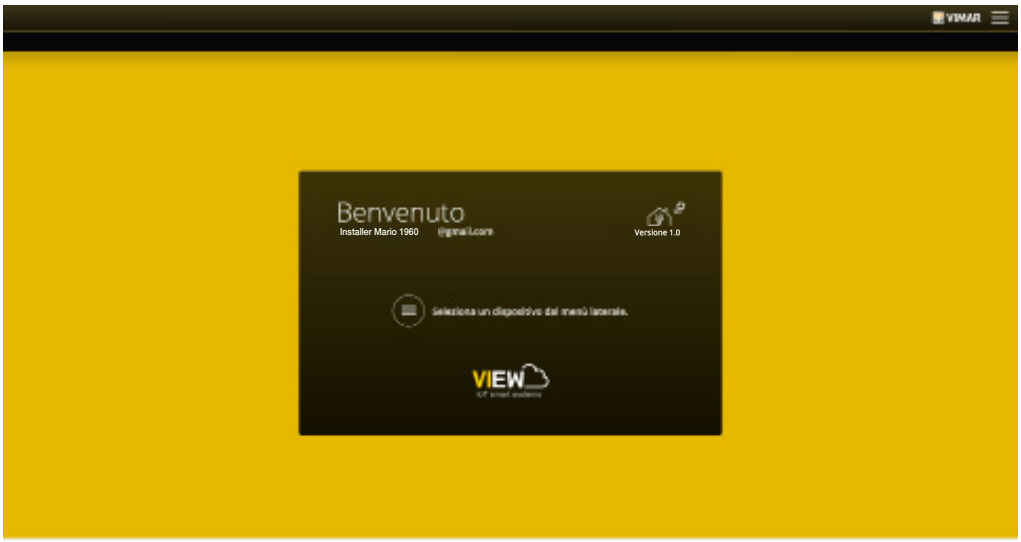
Installer manual



Integrated interconnected systems platform.

VIEW IoT Smart Systems

VIEW
IoT smart systems

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1. Introduction

VIEW is Vimar's vision of the digital world and the Internet of Things, which forms the guiding principle for the ongoing development of smart solutions, all connected to each other, to the Internet and to the user by means of state-of-the-art digital technologies. VIEW is a constantly growing ecosystem of stylistically matching smart products and interconnected systems that are also compatible with other manufacturers' products, with the aim of increasing simplicity for users and offering them an intuitive experience, working towards total control of their homes and a smart lifestyle.

One of the ecosystems of VIEW is the integrated platform that allows the interconnection of Vimar systems via a local IP network in which each system propagates the information about its own field bus, if not already IP, through a gateway. Each system needs to be configured using its own specific configuration software (By-me Plus with the VIEW Pro App, By-alarm Plus with the By-alarm Plus Manager software, Due Fili Plus video door entry system with the Saveprog software and IP video door entry system with the Video Door IP Manager software).

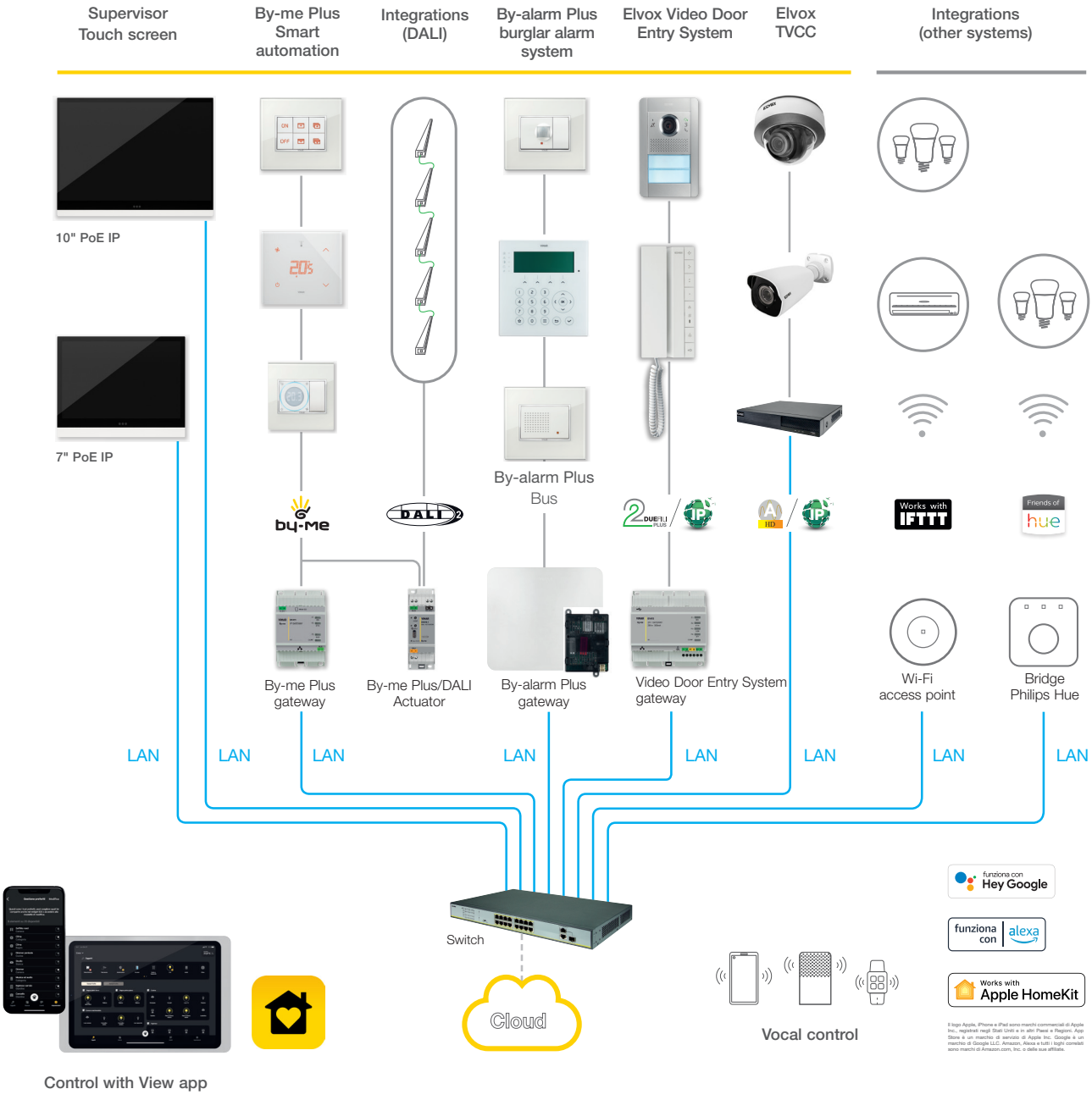
The IP supervisors available, measuring 7" and 10" can be used without restriction as supervisors for one or more systems interconnected with the IP network.

Thanks to a connection to the Vimar cloud, users can also access a series of advanced remote functions, for both the end user and the installer, each of which specific for the reference system.

Connection to the Vimar cloud allows the installer, for instance, to manage his or her systems installed, to run diagnostics and remote configuration and to receive notifications regarding possible malfunctions. For the end users, in addition to supervising their own system without necessarily operating on their own router to open doors and relying on DynDNS services, firmware updates are available, along with push notifications on their mobile devices and usage data logs.

The functions that the gateways are capable of carrying out differ depending on the user (installer or end user) and on the type of system they need to manage; these functions are illustrated in the dedicated chapters of this manual.

For an overview of the integrated architecture, see the figure below.



We recommend you use high-performance switches that guarantee the reliability of the IP-based platform (for instance Elvox switches). Avoid using the ports of consumer routers, because the type of filtering that may be applied to transiting data is not known in advance.

2. Types of users

The platform is based on three types of users: **Installer**, **Administrator** and **basic users**.
The type of user determines the different operations which can be carried out, via the App, on the system and on its component devices.

There are two Apps to interact with the platform, namely:

- View Pro which is solely reserved for the **Installer**
- View which is solely reserved for the **Administrator** and **basic users**

2.1 Installer.

There is only one Installer user and no others who may operate simultaneously on the same system can be added.
In order to have Installer rights, you need to log into the VIEW Pro App with the credentials created on the MyVIMAR portal and then create the system.
Using the App the installer carries out all operations for configuration of the By-me Plus system and its integration with the various systems of the platform; the installer starts the system and - using a dedicated procedure - “deliveries” it fully operational to the Administrator user.
He or she also carries out all the operations for supervision, diagnostics and maintenance of the system and system backups (configuration, log, etc.).

2.2 Administrator.

There is only one Administrator user and formally he or she can be compared to the owner of the system. No others who may operate simultaneously on the same system can be added; in order to have Administrator rights, you need to log into the VIEW App using the credentials created in the MyVIMAR portal.
Via the “delivery” procedure, the Administrator "receives" a configured and operational system from the Installer; this way he or she can use and supervise in a comprehensive way all the functions available, and may also customise the system, creating scenarios, setting the displays on the touch screens and creating basic users, assigning them rights and/or restrictions.

2.3 Basic users.

Basic users create their own profile independently in the MyVIMAR portal and the Administrator assigns each one of them the functions which they can carry out and/or what they can view.
For each system the Administrator pairs the basic users, who can then operate on the VIEW App depending on the rights assigned. For instance, the basic user can carry out the temperature control in the environments he or she has access to, can turn lights on/off and control roller shutters, etc.

3. General information about the installer functions

3.1 Configuration

Once the wiring of the devices is complete, the first operation to carry out is the authentication of gateways and touch screens present in the system. During the configuration phase, the devices may be used outside the network provided they are authenticated by accessing the network to enter credentials.
All the various gateways and touch screens should be authenticated at the start using a single procedure; each gateway therefore becomes operational to allow interfacing of the related system in the platform.
The procedure for the pairing of the gateways and touch screens with the system is the same for all; once this operation has been done, you need to carry out the specific configurations for the devices of the various systems (automation, burglar alarm system, video door entry system, etc.) which are illustrated in the chapters dedicated to the individual gateways.
Through the connection to the LAN network, all systems can interact with one another, and via the supervisors (touch screens) you can control the entire system locally; lastly, with the VIEW Pro App and the Vimar Cloud, the control can also be remote.

3.2 Maintenance and diagnostics

The system maintenance and diagnostics functions can be carried out both locally and remotely.
Remote access makes it possible to carry out maintenance and diagnostics operations on the system despite not being physically on site.
The site needs to have an Internet connection for the gateways and the end customer (Administrator of the gateways) needs to authorise the activation of the remote support session; this authorisation can be granted via the View App **and** the installer may then link up to the gateways remotely and check for any faults.
The Vimar Cloud provides software updates towards the gateways and notifies for individual gateways the availability of new updates.
Considering the advantages offered by the Vimar Cloud we recommend you use the Internet connection and leave the gateway permanently connected to the system and to the web.

4. View Pro App for configuration

The system is configured via the View Pro App which, via the gateways, makes it possible to define devices, parameters and functions, as well as all the operations for diagnostics, maintenance and system monitoring both locally and remotely. The graphic interface of the App is extremely simple and straightforward, and during the various phases, only the functions allowed for the current type of configuration are prompted; this will make operations quicker and minimise the risk of error.

The View Pro App, when installed on tablet or PC, allows the Installer to configure the View IoT smart systems integrated system and to programme the entire By-me Plus subsystem, both locally and remotely.
Once installed on the smartphone, the APP allows you to View the systems configured and to perform certain basic operations on the gateways, including identification, enrolment, firmware updating and backup.

4.1 Minimum hardware and software requirements

Hardware:

- Tablet, smartphone and PC.

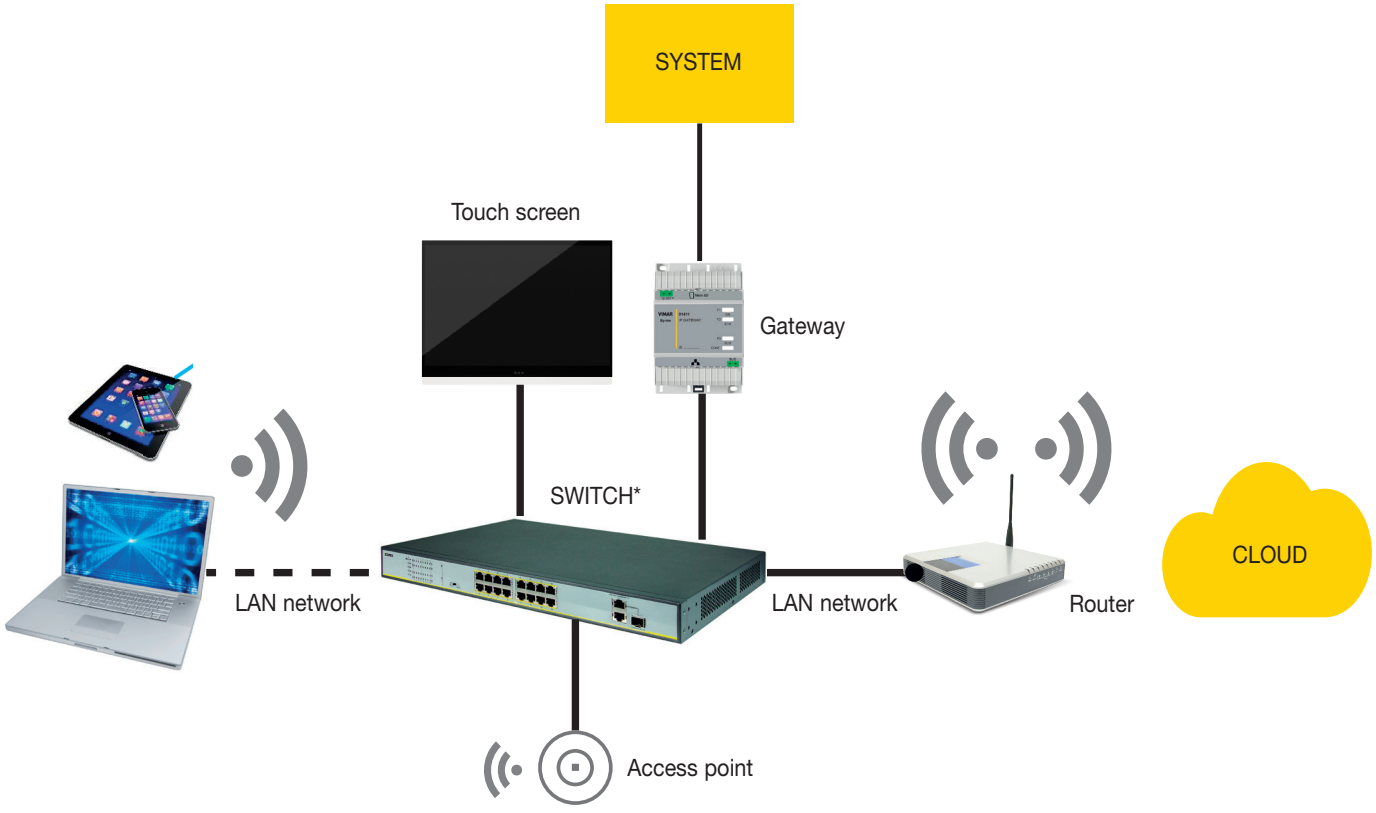
Software:

- Android operation system ver. 8 and later.
- iOS operation system ver. 14 and later.
- Windows 10 operating system ver. 1809 and later for PC.

4.2 How configuration is done

Configuration can be done in two different ways depending on whether a WiFi router is present or not.

- If a WiFi router or the Access point is connected to the LAN line, configuration can be done from a tablet or PC (fitted with WiFi).
- If on the other hand neither the WiFi router or the Access point are present, configuration can be done using a PC connected directly to the LAN line.



* Switches art. 46260.5P.03 or 46260.10P.03 or 46260.18P.03 can be used.

4.3 Local and remote operations

The following table lists all the operations that the Installer can carry out locally and/or remotely, dividing them up.

OPERATION	LOCAL	REMOTE***
Gateway and touch screen pairing with a system	✓	
Date and time setting	✓	✓
SIP users and system synchronisation	✓	✓
System delivery	✓	
Deleting gateways and system *	✓	✓
Configuration of IP video door entry system gateway art. 01416	✓	✓
Configuration of 2F+ video door entry system gateway art. 01415	✓	✓
Configuration of By-me burglar alarm system gateway art. 03812	✓	✓
Configuration of home automation system gateway art. 01410-01411	✓	✓
Backup of By-me home automation system gateway **	✓	✓
Backup of By-alarm Plus burglar alarm system gateway **	✓	✓
Configuration of By-me Plus system - device enrolment	✓	
Configuration of By-me Plus system - creating applications	✓	✓
By-me Plus system diagnostics	✓	✓
By-me Plus system maintenance - replacement of faulty devices	✓	
Logics editor ***	✓	✓

* We recommend you carry out this operation locally.

** To save the Backup to the Cloud you need to be connected to the Internet.

*** Internet connection required.

4.4 System restrictions

4.4.1 Number of configurable gateways and touch screens per system

- Max 1 home automation system gateway art. 01410 or 01411
- Max 1 burglar alarm system gateway art. 03812
- Max 1 video door entry system gateway art. 01415 or 01416

With the following fw versions:

- home automation system gateway art. 01410 or 01411 ver. 1.8.x and later
- burglar alarm system gateway art. 03812 ver. 1.13.8 and later
- Due Fili Plus video door entry system gateway art. 01415 ver. 01.008.xxxx and later
- IP video door entry system gateway art. 01416 ver. 1.1.xxxxxxxx and later

max 20 touch screens in total (art. 01423-01426) can be enabled, of which max 10 to manage video door entry calls.

4.4.2 Number of connections available with updated gateways

Max 20 connections in total are permitted, including:

- touch screens
- mobile devices (tablets and smartphones)
- smart speakers and IFTTT (each user account is equivalent to a connection)
- Third-party Client.

N.B. A total of 13 remote video door entry calls can be enabled, between touch screens and App with a maximum of 10 touch screens or 10 Apps. For instance, max 3 touch screens and 10 Apps or max 6 touch screens and 7 Apps or 4 touch screens and 9 Apps could be enabled.

Example 1: In a system with **5** touch screens and 3 smart speakers associated with **3** different users, there are 12 connections still available (20-**5**-**3**).

Example 2: In a system with **5** touch screens and 4 smart speakers associated with a **single** user, there are 14 connections still available (20-**5**-**1**).

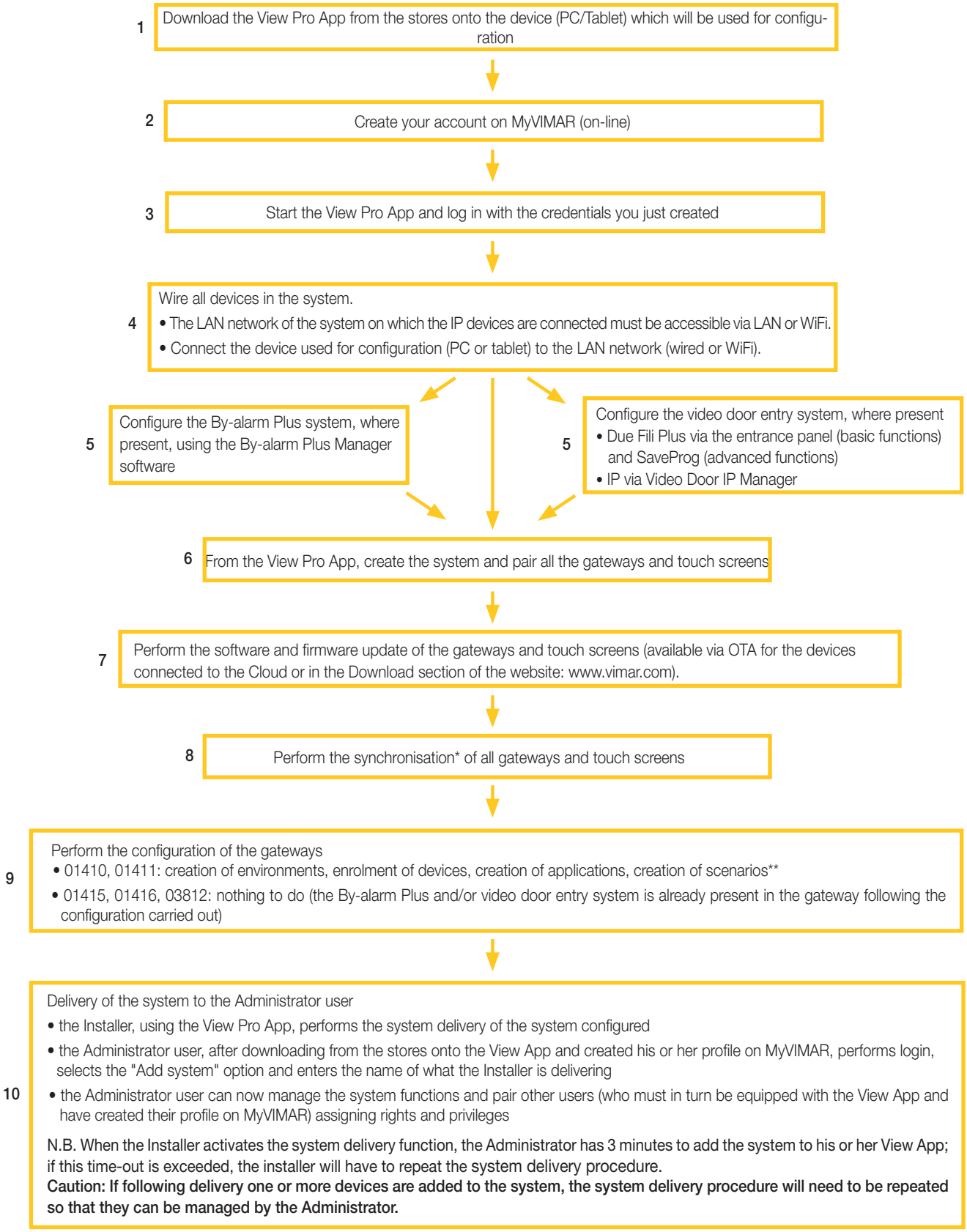
Example 3: In a system with **8** touch screens and 7 smart speakers associated with **4** different users, there are 8 connections still available (20-**8**-**4**).

Example 4: In a system with **4** touch screens, 3 smart speakers associated with **3** different users and **2** mobile devices that manage remote video door entry calls, there are 10 connections still available (20-**4**-**3**-**2**).

Up to 10 devices between touch screens and TAB 5S/7S UP video entryphone indoor stations can be associated in each View Wireless system for use of the functions envisaged by the integration. In addition, in addition to the maximum number of devices (which nevertheless remains 10), you can use mobile devices (tablets and smartphones), smart speakers and the integration with IFTTT provided the maximum restriction of a maximum total of 10 “connections” is observed.

4.5 Configuration procedure and commissioning

This paragraph illustrates the flow chart with the sequential steps that the Installer needs to take to carry out configuration and commissioning of an integrated system via the platform.



* Synchronisation is the operation that allows all the devices in the system to communicate with one another so that they can interact.

** The scenarios are created using the View App. As of firmware version 1.21.x for the By-me Plus home automation system gateway, the Installer is automatically enabled to use the View App without first performing the system delivery to the Administrator. This allows the Installer to verify correct system operation and complete configurations normally handled by the Administrator via the View App before the system is physically delivered to the end customer. This function is subsequently disabled once the system is officially delivered to the end customer.

4.6 Registration and login

To use the View Pro App, and similarly for all the many mobile applications available, you need to register the account paired with installation using the Vimar Cloud which - with a login and password - will then grant access to the available functions.

Once installation is complete, power the system; from your tablet or PC, open the View Pro App and the screens for account registration will be displayed.

Select "Create a new account" and then proceed by entering all the data required.

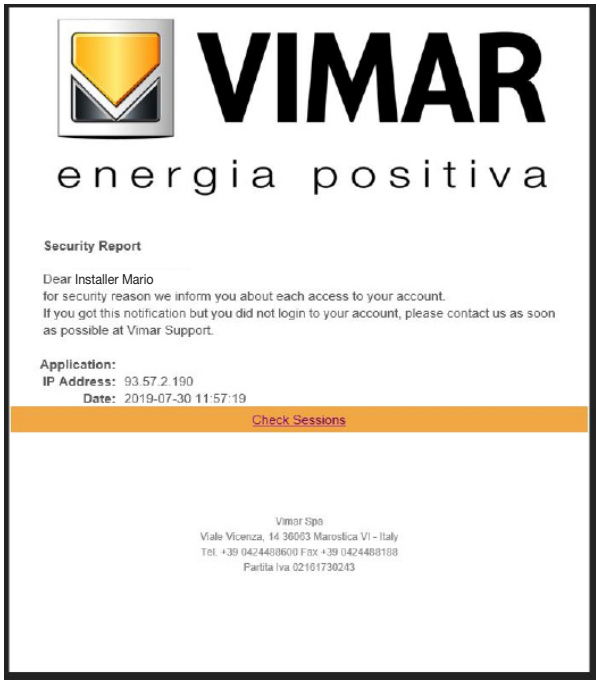
Confirm with "✔ Create new account"; the App will send a confirmation e-mail to the address provided to authenticate the registration and thus activate the account.

Once you've done this, quit the App and re-open it; enter the E-mail address and Password you just registered and confirm with "✔ Enter".

View Pro App for configuration

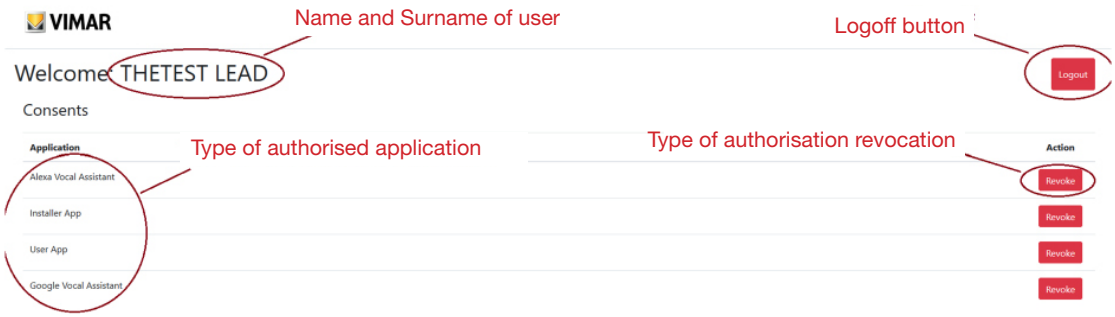
If you lose or forget your password, use the "Have you forgotten your password?" and the App will send all the instructions to set a new password to the e-mail address provided.

Caution: every time you log in the following notification e-mail is sent:



The "Check Sessions" option displays the list of applications (App and vocal assistants) associated with the user that are enabled to access his or her systems.

- Select "Check Sessions" to display the MyVIMAR screen again to log in.
- Once you have logged in, the screen displayed shows the applications enabled that may possibly be revoked in the event of undesired enabling or due to lack of use.



If one or more applications are revoked, these will be disabled and the login procedure will have to be repeated.

- Depending on the type of application revoked, the following takes place:
  - Installer App = View Pro Installer App: when the authorisation is revoked, after 5 minutes, the MyVIMAR screen is automatically displayed and the login procedure has to be repeated.
  - User App = View User App: when the authorisation is revoked, after 5 minutes, the MyVIMAR screen is automatically displayed and the login procedure has to be repeated.
  - Alexa Vocal Assistant = Alexa Skill on View App: when the authorisation is revoked, all Vimar devices can no longer be reached by Amazon. The entire configuration procedure will therefore need to be repeated and the user will lose all settings previously saved.
  - Google Vocal Assistant = Google Action on View App: when the authorisation is revoked, all Vimar devices can no longer be reached by Google. The entire configuration procedure will therefore need to be repeated and the user will lose all settings previously saved.

IMPORTANT: If you suspect your access credentials have been stolen, authorisation needs to be revoked, and your password changed.

4.7 App icons and what they mean.

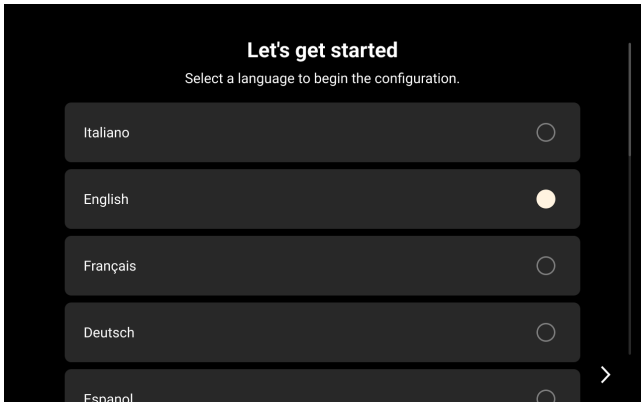
The following table lists the icons displayed by the View Pro App and their meaning.

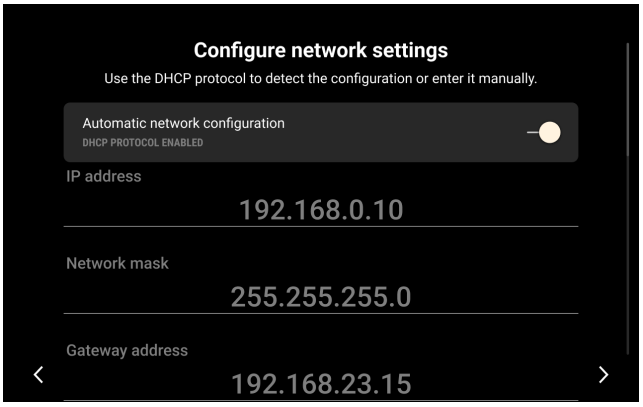
ICON	MEANING
	"Update system list" button: it updates the list of systems and devices with which the installer is associated with the Vimar Cloud. If a red badge appears on this icon after creating a system and associating devices, it indicates that there are pending operations to be synchronised with the Vimar Cloud; it is therefore necessary to connect the application to the network to synchronise the data.
	"Profile Options" button: allows for the management of system sharing for technical support purposes, viewing the Privacy Policy, managing/deleting the account, and logging out.
	It displays the current version of the View Pro App, the release notes, the Privacy Policy, and the Help documentation.
	If present in the systems list, it indicates that cloning of the related system failed. Details of the error can be seen by entering the detail page.
	If present in the systems list, it indicates that cloning of the related system is in progress. Wait a few minutes and refresh the data using the button.
	It indicates that the system or device which it is associated with is accessible with a remote connection. If this icon does not appear beside the name, this means the system is accessible locally.
	It indicates that the system or device which it is associated with is not accessible remotely.
	It indicates that the device which it is associated with does not allow local or remote connections.
	The Installer cannot access the device associated with this icon either remotely or locally because the Administrator has not granted them access.
	If displayed in the system list, this indicates that at least one device within that system has an update available. If displayed in the device list, this indicates that the specific device has an update available.
	On the page for selecting which devices to add to a system, it indicates that the device can be associated with the installer (wording in black)
	On the page for selecting which devices to add to a system, it indicates that the device cannot be associated since it is already associated with a system (wording in grey).
	During the "System delivery" phase, it indicates that the device is already associated with an Administrator. If the icon is not displayed beside the name, this means no association was made.
	Operation successfully completed.
	Operation unsuccessful.
	When connected to a device, it indicates a possible Cloud connection fault.
	When connected to a device, it indicates a possible local network fault.
	When connected to gateway 01410-01411, it indicates the status of connection with the By-me bus (green = bus connected; red = bus not connected).

