

## IPGUARD 4G/IP/GSM SMART VISITOR DOOR ENTRY

# Frequently asked questions

### 1. What happens if the IPGUARD APP is discontinued/stops working?

Modern communication systems between people are APP based using Smart Technology. APP's are always evolving with regular new releases to fix bugs, add features etc. If the free IPGUARD APP stops working then it simply needs to be re-downloaded.

Over 300,000 homes (and growing) are currently using the IPGUARD APP so no risk of it being discontinued. All the latest visitor door entry systems including those that use a wall-mounted video monitor are Internet Protocol (IP) based so also communicate with smart devices (smartphones, iPads, tablets) via APP's. Anything today that does not have APP compatibility is old technology.

### 2. Can the person release the doors/lifts linked to the IPGUARD when they are not in the building or do they need to be in their property to do it?

Residents can open the block entrance door when not in the building via the IPGUARD APP but they cannot control the lift floor buttons.

**Visitor video monitor door entry systems are now also IP technology with APP's and simultaneously call both the video monitor in the flat and smart devices anywhere in the world which can open the block entrance door remotely (some also control lift floor buttons).**

The IPGUARD BATICONNECT system has a very comprehensive log which includes the specific device / phone number that answered and opened the door not just the flat number. Most visitor entry systems offer very limited log information so worth checking carefully.

### 3. If the mobile signal is not good will this lose the visual aspect making it harder for residents to gauge whether a person should be allowed in or not (and not be compliant to SBD)?

IPGUARD automatically detects if video of the visitor call is not received by the smartphone, iPad, tablet due to poor 3G/4G signal or no WIFI connectivity. In such circumstances, IPGUARD automatically activates an audio-only call to the resident with the door release feature disabled.

The picture of the visitor is always captured and sent to the IPGUARD APP for security log purposes so would be received immediately the recipient's smartphone had normal signal.

### 4. Does the IPGUARD App have suitable data encryption?

This applies to every APP on every visitor door entry system because all systems are now Internet Protocol (IP) based. The IPGUARD APP is only ever linked to communal entrances of a building. Communication by a visitor from an entrance point to a resident and the remote unlocking is a convenience service. Security is provided by controlling who can be called and when, logging of who exactly opened the door for the visitors, when they did so and, of course, by adding access control to secondary doors, gates, lifts etc. The IPGUARD 4G/IP/GSM service is controlled and managed by the BATICONNECT.COM Cloud portal.



IPGUARD  
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# IPGUARD APP

## THE BEST VIDEO RECEIVER IS ALWAYS WITH YOU

### HOW DOES IT WORK?

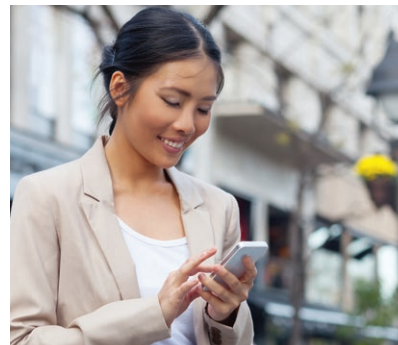
 THE VISITOR CALLS THE FLAT



 I ANSWER AND SEE THE VISITOR\*



 I OPEN THE DOOR FROM MY DEVICE



\* Smartphone, iPad, tablet etc.

### LIVE HD VIDEO OF VISITORS



See your visitors and open the door via the APP.  
All openings are logged for security.



### PICTURE LOG OF ALL VISITORS

View a log of all visitor calls – received, missed, door opened, access denied – all with time and date.



### HD QUALITY IMAGES

### MULTI RELAYS CONTROLS



Open the door or vehicle gate.  
Speak handsfree or privately.



### PREVIEWING

Discrete preview before answering.  
Shows visitor calling location.  
Press REFUSE to cancel the call if you do not want to answer.



### ZOOM IN & FULL SCREEN



## 5. If a resident loses their mobile phone – how quickly can they register to get this on their new phone/who would it go through to until this point?

A smartphone is an extension of the person, a critical tool with numerous security layers to prevent unauthorised access and usage. The owner would naturally contact their service provider and insurance company if they lost their smartphone.

A person can only answer calls on a smartphone if they can unlock it – so the IPGUARD APP cannot be used by anybody other than the smartphone owner.

