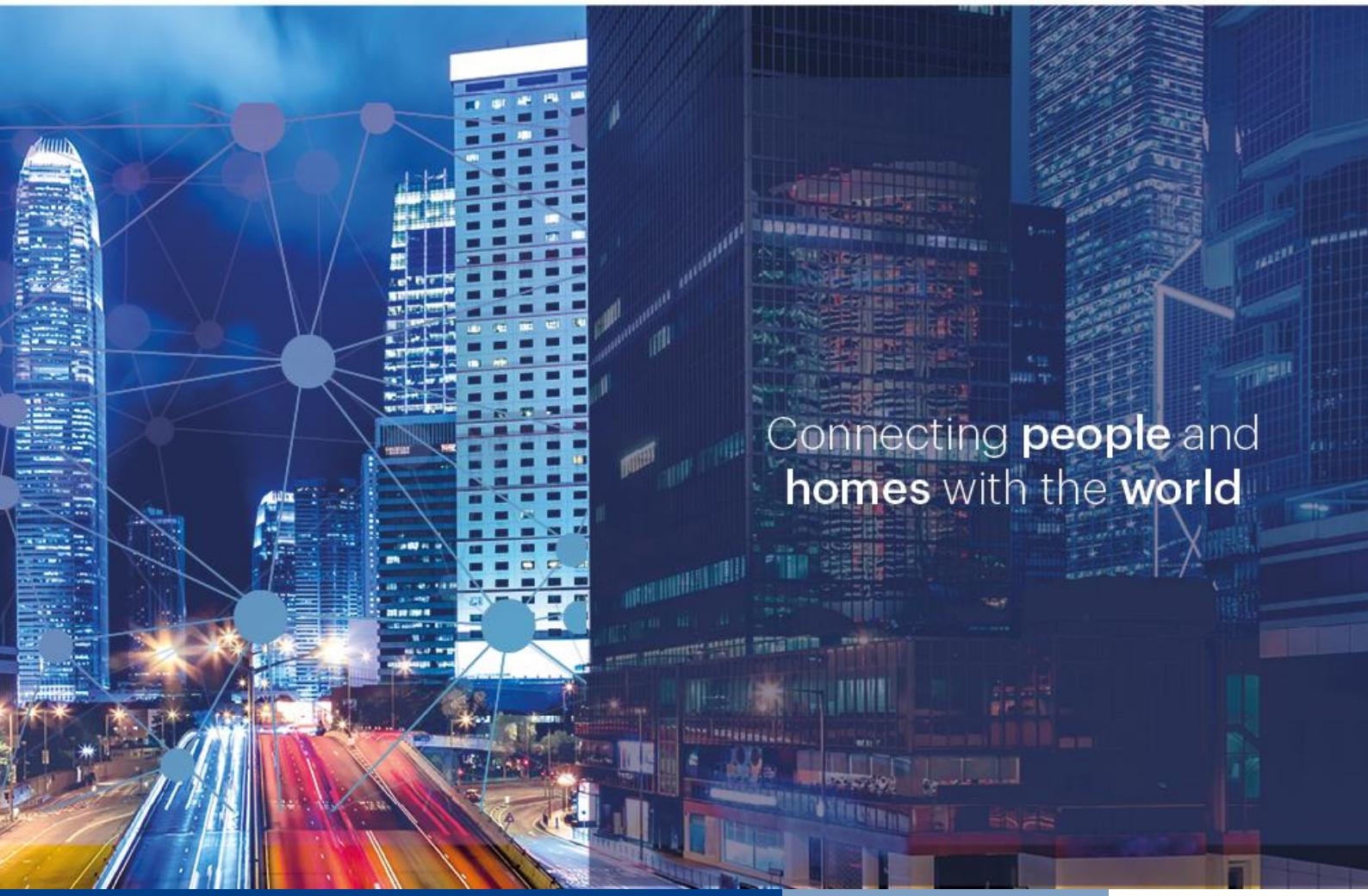
FERMAX



BLUE BY FERMAX APP MANUAL

DATE:

December 2022

Cod.970283

FERMAX is a family company of Spanish origin based in Valencia, Spain.

Founded by Mr. Fernando Maestre in 1949, the company has specialised in audio door entry systems, video door station and home automation and access control systems to become a leader in the domestic market, the largest exporter of this equipment in Spain and a reference brand worldwide.

Fermax currently has 7 subsidiaries in Belgium, China, France, Poland, United Kingdom, Singapore and 4 representative offices in Colombia, Dubai, Portugal and Turkey.

And an International Distributor Network in more than 70 countries, which means that there are millions of people around the world enjoying our equipment.

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1 INTRODUCTION

The Blue by Fermax app (hereinafter the app) is a mobile application compatible with the FERMAX DUOX Plus video door station that allows you to forward calls received on a compatible WiFi monitor, model VEO-XS WiFi, VEO WiFi or VEO-XL WiFi, whether they come from the outdoor panel or the guard unit, to mobile phones and tablets.

The app is available for free in the Google Play store for Android and the App Store for iOS. The app may not be available in certain regions and/or for certain mobile phone makes and models[1]. The app is translated into 16 languages[2], with English texts displayed by default if no translated version is available. Check the availability of the app in your region through the app stores.

Thanks to FERMAX's cloud infrastructure, installation and operation are very simple.

The services offered through the application provide remote interaction with your WiFi monitor via the Internet (WiFi or 3G/4G mobile data). The quality of the Blue by Fermax service may depend on:

- The model of mobile or tablet on which the app is used.
- The quality of the Internet signal received by both the user's receiving unit (the Fermax monitor) and the mobile phone or tablet.
- The type of internet service contract in the apartment or business.
- The type of data contract on the mobile phone.
- Other non-Blue services such as Google and Apple push notification servers.

The remote gate opening function from the app depends on many factors (power supply from the outdoor panel, Internet connection in the apartment, smartphone coverage, etc.) and is therefore offered alongside the physical key for the user's convenience, but in no case as the only method to replace it.

WARNING:

By installing the application, you agree to the terms and conditions set out https://www.fermax.com/legal/es/sla/blue.html and in our Privacy Policy https://www.fermax.com/legal/es/privacy. Please check them carefully before installation and/or acceptance. If you have any questions about the app or these terms, you can contact FERMAX through the app. If you do not agree to these terms, you should stop using the app immediately.

[1] Android mobile phones require Google Play Services support

[2] Spanish, English, French, German, Portuguese, Finnish, Czech, Polish, Dutch, Norwegian, Greek, Danish, Swedish, Hebrew, Russian and Arabic

2 INSTALLATION COMPONENTS

Basic call divert system. The WIFI monitor will be integrated in the following scheme:

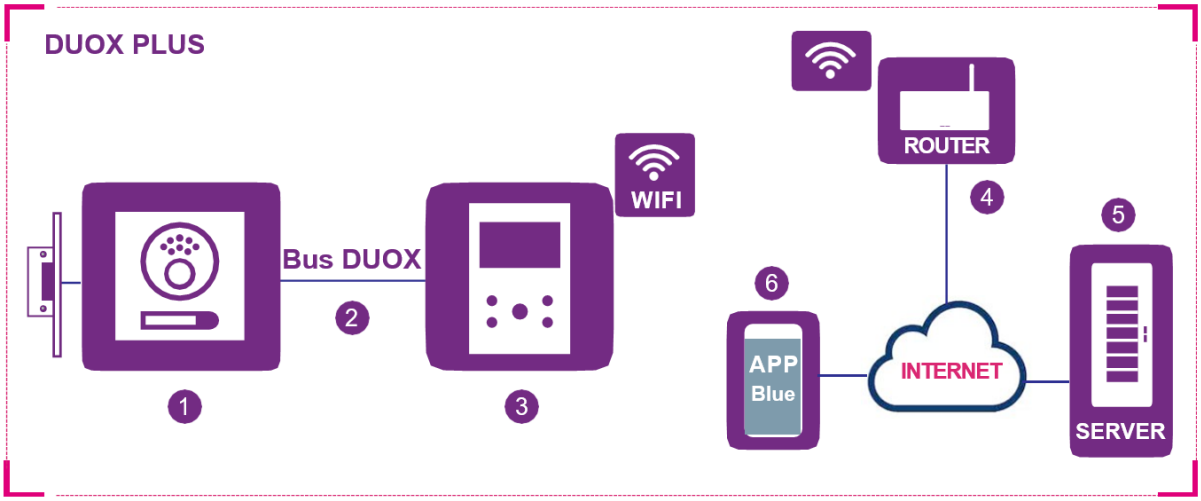


Figure 1 – DUOX Plus installation diagram with WIFI monitor in the apartment

2.1 Components

1. Outdoor panel: DUOX component used by visitors to call an apartment and be able to enter. In some facilities there are several outdoor panels and one or more central guard units.
2. DUOX Bus: 2-wire infrastructure that carries audio, video and data between outdoor panels and apartment terminals (monitors).
3. WiFi Monitor: An apartment terminal that receives calls from outdoor panels or the guard units. You can perform audio-only intercom (calls from the guard unit or audio panel) or audio and video (with video camera panel). You can open the door, activate additional relays and request a call to the concierge.

   It is possible to have several terminals (monitors and/or telephones) in the same apartment, but connectivity with the router must be established with one of them, the one that is Wi-Fi. This is done using the Blue app.
4. WiFi Router: The tenant's WiFi router that connects the monitor to the Internet. The DUOX Plus monitor is only compatible with 2.4GHz WIFI.
5. Server: FERMAX cloud software services infrastructure that provides the connectivity service between the monitors and the Blue app.
6. Blue App: Mobile application that remotely provides the same basic functions as the apartment terminal (monitor), so that the visitor in front of the outdoor panel does not know if the tenant is in the apartment or not. The Blue app is available for download for free through Google Play or the Apple Store. You can find the app by searching directly for "Fermax Blue". It is compatible with mobile phones and tablets.

2.2 Compatible DUOX Plus WiFi monitors

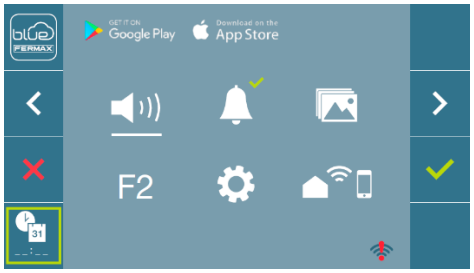
There are three DUOX WIFI monitor models on the market: the VEO WIFI monitor with handset and the hands-free VEO-XS and VEO-XL WIFI monitors. They are easily identifiable at a glance.

1. VEO WiFi monitor (with handset, 4.3-inch non-touch screen):

2. VEO-XS WiFi monitor (hands-free, 4.3-inch non-touch screen):

3. VEO-XL WiFi monitor (hands-free, 7-inch non-touch screen):

To find out if it is WIFI compatible, you can turn on the screen and check if our distinctive Blue app icon appears in the top left next to the app store logos, and the WIFI symbol appears in the bottom right (if a red exclamation mark appears, it has not yet been paired).



However, if you have access to the back of the panel, there will be an identification label that says "MONITOR" followed by the model name and the word “WIFI”, for example:

2.3 Users

In each apartment there is a person who acts as **Administrator** and has the option to extend the call divert function to additional users (family or friends), inviting these users to use the application via email. The Administrator is the person who pairs the WiFi monitor through the app by connecting it to the Internet. Only the Administrator can invite other users.

The WiFi monitor will forward the call to all associated users , both the Administrator and guests logged into the app. A user can log in on several mobiles. Up to 8 concurrent associated mobiles are allowed to receive the call.

In the event that a new Administrator re-pairs to the WIFI monitor, both the old Administrator and his guests will be disconnected from the WIFI monitor and will no longer receive calls from the WIFI monitor.

It is also possible to receive calls in the app from more than one WiFi monitor, coming from different apartments. For example, you can be an Administrator in one apartment and a guest in another and be able to answer calls from both.

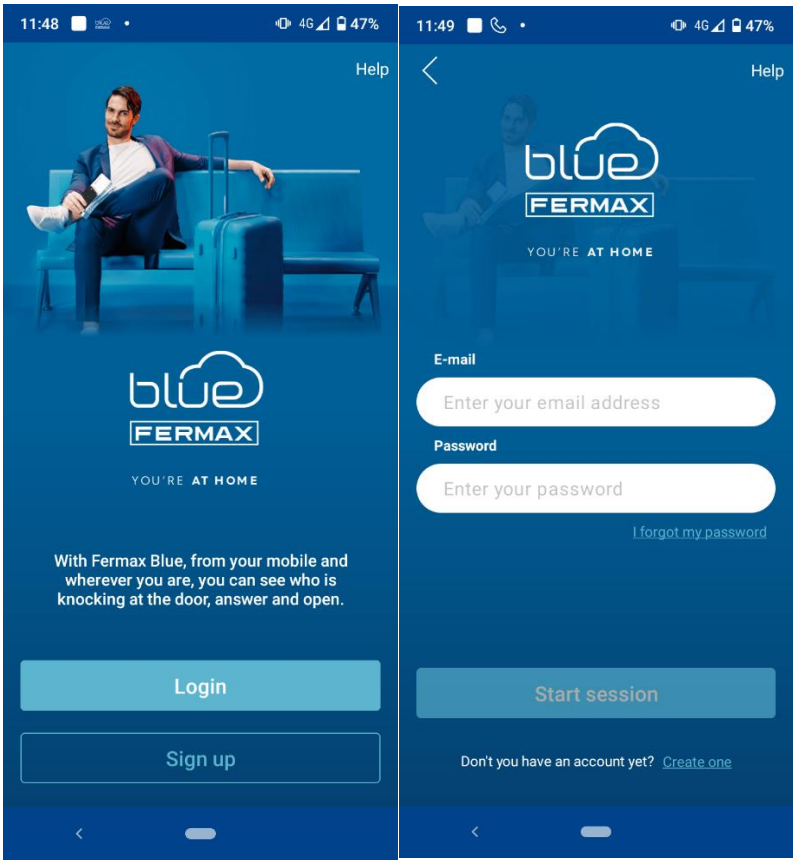
2.4 Length of the call

The duration of the call forwarding is the same as with the apartment terminal. There is a 30-second call notification duration, during which time the user can answer the call on the mobile phone, and 90 seconds maximum conversation time if the call has been answered. When the timeout is reached, the call will automatically hang up.

3 BLUE APP INSTALLATION AND REGISTRATION PROCESS

The Blue app is available for download for free through Google Play or the Apple Store. You can find the app by searching directly for the text "Fermax Blue".

