



DUOX Blue application for mobile

**FERMAX**

PROGRAMMING AND INSTALLER'S MANUAL










## **DUOX Blue application for mobile.**

Code 970156lb V07\_20

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## 1. INTRODUCTION

Blue by Fermax is the call forwarding mobile application (“the App”) for DUOX. With this app home tenants can divert calls received on their monitor (from the video door entry panel or guard unit) to the mobile phone or tablets.

Provided that your home unit (monitor) is properly configured and connected to Internet, and user account is already registered and activated.

Thanks to the FERMAX cloud infrastructure, installation and operation is very simple. Check availability of the APP in your area.



### **Pre-installation notes:**

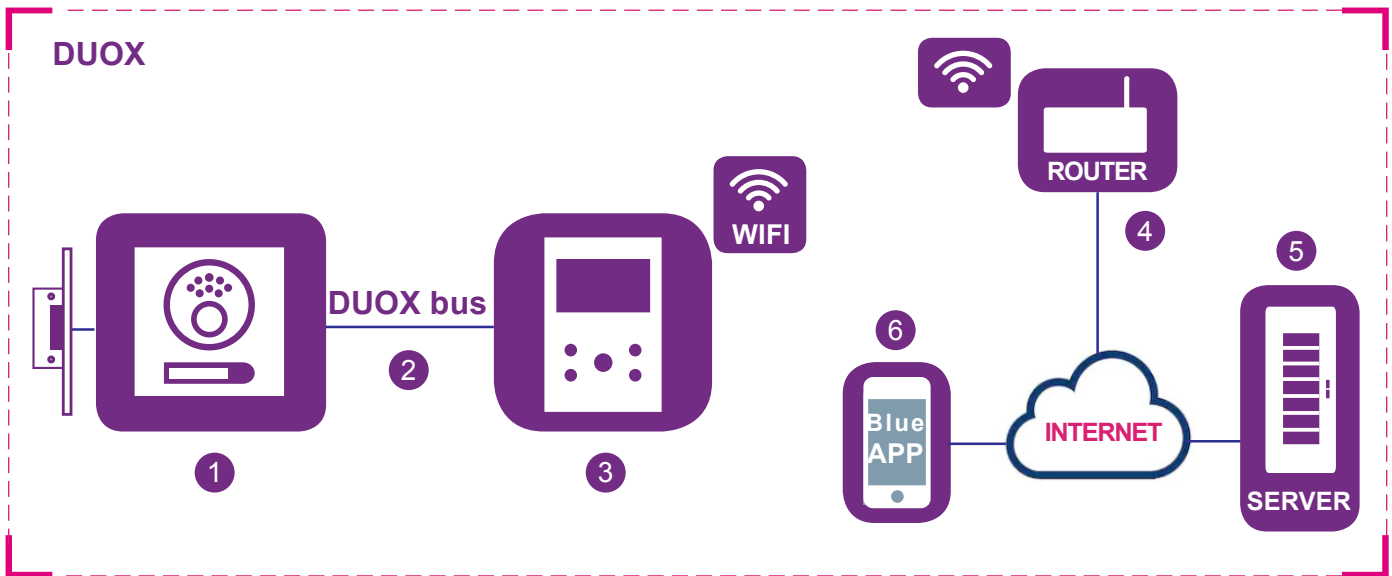
- The Call Forwarding Service can only be accessed using a valid account registered with FERMAX, which requires for its operation the collection of certain information on the use of the device.
- The App allows you to control the residence door entry and receive calls remotely in any place in the world. The Call Divert Service consists of:
  - Remote call notifications.
  - Visitor video preview during remote ringing at your mobile.
  - Audio-only or Audio and Video communication between the remote Visitor Call Unit and your mobile device.
  - Remote door opening capabilities and relays activation (F1).
- It is possible to have up to 8 smartphones linked to the same apartment.
- Audio/video communication might not function with some smartphone or tablet models. Currently, Android versions higher than 7 and iOS higher than 11 are required.
- The services offered through the App provide remote interaction with the wifi monitor over the Internet network (WIFI or mobile data 3G-4G). In these cases, the proper performance of call divert service may depend on:
  - Quality of the Internet signal.
  - Type of access contract to the Internet in the home tenant installation.
  - Type of data contract on tenant smartphone.
 FERMAX accepts no responsibility for any malfunctioning of these 3 elements.
- The product supports a VoIP streaming system, therefore you must ascertain that the smartphone data network and the ISP connection do not block the system.

### **NOTICE:**

By installing the App, you agree to be bound by the terms and conditions presented and our **Privacy Policy**. Please review them carefully before installation and/or acceptance. If you have any queries about the App or these Terms, you can contact Fermax. If you do not agree with these Terms, you should stop using the App immediately.

## 2. INSTALLATION DEVICES

Call divert basic system. The WIFI Monitor will be integrated in the following schema:



### Elements:

- 1 Outdoor panel: DUOX element that use the visitors to call to a house and ask for permission to enter the premises. In some installations there are several outdoor panels and one or several guard units.
- 2 DUOX Bus: 2 wires infrastructure that transport audio, video and data between outdoor panels and house terminals (monitors).
- 3 Wifi Monitor: In house device that receives calls from outdoor panels or guard units. It can support audio only intercom (call received from guard unit or audio panel) or audio and video.  
It is possible to have several terminals (monitors) in the same house, but connectivity to the router will be provided only by one of them. This is done using the App: Blue.
- 4 Wifi Router: Resident's Wifi Router that provides Monitor connectivity to the internet. The DUOX monitor is only compatible with 2.4GHz WIFI.
- 5 Servidor: Infraestructura de FERMAX en la nube que proporciona el servicio de conectividad entre los monitores y la APP Blue.
- 6 Blue APP: Mobile app installed in a smartphone or tablet that provides the same basic functions of a terminal but in a remote way so the visitor in front of the outdoor panel doesn't realize if the resident is at home or not.

### Notes:

- When the resident is at home, the smartphone uses the Wifi network to communicate with the outdoor panel so there is no 4G data consumption. When he is out of the reach of the Wifi network, the smartphone uses the 3G/4G infrastructure to communicate anywhere it is or alternative mediums to connect to internet such as other Wifi networks he is able to connect.
- In every house there is a person that acts as administrator and has the option to extend the call forwarding feature to additional users (relatives or friends) if he invites the other users using the App. Administrator is the person that links the monitor to the router. The difference between administrator and user is only the invitation feature.
- This is the main added function of the product. It is a requisite that the Monitor had connectivity to the router (WIFI led white). It starts when the Monitor receives a call from one outdoor panel or guard Unit. The Monitor will start ringing and showing video image from camera installed in the calling source (if available). The Monitor will forward the call to all paired users. If a new Administrator is paired back to the house, the previous administrator and the additional users (relatives or friends) will be disconnected from the house and will stop receiving calls from it.
- It is possible to receive calls in the App from more than one monitor in the same smartphone to handle different houses (flat, apartment, detached house, terraced house...) or receive calls from relatives or neighbors' houses in case they require to stay pending of some visitor or courier.

### 3. Blue APP INSTALLATION AND REGISTRATION PROCESS

Request technical assistance if upgrade is required in your facilities.

