



**LYNXED MOBILE APP**

MANUAL DE USUARIO USER'S MANUAL MANUEL D'UTILISATION BENUTZE  
MANUAL DO USUÁRIO MANUAL DE USUARIO USER'S MANUAL MANUEL D'  
HANDBUCH MANUAL DO USUÁRIO MANUAL DE USUARIO USER'  
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: USUARIO USER'S MANUAL MANUEL D'UTILISATION BENUTZE

USER & INSTALLER'S MANUAL

ENGLISH

## **LYNXED MOBILE APP.**

Code 970039I V02\_17

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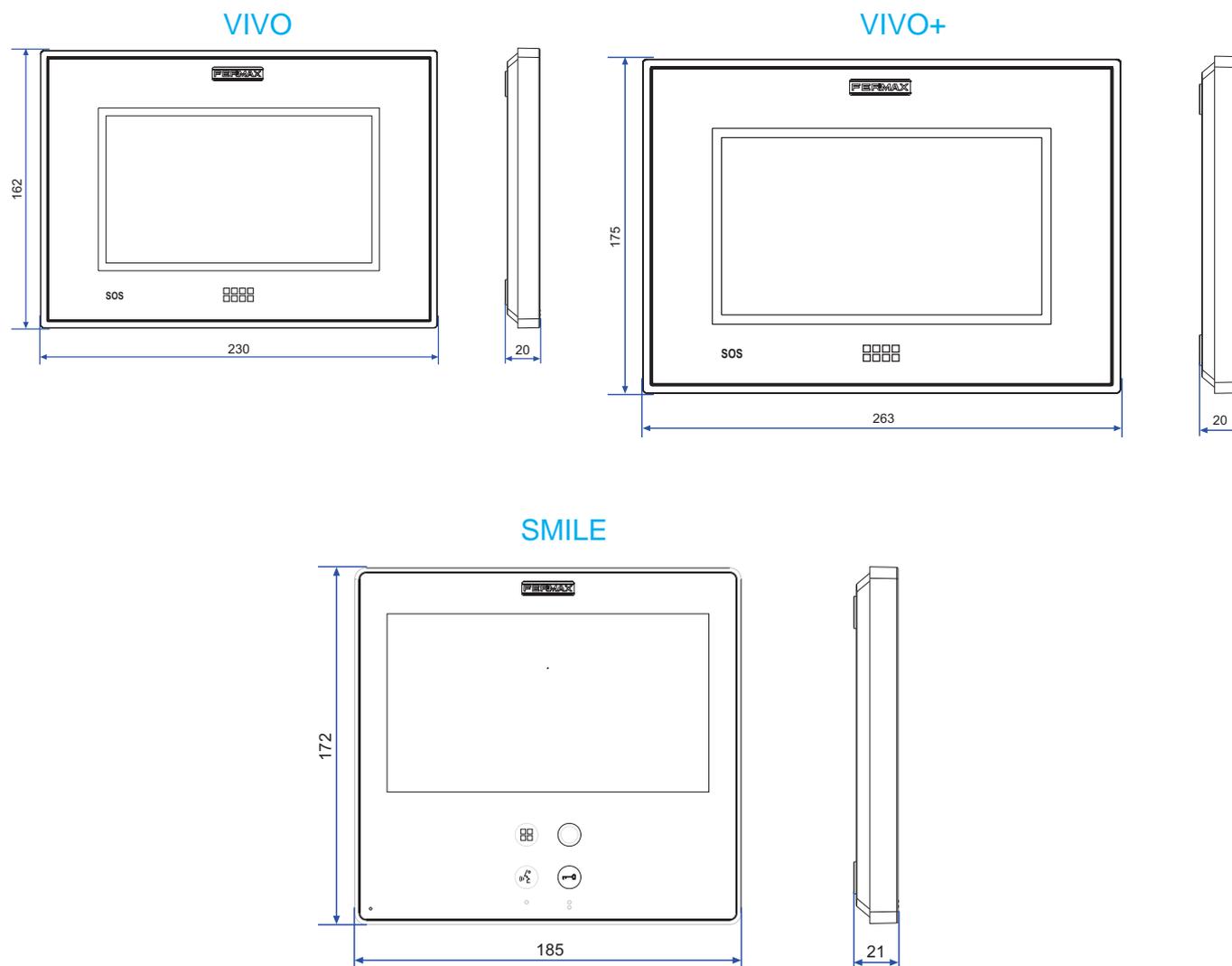
# 1. INTRODUCTION

FERMAX Lynx is a network for communication between door entry panels, based on Internet protocols. The LYNX system incorporates multichannel data, audio and video based on TCP / IP. LYNX monitors communicate with an IP-based video door phone (the LYNX A & V module) and an IP-based PC Guard Unit (the Property Management Unit or PMU).

Lynx monitors are hands-free (by default), with duplex audio, colour video with touch screens and additional function buttons for the most common functions.

There are three types of LYNX monitors:

- VIVO Monitors: 7" touch screen
- VIVO+ Monitors: 10" touch screen
- LYNX SMILE Monitors: 7" touch screen



FERMAX LYNXed aims to extend this functionality to smartphones with widely used mobile operating systems such as iOS and Android. FERMAX LYNXed is a call divert app for LYNX, distributed free of charge through the Google and Apple markets. In order to use it, it is only necessary to have a FERMAX terminal in the dwelling, a LYNX router on the circuit and a valid license for the use of FERMAX LYNXed. With FERMAX LYNXed the tenant can always stay in contact with their dwelling, allowing them to answer calls and open doors as if they were there in person from any remote location.

Mobility functions can also be managed by the Property Management Unit, as described in the corresponding sections.

## 2. REQUIRED COMPONENTS

### 2.1 LYNX ROUTER

The LYNX router is necessary to effect mobility settings, i.e. allow call forwarding to mobiles. The Lynx router is the element of the LYNX infrastructure that allows you to safely open the Lynx network to the Internet. All communications to or from the Internet are done securely via VPN tunnels. The minimum router version must be V3.2.

### 2.2 MOBILE DEVICE

A mobile device is required to make the mobility connection. The mobile operating systems on which it is available are Android and iOS. Make sure that the minimum versions are:

- Android V5.1
- iOS V9

This device must also be connected to the internet via Wi-Fi, 3G or 4G. The correct functioning of the app and the quality of the audio and video during diverted calls will depend on both the connection and bandwidth available to the LYNX router output and the mobile device. It is advisable to monitor the application's data usage, to ensure that it does not exceed the consumption limits for the mobile device.

### 2.3 LYNX MONITORS

Other necessary components are the Lynx monitors. There are three types: VIVO, the VIVO + and the SMILE. All three monitors are configured in the same way. The minimum version of the Lynx monitors must be V3.2 or higher.

#### 2.3.1 Mobility menu.

By default, the mobility component is disabled on all monitors. As such, the installer must activate it prior to accessing the mobility menu. The system offers two different ways to do this:

- Via the installer menu on the Lynx monitors.
- Via the Property Management Unit

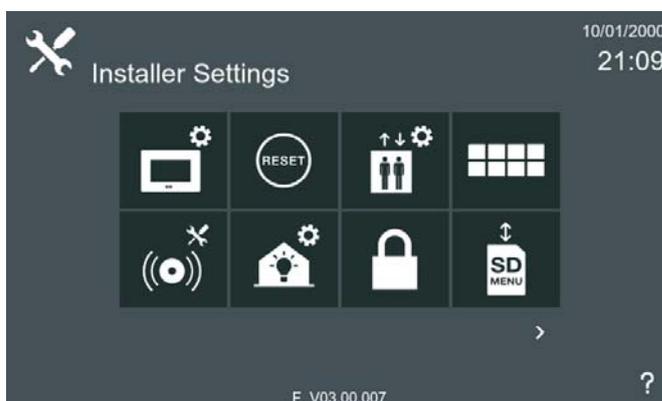
#### A) Via the installer menu on the Lynx monitors

To activate it, the installer must access the installation settings.



The installer must enter a PIN code. Default code: **4444**.

Once the PIN code is accepted, a new window will appear:

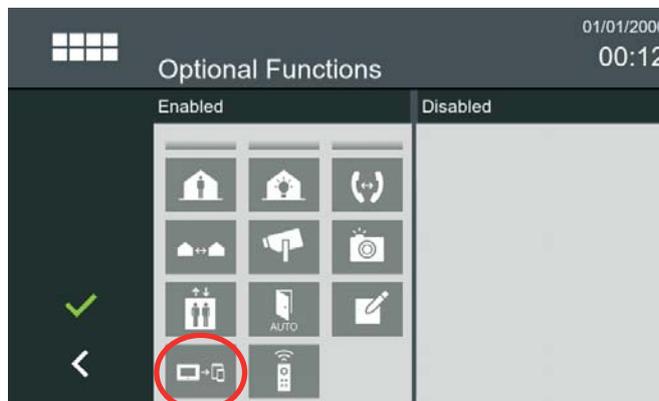


The user must then select the option button:



Optional functions

### Mobility icons



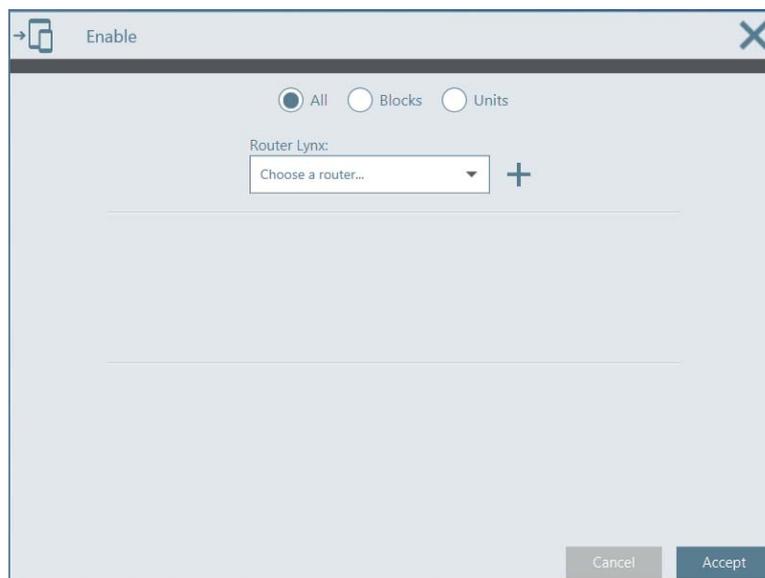
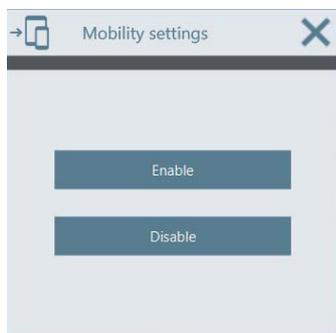
In order to activate the mobility function, the installer must select the mobility component from the optional functions shown, and move it to the "Enabled" function area.

