BlueEye Installer Menu

V1.1

June 15th 2023

Contents

Preface

Installer Menu was introduced, helping installers to edit labels, restart the connection for IP150/+ modules and firmware upgrade.
The features are structured as follows:

- ➢ Swan sites – for Swan sites that are already added to the device
- ➢ Panel accounts – manually entering the panel SN (can be used also for panels that are not associated with a site)
- ➢ Create Swan site

1. Accessing the Installer Menu

The Installer menu can be accessed from the site list screen of BlueEye, by pressing on the menu button and choosing Installer Menu (Figure 1).
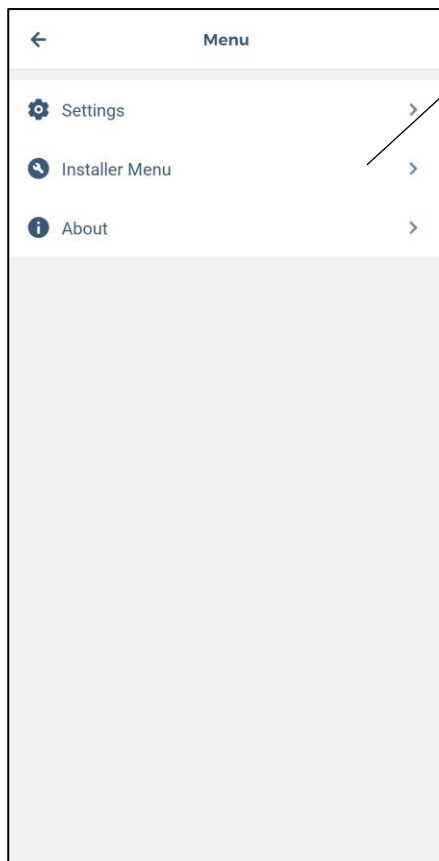Login with the same email address and password used on the Paradox website account (Figure 2).
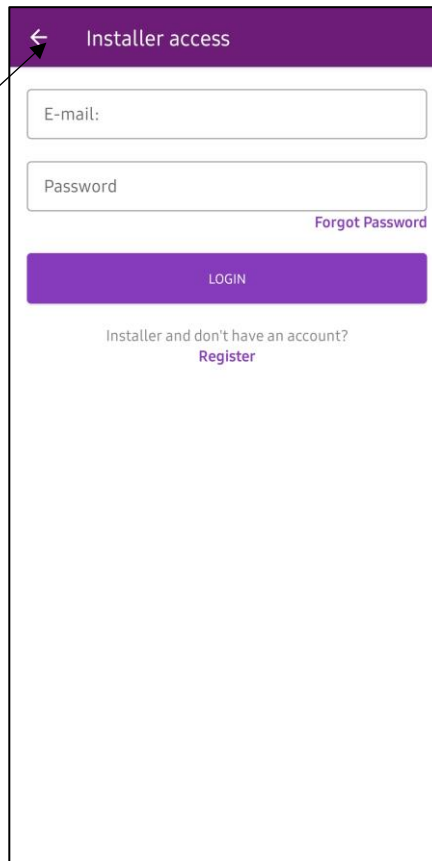
Figure 1   **Figure 2**

Notes:

1. If you do not have an account on our website, a new installer account should be created by pressing on the Register button in the installer access window. Once you tap on **Register**, you will be redirected to the Paradox website for the account registration process.
2. The "Forgot Password" can be used to recover the website account password.
3. The website accounts are approved by the local distributor. You can find the local distributor contact details here: https://www.paradox.com/FindDistributor/v6/

2. Swan sites and Panel accounts

Swan sites: the list is populated with the sites already added in the device before logging in as installer (Figure 3).