The app requires firstly the user registers an account onto FERMAX database.

To do that, download the Blue app from the Apple Store or Google Play.

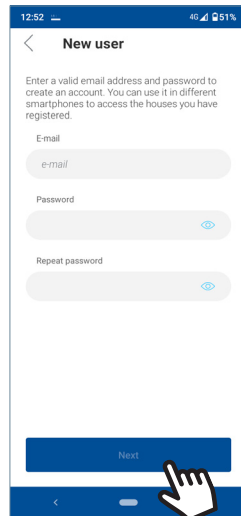
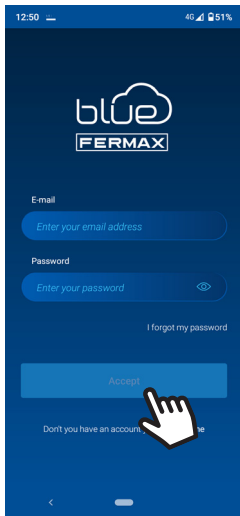
Once downloaded, click the Blue icon to open the app and you will be prompted to accept a set of permissions for notifications and sig in.

After acceptance, app will show Login screen.

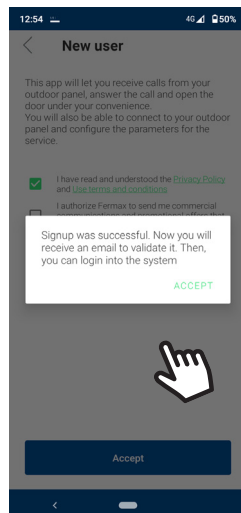
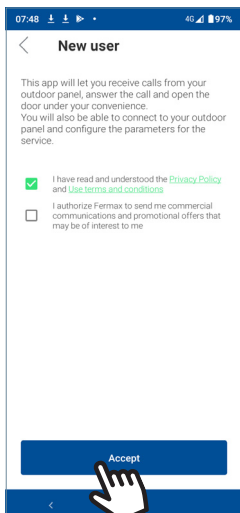


#### 3.1 FOR NON-REGISTERED USERS

First step is to setup a new account.

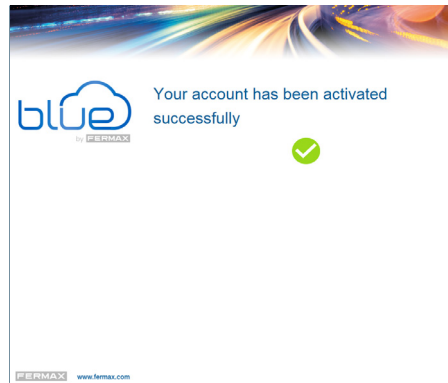
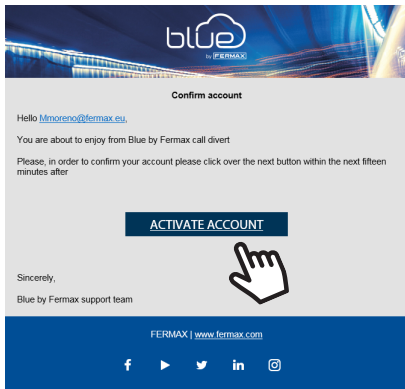


- 1 Setup a new account: New user
  - Email address
  - Desired password

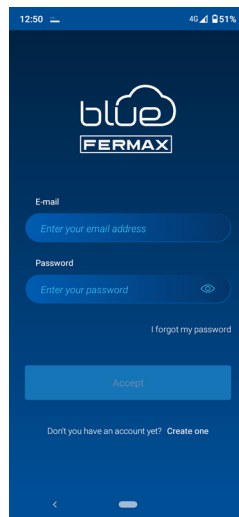
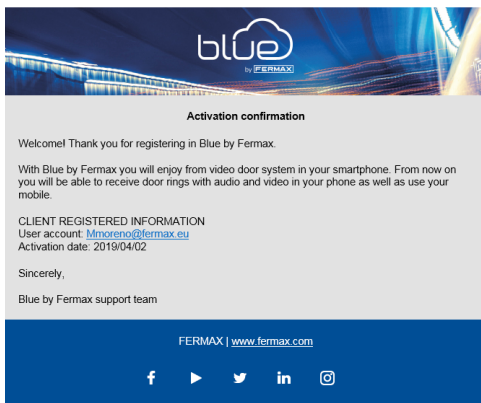


- 2 Under acceptance of the acceptance of the User Terms and Conditions, the new account will be created.
 

An email will be sent to the registered account to close the activation process.



- 3 Check your inbox since the new account must be activated by the user.



- 4 When the account is activated, an email will be sent to confirm the activation. Then, user will be able to login into the app with the new account with the data provided when registering.

## 4. MONITOR SETUP: PAIRING PROCESS

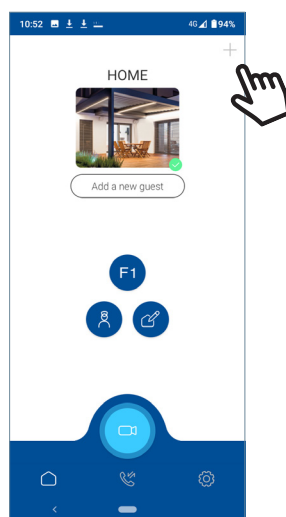
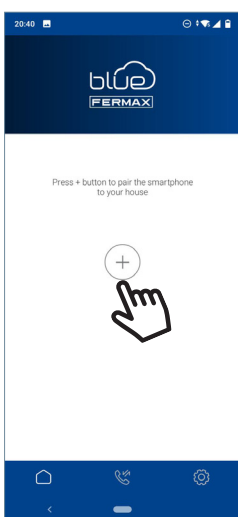
In order to use the Call Divert Service, the User must own a DUOX Fermax User Receiver Unit (MONITOR VEO or VEO-XS WIFI) at the User's residence, wireless access and Internet connection. See [Chapter 2. INSTALLATION DEVICES](#).

By default, monitor is not connected to Internet. The tenant must configure the domestic WIFI to use in the monitor with the help of Blue app.

