



Download the
free IPGUARD App

4G/IP/GSM

IPGUARD SMART VISITOR ENTRY PANEL

IPGUARD® SMART VISITOR ENTRY RESIDENT USER GUIDE



How to use your IPGUARD Smart Visitor Video Entry System



Secured by Design



Police Preferred Specification



24/7/365

www.baticonnect.com

RESIDENTS: WE NEED YOUR TELEPHONE NUMBERS

ENTER YOUR REGISTRATION DETAILS AND RETURN
TO YOUR INSTALLER OR MANAGEMENT COMPANY

Date

D	D	M	M	Y	Y	Y	Y
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YOUR DETAILS (REQUIRED)

Flat number

Floor number

Building name

First name(s)

Surname

Address

Postcode

Email

YOUR TELEPHONE NUMBERS (REQUIRED)

I want the IPGUARD® to call:
Any mobile or landline number, any mix, your choice.

1st telephone number

2nd telephone number

3rd telephone number

MANAGEMENT COMPANY (USEFUL)

Managing agent

Contact telephone

YOUR PROXIMITY KEYS



Proximity Keys are engraved with a 10 digit unique reference number so that we can delete them if lost or stolen.

My property has been issued with the following:

<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>
<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>
<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>

YOUR RADIO TRANSMITTERS



Radio Transmitters are engraved with a 10 digit unique reference number so that we can delete them if lost or stolen.

My property has been issued with the following:

<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>
<input style="width: 100%; height: 100%;" type="text"/>	<input style="width: 100%; height: 100%;" type="text"/>



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**ANTI-CLONE
PROTECTION**

IPGUARD® works with **ALL** the communications platforms available today!



3G/4G

MOBILES

Using the 3G/4G mobile network signal you can make and receive audio-visual calls to/from your friends.

IPGUARD® visitor door entry will also make audio-visual calls to you via the 3G/4G mobile network.



WiFi

WIFI FOR INTERNET

Your internet access means you can make and receive free audio-visual calls via Skype, Facetime, WhatsApp, Google Duo, Viber and many others.

IPGUARD® visitor door entry will also make audio-visual calls to you via your WIFI internet connection.

REMEMBER

You must have an internet connection in your home today for too many services to list here, including: Sky Q set-up, on demand /catch up TV and subscription channels.



Landline

BT LAND LINE

If you use a landline you can make and receive audio calls to your friends using both fixed and/or cordless telephones.

IPGUARD® visitor door entry will also call you via your standard landline.

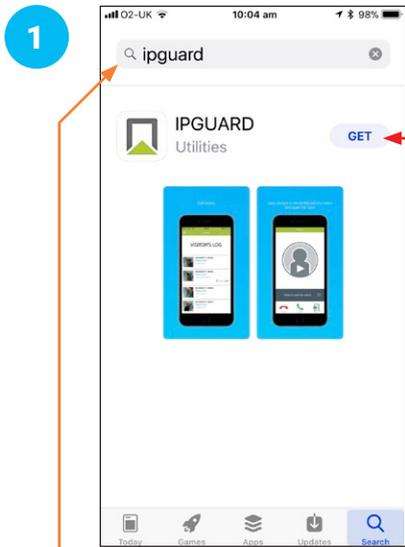
Note: Very few residents now use landlines. We strongly recommend registering your Smartphone mobile numbers.



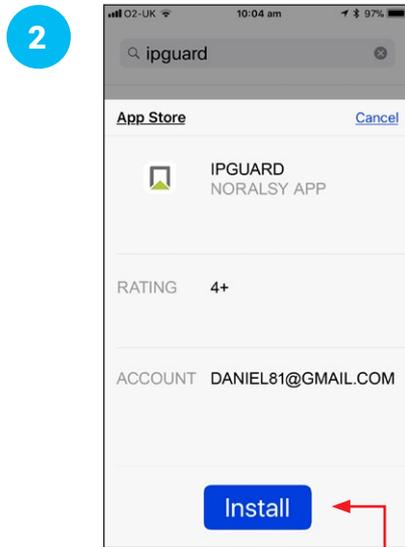
RESIDENTS: HOW TO SET UP THE IPGUARD APP

YOU MUST HAVE REGISTERED YOUR TELEPHONE NUMBERS WITH US FIRST!

