



Property Management Unit

**FERMAX**

USER & INSTALLER'S MANUAL

## **LYNX PROPERTY MANAGEMENT UNIT**

Code 970021Ib V07\_17

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## **CONGRATULATIONS ON BUYING A QUALITY PRODUCT!**

Fermax Electrónica develops and manufactures premium equipment that meets the highest design and technology standards.

The Property Management Unit is a technological device designed to maximise communication, safety and comfort in the home.

All of the available functions are described in this manual. These functions may be enabled or disabled as you wish, according to your PMU profile.

# 1. INTRODUCTION

## 1.1 GENERAL DESCRIPTION

The Property Management Unit (PMU) is a PC software application specially designed to work as a Concierge Centre and optionally perform administrative or installation functions.

The PMU of the LYNX system is much more than a Concierge, it is a multi-purpose software application that allows, on the one hand, the installation and commissioning of the system and, on the other hand, is the ideal tool to manage a building in terms of safety, comfort and communication for residents.

The PMU is part of the LYNX system: data, audio and TCP / IP-based multi-channel video. They communicate with a panel based in an IP video door phone (the LYNX Audio and Video Amplifier) and with TCP / IP-based LYNX monitors.



The PMU is supplied on a USB device that functions as an encrypted key (dongle). If the security device is not inserted in the PC, the software will only run with limited functionality. [See point 1.4 Operating modes.](#) A LYNX installation may have one or more PMUs. There will always be a main PMU, known as the PMU Server (or Database Server), where the database and general configuration are stored. Secondary PMUs can access all the information remotely.

The PMU software provides administration, installation, concierge, emergency concierge, lift and mobility functions based on the login entered at sign-in.

A LYNX installation can also operate without a PMU of any kind, as long as installation and initial configuration have been done correctly. For more information [see point 1.4 Operating modes.](#)

It is recommended that the PMU be installed on a PC with a 17" touch screen, where the CPU is on the screen itself, however it can be installed on any standard PC that meets the minimum requirements:

- Operating System: Windows 7 - 32bit.
- CPU: 2.5GHz Dual-Core Processor
- Hard drive: HDD SATA 160G
- USB Interface: 1 port available
- Ethernet Port: Gigabit, 100/1000Mbps (Fast-Ethernet).

**Note:** When communicating with other devices (panels, monitors, PMUs), private audio and video communication can be established. To do this you must incorporate a USB telephone or a headset with a microphone and a camera.

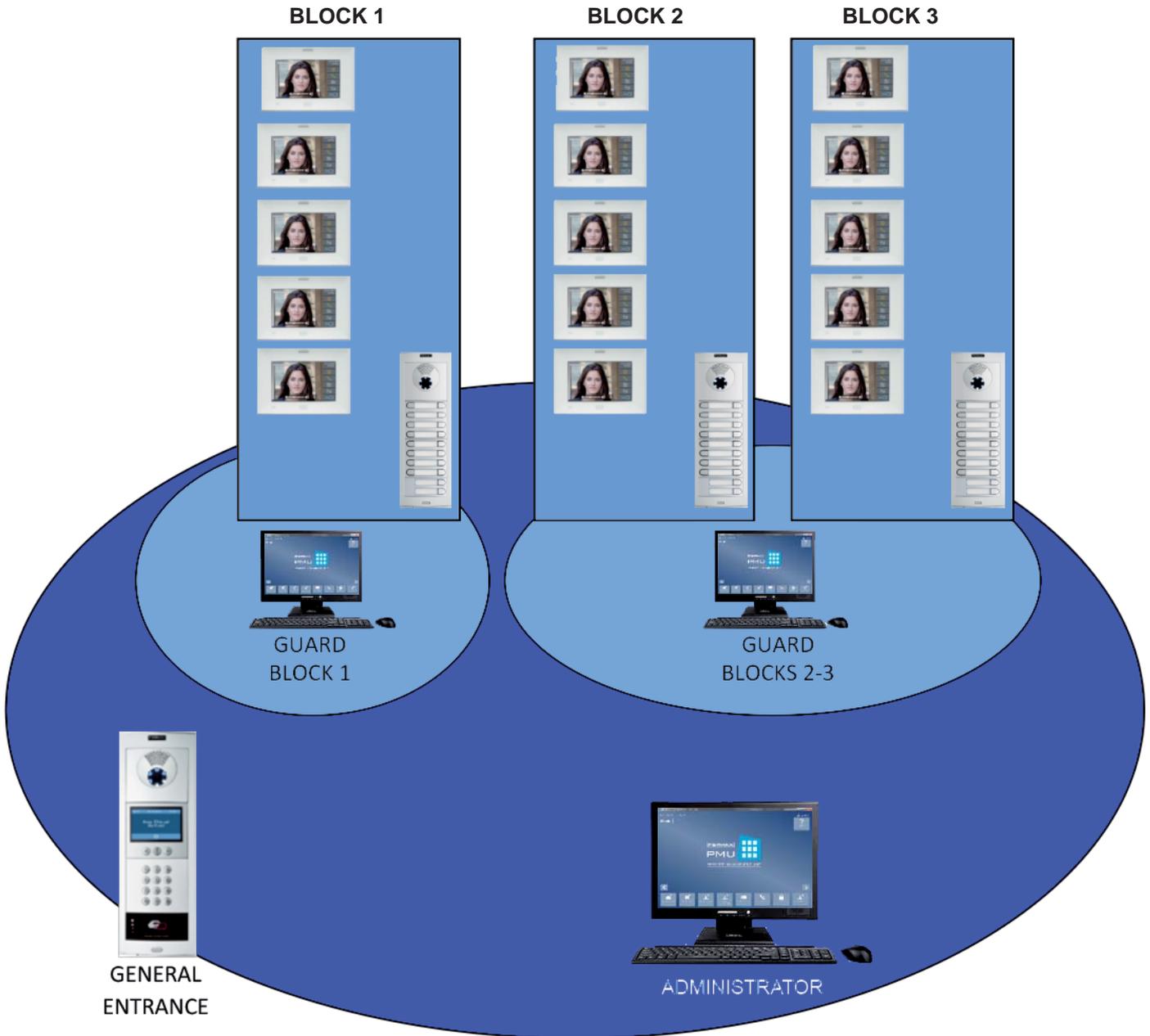
### 1.2 COVERAGE

A LYNX installation can have more than one PMU, however there must always be a main PMU, where the database and general configuration will be stored.

A PMU can manage different areas of coverage:

- The entire premises.
- A single block.
- Multiple blocks (up to 100).

The coverage of the PMU Server is always “entire premises”.



### 1.3 SOFTWARE LICENCE

The PMU software is distributed with an individual licence for each device.

It is protected against unauthorised copying. Although the authorised copy can be installed on more than one PC, only the computer connected to the USB stick will have all the features.

## 1.4 OPERATING MODES

The PMU software has two functioning modes:

- FULL, where all functions are available (the encrypted USB key must be connected to the PC).
- LITE, where functions are limited (to carry out installation only).

# 2. INSTALLATION AND CONFIGURATION OF THE PMU

## 2.1 DOWNLOADING THE PMU INSTALLATION SOFTWARE

The PMU installation software is available on the FERMAX website. You will need the encrypted USB dongle key to run the PMU in FULL mode.

## 2.2 INSTALLATION PROCESS ASSISTANT

The first step is to install a master PMU, known as the PMU Administrator or Database Server, where the database and general configuration will be stored.

Once the files required for installation have been downloaded from the FERMAX website, they must be opened and stored in the desired folder.

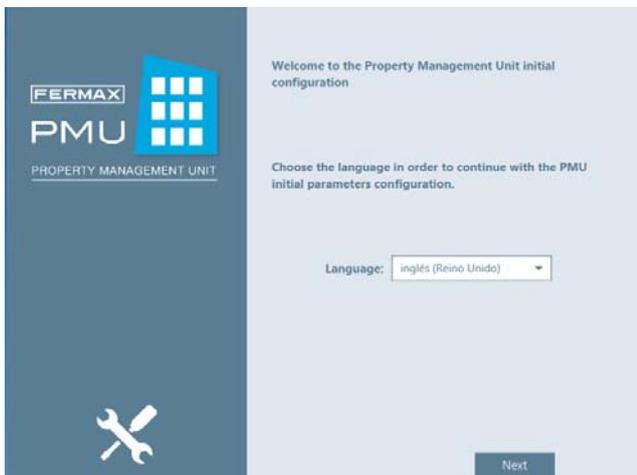
You must run the "Installer.exe" file as an Administrator to carry out the installation correctly. The first time the application is run, if the Windows firewall is installed and enabled, it will request that you grant the PMU permission. Select the public or domain areas that correspond to your network and press the "allow access" button when asked, so as to avoid traffic problems when using the PMU.

Follow the installer's instructions:

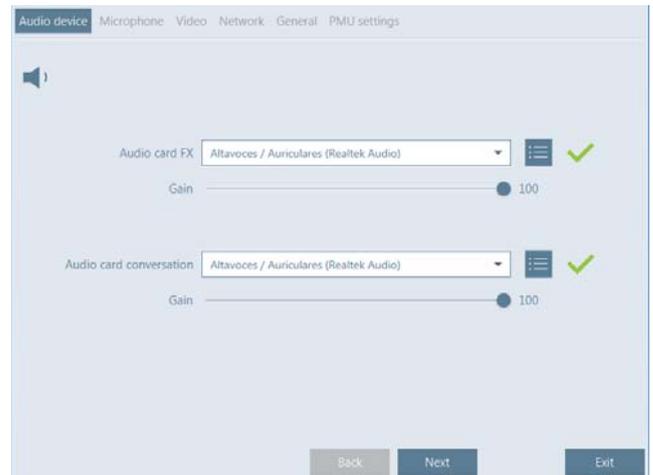
Follow the installer's instructions:

- The drivers and the necessary software will be installed automatically.
- The operating system is detected automatically: Windows 7, 8.1 or 10 (32 or 64 Bit).

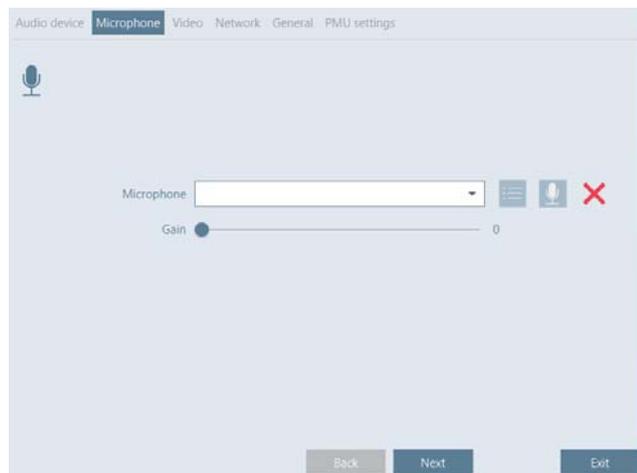
Once the installation is complete, a wizard will guide you through the initial set-up of the PMU.



