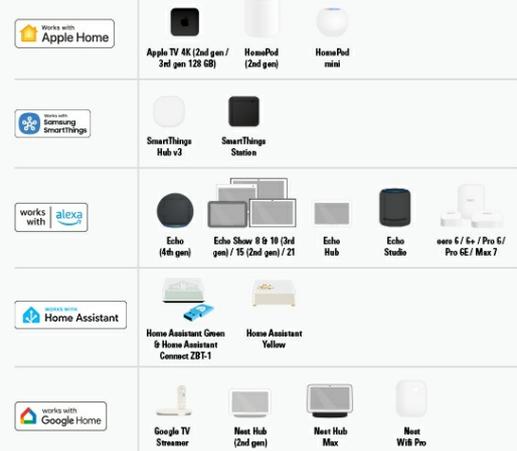


Image: Visual representation of compatible Matter and Thread hubs for different smart home platforms.

4. Physical Mounting

Mount the main sensor unit and the magnetic contact on your door or window frame. Ensure they are aligned and within close proximity (typically within 1 cm) when the door/window is closed. Use the included adhesive pads. Spacers are provided to adjust for varying depths or uneven surfaces, ensuring optimal alignment for reliable detection.



Image: A close-up view of the Eve Door & Window sensor mounted on a window frame, demonstrating proper alignment.

5. Pairing with Your Smart Home System

To pair the sensor, open your chosen smart home app (e.g., Apple Home, Google Home, SmartThings). Follow the app's instructions to add a new accessory. You will typically be prompted to scan the Matter setup QR code located on the device itself and in the Quick Start Guide. Ensure your hub is powered on and within range.

Your browser does not support the video tag.

Video: "Smart in 60 Seconds with Eve - Matter" - Demonstrates the quick setup process for Eve Matter devices, including scanning the QR

code and integrating with a smart home app.

Your browser does not support the video tag.

Video: "Getting started with Matter" - Provides a general overview of how to set up Matter-enabled devices within a smart home ecosystem.

OPERATING THE SENSOR

1. Monitoring Open/Closed State

Once paired, the Eve Door & Window sensor will report its open or closed status to your smart home app in real-time. You can check this status at any time from your smartphone or voice assistant.



Image: A smartphone screen showing the status of a door sensor, indicating whether it is open or closed.

2. Automations

Leverage the sensor's state to create automations within your smart home system. For example:

- Turn on lights when a door opens.
- Adjust thermostat settings when a window is left open.
- Trigger security routines when a door opens unexpectedly.

 Works with Apple Home	 Apple TV 4K (2nd gen / 3rd gen 128 GB)	 HomePod (2nd gen)	 HomePod mini		
 Works with Samsung SmartThings	 SmartThings Hub v3	 SmartThings Station			
 works with alexa	 Echo (4th gen)	 Echo Show 8 & 10 (3rd gen) / 15 (2nd gen) / 21	 Echo Hub	 Echo Studio	 eero 6 / 6+ / Pro 6 / Pro 6E / Max 7
 WORKS WITH Home Assistant	 Home Assistant Green & Home Assistant Connect ZBT-1	 Home Assistant Yellow			
 works with Google Home	 Google TV Streamer	 Nest Hub (2nd gen)	 Nest Hub Max	 Nest Wifi Pro	

Requires hub

This device requires a hub of your chosen platform that supports Matter & Thread.

More details on evehome.com/hub.

Image: A man opening a door where the Eve sensor is installed, illustrating how the sensor can trigger smart home automations.



3. Notifications

Configure your smart home app to receive notifications on your smartphone when the door or window status changes. This allows you to stay informed about activity even when you are away from home.



Image: A person checking their smartphone for notifications about the door status while outdoors, demonstrating remote monitoring capabilities.

4. Privacy Features

Eve devices are designed with 100% privacy in mind. There is no Eve cloud, no registration required, and no tracking. All communication is local, ensuring your data remains private and secure.



No Eve cloud



No subscription, no registration



No Tracking

100% Privacy

Eve devices work across platforms, offer all features without any subscription or cloud dependency, and – most importantly – honor your privacy.

Image: Icons illustrating the privacy features of Eve devices, including no cloud dependency, no registration, and no tracking.

MAINTENANCE

Battery Replacement

The Eve Door & Window sensor uses one ½ AA (ER14250 3.6V) replaceable lithium metal battery. When the battery level is low, your smart home app will typically notify you. To replace the battery:

1. Carefully open the main sensor unit to access the battery compartment.
2. Remove the old battery.
3. Insert a new ½ AA (ER14250 3.6V) lithium metal battery, ensuring correct polarity.
4. Close the sensor unit securely.

Dispose of old batteries according to local regulations.

TROUBLESHOOTING

1. Connectivity Issues

- **Check Hub Connection:** Ensure your Matter/Thread hub is powered on and connected to your home network.
- **Range:** Verify the sensor is within range of your Thread network. Thread devices create a mesh network, so adding more Thread-enabled devices can extend coverage.
- **Re-pairing:** If the sensor loses connection, try removing it from your smart home app and re-pairing it.

2. Inaccurate Open/Closed Detection

- **Alignment:** Ensure the main sensor unit and the magnetic contact are perfectly aligned and close enough when the door/window is closed. The Eve sensor is designed to be flexible with varying depths.
- **Spacers:** Utilize the included spacers to achieve the correct distance and alignment if your door or window frame has an uneven surface or significant depth differences.

SPECIFICATIONS

Feature	Detail
Model Number	20EBN9901
Brand	Eve
Connectivity	Matter, Thread
Power Source	Battery Powered
Battery Type	1x ½ AA (ER14250 3.6V) Lithium Metal (included)
Item Weight	0.53 ounces
Product Dimensions	0.91 x 2.05 x 0.94 inches
Mounting Type	Door Mount
Usage	Indoor
Compatible Devices	Matter controllers and Thread Border Routers (Apple Home, Samsung SmartThings, Amazon Alexa, Google Home)

WARRANTY AND SUPPORT

The Eve Door & Window sensor comes with a **2-year manufacturer's warranty**. For technical support, troubleshooting assistance, or warranty claims, please visit the official Eve Systems website or contact their customer service directly. For more information and resources, visit: www.evehome.com