Once downloaded, click on the blue icon to open the app and you will see the welcome screen where you can Login or Register to create an account if you do not already have one:

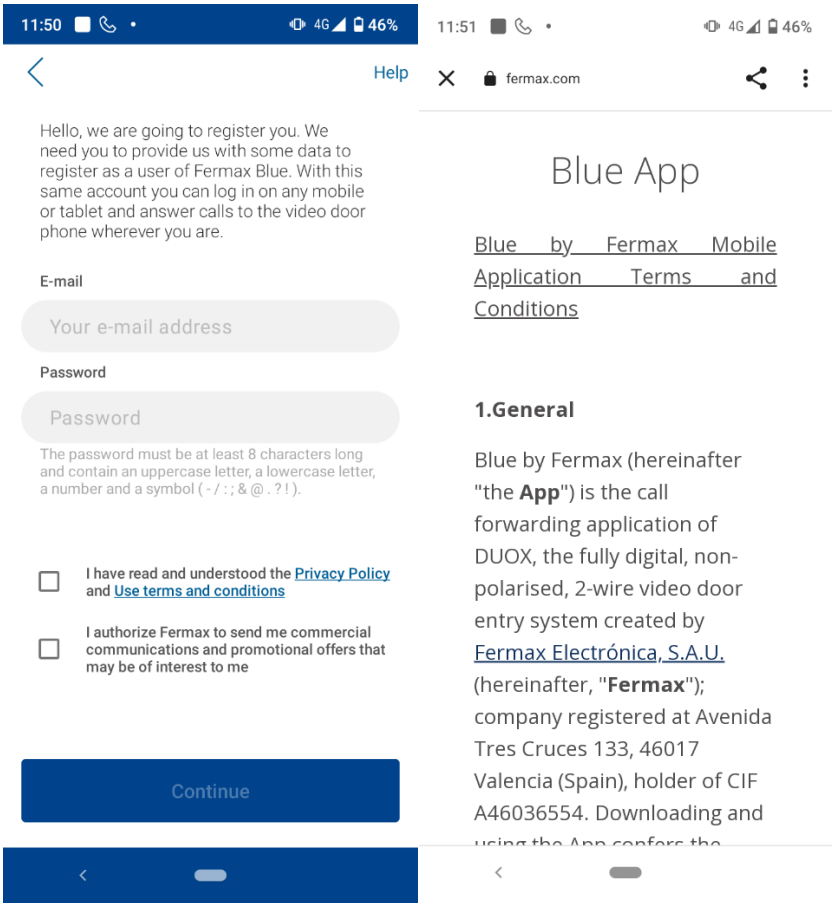


3.1 For non-registered users

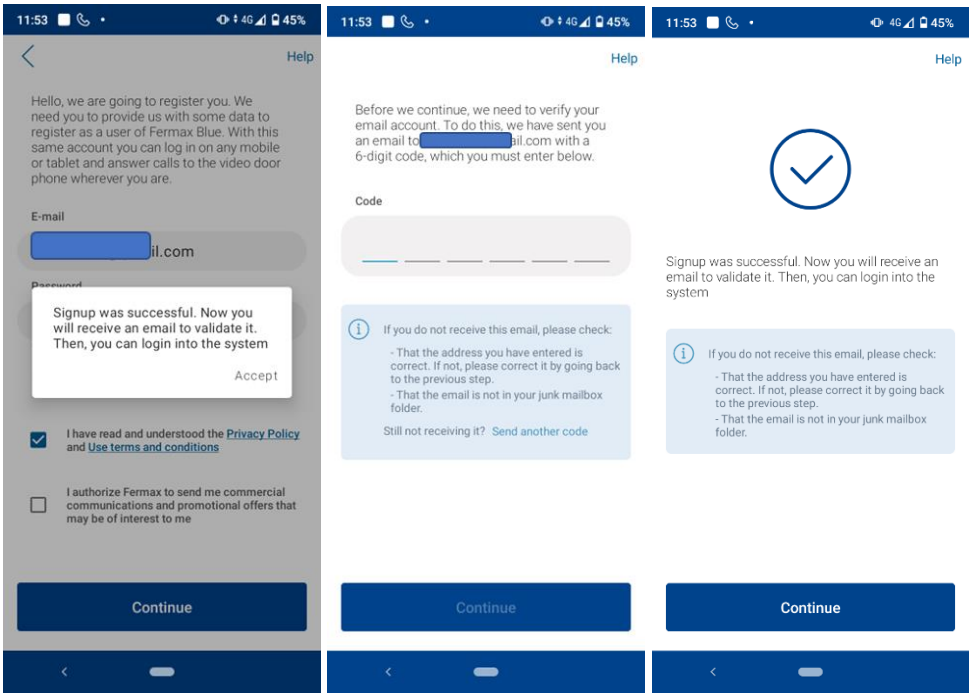
The first step is to set up a new account via email. To do this from the home screen you can click on Register or from the Login screen on *Don't have an account yet? Create one*

To register you will need:

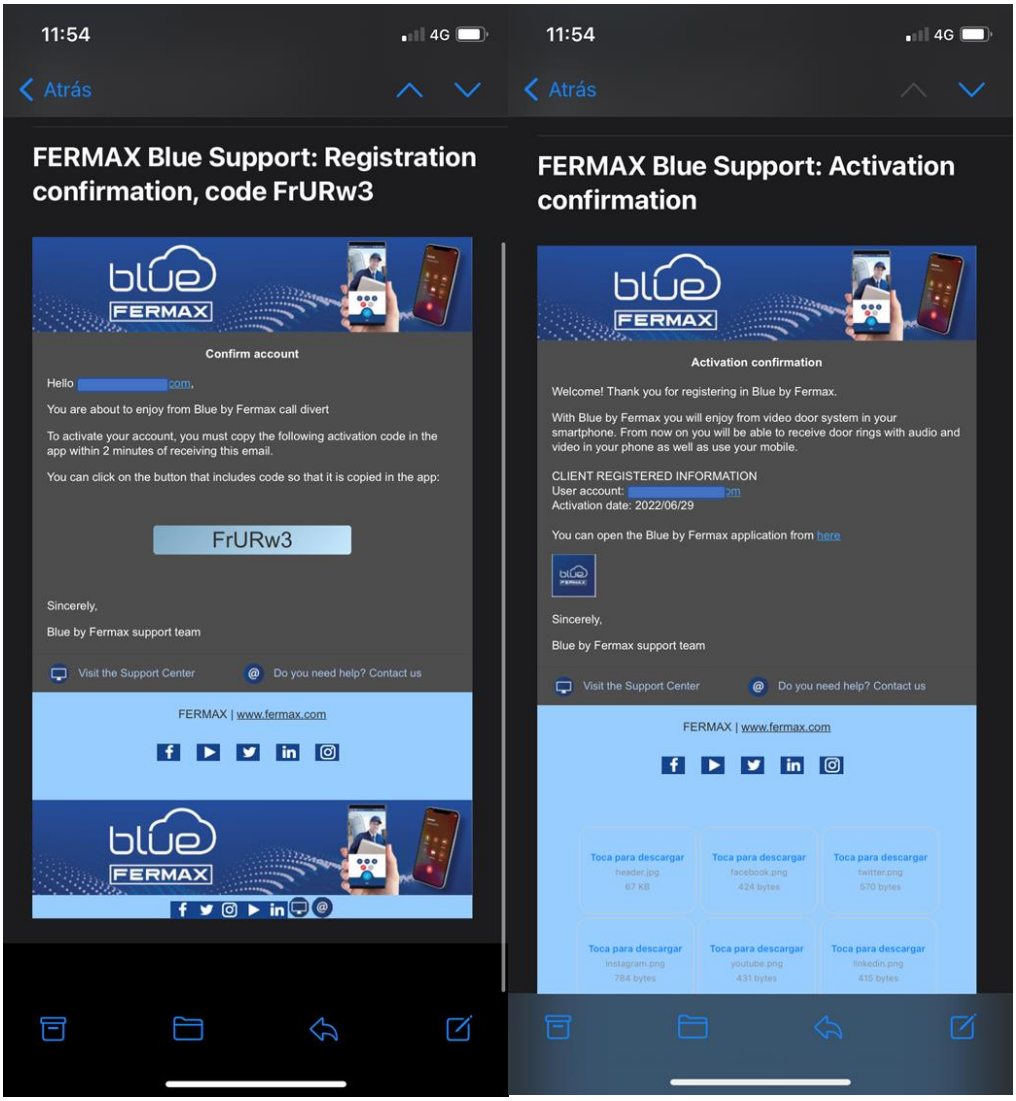
- A valid email addressrepatriations@privilegestyle.com
- Desired password (it must set a strong pattern: it must contain an upper-case letter, a lower-case letter, a number, one of the allowed symbols and be longer than 8 characters).



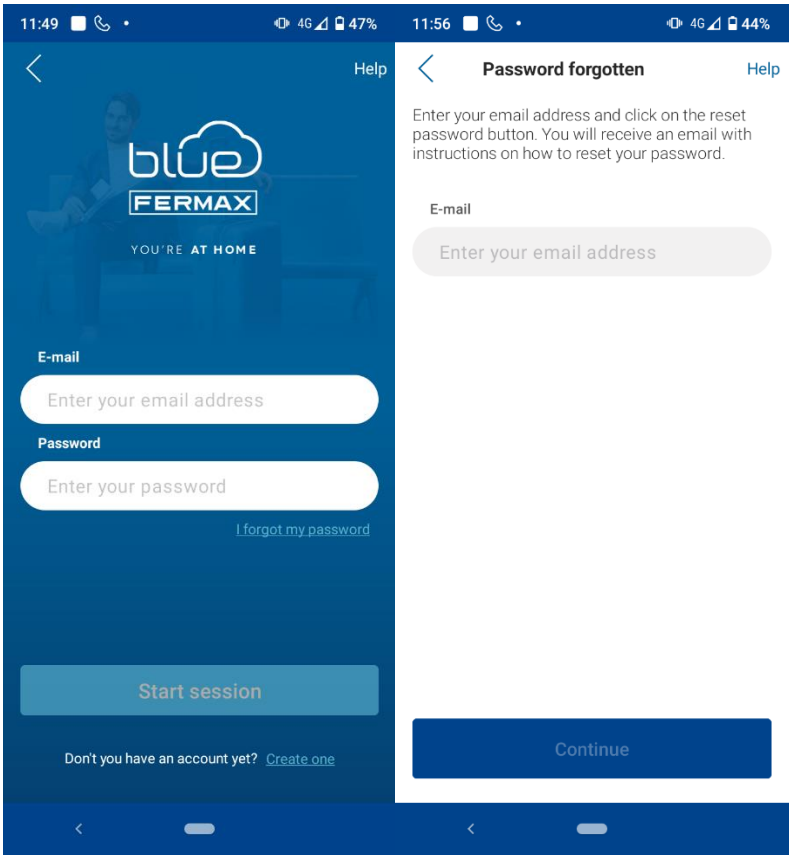
Acceptance of the user terms and conditions is mandatory. After proceeding, an email will be sent to the account to be registered with a 6-character code to confirm the account activation. The code received on the app screen must be entered to successfully complete the registration process.

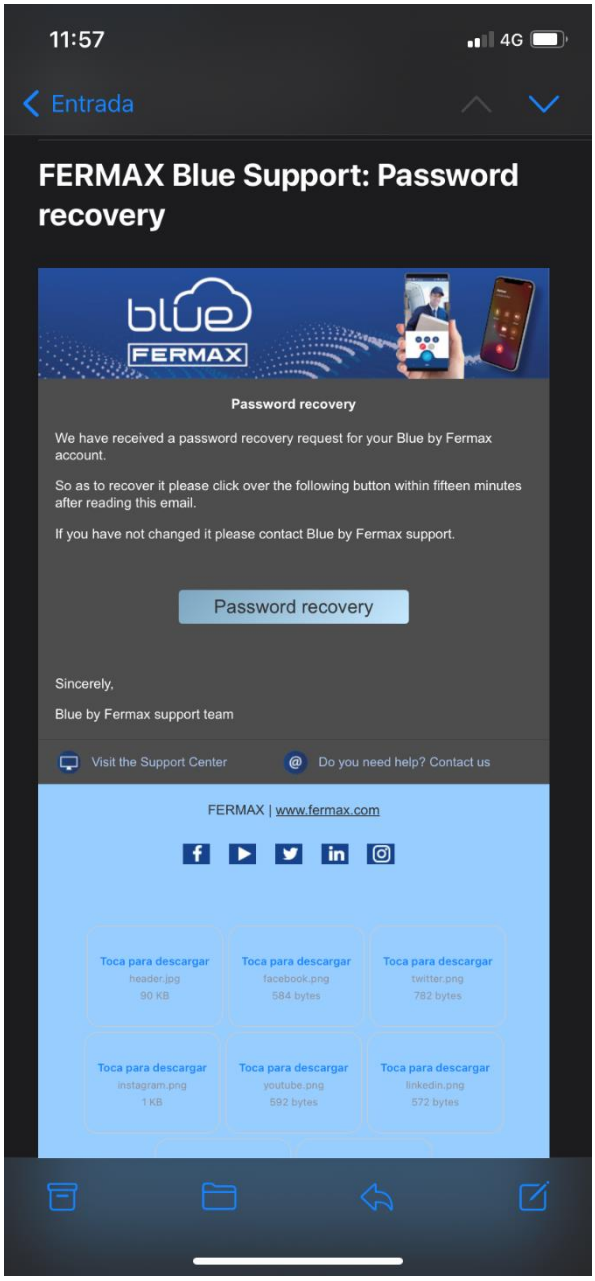


The informative emails will arrive in the inbox of the registered email address. Check your spam folder in case you do not detect it.

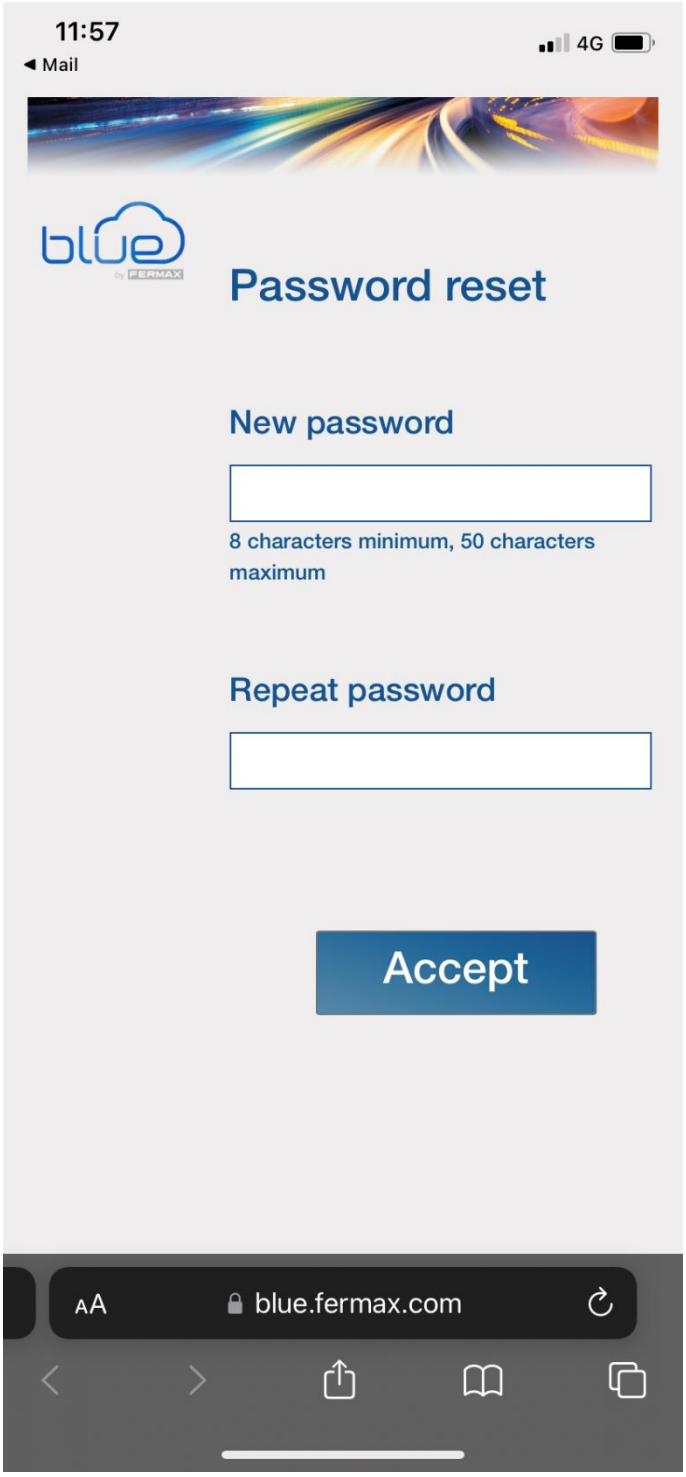


If you do not remember your login password, you can recover the password from the same login screen by clicking on "I forgot my password". You will be asked for your registration email address for sending you a reset password email.