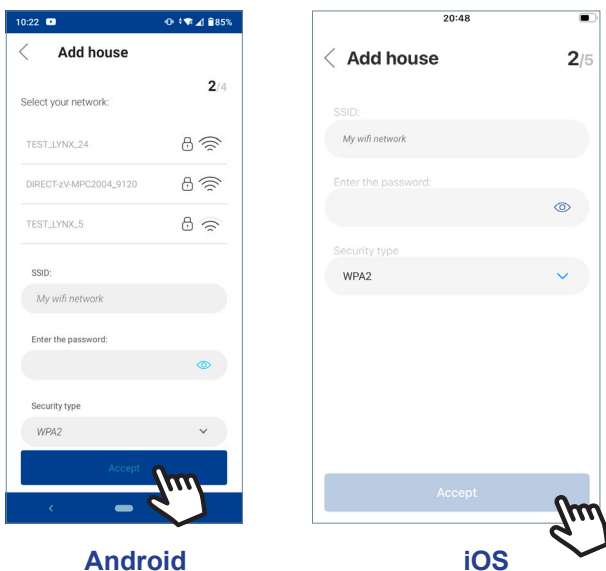
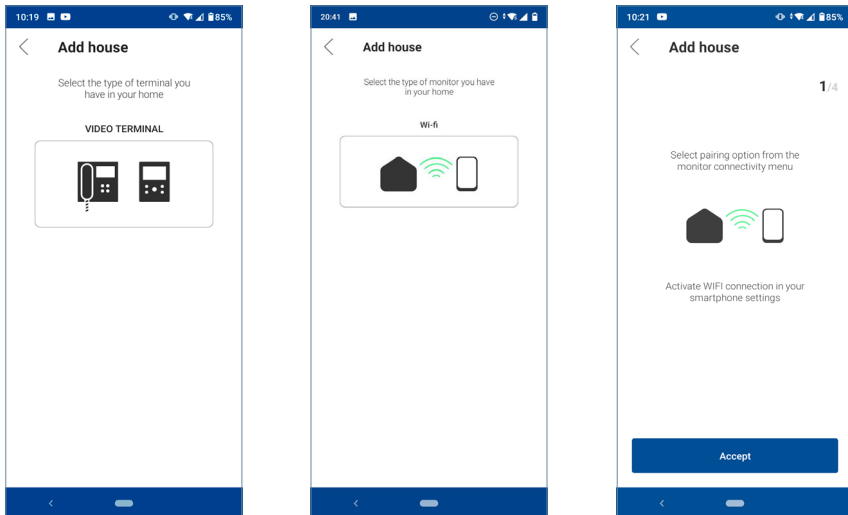
### 4.1 STEPS TO GET THE MONITOR CONNECTED TO INTERNET



- 1 Open the app and login.




- 2 Click the **+** button in the center of the default screen or on the top right if there were already some homes available.

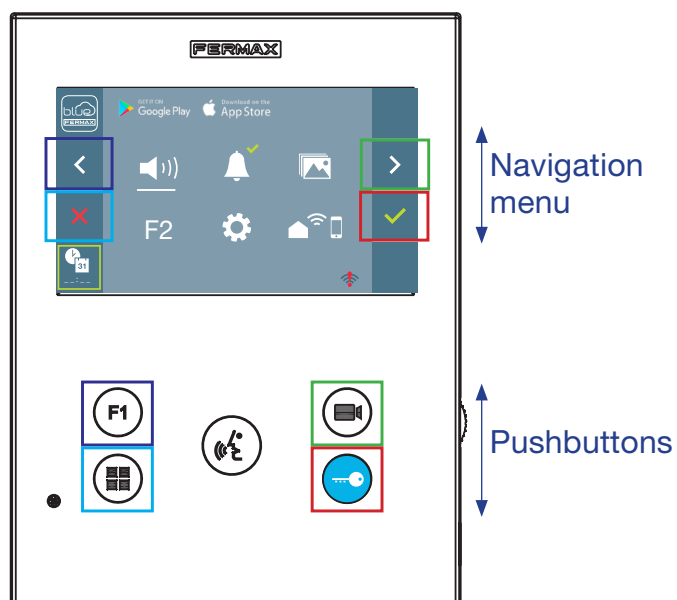


- 3 App will require user to select the desired WIFI network to connect the monitor.  
Select (Android case) or input (iOS case) the desired SSID, enter the right password to connect to it and click ACCEPT.

- 4 App will require the user to open the Connectivity menu in the monitor:

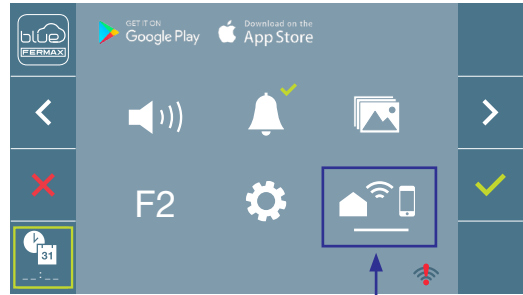
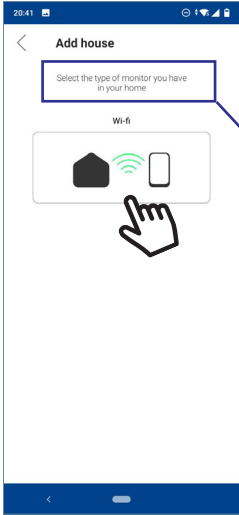


- 4a Press the MENU button , to access the User Menu.
- 4b Connection between pushbuttons and navigation menu. The white line at the bottom of the icon indicates the function that is currently.
- 4c Go to the Connectivity menu in the monitor.



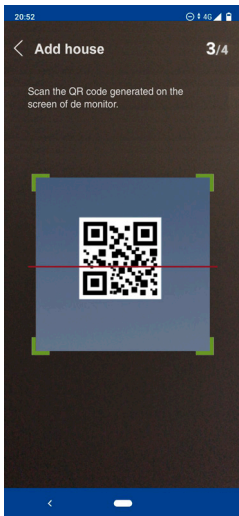


5 Once the Connectivity menu is selected, confirm with  to enter it.



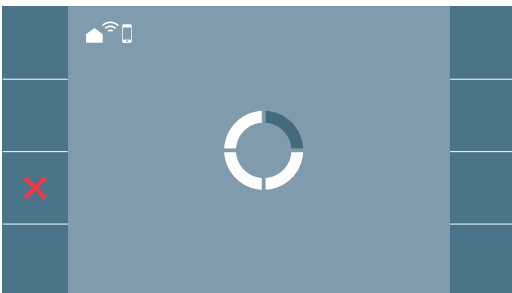
6 Monitor will show a QR code in the screen.


MAC is provided on screen in case the wifi router has a MAC filter.

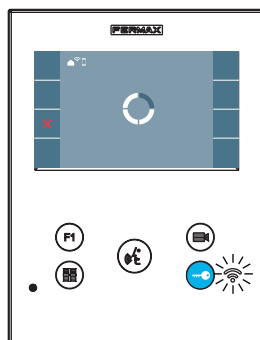


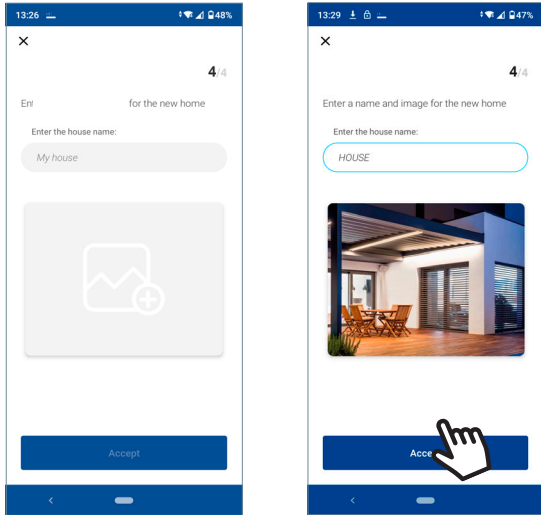
7 The app will be ready to scan such code.

Point at the QR in the monitor screen with the mobile aligning it with the green square in the mobile screen.