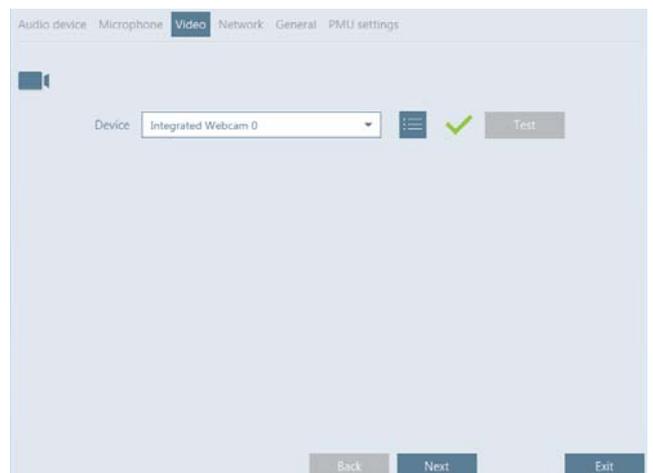
**STEP 1:** Select the PMU language



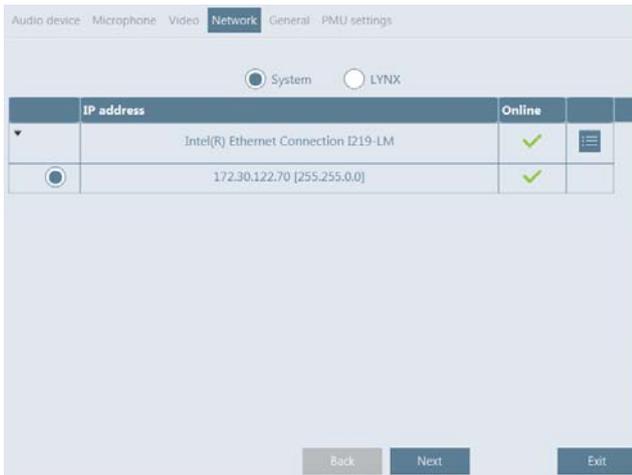
**STEP 2:** Configure the audio hardware



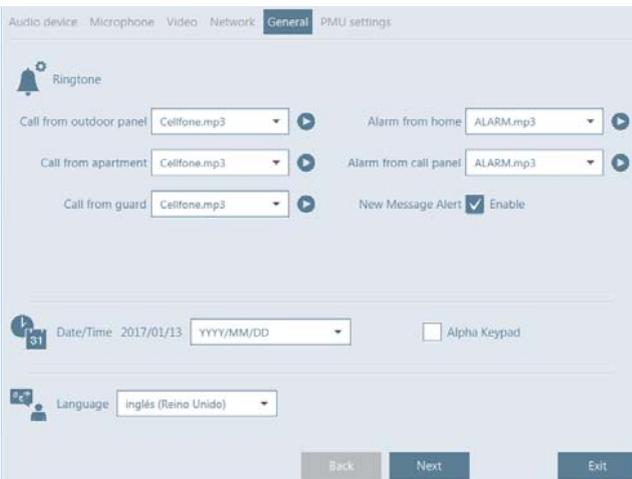
**STEP 3:** Select the microphone



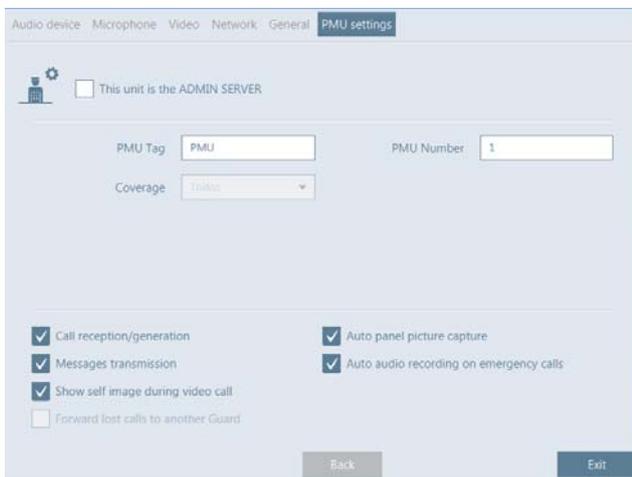
**STEP 4:** Select a camera from those installed on the PC



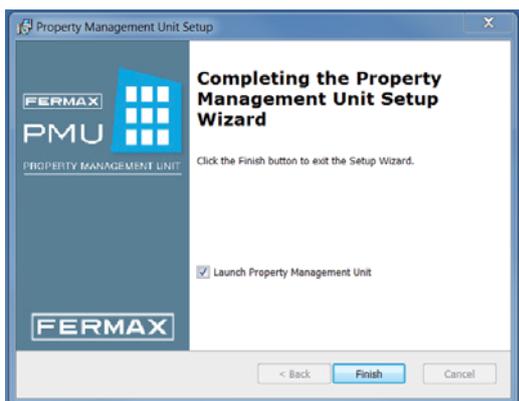
**STEP 5:** Configure the PMU network - it is important to select the necessary network card and IP, if it is not properly configured it will not be possible to connect it to other devices. You can also configure the PMU network after installation.



**STEP 6:** Configuration of the various general settings, such as ring tones, date format, on-screen keyboard or language.



**STEP 7:** Lastly, you can select the PMU settings.



**STEP 8:** After the initial configuration and installation is completed, a direct link will be created on the Windows desktop.



### 2.3 PMU CONFIGURATION

Configuration of the various screens to initiate the installation.

To perform this configuration, it will be necessary to access the PMU with the installer's login:

- User: **installer**
- Password: 123

Notes:

- For security reasons, when a user accesses the application for the first time, they will be asked to change their password.
- The software works as a Concierge administrator or an installer, depending on the login entered. Each of the different profiles has different privileges and functionalities. The installer has the maximum privilege, including installation and commissioning functions for the entire system. [See section 3.3 Access Profiles.](#)
- It is the responsibility of the administrator to configure the information within the system. The installer can adjust all the parameters of the application to give the system the appropriate functionality .

#### 2.3.1 GLOSSARY OF ICONS

|  |                          |  |  |  |                            |
|--|--------------------------|--|--|--|----------------------------|
|  | Add                      |  | Details (display additional information) |  | Refresh                    |
|  | Start                    |  | End                                      |  | Back                       |
|  | Forward                  |  | Open                                     |  | Erase                      |
|  | Import                   |  | Export (Excel)                           |  | Print                      |
|  | Access to the Web Server |  | Erase                                    |  | Clear field                |
|  | Call                     |  | Open door                                |  | Export (CSV / PDF / Excel) |
|  | Hang up                  |  | Capture image                            |  | Transfer to concierge      |
|  | Transfer to residence    |  | Pending calls                            |  | Play melody                |
|  | Mute microphone          |  | Activate alarm                           |  | Status not available       |
|  | Status available         |  | Delete receiver                          |  | Delete messages field.     |

**Note:** By double-clicking on any entry in any table, the details of that entry can be modified.

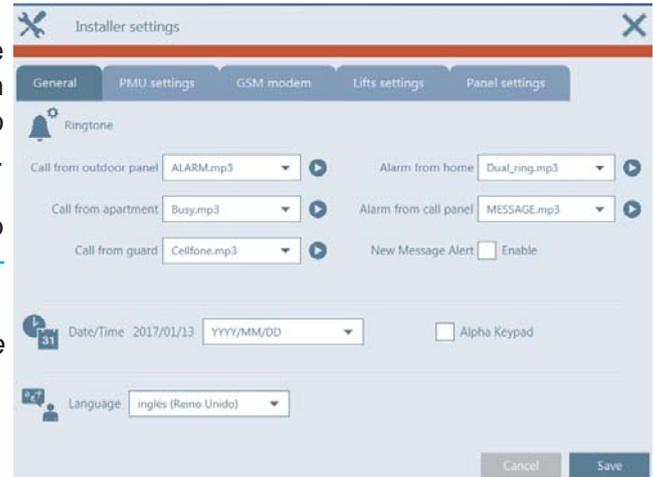
## 2.3.2 USER SETTINGS

### 2.3.2.1 installer settings: GENERAL SETTINGS

In the General settings screen, you can select and change the ring tones, the volume and new message alerts, with the Date and Time Settings also being customisable to local conventions in terms of date formats and language. Save the changes once finalised.

Some of these parameters will have already been set up by the wizard during the installation, [see point 2.2 Installation process](#).

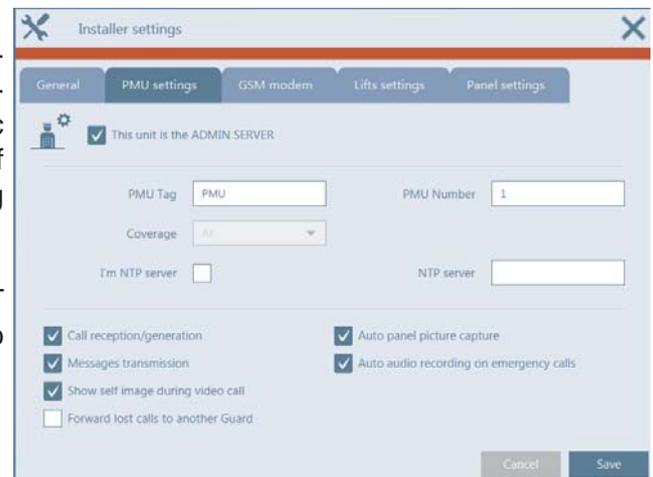
**Note:** The application must be restarted for the change of language to take effect.



### 2.3.2.2 installer settings: PMU SETTINGS

the configuration of the PMU is shown on the PMU SETTINGS screen. You can enable various operating parameters: Send/Receive calls, send messages, automatic image capture from the panel, automatic recording of audio during emergency calls, Show your image during calls, forward calls to another concierge...

You must save the changes once they are finalised. Should you alter the "This is the MANAGEMENT SERVER" option, it must be restarted for the changes to take effect.



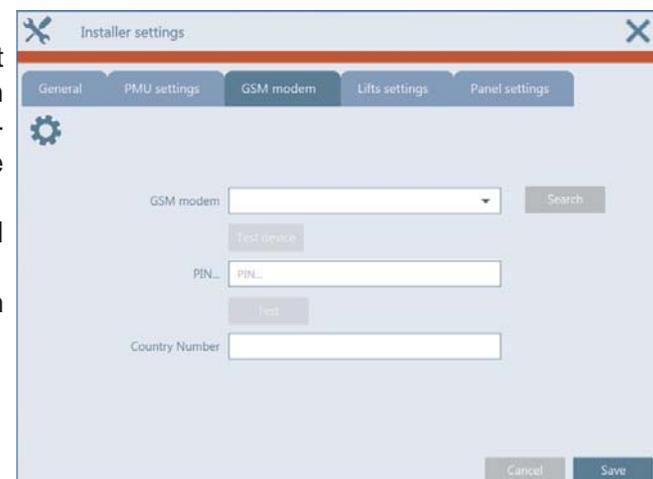
**Note:** The administration server for the PMU must be present in the LYNX installation for the NTP server to be active; the NTP Server field must show the same IP address as the PMU server administrator, so that the NTP server can work throughout the facility.

### 2.3.2.3 installer settings: GSM MODEM

You can optionally install a GSM modem to send text messages to mobile phones. The modems available can be both local and remote, these are detected automatically by clicking on "Search", and can be selected via the drop down box.

The PIN field is required when the SIM card has a PIN code.

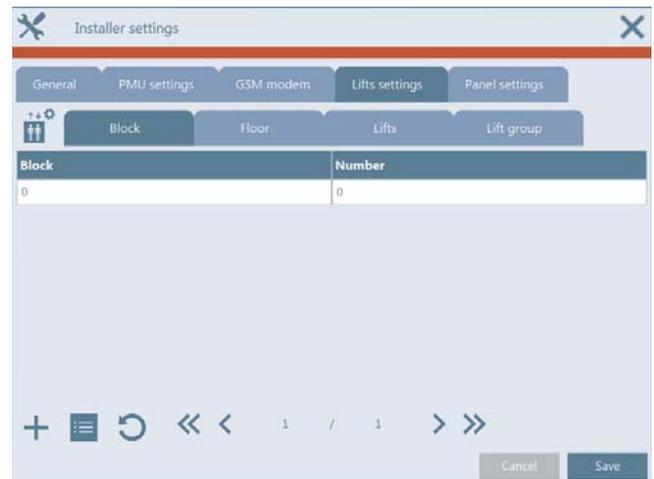
The country number is used to send messages through the GSM modem with its corresponding prefix.



### 2.3.2.4 installer settings: LIFT SETTINGS

Within this tab you can define blocks, floors, lifts and groups of lifts. It is advisable to create them in order, because you cannot, for example, create a floor without first creating a block.

- **Block:** Represents a collection of stories. A block can include stories, floors, lifts and groups of lifts. A unique number is assigned to each one.
- **Floor:** Represents a floor within a block, each floor number is unique for that block. A name, relay number and floor number are available.
- **Lift:** Represents a lift inside a block; may belong to one block only and its number within the block is unique. In addition, it can be associated with other panels and stories from those you can access. You must add additional information: the times of visitors and tenants.
- **Group:** Represents a set of flats which users can access via the lift. A group belongs to a single block and can include all stories that exist in the block.

