

Instruction Manual

Software for Vimar By-phone mobile phones for Apple iPhone and WindowsPhone

User Manual

CAUTION:

In this manual, the software features are described using the graphical interface of the Apple iPhone. For WindowsPhone functions used are the same and the procedures to be followed are absolutely identical to those for the iPhone.

Vimar End-User License Contract

VIMAR SpA located in Marostica (VI), Viale Vicenza n. 14, licensee of the software named Vimar By-phone, through this contract grants the license of use of the aforementioned program.

VIMAR SpA shall not be held liable for any damage caused by improper use of the Vimar By-phone program, in particular for direct or indirect damage to persons, property, and/or animals due to economic loss that may occur as a result of the use of the software.

VIMAR SPA reserves the right to make any changes to improve the features of the aforementioned software without advance notice. It is prohibited to modify, translate, adapt, or create applications based on the Vimar By-phone software, without prior written consent from VIMAR.

The user must verify the suitability of the program to his needs, and interpret the results to verify the consequences of the design choices made.

All risks concerning the results and performance of the program are assumed by the user.

Unauthorized duplication of the program is prohibited.

This program is not for sale and is distributed free of charge.



Contents

1. Minimum requirements	2
2. Program installation	2
3. Functional description of the software	2
4. Application	3
4.1 First start-up	3
4.2 Configuration screen of a communicator device	3
4.3 Configuration of a command device	5
4.4 Notes for "HVAC" device configuration with GSM-BUS art. 01942	6
4.5 Configuration and request remaining credit	7
4.6 New SAI commands	8
4.7 Image manager screen	8
4.8 Class - Language - Type management	9
5. Sending a command	10
5.1 Sending a Command to an On/Off device	10
5.2 Sending a Command to a Climate device	10
5.3 Activation of a Scenario	12
5.4 Sending a Command to an AIS device	12
6. Intermediate screens	13
6.1 Communicators summary screen	13
6.2 Access with password	14
6.3 Devices list	15
6.4 Favorites card	16
7. Support features	17
7.1 Settings	17
7.2 Configuration of the sound effects	18
7.3 Help page	19
7.4 Warning messages	19
8. Appendix	20
8.1 Characteristics summary of the configurable devices and communicators	20
8.2 Frequently asked questions	23
8.3 Vimar technical service request	24

Requirements - Installation - Functional description

1. Minimum Requirements

The software is supported by the iPhone 3GS and iPhone 4G devices with operating system iOS 4.0 or higher. The Apple devices with operating systems prior to than the version iOS 4.0 or lacking the SMS support (such as iPodTouch and iPad) are not supported.

The application is available in Italian, English and Spanish; the language used on the display depends on the specific settings of the user device.

Attention: Make certain to verify that the firmware version declared by the mobile phone manufacturer satisfies the requirements for use of the Vimar By-phone software.

2. Program installation

The installation of the program occurs according to the specific procedures of the iPhone system which can be downloaded from the AppStore portal for consultation.

3. Functional description of the software

The software offers the possibility to interact with the Vimar GSM communicators 01941 and 01942, for all the following plant types:

- **Radio Frequency** with ClimaRadio;
- **Twisted Pair** with one of the following Vimar control units: 14510, 16950, 20510, 01950, 01951, 01952, 01956, 01958 and 01960.

Furthermore, the application also offers the possibility to interact with the ClimaPhone GSM timer thermostats 01913.

In particular, the software allows you to do the following:

- query the communicator about the system status
- give commands to the system devices via SMS through an icon menu

Attention: The GSM communicators 01941 and 01942 and the ClimaPhone timer thermostat, after having carried out the commands sent through the Vimar By-phone software, send one or more confirmation SMSes to the mobile phone. These SMSes are not displayed by the Vimar By-phone application but are received by the telephone within the appropriate received messages folder.

Application

4. Application

4.1 First start-up

To ensure that the application works correctly, you must enter the data of a Vimar GSM communicator and some information on the devices this communicator allows you to control.

After having finished the configuration procedure correctly, it will be possible to send status requests and/or commands to the By-me plant devices (the commands associated with the various devices and the procedures for sending them are detailed in Chapter 5).

At the first start-up, the application displays the communicator device configuration page (figures 1); in order to perform this configuration, you must enter the requested data and select the **Save** button (the fields to be completed are described in paragraph 4.2).

After having concluded the communicator configuration correctly, you must enter the information regarding the devices you want to control (for all the details, see paragraph 4.3).

