PARADOX

BlueEye User Guide

Version 1.00a

September 12th 2022

Preface

This document will help you to become familiar with the different functions of BlueEye app and covers the following topics:

- ✓ Main BlueEye app interface
- ✓ BlueEye app icons significations
- ✓ General settings and configuration menus
- ✓ Payment methods and subscriptions plans

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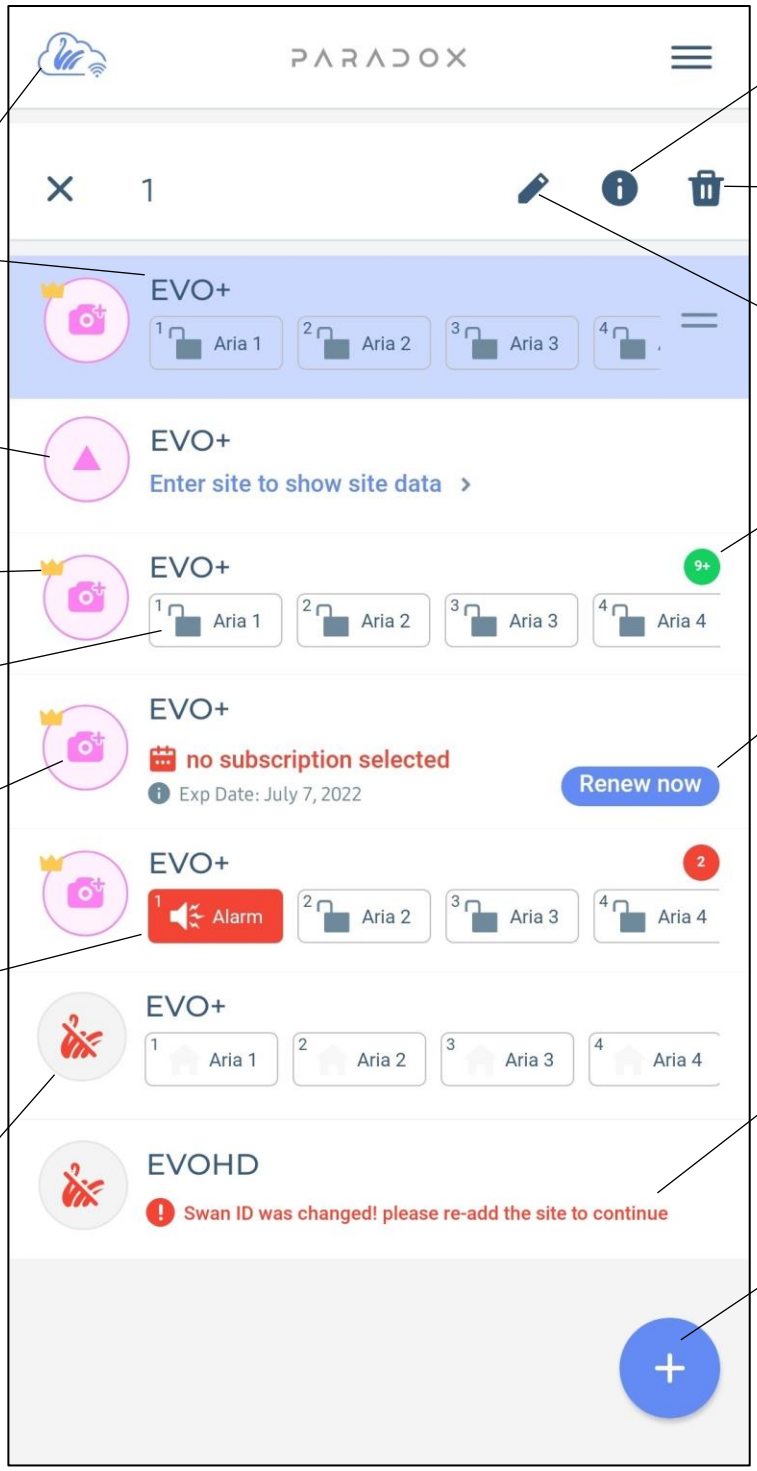
1. BlueEye Site List Screen

This is the main window of BlueEye. Please find the most important features explained:



2. BlueEye Icons

2.1 Push notification Icons

Alarm

Arm

Disarm

Disarm After Alarm

Missing Module

Module Restore

Module Update Completed

Module Updating In Progress

2.2 Application Icons

Add Existing Site

Site Details

Panic Icon

Panic Warning Message

Edit

Swan Connection Lost

Trouble

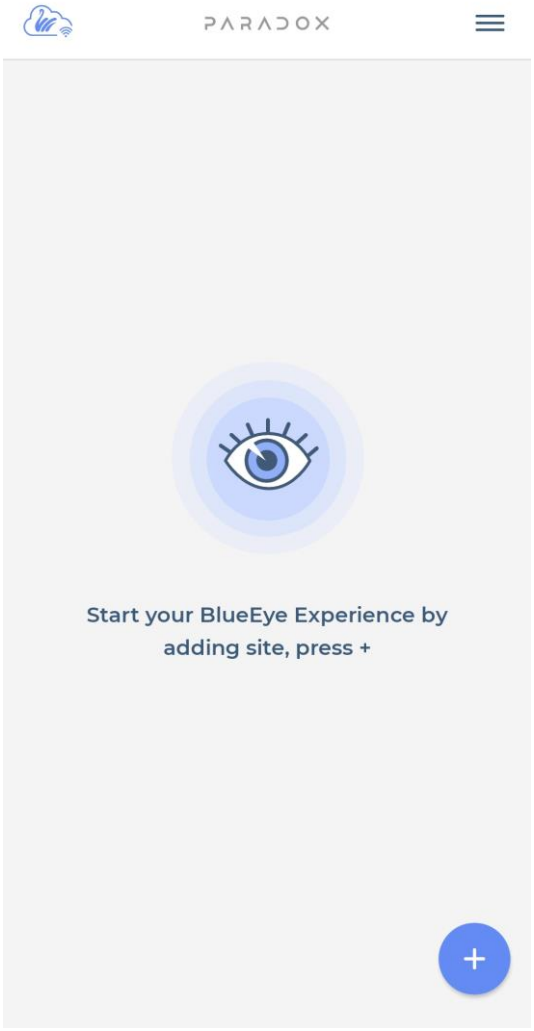
General Settings

Delete Site

3. BlueEye General Use

3.1 General information

When using BlueEye for the first time, a new site needs to be created, or an existing site should be added to the device. There is also an option to add a direct IP connection



Please note that once a site is created it can be added to an unlimited number of devices without the need to pay for a subscription until it expires.

To create a new site, please refer to your System Installer. A site it can be created only by an installer.

For best connectivity and full features, please ask your installer to make sure that the panel and modules are all upgraded to the latest firmware.

3.2 Application Sites

In the site list screen multiple sites can be added by tapping the + icon. (Figure 1). The site list order can be changed by dragging and dropping sites. (Figure 2).
In the site list, on every site the area status is displayed. To see all areas status just scroll from right to left and back.

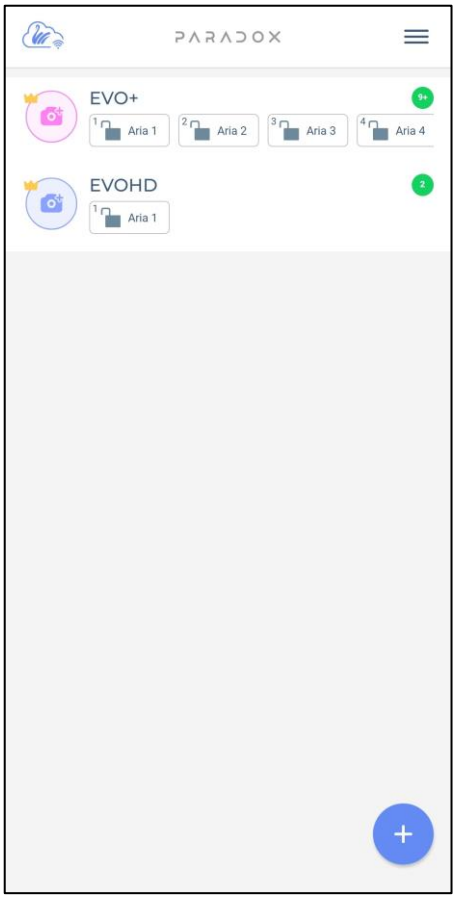


Figure 1

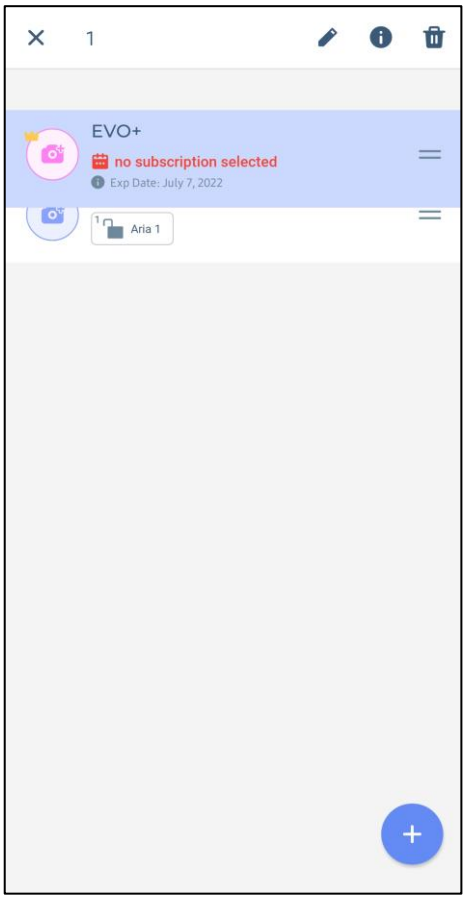


Figure 2

Keeping pressed on the site, you will have the option to edit, delete or check site information (Figure 2).
Deleting the site only deletes it from the device, not from the Swan server. It can be added back using the + button.

The information icon (i) is available only after a successful login with the master code (Figure 3).
Tapping on the information icon shows the site details (site ID, email, panel and modules)

Offline Mode allows the user to view the latest events and recordings without a connection established with the Swan server. (Figure 4)

During the lack of connection ‘Unable to connect to panel’ message will be displayed on the screen. (Figure 5)

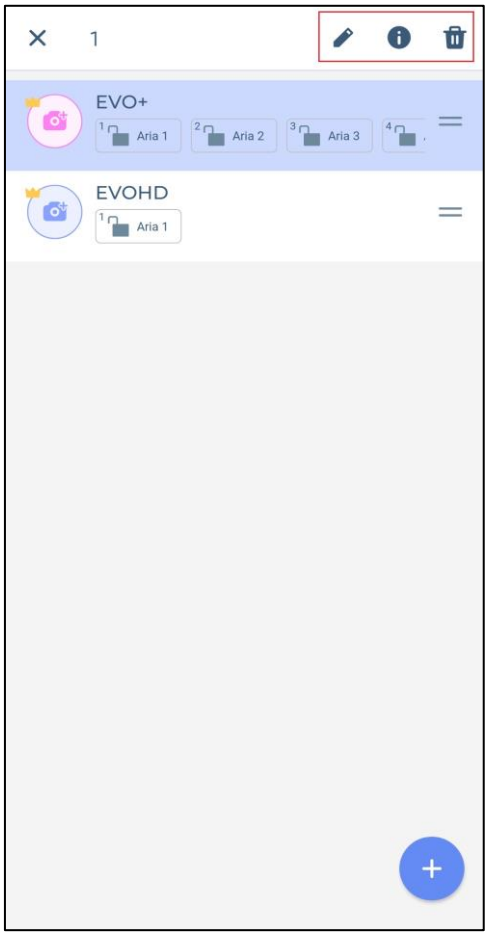


Figure 3

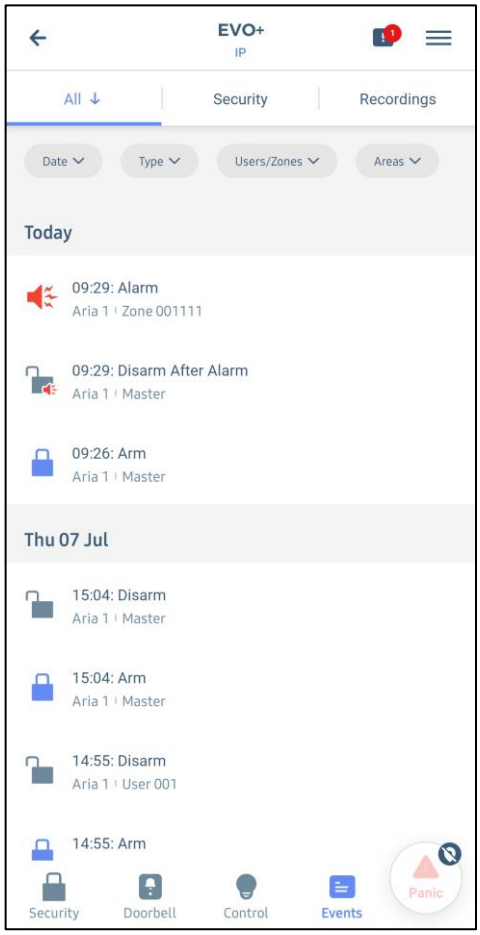


Figure 4

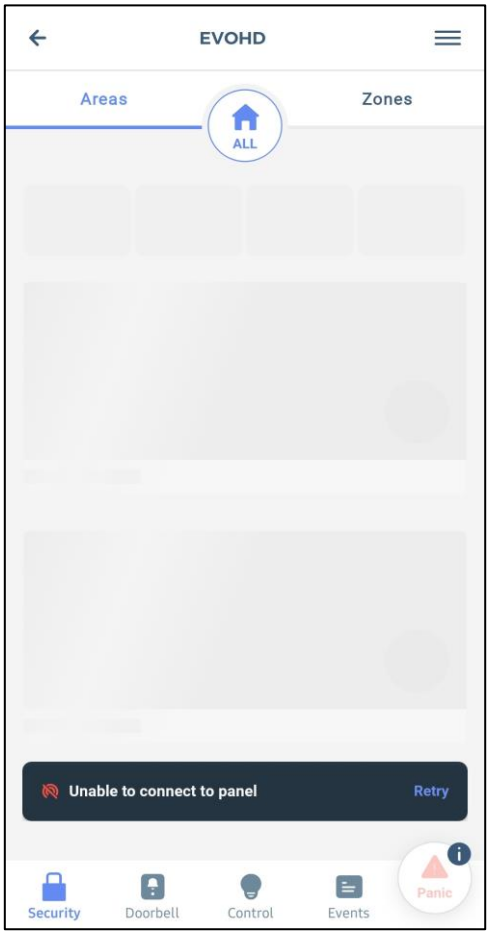


Figure 5

The connection type is indicated by the icon below the site ID. The connection ca be done through the IP150/+ module (Figure 6) or through the PCS module (Figure 7).

Figure 6

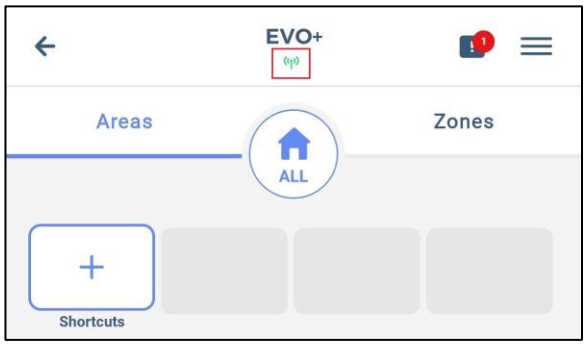


Figure 7

4. Application settings

4.1 Application Language

BlueEye application provides multiple languages which can be chosen from the menu, before logging in to the site. This will translate all the buttons and text in the app.

In order to change the language, tap on the menu in the main screen, settings button (Figure 1) and choose Languages (Figure 2), then select the desired language and tap on the Save button (Figure 3).

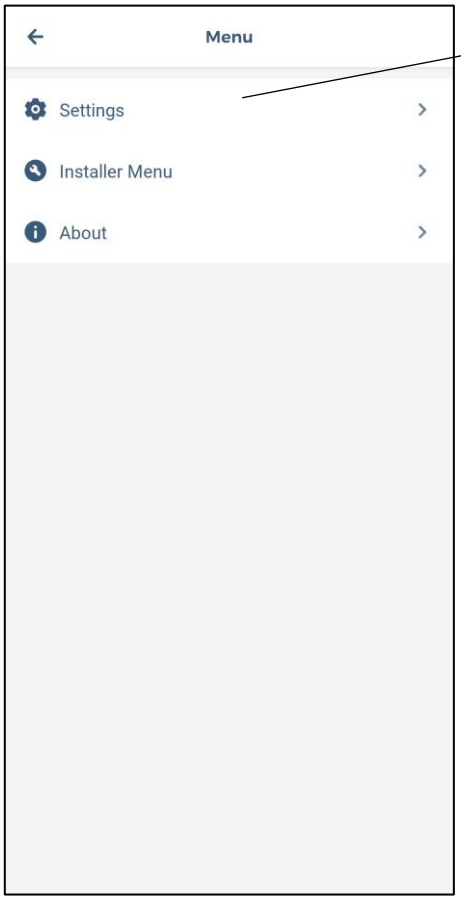


Figure 1

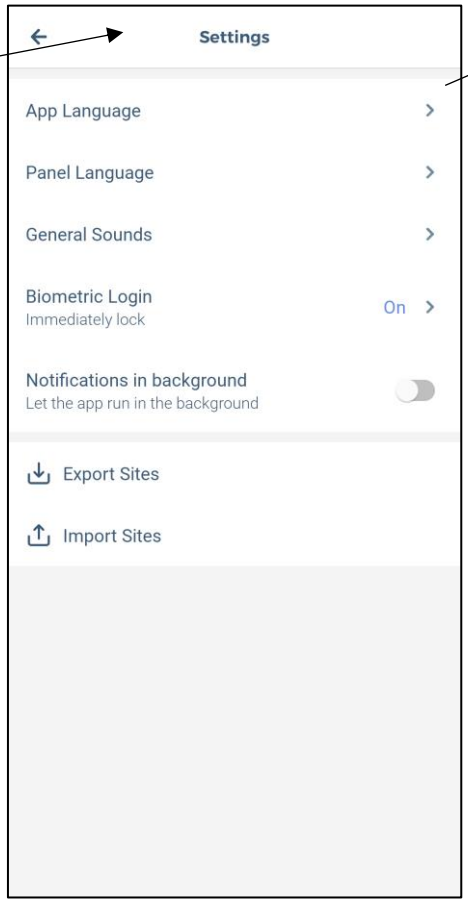


Figure 2

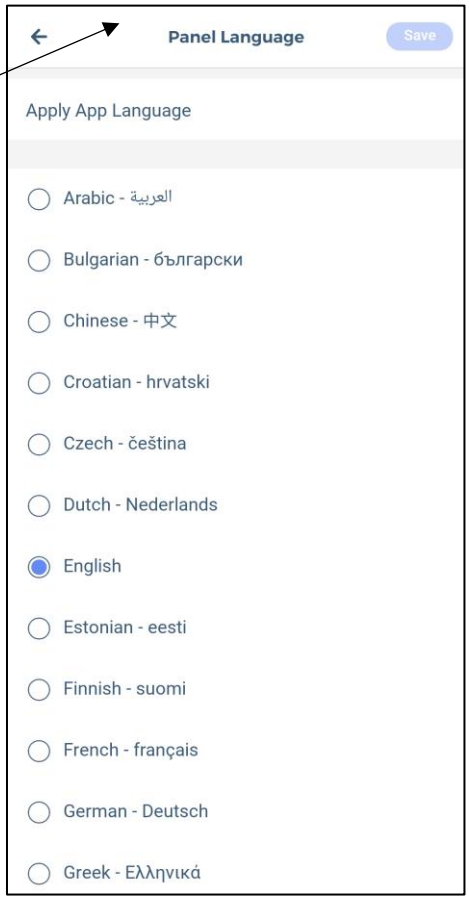


Figure 3

4.2 Panel Language

The panel language should be changed in cases where the panel labels (zone/area/user) are in other languages and contains special characters.
To change the panel language, tap on the menu button, settings, choose Panel Language (Figure 2), then just select the desired language (Figure 3) and tap on the Save button.
By default, if the app language is changed, it will also change the panel language to be the same. This can be changed by un-toggling the “Apply app language” or choosing another language.
The panel language can also be selected for each site or for all sites at once by toggling the “Apply selected language to all sites”.

