Wi-BOX VDS application for mobile phones

FERMAX

USER MANUAL

en.

VDS Wi-BOX APPLICATION.

Code 970171Ic V08_22

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1. INTRODUCTION

The VDS System Wi-BOX APP allows you to divert the calls received on your monitor (from the panel or the guard unit), to mobile phones.

To do this, the Wi-BOX device in the home must be correctly configured and connected to the Internet.

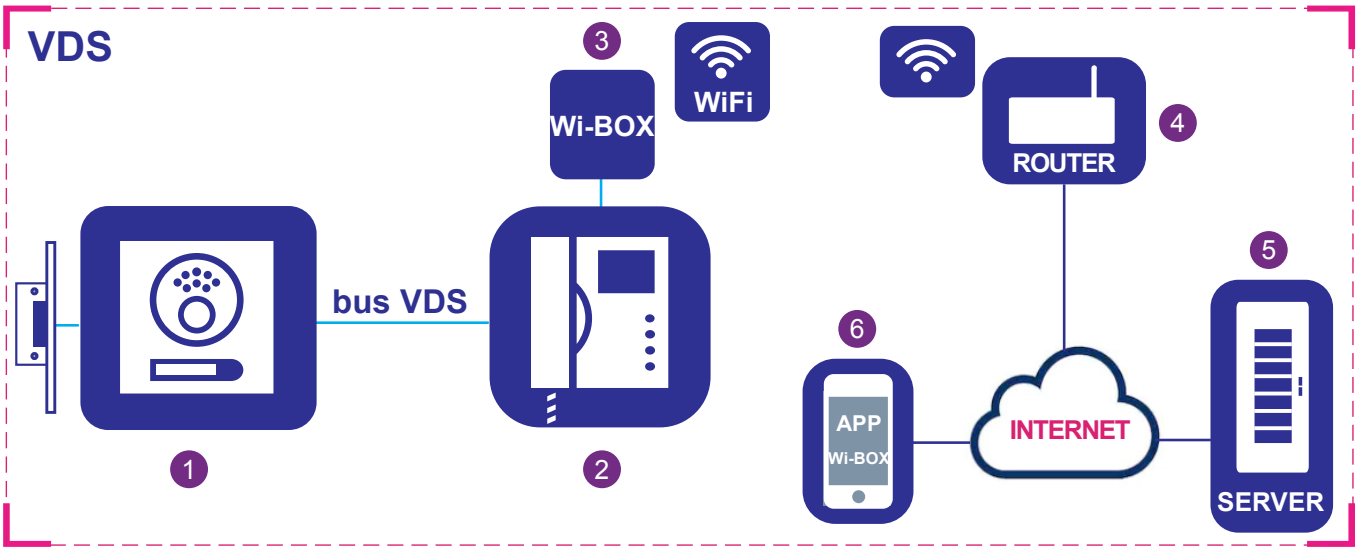
It's a free APP on the Google Play or Apple Store. Check APP availability in your region.

Notes:

- *In each house there is a person who acts as administrator and has the option to extend the call forwarding function to additional users (family or friends), if they are invited to use the application. The administrator is the person who pairs the Wi-BOX to the router. The difference between the administrator and the user is that the administrator can invite other users and configure the device.*
- *It is possible to receive calls in the application from more than one home on the same mobile phone to manage different houses (home, apartment, villa ...) or receive calls from relatives or homes of neighbors in case they are expecting a visit or deliveries.*

2. INSTALLATION COMPONENTS

Basic call forwarding system. The Wi-BOX device is integrated into the following environment:



Components:

1. Outdoor panel: A component used by visitors to call a home and communicate.
2. Monitor: A housing terminal that receives calls from outdoor panels or the guard unit. You can perform audio-only intercom (calls from the guard unit or audio panel) or audio and video. You can open the door and call the concierge.
3. Wi-BOX device: The component with which router connectivity and call forwarding is carried out. This is done using the Wi-BOX application.
4. Router: The tenant's WiFi router that connects the Wi-BOX device to the Internet. Must be compatible with 2.4GHz WiFi.
5. Server: FERMAX cloud infrastructure that provides the connectivity service between the Wi-BOX device and the Wi-BOX APP.
6. Wi-BOX APP: Mobile phone application that remotely provides the same basic functions as the monitor, so that the visitor in front of the outdoor panel does not know if the tenant is in the house or not.

3. Wi-BOX DEVICE SETTINGS

3.1 CONNECTIONS AND LIGHT INDICATORS (LEDs)

1 Button used to perform the following functions:

- • Short press (< 2 sec.): Activate / Deactivate call divert and Auto-on.
- • Long press (> 5 sec.): Pairing with the router, (compatible with 2.4 GHz WIFI).
- • 5 consecutive shortpresses: Removes administrator and wifi connectivity.

LEDS (tricolour)

2 Divert status (right).

3 WiFi status (left).

4 Label with QR code to activate pairing process. Keep it in a safe place.
See section *4. PAIRING PROCESS.*

3.2 LEDs - SIGNALS

LED	
No power	
No VDS address programmed	(red)
Setting the VDS address from the monitor	(red)
Forwarding deactivated	(green)
Forwarding activated	(blue)
Call forwarding in progress	(blue)

LED	
No WIFI configured	
No WIFI connection	(red)
Pairing router	(red)
Router connected but no server connection	(green)
Router and server connected	(blue)

Off	On	Flashing slowly	Flashing

4. Wi-BOX APP INSTALLATION PROCESS

Download the Wi-BOX application from the Apple Store or Google Play.

Once downloaded, click on the grey icon to open the application. You will be asked to accept the terms and conditions and to give permission for the app to send you notifications.

After accepting, the application will display the home screen.

NOTICE:

*By installing the application, you agree to the terms and conditions set forth in our **Privacy Policy.** Please check them carefully before installation and/or acceptance. If you have any questions about the application or these terms, you can contact FERMAX. If you do not agree to these terms, you should stop using the application immediately.*

5. PAIRING PROCESS

To use the **call forwarding** service, the user must have a Wi-BOX device, wireless access and internet connection. *See section 2. INSTALLATION COMPONENTS.*

Once installed, the Wi-BOX device is not connected to the Internet. The tenant must configure it with the help of the Wi-BOX APP.

Open the application.

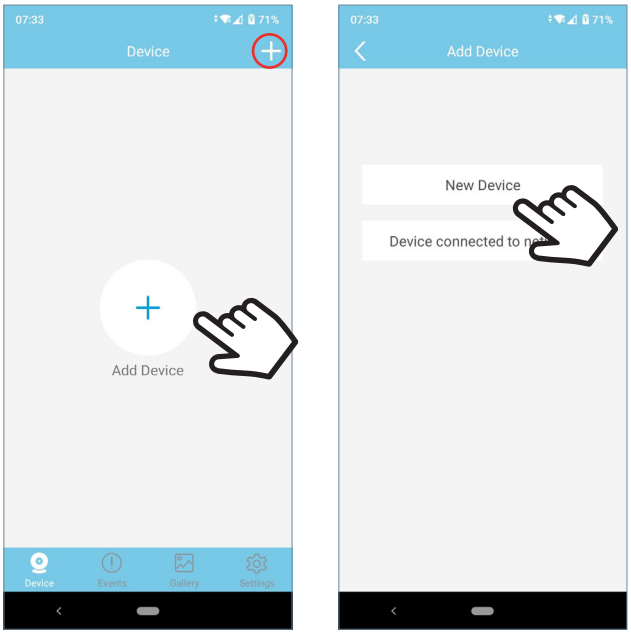
Notes prior to pairing:

- *The APP allows you to remotely receive calls diverted from your home anywhere in the world. The call forwarding service consists of:*
- *Call notifications.*
- *Audio or audio and video communication between the visitor calling from the panel and its mobile device.*
- *Ability to remotely open doors and activate relays (F1).*
- *Additionally, a remote call to the janitor and auto-on can be made via the APP*
- *You can have as many linked mobile phones in the same house as you want.*
- *Versions of Android later than version 8 and versions of iOS later than 12 are required for the proper functioning of the APP.*
- *The services offered through the application provide remote interaction with the user's Wi-BOX device via the Internet (WiFi or 3G-4G mobile data). In these cases, the performance of the forwarding service may depend on:*
- *Internet connection quality.*
- *Type of internet service contract in the home.*
- *Type of data contract on the mobile phone.*

FERMAX assumes no responsibility for any malfunction in these 3 cases.