8 The app and the monitor will start to synch each other. White WIFI led on the monitor will start to blink .

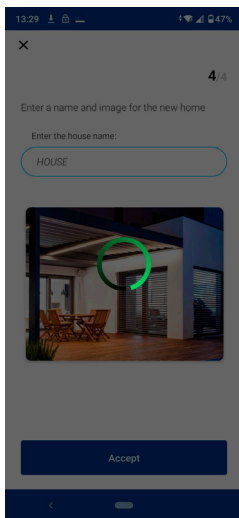




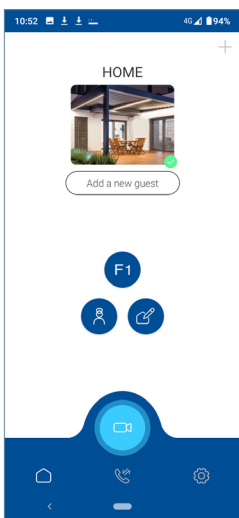
9 The screen to add the house is displayed:

- Name
- Image (optional)

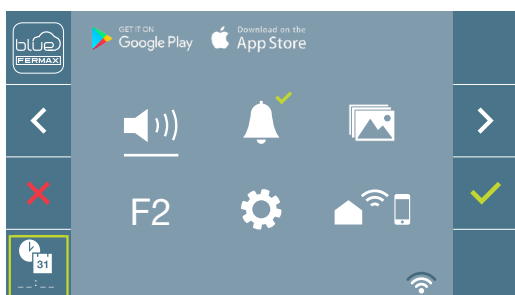
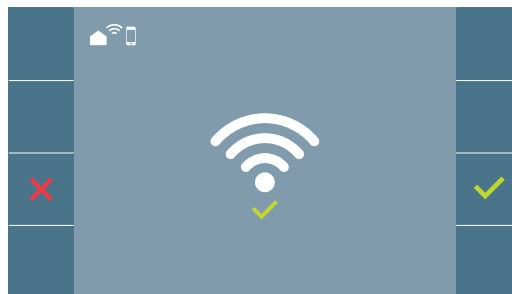
Enter data and press Accept.



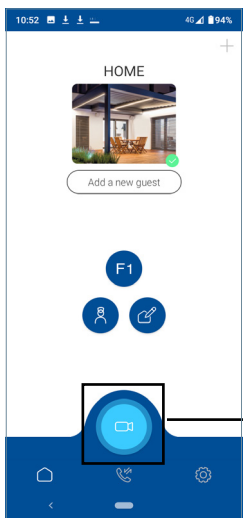
10 If the given WIFI SSID and credentials were right, the monitor will connect to Internet and the process will be completed successfully.



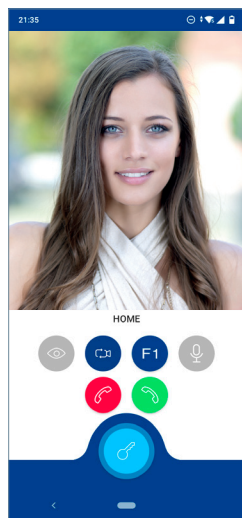
11 App will show the new linked home as available and connected (green tick ✓) and monitor will show the connection result as successful. White WIFI led will remain on now 📶 .



12 Once connected, if Connectivity menu is opened in the monitor again, it will show the strength of WIFI signal on the bottom right side.

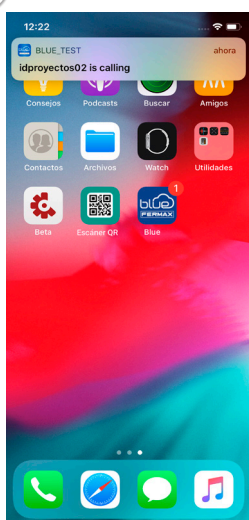


Auto-on

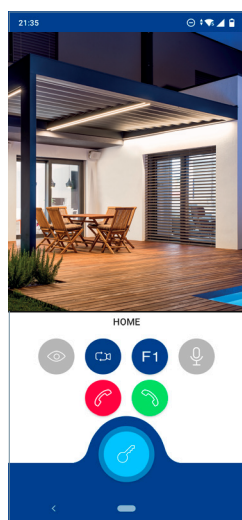


- To test the call divert user can request an autoon to see if the monitor answers and connect to the outdoor panel, (if it is not in use).

## 5. CALL DIVERT APP FUNCTIONING



iOS

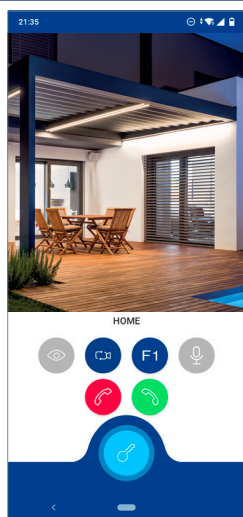


Android

Call is always received by means of a push notification (iOS) or it opens directly (Android).

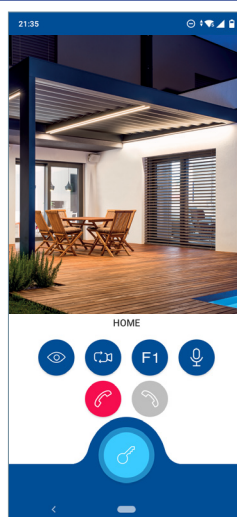
If the App is open then the notification is not shown (iOS), directly appears a call reception page with video preview.

### 5.1. CALLS

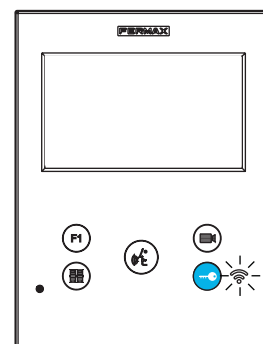


- Accept incoming call
- Reject incoming call/  
Finish ongoing call
- Door opening

- When call is received audio is not connected, only video is available.

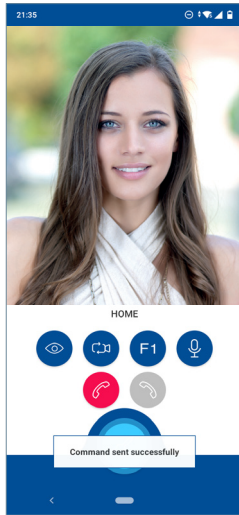
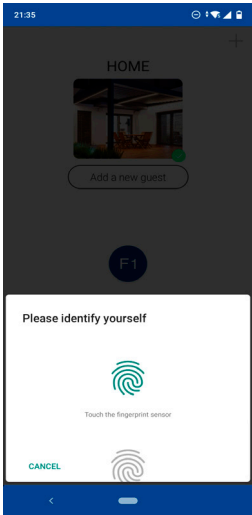


Accept incoming call



- If call is accepted in the App the monitor will stay blocked and showing the status blinking the WIFI led once per second.  
Only one device can answer the call.