Notes: - When more sites are added to the site list, the panel language should be chosen after you select the site.

- **The Panel Language menu will be displayed only if the biometric login option is disabled. If the biometric login feature is enabled, after logging in to the site, tap on “Switch user” to be able to change the panel language.**

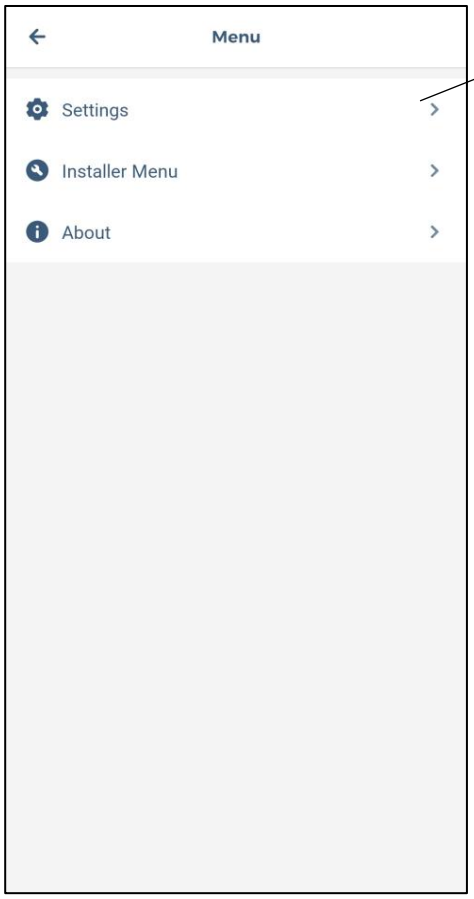


Figure 1

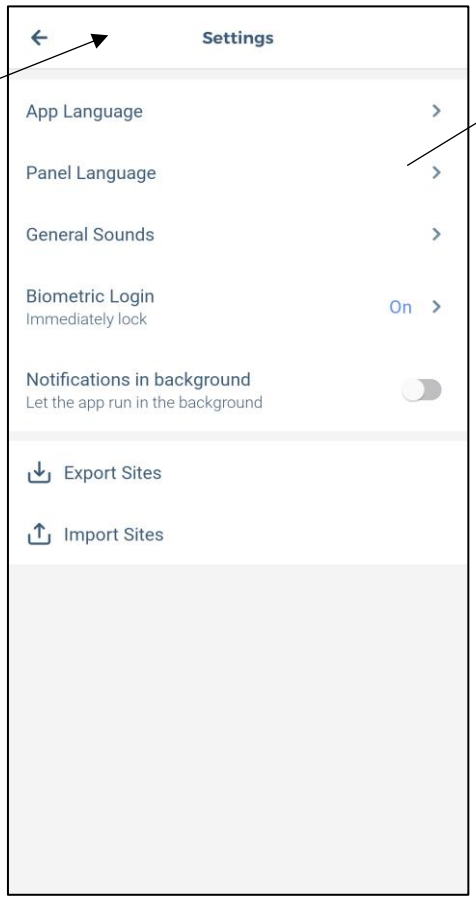


Figure 2

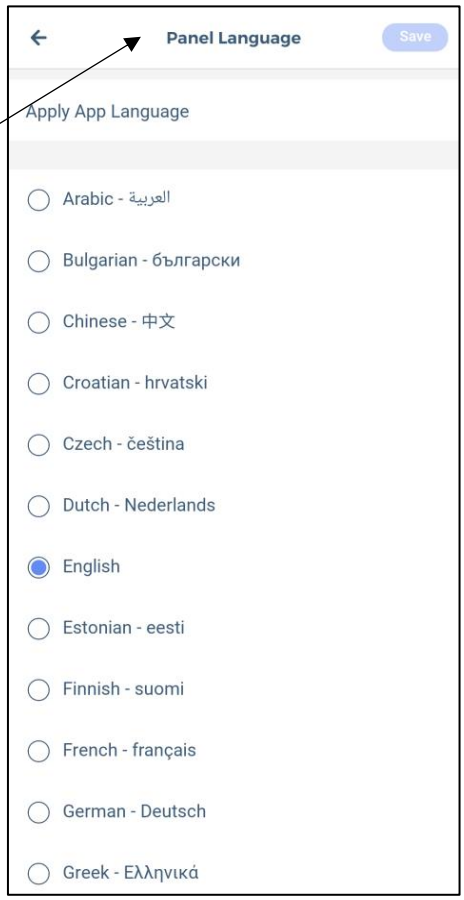


Figure 3

4.3 General Sounds

The general sounds menu from main page (Figure 2 and 3) can be used to apply sounds configuration for all sites added in the list. These settings will overwrite the sound configuration made individual, in every site.

The sound configuration menu can be found also in every site after login.

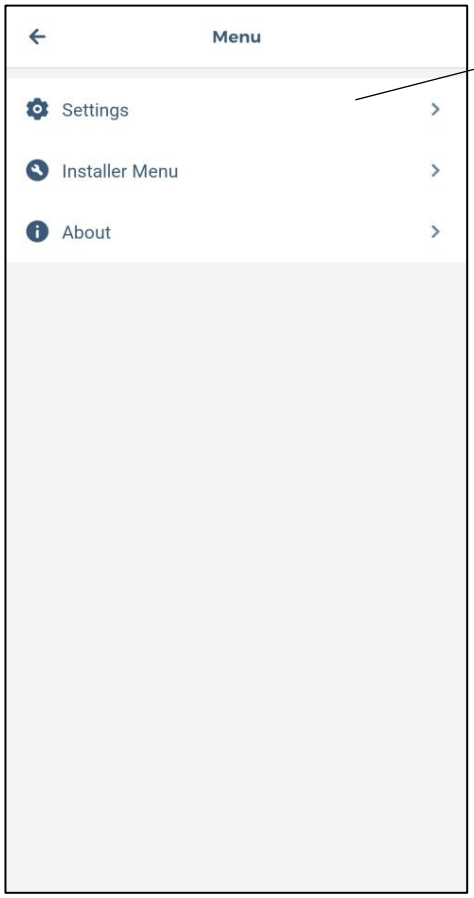


Figure 1

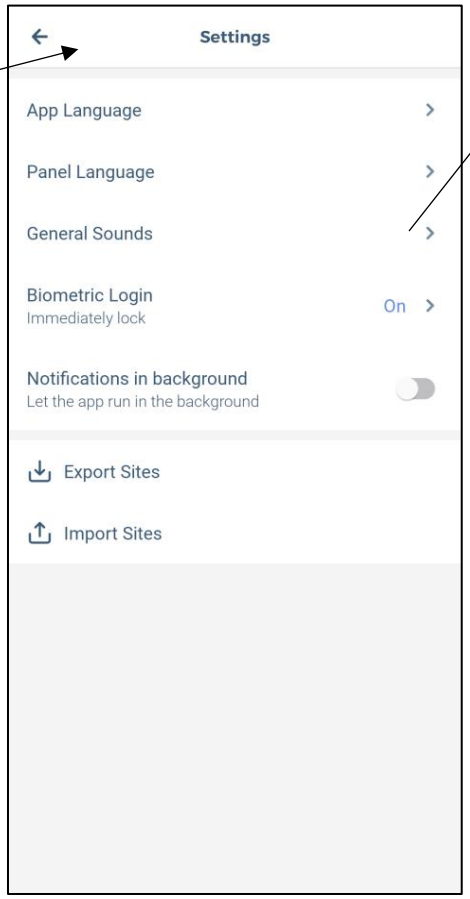


Figure 2

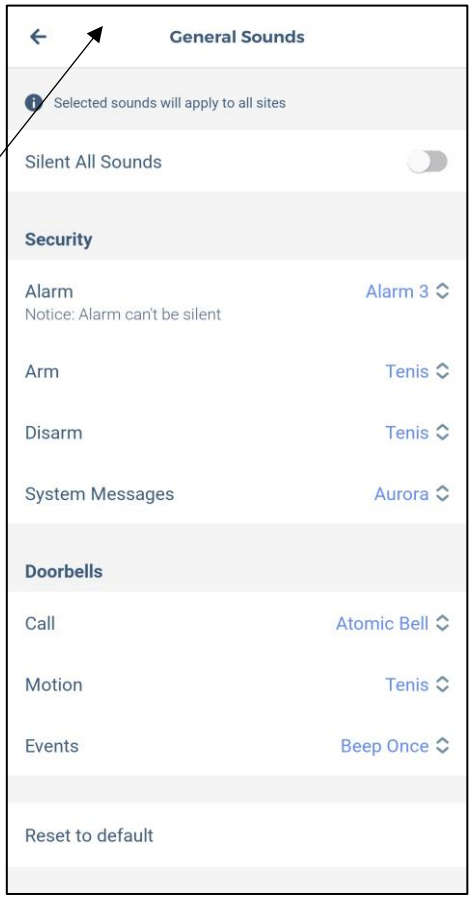
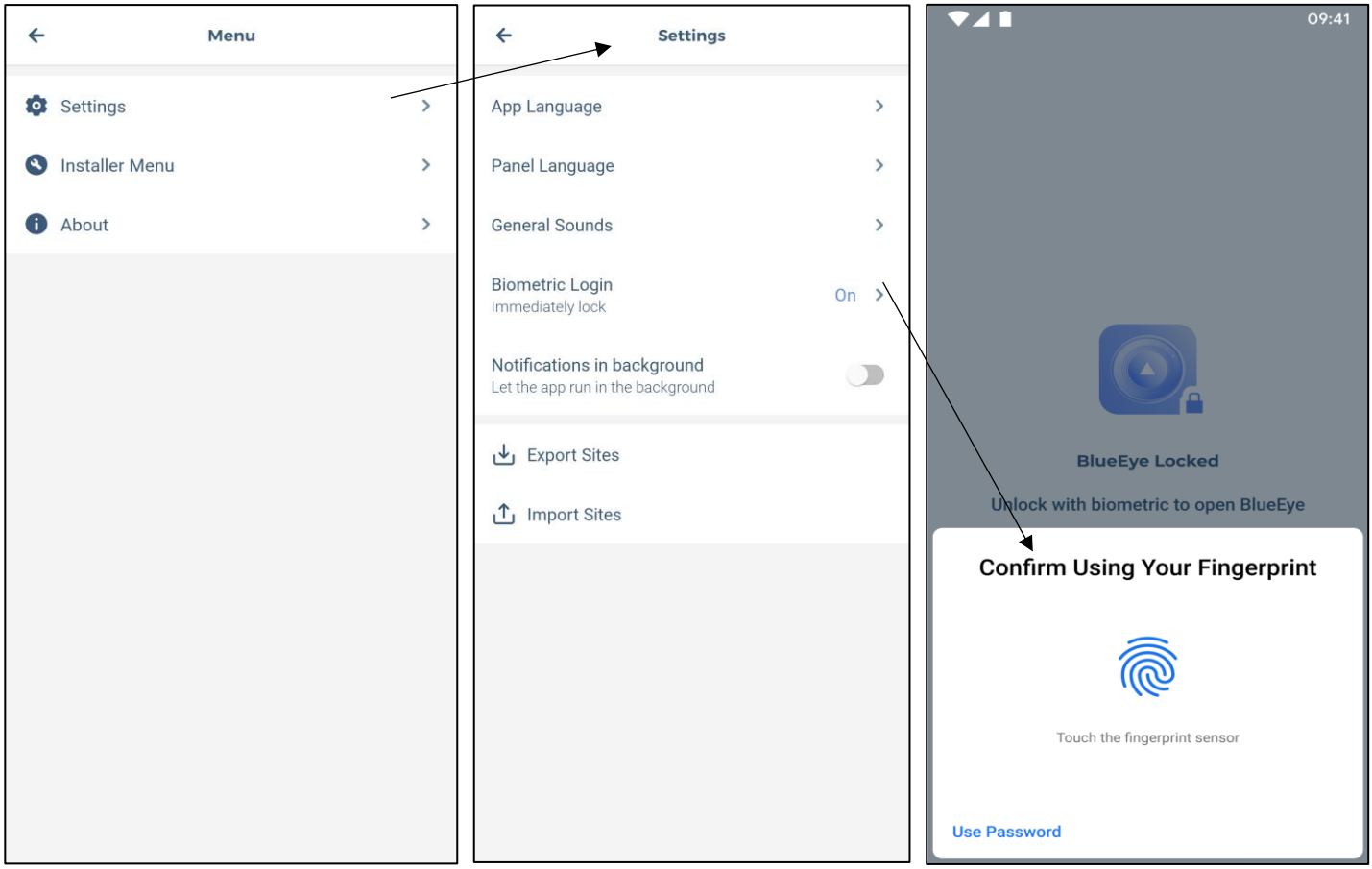
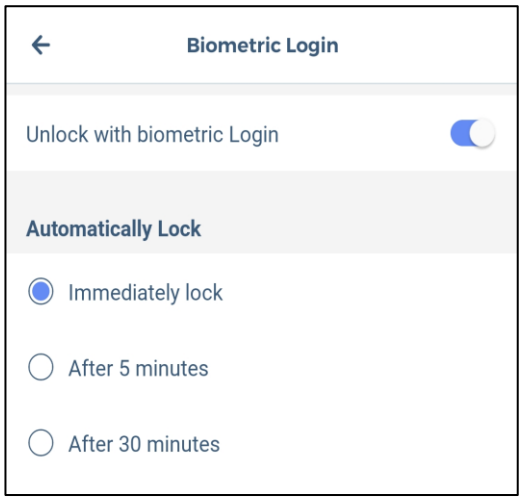


Figure 3

4.4 General Settings - Fingerprint and Face ID Login

BlueEye app supports fingerprint feature as well the face ID login. The option can be enabled from menu, settings, Biometric login.





Biometric login option can be set to be activated for immediate lock, after 5 minutes or 30 minutes.

Note: The option “Biometric Login’ will appear in the menu only if it it`s configured on your device. The Fingerprint/face ID will learn the user codes first time they are entered, for every site that was added in the app.

4.5 Notifications in Background (Android only)

Notification in background option was added to allow the push notification to be received also when the phone enters standby mode.

Once the option is enabled the push notifications will be received also in background.

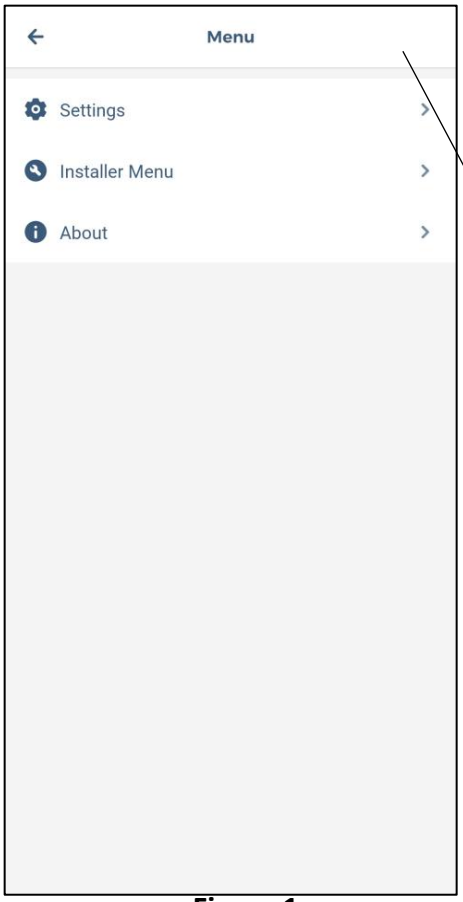


Figure 1

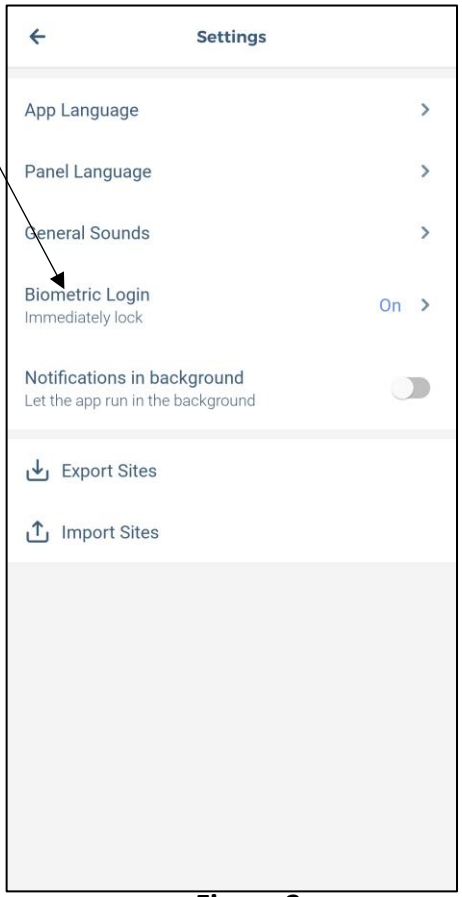


Figure 2

4.6 Export/Import Sites

The sites from the app can be exported, generating a .pbk file which can be shared to be imported to other devices.