- *The product is compatible with a VoIP transmission system, therefore you must make sure that the mobile phone data network and the ISP and router connection do not block it.*

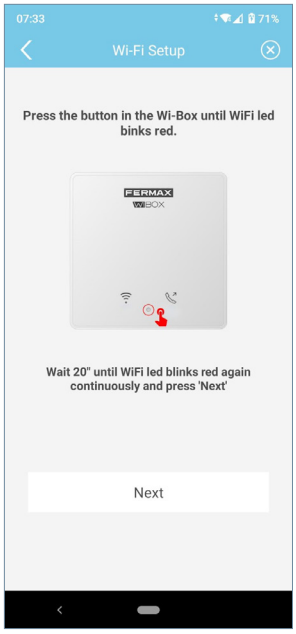
5.1 ADD DEVICE



Click the button + in the center of the screen and then select New Device.

If you had already added a home, click the button + in the upper right corner to pair the new device.

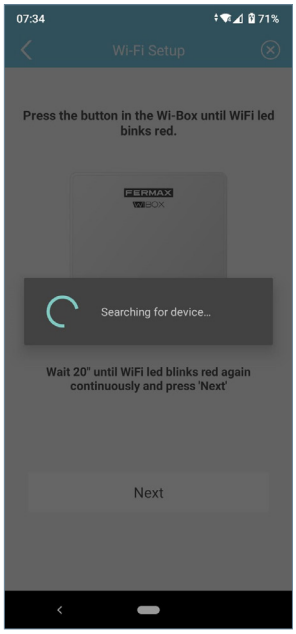
5.2 DEVICE PAIRING



The application will require the user to press the Wi-BOX button until the red WiFi LED starts flashing, then drop the button.

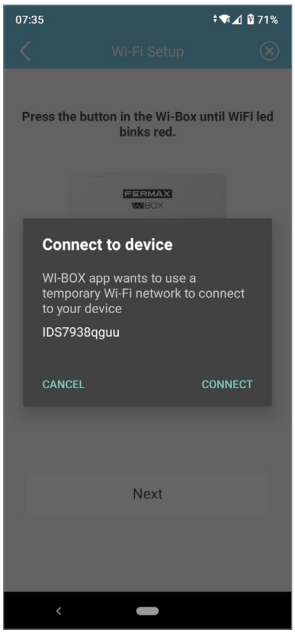
If it stops flashing, wait until it flashes red again , indicating that it is pairing

If it does not blink, start the procedure again. Once it is done, click into next button.



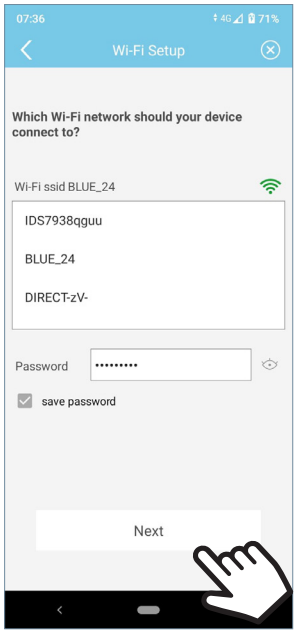
The application will ask you to scan the Wi-BOX device's QR code. Aim at the QR code with the mobile aligning with the square on the mobile screen.

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



The terminal will request permission to connect the Wi-BOX to the home's internet connection.

5.3 WiFi CONNECTION

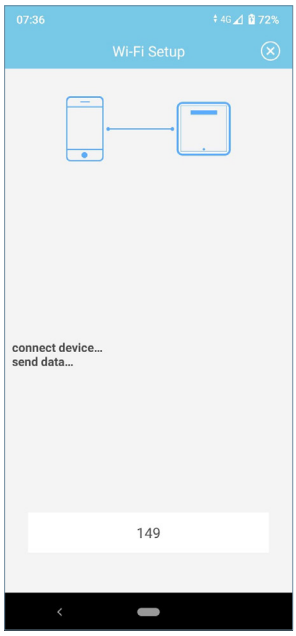


The application will require the user to select the desired WIFI network to connect the Wi-BOX.

Select (in case of Android) or enter (in case of iOS) the desired SSID (network name), enter the correct password to connect and click **Next.**

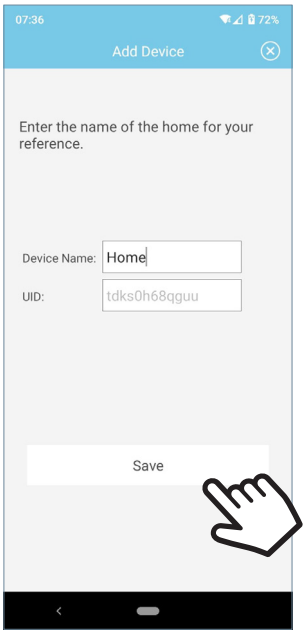
The phone or tablet which we will pair with our Wi-BOX must be connected to a 2,4GHz Wi-Fi network.

The device must be in “pairing“ mode .



The countdown screen will appear waiting for the device to connect to the Internet.

The WiFi LEDshould change to flashing green when Wi-BOX is properly connected to the router andblue when connecting to the server.

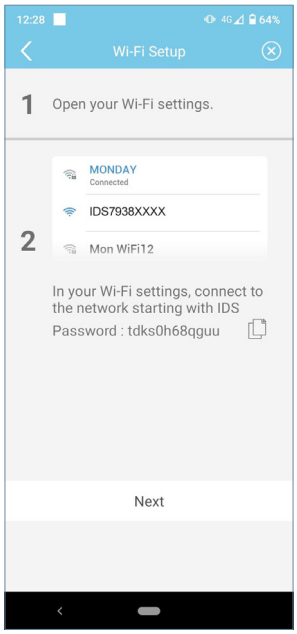


The screen for adding the home name will be displayed. Write the details and press **Save**.

The final state of the Wi-BOX device will be both blue LEDs illuminated.

- WiFi LED .
- Forwarding LED .

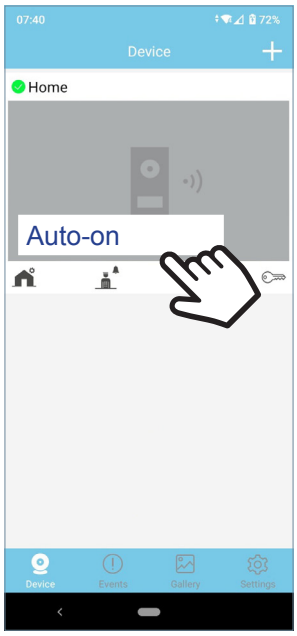
When pairing is complete, the main screen of the device is displayed



NOTE: If the connection fails during the process, the application may ask to manually connect to the network generated by the Wi-BOX to continue with the process.

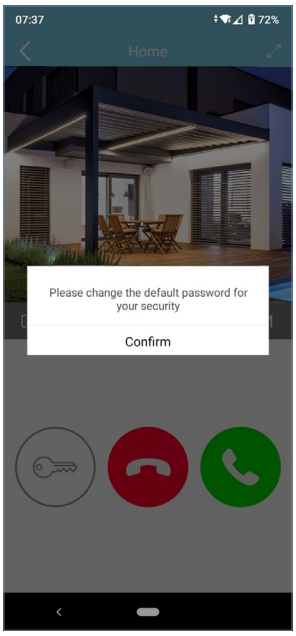
5.4 FUNCTIONING

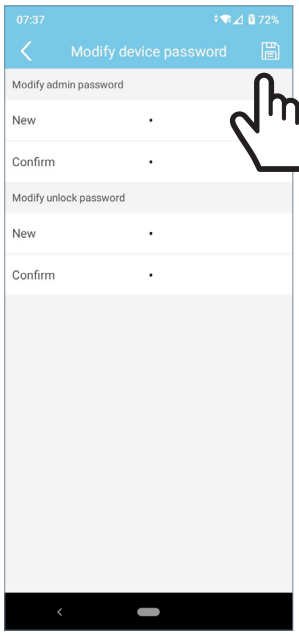
- (green): The device is connected to the server.
- (grey): The device has lost connection to the server.
- (yellow): Another administrator has re-paired the device and you have lost connection. You will be prompted to enter your password when you perform an auto-on.



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

To do so, click on the indicated area of the mobile screen.