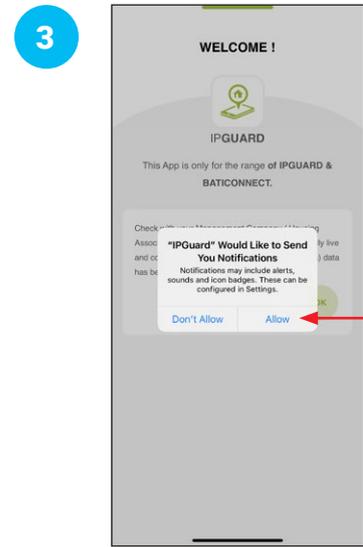
Download the free APP from Google Play or the Apple APP store.



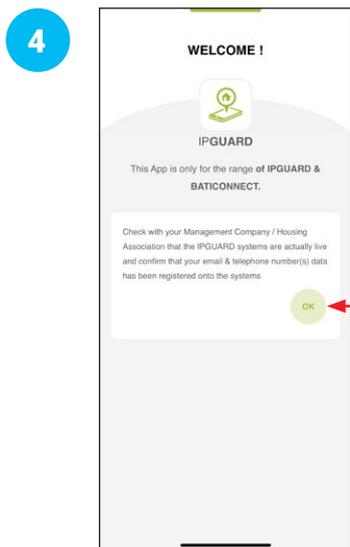
Enter 'IPGUARD' and click on "Search"
Now click on 'GET'



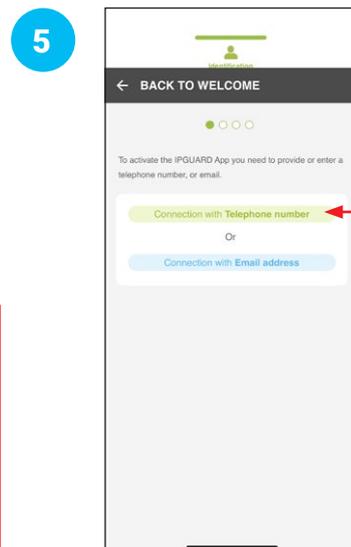
Now click on 'Install'



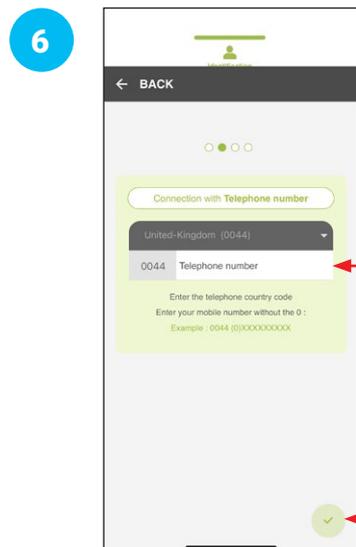
Please click 'Allow'.



Obviously, the IPGUARD APP only works with IPGUARD panels! Please click on 'OK'.



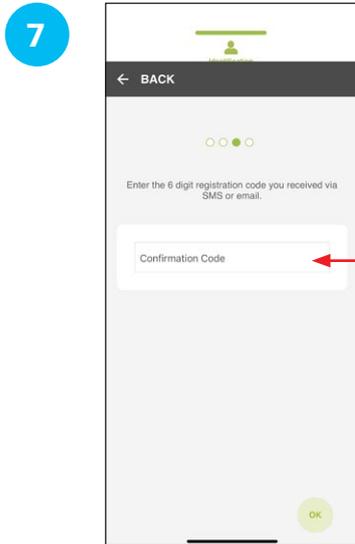
Click 'Connection with Telephone number'