Note: Sites from Insite Gold can be exported and imported in the BluEye app.
If the BlueEye app is already installed on your device, when exporting from Insite Gold app, the sites will be automatically imported in BlueEye app.

5. Adding an existing site in BlueEye

5.1 Adding an existing SWAN site

To add an existing site, press on the "**+**" button and type in the Site ID and Swan Email Address of the site (Figure 1):

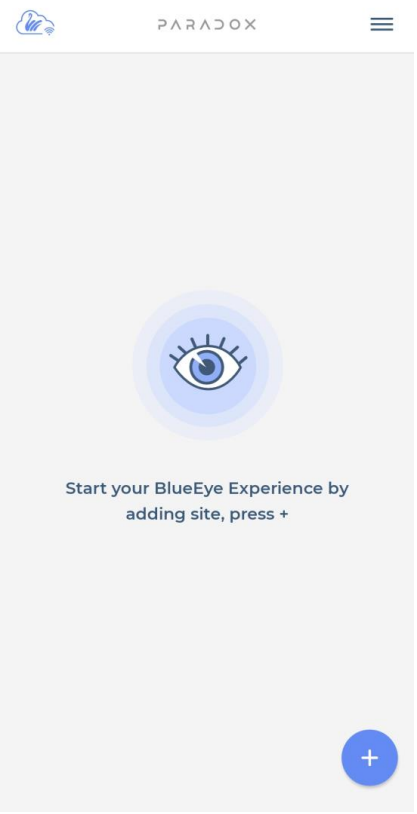


Figure 1

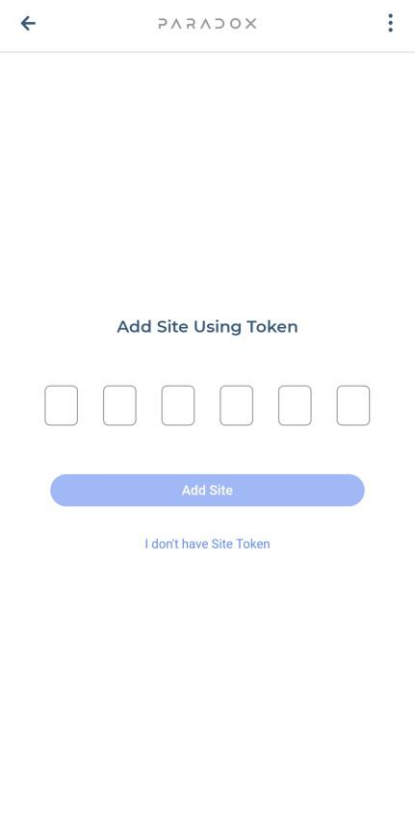


Figure 2

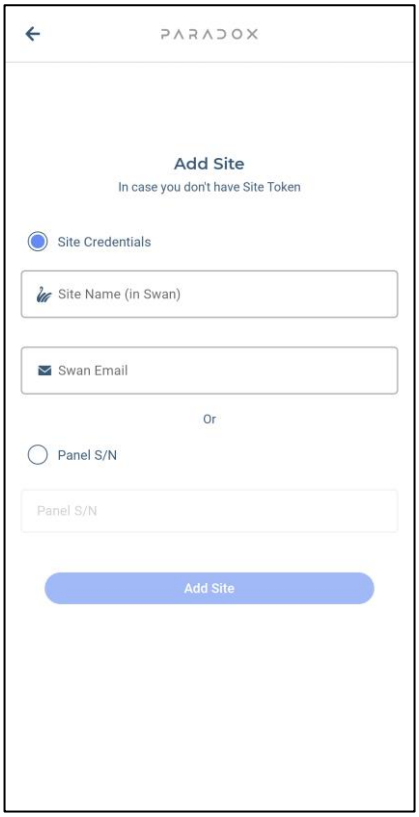


Figure 3

The site can be added using the token. The token is a unique alpha numeric ID that is automatically granted when creating the site. The token will show in the "I" information screen, after logging in once.

If the token is missing, press on 'I don't have Site Token' (Figure 2) and you can add it by site credentials, with site ID and email address or by panel serial number (Figure 3).

Note: The Site Name is optional, it can be added if another Site Name is desired on the current device. This will not affect the Site ID or the naming of the site on other devices (phones).

Once the site is added it appears in the site list; a valid user code must be entered to connect to the site. After the code is entered, press the **Connect** button.

5.2 Adding a Direct IP connection

BlueEye app can connect through direct IP connection with IP150 modules or IP150+ modules that have static IP option available.

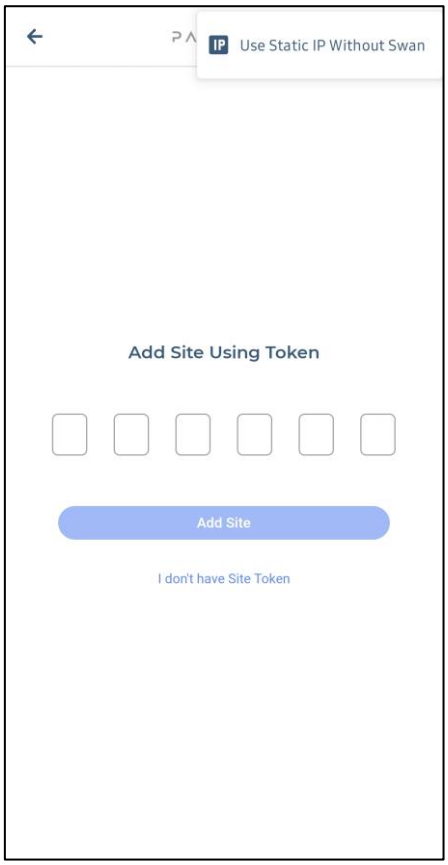


Figure 1

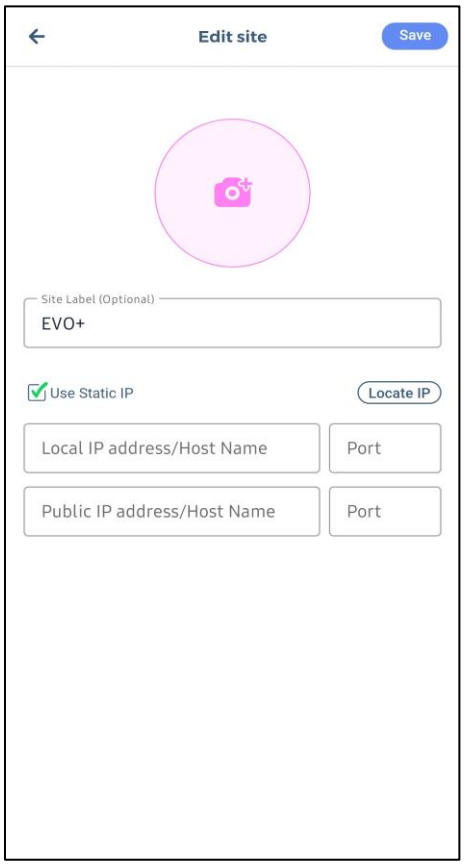


Figure 2

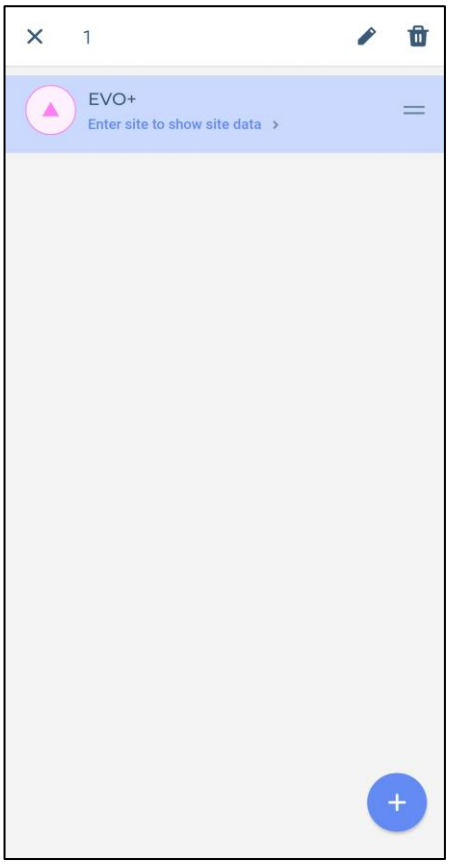


Figure 3

To add a Direct IP connection, press on the "**+**" button, three dots menu, tap on 'Static IP without Swan' (Figure 2), then tick the box 'Use Static IP' (Figure 1).

If connecting from another network (internet), port forwarding needs to be configured for the IP150 module. Simply enter Public IP and the port of the IP150 module (Figure 2).

By pressing on the locate IP Device (Figure 2), you can choose your IP module from the LAN, which will be displayed in the module list, without being necessary to add manually the IP address. Once you have selected your IP module, the Local IP address and port will be filled in automatically.

If the static IP was not fully configured when the site was added, it can be later edited. Just long press on the site and tap on the pencil icon (Figure 3). You can then edit the Static IP and port.

BlueEye app supports also Dynamic Domain Name System (DDNS) that it`s used to convert web domain name into numeric format (IP address).

Notes: - For IP150 modules below firmware 4.10, the module password must be default "paradox" to be able to connect. It can be changed from the web interface of the IP150 module.

- Direct IP connection can be used free of charge but has limited functionality: only Security and Control tabs can be accessed. For Doorbell and events, please create a Swan site and choose a subscription

6. BlueEye Tabs

BlueEye features are split into four different tabs:

- 6.1 Security
- 6.2 Doorbell
- 6.3 Control (Programmable outputs and Access Control)
- 6.4 Events

6.1 Security - Areas

In the security tab (Figure 1) the user can control the alarm system by arming/disarming areas.

If multiple areas are programmed, they can be armed/disarmed one by one, selecting the desired area, and then tapping on the Arm/Stay/Sleep/Arm button (Sleep available only for MG/SP panels).

The areas can be armed/stay/sleep/disarmed all at once by tapping on the "Arm/Stay/Sleep/Disarm All" buttons.

By tapping twice on the arm/stay/sleep buttons, the exit delay time will be skipped, and the area will arm immediately.

The Information button "i" can be used for showing the status of the system and troubles.

The "+" button is used for adding PGM and access control door shortcuts in the Security screen. Having the PGM/door shortcuts in the security screen, there is no need for the user to access the PGM tab.

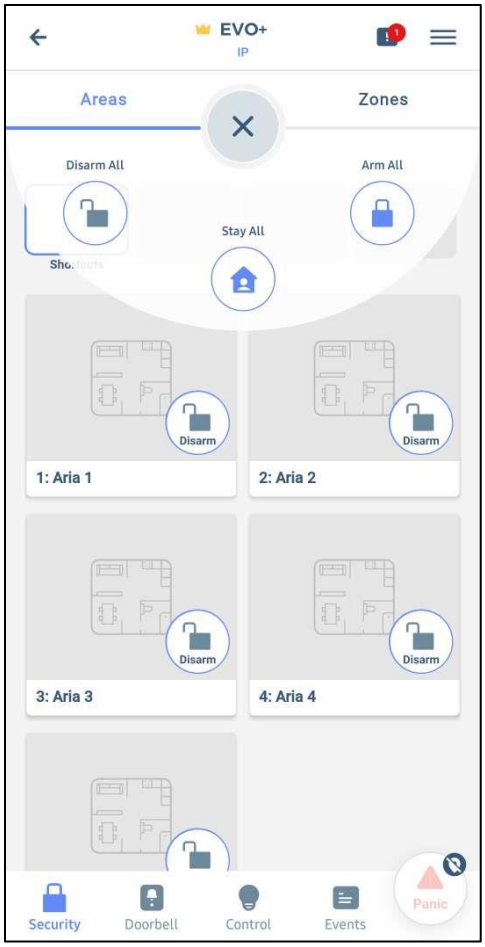


Figure 1

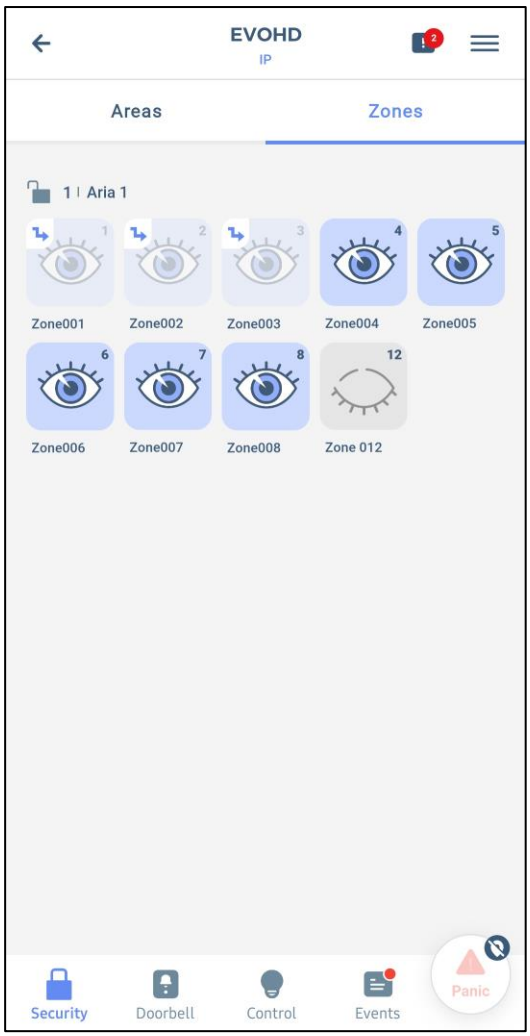
6.1.1 Security - Zones

The “i” Icon (Figure 1) appears only if there is a system trouble. The red number label attached to “***i***” indicates the number of troubles.

In the zones tab (Figure 2) the user can view which zones are open and closed and bypass the open zones if needed.

The zones will be shown on each area to which they have been allocated.

Open Eye indicates that the zone is open. **Closed Eye** indicates that the zone is closed. Blurred Eye indicates that the zone is bypassed (Figure 1). To bypass a zone, long press on the desired zone then enable the bypass option. (Figure 2).



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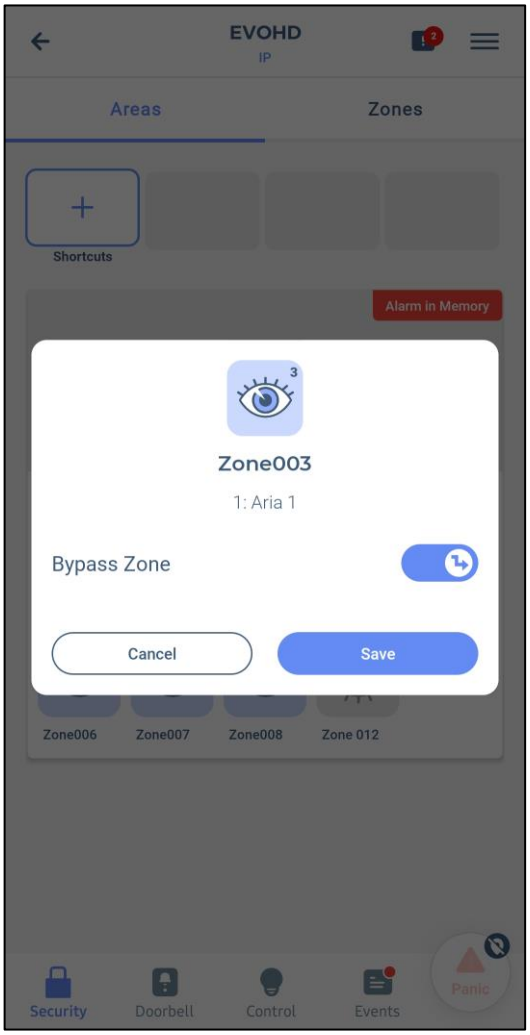


Figure 2

6.1.2 Shortcuts

By tapping on the “+” button (Figure 1), the user can add a PGM/Door shortcut in the security page. Once the “+” button is pressed, the user can select which PGM/Door shortcuts will be shown in the security screen (Figure 3).

