

User Manual

[View Vimar Portal](#)

ELVOX Door entry

View Vimar Portal



View Vimar Portal

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1 Introduction

1.1 Acronyms and definitions

Acronym	Definition
VDES	Video Door Entry System
VVP	View Vimar Portal
MyVimar	The Vimar users database (MyVIMAR - Vimar energia positiva ¹)
VDIPM	Video Door IP Manager, the tool used by installers to install a VDES from scratch.
Card Reader Driver	The software makes it possible to read the transponder cards from the VIEW portal using the transponder reader (art. 41017).

1.2 Content of the document

This manual is structured as follows:

- a brief overview of what a riserless VDES is and how the View Vimar Portal comes into play
- a chapter describing the user and roles of the portal
- a chapter describing all the pages and features of the portal.

¹ <https://www.vimar.com/it/it/user/login>

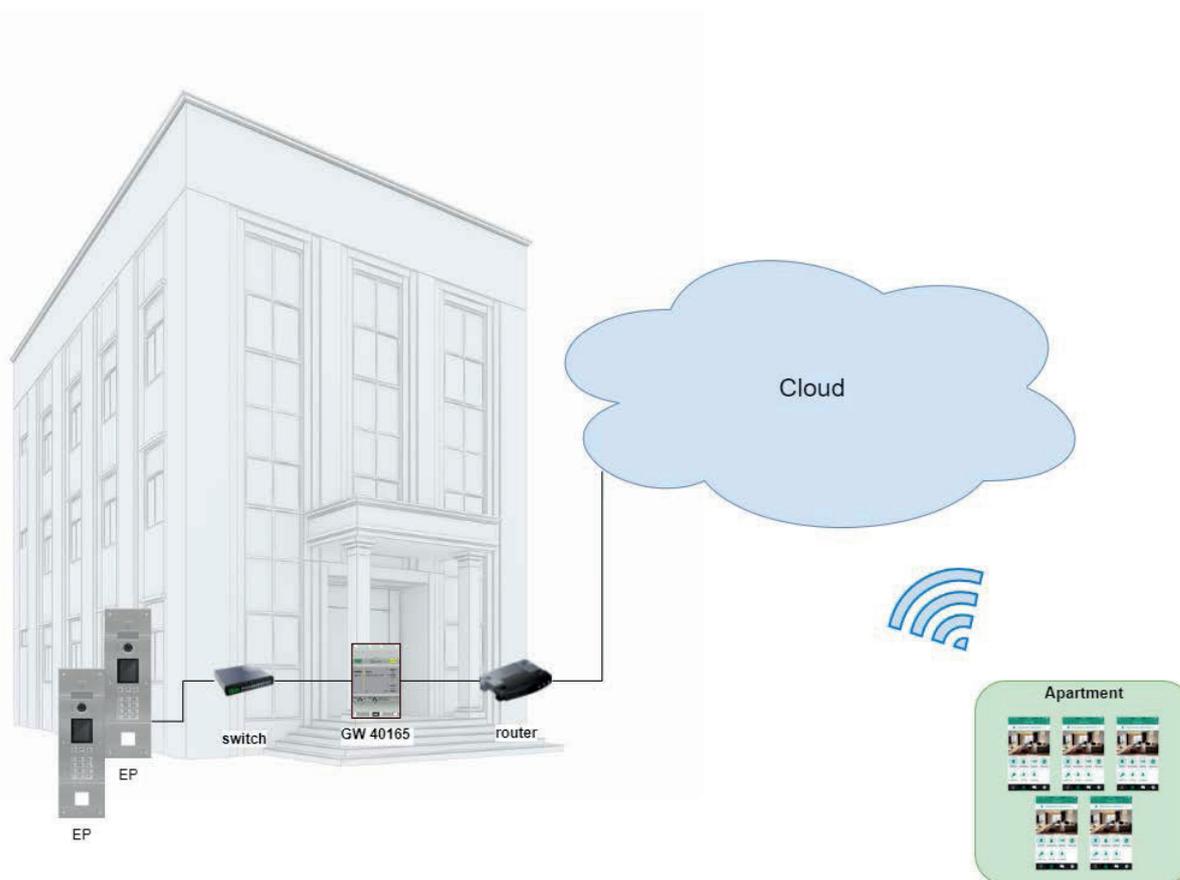
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2 Overview of the riserless system

2.1 What is a riserless VDES?

As the name suggests, a riserless VDES is a video door entry system which, in its pure version, does not contain any cabled home stations and so does not require any building vertical risers. In this kind of system, the home station functionalities are provided by an APP installed on the tenants smartphones. This implies that the building system (i.e. entry panels and accessories) must be granted permanent Internet access in order to place a call to one of the apartments.

In the Vimar riserless VDES, this is achieved by the use of a riserless video gateway (P/N 40165) that connects the building VDES to a router which in turn is connected to the Internet as shown in the following figure.



One video gateway can serve up to 100 apartments and for each apartment it is possible to activate up to 5 different mobile home stations (i.e. APP instances) as follows:

- **3 mobile home stations with video preview:** when receiving a call the APP will show you the video preview from the calling entry panel;
- **2 mobile home stations without video preview:** when receiving a call the APP won't show you the video preview. The video will be activated only upon answering the call.

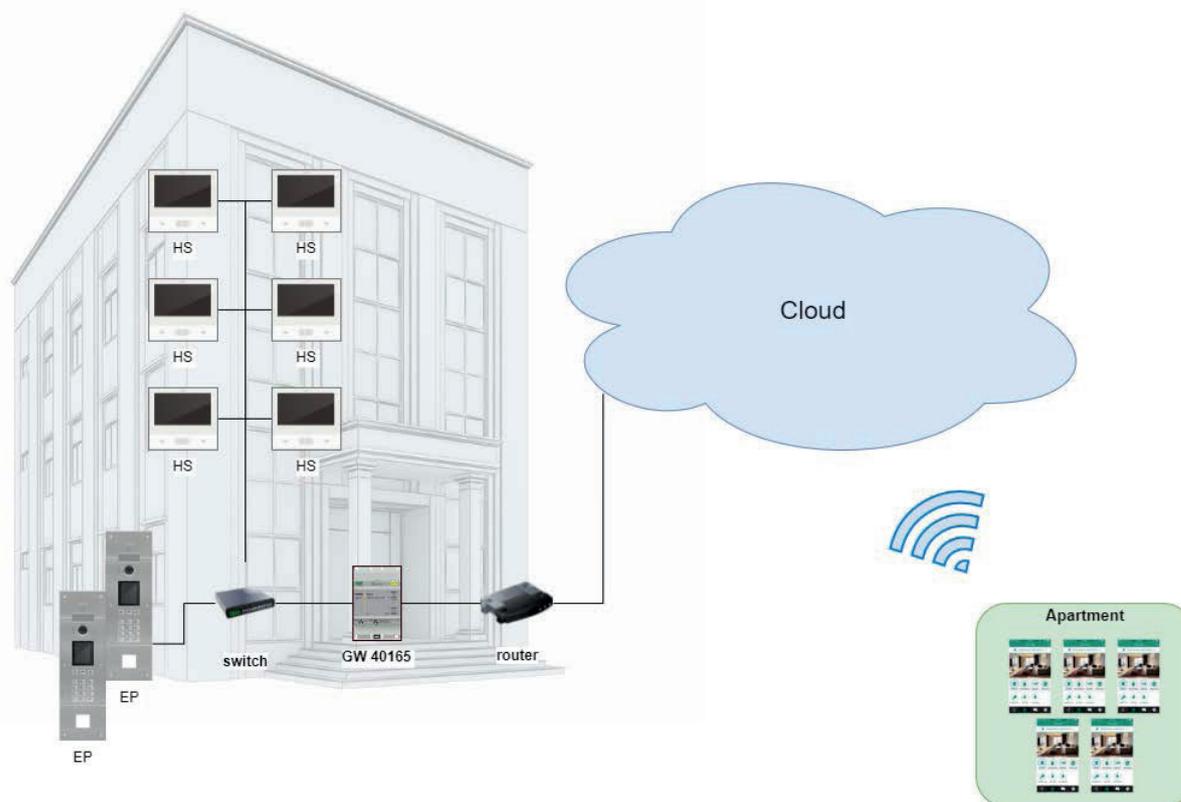
In order to provide such a service for a specific apartment, the gateway must be provided with a license for that apartment. The licenses can be loaded on the gateway via the VDIPM tool.

Last but not least, up to 16 video gateways can be installed inside the same plant for an overall 1600 apartments.

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2.2 Backward compatibility with traditional VDES

The riserless VDES does not exclude the presence of physical home stations which can be installed along with the mobile ones. The only caveat is that physical and mobile apartments will respond to different dial codes. There actually is a feature to pair a physical apartment with a mobile one by a sort of 'partnership' (see "Installer and maintainer" (chapter 5.2)).



2.3 Managing a riserless system: how the portal comes into play

A riserless VDES system is a complex and dynamic system, in that the mobile home stations are continuously subject to changes since they are associated to the person rather than the physical apartment. A person can change her/his smartphone pretty frequently, or can move to some other home. In both cases an upgrade on the system configuration is obviously needed. However, differently from traditional VDES's (where only physical home stations exist), it is not conceivable to require an intervention on premises every time a tenant operates such a change. For this and other reasons Vimar has created a cloud, web-based configuration tool to be used to manage the configuration of a riserless VDES: the View Vimar Portal which is the subject of this manual.

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3 Users and roles

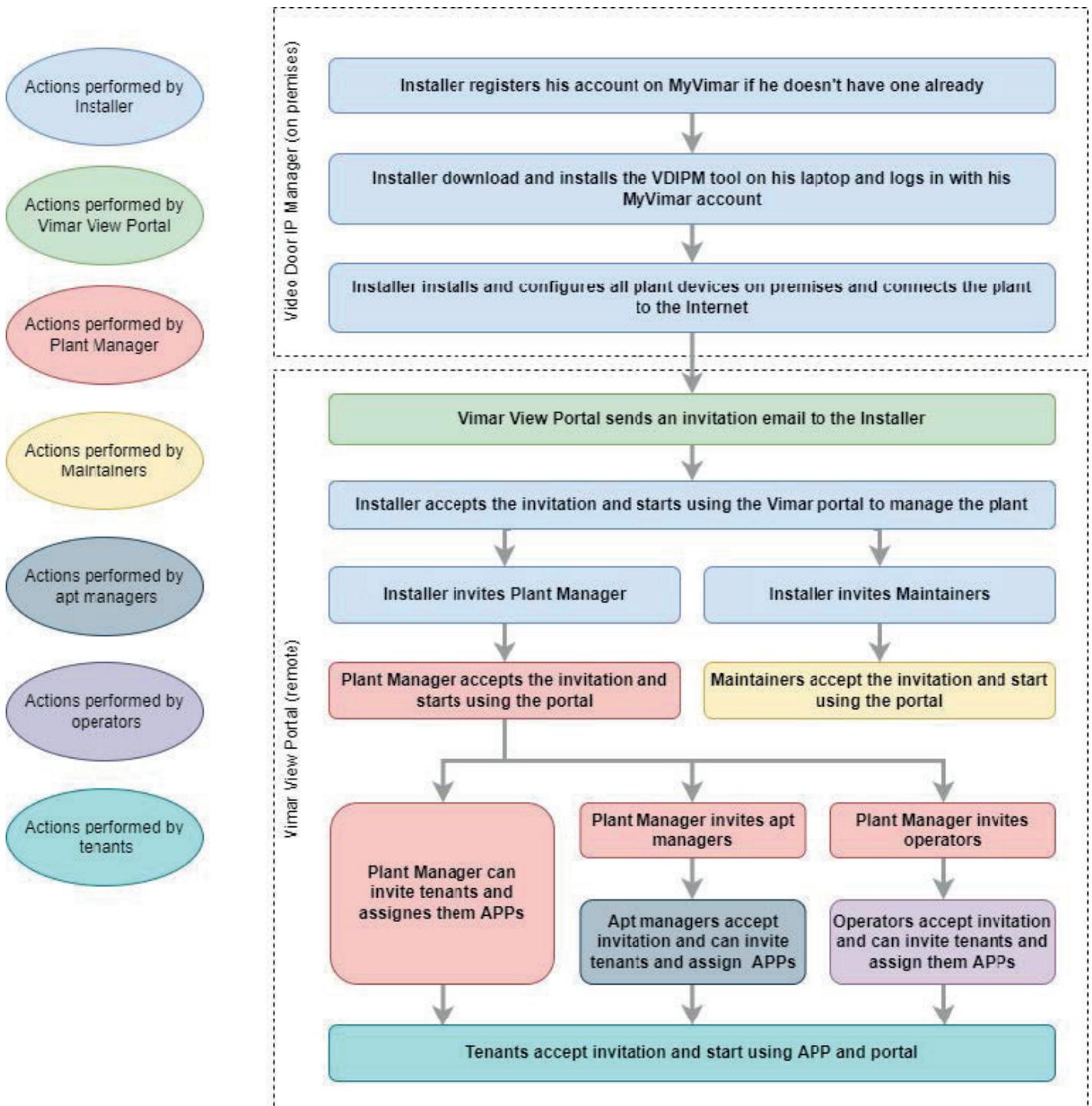
The Vimar portal is a profiled web application that can be used by the following type of users:

Profile	Description	Multiplicity	MyVimar account required
Installer	The person, not necessarily Vimar, who is responsible for the installation and configuration of the plant.	There exists only one installer per plant.	YES
Maintainer	Invited by the Installer to whom typically reports. He has the same grants as the installer with the sole exception that he cannot invite other maintainers and he cannot remove himself from the plant.	There may be from 0 to N>1 maintainers associated to the same plant.	YES
Plant manager	The person, not necessarily Vimar, who is responsible for the management of an installed plant.	There exists only one plant manager per plant.	YES
Operator	Invited by the Plant Manager to whom typically reports. He has the same grants as the Plant Manager with the sole exception that he cannot invite other operators and he cannot remove himself from the plant.	There may be from 0 to N>1 operators associated to the same plant.	YES
Apartment Manager	He is a privileged end user because he can fully manage the APP services associated to his flat.	There exists only one apt manager per flat.	YES
Inquilino	He is the typical end user who can use his Video Door APP as a mobile home station.	There may be from 0 to P>1 tenants associated to a single flat. Only 5 of them can have the APP and only 3 out of these 5 can have the early media.	YES
Vimar Superutente	He is the Vimar superuser who can overrule any invitations made by other installers and/or plant managers.	There might be more than one superuser.	NO
Guest	He is a special user in that he is not required to have a MyVimar account. So, typically he cannot even login to the portal. A common example is a person who is connected to the plant but does not necessarily live there, like the cleaning people.	There might be more guests associated to the plant.	NO

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4 Installing a configuring a riserless system: from premises to remote management

This following diagram addresses the question as to how a riserless system is first installed and configured in order for the users to be able to manage it via the View Vimar Portal.



View Vimar Portal

5 Using the portal

5.1 Common features

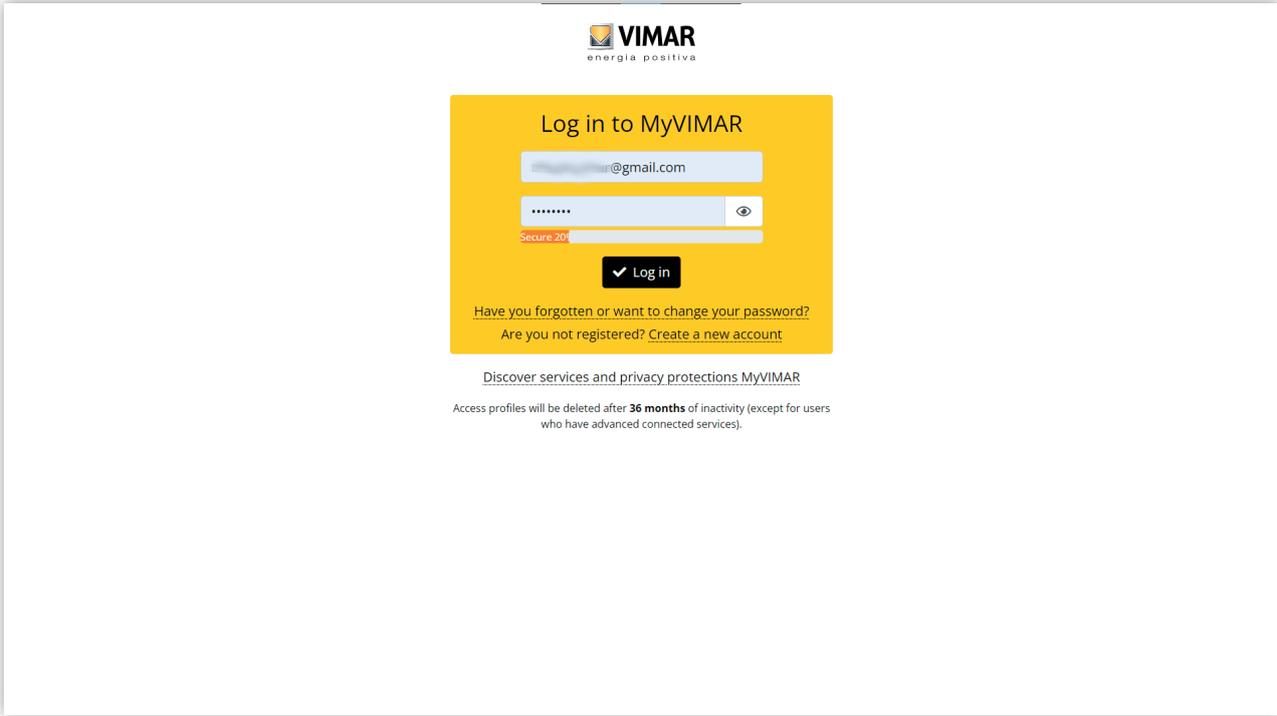
5.1.1 Login and logout

In order to access the View Vimar Portal you have to be registered to the MyVimar database. When requesting login to the portal you shall input the same credentials you have used when registering to MyVimar.

As seen in "Users and roles" (see chapter 3) , you can be assigned back-office roles (Installer, Plant manager, Maintainer, Operator) and/or front-office roles (Apt manager and Tenant). According to this division, there are two different URLs that serve these two categories:

- <https://view.vimar.cloud/back-office>²
- <https://view.vimar.cloud/front-office>

Clicking on either of these URLs you will be prompted the MyVimar login form where you have to input your credentials.

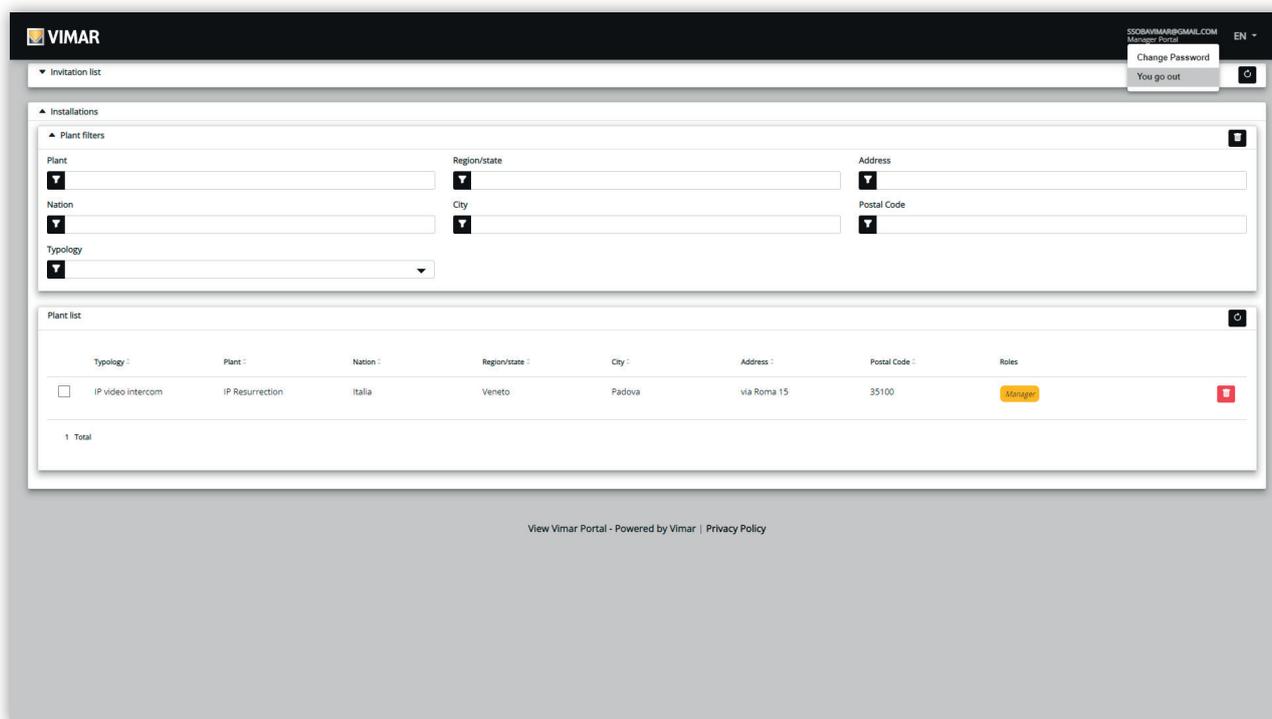


1 Login form

When authenticated, you will be granted access to the portal and your landing page will be different according to the roles you possess and the URL you have chosen. Further details will be given in the following paragraphs.

When the user is logged in, his/her email is shown in the upper right corner and in order to logout you just have to click on it and then click on the 'Exit' item in the dropdown menu.

² <https://view.vimar.cloud/back-office>



2 Logout

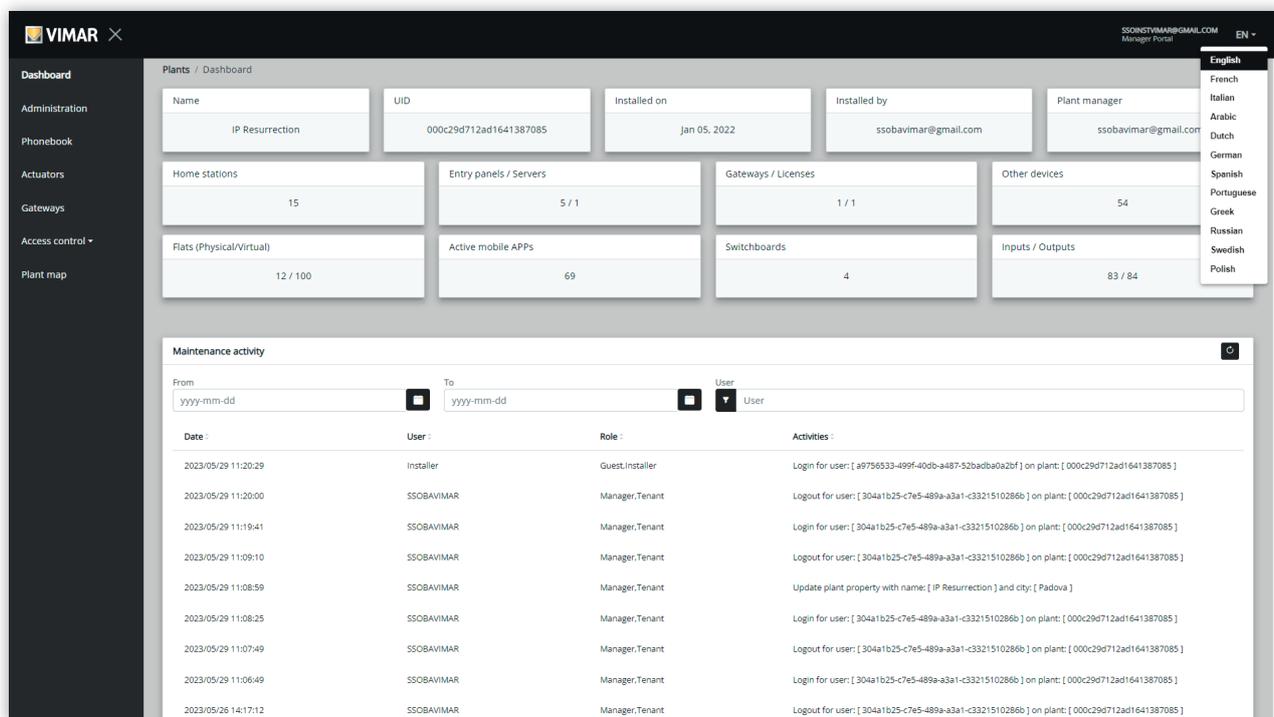
IMPORTANT: after the logout you will be redirected to the login page of the same URL (back-office or front-office) you were logged into.

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5.1.2 Languages

The View Vimar Portal is localized in 12 different languages:

Italian, English, French, German, Spanish, Portuguese, Dutch, Swedish, Polish, Russian, Greek and Arabic. In order to switch the language you can use the language picker on the right of the top bar.

