

WIFI MODULE FOR 1730 KIT

1730/67



APP



INSTALLATION AND INSTRUCTION MANUAL



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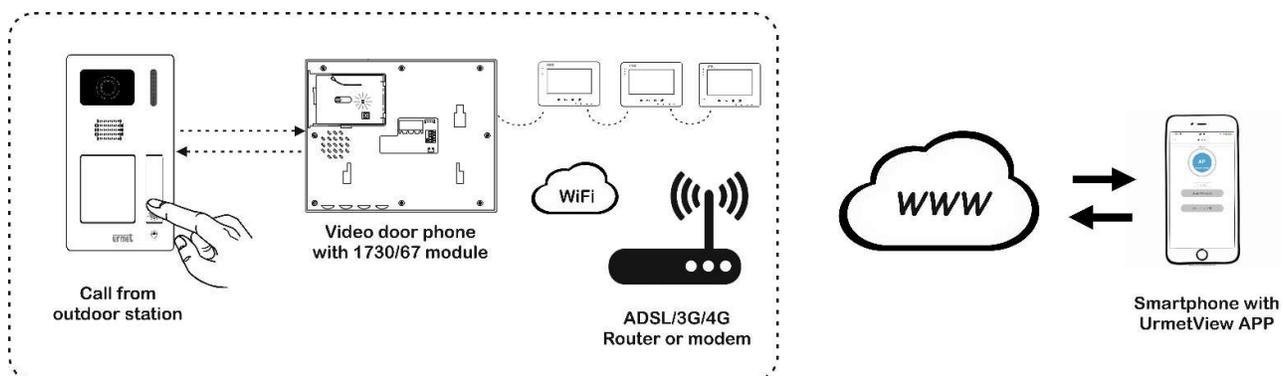
1 MODULE 1730/67 USE

The **1730/67** device can be used to send audio-video calls to a smartphone with Android (*version 8 and higher*) or iOS (*version 10 or higher*) operating system. The module is installed inside the **1730/1** video door phone and uses a WiFi Internet connection via an ADSL or 3G/4G router/modem.

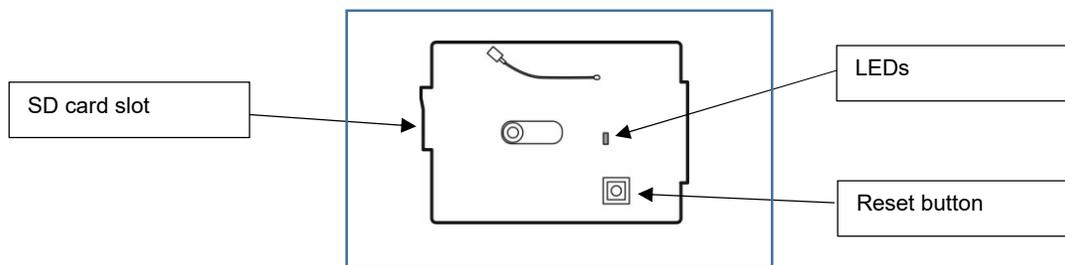
Each user connected to the **1730** system can install the card on their video door phone and use the service after downloading and configuring the **UrmetView** app on their smartphone.

If there are **several video door phones** in the same flat or office (with a single call from the outdoor station), it is sufficient to install the module on only one of them, either master or slave.

Note: In this case, it is advisable to install the module on the video door phone located closest to the router.



2 CHARACTERISTICS OF THE 1730/67 MODULE



LED INDICATORS

| On steady | Off |
|--|--|
| <ul style="list-style-type: none"> - the module is working - confirmation of correct module insertion after installation | <ul style="list-style-type: none"> - with the video door phone powered, the LED status immediately after switching on or resetting - video door phone not powered or module not properly inserted in its housing |

WiFi connection: 2.4 GHz

SD CARD: Micro SD Card class 10, MAX 32GB recommended (not included)

DIMENSIONS: (LxA) 72 x 45 mm

WEIGHT: 10 g

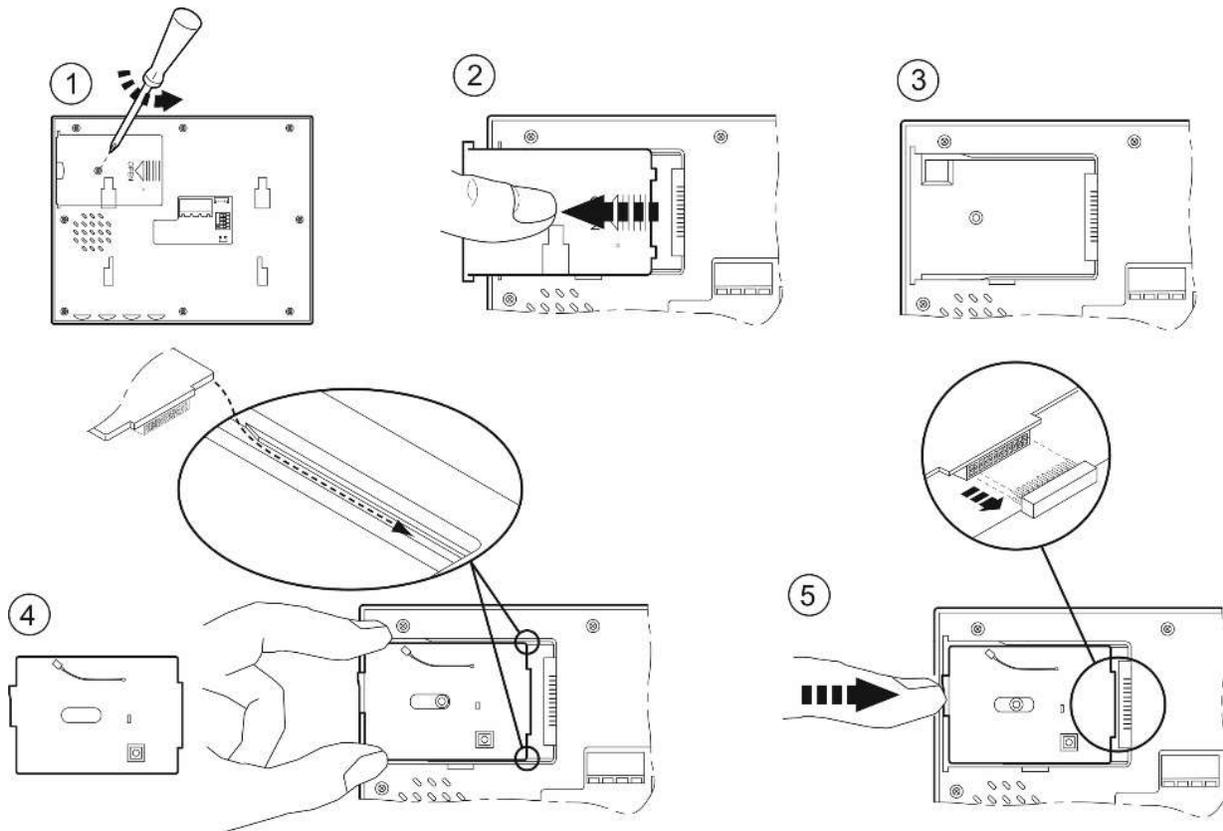
⇒ **NOTE**

Unstable WiFi connections suffering from sufficient bandwidth could affect the fluidity of communication between the app and the WiFi module.

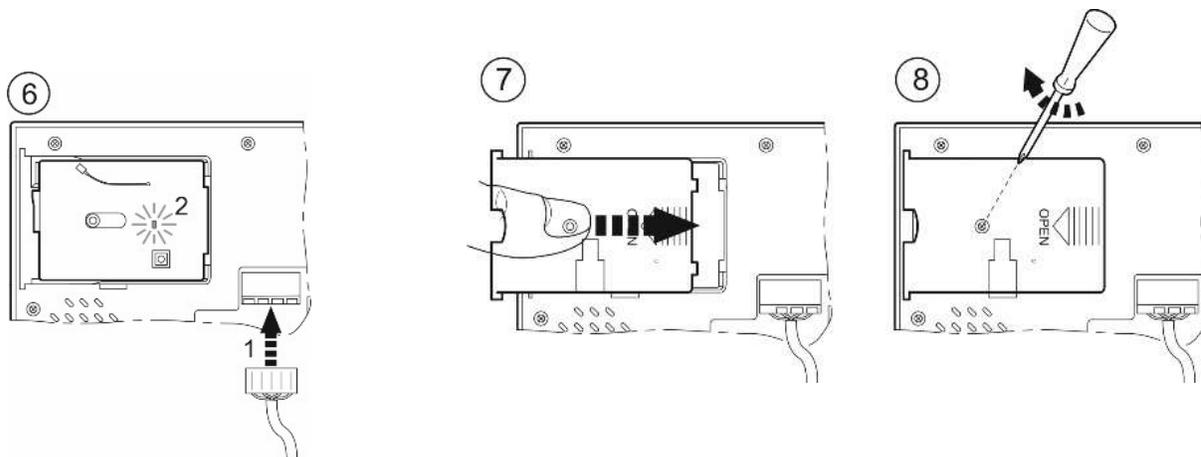
3 WIFI MODULE INSTALLATION

Before starting, unhook the video door phone from the bracket and disconnect the power supply. Follow steps 1 to 5 below.

Note: If there is more than one video door phone, insert the WiFi module on the video door phone closest to the router but at least 1.5 m away from it.

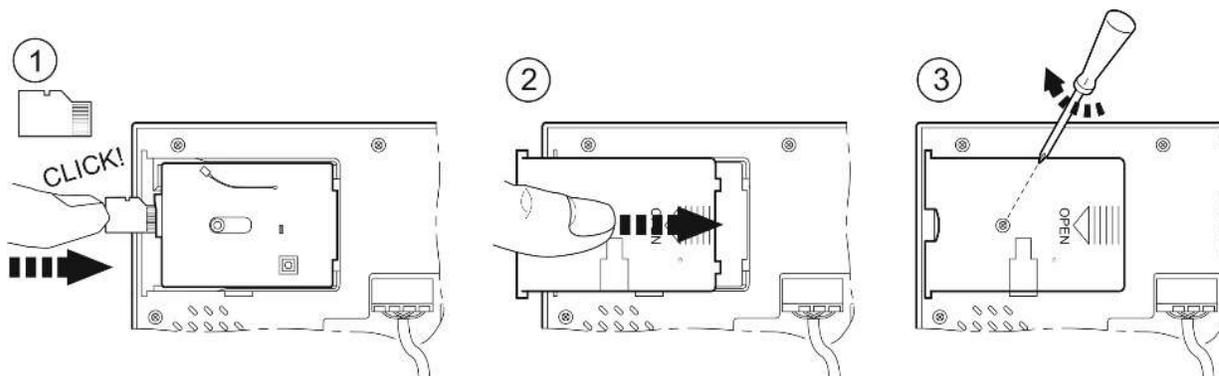


Switch the power back on and wait for the LED on the WiFi module (6) to light up. Now it can be paired with the app already installed on the smartphone, using the AP method of the app (see the following chapters). Complete closing the video door phone by inserting the door again and screwing it back on to the video door phone (7 and 8).



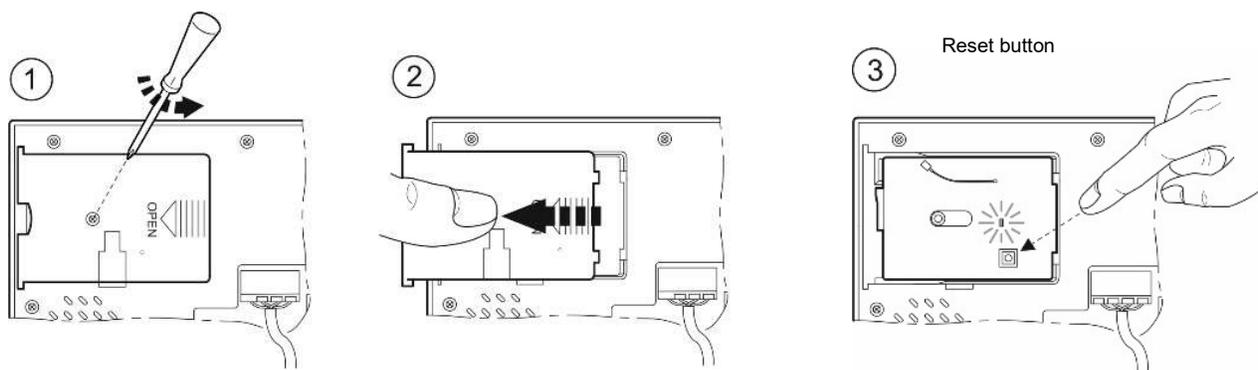
3.1 INSERTING THE SD CARD

When installing the module, insert the SD card into the WiFi module before closing the door of the video door phone. With the video door phone already installed, follow steps 1 and 2 in the previous chapter to open the door of the video door phone. **The SD card is not included.**

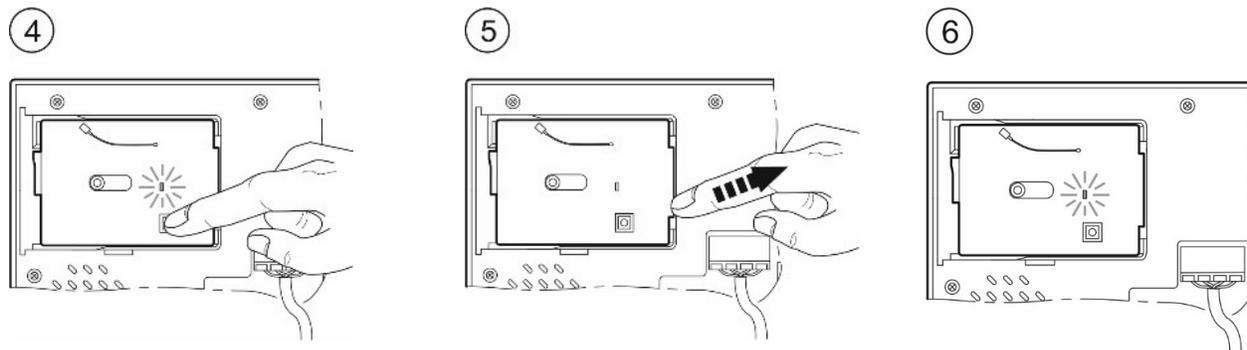


3.2 WIFI MODULE RESET

The WiFi module can be reset to delete the previous pairings and restore default conditions, if necessary. Detach the video door phone from the bracket without disconnecting it from the power supply. Open the door at the back (1 and 2) and press the reset button:



Keep the button pressed until the LED goes out (4). Then release it (5). After a few seconds, the LED comes on again and stays on permanently (6).



