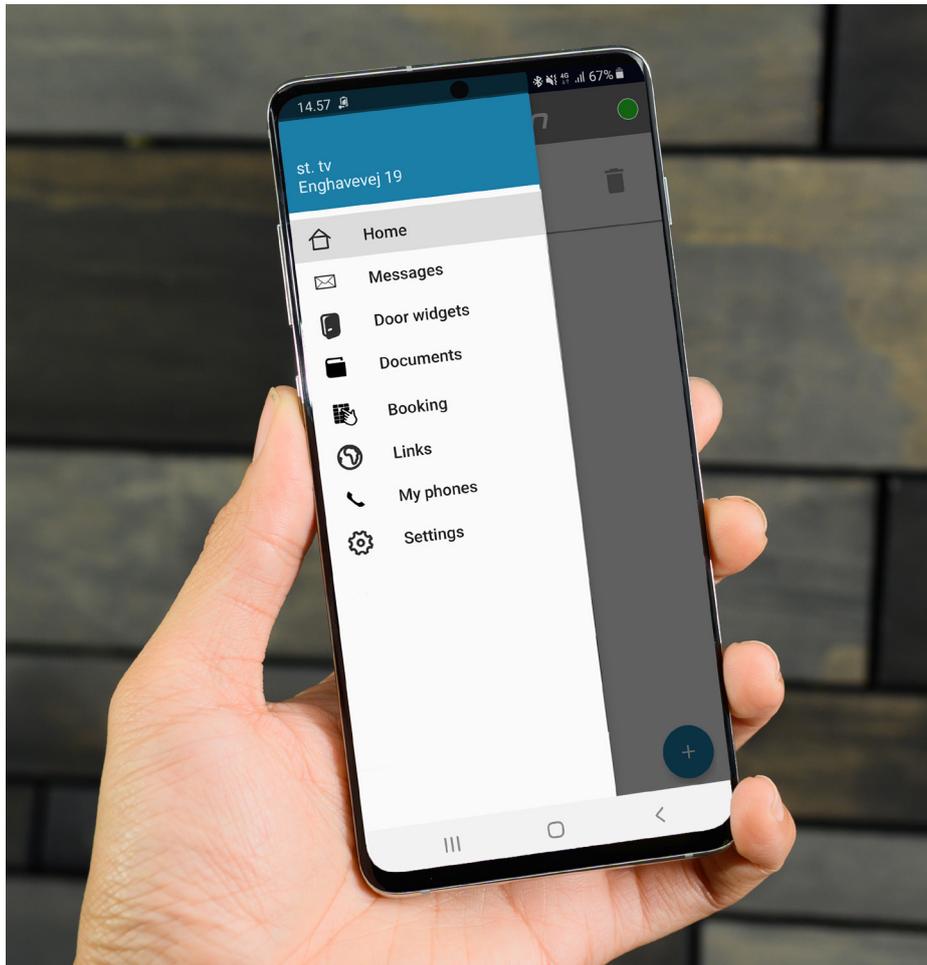


User guide

Door telephony with MultiApp® Audio/Video (iOS & Android)



User guide

Door telephony with MultiApp® Audio/Video (iOS & Android)

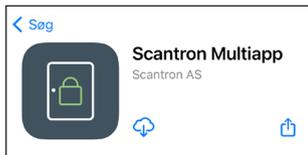
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Door telephony with MultiApp® Audio/Video (iOS & Android)

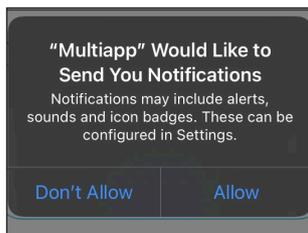
IP door telephony makes it possible to receive door telephony from the door station via MultiApp®. MultiApp® requires network connection to WiFi or 3G/4G mobile network to function.