4.8 First touch screen power-on

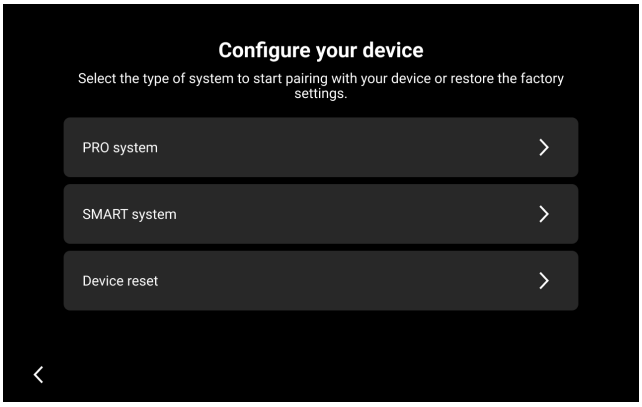
Once on, the touch screen will prompt you to set the language and network parameters.

By default the system is set to DHCP and so configuration is automatic (recommended choice); vice-versa, if you need to enter the network parameters manually move the cursor to the left and enter the data required following the instructions displayed by the device.



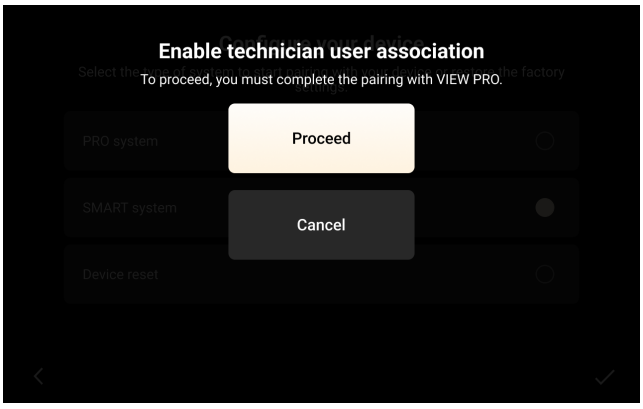


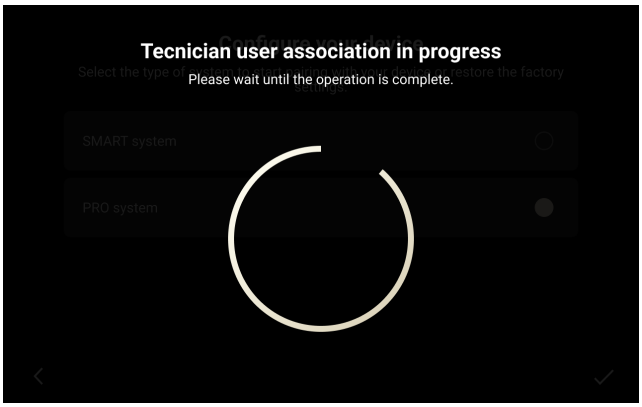
Tap to confirm the settings made and access the screen for choosing the type of system.



- PRO system

  Associate the touch screen with the Installer user by selecting "Proceed".

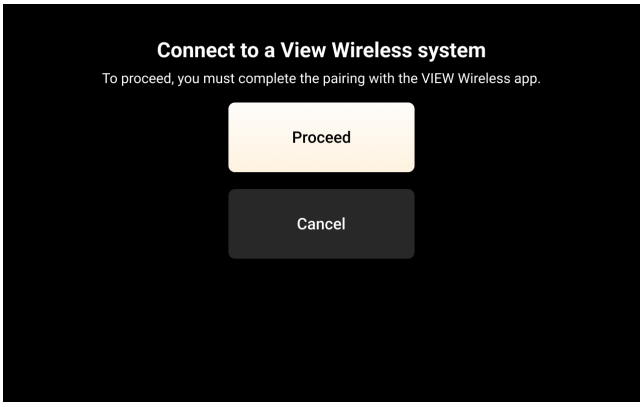




View Pro App for configuration

- SMART system

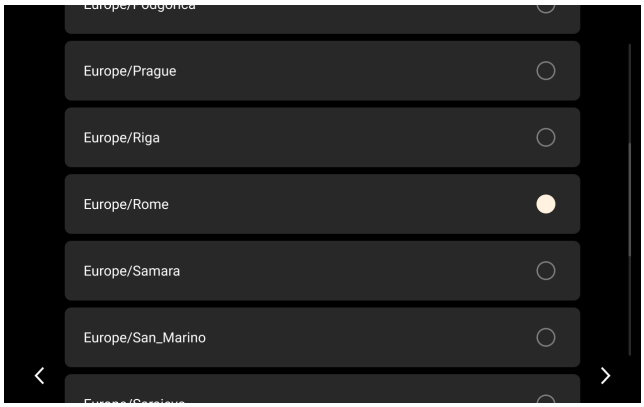
  Select "Proceed" to view the QR code which must be used with the View Wireless App by the Administrator user to complete configuration (for all the details, please see the manual for the View Wireless App).

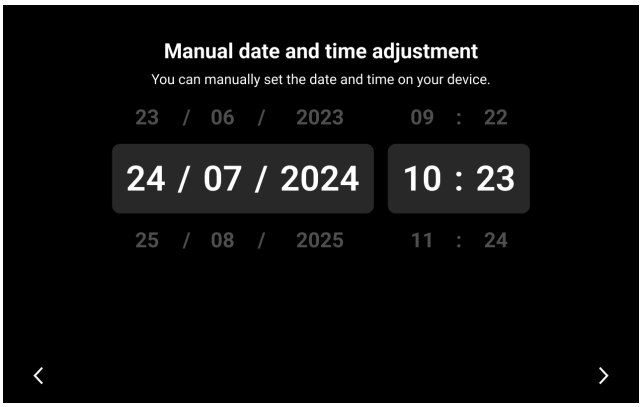


- Resetting the device

  Used to reset the touch screen and restore its factory settings.

Once the touch screen has been associated with the system, set the timezone and date/time to complete configuration.



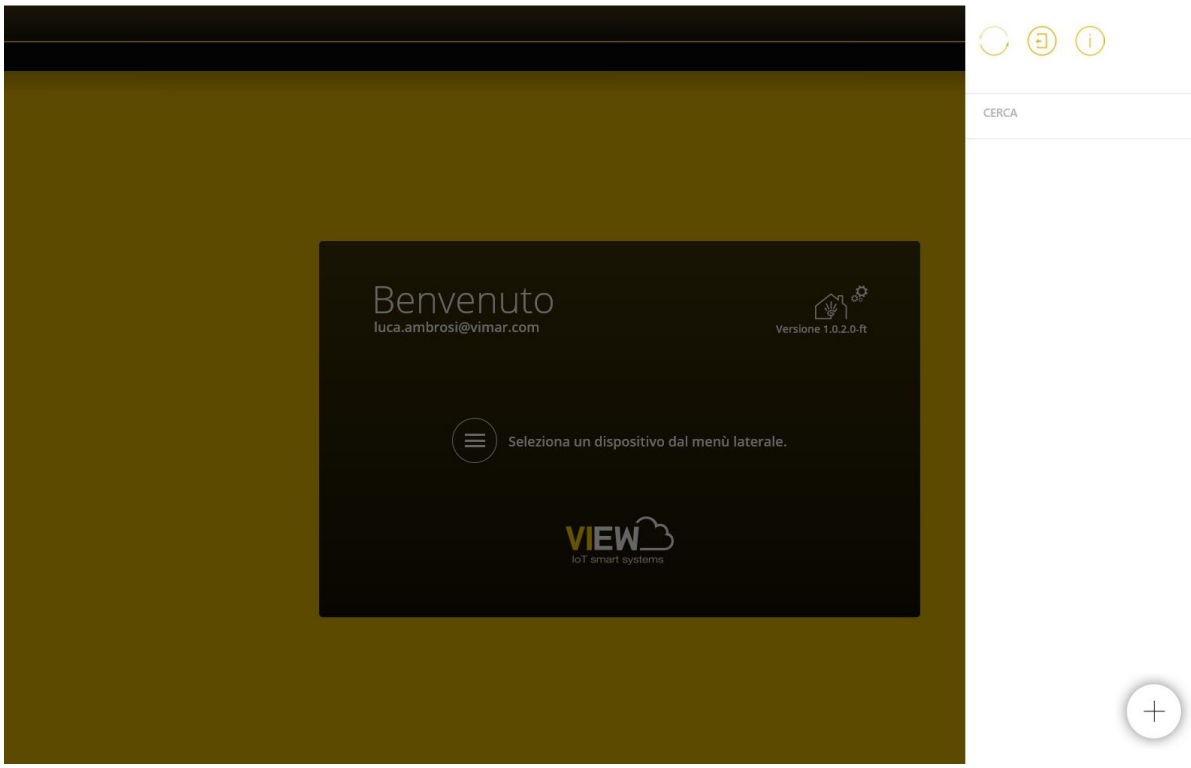


The procedure described should be followed for all the touch screens in the system.

4.9 Creating the system

The first screen that is displayed allows you to select a system among the existing ones or to create new ones.

Select to display the list of systems with which the installer is already paired and/or with which (s)he can be paired; select the desired one to display the list of all gateways and touch screens configured in that system.



To create a new system select ; two options are offered:

The “NEW HOME AUTOMATION SYSTEM” option allows you to create a new home automation system with the home automation system gateways 01410-01411, the burglar alarm system gateway 03812 and/or the video door entry gateway 01415-01416.

The “NEW SMART SYSTEM” option allows you to integrate the burglar alarm system gateway 03812 and/or the video door entry gateway 01415-01416 into a View Wireless system (see para. 4.10).

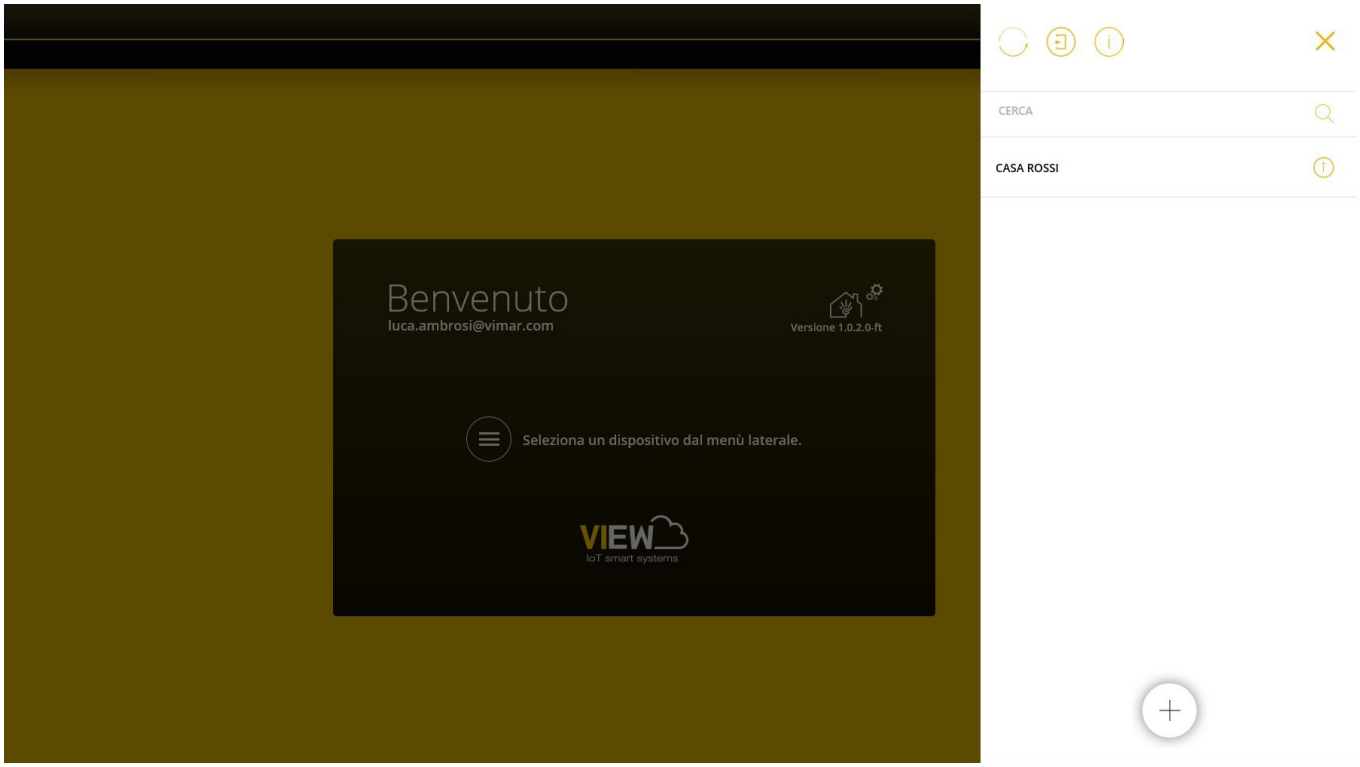
The “CONNECT INSTALLER ACCOUNT TO SYSTEM” option allows the installer to be paired with a possible existing system and to operate on all the devices configured in it. This function is useful in the event that an installer takes charge of a system previously configured by a colleague; before taking over, however, it is necessary for the previous installer to have removed his/her pairing from the system (see the "DISCONNECT INSTALLER ACCOUNT FROM SYSTEM" button).

View Pro App for configuration

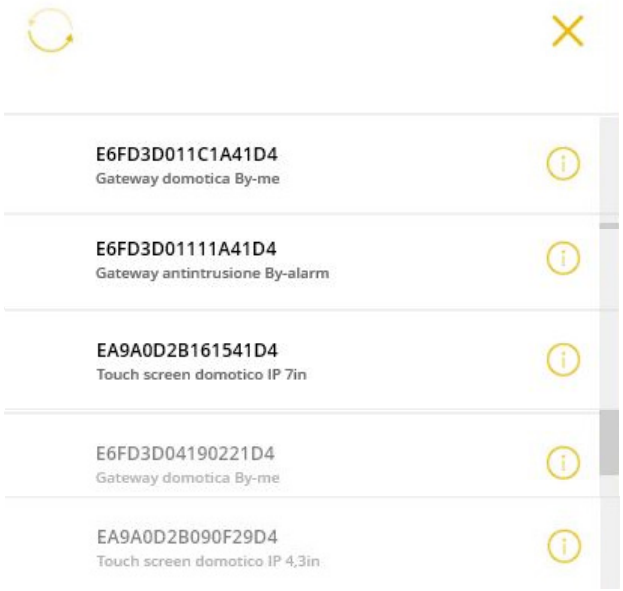
Select “NEW HOME AUTOMATION SYSTEM”.

After entering the name of the system by selecting confirm with "CREATE"; the new system has now been created.

"System UID” is a unequivocal identification for the system which is useful in the event of any support operations by Vimar.



Select the name of the new system (in this case **CASA ROSSI**) and click on ; the View Pro App performs a search of all the gateways and touch screens connected, displaying the complete list.

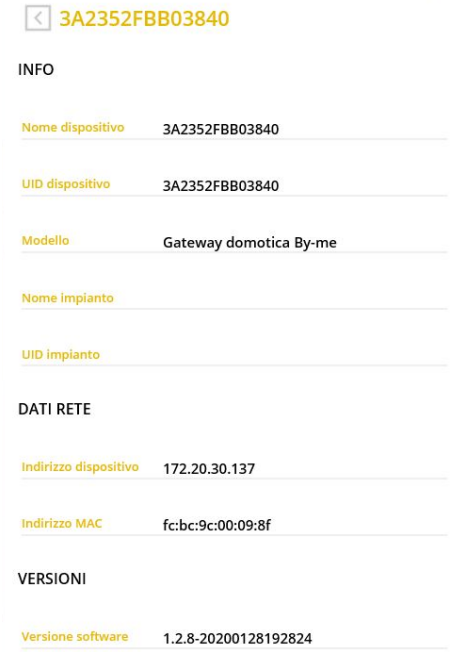


View Pro App for configuration

In the above example screen, the devices in grey cannot be paired (because they are already paired with the installer whereas those in black are those which can be paired.

Each device is marked by its serial number which matches the one shown on the product label and by its type (By-me Plus home automation system, By-alarm Plus burglar alarm system, etc. in the case of gateways and 10", 7" etc. for the touch screens).

Select (i) to display all the identification data of the device and you can enter the desired name in "Device name".

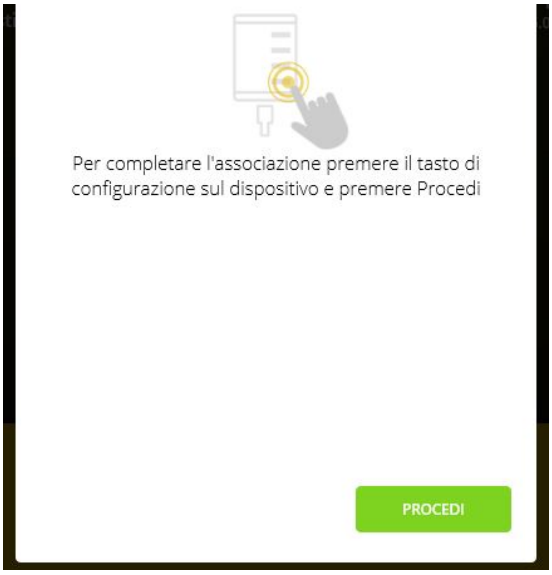


Select ↻ to update the list of devices connected in order also to display those, if any, that were wired at a later stage.

Select the device to be paired (by clicking on the related wording) and if necessary modify its name.

We recommend you pair all the gateways first, followed by the touch screens.

Select "PAIR" to start the device pairing procedure.



View Pro App for configuration

The button to press depends on the type of device being paired:

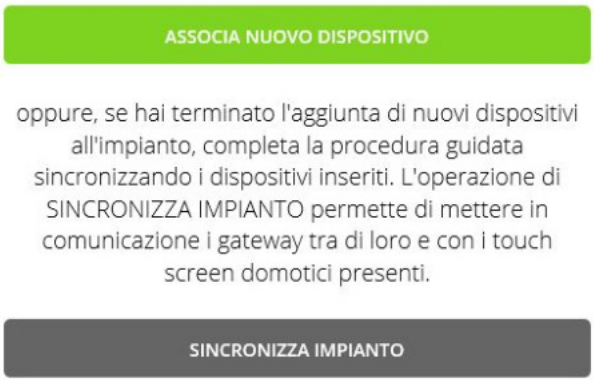
• For the By-me Plus home automation system gateways 01410-01411 and video door entry system gateways 01415-01416 press the CONF button (see also the respective instruction sheets).

• For the By-alarm Plus burglar alarm system gateways 03812 press the pairing push button (it is the one indicated with D in the respective instruction sheet).

• For the touch screens 01423-01426, on power-on, complete the self-guided first configuration procedure (see para. 4.8); then touch "Enable" to pair the touch screen.

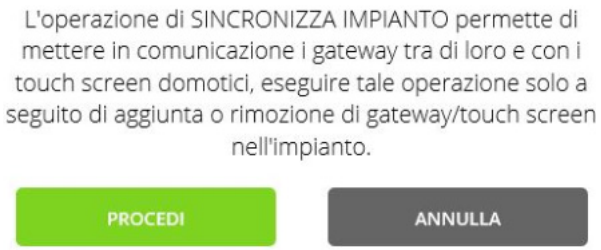
After pressing the device button, select "PROCEED" to complete pairing.

You have 3 minutes available to pair the device; if you exceed this time-out you will have to repeat the procedure.



The devices should be paired one at a time and then the procedure described above should be repeated for each one; then select "PAIR NEW DEVICE" to pair the next device.

After all the devices have been paired, select "SYNCHRONISE SYSTEM". The synchronisation operation is vital because it allows all the gateways and touch screens paired with the system to communicate and interact with one another.

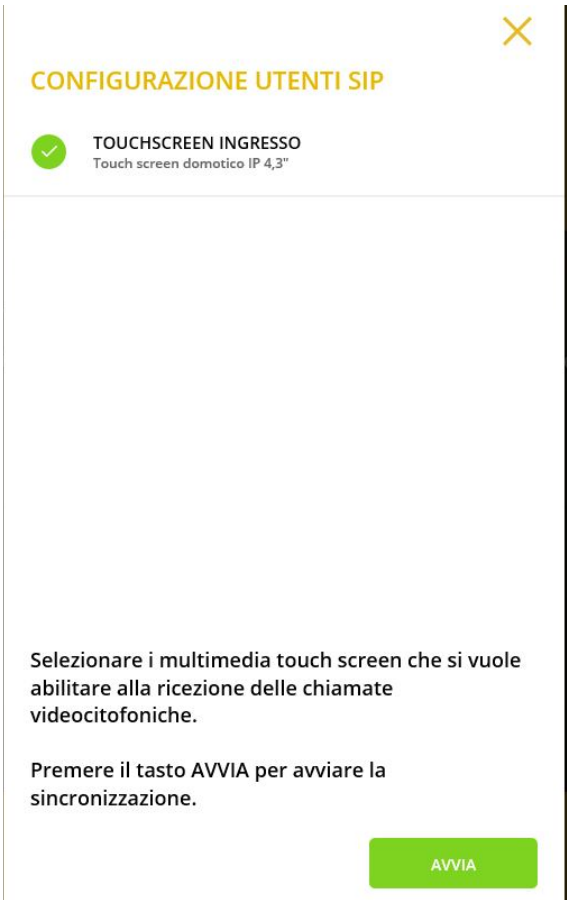


Select "PROCEED".

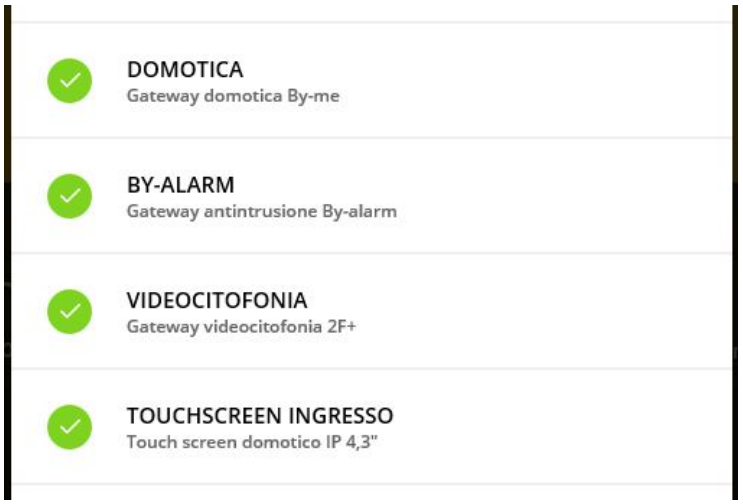
If the gateway 01415 or 01416 is present in the system, the View Pro App will display a screen where you can select the touch screens that will be enabled to receive video door entry calls (SIP USER CONFIGURATION).

Use to select the touch screens to enable and then select "START".

IMPORTANT: The remote video intercom calls can be enabled on a total of 13 touch screens and apps with a maximum of 10 touch screens or 10 apps.



If synchronisation was successful all the paired devices will be marked with .



If synchronisation was unsuccessful for one or more devices, these will be marked with (check the wired connection and if necessary reset it); then select "TRY AGAIN".

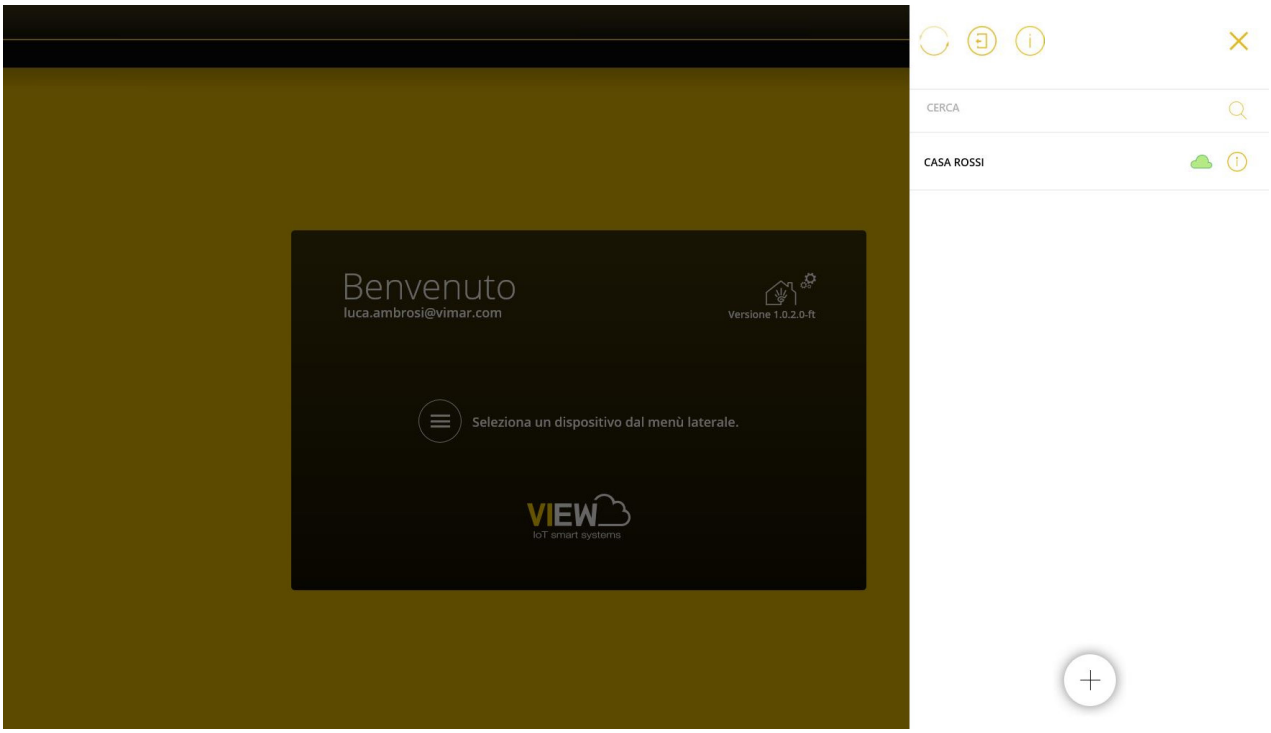
At the end of synchronisation, the App displays the screen for you to enter the time and date.

At the end of the operation, confirm with “SAVE".

View Pro App for configuration

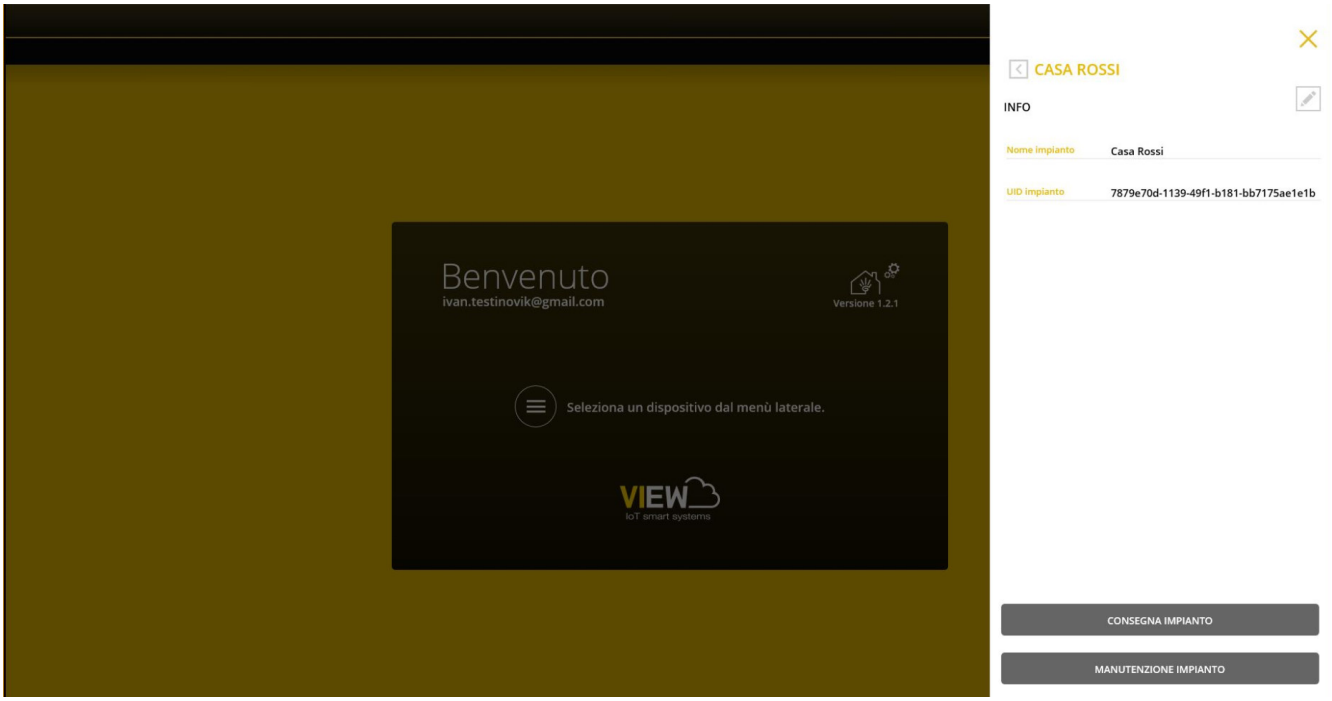
Note: If, after the pairing of the By-alarm Plus gateway and synchronisation, importing of the XML file, the burglar alarm system may be used from the keypad or from the actuator but not from the View App or from the touch screens which will instead display the related notifications (for instance, system activated, alarm active, etc.).

Select ☰ to display the list of systems (in this case only CASA ROSSI will be present) paired with the installer.



When the system is marked with ☁ this means it is only possible to connect remotely; if this is not the case, no connection can be made.

Select ⓘ to display the data identifying the system.