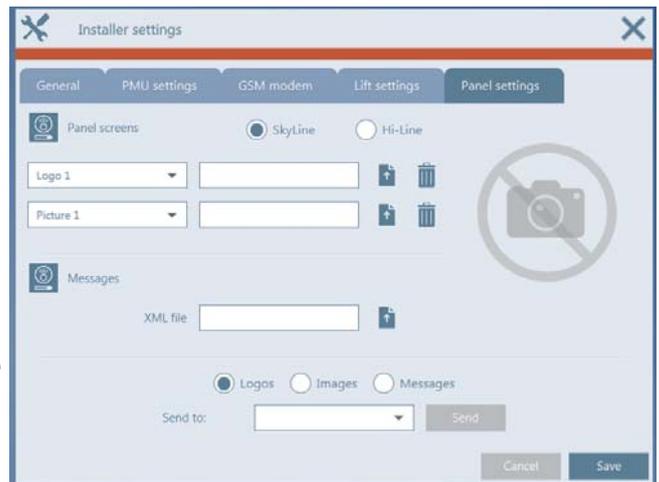


### 2.3.2.5 Installer settings: PANEL SETTINGS

On the PANEL SETTINGS screen, you can update the logos, images and messages that appear on the outdoor panel remotely.

The installer can load the desired logos, pictures or XML message files to send to panels. Only logos or pictures compliant with the expected resolution are allowed (100x100 for icons, 320x240 for SkyLine pictures, 480x800 for Hi-line pictures).

*As a destination, one or several panels from those present in the LYNX installation can be selected as a destination of the new file to be uploaded.*



Only kind panels selected in the radio button (Panel, Hi-line) are visible in panel list to send.

It is possible to send just a logo, a picture or an XML file at a time, the one selected in the box. Files cannot be uploaded massively to panels. At a time, either logos or images or XML message files can be sent, according to the option selected in the radio button.



## 2.3.3 ADMINISTRATOR SETTINGS

Configuration of the various administrator screens

With all the installer screens configured, you can configure all the administrator settings.

The administrator has special privileges to configure all tenant's details and permissions, and to create and modify logins (user name/password), access control, and events. It is the administrator's responsibility to configure this information in order to populate the databases with the information necessary for the best possible operation of the system.

The default Alarm PMU user name and password are:

- User: admin
- Password: 123

### 2.3.3.1 Administrator settings: USER

The accounts (logins) of all user profiles are shown, and new accounts may be registered. The default users are:

| User      | Pass  | Role                                     |
|-----------|-------|--|
| installer | ..... | ALARM, ADMIN, INSTALLER, MOBILITY, MO... |
| admin     | ..... | ALARM, ADMIN, MOBILITY, LIFT             |
| guard     | ..... | GUARD                                    |
| alarm     | ..... | GUARD, ALARM                             |
| mobility  | ..... | GUARD, MOBILITY                          |
| lift      | ..... | GUARD, LIFT                              |

| PMU           | User      | Default password |
|---------------|-----------|------------------|
| Administrator | admin     | 123              |
| Installer     | installer | 123              |
| Concierge     | guard     | 123              |
| Alarm         | alarm     | 123              |
| Lift          | lift      | 123              |
| Mobility      | mobility  | 123              |

This setting is local to each PMU, that is, a user may be able to enter one PMU but not another. It is vital that the administrator create different access accounts for each user. **Note:** On the basis of the different logins, they may have different operating privileges and functions, for more details see item 3.3 Access Profiles.

### 2.3.3.2 Administrator settings: ADDRESS BOOK

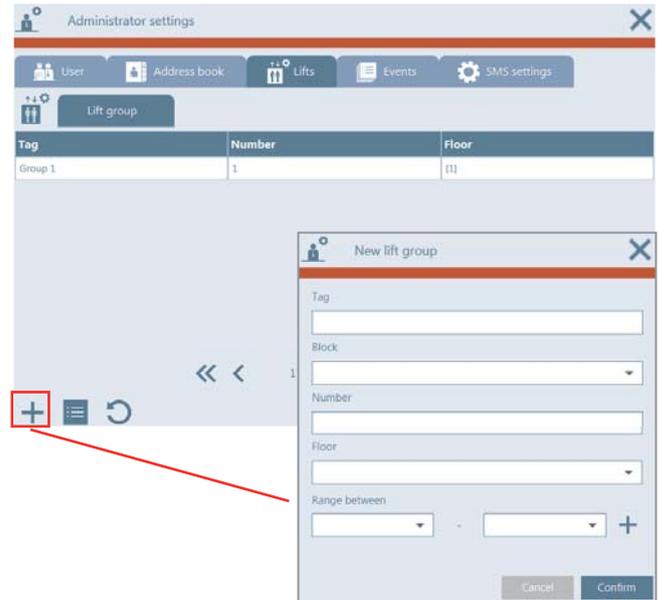
On the ADDRESS BOOK screen, all tenant details are defined and stored.

The Address book fields are:

- **Name.** The tenant's name.
- **Additional.** Any additional information. This information will be displayed on the outdoor panel in the following manner:
  - As additional information for each user, if you have configured the panel to show the users one-by-one on the display.
  - As a "door open" message replacing the default message, if the option to show the users four-by-four on the display has been chosen on the display.
- **Block:** Block where the lift is located.
- **Floor.** Floor where the residence is located (monitor).
- **Unit.** Number of residence (monitor).
- **Calling code.** The calling code can be left blank, except where alphanumeric calls are used. The alphanumeric keyboard option must be enabled.
- **PIN.** PIN code of the tenant. Allows you to open the door by entering a personal code of 4, 5 or 6 digits via the keyboard. It is also possible to combine this PIN code with the presentation of a proximity card, for an extra level of security: Next+PIN, (if the panel includes an appropriate reader). The Enable Pin and Prox+PIN Functions must be enabled on the panel.
- **Relay for PIN.** Relay activated by entering the PIN code associated with that user into the panel.
- **Proximity card.** Tenant's card.
- **Relay for proximity.** Relay activated by waving the proximity card associated with that user at the panel.
- **Group.** Number of the group, to allow the user to access the floors defined therein, in addition to his / her own.
- **Phone:** Tenant's telephone number. For SMS notifications, only if the PC has a GSM module.

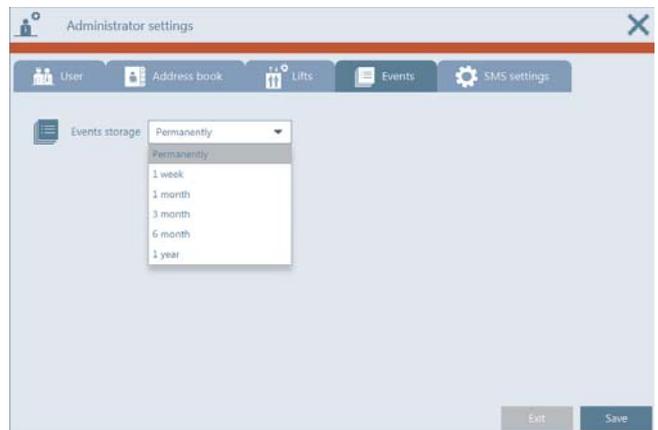
### 2.3.3.3 Administrator settings: LIFTS

The LIFTS screen (groups of lifts) defines the floors which users can access using the lift. Each user will be automatically assigned the relay corresponding to his / her floor (according to the planner); and a separate particular group (which is optional), to allow him / her to access the floors defined therein in addition to his / her own. Pressing on “add” opens a screen where you must enter the appropriate data to generate these groups. [See chapter 2.3.2.4 Installer settings. LIFTS](#)



### 2.3.3.4 Administrator settings: EVENTS

On the EVENTS screen, you can configure the events-storage policy, with settings ranging from 1 week to "permanently". If storage is set to "permanently", the manager should remember to manually delete all events from time to time. Otherwise, the list of events would grow indefinitely.

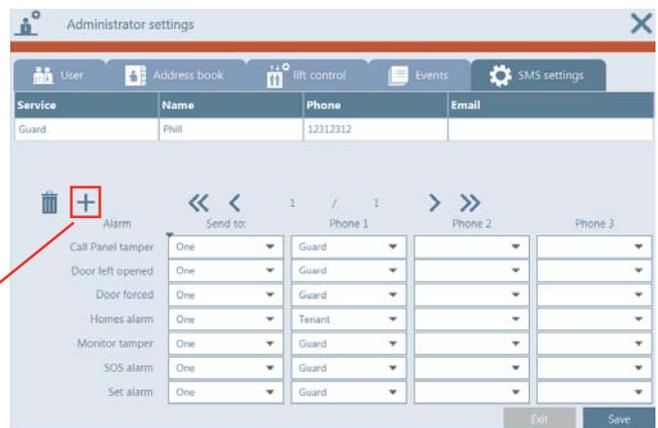
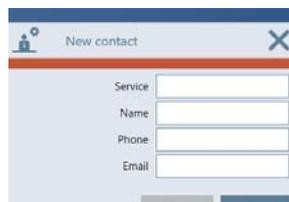


### 2.3.3.5 Administrator settings: SMS SETTINGS

on the SMS settings screen, you can create a list of service personnel with phone numbers, so that SMS alert messages can be sent in case of any events that appear as “ALARM” on this screen.

ALARM events:

- Call Panel tamper
- Door left open
- Door forced
- Homes alarm
- Monitor tamper
- SOS alarm



The administrator must determine who receives the SMS. Sends SMS notifications, functioning only if the PC has a GSM module. The GSM Module settings may be changed on this screen MAINTENANCE of the Installer Settings, see section 4.3 MAINTENANCE.

You can choose from the list of service personnel and the tenant in the residence and have it sent to one (Telephone 1) or to all (Telephone 1, 2 and 3).

When you select Tenant: Corresponding alarm events:

- Homes alarm
- Monitor tamper
- SOS alarm
- Configure alarm

This will be sent to the tenant’s telephone number at the residence where it is happening. This telephone must be included in your User tab (Planner).

## 2.3.4 HARDWARE SETTINGS

Configuration of the various hardware settings.

These settings will have already been configured during the PMU installation process. This can be done from any type of profile, with the exception of the network settings which can only be changed via the installer profile. [See section 3.3 Access Profiles](#)

### 2.3.4.1 Hardware settings: AUDIO

You can make changes to the audio hardware that is used by the PMU, in addition to configuring the volume levels.

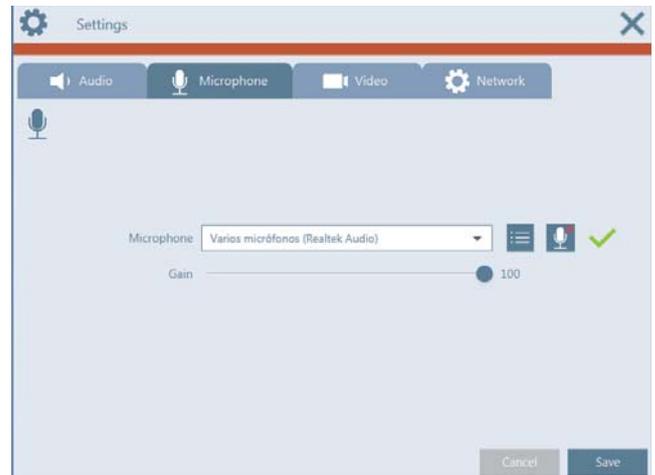
You can select different sound cards for the ringer and for conversations.

It is vital to configure the audio hardware so that the PMU is able to send/receive calls.



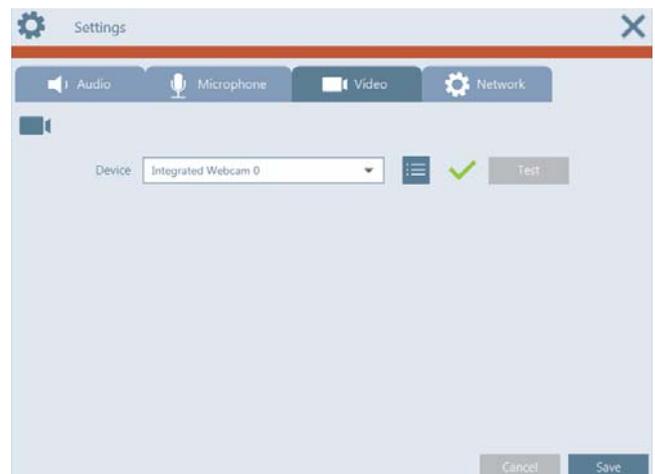
### 2.3.4.2 Hardware settings: MICROPHONES

You can select the microphone that the PMU will use, in addition to the PMU gain.