Installation of MultiApp® on iPhone (iOS):

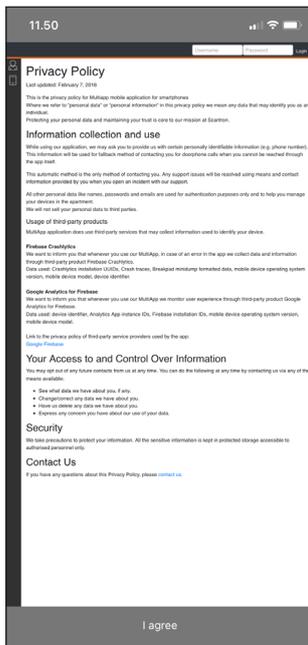


Download and activate MultiApp®

1. Go to App Store (iOS).
2. Search for "Scantron Multiapp".
3. Install Scantron MultiApp®.
4. Open MultiApp®.



5. When you open MultiApp®, a pop-up request for notifications will appear. It is important to allow this, as it activates services, which MultiApp® acquires to function.



6. To install and use MultiApp®, you need to agree to the Privacy Policy. Read the terms and press "Agree" to consent to the user agreement.

Register phone and app to your apartment, iPhone (iOS):

Phone Registration
PLEASE LINK THIS PHONE WITH YOUR APARTMENT

App ID

+45 Telephone Number

Your Name

PROCEED

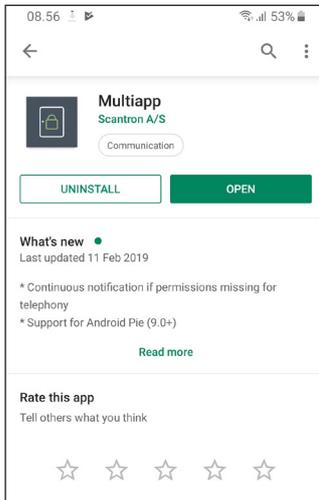
Registration of phone

When MultiApp® is installed and you open MultiApp® for the first time, the registration page appears. Enter the following:

- App-id: your MultiApp® ID that you have received from your housing association/administration office.
- Phone number: your phone number. Only a local (mobile and land-line) number can be used.
- Your name: Enter your name.

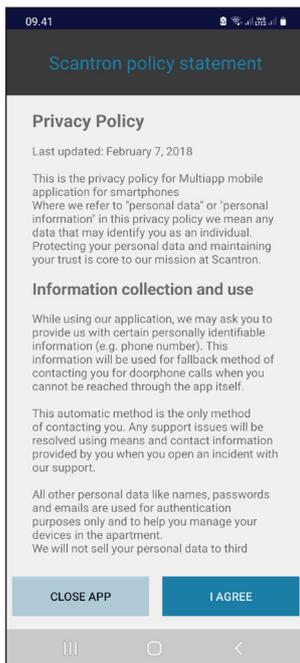
Press Continue to log in.

Installation of MultiApp® on your Android phone:



Download and activate MultiApp®

1. Go to Google Playstore (Android).
2. Search for "Scantron Multiapp".
3. Install Scantron MultiApp®.
4. Open MultiApp®.



5. When you open MultiApp®, you are asked to agree to Scantrons privacy policy. Read the terms and press "Agree" to consent to the user agreement.

Register your phone and app to your apartment, Android:

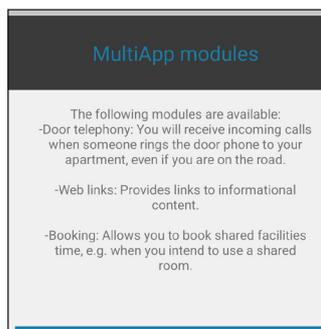


Registration of phone

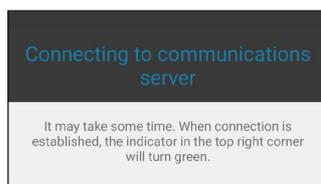
When you have consented to the privacy policy, the registration page appears. Enter the following:

- App-id: your MultiApp® ID that you have received from your housing association/administration office.
- Phone number: your phone number. Only a local (mobile and land-line) number can be used.
- Your name: Enter your name.