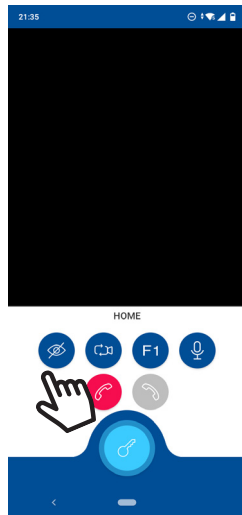
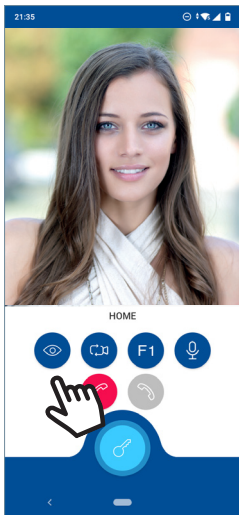
- Reject incoming call/  
Finish ongoing call
- Rejecting the call on the mobile phone does not mean rejecting the call at home, the rest of the mobile phones linked to that home can respond.



Door opening

- 4 Enter the unlocking method that the mobile phone has configured (fingerprint, pin or pattern) to open the door, and press ACCEPT.

5.2. TURN OFF VIDEO

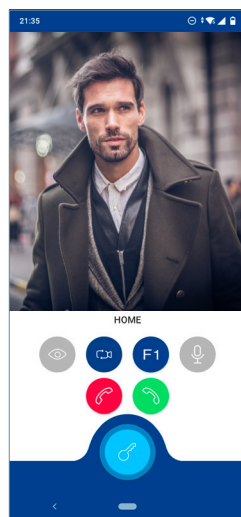
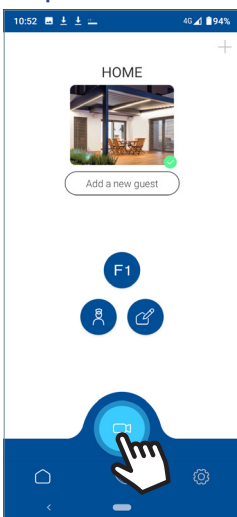


5.3. AUTO-ON

Preview times without audio (30 sec.) or during a conversation (90 sec.) total, even if the camera is changed.

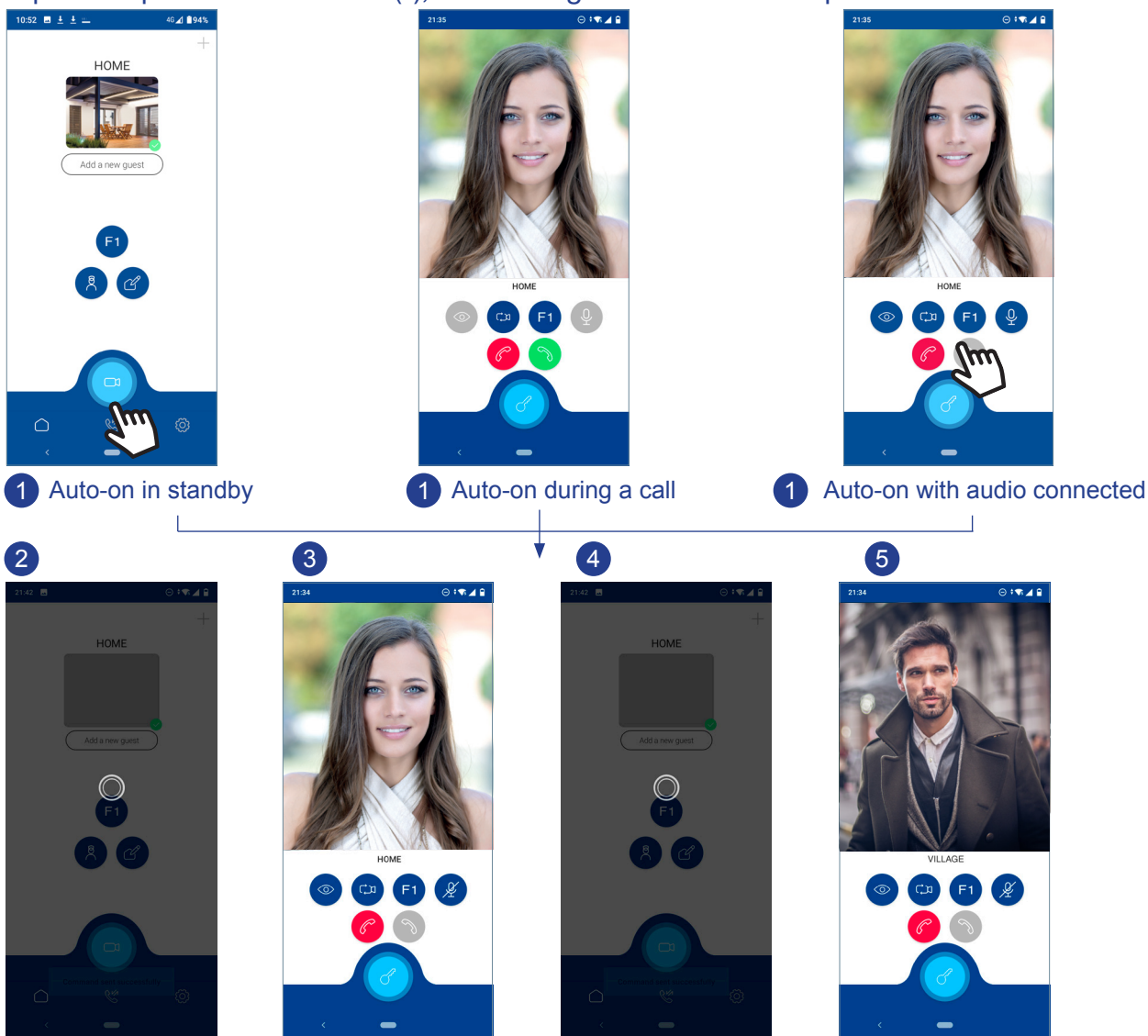
**Auto-on in standby:**

- a) If the previous call from the board ended less than 15 seconds ago, it connects with that panel.



## Auto-on in standby, during a call or connected audio:

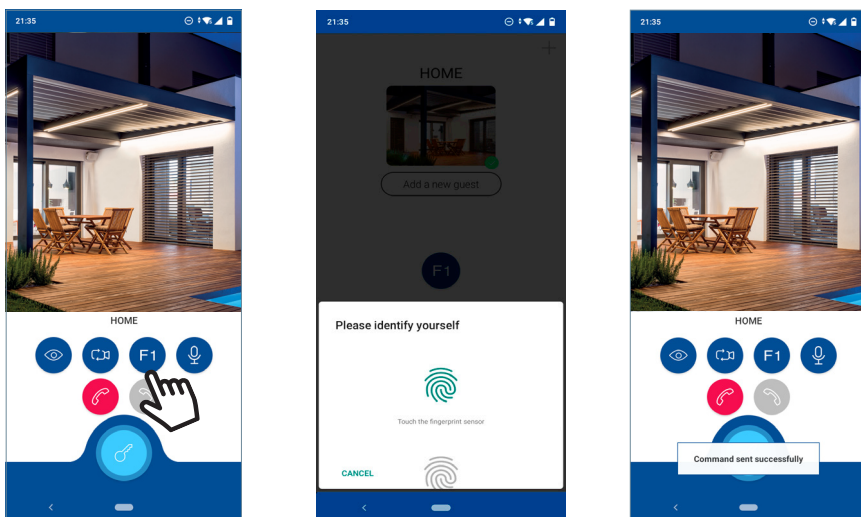
b) If the previous point does not occur (a), auto-on begins with the different panels that the monitor has visible.



