



**IP EVO**  
smarter living



# IP EVO app and system guide

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IP EVO app and system guide. Revision 1.6 (September 2025)

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## 1. IP EVO general features

**IP EVO** is the solution FARFISA has developed for making video intercom systems that takes advantage of the IP networks for multi-user complexes applications, getting the highest level from the performance and from the security point of view.

The communication protocol is specifically chosen for very high quality video signal, excellent audio, totally free of echo, delay or latency and also full reliability on the IT cybersecurity.

Furthermore, again thanks to IP protocol, multi calls are possible at the same time on the same system.

The system is based on a cloud infrastructure designed and developed by Farfisa for installation, programming, management and use of videointercom products over this IP technology.

The **installer** (or the **building administrator**) has full control of many installation sites, each one composed by one or more door panels, video intercoms and smart phones. The IP technology allows to easily do changes on the installation configuration and on the products, even remotely, then avoiding to directly move to the site.

Main functions available for the installer:

- Set the connection mode of the panel to the network ([section 2](#)).
- Set the timing and working mode of the panel's outputs ([section 2.1.1](#)).
- Add and remove new housing units ([section 2.2](#)).
- Add, edit and remove users from the installation.
- Add, edit and remove access code PINs' ([section 2.1.2](#)).
- Add, edit and remove concierges to the system ([section 6](#)).

On the other side the **end user** can receive calls from anywhere: the cloud infrastructure can reach the user and send the notification to the mobile phone even when it is in stand-by mode and outside the house. The picture quality is much better than any traditional video intercom system as well as the audio performance is not affected by any echo effect nor latency. The user himself can invite other users to enable them to access the system.

Main functions available for the end user:

- Receive calls related to his own apartment, answer, talk to the visitor and release the door lock ([section 2.5](#)).
- Event log for received and missed calls.
- Picture memory for each call.
- Connection to the door panel even in case of no call for control purpose.
- Create and share QR codes for users with temporary access privileges.

## 1.1 App installation

The **IP EVO** app has been developed for systems based on such technology, it allows to receive video, talk with the visitor and release door lock from the owner's mobile phone, even when outside the house.

The same app is suitable even for the installation management by the installer or building administrator.

IP EVO app is available for iOS and Android devices, following QR codes allow to jump to related stores:



After the installation some general information cards will be showed, tap on ">" button to shift the next one:

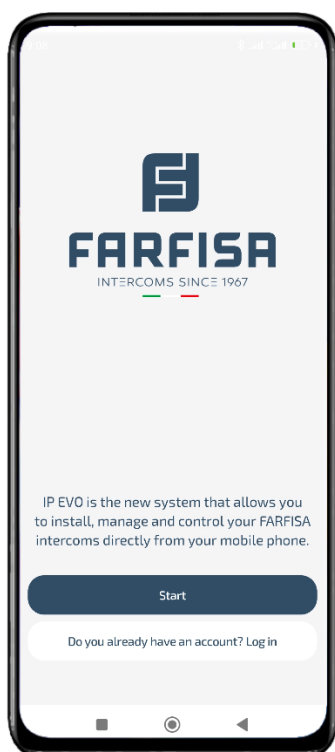


Figure 1



Figure 2

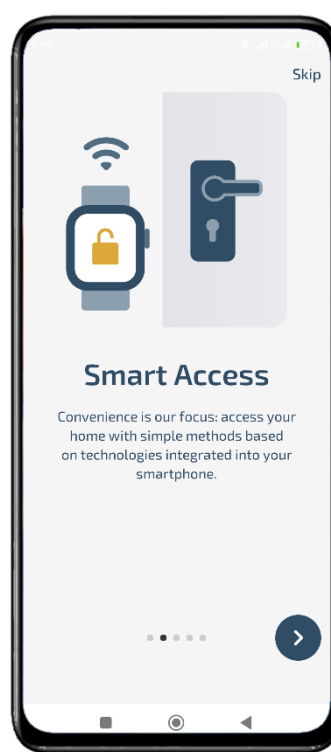


Figure 3

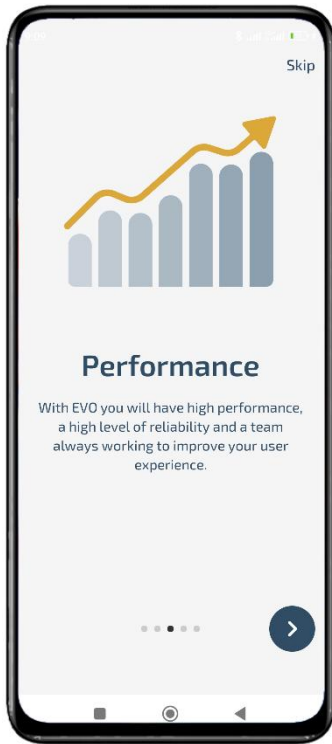


Figure 4

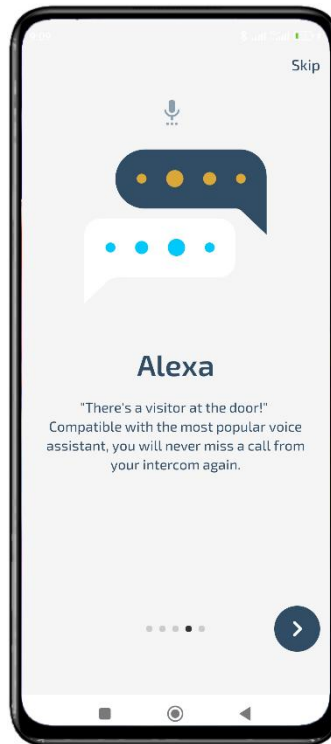


Figure 5

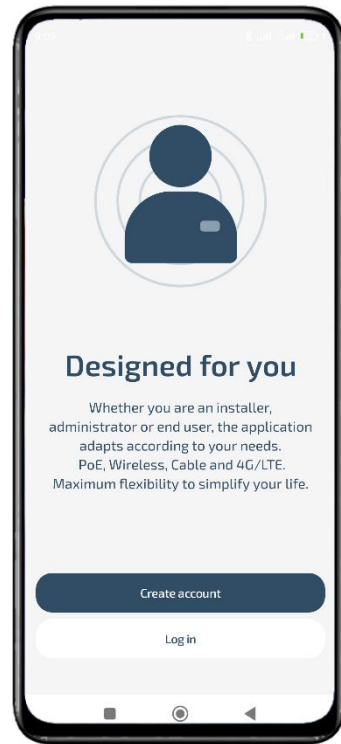


Figure 6

## 1.2 Account creation

At first access tap on **“Create account”** (as in Figure 6) to create a new user account (both installer or normal users must have their own), otherwise tap on **“Log in”** button to enter your existing username and password.

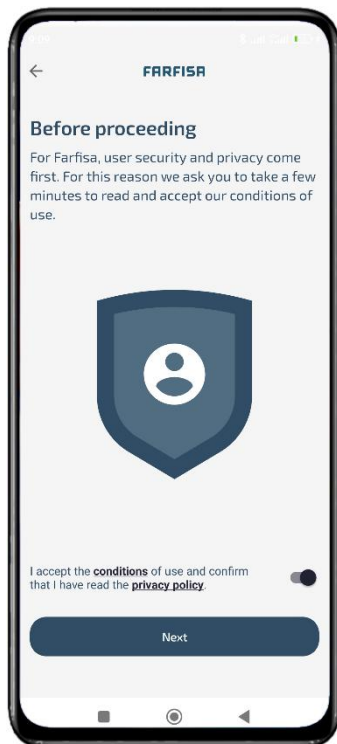


Figure 7

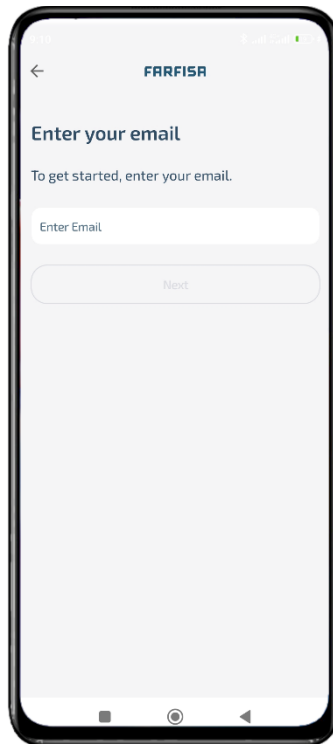


Figure 8

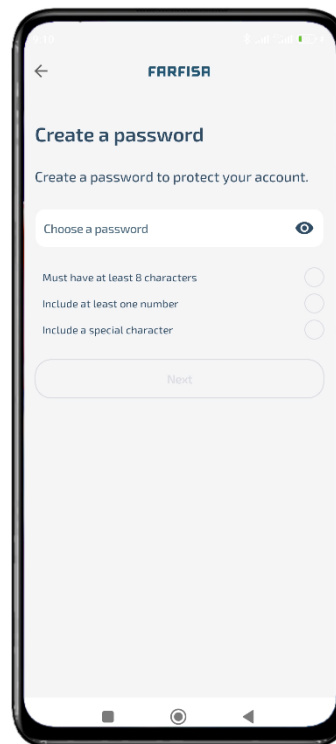


Figure 9

Accept Privacy Policy and Conditions of use and tap on **“Next”** button to proceed. User name will be your own e-mail address, while password must match various rules such as upper-case and lower-case letters, a number and a special character: as soon as the digitated password matches all the required characters the green check signs on the right will light up (Figure 10):

### Note

For an easier account registration it is recommended to do the operation described here from the same smart phone from where it is possible to check the e-mail messages too.

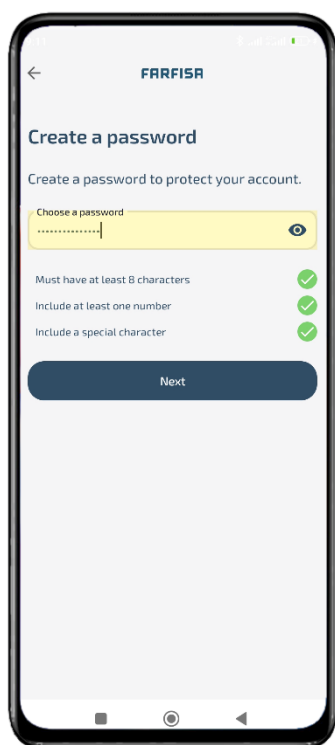


Figure 10

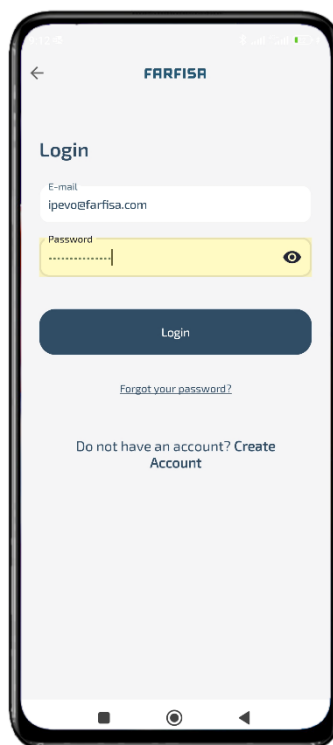


Figure 11

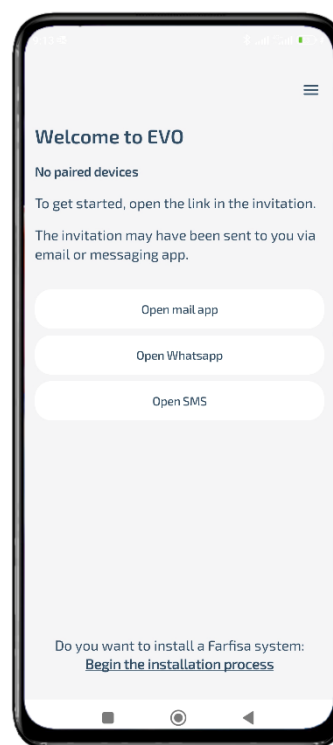


Figure 12

After input the password tap on “Next” and the system will automatically send a numeric code via e-mail to confirm the registration: open your e-mail client and input this code to finish the registration process.

After that it will be possible to log in by the new account data (Figure 11).

**Note**

Password are not saved as clear data into the server and neither Farfisa technical personnel can have access to them. In case of password forgetting use the password recovery function of the app.

The screen “**Welcome to IP EVO**” (Figure 12) allows different options according to the account type: installer or normal user. The following description is related to the “[Installation process](#)”, while for more details about the end user interface jump to section “[2.5 App user's interface](#)”.

## 2. TD1000CN door panel installation

When the panel is new, use the arrow buttons of the panel itself to select the language and then press 'bell' button to display the QR code on the door panel LCD screen (Figure 13. Language selection and QR code for configuration). If you are the installer of the system, on the bottom line of the app page "Welcome to IP EVO" (Figure 12) tap on "**Begin the installation process**": it will automatically open the phone's camera to scan this QR code and start the pairing process.

To correctly perform the pairing process the installer must be near the door panel: this is a protection against adding devices to an installation with no authorization.

For the same reason the Bluetooth must be enabled on the installer's mobile phone: by Bluetooth connection the door panel and the smart phone share some information like the connection status and the available Wi-fi networks in the range. The QR code scan operation must be completed within a period of 60 seconds: in case the connection is unstable or any error occurs when scanning the QR code, it is possible to get an error message from the app, in this case check the above points and try again.



Figure 13. Language selection and QR code for configuration

### Note

- For correct working of the app be sure to allow all the permissions for the use of camera, position and near device detection.
- In case Wi-fi connection is required, it is recommendable to check the signal quality at the point where the panel is installed. Wi-fi connection only supports IEEE 802.11 networks at 2.4GHz.

Once the available networks are discovered the mobile phone will show the connections (Figure 14. Available networks), tap on the network type (cable or wireless) to which the door panel must be connected to and input the password in case of Wi-fi network (Figure 16. Connection to Wifi).