The video door phone can be re-attached to the bracket. To pair it with the app again, see the following chapters.

3.3 OPERATING CHARACTERISTICS OF THE WIFI MODULE

- There is no limit on the number of users who can use the call forwarding service on smartphones
- If there is more than one video door phone on the same call, it is advisable to install the **1730/67 module** on the video door phone closest to the router and at least 1.5 m from it.
- The **1730/67** device was designed for use in homes. It may consequently not work on specific business IP networks.
- Make sure that the data contract you use on your smartphone does not block VoIP streams. *It is also recommended that the module has a stable WiFi connection with sufficient bandwidth.*

IMPORTANT: Applications that optimise battery usage or power saving functions on your smartphone may compromise operation of the *UrmetView* app when the screen is off (running in the background).

4 URMETVIEW APP FOR 1730 DOOR PHONE SYSTEM

The **UrmetView** app is free and can be downloaded from the Google Play (for Android) and App Store (for iOS) stores. The following functions are available:

- ✓ Answering the call from the video door phone outdoor station after receiving a notification on your smartphone
- ✓ Camera function for seeing the image taken by the outdoor stations in the system and any additional cameras connected to them on the smartphone
- ✓ Pedestrian and/or garage gate opening
- ✓ List received and missed calls
- ✓ Display images of received or missed calls
- ✓ Possibility of enabling/disabling call forwarding to the smartphone by time slots

IMPORTANT: The app must never be completely shut down (“killed”) and must always run in the background. Correct call behaviour cannot be guaranteed if the app is shut down.

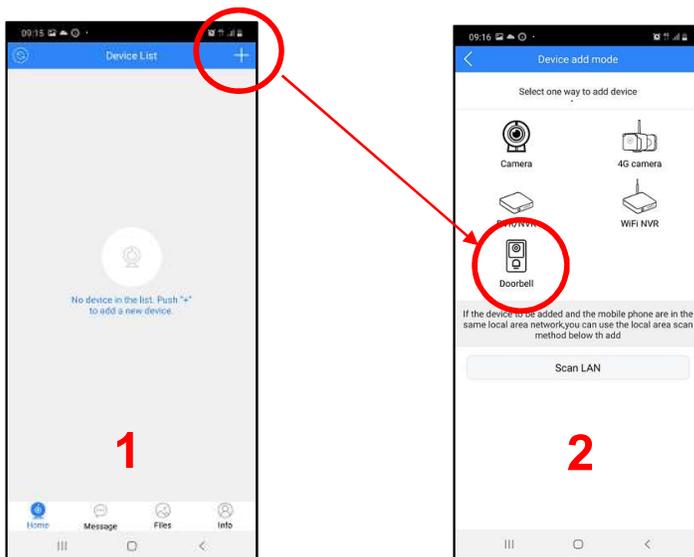
5 INSTALLATION ON ANDROID

After downloading the application to your smartphone:

1. Enable the reception of alerts (essential for receiving calls), both in the menu of the smartphone and that of the app (see below).
2. Allow the app to access photos, media content and files on the device, record audio, take photos and record video (*future function*).
3. Disable the battery optimisation function of the smartphone for this app.

IMPORTANT: You will not be able to use the app unless you provide consent for all four functions listed.

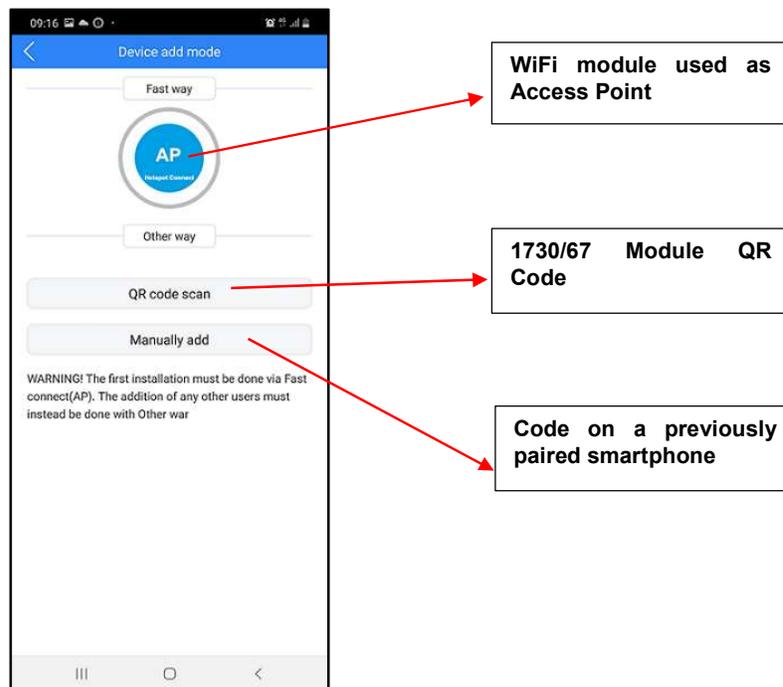
A video door phone can now be paired. Click on the **+** symbol **(1)** on the initial screen. On the next screen, click on the video door phone symbol **(2)** to access the modes available for pairing or press the **Scan LAN** button to locate the **WiFi module** in the same network shared with the smartphone and enable pairing:



5.1 PAIRING METHODS

In addition to *LAN Scanning*, the system offers three other ways to pair the app with the user's video door phone:

1. With WiFi module used as an *access point* (**method to be performed for the first pairing with a smartphone**)
2. Using the *QR Code* on the 1730/67 module or in the packaging or on another smartphone already configured for use in the system
3. By manually adding the code from another smartphone already configured for use in the system



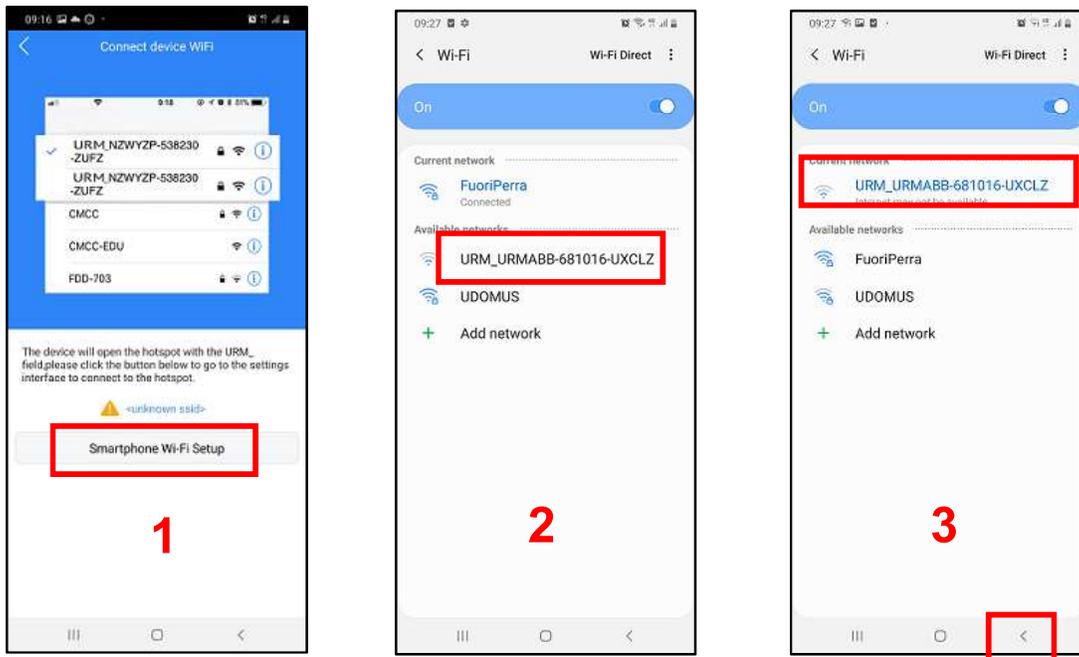
⇒ **NOTE**
Modes 2 and 3 can only be used for adding new users after the first one.

5.1.1 WiFi module used as Access Point (AP Hotspot Connect)

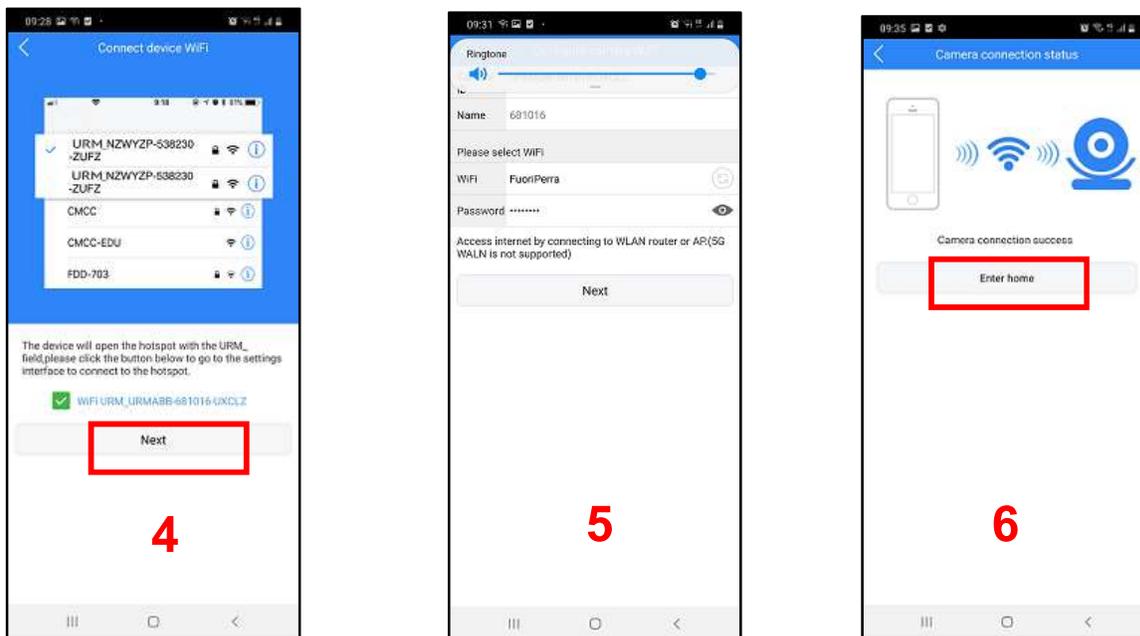
In this mode, the **1730/67** module temporarily acts as an *Access Point*. This pairing mode is required for the first installation of the **1730/67** module on a video door phone and for the first smartphone that is paired with that module.

*Note: Make sure that no smartphones are still paired to the module if this pairing mode is used after a **module reset**.*

After selecting the **AP mode** on the smartphone, click on "**Smartphone Wi-Fi Set-up**" (1) on the bottom. If not already active, go to the Connections menu on your Smartphone and enable WiFi on the smartphone to see the list of available networks. Choose the network created by the module with the prefix "**URM**" (2). Once selected (3) you can return to the app configuration page using the back button on your smartphone (3).