Panel accounts: need to be entered manually by pressing on the **+** sign and by entering an account label (name) and the panel serial number (Figure 8).
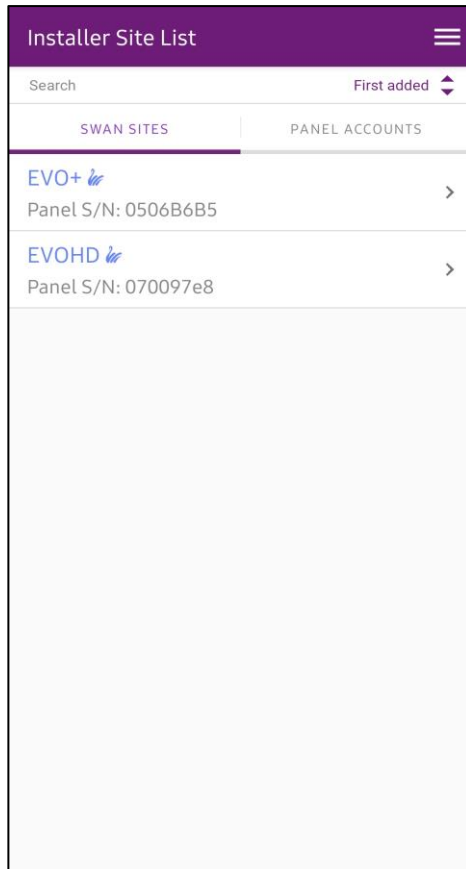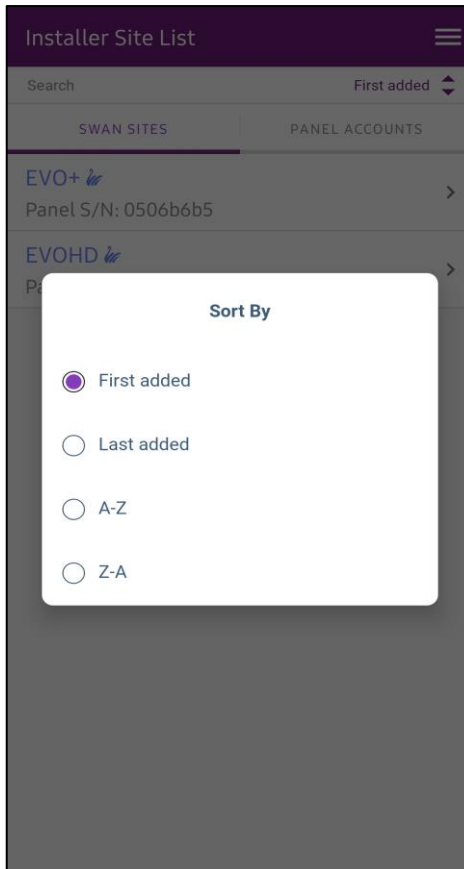

Figure 3	Figure 4

Note: The difference between Swan sites and Panel accounts is the panel programming. Connecting to a Swan site as an installer enables changing system labels. Connecting to a Panel account does not enable this feature

Swan sites or panel accounts can be searched (Figure 3) or sorted (Figure 4) in the Installer Site List.

2.1   Connecting to a Swan site

To login as an installer to the Swan site, the PC code of the panel (same as BabyWare) will be required. If it was not changed from the default, it should be "0000" (Figure 6).