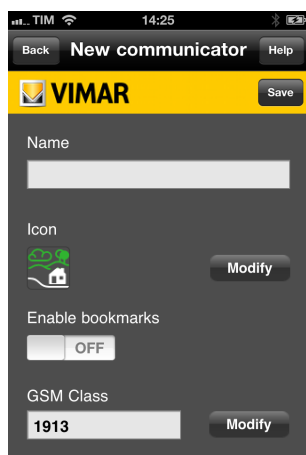


Figure 1 - 1st



Figure 1 - 2nd

4.2 Configuration screen of a communicator device

This screen is displayed at the first start-up of the software when no communicator has been configured yet. The figures on the page to the side illustrate the **New Communicator** screen in which you must specify:

- **Name:** description of the plant (e.g. City home, Mountain home, etc.).
- **Icon:** image associated with the communicator. The image can be modified using the **Modify** key, which displays the **Image Manager** screen for selection of the icon to be associated (paragraph 4.4).

Application

- **GSM Class:** model of the Vimar GSM communicator and any components installed. The GSM class of a communicator can be modified using the **Modify** key which displays the **Class Manager** screen. The application allows you to select from the following GSM classes:

- **01913**, GSM timer thermostat;
- **01941 with RF**, GSM Communicator 01941 installed together with the bidirectional radio-frequency system (01931) communication interface;
- **01941 with TP**, GSM Communicator 01941 installed together with the BUS system (01848) internal communication interface;
- **01942**, GSM Communicator 01942.

- **Enable favorites:** activates management of the **Favorites** (see paragraph 6.3) for the communicator.

- **Language:** language of the communicator. The language of a communicator can be modified using the **Modify** key which displays the **Language Manager** screen (fig. 3).

- **Telephone number:** telephone number associated with the GSM card present in the communicator to which the application will send the commands; this field accepts only numerical digits.

- **Access with password:** enabling of the user code request at the first attempt to access the communicator each time the application is started (if enabled, the screen shown in paragraph 6.2 will be displayed).

- **User Code** and **User Code Confirmation:** numerical code with a length of 4 to 10 digits; this code is used by the system for security purposes and must coincide with the user code set on the communicator.

If the data entered is complete and correct, the application will provide for the creation of a new communicator, which will be added to the list of communicators in the Communicators List screen. The application can manage up to 4 different communicators, each of which can be associated with a specific plant.

Buttons:

- **Save:** Allows the user to save the configuration entered and return to the **Settings** page.
- **Help:** Opens the contextual help window.
- **Back:** If at least one communicator has already been defined, this button allows the user to return to the **Settings** page, otherwise the option is not visible.



Figure 2

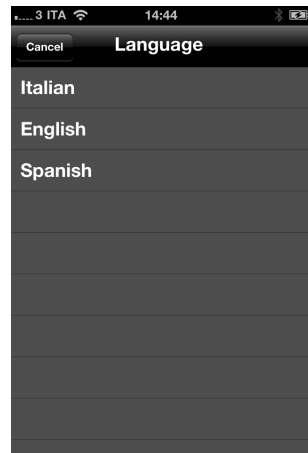


Figure 3

Application

4.3 Configuration of a command device

This screen can be used to enter the information regarding a device to be controlled.
The application requires the user to enter the following data:

- **Name:** description of the device and/or its functions (for example: "Entrance light", "Sprinkler", "Thermostat", etc.).
- **Type:** Device type. The type can be modified using the **Modify** key which displays the **Type Manager** screen (figure 5).

The application allows you to select from the following device types:

- **On/Off:** represents a device that can be in the on or off state (for example, an On/Off group or group with on-board relay, etc.).
- **Climate:** represents a thermostat device that manages the climate function;
- **Scenario:** represents a fictional device that allows activation of a scenario;
- **AIS:** represents the anti-intrusion system.

- **Icon:** allows the user to associate an image with the device; this image can be modified using the **Modify** key which displays the **Image Manager** screen.

By default, the application suggests the icon regarding the type of device.

- **Enable Favorites:** if selected, this option allows the user to include the device in the **Favorites Screen** (see paragraph 6.3);

- **GSM ID Code:** code which distinguishes the device in an unambiguous manner within the system (for further details, see the Appendix).