### B) Via the Property Management Unit

This procedure provides a way to activate mobility for a particular unit, for one or more blocks or for all units. By pressing the mobility icon on the Property Management Unit, you can activate / deactivate the mobility options available on the monitor.

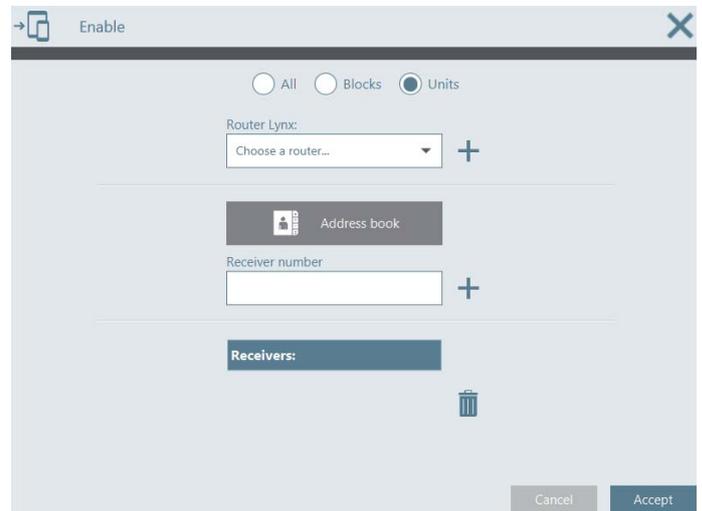
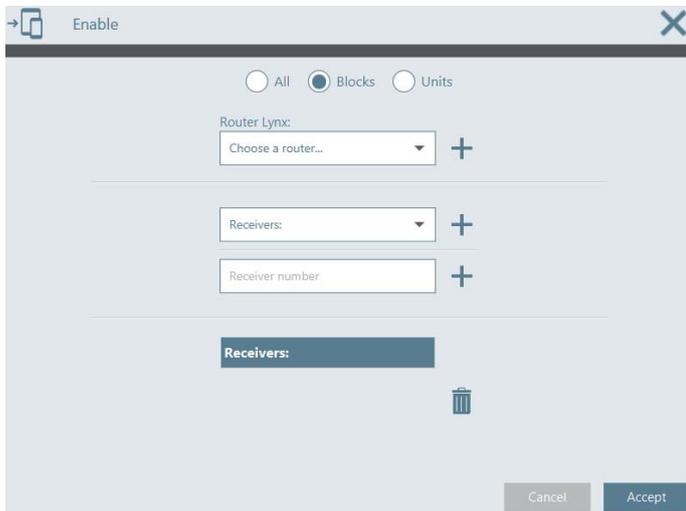


Mobility options.



The user has three different options to specify the list of units to which to apply mobility activation, using different buttons:

- **ALL:** Enable mobility for all units belonging to the Lynx installation (see previous image).
- **BLOCKS:** Allows you to specify a specific block, applying mobility activation to all units in the specified block. To include each block, the user must click on the "Confirm" button, thus updating the list of block numbers where the action will be applied.
- **UNITS:** Offers a way to specify a specific list of units. The list of units may be created by selecting specific units from the directory (or manually) and clicking on the "Add" button.



To apply mobility activation, the user must select one of the currently registered Lynx routers to associate with the specified units.

Again, if the desired Lynx router is not available from the drop-down menu, the user can register a new Lynx router by clicking on the "+" icon.

Once the mobility feature is active on the monitor, you may proceed to program the Lynx router settings.

### 2.3.2 LYNX ROUTER SETTINGS

The Lynx Router is the network element that coordinates communication between the panel, the Lynx monitors and the FERMAX LYNXed application, combining these to form a LYNX network.

These settings can be determined in two ways:

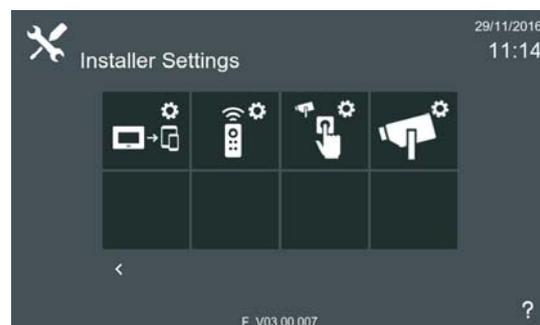
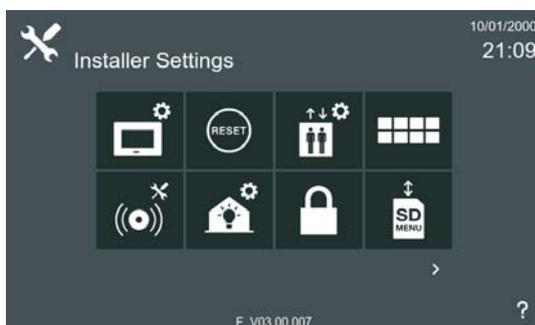
- a) Via the monitor.
- b) Via the Property Management Unit.

#### a) Via the monitor.

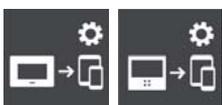
To configure the Lynx router settings, the installer must access the installation settings button.



The installer must enter a PIN code. Default code: **4444**.



The installer then has to select the Mobility Settings button.



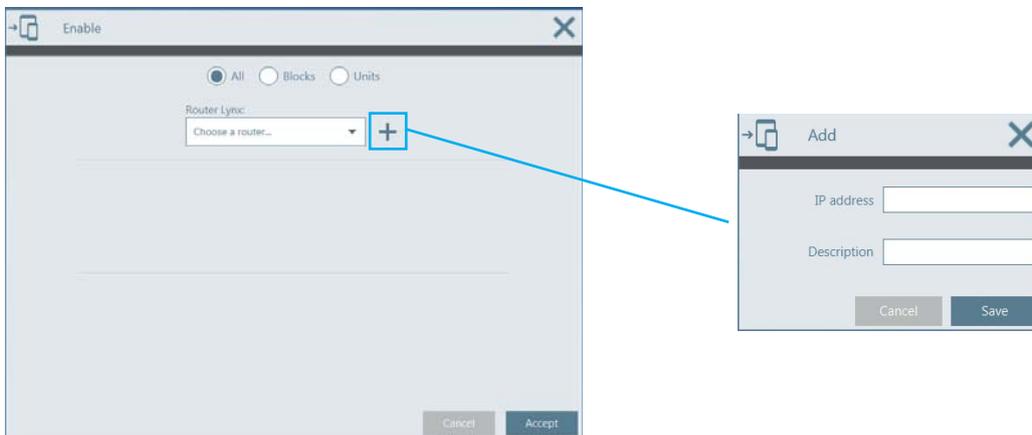
Mobility Settings



If no IP address is set, this screen gives LYNX monitors a way to identify the Lynx router currently associated with the installation.

### B) Via the Property Management Unit

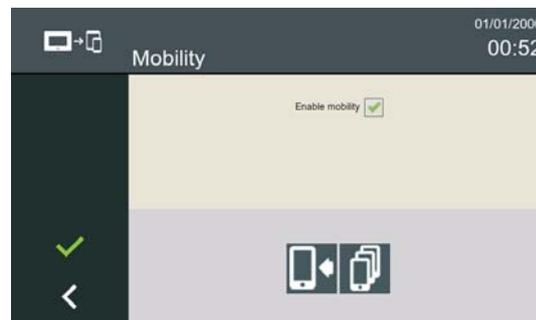
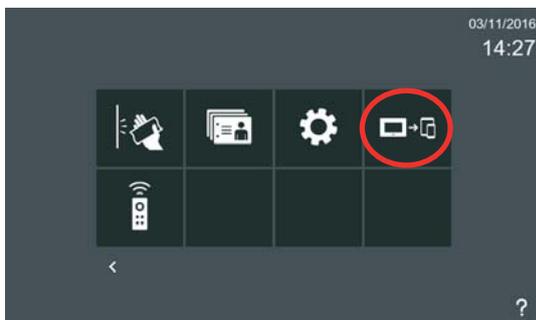
Lets you create one or more Lynx routers associated with the current installation. These registered routers will be available to be associated with one or more units, using the on / off procedures described in the following sections.



The user must include a valid IP address where the Lynx router has previously been installed (default: 10.206.0.0). In addition, the user must assign a specific alias to each registered Lynx router, to facilitate its subsequent identification. This alias will be displayed on the Lynx router drop-down menus on the on / off screens.

### 2.3.3 MOBILITY ACTIVATION OPTION

This procedure is intended to provide the user with a way to temporarily disable calls directed to mobile devices via the monitor.



This screen shows the mobility function, and there is a check box to enable mobility in the current unit. If the user selects this option, Call Divert is activated and from that moment on, any linked mobile telephones will receive call notifications. If the option is not selected, Call Divert will not be activated.

There are also two other buttons, with the following functionality:



Link device: lets you link a mobile device to the current unit.



List of linked devices: displays a list of the currently linked devices associated with the current unit.

#### NOTES:

- This must not be confused with the action performed by the installer from the installer settings or from the Property Management Unit, where the mobility button is activated in order to be visible.
- The mobility button will be displayed if the installer has made the mobility application visible from the installer menu, or if you have activated mobility from the PMU.
- Both actions, whether activating or deactivating the mobility feature, will take about 5 minutes to take effect once the user requests them.