Enter the telephone number of the Smart mobile that is in your hand – then click 'GREEN TICK'



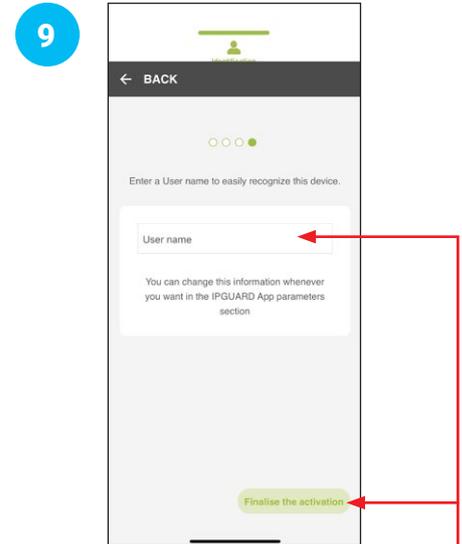
Remember, every few months the free APP is updated with new features. It keeps getting better!



You will receive via SMS a registration code to the Smart mobile in your hand.



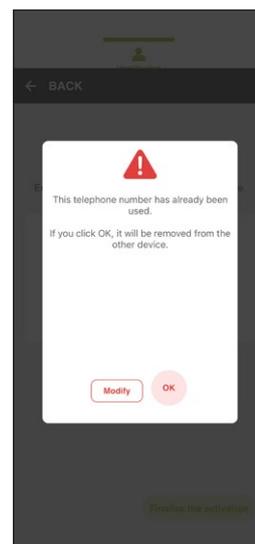
Enter the registration code you received. Then Click on 'OK'



Enter the name you want to give the APP and click 'Finalise the activation'



Congratulations you are registered, either click 'Skip the tutorial' or 'Discover' to watch the tutorial.



PLEASE CLICK 'OK' IF THIS MESSAGE APPEARS. IF THIS MESSAGE APPEARS AND THIS IS YOUR FIRST TIME USING THE APP, PLEASE CONTACT US.

RESIDENTS: HOW TO USE THE IPGUARD APP



1

VISITOR CALL

Calls from the IPGUARD® panel... phone rings and APP activates automatically.



Press REFUSE to cancel the call if you do not want to answer.

2

ANSWERING CALL

If you want to speak to the visitor press ACCEPT.



Press to answer and you can speak to your visitor.

3

TALK TO VISITOR

Converse with the visitor as normal.



Press to activate loudspeaker function if you want handsfree.

4

OPEN THE DOOR

To allow entry, press on the DOOR icon. To end the call without allowing entry, just press HANG UP.



Always press HANG UP when finished.

Discrete preview before answering.
Shows visitor calling location.

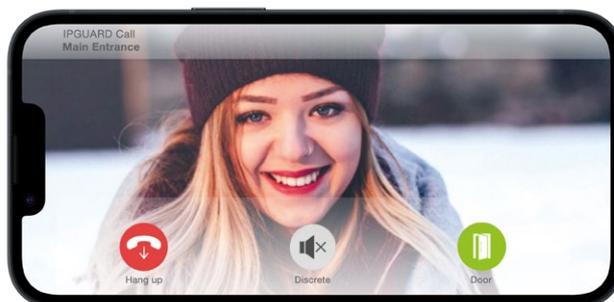
Press to open the door for your visitor, then press HANG UP.

5 SCREEN ORIENTATION

See the visitor in landscape.



Talk and see your visitor on your Smartphone or tablet.



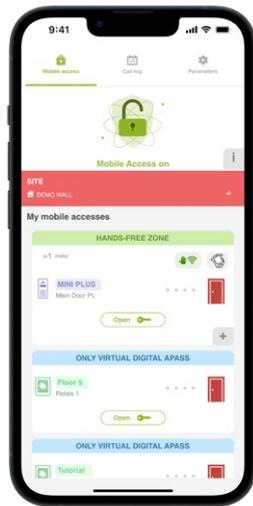
Remember, every few months the free APP is updated with new features. It keeps getting better!