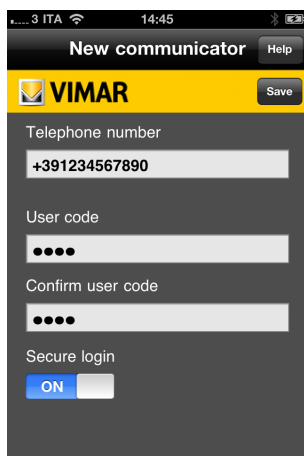


Figure 4

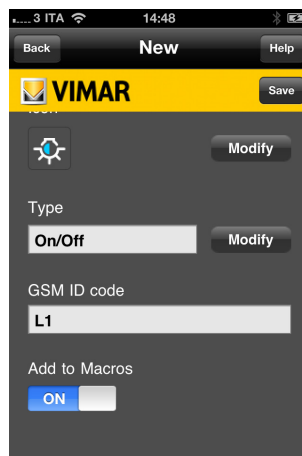


Figure 5

Application

Buttons:

- **Save:** Allows the user to save the configuration entered and return to the previous page.
- **Help:** Opens the contextual help window.
- **Back:** Allows the user to return to the previous page.

4.4 Notes for "HVAC" device configuration with GSM-BUS art. 01942.

If there is not the mode for setting the .csv file created using EasyTool Professional 2.5 or later (can only be used on Android platforms), you can use the SMS command to read the thermostat pairing specified below to get the reply SMS providing helpful information on configuring the single HVAC devices when adding thermostats in the App.

To read the data for the pairing created on 01942, send an SMS with the form:

`<user code>.?CSET`

The reply SMS from GSM-BUS 01942 will provide a list of the thermostats paired with the control panel HVAC zones that can then be controlled remotely via the ByPhone App.

For Sw versions lower than 2.10 for the 01942, the SMS will take the following form:

GSM-BUS 1/1

C1: z<HVAC zone>,<control panel address> or 0x <hexadecimal control panel address>

C2: z<HVAC zone>,<control panel address> or 0x <hexadecimal control panel address>

where the parameter C1, C2, ... C40 representing the thermostat/HVAC zone saved on the device 01942 must match the "GSM ID" label to add to the new HVAC device added to the ByPhone App. For more details see par. 12.6 of the Instruction Manual for device 01942. Data of thermostats Cn with no pairing will not be displayed).

Starting from firmware version 2.10 of the GSM-BUS 1942, the reply SMS, for each HVAC zone C<n>, recorded on the 01942, will give the fields for <Thermostat type>, and possibly also the <label> field (restricted to the first 8 zones C1..C8) helpful for the user to specify respectively the settings of "Thermostat Type" and an alternative label to C<n> to be entered in the "GSM ID" field on the page for setting HVAC devices in the ByPhone App:

GSM-BUS 1/1

C1: z<HVAC zone>,<dec control panel address>,<Thermostat Type>, <label-GSM ID alternative to C1>

C2: z<HVAC zone>,<dec control panel address>,<Thermostat Type>, <label-GSM ID alternative to C2>

where the <Thermostat Type> field:

"0": Thermostat in HVAC zone C on 01942 (HVAC zone z<x> of the control panel) of the standard type (art. 20513-19513-16953-14513, 20514-19514-16954-14514)

"1": Touch thermostat (art. 02951) or By-me temperature probe (art. 20538-19538-14538)

<label-GSM ID alternative to Cn> is the alternative string/label to C<n>. Customizing the "GSM ID" field with a different string to the default one (e.g. for HVAC devices, other than C1..C8) must reflect the value set on the device (01942 or 01913) via EasyTool Professional or the SMS alternative for setting the label specified in the device's user manual (par. 13.1.1 GSM-BUS 01942 Installer manual).

NB: The presence of touch thermostats (art. 02951) or temperature probes (art. 20538-19538-14538) in the By-me system will be provided only if the GSM-BUS Communicator 01942 was enrolled in a By-me system equipped with a control panel 21509 with Sw vers. 4.02 or later.

Application

4.5 Configuration and request remaining credit



Figure 6

Warning: The request function remaining credit can only be activated if the devices are updated 01942 and 01913 respectively to 2.07 and version 2.00 or later.

The device update is made to payment by contacting the Service Center nearest Vimar.

4.6 New SAI commands



Figure 7



Figure 8

Application



Figure 9

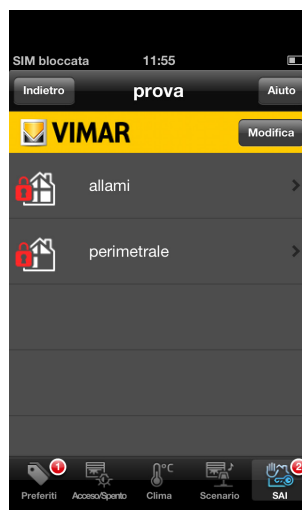


Figure 10

4.7 Image manager screen

From the communicator devices and command devices configuration pages, it is possible to access the **Image Manger** screen for selection of the icon.