IPGUARD telephone number registration is via the BATICONNECT.COM Cloud portal available 24/7/365 for additions, deletions, amendments whatever is required.

## 6. A non-resident (resident moves out) with the APP still on their Smartphone – how quickly can that be removed from the system?

The IPGUARD APP only works if it is associated to a telephone number or email address that has been registered on the BATICONNECT.COM Cloud portal which is available 24/7/365. Additions, removals, amendments etc are simple and quick.

## 7. As this will be linked to a Smartphone/App – will this have suitable GDPR compliance (as any data will be linked to a phone number and possible email address)?

THE BATICONNECT.COM Cloud portal has been independently tested and passed by One Source, an approved test centre for public service providers: (A) Security policy, processes and certificates (B) GDPR and other compliances (C) Integrity and confidentiality of data (D) Asset management and protection (E) Governance and framework (F) Operational security (G) Secure development SDLC (H) Supply chain and dataflow (I) Audits.

## 8. What if a resident does not have a Smartphone?

It has never happened that persons living independently in a flat have advised us that they do not possess a smartphone, iPad or tablet.

In any event, IPGUARD can make standard calls to registered landline phone numbers and the resident can open the door by pressing the 5 button. The entire process is security logged.

## 9. What if a resident does not have any phone?

It has never happened because it is dangerous not to be able to call the police, fire brigade, ambulance services etc from the flat.

A flat that actually chooses to be incommunicado with the outside world represents a security risk.

## 10. What if the mobile phone runs out of charge?

This would only ever happen when the smartphone is away from the property. Obviously no calls can be answered on a smartphone that is out of battery and the door cannot be remotely opened.

Calls from the IPGUARD panel to the smartphone that is out of battery would automatically cascade to the 2nd and then 3rd phone number registered to the flat.

## 11. What if the resident's mobile phone breaks or has trouble connecting?

No calls can be answered on a smartphone that is broken or having trouble connecting. The same is true for any receiving device including a wall-mounted video monitor.

Calls from the IPGUARD panel to a broken or otherwise out-of-action smartphone would automatically cascade to the 2nd and then 3rd phone number registered to the flat.



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## 12. What if a mobile phone is stolen?

A smartphone cannot be used unless it can be unlocked. Reverting a stolen locked smartphone to factory settings so it can be reused is designed to be complicated and the “new” smartphone would have to use a new SIM card with a different phone number so the IPGUARD APP would not work anyway.

The owner would naturally contact their service provider and insurance company if they lost their smartphone.

System administrators can access the BATICONNECT.COM Cloud portal 24/7/365 to change registered phone numbers anyway.

## 13. What if there is a problem with mobile network in the area?

The IPGUARD panel is supplied with a roaming SIM which automatically connects to the mobile network with the strongest signal.

Communications today including the monitoring of critical building & H&S systems rely on mobile networks. If all mobile networks failed simultaneously the non-operation of IPGUARD calls to residents would be an insignificant issue. The proximity access control and door locking would still work.

## 14. What about vulnerable residents and those with disabilities?

IPGUARD is perfect for the elderly and persons with disabilities because they answer calls from visitors on the smartphones, iPads and tablets that they chose for themselves, that best suited their needs. The visitor call comes to them, not the other way around – they do not need to get up and walk to a video monitor to answer. They are safer because if they do not answer, the visitor call can automatically forward to their carers or children.

## 15. How much does an IPGUARD system cost?

Smartphone, iPad, Tablet technology & APPs are used for communicating with friends, checking your bank, exercising etc because nothing is as good at such low prices. IPGUARD is a smart technology product.

It is always going to be cheaper to install & maintain a visitor door entry panel that is essentially a Smartphone that does not require anything of anybody else – residents simply register their own smartphones, iPads, tablets devices to receive the services they require – that’s it, no cabling, nothing else.

So no maintenance call out charges, no costs for broken or damaged equipment in risers/flats, nothing to ever replace, no need to ever attend site as everything is programmed via the BATICONNECT CLOUD portal.

## 16. What cabling do I need?

No cabling to the flats. It just needs the cabling at the main block entrance door to power the IPGUARD panel and associated door locking equipment.

## 17. Can IPGUARD call the concierge?

IPGUARD can call anybody anywhere and even has a dedicated Concierge call-button feature.