## 3 PAIRING PROCESS

Linking a new mobile device to the FERMAX dwelling terminal (unit) requires the installation and running of the FERMAX LYNXed app on the device selected to be linked. [See section 4.1 Installation.](#)

First, once the user has enabled mobility for the unit, the complete process starts with the selection of the "Link device" button:

### 3.1 LINK DEVICE



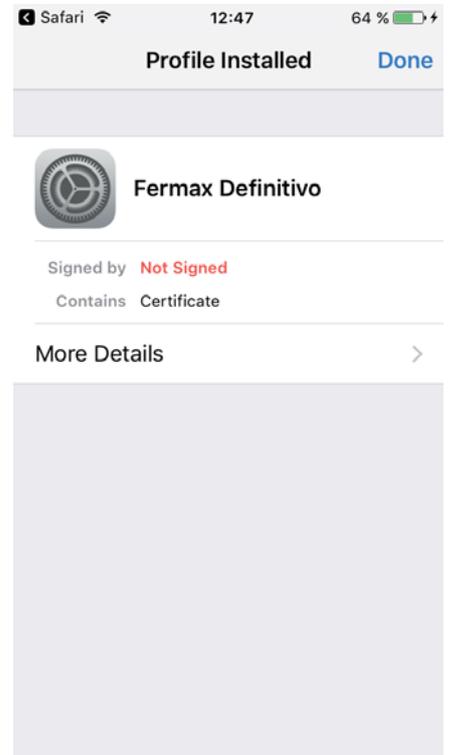
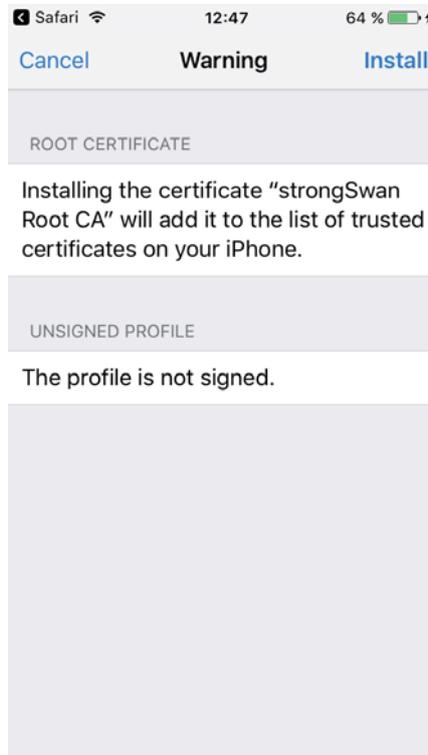
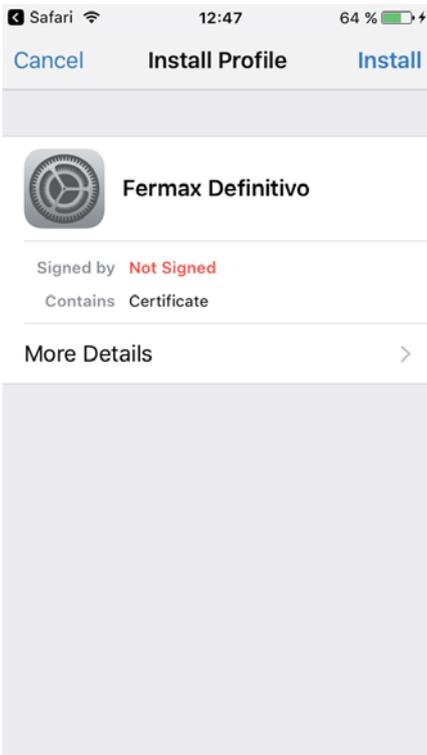
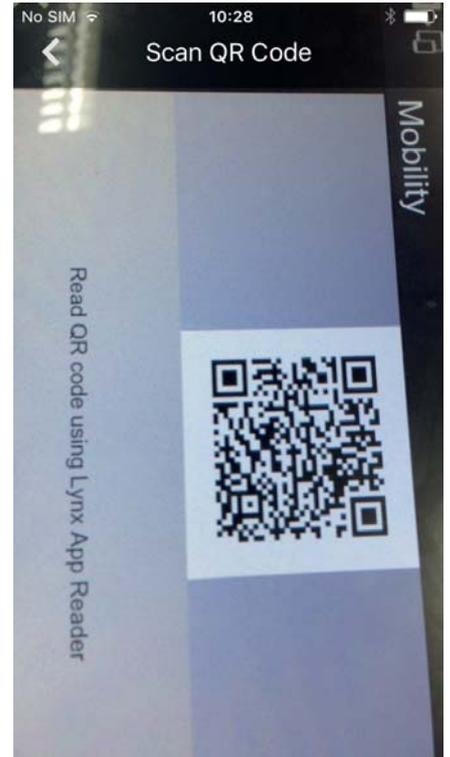
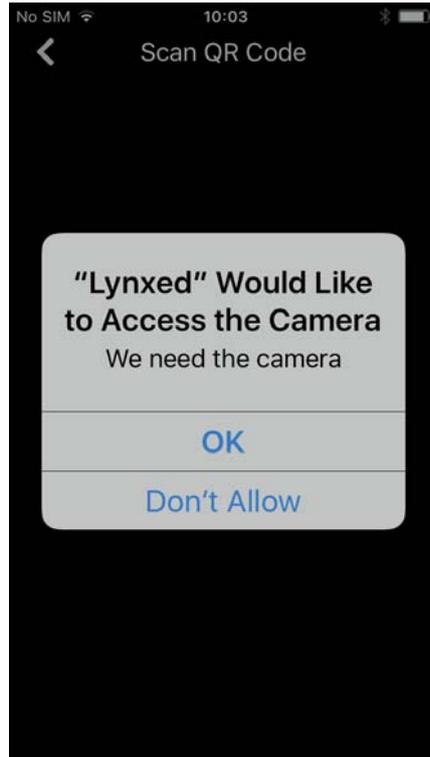
A QR code will appear on the VIVO monitor screen, ready to be detected by the FERMAX LYNXed application. The FERMAX LYNXed application must then be started on the mobile device to be linked; this process will differ depending on the mobile operating system in use:

- a) iOS
- b) Android

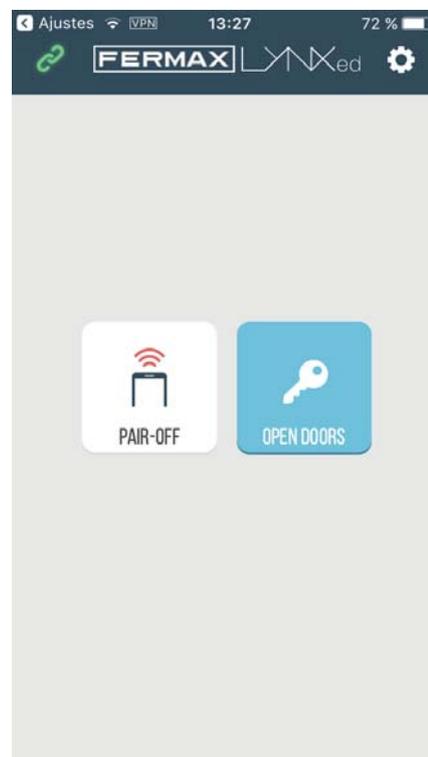
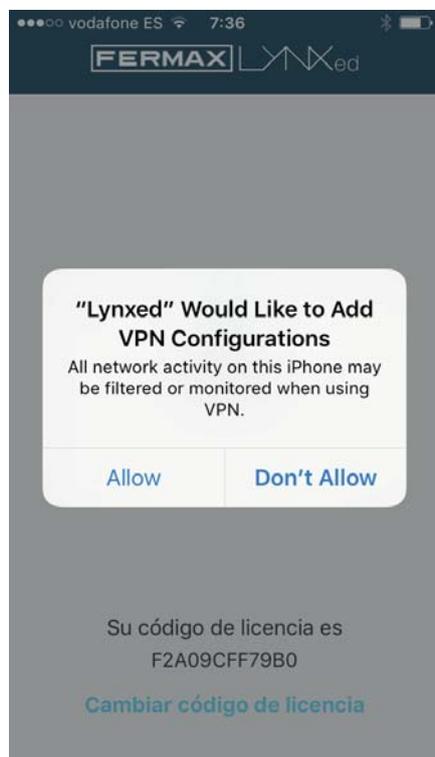
#### a) iOS

Once you start the application and press the Link icon, the user will have to allow the application to access the camera, in order to be able to scan the QR code displayed on the monitor.

After this detection, the application will request the installation of a VPN connection specified by the parameters represented in the QR code.