Once logged into INSTALLER SERVICES, all options will be available: panel programming, modules programming, and site details (Figure 7).
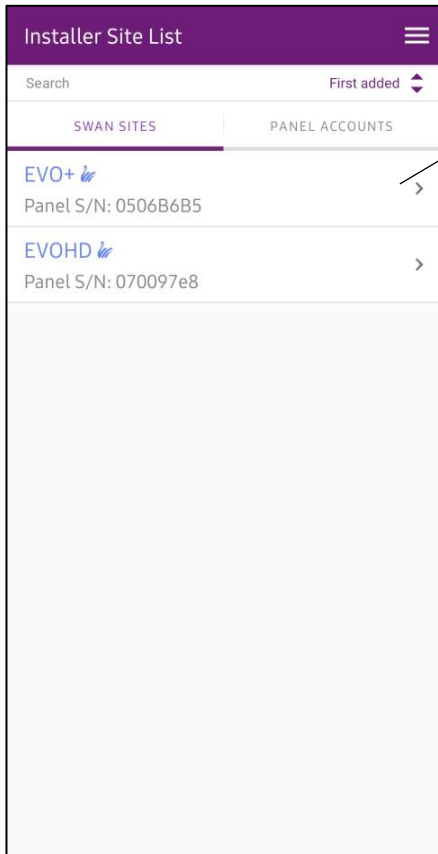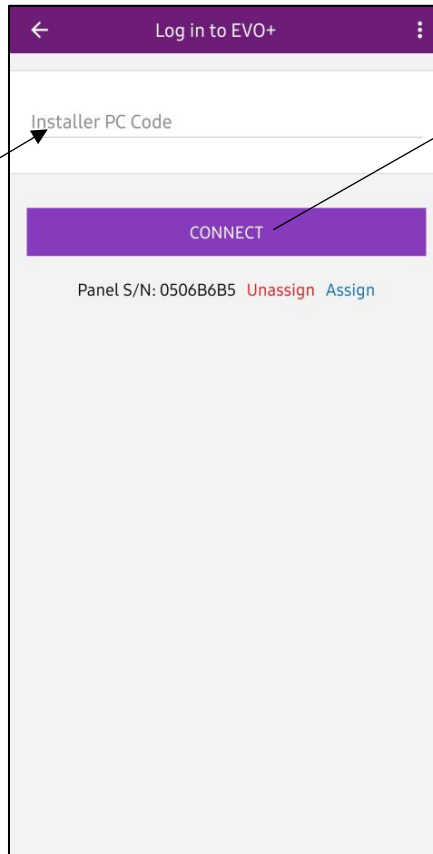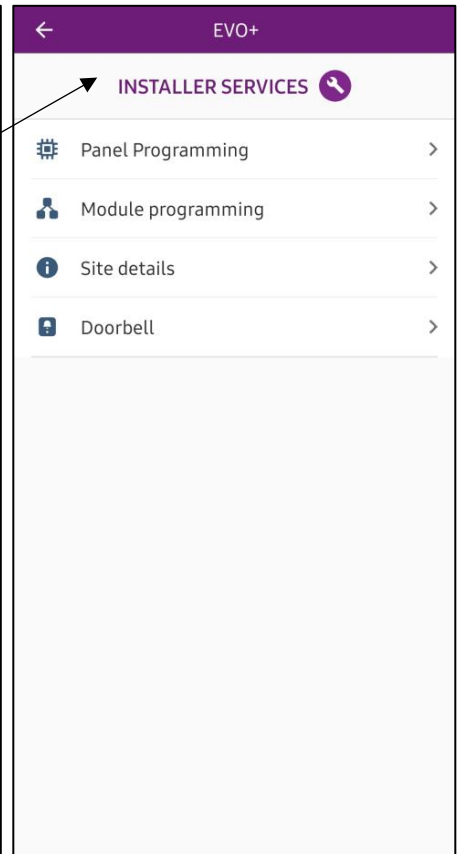
| Figure 5 | Figure 6 | Figure 7 |