- When the job is done, using the "SYSTEM DELIVERY" button, the Installer "delivers" the configured and fully operational system to the Administrator user. For further details see chap. 9.

  N.B. The Administrator user must have first paired himself or herself via the user App and must always be the first profile to be paired (for all the details, please refer to the View App manual).

• The SYSTEM MAINTENANCE button is used to view the following options:

• The PRINT SYSTEM REPORT button is used to view the system according to five different modes (referred to as "Views") and to generate a .txt file with all the related details.

Specifically:

- System view: displays the list of gateways and video touch screens configured in the system and the related information (“model”, “SW version”, “HW version”, etc.). This view provides the installer with the list of system devices.
- Device topological view: displays the list of devices organised by environment. Graphically, their distribution is represented in the form of text tabs. This view provides the installer with an overview of the devices configured in the home automation system gateway (By-me devices, KNX integrations, video door entry system integrations, By-alarm Plus integration, etc.) organised by environment.
- Application topological view: displays the list of applications organised by environment. Graphically, their distribution is represented in the form of text tabs. This view provides the installer with an overview of the applications organised by environment.
- Applications view for editor: displays the list of applications organised by application domain and replicates what is presented in the logics editor. This view is useful to support the installer during the creation of logics to identify the applications according to the respective ID and environment they belong to.
- Detailed applications view: displays the list of applications by application domain with details of the composition of the groups. This view is useful to support the installer creating a KNX integration.
- Detailed scenarios view: displays the list of scenarios and their details. This view is useful to display the structure of the scenario and support the installer in the KNX integration.

N.B. Except for the System view, all the other views are linked to the presence of the home automation system gateway 01410-01411.

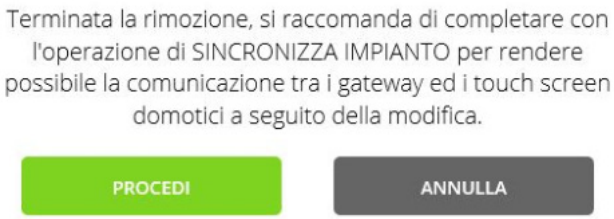
Use ☑ to select the desired view and proceed with CONFIRM.

• The SET DATE AND TIME button allows you to set the timezone, the date and time on all the gateways and video touch screens configured in the system.

View Pro App for configuration

- The SYNCHRONISE SYSTEM button is designed, as illustrated previously, to synchronise the gateways and video touch screens associated with the system.

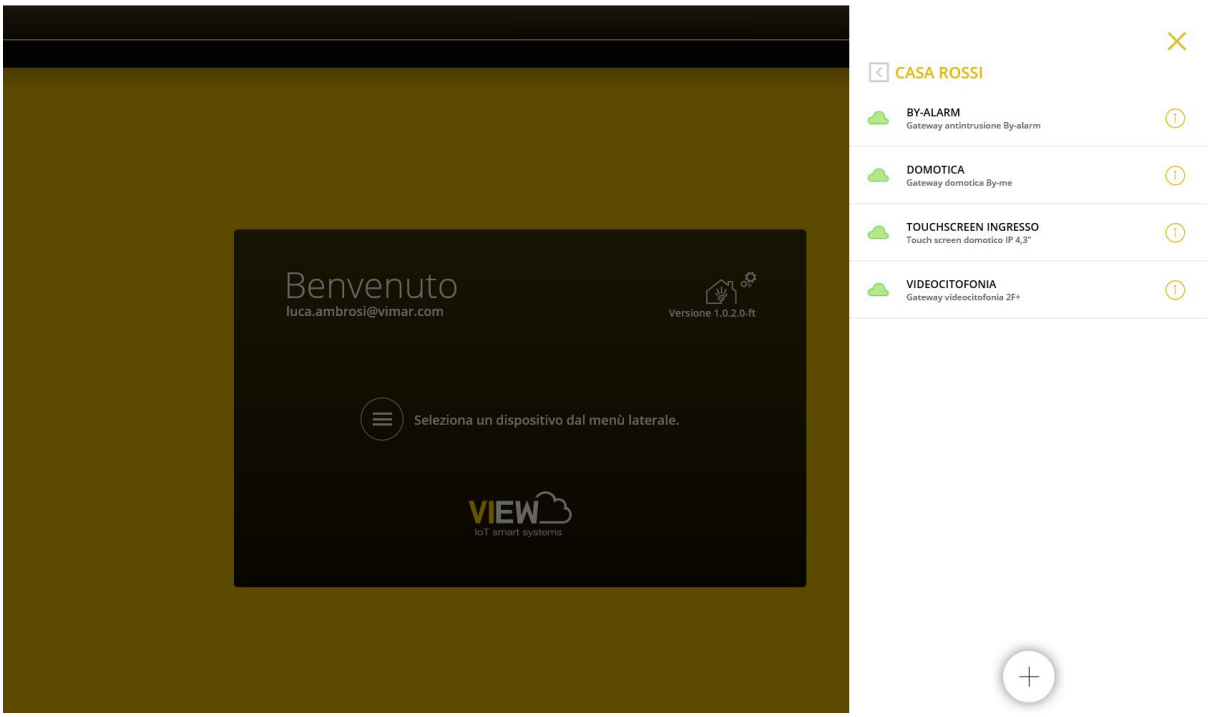
  Synchronisation allows all the devices configured to communicate. It should not only be done when a new gateway or video touch screen is added, but also when you remove one; in this case, in fact, after deleting, the App displays the following message:



- The CLONE SYSTEM button is used to configure several identical systems, in other words with the same number of devices and the same functions to carry out. For further details, see para. 4.11.
- The “PRODUCT REGISTRATION” button is designed to register all the devices installed in the system so as to make use of certain advantageous services offered by Vimar. Enter the data of the system you wish to register and select “REGISTER”; the operation is performed and the menu button will become “PRODUCT REGISTRATION ACTIVATED” . Once product registration has been activated, you will be able to modify the site data which were entered during registration.
- Using the " CONNECT INSTALLER ACCOUNT TO SYSTEM" button the installer will be removed from the system and cannot interact with the devices any more (to restore the pairing, the "DISCONNECT INSTALLER ACCOUNT FROM SYSTEM ” option should be used).
- Use the "DELETE SYSTEM" button to delete the system configured and reset all the devices, restoring them to their factory settings (all the data stored on the Cloud are also deleted).

  CAUTION: This option performs the complete deletion of the entire system and of its component devices without any chance of recovery.

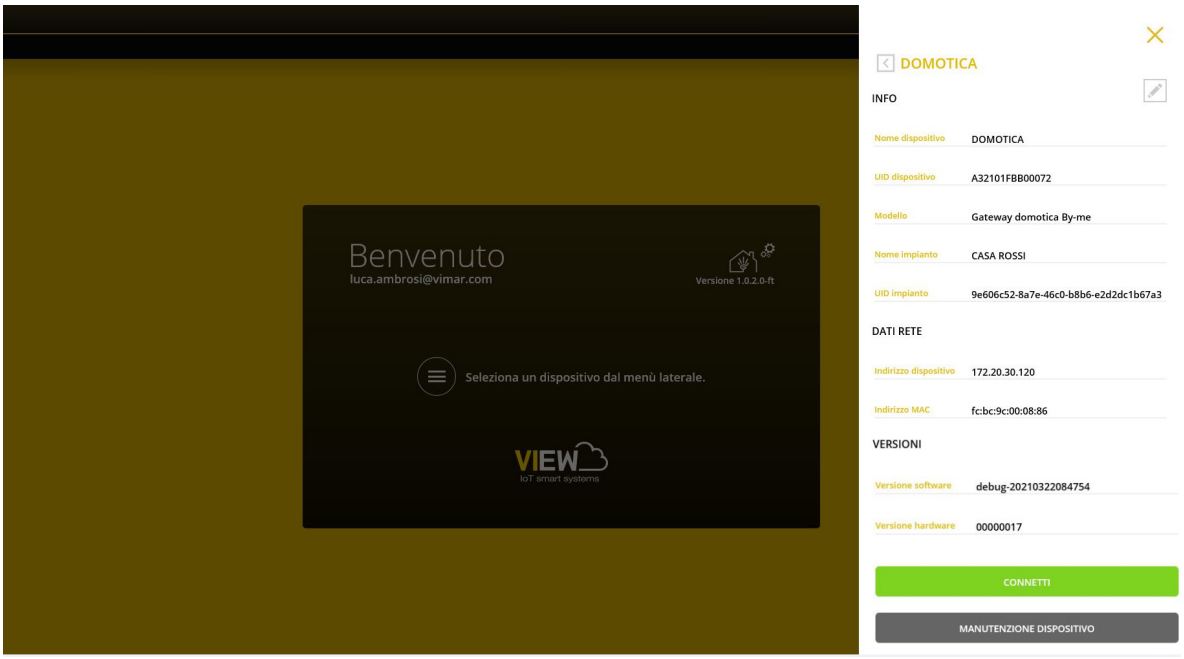
Select the name of the system (in this example **CASA ROSSI**) from the list of systems on the screen on the previous page to display the list of all the gateways and touch screens paired with the system.



You can now begin to configure the system devices (By-me Plus, By-alarm Plus burglar alarm system, etc.) which will carry out all the system functions via their respective gateways.

Use ⓘ to select the desired gateway and display a screen similar to the one shown below:

VIEW Pro App for configuration



- Use the "CONNECT" button to start connection to the gateway and display the main screen.
- The “DEVICE MAINTENANCE” button is used to view the following options:

- Use the "BACKUP MANAGEMENT" button to display the various ways to perform a backup of the gateway configuration.

VIEW Pro App for configuration

- Use “PERFORM LOCAL BACKUP” for the gateway to transmit the backup data to the Installer’s PC/tablet; the screen displayed will be “DOWNLOAD BACKUP”, then select "CONFIRM". Immediately above at the top, you will see the date and time at which the local backup was performed.
- Use “EXPORT LOCAL BACKUP TO FILE" to save the backup data in a folder created in the PC/tablet.
- Use “DELETE LOCAL BACKUP” to delete the gateway backup data from the PC/tablet (any backup saved to the could will nonetheless remain saved).
- Use “UPLOAD LOCAL BACKUP TO CLOUD" for the PC/tablet to transmit the backup data to the Cloud. Immediately above at the top, you will see the date and time at which the Cloud backup was performed.
- Use “DOWNLOAD BACKUP FROM CLOUD LOCALLY" for the Cloud to transmit the backup data to the Installer’s PC/tablet.

In practice, to carry out the gateway backup to then save it to Cloud or download it again onto the device, the intermediate passage via PC/tablet is always necessary.

IMPORTANT: AT THE END OF CONFIGURATION OF THE ENTIRE SYSTEM, WE RECOMMEND YOU PERFORM ALL THE BACKUP OPERATIONS.

N.B. If you wish to clone the logics project in the editor, you will need to use the “System cloning” function illustrated in para. 4.11; indeed the backup of the gateways stores the functions of the logics with which they were created (blocks, connections, etc.) but not the diagram of the editor.

CAUTION: If you uninstall the View Pro App, all the backups are deleted except for those on the Cloud.

- Use the "LOGIC PROGRAMMES” button to display all the menus relating to the management of logic programmes configured via the gateway editor or the editor of the logic unit 01468. For further details see para. 4.5 of the By-me Plus system manual.
- If a new software update is available for the gateway, the “UPDATE SOFTWARE” button will be displayed under the VERSIONS item, which should be used to update the device.
- In the case of touch screens, on the other hand, if new updates are available, the “VERSIONS” item will display the “UPDATE SOFTWARE” button which you can use to update the app and the device firmware.
- The “EXPORTING FOR BY-ME KNX ROUTER” button cab be used to export the XML file of the By-me Plus system and then use it in the configuration of By-me KNX Secure routers 01506-01507. For all the details, see the installer manual for art. 01506 and 01507.
- Use the “EXPORTING KNX GROUP ADDRESSES” button to export the .CSV file containing the description of the group addresses configured in the By-me Plus system. The file can then be used in the ETS software (vers. 5 and later) to import these group addresses; for all the details about importing please see the ETS software documentation.
- Use the “THIRD-PARTY CLIENT MANAGEMENT” button for integration with third-party systems (only applies to home automation system gateways 01410-01411). For full details, see para. 4.13 "Third-party Client".
- Use the "DELETE FROM THE SYSTEM" button to delete the device from the system and reset it, restoring it to its factory settings (all the data stored on the Cloud are also deleted). **This option performs the deletion of the device configuration without any chance of recovery.**

4.10 Creating a smart system

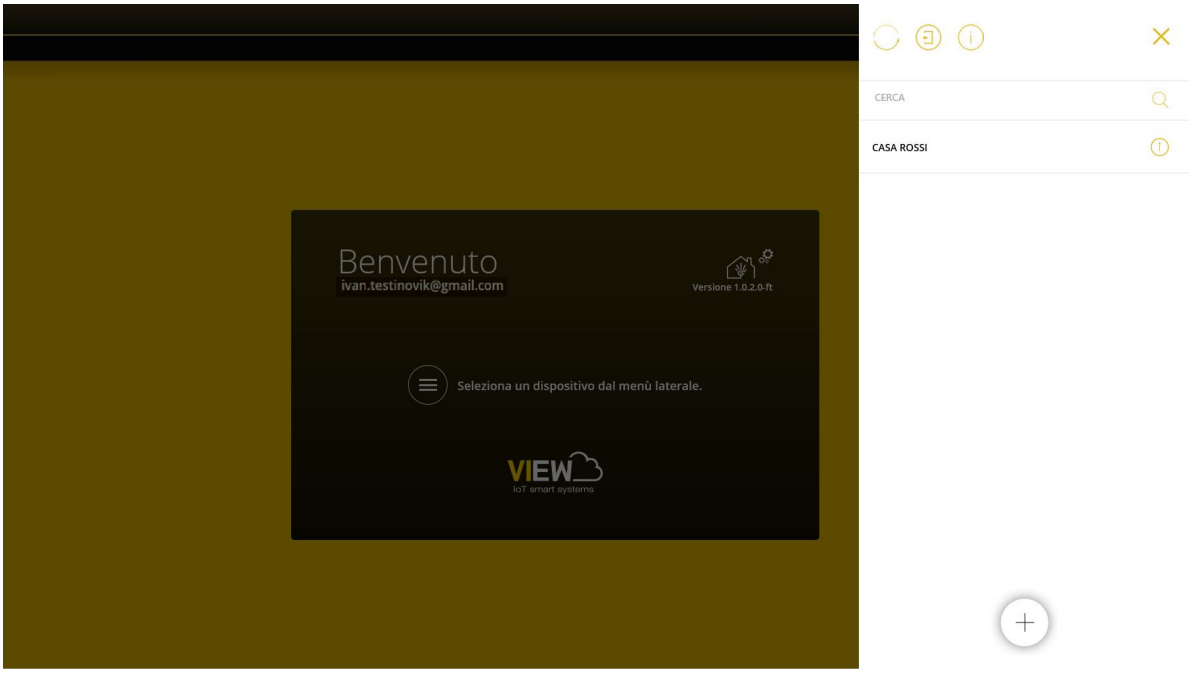
The View Pro App is designed for devices connected in the View Wireless system to be integrated with the burglar alarm system and/or video door entry system managed by the respective gateways. The View Wireless system must always be configured using the View Wireless App, whereas the user may manage the integrated system using the View App.

N.B. In a smart system it is not possible to configure the home automation gateways art. 01410-01411 but the View Wireless devices can be viewed and managed via touch screens through the IoT gateway (art. 30807-xx297).

Select “NEW SMART SYSTEM”.

After entering the name of the system by selecting confirm with “CREATE”; the new system has now been created.

"System UID” is an unequivocal identification for the system which is useful in the event of any support operations by Vimar.

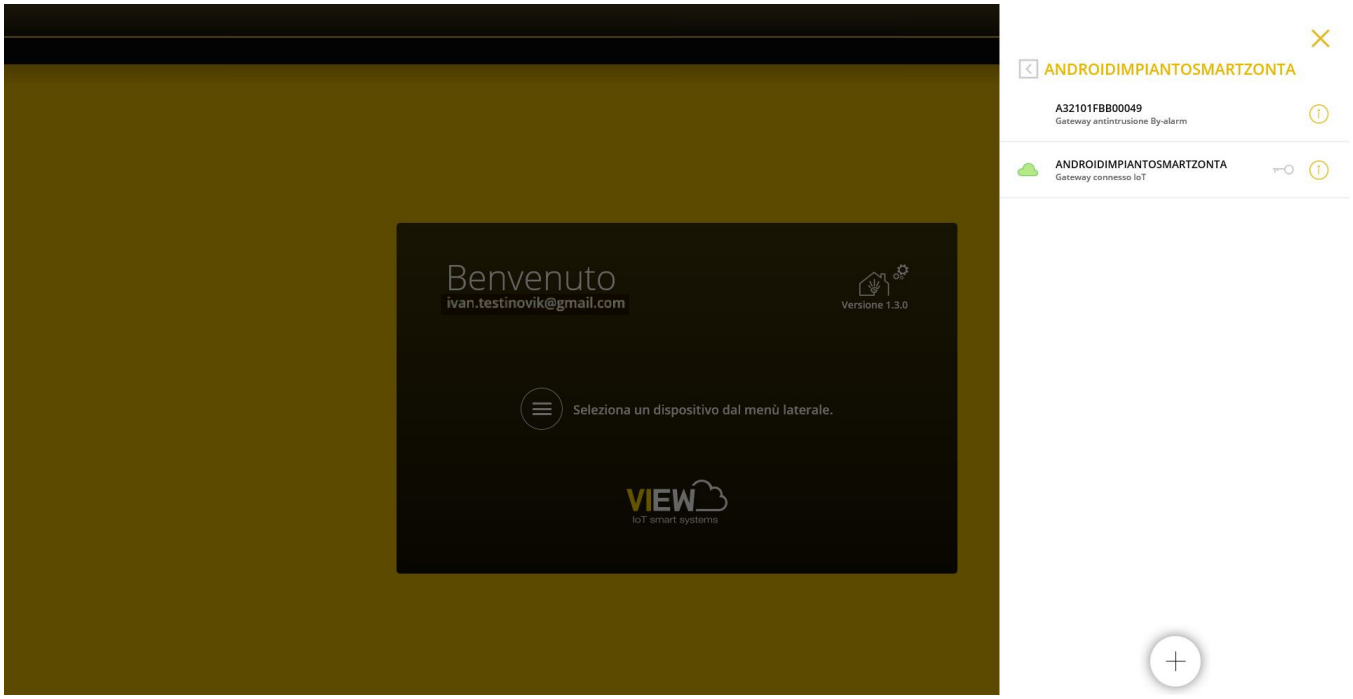


Select the name of the new system (in this case CASA ROSSI) and click on ; the View Pro App performs a search of all the gateways connected, displaying the complete list.

The View Pro App will automatically recognise the gateway 30807.x-20547-19547-16497-14597 which manages the connected devices and therefore no pairing operation will be required. It will simply be enough to pair the burglar alarm system gateway 03812 and/or the video door entry gateways 01415-01416 to the smart system according to the similar procedure illustrated in para. 4.9.

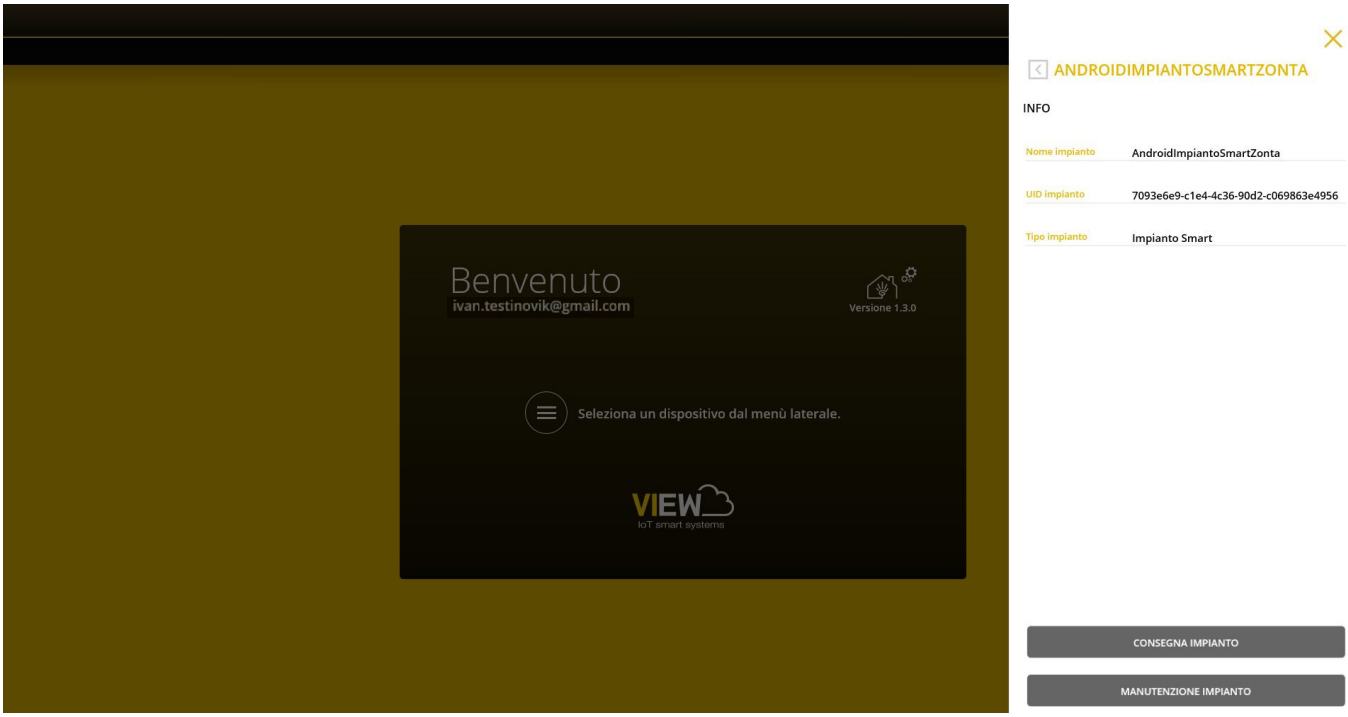
VIEW Pro App for configuration

The View Pro App will display the gateways present in the system.



When the system is marked with this means it is only possible to connect remotely; if this is not the case, no connection can be made.

Select to display the data identifying the system.



Once all the burglar alarm system and/or video door entry gateway configuration operations are complete and the system is operational, the Installer “delivers” it to the Administrator user (usually the owner of the home) so that he or she can use it and customise it to suit individual needs.

Delivery of a smart system therefore takes place with the procedure envisaged by the View Pro App (see chap. 9) and not the one envisaged by the View Wireless App.

4.11 Cloning the system.

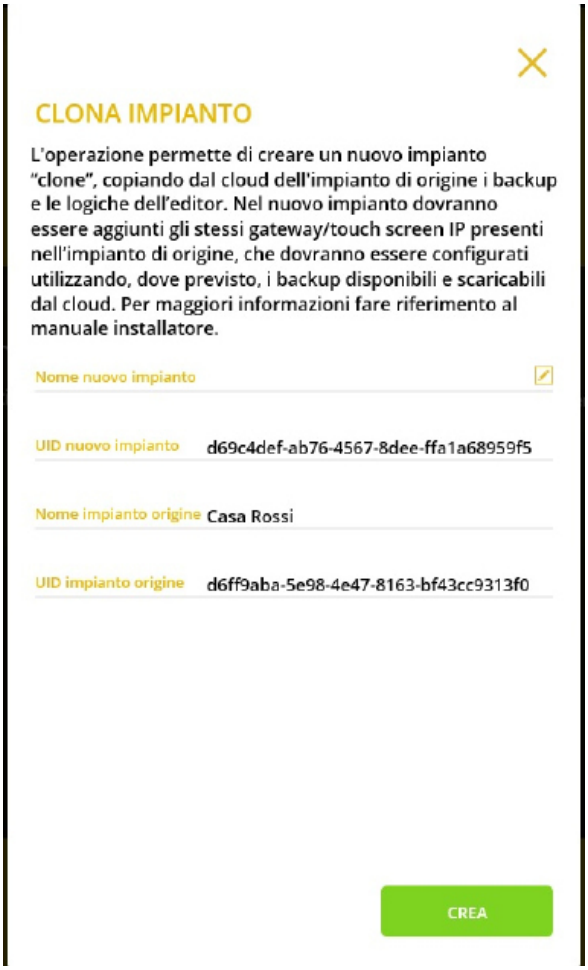
This operation allows you to create a new “clone” system by copying the backups and the editor logics from the original system cloud. In the new system, you must add the same gateways and video touch screens present in the original system, which must then be configured using the backups available for download from the cloud, where envisaged.

This option therefore makes it possible to create one or more identical systems based on a previously configured system.

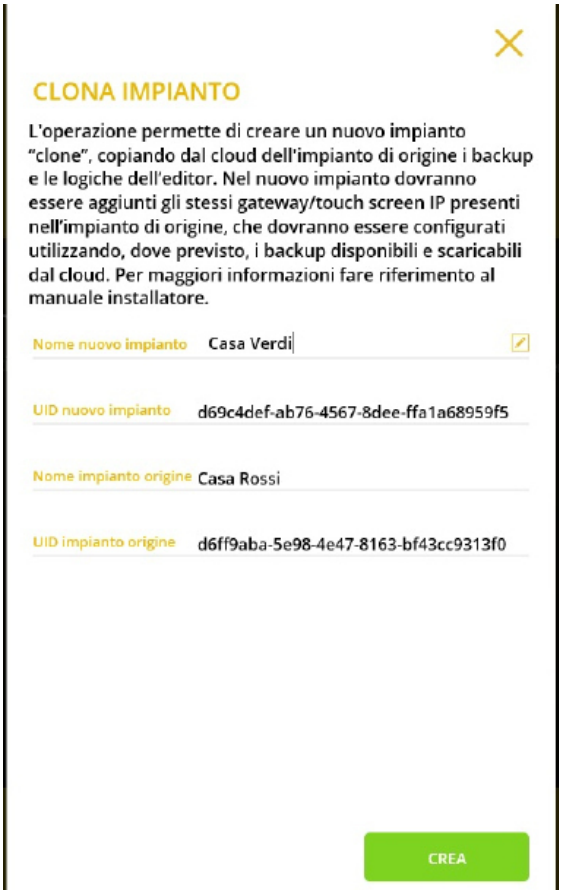
IMPORTANT: Before cloning, make sure the system to be replicated has been configured correctly and tested; indeed, after cloning, any changes to the main system must be made on every single cloned system.

After creating the reference system (device configuration, logic programmes, etc.) perform the backup using PERFORM BACKUP and save it to the Cloud using SAVE BACKUP TO CLOUD; then select CLONE SYSTEM.

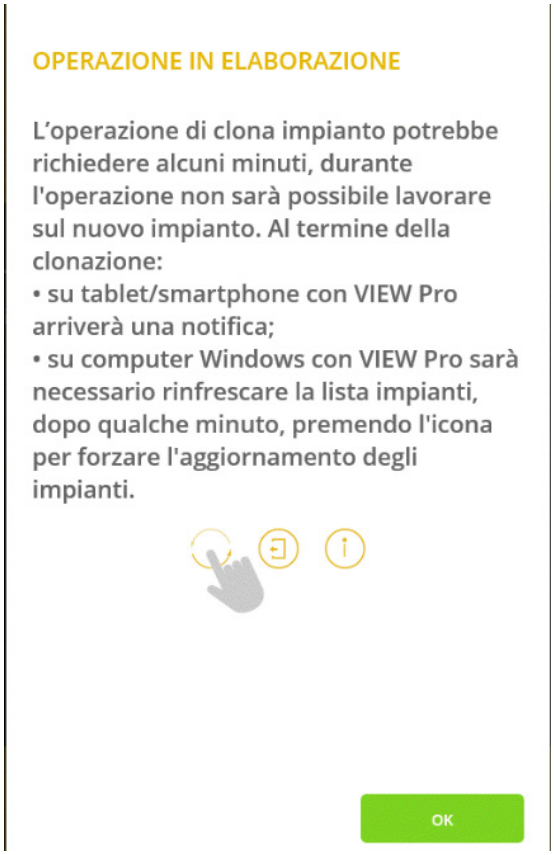
N.B.: The backup operation is only carried out on home automation system gateways art. 01410-01411 and on the burglar alarm system gateway art. 03812.



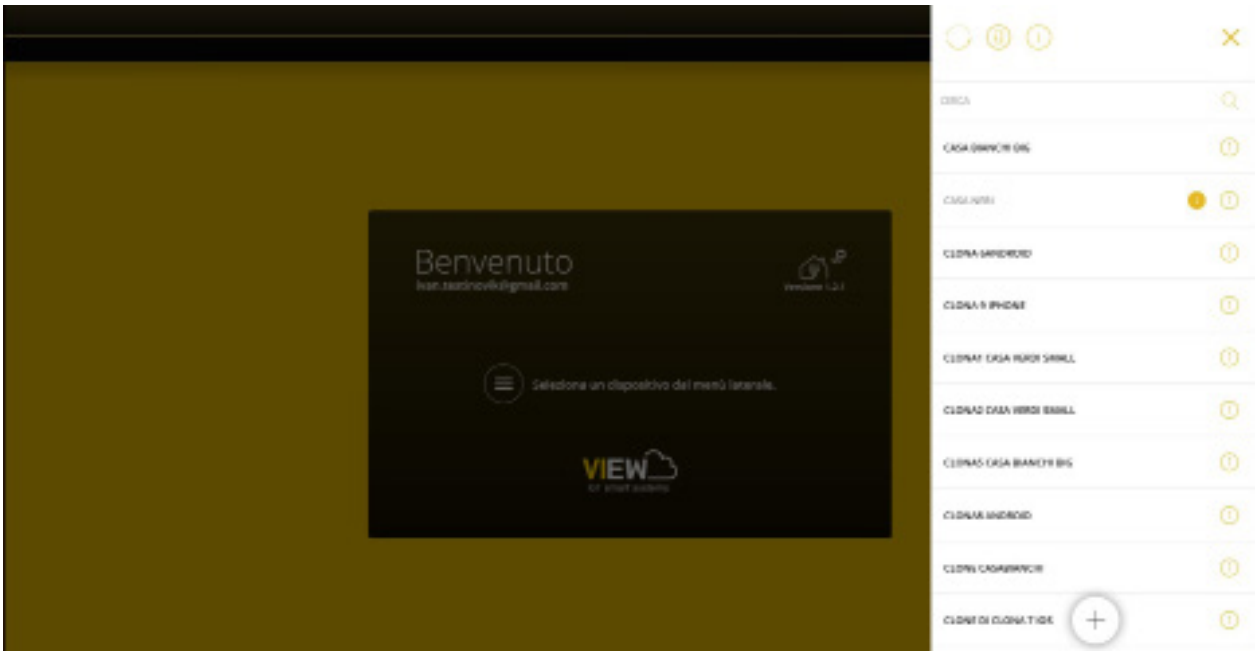
Click on and enter the name of the new system (which when cloning is done, will have the same characteristics as the original system).