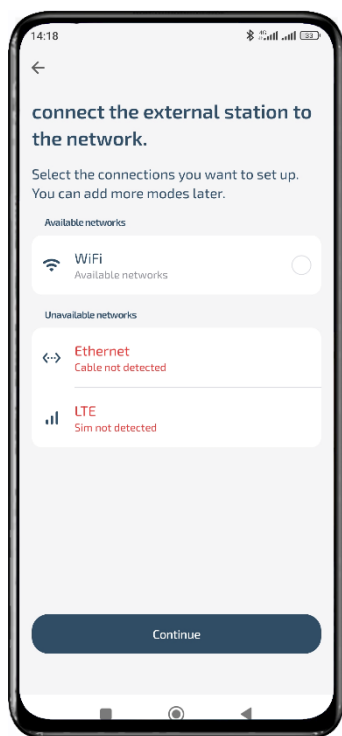


Figure 14. Available networks

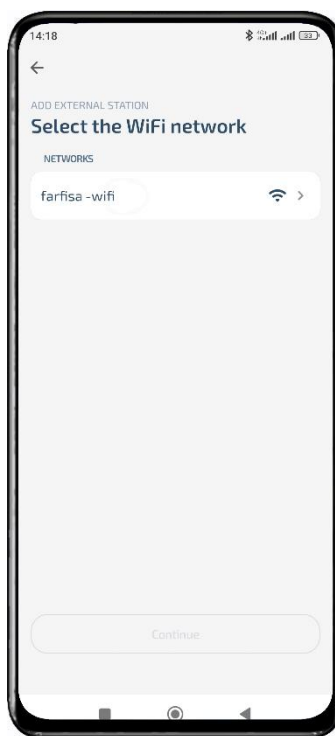


Figure 15. Wifi network selection

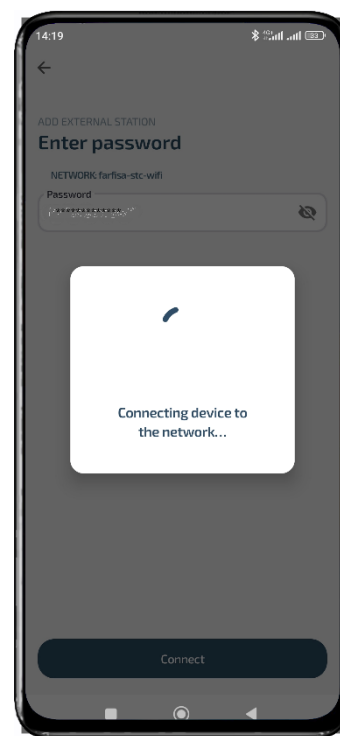


Figure 16. Connection to Wifi

Once the door station panel is connected to network the app will ask the name of the building (installation site, Figure 17) where the door panel is installed.

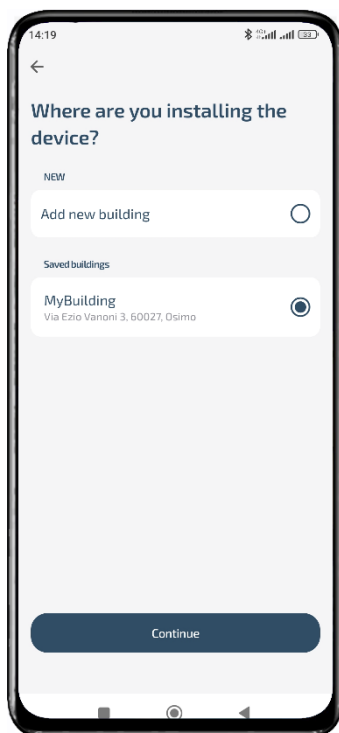


Figure 17

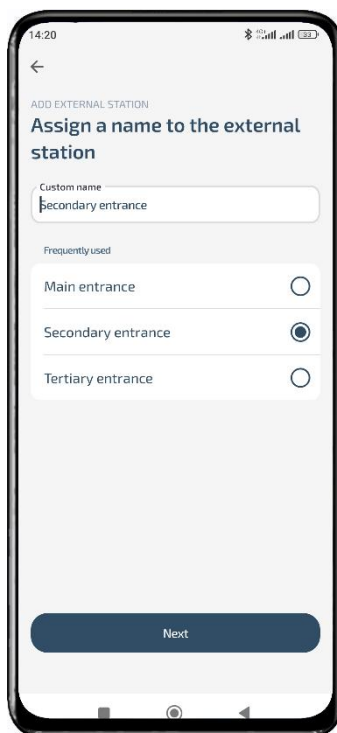


Figure 18

### Note

Each installer can control various installation sites (**Buildings**), for each installation it is possible to add one or more door stations (**Devices**), each door station can call **Housing Units**.

For each Housing unit it is possible to call up to 8 devices that can be smart phones, tablets with IP EVO app, Alexa device or physical **"Videointercoms"**.

If the installer has not yet created an installation site, it is possible to do that during the pairing process (Add new building - Figure 17), since the app will automatically ask to provide a name for it and a name to identify the "Device" within the installation site (Figure 18). It is possible to assign a specific name or select one of those suggested.

During the same process it will be required to create an “Access code” PIN for the whole installation. This PIN code will be the same and it will be required to access the OSD menu of all the panels belonging the same installation site (building). By accessing the OSD menu it is possible to perform some changes to the configuration, restore factory default and so on. Be sure to set a personal strong code and do not forget it. Refer to [section 2.3](#) for more information about door panel's OSD menu.

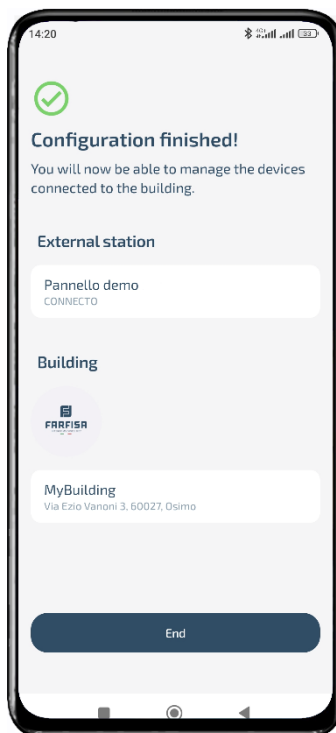


Figure 19

Refer to next section for more details about device and housing units adding to the installation.

## 2.1 Building administrator and installer interface

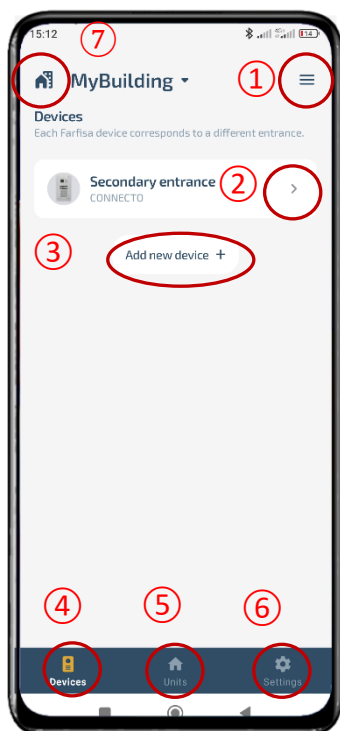


Figure 20 - Building administration page

The picture on the left shows the main page related to the building management, from here it is possible to do different operations.

There are 2 types of accounts that can access and edit the building settings (normal user cannot change these installation settings and it is described in [section 2.7](#)):

- **Building administrator** profile: it can add / remove / edit users to the system, i.e. can change the names showed on the panel's display, change access PIN codes, add new housing units and invite new users.
- **Installer** profile: it has the same rights of the Building administrator plus it can edit the outputs of the panel.

Select the menu button ① “≡” on the top right corner to display the options menu (Figure 21):

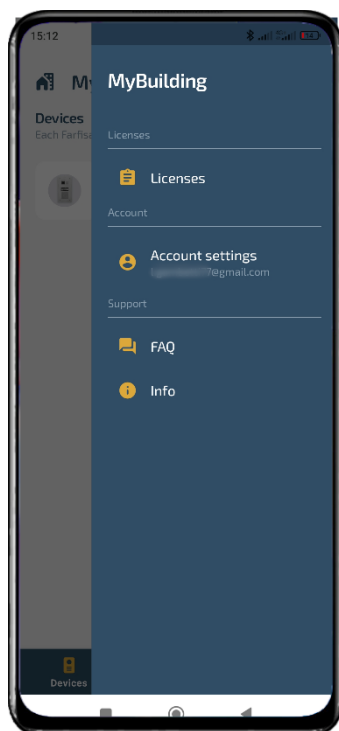


Figure 21

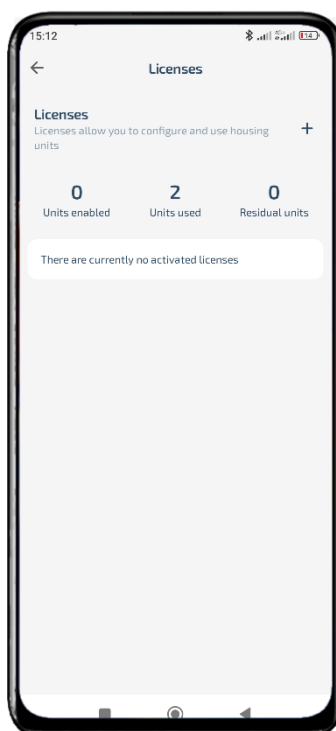


Figure 22

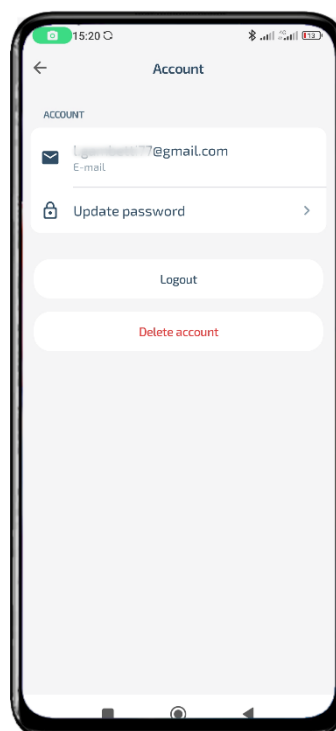



Figure 23


“**Licenses**” are required to add new “Housing units” to the system: when a panel is new a suitable number of additional user’s licenses are required to be added to allow the creation of related number of housing units. Tapping on “+” it will open the smart phone camera to scan the QR code related to additional licenses.

**Notes:**

1. Licenses are related to a single installation, not to a single device, for this reason it is not required to add further licenses for all the door panels belonging the same building/installation.
2. Contact Farfisa Customer Service to buy CNUS1, CNUS10, CNUS50 and CNUS100 packages of user’s licenses.

The section “**Account settings**” (Figure 23) allows to update your own password, log out or delete your account. After log out you will be not able to receive calls any more.

 While be careful in deleting the account because then it will be not possible to retrieve the account information and it will be not possible to access any more to the already configured door panels neither receive call from them.

 In case all the installer / building administrators remove their accounts from the installation, the users still will be able to receive the call from the door station, however it will be not possible to configure the door panel. In this case please contact Farfisa Technical Support to allow a new installer to join the door panel configuration.

Tap on ③ “**Add new device +**” of Figure 20 - Building administration page to start pairing mode of another device related to the same building/installation.

Tap on ④ “**Devices**” to display the Building administration page and show all the devices currently belonging this installation (Figure 20 - Building administration page).

## 2.1.1 Input and outputs

On Figure 20 - Building administration page, tap the symbol ② ">" next to the name of the device to display the options related to each door panel (Figure 24 – Device options):

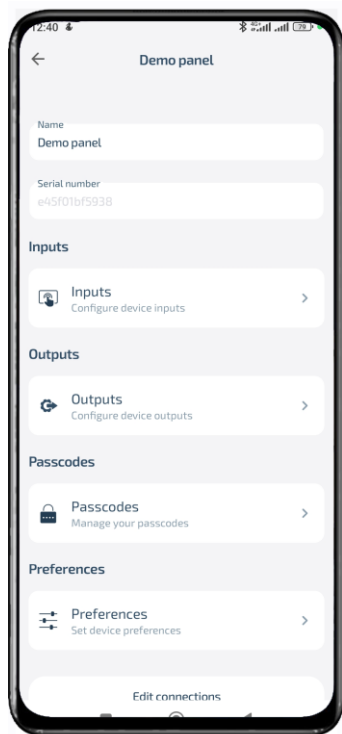


Figure 24 – Device options

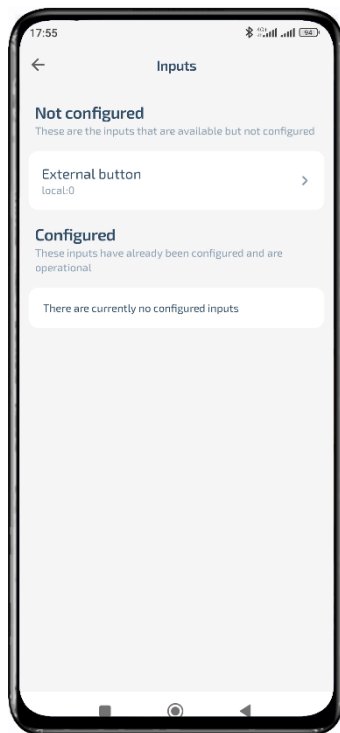


Figure 25

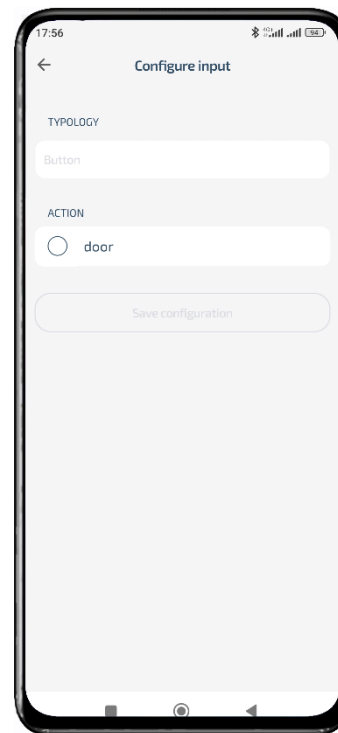


Figure 26

The option "**Name**" is the name assigned to door panel during the installation process and it can be changed here. While the option "**Serial Number**" is a unique value (MAC address) of the device and it can be required by Farfisa Technical Service for support purposes.