The image manager screen displays only those images that can be associated with the device which is being configured. Clicking on an image selects that image, and the application returns to the previous screen.

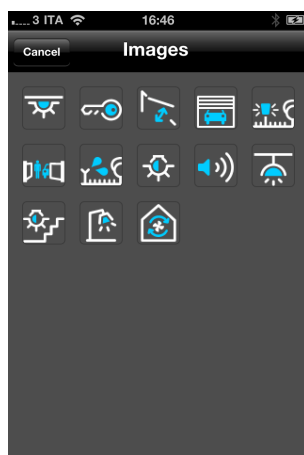


Figure 11

Application

Buttons:

- **Back:** Allows the user to return to the previous page without saving the modifications made.

4.8 Class - Language - Type management

From the communicator devices and command devices configuration pages, it is possible to access the **Class Manager**, **Language Manager** and **Type Manager** pages.

On each of these screens is shown the list of possible alternatives among which the user can choose and the current setting selected; the desired selection is made by clicking on an item in the list, and then the application returns to the previous screen.



Figure 12

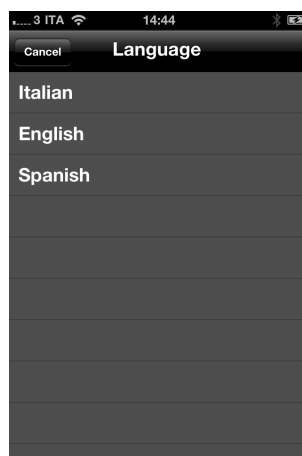


Figure 13

Buttons:

- **Back:** Allows the user to return to the previous page without saving the modifications made.

Sending a command

5. Sending a command

The selection of a command to be sent to a communicator in order to control a specific device can produce one of two behaviours depending on the type of command selected:

- **Direct send:** the application displays the **Send SMS Confirmation** screen which allows the user to authorize the sending of the message.
- **Set parameters and send:** the application displays the **Enter Parameters** screen for the setting of the parameters required by the command (password, temperature, start time, etc.).

Once the parameters have all been entered correctly, the application displays the **Send SMS Confirmation** page which allows the user to send the message.

In the Appendix, on page 20, there is a list of all the commands divided by type of communicator and type of device.

5.1. Sending a Command to an On/Off device

The On/Off type devices recognize three different types of commands:

- **Status:** request for the status of a device;
- **Activate:** switch-on/activation of the device.
- **Deactivate:** switch-off/deactivation of the device.

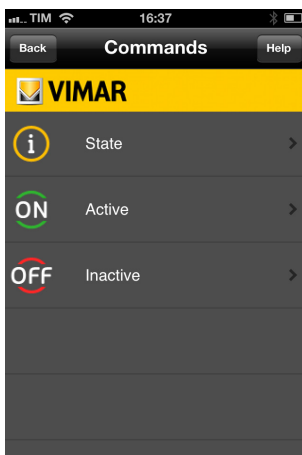


Figure 14

5.2. Sending a Command to a Climate device

This type of device can be set in the principal operating modes of the timer thermostat; it is possible to request its status and the values regarding the temperature thresholds can be set.

Sending a command

The library of commands available is provided below.

It should be noted that not all the communicators support the entire list of commands; thus only the supported commands will be displayed for each communicator

- **Status:** Request for the status of the thermostat.
- **Manual:** Setting of MANUAL operation of the thermostat.
- **Auto:** Setting of AUTOMATIC operation of the thermostat.
- **Anti-freeze:** Setting of ANTI-FREEZE operation of the thermostat.
- **Off:** Setting of OFF operation of the thermostat.
- **Timed Manual:** Setting of TIMED MANUAL operation of the thermostat.
- **Temperatures:** setting of the temperature levels for the AUTOMATIC operation of the thermostat.
- **Temperature values:** request for the temperature levels in the AUTOMATIC operation of the thermostat.
- **T Alarm:** setting of the lower and upper alarm temperature thresholds for the thermostat.

If the **Manual**, **Anti-freeze**, **Timed manual**, **Timed off**, **Temperatures** or **T Alarm** mode is selected, the sending of the SMS is preceded by another screen in which, depending on the type of command, the temperature, level or number of hours of Off or On is requested.

With regard to the temperature, the application is structured so that a value between 5.0 and 35.0 is entered in all cases except the anti-freeze mode, where the value must be between 4.0 and 15.0.

With regard to the number of hours, the value set must be between 0 and 99.