2.2   Connecting to a Panel Account

To add a panel account, select the panel accounts tab (Figure 8), then tap on the **+** sign and enter an account label (name) and the panel serial number (Figure 9). Notice that the Installer services are different than the Swan site Installer services (Figure 10).
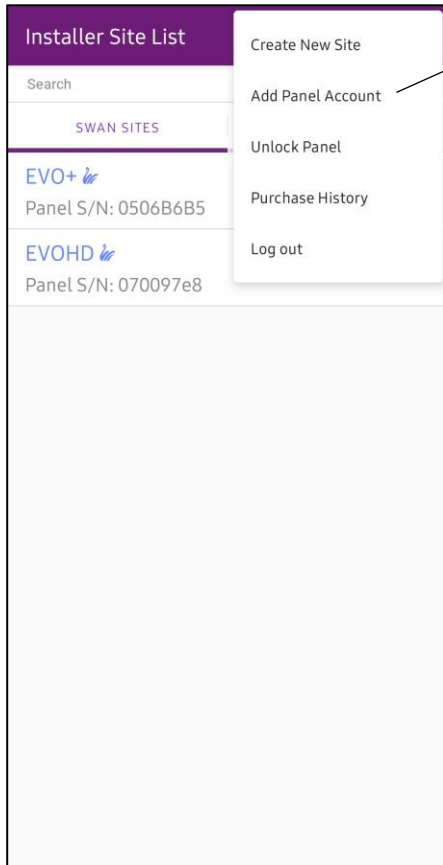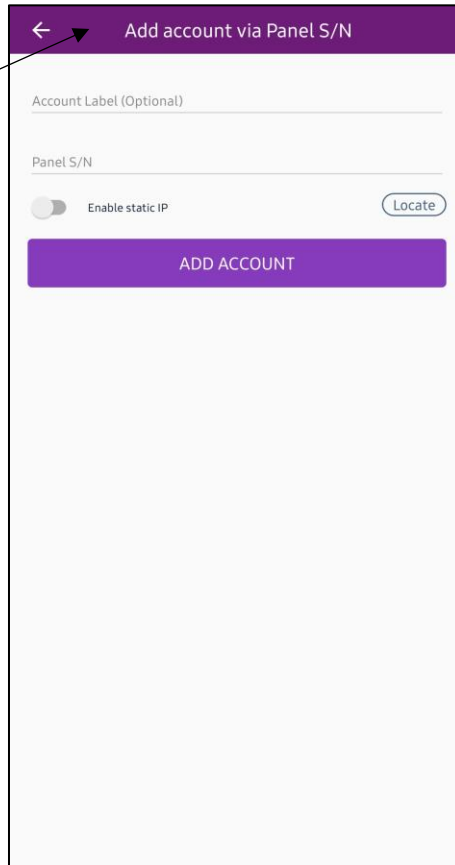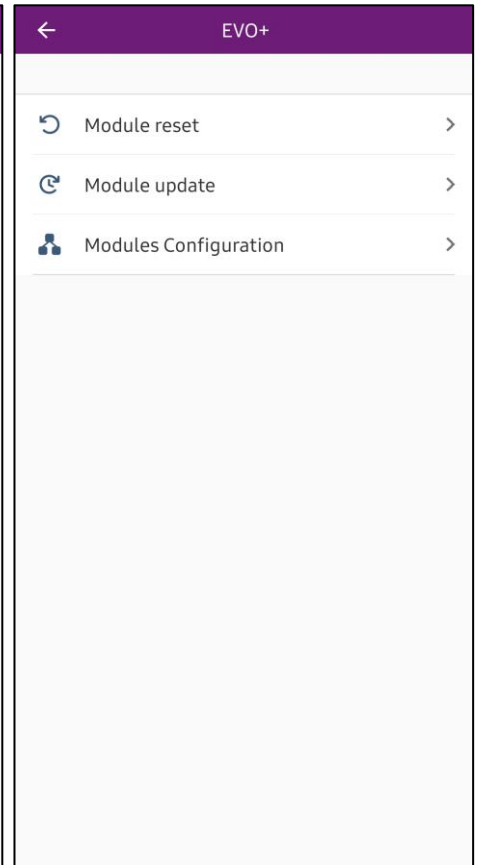

| Figure 8 | Figure 9 | Figure 10 |

Notes:

1. By long pressing on a site or panel account, the name (site name) can be edited, and the Static IP connection can be turned on.
2. For upgrading the module over Static IP connection, the public IP needs to be set and the IP150 software port should be forwarded.

2.3   Create a new Swan site

In BlueEye, creating a new site is available only in Installer Menu, not for end customers.

To create a site, login to the Installer Menu, then follow the below steps:

1. Tap on the settings menu
2. Choose create site (Figure 11)
3. Enter panel SN, site ID and email address (Figure 12)
4. Tap on Create New Site (Figure12)
5. Site was created (Figure 13)

Notes: A site cannot be created if a communication module (PCS/IP150/+) is not connected to the panel as well as to internet, to reach the Swan server. At least one communication module should be listed under the mandatory fields (Figure12)