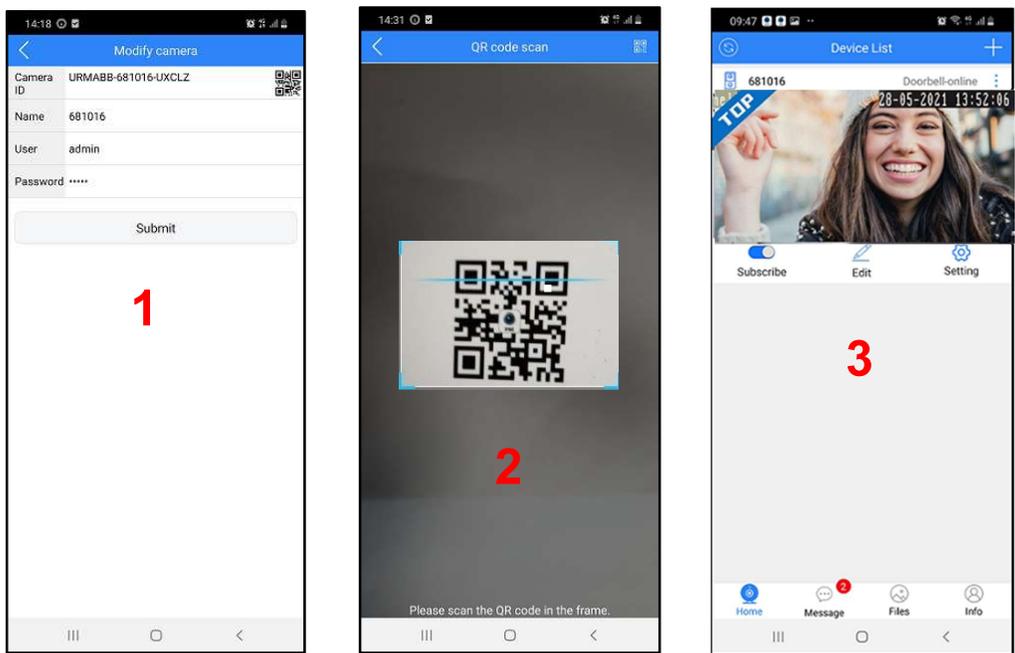


Click on the *Next* button (4) to display the screen for entering the WiFi network password to which the WiFi module is to be connected (5). Press the *Next* button again starts pairing the app and the WiFi module (6). Once paired, the WiFi module no longer acts as a *hotspot* or *access point*. Click on *Enter Home* on the display will bring up the main app screen (see below for a full description).



5.1.2 Pairing using QR Code

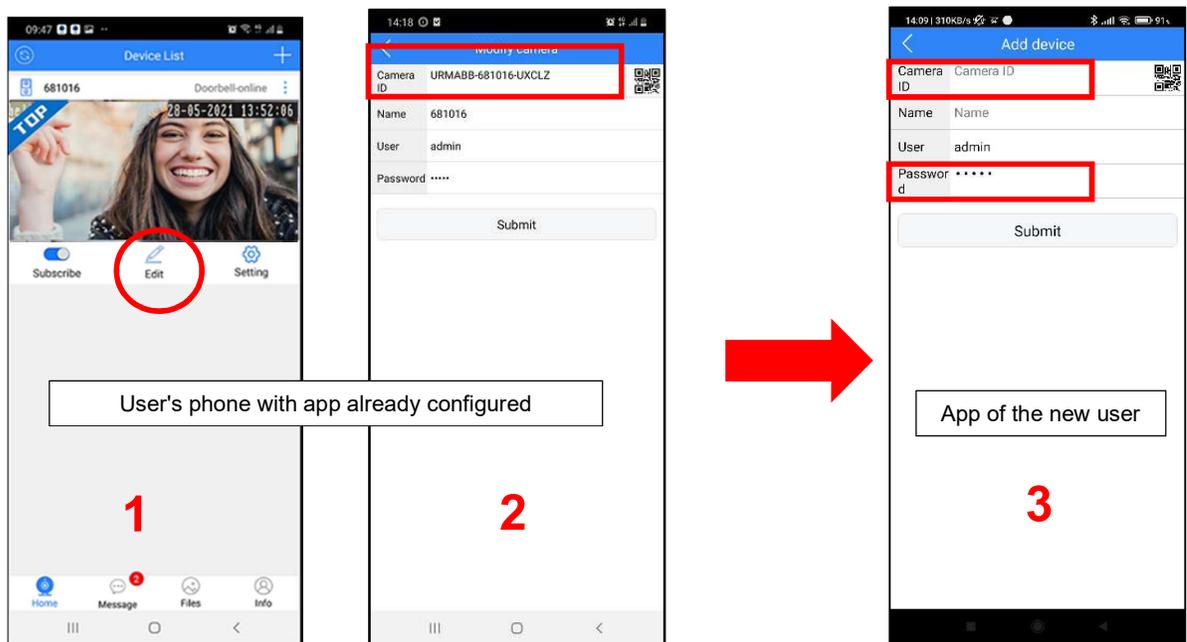
This mode is useful when there is already a paired smartphone and you want to configure a second or additional smartphone where the app has been installed. After choosing the **QR Code Scan** mode, you can scan the QR Code of the WiFi module or the QR Code present in the *Modify Camera* screen of another previously paired smartphone (1). The code appears automatically in the ID field of the editing screen and can be enlarged by pressing on it (2). Confirm by clicking on *Save*. The main app screen (3), described below, will appear on the display.



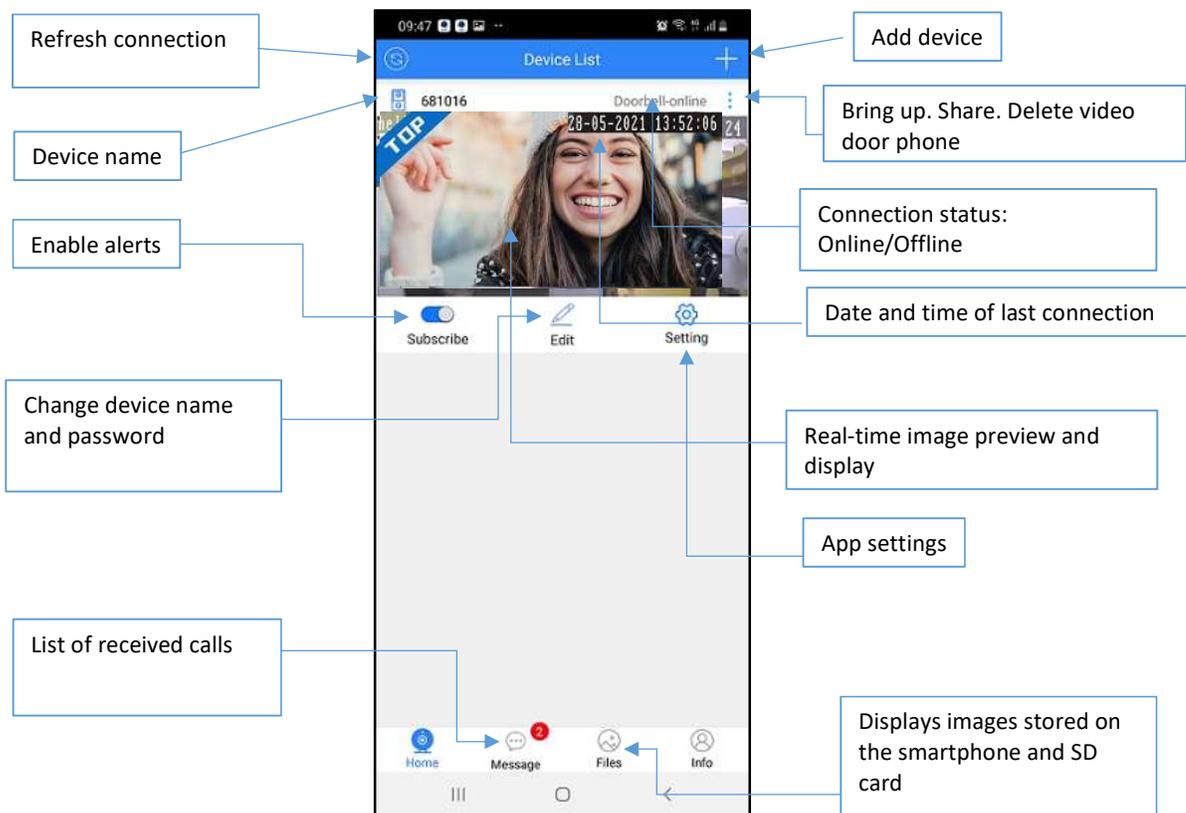
5.1.3 Manual code addition

This mode has the same features as the previous one but requires the data to be entered manually. Proceed as described:

1. Open the app on the previously configured phone and click on the *Edit* menu (1). On the *Modify Camera* screen, the ID field displays the code of the WiFi module installed on the video door phone (2).
2. On the new user's app, select **Add manually** mode, enter the same code in the ID field and enter the chosen password on the previously configured smartphone in the password field (3).
3. After confirming with the *SAVE* button, the main screen will appear on the new user's app.



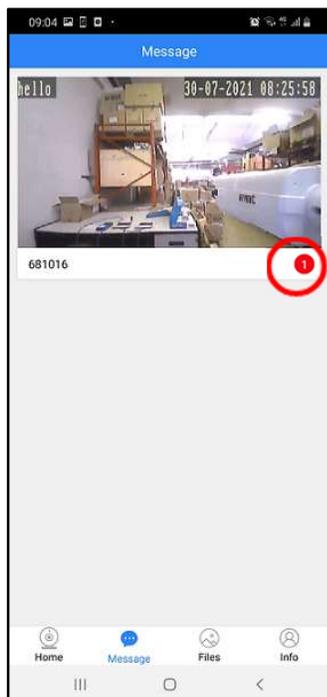
5.2 DESCRIPTION OF THE HOME SCREEN



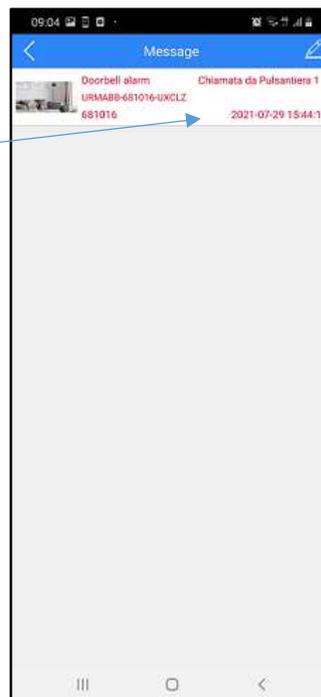
5.2.1 Alerts (*function under development*)

This section lists all audio-video communications between the smartphone and the outdoor station, i.e. received calls and unanswered calls with date and time stamp.

Press the menu and then press the device name to see the list of available alerts:



Each alert displays the installation, date and time of the communication.



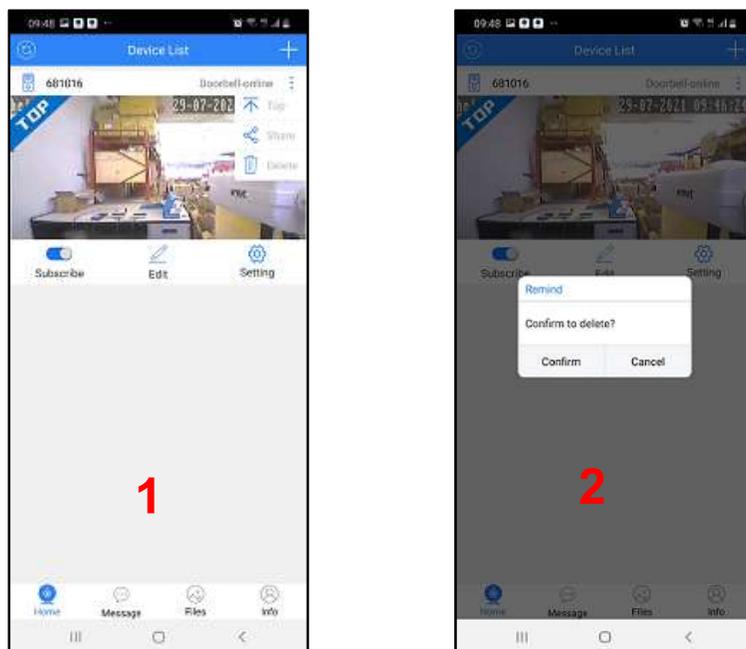
5.2.2 Recordings

This area shows the complete list of images stored as a result of a call or camera function. Video recordings are not available in this version and will be implemented in future versions.

5.2.3 Removing a system

Proceed as follows if more than one video door phone system has been configured on the same app (e.g. town home and holiday home) and you want to delete one.

Next to the system you want to delete, click on the three-dot icon and select *Delete* (1). Confirming the pop-up by pressing the *Confirm* button (2) to delete the installation.



IMPORTANT: Uninstall the app to avoid receiving any unwanted alerts or calls.

5.3 INBOUND VIDEO DOOR PHONE CALL

Following a call from the outdoor station of your video door phone system, various messages will appear on the app according to the status of the smartphone.

It is worth noting that the format and characteristics of the alerts signalling the incoming call depend on the configurations selected on your smartphone.

5.3.1 Smartphone with screen on

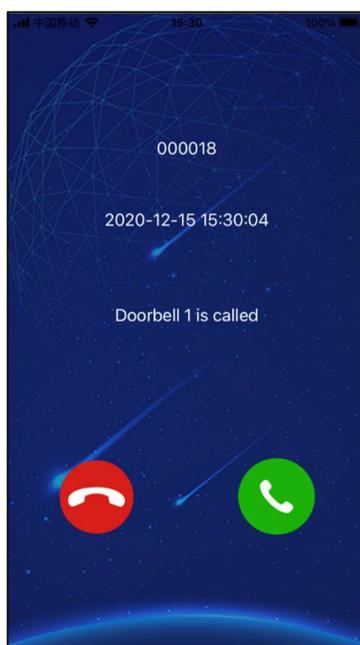
The call will be signalled by a ring and an alert on the screen. Press the notification to accept or reject the call (see below).

5.3.2 Smartphone with screen off and possibly locked

If the smartphone display is off and the smartphone is locked, the call will be signalled by a ring but in this case, the smartphone must be unlocked to access the alert received, possibly by sliding the screen down (this mode varies from model to model). Press the notification to accept or reject the call (see below).

5.3.3 Accepting or rejecting the call

Press the green button to answer or the red button to close without answering:



The connection between the app and the outdoor station can last up to 2 minutes.