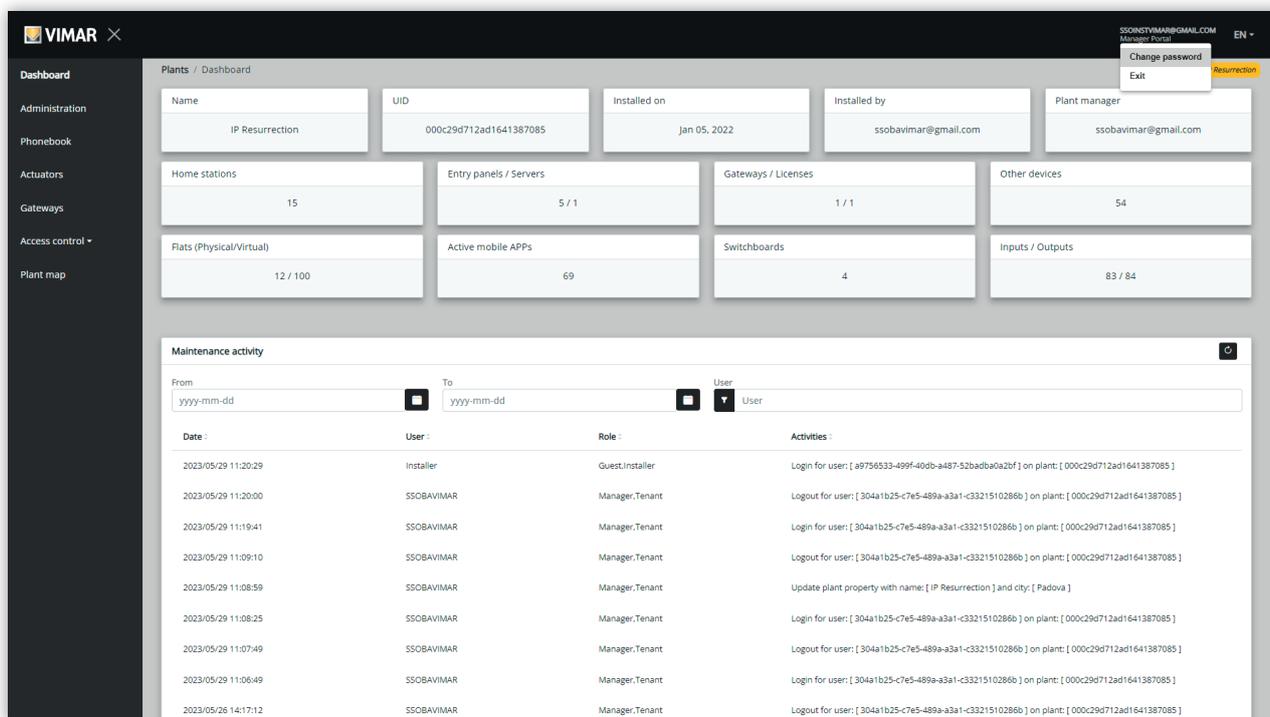


Switching to the Arabic language will also switch to a right-to-left layout.

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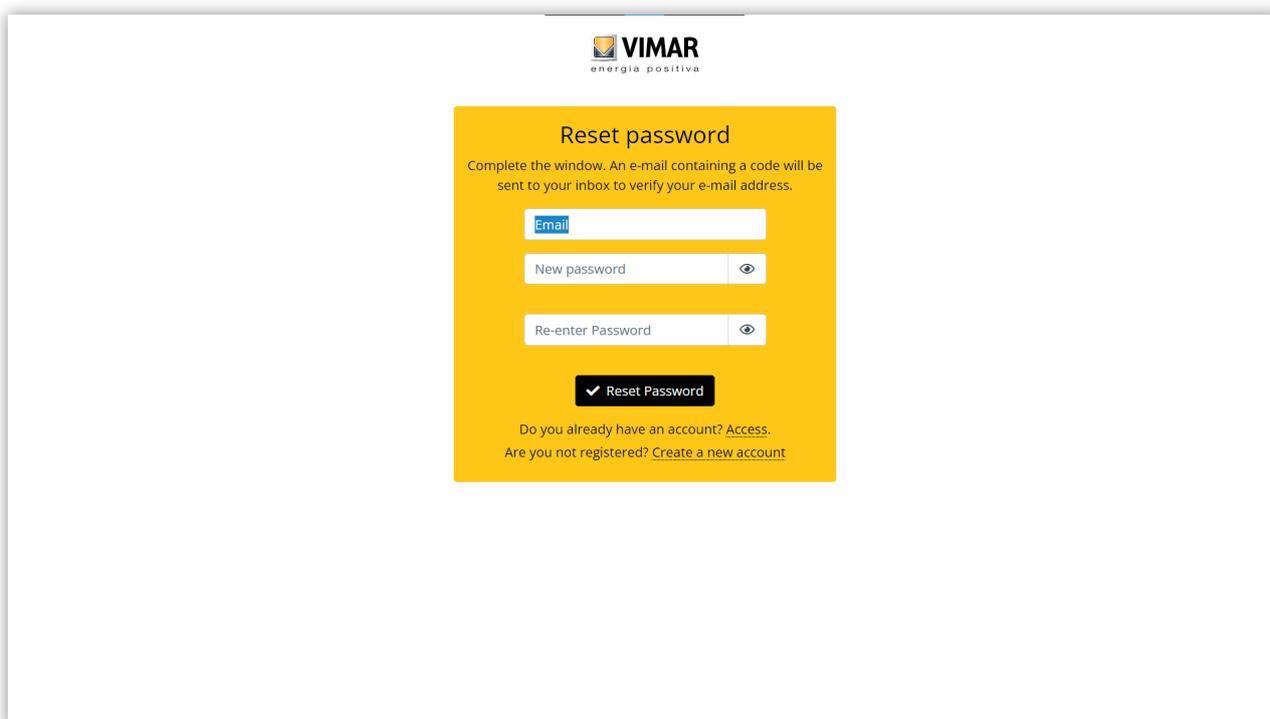
5.1.3 Password change

As already mentioned in "Login and logout" (see chapter 5.1.1), the credentials to access the View Vimar Portal are the ones you have used when registering your MyVimar account. Consequently, in order to change your password you must open your MyVimar account page. In order to do that, from the View Vimar Portal click your name on the upper right corner and then hit on 'Change password' in the dropdown menu.



3 Link to change your password

A new tab will be opened which points to the MyVimar website and where you can easily change your password.



4 MyVimar form for password change

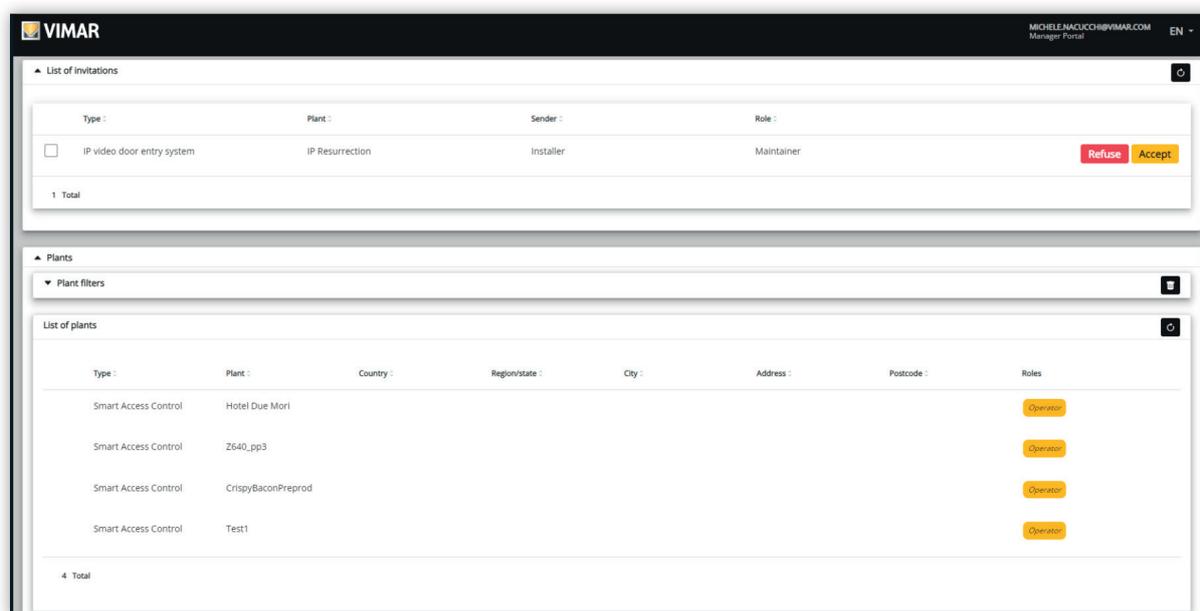
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5.1.4 Invitations

Invitations are the means by which the View Vimar Portal assigns services to its users. These services are summarized in the following table:

Service	Inviter	Notes
First installer	N.A.	This invitation is automatically issued as soon as a new plant is connected to the Internet. The installer who has configured the devices on premises will be sent the first invitation to start operating on the portal.
Following installers	Installer or Plantmanager	When the new installer B is invited, the old installer A remains in charge until installer B accepts the invitation and takes office.
First plant manager	Installer	An installer can only invite a plant manager when there is currently no plant manager who has officially accepted his invitation.
Following plantmanagers	Installer (if PM is vacant) or Plant manager.	When the new plant manager B is invited, the old plant manager A remains in charge until plant manager B accepts the invitation and takes office.
Maintainer	Installer	
Operator	Plant manager	
Apt Manager	Plant manager or previous Apt manager	When the new apt manager B is invited, the old apt manager A remains in charge until apt manager B accepts the invitation and takes office.
Tenant	Plant manager or aptmanager	

When you receive an invitation you will be prompted with a page like the following after logging in:



The top part contains the actual invitation while the bottom one contains the plants the user already belongs to and may be empty.



When you receive an invitation you can:

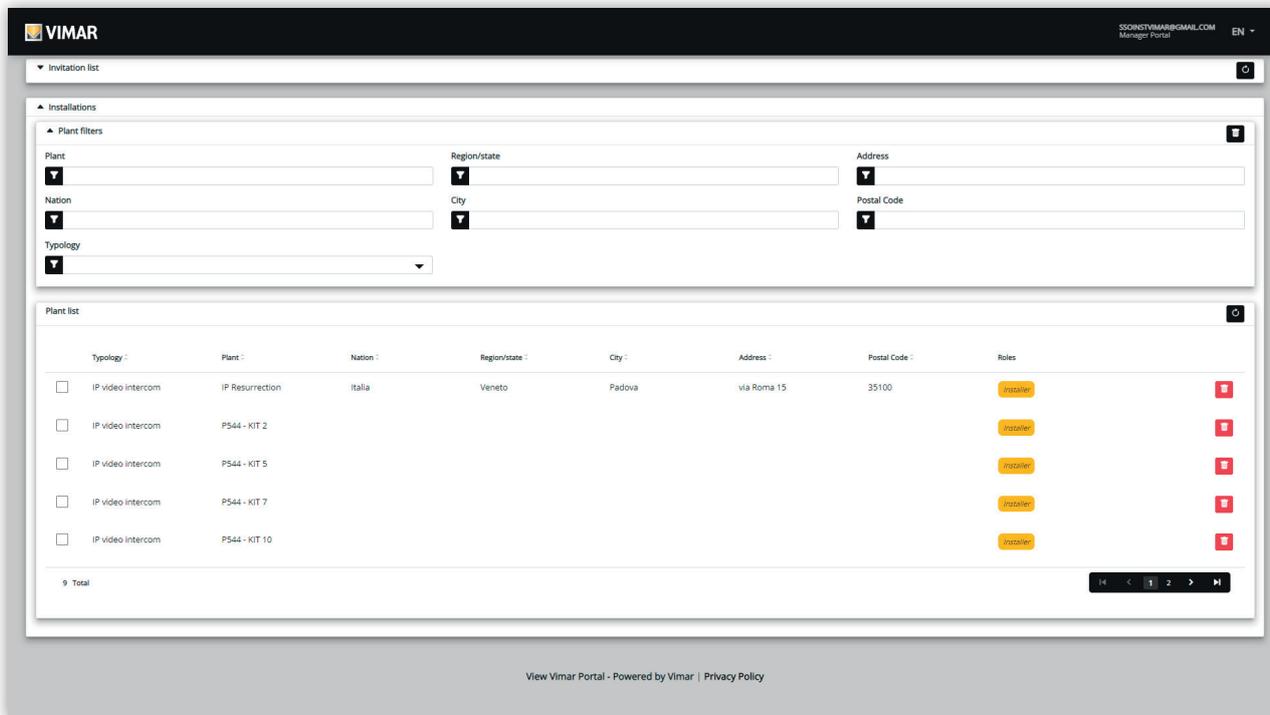
- decline it → nothing changes. Like the invitation had never been issued.
- accept it → you will immediately take office and benefit of your new service. In case you have been assigned a role like installer, plant manager or apt manager, your predecessor will be deprived of the same role in your favor.

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5.2 Installer and maintainer

5.2.1 Plants list

This page is the landing page of the back-office users after logging in:

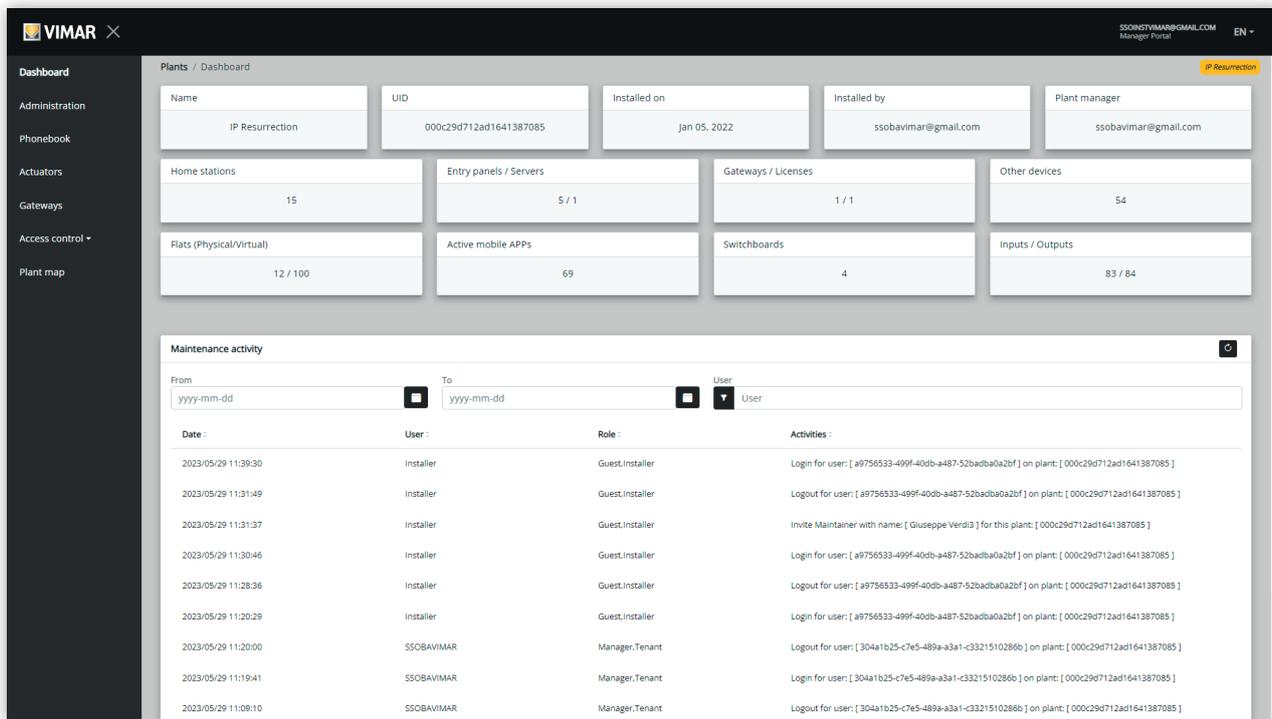


The page shows all the plants you have a back-office role on. If you click on a plant where you are either installer or maintainer, you will land on the Dashboard page of that plant.

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5.2.2 Dashboard

After selecting a plant, installer and maintainers land on a dashboard like the one in the figure below:



The screenshot shows the VIMAR Manager Portal dashboard for a plant named "IP Resurrection". The dashboard is divided into several sections:

- Plant Information:** A table showing details for the plant "IP Resurrection", including its UID (000c29d712ad1641387085), installation date (Jan 05, 2022), installer email (ssobavimar@gmail.com), and plant manager email (ssobavimar@gmail.com).
- Home stations:** 15
- Entry panels / Servers:** 5 / 1
- Gateways / Licenses:** 1 / 1
- Other devices:** 54
- Flats (Physical/Virtual):** 12 / 100
- Active mobile APPs:** 69
- Switchboards:** 4
- Inputs / Outputs:** 83 / 84

Below the summary cards is a "Maintenance activity" section with a search filter and a table of activities:

Date	User	Role	Activities
2023/05/29 11:39:30	Installer	Guest.Installer	Login for user: [a9756533-499f-40db-a487-52badba0a2bf] on plant: [000c29d712ad1641387085]
2023/05/29 11:31:49	Installer	Guest.Installer	Logout for user: [a9756533-499f-40db-a487-52badba0a2bf] on plant: [000c29d712ad1641387085]
2023/05/29 11:31:37	Installer	Guest.Installer	Invite Maintainer with name: [Giuseppe Verdi] for this plant: [000c29d712ad1641387085]
2023/05/29 11:30:46	Installer	Guest.Installer	Login for user: [a9756533-499f-40db-a487-52badba0a2bf] on plant: [000c29d712ad1641387085]
2023/05/29 11:28:36	Installer	Guest.Installer	Logout for user: [a9756533-499f-40db-a487-52badba0a2bf] on plant: [000c29d712ad1641387085]
2023/05/29 11:20:29	Installer	Guest.Installer	Login for user: [a9756533-499f-40db-a487-52badba0a2bf] on plant: [000c29d712ad1641387085]
2023/05/29 11:20:00	SSOBAVIMAR	Manager.Tenant	Logout for user: [304a1b25-c7e5-489a-a3a1-c3321510286b] on plant: [000c29d712ad1641387085]
2023/05/29 11:19:41	SSOBAVIMAR	Manager.Tenant	Login for user: [304a1b25-c7e5-489a-a3a1-c3321510286b] on plant: [000c29d712ad1641387085]
2023/05/29 11:09:10	SSOBAVIMAR	Manager.Tenant	Logout for user: [304a1b25-c7e5-489a-a3a1-c3321510286b] on plant: [000c29d712ad1641387085]

The top part contains some general information on the plant such as:

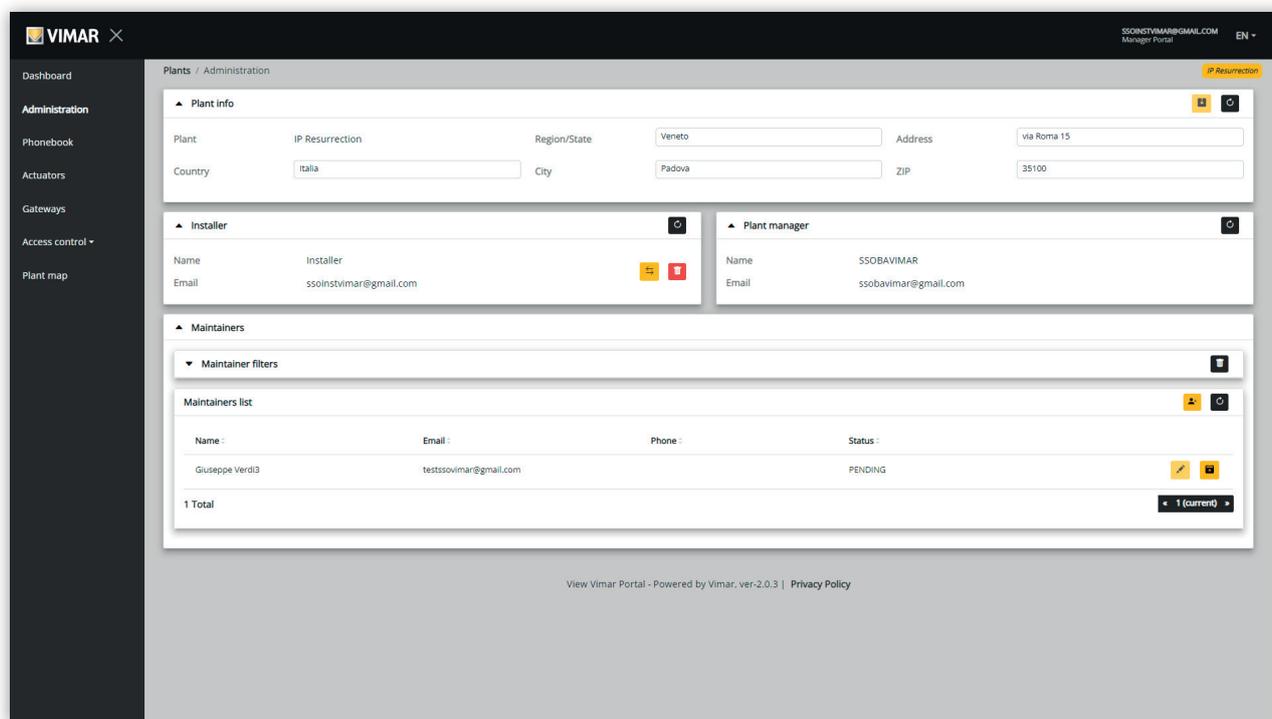
- **Name:** the name of the plant
- **Plant UID:** the unique ID of the plant
- **Installed on:** the date when the plant was first connected to the Internet
- **Installed by:** the email of the installer who first configured the plant and connected it to the Internet
- **Plant manager:** the email of the current plant manager
- **Home stations:** the number of physical home stations in the plant (in case the plant is not fully riserless)
- **Entry panels/servers:** the number of entry panels and (possibly) a server
- **Gateways/licenses:** the number of gateways (40165) in the plant and the number of license activation codes loaded on these gateways
- **Other devices:** the number of IP devices not included in the previous lists: I/O modules, RFID readers, Num Keyboard
- **Flats (physical/virtual):** the number of licensed flats in the plant, divided into physical and virtual
- **Active mobile APPs:** the number of active APPs currently configured in the plant
- **Switchboards:** the number of switchboards configured in the plant
- **Inputs/Outputs:** the number of digital I/O configured in the plant.

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5.2.3 Administration (installer only)

The Administration page allows to:

- read and modify the plant location info
- invite a new installer and/or a new plant manager
- invite/edit/remove a maintainer

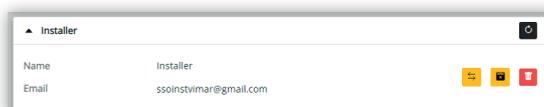


5.2.3.1 Read and modify the plant location info

Just change any of the strings in the upper groupbox and hit the green button on the upper right corner to save the change.

5.2.3.2 Invite a new installer

The left part of the middle groupbox shows the logged installer and the buttons to invite a new installer or to remove yourself from the plant. In the former case you will be asked to insert Name and Email of the new installer you'll want to be your successor. The email you provide must belong to a MyVimar registered account who has already logged into the VDIPM application at least once. When you invite a new installer the Vimar View Portal sends an email to the nominee with all the necessary instructions to accept the invitation and take office. Until s/he does so, you can still operate on the plants. If there is a new invited installer who hasn't taken office yet the portal shows a box like the following:

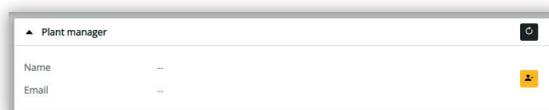


Hitting on the green button you can change the invited person. Hitting on the yellow button you can remove the current invitation and hitting on the red button you can remove yourself from the plant, effective immediately.

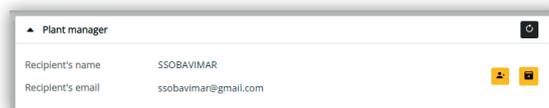
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5.2.3.3 Invite a new Plant Manager

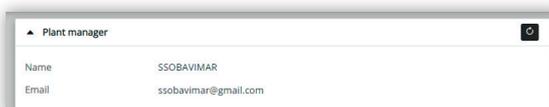
As an installer, you can invite a new plant manager only when there is no confirmed plant manager who has taken office. Only in this case you will be offered a button to invite a new plant manager in the right part of the middle groupbox.



In case you have invited a plant manager and he hasn't taken office yet the situation is pretty much analogous to the one mentioned about the invited installer:

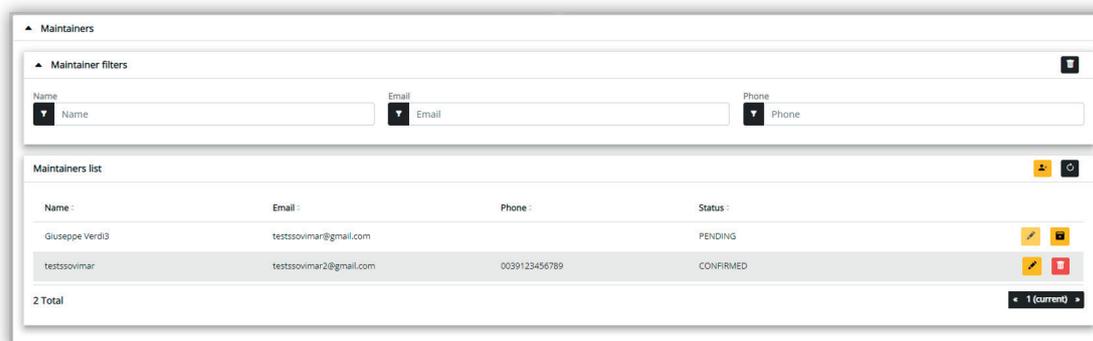


Finally, when the pending Plant Manager accepts the invitation, the groupbox will become like the following and the Installer won't have any more power over the Plant manager:



5.2.3.4 Invite/edit/remove a maintainer

The bottom groupbox shows the list of the maintainers currently configured on the plant with some simple filters that can be used to narrow the list.