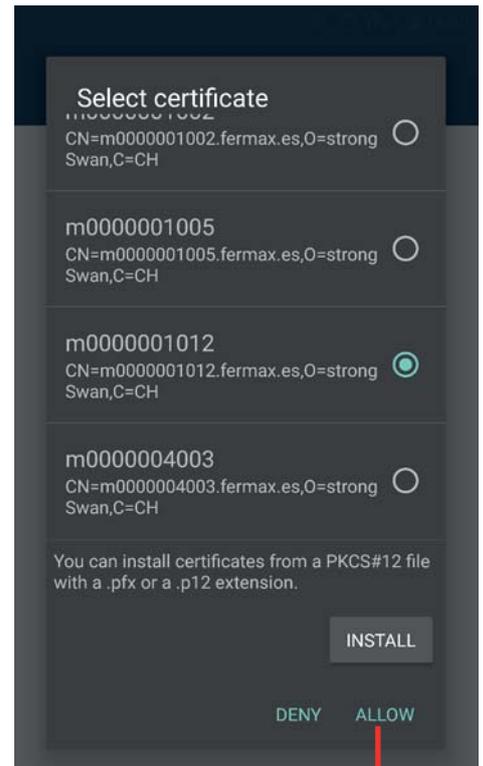
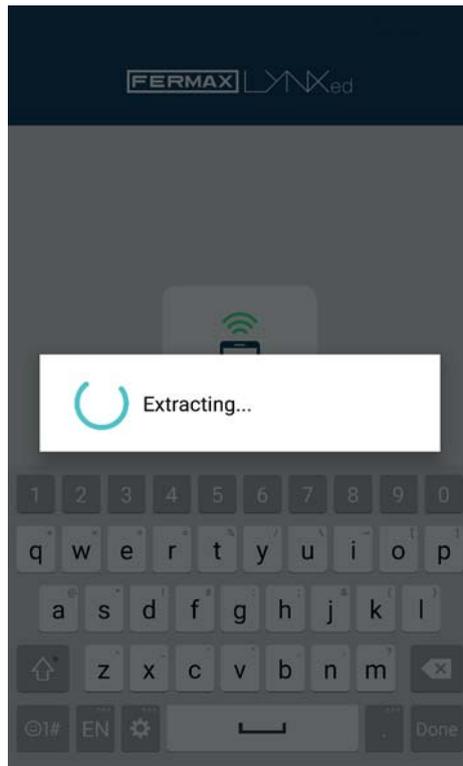
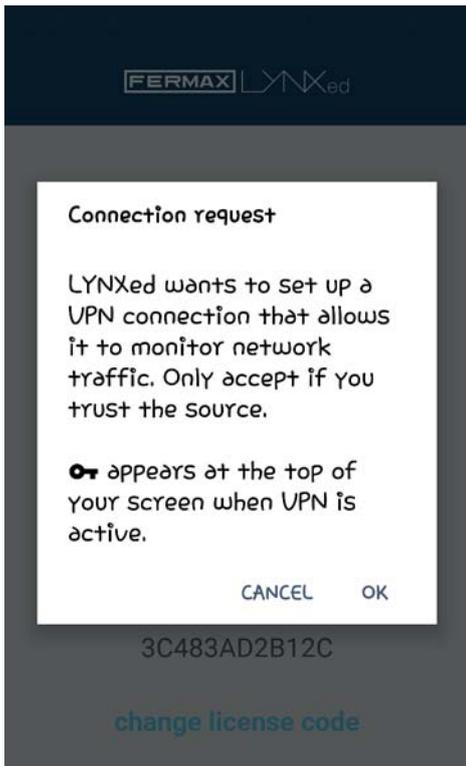
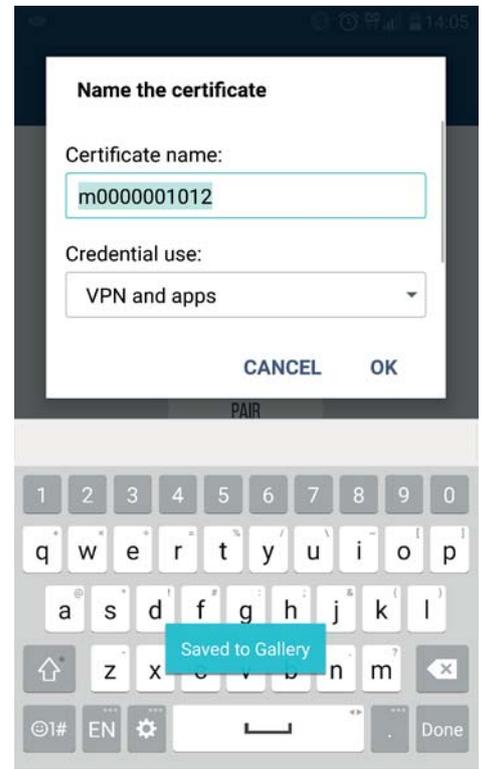
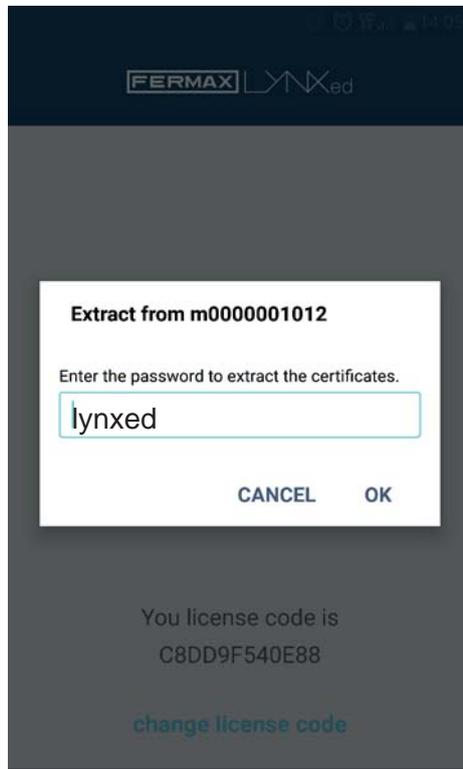


If this is the first time you are pairing your mobile device, you will be required to install a Fermax certificate of authority, which is required for pairing. Please follow the installation steps (click Install) through to completion. Once installation is complete, your mobile will require permission to add this certificate to the profile settings of your iPhone / iPad, as in the following image. Once permission has been granted, your mobile device will be linked to your dwelling.



## b) Android

The VPN connection on Android is done differently than on iOS. The process in iOS is done automatically by the operating system itself, while in Android you must install the certificates manually. To do this, the QR code needs to be captured, whereupon the certificates will be downloaded. The installation password is **lynxed**. After accepting the certificates, the user will be prompted for permission to install the VPN connection. **It is important to press PERMIT once you are on the certificate selection screen.**



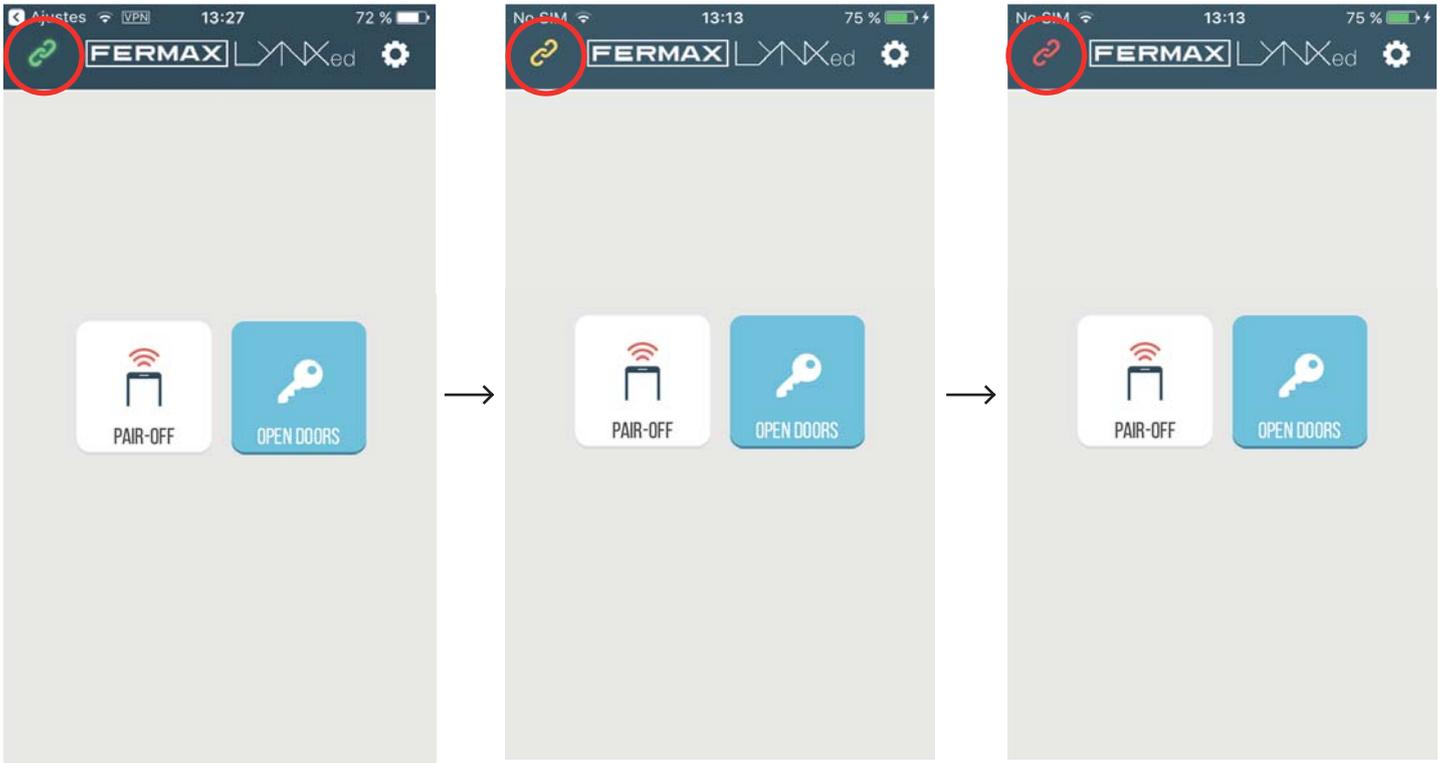
**ALLOW**

### 3.1.1 ESTABLISHING THE CONNECTION

Once the connection is established properly, a green icon will appear in the upper left corner of the application, indicating that there is direct connectivity between the mobile device and the current Lynx installation.

From this point onwards, the FERMAX LYNXed application will be able to receive any calls from LYNX panels and perform actions such as opening doors.

If for any reason the connection is lost, the icon in the upper left corner will turn yellow while trying to recover the connection. If this fails, it will turn red.



### 3.2 LIST OF DEVICES

If there are multiple devices connected to LYNX, users may need to check if their devices are currently linked to the drive. To check which items are currently linked, select the function



List of Linked Devices feature: this will display a list of the currently linked devices that are associated with the current unit.



During the device linking process, some of the entries shown on the list will appear alongside the text **"Waiting for mobile info"**. These entries will be updated with the assigned device names when they are ready for connection.