"**Inputs**": the door panel is equipped with an input port to be connected to an exit button (PB / PB terminals in the connection board). Select this option in the screen of Figure 24 – Device options and then tap on "External button" to assign a name (typology) and enable the related action to operate (Figure 26).

**Note:**

The actions are related to the configured "outputs" only. Then configure one or both outputs first and then configure the action related to input.

"**Outputs**": to allow users' to operate the door lock release during call, it is required to configure at least one of the two outputs of the panel (Figure 27 - Outputs settings).

The first output is a voltage type output ("Capacitor Discharge" and it refers to terminals S+/S- in the terminal board of the door panel) while the second one is a dry contact relay output (terminals C/NO/NC).

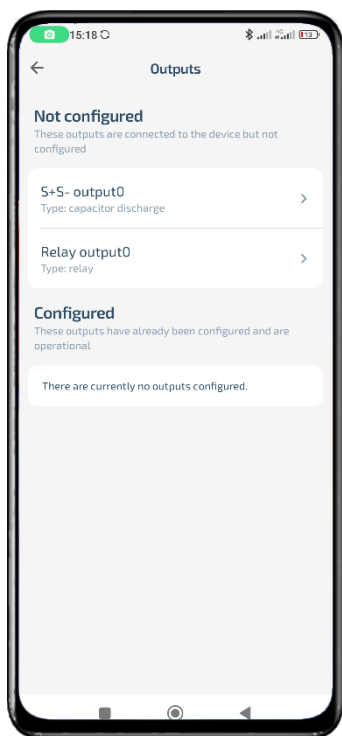


Figure 27 - Outputs settings

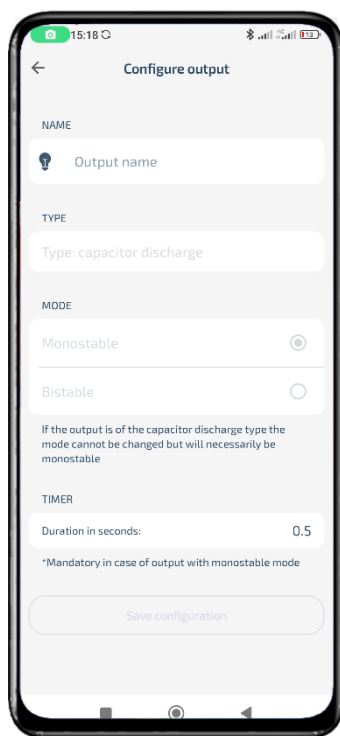


Figure 28 - Voltage output settings

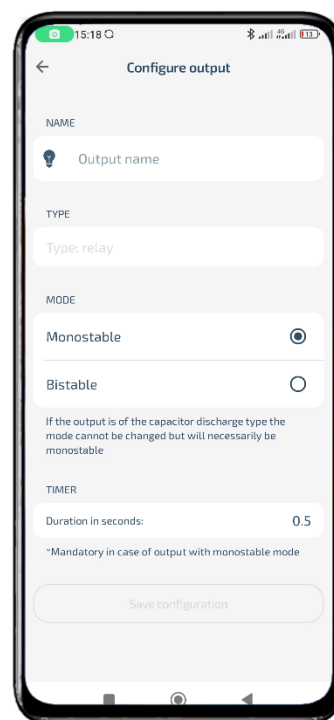


Figure 29 - Relay output settings

For the first output type (Capacitor discharge) it is possible to set the duration of the activation, in seconds (Figure 28 - Voltage output settings), while in the second case (Figure 29 - Relay output settings) it is possible to set not only the duration of the activation but also the working mode (monostable or bistable) of the relay.

For each output it is possible to assign a name so that it will be more evident the related operation for the end user: the same names will be showed on the live view of the user's interface during call.

## 2.1.2 PIN code setting for users access control

The option “**Passcodes**” of Figure 24 – Device options, allows to set PIN codes for access control. Only users with “**Installer**” and “**building administrator**” profiles can create, modify and erase these access PIN codes. All these operations can be done by the app, even remotely.

Tap on “+” of Figure 30 – Passcode settings and then input the PIN number into “**CODE**” field, select the related output to be activated and tap on “**Create passcode**” to program.



Figure 30 – Passcode settings

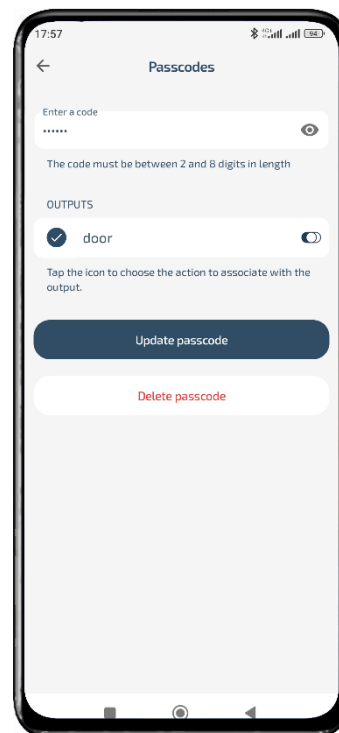


Figure 31 – Passcode creation

### Notes:

1. It is not possible to set the “**Passcodes**” until the “**Outputs**” are not configured.
2. It is not possible to set 2 Passcodes entries with same PIN but different output operations.
3. Do not set a PIN code equal to the “Admin passcode” related to installation.
4. Edit Passcode option will create a new code with the new settings. Remove the old one in case it is not required anymore.

Once the user is in front of the door panel must press “00+bell” or “X” button to enter the PIN number for access.

## 2.1.3 Device preferences

The option **“Preferences”** of Figure 24 – Device options allows to adjust some parameters of the unit:

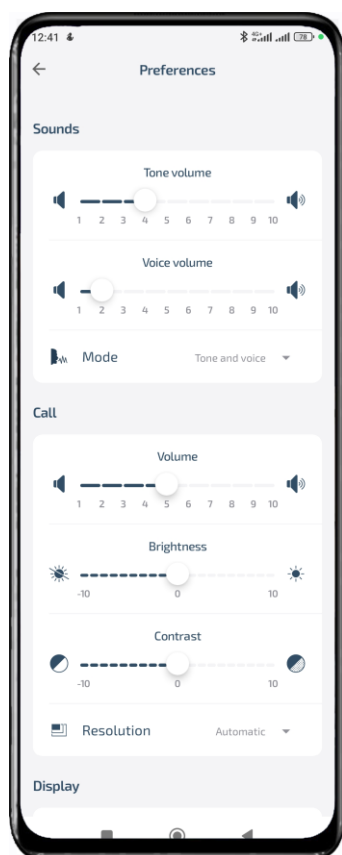



Figure 32

The first section (**“Sounds”**) allows to set speaker’s volume for keyboard tones and prompt voice. Use the menu **“Mode”** to enable / disable tones and voice prompt.

The section **“Call”** allows to adjust speaker volume during conversation with the inside unit as well as brightness, contrast and resolution of the video captured by the camera.

The option **“Automatic call selection”** allows to enable / disable the function to automatically start the call even without pressing the **“bell”** button. The same option allows to automatically acquire the passcode PIN for access control. The option **“Contrast”** allows to adjust the built-in door panel’s LCD contrast.

Tap on the option **“Edit connections”** in case it is required to change the connection method, for example from cabled to Wi-fi or to connect to another Wi-fi network.

 Tap on **“Delete device”** to remove the device from the building installation. Be careful, this operation cannot be undone.

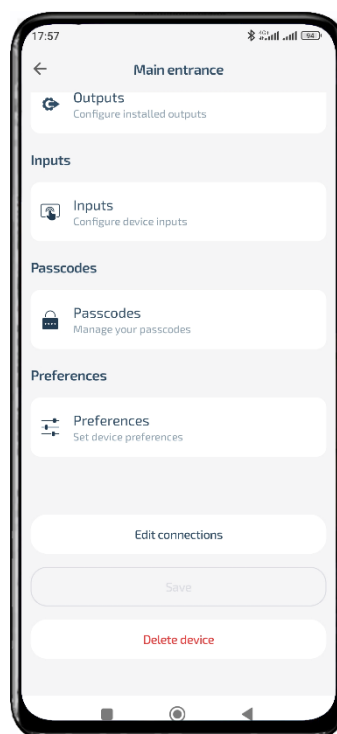


Figure 33

## 2.2 Housing unit creation and user invitation

Tap on ⑤ **"Units"** of Figure 20 - Building administration page to display the housing units related to the installation site (Figure 34 - List of housing units), add new or remove existing ones. The button **"New supervisor +"** will be showed only in case your account is an installer type, in this case it will be possible to add new **"Building administrator (Manager)"** or another **"Installer"** to the site management.

Tap on **"+"** symbol on the right to add a new housing unit (Figure 34 - List of housing units): the **"Name"** option will be showed in the directory of the external door panel, while the **"Alias"** will be the number to dial in order to make a call to such apartment. Fill in the other optional fields **"Position"** and **"Notes"** for better reminding the position of the apartment in the building.

Tick on the required **"Devices"** listed below to allow copying the same calling information in more than one door panel (i.e. in case of main door panel and a secondary door panel).

**Note:**

When it is required to add further housing units and invite users, remind to add enough user's licenses accordingly ([section 2.1](#)).

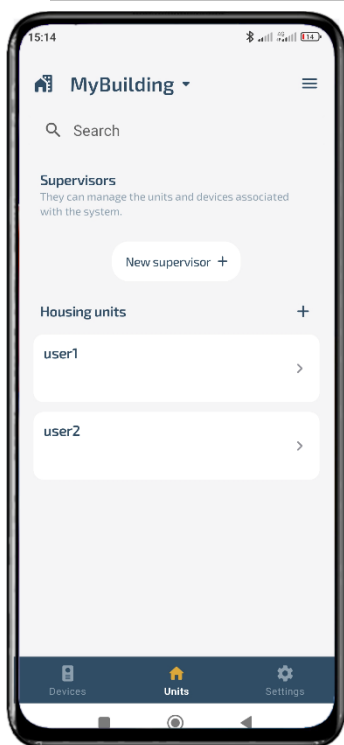


Figure 34 - List of housing units

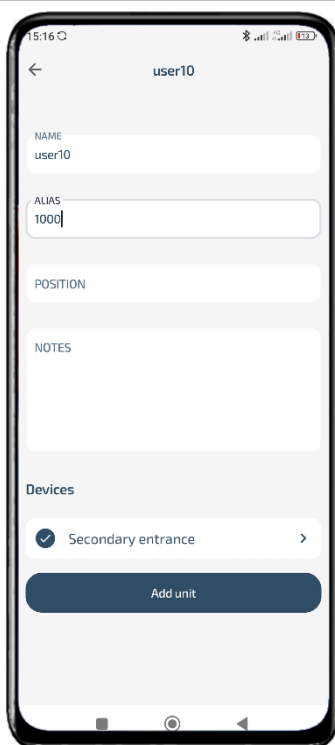


Figure 35 - New housing unit creation

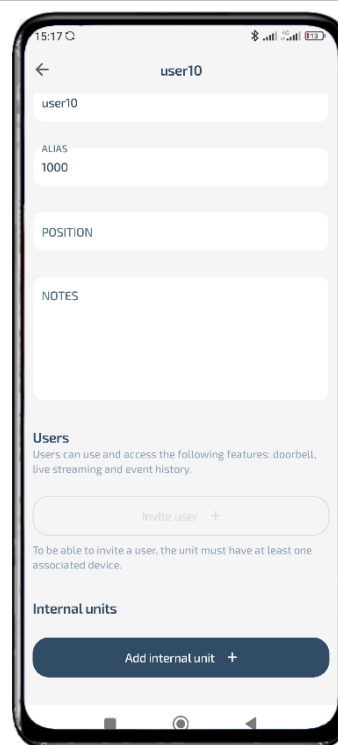


Figure 36 - New internal unit adding

Tap on **"Add unit"** (Figure 35 - New housing unit creation) to confirm housing unit creation: it will be possible to call this unit from the door panel by dialling the number set in **"alias"**.

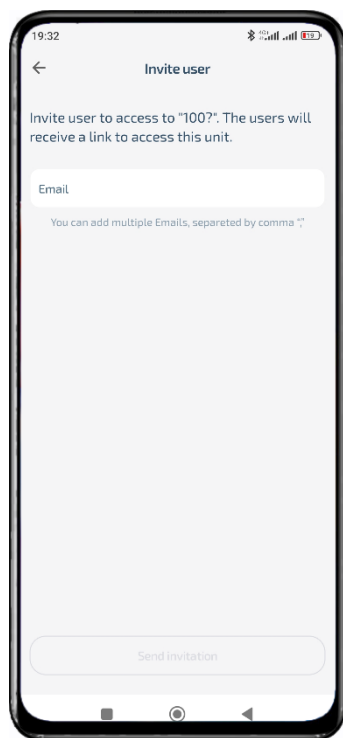


Figure 37 - New invitation sending

After a new housing unit is created, select it and tap on **“Invite user”** to send the invitation link to the user’s smart phone.

**Notes:**

- The system allows to link up to 8 devices (including smart phones, tablets, Amazon Alexa and physical indoor monitors) to the same apartment.
- Once the user has received the invitation link, he must install **IP EVO** app and create his own account before confirming the invitation ([section 2.5](#)).