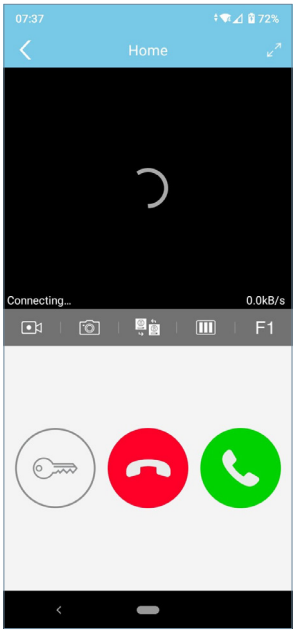


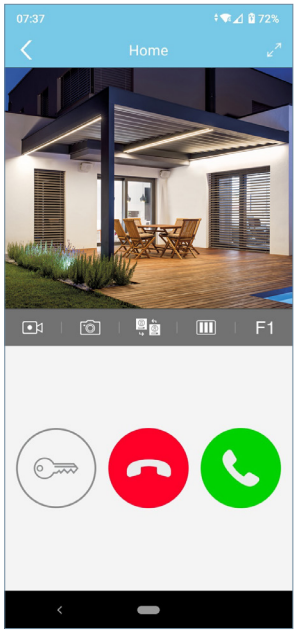
When you log in for the first time, the APP asks you to change your passwords for security:

- Administrator password. This is used to protect access to the panel.

- Opening password. Used to protect the activation of the door locks and F1.

Once the passwords have been changed: Save.

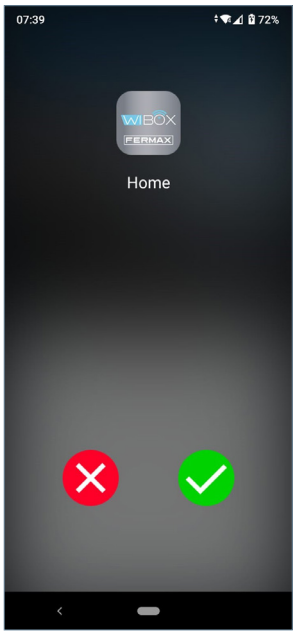




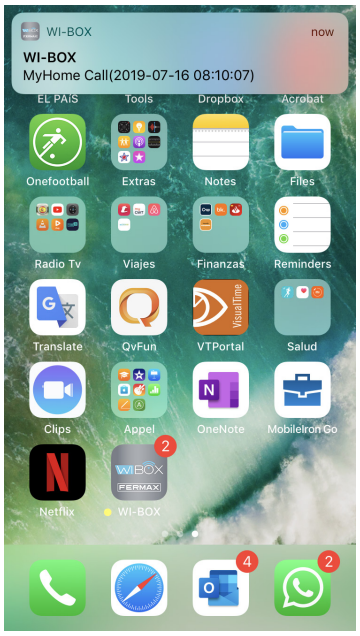
The auto-on will continue until it connects to the panel.

6. CALL RECEPTION

The call is always received by a push notification (iOS) or is opened directly (Android).
You will have 30 seconds to answer the call.



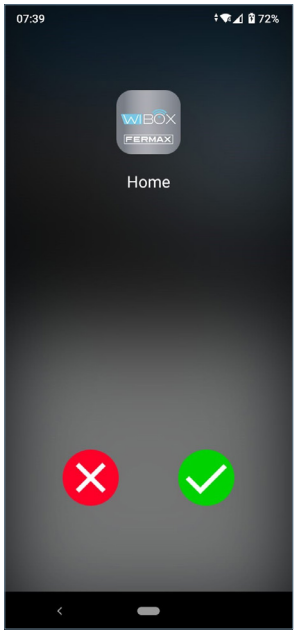
Android



iOS

6.1 CALLS

When a call is received, the following screen will appear. From this scrren we will have the optoin of accepting or rejecting the call.



Reject

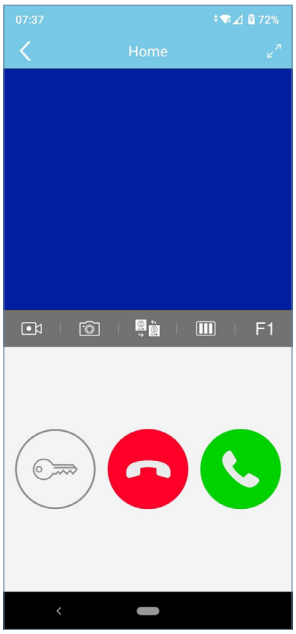
Accept

Reject

Even if the call is rejected on the mobile phone, the rest of the mobiles linked to that home and the monitor can respond.

Accept

Once the call is accepted, we have several options:



Connect audio

Door release

Finish

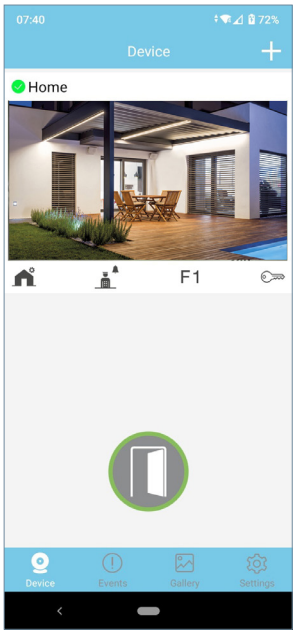
Door release:

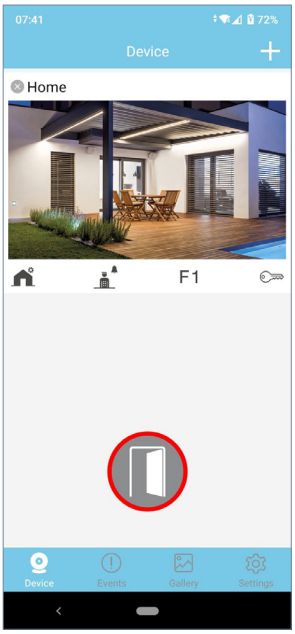
Depending on the selected unlock configuration, we have 3 opening modes. See section *7.2 HOME SETTINGS.*

Direct opening:
By pressing the door opening button.

Password:
Enter the configured password and press You can return to the conversation screen by pressing <.

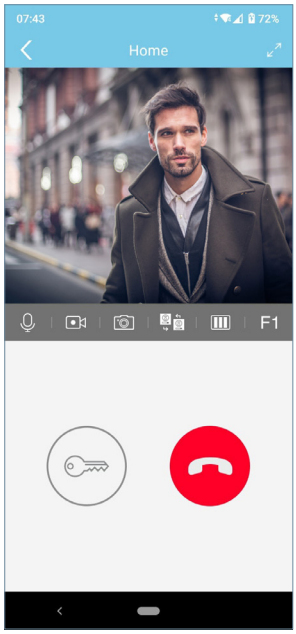
Biometric confirmation:
Use the security settings selected on the phone to open the door.





If the door has been opened correctly, a green open door icon will appear on the screen, otherwise a red icon will appear.

Connect audio:

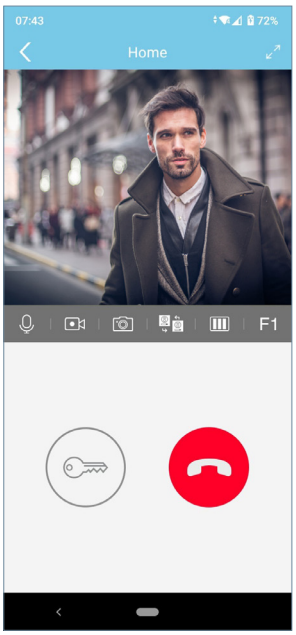


If the call is accepted, the video will be displayed and the home monitor will be turned off. Only one device can answer a call.

Finish:

By pressing this button we will end the conversation or we will reject the call.

6.2 CONVERSATION FEATURES



Mute: Activate/deactivate audio towards the panel.

Video Recording: Record a video without audio*.

Capture an image*

***Note:** You can take photos or videos if your local regulations allow it. Screen captures are not automatic.*

Change of camera or panel:

If they are available in the installation.

Image refresh setting:

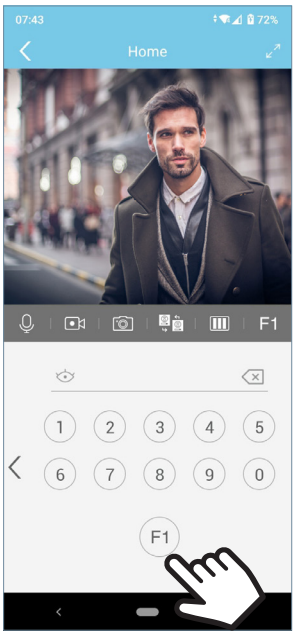
You can choose between different refresh options:

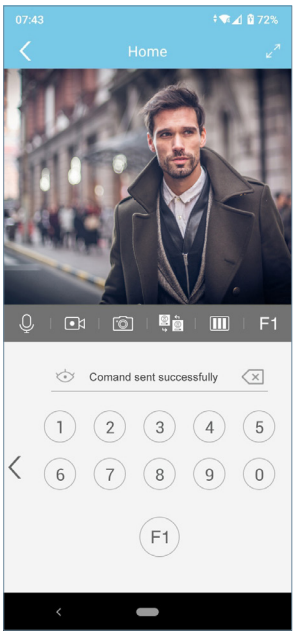
25 frames per second.