### 2.3.4.3 Hardware settings: VIDEO

You can select the camera to be used by the PMU from the list of cameras installed on the PC.



### 2.3.4.4 Hardware settings: NETWORK

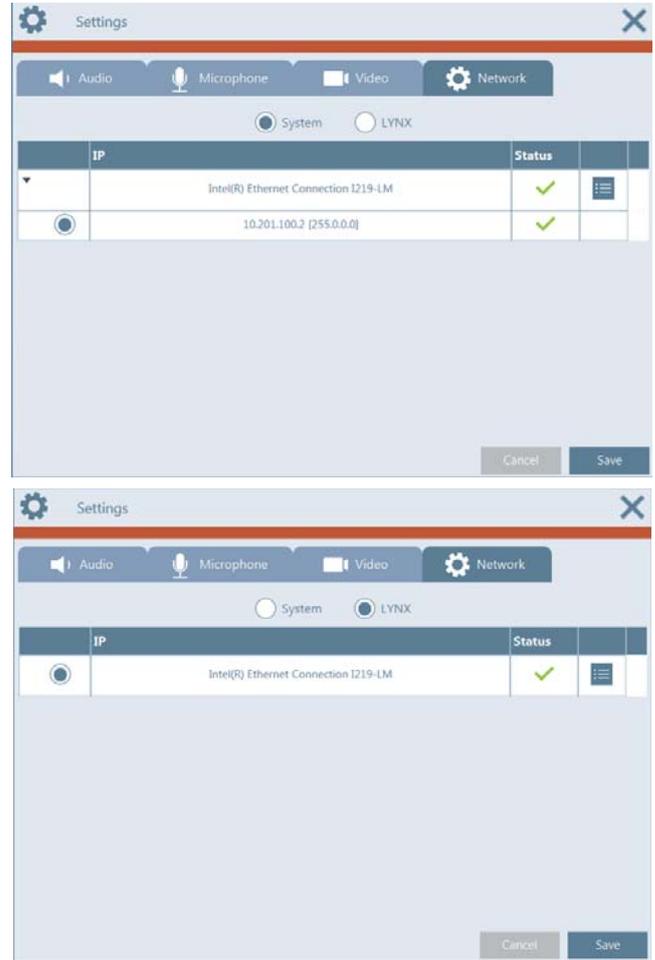
You can select the network card and the IP address that will be used by the PMU.

You can select from two different modes: you may either select the network card and the system IP address yourself, or on the other hand, let the LYNX system detect them automatically.

If you select the first option, the IP address will be obtained via the IP address of the system, and the installer must select the IP address from the list that will appear; if an IP fails the PMU will try to connect with the next one on the list from the same network card.

On the other hand, if you select “LYNX”, the installer only needs to select the network card and the LYNX system will assign an IP address automatically, depending on the type and number of the PMU.

When the LYNX mode is selected, the IP address of the PC will change to the one which the PMU is running.



## 2.4 UNINSTALLATION AND UPDATES

The application can be uninstalled like any other programme. The settings will be saved on the PC even if the application is uninstalled, so it can be reinstalled or updated without losing your settings.

To uninstall the PMU without maintaining the configuration, the user must manually delete the contents of the folder which is normally *Archivos de Programa(x86) \Fermax\Property Management Unit*.

## 3. PMU FUNCTIONS

### 3.1 GRAPHIC INTERFACE



### 3.2 HELP

When you click any icon, a new screen opens with its description.



### 3.3 ACCESS PROFILES

The software can operate with different profiles (logins). Each profile has different roles, and depending on the role the user will have different functions. These are the roles available in the PMU

- Administrator: has special privileges to configure all tenant's details and permissions, and to create and modify logins (username/password), access control, and events.
- Concierge: can only send/receive calls and send/receive messages.
- Installer: has the maximum privilege, including installation and commissioning functions for the entire system.
- Alarms: you can only receive and manage alarms (if enabled).
- Lifts: only has the lifts feature.
- Mobility: only has the mobility feature.

Some of these roles cannot act by themselves, and so they will be assigned the concierge role next to them when they are created.

The following table lists the functions available for each role, (X means that the function is accessible for that role):

| Functions                | INSTALLER | ADMIN | MOBILITY | LIFT | ALARM | CONCIERGE |
|--------------------------|-----------|-------|----------|------|-------|-----------|
| Call to home             | X         | X     | X        | X    | X     | X         |
| Connect to a panel       | X         | X     | X        | X    | X     | X         |
| Call to another guard    | X         | X     | X        | X    | X     | X         |
| Call to an administrator | X         | X     | X        | X    | X     | X         |
| Messages                 | X         | X     | X        | X    | X     | X         |
| Divert calls             | X         | X     | X        | X    | X     | X         |
| Block screen             | X         | X     | X        | X    | X     | X         |
| Mode                     | X         | X     | X        | X    | X     | X         |
| Mobility                 | X         | X     | X        |      |       |           |
| List of devices          | X         | X     | X        | X    | X     | X         |
| Lifts                    | X         | X     |          | X    |       |           |
| Events                   | X         | X     |          |      |       |           |
| Alarm                    | X         | X     |          |      | X     |           |
| Export                   | X         |       |          |      |       |           |
| Import                   | X         |       |          |      |       |           |
| Installer settings       | X         |       |          |      |       |           |
| Administrator settings   | X         | X     |          |      |       |           |
| User settings            | X         | X     | X        | X    | X     | X         |

The PMU has a selection of default users, these users and their roles are as follows:

| USER      | PASSWORD | INSTALLER | ADMIN | MOBILITY | LIFT | ALARM | CONCIERGE |
|-----------|----------|-----------|-------|----------|------|-------|-----------|
| installer | 123      | X         | X     | X        | X    | X     | X         |
| admin     | 123      |           | X     | X        | X    | X     | X         |
| guard     | 123      |           |       |          |      |       | X         |
| alarm     | 123      |           |       |          |      | X     | X         |
| mobility  | 123      |           |       | X        |      |       | X         |
| lift      | 123      |           |       |          | X    |       | X         |

For security reasons, when a user accesses the application for the first time, they will be asked to modify their password.



### 3.3.1 Concierge Profile

The default username and password are:

- User: **guard**
- Password: 123

The PMU with the Concierge profile can use all the Concierge Services functions:

1. Receive calls from Residences, Panels and other PMUs.
2. Receive Messages
3. Call residences
4. Connect to a Panel
5. Call another Concierge PMU
6. Call the Administrator PMU
7. Send Messages
8. Call divert
9. Block application
10. Select the PMU Model
11. See the list of connected devices
12. Hardware SETTINGS

### 3.3.2 LIFT PROFILE

The default username and password are:

- User: **lift**
- Password: **123**

The PMU with the Lift profile can use the same functions as the PMU with the Concierge profile, but also includes control of the lifts.

Within a system, for security reasons, you may be required to restrict the use of the lift for visitors and residents (tenants). The level of restriction defined for residents is different from that defined for visitors: visitors can only access the floor corresponding to the residence that has opened the door, and residents can access their floor and, optionally, others as well (for example: a garage, gym, club, etc.), that would be the floors defined in the "group of elevators".

#### Lift control from the monitor.

When the **lift control** icon is pressed, the lift is sent to the floor where the user lives, if it is configured to do so (for a predefined period of time). Up to 3 relays can be activated when this icon is pressed (depending on the installation / configuration set up by the installer). The relay must be in the same block as the monitor.

#### Lift Control from the outdoor panel for visitors.

For security reasons, the lift control will limit the arrival of the lift for visitors who can only access the floor corresponding to the residence that has opened the door (for a predefined period of time).

### Lift control from access control reader

The lift control can also be configured via access control for residents (tenants), so that when any of them presents their user device at the outdoor panel (proximity modules, footprint, radio-frequency or alphanumeric code), the system activates the corresponding relay on the board, in addition to the relays that enable the corresponding push-button for the appropriate floor and the additional floor to which that person has access permission. After a predefined period of time, the buttons will be disabled again.

#### 3.3.3 Alarm profile

The default username and password are:

- User: alarm
- Password: 123

The alarm concierge is a special concierge profile that includes the capacity to receive alarms from monitors and panels in an alarm PMU.

Users with the alarm profile, i.e. a LYNX monitor, can manage a proprietary Fermax alarm by means of a Sensor Module.

The monitor can communicate with (and configure) the Sensor Module, and also change the alarm mode to different states. The display shows the current status of the alarm system via a LED and an icon in the start menu. When the Sensor Module receives an alarm activation from one of its sensors, it is transmitted to the monitor, and the monitor triggers the alarm and communicates with the Property Alarm Management Unit (concierge), if necessary.

*The functions of the PMU with the profile alarms will be detailed further in point 3.4.15 Alarms and in point 3.5.3 Reception of alarms.*

#### 3.3.4 Mobility profile

The default username and password are:

- User: **mobility**
- Password: **123**

The PMU with the Mobility profile can use the same functions as the PMU with the Concierge profile, but also includes mobility options.

*The functions of the PMU with the mobility profile will be detailed further in point 3.4.9 Mobility.*

#### 3.3.5 Administrator profile

The default username and password are:

- User: **admin**
- Password: 123

The PMU with the Mobility profile can use the same functions as the PMU with the Concierge profile, but with extended privileges, which include.

- Mobility options
- Access to the event log
- Administrator configuration
- Lifts

#### 3.3.6 Installer Profile

The default username and password are:

- User: **installer**
- Password: 123

The PMU with the installer profile has the maximum privilege level, including installation and commissioning functions for the entire system.

*See points 2.2. and 2.3 for more on configuring the various screens to initiate the installation.*

**Note:** *Through the administrator settings, you can create users with different profiles, according to the function you want to assign them.*

### 3.4 ACTIVE FUNCTIONS (according to access profile)



#### 3.4.1 Call residences

By pressing the “call home” icon. A window opens and the call can be made in 2 ways:

- a) A direct call.
- b) A call via the address book.

##### a) A direct call:

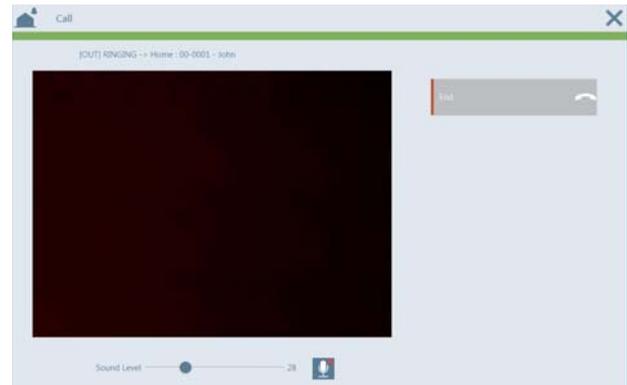
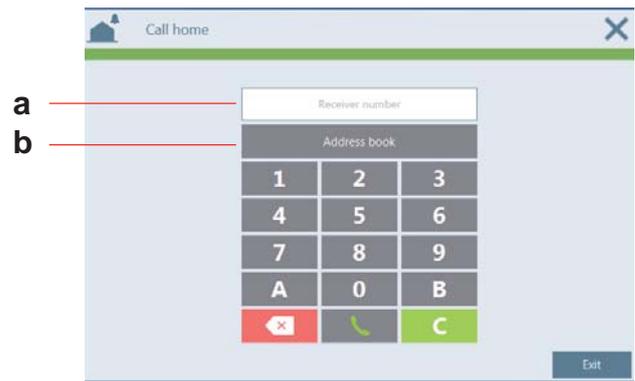
The concierge enters the residence number. The residence number must be entered in the following way: 2 digits indicating the block number and 4 digits indicating the residence number, (the zeros on the left can be omitted).

For example:

- Residence 101 Block 01: The digits that you need to enter are: 10101
- Residence 101 Block 00: The digits that you need to enter are: 101

##### b) A call via the address book:

Access the planner for all residences on the circuit, by pressing "Address book".



#### 3.4.2 Call panel

By pressing the “call panel” icon. A window opens and the call can be made in 2 ways:

- a) A direct call.
- b) A call via the “list of panels” option.