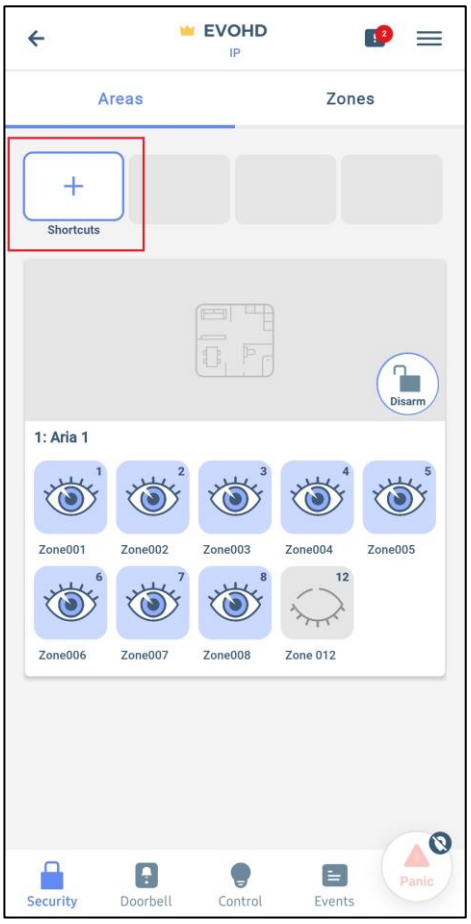


Figure 1

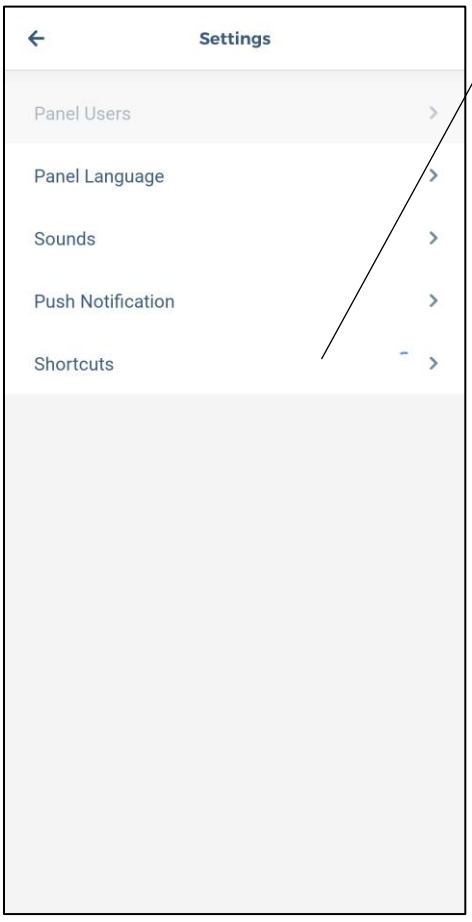


Figure 2

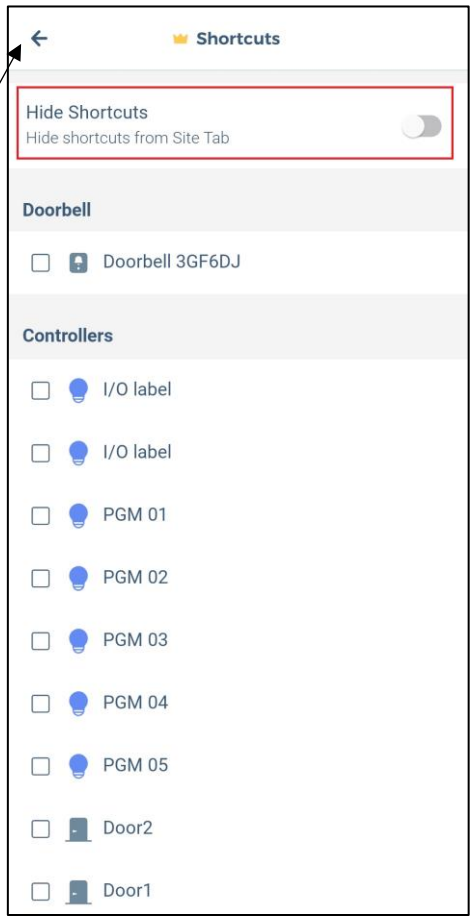


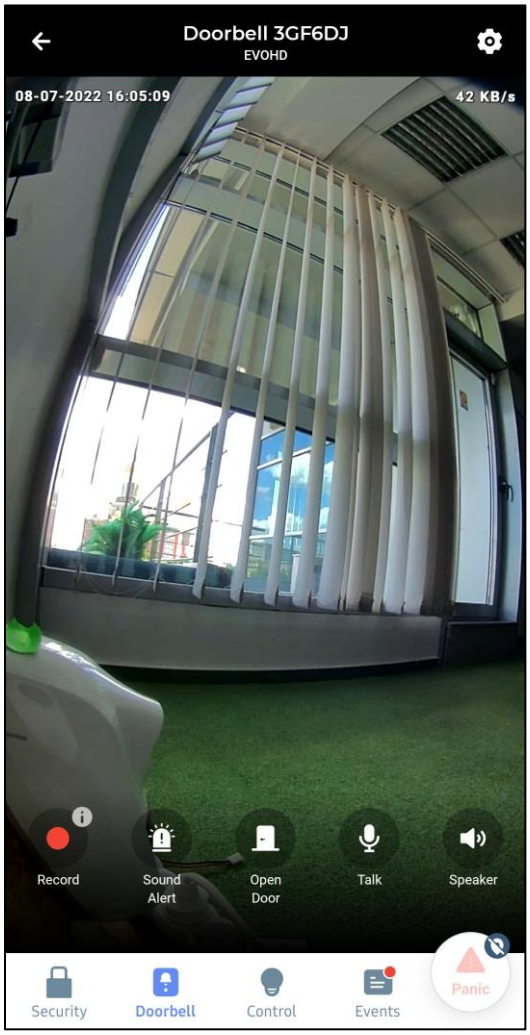
Figure 3

Note. The user can choose to hide the shortcuts from the main security screen (Figure 2&3).

Once the option was enabled, it can be disabled from the app settings.

6.2 Doorbell

Paradox DB7 Video Doorbell adds surveillance protection to your home or business security. It integrates security with style into your daily life. With the DB7, you will get verification of every visitor to your property entrance.



The DB7 provides FHD video (1920x1080) and two-way communication supported, with 2.5W rms power and high quality speaker, delivering crisp conversations.

The DB7 captures 5-second pre-event recordings, with exceptional video in dark conditions, complimented by night IR illumination. Push events can alert if anyone approaches even if they don't ring the doorbell, with PIR and/or video detection.

Integrated with Paradox systems, a door opening can be easily configured with a panel PGM or with Paradox access control.

Video and audio data is encrypted with AES. The DB7 uses video H.264 data compression to save bandwidth.

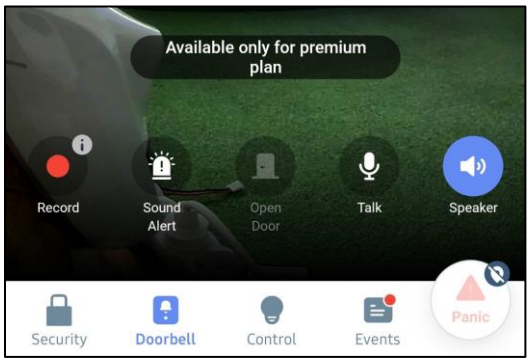


Figure 1

For recordings, a premium plan should be purchased. Paradox servers will keep your visitors' events up to 60 days (a monthly charge applies) A pop-up message is shown when you tap on record. (Figure 1)

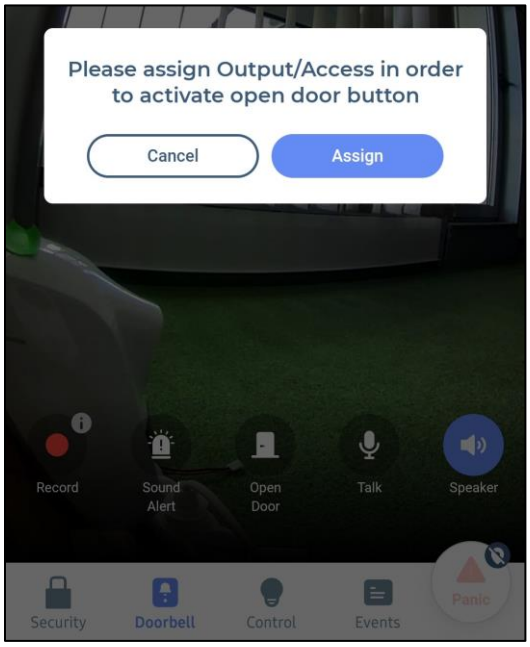


Figure 2

First time when tapping on the Door tab, to activate it a door or PGM should be assigned (Figure 2).

Just one PGM or door can be assigned. Please contact your system installer for further details.

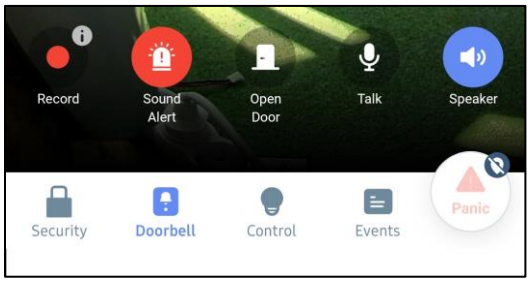


Figure 3

Sound Alert – generates an alert sound to scare unwanted people (Figure 3).

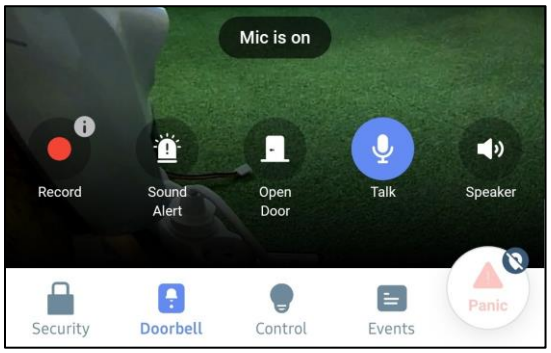


Figure 4

Talk Tab – Give you the possibility to talk with the companion (Figure 4).

Taping on the MIC this can be enabled or disabled.

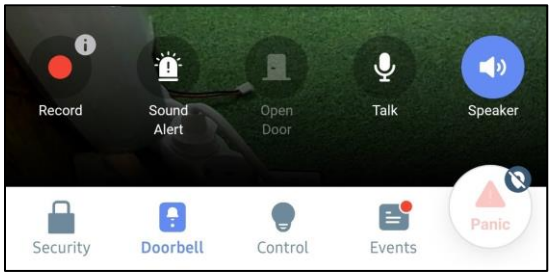
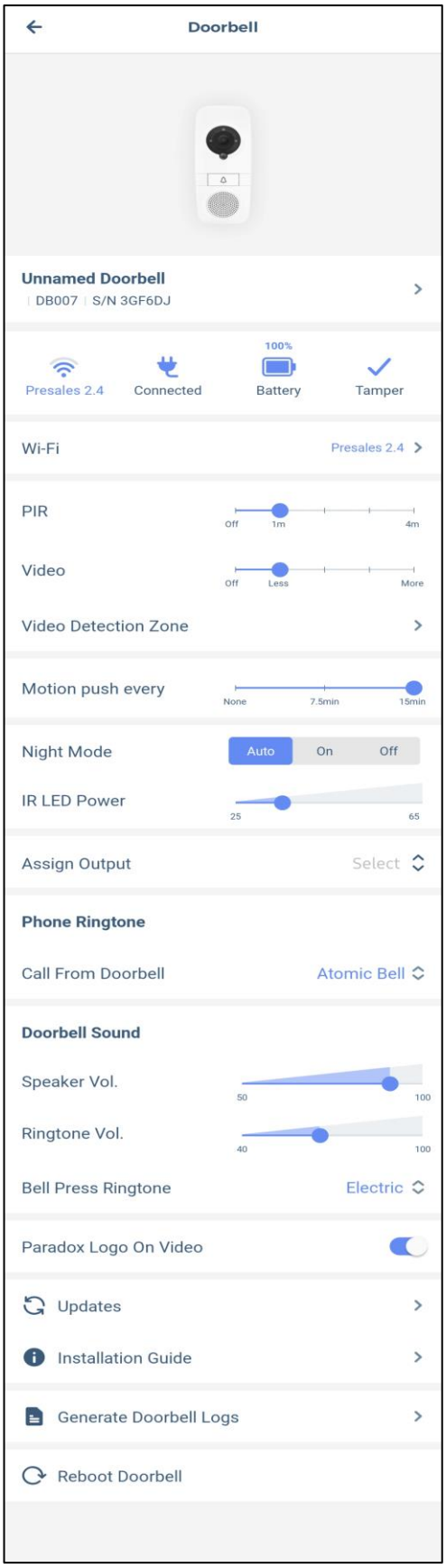


Figure 5

Speaker Tab – You can listen the companion while is talking (Figure 5).

Taping on the SPEAKER this can be enabled or disabled.

6.2.1 Doorbell Settings



The Doorbell settings can be accessed from the menu. You can change the Doorbell name per your desire. The following settings can be modified:

WI-FI – Wifi network to which the Doorbell connects can be changed

PIR setting - Set the PIR sensitivity to trigger the movement recording from closer or further.

Video setting - Set the camera sensitivity to trigger the movement recording from closer or further, based on the pixel changes

Video detection Zone – Set a zone for video detection.

Motion Push Every – A push notification for motion will be sent at 7,5 or 15 minutes.

Night Mode – Set the IR night mode to auto, ON or OFF.

IR LED Power – Set the IR power to see further or closer in the dark.

Assign Output – Assign a PGM or a door (please contact your installer for further help).

Call from Doorbell – Set the doorbell ringtone when calling from doorbell.

Doorbell Sound – Set the Volume of the speaker as well the ringtone volume.

Bell Press Ringtone – Choose desired ringtone when pressing the Bell button on the DB7.

Paradox Logo On Video – adds or removes logo from video (full screen)

Updates – Firmware upgrades.

Installation Guide – Download the installation guide for DB7.

Generate Doorbell Logs – Generate DB7 logs

Reboot Doorbell – Restarts the Doorbell

6.3 Control Tab

In this tab, the PGMs (outputs) and access control doors can be controlled. The PGMs and access control should be programmed by the system installer.

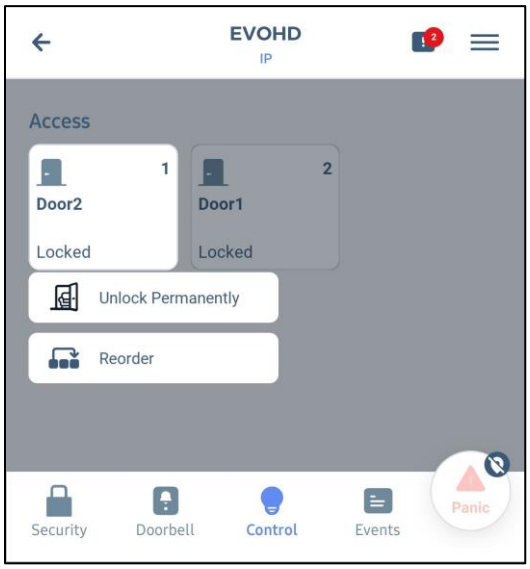


Figure 1

A door can be opened (temporarily unlocked) by tapping on its icon.

By long pressing on the door, additional settings will be available: unlock the door permanently or reorder (Figure 1).

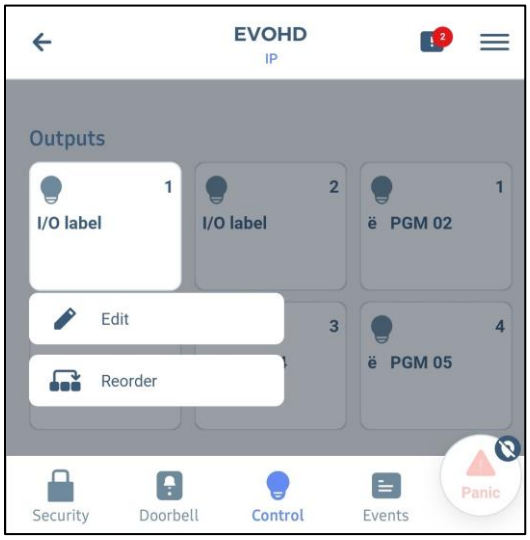


Figure 2

By pressing long on a PGM, you will be able to edit the PGM or reorder it.

On the Edit option (Figure 2) you will have more options described below (Figure 3).

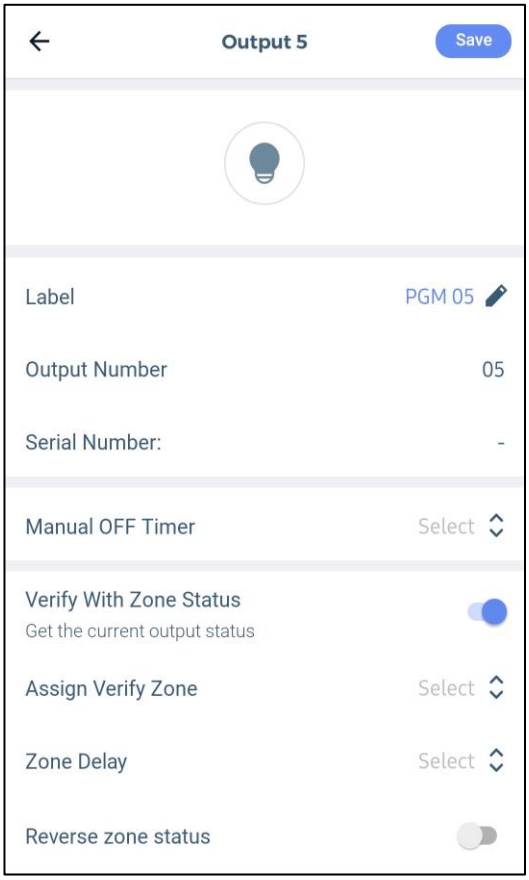


Figure 3

Figure 4

In the Edit section, information is shown and multiple changes can be done:

Label – The Label of the PGM can be changed. The change is applied for this device only.

Output Number – represents the output number programmed in the panel

Serial number – Shows the SN of the module to which the PGM is assigned to

Manual OFF Timer – By setting a time, once the PGM is turned ON, it will close after the set time (Figure4).

Verify with Zone Status – Enabling this option you will get access to zone options which can be added to the output, detailed below.

Reverse zone status - By activating the "Reverse zone status", zone status can be changed between NC or NO (Figure3).

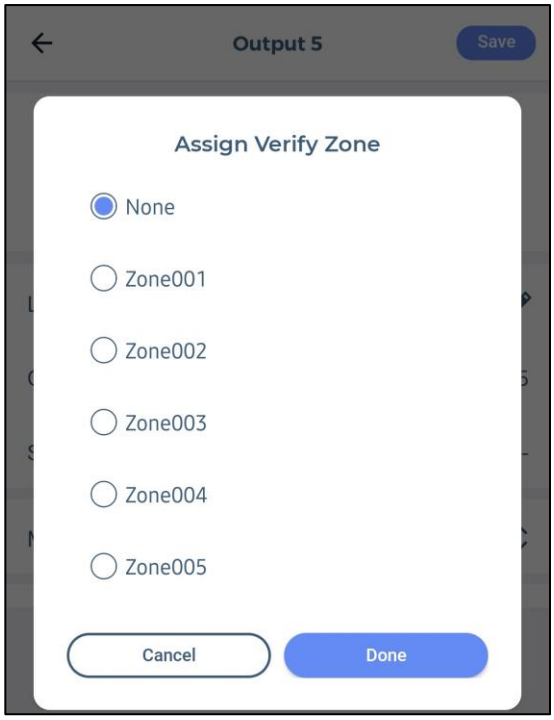


Figure 5

Assign verify zone - was added in order to allow monitoring the PGM status of an input (zone) of the panel. When checking the PGM status zone box, the user should select a zone on which the PGM will be monitored (Figure5).

Figure 6

Zone delay - There is an option where the status of the assigned zone can be delayed (e.g. garage door). On zone delay, the time should be set (Figure6).

6.4 Events Tab

The Push Event list can be found also on the on the main screen of the app. The events are listed in chronological order.

The format of the event is as follows: Date, Type, Users/Zones, Areas.

To erase an event from the Push event list, long press on an event and it will turn blue. Now you can select multiple events by tapping on them and delete by tapping the recycle bin icon. (Figure 1).

To erase entire list of events, long press on one event, tap on “check all” button (red marked) from top right corner, then tap on the recycle bin icon (Figure 2).

In the same event list, the recordings from the Doorbell can be found (Figure 3). Without a premium plan, recordings are available just for Incoming Calls and Alerts.