The concierge receives video calls from any number of IPGUARD panels on an iPad or tablet at the concierge desk and on a smartphone when not at the desk. From the touch-screen the concierge can open any IPGUARD panel door.

## 18. How is the IPGUARD system updated and how often?

The IPGUARD panel is a 4G/IP/GSM smart technology product that receives regular OS (Operating System) remote updates just like your smart phone.

The IPGUARD APP also has new version releases regularly uploaded onto the APP platforms for free automatic download to all.

The BATICONNECT.COM CLOUD portal which is the control centre for the entire IPGUARD service is also continuously evolving with regular updates adding new features.



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## 19. On refurbishments, what is the disruption to residents of an IPGUARD installation?

None because there is no requirement to run cabling or install anything in a flat.

## 20. Who manages the IPGUARD system?

The BATICONNECT.COM CLOUD portal is the control centre for the entire IPGUARD service.

Authorised persons simply log in to [www.baticonnect.com](http://www.baticonnect.com) and enter their password to manage their sites.

It is the system owner who decides who is allowed access and permission levels etc.

## 21. What security checks has the IPGUARD system passed?

The IPGUARD® system is approved by Secured by Design (SBD).

 **Accredited Product Search ([securedbydesign.com](http://securedbydesign.com))**

 **IPDE Secured By Design Certificate**

 **LPCB Product Certificate**

## 22. What about access control for residents and facilities staff?

The IPGUARD® system & BATICONNECT.COM Cloud portal also encompass:

- Proximity reader access control
- Radio access control for vehicle entrances
- Keypad access control for facilities staff
- Handsfree mobile APP access control
- Trades access
- Contractor access
- Virtual key
- Date & time controlled access

Everything is logged on BATICONNECT for security.

## 23. Is there integration into 3rd party CRM's so data can be imported into our asset database?

The BATICONNECT.COM Cloud portal is not yet Open API. This is part of our development roadmap.

However, BATICONNECT has many export features enabling easy data import into 3rd party CRM systems manually.

## 24. What data is collected by IPGUARD & BATICONNECT?

- Property address
- Telephone numbers that register per property.
- Proximity key ID and radio transmitter ID numbers per property.
- Email address and name of person with access rights to the BATICONNECT.COM portal.
- Names of staff allocated a proximity key, radio transmitter, keypad code, virtual key etc.



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IPGUARD  
MINI TOUCH

# BATICONNECT CLOUD 24/7/365 REAL-TIME REMOTE MANAGEMENT OF ALL YOUR SITES



## THE BENEFITS

Unlimited video and data communications package, NO additional line rental costs.

Unlimited real-time [www.baticonnect.com](http://www.baticonnect.com) CLOUD support, NO software required.

The BATICONNECT CLOUD platform provides:

1. Automatic on-going system data back-up.
2. Client access 24/7/365 for remote programming of telephone numbers, proximity keyfobs, radio transmitters, keypads, digital displays and IPKEYSAFE (secure key storage) on all controlled doors and vehicle entrances.
3. A full audit trail and data retrieval of all system usage.



## TOTAL 24/7/365 REAL-TIME MANAGEMENT OF ALL YOUR SITES

### PROGRAM ALL SYSTEMS, PANELS, CREDENTIALS REMOTELY



Display names, details



Proximity keyfobs



Keypad codes



Radio transmitters



Keysafes

### PROGRAM ACCESS RIGHTS



Date period validity  
eg. from 28 Sep  
to 14 Dec 2023



Time zone validity  
eg. from 08:00–20:00  
Monday–Friday



Door/Gate validity  
Create door/gate  
authorisation profiles

### PROGRAM CUSTOM AUTHORISATION LEVELS, TRANSFER ACCOUNTS, AND AMEND WHO CONTROLS WHICH SITES



**CARETAKER**  
Proximity keys, codes  
telephone numbers



**MANAGEMENT COMPANY**  
Authorisation levels, multi-site



**ADMINISTRATOR**  
Total rights

### ALERT NOTIFICATIONS

SMS / Email notifications of forced doors, faults etc.

### COMMUNICATE DIRECTLY WITH RESIDENTS

Send SMS messages directly to your residents from BATICONNECT.

### EVENT LOGS

Date and time stamp, visitor calling / resident access details, location and plenty more...