NOTE: - *If the devices do not respond, these entries will be automatically deleted after 20 minutes.*

## 4. LYNXED MOBILE APP

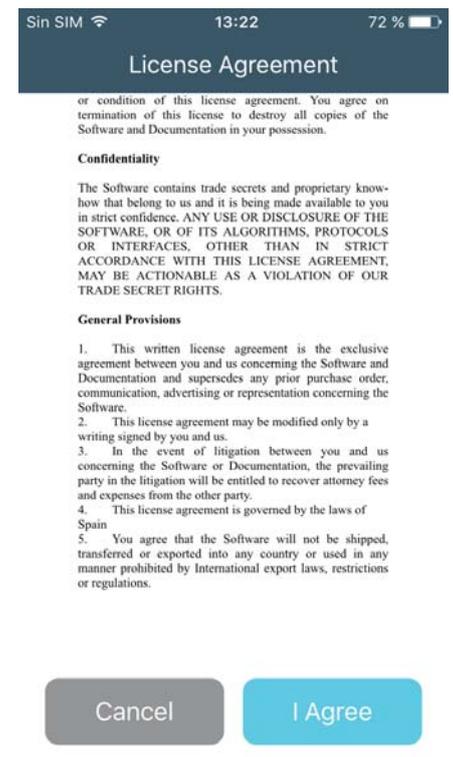
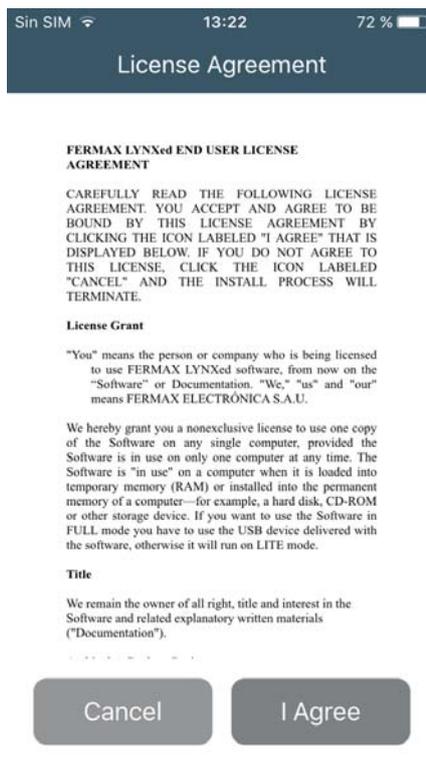
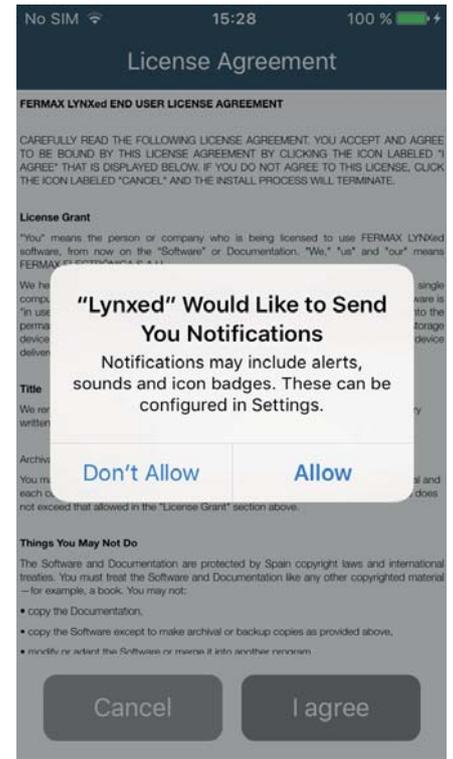
Other features included in the FERMAX LYNXed application.

### 4.1 INSTALLATION

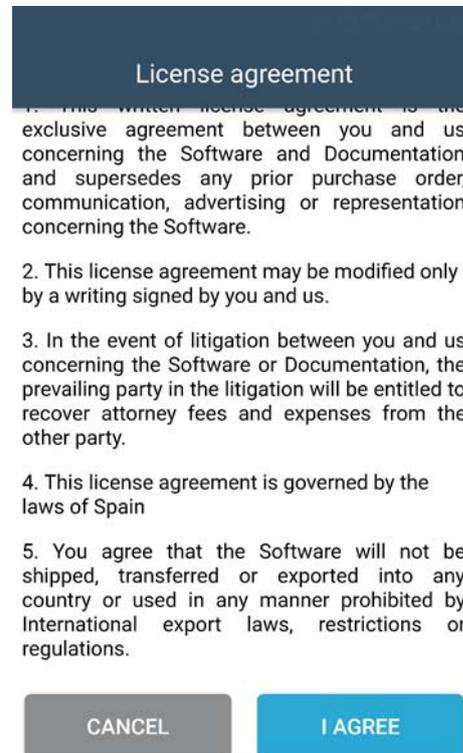
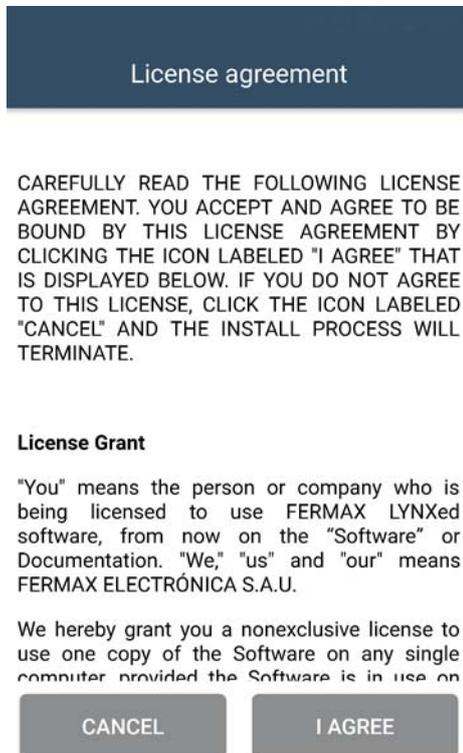
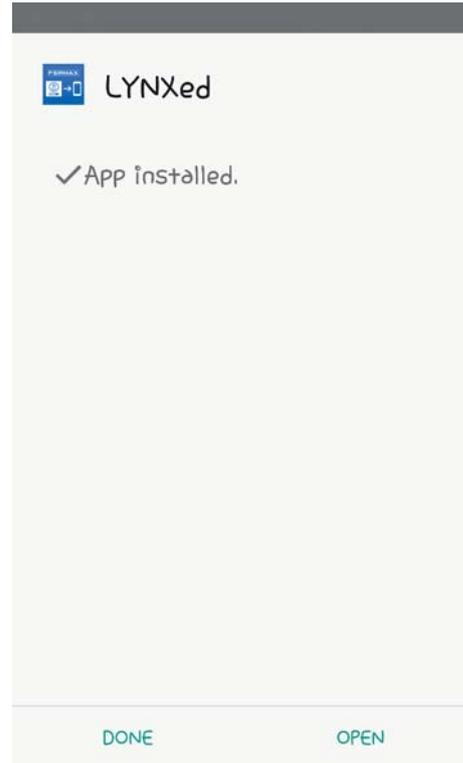
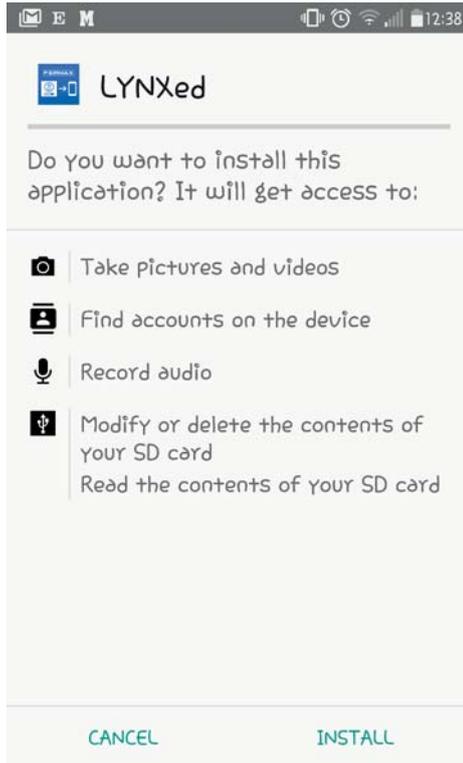
Once installation is complete, when you enter the application for the first time the license agreement will appear; it can only be accepted when the user has scrolled down to the end of the agreement.

The user will have to agree to the various permissions necessary for the correct operation of the application.

#### A) Installation process in iOS.



b) Installation process in Android.

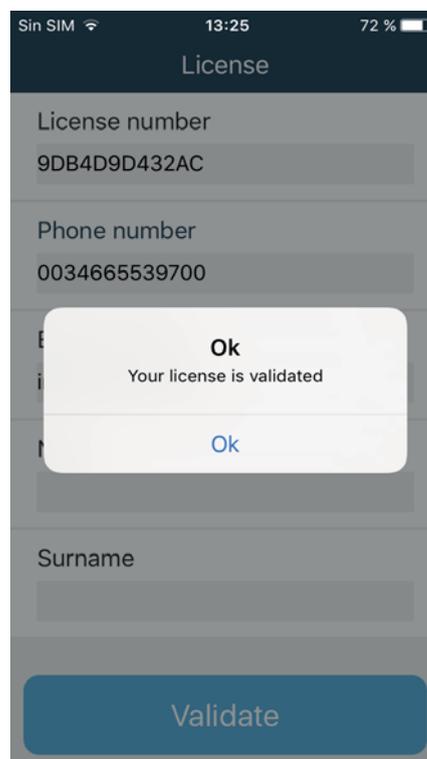
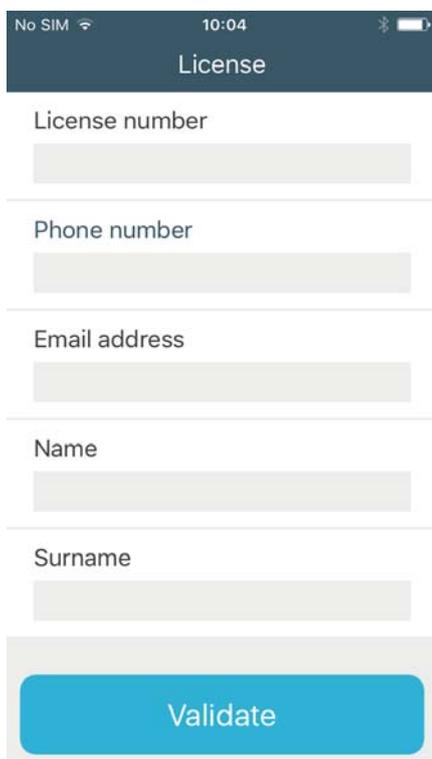


## 4.2 LICENCE INTRODUCTION

Once the license agreement has been accepted, the license to use the app may be validated. The tenant must be registered, along with his or her license to use FERMAX LYNXed. The license code can be found on the label that is provided as standard with the LYNX monitors.