Press Continue to log in.



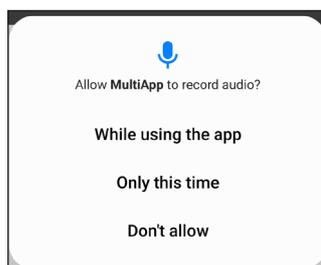
- The following text boxes will appear and need to be accepted for MultiApp® to function. Press OK og continue.



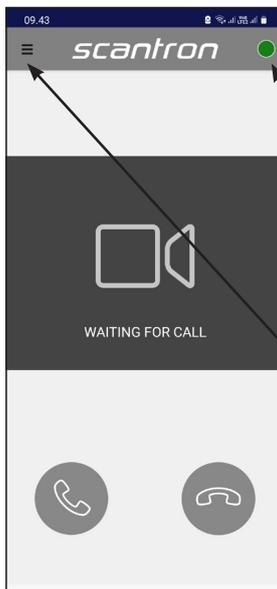
- MultiApp® tries to connect to the system. This will take a moment. Press OK and continue.



- You now need to give permission for the following functions on MultiApp®. Press OK and continue.
- Record sound: With this permission, MultiApp® is allowed to use and transmit sound from the door station.
- Use and administrate phone calls: With this permission, MultiApp® is allowed to call and receive communication from the door station.
- Pictures and media: With this permission, MultiApp® is allowed to retrieve video-image from your door station and to retrieve local ringtones from your phone.



General overview:



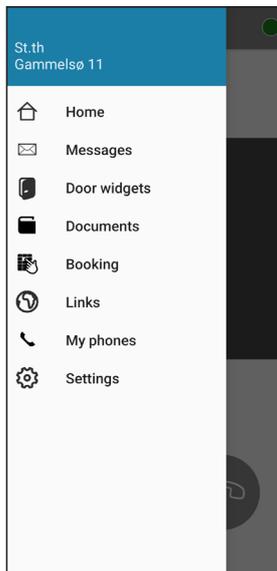
Start page:

After correct log in, the start page will appear. MultiApp® now needs to connect to the server to gather all information. When MultiApp® is ready, the little red circle in the upper right corner will turn green. If the circle remains red after 10 minutes, it is a good idea to restart the app.

- Green circle = MultiApp® is active and connected.
- Red circle = MultiApp® is not active / not connected.

Menu

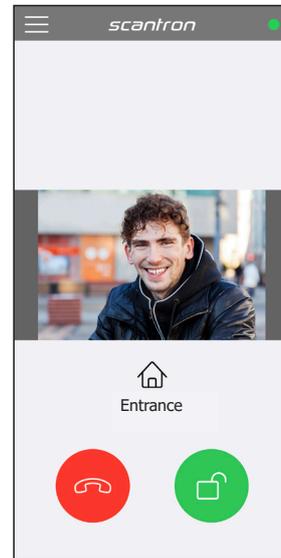
- If your solution includes add-on modules (besides door telephony) these will be visible in the menu. Press the menu in the upper left corner.



Add-ons in the menu

- Home: Start page.
- Door opening: Opens the doors connected to the access control system.
- Documents: View documents saved by the administrator e.g. guideline for housing association, manuals, instructions, etc.
- Messages: Read messages sent from the administrator.
- Links: Visit direct website links saved by the administrator.
- Booking: Show a calendar overview and book common rooms.
- Phones: View and administrate the phones registered in the apartment (more info on page 11).
- Settings: Adjust language, ringtones, volume etc.