Select CREATE to start cloning; the following warning screen is displayed.



While cloning is under way, you will be unable to perform any operations on the new system; on the screen with the list of systems, the name will be displayed in grey with the icon beside it.

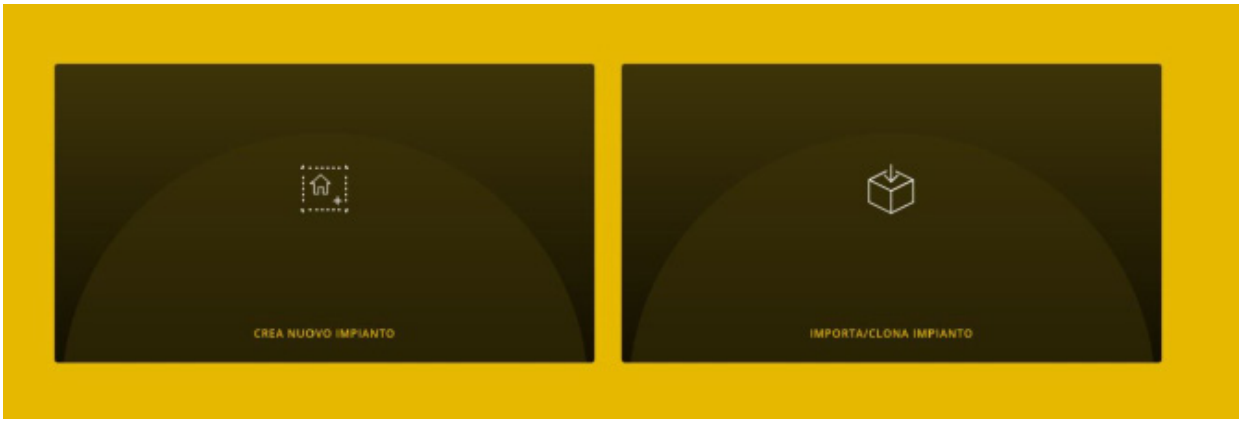


Refresh the list of systems by pressing the button and when cloning is complete, the name of the cloned system will therefore be displayed in black and all the options available in the App will be available for it.

In the event of an error, the App will receive a notification with the negative outcome and the icon will be displayed beside the name; select to show the type of error and in this case the only operation permitted will be the deletion of the system.

To render the cloned system operational, proceed as follows:

1. Using the usual procedure, associate all the gateways and touch screens (which must be similar to those of the original system) to the cloned system.
2. Where present, configure the Due Fili or IP video door entry gateway and, using the respective software, SaveProg or Video Door IP, copy the system to be replicated.
   In the event that integration with a video door entry system is enabled on the gateway, the video door entry gateway must be configured in a similar way to the original one and with the same functions enabled.
3. Where present, configure the By-alarm Plus gateway; using the By-alarm Plus Manager software, copy the database of the burglar alarm system to be cloned and use it to configure the new By-alarm Plus control unit. In the event that integration with a burglar alarm system is enabled on the system, the By-alarm Plus system must be configured in a similar way to the original one and with the same functions enabled.
   Once configuration is complete, perform the burglar alarm system gateway configuration flow and import the xml file from By-alarm Plus Manager.
4. Lastly, configure the home automation system gateway.
   From the BACKUP MANAGEMENT menu, select DOWNLOAD BACKUP FROM CLOUD LOCALLY; then link up to the home automation system gateway and perform the initial configuration flow, importing the system from the backup you just downloaded from the Cloud.

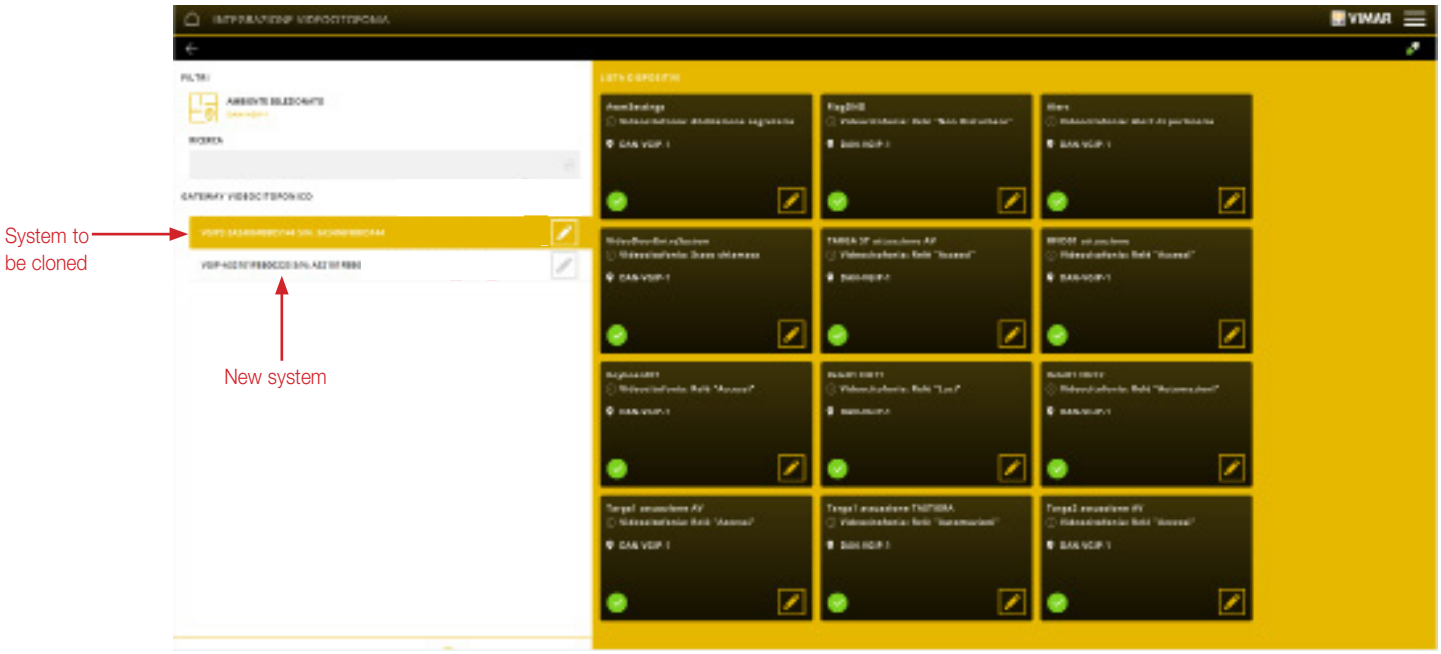


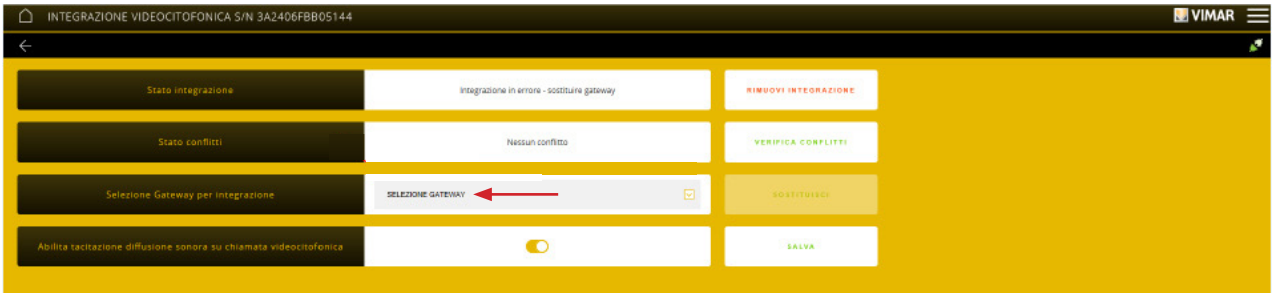
Select IMPORT/CLONE SYSTEM; the screen for the choice of operation to be carried out is displayed.

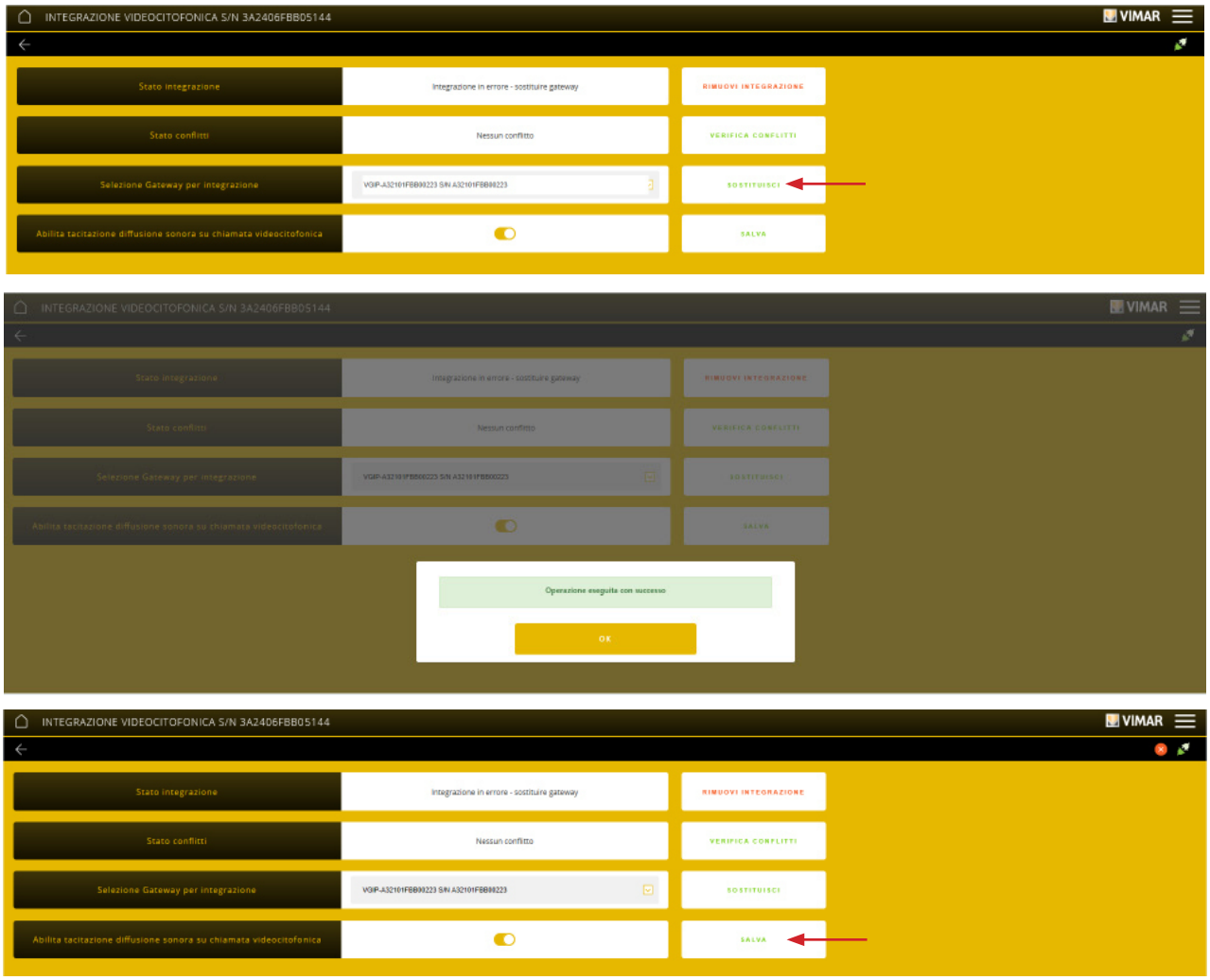
Select CLONE SYSTEM FROM BACKUP and complete the cloning flow, using the backup available.

5. When the home automation system gateway is restarted, synchronise the system again using SYNCHRONISE SYSTEM.

6. Link up to the home automation system gateway:
   - From the MAINTENANCE menu, launch the complete diagnostics (all the devices will be detected as faulty); then launch the punctual replacement of each device.
   - In the event of integration with the video door entry gateway, use the DEVICES menu to restore the integration, replacing the original gateway with the new one as follows:







At the end of the replacement, check the status of the conflicts by selecting VERIFY CONFLICTS. The absence of conflicts indicates that the video door entry gateway has been configured in a similar way to the original one; if this is not the case, the configuration needs to be changed to align it with the original one.

- In the event of integration with the By-alarm Plus gateway, use the DEVICES menu to restore the integration, replacing the original gateway with the new one. The procedure to follow is identical to that illustrated for the video door entry gateway.

7. Test the system.

8. Deliver the cloned system to the Administrator, who will create the various users.
   Note: Cloning does not replicate the users and so they need to be created again.

9. If the system includes integration with third-party systems (applicable only to home automation system gateways 01410-01411), please contact the System Integrator to add the integration and associate the Clients (see chapter 4.13).
   Note: Cloning does not replicate enabled integrations or associated Clients and so they need to be created again.

CAUTION:

After cloning the system:

- Network parameters are not restored from the backup. Any previous modifications will not be retained, and the device will start with default settings (DHCP enabled).
- Historical data (energy, logs, etc.) will not be recovered from the backup.
- Integrations with voice assistants and IFTTT must be recreated, as the cloned system is treated like a new system.
- Philips Hue integrations must be reconfigured. After the reset, all bridges and lamps will appear disconnected: it will therefore be necessary to remove and add them again.

4.12 Replacing the Installer

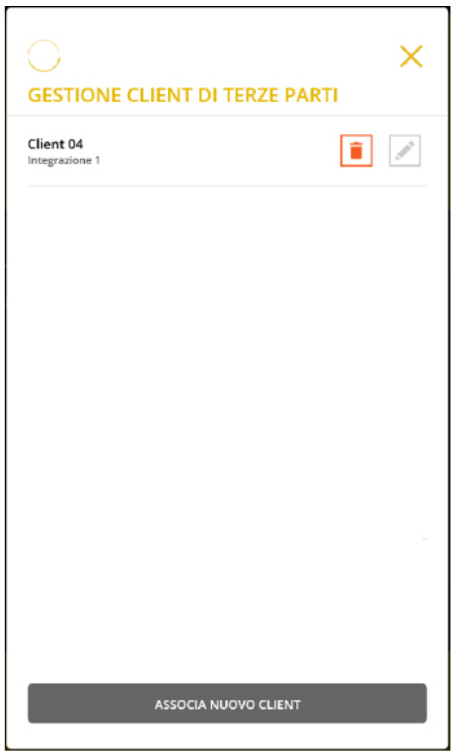
If the need to replace the installer paired with a system arises it is necessary to carry out first the removal of the current one and then pair the new installer (indeed, there can only be one installer in a system). The procedure is as follows:

1. Use DISCONNECT INSTALLER ACCOUNT FROM SYSTEM to remove the current Installer form the system.
2. The new Installer, after creating his or her account on MyVIMAR (see para. 4.6), performs the pairing with the system using the CONNECT INSTALLER ACCOUNT TO SYSTEM button; the App will display the systems in the local network and the Installer will select the system to connect to.
3. The new Installer performs the pairing procedure for the gateways and touch screens.

4.13 Third-party Client.

IMPORTANT: To benefit from all the integration functions, contact the system Administrator who will edit the integration permissions using the View App. Delivery of the system therefore must be made to the Administrator.

The “THIRD-PARTY CLIENT MANAGEMENT” button displays the main screen with the list of active Clients.



- Press the button to update the list of Clients.
- Select corresponding to a Client to edit the name, and select to delete/disassociate it. After disassociating it, the Client will no longer be able to interact with the home automation system gateway and you will have to carry out a new association to restore the connection.
- Use the “ASSOCIATE NEW CLIENT” button to launch the association flow for a new Client.

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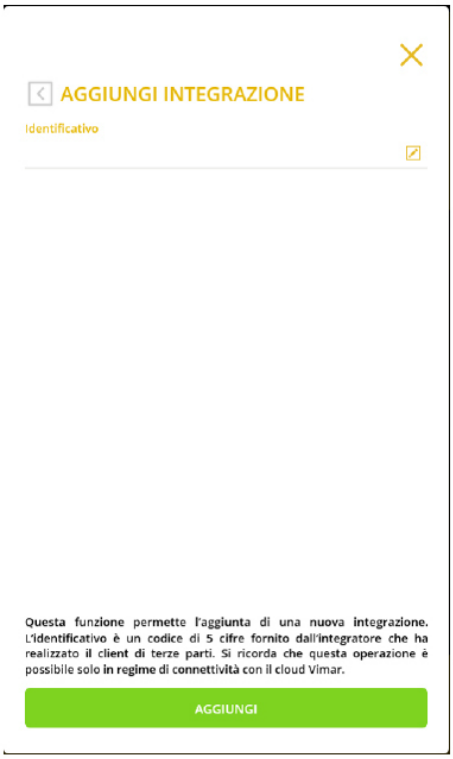
The screen displayed allows you to manage the association of a new Client.

Use the “ADD INTEGRATION” button to add a new integration to those already available.

N.B.: This operation can only be performed in the presence of connectivity between the View Pro App and the Vimar cloud.

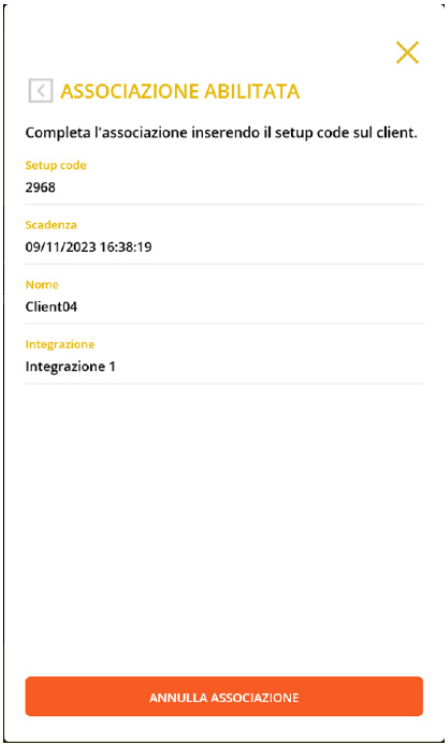


You need to have an identification provided by a System Integrator registered in the MyVIMAR portal (on the website www.vimar.com, select CONTACT US -> INTEGRATIONS). The identifications recognised by the View Pro App are only those generated in the MyVIMAR portal.

Once you have entered the identification and confirmed it with the “ADD” button, the integration is enabled in the home automation system gateway and displayed in the list of “Available integrations”.

To associate a new Client, define a name and select the desired integration from the menu.

Confirm with the “GENERATE SETUP CODE” button and the following screen is displayed:



To complete the association, you need to provide the Setup Code to the System Integrator commissioning the third-party Client and wait for them to make the first connection.

The Setup Code is regenerated automatically after the expiry date indicated on the association screen.

On completion of the first connection, the Client is visible in the list of active clients in the main “THIRD-PARTY CLIENT MANAGEMENT” screen; other Clients cannot be associated until this association is complete.

IMPORTANT: Do not exit this screen until the System Integrator has completed the add Client operation; at the end of Association, the screen will automatically close.

The “CANCEL ASSOCIATION” button suspends and cancels the association in progress.

5. By-me home automation system gateway Plus art. 01410-01411

The gateways is designed to carry out all operations for configuration, integration, maintenance and supervision (locally or remotely) of the By-me Plus home automation system, via IP/LAN network, Cloud and the View Pro App for smartphone, tablet, PC or touch screen.

The sequence of operations to carry out, after the system has been created and the gateway paired as illustrated in para. 4.9, is as follows:

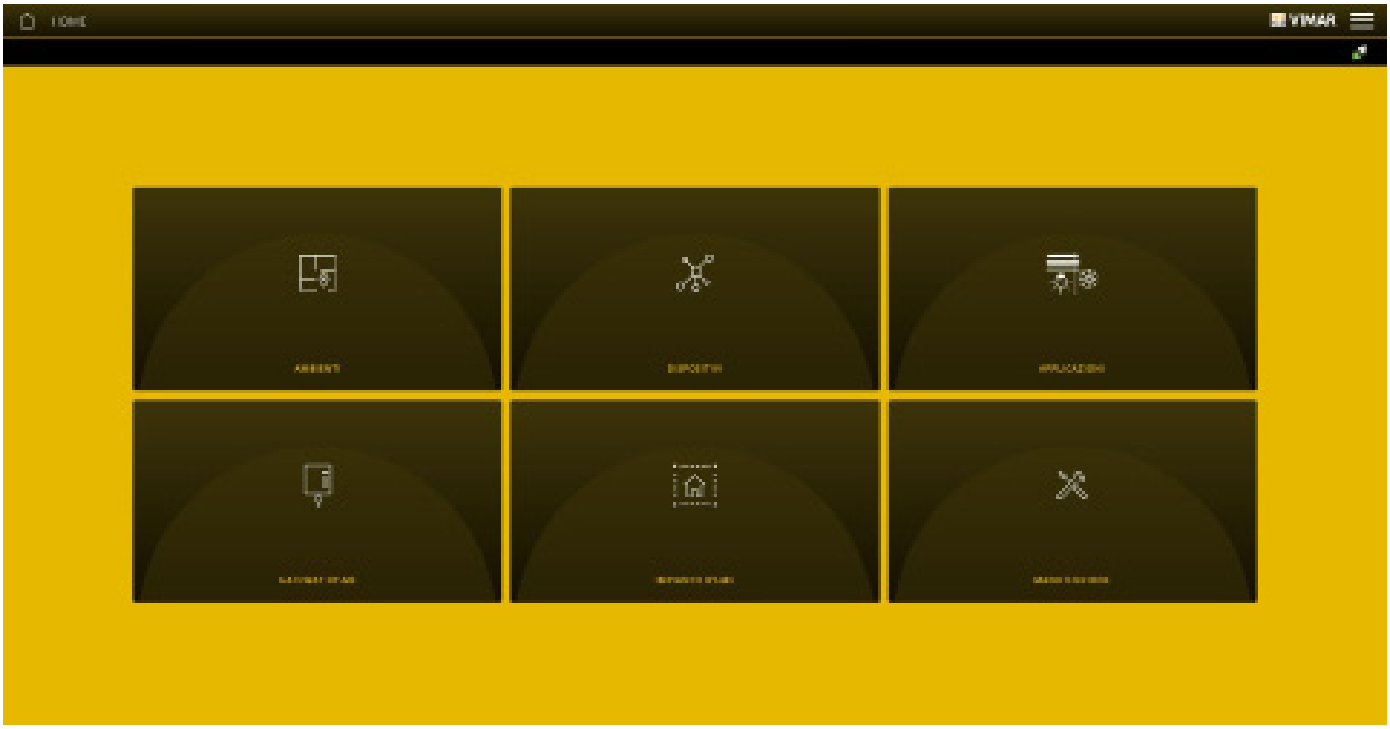
- Defining the environments.
  This should be done with care since these are the environments the end user will see on his or her View App.
- Enrol the devices in the environments defined by pressing the configuration push button or choosing the By-me Plus devices directly in the catalogue.
- Create the applications, understood as aggregators of homogeneous functional units.
- Using the View App*, check the proper functioning of the applications just defined.
- Using the View App*, create the scenarios necessary for basic system operation.

* As of firmware version 1.21.x for art. 01410-01411, the Installer is automatically enabled to use the View App without performing the system delivery to the Administrator, simply by logging into the App using the same credentials used for View Pro. This function is subsequently disabled once the system is officially delivered.

5.1 Main screen of the home automation system gateway

The first time you access, the main screen will only be displayed once you have completed the operations prompted by the wizard.

When configuration of the environments is complete or when you select the gateway from the list of devices paired with the system, the screen containing menus is displayed; use these menus to carry out all the configuration, management, maintenance and control operations on the By-me Plus system.



CAUTION: for all the configuration operations of the By-me Plus system using the View Pro App, refer to the By-me Plus system installer manual.

6. By-alarm Plus burglar alarm system gateway art. 03812

Gateway 03812 is designed to connect the By-alarm Plus control unit to the LAN network to perform all the operations for the control, supervision and maintenance (local or remote) on the By-alarm system via IP/LAN network, Cloud and View Pro App for smartphone, tablet, PC or video touch screen.

The device also makes it possible to use the By-alarm Plus Manager configuration software via local or remote connection.

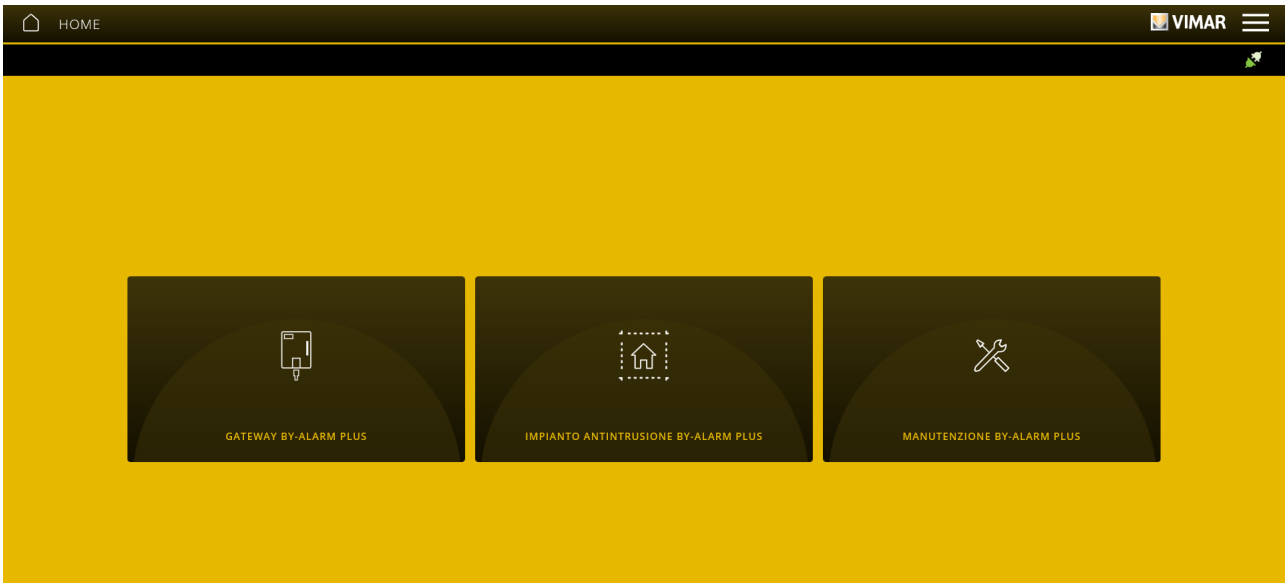
The gateway is automatically updated with the By-alarm Plus Manager software data, acquiring the information about the burglar alarm system from the By-alarm Plus control unit (art. 03800, 03801 and 03802).

N.B. The burglar alarm system gateway 03812 can be integrated in systems with home automation system gateway 01410-0411 ver. 1.12.x and later.

6.1 Main screen of the burglar alarm system gateway

The main screen will be displayed the first time you access.

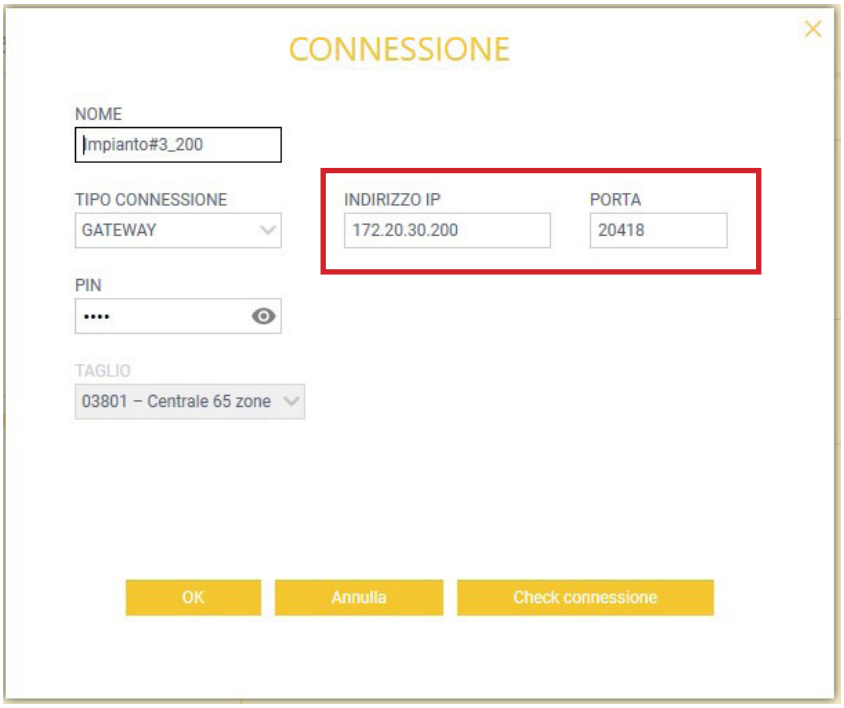
Via the options displayed on this screen, you can perform all operations for the management, maintenance and control of the By-alarm Plus burglar alarm system.



6.2 Connecting to the By-alarm Plus Manager software

Once gateway 03812 has been connected to the burglar alarm system control unit, you can connect to the By-alarm Plus Manager software

From the By-alarm Plus Manager software, select **Open system**; the IP address of the local network and the port to use to connect to the By-alarm Plus gateway (highlighted by the red square) will be displayed.