If the call has not been answered before the phone rings, the app will note the unanswered call by putting a number on its icon and sending an alert to the *Notification Centre* (top bar of the phone to scroll down) at the same time. To view unanswered call details, press the app icon or call up the alert from the *Notification Centre* on the smartphone.

⇒ **NOTE 1**

If the call from the outdoor station is received when the phone is off or unreachable, a call alert will be sent from the outdoor station when it is restored.

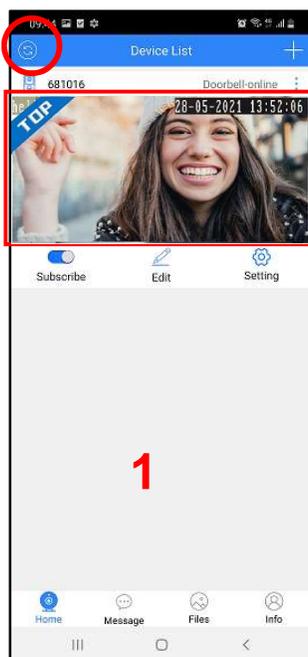
⇒ **NOTE 2**

If the camera is activated by the app, a video door phone without a WiFi card can interrupt the ongoing communication and switch to the outdoor station. The video door phone with the WiFi card on board cannot do this because it remains busy for the entire conversation time.

The audio/video recordings that the app makes automatically can be played back if an SD card is fitted (see the "Playback" chapter for more details).

5.4 OUTDOOR STATION CAMERA FUNCTION

Open the app and update the connection status to ensure you are online (1). Touch the box in the square to activate audio-video communication with the outdoor station (1). The smartphone will display the screen with the audio-video recording from the camera and the available actions (2). To close the communication, press the *Back* icon in the top left corner.



If "VIDEO BUSY" appears on the display after a camera request from the app, it means that a connection is already in progress between the outdoor station and an apartment video door phone or between the outdoor station and another smartphone.

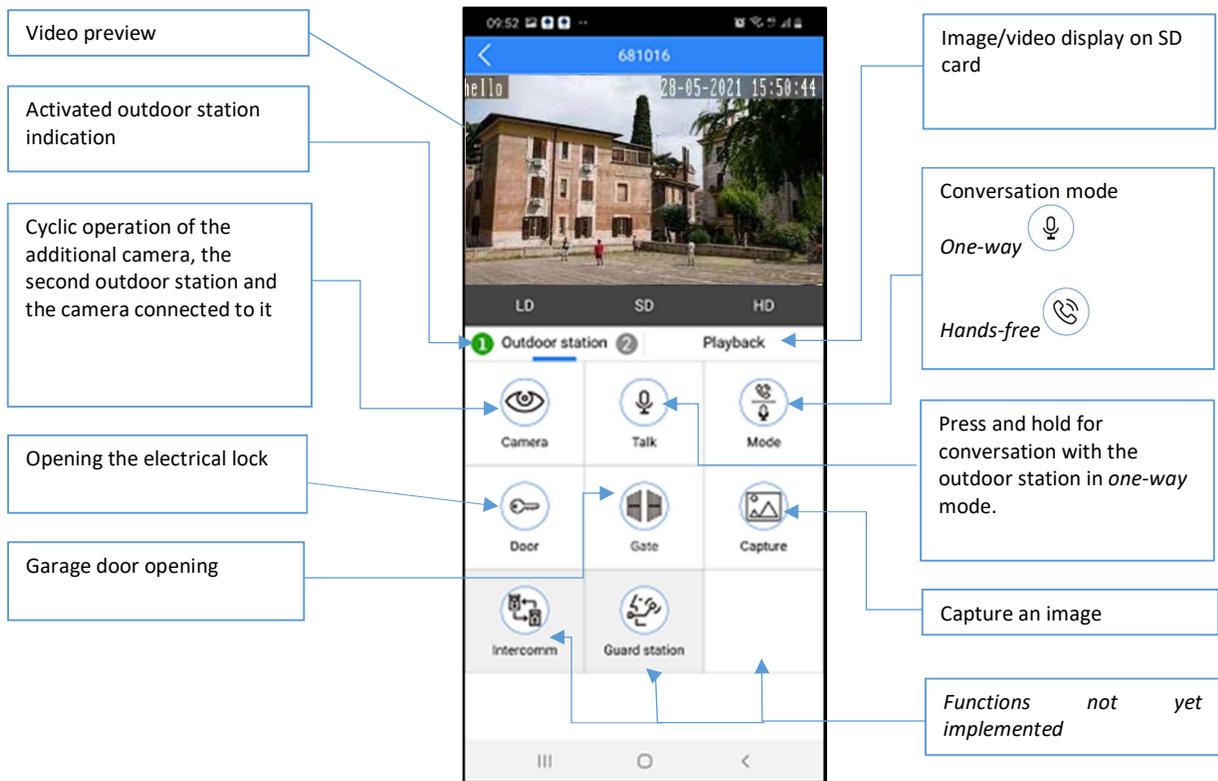
⇒ **NOTE**

The camera function on the outdoor station may not work immediately at the first installation, after connecting the WiFi to the router. It is recommended to exit and re-enter the connection.

5.4.1 Second outdoor station camera function

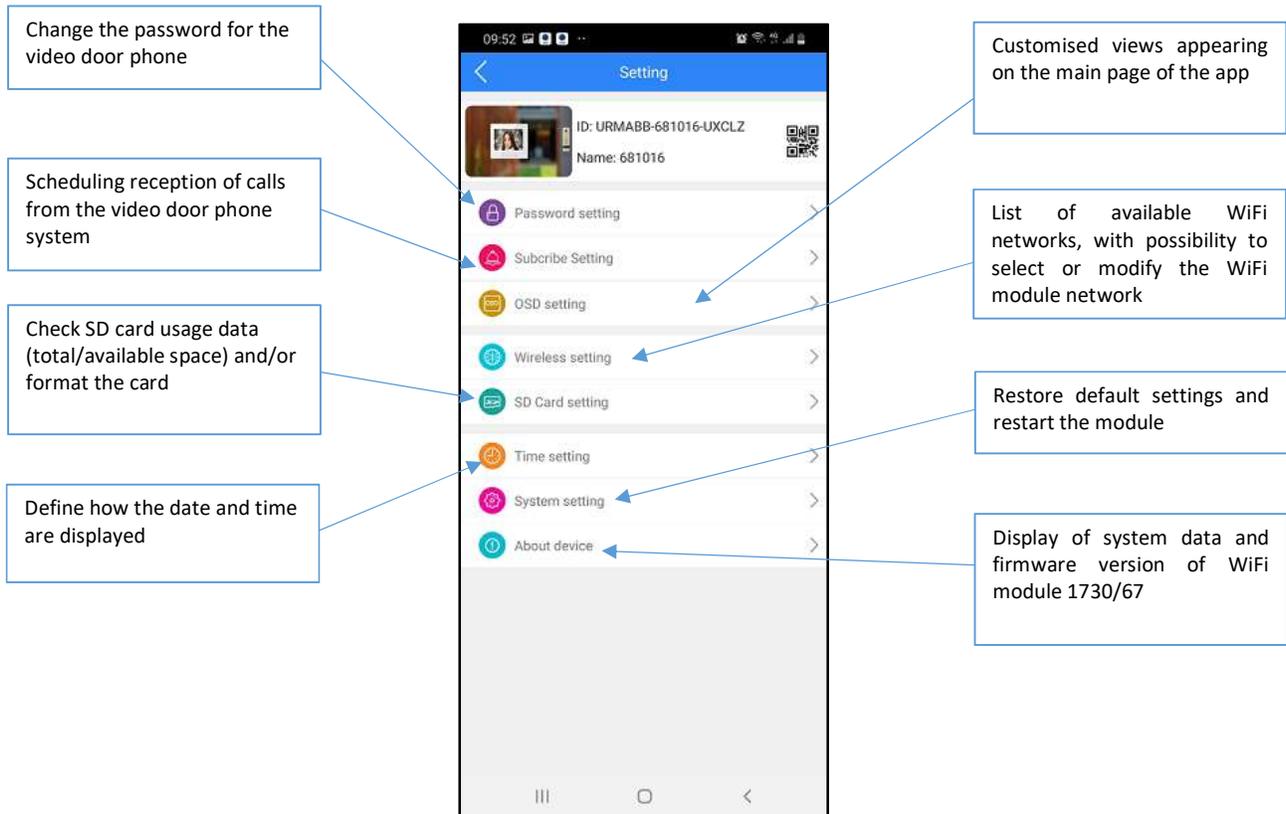
To use the camera function on a second outdoor station if there is one, the camera box (1) and then press "Outdoor station" (2). Number 2 will be highlighted in green. Press again to go back to the first button outdoor station with number 1 highlighted.

5.5 ACTIONS AVAILABLE FOLLOWING A CALL OR CAMERA FUNCTION



6 SETTING

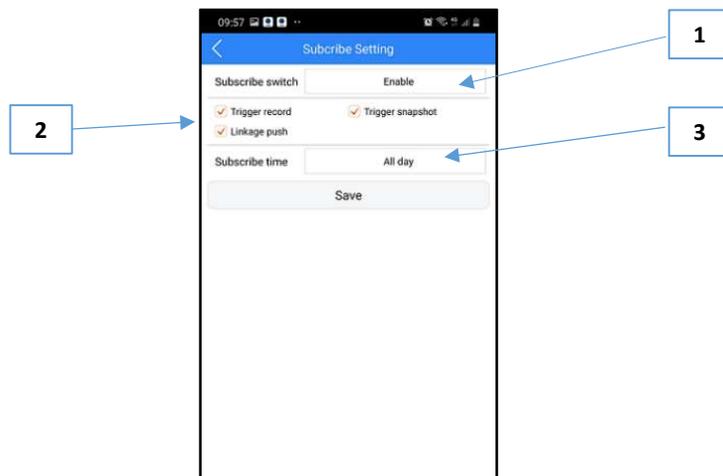
By clicking on the **SETTING** menu on the **Home** screen, you can access the area of the app to make some customisations:



6.1 SUBSCRIBE SETTING

This menu can be used to:

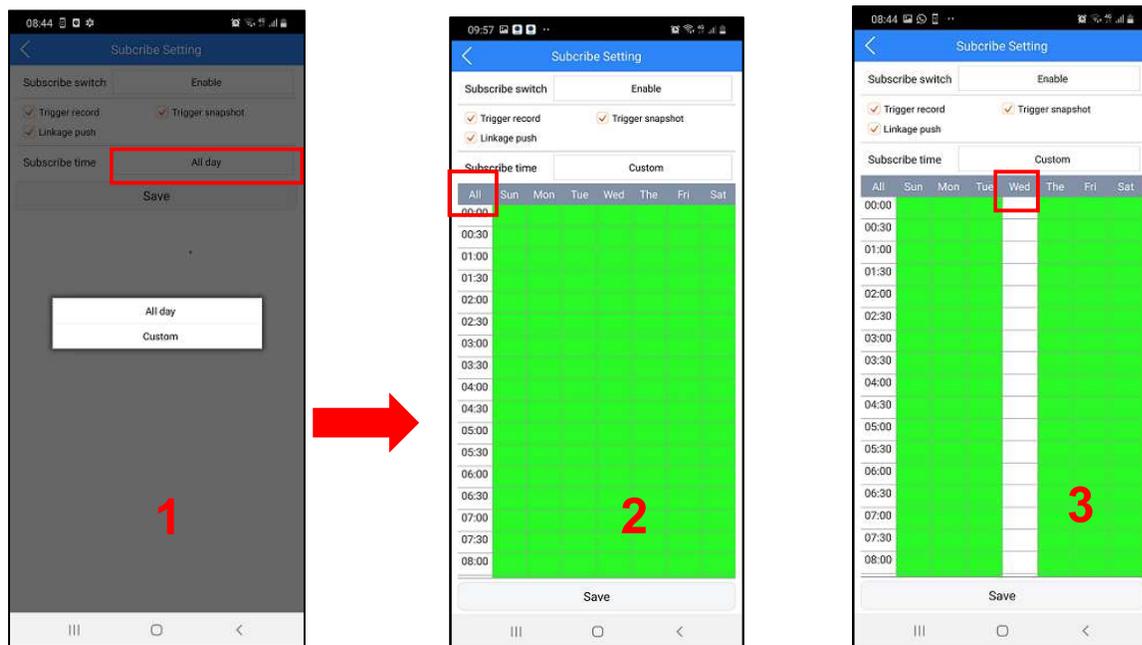
1. Enable or disable the reception of calls using the *Enable* button.
2. Enable or disable the recording of videos (*Trigger Record*, function not yet available), images (*Trigger Snapshot*) and the sending of alerts (*Linkage push*) to all smartphones associated with the WiFi module, using the respective flags.
⇒ *NOTE*
By unchecking Linkage push, alerts will no longer be sent to all smartphones associated with the WiFi module.
3. Schedule the reception of calls from your video door phone system according to the time slots set in this menu.



6.1.1 Time planning

Click on the highlighted button (1) and select **Custom** to access the area for scheduling the call reception times and days (2). In this area, the week is divided into boxes, each representing one hour, from Sunday to Saturday. The box can be green if call reception is enabled at that time of day or white if it is disabled. Simply click on the individual box to switch from green to white and vice versa. Press **All day** to enable or disable the entire week. Press the corresponding day to enable or disable an entire day, in which case the entire column will change colour.