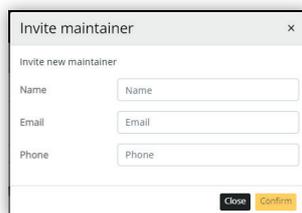
For each maintainer the portal shows Name, Email, Phone and Status. The status of a maintainer can be twofold:

- **PENDING:** the maintainer has been invited by the installer but has not accepted the invitation yet. S/he is not operational yet. The only operation allowed on a maintainer in this status is the removal which is actually a simple deletion of the invitation.
- **CONFIRMED:** the maintainer has been invited by the installer and has accepted the invitation. S/he is now fully operational on the plant.

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5.2.3.4.1 Invite

You can invite a new maintainer by hitting the  icon. When doing so, the portal opens a popup like the following:



Invite maintainer

Invite new maintainer

Name

Email

Phone

Close Confirm

where you can insert Name (mandatory), Email (mandatory) and Phone (optional). When you confirm, the portal sends an email to the new maintainer similarly to what happens when inviting an installer or a plant manager.

5.2.3.4.2 Edit

You can modify the properties of a maintainer by hitting the  icon on her/his entry. Once a maintainer has been inserted you can only modify the phone property. In case you need to change her/his name you can always delete and create her/him again with the desired name.

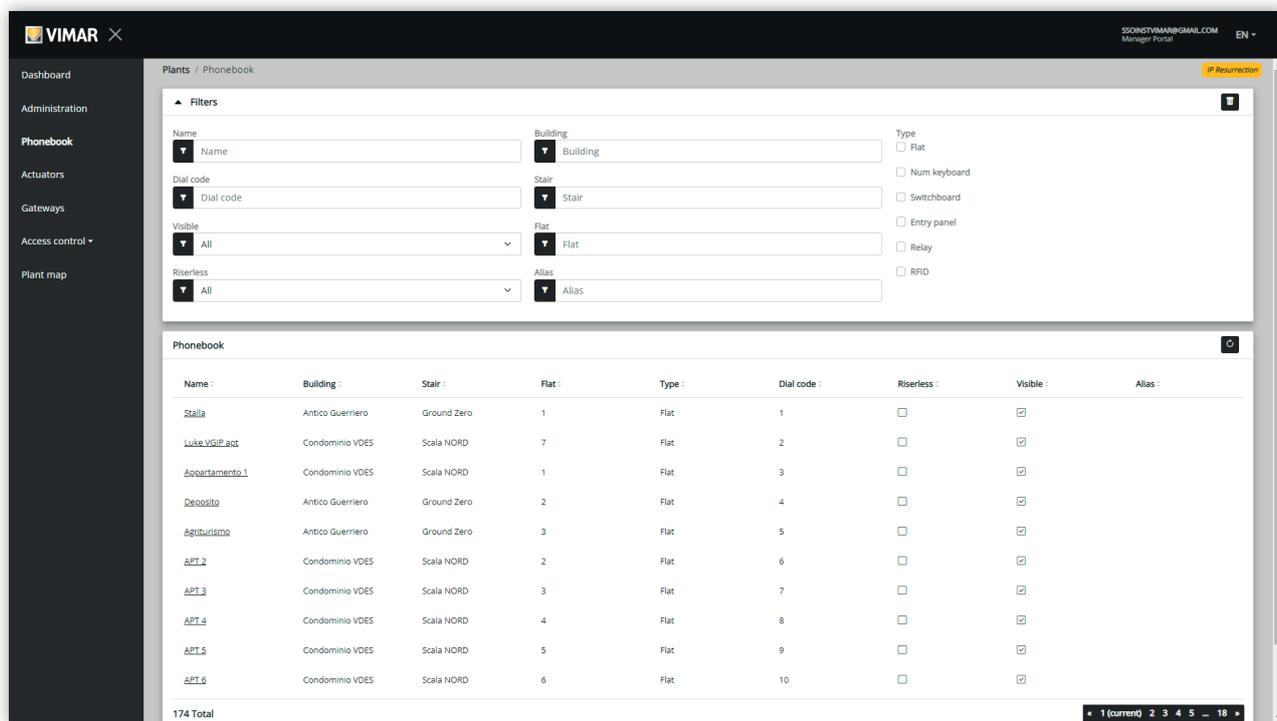
5.2.3.4.3 Delete

You can delete a maintainer by hitting the  (or  if pending) icon on her/his entry.

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5.2.4 Phonebook

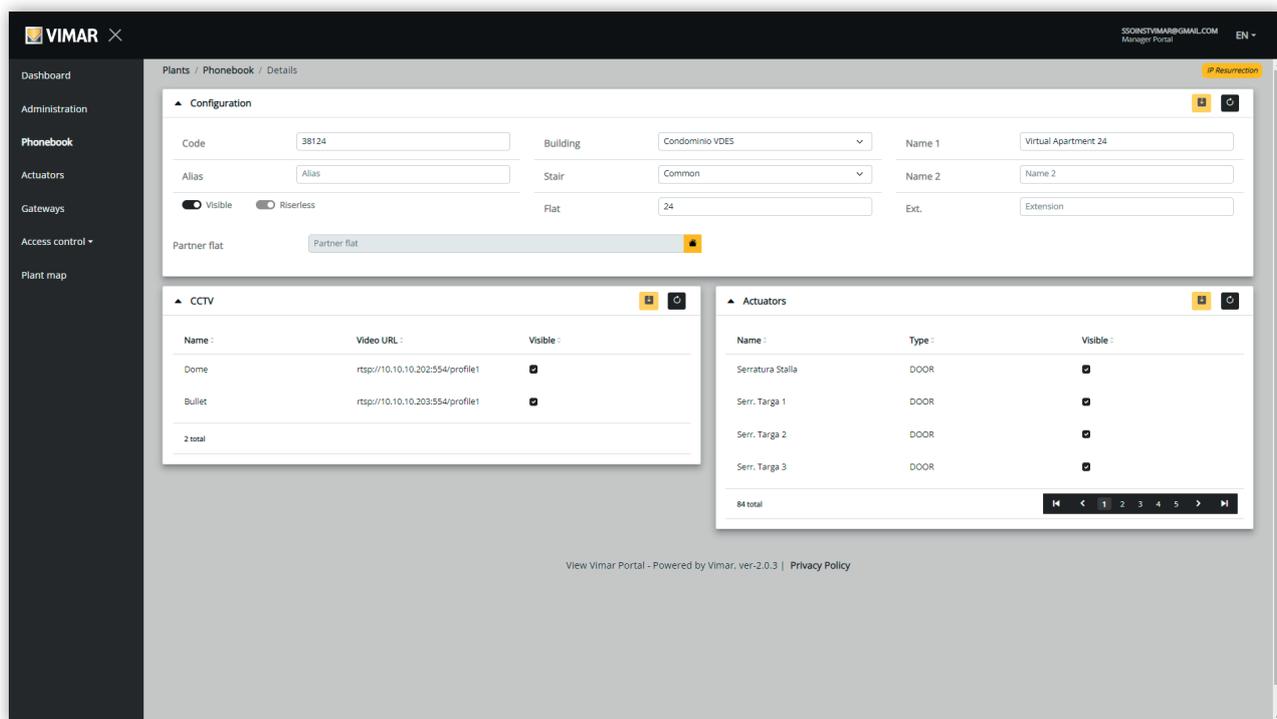
The Phonebook page contains the list of all the flats, entry panels and other IP devices configured inside the plant. The upper part contains some filters that can be used to narrow the list.



Depending on the type of list item (flat, entry panel, other), you have different settings, as shown in the following paragraphs.

5.2.4.1 Flat configuration page

When you click on a flat record, the portal will show the following page:



In this page you can change the following parameters.

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5.2.4.1.1 Configuration

- Primary, secondary and extension names
- Building, stair and flat: only for riserless flats
- Visibility of the flat on the entry panel
- Alias: custom name assigned to the flat by the backoffice users - it cannot be changed by tenants or apt managers
- Dial code: changing the dial code is a delicate operation and you must confirm you really want to proceed by unlocking the yellow lock in the upper right corner. Furthermore, when you do that you are unblocking the setting for all the items in the phonebook and it cannot be reverted unless you use the VDIPM on premises.
- Partnership: this feature allows you to associate a physical flat (i.e. with its physical home station) to a virtual one. When doing so, if you call the virtual flat both the two flats will ring. However, this is not symmetrical: if you call the physical flat the virtual one won't ring.

5.2.4.1.2 CCTV assignement

This box shows all the CCTV configured in the plant and allows them to select the ones that can be accessed by the flat.

5.2.4.1.3 Actuators assignment

This box shows all the actuators configured in the plant and allows them to select the ones that can be activated by the flat.

5.2.4.2 Entry panel configuration page

The entry panel configuration page contains a first group of parameters which are analogous to the ones described in ["Flat page configuration"](#) (see [chapter 5.2.4.1](#)). In addition you can tune up some special entry panel settings grouped in 4 categories as shown in the next paragraphs.

5.2.4.2.1 Configuration



Configuration

Dial code: 55001

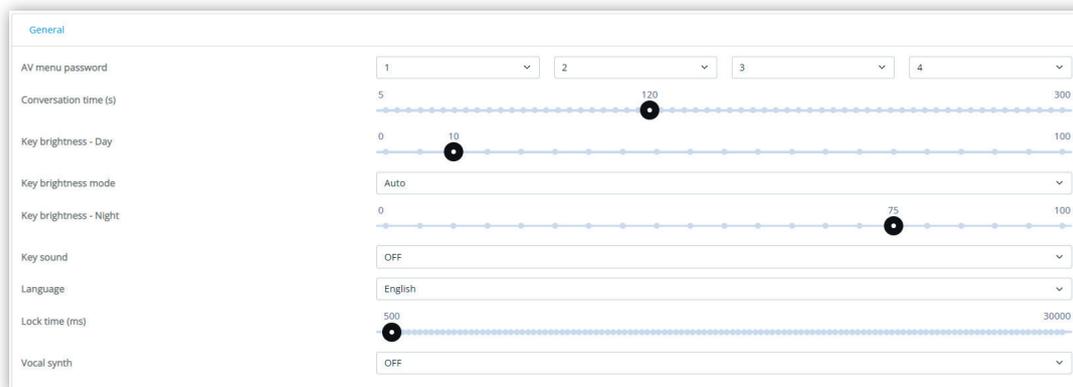
Building: 2

Stair: 1

Name: Targa della Stalla

Visible:

5.2.4.2.2 General



General

AV menu password: 1 2 3 4

Conversation time (s): 5 120 300

Key brightness - Day: 0 10 100

Key brightness mode: Auto

Key brightness - Night: 0 75 100

Key sound: OFF

Language: English

Lock time (ms): 500 30000

Vocal synth: OFF

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5.2.4.2.3 Camera

Camera

Camera exposure mode: 0

Camera LED brightness - Day: 0

Camera LED brightness mode: Auto

Camera LED brightness - Night: 75

5.2.4.2.4 Sound

Sound

Key sound volume: 75

Ring volume: 75

Speaker volume: 50

5.2.4.2.5 LCD Screen

Admin password: DOWN DOWN DOWN DOWN DOWN

Brightness: 5

Building filter: OFF

Color: White

Font size: Normal

Info filter: OFF

Letter filter: OFF

Menu type: Browsable

Stairs filter: OFF

Standby: ON

User password: UP UP UP UP UP

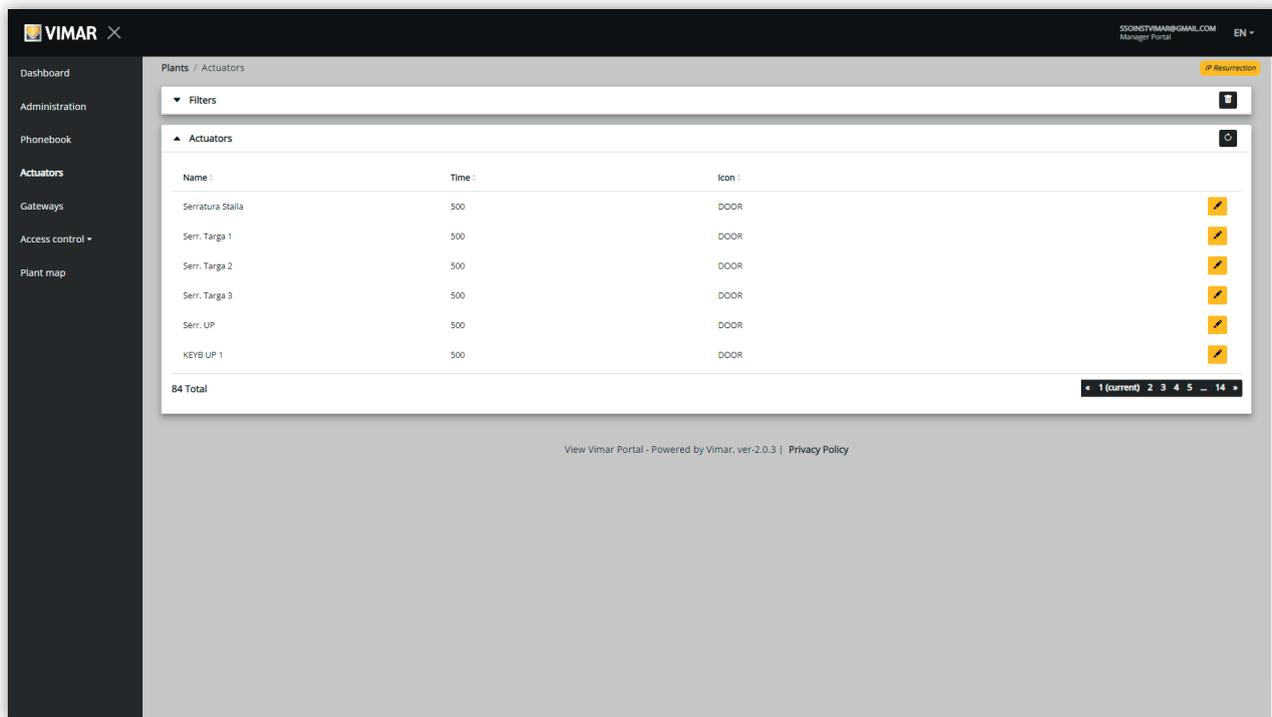
5.2.4.3 Other items configuration page

The other phonebook items, with the exception of the server which is a read-only item, can be configured with the same groupbox as ["Entry panel main configuration"](#) (see chapter 5.2.4.2).

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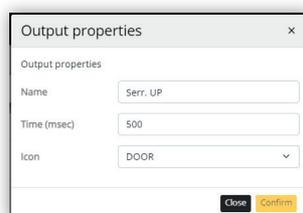
5.2.5 Actuators

This page shows the list of all the actuators configured in the plant.



Clicking on the pencil icon you can open a popup where you can change the following 3 properties:

- name
- relay time (in milliseconds)
- icon type (DOOR, LIGHT or SWITCH)



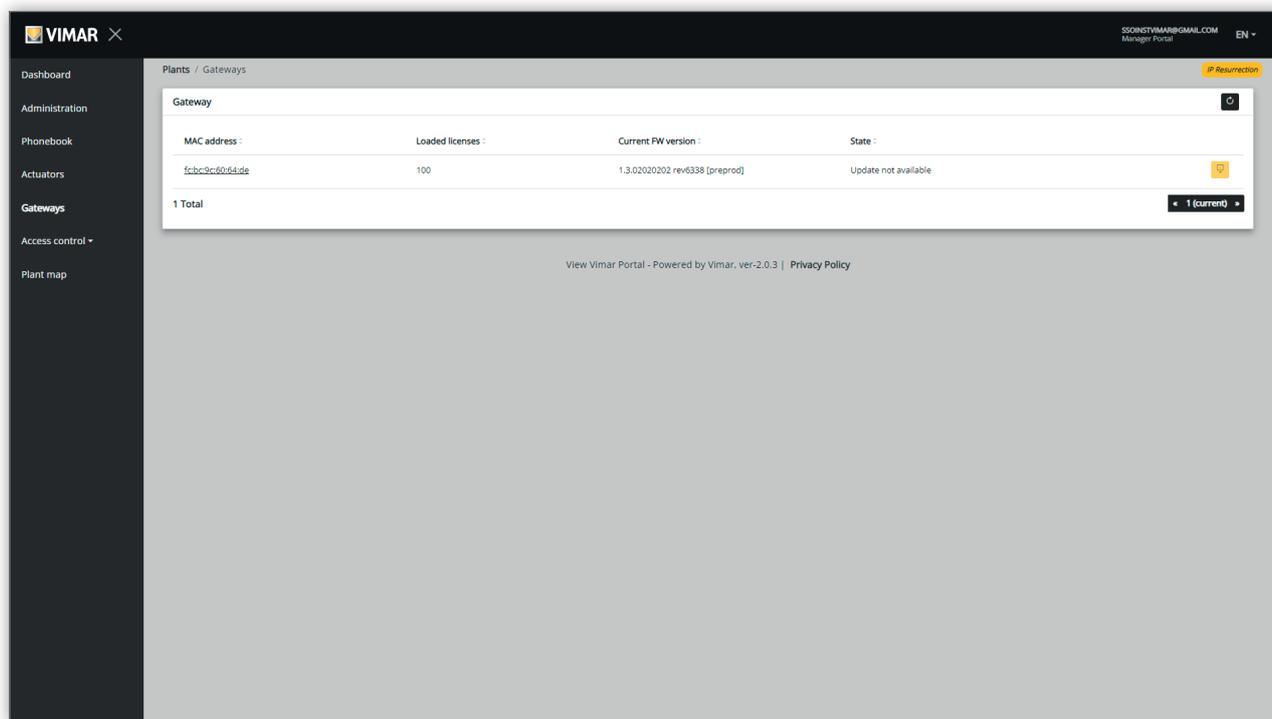
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5.2.6 Gateways

This section of the portal allows you to operate on the video gateways in terms of:

- **licenses:** check current ones and upload new ones
- **fw upgrade:** check current versions and upgrade current firmware.

When you hit on the 'Gateways' button you'll see a page which gives you an overview of the plant gateways:



5.2.6.1 Gateways summary page

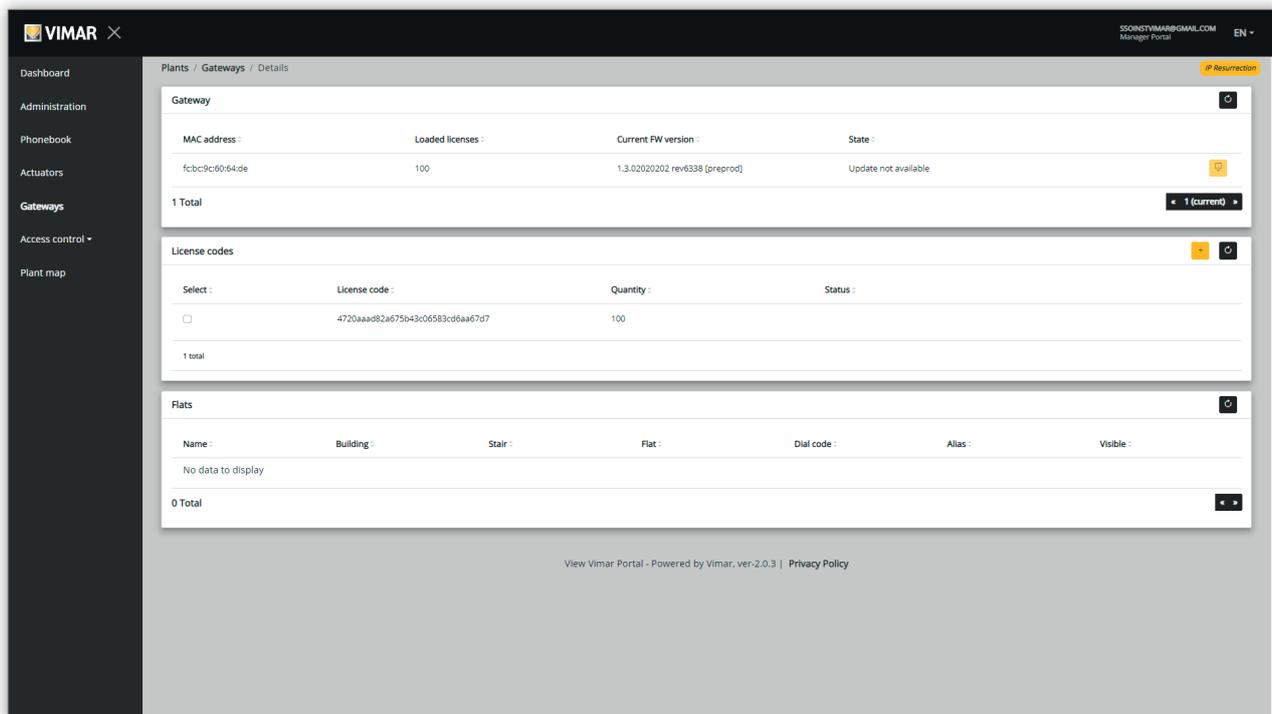
For each gateway the table shows:

- **MAC address:** identifier of the gateway which is the MAC address of the LAN interface
- **Loaded licenses:** number of flats which are covered by the licenses loaded on the gateway
- **Current FW version:** the current firmware version of the gateway
- **State:** describes the following conditions the gateway can be in:
 - *Update not available:* the gateway has already the latest firmware. The upgrade button is disabled.
 - *Update available:* there is an available firmware version that can be downloaded and installed. The upgrade button is enabled and by clicking it you can start the upgrade process.
 - *Update activating:* the update process has been started and is on its way. An update process will take approximately 2 minutes. At the end of it the gateway will get back to the *Update not available* state.

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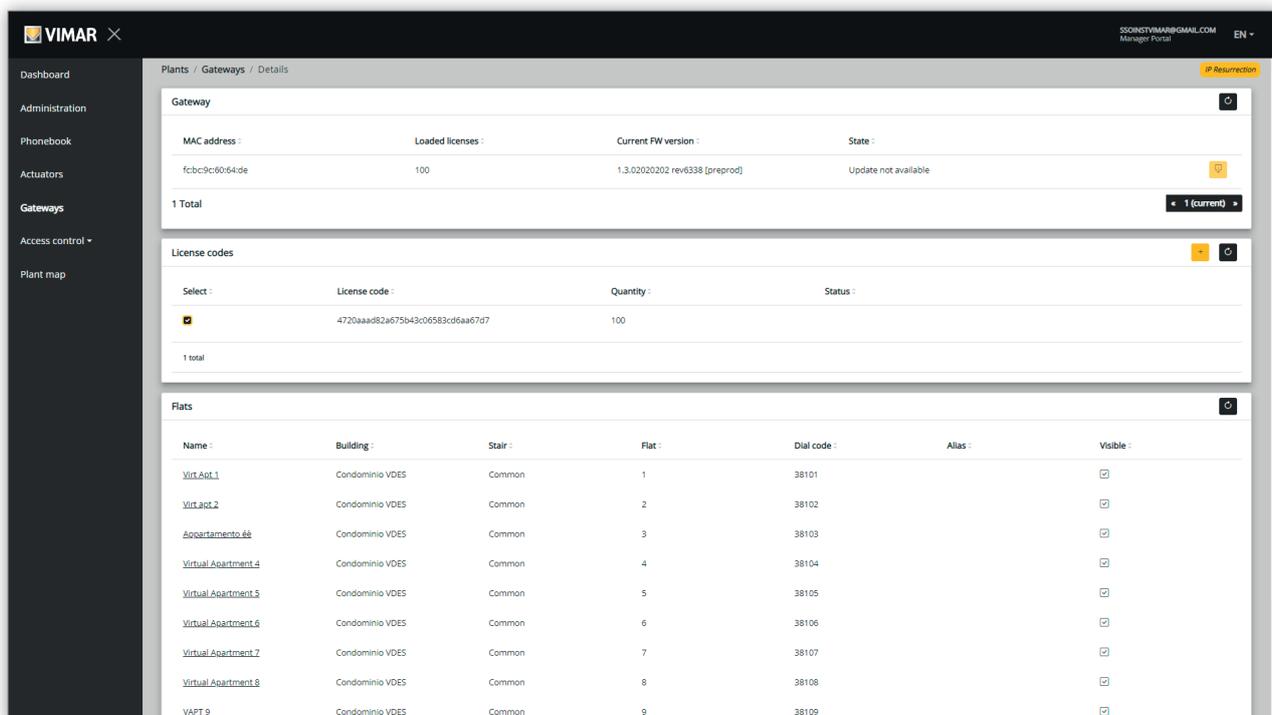
5.2.6.2 Gateway details page

By clicking the name of a gateway in the summary page, the portal will show the gateway details page:



The first section shows the main gateway info which was already shown in the summary page.