By-alarm Plus burglar alarm system gateway art. 03812

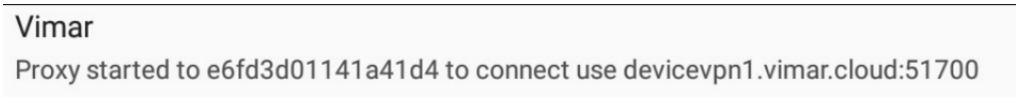
The gateway and the By-alarm Plus control unit are connected locally to the same LAN network; using the By-alarm Plus Manager software, perform the procedure below to activate the connection:

- in the "CONNECTION" option, select, "GATEWAY" under "CONNECTION TYPE"
- in the "IP ADDRESS" option, enter the address of the gateway
- in the "PORT" option, enter 12000 (TCP port when connected locally to the LAN)

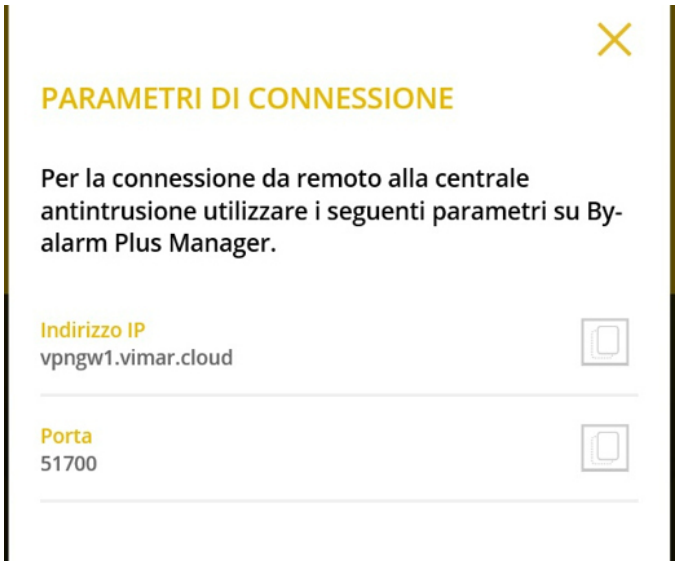
The address of the gateway is shown on the screen displayed by selecting the (i) icon; the value to enter is indicated for "Device address".

Then select "OK".

- If you are using a tablet/smartphone and connect to the burglar alarm system gateway remotely, the App will receive a notification with the connection parameters to enter in the "Address" field.



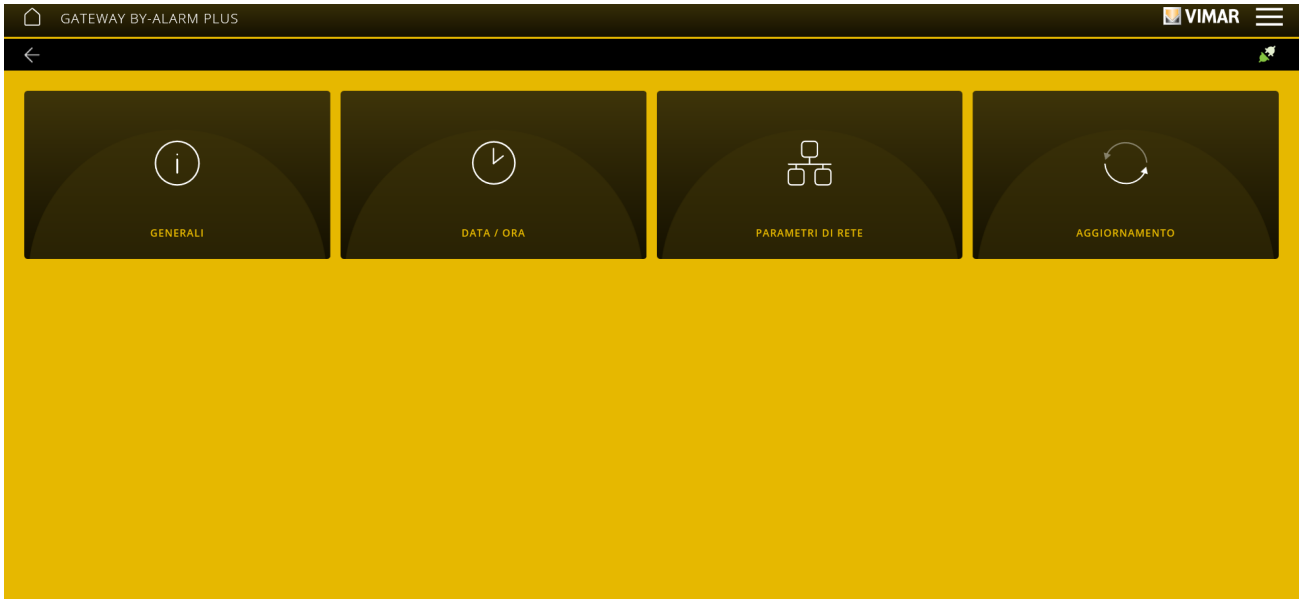
- If you are using a PC with Windows, on which you have installed the View Pro App, when you connect to the burglar alarm system gateway, the following screen will be displayed, containing the access parameters and the button to copy/paste the data to enter in the "Address" field.



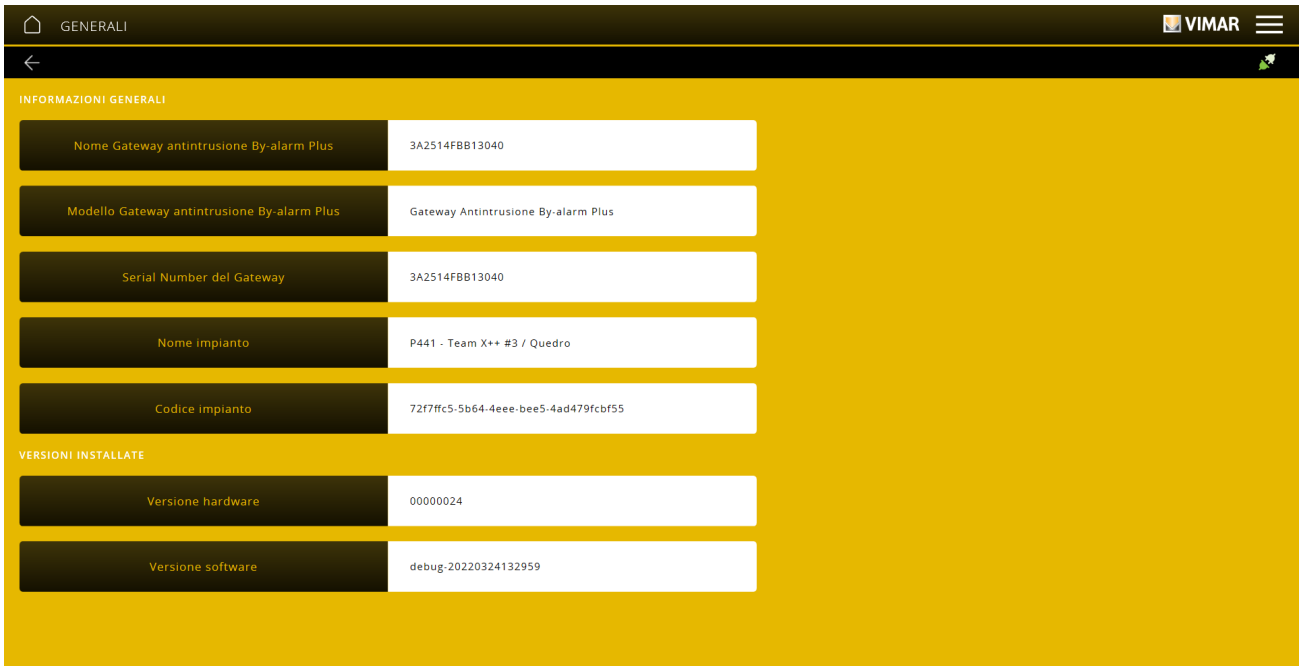
N.B.: In the event of a remote connection with By-alarm Plus Manager, the Cloud checks that the public IP of the device being used is the same as the one provided by the View Pro App following connection with the burglar alarm system gateway.

6.3 Gateway management

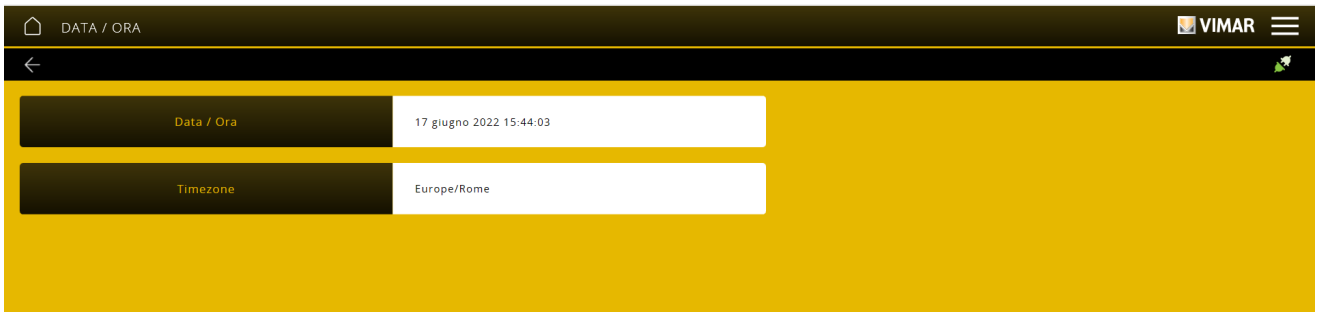
From the main screen (para. 6.1) click on BY-ALARM PLUS GATEWAY; the following screen is displayed:



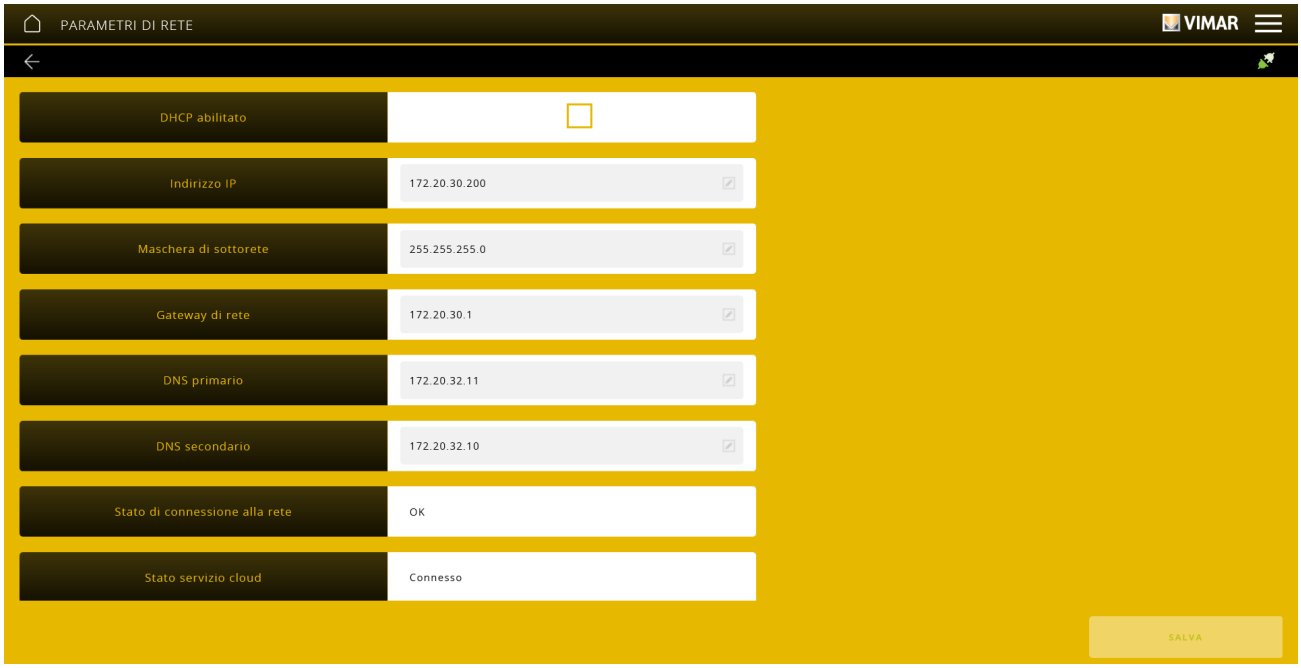
- The GENERAL menu displays all the data relating to the gateway used including the hardware and firmware versions of the device.



- The DATE/TIME menu allows you to display the time and date.

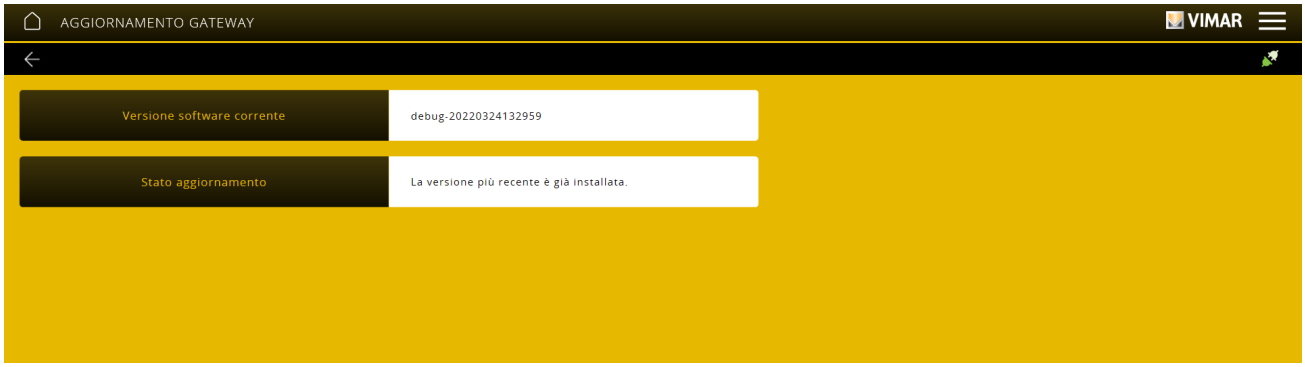


- The NETWORK PARAMETERS menu allows you to display the data that identify the device within the network.



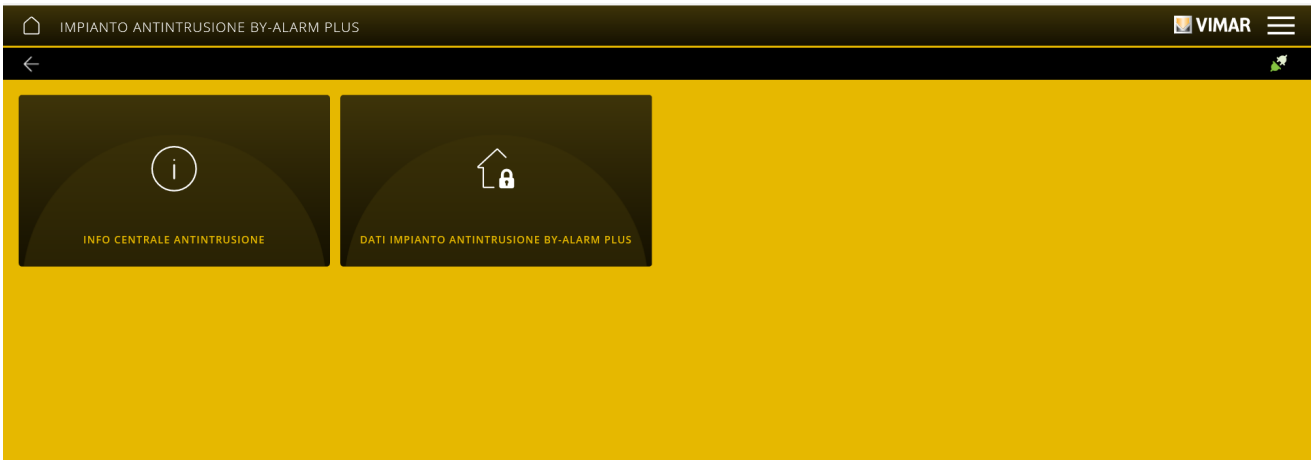
All the data are entered/modified with the button and then confirmed with SAVE.

- Using the UPDATE menu, the gateway checks for the presence of new fw/sw versions and downloads them directly from the Internet; to perform the update, select UPDATE (the option is only displayed if a new update is available).



6.4 Burglar alarm system management

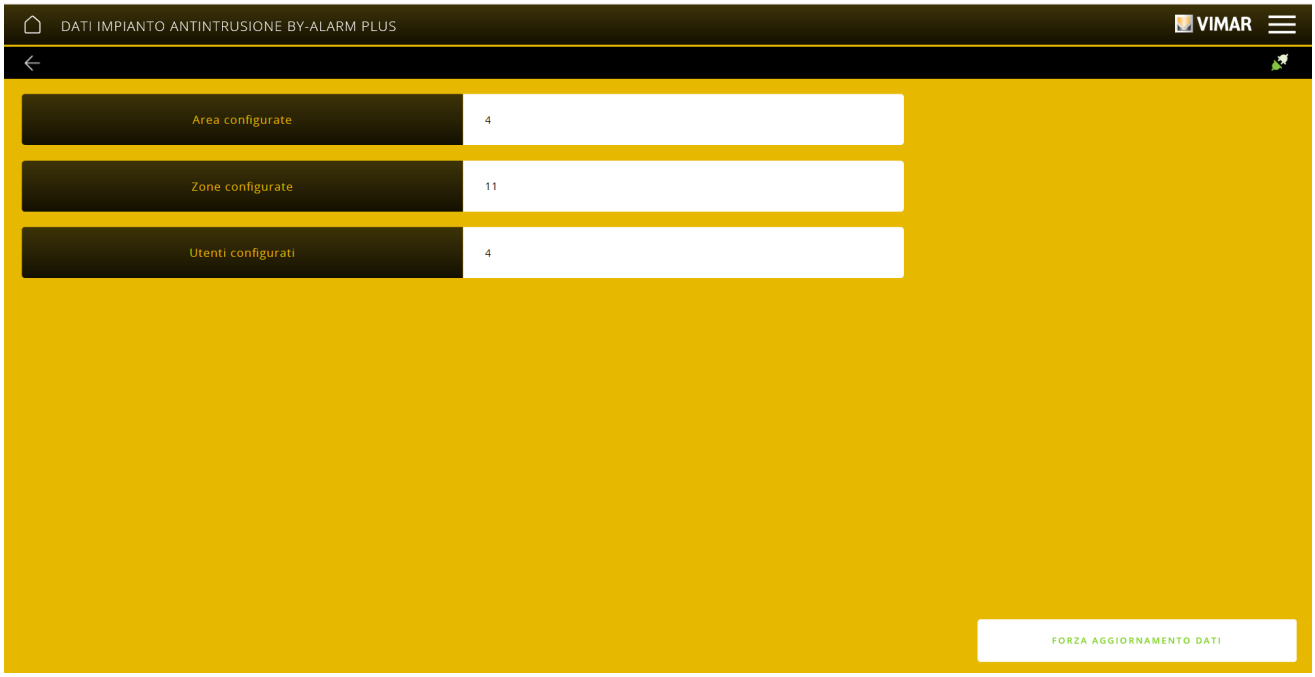
From the main screen, click on BY-ALARM PLUS BURGLAR ALARM SYSTEM; the following screen is displayed:



Select BURGLAR ALARM SYSTEM CONTROL UNIT INFO to view information about the control unit, such as the Model, FW Version and Communication state.

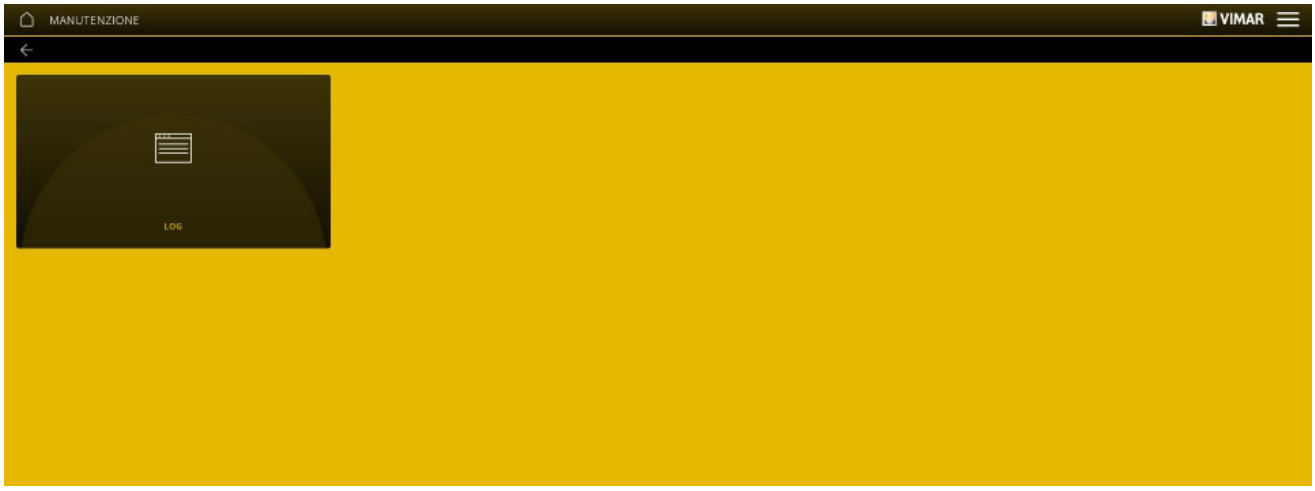
Select BY-ALARM PLUS BURGLAR ALARM SYSTEM DATA to view the number of Areas, Zones and Users configured in the control unit.

Use FORCE DATA UPDATE to ask the gateway to read the data present in the control unit in order to align with the current state of the burglar alarm system.
Note: The gateway updates the data automatically; use the option only if misalignments have been found.

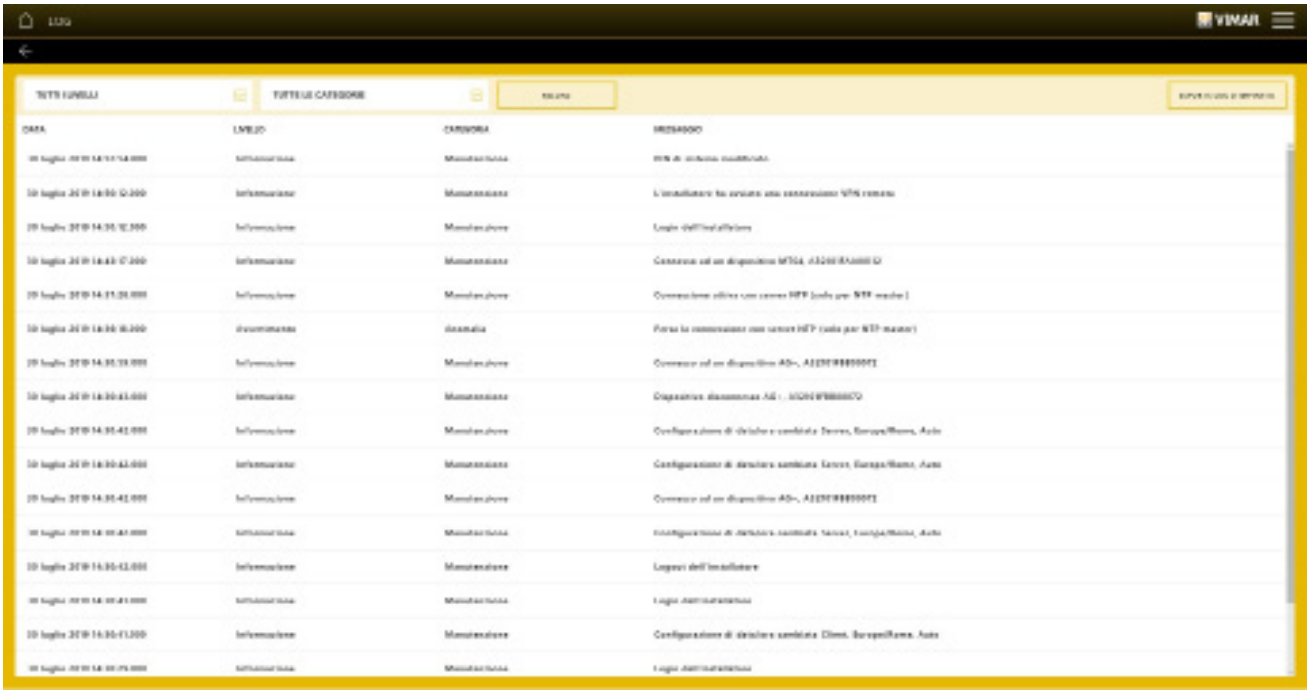


6.5 Maintenance

From the main screen, click on MAINTENANCE; the following screen is displayed:



- The LOG menu stores all the operations performed on the system via the gateway; this view can also be filtered by level and category by selecting the desired ones with ☑.



Use "EXPORT SYSTEM LOG" to export the information onto a file that can then be consulted at a later date or kept as an archive.

7. Video door entry system gateway art. 01415

Gateway 01415 is designed to connect the Due Fili Plus video door entry system to the LAN network to perform all the operations for the control, supervision and maintenance (local or remote) on the systems via IP/LAN network, Cloud and App for smartphone, tablet, PC or touch screen.

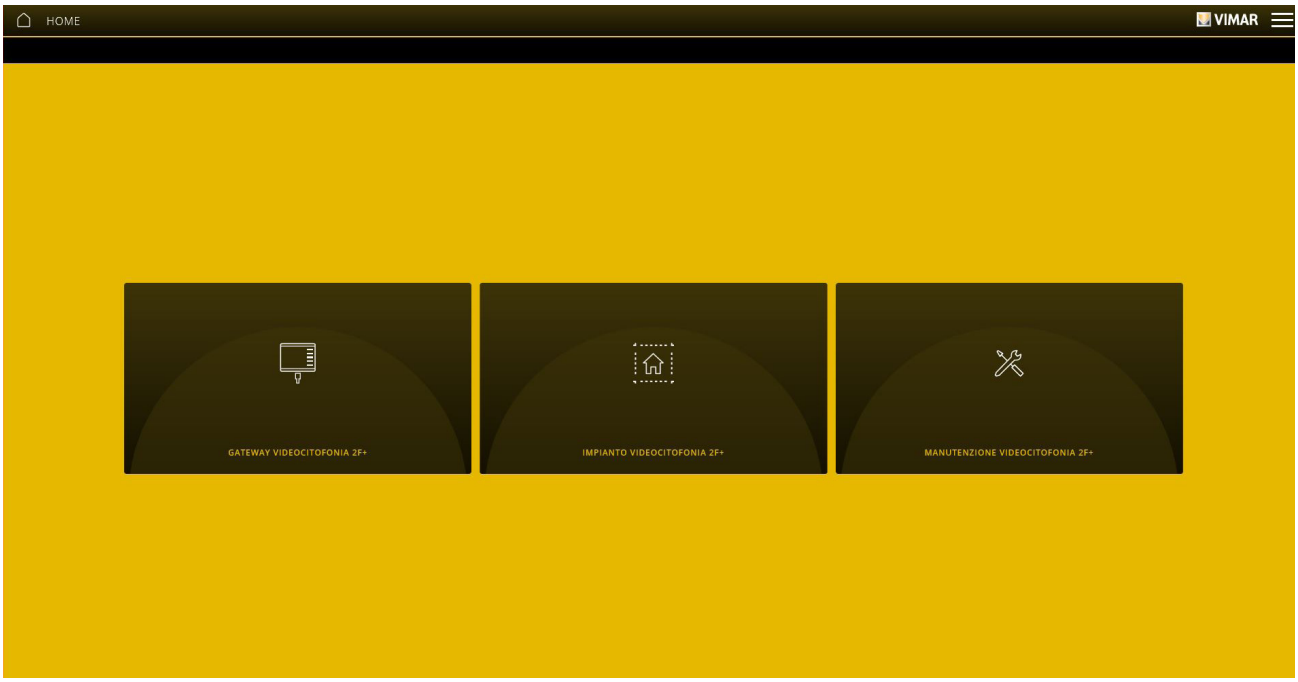
The device also makes it possible to use the SaveProg configuration software via local or remote connection.

Before using the VIEW Pro App it is necessary to have first configured the entire video door entry system (entrance panels, selectors, etc.) via the manual procedure or software (SaveProg). Once configuration is complete, the system is saved in the gateway and it will not be necessary to perform any importing operations as is instead the case for the By-alarm Plus system.

Once the gateway is operational, the installer and end user can interact with them using the respective Apps.

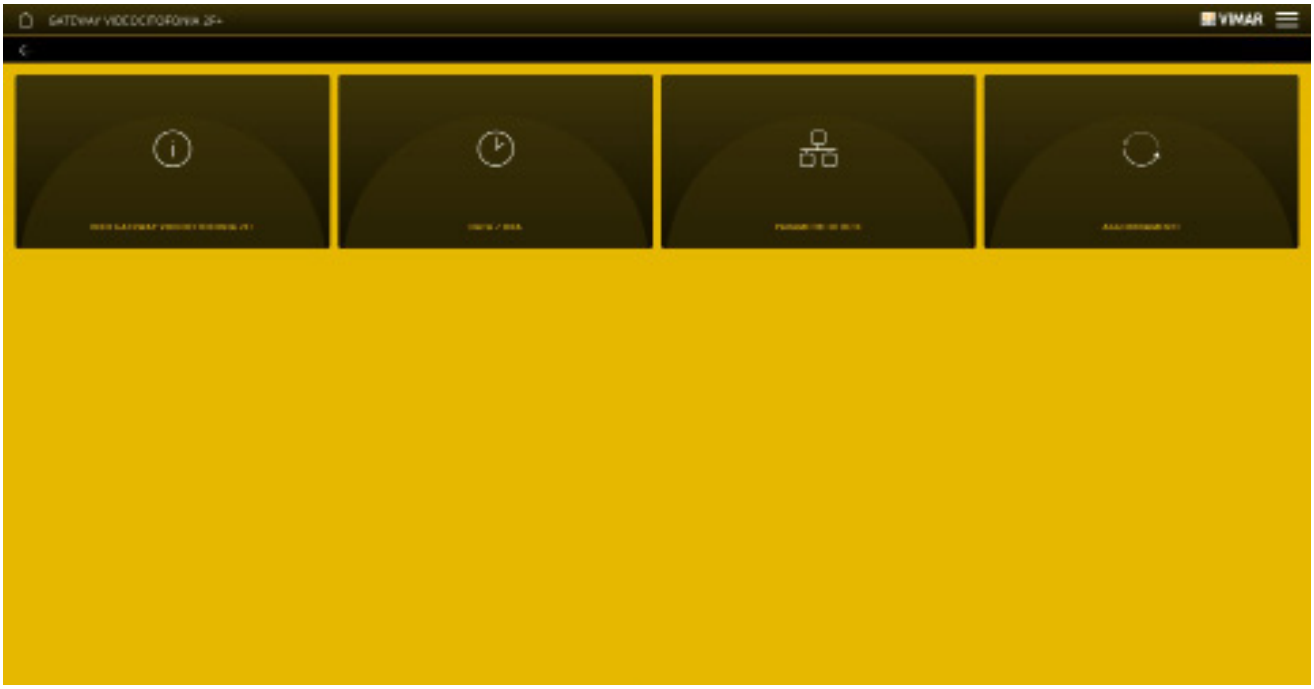
7.1 Main screen of the video door entry system gateway

Via the options displayed in the main screen, all operations for the management, maintenance and control of the video door entry system will be performed.