EXAMPLE SCREEN (3) No calls will be sent from the video door phone system during the whole day of Wednesday.

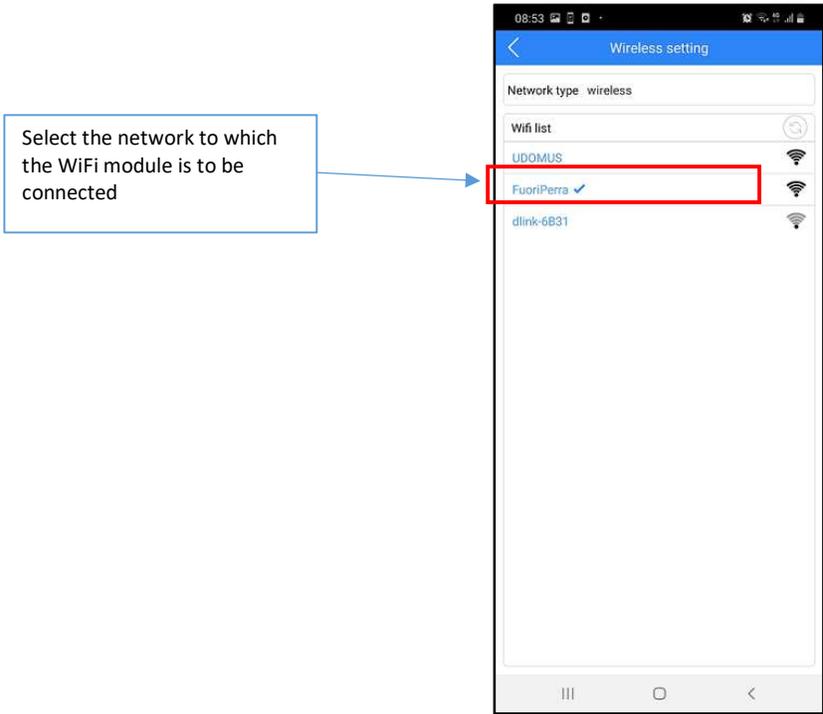


Click on the **SAVE** button to make any changes made in this area operational.

IMPORTANT By default, all **SUBSCRIBE SETTING** items are enabled (flags checked) and the time slot boxes in the **CUSTOM** area are green.

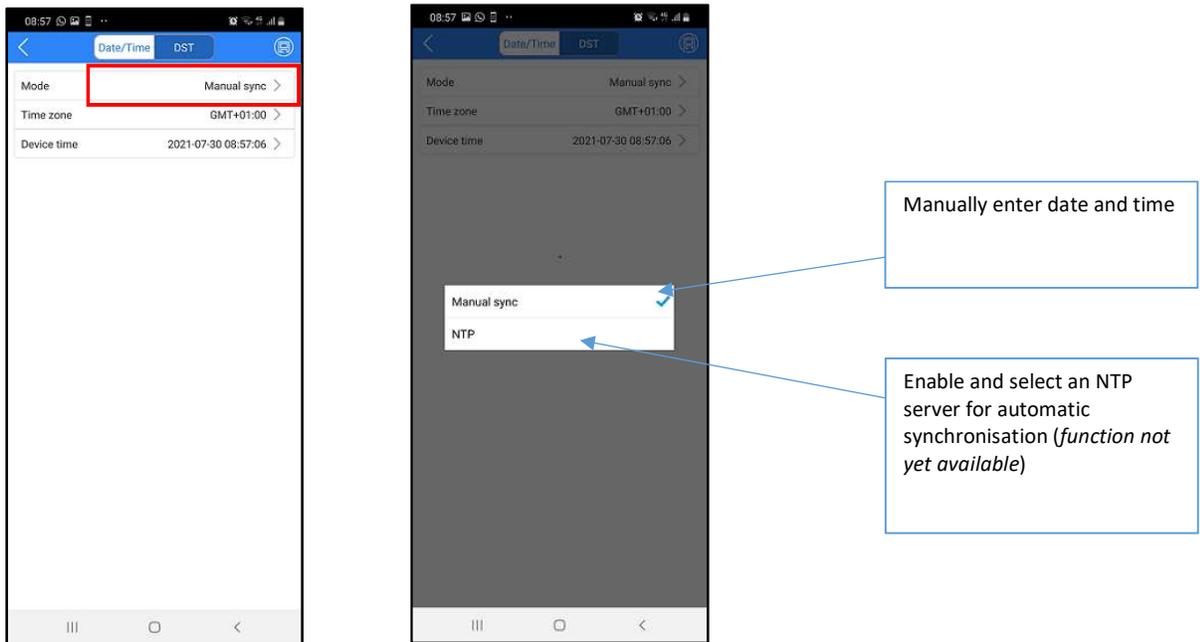
6.2 WIRELESS SETTING

This menu can be used to change the network to which the WiFi module is connected. To change the WiFi network, make sure that the smartphone from which you are carrying out the operation is on the same network. If this is not the case, proceed by connecting the smartphone to the chosen WiFi network (*Settings* menu on the smartphone) and then changing the network on the module.



6.3 DATE/TIME

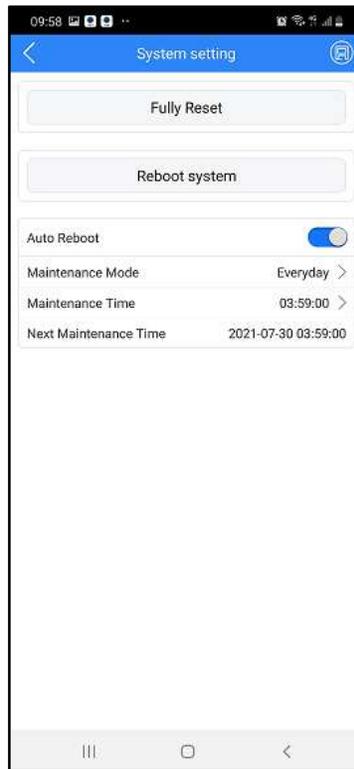
The app can be used to set the date and time according to your needs and the time zone of your location by selecting the button in the box.



IMPORTANT: Enabling the NTP server prevents the configuration of the date and time using the previous two menus. The NTP server must be disabled to use one of them.

6.4 SYSTEM SETTING

This area can be used to reset of the **WiFi** device. This will delete all the pairings made and return the module to the default factory settings.



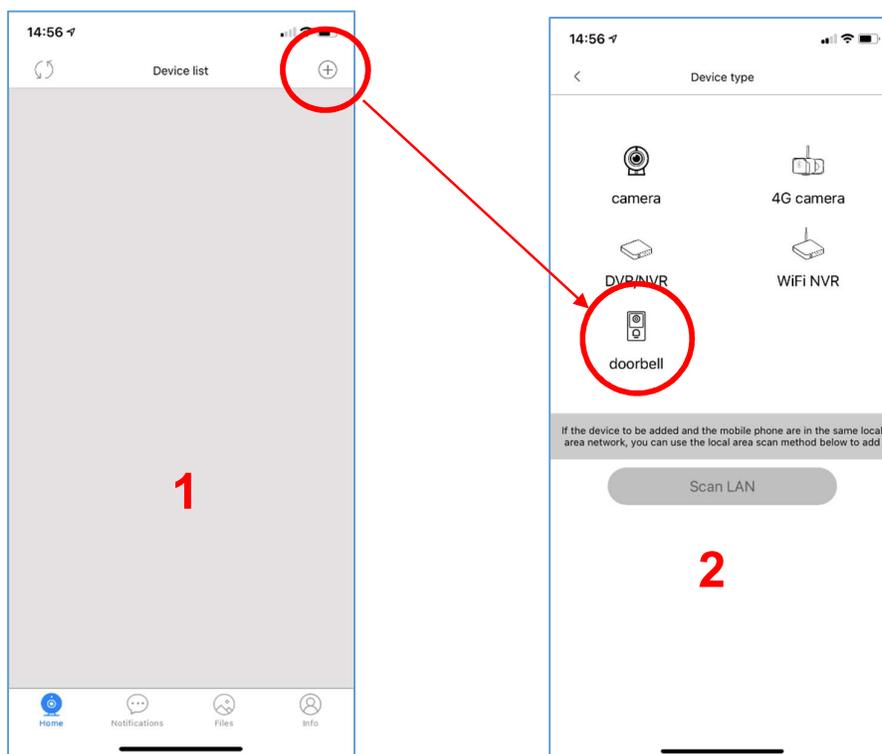
7 INSTALLATION ON IOS

After downloading the application to your **iPhone**, take care to:

1. Enable the reception of alerts (essential for receiving calls), both in the menu of the smartphone and that of the app (see below).
2. Allow the app to access photos, media content and files on the device, record audio, take photos and record video (*future function*).
3. Disable the battery optimisation function of the smartphone for this app.

IMPORTANT. You will not be able to use the app unless you provide consent for all four functions listed.

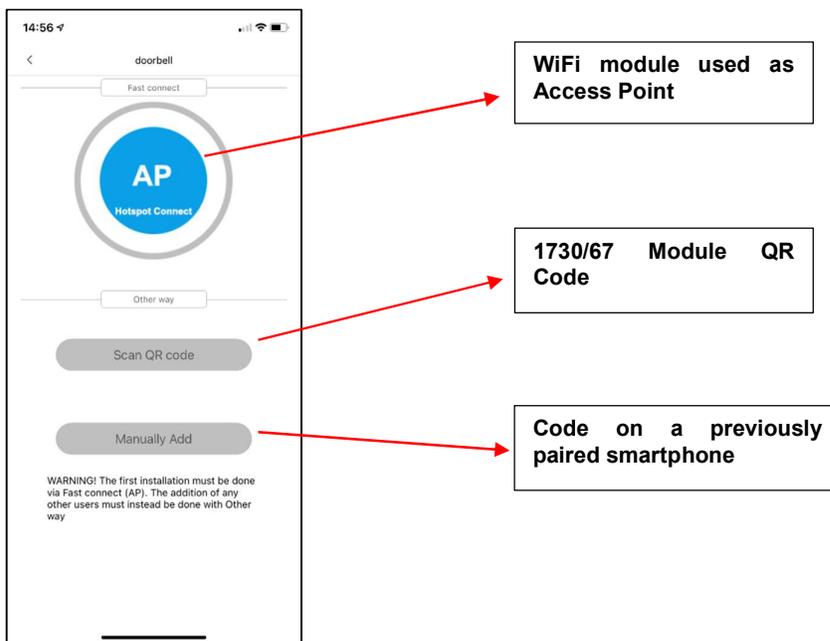
A video door phone can now be paired. Click on the **+** symbol **(1)** on the initial screen. On the next screen, click on the video door phone symbol **(2)** to access the modes available for pairing or press the **Scan LAN** button to locate the **WiFi module** in the same network shared with the smartphone and enable pairing:



7.1 PAIRING METHODS

In addition to LAN Scanning, the system offers three other ways to pair the app with the user's video door phone.

1. With WiFi module used as an *access point* (**method to be performed for the first pairing with a smartphone**)
2. Using the QR Code on the 1730/67 module or in its packaging
3. By manually adding the code from another smartphone already configured for use in the system



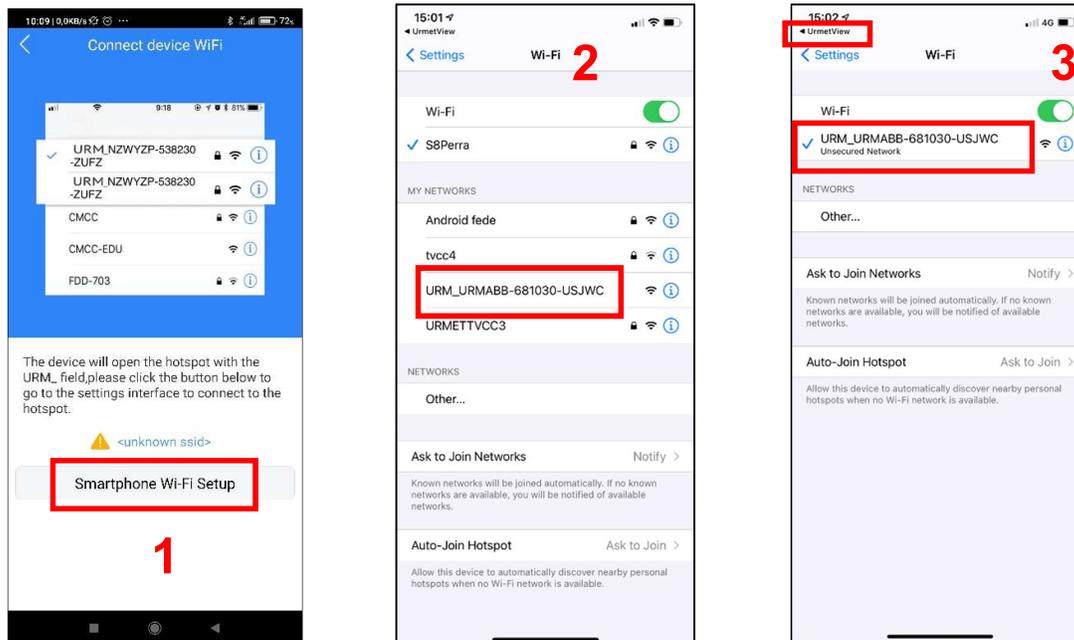
⇒ **NOTE**
Modes 2 and 3 can only be used for adding new users after the first one.