**ANTI-CLONE PROTECTION**

## 25. Why are Housing Associations, Local Authorities moving away from Hard-Wired Video Monitors in flats?

Nobody has a fixed cabled audio-visual device on the wall in a flat to call the police, fire brigade or ambulance. It makes no sense to pay extra money to install and maintain a single-function receiver device for the visitor entry panel.

It is important to understand that a video monitor in the flat can be used by anybody ie child, cleaner, guest, owner etc and the system cannot identify who pressed the button to open the door.

If the system usage log only shows the flat that opened the door, building management cannot identify & disable illegal subletting, ASB etc !

The IPGUARD system logs the specific phone number / ID of the device used to answer the visitor call and open the door.

Every smartphone, iPad, tablet is visible on the BATICONNECT portal because each needs to be registered in order to operate so building management have full control and can see a log of all calls and events

 **IPGUARD vs IP Video Entry Security Comparison**

 **IPGUARD AND BATICONNECT PROTECT AGAINST ILLEGITIMATE SUBLETS**

 **IPGUARD vs Hardwired System Comparison**

## 26. IPGUARD Life Cycle

Historically, visitor door entry systems were completely hardware based. Visitor door entry system equipment and its associated cabling would deteriorate, repeated usage of receiver and/or other people interfacing devices increased the rate of deterioration “wear and tear”, location of equipment especially when external further added to the speed of deterioration “rain/cold/sun/wind” etc. The industry benchmark for replacement of an “equipment heavy” visitor door entry system has always been 7 to 10 years with a maximum life-expectancy of 15 years.

This has now changed dramatically. A modern smart technology visitor door entry system like IPGUARD 4G/IP/GSM is no longer an “equipment heavy” hardware game but rather a software / IT/ IP / GSM technology that is no longer static and dependent on proprietary physically installed objects (receiving and control equipment). Technology today is always in motion and the move away from closed circuit proprietary hardware based visitor door entry systems to universal open technologies that communicate to any communications device (already in use, maintained, owned and the responsibility of the intended recipient/user), on any existing communications platform, has been crucial in breaking away from the old technology “equipment heavy” visitor door entry system life cycle, which was totally limited to and dependent on, the unknown “weakest link in the chain” from any number of equipment / component failures and/or obsolescence of the proprietary equipment that made up the installed system.

IPGUARD 4G/IP/GSM and similar smart technology systems are non-static evolving systems with constant remote version updates and improvements so do not suffer from the historical removal and replacement of end-of-life / failed / outdated hardwired proprietary hardware based visitor door entry systems. Think of IPGUARD 4G/IP/GSM and its associated BATICONNECT CLOUD technology as a constant, ongoing remotely managed service that would never require a total system rework/replacement.

The IPGUARD 4G/IP/GSM panel itself is the only physical element of the visitor door entry system and will, of course, deteriorate over time for all the reasons listed above; wear and tear, exposure to the weather elements, electronic PCB failure etc but there is nothing else meaning no proprietary receiving equipment devices that deteriorate because there is no closed circuit of proprietary physically cabled and installed receivers and control equipment. All data is automatically and continuously backed up in the BATICONNECT CLOUD.

Life cycle benchmark of 7 to 10 years to a maximum of 15 years – the industry norm – should also be used for the IPGUARD panel only.

There is, of course, no relevant risk of technological obsolescence because the IPGUARD 4G/IP/GSM panel receives constant OS version updates from the BATICONNECT CLOUD.



IPGUARD PRO (FLUSH)

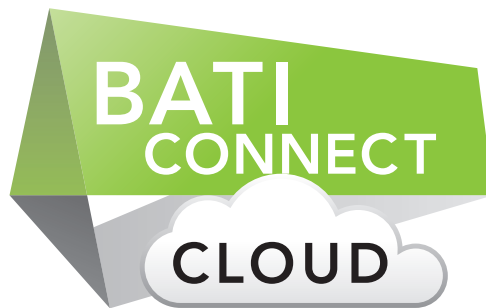


IPGUARD PRO (SURFACE)

**Note:** All the latest Visitor Door Entry systems are IP-based (Internet Protocol) and also communicate with smart devices.

**Option 1** Video monitor in flat and simultaneously smart phones, iPads, tablets anywhere.

**Option 2** Smart phones, iPads, tablets anywhere. NO video monitor in flat.



**24/7/365**

**www.baticonnect.com**

**IP DOOR  
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