

IPGUARD® SMART VISITOR ENTRY RESIDENT USER GUIDE



How to use your Smart Visitor Video Entry System



IPGUARD® IS SO SIMPLE TO USE.



IPGUARD
Smart App

You must register your telephone numbers with us first!

Download the FREE IPGUARD APP

from Google Play and the App Store

Smartphone technology gives you audio and video from the visitor at the IPGUARD® panel.



It includes a picture history with time, date and activity of all your visitors.

1 ANSWERING CALL

If you want to speak to the visitor press ACCEPT.



Press to answer and you can speak to your visitor.

2 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.

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

AUDIO ONLY

Users with landlines or non-smart mobiles

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** or **0** 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

The resident controls what happens to the call:

Always do this when you set-up your phones to accept calls from the IPGUARD:

Step 1: 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.

Step 2: Save it (in your Contacts) with a helpful name, for example "IPGUARD Smart Visitor" or "Front Door". You will always receive visitor calls from the same number (02033898694)

Obviously if you, the resident, choose to reject a call, your mobile automatically sends all rejected (declined) calls to your voice mail.

If you, the resident, 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 15 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, if you want, have your telephone number programmed in more than once so if you do miss the call, the auto-divert after 15 seconds comes back to you!

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 an analogue 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 analogue line.

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

SMART AND MODERN FOR TODAY'S WORLD



IPGUARD
Smart App



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

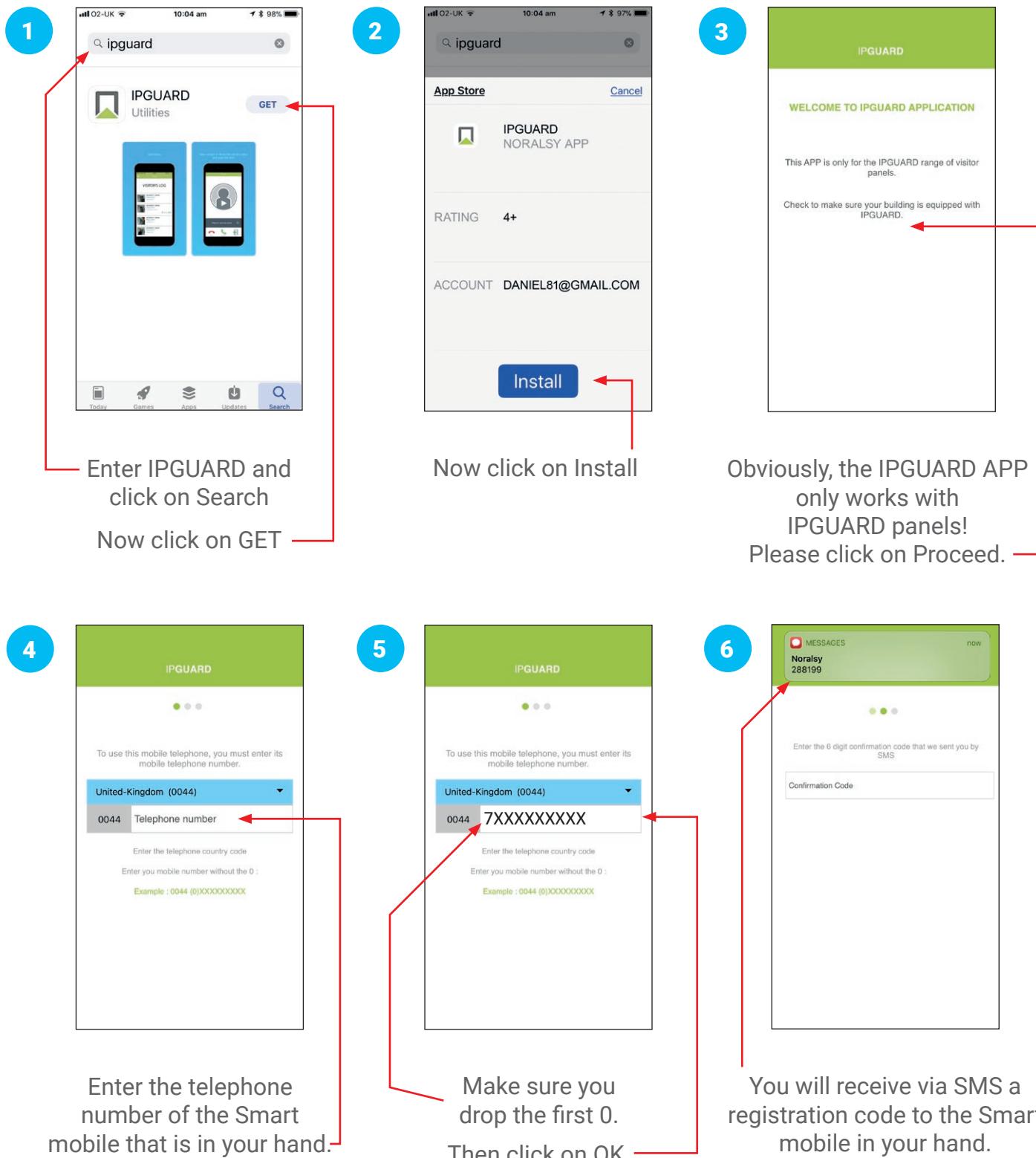
- Up to 3no mobiles per dwelling.
- If no answer, busy or declined, the call automatically routes forward.
- Simultaneous multi-share calling (coming soon).