7.1.1 WiFi module used as Access Point (AP Hotspot Connect)

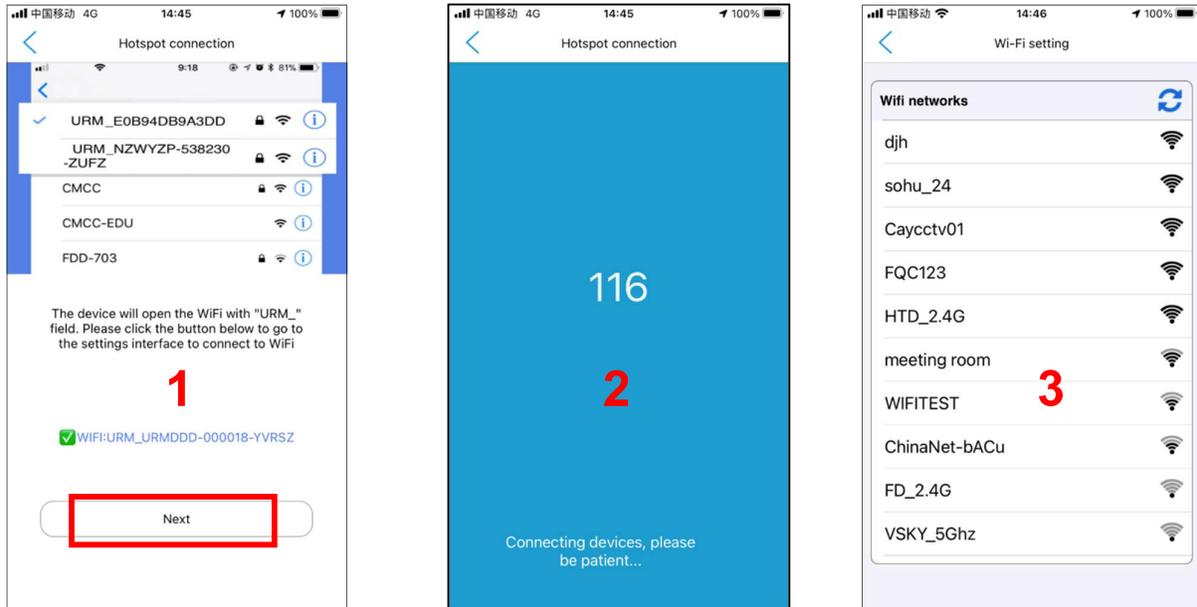
In this mode, the **1730/67** module temporarily acts as an *Access Point*. This pairing mode is required for the first installation of the **1730/67** module on a video door phone and for the first smartphone that is paired with that module.

*Note: Make sure that no smartphones are still paired to the module if this pairing mode is used after a **module reset**.*

After selecting the **AP mode** on the SETUP, click on "**Smartphone Wi-Fi Setup**" (1) on the bottom of the screen. If not already active, enable WiFi on the smartphone to see the list of available networks. Choose the network created by the module with the prefix "**URM**" (2). Once selected (3), press "**Urmet View**" (top left) to go back to the app configuration page.



The network created by the WiFi module appears on the app configuration page. Click on the "Next" button (1) again starts pairing the app and the WiFi module (2). Once paired, the WiFi module no longer acts as a hotspot or access point and must be connected to a WiFi network to work. After pairing, the page shows the list of available networks to which the WiFi module can be connected (3):

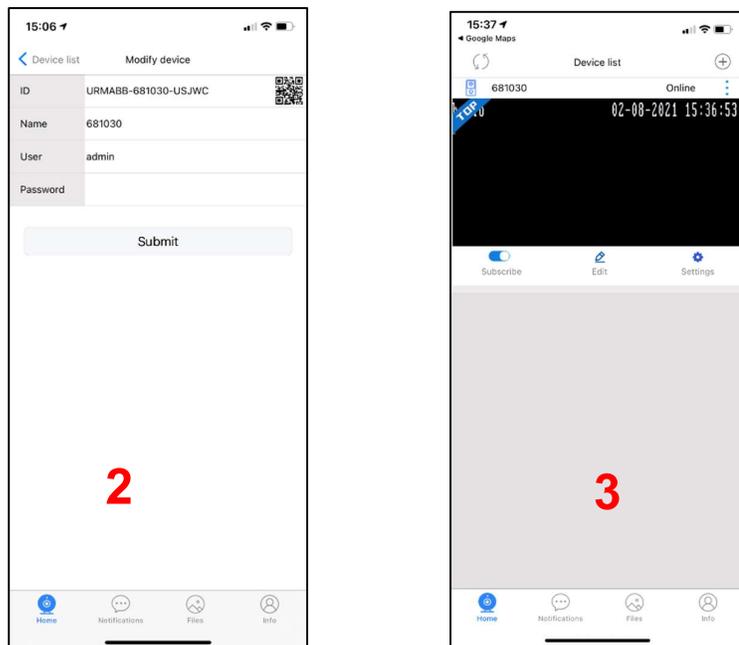


Once the selected network has been selected and the required password has been entered, the main app screen will appear on the display (see the following chapters for a full description). Wait a few seconds for the connection status to appear *Online*.

7.1.2 Pairing using QR Code

This mode is useful when there is already a paired smartphone and you want to configure a second or additional smartphone where the app has been installed.

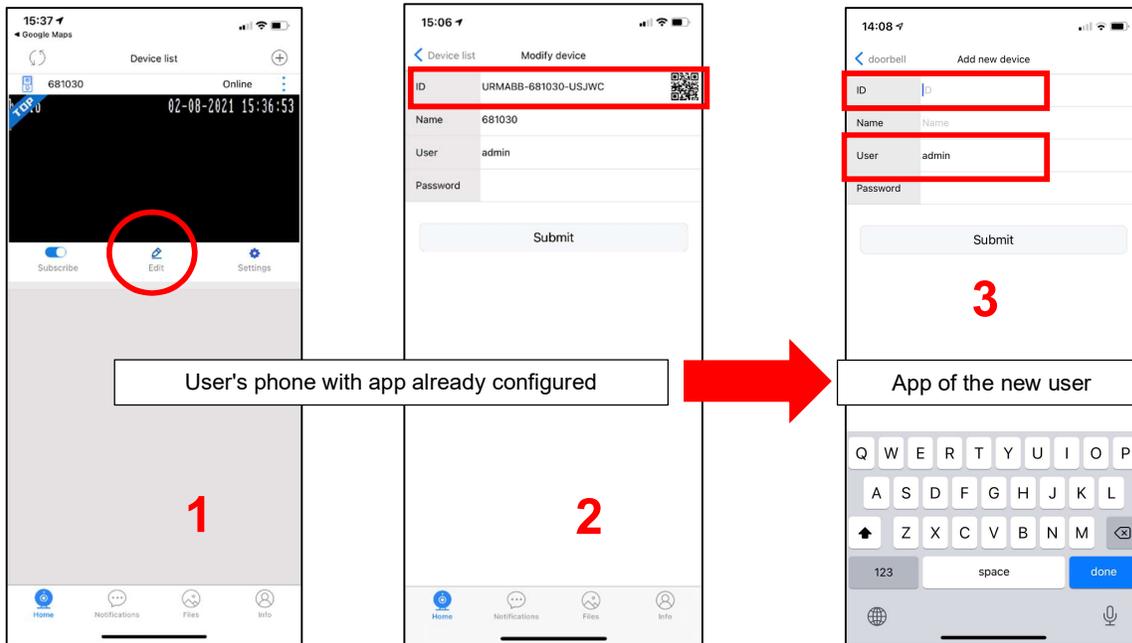
After choosing the **QR Code Scan** mode, you can scan the QR Code of the WiFi module or the QR Code present in the *Modify Device* screen of another smartphone already paired. The code appears automatically in the ID field of the editing screen and can be enlarged by pressing on it (2). Confirm by clicking on *Save*. The main app screen (3), described below, will appear on the display:



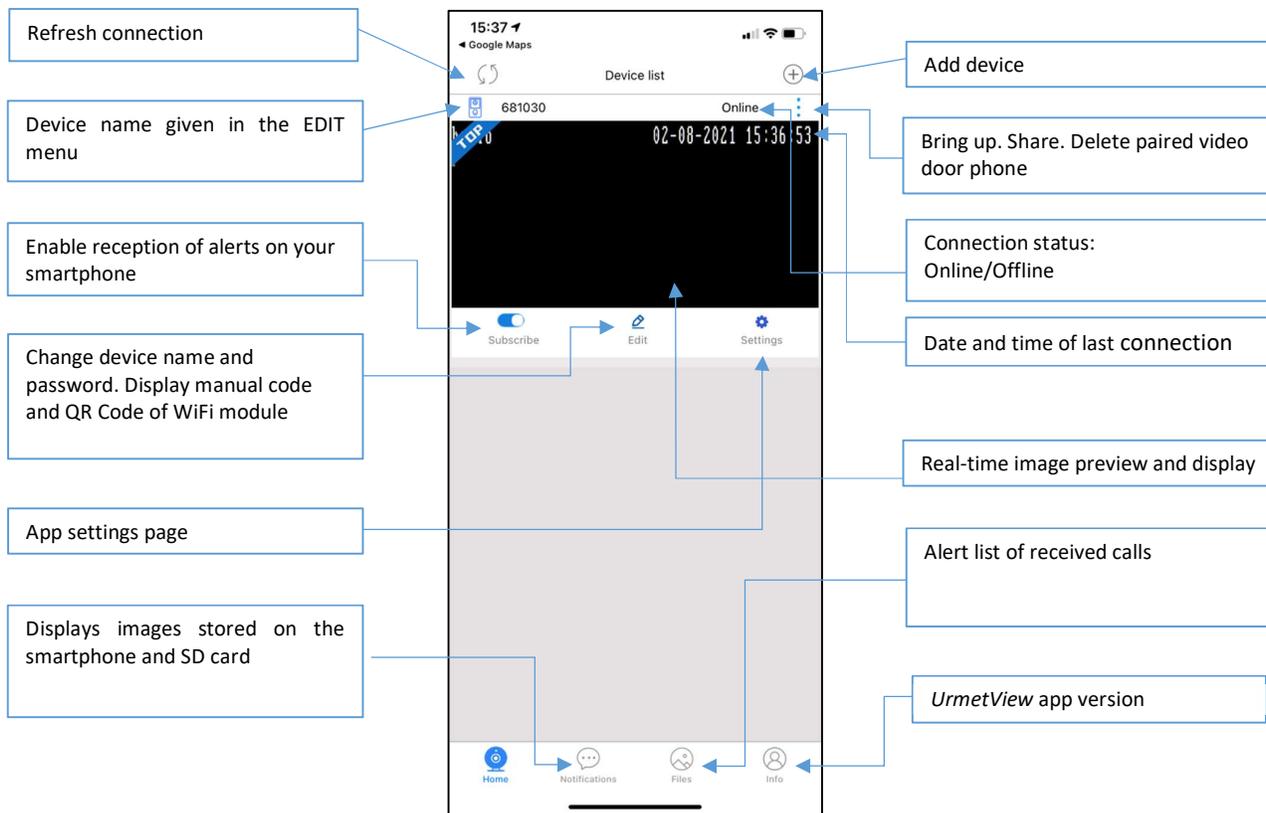
7.1.3 Manual code addition

This mode has the same features as the previous one but requires the data to be entered manually. Proceed as described:

1. Open the app on the previously configured phone and click on the *Edit* menu (1). On the *Modify Device* screen, the ID field displays the code of the WiFi module installed on the video door phone (2).
2. On the new user's app, select **Manually Add** mode, enter the same code in the ID field and enter the chosen password on the previously configured smartphone in the *password* field (3).
3. After confirming with the SAVE button, the main screen will appear on the new user's app.



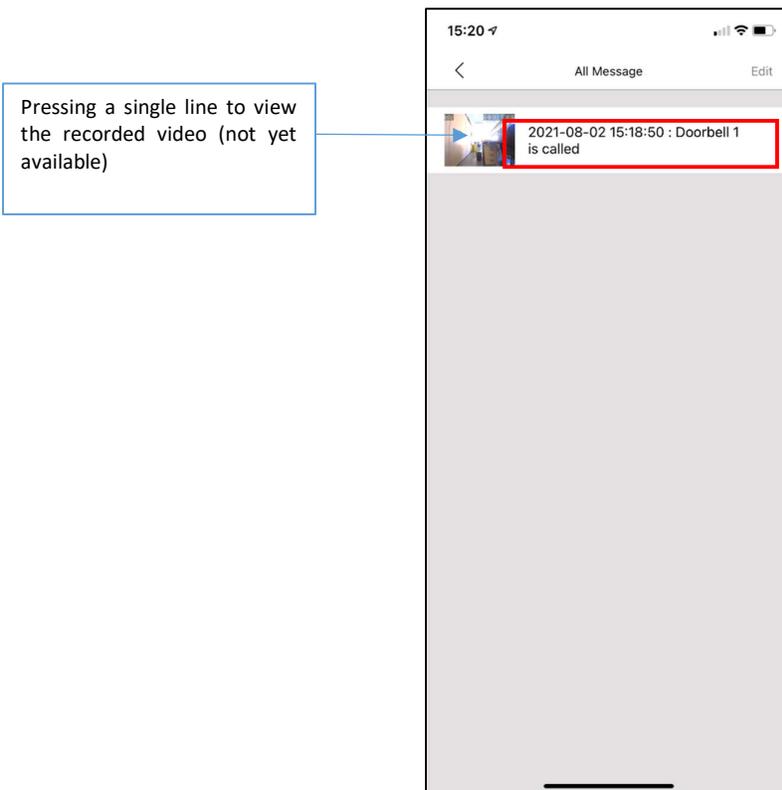
7.2 DESCRIPTION OF THE HOME SCREEN



7.2.1 Alerts (*function under development*)

This section lists all communications between the smartphone and the video door phone outdoor station, i.e. received calls and unanswered calls with date and time stamp.