6 REMOTE ACCESS

You can open the door or gate by self-connecting* – ideal if you've lost your key or missed the visitor call.

Also logged on BATICONNECT for your security.

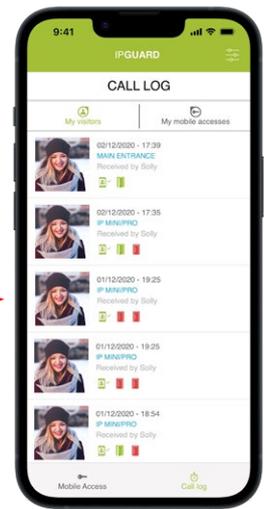
* The management company controls whether this feature is enabled or disabled.



7 VISITOR HISTORY

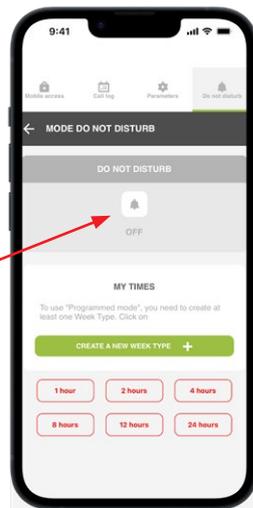
Details with pictures of all visitors including date, time, missed, door open authorisations etc.

Press to enlarge →



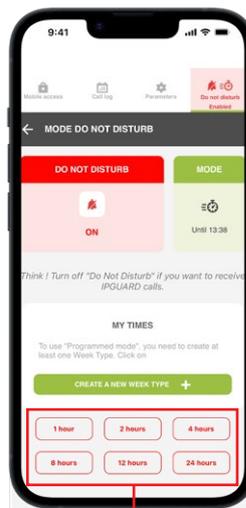
8 HOW TO USE DO NOT DISTURB

When activated, your phone will not be called. If you have additional smartphones/tablets set up, the call will divert straight to the next device and so on.



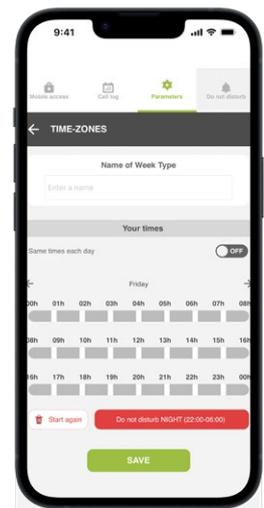
Tap screen to turn on "Do Not Disturb" for 1 hour.

OR



Select one of the "Do Not Disturb" time periods.

OR



Create your own "Do Not Disturb" week schedule.

USERS WITH LANDLINES OR NON-SMART MOBILES.

You must register your telephone numbers with us first!

1 MY LANDLINE OR AUDIO-ONLY MOBILE RINGS

The telephone number of the IPGUARD® visitor panel is displayed.

TIP: Save this number to your contacts and assign it a relevant name and a unique ringtone!



2 I ANSWER AND SPEAK TO MY VISITOR

Just as I would talk to anybody calling me.



3 I OPEN THE DOOR FOR MY VISITOR*

I just need to press the **5** button on my phone.

If you do not want to let the visitor in, simply hang-up, or press the End Call button.

* The management company controls whether this opening feature is enabled or disabled.



SECURITY

IPGUARD® logs the time and date of when, and by whom, a visitor was allowed entry. Management can quickly identify abusers and disable their visitor door opening rights.

Tips

Assign a unique ring tone to the IPGUARD call (in your Contacts) so you always know before answering that it is a call from the IPGUARD panel.

Save it (in your Contacts) with a helpful name, for example "IPGUARD Smart Visitor" or "Front Door". You will always receive IPGUARD visitor calls from 020 3389 8694.