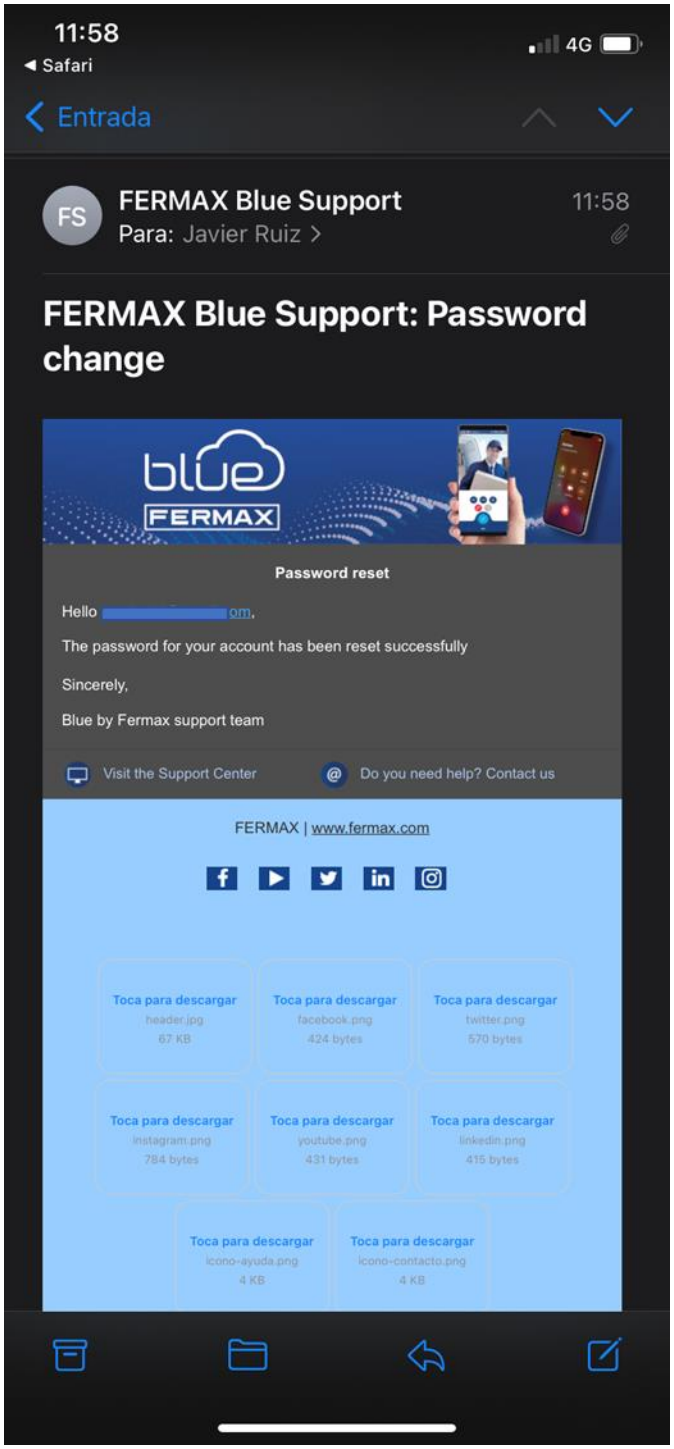

11:49
47%
Help
blue
FERMAX
YOU'RE AT HOME
E-mail
Enter your email address
Password
Enter your password
I forgot my password
Start session
Don't you have an account yet? Create one
11:56
44%
Password forgotten
Help
Enter your email address and click on the reset password button. You will receive an email with instructions on how to reset your password.
E-mail
Enter your email address
Continue



You will receive the email only if the account is already registered. After clicking on "Recover Password" you will be able to type the new password you want into the web form that will appear in the browser.



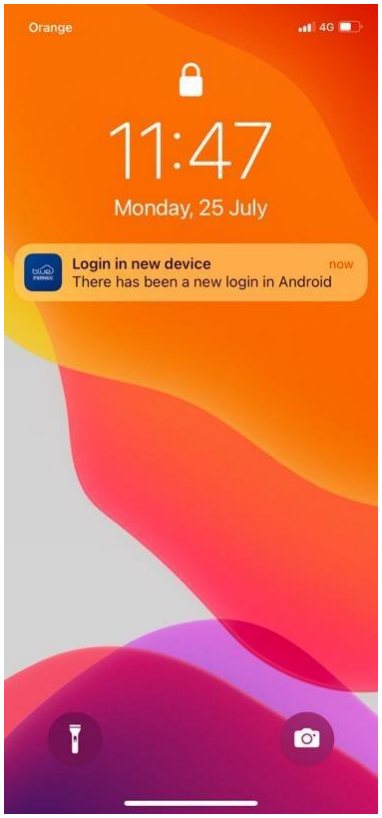
After the password change you will be informed by email of the action.



3.1.1 Multi-device login

The same user can log in on more than one mobile device. A maximum of 8 devices linked to the same apartment are allowed to be logged in, counting both the Administrator's account and guest devices.

If the same account is logged in on another device, the rest of the mobiles already logged in with the same account will be notified by means of a push notification, indicating the platform on which the action has been performed (iOS/Android):



Only these 8 devices will be able to receive the call and have the video preview simultaneously. If the maximum number of linked devices is exceeded, the ninth device will receive the notification but will not be allowed to join the call to view the incoming video or establish audio.

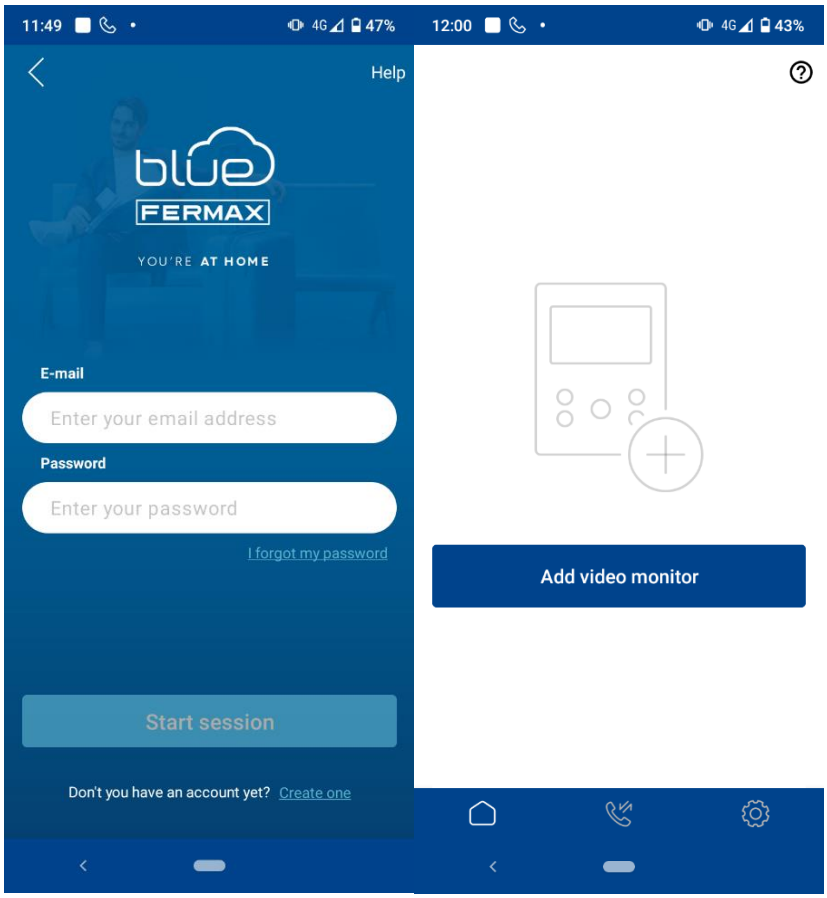
4 CONNECTING THE MONITOR TO THE INTERNET (PAIRING)

By default, the monitor is not connected to the Internet. The tenant must configure the domestic WIFI access information for use on their monitor with the help of the Blue App. We call this process pairing.

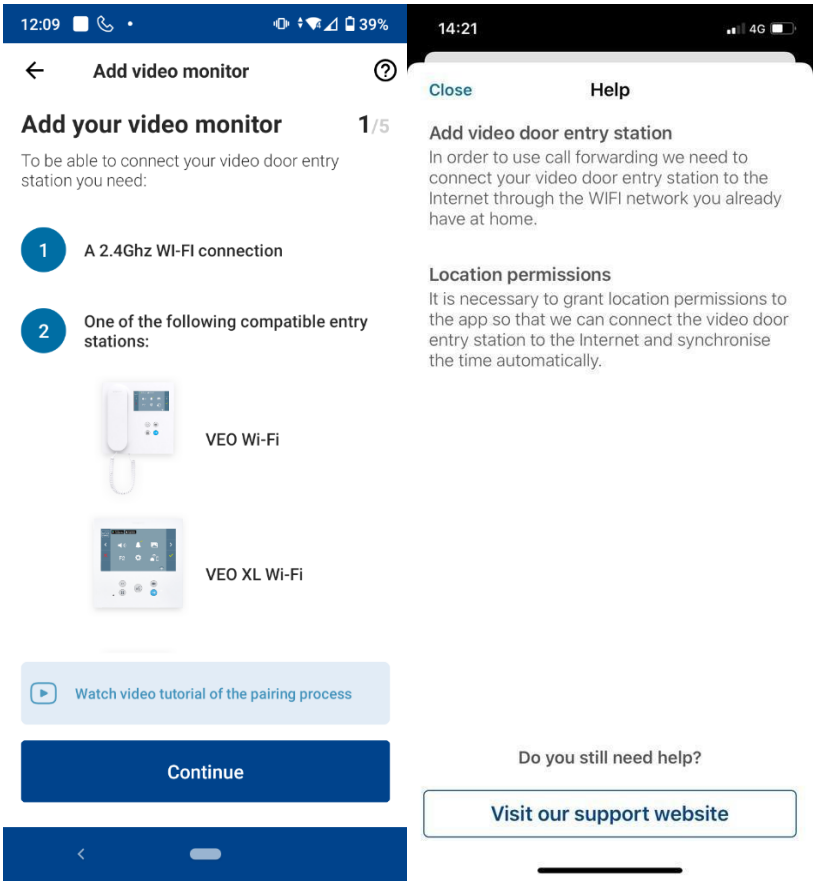
4.1 Steps to connect the WiFi monitor to the Internet

You have to use the Blue app to link your WIFI monitor to your user account and connect it to the Internet. We call this process pairing, and you can complete it by following the steps indicated in the app. If you need additional help you can go to Pairing.

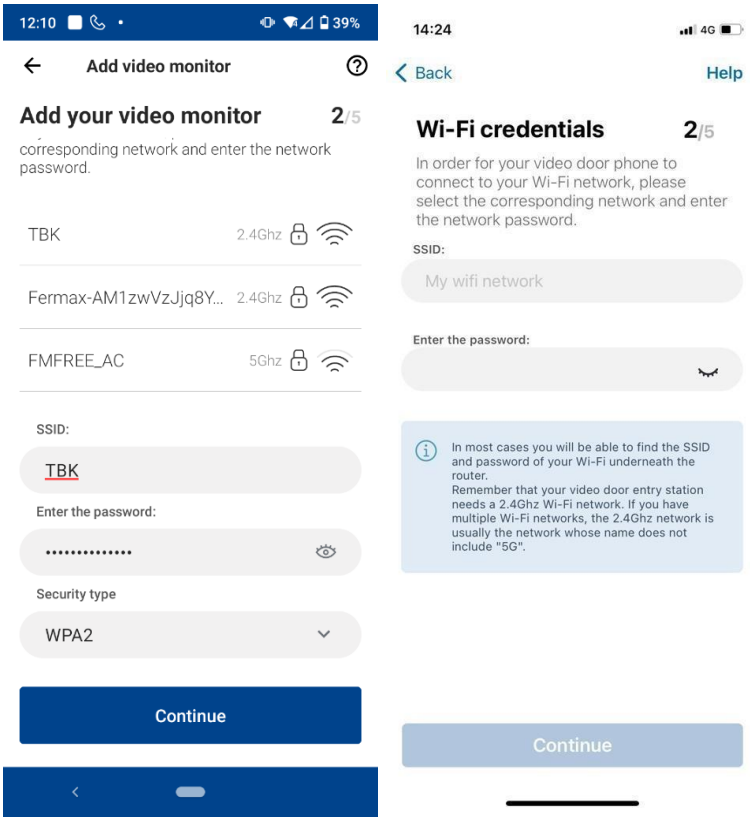
1. Log in to the app and then click on the Add video door station button in the centre of the screen:



2. An Onboarding process will guide you through the pairing process step by step. When in doubt, you can consult the contextual help available on each screen by clicking on the icon with the question mark or Help text at the top right of the screen.



3. First, you will need to select the WIFI network (on Android), or type the SSID (on iOS), to which you want to connect the monitor and enter the connection password. The WiFi monitor can only be connected to 2.4GHz networks.

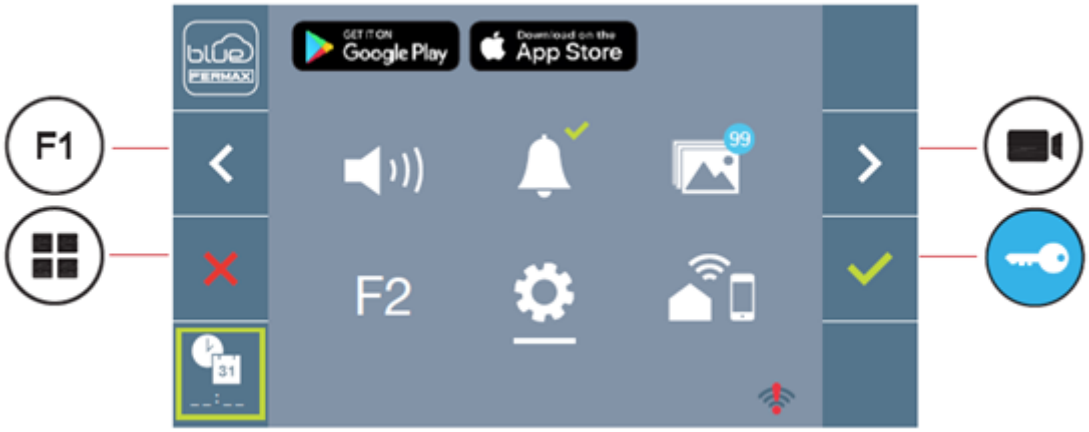


Android iOS

4. You will then be prompted to scan the QR code on the monitor screen to complete the pairing process. You can obtain it in the following way:

   a. To scroll through the monitor menu, turn on the screen by pressing the MENU button .

   b. Scroll through the options with the camera button (each press moves one position to the right) until you reach the last one at the bottom, the pairing icon:



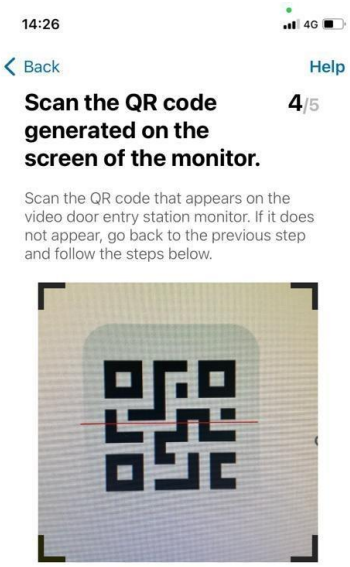
Navigation buttons

   c. Press the key button to select it, the monitor screen will display a QR code.

   The monitor provides the MAC on screen in case the wifi router has a MAC filter.

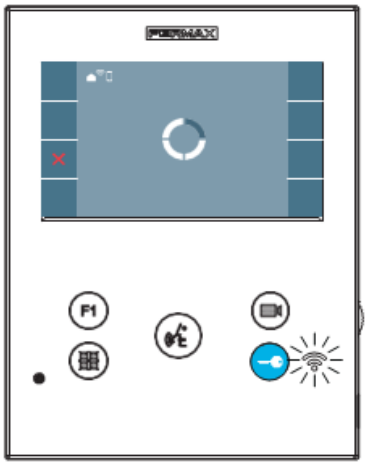
   d. Once you get the QR on the monitor screen, you can scan it from the Blue app.

5. Scan the QR with the help of the app, pointing the mobile camera at the monitor screen with the QR so that it can be detected:



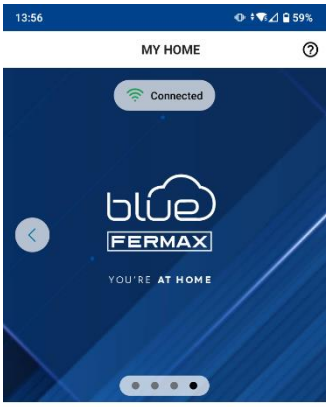
6. After this, a loading screen will appear on the monitor indicating that the process has started. When the pairing is completed, the monitor will show the WIFI symbol activated.

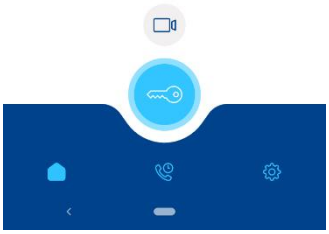
   a. Start of the pairing process (after scanning the QR with the app, the monitor starts the Internet connection process):



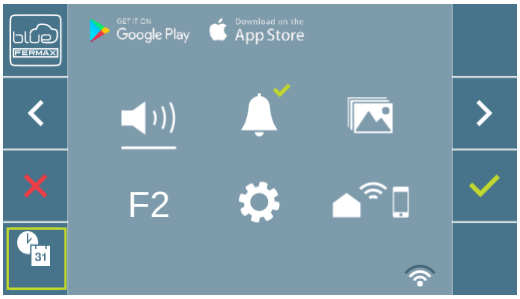
   b. End of the pairing process (on successful completion and the monitor is connected to the Internet):

7. The monitor is now connected to the Internet, the monitor screen is turned off, the red LED is permanently on indicating that it is in standby mode and the WIFI LED is permanently lit in white. In the app you will be able to configure the name and photo of the apartment if you wish. In this case, calls to the video door station will be notified to your cell phone under that name.