The message contains a screen shot of the last call received.



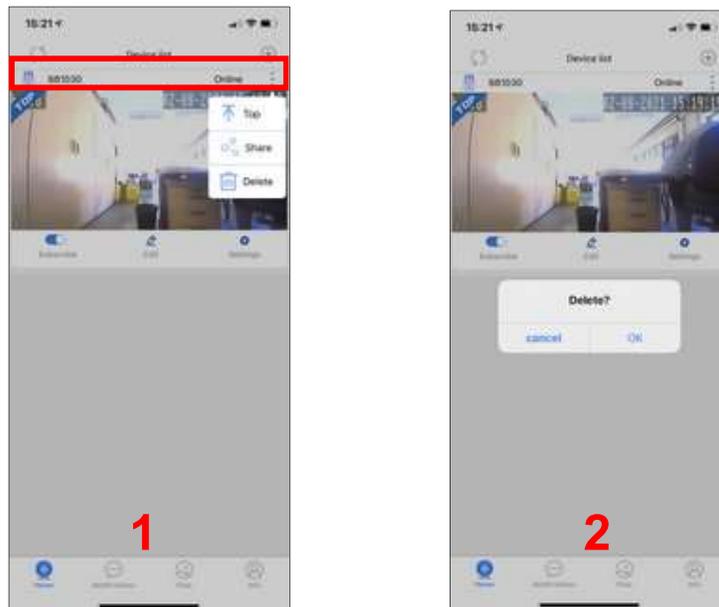
7.2.2 Recordings

This area shows the complete list of images stored as a result of a call or camera function. Video recordings are not available in this version and will be implemented in future versions.

7.2.3 Removing a system

Proceed as follows if more than one video door phone system has been configured on the same app (e.g. town home and holiday home) and you want to delete one.

Next to the system you want to delete, click on the three-dot icon and select *Delete* (1). Confirming the pop-up by pressing the *OK* button (2) to delete the installation.



IMPORTANT. Uninstall the app to avoid receiving any unwanted alerts or calls.

8 INBOUND VIDEO DOOR PHONE CALL

Following a call from the outdoor station of your video door phone system, various messages will appear on the app according to the status of the smartphone.

It is worth noting that the format and characteristics of the alerts signalling the incoming call depend on the configurations selected on your smartphone.

8.1.1 Smartphone with screen on

The call will be signalled by some rings or a notification tone and an alert on the screen. Press the notification **(1)** to accept or reject the call **(2)**.

8.1.2 Smartphone with screen off and possibly locked

If the smartphone display is off and the smartphone is locked, the call will be signalled by some rings or a notification tone but in this case, the smartphone must be unlocked to access the alert received, possibly by sliding the screen down (this mode varies from model to model). Press the notification **(1)** to accept or reject the call **(2)**.



The call lasts 30 seconds and once answered, the conversation between the app and the outdoor station lasts up to 2 minutes.

If the call has not been answered before the phone rings, the app will note the unanswered call by putting a number on its icon and sending an alert to the Notification Centre iPhone (top bar of the phone to scroll down) at the same time. To view the details of unanswered calls, you can press the app icon or call up the notification from the Notification Centre on your phone, or view the Notification List on the button on the main page of the app.

If the call from the outdoor station is received when the smartphone is off or unreachable, a call alert will be sent from the respective alert when it is restored.

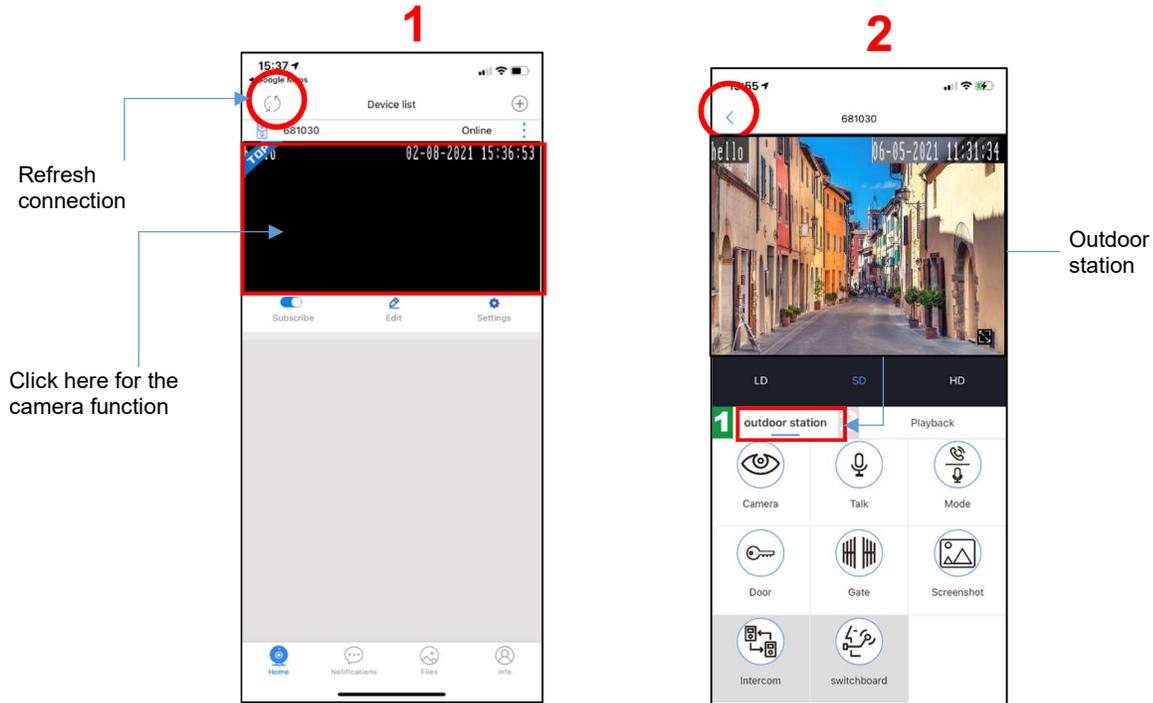
The audio/video recordings that the app makes automatically can be played back if an **SD card** is fitted (see the "Playback" chapter for more details).

⇒ **NOTE 1**

In the case of a camera activated by the app, a video door phone without a WiFi card can interrupt the ongoing communication and switch to the outdoor station. The video door phone with the WiFi card on board cannot do this because it remains busy for the entire conversation time.

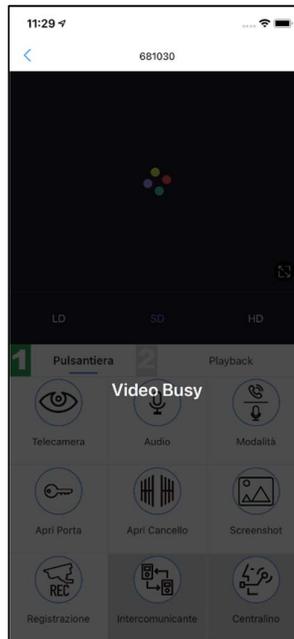
9 OUTDOOR STATION CAMERA FUNCTION

Open the app and make sure you are online, if not, update your connection status by pressing the icon in the top left corner or by scrolling down the page. Touch the highlighted box (1) to activate audio-video communication with the outdoor station with address 1 in green (2). The smartphone will display the screen with the audio-video recording from the outdoor station and the available actions. To close the communication, press the *Back* arrow in the top left corner.



The video recording definition can be selected using the LD (low definition), SD (standard definition) and HD (high definition) buttons when playing back a video recording. It is recommended to switch to HD only if you are supported by a stable network.

If "VIDEO BUSY" appears on the display after a camera request from the app, it means that a connection is already in progress between the outdoor station and an apartment video door phone or between the outdoor station and another smartphone.

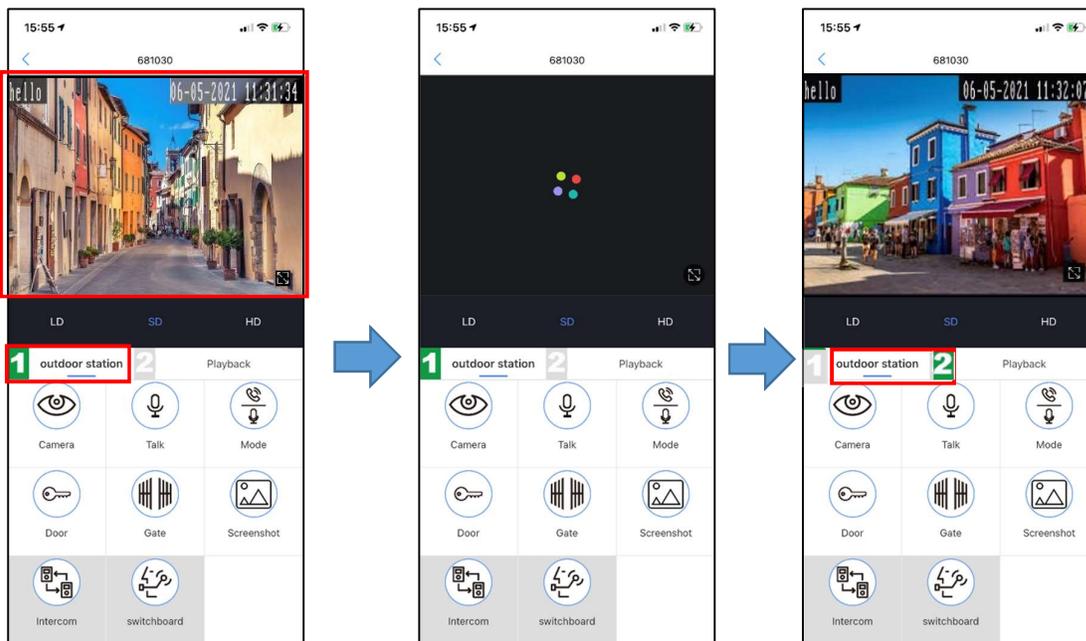


⇒ **NOTE**

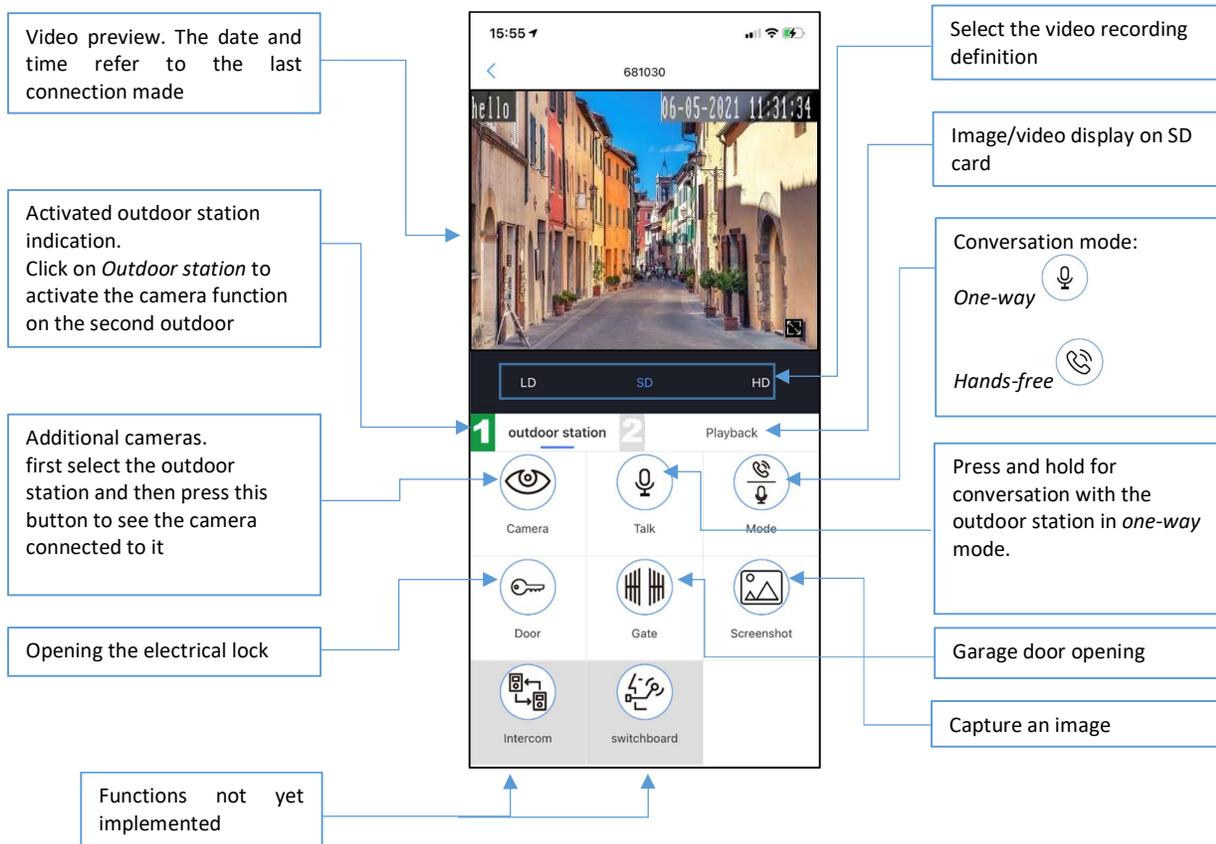
The camera function on the outdoor station may not work immediately at the first installation, after connecting the WiFi to the router. It is recommended to exit and re-enter the app.