10 frames per second.

1 frame every 10 seconds.

***Nota:** Útil para reducir consumo de datos.*





F1 F1:

Depending on the selected unlock configuration, we have 3 activation modes for the F1 function. See section *7.2 HOME SETTINGS*

Direct: by pressing the F1 button.

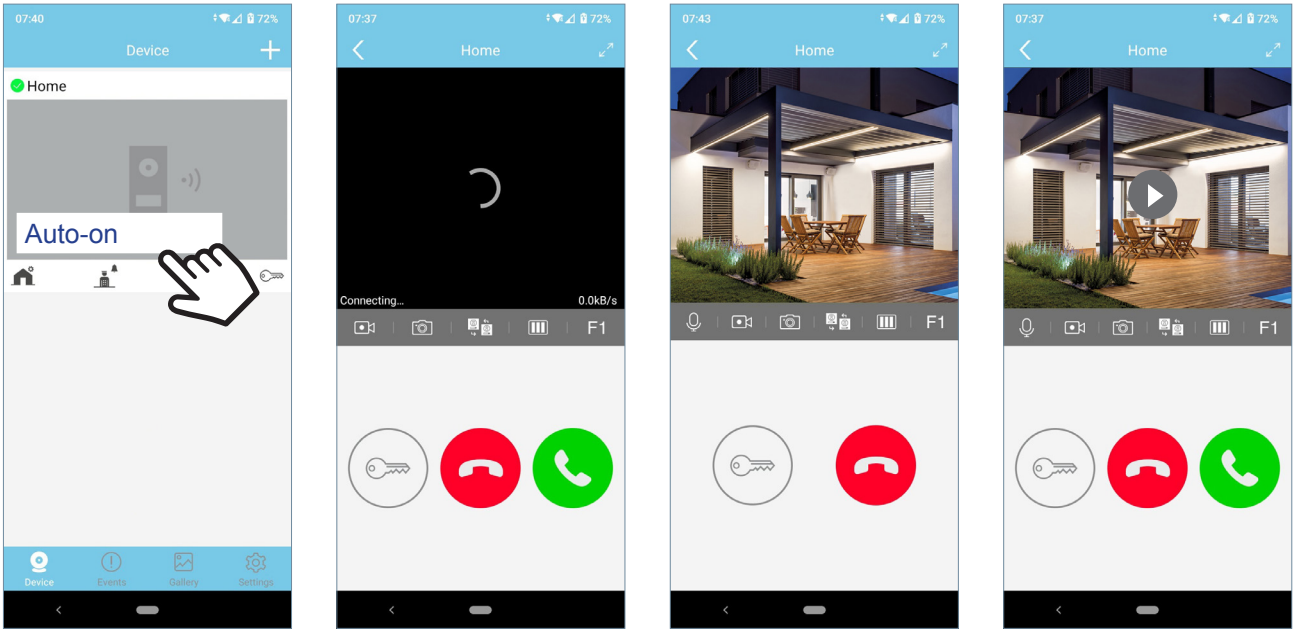
Password: enter the configured password and press F1. You can return to the conversation screen by pressing <.

Biometric confirmation: the security settings selected on the phone will be used for F1 activation.

7. DEVICES MENU

7.1 AUTO-ON

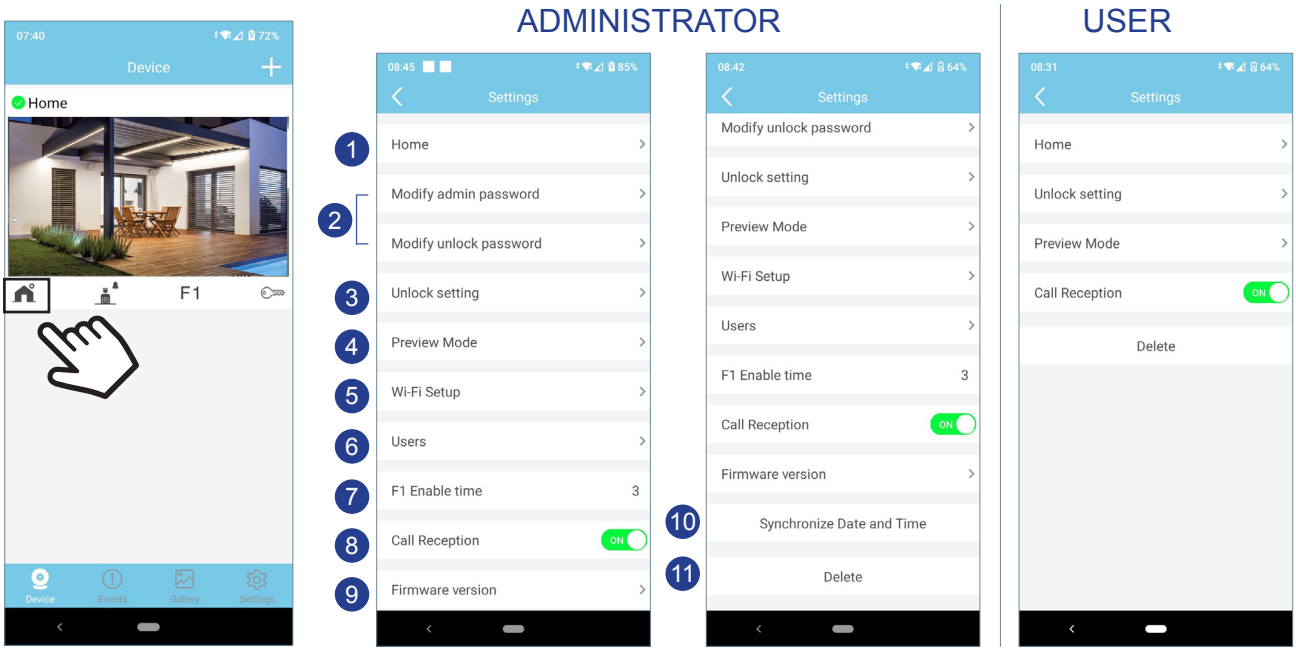
If you wish to connect to the panel to view the camera image, simply open the application and touch the image that is displayed on the screen. If the connection time runs out and you want to continue, press the play ▶ icon.

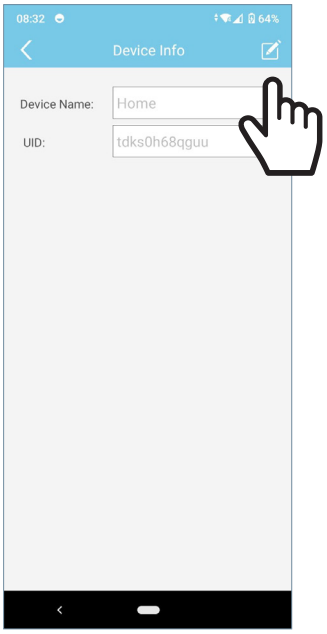


Conversation timings are 90 seconds. If a change of camera or panel is made, the timer starts again.

7.2 HOME SETTINGS

These options are those that will be displayed for the person with the role of ADMINISTRATOR. For the USER, only 1, 3, 4, 8 y 11.





1 Name

The home name editing screen will be displayed.

Press EDIT, rename and SAVE.

2 Change password

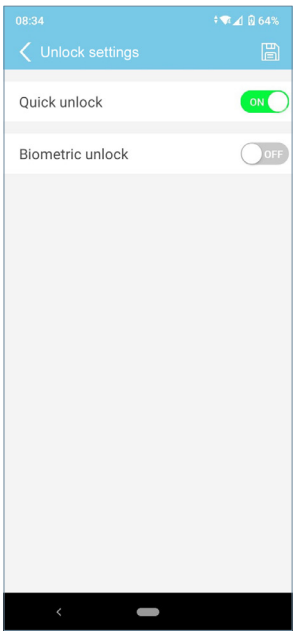
Administrator password. This is used to protect access to the panel.

Opening password. Used to protect the activation of the door locks and F1.