Notes: The erased events cannot be recovered

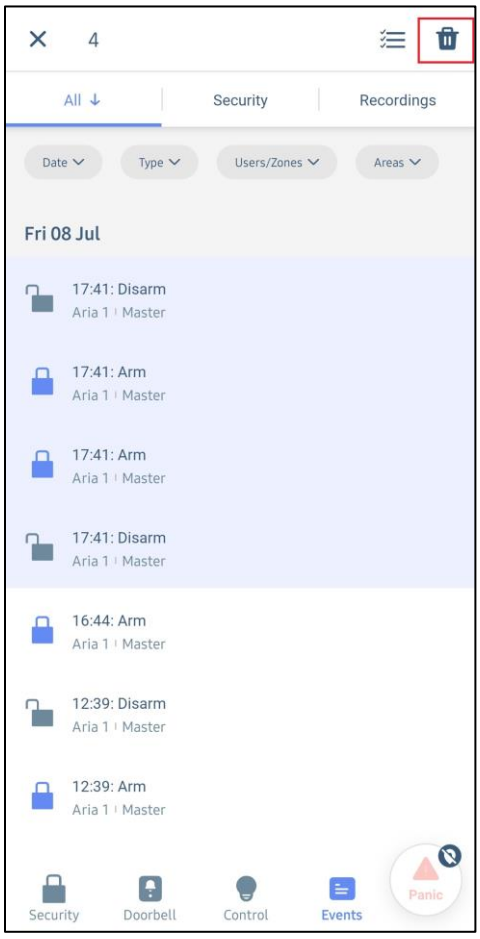


Figure 1

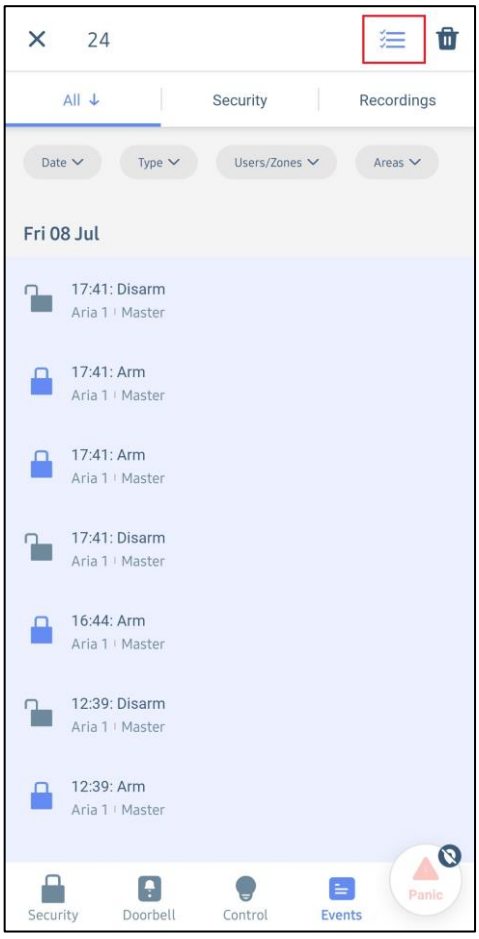


Figure 2

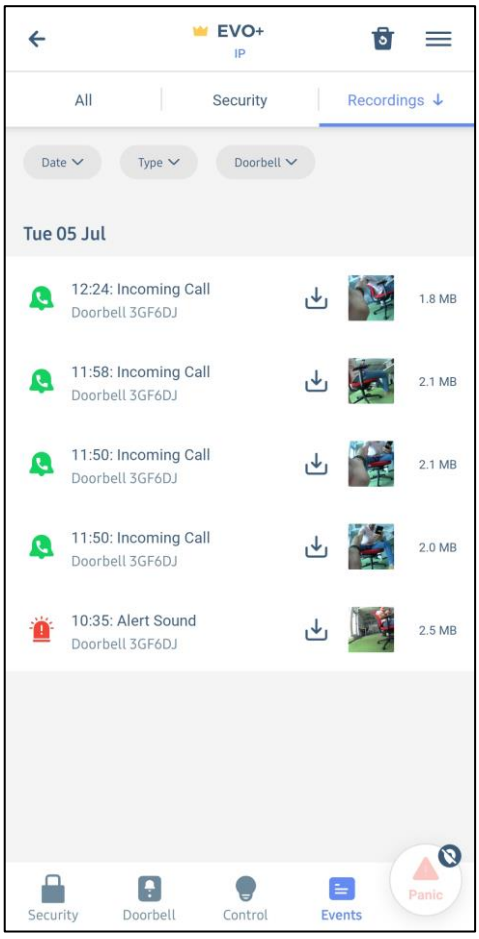


Figure 3

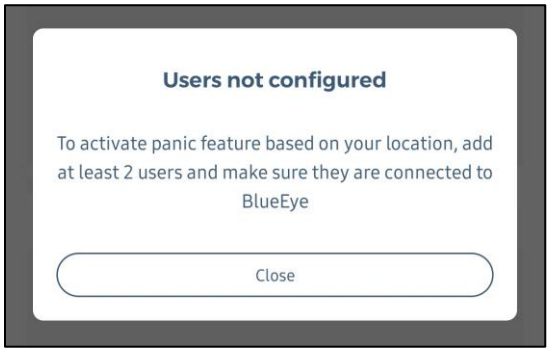
6.5 Panic Feature

Panic feature is available in BlueEye app. There are two types of panic: Geolocation Panic and Panel Panic.

6.5.1 Geolocation Panic

Can be sent to other BlueEye site users and will pinpoint on a map the location from which it was triggered.
Geolocation panic requires at least 2 panel users to login at least once in BlueEye to function.

If there are NOT at least 2 users configured on the panel, which have logged in to BlueEye at least once, the below message will be displayed:

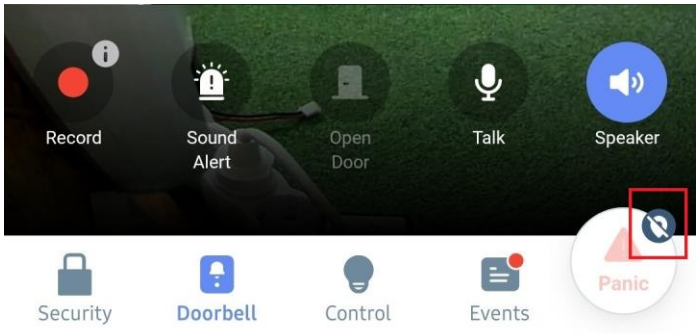


For example, if you are the master user, you will need to add at least 1 more user (code) to the panel. The new user needs to login one time to the BlueEye site, from his device.

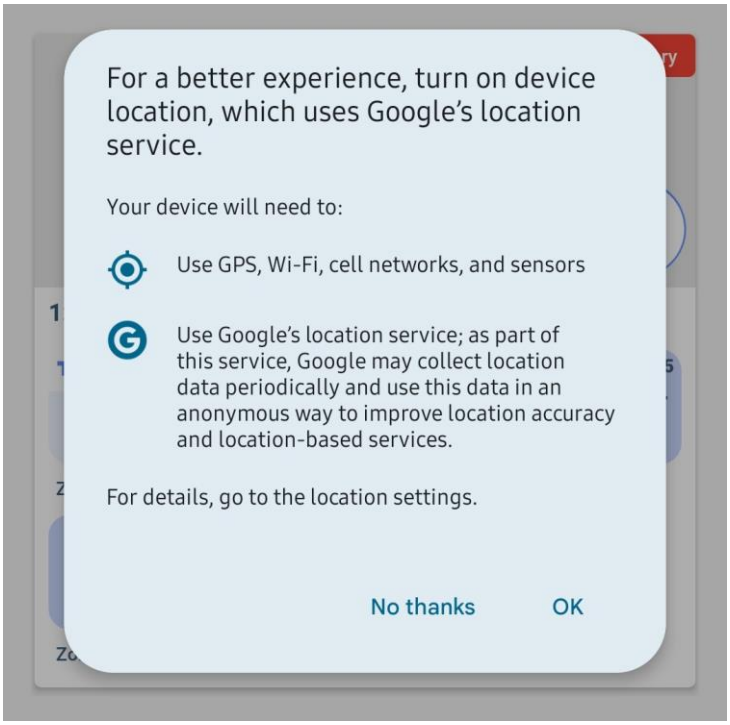
Afterwards, when the master or user triggers a panic from the app, the other user will receive a geolocation panic push notification.

Users can be added to the panel from BlueEye app or from the system keypad, only by the Master user.

The location service needs to be enabled for BlueEye to use. If it`s not approved, an icon will show near the panic button. The location can be turned ON from phone settings.



Also, if your location is disabled on your device, a pop-up message will be displayed requesting access to your location, after the panic was triggered. Tapping on “OK” will enable the location.



To generate panic, drag the button to the circle (Figure1) and hold it for 3 seconds until the countdown ends (Figure 2). After 3 seconds, the panic is generated with your location. (Figure 3)

The push notification panic will be sent to all users registered in the system that are using Insite Gold.

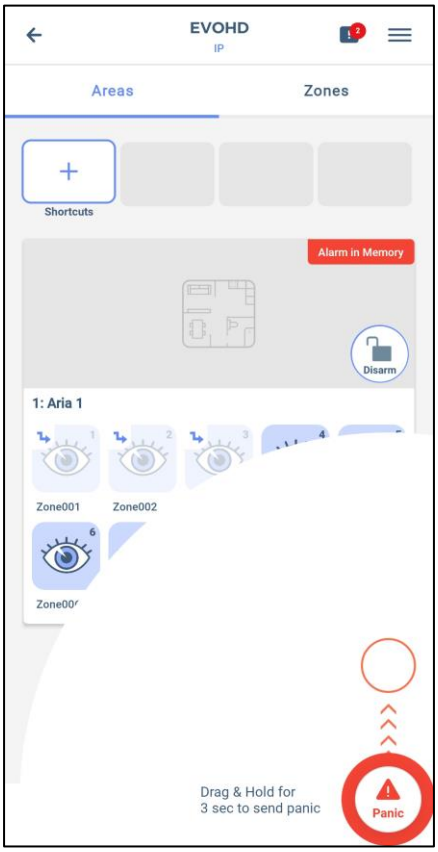


Figure 1

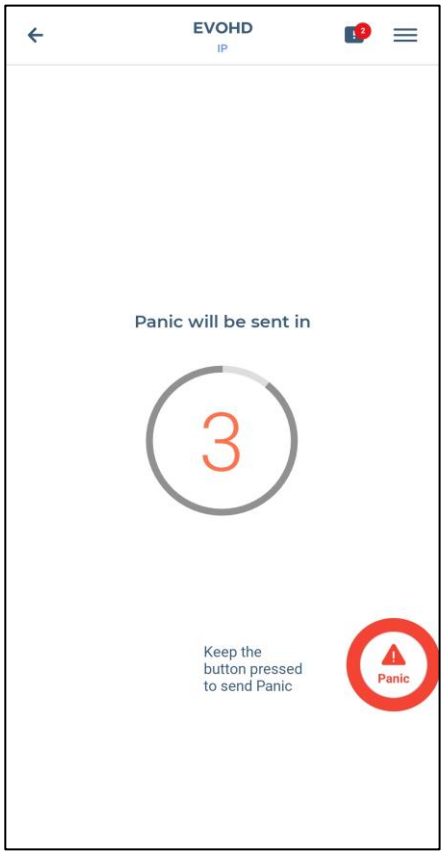


Figure 2

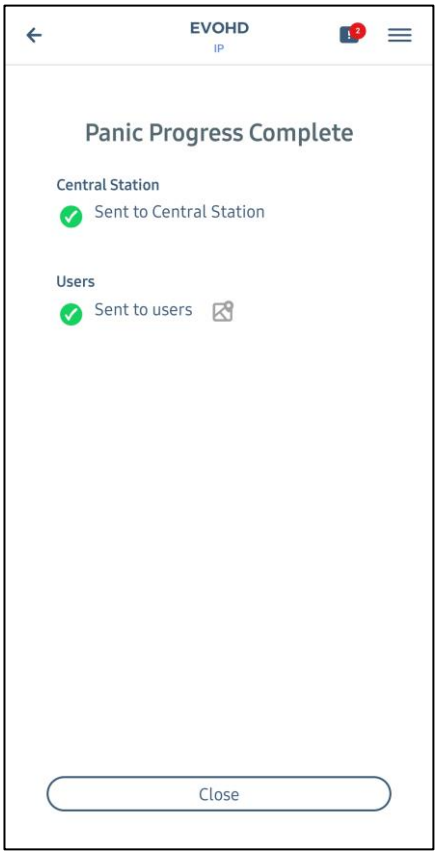


Figure 3

To view the location of the user which generated the panic, tap on the panic event (Figure 4) that will pop-up a window with the map (Figure 5).

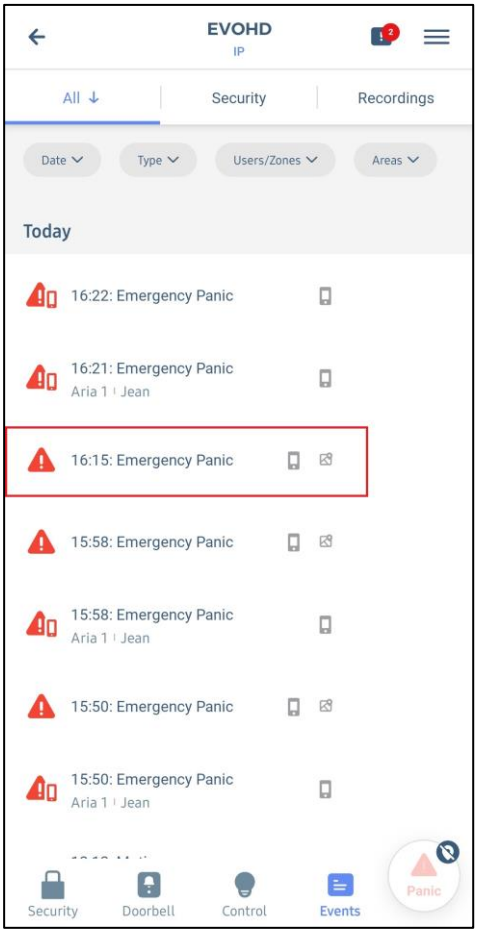


Figure 4

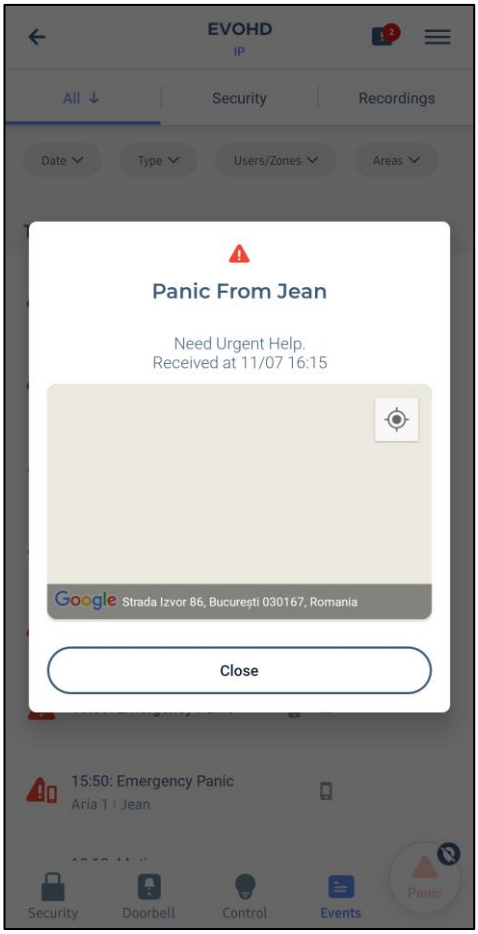


Figure 5

Note:

The Geolocation is available on all sites, disregarding the panel type and firmware

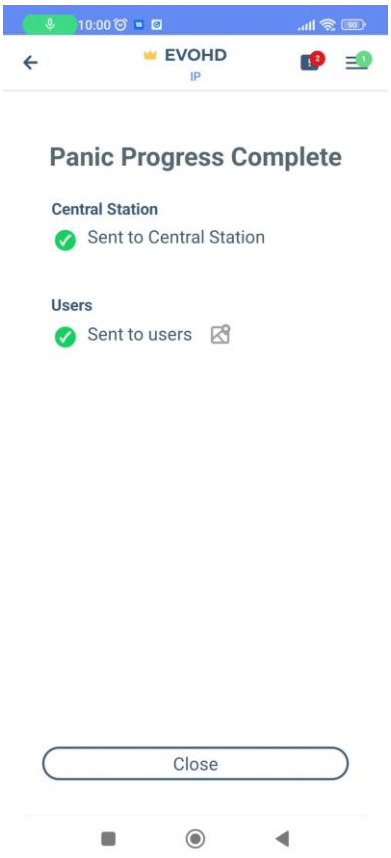
6.5.2 Panel Panic

Can be triggered from the app, locally in the panel (audible or silenced - depends on how and if it was programmed by the installer). The panic can be also reported to the monitoring station (central station), if configured by the installer.

This feature is available on almost all panels in production, once they are upgraded to v7.14 (or above) for MG/SP and v7.30 (or above) for EVO. Panels SP4000, SP65, MG5000, MG5050 v4.xx are not supported.

Please contact your installer to provide information if the panel panic is available on your system.

If programmed, the Panel Panic can be triggered the same way as the Geolocation Panic. If the Geolocation Panic is also configured, both panics will be sent in the same time:



Note:

If the panel panic is programmed but there is just one user configured on Insite Gold, the Geolocation panic will not be sent, only the Panel Panic will be sen

6.6 PGM Widget

The PGM widget (available currently only on Android phones) allows the user to add a shortcut of Insite Gold PGMs on the phone home screen. Once added, the user will not have to login in order to use the PGMs.