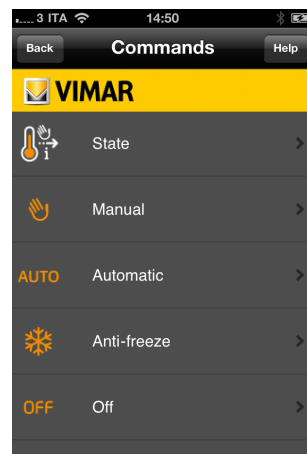


Figure 15

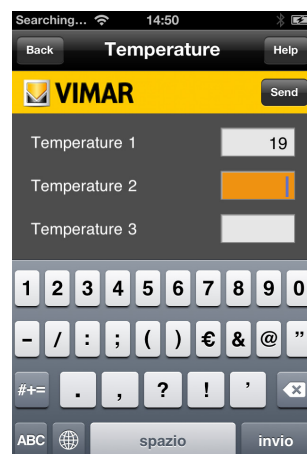


Figure 16

Sending a command

5.3. Activation of a Scenario

The Scenario type devices have no status and can only be activated.

During the selection of a scenario from the **Devices List** of a communicator, the application displays the **Send SMS Confirmation** screen directly without proceeding with the display of the **Commands List** of the selected scenario.

5.4. Sending a Command to an AIS device

These types of devices recognize three different commands:

- **Status:** Request for the status of the anti-intrusion system;
- **Activate:** switch-on/activation of the anti-intrusion system;
- **Deactivate:** switch-off/deactivation of the anti-intrusion system.

Given the importance of this type of command, an additional security level has been included in the application. Once one of the above commands has been selected, the application requests that the user enter the **User Code** which was entered during configuration of the communicator device. The user can make up to 5 attempts to enter the correct user code; in the event these attempts fail, it will be impossible to send commands until the code has been reset using the configuration page of the communicator.

Intermediate screens

6. Intermediate screens

6.1. Communicators summary screen

When the application is started, if at least one communicator device has been configured correctly, the application will display the **Communicators List**.

The user can then select the desired communicator for access to the associated **Devices List**.

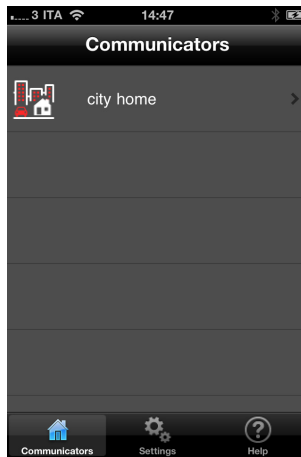


Figure 17

Buttons:

- **Settings:** Displays the **Settings** screen of the application.
- **Help:** Opens the contextual help window.

Intermediate screens

6.2. Access with password

If the **Access with password** item has been selected during the configuration/modification of the communicator, before being able to access the functions offered by the communicator, the user is requested to enter the configured user code.

The user can make **up to 5 attempts**, at the end of which the user code is reset to the factory value "0000"; thus it will be necessary to re-enter the value associated with the GSM Communicator installed on the plant which the user desires to manage.

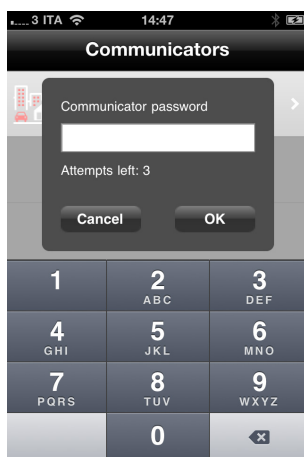


Figure 18

Intermediate screens

6.3. Devices List

The **Devices List** screen allows the user to display all the devices associated with the selected communicator; the devices associated with each type are grouped into cards.

The selection bar located in the lower part of the display allows the user to select the card to be displayed; each button of the selection bar shows the number of devices associated with the specific card.

The group of types that can be selected can vary depending on the specifications of the selected communicator (for example, devices of the Scenario and AIS types are not managed by any communicator classes).



Figure 19

Buttons (common to all card types):

- **Help:** Opens the contextual help window.
- **Status:** If the selected communicator is a GSM Communicator 01942 or 01941 with TP or a GSM Timer Thermostat 01913, the **Status** command allows the sending of an SMS to display the status of all the groups associated with the communicator.
The application then displays the **Send SMS Confirmation** screen.
- **Back:** Reopens the **Communicators List** screen.