The second section shows the details of all the licenses loaded on the gateway. By checking the various license codes the third section is filled up with the list of the flats which are covered by the checked licenses like shown in the following figure:



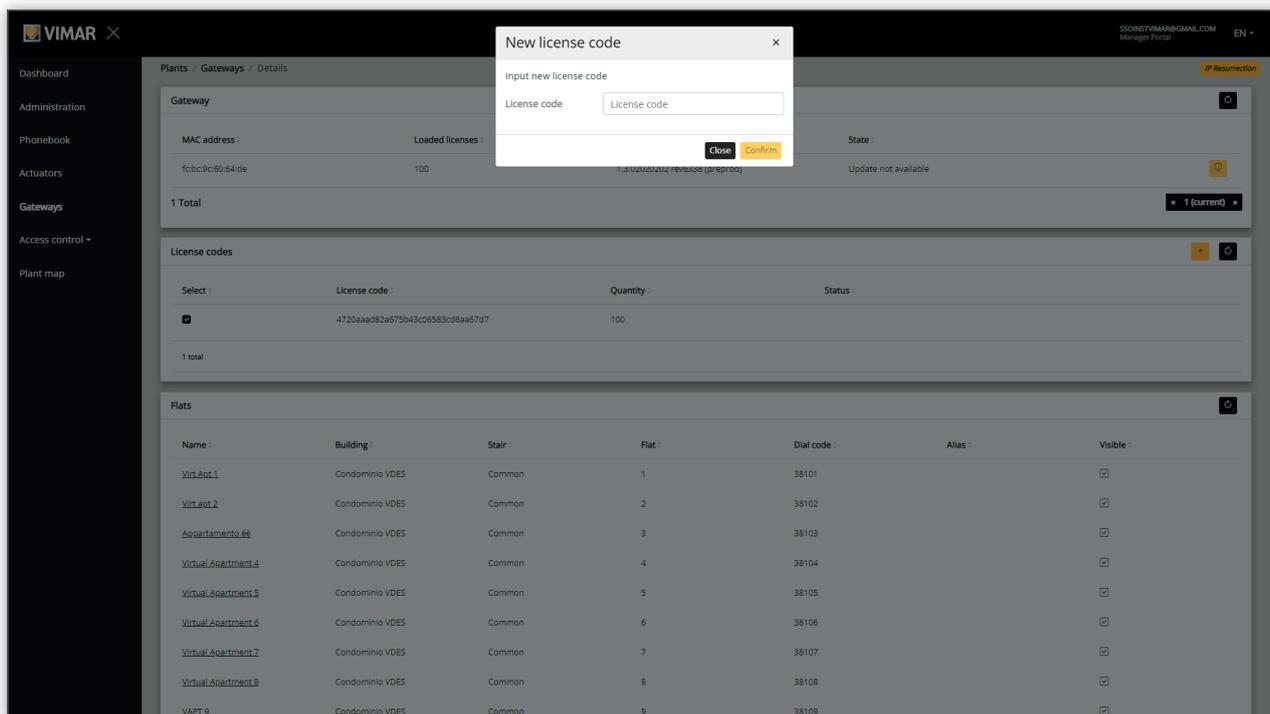
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5.2.6.3 Upgrading the gateway firmware

This operation can be performed either from the gateway details page or from the summary page. When there is an update available for a specific gateway the gateway state changes accordingly to 'update available' and the update button gets enabled. Once this happens you can click it and you'll start the update process which will take approximately 2 minutes. The gateway state will turn to 'update activating' and during this phase the gateway will upgrade its firmware and will perform a complete restart. During this phase you can click on the reload button in the upper right corner to force a refresh of the page. At the end of the entire process the gateway will show the newly updated firmware version and the corresponding state will be back 'update not available'.

5.2.6.4 Loading a new license on a gateway

This operation can only be performed from the gateway details page. You can click on the  button and the portal will ask you to provide a valid license code.



Once you have inserted a license code, the portal will check it and if it is valid it will load it onto the gateway.

This operation may require up to 1 minute and the license status will be shown as 'PENDING'. You can refresh the status by clicking the 'reload' button in the upper right corner of the 'License codes' box.

At the end of this operation the new license is shown at the end of the list of the loaded licenses. Next, you can select the license to check the new flats which have been activated and you can possibly modify the relative configuration, if needed.

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5.2.7 Access control

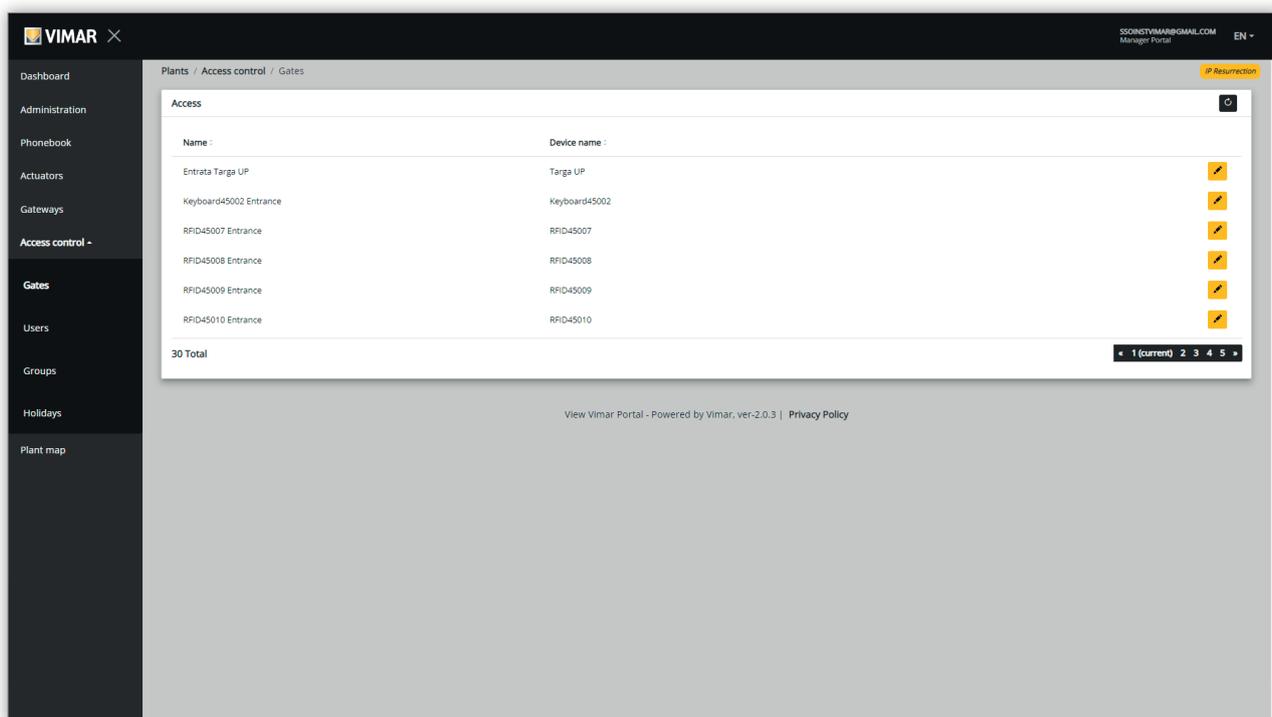
This section of the portal allows you to configure the access control system of the plant. More specifically hitting the 'Access control' button a menu of 4 items drops down:

- Gates
- Users
- Groups
- Holidays.

Clicking on any of such items opens a dedicated page whose details are described in the following paragraphs.

5.2.7.1 Gates

This page shows all the gates initially configured on the plant by using the VDIPM application.



Beware that in order to create or remove a gate you need the VDIPM. From the portal you can only change the name of a gate which is already present by clicking on the pencil icon on the right of the gate entry. A simple form will popup like the following:

Edit gate
✕

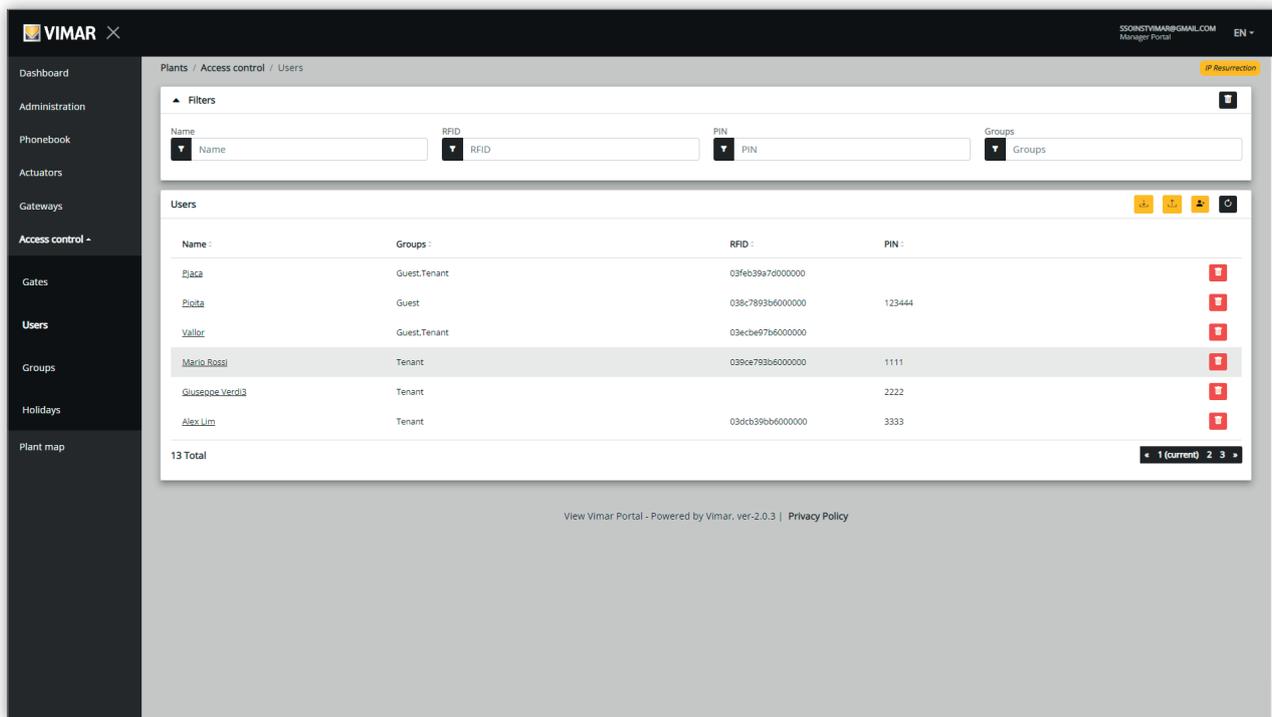
Gate

Close
Confirm

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5.2.7.2 Users

This page shows the list of all the access control users. From this page you can add, edit or delete an access control user.



Adding a user is pretty straightforward: you click the '+' button and provide the information required. Removing a user is even easier: you just click the trash button on the user entry and confirm.

Clicking on the name of a user the portal will open the user page where you can view/edit the following user properties.

5.2.7.2.1 General properties

Here you can modify:

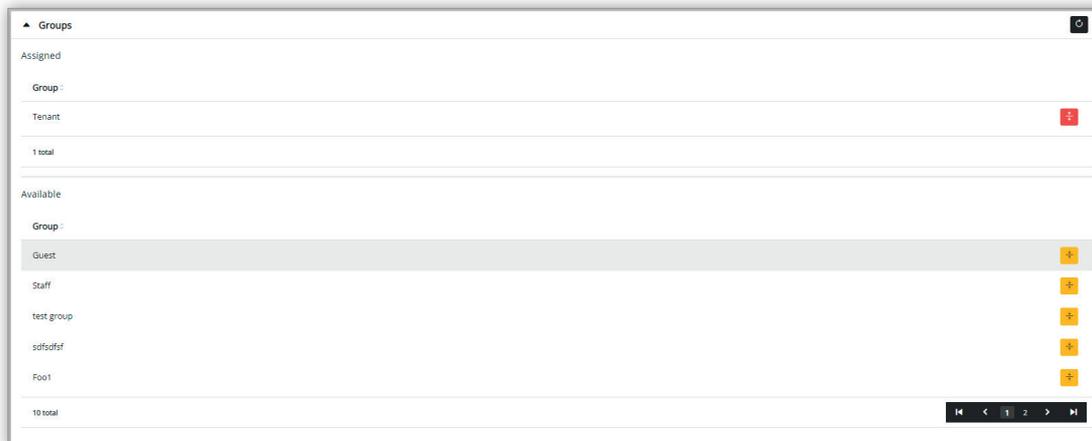
- Name,
- Email,
- Cellphone number,
- Card code: you can manually digit the code or you can use the desk reader with the Vimar driver "Card Reader Driver" (see User Manual "Card Reader Driver").
- PIN



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5.2.7.2.2 Groups

Right after the general user properties you have a box where you can select the groups to which the user must be assigned.



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5.2.7.2.3 Access rules

The last part of the user page shows the access rules valid for the user. They are divided into two sets: the personal ones (which can be edited directly on this page) and the ones inherited from the groups to which the user belongs. In order to modify these you need to open the group page (see below).

Access rules					
Personal					
Day	From	To	Gate	Actuators	
Tuesday	06:00	12:00	RFID45007 Entrance	Serr. Targa 1	
1 total					
Inherited					
Group	Day	From	To	Gate	Actuators
Guest	All	00:00	22:59	RFID45007 Entrance	Serr. UB
Guest	All	00:00	23:59	RFID45007 Entrance	Serr. UB
2 Total					

To create an access rule you can just click the button and the portal will open a form where you can set up the access rule as follows:

Add rule ✕

Gate:

Day:

From: :

To: :

Actuators:

A rule is defined by the following parameters:

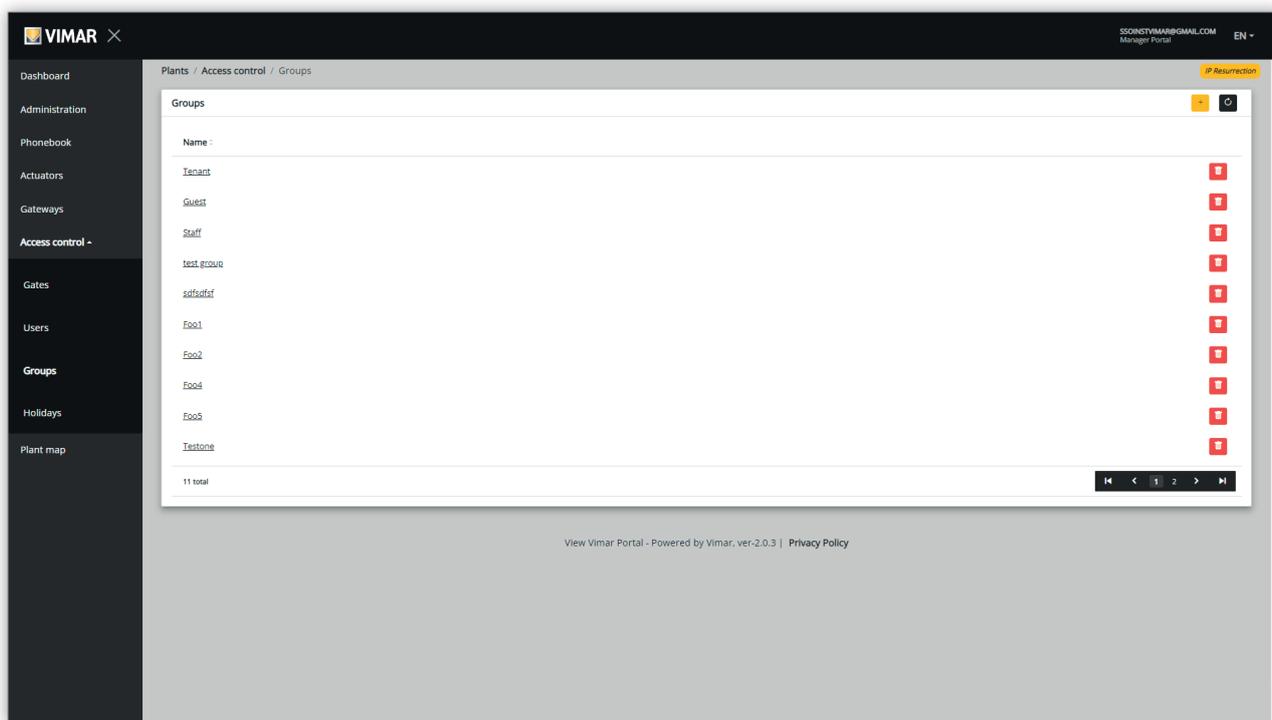
- **Gate:** it can be an RFID reader or a Numpad
- **Day:** the day of the week when the rule is valid. There are also two extra options like 'All' (= all days) and 'Holidays' (= all the days defined as holidays - see "[Holidays](#)" (see chapter 5.2.6.4). For more elaborated time ranges you can combine multiple rules.
- **From / To:** the timeslice within the day when the rule applies
- **Actuators:** the actuator(s) that will be activated when a user is authenticated

Hitting the 'confirm' button the rule is saved and becomes effective. In case of multiple rules assigned to an authenticated user, they will be checked sequentially until one is found that allows the entrance.

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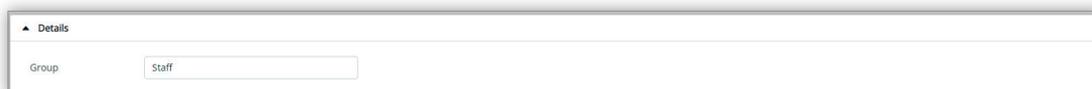
5.2.7.3 Groups

The groups page works in a similar way as the users one. On this page you can add/edit/delete a group. Adding and removing a group is analogous to the same operations for users.



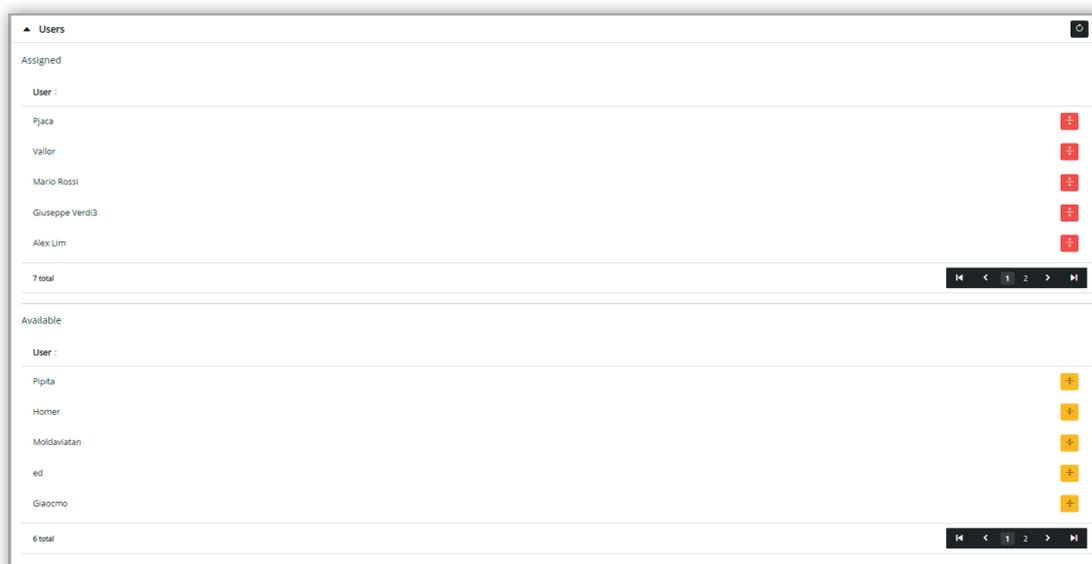
Editing a group is similar too: you just click the group name and the portal opens the group page where you can change the following properties.

5.2.7.3.1 Name



5.2.7.3.2 Users

This section shows the members of the group. You can remove a member or add a new one picking it from the list of the available users.



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5.2.7.3.3 Access rules

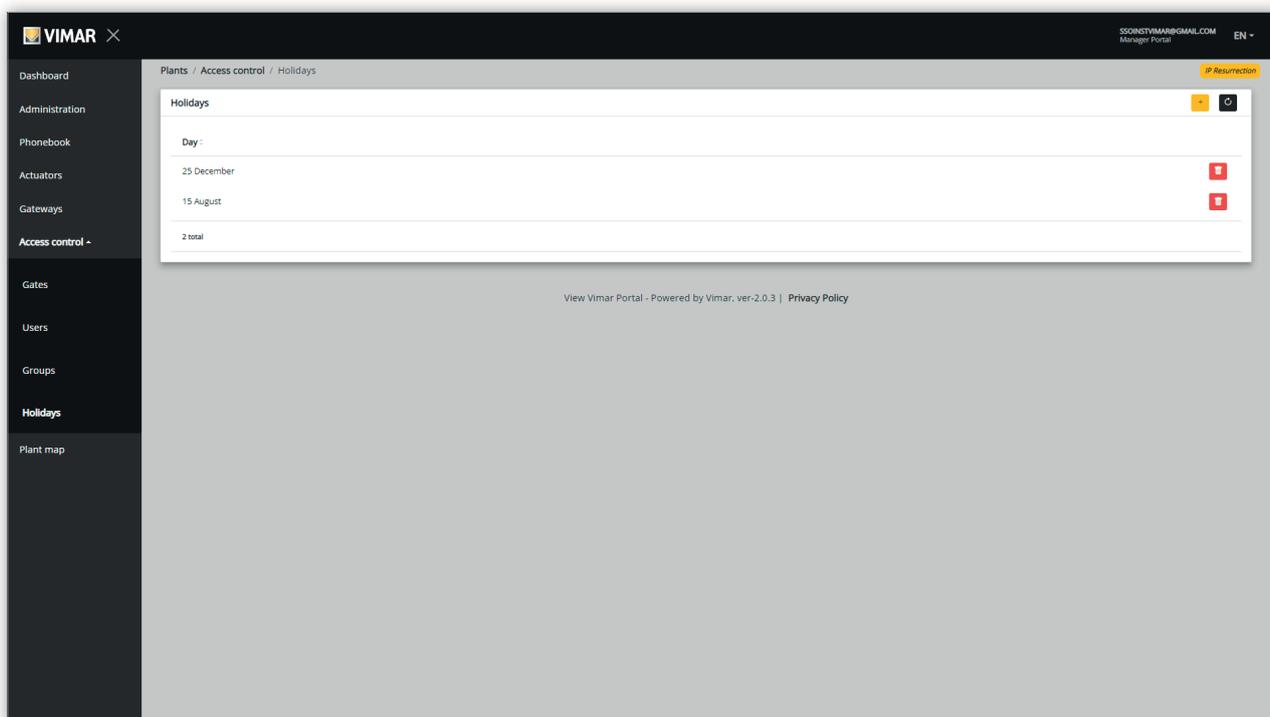
This section shows the group access rules which are valid for all the group members. You can add/edit/remove an access rule.

Day :	From :	To :	Gate :	Actuators	
All	00:00	02:00	Entrata Targa UP	Serratura Stata	
All	00:00	03:00	Entrata Targa UP	Serratura Stata Serr. Targa 3	
All	00:00	10:00	Entrata Targa UP	Serr. UP	
3 total					

See "Installer and maintainer" (see chapter 5.2) for further details.

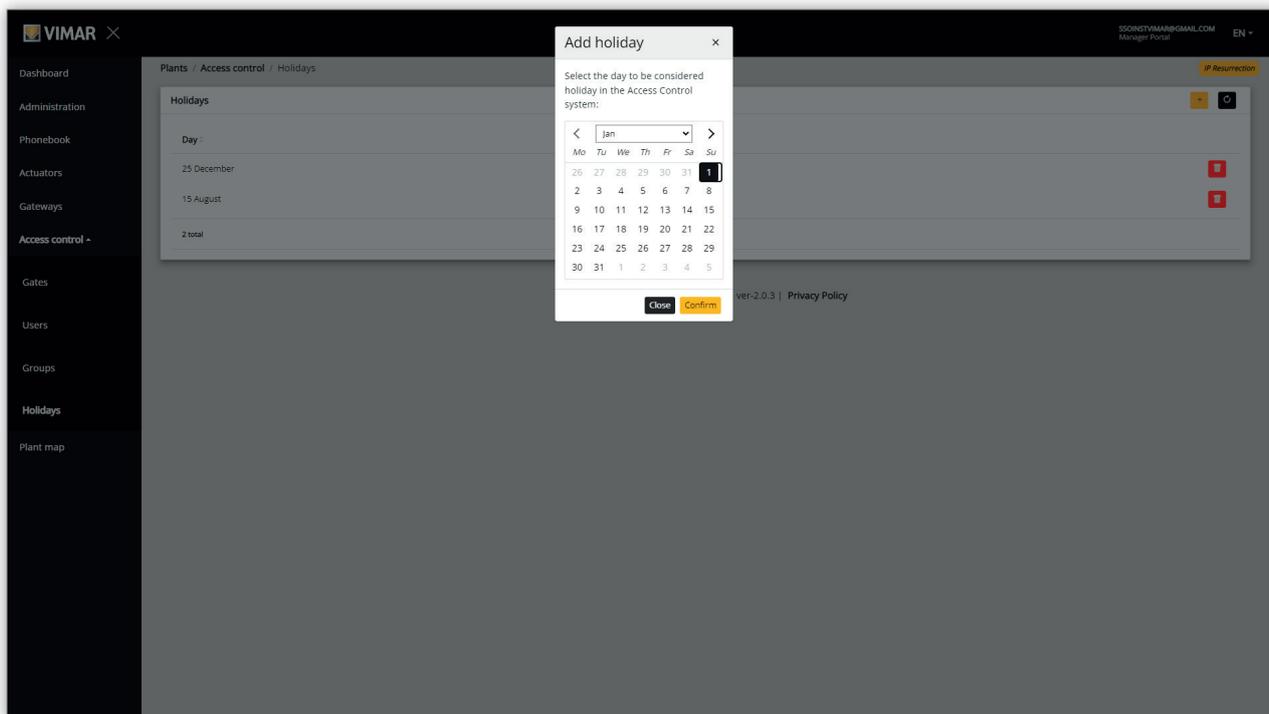
5.2.7.4 Holidays

This page shows the list of the days of the year that can be configured to be treated as 'holidays' when defining the applicability time slices of an access rule.