While, in case the apartment has a physical indoor unit monitor, tap on **“Add internal unit”** (Figure 36 – New internal unit adding) to add an internal physical device. [Section 3](#) explains how to proceed in this case.

**Notes:**

- By default, “Installer” and “Building administrator” users cannot receive calls from door station.
- If they need to receive calls, they must add themselves as users to one or more housing units.

## 2.3 Installation settings

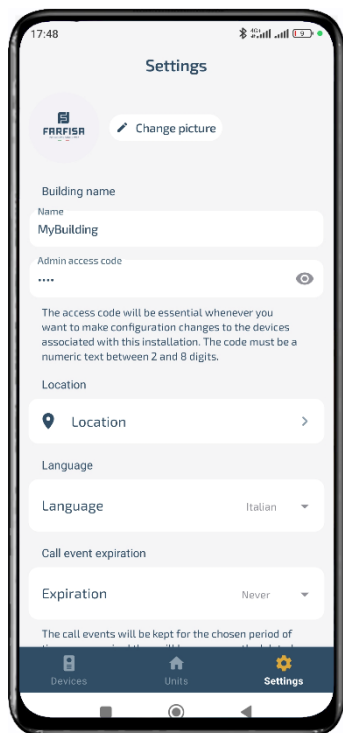


Figure 38 – General setting of the building

Tap on ⑥ “Settings” of Figure 20 - Building administration page to display the general settings of the installation site: it is possible to assign a picture to the building (installation), set a name, a PIN access code, change system language and the address of the building (location): this option will be used also to provide specific information such as weather forecast in case of video indoor unit and synchronize automatically the internal clock according with the installation time zone.

The option “Call event expiration” allows to set the time in which the call data and pictures will be kept in memory before automatic erasing.

### Notes:

- Only the installer has the privilege to “Delete installation”. This operation can be performed only once all the users and the housing units have been previously removed by the installation.
- the same PIN access code allows to enter both the door panel and video intercom installer menus.

## 2.4 Installer / user account switching

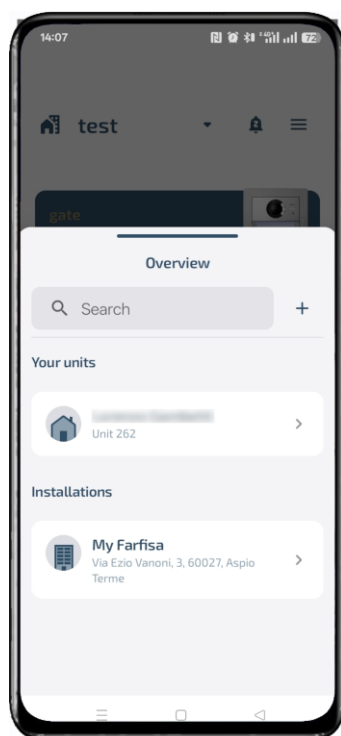


Figure 39


In case an installer is also normal user on the same account, it is possible to tap on icon  ⑦ of Figure 20 - Building administration page to switch between the installer interface and the normal user interface and vice versa.

Figure 39 under sections “Your units” shows the housing unit(s) for which the account is a “normal user”, and then able to receive calls, while under section “Installations” there are the installations for which the account is installer or building administrator.

Normal user can receive calls from unlimited door stations and even related to different installation sites.

Installers and Building administrators can manage multiple sites by their account.

## 2.5 Door panel's OSD menu



Dial "X" or "00 + bell" to access the programming menu on door station's LCD display.

The door station will ask for the PIN access code created during the **Building** creation (available in Figure 38 – General setting of the building).

Setup menu is composed by 5 sections:

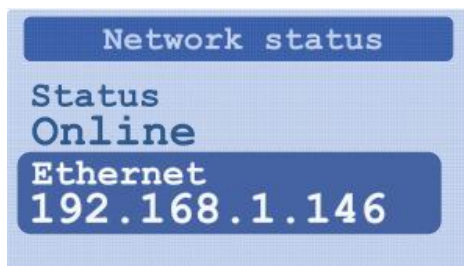
- Audio setting
- System status
- Network status
- Setup device
- Factory reset

Select "**Audio settings**" option to adjust the audio level of the speaker during conversation (Calls volume), the volume of the tones when pressing the buttons (Tones volume) and the prompt voice volume (Voice volume). These settings have the same effect of those described in [section 2.1.3](#).

After selecting the desired option press "bell" to confirm and use the left / right arrow to increase / decrease the level.

Confirm by "bell" button or press "X" to exit.

The section "**System status**" provides some information such as the name of the product and its serial number (MAC address), this information could be useful in case of remote support request to Farfisa.

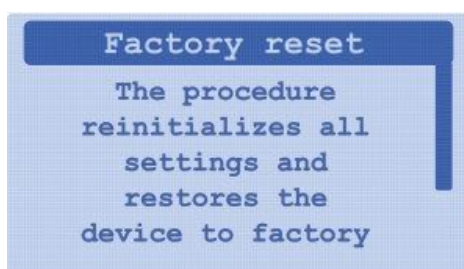



The option "**Network status**" provide some information about the correct connection to the cloud server and the current IP address configuration.



Select the option "**Setup device**" only in case the door panel must be associated to a new "**Building**" (installation).

In case it is required to connect a previously installed door panel to a new installation, the panel must be firstly removed from the previous building administration page and then it will be possible to add again to a new installation.

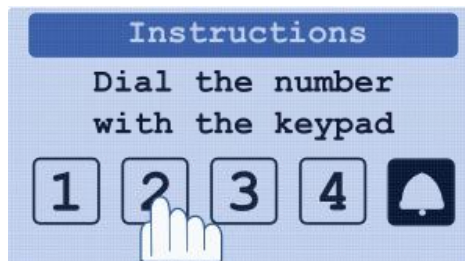


 Factory reset will completely restore the whole configuration of the door panel. All the housing units previously created and the additional user licenses added will be erased, then it is recommended to select this option only if required.

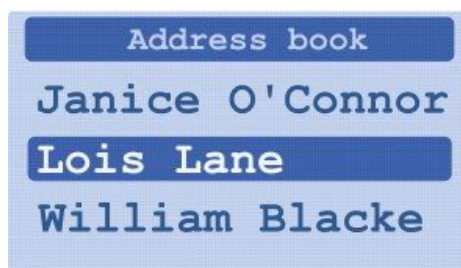
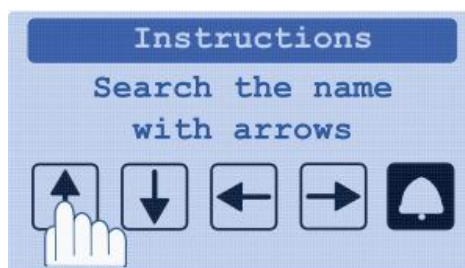
Contact Farfisa Technical support for more information.

## 2.6 Door panel use

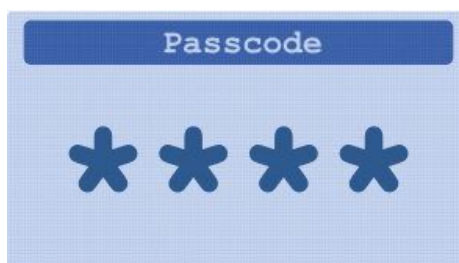
When in front of the panel the visitor can start the call by dialling the number related to the apartment (alias) and press "bell" or search the name by using the arrow keys and press "bell":



If the related option has been enabled in the "Device option" of the app (see [2.1.3 Device preferences](#)) the call will start automatically after 2 seconds, even without pressing the "bell" button.



The keypad of the door panel can be used also as PIN code input for access control. Press "X" or "00+bell" to access PIN code input mode:



Once the input PIN is correct the door panel will automatically operate the related output programmed. As before, if the related option is enabled, the passcode will be acquired automatically, even without pressing the "bell" button.

PIN codes can be added / erased / modified only by the installer or by the building administrator.

## 2.7 App for smart phone user's interface

In case you are an end user of the system, you need to create your own account first, as described in [section 1.2](#).

To join the system you should have received an "invitation" link from the installer. This invitation link could have been sent by e-mail, Whatsapp or SMS (Figure 12).

If you cannot find your invitation message, it is recommended to check also the "Spam" folder. Contact your installer or building administrator for more support.

The invitation e-mail comes from a sender address named "**EVO | Farfisa**", search for the invitation Email in your Inbox folder using the same device (smart phone) where the app is installed in. After confirming the invitation link you will be required to assign a name for your apartment and then you will be able to receive calls immediately. The invitation link has 7 days validity. If it is not confirmed it will expire and it will be required to send it again.

When a call is in progress the smart phone of the user will ring and it will show a notification. Slide the screen from the top if you need to open a missed notification. Tapping on the notification it is possible to open the live view and get the audio signal from the door station. For correct application working, it is recommended to allow all permissions to use microphone and camera (Figure 40).

The home page displays recent calls list and allows to access the "**Live view**" (Figure 41 – User's dashboard screen). Recent calls are listed by date and hour, the system automatically also saves 3 pictures of the visitor. Only the first picture is displayed near by the event details, tap on it to display the others.



Press to answer the call or to start conversation with the door station in live view.



Press to close the conversation with the visitor.



Use this button to enable / disable the handsfree speaker of the smart phone (by default it is enabled when in live view).



Use this button to enable / disable the microphone of the smart phone, this control is available only after the call has been answered on the smart phone.

To correctly get the call notifications the bell sign near "**Live view**" button must be not disabled (like in Figure 41 – User's dashboard screen). If disabled, select the option "**Notifications**" from the menu on top right corner and enable it (Figure 43 – Housing unit options and Figure 44 – Notification settings).

Pressing the "Live view" button it will automatically display the video live stream and will play the audio signals coming from the panel. Use the buttons on the bottom to operate the door lock release or the relay output (if enabled by the installer).

## Notes

- To ensure privacy of the visitors and of the users the pictures are encrypted in the cloud automatically with not accessible encryption keys.
- In case more than one device are associated to the same housing unit, the first that will answer will disable all the others automatically.
- The picture memory detention time is a system parameter and it can be set as described at the end of [section 2.2](#).
- In case of a visitor starting a new call at the door panel, it will automatically shut down the **Live Views** currently in progress.

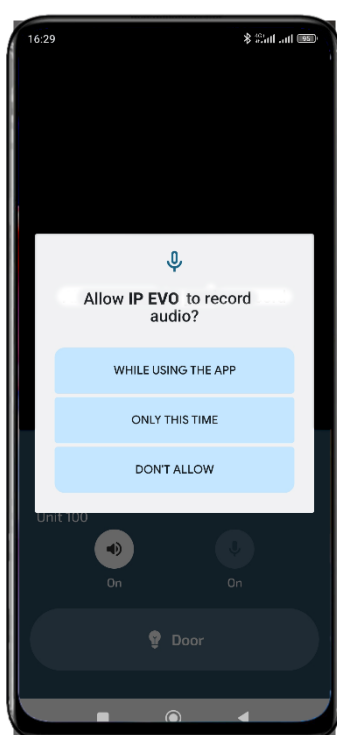


Figure 40

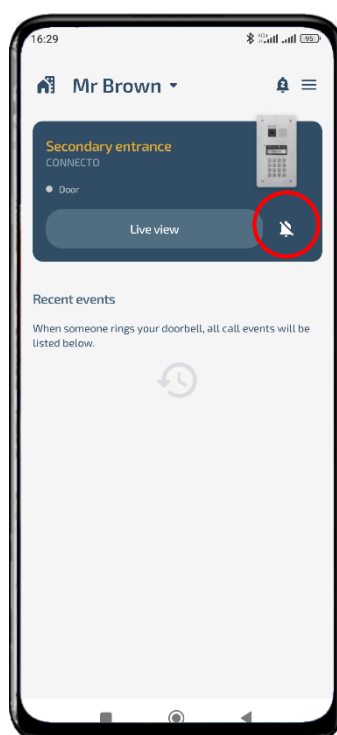


Figure 41 – User's dashboard screen

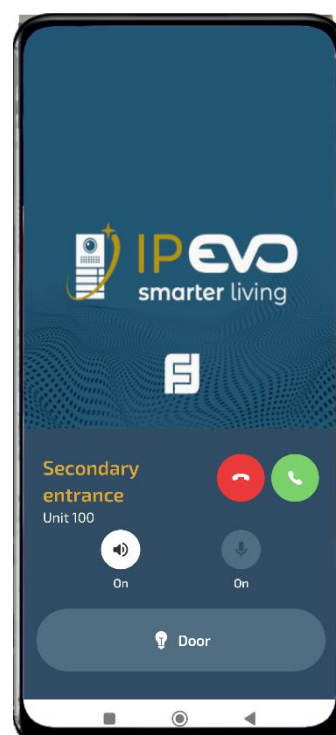


Figure 42 – Live view screen allows to display camera, enable audio and release door locks

## Note

In case of Apple **iPhone** devices in "Settings" → "Focus" it is recommendable to disable the function to allow the phone to ring normally in case of a call. Apple **Watch** device can also have influence on the correct working of call notification.