Intermediate screens

6.4. Favorites card

The devices card for the favorites type works in two modes:

- **Selection mode:** by selecting a device from the devices card for a particular type, the user goes to the display of the **Commands List** of the device or, in the case of **Scenario** type devices, to the **Send SMS Confirmation** page. The selection mode is characterized by the lines with graphic layout as shown in figure 20.
- **Modification/creation mode:** by selecting a device from the devices card for a particular type, the user goes to the display of the **Device Configuration** screen for the given device. The modification/creation mode is characterized by the lines with graphic layout as shown in figure 21.



Figure 20

Buttons:

- **Modify:** Visible only in selection mode, allows the user to go to the modification/creation mode.
- **New:** Visible only in modification/creation mode, allows the user to go to the **Create Device** screen. The button is visible only if the selected communicator has not already reached the maximum number of devices that can be controlled for a given type.
- **OK:** Visible only in modification/creation mode, allows the user to go to the selection mode.

Support features

7. Support features

7.1. Settings

By selecting the **Settings** button from the **Communicators List** page, the user can access the **Settings** screen which is dedicated to the configuration of the application and the communicators. The **Settings** page allows the user to enter the operating parameters of the program, modify the existing communicators or create a new communicator.

When a communicator is selected from the list, the application displays the Communicator Configuration screen. When the Sound Effects item is selected from the list, the application displays the Sound Effects screen.



Figure 21

Buttons:

- **Help:** Opens the contextual help window.
- **New:** Allows the user to go to the **Create Communicator** screen. The button is visible only if there are less than 4 communicators already configured in the application.
- **Back:** Returns to the **Communicators List** screen.

Support features

7.2. Configuration of the sound effects

Allows the user to associate sounds with the more important events such as:

- Send message;
- Delete;
- Save modification;
- Error;
- Application start.

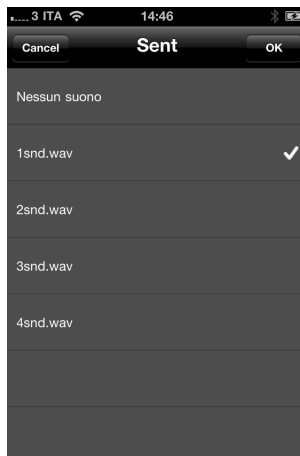


Figure 22

The sound associated with each event can also be modified using the **Modify** key, which displays the **Sounds Manager** screen for the selection of the desired sound.

When the user clicks on an item in the list on the **Sounds Manager** page, the sound is selected and reproduced in preview. The application returns to the **Sound Effects** screen when the user presses the **OK** button, which saves the modifications, or the **Back** button, which returns to the **Sound Effects** page without saving the modifications.

Buttons:

- **Help:** Opens the contextual help window.
- **Back:** Allows the user to return to the **Settings** page.

Support features

7.3. Help page

All the main screens allow the user to select, using the **Help** button, the contextual explanation of the current screen's functions.

7.4. Warning messages

Often, when performing a modification, deletion or sending operation, the application displays warning messages.

These messages may involve warnings of incorrect settings, suggestions on filling in the fields and confirmations of operations which have been carried out.

Appendix

8. Appendix

8.1 Characteristics summary of the configurable devices and communicators

8.1.1 Configuration of a GSM Communicator 01941 with RF

The GSM Communicator 01941, installed together with the bidirectional radio-frequency system (01931) communication interface, can control (the # symbol indicates the number of the device to be controlled):

Climate devices

- Configurable devices: up to 4.
- GSM ID code "C#" or customized
- Available commands:
 - Set OFF mode.
 - Set OFF AT END mode.
 - Set MANUAL mode.
 - Set TEMPORARY MANUAL mode.
 - Set AUTOMATIC mode.
 - Set ANTI-FREEZE mode.
 - Set ANTI-FREEZE mode Temperature level.
 - Set AUTOMATIC mode Temperature levels T1, T2 and T3.

Relay devices:

- Configurable devices: up to 2.
- GSM ID code "R#" or customized
- Available commands:
 - Activation.
 - Deactivation.
 - Status request.

8.1.2 Configuration of a GSM Communicator 01941 with TP or a GSM Communicator 01942

GSM Communicator 01941 installed alone or together with the BUS system (01848) internal communication interface:

On / Off devices also called on/off groups:

- Configurable devices: up to 8.
- GSM ID code "GR#" or customized
- Available commands:
 - Activation.
 - Deactivation.
 - Status request.

Appendix

Scenarios:

- Configurable scenarios: up to 32.
- GSM ID code "SC#" or customized for the first eight indices
- Available commands: activation only.