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.

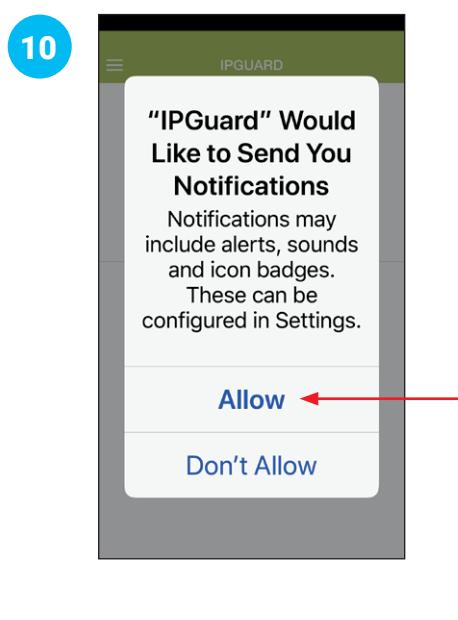
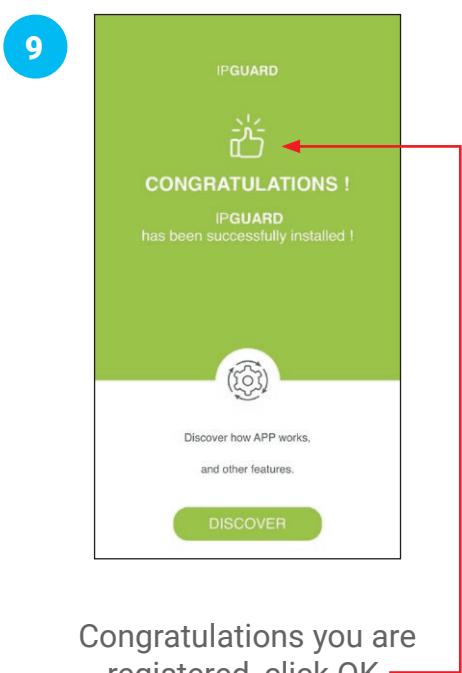
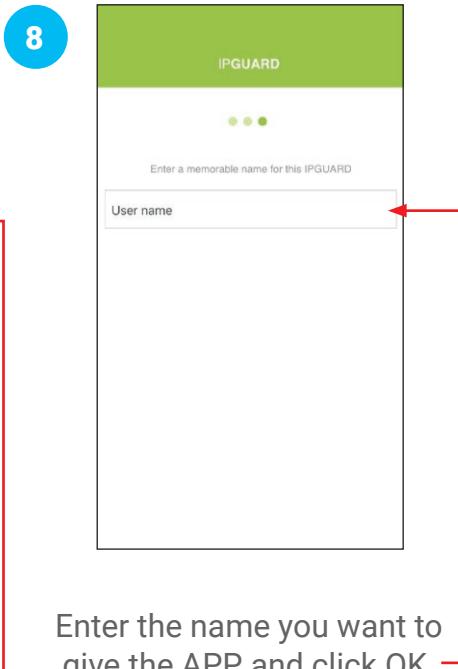
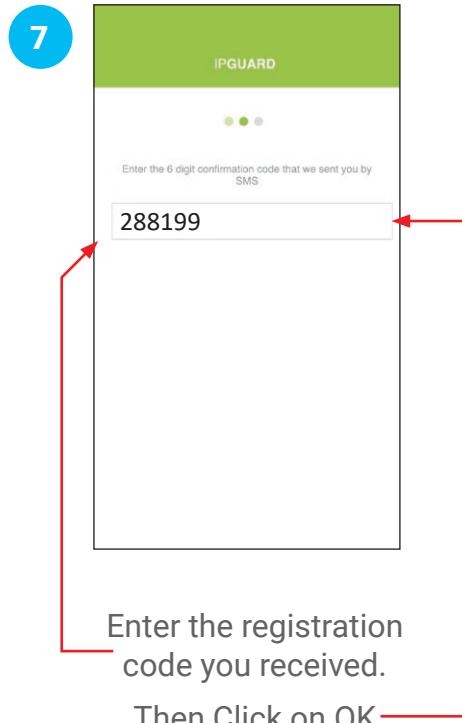
RESIDENTS: HOW TO SET UP THE IPGUARD APP