If you turn on the monitor screen again, you can see the coverage level of your monitor in this position, according to the lit lines of the WiFi symbol at the bottom right. A coverage of 75% (1 point and 2 lines) is recommended for a good performance of the turnout (as shown in the figure).



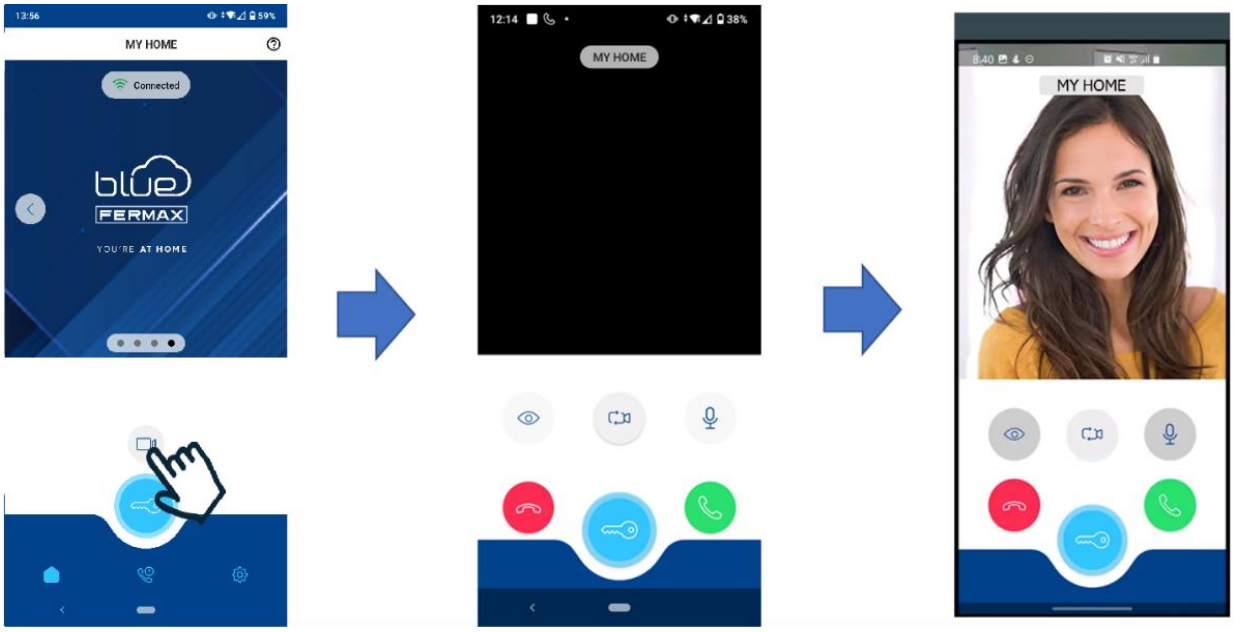
If the pairing process fails the monitor will indicate this on the screen with an error, as well as in the app. Consult our support area at Pairing for more details about the solution.

5 CALL DIVERT FUNCTION

Once the monitor is paired, call forwarding is activated. You will be able to make use of its functions as explained below.

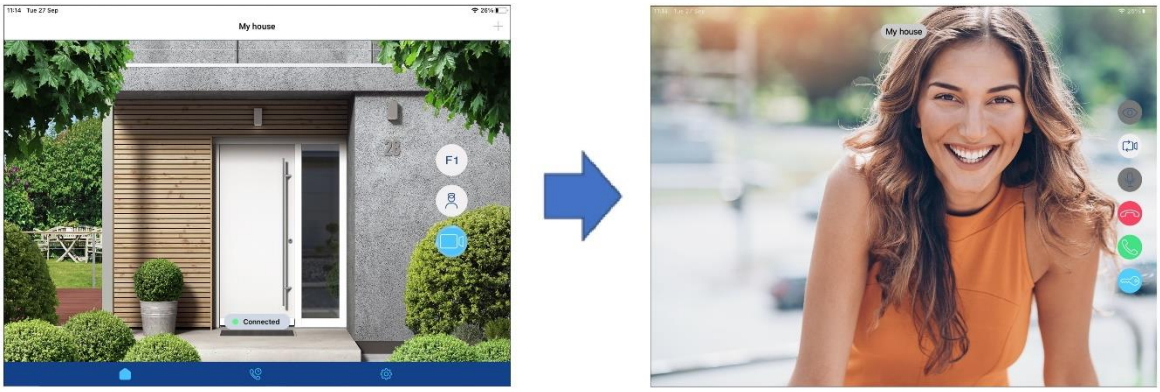
5.1 Auto-on

To test call divert, the user can perform an auto switch-on and ensure that it connects to the outdoor panel, (as long as it is not in use).

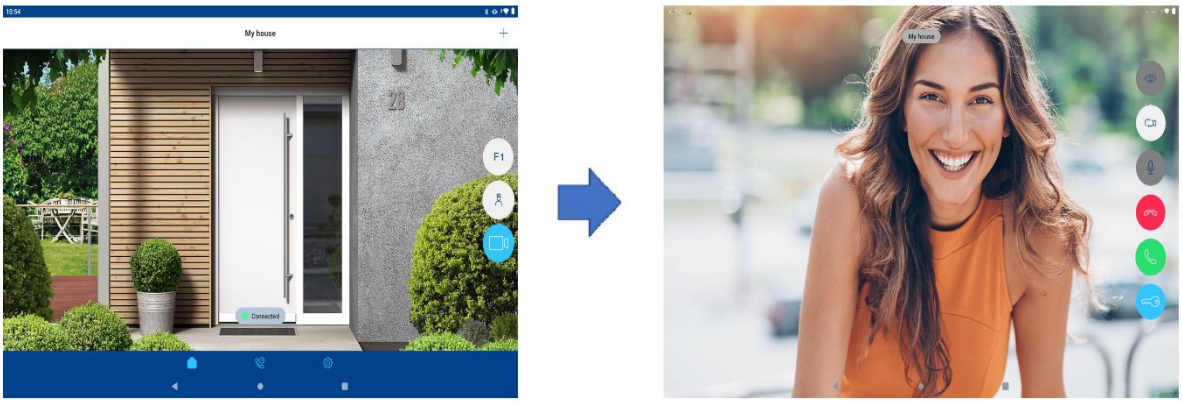


The landscape view is now also available on both iOS and Android tablets. Below are some reference illustrations.

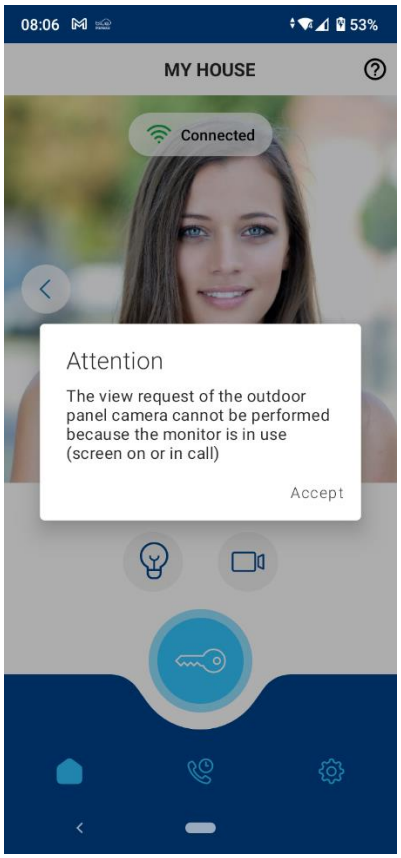
iOS View



Android View



Please note that if the channel is busy (another call is in progress with another apartment from the outdoor panel) or the terminal of the apartment is in use or the screen is on, it will not be possible to execute the auto switch-on from the app. An error message will be displayed in this case when attempting to do so:



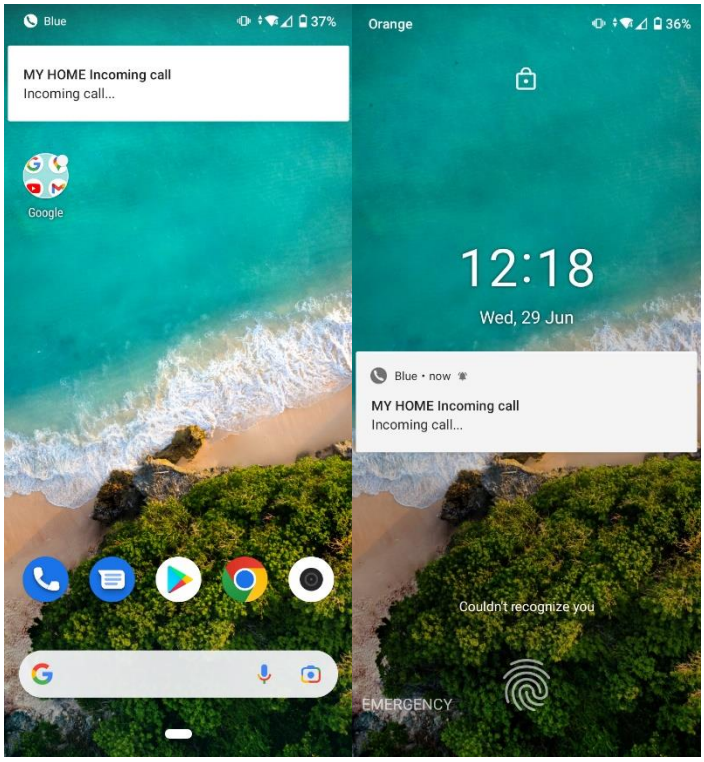
5.2 Call handling

5.2.1 Call notifications

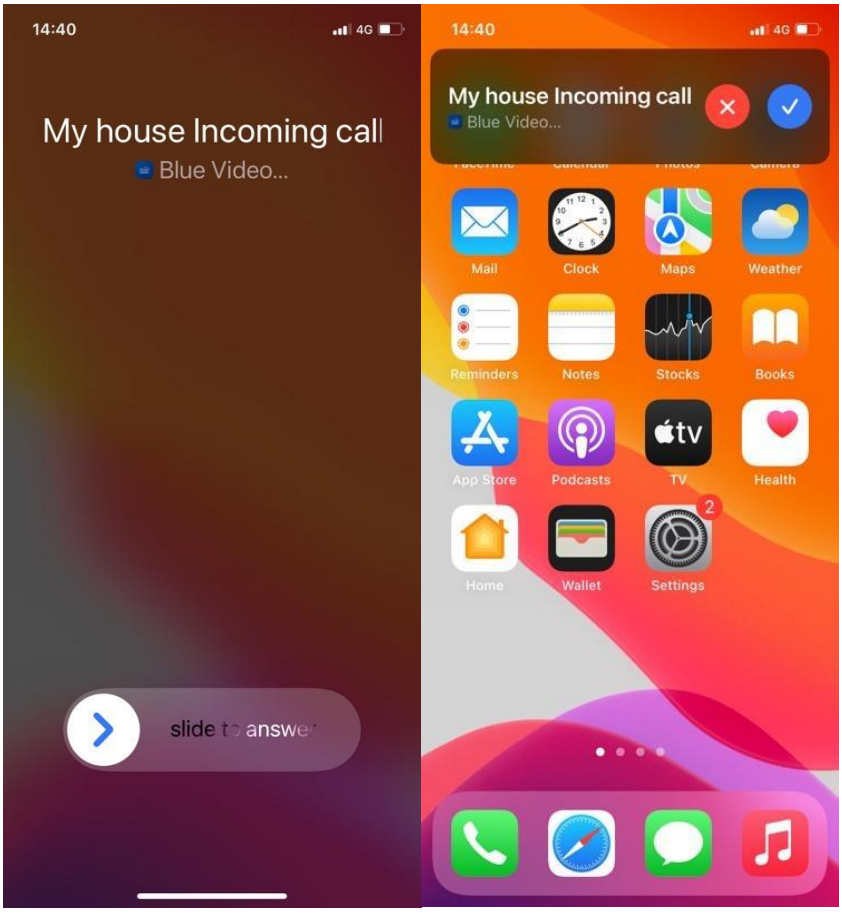
You will receive a call notification on your mobile phone indicating the origin of the name of the apartment with which you have paired (for example *My house*). By attending to this notification, in the usual way as you would with other notifications from other apps, you will be able to answer the call, view the camera image, establish communication with the visitor and open the door, if you wish.

There are slight differences in the way in which the call arrives between Android and iOS, although the way to proceed to answer the call is very similar:

- On Android, you will get a notification from Blue, with the call icon (phone on a white background circle), indicating the name of the apartment you have set up in the pairing and the text "Incoming call". Depending on the status of the cell phone, the notification may be displayed on the lock screen or in the notification bar at the top. The notification will vibrate and/or sound depending on the notification sound settings for the Blue app.



- In the case of iOS, the call notification is integrated with the phone application (Callkit). Depending on the status of the phone, the call notification will arrive in full screen or overlaid on the current view, indicating the name of the apartment you have set up in the pairing and the text "Incoming call", with a caption indicating Video from Blue next to the app icon.

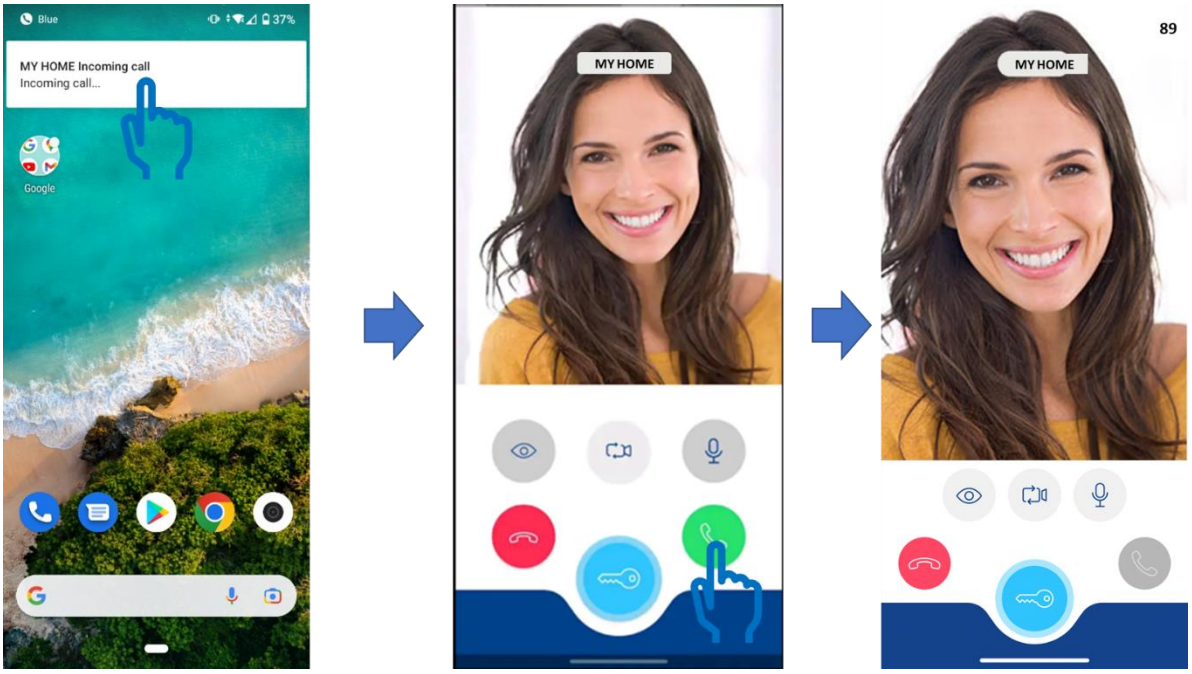


- You can also see call notifications and Call History for smartwatches. Only available for smartwatches running Android Wear version 3.0 or higher.