No need of email activation. Once 'Create New Site' (Figure12) button was pressed, the site is created.
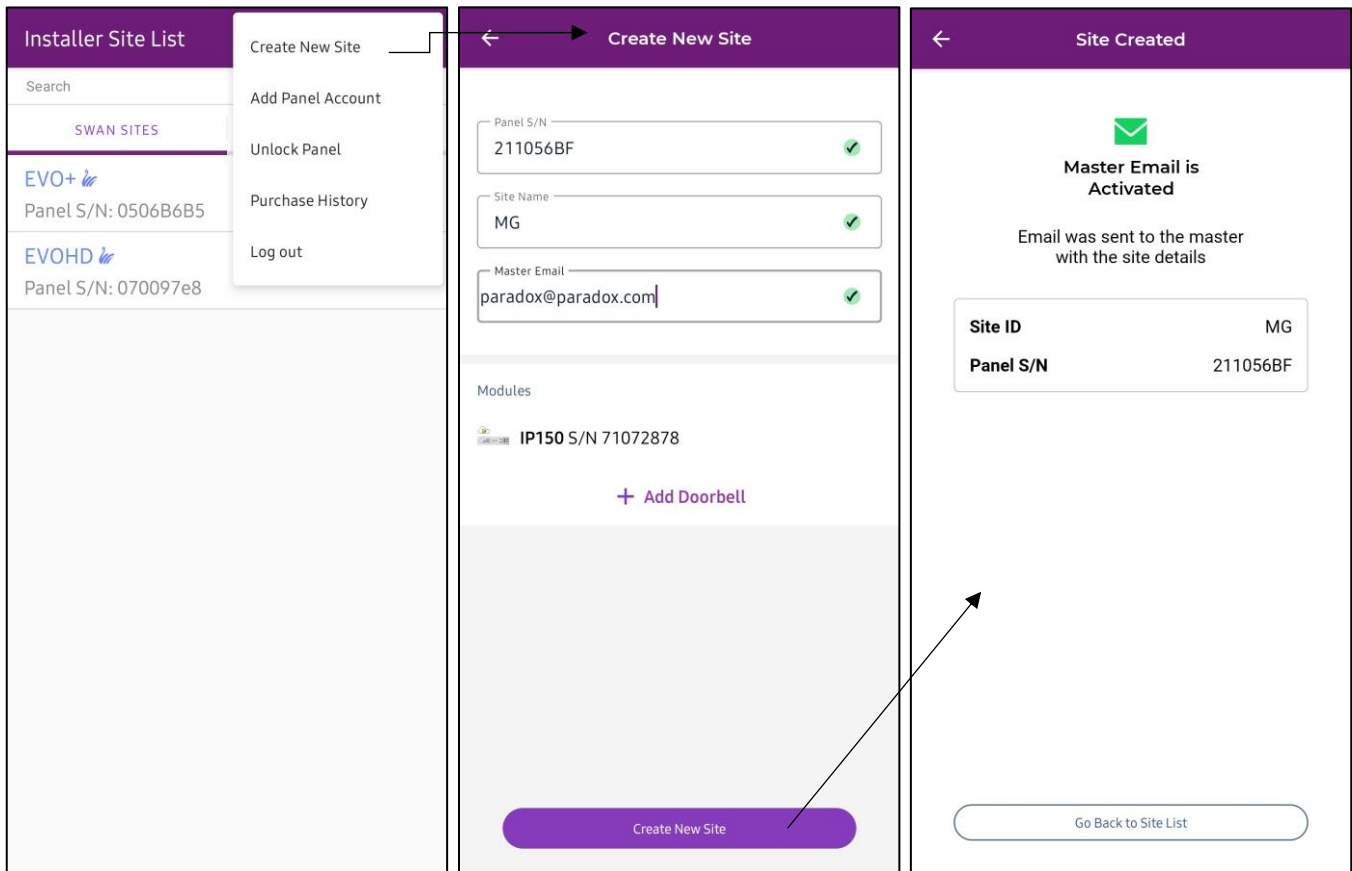
| Figure 11 | Figure 12 | Figure 13 |