##### a) A direct call:

The concierge enters the panel number. The residence number must be entered in the following way: 3 digits indicating the block number and 2 digits indicating the panel number, (the zeros on the left can be omitted). If the panel should be for the General Entrance, the 3 digits that must be entered are 100.

For example:

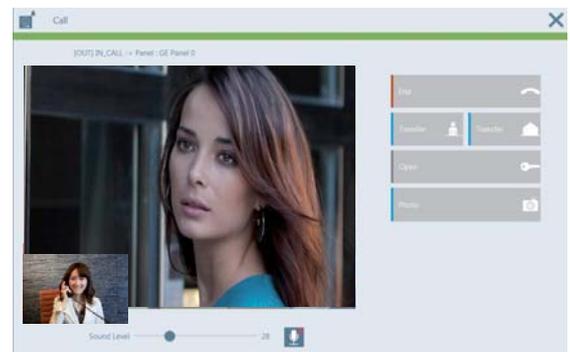
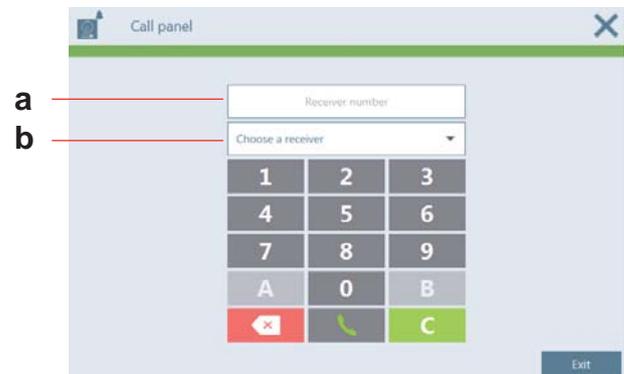
- Panel 01 Block 001: The digits that you need to enter are: 101
- Panel 01 Block 000: The digits that you need to enter are: 1
- Panel 01 General Entrance: The digits that you need to enter are: 10001

##### b) A call via the List of Panels:

Opens a list of all the panels detected, with the panel number and the associated label, by pressing "Choose a receiver".

A screen opens indicating that a search for the panel is in progress.

Once you have found the panel, the image from the panel camera is shown and communication with the panel is already possible.





### 3.4.3 Call another concierge PMU

The PMU can communicate with another Concierge PMU on the same circuit when the “call guard” button is pressed. A window opens and the call can be made in 2 ways:

- a) A direct call.
- b) A call via the “list of PMUs” option.



#### a) A direct call:

The concierge enters the PMU number. The PMU number must be entered in the following way: 3 digits indicating the block number and 2 digits indicating the PMU number, (the zeros on the left can be omitted). If the PMU is for the General Entrance, the 3 digits that must be entered are 100

For example:

- PMU 01 Block 01: The digits that you need to enter are: 101
- PMU 01 Block 00: The digits that you need to enter are: 1
- PMU 01 General Entrance: The digits that you need to enter are: 10001

#### b) A call via the “list of PMUs” option:

Opens a list of all the PMUs available (not in shutdown mode), with the PMU number and the associated label, by pressing "Choose a receiver".

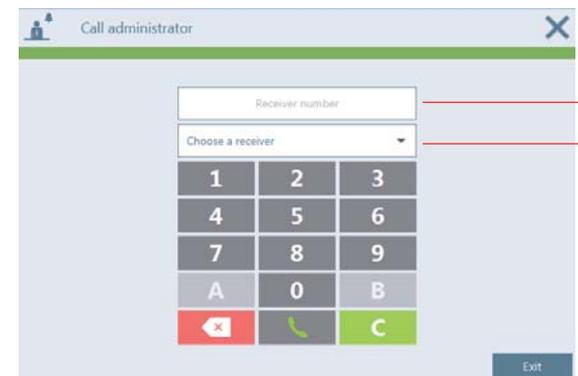
**Note:** During installation of the PMU, you will define whether it is for General Admission, or one or more blocks. *For more details see point 2.3.2.2: Installer settings PMU SETTINGS*



### 3.4.4 Call another administrator PMU

The Call Administrator button displays a screen to enter the PMU number, or access the list of the PMUs set as installation administrators. A window opens and the call can be made in 2 ways:

- a) A direct call.
- b) A call via the “list of PMUs” option.



#### a) A direct call:

The concierge enters the Administrator PMU number. The PMU number must be entered in the following way: 3 digits indicating the block number and 2 digits indicating the PMU number, (the zeros on the left can be omitted). If the PMU is for the General Entrance, the 3 digits that must be entered are 100.

For example:

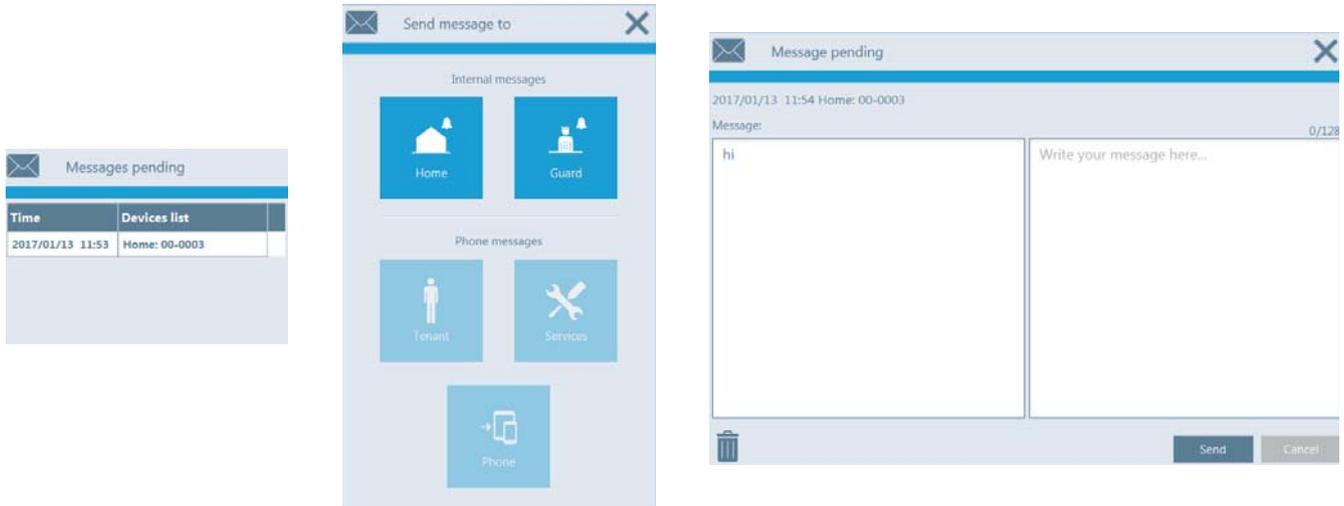
- PMU 01 Block 01: The digits that you need to enter are: 101
- PMU 01 Block 00: The digits that you need to enter are: 1
- PMU 01 General Entrance: The digits that you need to enter are: 10001

#### b) A call via the list of PMUs:

Opens a list of all the PMUs available, with the PMU number and the associated label, by pressing "Choose a receiver".

### 3.4.5 Messages

When you press Messages, a screen for sending messages is displayed. The PMU can send and receive text messages to and from residences, mobile phones (optionally) and other PMUs. Receipt of a message opens a window that displays the message and indicates its origin and the date and time of receipt. If there are messages stored, they are listed in the pending messages list.



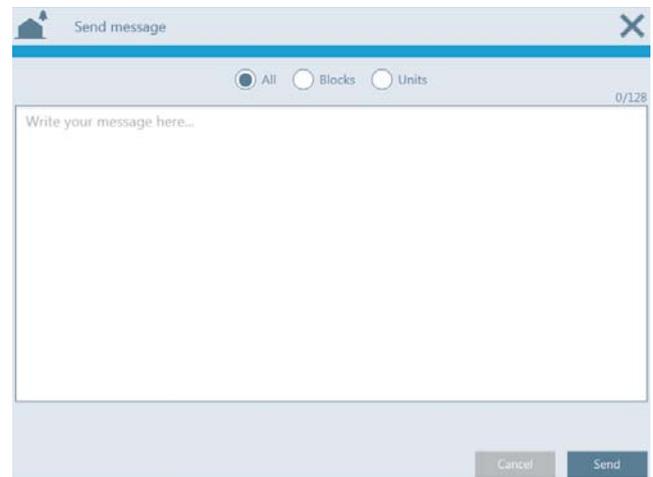
If you select a message from the list of pending messages, the message is displayed and you can reply to it or delete it using the corresponding icons.

#### 3.4.5.1 Messages: Send Message to Residence

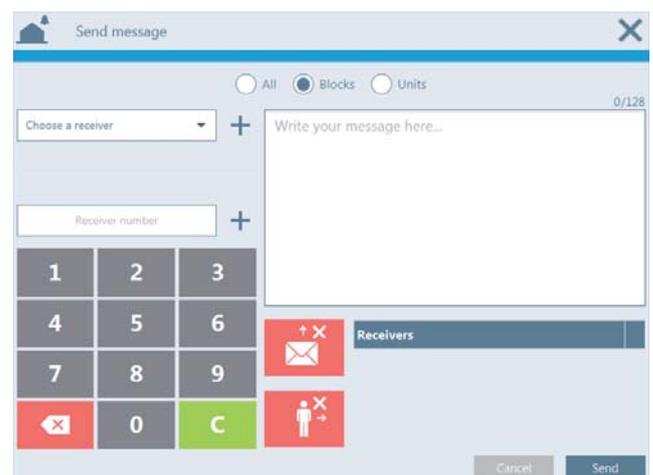
Displays a screen to send messages to Residences. There are various ways to send a message:

- A1) Option: UNITS:**
  - A1.1) pressing the residence number directly
  - A1.2) through the Planner
- A2) Option: BLOCKS.**
- A3) Option: ALL.**

**ALL.**  
The concierge can select the ALL option, and it will be sent to all residences.



**BLOCKS.**  
The concierge can select the block(s) from the drop-down menu of blocks. In addition this option allows you to enter one or more residences from other blocks via the keyboard. The residence number must be entered in the following way: 2 digits indicating the block number and 4 digits indicating the residence number (the zeros on the left can be omitted).



**UNITS**

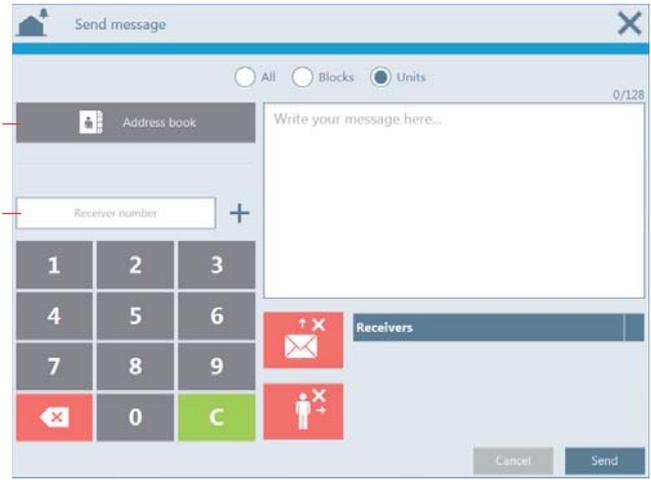
There are two ways to send messages to units: either directly or via the planner.

**A) Directly**

By pressing the residence number. The concierge enters the residence number. The residence number must be entered in the following way: 2 digits indicating the block number and 4 digits indicating the residence number (the zeros on the left can be omitted). You can enter multiple residences.

**b) Via the planner.**

Access the planner for all residences on the circuit, by pressing "Address book".



**3.4.5.2 Messages: Send Message to Concierge**

When you press Concierge, a screen for sending messages to the PMUs is displayed. The PMU can send and receive text messages from other PMUs. You can choose one or several PMUs to send the message.

A window opens and you can send a message in 2 ways:

- a) pressing the PMU number directly.
- b) via the list of PMUs.