5 Access control holidays

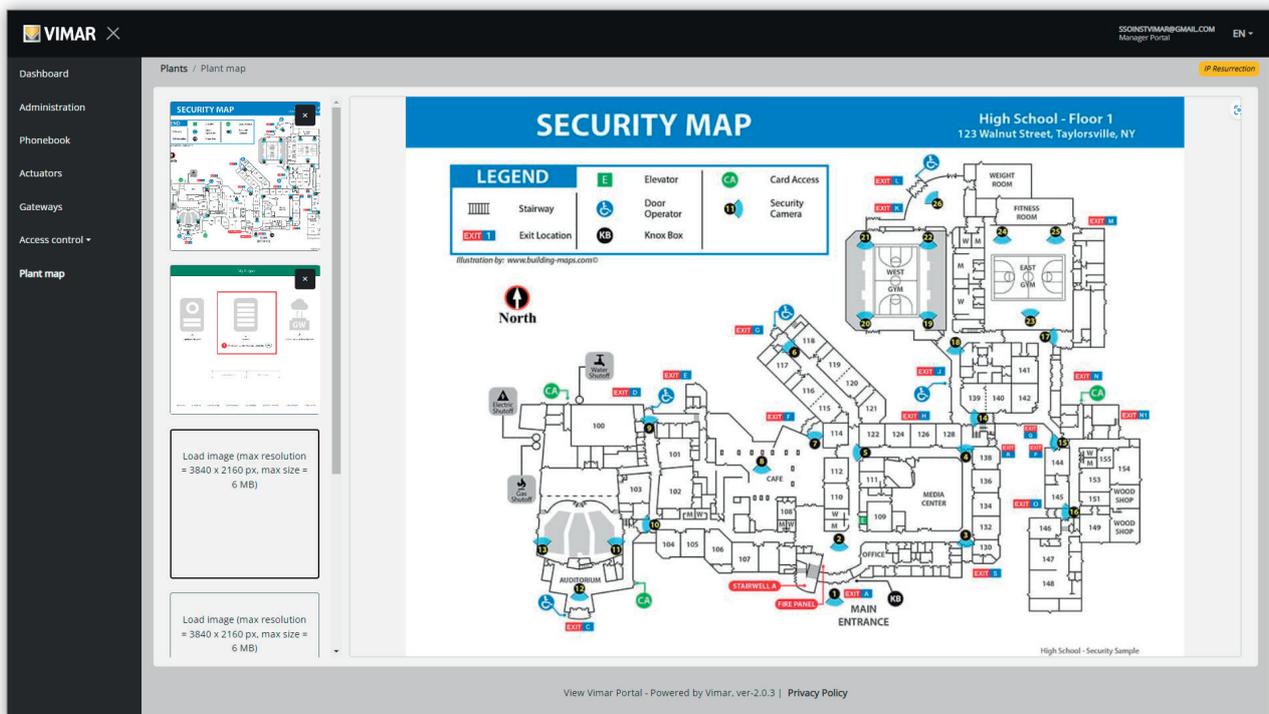
From this page you can add a new holiday by hitting the '+' button and you can delete an existing one by hitting the trash button. A typical example would be Jan 1, Dec 25 and so on.



6 Adding a holiday

5.2.8 Plant map

This page allows you to keep an archive of 5 images which might be of some use for the plant management. For example they could show the topological map of the flats, the lifts, the location of the entry panels etc.



7 Plant map

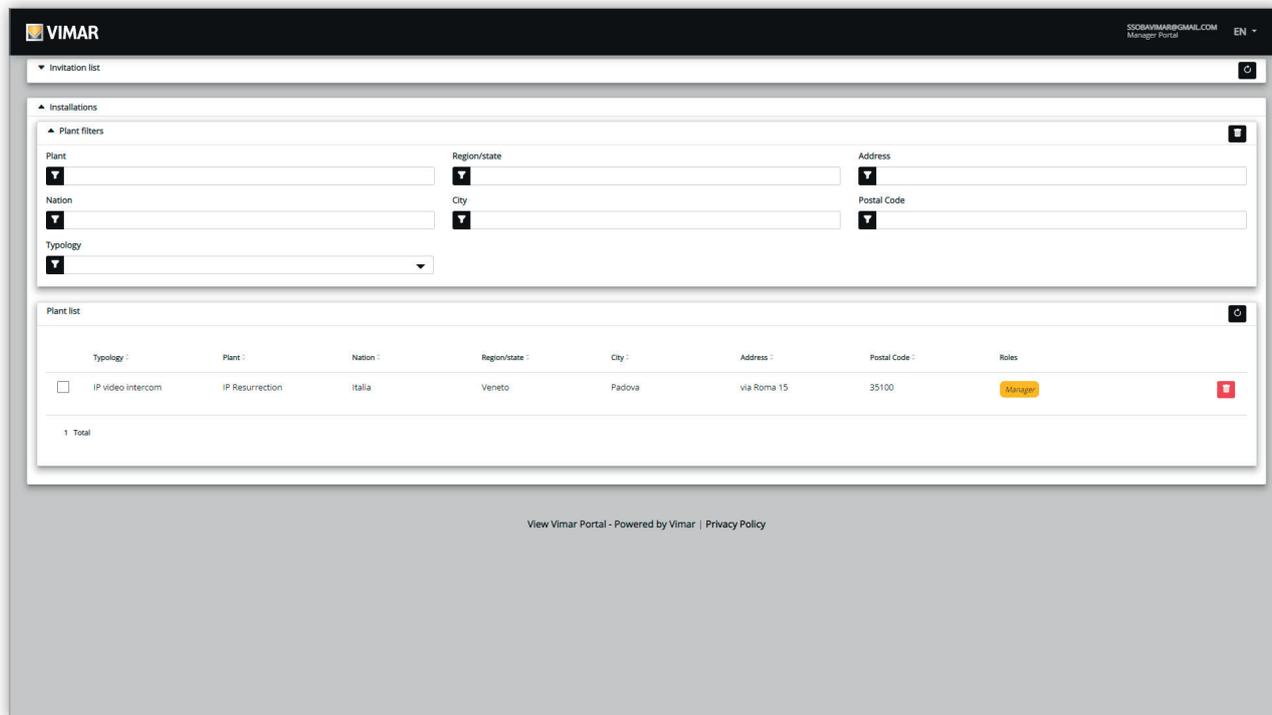
On the left of the page you can use a file chooser (with preview) to load the images and switch the view from one to another.

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5.3 Plant manager and operator

5.3.1 Plants list

This is the landing page of the back-office users after logging in:



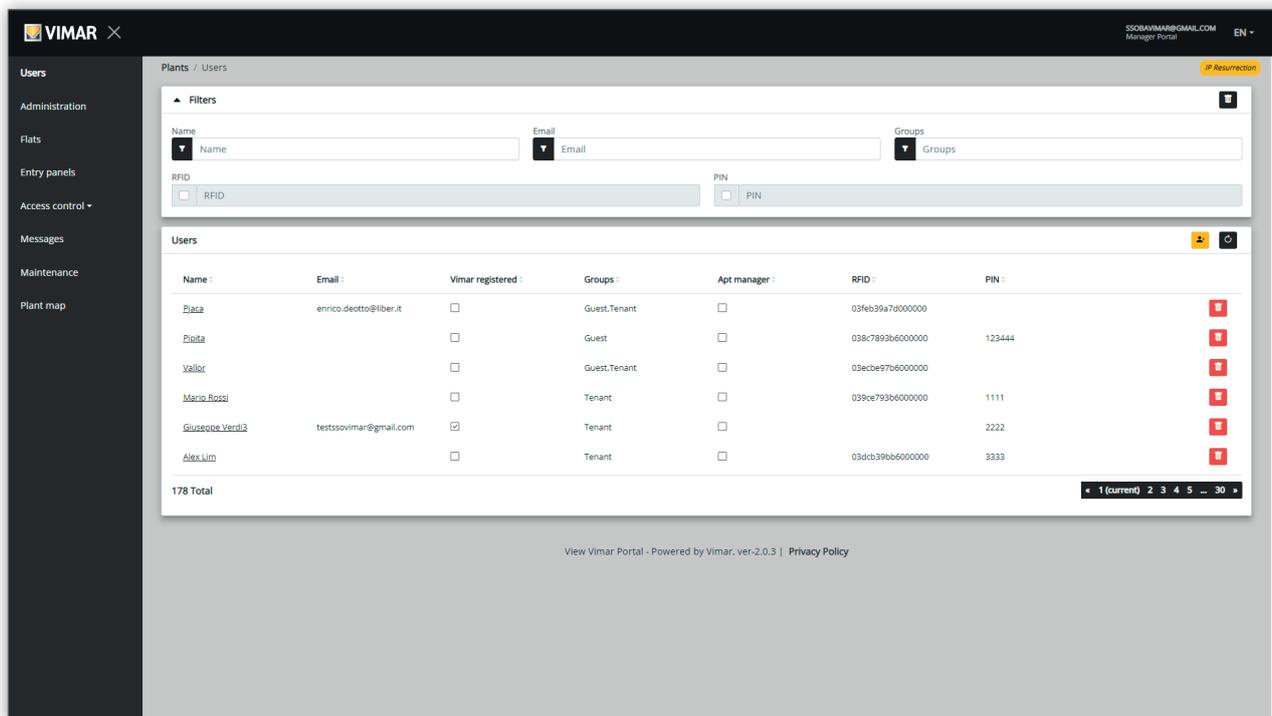
The page shows all the plants you have a back-office role on. If you click on a plant where you are either plant manager or operator you will land on the Users page of that plant.

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5.3.2 Users

This page shows the list of all the users that have been created on the plant and that have at least one of the following roles:

- Apt manager (MyVimar account required)
- Tenant (MyVimar account required)
- Guest



From this page you can add/edit/delete a user as described in the following paragraphs.

5.3.2.1 Adding a user

You can create a user by clicking the button . When doing so, the portal opens a popup like the following where you can input the main user data:

The only mandatory parameter in this form is the Name. The other parameters might become necessary depending on the services that can be assigned to the user. More on this will be specified in other paragraphs.

5.3.2.2 Editing a user

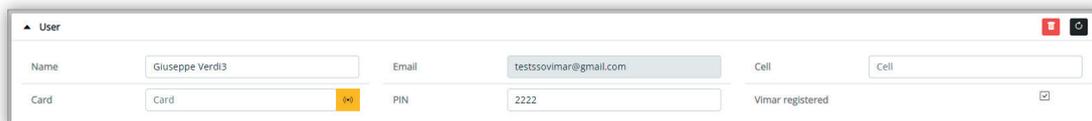
You can edit the properties of an existing user by clicking her/his name in the user list. The portal opens the user page where you can modify all the user properties grouped into the following categories:

- User specific properties
- Flats the user is associated to
- Groups the user is member of
- Access control rules which are associated to the user

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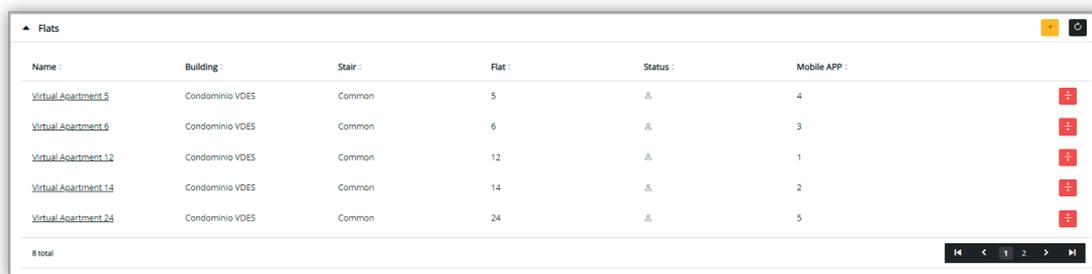
5.3.2.2.1 User specific properties The specific user properties are:

- Name (modifiable): identifier of the user assigned by the person who enrolled her/him into the portal;
- Email (unmodifiable): this is used to send notifications to the user when s/he is assigned some further services
- Cell (modifiable): just a string for the back-office purpose, not directly used by the portal
- Card (modifiable): the RFID card identifier (hexadecimal code) to be used by the access control system, if present
- PIN (modifiable): a sequence of digits to be used by the access control system, if present.
- Vimar registered (unmodifiable): whether the user also owns a MyVimar account



5.3.2.2.2 Flats

This section lists the flats the user is associated with as either a tenant or an apt manager. Note that, in order for the user to be associated to a flat, s/he must have a Vimar account and consequently the email field cannot be blank.

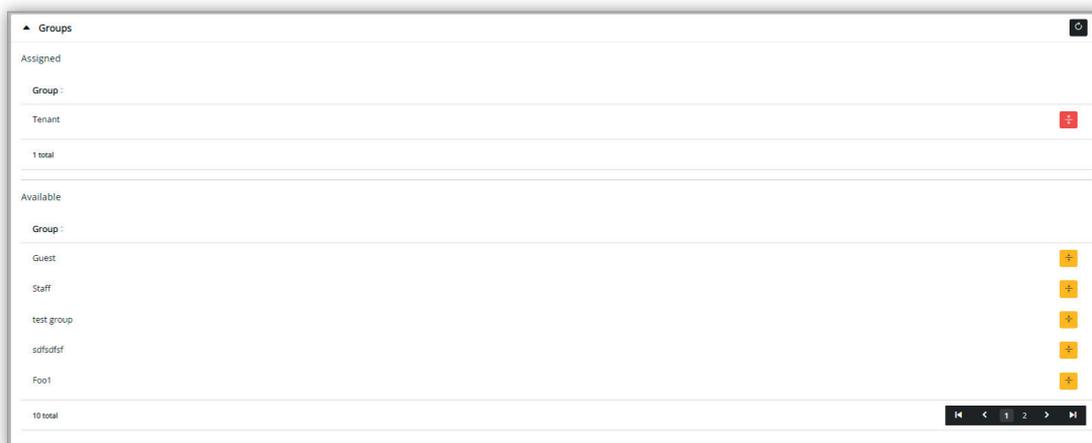


Name	Building	Stair	Flat	Status	Mobile APP
Virtual Apartment 5	Condominio VDES	Common	5	Δ	4
Virtual Apartment 6	Condominio VDES	Common	6	Δ	3
Virtual Apartment 12	Condominio VDES	Common	12	Δ	1
Virtual Apartment 14	Condominio VDES	Common	14	Δ	2
Virtual Apartment 24	Condominio VDES	Common	24	Δ	5

8 total

5.3.2.2.3 Groups

This section lists the groups the user is member of. In order for a user to be a member of a group, s/he has to possess at least a card or a PIN code and therefore either code must not be blank. From this section you can associate or deassociate the user from a group by just acting on the two buttons on the group entries.



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5.3.2.2.4 Access control rules

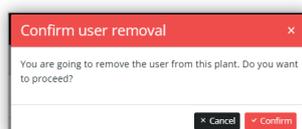
This section lists the access control rules associated to the user. They can be personal (i.e. are assigned specifically to the user) or inherited (i.e. the rules which have been defined for the groups the user is member of). Clearly a user can get access to a gate if at least one of her/his rule allows it.

Access rules					
Personal					
Day :	From :	To :	Gate :	Actuators	
Wednesday	20:00	23:00	Entrata Targa UP	Serr. Targa 1	
1 total					
Inherited					
Group :	Day :	From :	To :	Gate :	Actuators
Guest	All	00:00	23:59	RFID45007 Entrance	Serr. UP
Guest	All	00:00	23:59	RFID45007 Entrance	Serr. UP
2 Total					

For further details see "Installer and maintainer" (see chapter 5.2).

5.3.2.3 Deleting a user

You can delete a user by clicking on the  button on her/his entry in the list. The portal will ask you to confirm your choice and, if you do, the user will be removed from the plant.

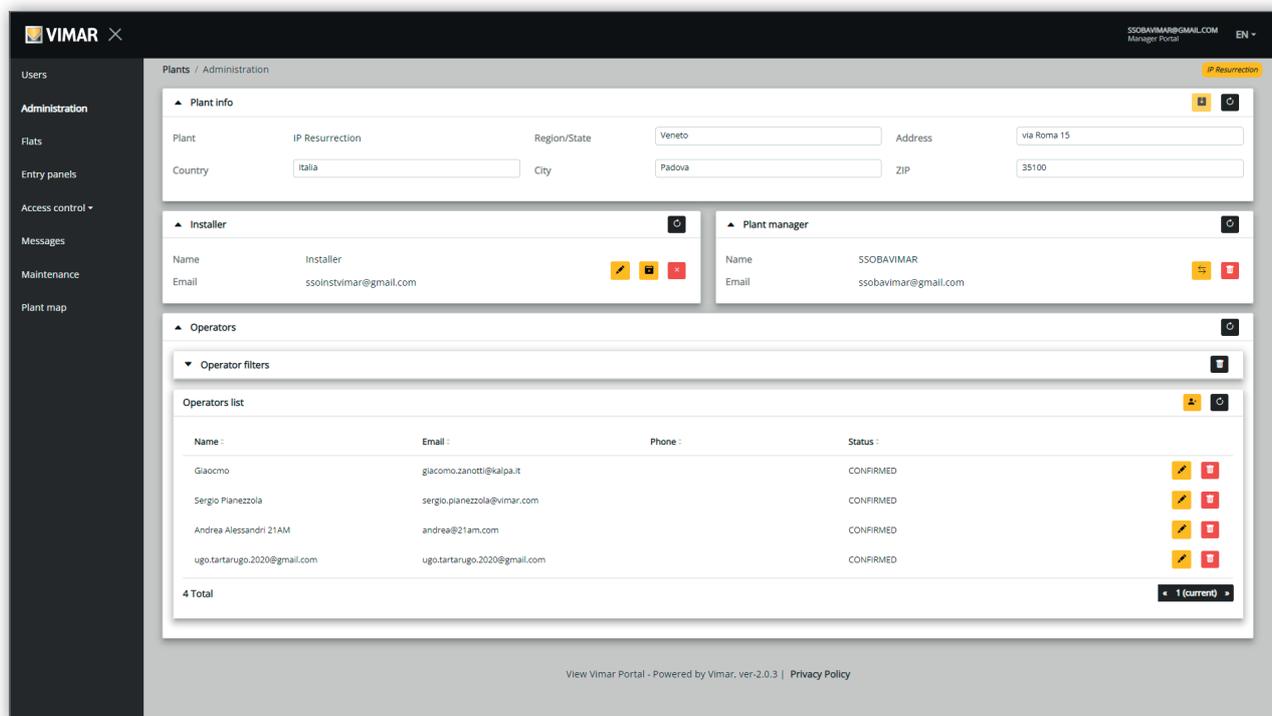


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5.3.3 Administration (plant manager only)

The Administration page is similar to the one available to the installer and allows to:

- read and modify the plant location info
- invite a new Installer and/or a new plant manager
- invite/remove an operator

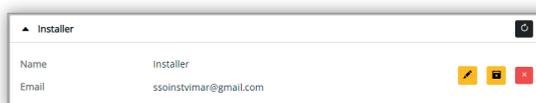


5.3.3.1 Read and modify the plant location info

Just change any of the strings in the upper groupbox and hit the green button on the upper right corner to save the change.

5.3.3.2 Invite a new installer

The left part of the middle groupbox shows the current installer and the buttons to remove him or to invite a new one. In the latter case you will be asked to insert Name and Email of the new installer. The email you provide must belong to a MyVimar registered account who has already logged into the VDIPM application at least once. When you invite a new installer the Vimar View Portal sends an email to the nominee with all the necessary instructions to accept the invitation and take office. Until s/he does so, the current installer can still operate on the plants. If there is a new invited installer who hasn't taken office yet the portal shows a box like the following:

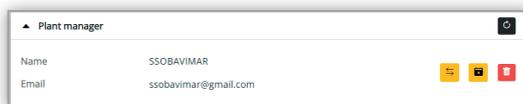


Hitting on the green button you can change the invited person. Hitting on the yellow button you can remove the current invitation and hitting on the red button the current installer can remove yourself from the plant, effective immediately.

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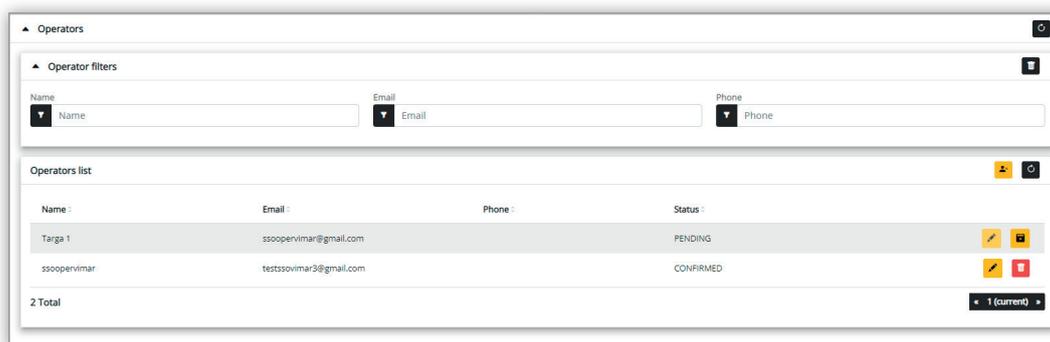
5.3.3.3 Invite a new Plant Manager

In a similar way, the right pane gives you the possibility to remove the current Plant Manager (yourself) or invite a new one. In case you have invited a new plant manager and he hasn't taken office yet the situation is pretty much analogous to the one mentioned about the invited installer:



5.3.3.4 Invite/remove an operator

The bottom groupbox shows the list of the operators currently configured on the plant with some simple filters that can be used to narrow the list.

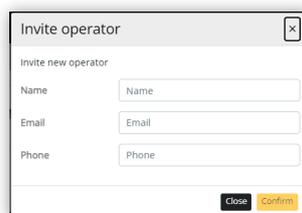


For each operator the portal shows Name, Email, Phone and Status. The status of an operator can be twofold:

- PENDING: the operator has been invited by the plant manager but has not accepted the invitation yet. S/he is not operational yet. The only operation allowed on an operator in this status is the removal which is actually a simple deletion of the invitation.
- CONFIRMED: the operator has been invited by the plant manager and has accepted the invitation. S/he is now fully operational on the plant.

5.3.3.4.1 Invite

You can invite a new operator by hitting the icon . When doing so, the portal opens a popup like the following:



where you can insert Name (mandatory), Email (mandatory) and Phone (optional). When you confirm the portal sends an email to the new operator similarly to what happens when inviting an installer or a plant manager.

5.3.3.4.2 Edit

You can modify the properties of an operator by hitting the icon on her/his entry. Once an operator has been inserted you can only modify the phone property. In case you need to change her/his name you can always delete and create her/him again with the desired name.