5.2.2 Answering calls

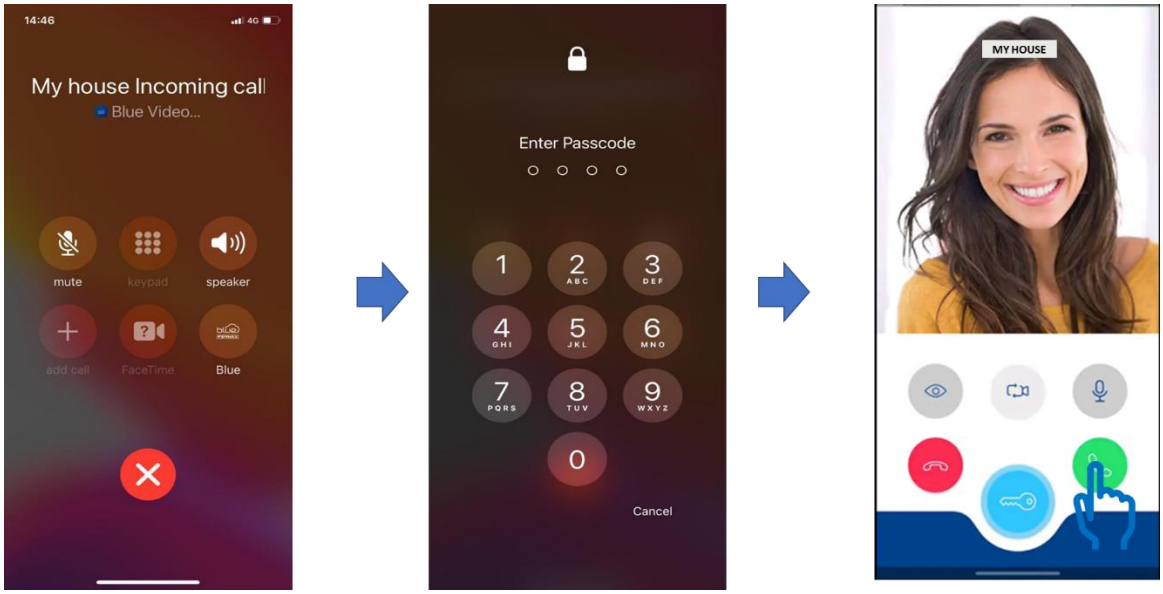
You have to respond to the notification (tap on it or swipe depending on your smartphone) to open the Blue app with the call screen of your video door station.

You may need to unlock your phone for the app to open. Once opened, you will be able to see the video feed of your visitor and open the door directly, in addition to communicating with them.



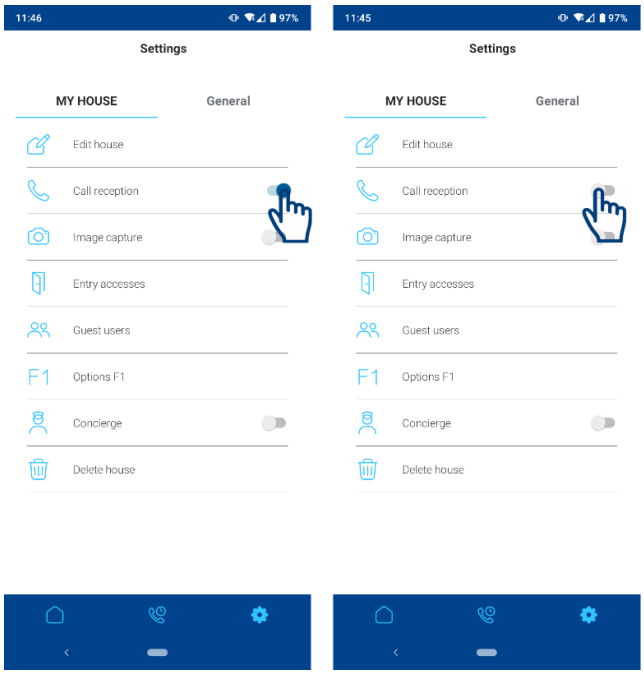
When the app is opened, the video image from the outdoor panel camera will be displayed (if there is no camera on the outdoor panel, a black strip will appear instead of the camera image) and the audio will be disabled in both directions (microphone disabled). In this state, you will be able to open the door with the key button (on blue background) or answer the call to establish audio and communicate with your visitor with the phone button (on green background). When answering, the audio coming from the outdoor panel will be heard through the cell phone speaker (hands-free mode). When the phone is brought close to the ear, the audio will automatically switch to headset mode.

In the case of iOS, if the cell phone is locked, and if you answer the notification you will be requested to unlock the phone by iOS so as to open the app. Once there, you will get the video preview of the visitor and in case you want to answer you need to press the green button (phone icon). In that case audio communication will be established both ways with hands-free mode by default through the speaker.



5.2.3 Disable receiving calls

Call reception can be disabled in the Apartment Settings.



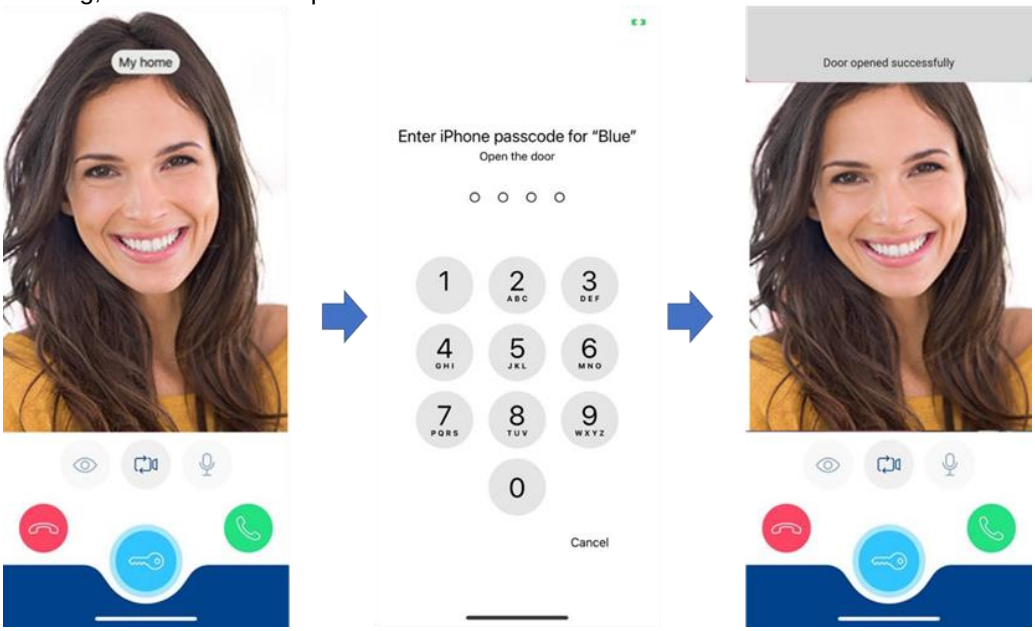
This option is also available now in devices iOS.

This option does not prevent the user from performing auto switch-on on the outdoor panel from the app, it only temporarily disables the reception of forwarded calls from the panel to the cell phone in question. To receive calls again, you will have to leave the option activated again.

5.3 Door release

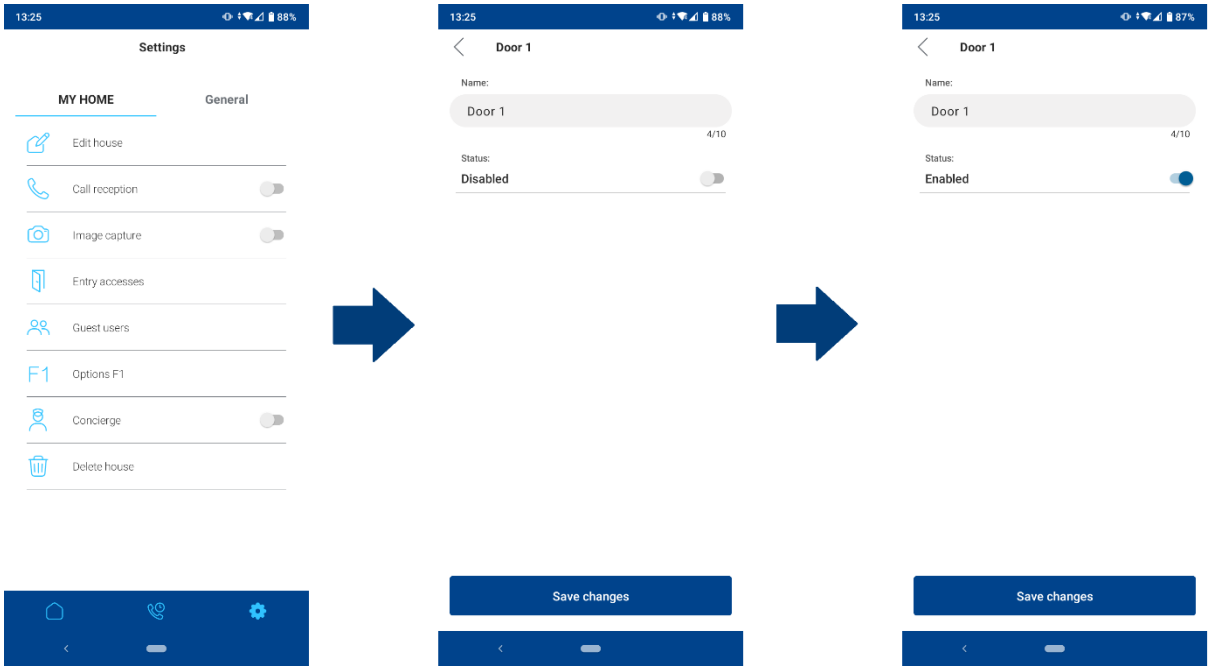
Door opening can always be performed from the call view, By pressing directly to the doorlock button, either in video preview or in conversation. Also, after an Auto-On of the panel, or after a call notification, with the app open, it is possible to open the door by pressing the key button (with blue background).

In case the user has configured in the general settings of the app the unlock confirmation (option Confirm unlock enabled), the user is always asked to confirm the action by unlocking the cell phone with the mechanism configured in the mobile phone (fingerprint, PIN, face ID...).
After unlocking, the door will be opened.



5.3.1 Entry Accesses

If there is more than one panel, it will be possible to add up to a maximum of 3 accesses. This can be changed from the Settings options and within this option you can make the respective changes such as: Change the name of the door, enable or disable the access. Confirm the Settings by pressing the Save Changes button.



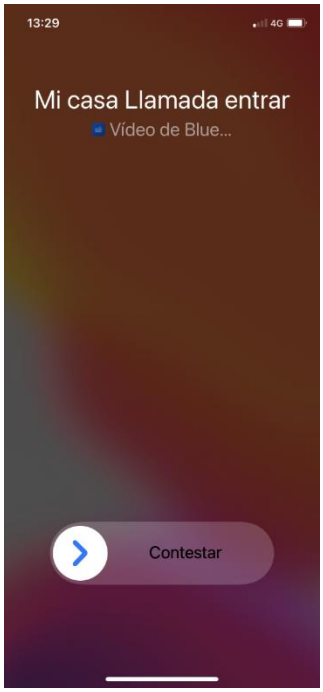
Once the Entry Accesses are enabled, we go to the home of the App and then the door release icon will show above the doors we enabled. We will choose which Door Release we want to open.

5.4 Calls answered by the apartment monitor or by another mobile phone

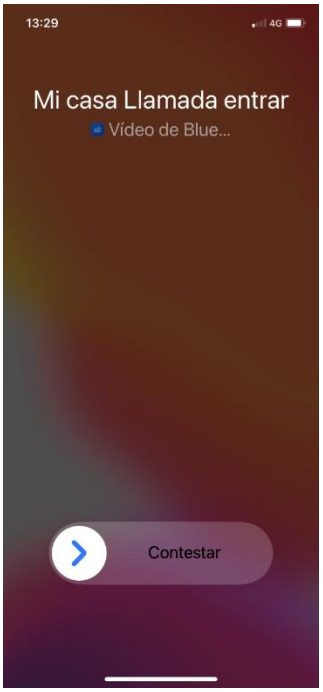
It is possible to log in with the same user account on more than one mobile phone. In addition, users invited to a apartment can also receive a call from the video door station of that apartment.

In this case, all the mobile phones linked to an apartment ring in parallel, although it is only possible to answer the call and establish a conversation on one of them.

Call to several mobiles:



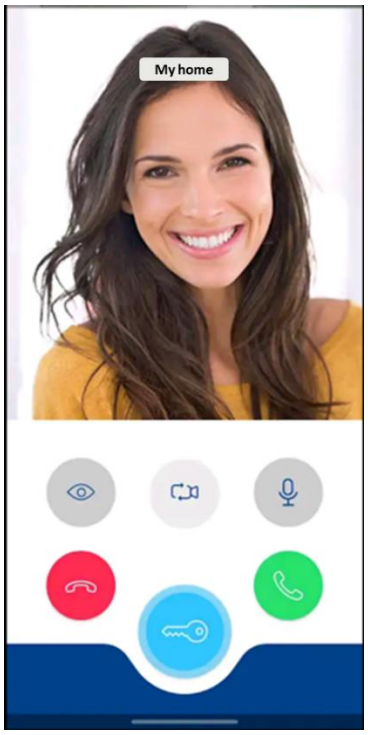
Mobile one Administrator



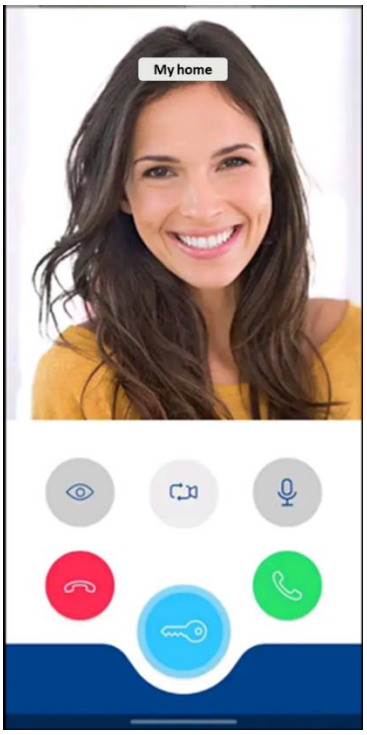
Mobile two Administrator

Mobile one guest

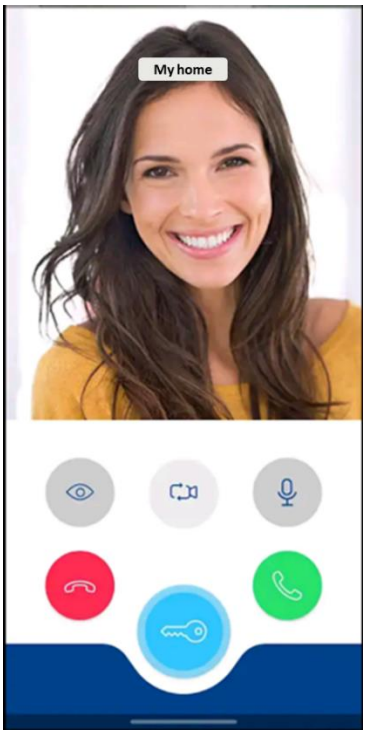
It is possible to get the simultaneous preview on all mobile phones, as long as the call is not answered on one of them to establish audio:



Mobile one Administrator



Mobile two Administrator

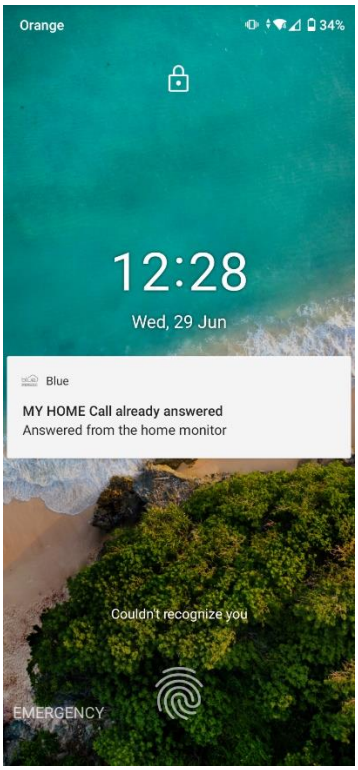


Mobile one guest

With the new version of Blue, the apartment terminal and the linked mobile phones are synchronised, so that the system will notify the mobile phone users whenever the call has been answered by another terminal (apartment monitor or another mobile phone), sending an information notice to that effect.