Climate devices:

- Configurable devices: up to 40.
- GSM ID code "C#" or customized for the first eight indices
- Available commands:
 - Activation.
 - Deactivation.
 - Status request.
 - Set OFF mode.
 - Set OFF AT END mode.
 - Set MANUAL mode.
 - Set TEMPORARY MANUAL mode.
 - Set AUTOMATIC mode.
 - Set ANTI-FREEZE mode.
 - Set AUTOMATIC mode Temperature levels T1, T2 and T3.
 - Status request.

Relay devices:

- Configurable devices:
 - up to 2 for the communicator 01941.
 - 0 for the communicator 01942.
- GSM ID code "R#" or customized
- Available commands:
 - Activation.
 - Deactivation.
 - Status request.

AIS plant:

- Configurable plants: 1
- GSM ID code "SAI"
- Possible commands:
 - Activation.
 - Deactivation.
 - Status request.

Appendix

8.1.3 Configuration of a GSM Timer Thermostat 01913

The GSM Timer Thermostat 01913 can control:

Climate devices

- Configurable devices: 1
- GSM ID code "C1" or customized
- Available commands:
 - Set OFF mode.
 - Set OFF AT END mode.
 - Set MANUAL mode.
 - Set TEMPORARY MANUAL mode.
 - Set AUTOMATIC mode.
 - Set ANTI-FREEZE mode.
 - Set AUTOMATIC mode Temperature levels T1, T2 and T3.
 - Read temperature levels T1, T2, T3.
 - Status request.
 - Set upper temperature threshold for 'temperature out of range' alarm (upper).
 - Set lower temperature threshold for 'temperature out of range' alarm (lower).

Relay devices:

- Configurable devices: 1
- GSM ID code "R1" or customized
- Available commands:
 - Activation.
 - Deactivation.
 - Status request.

8.1.4 Summary of the GSM identification divided up by device

Device	On/Off	Comfort	Scenarios	AIS
GSM Communicator 01941 with ClimaRadio	R1, R2	C1 - C4	-	-
GSM Communicator 01941 with By-me system	R1, R2, GR1 - GR8	C1 - C40	SC1 - SC32	AIS
GSM Communicator 01942	GR1 - GR8	C1 - C40	SC1 - SC32	AIS
GSM Timer thermostat 01913	R1	C1	-	-

Appendix

8.2 Frequently asked questions

■ How do you enter a new communicator ?

Up to a maximum of 4 communicator devices can be entered. To add a new communicator device, just select the **Settings** button from the **Communicators List** screen to access the **Settings** page.

Then select the **New** button (if this button is not present, this means that the maximum number of configurable devices has been reached); then carry out the same procedure used for the first configuration (see paragraph 4.2).

■ How do you modify some characteristics of a communicator device ?

Just select the **Settings** button from the **Communicators List** screen to access the **Settings** page. Now just select the device you would like to modify and proceed as you did in the first configuration. It is recommended that you do not modify the **GSM Class** field, in order to prevent any malfunctioning (for all the details, see paragraph 4.2).

■ How do you enter the data of a new device to be controlled ?

After having selected a communicator device, from the **Devices List**, select the type of device you intend to add and select the **Modify** button to go to the modification/creation mode.

In the modification/creation mode, select the **New** button (for information on how to fill in the fields, see paragraph 4.3).

■ How do you modify the settings of a device to be controlled ?

After having selected a communicator device, from the **Devices List**, select the type of device you intend to add and select the **Modify** button to go to the modification/creation mode.

In the modification/creation mode, select the device you want to modify (for information on how to fill in the fields, see paragraph 4.3).

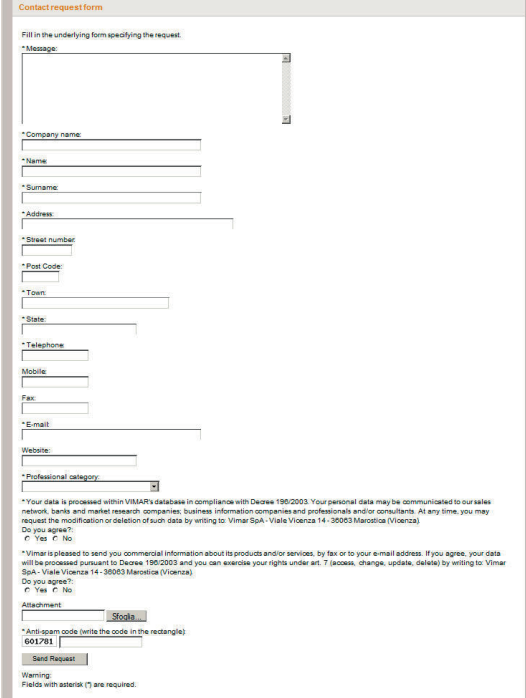
■ Why don't I receive a confirmation SMS after having sent a command ?