Once the passwords have been changed: Save

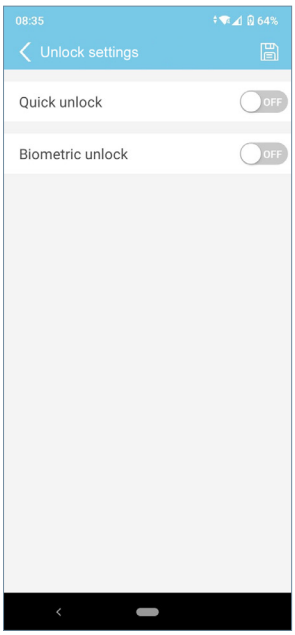
3 Unlock settings

It is possible to configure the unlock settings for opening or sending the F1 command.



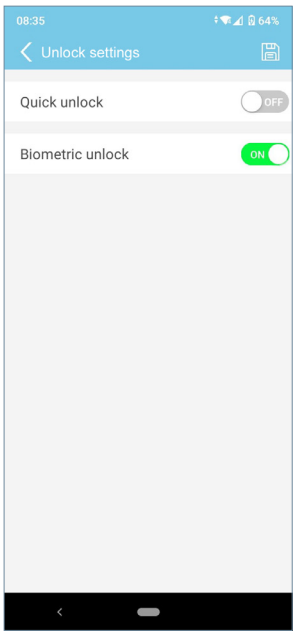
Direct:

By activating quick unlock we enable the possibility of opening the door without introducing any security procedure.



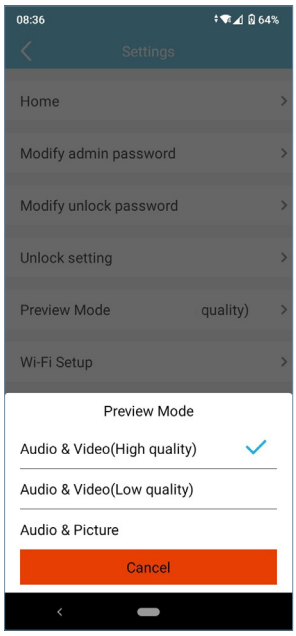
Password:

It will be necessary to enter the password when both actions are disabled.



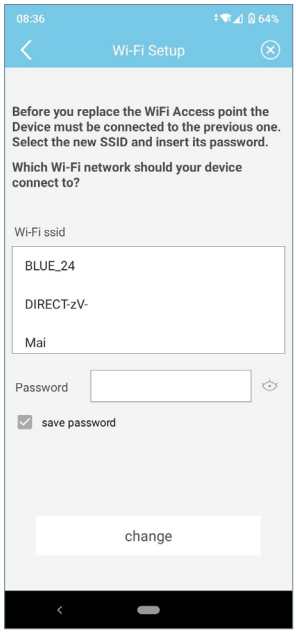
Biometric confirmation:

Use the security settings of the phone to open the door.



4 Previece Mode

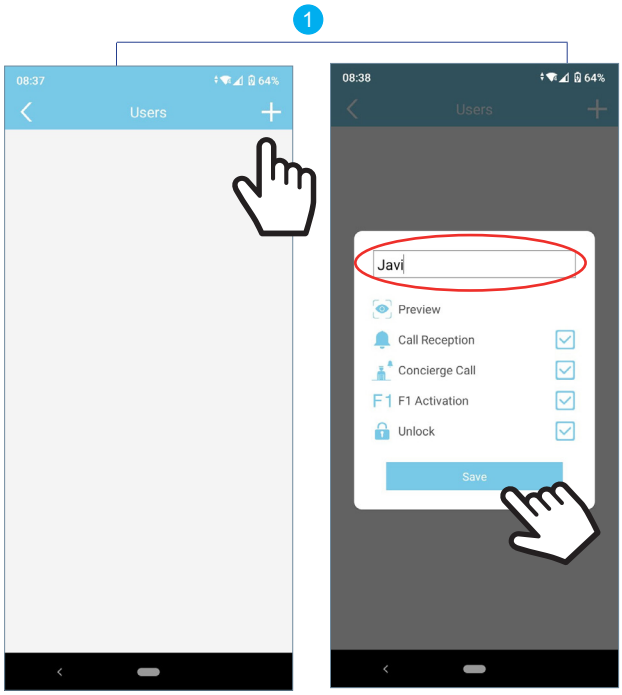
You can choose between different options. See section *6.2 OPTIONS IN CONVERSATION.*



5 WiFi setup

You can select another WiFi network by entering its corresponding password.

Note: Switching to another WiFi network takes place after 30 seconds.



6 Users

This option is for managing guests. The Wi-BOX APP allows you to invite and rescind the invitations of users by means of a link.

The Administrator invites others to enjoy some features of the application.

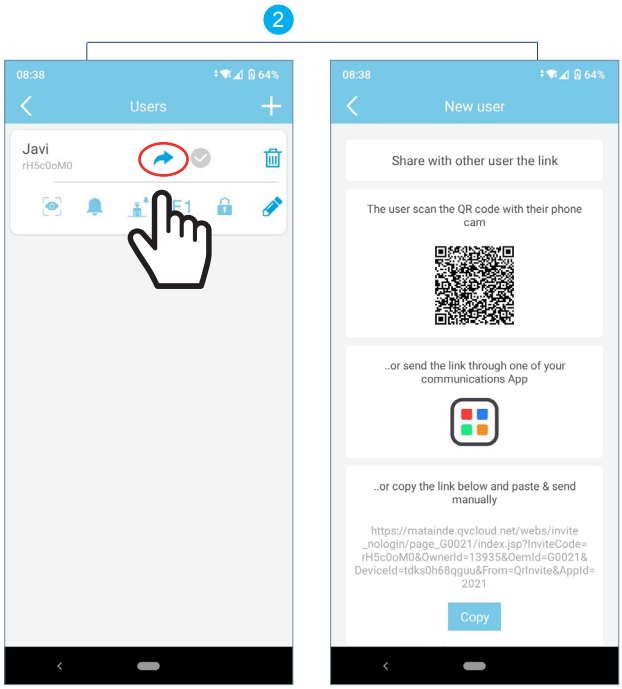
The process to invite a new user is summarized in 3 steps:

1 Register and save the new user.

New users are displayed in a list. Select the functions that the user is permitted to use.

By default they are all selected.

Enter the user's name and Save.



2 Share the link with the guest.

The administrator must share the link. There are 3 possibilities:

a The user is next to the administrator and scans the QR code with their phone, using a QR code reading app.

b The administrator sends the link to the user via a phone application.

c The administrator copies the link shown on the phone and sends it by email or other application.

3 Add device by guest:

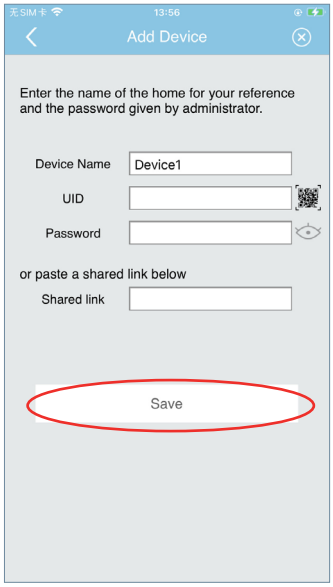
If the administrator chooses the b or c, option, the user will receive the link(for IOS you need to paste the link manually). When you select it, you will be directed to a web page. The a option takes you directly to that website.

Here you must copy the link and choose between:

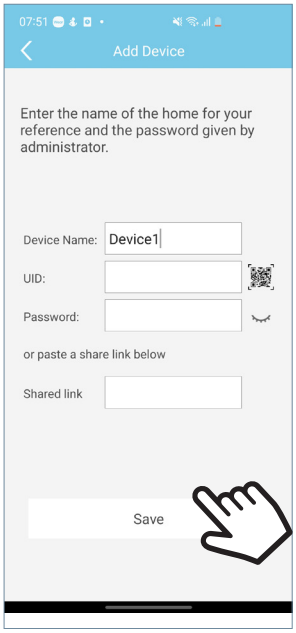
- **Install APP:** If not already installed.

- **Open:** If you already have the Wi-BOX APP installed.

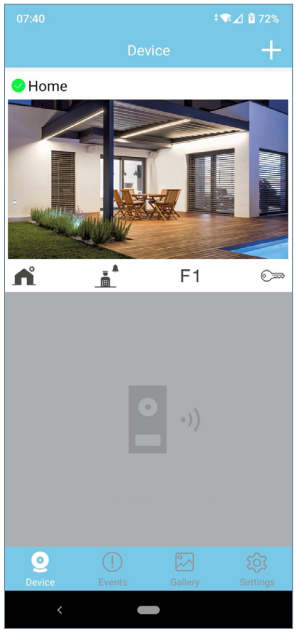
When you accept, the APP will open and the add device screen will be displayed. Enter the name of the home and press **Next**.