The widget can be added on the phone screen just like any other widget, by dragging and dropping it (Figure 1)

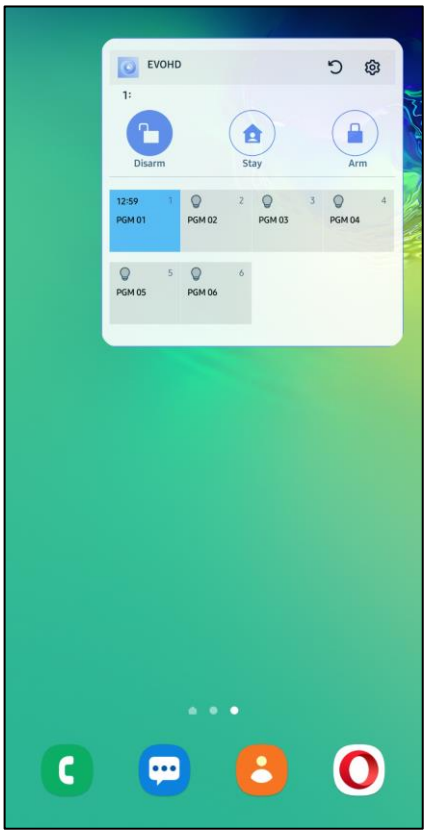


Figure 1

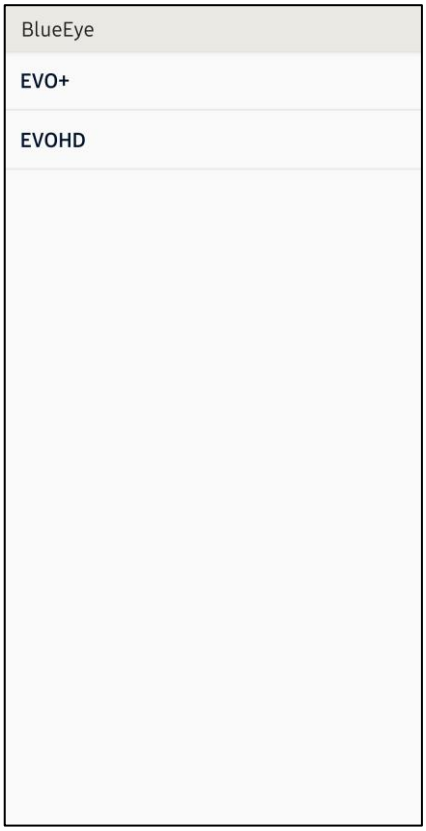


Figure 2

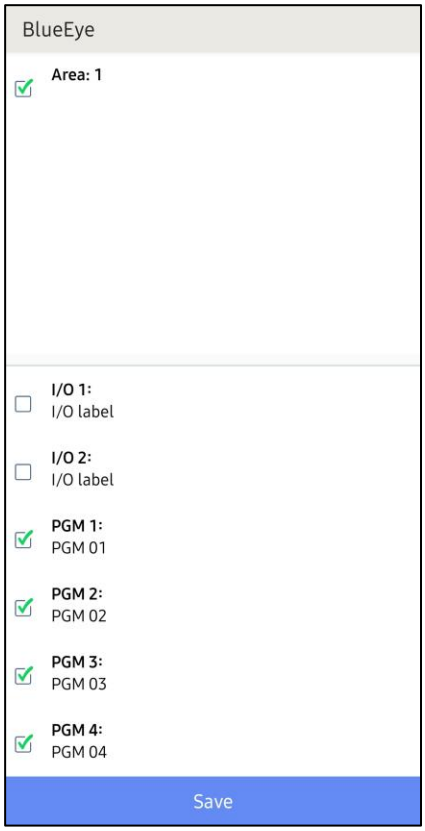


Figure 3

Once the Widget was added on the screen of the phone, the site list window will open (Figure 2).

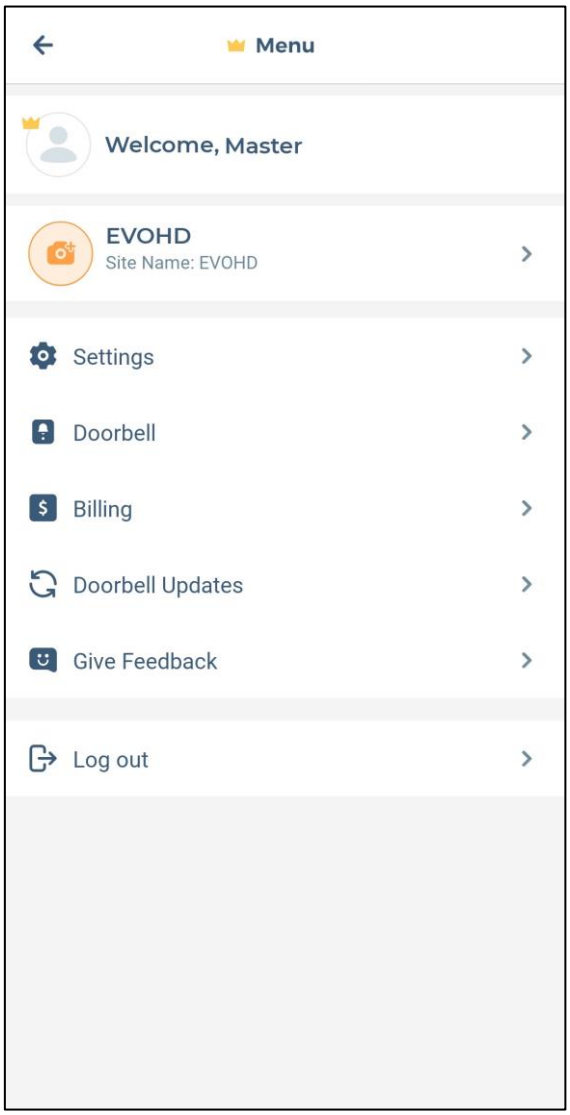
The user can select the desired site from existing site list.

Once site is selected, the PGM window will open and the user can select which PGM he wishes to add in the widget, as a shortcut (Figure 3).

7. General Settings

The General Settings button can be found in the upper right corner of the Main Screen.

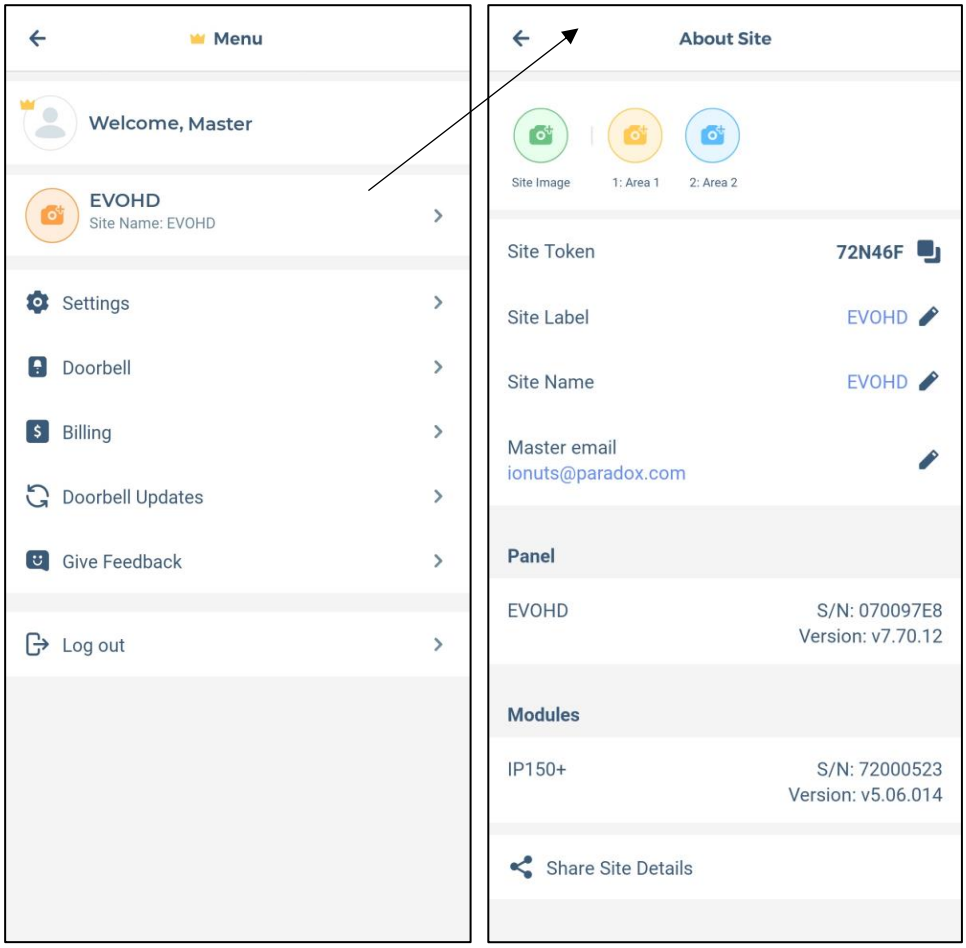
Here are some other options from where you can send a feedback, check for upgrades and site Info, pay a subscription or open the settings of the app.



7.1 About Site

This menu allows user to view all site information. From here the site name can be changed by pressing on the pencil icon, as well to share the site information with another device.

- Add site and area images – Images can be added to show as thumbnails for site and/or areas
- Site token – unique identifier received when creating the site. This token can be used to add the site to other phones
- Edit Site Label (optional) – Changing the App site name will only apply to the current device and will not change the site ID on the Swan server.
- Edit Site Name – represents Site ID that exists on SWAN server. This will change the swan site ID and will need for the site to be re-added on other phones (can be done only by the master user)
- Master Email – The master user can change the email address adding the new one.
- Panel and Modules – Shows the panel and module type, SN and firmware versions



Images (thumbnails) can be added for the site and areas (Figure1). Taping on the site icon, path options will be displayed, for taking a new photo or choosing one from your gallery (Figure2).

Site and area icons will now have images and will be easier to identify (Figure 3).

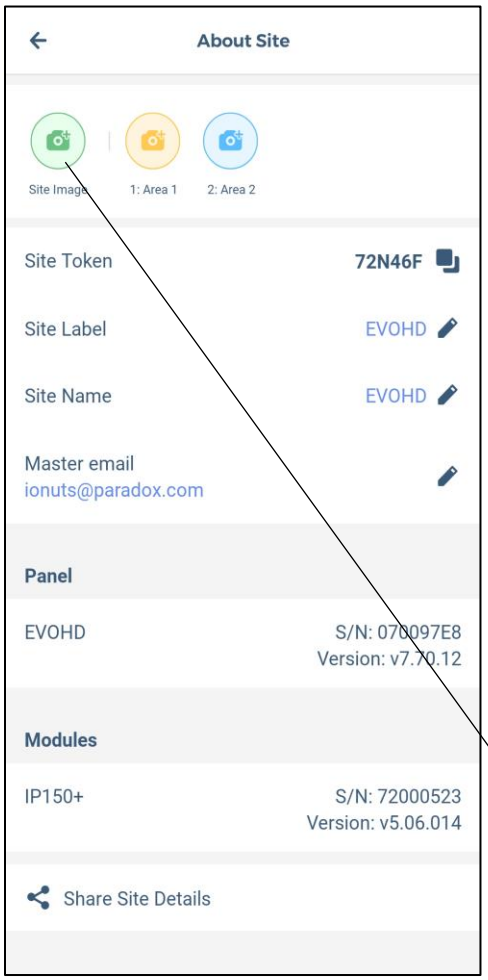


Figure 1

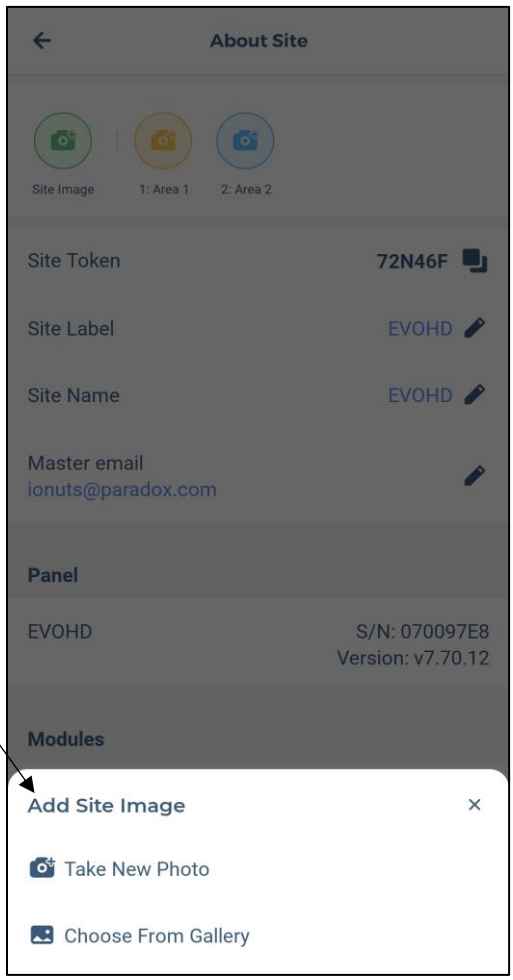


Figure 2

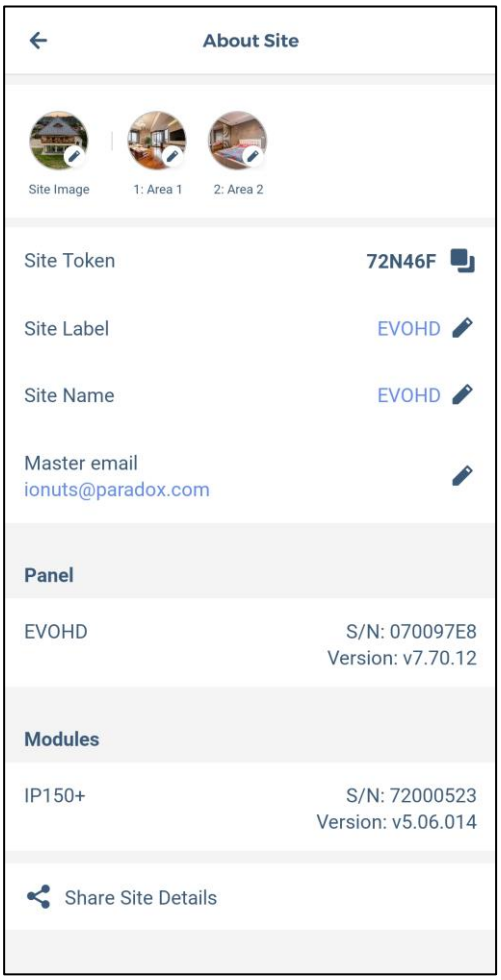


Figure 3

Once the image was added, to edit or replace the image, just press again on the image to display these options (Figure 4).

Back to the areas in the security screen, each area will be displayed with images (Figure 5).

When logging in to your site and also in the site list, the image chosen earlier will be displayed (Figure 6).

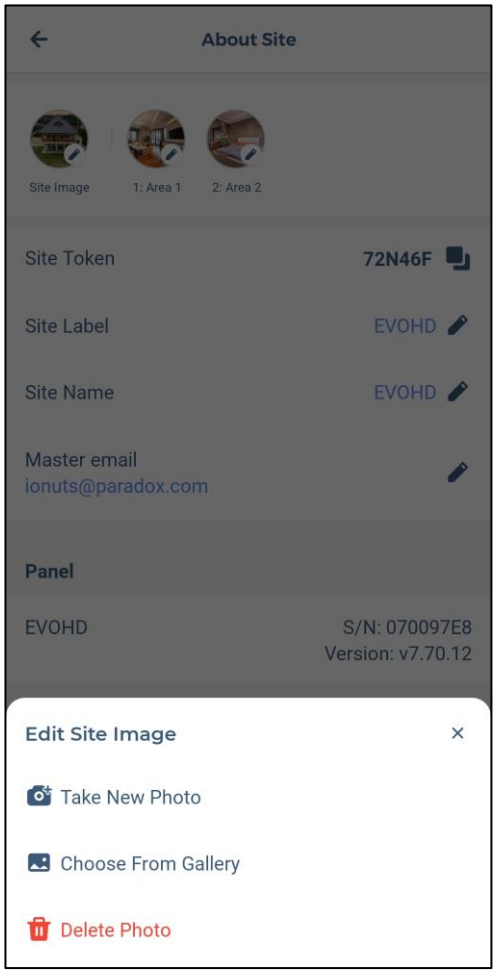


Figure 4

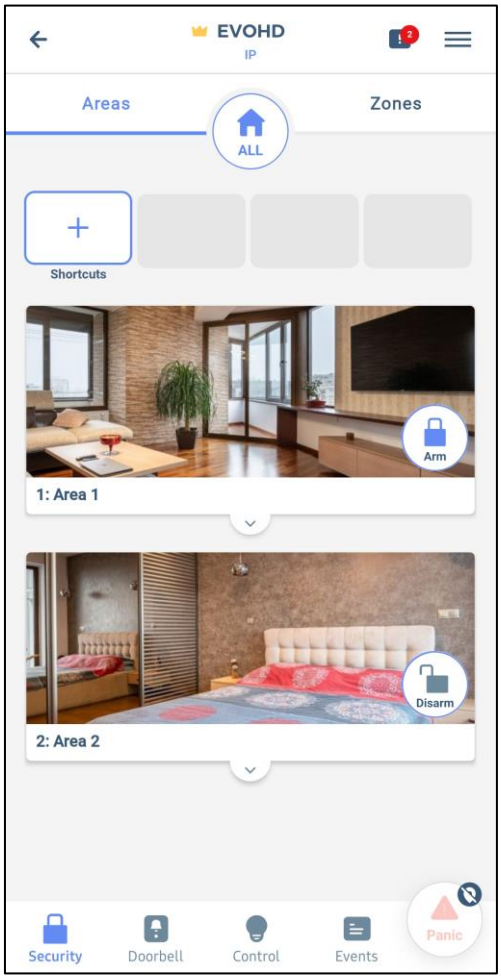


Figure 5

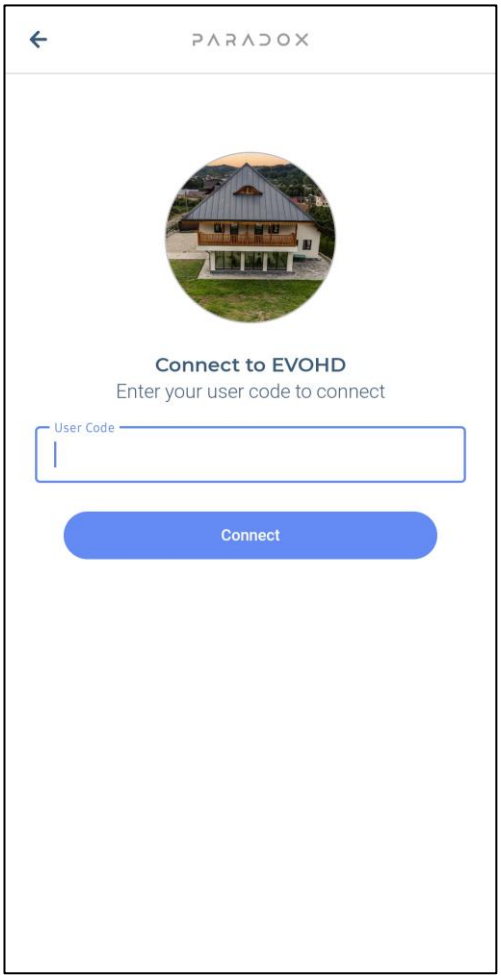


Figure 6

7.2 Settings – Panel users

This menu allows the master user to add or edit other users' permissions.