YOU MUST HAVE REGISTERED YOUR TELEPHONE NUMBERS WITH US FIRST!
Download the free APP from Google Play or the Apple APP store.





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



RESIDENTS: HOW TO USE THE IPGUARD APP

1

VISITOR CALL

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

2

ANSWERING CALL

If you want to speak to the visitor press ACCEPT.

3

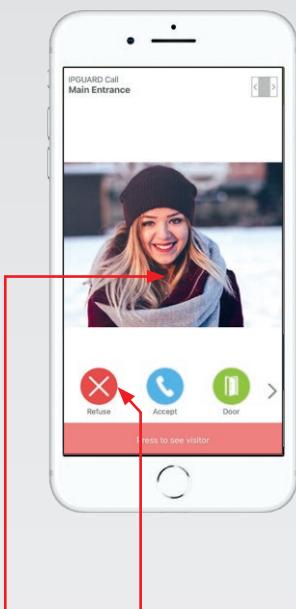
TALK TO VISITOR

Converse with the visitor as normal.

4

OPEN THE DOOR

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



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

Discrete preview before answering. Shows visitor calling location.



Press to answer and you can speak to your visitor.



Press to activate loudspeaker function if you want handsfree.



Always press HANG UP when finished.

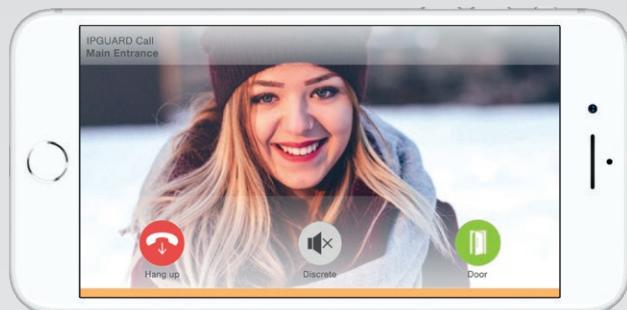
Press to open the door for your visitor, then press HANG UP.



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

5 SCREEN ORIENTATION

See the visitor in landscape.



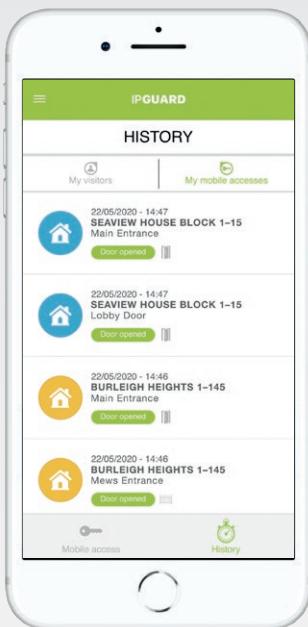
Talk and see your visitor on your Smartphone or tablet.

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



The IPGUARD video tutorial is available online at <http://ipdooreentry.co.uk/ipguardtutorial/>

Why IPGUARD®?

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.



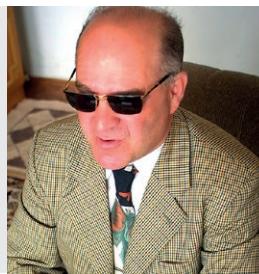
IPGUARD® complies because modern telephony provides everybody with the same advantages and level of service.
"My hearing aid is designed to work with normal telephones so I can use IPGUARD®"

Physically disabled and the elderly can use IPGUARD® because they are not forced to rush to answer on a fixed handset often installed at the wrong height for them anyway.



Blind persons 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 0 or 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



RADIO TRANSMITTER ACCESS
FOR VEHICLE ENTRANCES



IP DOOR ENTRY

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Police Preferred Specification



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