Add device screen. Paste the link manually.



Enter the name of the home and press **Save**.

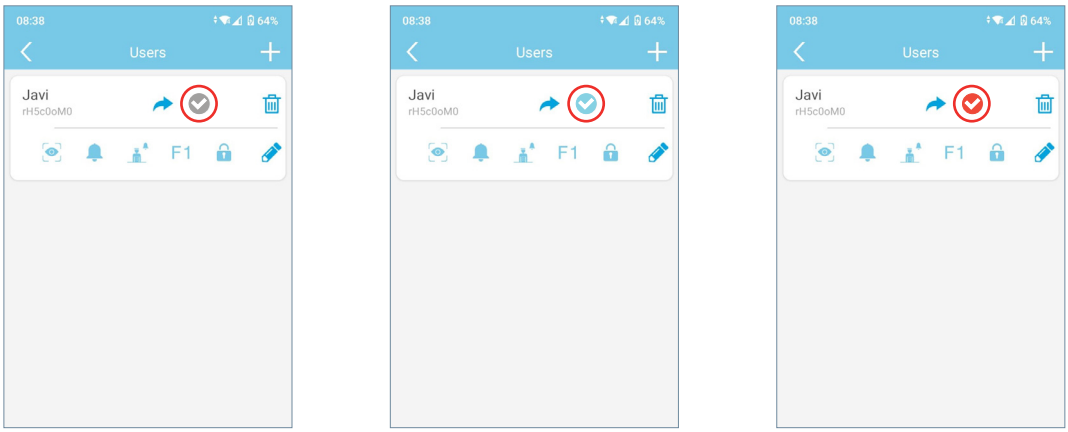


Main screen.

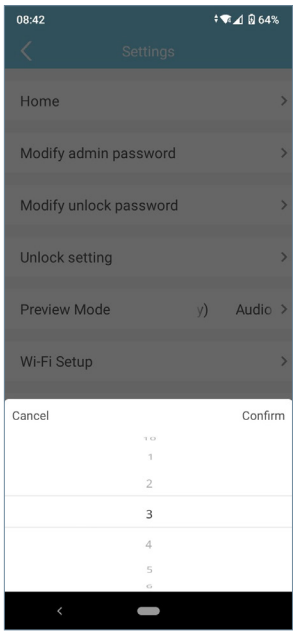
The main screen with the forwarding functions authorised by the administrator will be displayed.

Features:

- The guest list is shared among all administrators.
- The list is connected to the Wi-BOX device.
- The invitation expires 24 hours after the link has been created. It can only be used once, it can't be shared.
- The guest list shows the use of links: pending (grey), accepted (blue) and expired (red).



- Features not enabled to users are not displayed in their application.
- Auto-on is always enabled. It is the only function that is not selectable.
- If call reception is not allowed, concierge calls are not allowed either.
- Feature changes are automatically displayed in the users' APP, once the APP status is refreshed (when accessing the main page).
- If an administrator leaves the property without first removing the guests, they are not automatically deleted. The administrator can add the house again and see the list of users again.
- A WiFi reset does not delete the user list, see section *3.1 CONNECTIONS AND LIGHT INDICATORS (LEDs)*. If the administrator changes the password of the device, the other administrators will not be able to access it. However, the users will still be able to access it because they are managed differently.
- If a guest leaves a home, the administrator receives no notification about it. The user list shows the status of the link, not the user's APP.

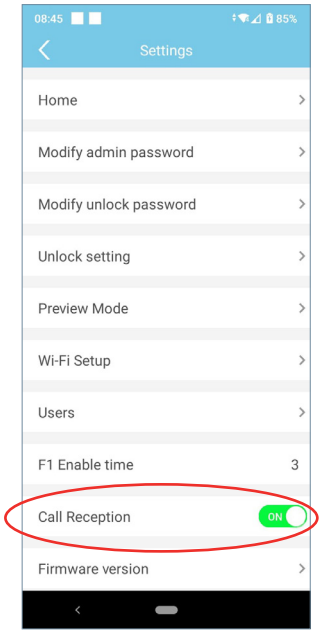


7 F1 activation time

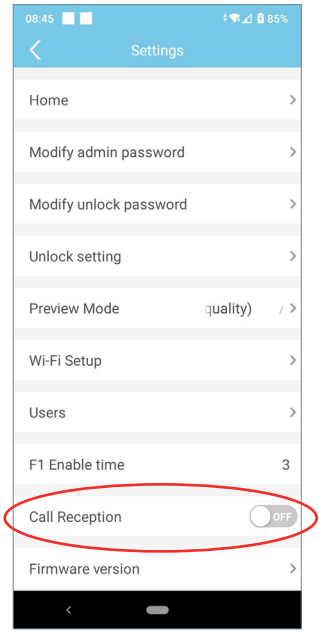
F1 is an additional feature, consult your installer.

This screen sets the activation time in seconds of F1.

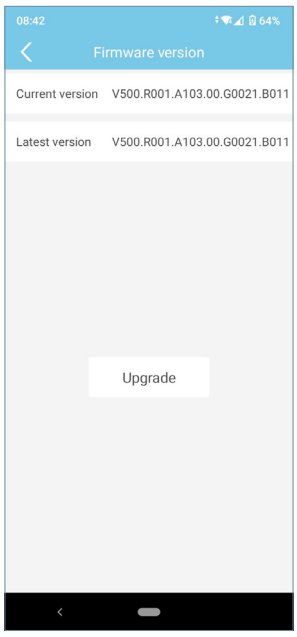
8 Call reception



Calls received.



No calls received.

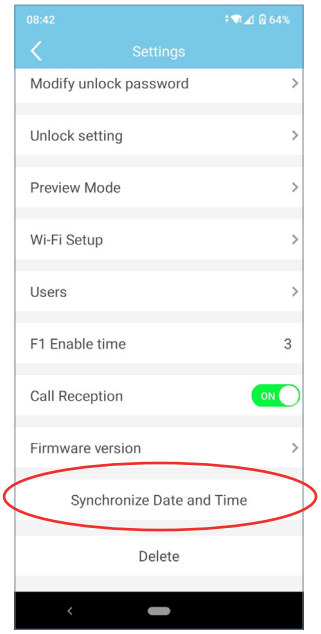


9 Firmware Version

The current and latest available version of the Wi-BOX device is displayed.

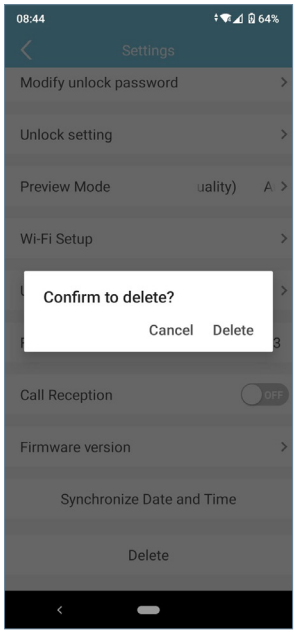
On this screen you can update to the latest version.

It is recommended to update to the latest firmware available, some functions may vary depending on the version.



10 Date and time updates

Synchronise the date and time of the Wi-BOX device with the date and time of the mobile phone. Wi-Box shows the date and time in the image captured by the panel to know when the photo captures or video recordings have been made.

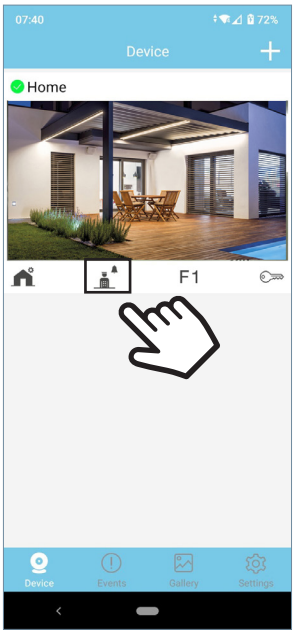


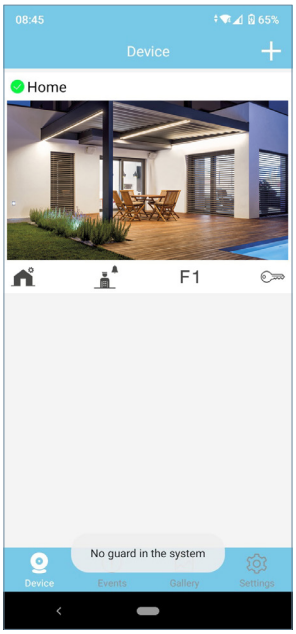
11 Delete home

This option removes the home from the application. If confirmed, the call forwarding function to the mobile phone will be deactivated. If there are guest users or other administrators, they will NOT be disconnected from the property.