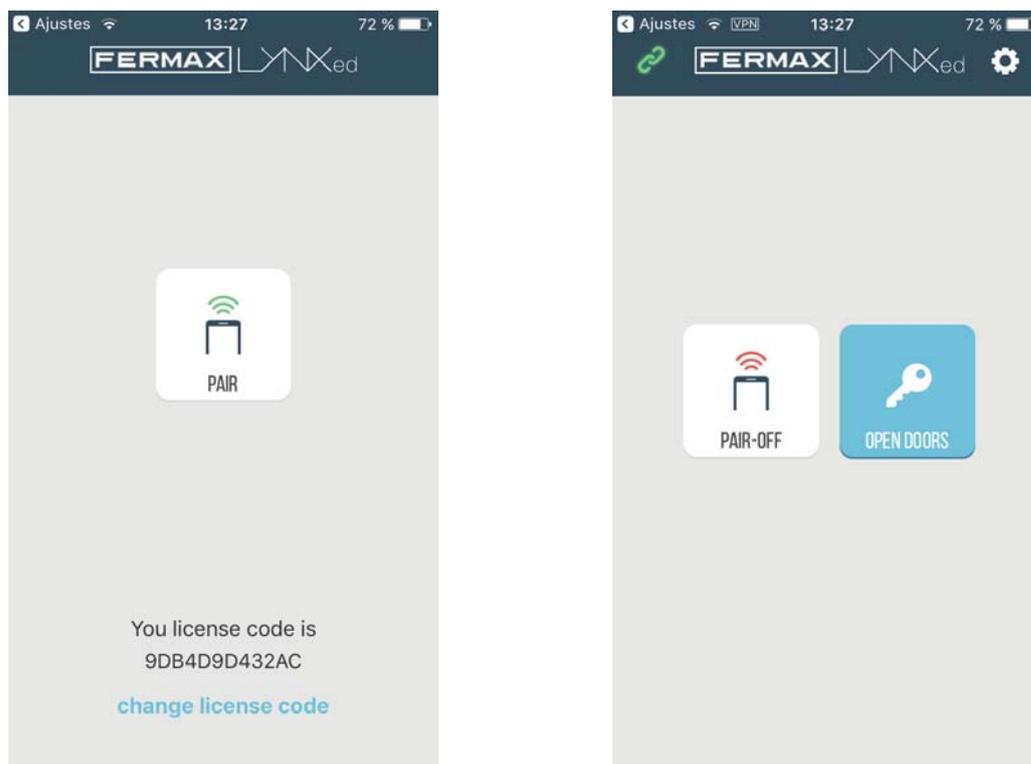
One license allows up to 20 mobiles to be paired with the same dwelling. The data requested from the user is stored in a data file registered with the Data Protection Agency. There are two types of audio or video license: if your license is an audio one, you can only make audio calls (you will not receive a live visual feed from the panel, even if it is video-equipped), but if your license is a video one, you will receive audio and video during your calls. When entering the license, the license number, telephone number and e-mail address fields are mandatory.



**Note:** You can not pair the mobile device (phone, tablet ...) to another different terminal (apartment) than the one initially entered.

### 4.3 SCREEN DESIGN AND LAYOUT

The Lynx Mobile application will start up displaying the following screen once the licence is validated:



This screen will provide the option to link a device, if none is already linked, as seen earlier in [section 3.1 Link device](#).

Once the device is connected, there will be a disconnect (unpair) button that disconnects the device from the installation.

### 4.4 RECEIVING CALLS

One of the application's key functions is receiving calls from outdoor panels. We can distinguish two types of calls, depending on the status of the application:

- a) Application open
- b) Application closed.

**Notes:**

- Video licence with image + audio displayed.
- Audio licence with audio only.

**a) When a call is received from an outdoor panel while the application is open**, a snapshot of the person who is calling appears on the device and the default ringtone (the one selected in the smartphone's settings) is heard. If the call is not answered within 30 seconds, the call is registered as a missed call.

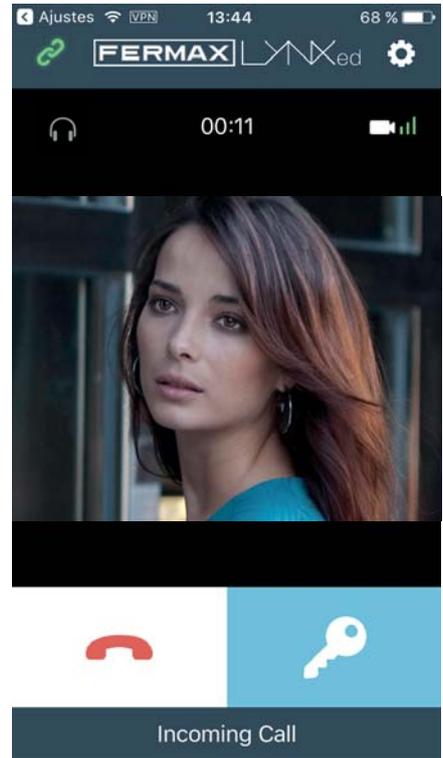
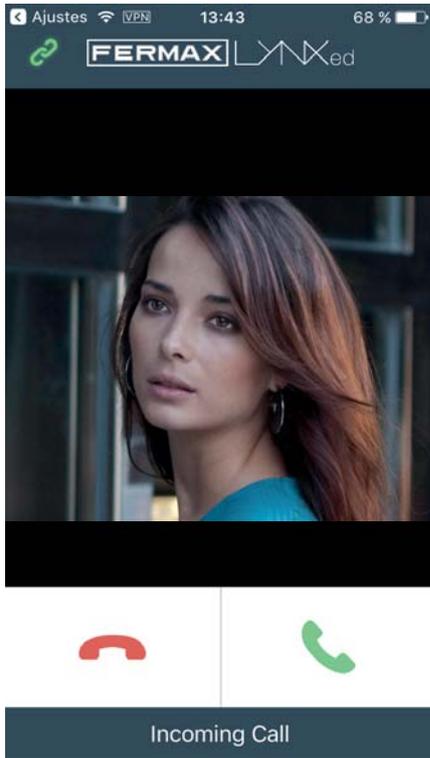
**b) When a call is received from an outdoor panel while the application is closed**, the device will display a call notification; the user can open this notification to hang up or answer. If the call is answered, the application will be launched, a snapshot of the person who is calling appears. If the call is not answered within 30 seconds, the application returns to standby and the call is registered as a missed call.

If the call is answered by touching the answer icon (green telephone), audio and video communication will be established (depending on the type of license). The screen switches to the call-in-progress configuration. Whilst on this screen, the user can choose to open the door or end the current call. By default the call is opened in normal mode (not hands-free); if the user wishes to switch to hands-free mode, he or she can do so by pressing the icon.



The maximum talk time is the same as on Lynx monitors: 90 seconds.

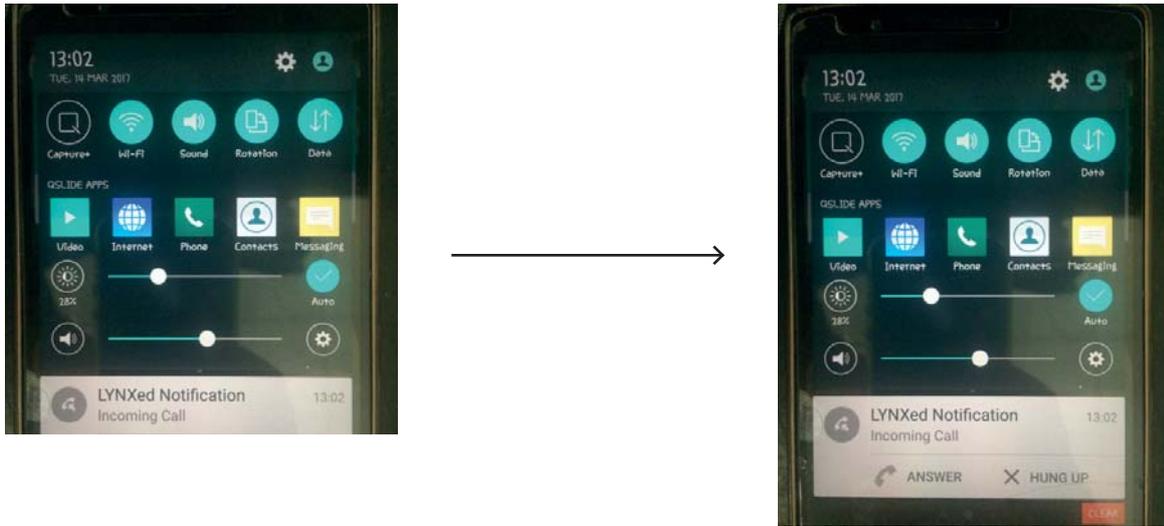
a) Receive call with the application open



b) Receive call with the application closed from iOS



**b) Receive call with the application open from Android**

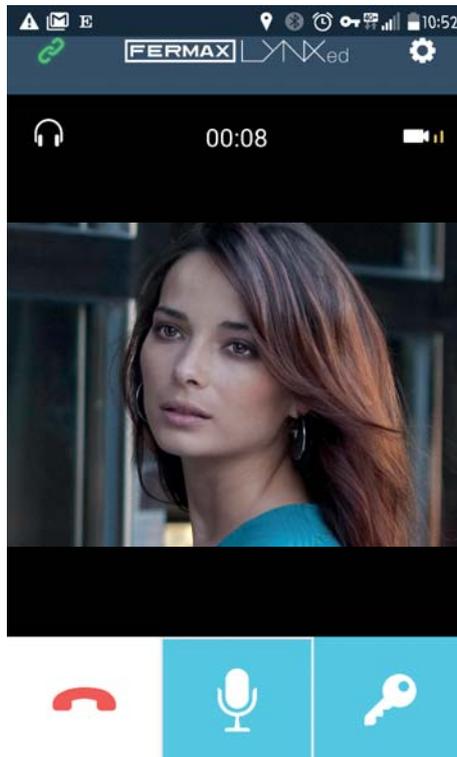


When the call is in hands-free mode, the icon changes to the following image:



A second press will return the call to normal mode.

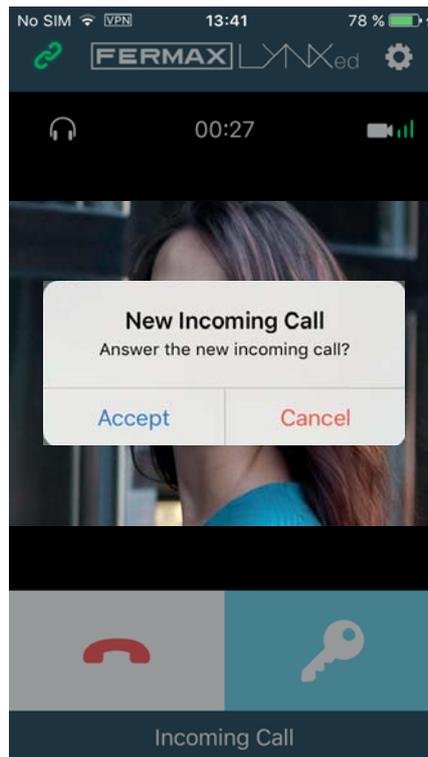
If "Push to Talk" mode is enabled, a new button will appear. This button allows the user to speak in hands-free mode without echo problems. If the user wishes to speak, press this button to speak and release to listen.