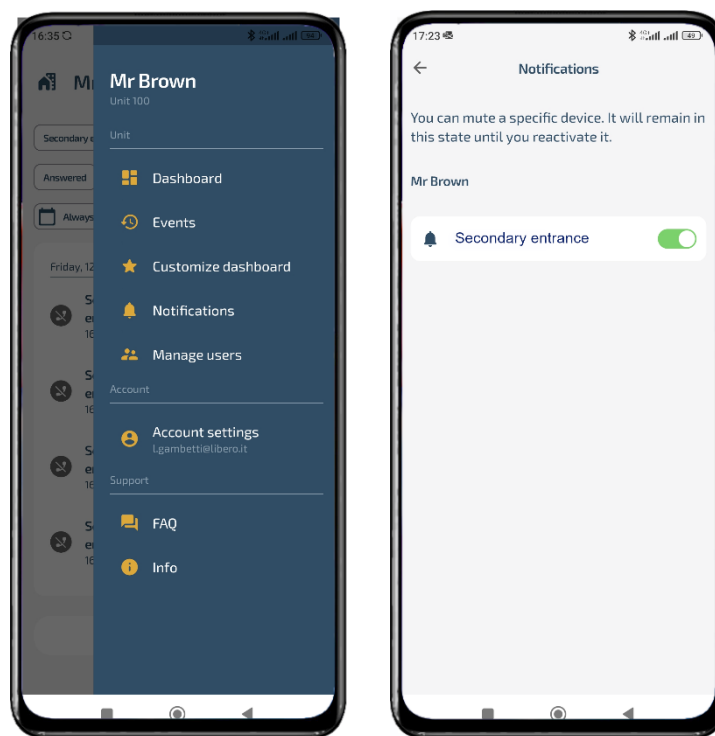


Figure 43 – Housing unit options    Figure 44 – Notification settings

The first user invited to an apartment can invite other people by sending an “invitation” message to them: tap on “Manage users” of Figure 43 – Housing unit options and then use the button “+ Invite user” of Figure 45 – Users management to generate a new invitation email.

The person who receives the invitation email must create his own account first, as described in [section 1.2](#), and then click the link contained in the email to confirm joining the system. When there is a call to this apartment all the devices linked will ring at the same time, only the first who answers will be able to talk and release the door.

### 2.7.1 Temporary user invitation

It is even possible to grant the access to other people by generating temporary QR codes instead of sending an invitation link.

For example, it is possible to create a temporary QR code valid for a specific day of the week with a specific start and end time or a specific time frame like a weekend or few days.

To correctly create the access QR code it is required to select which output must be enabled first and then to assign a name to the QR code.

tap on “+ Invite temporary user” of Figure 45 – Users management to display following screens.

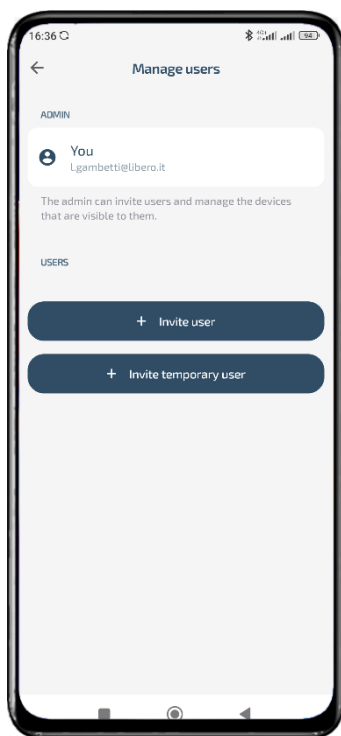


Figure 45 – Users management

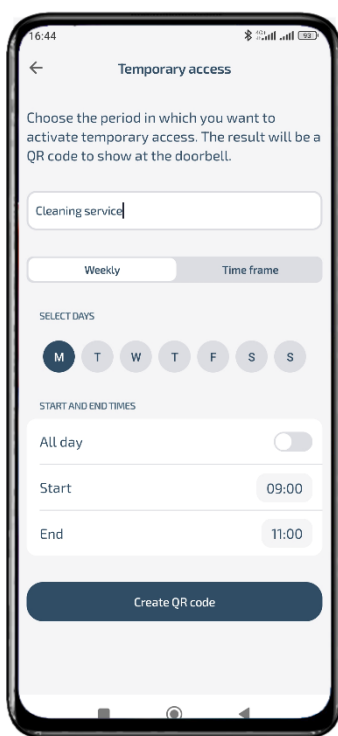


Figure 46 - Temporary access creation options

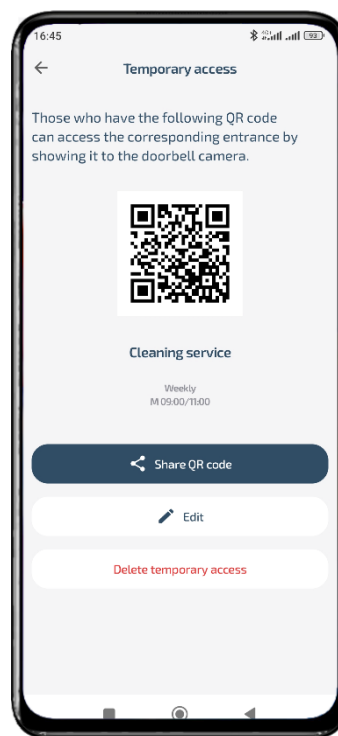


Figure 47 – New QR code created

The Figure 46 - Temporary access shows the options of QR code creation for “Temporary access”: after assigning the name, there are two options, the first allows the access for one more days of the week (weekly), for whole day or for a specific time interval; the second option to allows the access for a specific date interval (time frame).

Once created, it is possible to share the QR code by any messaging application or email.

Once the visitor will be in front of the panel must press the “X” button (camera's white led will power up to show it is working) and then show the QR code in front of the camera to release the related door station's output.

The visitors with temporary access QR codes do not need to install IP EVO app and then they will be not able to receive calls.

Once the temporary access period is expired the QR code will be not valid any more automatically.

**Note**

For correct working of this feature it is required the internal clock must be synchronized according with the local time zone. This is automatically done by the door station but the localization of the installation during installation process must be correctly performed.



The section "**Account settings**" in Figure 43 – Housing unit options allows to update your own password, log out or delete your account.

After log out you will be not able to receive calls anymore; while be careful in deleting the account because it will be not possible to retrieve the account information neither to access any more to the system.

### 3. Integration with Amazon Alexa® devices

Users who have Alexa devices with a display in their home can use it to answer video intercom calls and allow access to their home.



The following description assumes that the user has already created his account on the IP EVO app and confirmed the invitation as explained in [section 2.7](#).

To connect your video intercom system to the Alexa device, you need to have the Alexa app installed on your smartphone and linked to your Amazon account.

Then, still in the Alexa app, select the “More” icon at the bottom and then “Skills & Games.”

Use the search function to look for the “IP EVO” skill and proceed with the installation:

After installing the IP EVO skill, you will be prompted to link your IP EVO account (the same one created in [section 2.7](#)).



Figure 48

At this point, you can interact with the Alexa device through voice commands such as for example:

“Alexa, show external door entry” (for auto-power on)

“Alexa, unlock door” (to activate the lock output)

#### Note

For security reasons, unlocking the lock output is disabled by default. To enable it, access the lock output via the Alexa app in “Devices” section, then select the settings icon in the upper right corner and enable the “Unlock by app” option under the “Unlock with the Alexa app” section and/or “Enable Unlock” under the “Unlock by voice and with Echo Hub” section.

Enabling the second option will require you to set up a numeric unlock code that must be spoken when requested by Alexa.

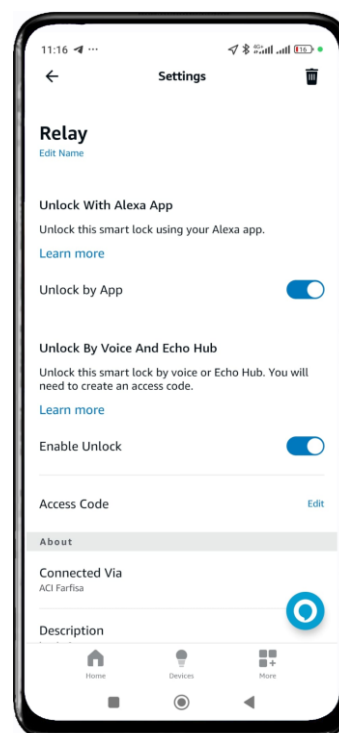


Figure 49

## 4. SE4000 video intercom setup

The installation of a physical video intercom inside the apartment assumes that there is already a housing unit to which the video intercom can be associated. If this has not been created, it is possible to use the license provided with the video intercom to create a new housing unit. Follow the instructions provided with the CNUS1 license or in section 2.2 for more details. At first power on, the monitor will show the screen for language selection like this.

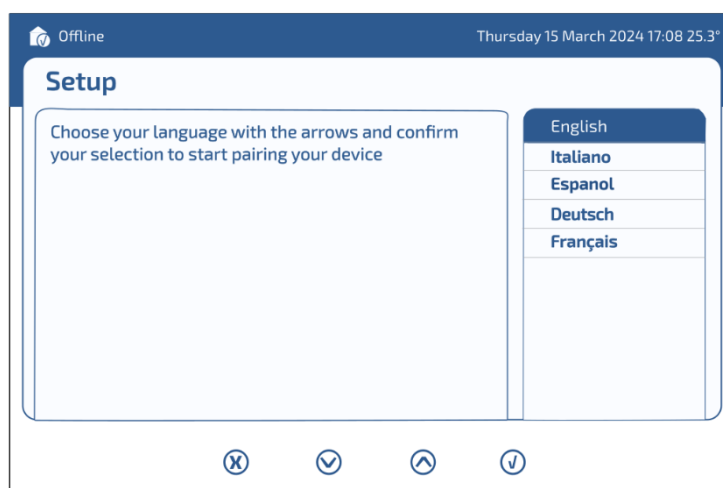


Figure 50 – Language selection

After selecting the language, the monitor will show the QR code for setup of the connection.

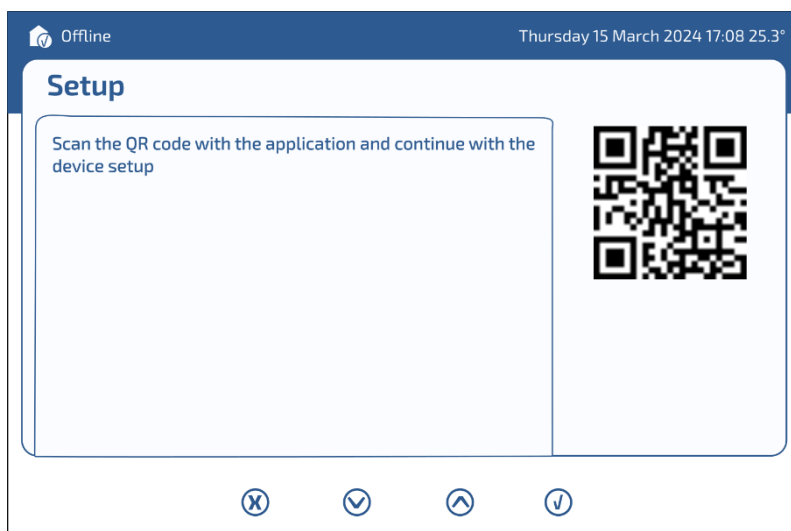


Figure 51 – Videointercom QR code

The monitor can be added only to an existing housing unit, please refer to [section 2.2](#) for more details about how to add housing units to the building.

Once the housing unit is created, tap on "Add videointercom" to open mobile phone's camera and scan the QR code showed by the display of the videointercom monitor. Like

in case of door station setting, to correctly perform this operation, it is required the smart phone has Bluetooth enabled to communicate with the monitor.

Follow the instructions provided by the app to complete the indoor unit adding process.

## 4.1 Video intercom user interface

Once the monitor is online, it will show the home screen with the recent calls related to the housing unit (answered, missed and declined):

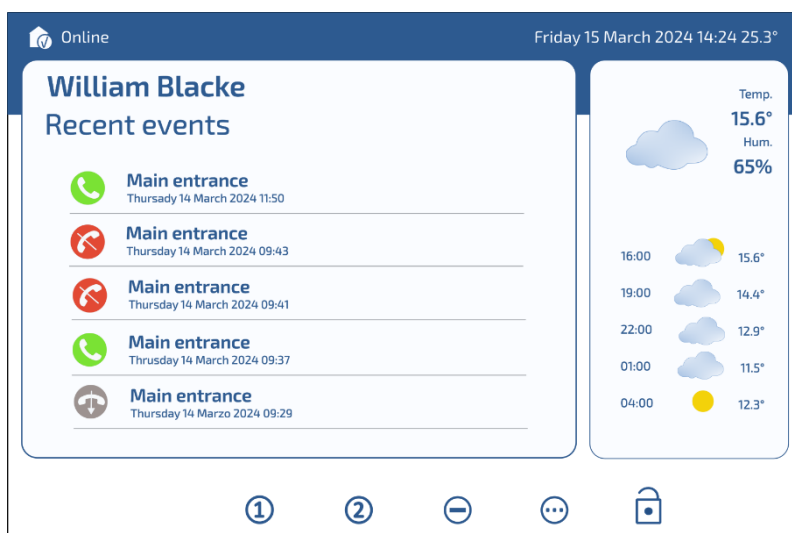



Figure 52 – Home screen

The home screen provides even weather forecast information. This function is available only in case the position of the installation has been set correctly (Figure 38 – General setting of the building).

On the top right corner of the screen there are current date, time and environment temperature (°C).

The icons on the bottom are shortcut to specific functions according to the context: in the home screen the first 3 allow to directly connect to the first 3 door panels connected to the system. Press button “4” to display a selection list in case there are more than 3 door stations.

Press the button  to display all the configured output, it is possible to operate one of them even there is not an active call.

When there is an incoming call, the videointercom will ring and show the picture captured by the camera.