7.3 CALLS TO CONCIERGE

This option displays a message indicating whether the command was sent correctly or not.

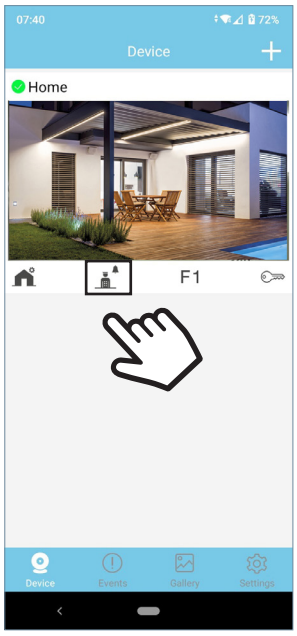


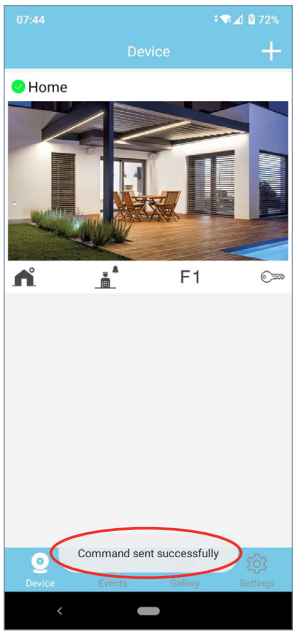


7.4 F1 F1

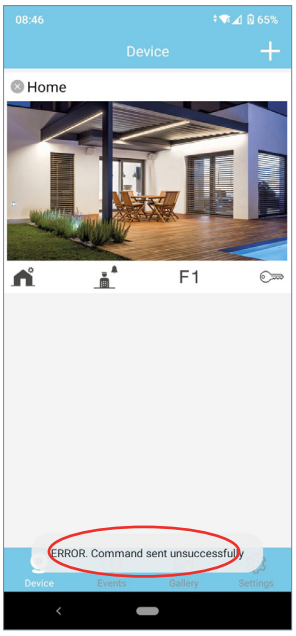
The process of sending the command will depend on the option selected in the lock configuration. See section *7.1 AUTO-ON.*

A message will be displayed indicating whether the command was sent correctly or not.



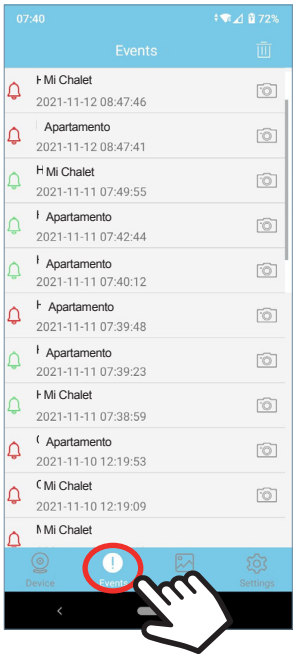


Command sent correctly



Command not sent

8. CALL LOG

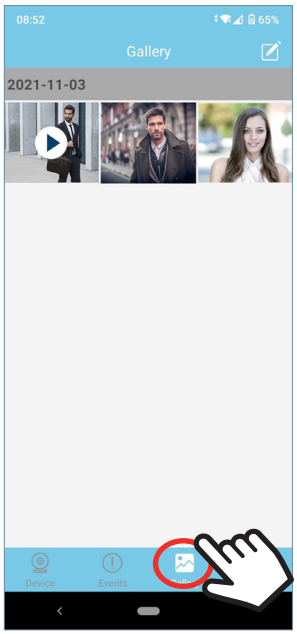


Incoming calls list. The last 10 photos of the calls can be viewed.

Red: Not handled by the APP.

Green: Handled by the APP.

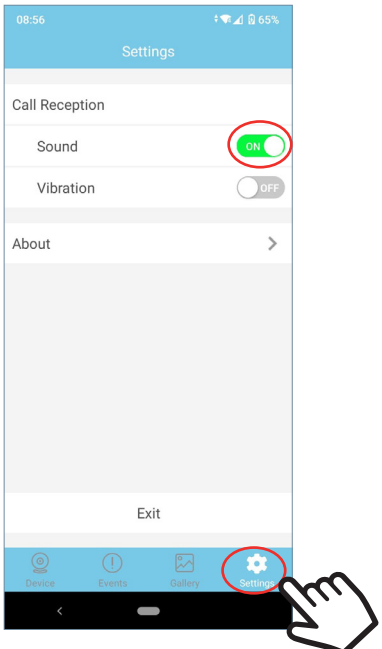
9. GALLERY



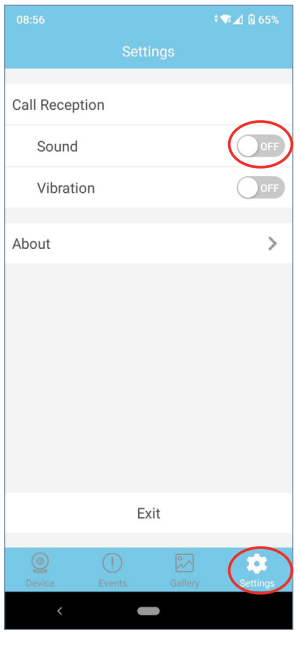
From this menu you can view the images or videos that have been captured by the application.

10. APP SETTINGS

10.1 CALL RECEPTION TONE

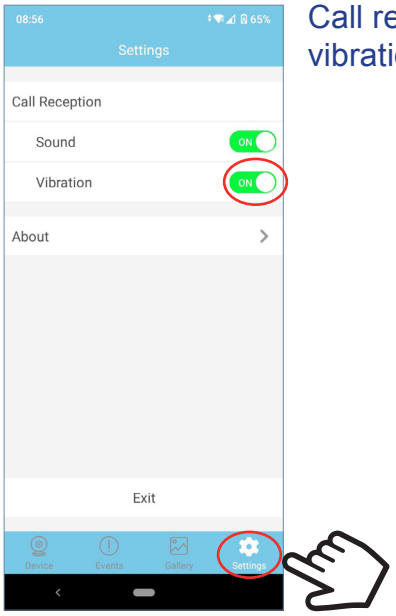


Call reception tone activated.

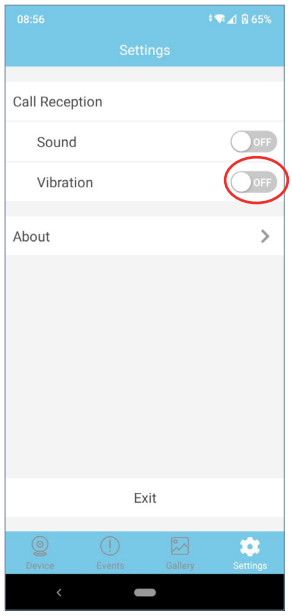


Tone deactivated.

10.2 CALL RECEPTION VIBRATION

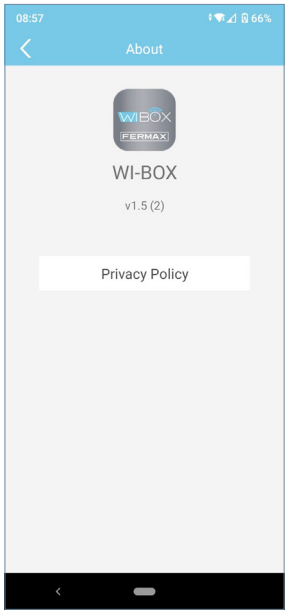


Call reception vibration activated.



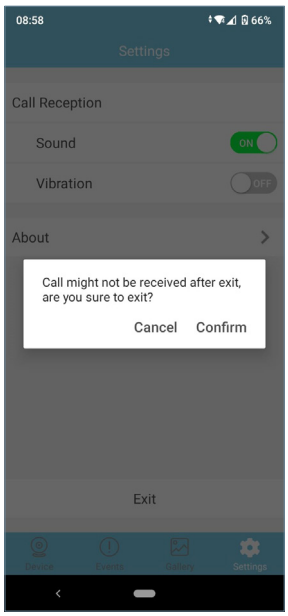
Vibration deactivated.

10.3 INFORMATION



This option shows the version of the APP and the Terms and Conditions can be found in the Information note.

10.4 EXITING THE APPLICATION



Selecting this option exits the call forwarding application. Diverted calls will no longer be received (only on Android).