Only one conversation at a time may be conducted. The application can receive simultaneous calls, which will be displayed via notifications. When you accept a new notification, the current conversation ends.

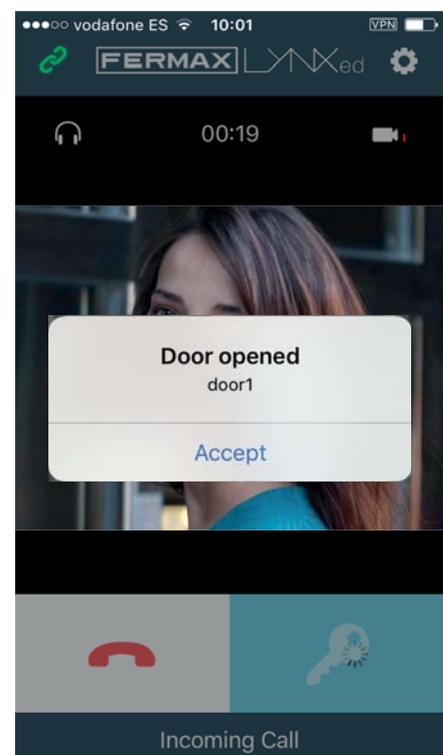
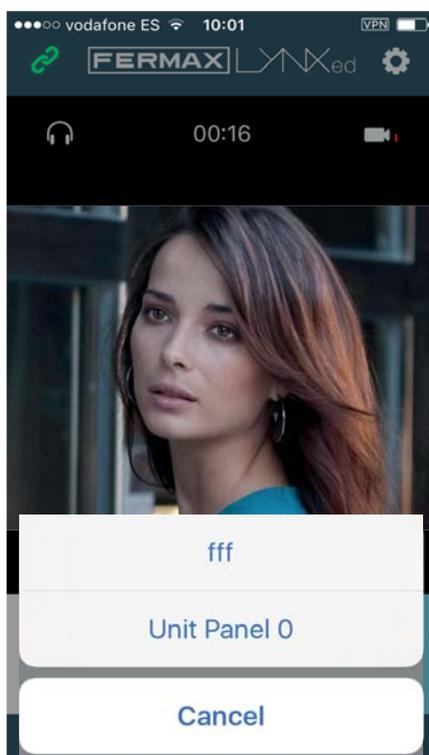
**NOTE:** The Push-To-Talk function is only available in the Android OS version

## Receiving simultaneous calls



### 4.5 OPEN THE DOOR.

The key icon is used to open the door. If there is only one relay defined for this panel, the door opens. If there are two relays defined on the panel (e.g. Main door, garage door), a menu appears asking the user to select one of them.



## 4.6 OTHER NOTES

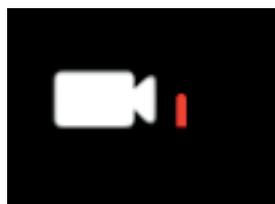
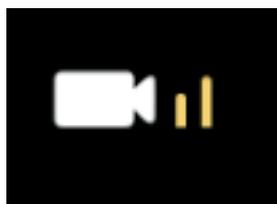
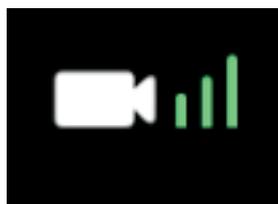
As previously mentioned, installation of the Lynxed application requires Android V5.1 or above, or iOS V9 or above. In addition, the Lynx monitors and the Router must all be version 3.2 or above.

**Note:** - The device's rotation feature is disabled for mobiles, and enabled on tablets (screen rotation).

## 4.7 CHANGING THE BANDWIDTH / VIDEO QUALITY

Near the hands-free button is a button allowing you to adjust the video quality and improve communication performance. Each time you press this button, the quality is reduced.

- High video quality
- Medium video quality
- Low video quality
- Without video



The user can change the quality if, for example, there is poor coverage (WIFI or 3G or 4G) or communication is impossible or difficult.

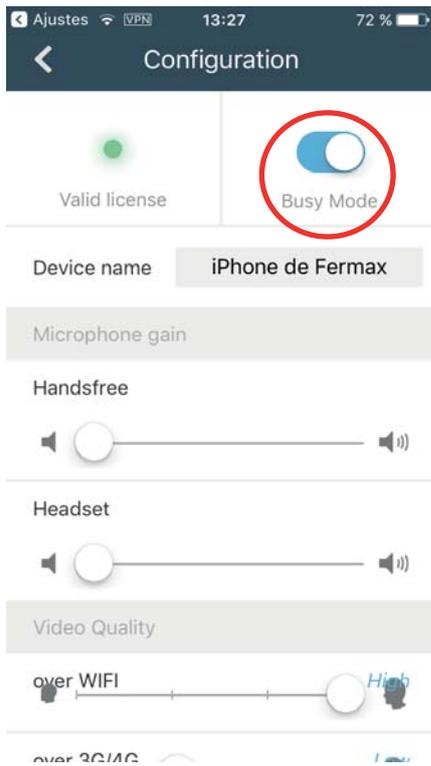
After communication is established, the video quality used will depend on the type of communication and the quality selected in the configuration.

**NOTE:** - Each change will stop the video / audio for a couple of seconds, until the new bit rate is set.

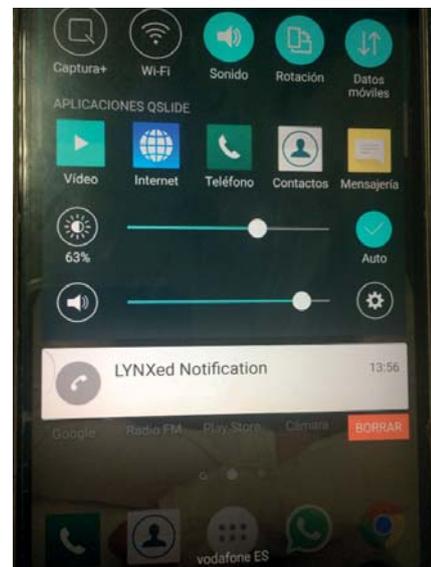
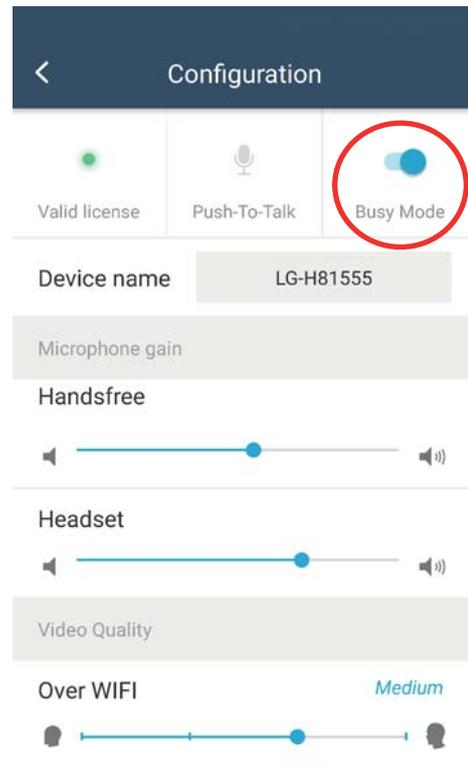
## 4.8 BUSY MODE

The FERMAX LYNXed application includes an additional mode, called "Busy Mode". This mode will automatically dismiss all incoming calls, with them being considered Missed. No ringtones are heard and they cannot be answered from the notifications. A notification will appear on the mobile device indicating this process.

### iOS



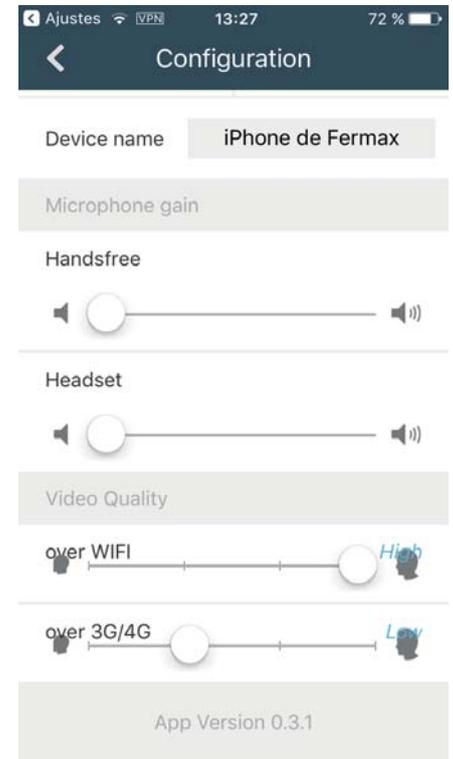
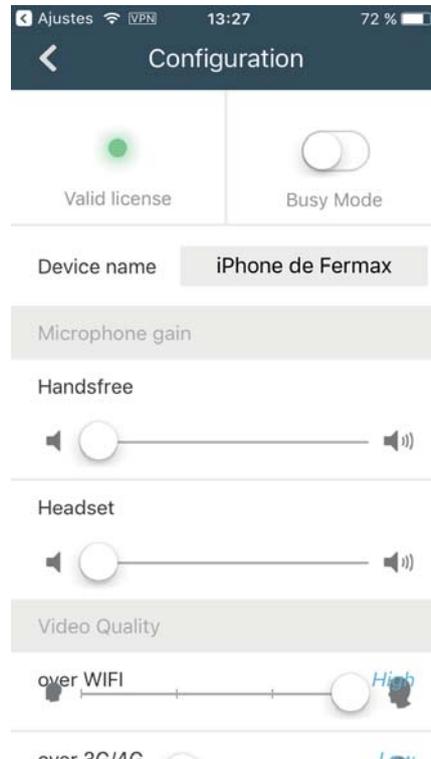
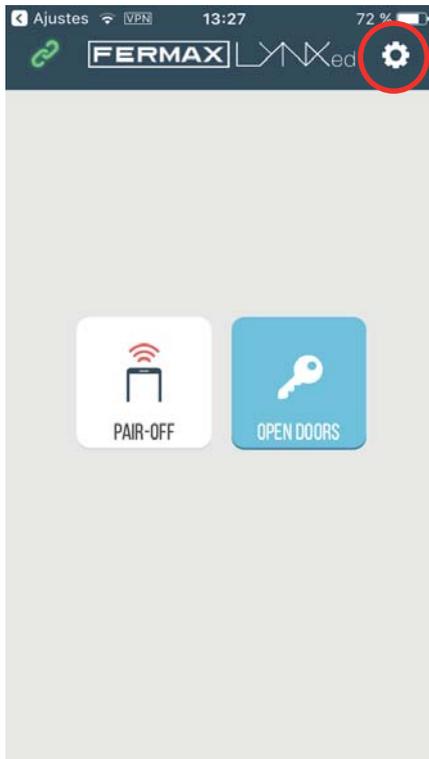
### Android