**a) Pressing the PMU number directly**

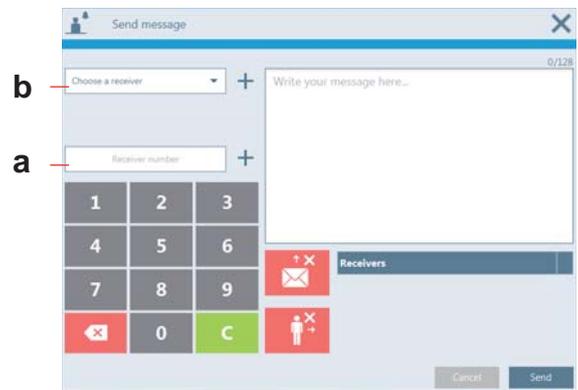
The concierge enters the PMU number. The PMU number must be entered in the following way: 3 digits indicating the block number and 2 digits indicating the PMU number, (the zeros on the left can be omitted). If the PMU is for the General Entrance, the 3 digits that must be entered are 100. For example:

- PMU 01 Block 01: The digits that you need to enter are: 101
- PMU 01 Block 00: The digits that you need to enter are: 1
- PMU 01 General Entrance: The digits that you need to enter are: 10001

**b) via the list of PMUs:**

Opens a list of all the PMUs available, with the PMU number and the associated label, by pressing "Choose a receiver".

**Note:** During installation of the PMU, you will define whether it is for General Admission, or one or more blocks. [For more details see point 2.3.2.2: Installer settings PMU SETTINGS](#)



**3.4.5.3 Messages: Send Message to Tenant**

When you press Tenant, a screen for sending messages to the tenants is displayed. The concierge selects the name of the user's planner.

You can only send messages to tenants whose phone number is in the database. Displays the names of tenants, but not their phone numbers.

**3.4.5.4 Messages: Send Message to Services**

When you press Services, a screen for sending messages to the tenants is displayed. The services are registered in the database in the SMS Settings screen. [For more details see point 2.3.3.5: Administrator settings SMS settings](#)

You can only send messages to services for which there are phone numbers in the database. Displays the names of services, but not their phone numbers.

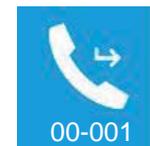
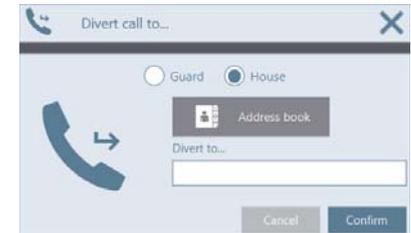
**3.4.5.5 Messages: Send Message to Telephone**

Pressing Phone, a screen is displayed for sending messages by dialling a telephone number.

**Note:** When the message is sent to any of the latter three, a window appears giving confirmation of the transmission.

### 3.4.6 Call divert

The PMU can divert any calls received to another PMU. An Alarm PMU can divert calls to other Alarm PMUs. All calls will be diverted: regular calls, panic calls and alarm calls. An Alarm PMU cannot divert calls to a Concierge PMU. When you press the call divert icon, it opens a screen where you can select the PMU to which you want to set up the divert. By pressing the arrow, you can see the available PMUs. As soon as a PMU is selected on this screen, and "Confirm" is pressed, the call divert is activated. All calls received at the original PMU will be diverted to the designated one. Any PMU can also divert calls to a specific residence, if there are multiple monitors only the monitor with the "0" extension will receive the forwarded calls, the other monitors will not be able to make calls. If a monitor makes a panic call to a PMU and this is diverted to the same residence, it will not receive the panic call. When call divert is enabled, this is indicated in the status bar as the divert icon changes. When the concierge wishes to deactivate call forwarding, you only have to click on the changed divert icon, and call divert is disabled. If call divert is active for a PMU, other PMUs will not be able to divert calls to it.



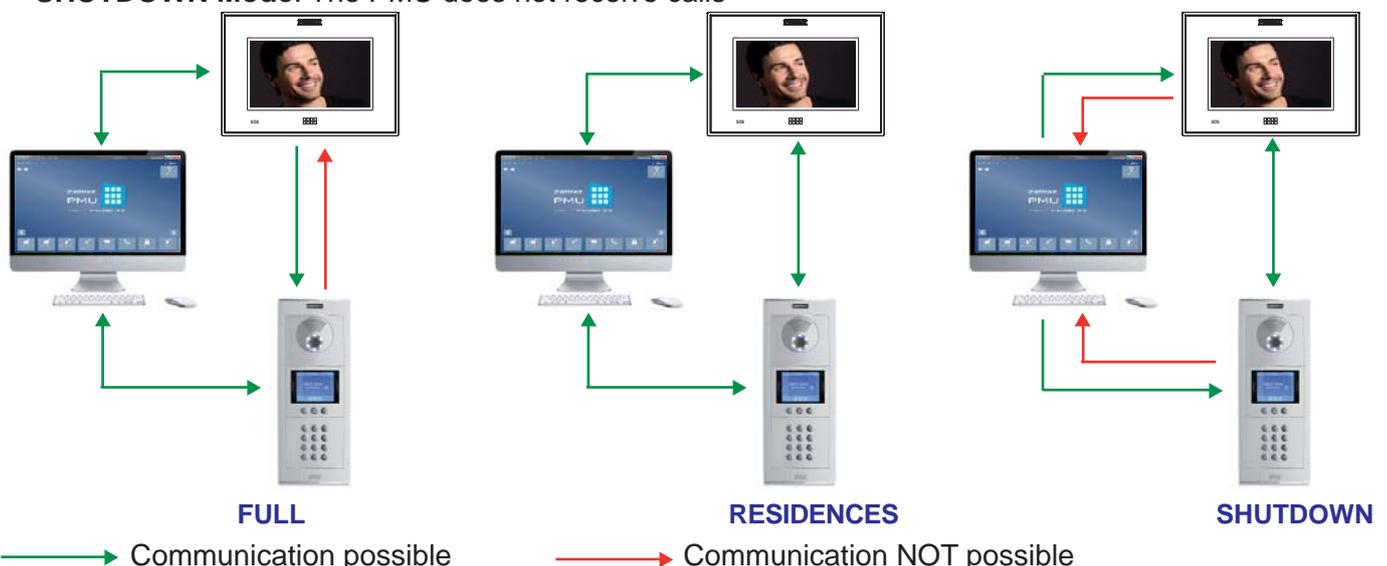
### 3.4.7 Block the application

This function allows the PMU user to change profiles without having to shut down the PMU. **Note:** Changing profiles will deactivate the functions that were active.

### 3.4.8 Selecting the PMU mode.

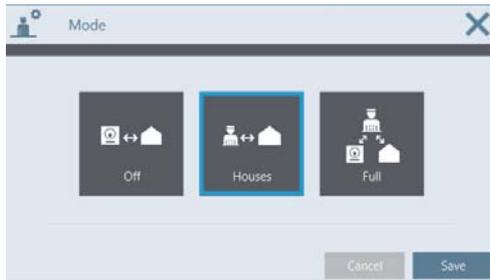
The PMU may function differently depending on the uses and needs of the installation at a given time. There are different modes of operation:

- **FULL Mode:** All calls generated panels and residences are received at the concierge desk. When there is a call from a panel to a residence, the call is intercepted by the PMU, to decide if the call is transferred to the selected residence or not.
- **RESIDENCES Mode:** Calls from residences and panels are received. Panels can call residences directly.
- **SHUTDOWN Mode:** The PMU does not receive calls



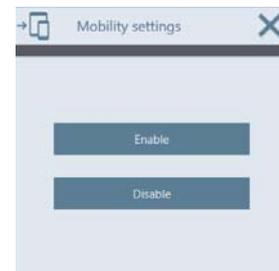
**Note:** The PMU always starts in SHUTDOWN mode. If you want to receive calls you should switch to Full or Residences Mode.

When you change the mode of operation, the new mode is communicated to all panels and residences (Monitors) managed by the PMU. The status bar displays the current PMU operating mode.



### 3.4.9 Mobility

The PMU includes a function to adjust the direction of the LYNX router, as well as to activate/deactivate the mobility that should have been pre-set in the monitor and in the mobile device application. This activation/deactivation can be done in individual units, multiple (within a block) units, or for all. The PMU has a profile (mobility) suitable for performing these procedures in addition to using the concierge functions without access to the Administrator or Installer roles. [See section 3.3 Access Profiles.](#)



When you click on Activate, the mobility configuration screen appears, offering three configurations:

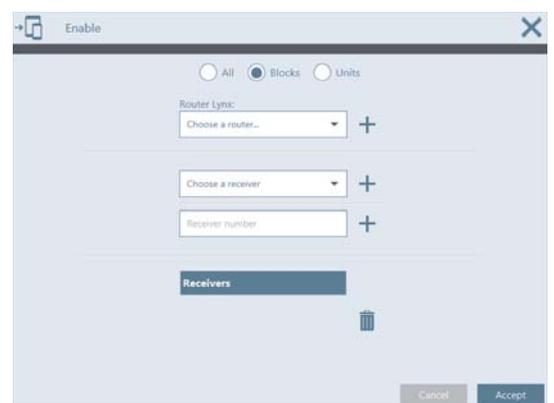
- **To all:** The whole Lynx installation.
- **To blocks:** To all units of a specific block within the installation.
- **To units:** Allows you to create a list of specific units from the address book or manually.



It is strongly recommended that you register the Lynx router before accessing the activation/deactivation processes, in order for it to appear in the list. Nevertheless, the Add + icon will allow you to register a Lynx router. On this screen, the user must include a valid IP address where the Lynx router was previously installed (default: 10.206.0.0).

Additionally, the user must assign a specific alias to each router, this alias will be displayed in the drop-down buttons of the activation/deactivation screens.

When you click Save, the PMU will make a connection with the router, if this is not available, an error message appears. Once activated, the mobility option can be disabled through the Disable option.



*For more details see Lynxed manual , Lynx mobile application Code. 97872*



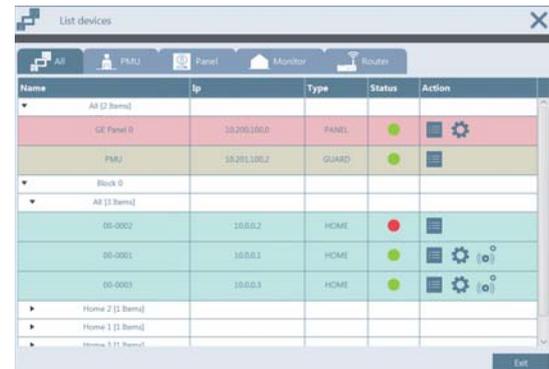
### 3.4.10 Device list

Allows you to check the list of devices that are online (green) or offline (red).

You can filter the devices, delete a device or update the list of devices. Furthermore, in the Action column you can consult the details and enter the configuration through the web server or in the alarm configuration feature. It is possible to call or automatically start up devices from these icons.

You can check the devices via the different tabs.

**Note:** The *Installer and Mobility* user profiles can register routers via the *Add* button.



### 3.4.11 Lifts

Pressing Lifts displays a screen where the concierge can activate any lift control relay in the installation, both for visitors and tenants. To do this, you must select the block number, the lift number and the floor number. All these fields have a drop-down menu to select the parameters available, which will have been pre-programmed by the installer and the administrator. [For more details see point 2.3.2.4: Installer settings LIFT SETTINGS](#) and [2.3.3.3 Administrator settings: LIFTS](#)

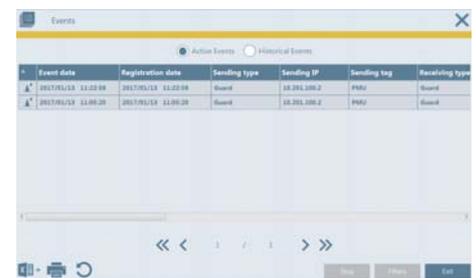


### 3.4.12 Events

Any event or action which is received or activated by the PMU is automatically registered, including all details of the event, in the PMU Server or Database Server database. Events relating to panels and monitors are also sent and recorded in this.