If you choose to reject a call, your mobile automatically sends the rejected (declined) call to your voice mail.

If you want the IPGUARD call to automatically route to the 2nd telephone number in your list (for whatever reason ie you are busy etc), then DO NOTHING. After 20 seconds the IPGUARD call will auto-divert to the 2nd telephone number and then the 3rd telephone number etc.

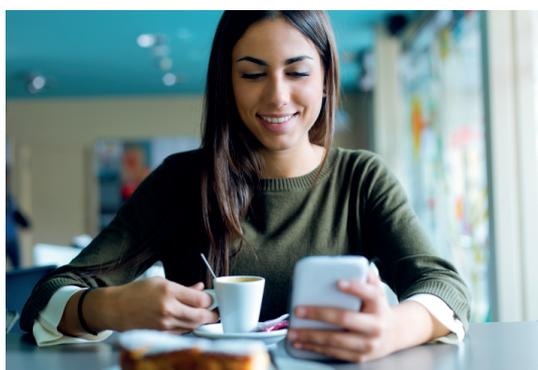
If your telephone number is the first in the list and you miss the call it will auto-divert to the 2nd telephone number and then the 3rd telephone number etc. You can have your telephone number programmed in more than once so if you do miss the call, it will auto-divert back to you!

SMART AND MODERN FOR TODAY'S WORLD



RESIDENT USES DEVICES SELECTED BY THEM

- Not one size fits all with receiving device imposed on resident by manufacturer
- Future proof, as communications / Smartphone technology evolves so does IPGUARD® (5G etc, better smartphones with more features)



CONTACTABLE EVEN WHEN NOT AT HOME

- Always contactable via WIFI internet, 3G/4G GSM etc
- Information on all visitors who called your flat available on your smartphone



PERFECT FOR THE ELDERLY AND PERSONS WITH DISABILITIES

- You answer on devices you already have because you chose them because you know best what you need.
- The visitor call comes to you, not the other way around.
- You are safer. If you do not answer the call, it can route through to your carer or children.

EQUALITY ACT
2010 COMPLIANT



AUTOMATIC CALL-TRANSFER, MULTI-SHARE

- Up to 3no mobiles per dwelling.
- If no answer, busy or declined, the call automatically routes forward.
- Simultaneous multi-share calling (coming soon).

SECURITY

IPGUARD® logs the time and date of when, and by whom, a visitor was allowed entry. Management can quickly identify abusers and disable their visitor door opening rights.

Why IPGUARD® Smart Visitor Entry?

The Equality Act 2010 (DDA) requires building management to make anticipatory adjustments and implement them so that disabled persons are not disadvantaged when using services and receive a similar level of service provision as able-bodied persons.



IPGUARD® complies because modern telephony provides everybody with the same advantages and level of service.
"My hearing aid is designed to work with normal telephones so I can use IPGUARD®"

Physically disabled and the elderly can use IPGUARD® because they are not forced to rush to answer on a fixed receiver on the wall.



Blind people can use IPGUARD®.
"I am blind. My mobile is set to ring and vibrate on incoming calls. I can talk to my visitor and when I press the 5 button to let them in, I hear "Door is open" to confirm that the door has been opened. I can't use any other door entry system."



Dexterity impaired and arthritic persons can use IPGUARD® because big button telephones exist specifically for such people.

IPGUARD panels also have Equality Act 2010 (DDA) compliant voice output reassurance messages for visitors and residents at every stage.



IPGUARD MINI PLUS

PROXIMITY KEY ACCESS FOR RESIDENTS



KCP8000

RADIO TRANSMITTER ACCESS FOR VEHICLE ENTRANCES



TEL433

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



The IPGUARD® Smart Video Visitor Entry Range



IPGUARD PRO



IPGUARD MINI



IPGUARD MINI PLUS



IPGUARD MINI TOUCH

IP DOOR ENTRY

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