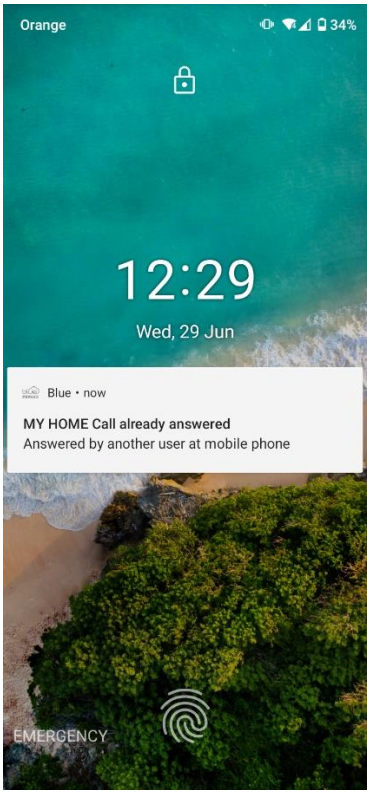
- Call answered by the apartment terminal:

  If the call is answered on the home monitor, either because the door is opened directly or because the call is answered to talk to the visitor, a notification is sent with the text "Call already answered. Answered from the home monitor" to the linked mobile phones.



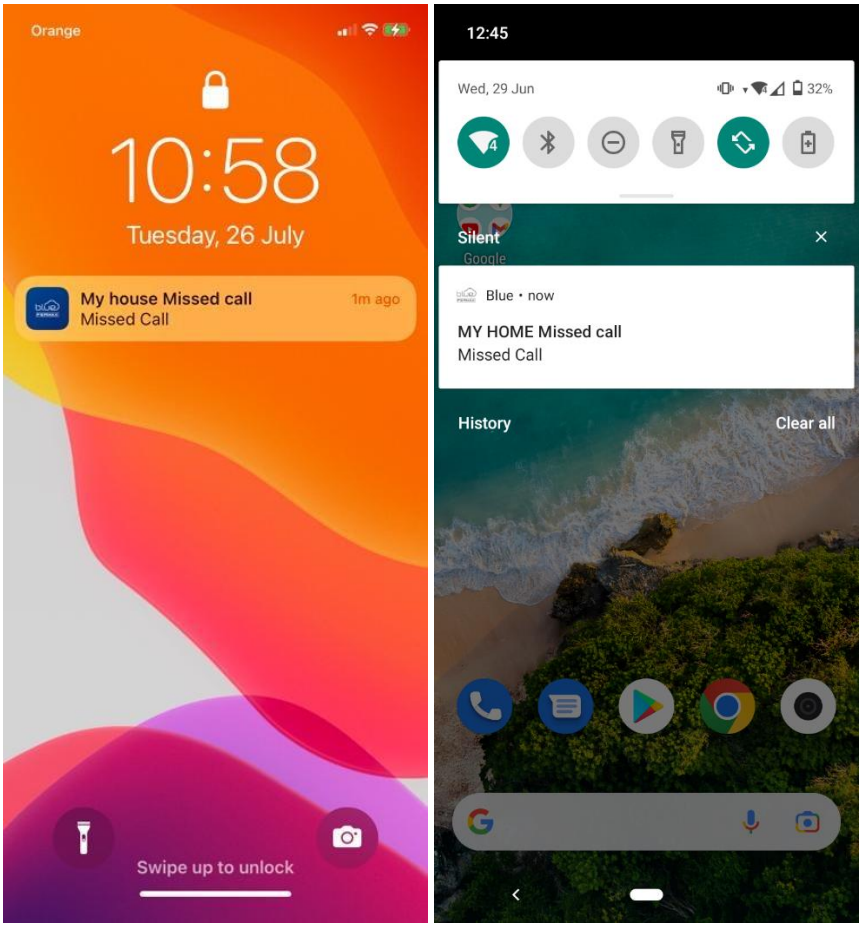
- Call answered by another mobile phone:

  If the call is answered by another mobile instead, a notification is sent to the other mobiles with the text "Call already answered. Answered by another user on the mobile phone".



- Missed call:

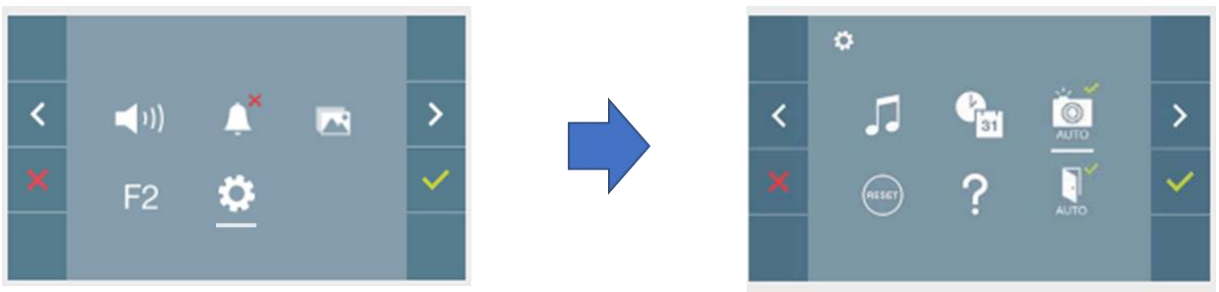
If the call is not answered by any device, either the home monitor or the linked mobiles, after the 30 seconds warning time has elapsed, the call will be lost, alerting the mobiles by means of a missed call notification.



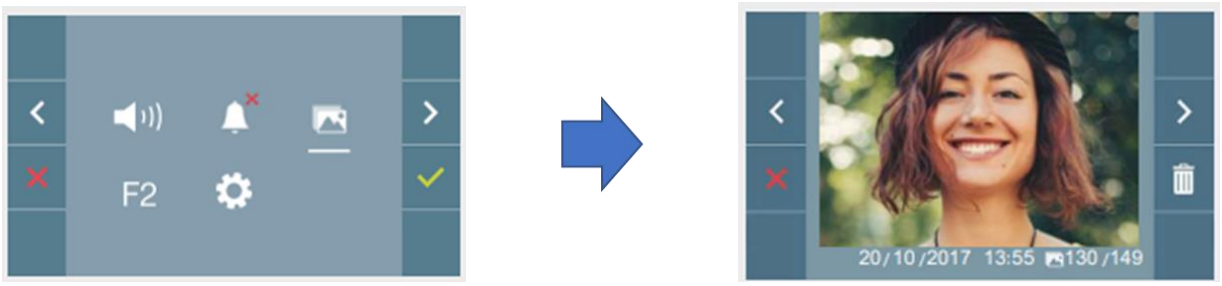
5.4.1 Image Capture.

Also called Photocaller on the monitor. Once the pairing is done, go to the Settings section and then enable this function. The screenshots taken by the monitor will be activated. At the moment it is not possible to watch the photos of received and/or missed calls via the app, they are only accessible via the home monitor if the photocaller function is activated.

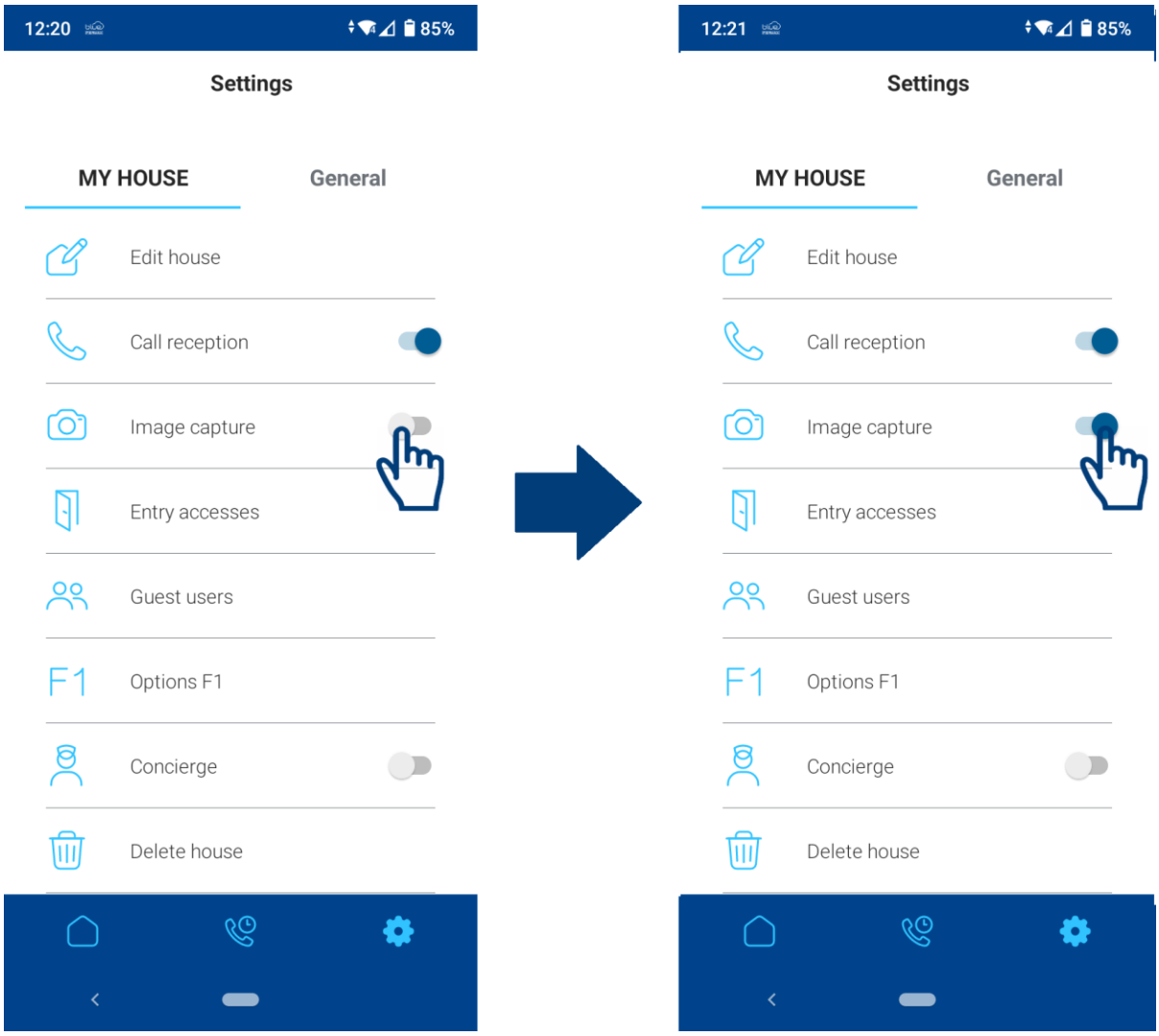
If you do not have it activated and wish to activate it, you can do so through the Settings menu of your monitor (gearwheel icon) and activate the autoon function (camera icon with the text AUTO):



After that, if a call is made on the video door station, the photo will be saved in the photocaller section. You can consult the photos of the calls by accessing this section from the main menu, after turning on the monitor screen, by clicking on the photocaller icon (gallery icon):



This function can also be activated from the mobile phone. This configuration will be synchronised with the Photocaller configuration on the monitor.

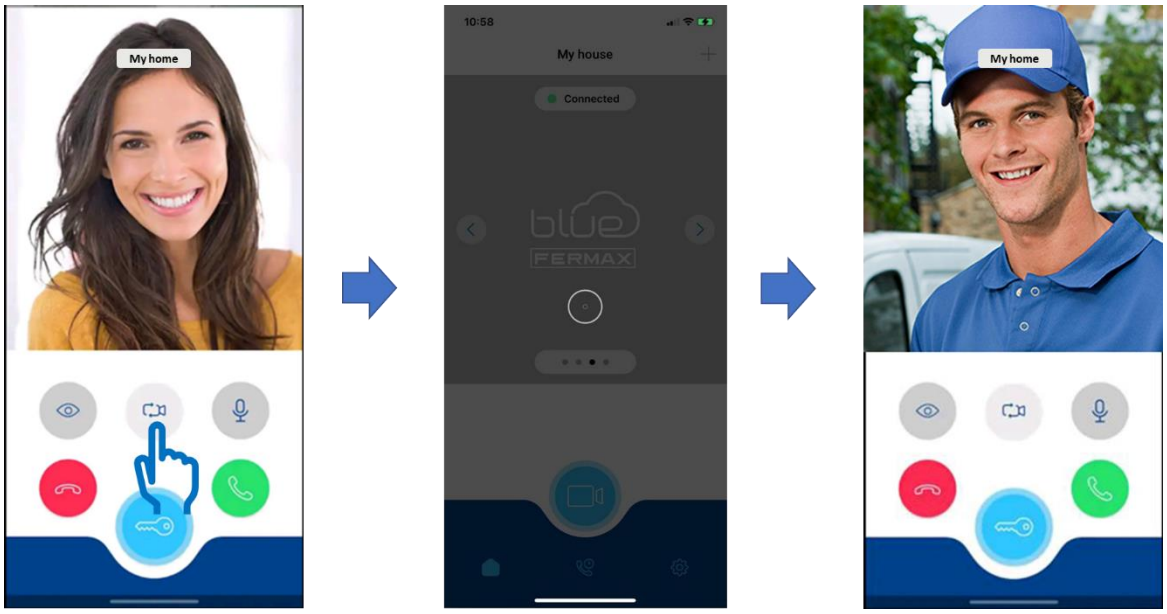


5.5 Change of camera

During the call view it is possible to switch cameras to view the image from the camera and, if desired, to establish communication. To change the camera, click on the icon to request a camera change and after loading it will connect to the next outdoor panel. The order followed is the same as for

the monitor: first general input, then input block 0 and then input block 1, in cyclic sequence. It is not possible to skip the cycle to connect directly to one of the panels, the sequence must be followed.

On connection to the next panel, the call restarts to the video preview state so if you want to establish audio you will have to click on the answer call button.

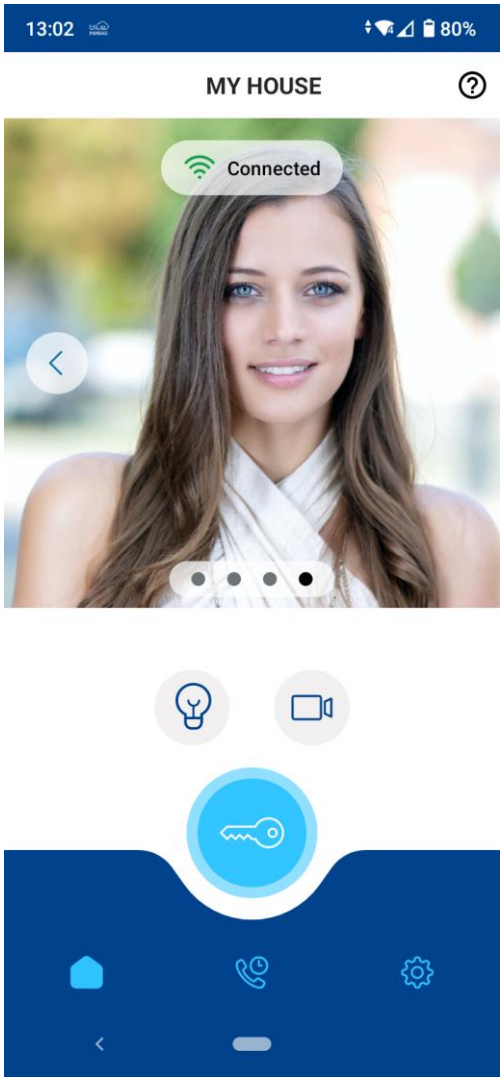


5.6 Activation of additional functions

From the apartment settings, it is possible to configure the options visible in the paired apartment view to perform the activation of additional functions available in the video door station[3].

If needed, they can be enabled from the Apartment Settings, appearing in this case as additional buttons to be clicked on the paired apartment view. For example, the request to call the concierge or the remote activation of the monitor's F1 function.