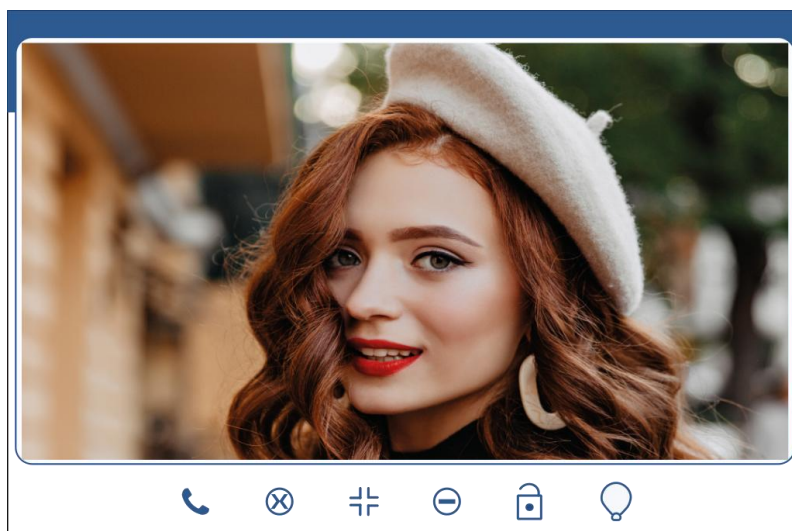







Figure 53 – Live video during call


Following is the meaning of each icon showed by the screen and the related button to operate the function:


- 



Press  button to answer the call
- 


Press button "1" to reject the call
- 

Press button "2" to squeeze / enlarge the picture area
- 

Button "3", not used in this case
- 

Press button "4" to operate the first output of the door panel
- 

Press the button  to operate the second output of the door panel
- 

This icon is showed to inform the user that the audio connection with the door station is still not enabled
- 

This icon is showed to inform the user that the audio connection with the door station is enabled

## 4.2 Video intercom setting (user)

Once the monitor is online, it will be possible to make some additional settings. Keep pressed buttons "1" and "4" in the home screen to display the user's setup menu (Figure 54, use buttons "2" and "3" to move selection, button "4" to confirm).

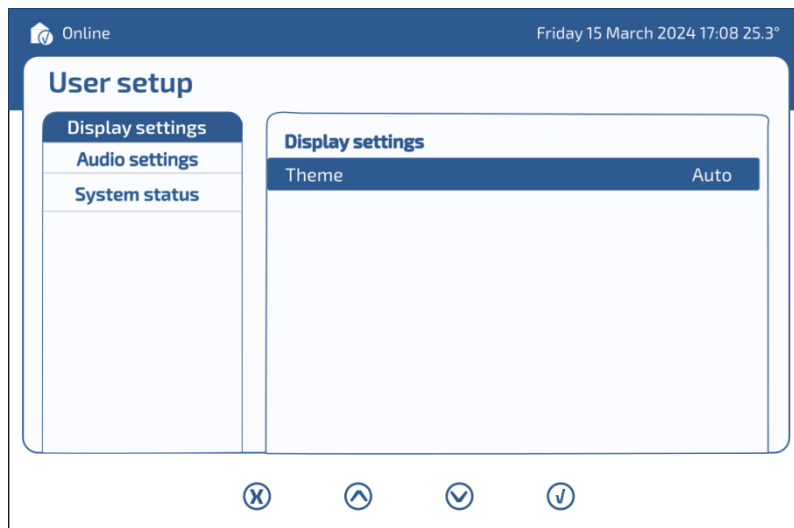


Figure 54

Display settings: it allows to choose the theme of the screen colours among "Clear", "Dark", "Auto". In auto mode it will change automatically according the local sunrise and sunset time.

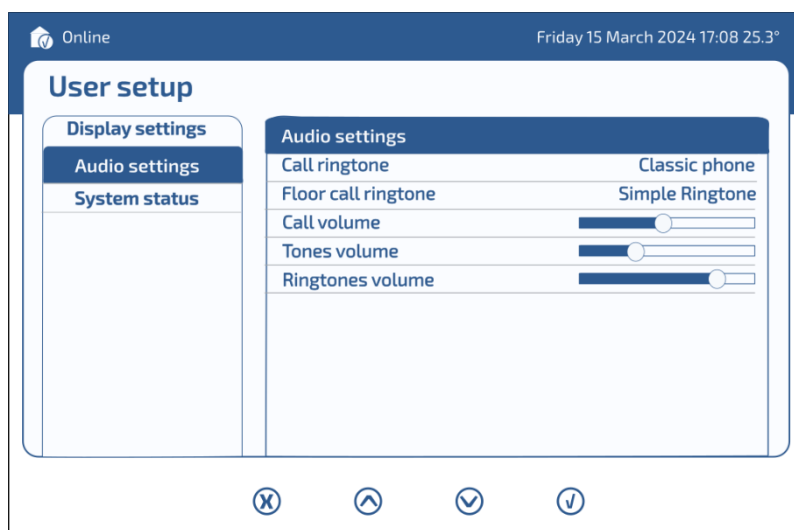


Figure 55

Audio settings: this section allows to select the ringing melody for call from outdoor panel or for floor call and related volume levels.

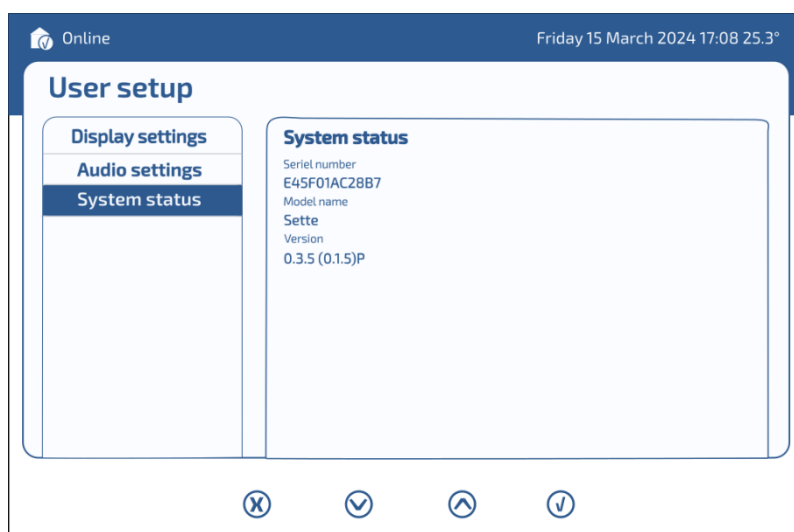


Figure 56

System status: select this option to display serial number (MAC address) and the current version of the product.

### 4.3 Video intercom setting (installer)

In the “User setup” menu (Figure 54) keep pressed buttons “1” and “4” again. The monitor will ask for password (the same as set in Figure 38 – General setting of the building) to display the “Installer setup” menu:

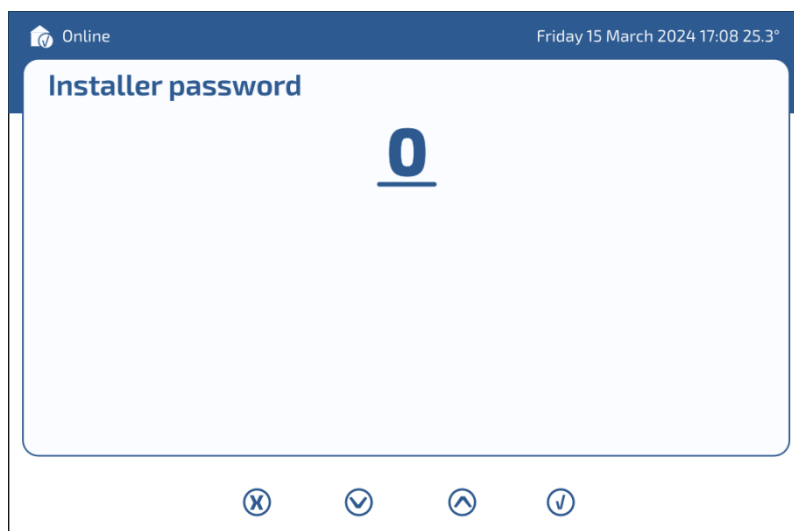


Figure 57

Use arrow buttons “2” and “3” to input system password and button “4” to confirm, consecutively the Installer setup menu will be showed.

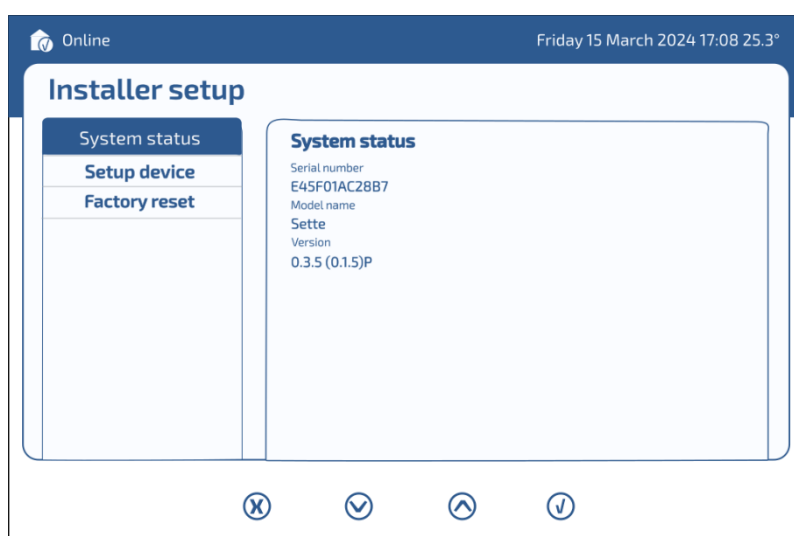


Figure 58

Use buttons “2” and “3” to move selection, button “4” to confirm. The “System status” section provides information about Serial number (MAC address) and current version of the product.

Select the option “Setup device” to display again the QR code for initial setting:



Figure 59

Use button “4” to confirm or button “1” to cancel.

This operation is required only in case the video intercom has been removed by the housing unit or in case it is required to modify the connection (for example use Ethernet cable instead of Wi-fi or vice versa).

Select the option “Factory reset” (Figure 60) to perform the complete restore of factory default, this operation will remove the device from the current housing unit:

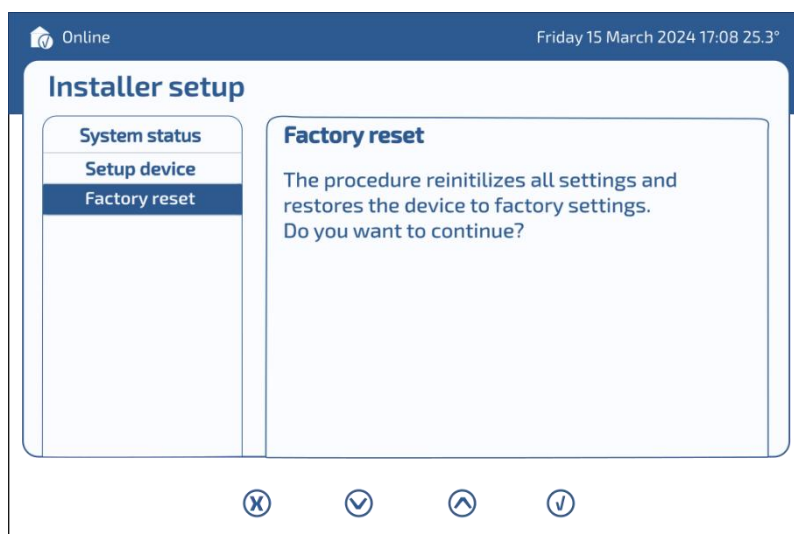



Figure 60

 Use button “4” to confirm or button “1” to cancel. This operation cannot be undone.

## 4.4 Monitor connection changing and removal from installation

In case it is required to change the connection settings of the monitor, for example to change from wired Ethernet connection into Wi-fi or in case of Wi-fi password change, access to the housing unit screen of the app, select the video intercom to modify and then tap "Edit connection".

While in case it is required to remove a monitor from the installation, for example because of a replacement into another apartment or an installation change, it is required to remove the video intercom from the housing unit and tap on the option "Delete internal unit" on the bottom of the screen.

The monitor will automatically reboot and it will restore factory default.

The above operations can be done only by an user account with "installer" rights.

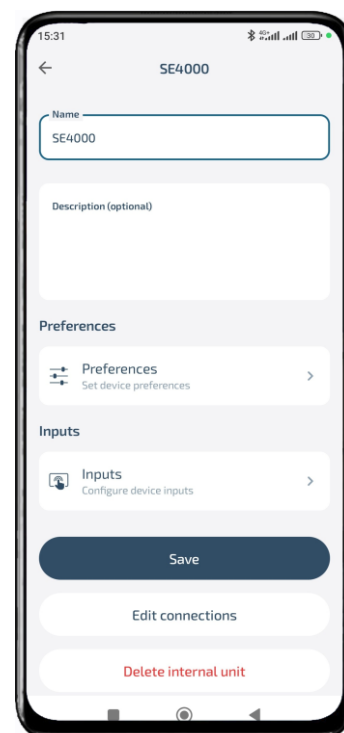


Figure 61

## 5. Web application for PC browser

The web application is an alternative method to manage the installation than the app, it allows the installer to create, edit and delete housing units, automatic e-mail invitation sending as well as user's removal by a visual interface on web browser (PC or MAC).

The web application does not allow to receive calls.

It is available at the address:

<https://app.ipevo.farfisa.com/en/account/login>

To log in it is possible to use the installer personal account, as described in [section 1.2](#).