The master can add users, erase users, and change user codes. Adding users is available only for Area 1 only for now.
Users can be sorted by name or number.

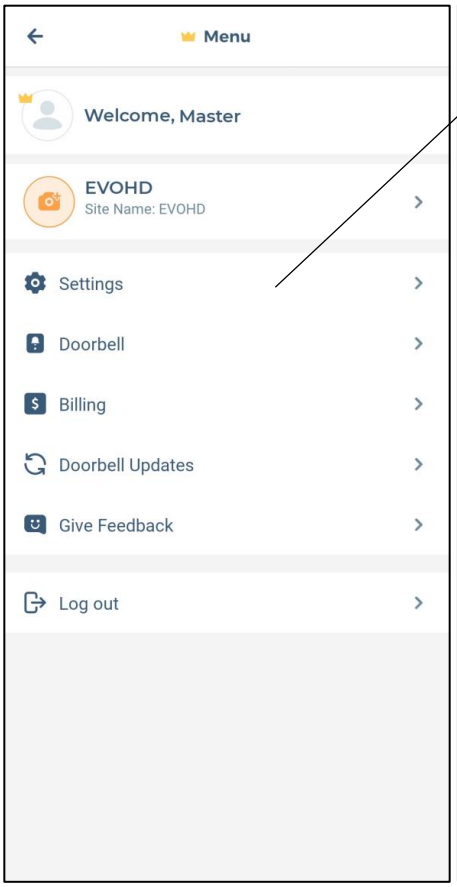


Figure 1

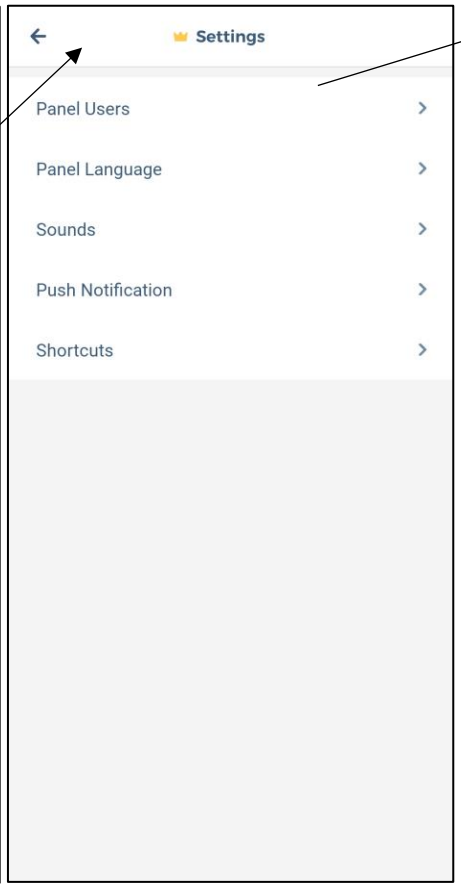


Figure 2

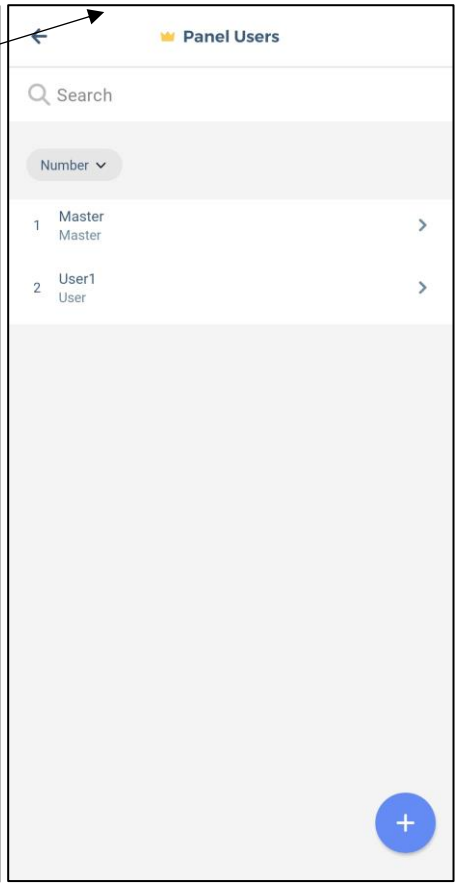


Figure 3

7.3 Settings - Panel Language

The panel language should be changed in cases where the panel labels (zone/area/user) are in other languages and contains special characters.

To change the panel language, tap on the menu button, settings, choose Panel Language (Figure 2), then just select the desired language (Figure 3) and tap on the Save button.

By default, if the app language is changed, it will also change the panel language to be the same.

This can be changed by un-toggling the “Apply app language” or choosing another language.

The panel language can also be selected for each site or for all sites at once by toggling the “Apply selected language to all sites”.

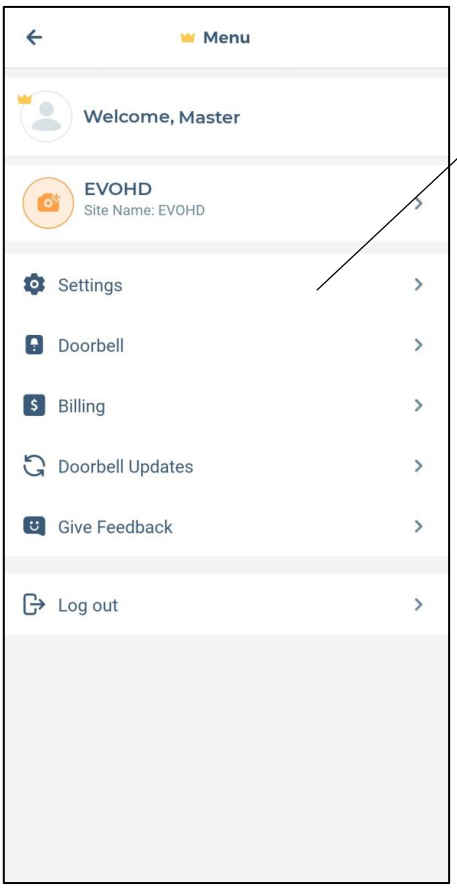


Figure 1

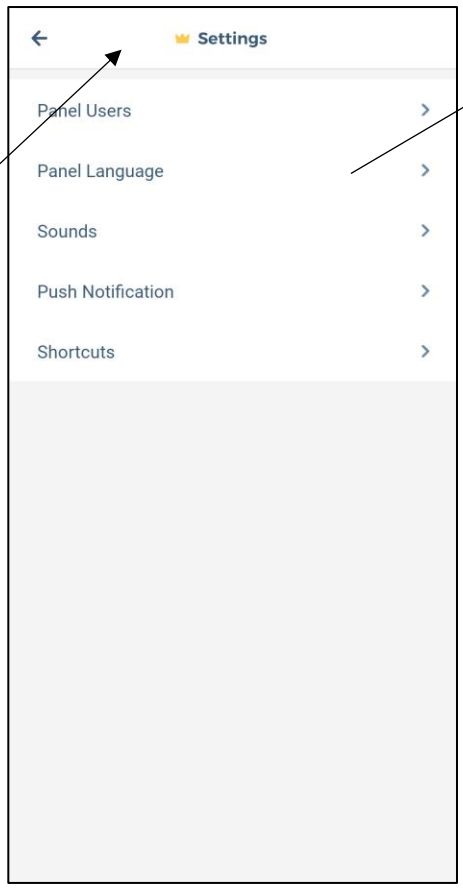


Figure 2

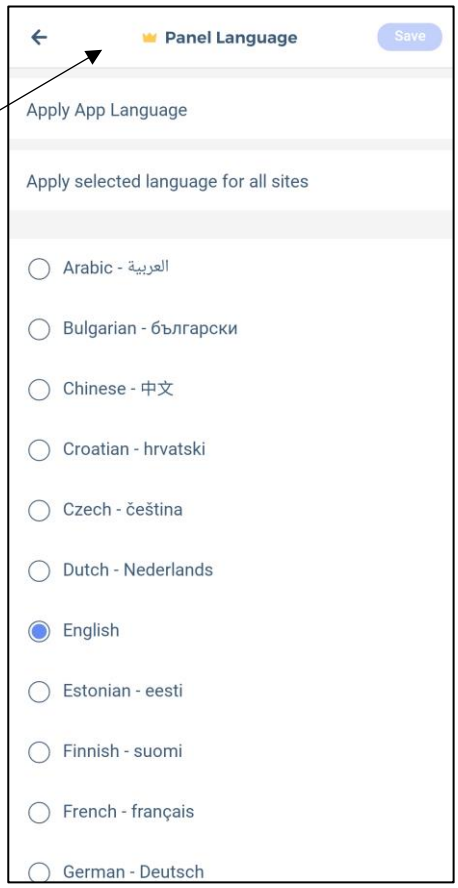
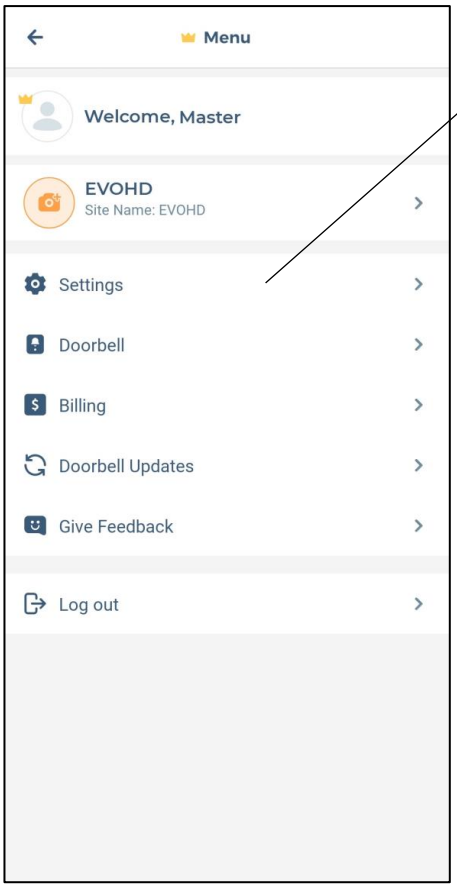
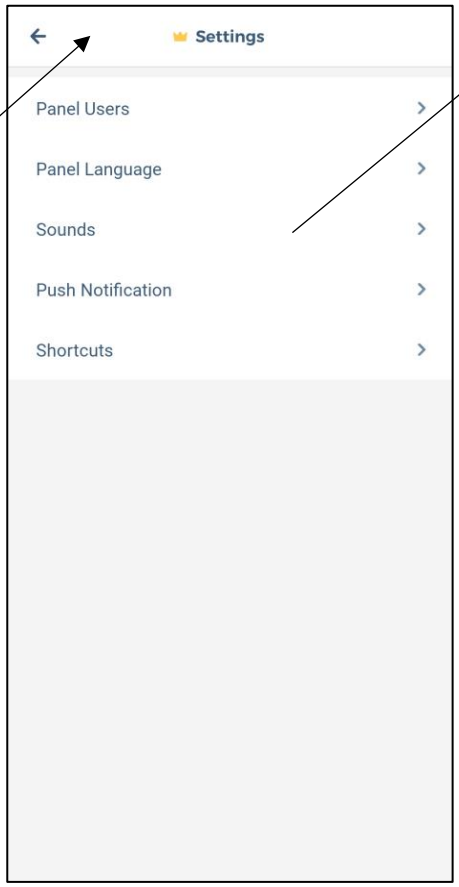


Figure 3

7.4 Settings - Sounds

This menu allows the user to choose different sounds for push notifications.





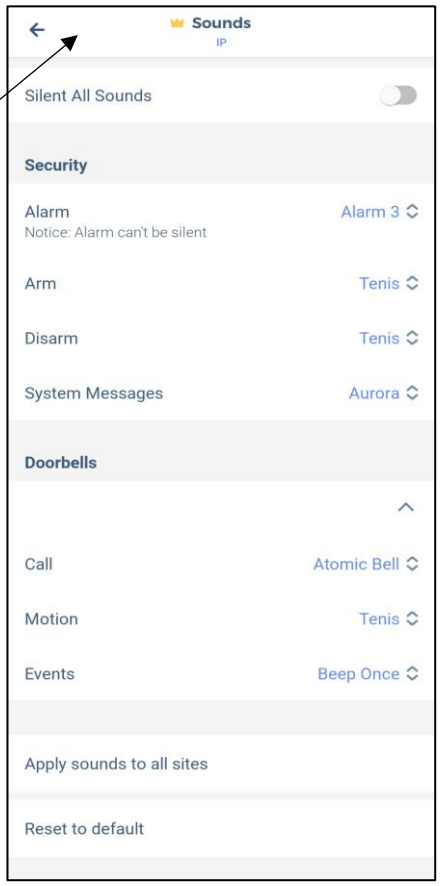


Figure 1 **Figure 2** **Figure 3**

Security Sounds can be configured or turned ON/OFF for each type of notification, except alarm (Figure 3) or silent all sounds.
Due to security reasons, even when “mute all sounds” is selected, the alarm sound will play on notification.

The sound can be chosen from the default tones for each type of notification, alarm, arm, disarm, system messages (Figure 3). A custom sound can be also selected from the custom tones (Figure 3).

Doorbell Sounds can be configured to have different sounds for calls, motion and events.

The sounds can be configured for all sites added to the device, by pressing the “Apply settings to all sites” (Figure 3). By pressing the “Reset to default” button, the sounds will be reset to the default notification sound of the phone (Figure 3).

7.5 Settings – Push Notifications

This menu allows user to set ON/OFF each type of notification as well for the doorbell (Figure3).

All the notifications can be set to OFF from first option ‘All push notifications’ (Figure3).

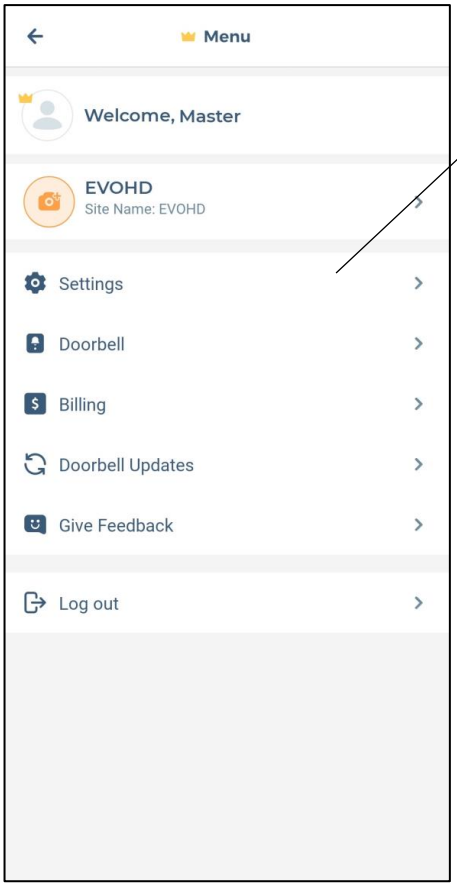


Figure 1

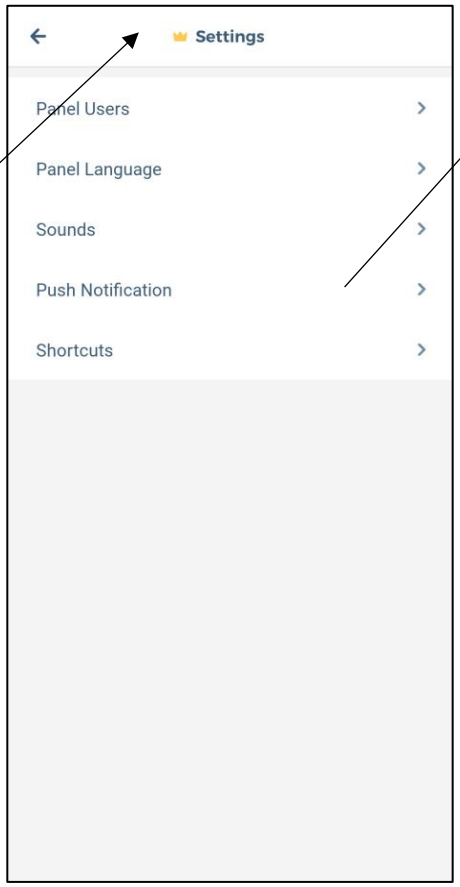


Figure 2

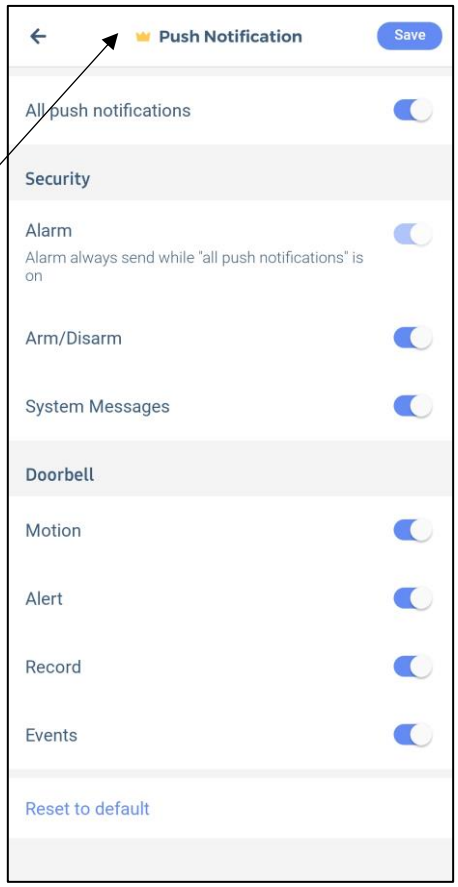
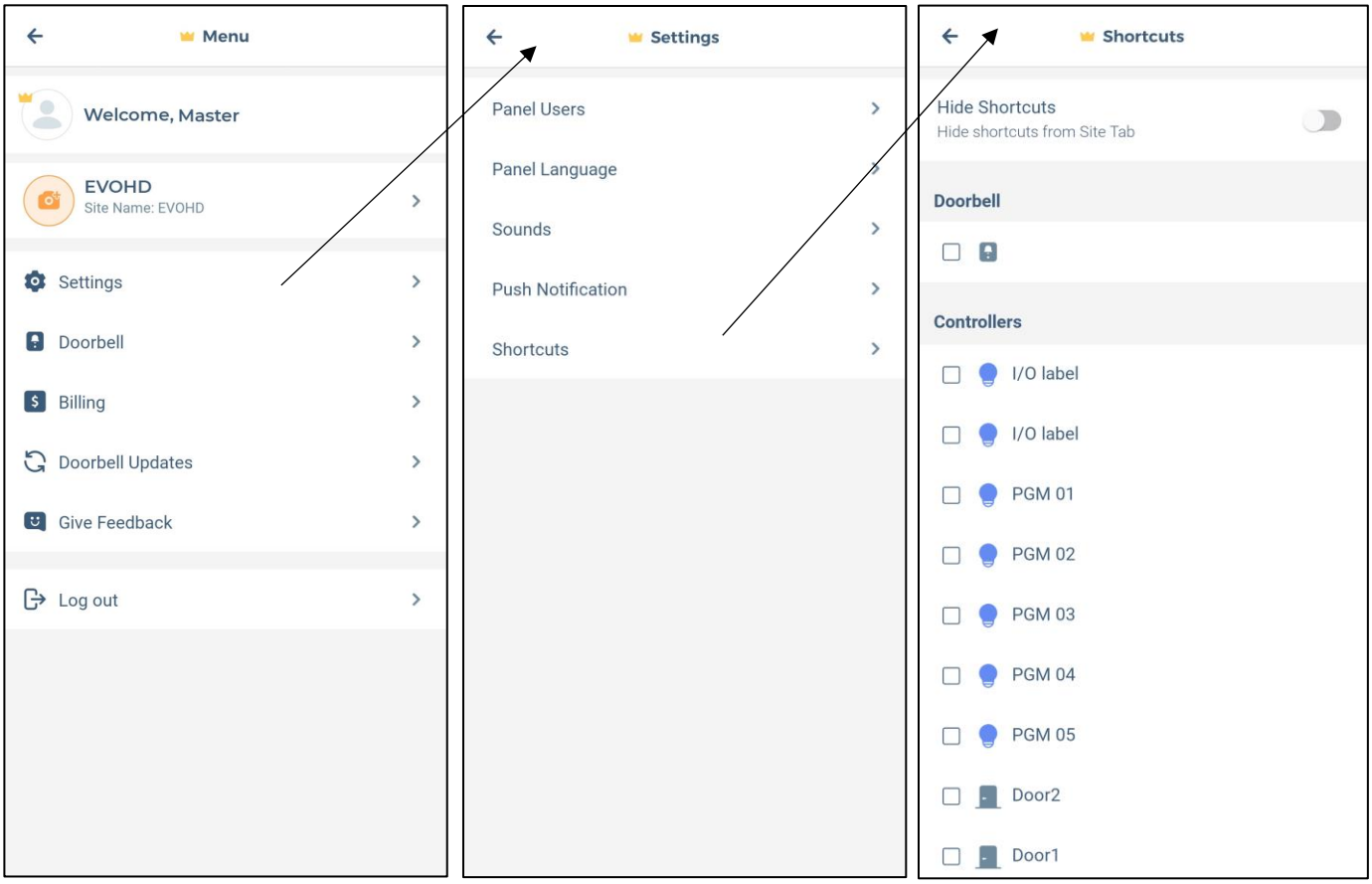