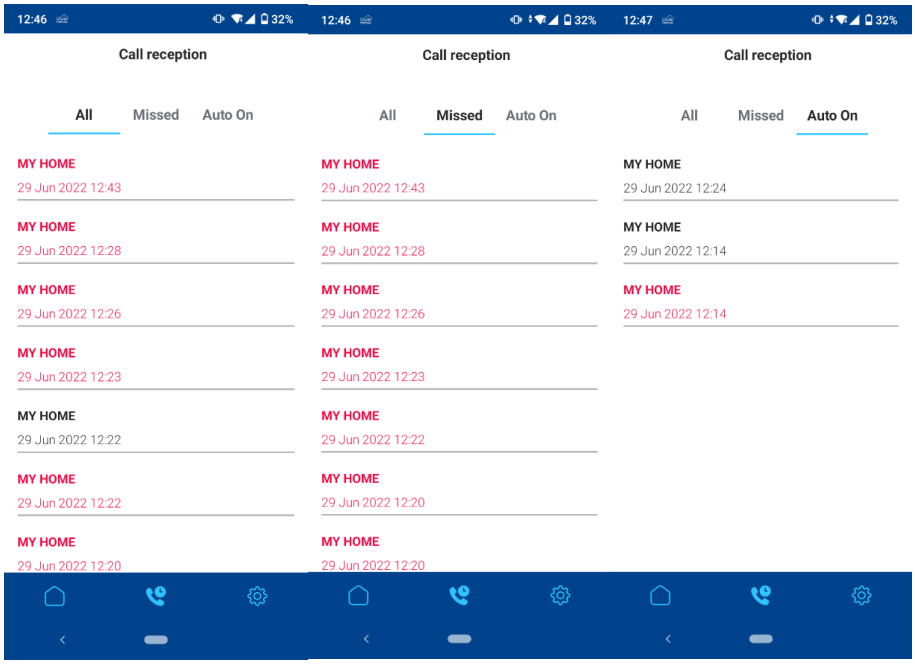
[3] The availability of these functions depends on their availability at the facility. Some may require, for example, the connection of an additional relay for operation.



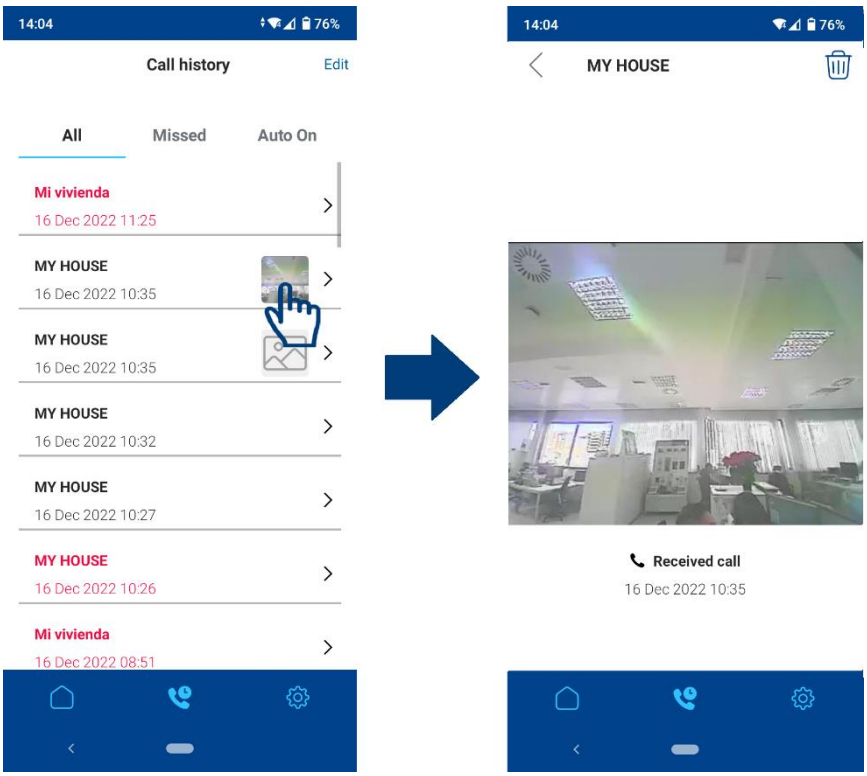
See the Apartment Settings section in this document for more information.

6 CALL HISTORY

The call history records the call events to the video door station to the user's cell phone. Call events are differentiated from autoon events. Call events record the date and time of the event as well as the name of the paired apartment from which the call originated. The red text means that the call has not been answered on that mobile device. Black indicates the events answered on that device. You can filter by All Calls or Missed Calls.



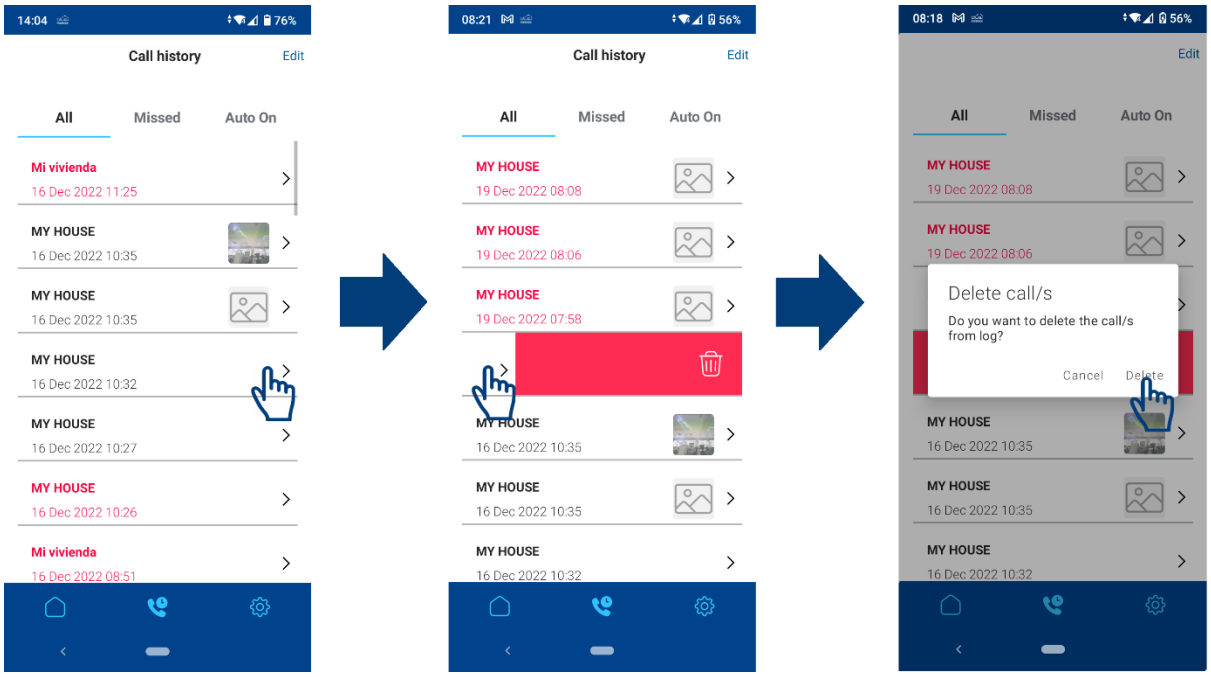
Also there is a preview of the screenshot on Call History will also remain when the Image Capture function (Photocaller on the monitor) is activated.



In Auto On, the recorded data are equivalent, in this case only the call events requested from the mobile phone to connect to the outdoor panel are displayed.

The erasing of the Call History is also available. There are 3 ways to delete call logs:

- By deleting each record individually.
- Selecting several at the same time.
- The call can be deleted by sliding to the left.

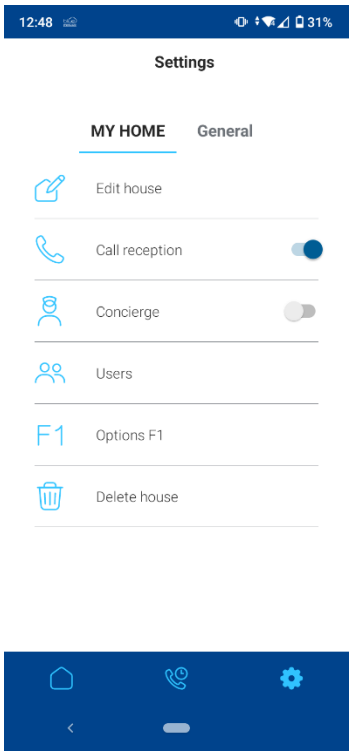


7 APARTMENT AND APP SETTINGS

In the Settings menu, last icon at the bottom right (with the gearwheel shape), we have access to the Apartment settings (Apartment tab) and to the General Settings (General tab).

7.1 Apartment settings

For the settings of the paired apartment (e.g. *My home*, the name depends on the one set during pairing) it is possible to access the configuration of the following options:



- Edit apartment, allows the editing of the identification label for the paired apartment and the photo of the apartment. The chosen home label is the one that will appear next to the call or information notifications coming from the apartment and the one that will be registered in the call events.
- Call reception, allows the user to deactivate and activate the reception of calls at will on their mobile phone. Activated by default. If the user does not wish to receive calls on that mobile for a certain period of time, it can be temporarily deactivated.
- Concierge, allows you to enable or disable the concierge button in the main view of the paired apartment. Disabled by default, which means that it does not appear in the main view. This button allows you to request a call to the central guard unit if you are present in the facility from the app. The concierge will be able to return the call upon request, and the user can respond from the app itself.
- Users can invite third parties to use call forwarding for the paired apartment. Up to a maximum of 5 people can be invited to the apartment. Users must have the Blue app installed on their mobile and must also be registered and log in to access the shared apartment and receive calls from it. Only the Administrator user has the ability to invite users.
- F1 Options, allows you to enable the visibility of the F1 button in the main view and to set the desired icon for the F1 button.
- Delete apartment, allows the user to delete the apartment paired to his account. If it is the Administrator user, it will also force the removal of guests and the disconnection of the WiFi monitor from the Internet. In case the apartment deletion is made by a guest user, the apartment

will simply be disassociated from that guest account, not being able to receive calls or make autoon in/from this account.

The view with all options enabled would be as follows. The icon for F1 depends on the one chosen in the configuration.

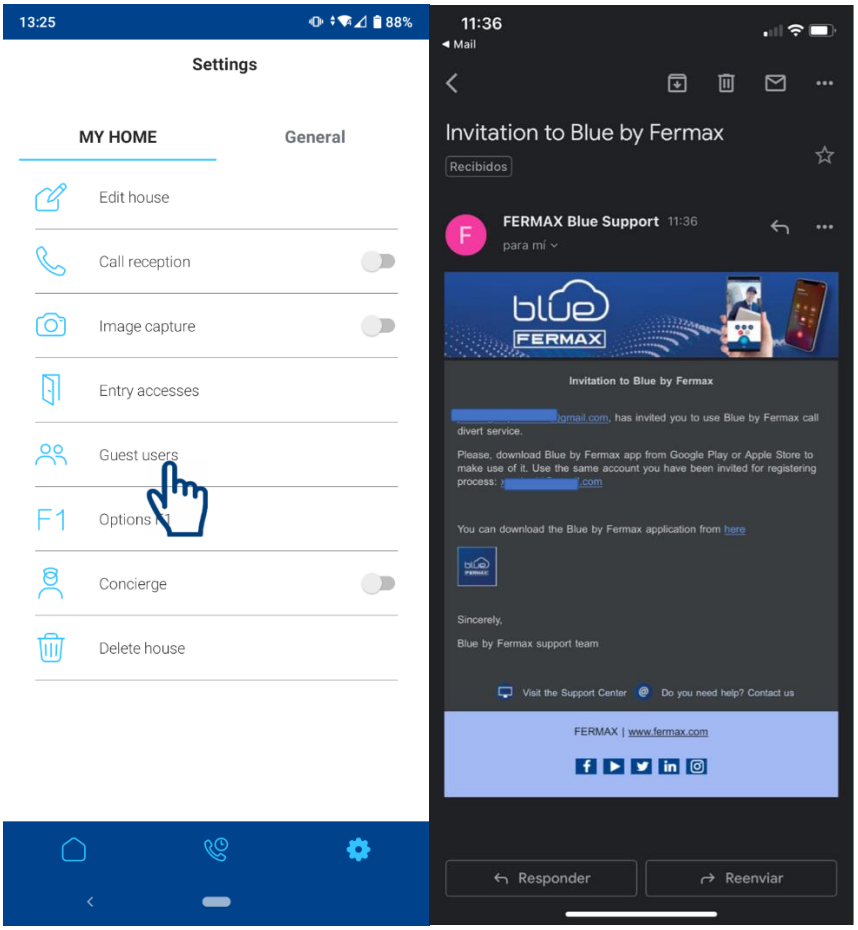
7.1.1 Users

It is not necessary to pair each mobile phone on which you want to use the Blue app. Only one Administrator user needs to be paired, who can add up to 5 guest users to the paired apartment by simply adding an email (the one of the account registered in Blue of the user you want to invite).

Guest users must have the app installed on their mobile and must also be signed up to Blue to be able to access the shared apartment.
The guest will receive an email to the invited account from the Administrator notifying him/her of the invitation. The guest must log in to the app to access the apartment. If you have done this before, you can refresh the app view to instantly show the apartment you have been invited to.

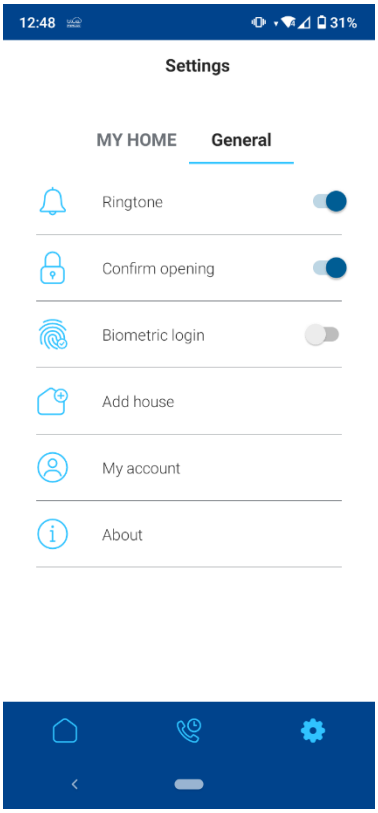
Please note that only the apartment Administrator, i.e. the user who has already been paired, can invite other users. If a new user is paired, the old apartment Administrator and all previous guest users will be unlinked.

As apartment Manager, you will have access to the list of your guest users from the apartment Settings menu, under Users. From here, you can add new ones or delete existing ones.



7.2 App settings

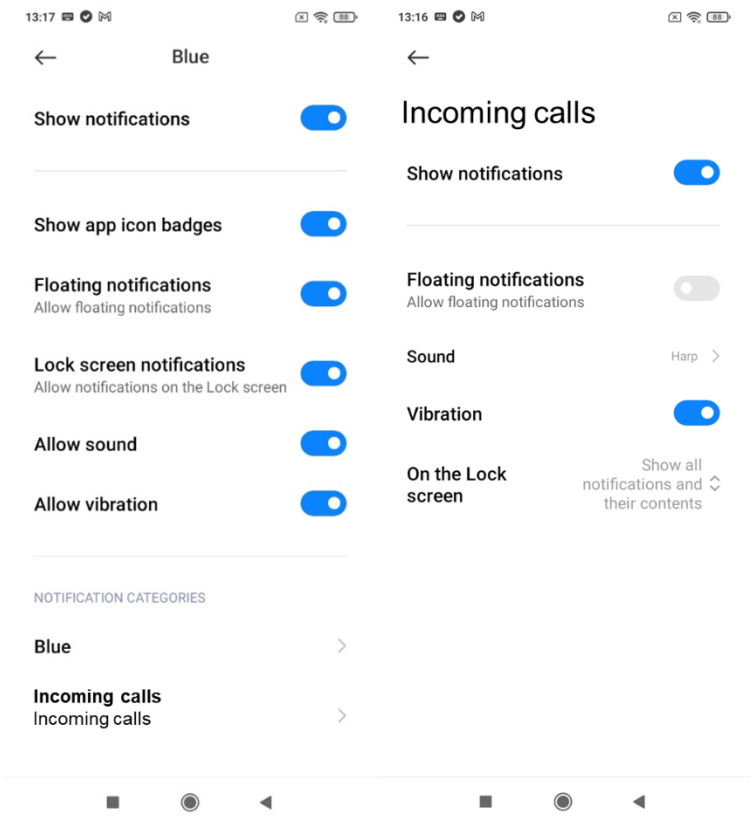
For the app settings it is possible to access the configuration of the following options in the General tab:



7.2.1 Ringtone (Android version only)

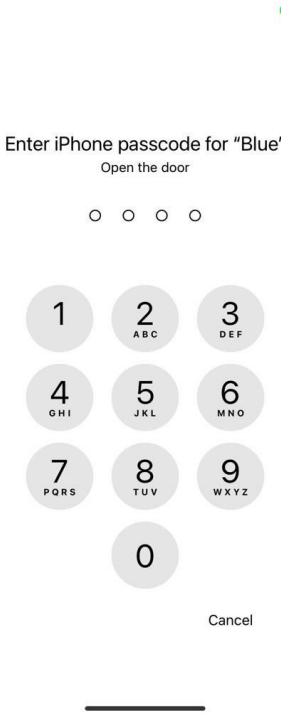
This option is only available on Android. It is activated by default so that incoming video door station calls ring from the moment the app is installed for the first time.