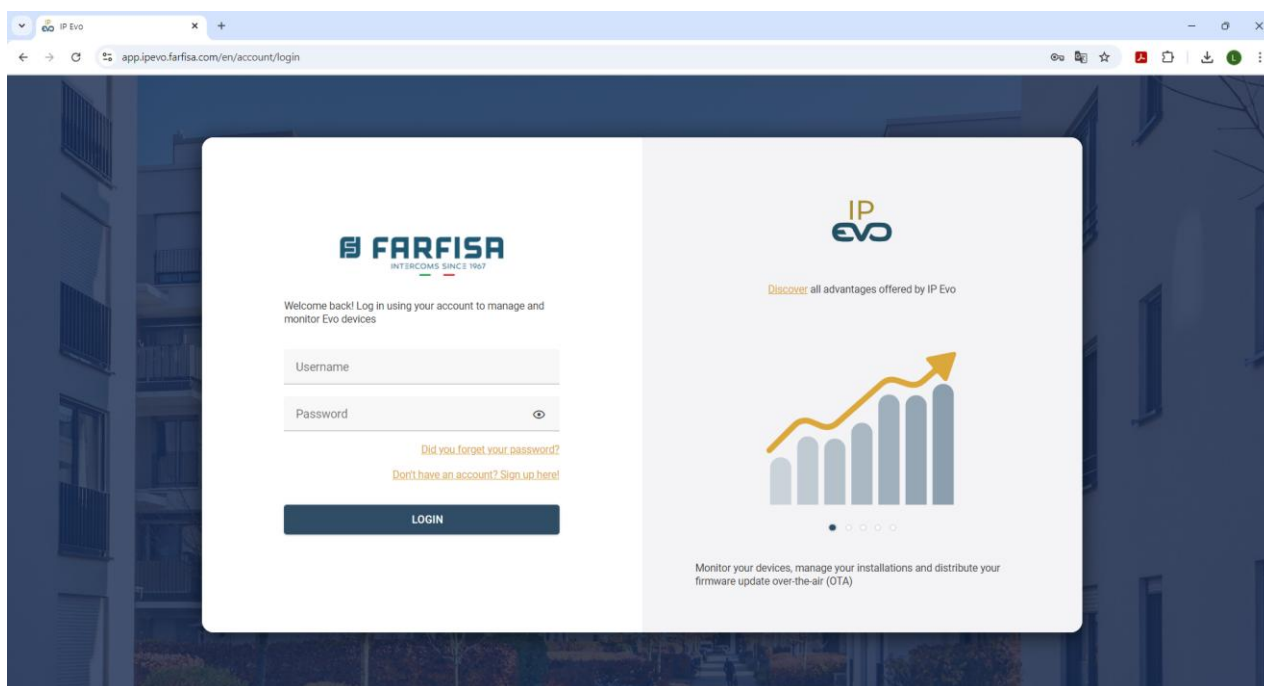


Figure 62

The welcome screen will show the list of the installations belonging the installer's account:

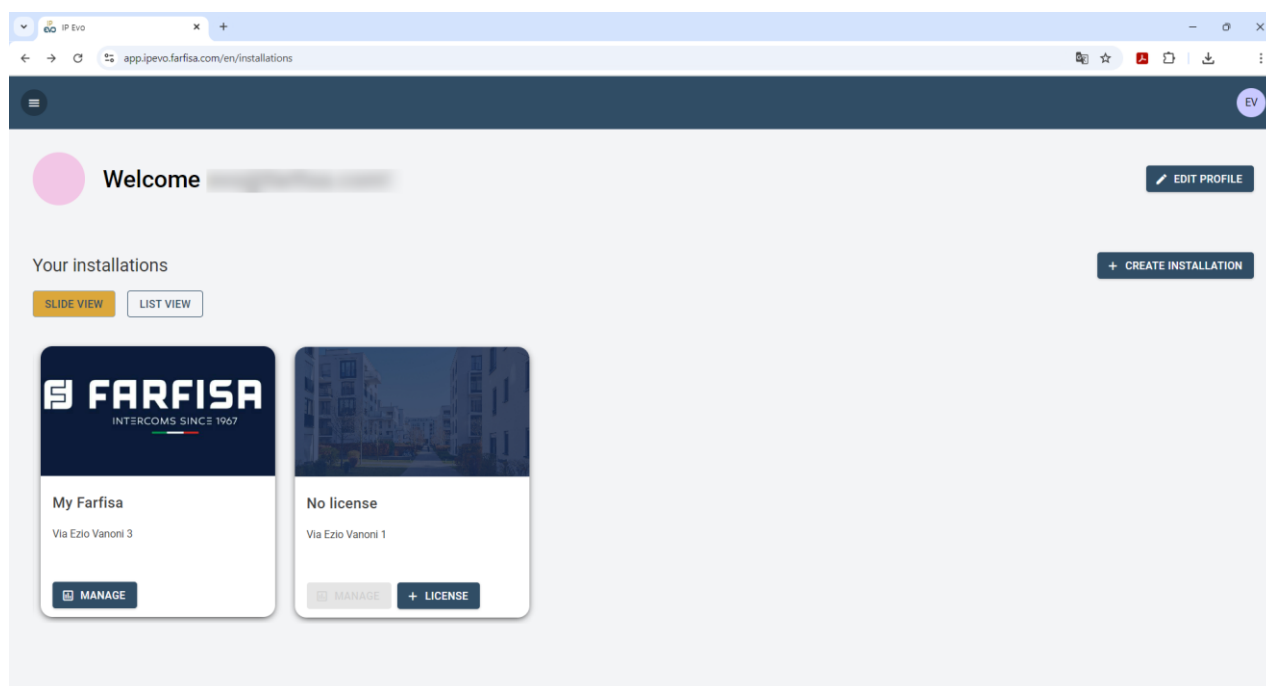


Figure 63

Click on "Slide view" or "List view" to change the list mode of the installations.

Clicking on "**Edit profile**" button it is possible to edit own password, assign a specific name to the user and a picture.

Click on "**+ Create installation**" button to create a new installation and assign it to the profile.

The button "**Manage**" below each installation card will be disabled in case any "web app" license has not been added to the installation. Ask Farfisa Customer Service how to buy and add a Web App license. Click on "**+ License**" to add the Web App license code.

Otherwise, the installer from the IP EVO app can add the license to the installation by scanning the QR code with smart phone, as described in [section 2.1](#). The system will automatically detect if it is a housing unit or web app license.

Once the license has been added to the installation, click on "**Manage**" button to continue.

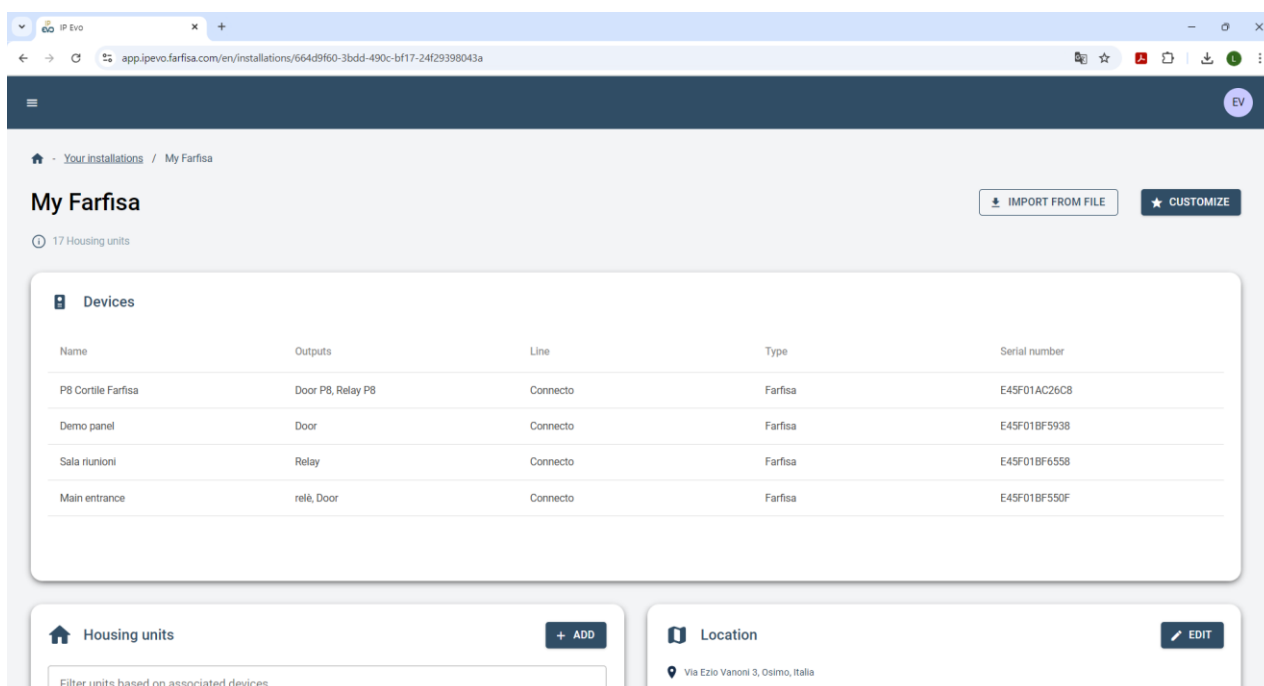


Figure 64

The menu button “☰” on the top left corner allows to open the slide menu as below:

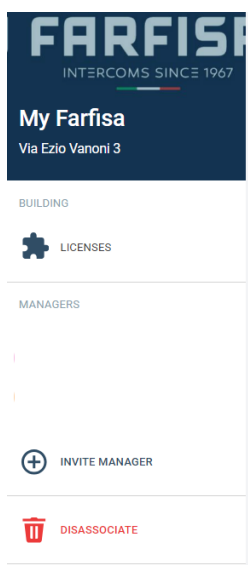


Figure 65

Click on “Devices” to display the list of door panels related to the installation.

Click on “Licenses” to display the list of the licenses related to the installation.

The section “Managers” will list the Installers and the Building administrators related to the installation.

Click on “+ Add Manager” to send an invitation email for a new installer or Building Administrator.

Click on “Disassociate” to remove the profile from the installation management. This operation will disable the user to make further modifications to the installation.

Clicking on each door panel under “Devices” section, it will open a dialog window to access the configuration setting of the door station:

Device settings

**Connecto**

Farfisa

DELETE DEVICE

Name  
P8

Serial N. E45F01AC26C8

Inputs

Configure the device inputs

CONFIGURE

Outputs

Configure the device outputs

CONFIGURE

Passcodes

Manage passcodes for your device

MANAGE

Preferences

Manage device preferences

MANAGE

CANCEL

SAVE

For each door panel it is possible to set the name, input, outputs, passcodes (access PIN) and preferences as well as described in sections 2.1.1 - 2.1.3.

Figure 66

The function "Import from file" allows to start the automatic unit creation procedure for multiple housing units. The import function allows the automatic creation of the housing units, with the related alias number for call and the automatic invitation email message sending for the main user of the apartment.

Click on the button "**Import from file**" to open the following dialog window:

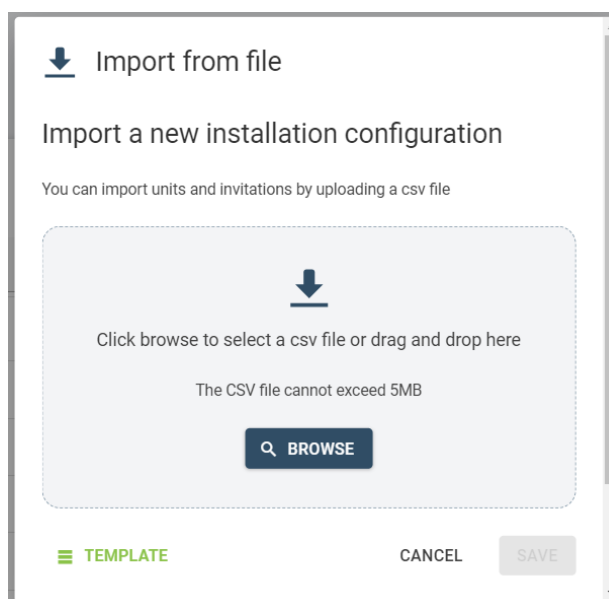


Figure 67

Click on "**Template**" button to download an example file (.csv) for automatic housing import.

The file contains the following fields:

**Unit:** name to assign to the housing unit;

**Alias:** number to dial on the keypad to call the housing unit;

**UnitNotes:** notes related to the housing unit (optional);

**Location:** information related to the building, the floor and the apartment number (optional);

**InvitationEmail:** user's email to send invitation;

**InvitationNotes:** note to send to the user in the invitation email (optional);

Once the file is fully filled save it in local PC, then click on "**browse**" button or drop the file over the dialog box and click on "Save" to proceed with the import.

The button "**Customize**" allows to edit the details related to the installation as set on the app ([section 2.3](#)).

By clicking the button "**+ Add**" in the "Housing units" section, it is possible to add a further housing unit to the installation, fill the fields of the following dialog window with all the details related to the housing unit (only "name" and "alias" are mandatory).

Figure 68

Use the "Search" function to search for a specific housing unit: it is possible to search even by a portion of the name or by alias number.

Click on the top of the columns "Name" and "alias" to sort the list by one of these fields for quicker search.

Click on "**Edit**" button of "Location" card to modify the location details of the installation.

Click on a housing unit to access the related detail window: this window shows what are the push button panels that can call the unit, what are the users (and the related email addresses) that can receive calls from the panels and possible physical video intercoms that are inside the apartment.