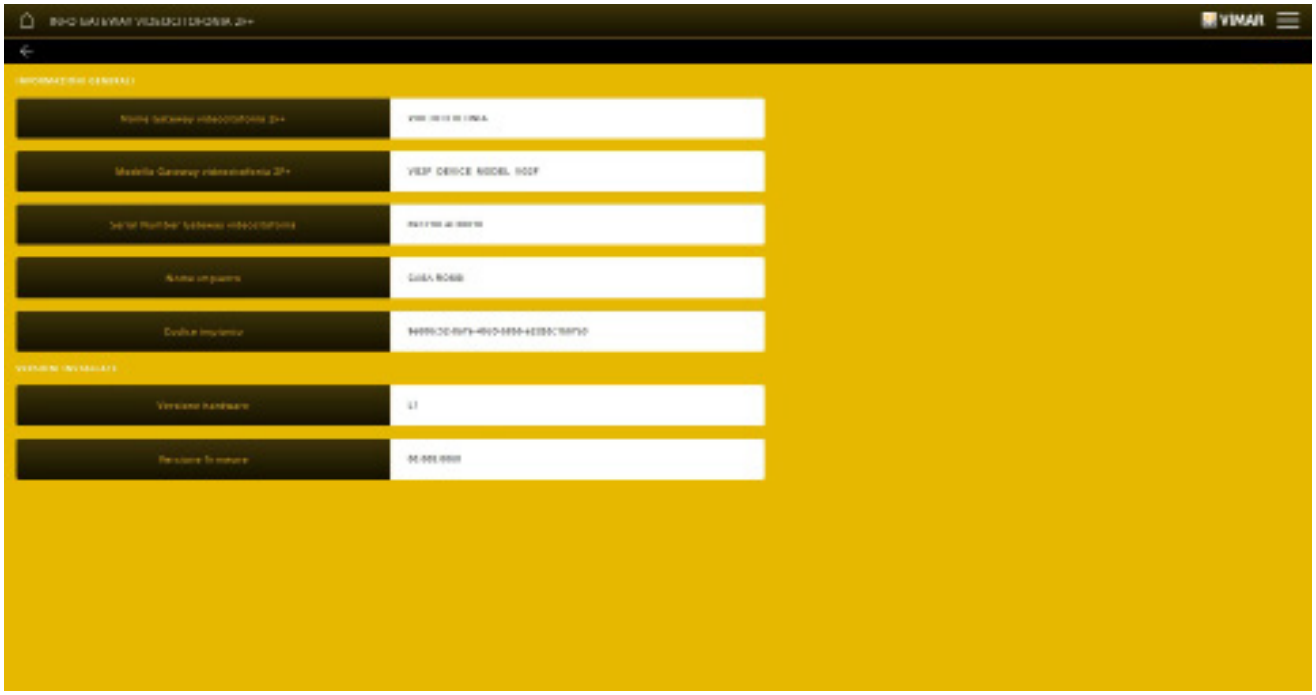
7.2 Gateway management

From the main screen, click on 2F+ VIDEO DOOR ENTRY SYSTEM GATEWAY; the following screen is displayed:



Video door entry system gateway art. 01415

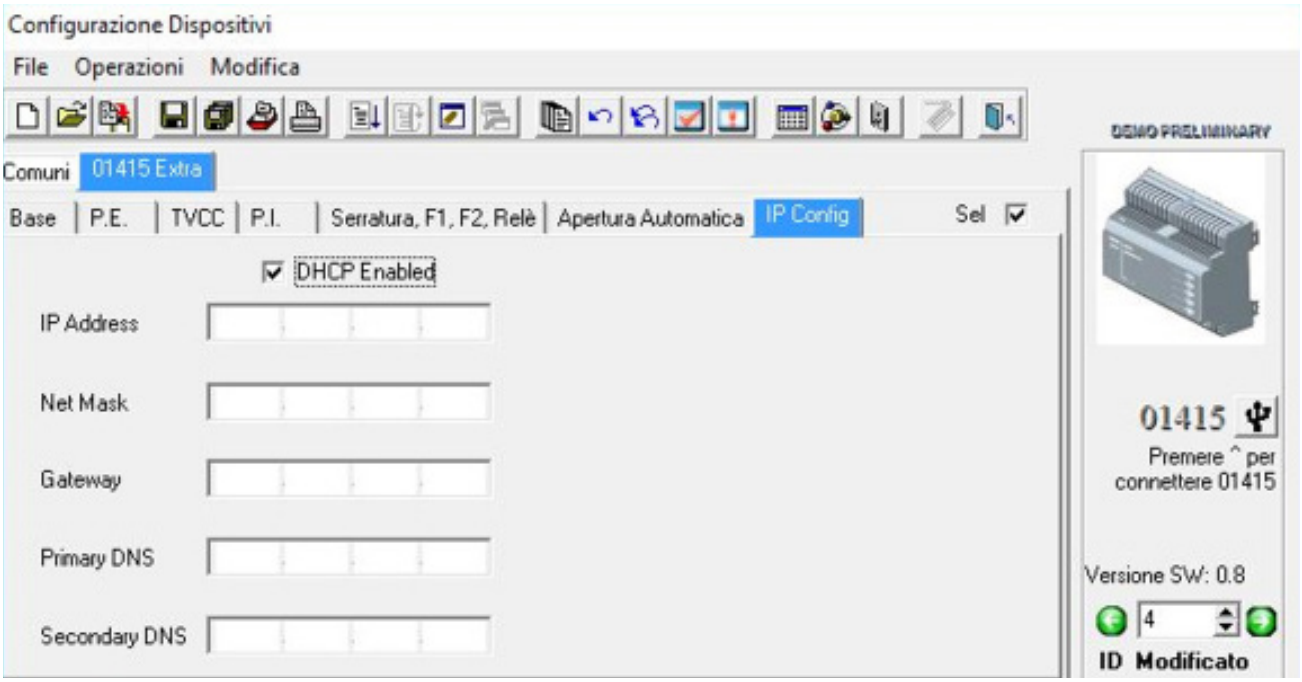
- The 2F+ VIDEO DOOR ENTRY SYSTEM GATEWAY INFO menu displays all the data relating to the gateway used including the hardware and firmware versions of the device.



- The DATE/TIME menu allows you to display the time and date.
- The NETWORK PARAMETERS menu allows you to display and set manually the data that identify the device within the network (the IP address of the local network is the one used to connect to the gateway.

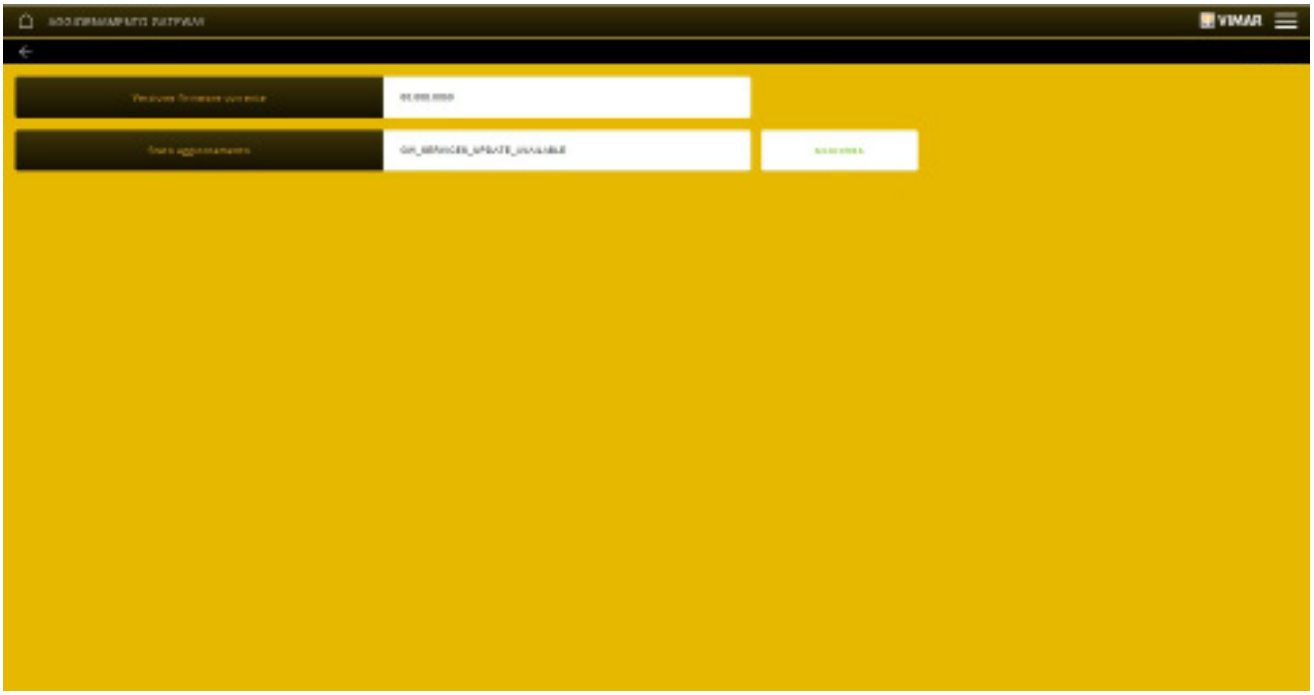
Video door entry system gateway art. 01415

Alternatively, these parameters can be set directly from SaveProg; once the settings are complete, download the configuration from SaveProg to the gateway 01415.



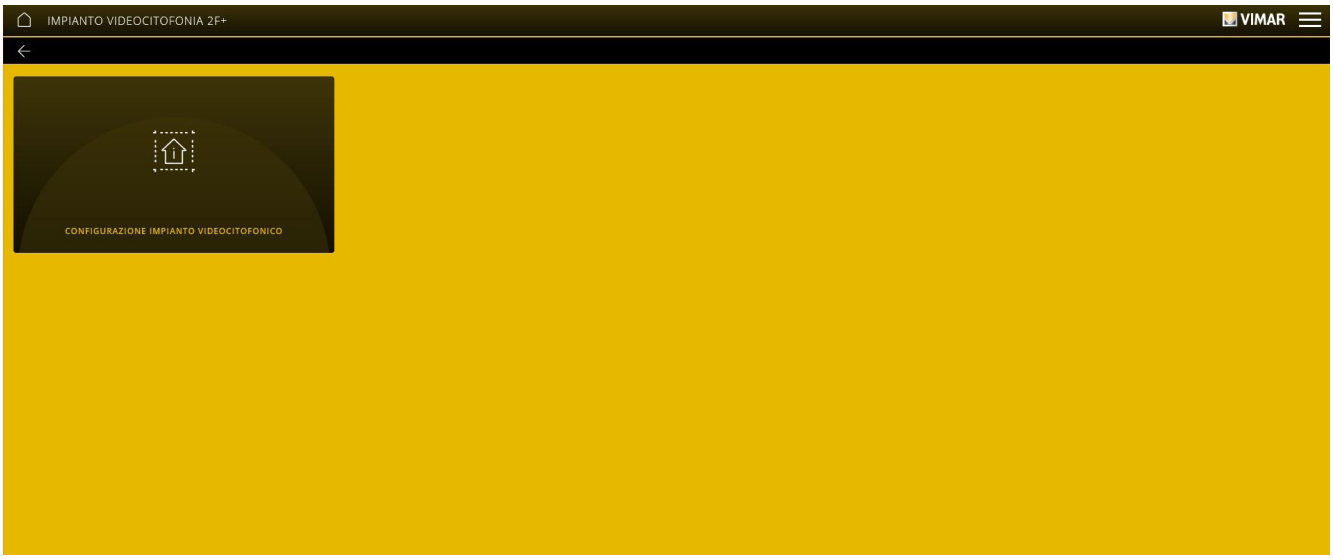
All the data are entered/modified with the button and then confirmed with "SAVE".

- Using the UPDATE menu, the gateway checks for the presence of new fw/sw versions and downloads them directly from the Internet; to make the update, select “UPDATE" (the option is only displayed if a new update is available).

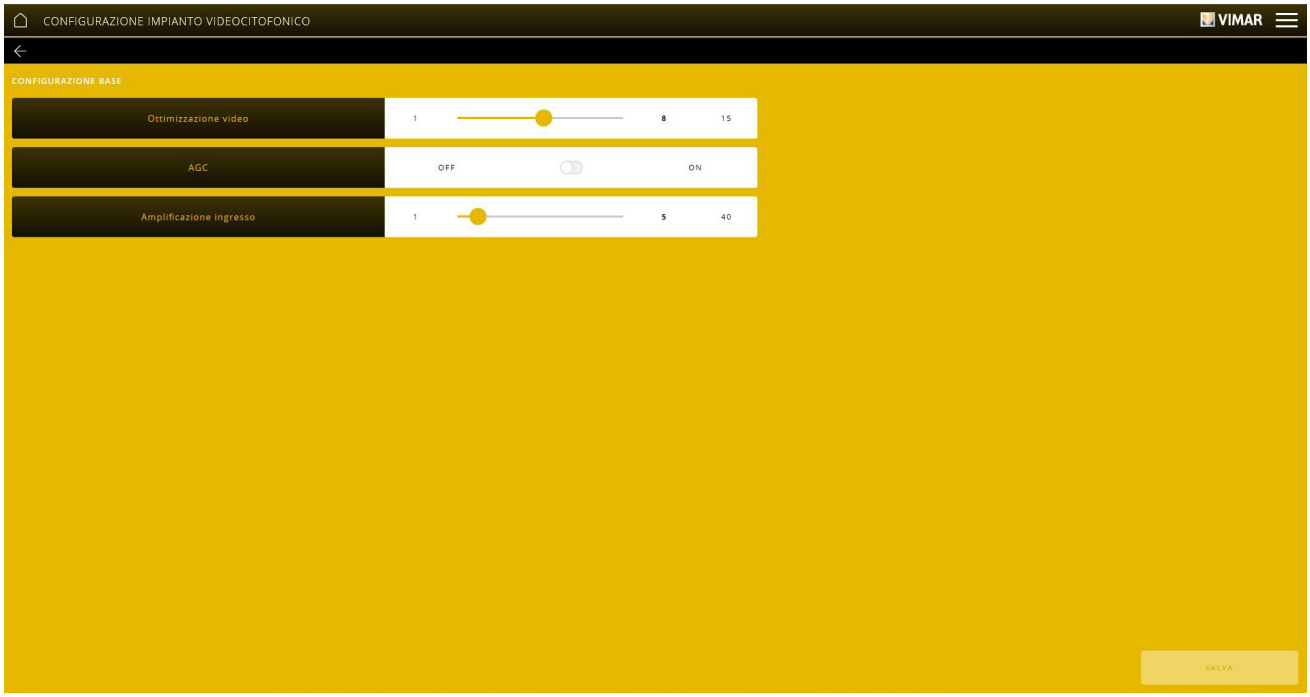


7.3 Video door entry system management

From the main screen, click on VIDEO DOOR ENTRY SYSTEM; the following screen is displayed:



The VIDEO DOOR ENTRY SYSTEM CONFIGURATION menu displays three parameters linked to he audio-video quality on the touch screens and on the View App.



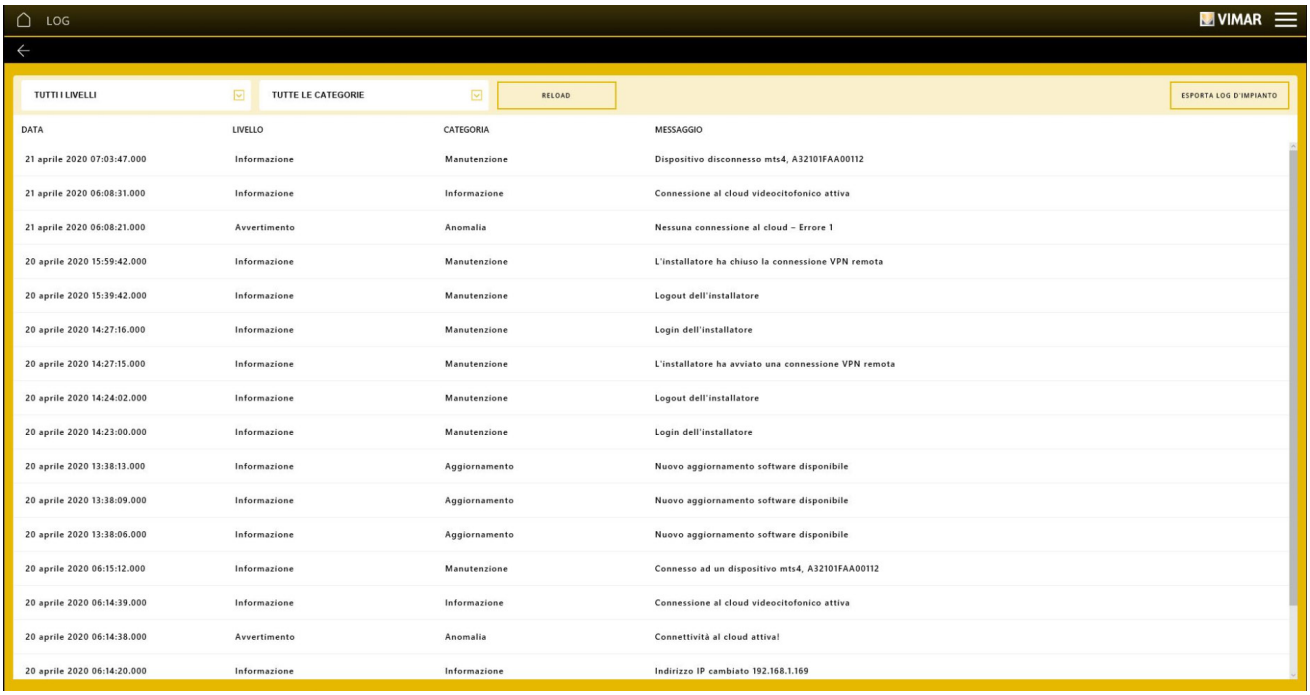
- Video optimisation.
  It defines the use of the bandwidth that is utilised for the call video; values can be set from 1 to 15 with 8 as default (1 = high bandwidth/quality, 15 = low bandwidth/quality). Using a bandwidth that is too high could cause the video to be less smooth in the event of slower Internet connections. The changes tot his parameter will not be activated if a call is in progress so the new setting will be active from the next call.
- AGC (Automatic Gain Control).
  It enables/disables the automatic gain control of the audio on the Due Fili bus; where disabled (by default) the Input Amplification value is used; where enabled, the Input Amplification value is inconsequential. The changes to this parameter will also be activated if a call is in progress.
  N.B.: for versions prior to 01.007.0000 AGC was enabled by default.
- Input amplification.
  It defines the level of amplification of the audio input from the Due Fili bus; values can be set from 1 to 40 with 5 by default.
  An amplification value directly proportional to the value set is set and used when AGC is disabled. The changes to this parameter will also be activated if a call is in progress.

N.B. Modify the parameters only in the event of video quality problems; the default values are the standard values that should guarantee top quality on all systems.

7.4 Maintenance

From the main screen, click on MAINTENANCE; the following screen is displayed:

- The SYSTEM LOG menu stores all the operations performed on the system via the gateway; this view can also be filtered by level and category by selecting the desired ones with ☑.



DATA	LIVELLO	CATEGORIA	MESSAGGIO
21 aprile 2020 07:03:47.000	Informazione	Manutenzione	Dispositivo disconnesso mts4, A32101FAA00112
21 aprile 2020 06:08:31.000	Informazione	Informazione	Connessione al cloud videocitofonico attiva
21 aprile 2020 06:08:21.000	Avvertimento	Anomalia	Nessuna connessione al cloud – Errore 1
20 aprile 2020 15:59:42.000	Informazione	Manutenzione	L'installatore ha chiuso la connessione VPN remota
20 aprile 2020 15:39:42.000	Informazione	Manutenzione	Logout dell'installatore
20 aprile 2020 14:27:16.000	Informazione	Manutenzione	Login dell'installatore
20 aprile 2020 14:27:15.000	Informazione	Manutenzione	L'installatore ha avviato una connessione VPN remota
20 aprile 2020 14:24:02.000	Informazione	Manutenzione	Logout dell'installatore
20 aprile 2020 14:23:00.000	Informazione	Manutenzione	Login dell'installatore
20 aprile 2020 13:38:13.000	Informazione	Aggiornamento	Nuovo aggiornamento software disponibile
20 aprile 2020 13:38:09.000	Informazione	Aggiornamento	Nuovo aggiornamento software disponibile
20 aprile 2020 13:38:06.000	Informazione	Aggiornamento	Nuovo aggiornamento software disponibile
20 aprile 2020 06:15:12.000	Informazione	Manutenzione	Connesso ad un dispositivo mts4, A32101FAA00112
20 aprile 2020 06:14:39.000	Informazione	Informazione	Connessione al cloud videocitofonico attiva
20 aprile 2020 06:14:38.000	Avvertimento	Anomalia	Connettività al cloud attiva!
20 aprile 2020 06:14:20.000	Informazione	Informazione	Indirizzo IP cambiato 192.168.1.169

Use "EXPORT SYSTEM LOG" to export the information onto a file that can then be consulted at a later date or kept as an archive.

8. Video door entry system IP gateway (router) art. 01416

Gateway 01416, which is also referred to as the IP video door entry system router, is designed to connect the IP video door entry system to the LAN network to perform all the operations for the control, supervision and maintenance (local or remote) on the systems via IP/LAN network, Cloud and App for smartphone, tablet, PC or touch screen.

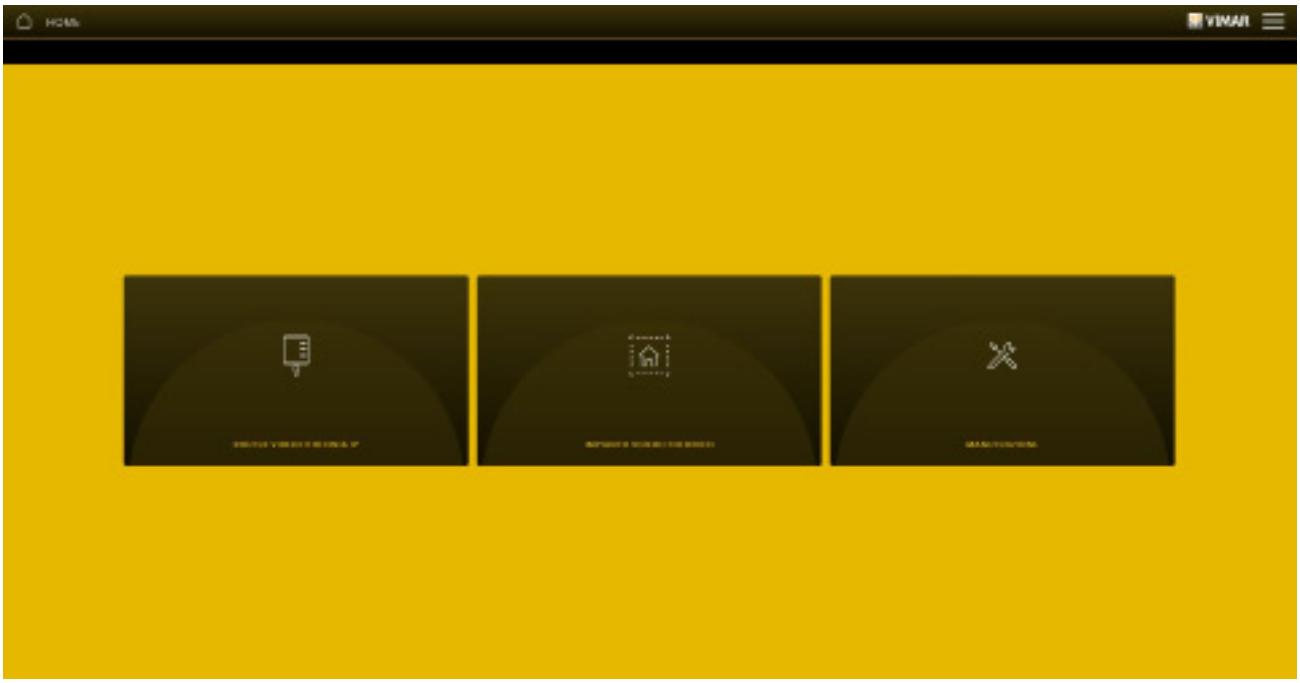
The devices also make it possible to use the Video Door IP Manager configuration software via local or remote connection.

Before using the View Pro App it is necessary to have first configured the entire video door entry system (entrance panels, selectors, etc.) via the manual procedure or software (Video Door IP Manager). Once configuration is complete, the system is saved in the gateway and it will not be necessary to perform any importing operations as is instead the case for the By-alarm Plus system.

Once the gateway is operational, the installer and end user can interact with them using the respective Apps.

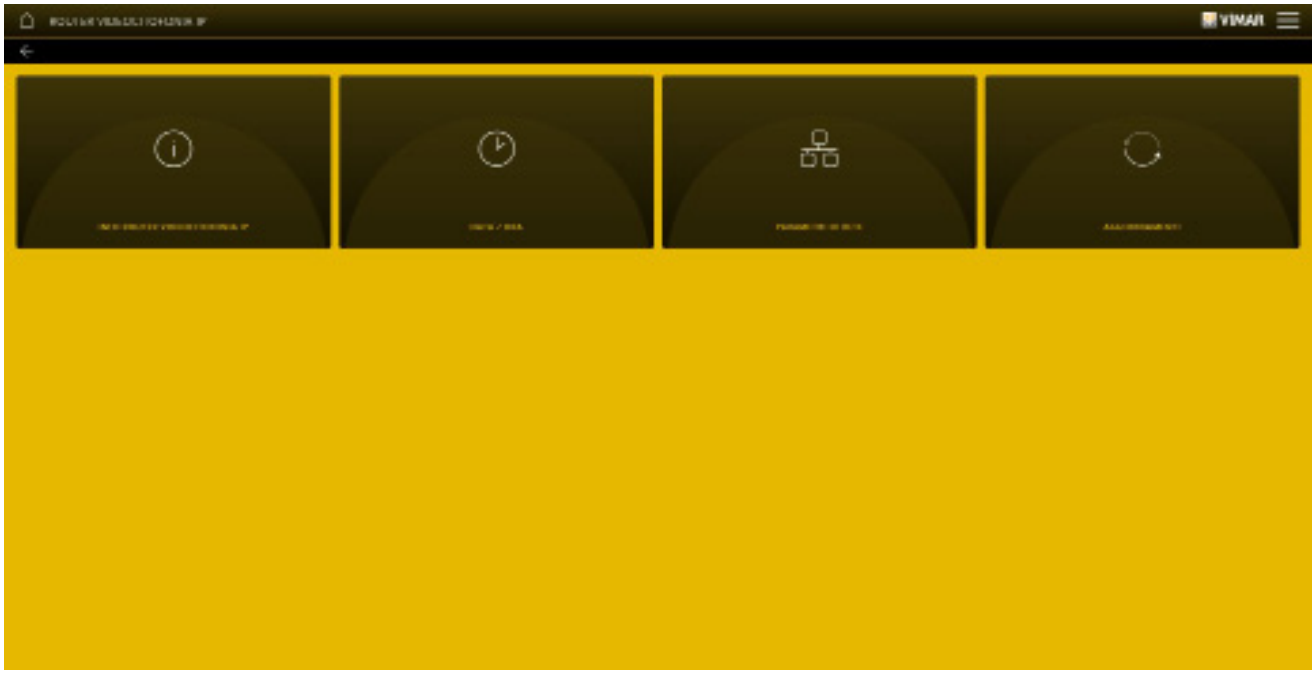
8.1 Main screen of the video door entry system gateway

Via the options displayed in the main screen, all operations for the management, maintenance and control of the video door entry system will be performed.



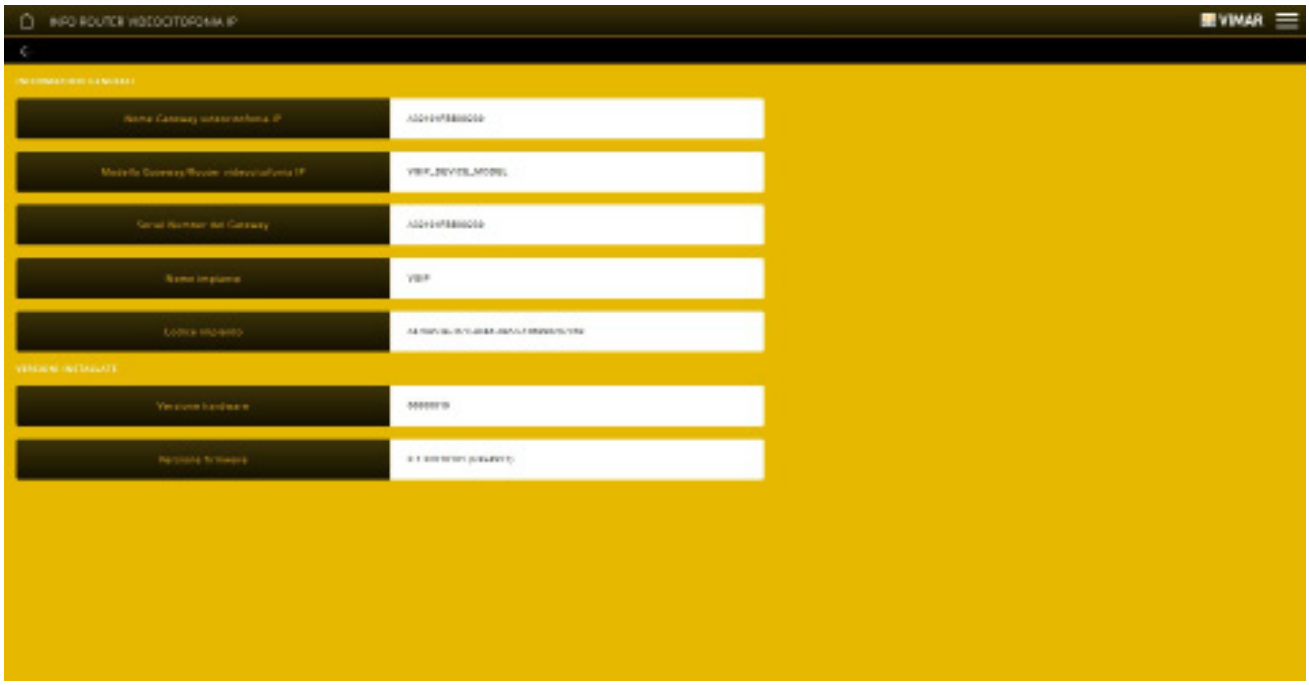
8.2 Gateway management

From the main screen, click on IP VIDEO DOOR ENTRY SYSTEM ROUTER; the following screen is displayed:

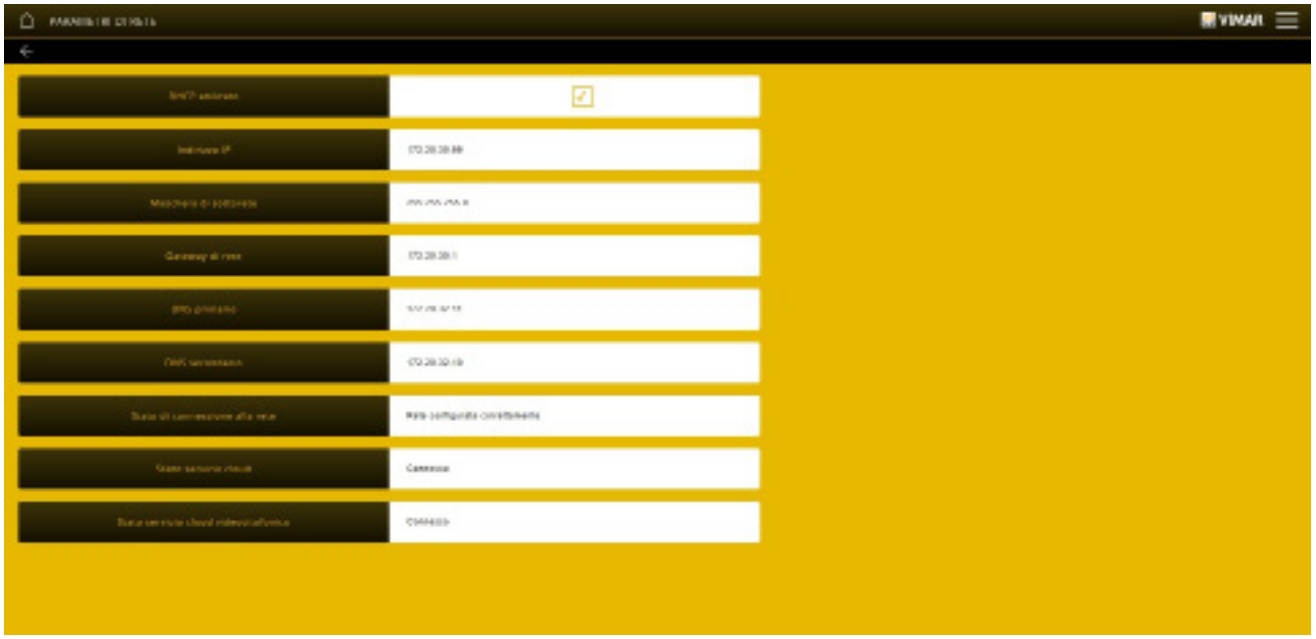


IP video door entry system gateway art. 01416

- The IP VIDEO DOOR ENTRY SYSTEM ROUTER INFO menu displays all the data relating to the gateway used including the hardware and firmware versions of the device.