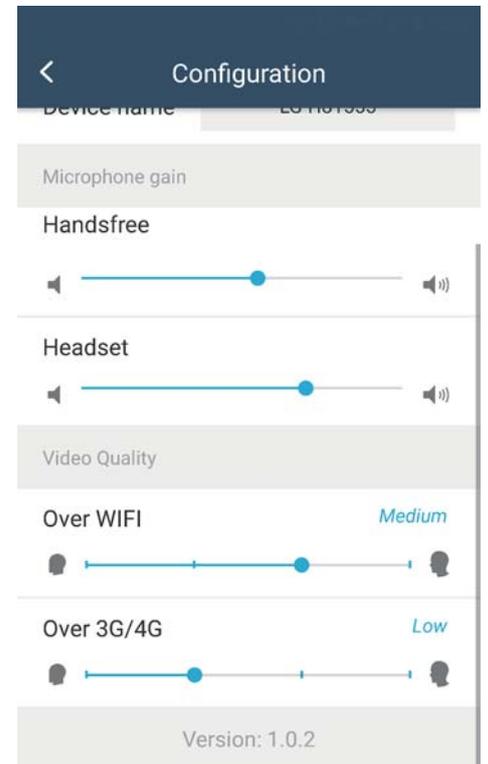
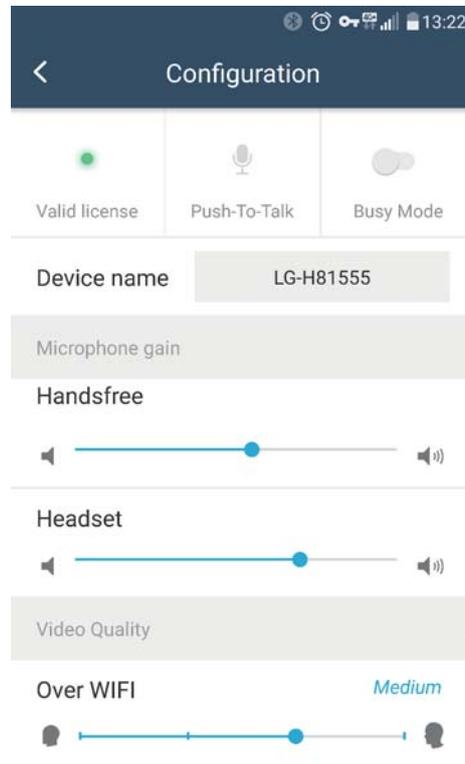
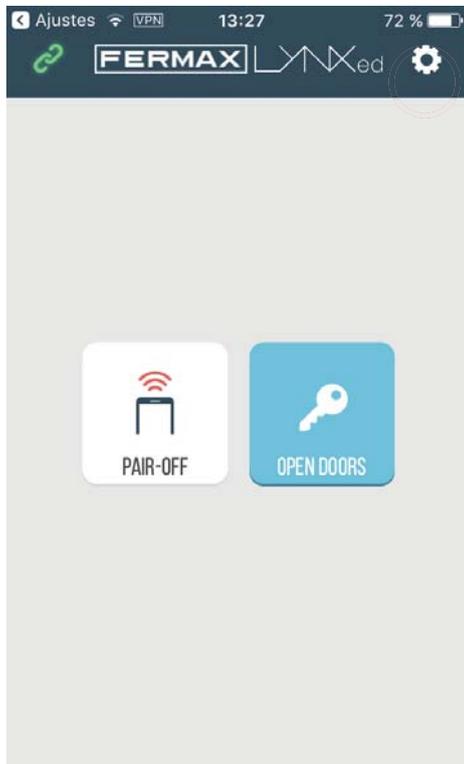
### 4.9 CONFIGURATION

The user accesses the configuration section by pressing the corresponding icon at the top of the screen.

#### iOS



#### Android



## 4.10 MOBILE DEVICE COMPATIBILITY

There is enormous variability in the acoustic functions (geometry, microphone gain, speaker power, echo cancellation, etc.) of Android mobile devices. The FERMAX LYNXed application relies heavily on these acoustic functions, and it is almost impossible to adjust the audio parameters and serve all needs at the same time.

For the Android version, the user can adjust the audio parameters from the Advanced Settings area. This is useful for mobile devices that do not have echo cancellation hardware (Acoustic Echo Canceller system (AEC)) and have problems with gain and channel switching.

This is why we have included some advanced settings in the configuration section, to allow fine-tuning of each device. For devices that cannot be adjusted in this manner, a Push-To-Talk mode has been included.

Setting these parameters is particularly important in hands-free mode.

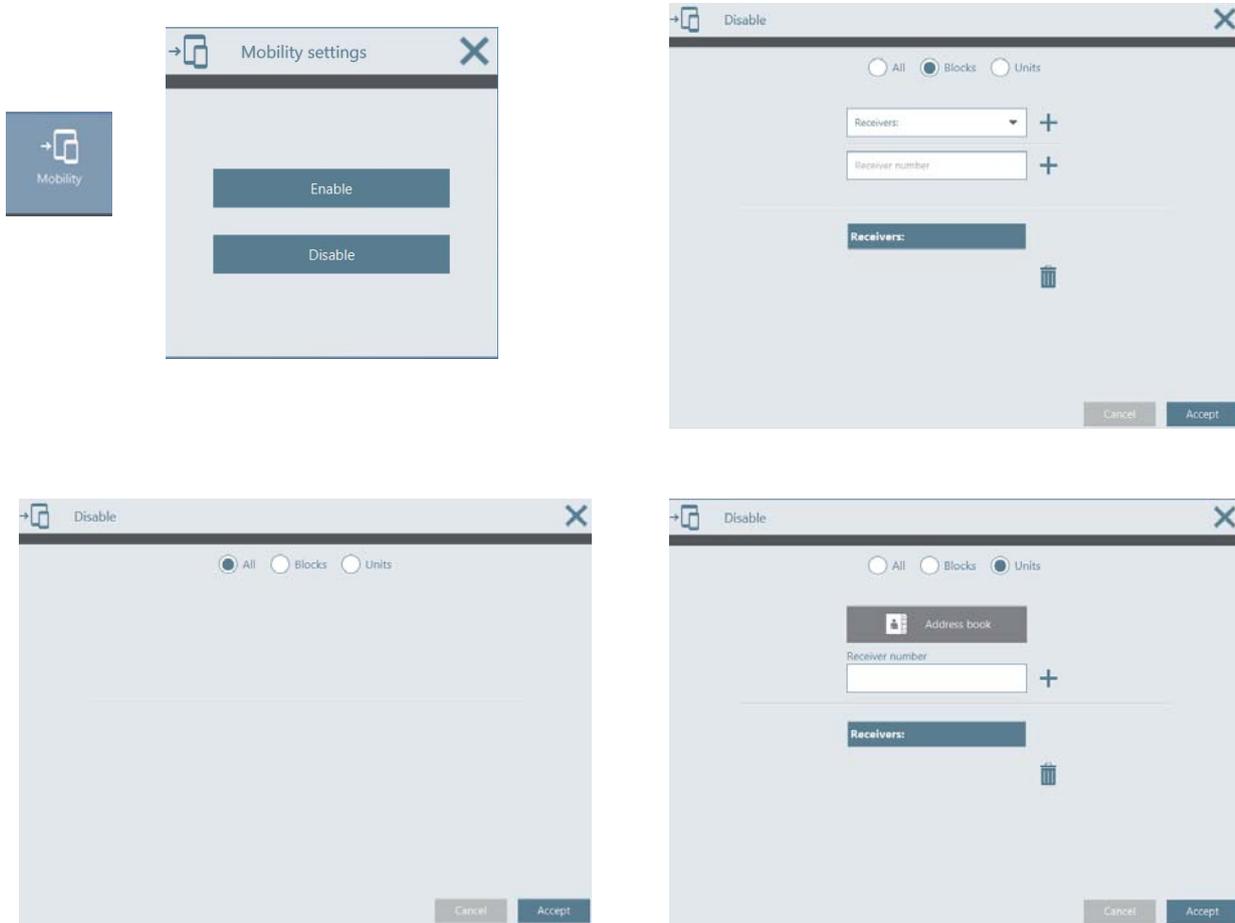


## 5. PROPERTY MANAGEMENT UNIT

As we have seen previously, the Property Management Unit also serves to perform mobility activation on the Lynx monitors, in addition to registering and applying the Lynx router settings.

As a prerequisite for carrying out these processes, the user profile registered in the PMU application must be 'mobility', 'admin' or 'installer'.

In addition, you can also disable mobility to a range of dwellings, a block or all dwellings.



Just like the activation process, the user has three different options to specify the list of units to which to apply mobility activation, using different buttons:

- **ALL:** This option disables mobility for all drives belonging to the Lynx installation.
- **BLOCKS:** This option allows you to select a specific block, applying mobility deactivation to all units in the specified block. To include each block in the list for mobility deactivation, the user must click on the "Confirm" button, thus updating the list of block numbers where the action will be applied.
- **UNITS:** This option offers a way to select a specific list of units. The list of units may be created by selecting specific units from the directory (or manually) and clicking on the "Add" button.





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