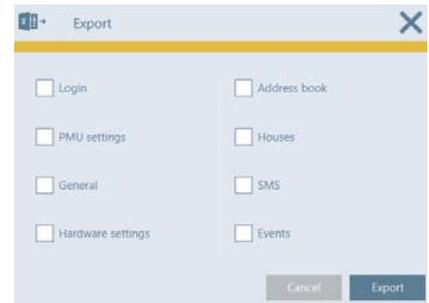
Events are recorded with the date and time, event type, origin and description. These are displayed in a window in real-time (active events) as they are generated (if this screen is open), otherwise they are stored and can be viewed when you open the screen (event history). Images that the concierge captures during a call will be stored here. There are various filters that you can apply to facilitate searches for information: by date, by types of events such as panel, residence, etc. Events can also be printed or exported to a CSV, PDF or Excel file. Events can be deleted by pressing "Delete All".

**Note:** On the *EVENTS* screen, you can configure the events-storage policy, with settings ranging from 1 week to "permanent", depending on the settings established by the Administrator. [See chapter 2.3.3.4 Administrator settings. EVENTS](#) for more details.



### 3.4.13 Export

The installer lets you export administrator and installer data to an Excel file by clicking the Export icon, selecting the information that you want to export, and by selecting the target path of the file.



### 3.4.14 Import

The installer lets you import administrator and installer data from an Excel file by clicking the Import icon, selecting the information that you want to export, and by selecting an Excel file.



### 3.4.15 Alarms

The Alarms role lets you check the status of the alarm system for each monitor and change it at the tenant's request. Once you have selected the unit (monitor), it displays the current status of the alarm system (offline mode- mode HOUSE - NIGHT MODE) and the state of the 16 sensors:

- OFF (disarmed)
- ON (enabled)
- ON (armed and active: some alarms detected)

The concierge can change the current state of the alarm system.



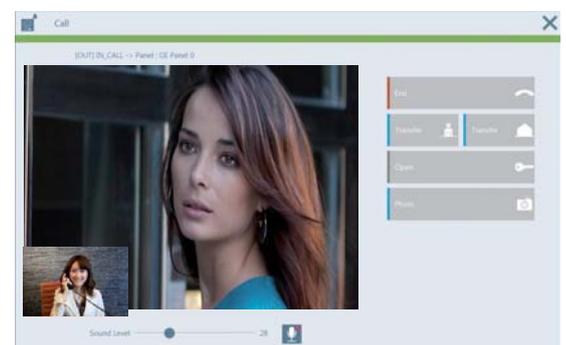
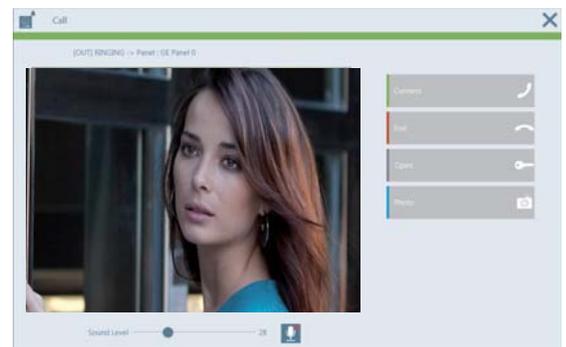
## 3.5 PASSIVE FUNCTIONS

### 3.5.1 Receiving calls

You can receive different calls at PMUs originating from different devices: residences, panels and other PMUs. A window will open on the screen of the PMU, reporting from the unit that has sent the call (depending on each case: the monitor number and the name of the neighbour, the panel label, the label and name of the concierge ...).

While the window is open you will hear a confirmation sound (a bell) on the speakers of the Concierge PC, and the camera image will be displayed (in the case of a panel or another concierge service with a camera).

When the Concierge responds to the call, the available options will be shown, along with a smaller image of the concierge (the camera of the Concierge PC).



| Llamadas pendientes |                       |
|---------------------|-----------------------|
| Hora                | Lista de dispositivos |
| 15/12/2016 10:01    | Panel: GE Panel 0     |
| 15/12/2016 10:02    | Panel: GE Panel 0     |

If the call is not answered, it will be sent to the Pending or Missed Calls queue:

- After 30 seconds, in the case of call from a residence.
- After approximately 60 seconds, if the call is from a panel.
- After approximately 60 seconds, if the call is from a PMU.

### 3.5.1.1 Receiving calls from a RESIDENCE

When the Concierge responds to the call, the available options will be shown, along with a smaller image of the concierge (the camera of the Concierge PC, if it has one).

#### End conversation

To end the conversation, press the “end conversation” icon, otherwise the conversation will end after 90 seconds. The monitor or the concierge can finish the conversation by selecting the corresponding icon.

#### Transfer to another Residence

It is possible to call another residence via the PMU. If the residence does not respond to the call within 30 seconds, it will be sent to the Missed Calls queue on the monitor and the concierge will be informed that the user is not available.

#### Transfer to another PMU

It is also possible to transfer the call to another PMU. If the other PMU does not respond within approximately 60 seconds, the call will be sent to the Missed Calls list, indicating that there is a call pending with the concierge.



### 3.5.1.2 Receiving calls from a PANEL

From an outdoor panel, you can call the concierge in a voluntary or non-voluntary mode. The voluntary mode uses the buttons intended for this purpose:

- If the panel is DIGITAL (with a display), the call can be made by pressing the “bell” key.
- If the panel has push buttons, the call can be made by pressing whichever button is programmed with the value "0000".

Notes:

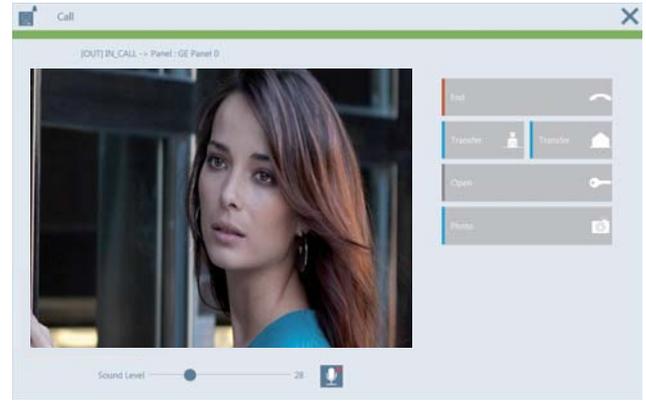
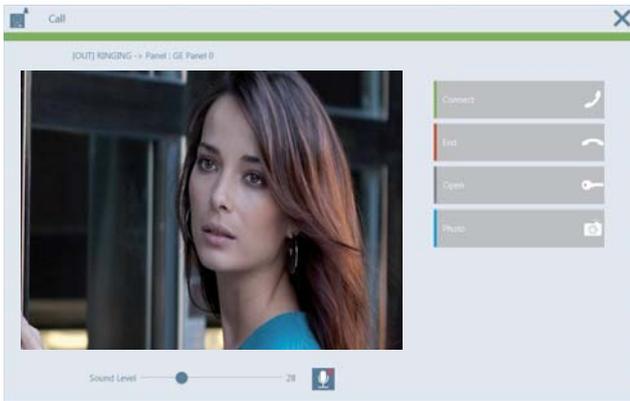
- If the buttons on a PUSH BUTTON panel are configured to call different PMUs. The buttons are programmed using 5 digits. Depending on your configuration, a push button can call a set of PMUs as general entry, a range of several blocks or block entry.
  - General entry  
100XX, where XX = number of PMU [10000, 10099].
  - \* Several blocks:  
200XX, where XX = number of PMU [20000, 20099].
  - \* block entry: YYYXX, where:  
YYY = number of block [000XX, 099XX]  
XX = number of PMU [00000, 09999]
- All programming data are defined in their corresponding manuals (available at [www.fermax.com](http://www.fermax.com)):
  - 970020 Lynx panel web server manual.
  - 970015 Lynx digital panel programming manual.
  - 970018 LYNX Skyline Amplifier Panel Manual.

The non-voluntary mode is when the concierge has selected the Full mode, in this mode the Concierge intercepts all calls from the panels. [See point 3.4.8 Selection of the PMU mode for more details.](#)

When a panel sends a call to the Concierge Service, a window opens on the PMU screen, displaying the call details.

- If you press the button on the panel designated for calls to the concierge, the label of the panel is displayed in this screen (when the Concierge is in RESIDENCES or FULL mode)
- If a residence number (or a neighbour search via electronic directory) is pressed, the label on the panel is shown on that screen (when the Concierge is in FULL mode). If the Concierge is in RESIDENCE mode, the call goes directly to the house.

[For more details about the operating modes, see point 3.4.8 Selecting the PMU mode](#)



### 3.5.1.3 Receiving calls from ANOTHER PMU

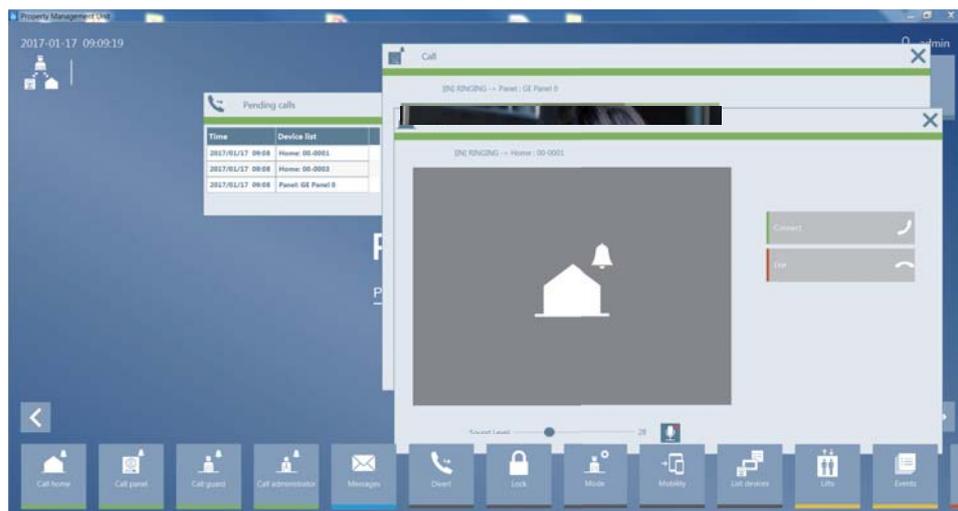
From a PMU, you can call another one installed on the same system. If the PMU you are calling does not respond within 60 seconds, it is sent to the Missed Calls queue and a warning is displayed on the PMU making the call saying that the user is busy.

### 3.5.1.4 Receiving calls SIMULTANEOUS

The PMU can receive simultaneous calls, although only one conversation window can be active.

**Notes:**

- It is possible to have up to five windows open for calls coming from different panels. Each time a window is opened upon receipt of a call from a panel, a bell tone is heard.
- When the calls originate from residences, other PMUs or alarms, if other calls are received while you are already in a conversation, they will be shown on the list of pending or waiting calls.
- If another incoming call is accepted during an ongoing conversation, that conversation will end.



### 3.5.2 Receiving messages

Receipt of a message opens a window that displays the message and indicates its origin and the date and time of receipt. If there are messages stored, they are listed in the pending messages list. Double-clicking the entries in the pending messages list opens the message.



### 3.5.3 Receiving alarms

Whenever an alarm event is received, a pop-up window with specific visual style (red tones) is displayed and an alarm sound will be heard (alarm tone programmed in Alarm Settings) by the speakers of the PC. This pop up displays the alarm information on the screen. This window will take priority over all others.

#### a) From a Panel

When the concierge receives a panel alarm in the window that opens, you can add notes about the measures taken to resolve the problem. This is stored in the events registry.

#### B) From a Residence (monitor):

##### b1) Panic calls (SOS button)

The panic call is a special call made to whichever Property Management Unit (PMU) is configured to receive this type of call.

##### Notes:

- In order for the SOS button to work, an ALARM PMU must exist and it must be on the network, otherwise there will be no response when the SOS button is pressed.