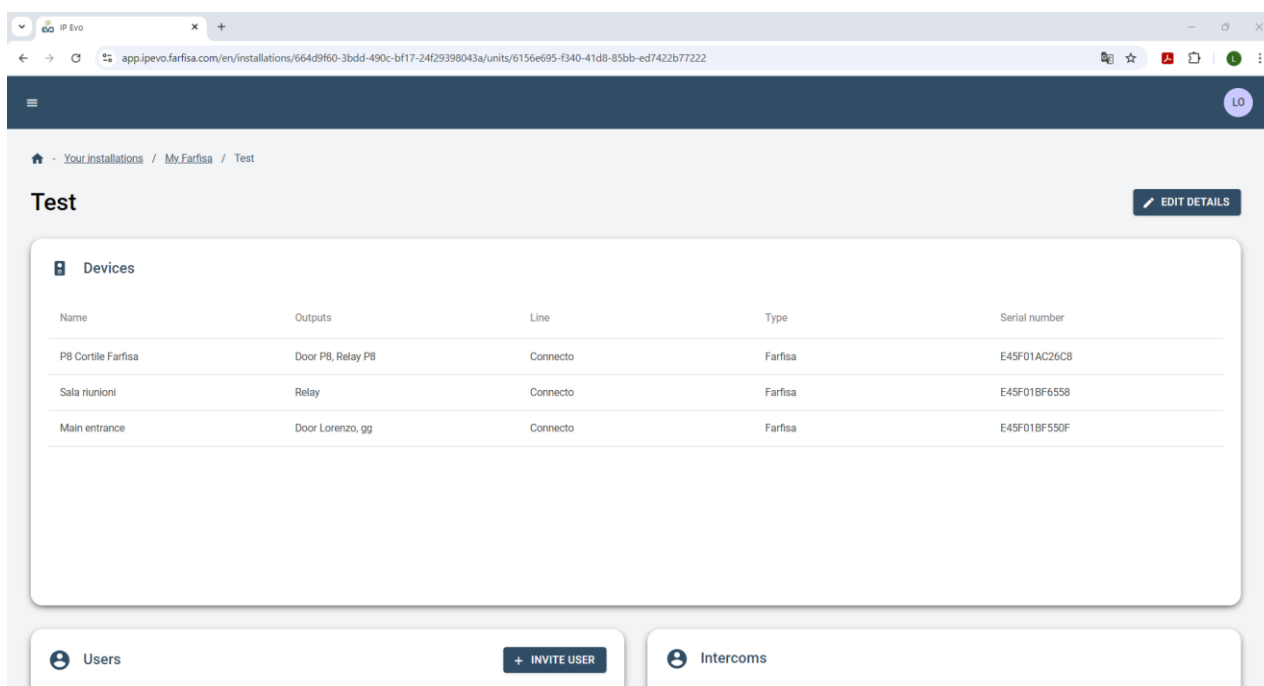


Figure 69

Click on **“Edit details”** button on the top right to edit the details related to the housing unit:

Edit unit

**DELETE UNIT**

Name  
Test

Alias  
1

Location  
Ex: Foreground, center

Notes  
Ex: Foreground, center

- P8 Cortile Farfisa
  - Door P8
  - Relay P8
- Demo panel

Figure 70

This dialog window allows to set the name of the housing unit, the alias, the door panels that can call it and the door lock releases that can be operated from the unit.

Clicking on the button **“Delete unit”** the selected housing unit will be erased, be careful to selection this option because it is not possible to undo.

Click on **“Invite user”** button in “Users” section to send an invitation e-mail to a new user of the housing unit.

Clicking on an user that has been already invited to the housing unit, it will be possible to remove it from the housing unit and enable / disable the call receiving from each door panel.

The section “Intercoms” will show possible physical videointercoms installed in such housing unit.

**Note**

The first user to whom the invitation is sent (even manually or automatically through the Import from file function) will be the “Owner” of the housing unit.

The owner, unless the installer has not disabled this option, will be able to send invitations to other people so that they will be able to receive calls of the housing unit as well.

The users invited in this way will be “Simple user” and they will be not allowed to invite other people.

## 6. Concierge function

In case of multi-way applications, a concierge station can be devoted to receiving all calls coming from external door stations and directed to apartment users.

To add a new concierge to an existing system it is required to get a license for concierge. Contact Farfisa Customer service for this license supplying.

The license is provided as a QR code to scan in the same way of adding housing units described in [section 2.1](#), the system will automatically understand if the added license is related to housing unit or to concierge station.

After adding the concierge license, it will be possible to tap button **"Add new PBX+"** to add a new concierge to the system (Figure 72).

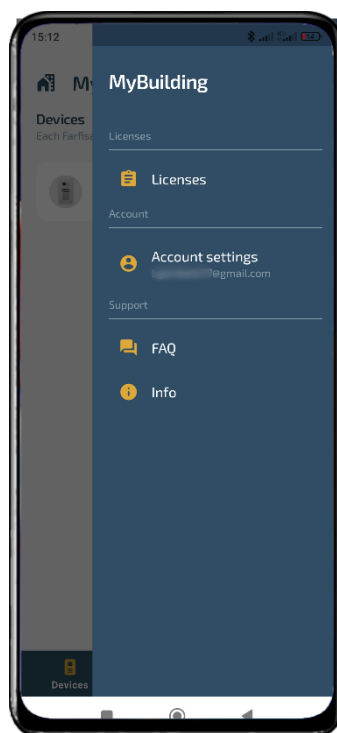


Figure 71

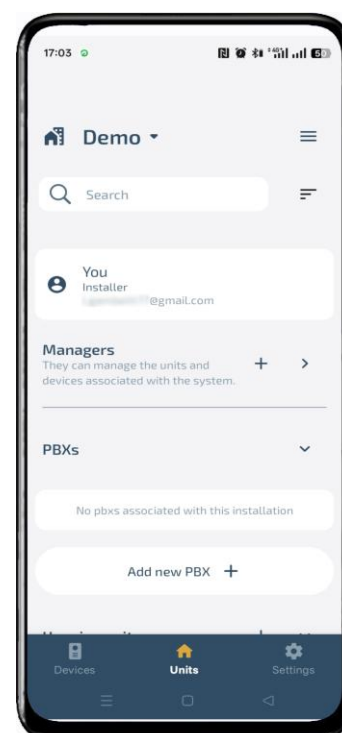


Figure 72

To create a new concierge unit it is required to input a name and an alias number first. In this way it will be possible to call the concierge from the door stations searching by name or by dialling the number. Tap on **"Add new PBX"** to confirm.

By ticking the green check marks in section "Housing unit" it will be possible to decide which calls will be intercepted by the concierge and the housing unit related to.

The housing units are listed as a tree belonging the installation name and including all the housing unit of the installation: in this way it will be possible to enable or disable them individually or at once.

For example: in case of a system with multiple buildings and door stations a "primary" concierge will be able to intercept calls coming from all the main door stations, while a "secondary concierge" could intercept only calls coming from the related building's door stations.

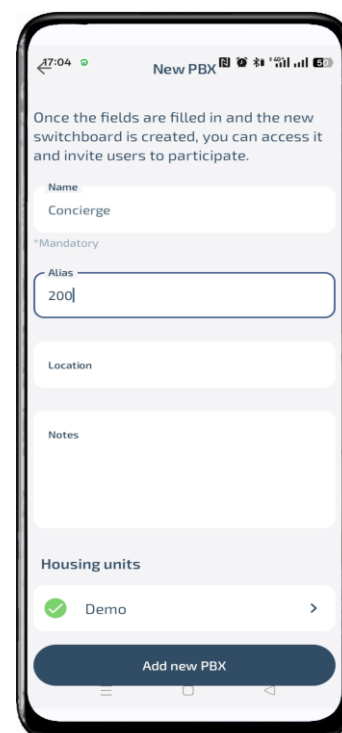


Figure 73

At any time, calls to individual housing units can be enabled or disabled for concierge interception by toggling the green check marks.

Once changes are done, do not forget to tap on **“Add and confirm changes”** on the bottom of the page to save.

Like the housing units, even the concierges are a virtual container for multiple users.

Each concierge user (doorkeeper) can be “invited” to receive calls as doorkeeper by clicking on the button **“Invite user +”**. Input the email address of the user and tap on **“Send invitation”** to confirm.

Once the user confirms the link in the email message, he will be able to receive calls.

The interface will be as in the below pictures.

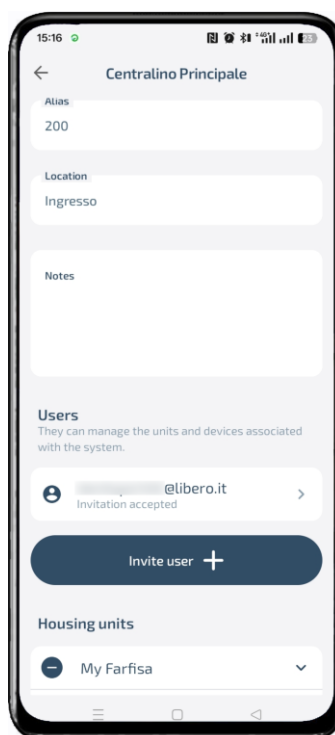


Figure 74

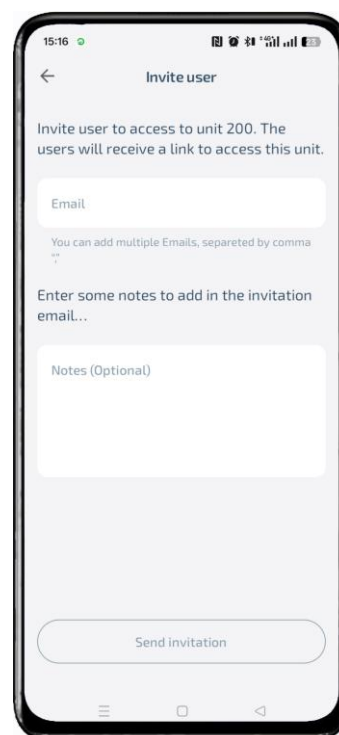



Figure 75

The top of the window shows the assigned name for the concierge unit (Figure 76).

The card just below the name shows the current status of the concierge unit.

Tap on the icon  to switch the concierge mode:

- when the card is green **“Full on”** it means the concierge will intercept all the calls coming from door stations and related to the enabled housing unit.
- While selecting the violet option **“Off”** the concierge unit will be switched off and all the calls will automatically pass through (Figure 77).

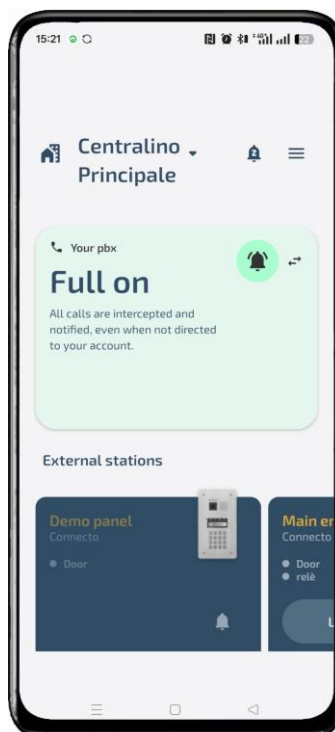


Figure 76

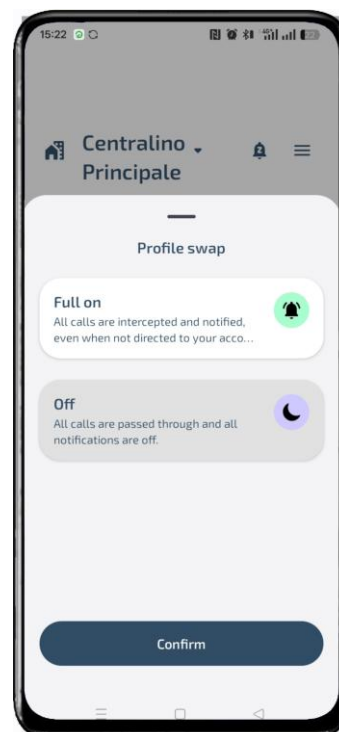


Figure 77

When the concierge unit is in “Full on” mode and there is a call from an outdoor panel, the app will open automatically and it will show picture of the camera. The operator will be able to answer, talk and release locks like a normal user.

While when the system is in stand-by the operator can tap on “Live View” buttons related to each door station to enable video live view even without being called, as well as release the locks.

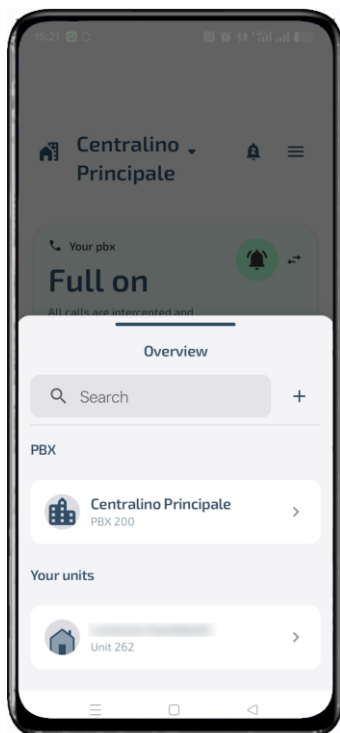



Figure 78

If on the same account the user is both “concierge user” and “normal user” it is possible to tap on the icon  on the top left corner to switch between the two user’s interface (Figure 78).

### Notes

Each concierge unit can have multiple doorkeepers associated, even by multiple devices sharing the same account.

However, the current concierge mode (Full On or Off) will be the same for all the users belonging the concierge. If the system must have concierges with different modes, it is required to add another concierge license unit.

Due to the fact the concierge function is operated through a mobile device, the doorkeeper will be able to answer calls even when is outside the network where the system is installed.

## Appendix 1 – Glossary

**Concierge:** special unit that has the aim and option to intercept all the calls coming from external door stations and related to any housing unit enabled.

**Device:** all the external unit (door panels) and physical video intercoms.

**Doorkeeper:** the user who is associated with the concierge unit.

**Door station:** external unit device that allows to make calls to the housing units of the system, virtual (if based to smart phone or Alexa devices) or physical (if based on videointercom device) or both.

**Housing unit:** logic entity that represents the apartment to which the video intercoms and the user accounts are associated.

**Installation:** it is the combination of the devices and housing units.

**Installer:** profile with the higher level of control on the installation. The user with “installer” profile can create a new installation, add and remove devices, add and edit outputs and input of devices (door panels and video intercoms), add and remove new housing units, change the system language and the PIN for accessing the devices' configuration menu. He can invite other users with installer profile, normal users and building administrators. An installer cannot remove another user with installer profile.

**License for housing unit:** each housing unit must have a license to allow call from the external door panel. The licenses are related to the installation, not to the single door panel, for this reason it is not required to buy additional licenses in case of multiple door panel systems.

**Owner:** they are all the users related to the respective housing units with all the permissions to manage it (access to Live View, answer calls, receive notifications, unlock doors, send invitations to other users for the same housing units and create temporary access QR codes).

**Property Manager:** profile with lower level of control than installer. In general, he can manage (add, edit and remove) the users related to housing units.

**Simple user:** all the users associated with their housing unit but with less permission compared with the owner. For example, simple user cannot invite other users to the same housing unit and cannot create temporary access QR codes but can receive calls.

**User account:** digital profile composed by a username and a password; it is used to identify the user inside the cloud server. Every user can use its own account to operate in the IP EVO system by the iOS or Android app.