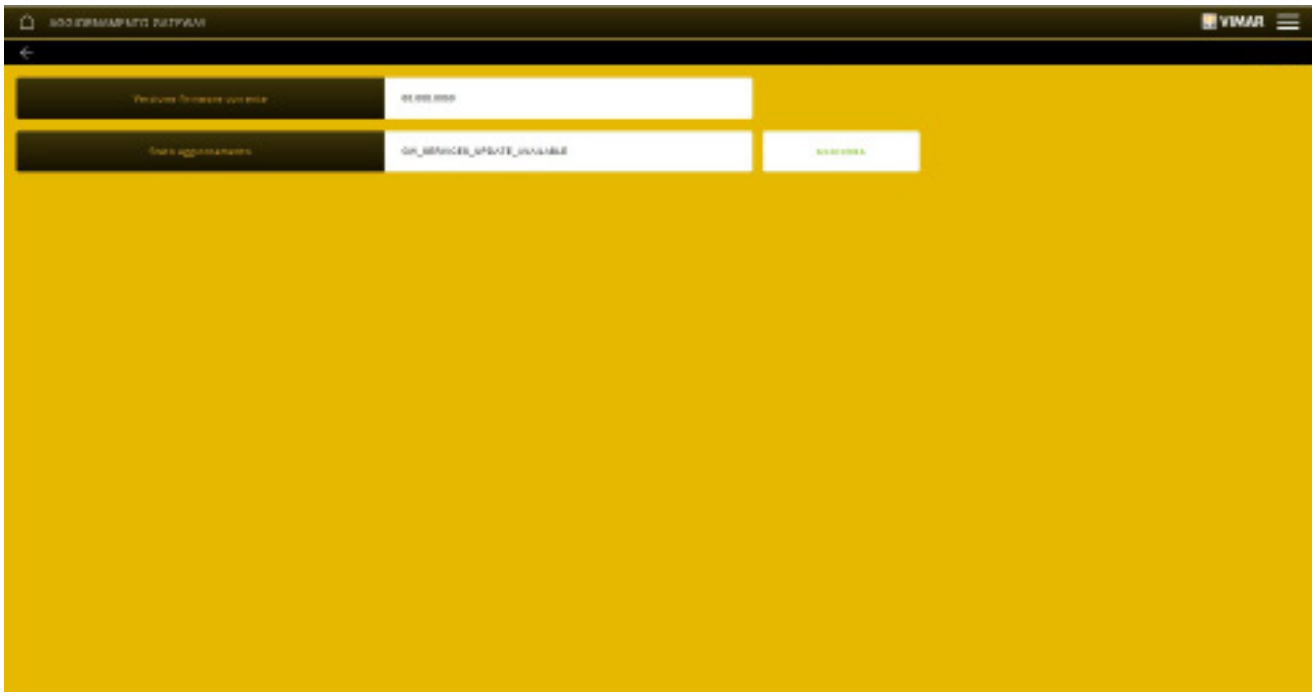
- The DATE/TIME menu allows you to display the time and date.
- The NETWORK PARAMETERS menu allows you to display and set manually the data that identify the device within the network (the IP address of the local network is the one used to connect to the gateway.



Alternatively, these parameters can be set directly from Video Door IP Manager; once the settings are complete, download the configuration from Video Door IP Manager to the gateway 01416.

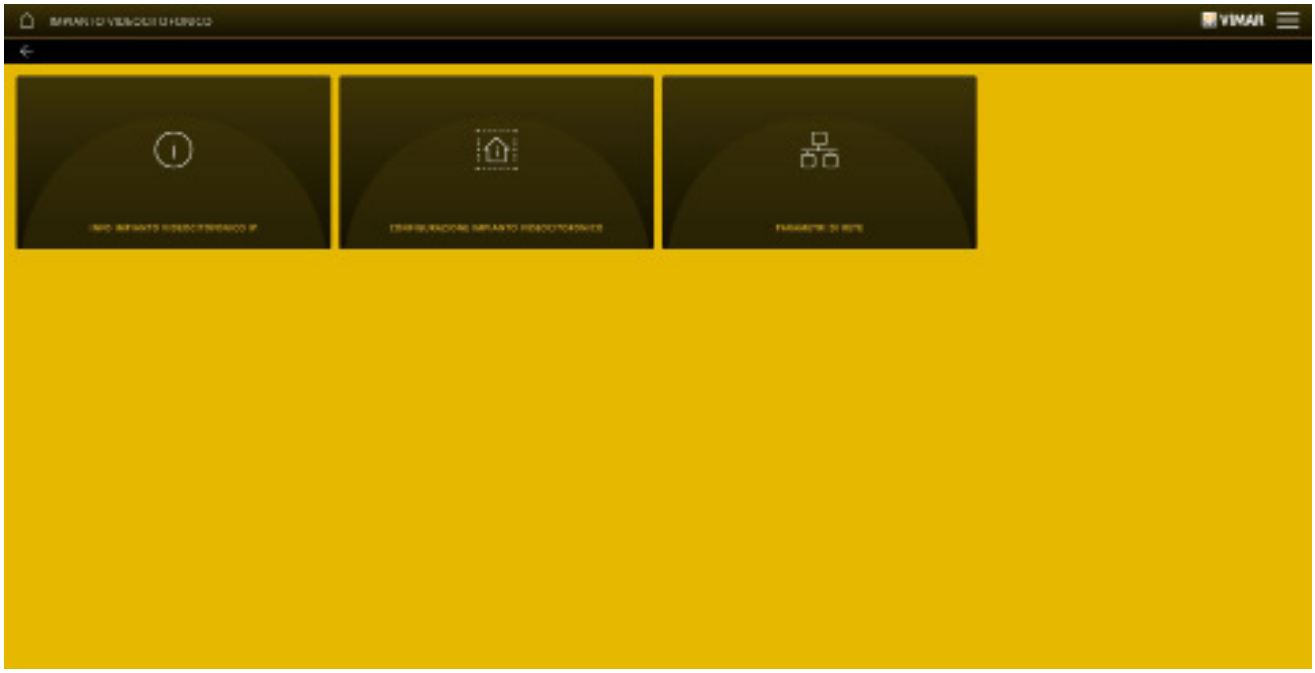
All the data are entered/modified with the button and then confirmed with "SAVE".

- Using the UPDATE menu, the gateway checks for the presence of new fw/sw versions and downloads them directly from the Internet; to make the update, select “UPDATE“ (the option is only displayed if a new update is available).



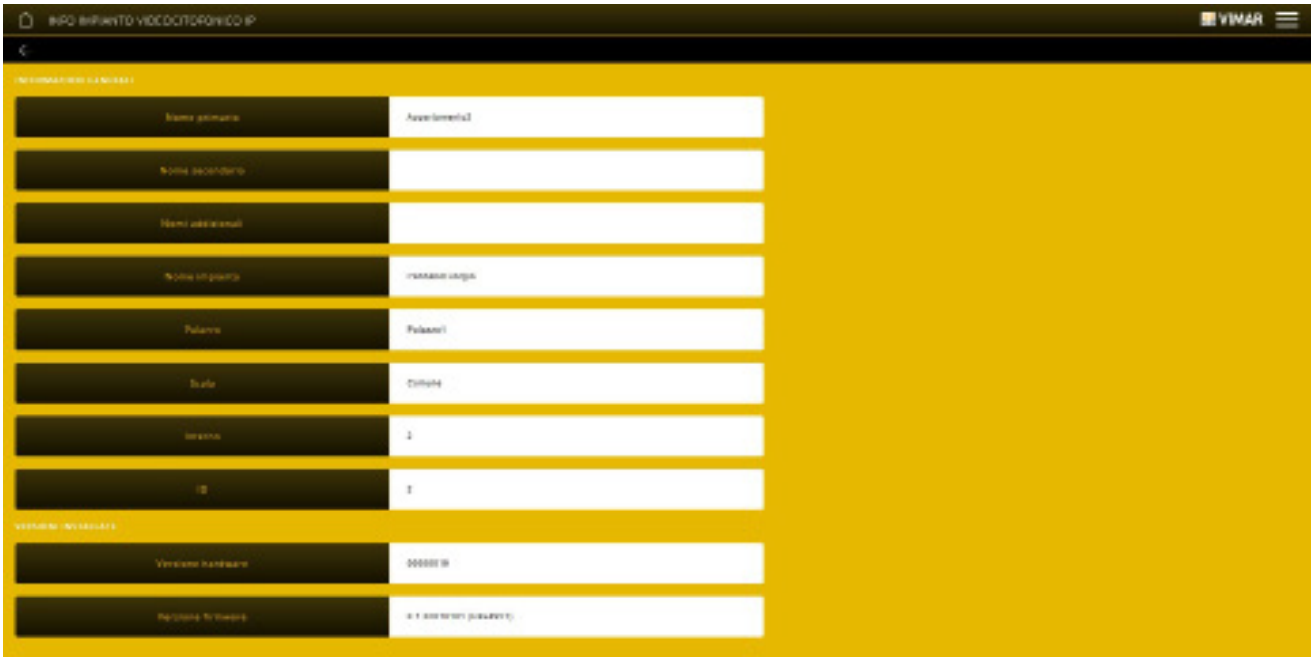
8.3 Video door entry system management

From the main screen, click on VIDEO DOOR ENTRY SYSTEM; the following screen is displayed:

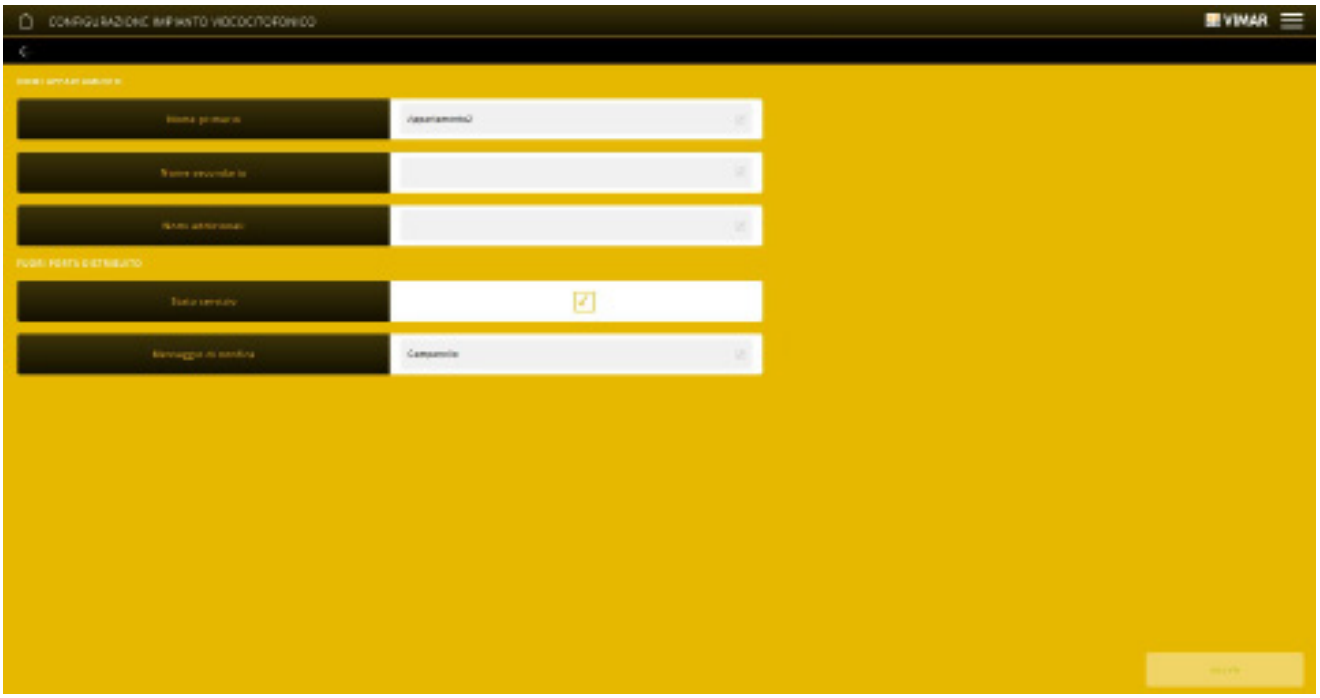


IP video door entry system gateway art. 01416

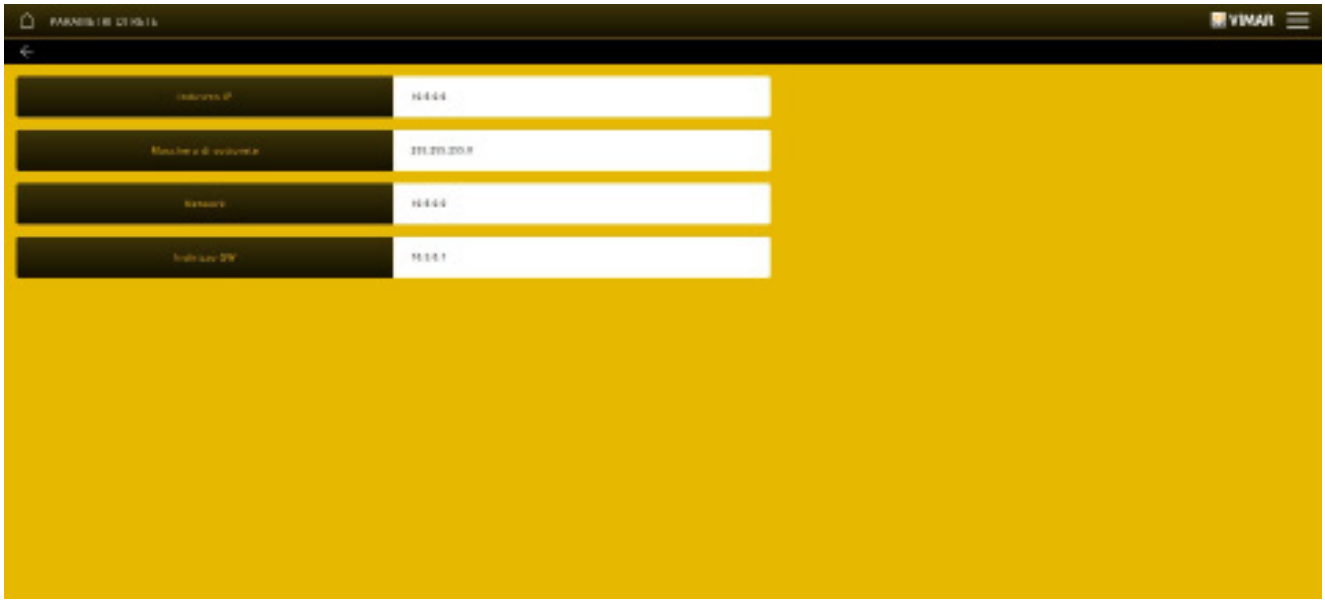
- The IP VIDEO DOOR ENTRY SYSTEM INFO menu allows you to display the identification data of the system (name, building, apartment no., etc.) and of the customer.



- The VIDEO DOOR ENTRY SYSTEM CONFIGURATION menu displays the main system data, the status and the type of landing.



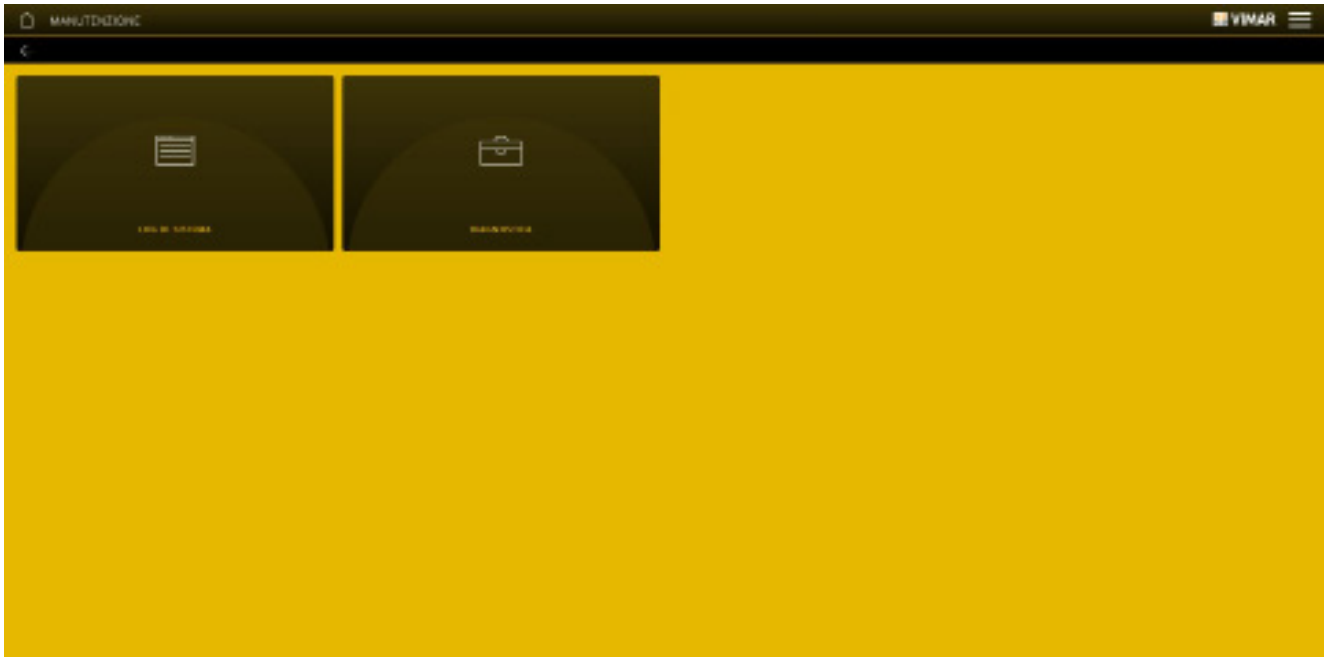
- The NETWORK PARAMETERS menu allows you to display and set manually the data that identify the device within the network (the IP address of the local network is the one used to connect to the gateway.



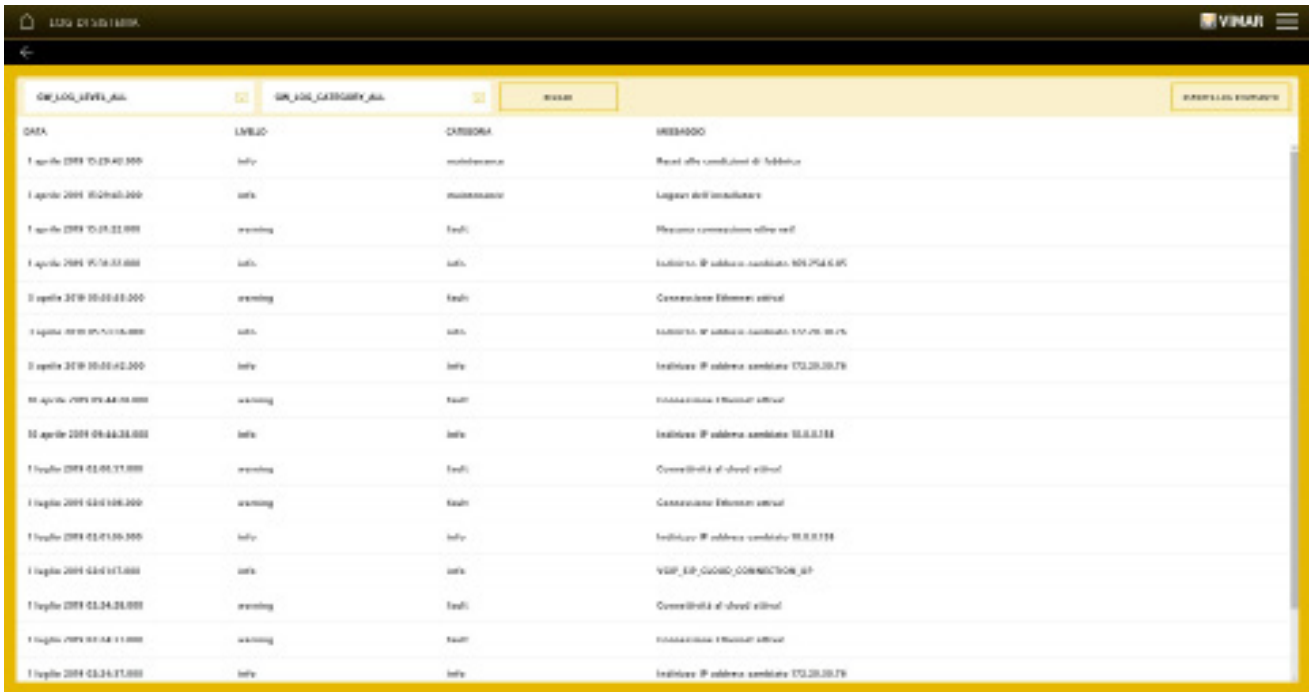
The system data can be modified using the button and confirmed with “SAVE".

8.4 Maintenance

From the main screen, click on MAINTENANCE; the following screen is displayed:

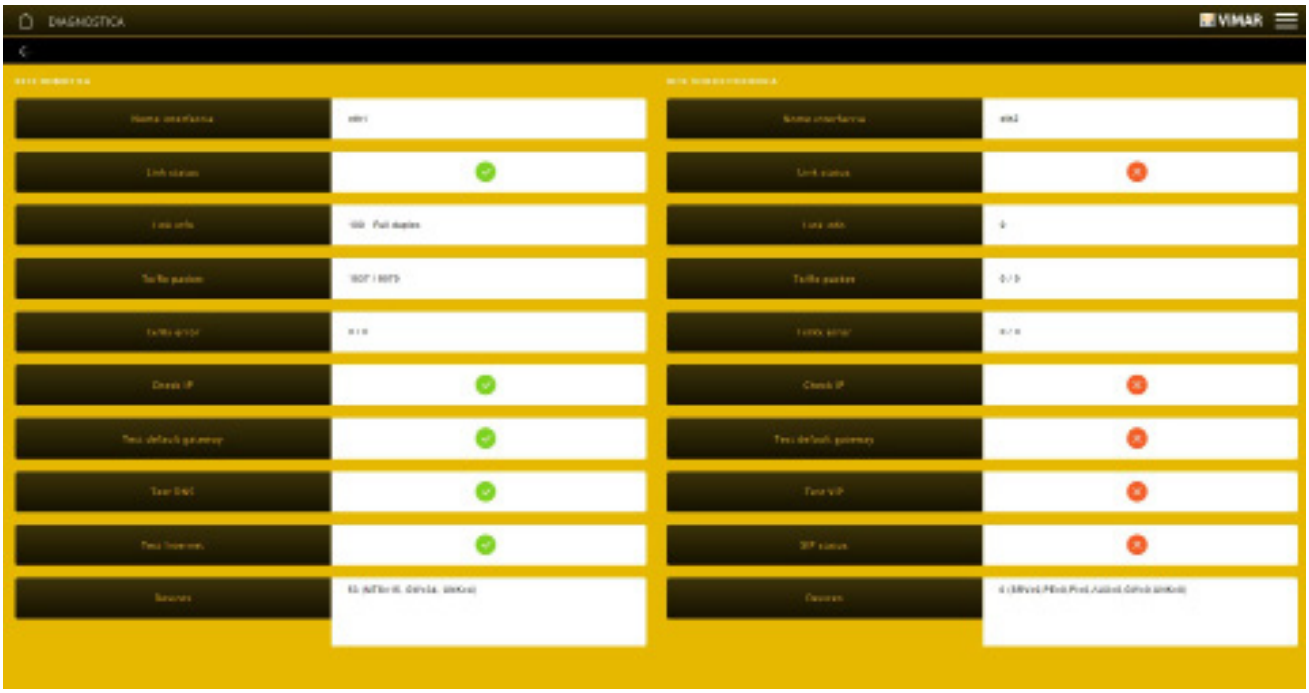


- The SYSTEM LOG menu stores all the operations performed on the system via the gateway; this view can also be filtered by level and category by selecting the desired ones with .



Use "EXPORT SYSTEM LOG" to export the information onto a file that can then be consulted at a later date or kept as an archive.

- The DIAGNOSTICS menu allows you to run both the diagnostics of the IP network to which the video door entry system is connected as well as the local IP network where all the gateways and touch screens of the platform are connected.



- HOME AUTOMATION SYSTEM NETWORK is the local IP network to which the devices of the platform are connected (gateways and touch screens).

- VIDEO DOOR ENTRY SYSTEM NETWORK is the IP network to which the video door entry system is connected.

The outcome of diagnostics, in relation to each item, is displayed via (connection working correctly) or (connection error or connection not working).

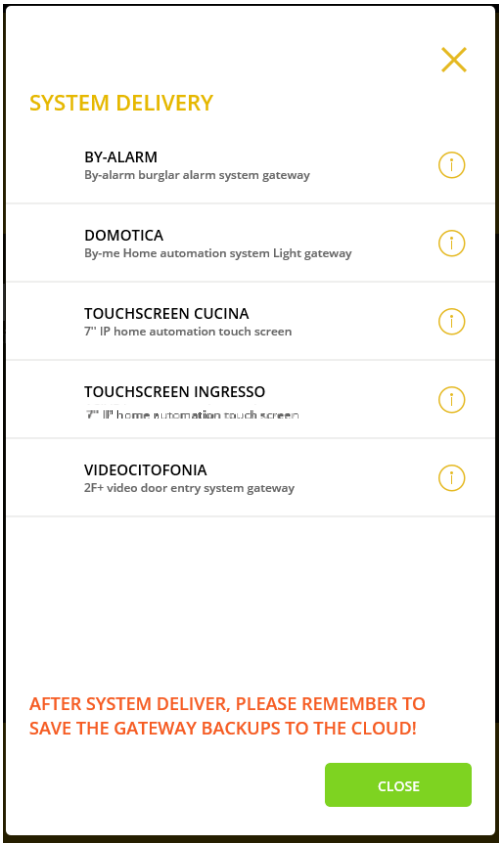
9. System delivery

Once all the configuration operations are complete and the system is operational, the Installer has to “deliver” it to the Administrator user (usually the owner of the home) so that he or she can use it and customise it to suit individual needs.

N.B. The “System delivery” operation can only be carried out from a local network.

The Administrator must have installed the View App on his or her mobile device and have created an account; at this stage, the system acquisition procedure can begin, which the Installer activates via the View Pro App.

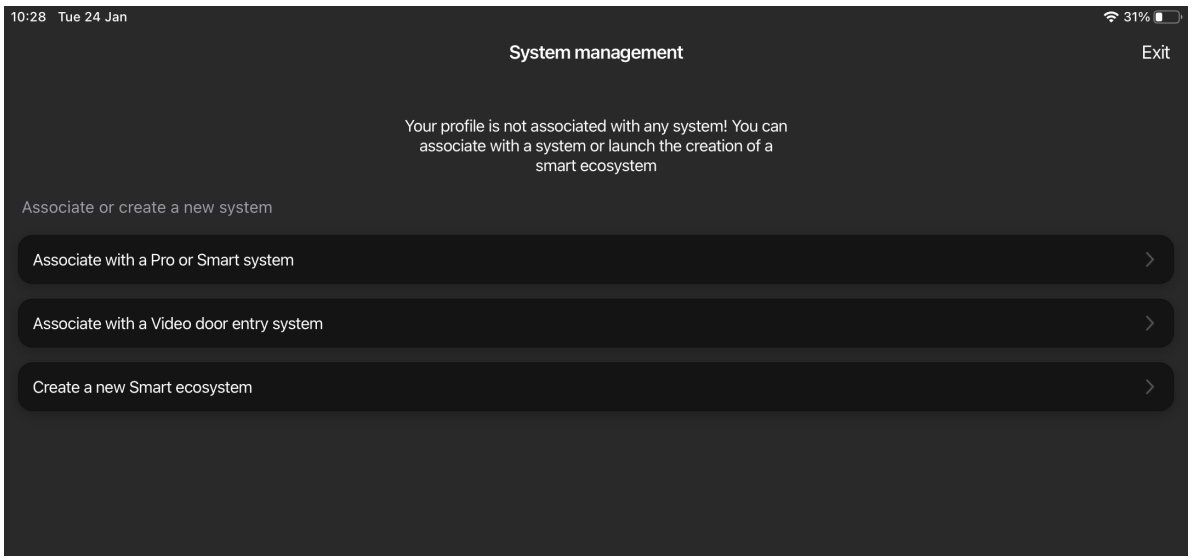
1. Select “SYSTEM DELIVERY”; the screen displayed lists all the gateways and touch screens configured in the system.