11. REGISTRATION OF NEW ADMINISTRATORS

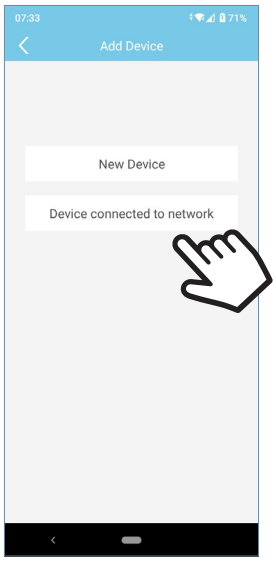
Once the Wi-BOX device has been paired with the router, other administrators can register from +.

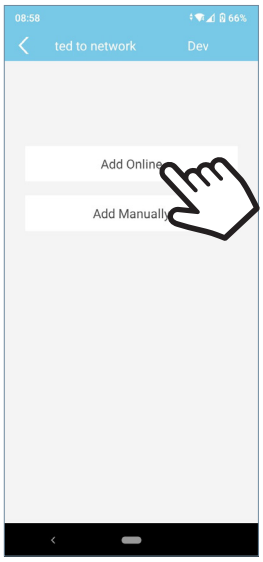
It is not possible to register new administrators by using invitations.

To do so you must select the “Device connected to the network” option. Within this option there are two possibilities:

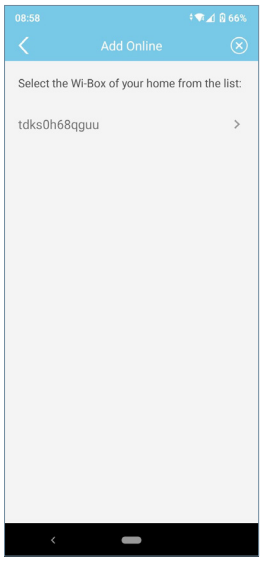
1. **Add by network:** Used when the new administrator is connected to the same WiFi as the Wi-BOX device.
2. **Add manually:** Used when the new administrator is not in the property and therefore not connected to the same WiFi as the Wi-BOX device.

1 Add by network

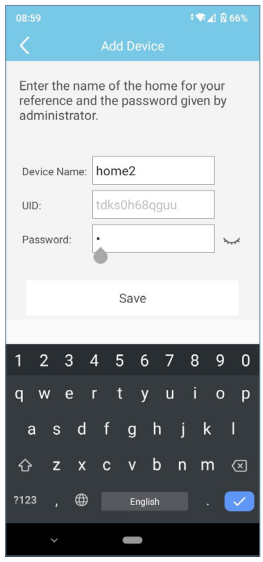




Option: **Add by Network.**

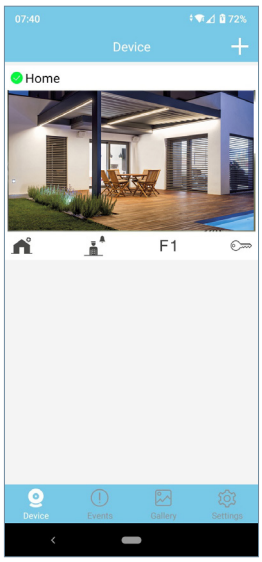


Select the Wi-BOX from the list.

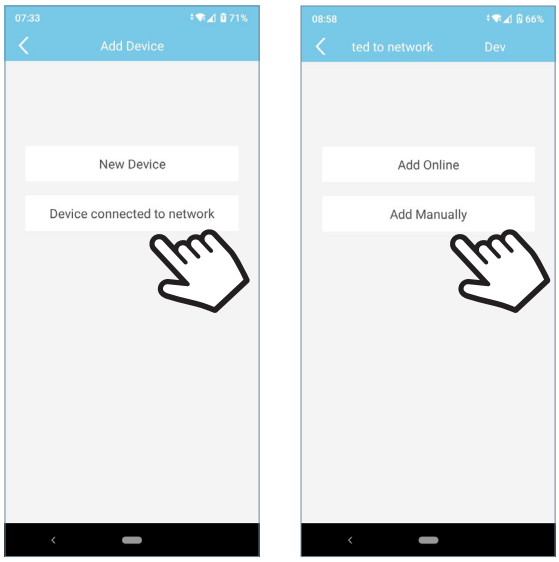


This date entry screen will appear.

Enter the desired name for the home and the password provided by the administrator who registered the device for the first time and press **Save**.

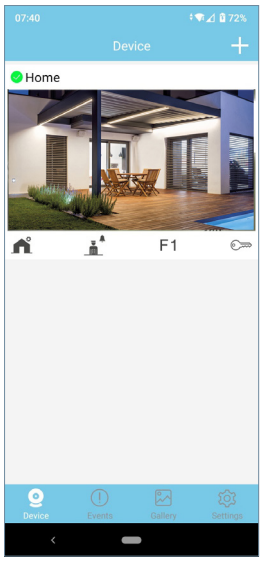


2 Add Manually



Android

IOS



From this screen you can manually enter the data provided by the administrator or scan the Wi-BOX QR code.

When scanning the Wi-BOX QR code, the data is automatically included.

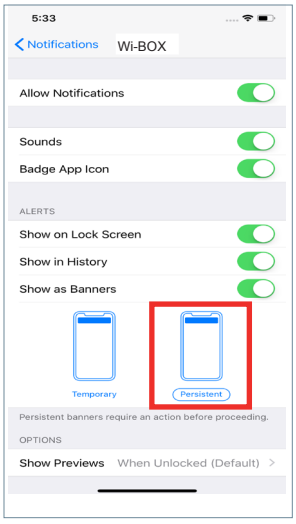
Enter the desired name for the home and the password provided by the administrator who registered the device for the first time and press **Save**.

Note: If an administrator changes the password of the device, he will have to inform the other administrators of the change so that they can update it, otherwise they will not be able to access it.

The same thing will happen with the opening password.

12. INCIDENT RESOLUTION

INCIDENTS	POSSIBLE SOLUTION
WiFi LED does not blink green during the pairing. (See section *5.3 WiFi CONNECTION*).	1. Check that the WiFi name and password entered are correct. 2. Check that the router is turned on.
The WiFi LED does not light up blue at the end of the match.	Check that the router has an internet connection.
No calls are received on the mobile.	1. Check that the forwarding is activated: blue forwarding LED . If it is green , press the button on the Wi-BOX device once. (See chapter *3.1 CONNECTIONS AND LIGHTINDICATORS (LEDs)*). 2. Check that the call reception in the APP is activated. If already active, deactivate and reactivate. (See chapter *7.2 HOME SETTINGS,* point 8 *Call reception*). 3. Check on the main APP screen that the device has a connection (green).
When I leave home, I don‘t get calls on my cell phone for a while.	This is because the change from WiFi to 4G on the mobile phone must be updated on the server, (an automatic operation that takes about a minute).
The image is jerky.	Check the WiFi signal where the Wi-BOX is located and if necessary, install a WiFi extender. Connect to the new WiFi network. (See chapter *7.2 HOME SETTINGS,* point 5 *WiFi setup*).
The APP does not show the list of home WiFi networks in Android.	1. This is due to the fact that no location permission was granted when the APP was installed. Check permission at Settings / Applications / Wi-BOX. 2. Check that the location is activated in **General settings.**

INCIDENTS	POSSIBLE SOLUTION
How to prevent other paired phones from receiving calls.	1. In the case of the user's phone (guest), remove it from the list, or revoke call reception permission. (See section *7.2 HOME SETTINGS,* point 6 *Users*). 2. In the case of the **another administrator's phone number,** change the administrator code. (See section *7.2 HOME SETTINGS,* point 2 *Change passwords / Administrator password*).
Forgotten opening / F1 password.	Ask for the new password or re-pair the Wi-BOX device. In order to re-pair, the device must first be deleted from the APP. (See section: *7.2 HOME SETTINGS,* point 11 *Remove home* and *5 PAIRING PROCESS*).
Another administrator has changed the password and it cannot be accessed.	Ask for the new password or re-pair the Wi-BOX device. In order to re-pair, the device must first be deleted from the APP. (See section: *7.2 HOME SETTINGS,* point 11 *Remove home* and *5 PAIRING PROCESS*).
The call notification for iOS only lasts for a few seconds.	Ensure that you configure the reception of notifications for the Wi-BOX application using the following settings: 

INCIDENTS	POSSIBLE SOLUTION
If router traffic is limited, some ports must be opened.	Router ports that must be opened. - tcp 443 - tcp 9000 - tcp 9001 - tcp 8301 - tcp 8720 - tcp 8730 - tcp 8550 - tcp 8560 - tcp 8250 - tcp 8801 - tcp 9170 - tcp 9008 - tcp 9005 UDP: 1..65535.

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