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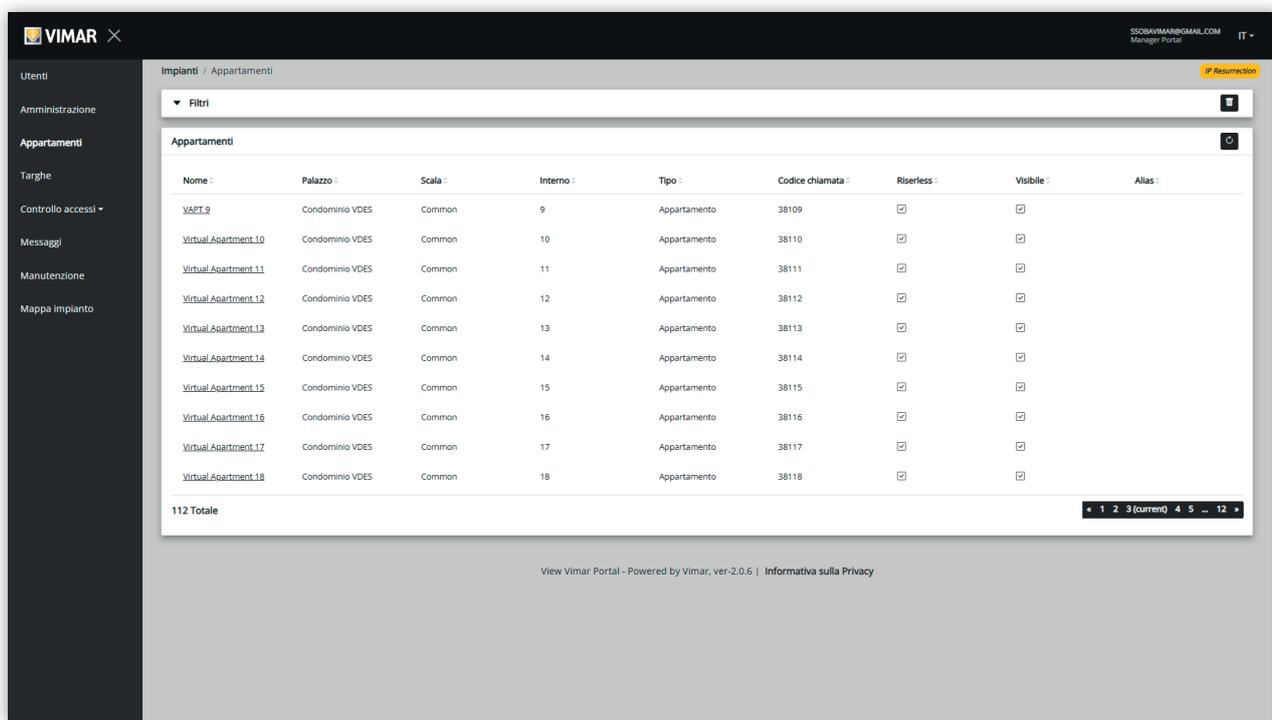
5.3.3.4.3 Delete

You can delete a maintainer by hitting the  (or  if pending) icon on her/his entry.

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5.3.4 Flats

This page lists all the flats that have been configured by the installer during the initial setup of the plant. On the top part there are some filter that can be used to narrow down the result set below.



When you click on the name of a flat the portal opens the relative page which contains all the flat properties grouped into the following sections:

- Configuration
- Users
- Mobile APPs
- CCTV
- Actuators.

More details on this will be given in the following paragraphs.

5.3.4.1 Configuration

This section contains the specific configuration of the flat:

- **Code (read-only)**: the dial code
- **Building, Stair and Flat (read-only)**: the topological coordinates
- **Name1, Name2, Ext (read-write)**: the names of the flat
- **Visible (read-write)**: weather the flat is visible on the entry panel
- **Alias (read-write)**: a custom name assigned by back-office staff and not changeable by the flat tenants
- **Riserless (read-only)**: weather the flat is virtual (no physical home stations)
- **Apt manager (read-write)**: the possible apt manager assigned to the flat. Note that if this is the case, the Mobile APP section will not be visible to you because only the apt manager will be able to manage the APPs associated to the flat.
- **Partner flat (read-only)**: in case the flat has been associated with a partner flat. The partnership bond connects a virtual flat to a physical one. As a result, a call to the virtual flat will cause both flats devices to ring. If instead the physical one is called from the entry panel, only that one will ring.



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5.3.4.2 Users

This section contains the list of the users associated to the flat. By clicking the button, you will be able to associate a user to the flat as a tenant. In order for this to happen the user must have a valid email because the portal will send her/him an email with the invitation and the instructions to create a MyVimar account if the user doesn't already have one.

Name	Status	RFID	PIN
test		<input type="checkbox"/>	<input type="checkbox"/>
1 total			

5.3.4.3 Mobile APPs

This section allows you to configure the 5 APP service available to the flat. There is a line for each APP service and the ones with the video preview are marked with a green symbol while the others have a red one.

Application name	Assigned to	Last connection
app	Giuseppe Verdi3	--
myapp	Giuseppe Verdi3	Self removed
aaaa	Giuseppe Verdi3	23/01/23 10:03:09
--	--	--
--	--	--

For each APP service you can proceed with the actions described in the following paragraphs.

5.3.4.3.1 Assign the service ()

This button will open a form which allows you to assign an APP to a user.

Mobile APP service assign ✕

Assignee:

Email:

Name:

Insert alias for the new APP service:

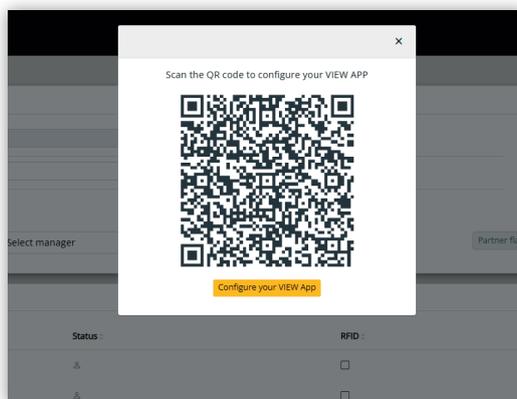
APP name:

The assignee can be picked from the list of tenants already associated to the flat or a new user can be invited right away by selecting the 'New assignee' option in the combo box. In such a case, an email and a name must be provided for the assignee and another name for the APP service. Note, actually, that you can assign multiple APP services to the same assignee and so an APP name is necessary to distinguish them. When you confirm the service assignment, an email will be sent to the service assignee and the other buttons will be enabled.

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5.3.4.3.2 Show a pending invitation ()

This button is only enabled for a pending invitation. If you click on it, the portal will show the data of the pending invitation:



the QR code (or the 'configure' button - in case you are opening the page from a smartphone browser) can be used to configure a Vimar APP. When the service configuration is complete, the 'Last connection' parameter is populated and the  button gets disabled.

5.3.4.3.3 Re-send the invitation email ()

If you click this button you will re-send the invitation email to the assignee of the APP service. Similarly to the  button, it gets disabled as soon as the service configuration is completed with an APP.

5.3.4.3.4 Delete an APP service ()

If you click on the trash button of an APP service entry, you will simply delete the APP service and the assignee of that service will no longer be able to receive calls from the plant devices.

5.3.4.4 CCTV

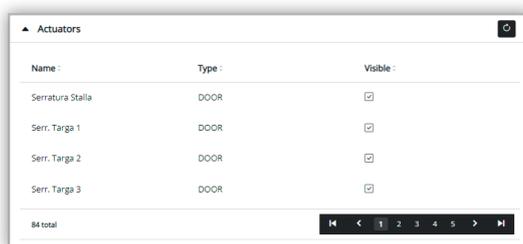
This section shows the list of all the CCTV configured by the installer inside the plant. You can flag/unflag the checkbox to make the CCTV visible/invisible – respectively – from the flat.

Name	Video URL	Visible
Dome	rtsp://10.10.10.202:554/profile1	<input checked="" type="checkbox"/>
Bullet	rtsp://10.10.10.203:554/profile1	<input checked="" type="checkbox"/>
2 total		

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5.3.4.5 Actuators

This section shows the list of all the actuators configured by the installer inside the plant. You can flag/unflag the checkbox to make the actuator visible/invisible – respectively – from the flat.



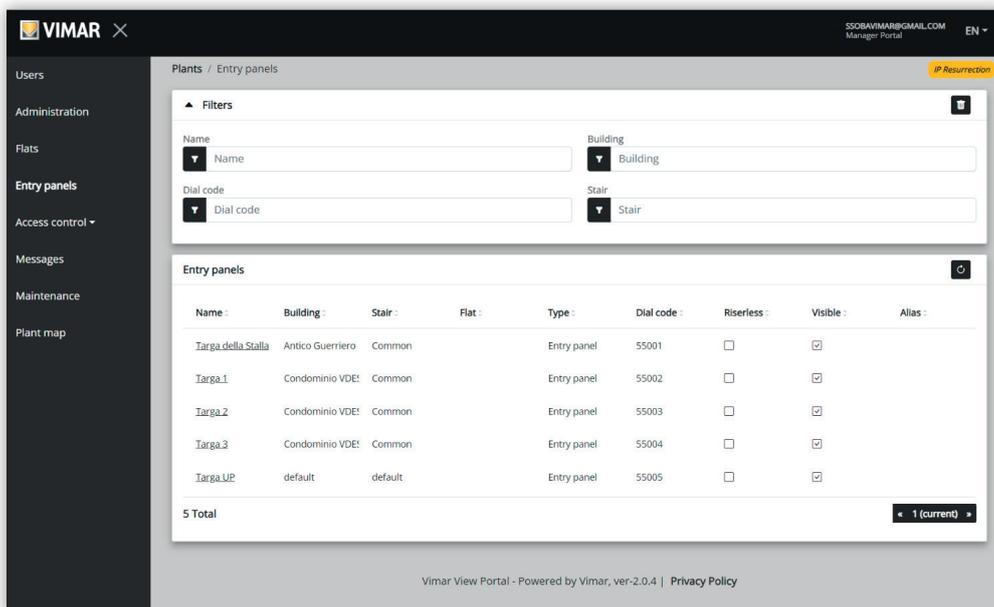
Name	Type	Visible
Serratura Stalla	DOOR	<input checked="" type="checkbox"/>
Serr. Targa 1	DOOR	<input checked="" type="checkbox"/>
Serr. Targa 2	DOOR	<input checked="" type="checkbox"/>
Serr. Targa 3	DOOR	<input checked="" type="checkbox"/>

84 total

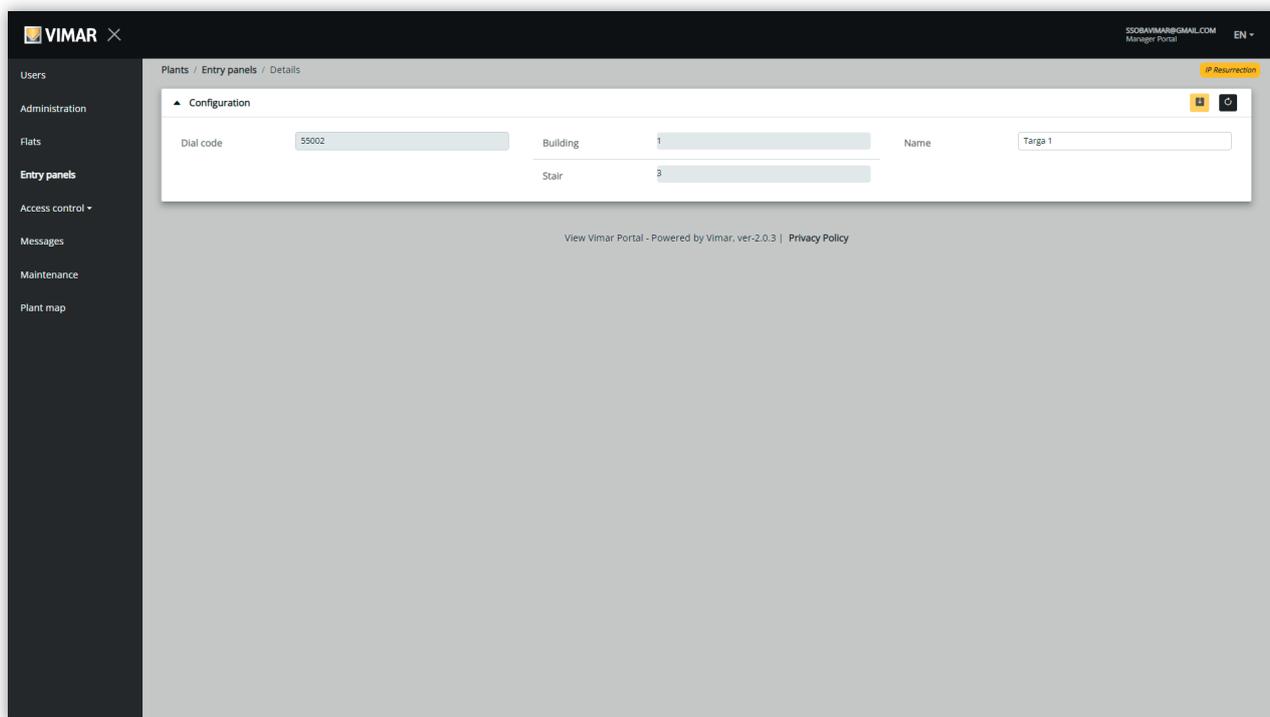
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5.3.5 Entry Panels

This page shows the list of entry panels that have been configured in the plant.



By clicking on the name of an entry panel you can open the relative page which shows the specific data of the entry panel like shown in the following picture:



The only property which is modifiable is the entry panel name.

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5.3.6 Access Control

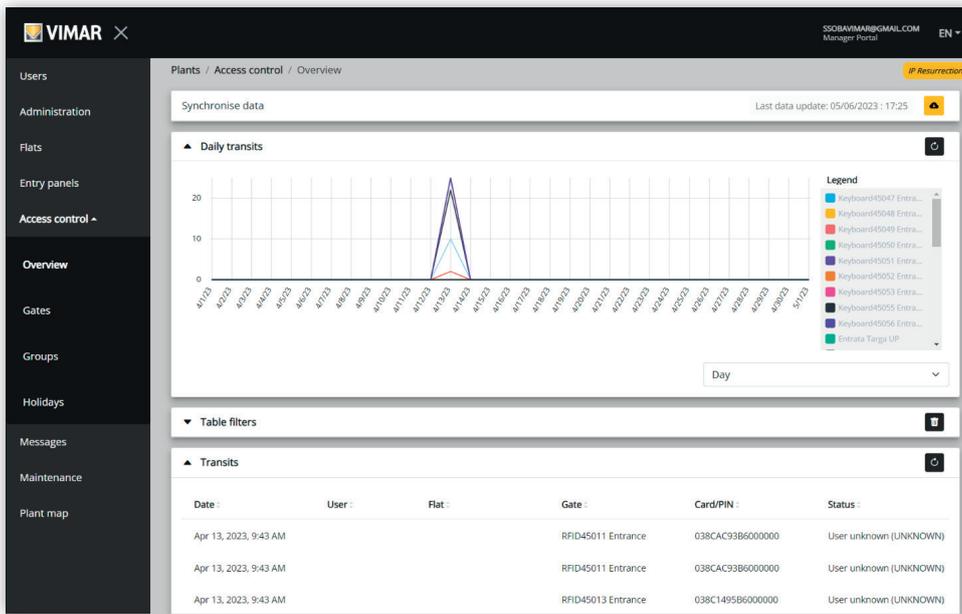
This section of the portal allows you to configure the access control system of the plant. More specifically the section opens into 3 subsections where you can configure, respectively:

- Overview
- Gates
- Groups
- Holidays.

More details are given in the following paragraphs.

5.3.6.1 Overview

This page provides an overview of the historical access data of the plant. The default page will look like the following figure:



There are 4 sections:

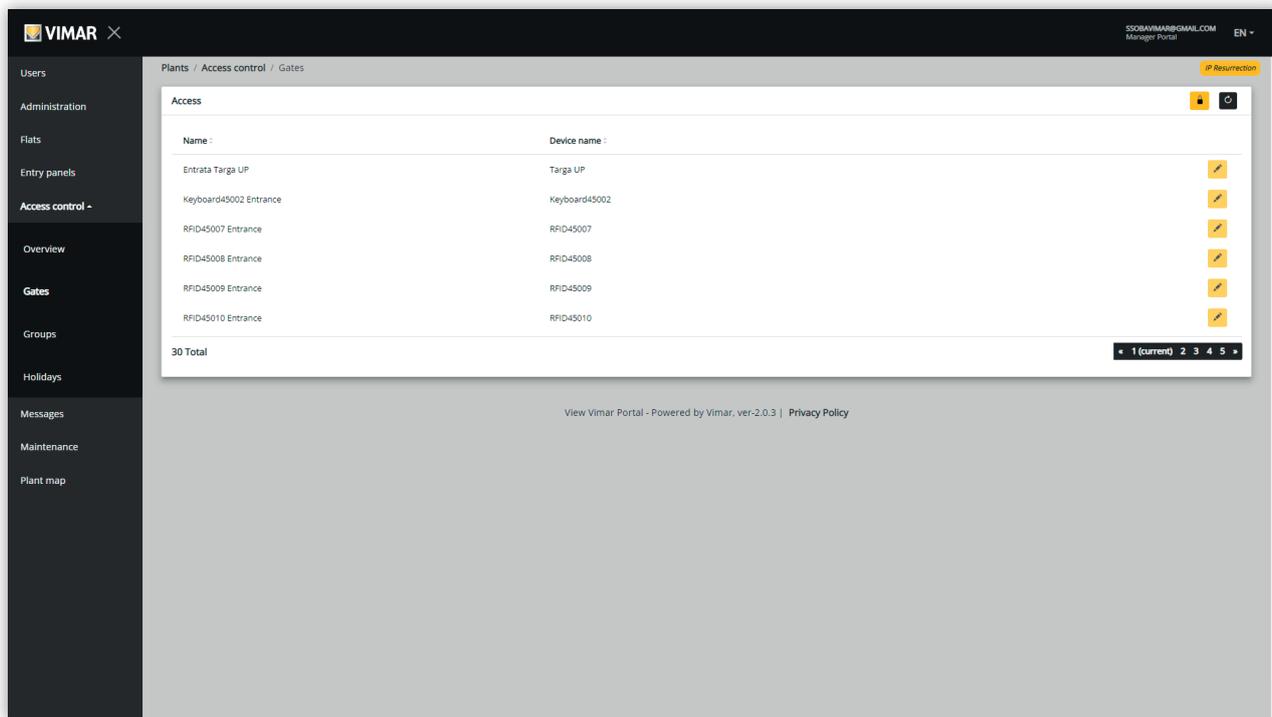
- a button which can force the download of the access data from the plant to the cloud
- a graph which shows the access data per gate. The access data can be grouped by Month/Week/Day/Hour/ Minute depending on the selected time span in the Table filters. If the time window spans more than 7 days the possible grouping is Month/Week/Day. If the time window spans 7 or less days than the grouping options are Day/Hour/Minute. The default time span is 30 days and the maximum is 365 days.
- some filters which can narrow down the search:

- **From/To:** time span (default is 30 days and maximum is 365 days)
- **Flat:** will filter the transits performed by the tenants of a specific flat (or flats)
- **Gates:** will filter the transits performed through a specific gate (or gates)
- **Users:** will filter the transits performed by a specific user (or users)
- **Status:** will filter the transits based on the status (Granted/Denied/Unknown user/Error)
- a results table with all the details of the plotted data.

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5.3.6.2 Gates

This page shows all the gates initially configured on the plant by using the VDIPM application.



Beware that in order to create or remove a gate you need the VDIPM. From the portal you can only change the name of a gate which is already present by clicking on the pencil icon on the right of the gate entry. A simple form will pop up like the following:

Edit gate

Gate: Entrata Targa UP

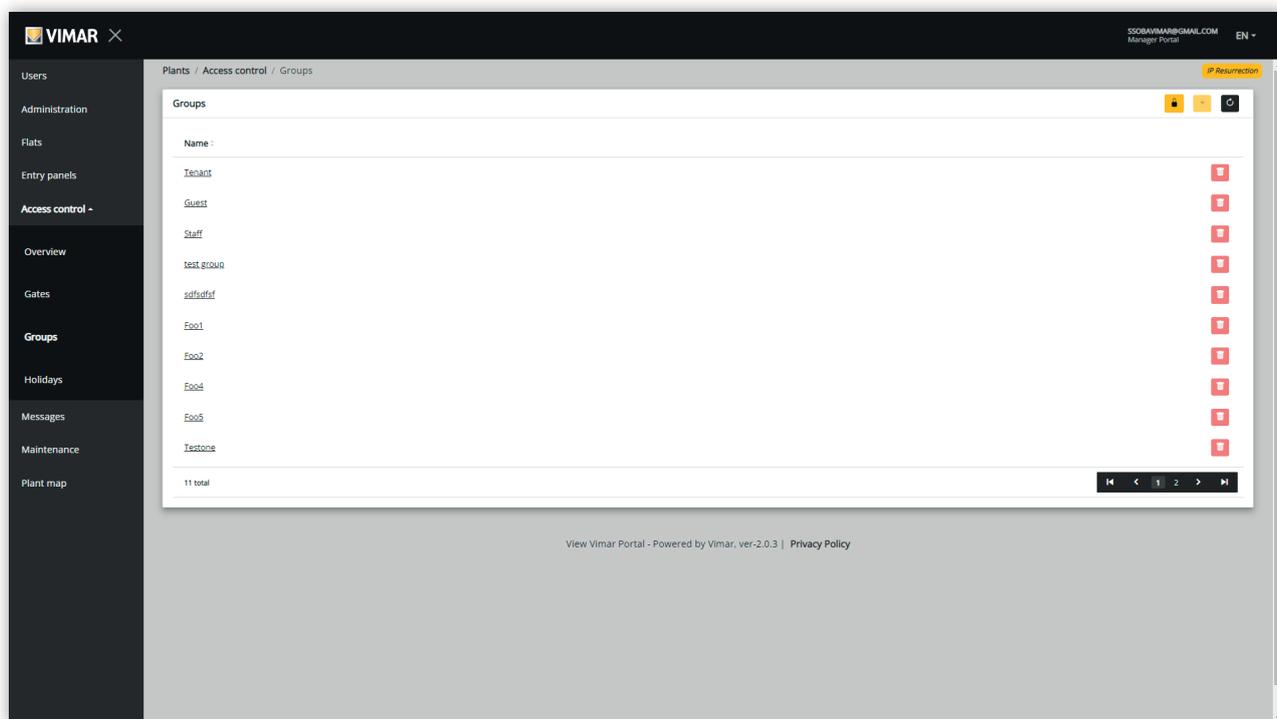
Close Confirm

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5.3.6.3 Groups

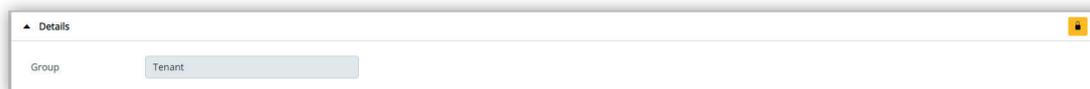
This page lists the groups configured on the plant. On this page you can:

- add a group by hitting the '+' button
- delete an existing group by hitting the trash button on the group entry in the list
- edit the group properties by clicking the group name



The group properties that can be configured are shown in the following paragraphs.

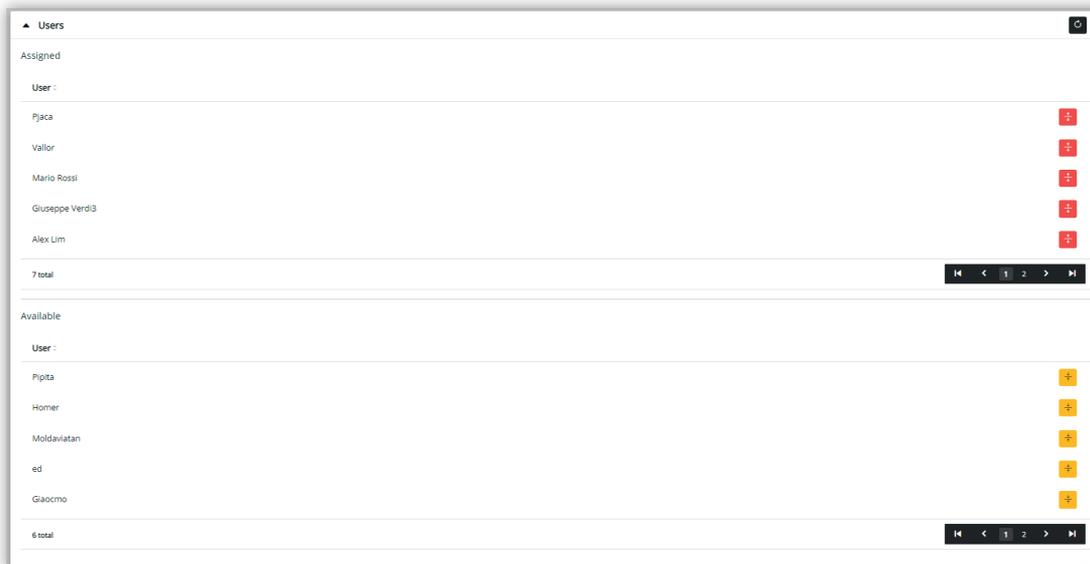
5.3.6.3.1 Name



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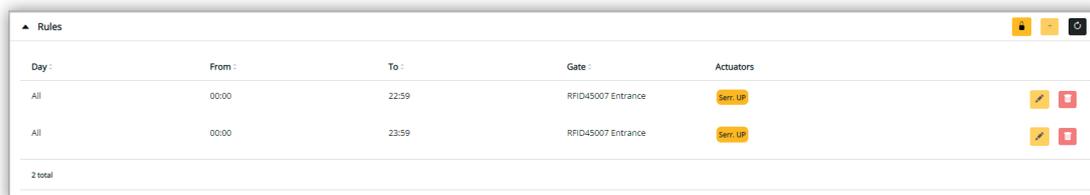
5.3.6.3.2 Users

This section shows the members of the group. You can remove a member or add a new one picking it from the list of the available users.



5.3.6.3.3 Access rules

This section shows the group access rules which are valid for all the group members. You can add/edit/remove an access rule.