2. Select “DELIVERY”; all the gateways will be marked with and will be ready for association for the next 3 minutes. The Administrator user should connect to the same wi-fi network via their View App and MyVimar credentials logged to continue acquiring the system.

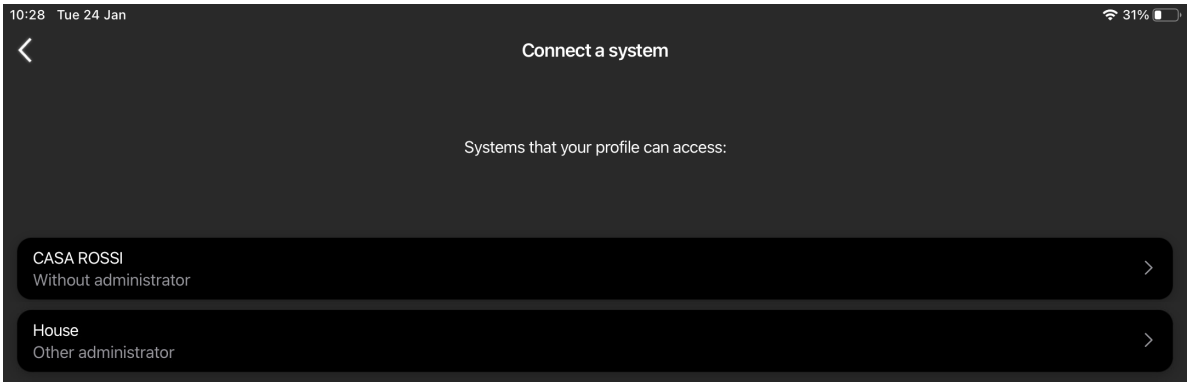
   N.B.: After 3 minutes have passed without the Administrator being associated, the system delivery operation needs to be repeated again.

3. On first log-in with no system associated, the Administrator will see the screen shown below.



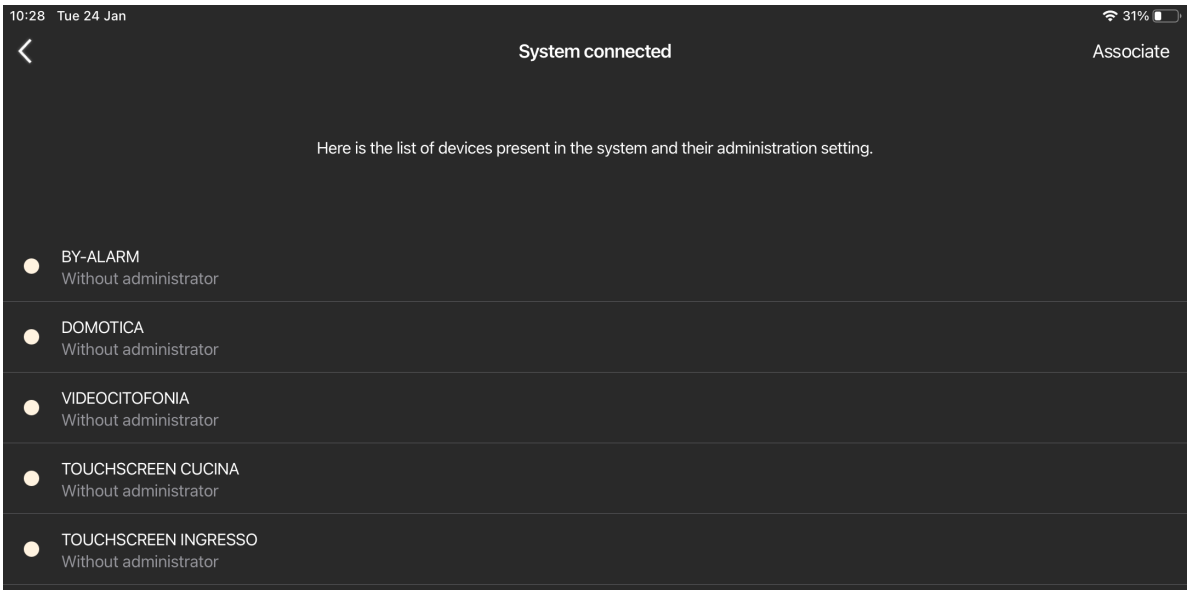
Press “Associate with a Pro or Smart system”.

4. The list of systems in the local network are shown, indicating if the system is “Without Administrator” or “Other Administrator”.



Select the system to associate (e.g., SMITH HOME).

5. The gateways and touch screens configured in the selected system (“SMITH HOME”) are displayed.

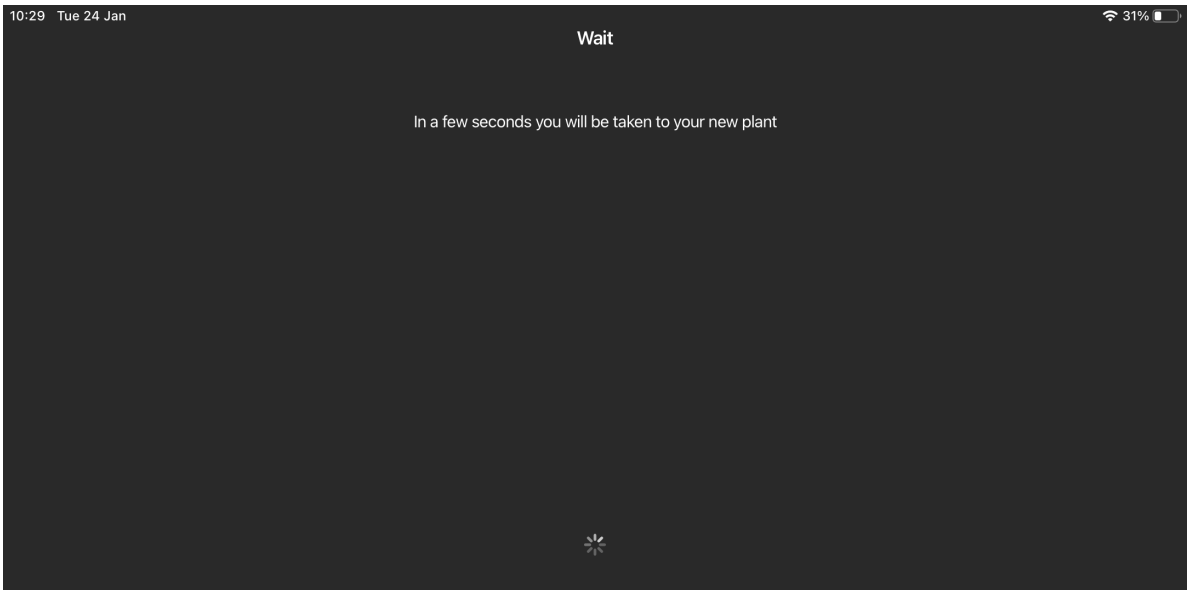


Press "Associate".

The app proceeds to associate to the gateways as Administrator (if the system is without administrator) or as come Basic user (if the system already has an administrator).

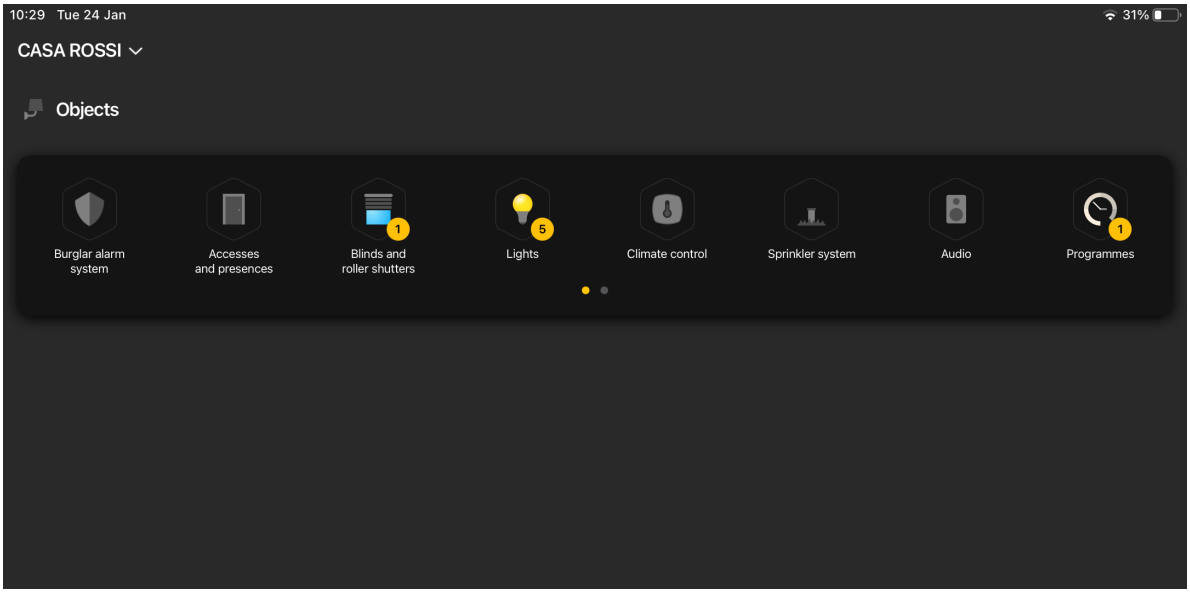
The icon turns green if the device is associated correctly, or red in the event of an error.

At the end, the app goes to the system just associated.



System delivery

6. Then the home page is displayed; the system is now operational on the View app of the Administrator who can use all the management and customisation functions.



IMPORTANT:

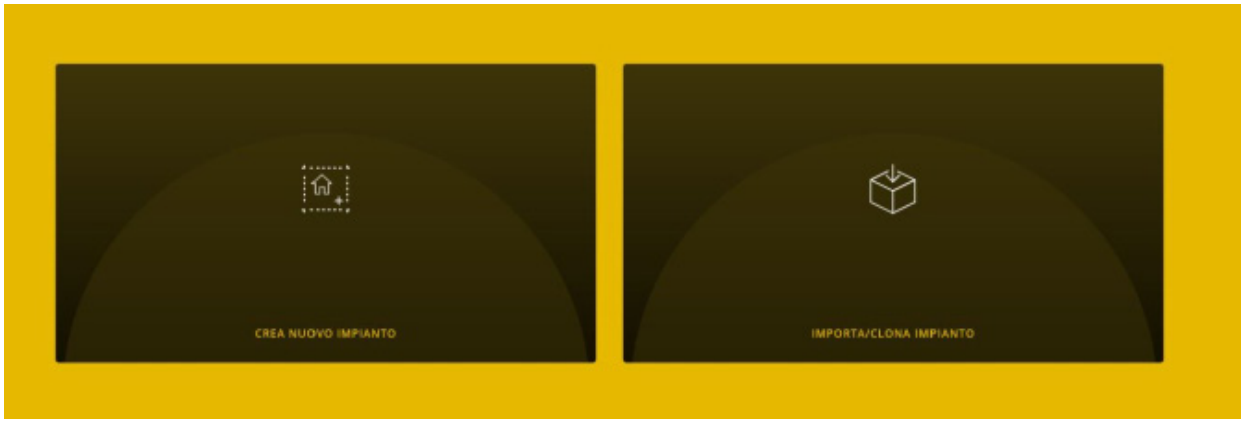
- If following delivery one or more gateways and/or touch screens are added, the system delivery procedure will need to be repeated so that they can be managed by the Administrator (and by the basic users the latter enables).
- At the end of configuration of the entire system, including the creation of scenarios on the part of the Administrator user, remember to perform a backup of the By-me home automation system gateway and to save it to the cloud.

I. Replacing the By-me Plus home automation system gateway art. 01410-01411

This operation makes it possible to replace a faulty home automation system gateway in an existing system, retrieving the backups from the Cloud, along with the editor logics.

IMPORTANT: The backups must previously have been saved to the Cloud, since a faulty gateway does not allow this operation to be carried out. Replacement can also take place using backups saved to file.

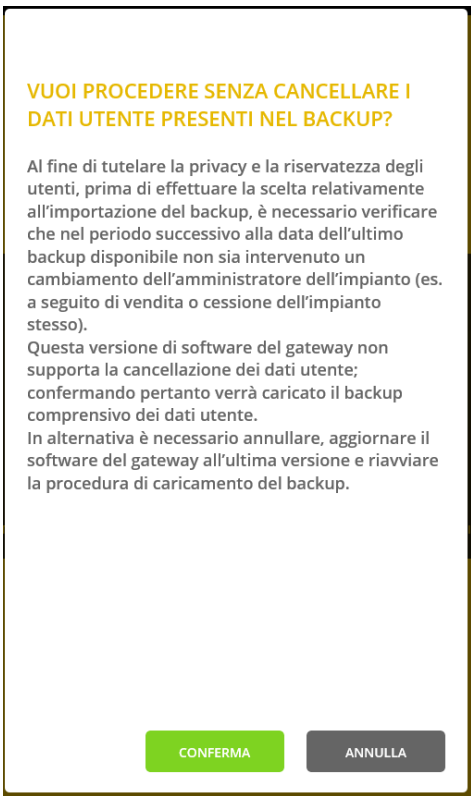
1. From the View Pro App, enter the system and select ⓘ for the gateway to be replaced to view the detail page.
2. Select DEVICE MAINTENANCE.
3. Select DELETE FROM THE SYSTEM; the gateway will be deleted from the system and reset, restoring it to the factory settings. If the device is faulty, you will be prompted to perform the forced removal; confirm to proceed.
   Following deletion, the gateway will no longer be visible from the View Pro App and you can proceed with replacing it.
4. Using the dedicated procedure (para. 4.9) associate the new gateway with the system and perform the SYNCHRONISE SYSTEM operation.
5. From the BACKUP MANAGEMENT menu, select DOWNLOAD BACKUP FROM CLOUD LOCALLY.
6. Connect to the gateway and perform the initial configuration flow, importing the system from the backup you just downloaded from the Cloud.

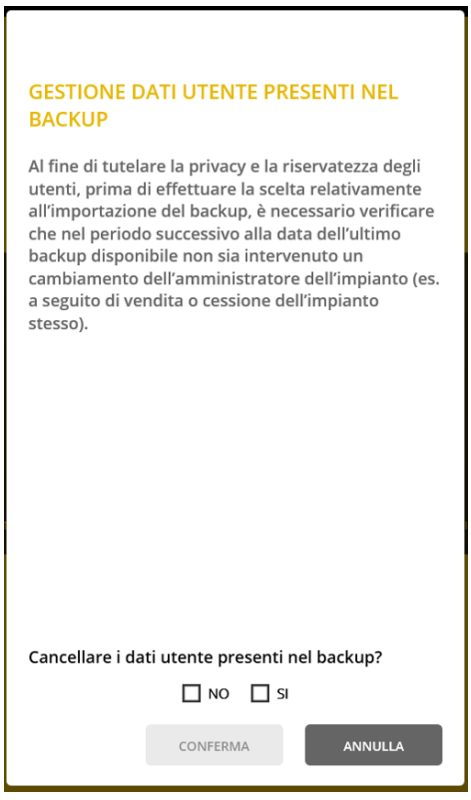


7. Select IMPORT/CLONE SYSTEM; the screen for the choice of operation to be carried out is displayed.

8. Select IMPORT SYSTEM FROM BACKUP and follow the replacement flow.

9. Select “LOAD” to use the backup downloaded from the Cloud or “SELECT BACKUP FROM FILE” to use the one previously saved to file. Confirm the operation and make the choice of user data management present in the backup.
10. In the case of a gateway with a firmware version below 1.14.5 the screen on the bottom left will be displayed whereas for those with version 1.14.5 or later the screen on the bottom right.





If there is a change of Administrator/owner of the system, to safeguard the privacy of the previous one, remember to delete the user data. In this case, all the energy historic data, logs, etc. will not be restored.

APPENDIX: Replacing the By-me Plus home automation system gateway art. 01410-01411

11. Connect to the gateway:
    - From the MAINTENANCE menu, run the complete diagnostics to check that all the devices have been correctly detected and if necessary realign the system.
    - In the event of an integration with a video door entry gateway, select the DEVICES menu and check that integration is ENABLED. Then check the status of the conflicts by selecting VERIFY CONFLICTS.
    - In the event of an integration with the By-alarm Plus burglar alarm system gateway, select the DEVICES menu and check that integration is ENABLED. Enter the INTEGRATION PIN (for the sake of confidentiality, it is not saved in the backup) and check the status of the conflicts by selecting VERIFY CONFLICTS.
    - Any logics used are reimported with the backup and are already operational after the gateway is restarted after replacement. Before accessing the LOGICS EDITOR in the Cloud, update the latter with the data from the replaced gateway.

      Select UPDATE SYSTEM DATA; proceed with IMPORT DATA FROM GATEWAY and then with UPDATE SYSTEM FOR EDITOR. Following this operation, the logics will be maintained and if necessary may be modified.
12. Test the system.
13. Deliver the system to the Administrator, who will in turn deliver it to the other users (chap. 9).

N.B.: The replacement procedure does not envisage importing the users and so they will need to be re-created (for the sake of confidentiality, they are not saved in the backup).

CAUTION:

Following gateway replacement:

- The energy historic data are retrieved from the backup and so the energy graphics on the touch screens and on the View App will restore the situation saved at the time of the backup (if the user data are deleted as per point 10, they cannot be restored). The data saved to the Cloud are maintained.
- Any modifications relating to the network parameters are not maintained, and the device is started with the default settings (DHCP enabled).
- Where present, all the “Integrations with third-party systems” should be recreated again using THIRD-PARTY CLIENT MANAGEMENT.
- Any integrations with voice assistants must be recreated. Following gateway replacement, all the devices present on Alexa, Google Home and Homekit will be detected as disconnected and will therefore have to be deleted and added again. Any customisations will have to be repeated on the voice assistant management Apps (for instance, associations with groups/environments) and routine actions redefined.
- Any integrations with IFTTT will have to be updated; "applets" are maintained but any "IF", "THIS" and "THEN" units will have to be deleted and recreated. The devices associated with actions will have to be selected again.

II. Replacing the By-alarm Plus burglar system gateway art. 03812

This operation makes it possible to replace an existing faulty burglar alarm system gateway.

IMPORTANT: For these gateways, replacement starting with the backup made with the View Pro App and saved to the system Cloud is not envisaged. So only refer to the programming files of the burglar alarm system control unit saved using the By-alarm Plus Manager software.

1. From the View Pro App, enter the system and select ⓘ for the gateway to be replaced to view the detail page.
2. Select “DEVICE MAINTENANCE”.
3. Select “DELETE FROM THE SYSTEM”; the gateway will be deleted from the system and reset, restoring it to the factory settings. If the device is faulty, you will be prompted to perform the forced removal; confirm to proceed.
   Following deletion, the gateway will no longer be visible from the View Pro App and you can proceed with replacing it.
4. Using the dedicated procedure (para. 4.9) associate the new gateway with the system and perform the SYNCHRONISE SYSTEM operation.
5. Test the system.
6. Deliver the system to the Administrator, who will in turn deliver it to the other users (chap. 9).

N.B.: The replacement procedure does not envisage the importing of users and so they need to be created again.

CAUTION:

Following gateway replacement:

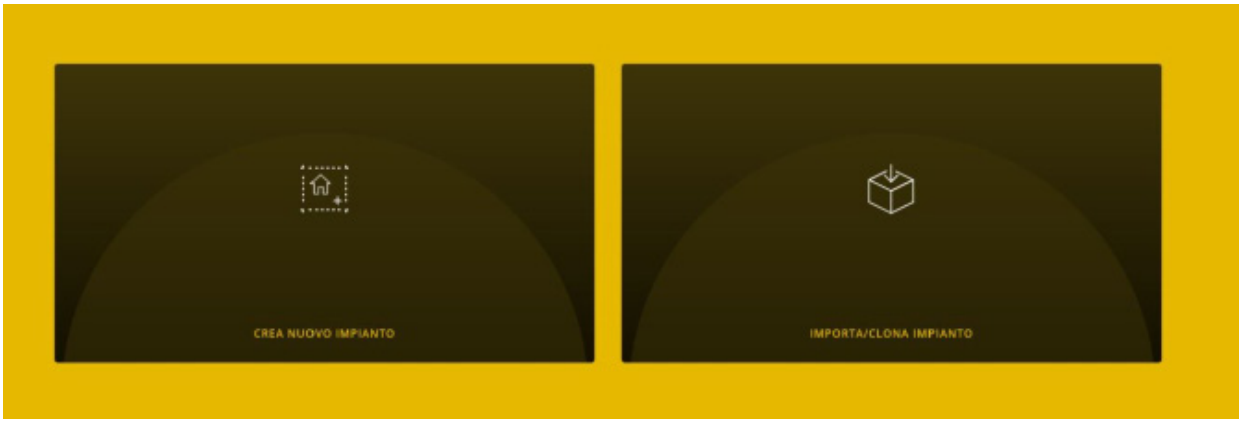
- Any modifications relating to the network parameters are not maintained, and the device is started with the default settings (DHCP enabled).
- In the event of integration with the home automation system gateway, select the DEVICES menu and restore the integration, replacing the faulty gateway with the new one. Once replacement is complete, check the status of the conflicts by selecting “VERIFY CONFLICTS”. The absence of conflicts indicates that the new gateway has been configured in a similar way to the original one; if this is not the case, the burglar alarm system configuration needs to be changed to align it with the original one (or to align it with the new one if it was purposely modified).

III. Replacing the By-alarm burglar alarm system gateway art. 01712.1

This operation makes it possible to replace a faulty burglar alarm system gateway in an existing system, retrieving the backups from the system cloud.

IMPORTANT: The backups must previously have been saved to the Cloud, since a faulty gateway does not allow this operation to be carried out. Replacement can also take place using backups made on View Pro and saved to file or using control unit programming backups made with By-alarm Manager.

1. From the View Pro App, enter the system and select ⓘ for the gateway to be replaced to view the detail page.
2. Select DEVICE MAINTENANCE.
3. Select DELETE FROM THE SYSTEM; the gateway will be deleted from the system and reset, restoring it to the factory settings. If the device is faulty, you will be prompted to perform the forced removal; confirm to proceed.
   Following deletion, the gateway will no longer be visible from the View Pro App and you can proceed with replacing it.
4. Using the dedicated procedure (para. 4.9) associate the new gateway with the system and perform the SYNCHRONISE SYSTEM operation.
5. From the BACKUP MANAGEMENT menu, select DOWNLOAD BACKUP FROM CLOUD LOCALLY.
6. Connect to the gateway and perform the initial configuration flow, importing the system from the backup you just downloaded from the Cloud.



7. Select IMPORT SYSTEM FROM BACKUP; the screen for the choice of operation to be carried out is displayed.

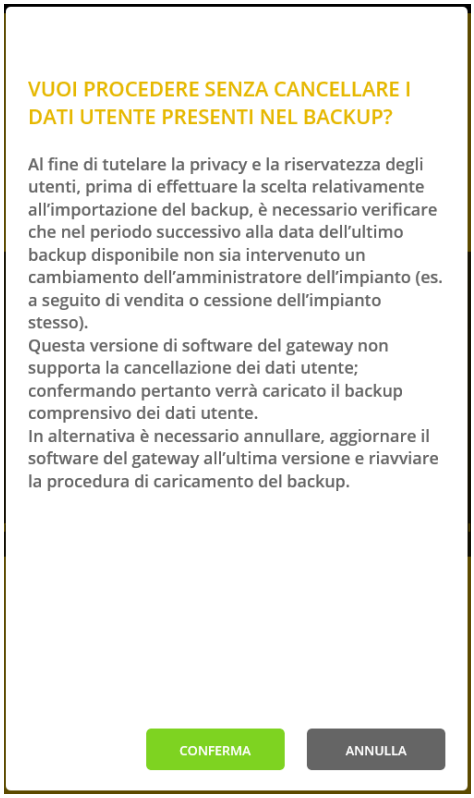
8. Select IMPORT SYSTEM FROM BACKUP and follow the replacement flow.

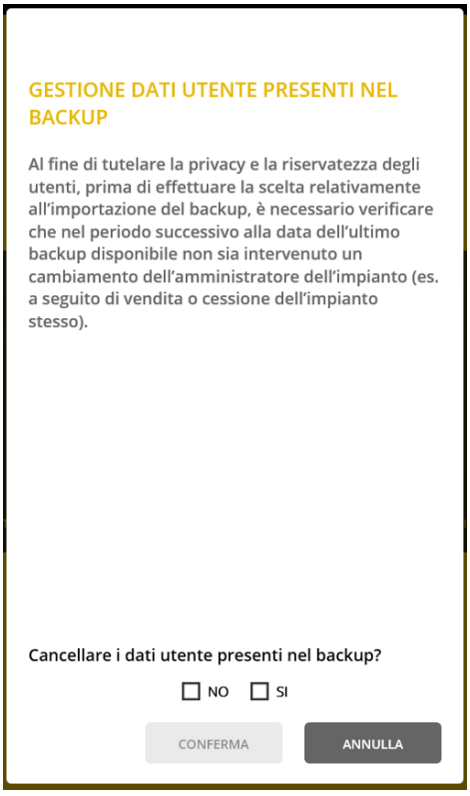
Replacing the By-alarm burglar system gateway art. 01712.1

9. Select LOAD to use the backup downloaded from the Cloud or SELECT BACKUP FROM FILE to use the one previously saved to file. Confirm the operation and make the choice of user data management present in the backup.

   N.B.: As an alternative to using the backup (steps 7, 8, 9) the gateway can be replaced using the By-alarm Manager software and control unit programming. Select CREATE NEW SYSTEM, complete the initial configuration flow and import the xml file from By-alarm Manager.

10. In the case of a gateway with a firmware version below 1.14.5 the screen on the bottom left will be displayed whereas for those with version 1.14.5 or later the screen on the bottom right.





If there is a change of Administrator/owner of the system, to safeguard the privacy of the previous one, remember to delete the user data. In this case, all the energy historic logs, etc. will not be restored.

11. When the gateway is restarted, synchronise the system again using SYNCHRONISE SYSTEM.

12. Test the system.

13. Deliver the system to the Administrator, who will in turn deliver it to the other users (chap. 9).

N.B.: The replacement procedure does not envisage importing the users and so they will need to be re-created (for the sake of confidentiality, they are not saved in the backup).

CAUTION:

Following gateway replacement:

- Any modifications relating to the network parameters are not maintained, and the device is started with the default settings (DHCP enabled).
- In the event of integration with the home automation system gateway, select the DEVICES menu and restore the integration, replacing the faulty gateway with the new one. Once replacement is complete, enter the INTEGRATION PIN and check the status of the conflicts using VERIFY CONFLICTS. The absence of conflicts indicates that the new gateway has been configured in a similar way to the original one; if this is not the case, the burglar alarm system configuration needs to be changed to align it with the original one (or to align it with the new one if it was purposely modified).

III. Replacing Due Fili Plus video door entry system art. 01415 and IP art. 01416 gateways

This operation makes it possible to replace a Due Fili plus and IP gateway in an existing system using the respective SaveProg or Video Door IP software.

IMPORTANT: For “simple” systems, in other words those with only an entrance panel and video door entry gateway, replacement can be done without the use of the SaveProg or Video Door IP software. For these gateways, replacement starting with the backup made with View Pro and saved to the system Cloud is not envisaged.

1. From the View Pro App, enter the system and select ⓘ for the gateway to be replaced to view the detail page.
2. Select DEVICE MAINTENANCE.
3. Select DELETE FROM THE SYSTEM; the gateway will be deleted from the system and reset, restoring it to the factory settings. If the device is faulty, you will be prompted to perform the forced removal; confirm to proceed.
   Following deletion, the gateway will no longer be visible from the View Pro App and you can proceed with replacing it.
4. Perform the assignment of the video door entry ID to the gateway and, where necessary, complete configuration using the SaveProg or Video Door IP software, replicating the same configuration as the replaced device.
5. Using the dedicated procedure (para. 4.9) associate the new gateway with the system and perform the SYNCHRONISE SYSTEM operation.
6. Test the system.
7. Deliver the system to the Administrator, who will in turn deliver it to the other users (chap. 9).

N.B.: The replacement procedure does not envisage the importing of users and so they need to be created again.

CAUTION:

Following gateway replacement:

- Any modifications relating to the network parameters are not maintained, and the device is started with the default settings (DHCP enabled).
- In the event of integration with the home automation system gateway, select the DEVICES menu and restore the integration, replacing the faulty gateway with the new one. Once replacement is complete, check the status of the conflicts by selecting VERIFY CONFLICTS. The absence of conflicts indicates that the new gateway has been configured in a similar way to the original one; if this is not the case, the video door entry system configuration needs to be changed to align it with the original one (or to align it with the new one if it was purposely modified).

IV. Replacing touch screens art. 01423-01426

This operation makes it possible to replace a faulty touch screen in an existing system with a new one.

IMPORTANT: For these devices, replacement starting with the backup saved to the system Cloud is not envisaged.

1. From the View Pro App, enter the system and select ⓘ for the touch screen to be replaced to view the detail page.
2. Select DEVICE MAINTENANCE.
3. Select DELETE FROM THE SYSTEM; the touch screen will be deleted from the system and reset, restoring it to the factory settings. If the device is faulty, you will be prompted to perform the forced removal; confirm to proceed.
   Following deletion, the touch screen is no longer visible from the View Pro App and you can proceed with its replacement.
4. Using the dedicated procedure (para. 4.9) associate the new touch screen with the system and perform the SYNCHRONISE SYSTEM operation.
5. Test the system.
6. Deliver the system to the Administrator, who will in turn deliver it to the other users (chap. 9).

N.B.: The replacement procedure does not envisage the importing of users and so they need to be created again.

CAUTION:

Following replacement of the touch screen:

- Any modifications relating to the network parameters are not maintained, and the device is started with the default settings (DHCP enabled).
- Customisations such as the favourites on the Home Page, integrations of IP cameras, video door entry system ringtone settings, etc. are not maintained.

CE

VIEW Pro EN 18 2603

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