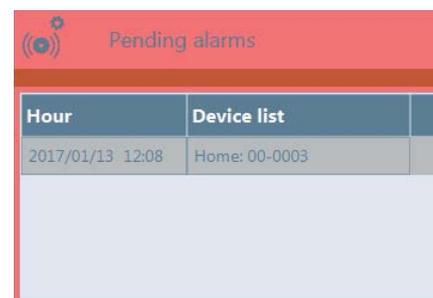
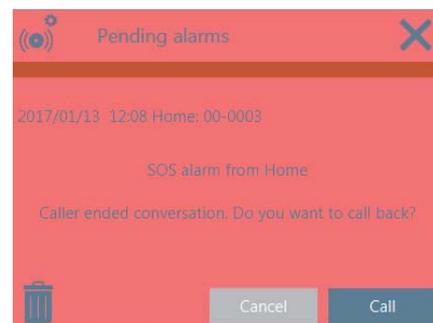
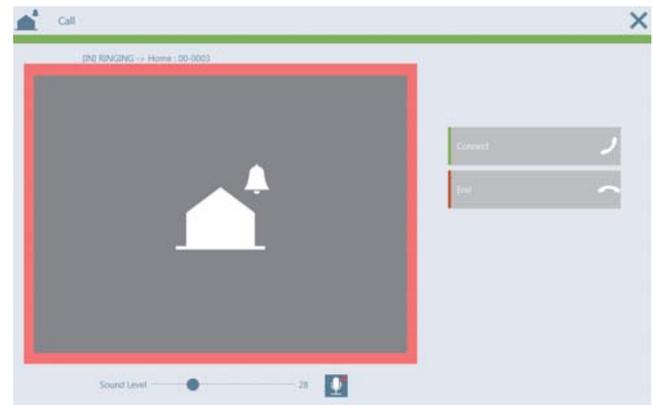
##### b2) Pressing an external secondary SOS button

It is connected directly to the monitor (to the panic terminals: NG, P). This is instantaneous. The monitor only sends a panic message to the Concierge. The alarm sound plays for 1 minute on the monitor.

A panic message is sent to the Alarm RMS, but no video or audio communication between the monitor and the Alarm RMS is established, as the owner will not be in front of the monitor.

##### b3) Silent panic alarm via secondary external SOS button.

When this button is pressed, the alarm sound plays for 1 minute on the monitor. To disable this sound [see operating details for LYNX monitors, code. 970013, available at www.fermax.com.](#)



**b4 ) Activation of the alarm system.**

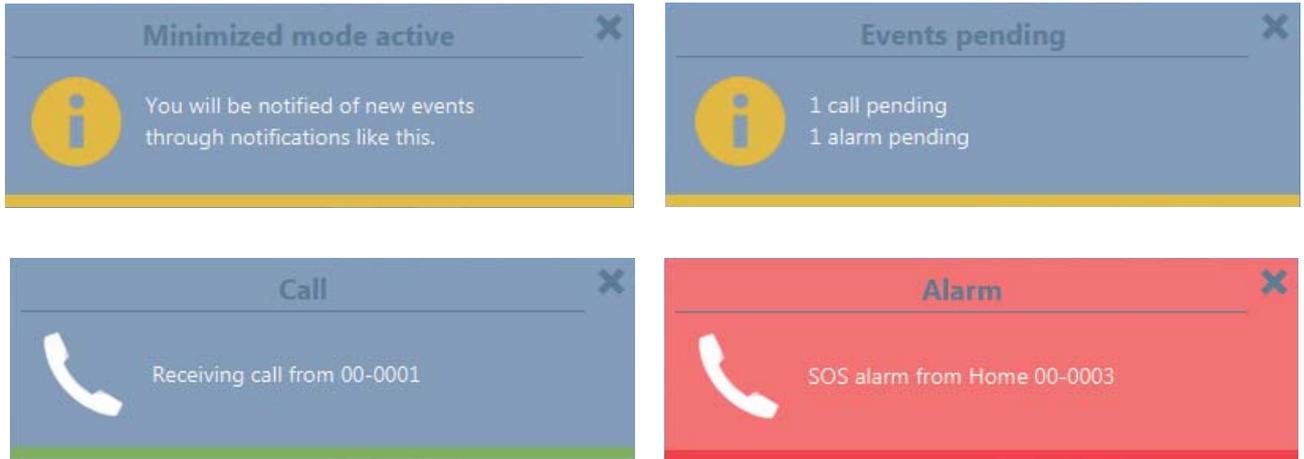
If an alarm is detected, an alarm message is sent to the Alarm PMU, with information detailing which sensors have activated the alarm.

Note: *An alarm tone will always be played on the monitor. You may cancel this by entering the alarm PIN, which by default is set to 0000.*

A panic message is sent to the Alarm PMU, but no video or audio communication between the monitor and the Alarm PMU is established, as the owner will not be in front of the monitor.

**3.6 NOTIFICATIONS TRAY**

Minimising the PMU causes it to enter minimised mode, where events are shown via notifications



**4. ADDITIONAL CHARACTERISTICS**

**4.1 INTERNAL SECURITY**

For security and privacy reasons, all information held within the Lynx system, whether video, audio or messages, is encrypted.

This also prevents the connection and use of non-Fermax devices (monitors, boards, PMUs...) within Lynx installations.

**4.2 SABOTAGE DETECTION (Alarm system)**

If any tampering is detected in the alarm system, the alarm PMU will be notified in a matter of seconds.

- The integrity of the monitor against sabotage is guaranteed by a anti-tampering circuit.
- The monitor continuously verifies communication with the Sensor Module. In case of failure, the monitor informs the alarm PMU with an alarm event.
- Communication between the alarm PMU and the monitors is checked periodically, to detect any problems in the network.

**4.3 PMU LITE SOFTWARE**

The LITE version software is a form of the PMU software with limited functionality, in cases where a LYNX installation is operating without a PMU.

It offers the installer the option to use his / her own PC to initiate Lynx installations (it can manage multiple installations).

The LITE Version software is just like the PMU software, only without the USB encryption key (dongle) for the PC. It does not support concierge functions: receiving calls, messages, alarms ... The software is free and is available at [www.fermax.com](http://www.fermax.com).

On start-up, the application will ask for a username and a valid password This will allow you to identify the user of the application in order to allow him / her to act as an installer.

**The only valid user profile is INSTALLER.**

The default Installer PMU username and password are:

- User: **installer**
- Password: 123

**STEP 1: Connect**

An installer can handle various installations using the same Installer Software.

When you start the software, it will not be connected to any installation.



When you click on Connect, a screen appears allowing you to connect to any previously created installation or create a new installation.

Once the connection is made, a series of functions can be performed with the installation software.

Each installation has its own name.

By default, the database information is stored on the PC serving as the PMU administrator. All changes that are made to the planner, lifts, etc. will be saved in the PC serving as the installation administrator.

If there is no PMU on the installation, the database is saved in a local file on the installer PC. In this case when the configuration is finished and the schedule is distributed to all the panels, the installer can close the application.

Some of the functions available are:

- Call residences
- Call panels
- Installer settings
- Administrator settings
- Hardware settings
- Disconnect



## 4.4 GUARD UNIT (PMU) AND CALL DIVERT IN APARTMENT

The PMU version V3.3 includes new functionalities to compatibilize the guard unit software with the call divert to mobiles in LYNX apartments (app LYNXed). In this version, if an apartment has activated calling divert, the call of the guard unit can be answered by the mobile of the tenant .

Examples of use:

If an apartment has enabled call divert and mobile devices are pairing, the call made from the PMU to the apartment will sound, in addition to the housing monitors, on the tenant's paired mobiles. If a call of the guard unit is answered by a tenant on a mobile via LYNXed, the communication will be established between the PMU and the mobile that responds.

Also the PMU will be able to transfer a call from the panel to the apartment and the call can be answered by the tenant with his mobile. If this happens the communication will finally be established between the pannel and the mobile that responds. The transfer of this call will enter in LYNXed as the second call.

## 4.5 VERSION COMPATIBILITY DIFFERENT LYNX DEVICES WITH CONCIERGE (PMU) V3.3

Different devices of Lynx system compatible with indicated or higher versions with the EGR version V3.3.

| Device            | Version   |
|-------------------|-----------|
| Vivo Monitor      | 03.03.000 |
| Vivo Plus Monitor | 03.03.000 |
| Smile Monitor     | 03.03.000 |
| Lynx Panel        | 03.03.000 |
| Hi Line Panel     | 03.03.000 |
| LYNXed Android    | 03.03.000 |
| LYNXed IOs        | 03.03.000 |

### **Nota:**

- The HI LINE panel is not compatible with PMU versions lower than V3.3.

## 5. DIRECT ACCESS BUTTONS

The keyboard shortcut buttons can be used to perform the most common functions.

- [CTRL + SHIFT + 1] : Call residences
- [CTRL + SHIFT + 2] : Connect to a panel.
- [CTRL + SHIFT + 3] : Call Concierge PMU.
- [CTRL + SHIFT + 4] : Call Administrator PMU.
- [CTRL + SHIFT + 5] : Send message to: housing, janitor, services and telephone.
- [CTRL + SHIFT + 6] : Divert calls
- [CTRL + SHIFT + 7] : Block screen
- [CTRL + SHIFT + 8] : Set concierge mode: Shutdown, Residences or Full.
- [CTRL + SHIFT + 9] : Lift control.
- [CTRL + SHIFT + 1] : Device list
- [CTRL + SHIFT + F2] : Mobility.
- [CTRL + SHIFT + F3] : Read the first call from the Pending Calls list.
- [CTRL + SHIFT + F4] : Respond to the first message from the Messages list.

- [CTRL + SHIFT + F5] : Hardware settings
- [CTRL + SHIFT + F6] : Alarm
- [CTRL + SHIFT + F7] : Installer settings
- [CTRL + SHIFT + F8] : Administrator settings
- [CTRL + SHIFT + F9] : Events
- [CTRL + SHIFT + F10] : Help



## 6. PARAMETERS AND CAPABILITIES

- Maximum number of PMUs per block: 100.
- Maximum number of PMUs per installation: 100.
- Blocks that can be served by a PMU: from 1 to 100, selectable from 0 to 99.
- Logins:
  - Characters per field:
    - User: 16 characters
    - Password: 10 characters
  - Maximum number of profiles per PMU
    - Concierges: 100
    - Administrator: 10
    - Installer: 2
    - Alarm: 3
- Receipt of queued residence calls: 128 calls. With details of date, time, residence number and owner name.
- Windows that may be opened by receiving calls from panels: 5
- Windows opened by reception of calls from monitors / concierges or alarms: 1
- Conversation channels: 1
- Talk time: depends on the element in communication. [See corresponding chapters](#)
- Call ring tones 9 presets. Additional tones may be installed via WAV or MP3 files.
- Image storage: theoretically unlimited, this depends on the PC where the PMU Server is installed (or the Database Server). The resolution must be 352x288.
- Text messages: maximum length 128 characters.
- SMS messages: maximum length 160 characters.
- IP address: depends on configuration, otherwise automatically calculated from the block type or general input and PMU number.

## 7. TECHNICAL SPECIFICATIONS

Being software developed for installation on a PC, the PMU is intended for indoor use.

Recommendations:

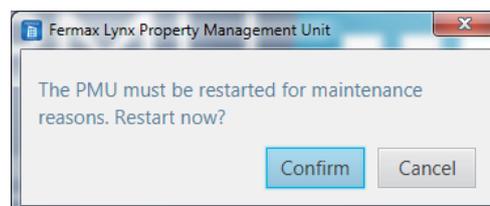
- The mounting of the PC should be recessed.
- The connections should not be accessible by the staff.
- The PMU Software should be installed onto your PC by specialist personnel only.
- Although the software can run on any PC, it is recommended that all accessories be certified by Fermax (camera, telephone, headphones, modems, etc. ...).
- The application must be run under a Windows 7, 8.1 or 10 operating system.
- Peer to Peer SIP PROTOCOL.
- RTP PROTOCOL

## 8. ANNEX: Warning

1. We have been alerted to certain incompatibilities with the Windows Firewall that can cause issues when making calls between LYNX devices, even if the firewall is disabled. If it is disabled and this malfunction arises nonetheless, it is recommended that you activate the firewall and create the input rules as indicated in the manual.
2. Should the PMU video signal break up or freeze during calls between a panel and the concierge, we recommend deactivating the retro-view feature.
3. Proper adjustment of your audio device settings in Windows is recommended. Some specific settings such as echo cancellation, gain control etc. can cause undesired jitter during conversations with LYNX devices.

PMU depends on sound, video and network drivers. After a long period of use the communication with the hardware layer may be affected due to driver performance. Restart PMU and check if everything works properly again.

When the EGR detects that it is being congested, a pop up will display to warn that it has to be reinitialized.



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