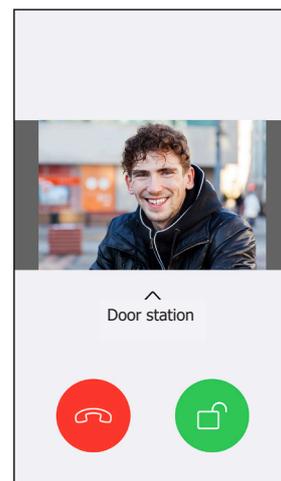
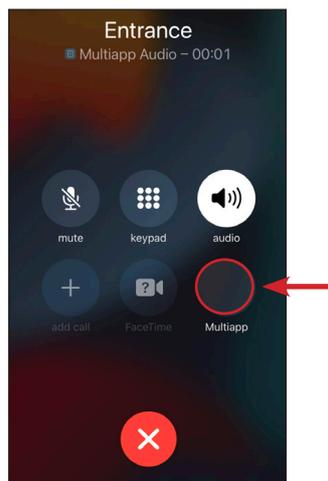
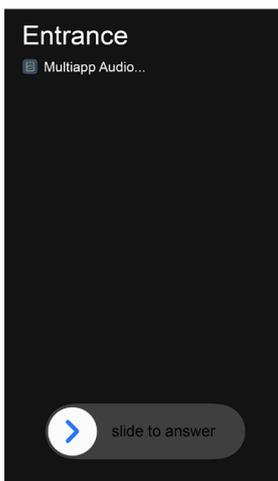
Answer incoming door calls on iPhone (iOS):



1. If the phone is in use (unlocked) during an incoming door call, the call will appear at the top of the screen.
 - Answer the call by pressing the blue symbol.
 - Decline the call by pressing the red symbol.

2. Accepted door calls activate conversation and video connection (video-image requires MultiApp® Video – the image here is for illustration purposes)
 - Press the green symbol to open the door.
 - Press the red symbol to end the call.

Incoming door calls on locked iPhone (iOS):



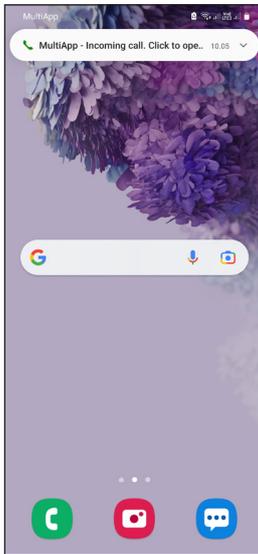
1. Incoming door call from the door station. Slide right to answer the door call.

2. The door call opens in phone. Now press the MultiApp® icon to open the app.

Note: The phone needs to be unlocked before you can open MultiApp®.

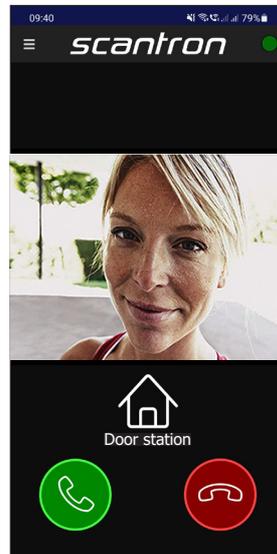
3. Conversation and video connection is now activated (Video-image requires MultiApp® Video)
 - Press the green symbol to open the door.
 - Press the red symbol to end the call.

Answer incoming door call on Android



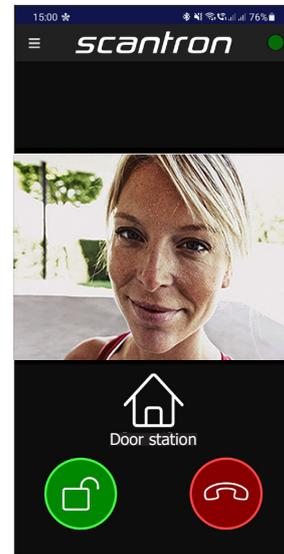
1. If the phone is in use (unlocked) during an incoming door call, the call will appear as a notification at the top of the screen.