### Notes:

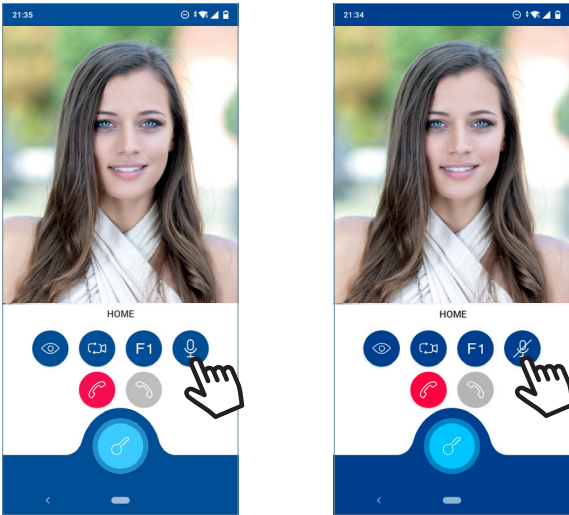
- Call forwarding can't be disabled from the monitor. Once the monitor is paired to the WIFI it will always forward the call, unless the WIFI was disconnected. To stop receiving calls you can delete the house on your mobile phone. See chapter [6.1.A. DELETE HOUSE](#).
- In auto-on without connecting audio, if the door is opened after 5 seconds, the call will end.
- Once any communication with a panel has been completed for 15 seconds, if auto-on is performed again, it will connect to said panel.
- It is possible to have three different houses in the app at the same time.

## F1 5.4. REMOTE COMMANDS: F1



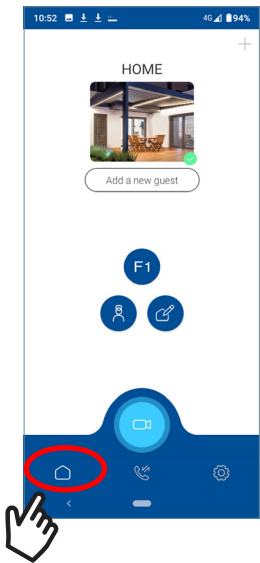
Enter the unlock method that the mobile phone has configured (fingerprint, pin or pattern), to send the F1 command (additional function, check with your installer).

## 5.5. Mute



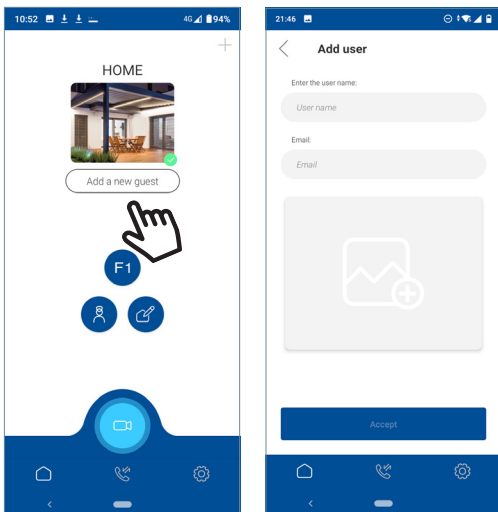
## 6. APP FUNCTIONING

### 6.1. MAIN MENU (DEFAULT OPTION)



- + A. Add a new house (on page 8<sup>th</sup>)
- B. Add new guest (on page 6<sup>th</sup>)
- F1 C. Remote commands: F1
- D. Call concierge request
- E. Edit house
- F. Auto-on, (page 12<sup>th</sup>)

#### 6.1.B. Add a new guest



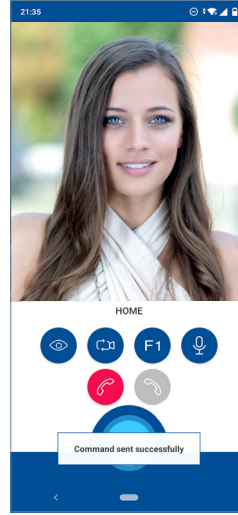
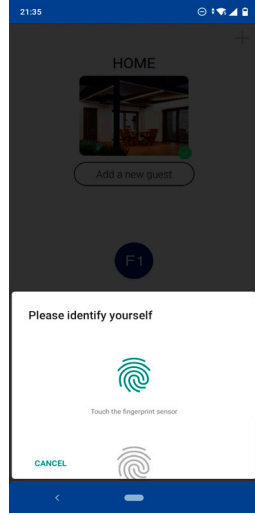
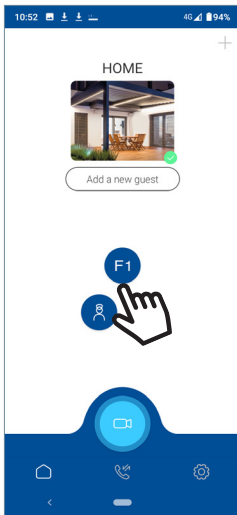
The owner of the home (tenant) invites other people to have call forwarding. To do this you must enter:

- User name
- Email

Enter the information and press ACCEPT.

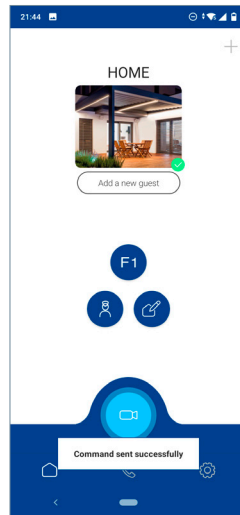
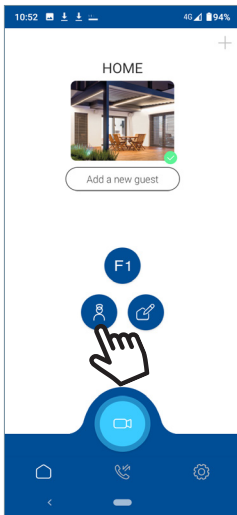
**Note:** By inviting a user, once they have registered with FERMAX, they are granted access to the call forwarding of the home that invited them. In order to do so, the user must use the same email account to which he or she has been invited when registering or logging in (if already registered).

### F1 6.1.C. Remote commands: F1

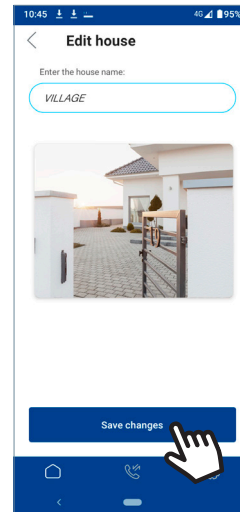
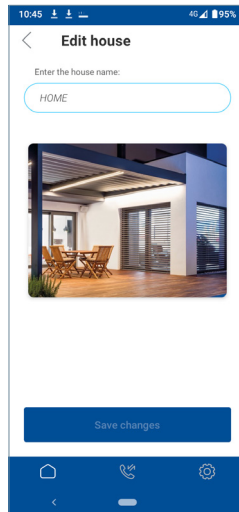
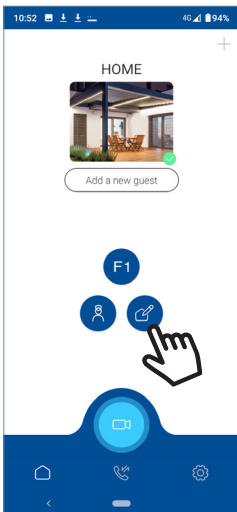


Enter the unlock method that the mobile phone has configured (fingerprint, pin or pattern), to send the F1 command (additional function, check with your installer).