Check that the communicator number entered is correct, or check the exactness of the **User Code**.

Appendix

8.3 Vimar technical service request

In the event of problems or malfunctioning regarding the Vimar By-phone software, contact the customer care service by connecting to the site www.vimar.com and fill in the form that can be found in the **"Contact us – Direct line"** If you wish to send us a **request** section.



Contact request form

Fill in the underlying form specifying the request:

*Message:

*Company name:

*Name:

*Surname:

*Address:

*Street number:

*Post Code:

*Town:

*State:

*Telephone:

Mobile:

Fax:

*E-mail:

Website:

*Professional category:

*Your data is processed within VIMAR's databases in compliance with Decree 196/2003. Your personal data may be communicated to our sales network, banks and market research companies, business information companies and professionals and/or consultants. At any time, you may request the modification or deletion of such data by writing to: Vimar SpA - Viale Vicoenza 14 - 36063 Marostica (Vicoenza). Do you agree? ☐ Yes ☐ No

*Vimar is pleased to send you commercial information about its products and/or services, by fax or to your e-mail address. If you agree, your data will be processed pursuant to Decree 196/2003 and you can exercise your rights under art. 7 (access, change, update, delete) by writing to Vimar SpA - Viale Vicoenza 14 - 36063 Marostica (Vicoenza). Do you agree? ☐ Yes ☐ No

Attachment:

*Anti-spam code (write the code in the rectangle):
601791

Warning:
Fields with asterisk (*) are required.

Figure 23 - Vimar technical service request form

When filling in the form, **always include the following information** in the "Message" field:

- brand of mobile phone used (Apple iPhone);
- model of mobile phone used;
- telephone company managing the SIM card of the GSM and mobile phone (e.g.: TIM);
- year of purchase of the mobile phone (e.g.: 2009);
- file name of the application installed which you have downloaded from the site (e.g.: VIW_VimarBy-phone10_SY_L.jar);
- GSM appliance used (ClimaPhone GSM Timer Thermostat 01913 or GSM telephone Communicator 01941 or GSM-BUS telephone Communicator 01942);
- type of problem you are having ("Installation" or "Use").

Appendix

Once the form has been completed and sent, you will be contacted by a Vimar operator who will be happy to provide you with all the necessary technical support.

Contact request form

Fill in the underlying form specifying the request.

* Message:

Mobile phone: MORIA ES1
 Mobile network operator: Vodafone
 Year that the mobile phone was purchased: 2009
 File installed: VIV_VimarBy-phone_10_SF_L.jar
 GSM equipment: ClinePhone 01819
 Type of problem encountered: Installation

* Company name:

* Name:

Bob

* Surname:

White

* Address:

41 Tavistock Crescent

* Street number:

202

* Post Code:

W11

* Town:

London

* State:

United Kingdom

* Telephone:

Mobile:

3478859024

Fax:

* E-mail:

b.white@gmail.com

Website:

* Professional category:

Consumers

* Your data is processed within VIMAR's database in compliance with Decree 196/2003. Your personal data may be communicated to our sales network, banks and market research companies, business information companies and professionals and/or consultants. At any time, you may request the modification or deletion of such data by writing to: Vimar SpA - Viale Vicoenza 14 - 36063 Marostica (Vicoenza).

Do you agree?:

☒ Yes ☐ No

* Vimar is pleased to send you commercial information about its products and/or services, by fax or to your e-mail address. If you agree, your data will be processed pursuant to Decree 196/2003 and you can exercise your rights under art. 7 (access, change, update, delete) by writing to: Vimar SpA - Viale Vicoenza 14 - 36063 Marostica (Vicoenza).

Do you agree?:

☒ Yes ☐ No

Attachment

Sfoglia...

* Anti-spam code (write the code in the rectangle):

042684 042684

Send Request

Warning:

Fields with asterisk (*) are required.

Figure 24 - Example of filling in the form

Appendix

ATTENTION: When filling in the "Message" field of the form, **it must include all the information** listed in paragraph 8.3 on page 24; if the information provided in the form is incorrect or incomplete, the request for technical support will not be taken into consideration.



VIMAR

Viale Vicenza, 14 - 36063 Marostica VI - Italy
Tel. +39 0424 488 600 - Fax (Italia) + 39 0424 488 188
Fax (Export) + 39 0424 488 709
www.vimar.com



sw Vimar By-phone iPhone EN 06 1510
VIMAR - Marostica - Italy