Press the notification to open MultiApp®.



2. MultiApp® opens and you can either answer or decline the call. (video-image requires MultiApp® Video – the image here is for illustration purposes)

- Press the green symbol to answer the call.
- Press the red symbol to dismiss the call.



When conversation is established, you can let the guest in by pressing the green padlock symbol.

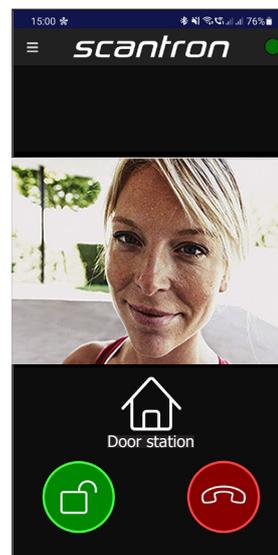
Press the red symbol to end the call.

Incoming door telephony on locked Android:



1. If the phone is locked, MultiApp® will open and be shown on the screen.

Press the green symbol to answer and the red symbol to dismiss the call.



2. When the conversation is established, you can let the guest in by pressing the green symbol.

Press the red symbol to end the call.

Administrate phones and connect with App-id

It is possible to add, change and delete phones in MultiApp® or in the webportal MyPhones. In both cases you need to use your App-id (e.g. 1XXXX) as you were given in a separat letter from your housing association.

In MultiApp® on your smartphone

Open MultiApp®, go to menu and press on the tab "Phones".

In the webportal

Go to the website my-phones.scantron.eu and enter your App-id (e.g. 1XXXX).

Add phone number

Press the + icon and add name and phone number.

Only local phone numbers (mobile and land-line) can be used. Add the country code in front of the number, e.g. 0045 in Denmark. Every apartment can have 5 phones connected to the apartment.

Remove phone number

iPhone (iOS): Tap on the phone number and swipe right to left in one motion. Afterwards tap the red field with the text "Remove"

Android: Tap the bin icon besides the phone, you want to remove. Confirm by entering your App-id.

MyPhones: Tap the bin icon and follow the instructions on screen.

Change a phone number

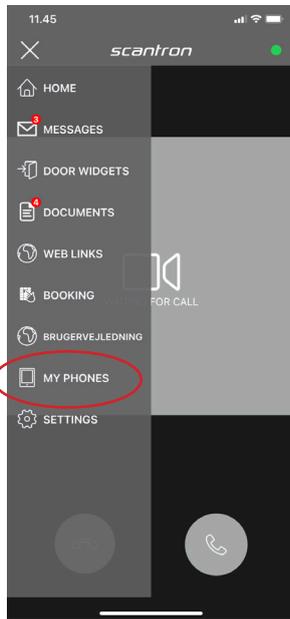
iPhone (iOS): Tap on the phone number and a confirmation window with the text "Edit phone" appears. Add App-id and click the button "Edit" to change the number.

Android: Tap on the phone number and a confirmation window with the text "Edit phone" appears. Add App-id and click the button "Edit" to change the number.

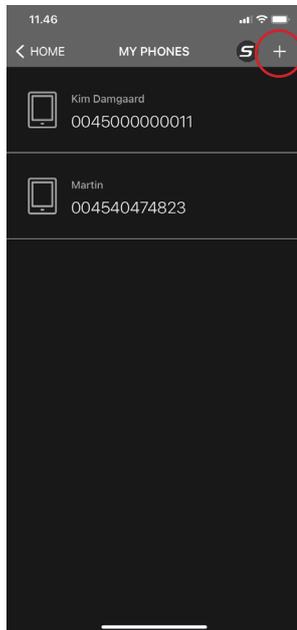
MyPhones: Tap the pen icon and follow the instructions on screen.

See image examples on the next page.