### 6.1.D. Call concierge request

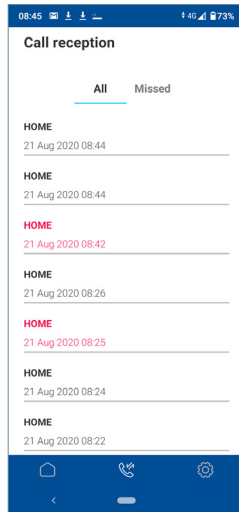
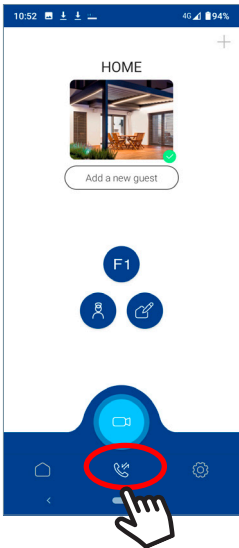


### 6.1.E. Edit house

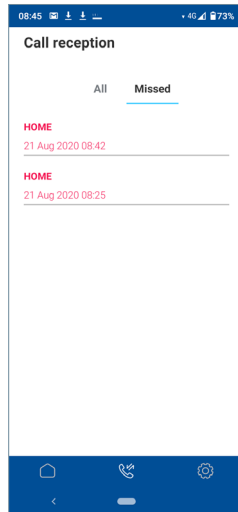




## 6.2. CALL RECEPTION



All calls

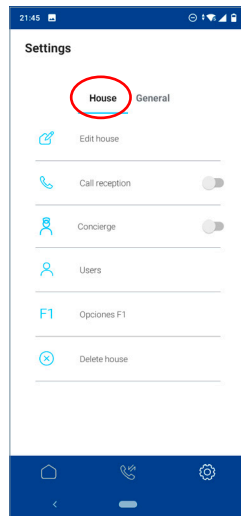
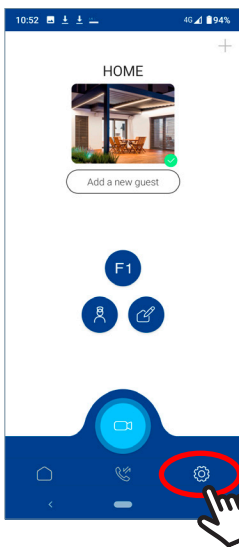


Missed calls



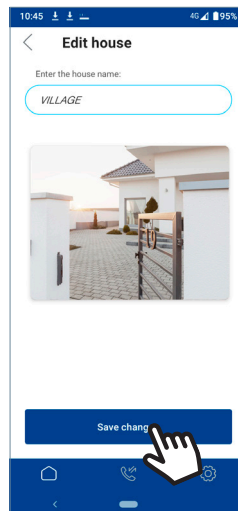
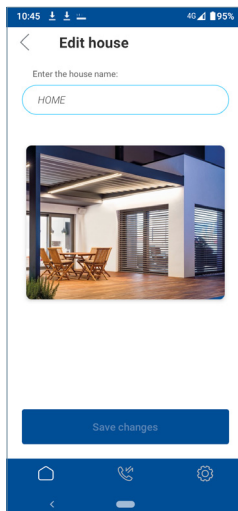
## 6.3. APP SETTINGS

### 6.1.A. House settings



- Edit house
- Call reception
- Call concierge
- Users
- Opciones F1
- Delete House

### Edit house



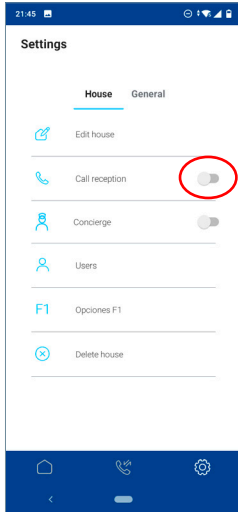
The screen is displayed for:

- Editing the house's name
- Selecting an image (optional)

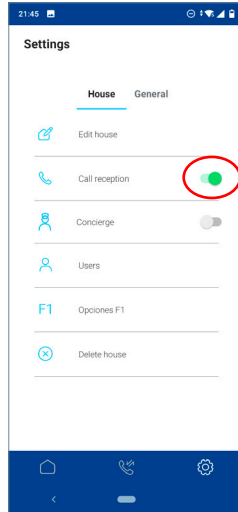
Enter the information and press ACCEPT.



## Call Reception

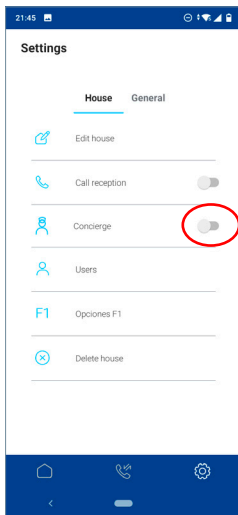


Call reception option disabled

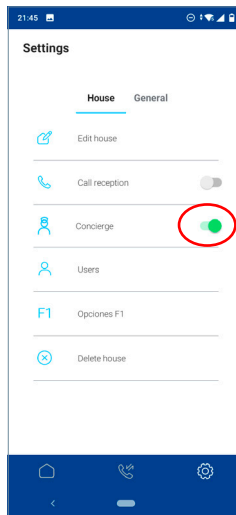


Call reception option enabled

## Call Concierge Request

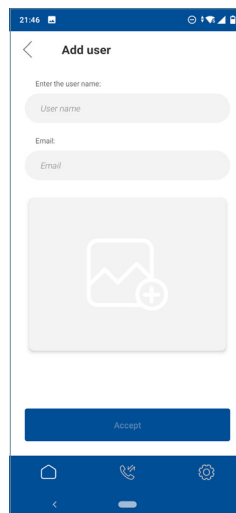
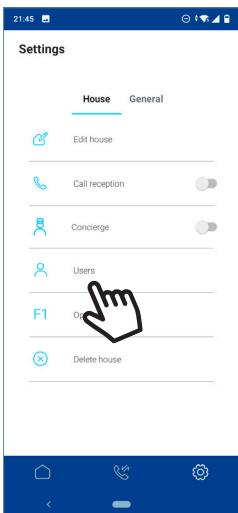