9.1 SECOND OUTDOOR STATION CAMERA FUNCTION

To use the camera function on a second outdoor station if there is one, first press the video screen box and then press below *Outdoor station*. Number 2 will be highlighted in green. Press *Outdoor station* again to go back to the first button outdoor station with number 1 highlighted. To see any cameras connected to the outdoor stations, use the button described in the next chapter.



9.2 ACTIONS AVAILABLE FOLLOWING A CALL OR CAMERA FUNCTION



10 SETTINGS

By clicking on the **SETTING** menu on the **Home** screen, you can access the area of the app to make some customisations:

The screenshot shows the 'Device list' settings page for a device with ID 'URMABB-681030-USJWC' and model '681030'. The settings menu includes:

- Change and/or enter a password for the video door phone (points to Password setting)
- Scheduling reception of calls from the video door phone system (points to Subscription settings)
- Check SD card usage data (total/available space) and/or format the card (points to SD card settings)
- Define how the date and time are displayed (points to Time setting)
- Customise views appearing on the main page of the app (points to OSD settings)
- List of available WiFi networks, with possibility to select or modify the WiFi module network (points to Wireless setting)
- Restore default settings and restart the module (points to About device)
- Display of system data and firmware version of WiFi module 1730/67 (points to About device)

10.1 SUBSCRIPTION SETTINGS

This menu can be used to:

1. Enable or disable the reception of calls using the ON button
2. Enable or disable the recording of videos (*Trigger Recording*, function not yet available), images (*Trigger Snapshot*) and the sending of alerts (*Linkage push*) to all smartphones associated with the WiFi module, using the respective flags.

⇒ **NOTE**

By unchecking Linkage push, alerts will no longer be sent to all smartphones associated with the WiFi module.

3. Schedule the reception of calls from your video door phone system according to the time slots set in this menu.

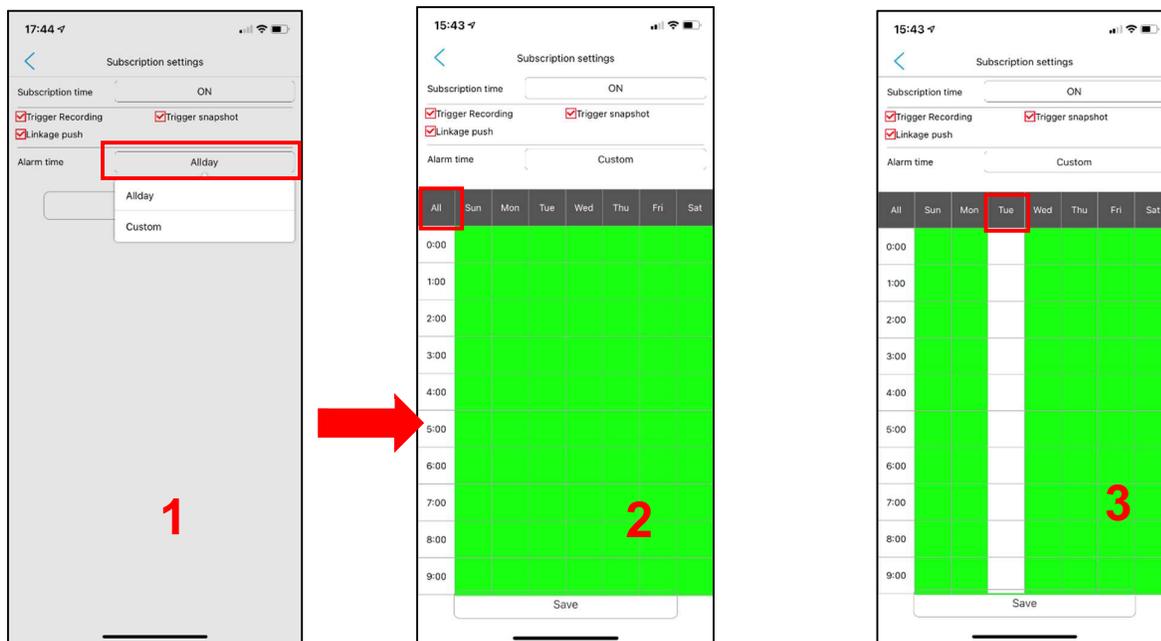
The screenshot shows the 'Subscription settings' screen with the following options:

- 1**: Subscription time: ON
- 2**: Trigger Recording (checked)
- Trigger snapshot (checked)
- Linkage push (checked)
- 3**: Alarm time: All day
- Save button

10.1.1 Time planning

Click on the highlighted button (1) and select **Custom** to access the area for scheduling the call reception times and days (2). In this area, the week is divided into boxes, each representing one hour, from Sunday to Saturday. The box can be green if call reception is enabled at that time of day or white if it is disabled. Simply click on the individual box to switch from green to white and vice versa. Press **All day** to enable or disable the entire week. Press the corresponding day to enable or disable an entire day, in which case the entire column will change colour.

EXAMPLE: On screen (3), no calls will be received from the video door phone system during the whole day of Tuesday.

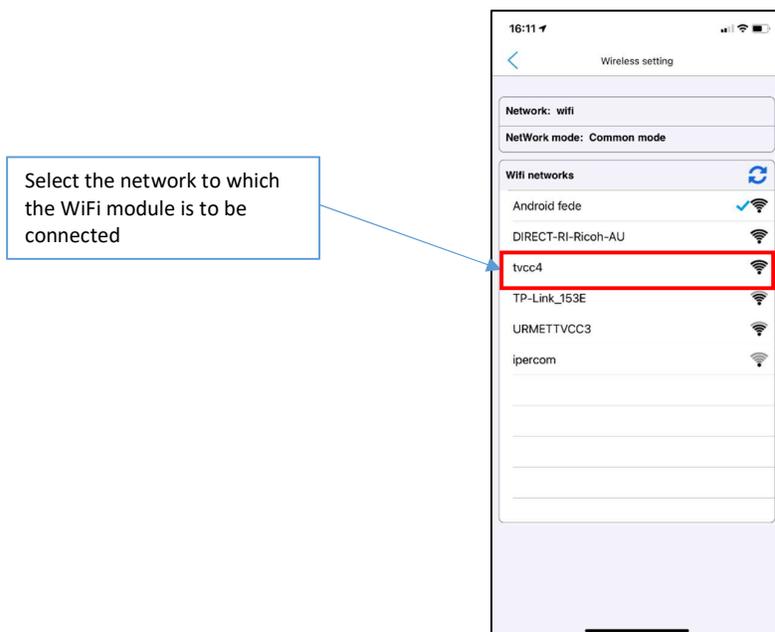


Click on the **SAVE** button to make any changes made in this area operational.

IMPORTANT By default, all **SUBSCRIPTION SETTING** items are enabled (flags checked) and the time slot boxes in the **CUSTOM** area are green.

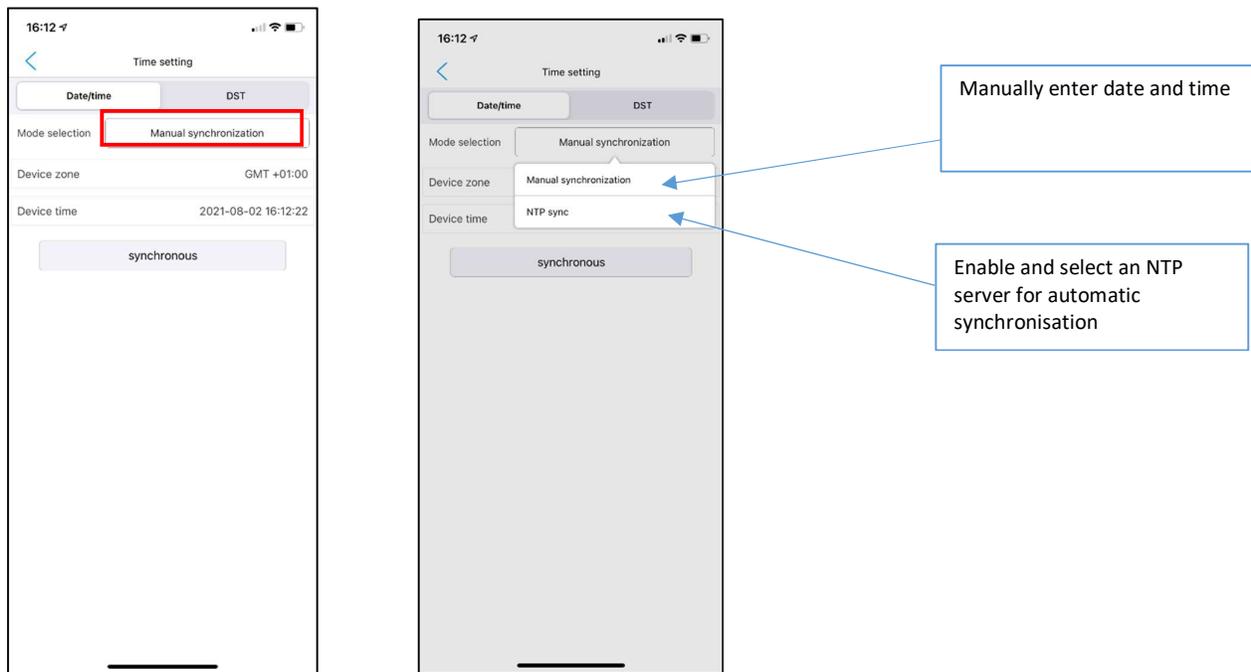
10.2 WIRELESS SETTING

This menu can be used to change the network to which the WiFi module is connected. To change the WiFi network, make sure that the smartphone from which you are carrying out the operation is on the same network. If this is not the case, proceed by connecting the smartphone to the chosen WiFi network (Settings function on the iPhone) and then changing the network on the module.



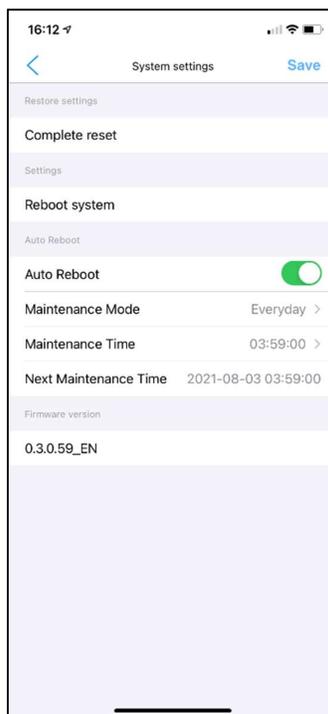
10.3 DATE/TIME

The app can be used to set the date and time according to your needs and the time zone of your location by selecting the button in the box



10.4 SYSTEM SETTINGS

This area can be used to reset the **WiFi** device. This will delete all the pairings made and return the module to the default factory settings.



11 TROUBLESHOOTING

| | | |
|---|--|---|
| PROGRAMMING | A device cannot be installed on the app | Check that the green LED is lit on the WiFi card. If it is off, check that the card is inserted correctly. Reset the WiFi module using the reset button. Exit and re-enter the procedure. |
| | Try pairing a new device (with QR code or manually) results in the device already being present. | Exit and re-enter the app. |
| | No connection at the end of the pairing procedure | Check that your smartphone is connected to a WiFi router and not to the module. |
| | QR code displayed on another phone cannot be read | Try display both the enlarged QR code and the one next to the ID code on the Edit page, without clicking on it. |
| OPERATION | The app remains in OFF LINE status | Check that the green LED is lit on the WiFi card. If it is off, check that the card is inserted correctly. |
| | | Try refreshing the page (scroll down from the top of the page or use the Refresh button). |
| | | Check that both the telephone and the router configured on the video door phone system are connected to the Internet. |
| | | If an incorrect ID code was entered during manual addition, delete the device and repeat the operation. |
| | No calls received | Check the two flags, the one preventing reception on your phone and the one preventing alerts from the module being sent to all phones. |
| | | Deactivate and reactivate alerts on your phone. |
| | | Check in the Mode menu whether there are any programmed time slots for not sending alerts. |
| | Audio/video connection does not open after a call (black screen) | Exit the LIVE page and re-enter by turning on the camera. |
| | Device is offline after a power failure | Remove and restore power to the monitor with the WiFi module after ensuring that the router is powered. |
| | No alerts are received after the phone has been switched off. | Check that the app is not subject to battery consumption optimisation. |
| | Alerts will not be received correctly if it is off. | Check that the app has not been shut down completely ("killed"). |
| | It only receives normal alerts instead of receiving ringing calls. | Make a call with the app open and then try again. |
| | When faced with a call audio and video do not connect correctly. | Check the connection by turning on the camera. |
| | The app does not open | Check the operating system versions of your smartphone: Android above version 8; iOS above version 10 |
| The app blocked repeatedly | Uninstall and reinstall by downloading the version available in your country. | |
| Problems receiving calls | Check that the app is not closed completely (it must run in the background). | |
| The second button outdoor station cannot be selected. | Try pressing both on the numbers and in the middle between the numbers. | |