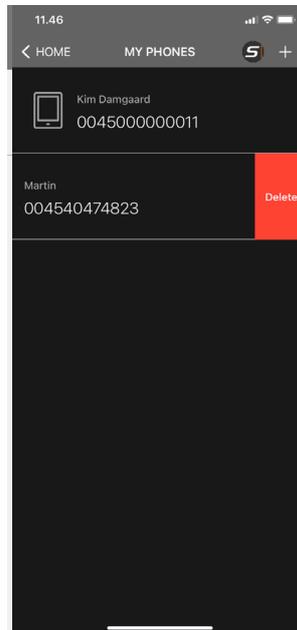
Administrate phones with App-id (iOS)



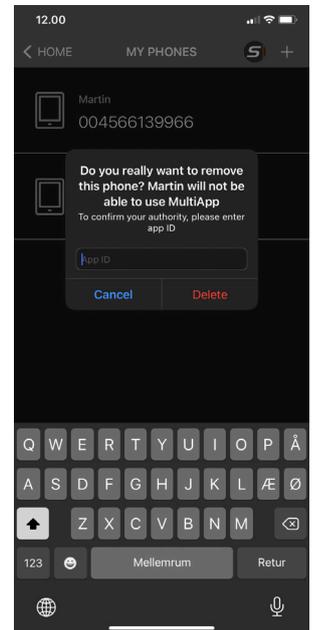
Find **Phones** in menu.



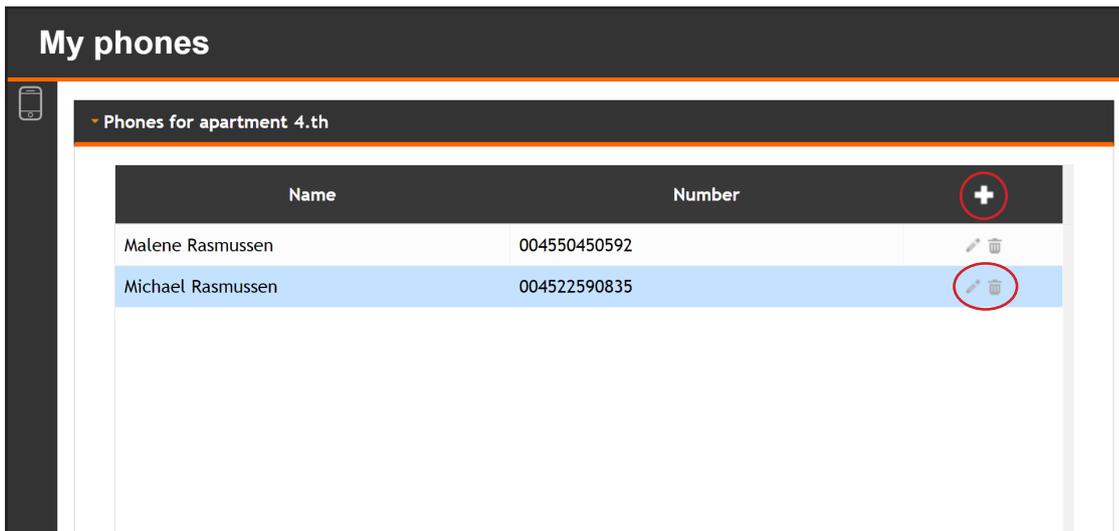
Add phone number and tap the **+** icon.



Delete a phone number by swiping right towards left in one motion on the number. Press delete.



Edit phone number by tapping on the phone number and adding a new.



Door telephony with GSM (backup for MultiApp®)



If your phone is without internet connection or you don't own a smartphone, you will still be able to receive door telephony directly on your phone (without the use of MultiApp®) – like a regular phone call without video.

Door telephony is received as a regular phone call and all phones registered in the apartment will receive the call.

Answer door telephony

The phone rings and when picked up, the communication with the guest at the door is established

Door opening

Press '7' to open the door and end the conversation