Figure 3

7.6 Settings – Shortcuts

From the shortcut list (Figure 3) selecting the desired outputs, including the doorbell, these will be added in the security screen as shortcuts. The user can create a PGM/Door shortcut in the security page. Once the “+” button is pressed, the user can select what PGM/Door shortcuts will be shown in the security screen.

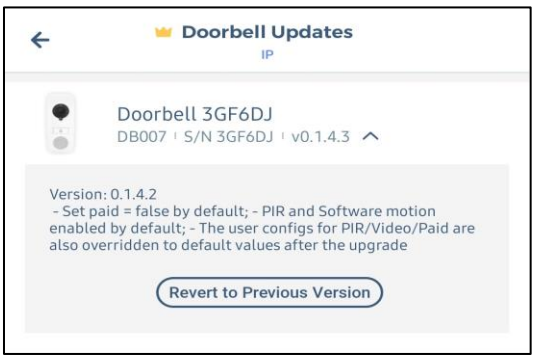


7.7 Settings – Doorbell

Please refer to section 6.2.1 page 22.

7.8 Doorbell Updates

Here you can check the current Doorbell firmware and update it. The DB7 can also be reverted to the previous version..



7.9 Settings - Billing

The Billing menu (Figure 1) can be used for choosing a subscription plan when the trial (30 days) or current plan expires. **Please note that this menu is available only for the master user.**

There are two Swan service plans available:

- 1 year subscription for 14$ (USD + VAT if applicable)
- 3 years subscription for 38$ (USD + VAT if applicable)

In this window there is also information about the remaining days and the renewal date of the site (Figure 2)

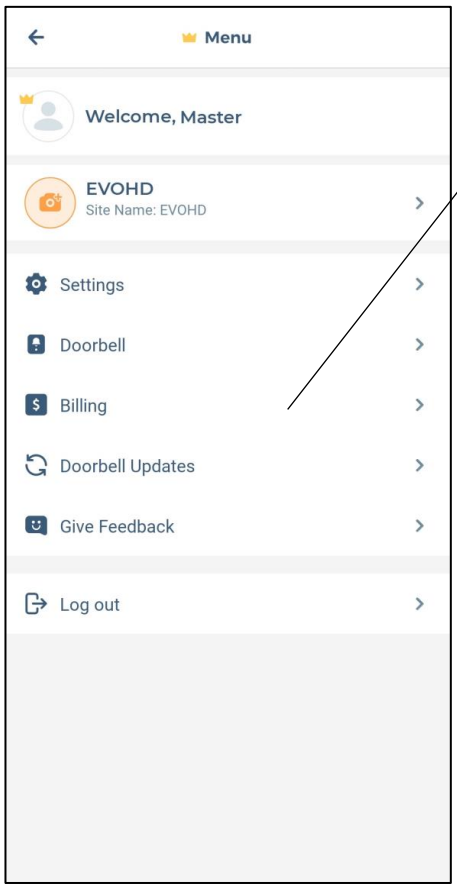


Figure 1

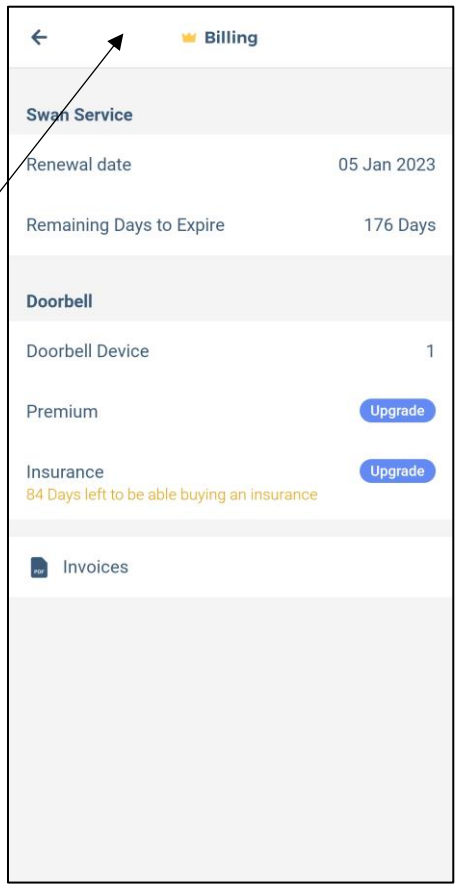


Figure 2

To pay for a site, please choose a payment plan and press the **Next** button (Figure 3&4).

Additional to the Swan service plan, a Premium plan for the Doorbell can be added, as well as the insurance for it. As Swan service plan can be purchased for 1 year or 3 years where discounts are included.
Please note that the Premium and Insurance plan for the Doorbell will be calculated based on the site expiry date. The subscription for doorbell will end in the same time with the site expiration date.

A new window will open (Figure 5) to enter the billing information as individual or as a company.

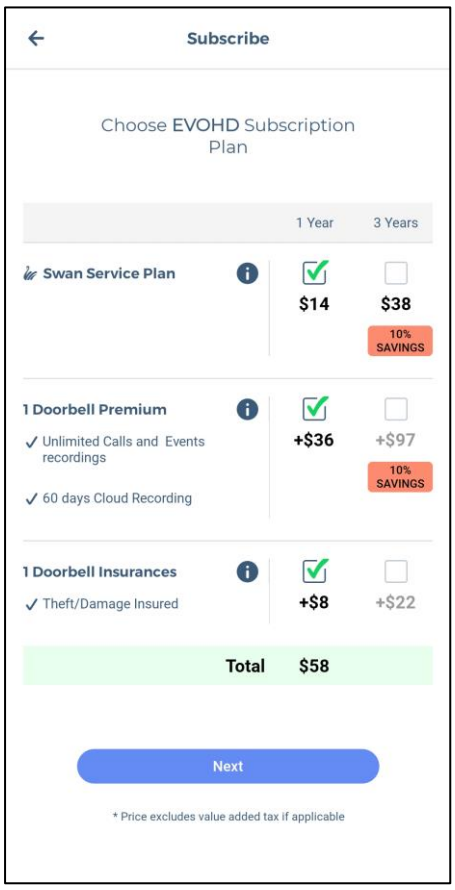


Figure 3

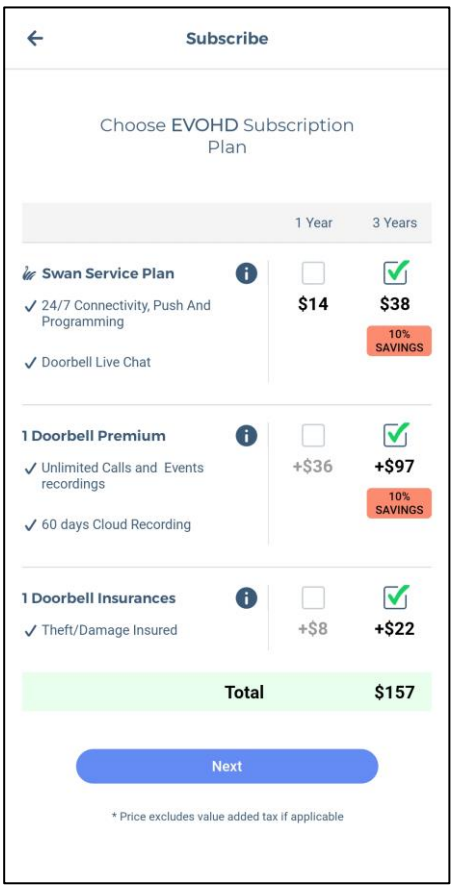


Figure 4

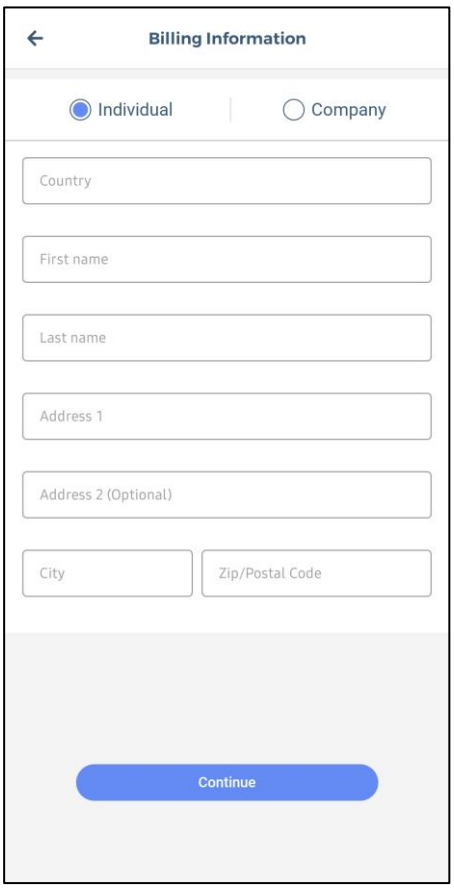


Figure 5

Once all the required mandatory information has been filled, you will be redirected to payment options, by credit card or through Google Pay for Android or Apple pay for IOS (Figure6)

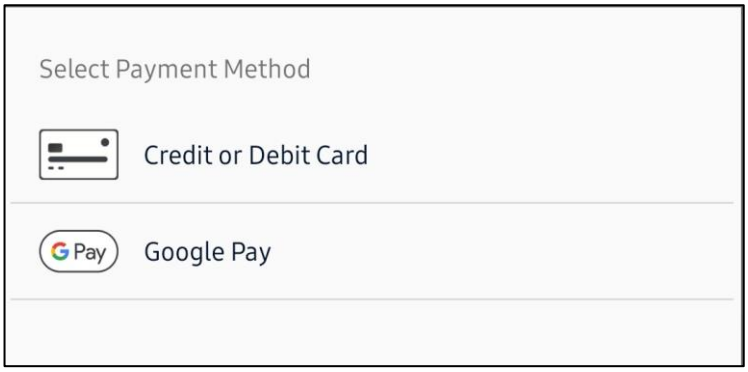


Figure 6

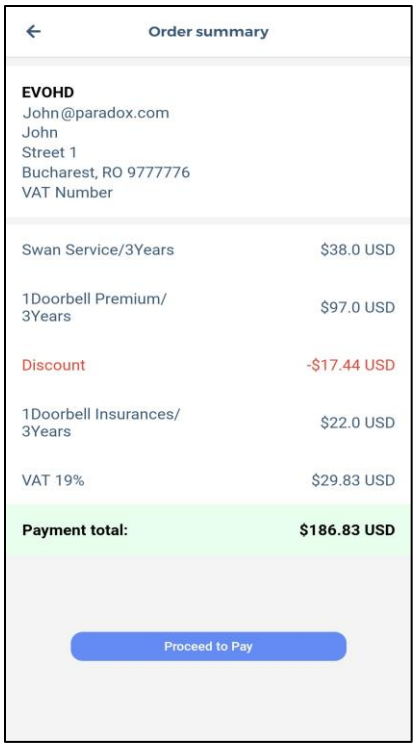


Figure 7

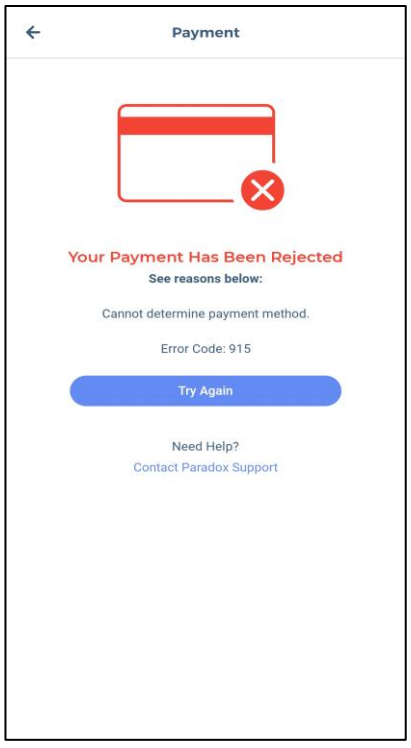


Figure 8

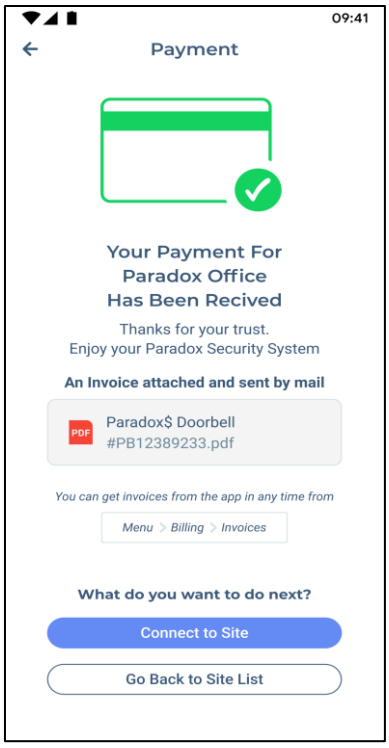


Figure 9

Once the payment is completed, one of the following statuses will be returned: payment failed (Figure 8) or payment successful (Figure 9).

If a payment failure message is received, this might be due to one of the following reasons:

- Insufficient funds on the credit card
- Credit card credentials not entered correctly
- Transaction rejected by the bank or card issuer

In case the transaction is rejected, please contact your bank or card issuer. You can also pay with Google Pay or Apple Pay, but the service needs to be configured on the device (phone) first.
Paying with Google Pay or Apple Pay may be successful if other payments are not, as it`s already validated.

Note: Only Master Card and Visa debit/credit cards are supported for now.

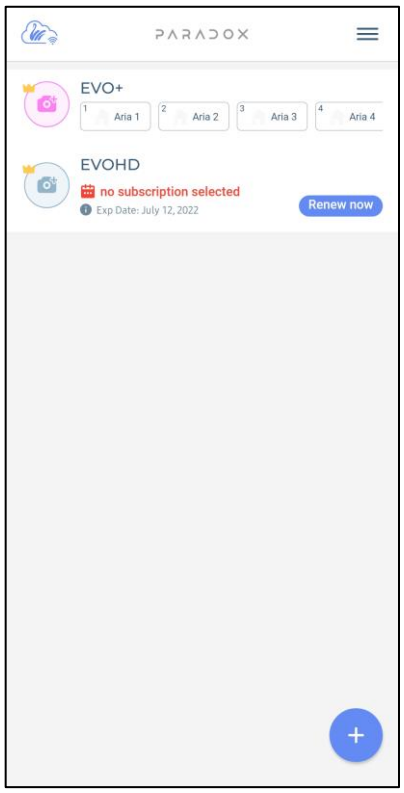


Figure 10

Once a site expires, the app will display the message' no subscription selected' under site name (Figure 10).
Pressing the icon "RENEW NOW" will open the payment menu, showing the subscription options.
When the site expires, any user can renew it, not only the master user.

7.10 General Settings - Feedback

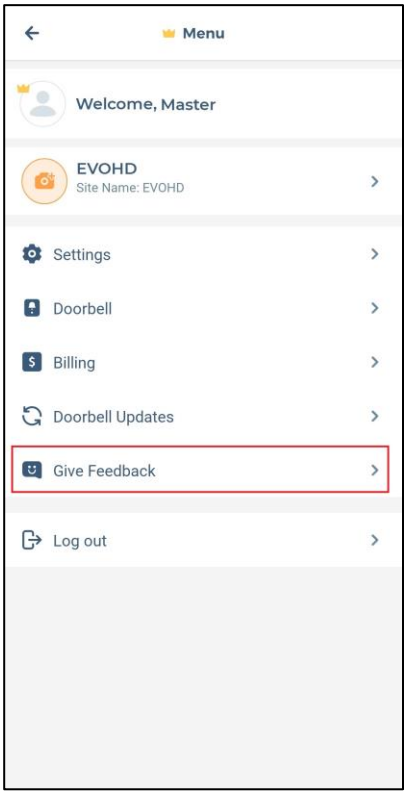


Figure 11

This feature can be used for sending general feedback or for reporting a bug found in BlueEye (Figure11).