If the user wishes to set a custom ringtone for calls coming from the video door station it is possible to do so by disabling the app's Melody option in these Settings and choosing the desired ringtone through Blue's notification settings, within the Incoming Calls category, as shown in the following screenshot:



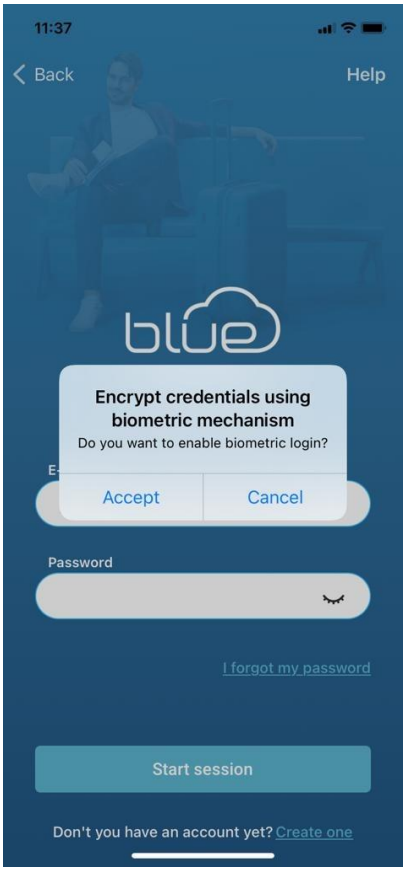
7.2.2 Confirm opening

The *Confirm opening* option allows the user to enable whether or not confirmation by security pattern is required for sensitive actions such as door opening or F1 activation. If enabled, confirmation of the action will be requested through the security mechanism already defined by the user in his phone, whether it is a PIN, pattern, fingerprint or facial recognition.



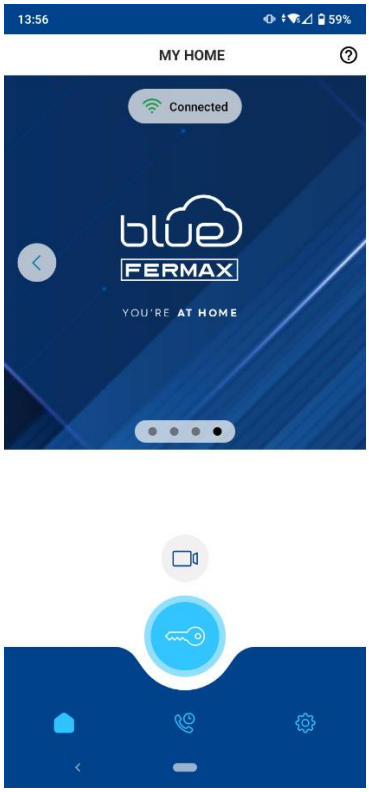
7.2.3 Biometric login

The *Biometric login* option allows the user, if enabled, to have the app use the biometric mechanism configured in the mobile phone for login. If you do not have it activated, the app will ask you if you want to activate it the first time you log in to a device.



7.2.4 Add apartment

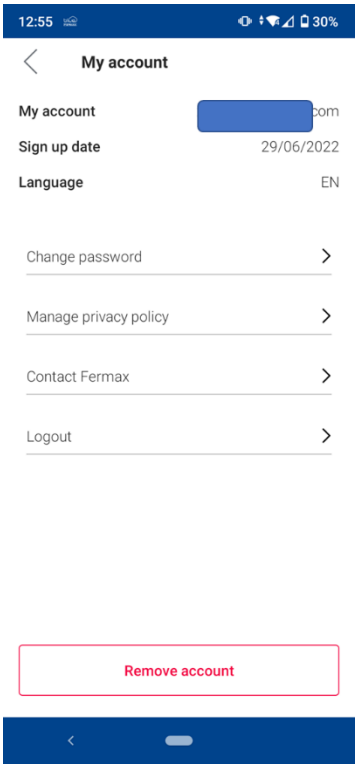
The *Add apartment* option allows the user to add an apartment paired with an additional WIFI monitor, so that it is possible to control all of them from a single account and a single app. If more than one apartment is paired, a carousel will appear to allow scrolling through them.



The app allows you to receive calls from each of them, the text of the notification will indicate the apartment from which the call is coming.

7.2.5 My account

The *Add apartment*option allows the user to add an apartment paired with an additional WIFI monitor, so that it is possible to control all of them from a single account and a single app. If more than one apartment is paired, a carousel will appear to allow scrolling through them.



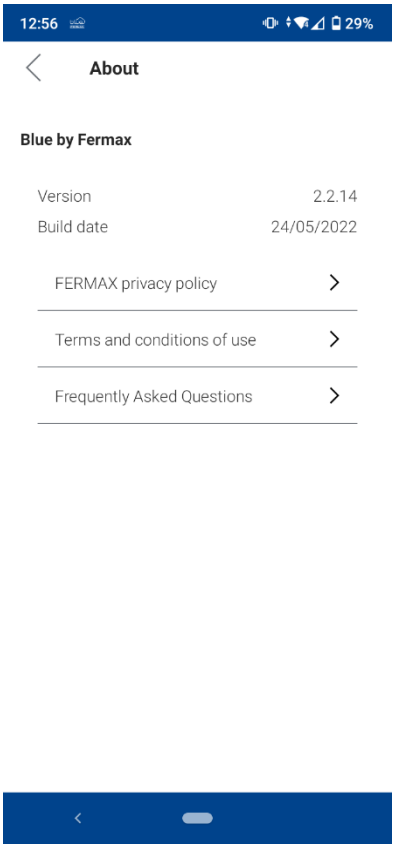
It may also carry out other actions related to its management:

- Change password
- I accept the privacy policy
- Contact Fermax
- Log out
- Delete account

7.2.6 About

The *About* option allows the user to view details of the version of the app installed on their device.

You can also consult from here the Privacy Policy and Terms and Conditions of Use documents, as well as access the online Support area where you can browse articles that will help you in the routine use of the app or in the resolution of frequent problems.


12:56
29%
About
Blue by Fermax
Version
2.2.14
Build date
24/05/2022
FERMAX privacy policy
Terms and conditions of use
Frequently Asked Questions

8 SUMMARY OF FUNCTIONALITY

The following table shows a summary of the functions available in the app:

BLUE CALL DIVERT	
Call forwarding to mobiles and tablets	Yes (App compatible with iOS>=12.4 and Android >=9)[4]
Monitor connectivity	2.4GHz WIFI network
Monitor pairing	Once the app is installed and the user is registered, the user account and the monitor are linked through the app by reading a QR code
Maximum number of apartments that can be managed from the same account	Unlimited
Maximum number of mobiles/tablets on which call forwarding can be used	10 (including all Administrators and guests)
Guests	Yes, through the app it is possible to share access to the apartment
Call reception	With audio and video. Preview of the video before responding and establishing communication.
Call reception time (before answering)	30 seconds
Conversation time	90 seconds
Mute (microphone deactivation)	Yes, during the conversation
Video deactivation	Yes, during the conversation
Panel/camera switching	Yes, switching to other boards/cameras is allowed in the same sequence as for monitors
Autoon	Yes, on-demand connection to the outdoor panel without being called beforehand and possibility to open the door
Door release	Yes, during incoming call in video preview or established in conversation
Opening confirmation	Yes, it can be configured so that the action requires the mobile unlock code: PIN, fingerprint, pattern or facial
Call to the guard unit	Yes, you can request a call to the concierge from the app for a call back
Activation of additional function F1 (auxiliary relay, staircase light, garage door, gate...)	Yes, F1 button with customisable icon according to user's installation
Call log	Yes, all of them, lost and self-ignited. Black if conversation has been established, red if not (lost)
Photo capture	Not from the app, but the call photo is available on the monitor
Apartment settings	Apartment name and photo, do not disturb (call reception), Guest Users, F1 Options, Concierge, Delete apartment, etc

[4] Compatibility with brands and models of terminals with outdated or obsolete manufacturer's technical support is not guaranteed. On Android, a terminal compatible with Google Play Services is required (the call divert service is based on the use of push notifications)

App settings	Confirm opening, Biometric login, Add apartment, My account password change, Logout, Contact Fermax), About
Languages available	Spanish, English, French, German, Portuguese, Finnish, Czech, Polish, Dutch, Norwegian, Greek, Danish, Swedish, Hebrew, Russian and Arabic

9 COMMON PROBLEMS

In our Support section you will find updated articles that will help you solve frequent problems in the use of the app.

https://soporte.fermax.com/portal/es/kb/blue-monitor-wifi/resolucion-de-problemas-frecuentes

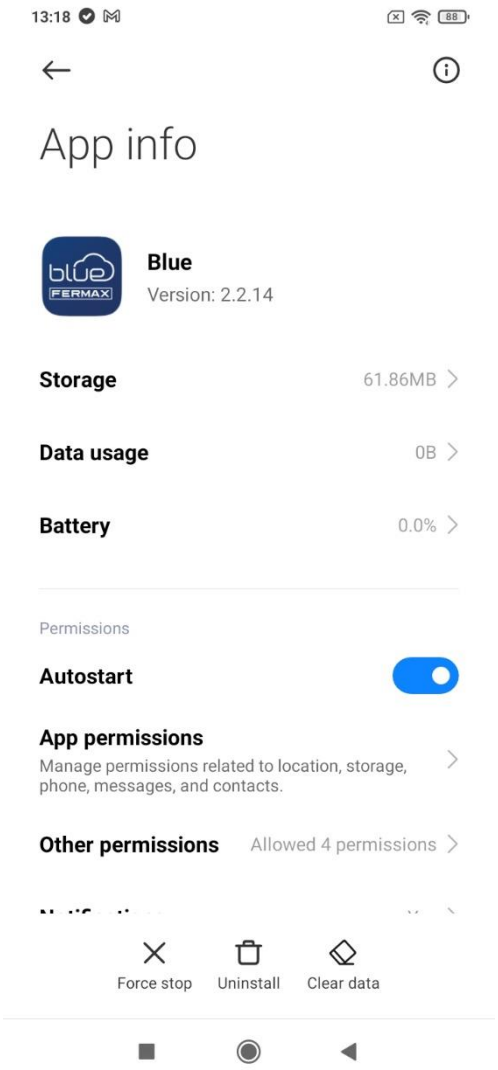
9.1 Recommended notifications setting

Receiving calls on your **Android** is based on receiving push notifications. Smartphone manufacturers limit the actions of applications when they are not on screen, which can lead to these notifications not being received.

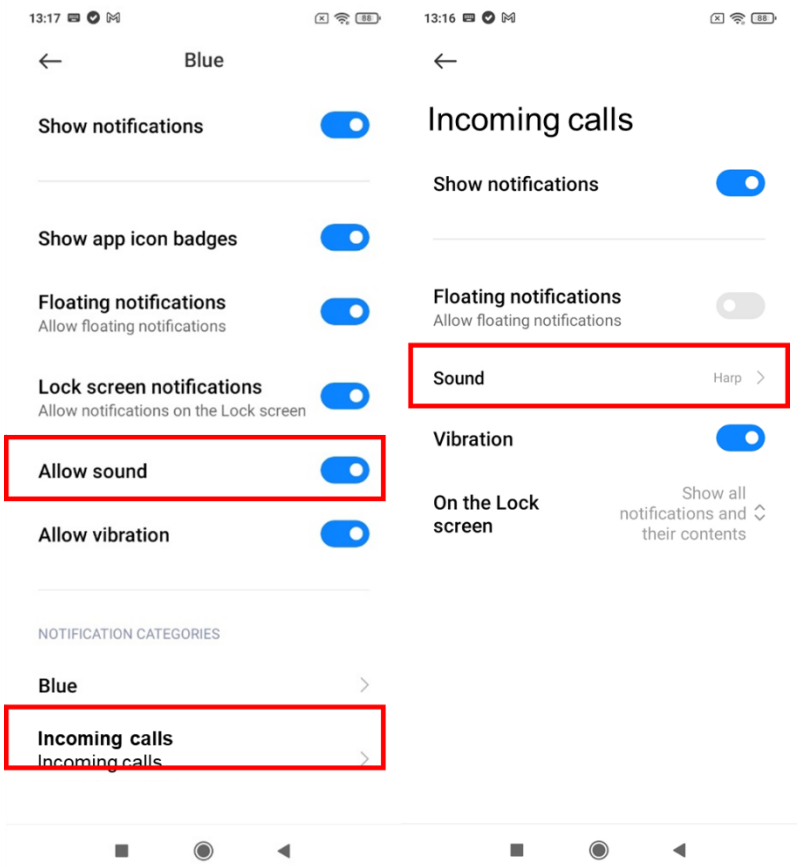
If you are not receiving notifications, please check the following:

1. Check that your phone is not in power save or do not disturb mode.
2. This prevents the app from pausing in the background
3. Verify that notifications are enabled in both the system settings and Blue app.
4. Check that lock screen notifications are turned on.
5. Make sure the Blue application is always connected to the network (there is no restriction on data use). Enable the ability to stay connected when the device is on standby mode.
6. Disable Battery Optimisation for Blue.

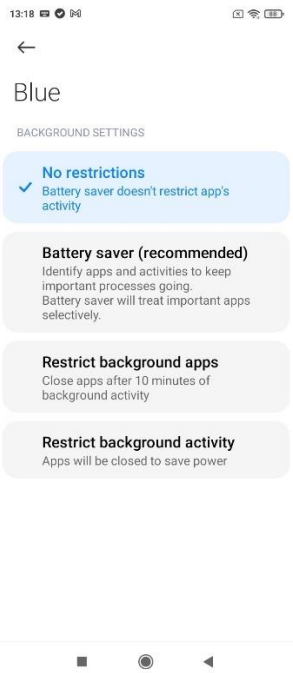
Depending on the model and version of your smartphone, the access method for viewing these options may be different. For example, in Xiaomi (may vary according to MIUI version):



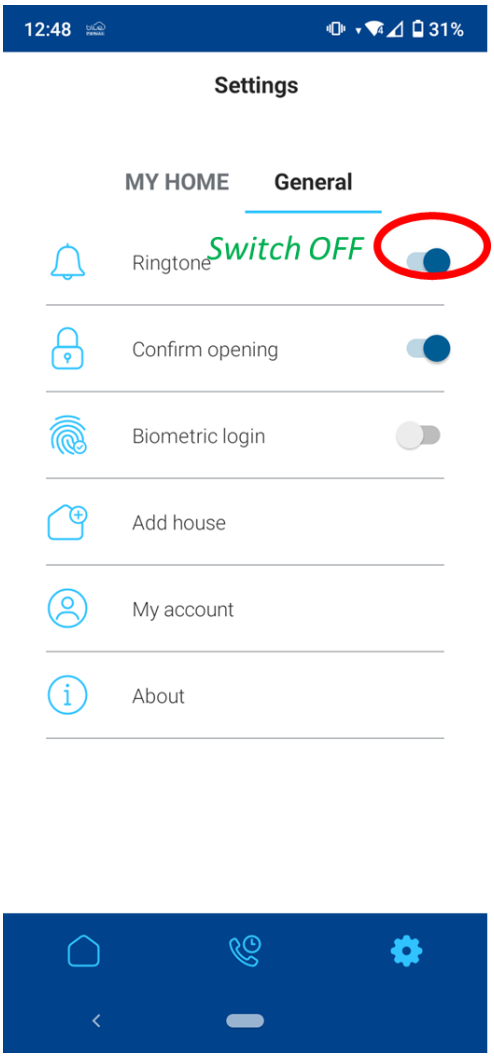
Enable notifications in both system settings and app settings, enable the "Incoming Calls" category of notifications and select a sound, inaddition to the lock screen: *Show all notifications and their content on the lock screen.*



Prevent the app from pausing in the background, under *App Info > Battery Saver*, select *No restrictions* for the app under *Background Settings*.



In order to use phone settings for melody and respect Do not disturb and silent modes, please switch Ringtone to off in General settings and configure Incoming call notifications channel as described.



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