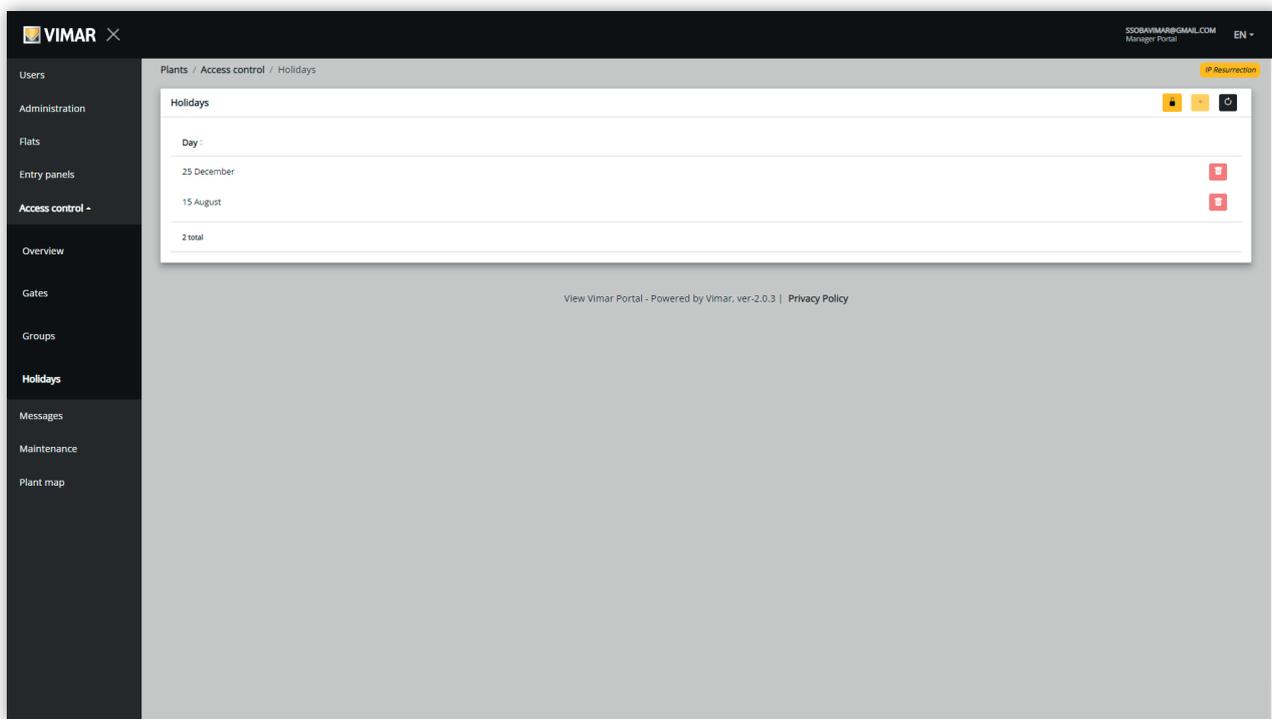


For further details see ["Installer and maintainer"](#) (see chapter 5.2).

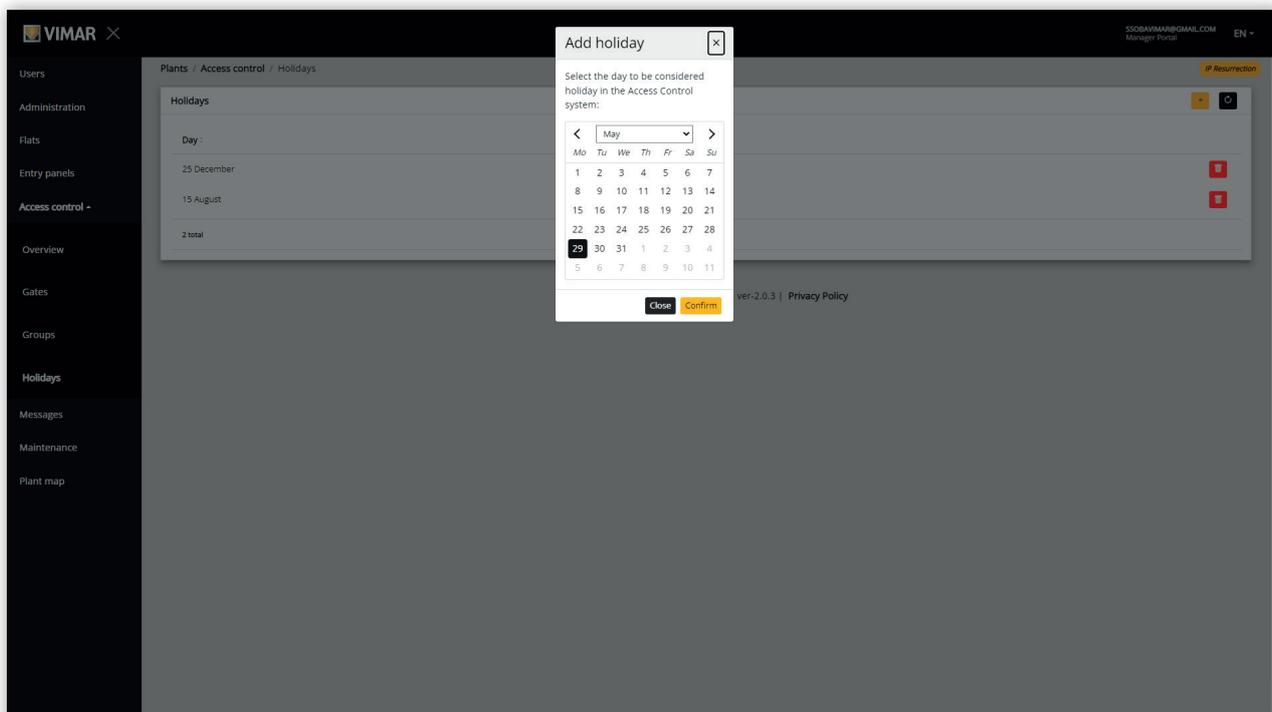
View Vimar Portal

5.3.6.4 Holidays

This page shows the list of the days of the year that can be configured to be treated as 'holidays' when defining the applicability time slices of an access rule.



From this page you can add a new holiday by hitting the '+' button and you can delete an existing one by hitting the trash button. A typical example would be Jan 1, Dec 25 and so on.

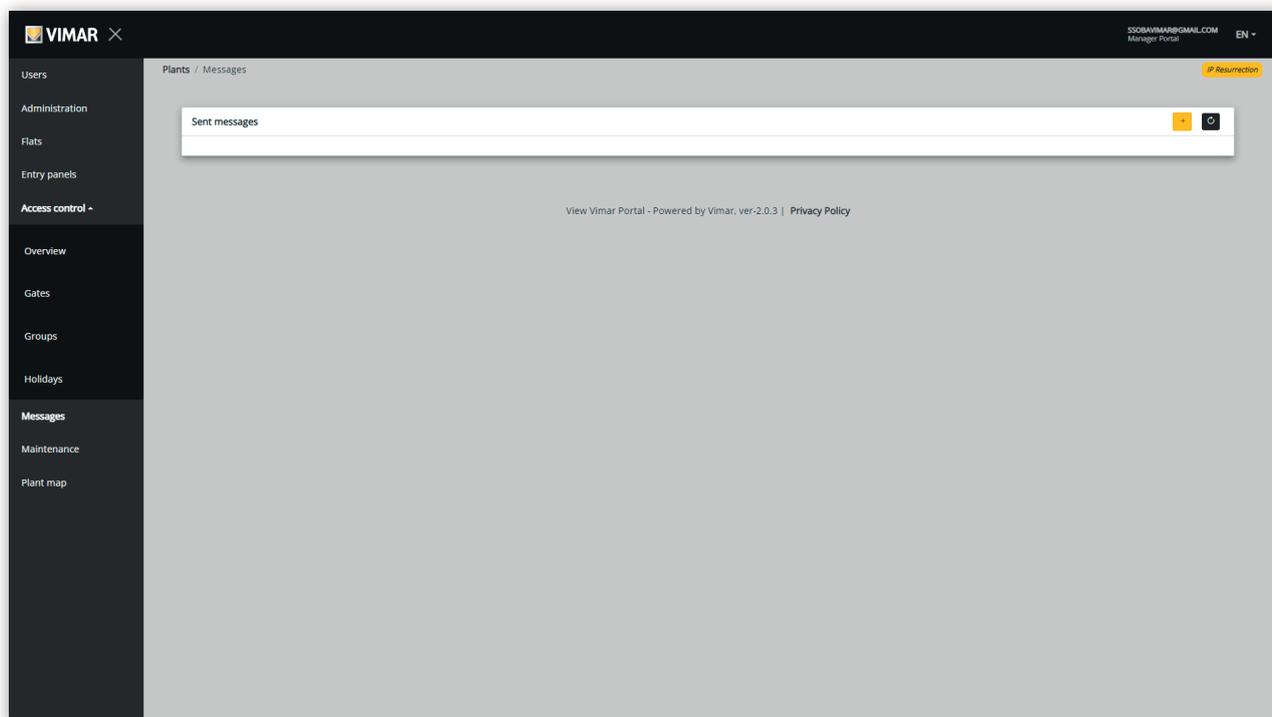


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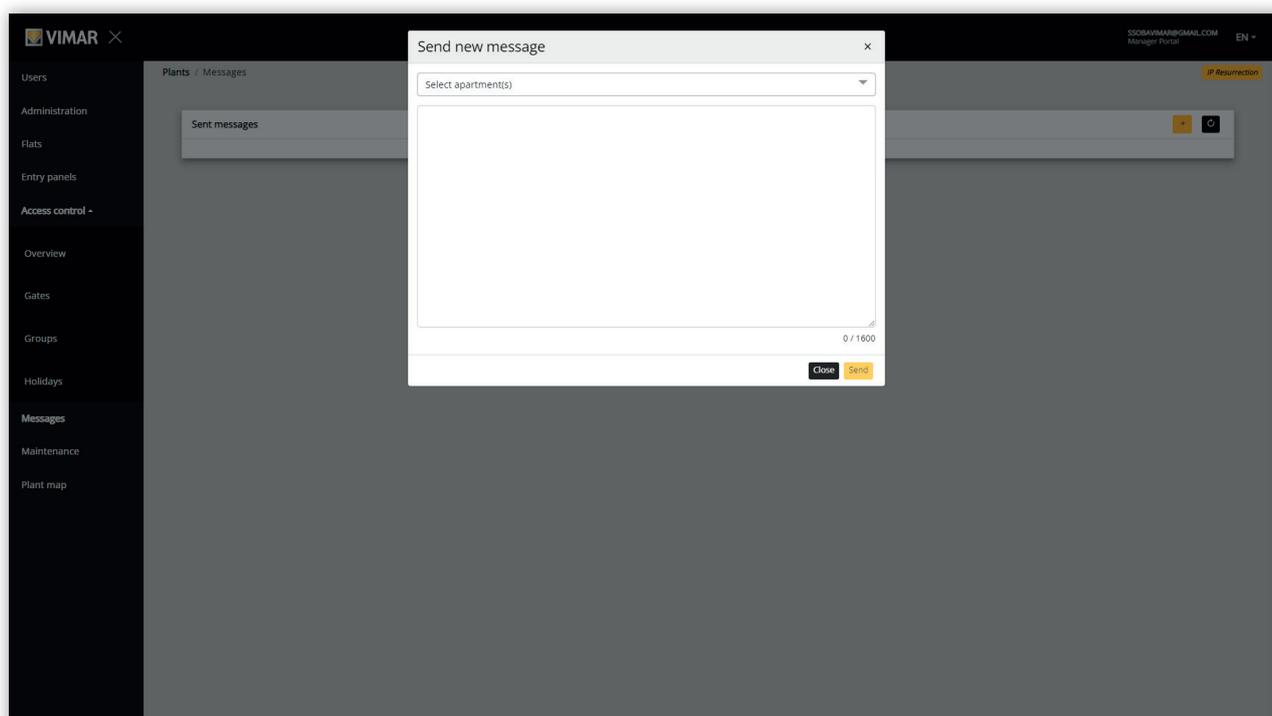
5.3.7 Messages

This page allows you to send messages to any apartments, both physical and virtual ones, to notify the tenants of some events/activities going on in the plant. The page keeps the record of all the sent messages, with a user experience similar to an email client program.

IMPORTANT: from the portal you **can send** messages but you **cannot receive** messages.

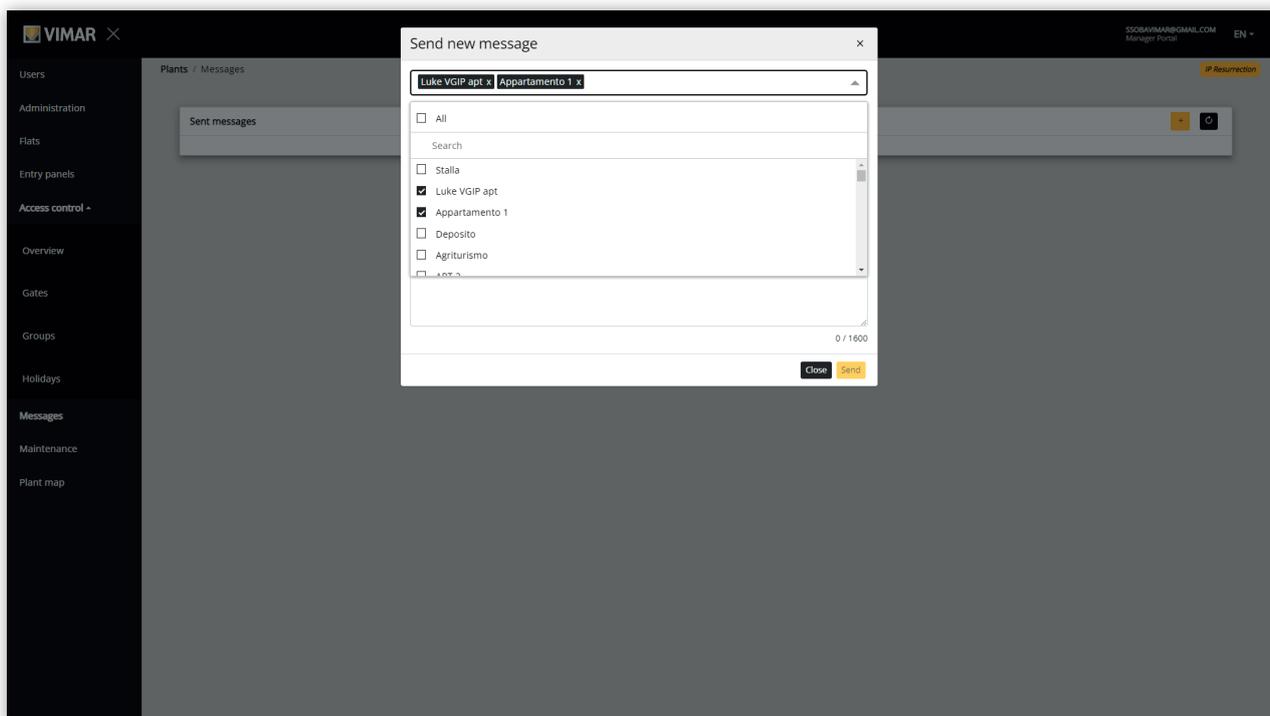


In order to compose and send a new message you need click on the  button in the upper right corner and the message form will show up.

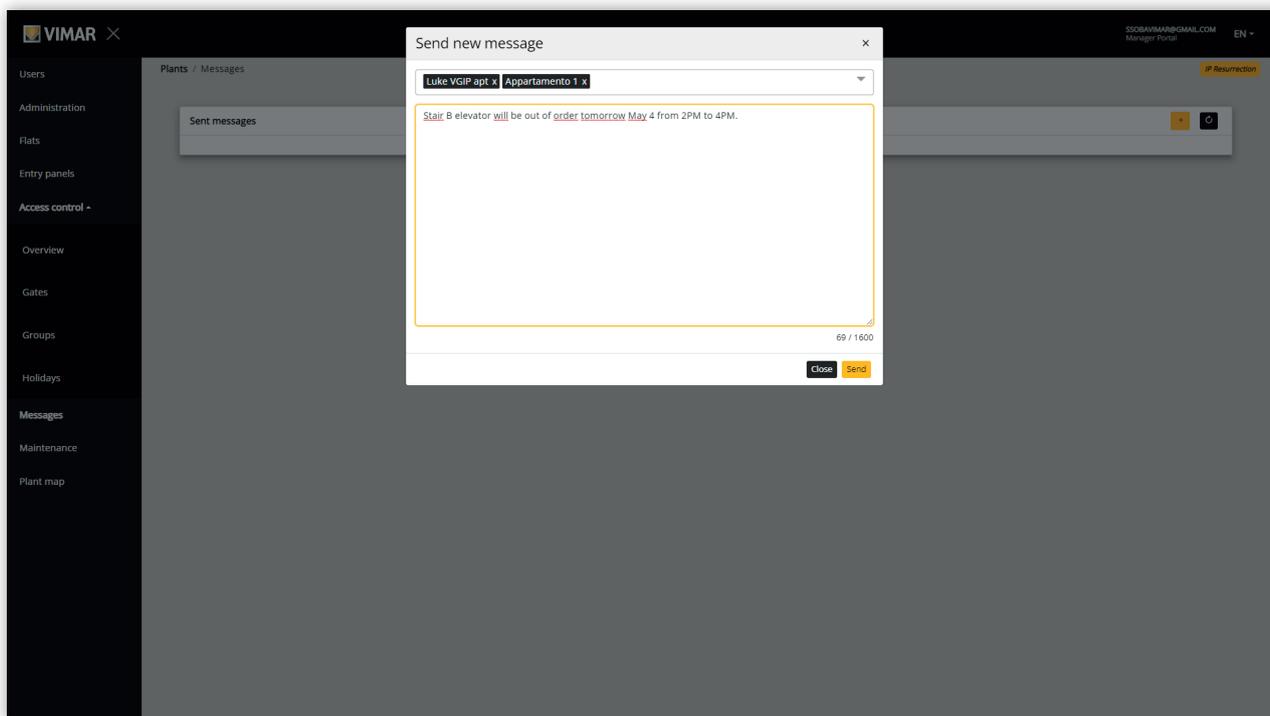


You can now fill up the recipients field with all the apartments you want to send the message to.

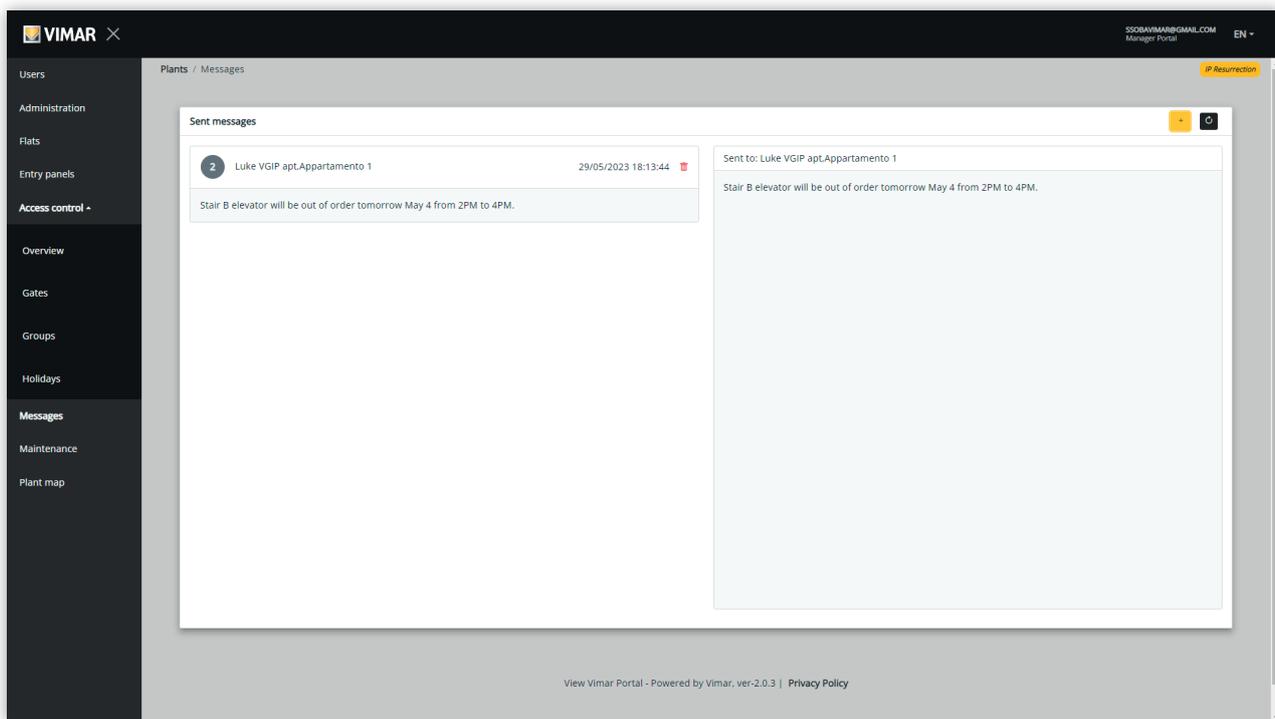
View Vimar Portal



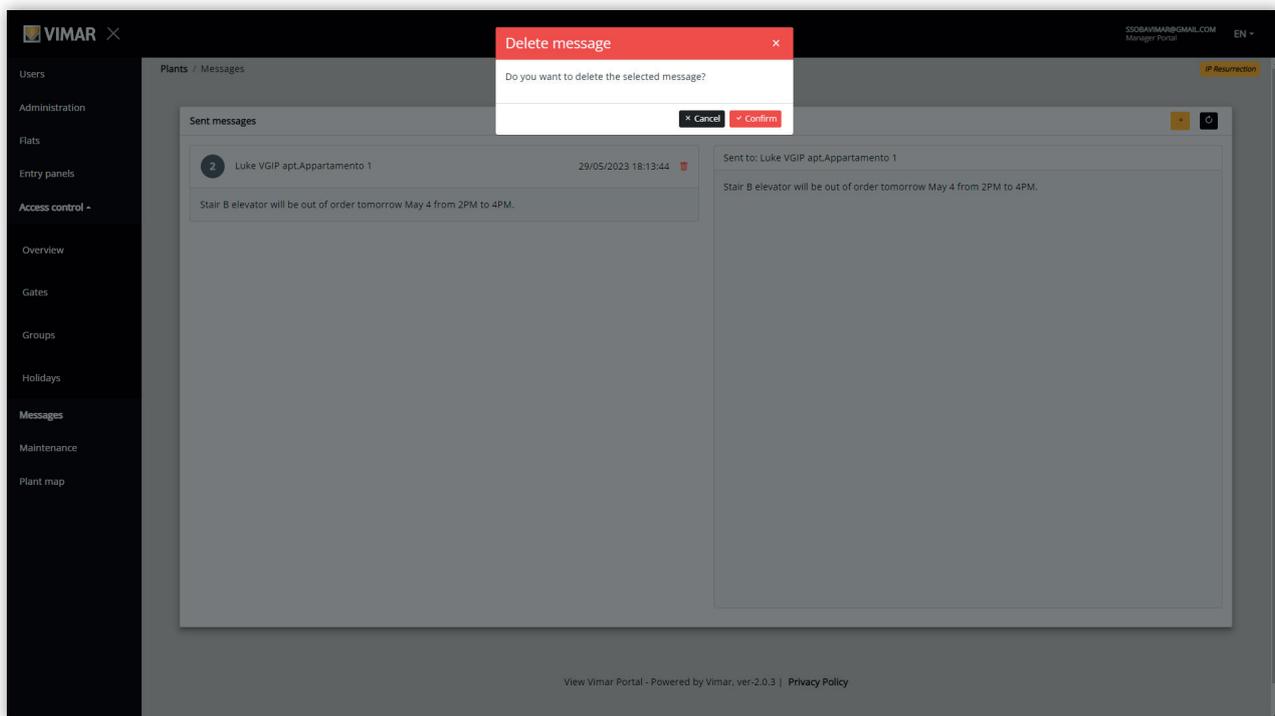
Once you are done with the recipients, you can fill in the message body. Note that the 'Send' button won't be enabled until you insert some text to send. In other words, empty messages are not allowed.



After completing the message body you can finally send the message by clicking the 'Send' button. The portal will show a popup confirming the message has been sent and upgrades the list of the sent messages.



You can delete an item from the sent messages list by clicking on the trash icon on the message. When you do that the portal shows a dialog like below and only if you confirm the message is deleted.



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5.3.8 Maintenance

In this page you can see all the activities carried on by the back-office users onto the plant. Each record shows a timestamp, the User name, the Role(s) s/he owns on the plant and a brief description of the recorded activity.