Call concierge option disabled



Call concierge option enabled

## Users (Guests)



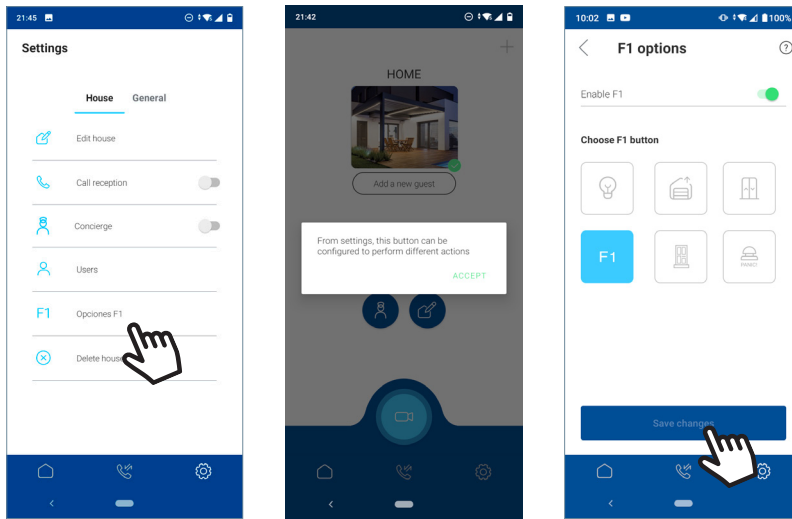
The owner of the home (tenant) invites other people to have call forwarding. To do this you must enter:

- User name
- Email

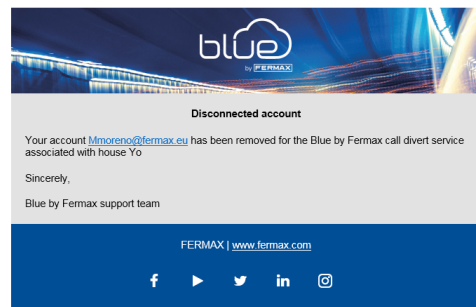
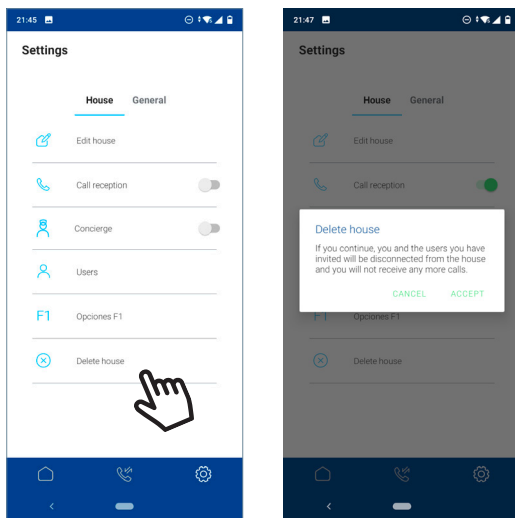
Enter the information and press **ACCEPT**.

**Note:** By inviting a user, once they have registered with FERMAX, they are granted access to the call forwarding of the home that invited them. In order to do so, the user must use the same email account to which he or she has been invited when registering or logging in (if already registered).

## F1 Options F1

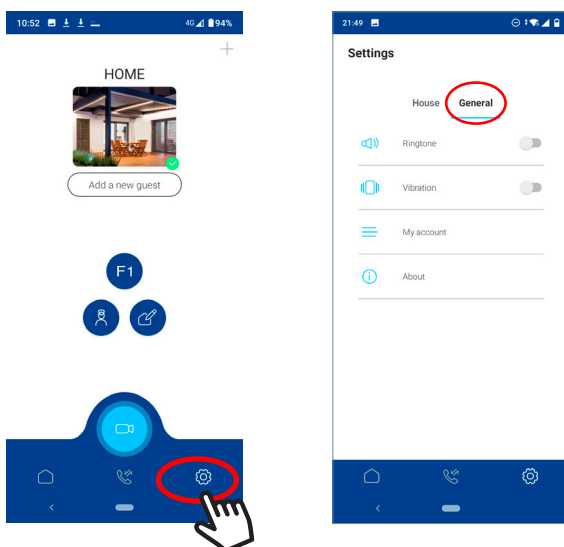


## Delete house



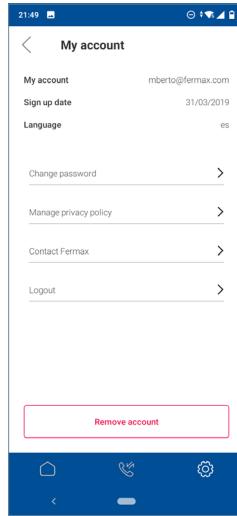
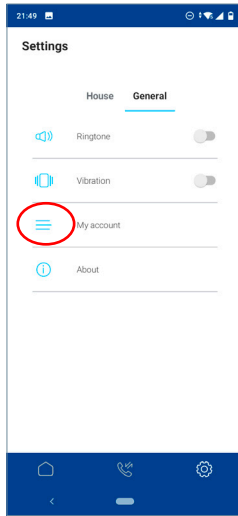
Delete house option. Upon pressing ACCEPT, an email is sent indicating that the account has been deleted. The monitor is then unpaired.

### 6.1.B. General settings



- Ringtone (Android System only)
- Vibration (Android System only)
- My Account
- About

## ☰ My Account

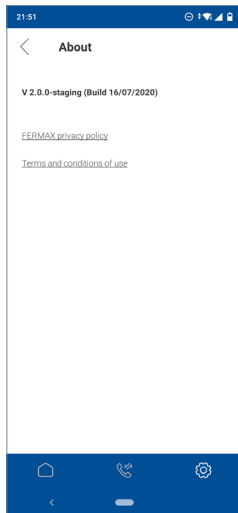


1. Change password
2. Manage privacy policy
3. Contact Fermax
4. Logout
5. Remove Account

This option deletes the user from the call forwarding service. You no longer have the call forwarding service to mobile phones and tablets. If there were any guest users, they will also be deleted from that home. The monitor is then unpaired.

To re-enable the call forwarding service, you have to re-register and pair with the monitor.

## i About





## 7. RECOMMENDED MOBILE CONFIGURATION

The call reception on a mobile phone is based on the reception of push notifications.

Follow these recommendations for the correct reception of the notifications in all cases, (mobile blocked, applications in the background... etc.).

Mobile manufacturers limit applications when they are not on the screen, which can cause push notifications from being received.

Suggested configuration:

- On Xiaomi phones:

In the "Security" application.

Go to the "Permissions" section -> "Auto-start" -> Search for the "Blue" application and select it.

- On Huawei phones:

*Previous steps:*

*Go to settings --> notification panel & status bar --> notification center, then find the app, then activate "allow notifications" and also "priority display". You have to activate the priority part too to make sure you get notifications. If you have tried just activating allow notifications but not priority, you will not get notifications from that app.*

Open the "Phone Administrator" application and select "Power saving" -> "Details" -> Look for the option "Keep running with the screen off" -> Look for the application "Blue" and mark it as protected.

- On HTC phones:

Settings -> Battery -> Battery optimization -> Search for the "Blue" application and mark it as "Do not optimize" -> Press save.

- On Samsung phones:

Settings -> Go to the section "Data usage" -> "Background data" section -> Search and allow the "Blue" application to use data in the background.

- In Android 6.0:

Settings -> Applications -> Advanced options -> Omit battery optimization -> Allowed -> All applications -> "Blue" -> Allow.

- In Android 7.0:

Battery optimization: Preferences -> Applications -> Configure applications -> (Advanced options) Special access -> Battery optimization -> All applications -> "Blue" -> Not optimized.

# FERMAX

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