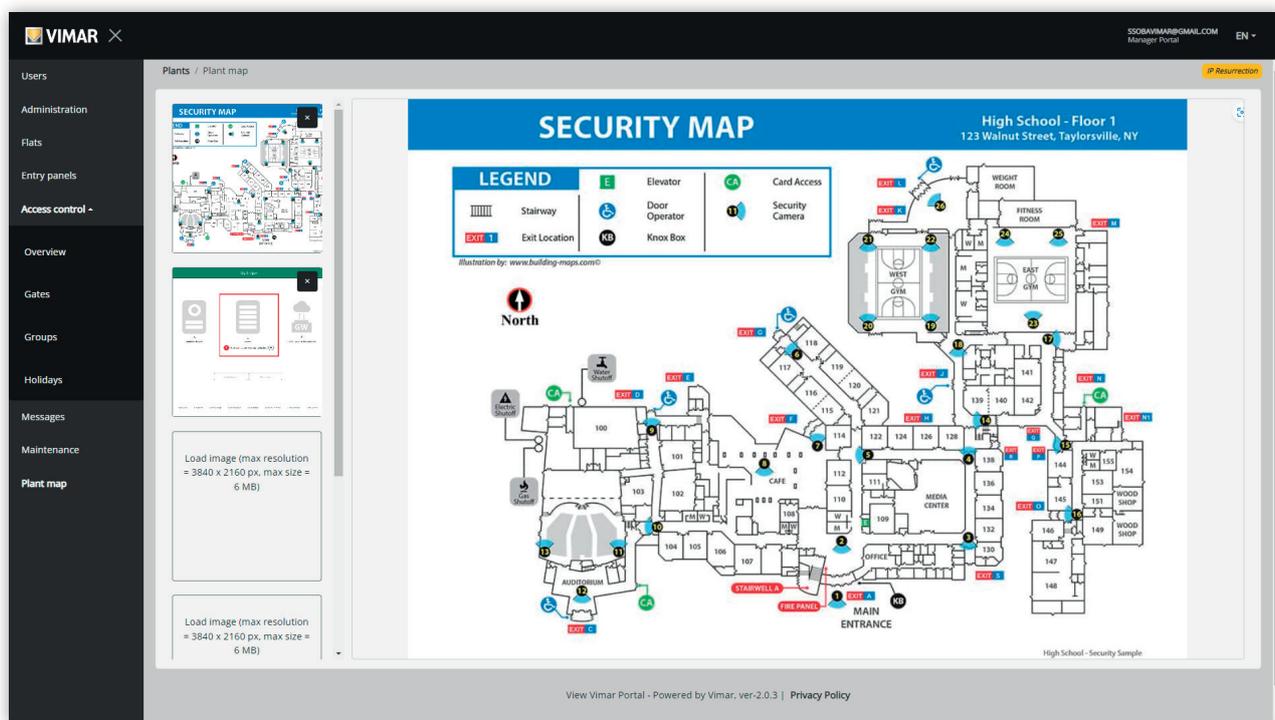
The screenshot shows the VIMAR web interface for the Maintenance section. It features a sidebar with navigation options: Users, Administration, Flats, Entry panels, Access control, Overview, Gates, Groups, Holidays, Messages, Maintenance (highlighted), and Plant map. The main content area is titled 'Plants / Maintenance' and includes a search filter for 'Maintenance'. Below the search filter is a table with columns for Date, User, Role, and Activity. The table lists 10 records of maintenance activities performed by SSOBAVIMAR on 2023/05/29. The activities include sending and deleting messages. At the bottom of the table, it indicates '100 Total' records and a pagination control showing '1 (current)' of 10 pages. The footer of the interface reads 'View Vimar Portal - Powered by Vimar, ver-2.0.3 | Privacy Policy'.

Date :	User :	Role :	Activity :
2023/05/29 18:13:44	SSOBAVIMAR	Manager.Tenant	Send message [Stair B elevator will be out of order tomorrow May 4 from 2PM to 4PM.] to apartment gids : [2.3]
2023/05/29 18:11:19	SSOBAVIMAR	Manager.Tenant	Delete message with id: [26859] for this plant: [000c29d712ad1641387085]
2023/05/29 18:11:12	SSOBAVIMAR	Manager.Tenant	Delete message with id: [26866] for this plant: [000c29d712ad1641387085]
2023/05/29 18:11:10	SSOBAVIMAR	Manager.Tenant	Delete message with id: [26867] for this plant: [000c29d712ad1641387085]
2023/05/29 18:11:08	SSOBAVIMAR	Manager.Tenant	Delete message with id: [26895] for this plant: [000c29d712ad1641387085]
2023/05/29 18:11:07	SSOBAVIMAR	Manager.Tenant	Delete message with id: [26868] for this plant: [000c29d712ad1641387085]
2023/05/29 18:11:03	SSOBAVIMAR	Manager.Tenant	Delete message with id: [26894] for this plant: [000c29d712ad1641387085]
2023/05/29 18:11:01	SSOBAVIMAR	Manager.Tenant	Delete message with id: [26893] for this plant: [000c29d712ad1641387085]
2023/05/29 18:10:59	SSOBAVIMAR	Manager.Tenant	Delete message with id: [26892] for this plant: [000c29d712ad1641387085]
2023/05/29 18:10:57	SSOBAVIMAR	Manager.Tenant	Delete message with id: [26891] for this plant: [000c29d712ad1641387085]

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5.3.9 Plant map

This page allows you to keep an archive of 5 images which might be of some use for the plant management. For example they could show the topological map of the flats, the lifts, the location of the entry panels etc.



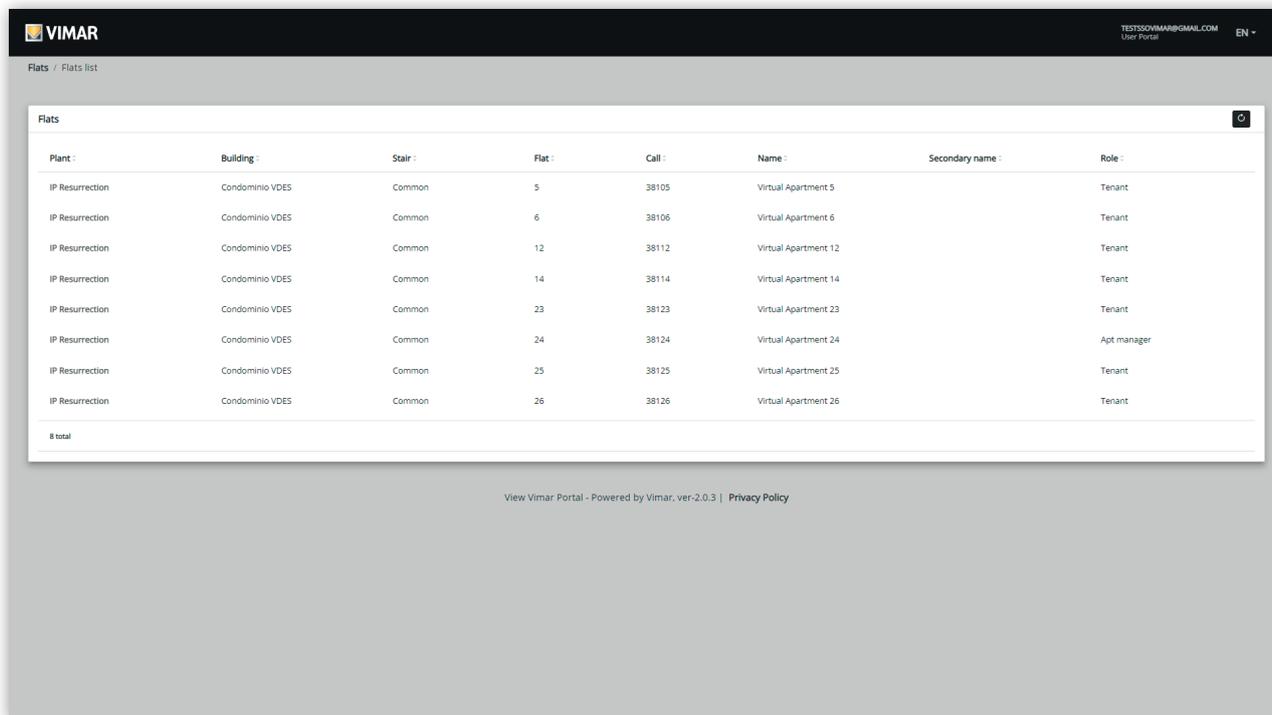
On the left of the page you can use a file chooser (with preview) to load the images and switch the view from one to another.

View Vimar Portal

5.4 Apartment manager

5.4.1 Flats list

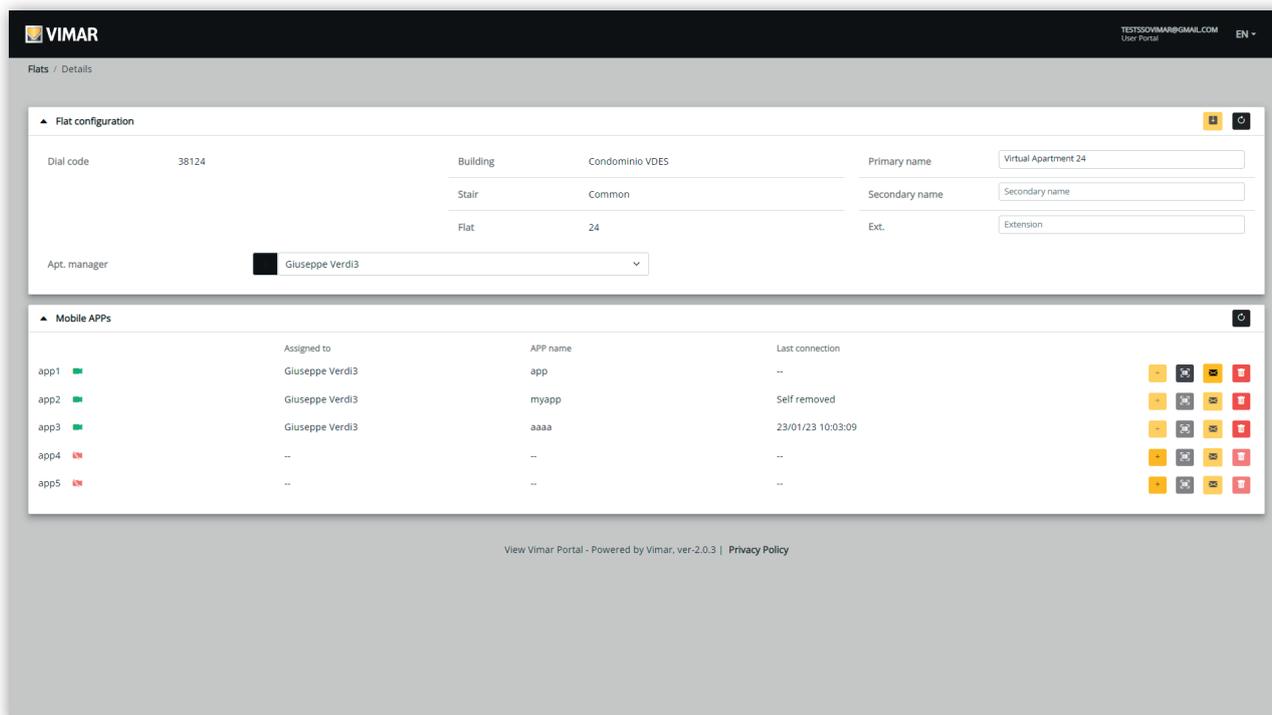
When you log into the View Vimar Portal as a tenant or an apt manager, the landing page is the flat list which shows the list of all the flats s/he has been assigned to. For each flat the membership role is specified (tenant or apt manager).



If you click on a flat link the portal will open the flat page.

5.4.2 Flat page

If you have been assigned the role of apartment manager, your flat page looks like the one in the following figure.



The page is divided in two sections which will be described in the following paragraphs.

View Vimar Portal

5.4.2.1 Flat configuration

This section contains the general configuration of the flat. Here you can see the main parameters of the flat. More specifically you can change the following ones:

- Primary name: the primary name that appears on the entry panels
- Secondary name: the secondary name that appears on the entry panels
- Extended name:
- Apt manager: from here you can invite a new apt manager picked up from the other tenants of the flat. When you confirm the operation, the portal sends an invitation email to the new candidate. You will remain in charge until the nominee logs in, accepts the invitation and takes office.

5.4.2.2 Mobile APPs

This section allows you to configure the 5 APP service available to the flat. There is a line for each APP service and the ones with the video preview are marked with a green symbol while the others have a red one.

Mobile APP	Assigned to	Application name	Last connection	
app1 ■	Giuseppe Verdi3	app	--	+ 📺 📺 -
app2 ■	Giuseppe Verdi3	myapp	Self removed	+ 📺 📺 -
app3 ■	Giuseppe Verdi3	aaaa	23/01/23 10:03:09	+ 📺 📺 -
app4 ■	--	--	--	+ 📺 📺 -
app5 ■	--	--	--	+ 📺 📺 -

For each APP service you can proceed with the actions described in the following paragraphs.

5.4.2.2.1 Assign the service (+)

This button will open a form which allows you to assign an APP to a user.

Mobile APP service assign ✕

Assignee

Email

Name

Insert alias for the new APP service

APP name

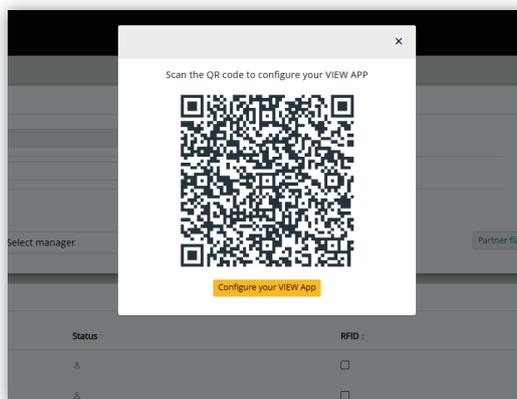
Cancel Confirm

The assignee can be picked from the list of tenants already associated to the flat or a new user can be invited right away by selecting the 'New assignee' option in the combo box. In such a case, an email and a name must be provided for the assignee and another name for the APP service. Note, actually, that you can assign multiple APP services to the same assignee and so an APP name is necessary to distinguish them. When you confirm the service assignment, an email will be sent to the service assignee and the other buttons will be enabled.

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5.4.2.2.2 Show a pending invitation ()

This button is only enabled for a pending invitation. If you click on it, the portal will show the data of the pending invitation:



the QR code (or the 'configure' button - in case you are opening the page from a smartphone browser) can be used to configure a Vimar APP. When the service configuration is complete, the 'Last connection' parameter is populated and the  button gets disabled.

5.4.2.2.3 Re-send the invitation email ()

If you click this button you will re-send the invitation email to the assignee of the APP service. Similarly to the  button, it gets disabled as soon as the service configuration is completed with an APP.

5.4.2.2.4 Delete an APP service ()

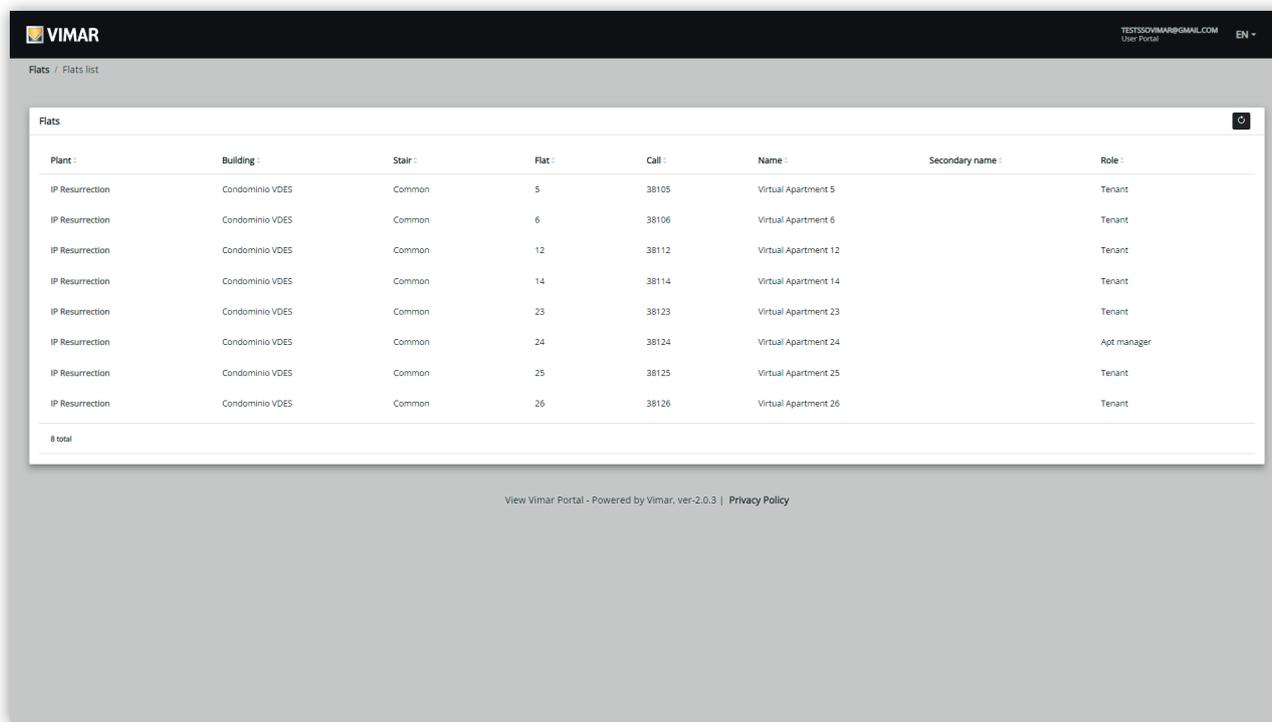
If you click on the trash button of an APP service entry, you will simply delete the APP service and the assignee of that service will no longer be able to receive calls from the plant devices.

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5.5 Tenant

5.5.1 Flats list

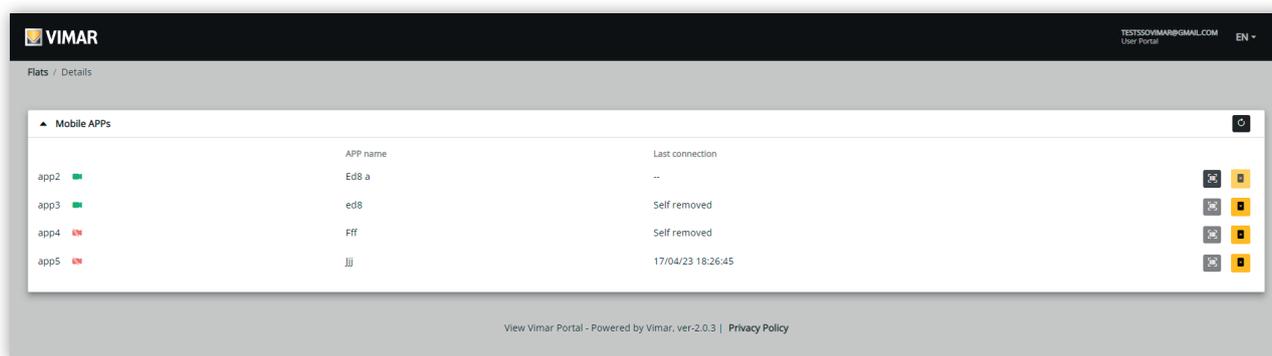
When you log into the View Vimar Portal as a tenant or an apt manager, the landing page is the flat list which shows the list of all the flats s/he has been assigned to. For each flat the membership role is specified (tenant or apt manager).



If you click on a flat link the portal will open the flat page.

5.5.2 Flat page

The page of a flat of which you are a simple tenant looks like the next figure and allows you to manage your APP service. When a service has been fully configured the page will look like the following:

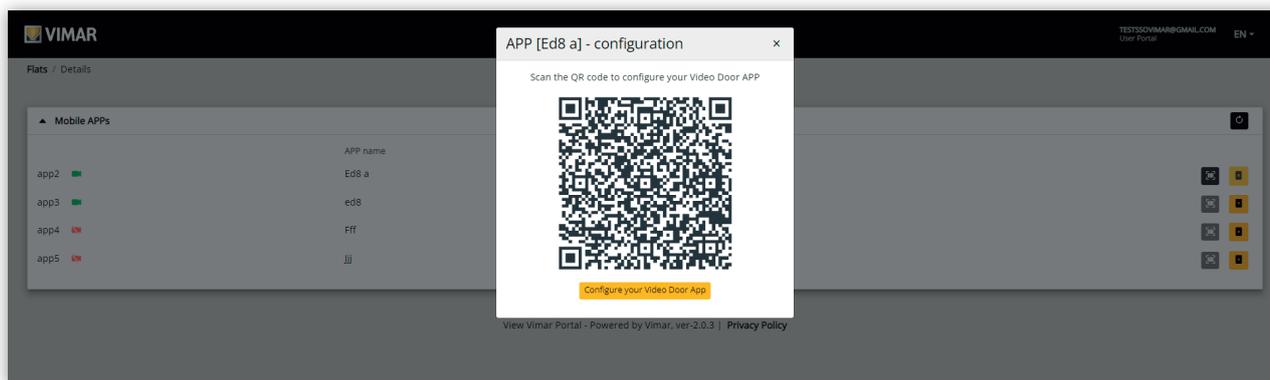


The various columns show you the following information:

- whether the APP service is configured with the video preview () or not ()
- the APP name which you have configured on your APP
- the timestamp of the last time your APP connected to the Vimar cloud.

If you want to reset your APP service (e.g. because you have changed your smartphone and you want to configure a new APP) you can click on the button and the current APP service will be reset and the button gets enabled. If you now click on this button the portal opens the configuration popup

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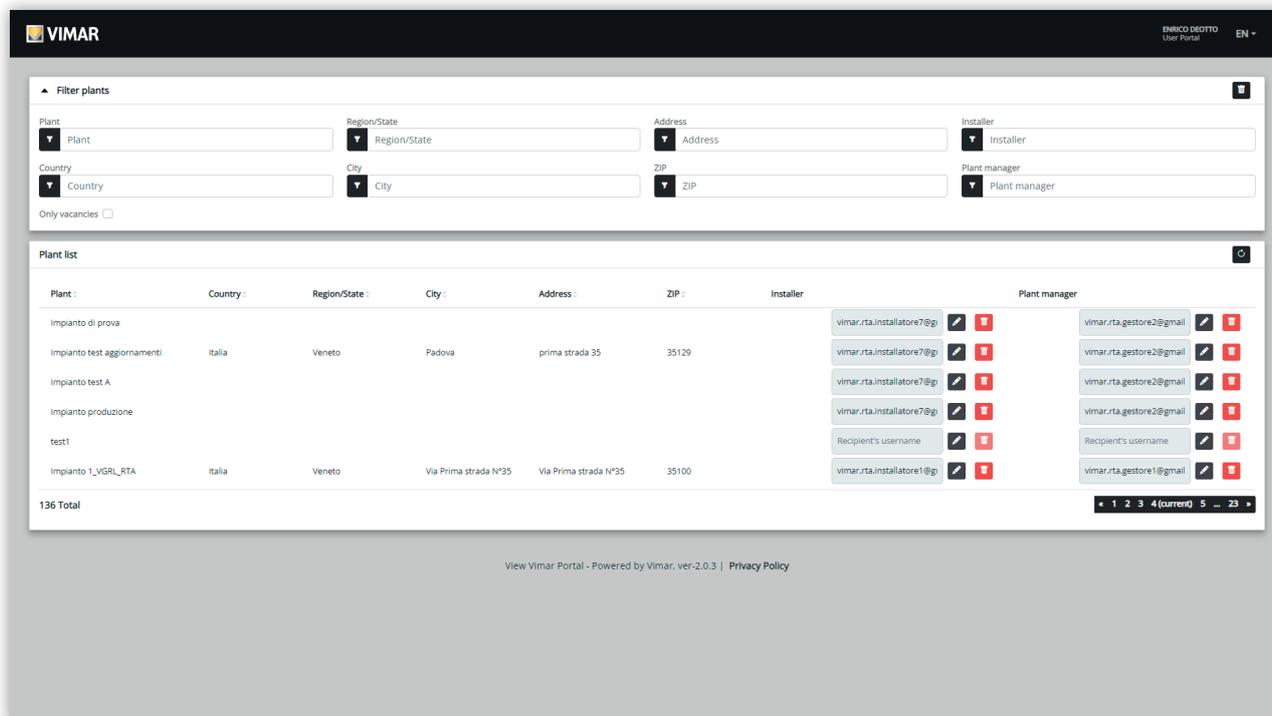
This popup can be finally used to configure the new APP instance. There are two possible options:

1. you can use your APP to point at the QRcode displayed on a laptop and follow the instructions the APP will show you;
2. you can open the popup from a browser on your smartphone where you have already installed the APP and then click the 'Configure your APP' button. This will automatically open your APP where you want to follow the instructions you'll be given.

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5.6 Superuser

The superuser is a role assigned only to Vimar technicians. The superuser has the only purpose of resolving stalled situations where an installer and/or a plant manager is needed but cannot be nominated by the current ones, for any reason. As a superuser, your user experience consists of a single page where you can manage all the installers/ plant managers of all installed plants.



As a superuser, you can remove a current installer and or plant manager with no constraint whatsoever. Similarly, you can invite a new installer and or plant manager with no constraints.

By clicking the button you can invite a new installer or plant manager by inserting her/his email address in the form that pops up. When doing so the current one remains in charge until the new one accepts the invitation.

When this happens, all the maintainers or operators associated to the previous one will be removed from the plant.

By clicking the button you can delete a new installer or plant manager. When doing so the removed installer or plant manager can no longer operate on the plant, effective immediately. All her/his maintainers or operators will be immediately removed from the plant.

ELVOX Door entry

View Vimar Portal





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