Figure 11   Figure 12   Figure 13

If the panel serial number is already assigned to a site, an error message will appear (Figure14):
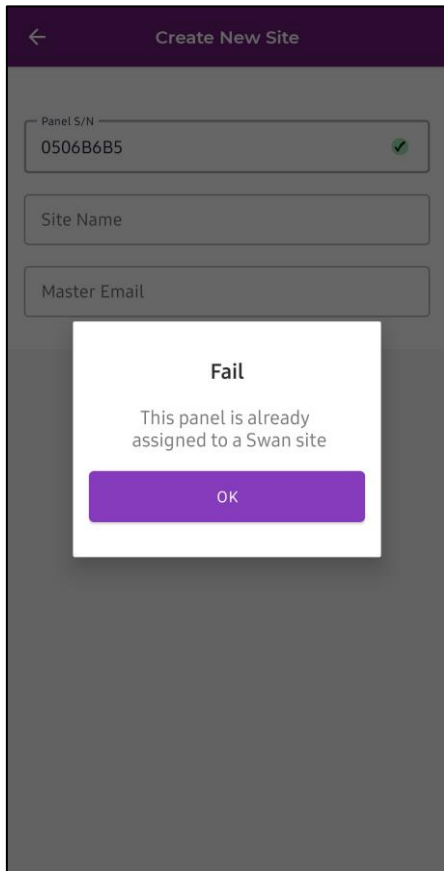

**Figure 14**

2.4   Unlock Panel

New Panel Serial Lock - The serial output of our panels (starting with firmware 7.50) will be non-operational unless connected to a Paradox communication device (IP150, IP150+, PCS250/260/265/265LTE, 307USB). Connecting a non-Paradox device to the serial output will not be successful unless the panel is unlocked.

The first panels with this feature are EVO192 and EVOHD. Further, we will implement this feature on our new security panels (+ Series), so they are dedicated for communication with Paradox devices.

Should anybody wish to connect a third-party device to a Paradox panel, the serial port can be unlocked with an unlock code via BlueEye. Please use the following steps to obtain an unlock code, and unlock a panel's serial port:
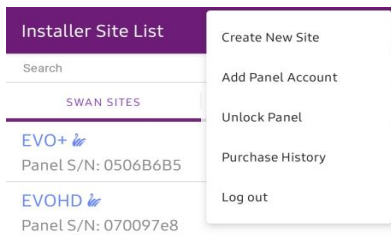
1. Enter the installer menu.

2. Click the three-dot drop-down menu button in the top right

3. Then, click the "Unlock Panel" button.
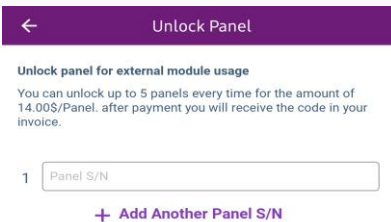
4. Enter the panel's serial number (up to 5 panels simultaneously) that you wish to purchase an unlock code for. Each unlock code can be purchased for $5 USD. Proceed with agreeing to the terms of service and completing the payment information screens.
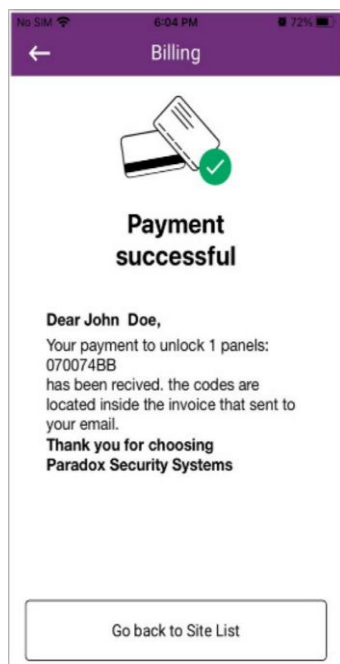
5. An email will be sent to the registered installer's email containing a PDF invoice. The invoice contains the unlock code(s), and instructions on how to unlock the panel's serial port for use with third-party devices.

6. Once the code was received, it can be entered by keypad in section 300 (MG/SP+) or 3000(EVO). Only TM50, TM70, K641+ and K32LDC+ keypads can be used for entering codes, as they support all (A-Z) characters contained by the license code.

On MG/SP/EVO+ panels, there is an unlock confirmation implemented, the keypad will show locked/unlocked status in section 300/3000.
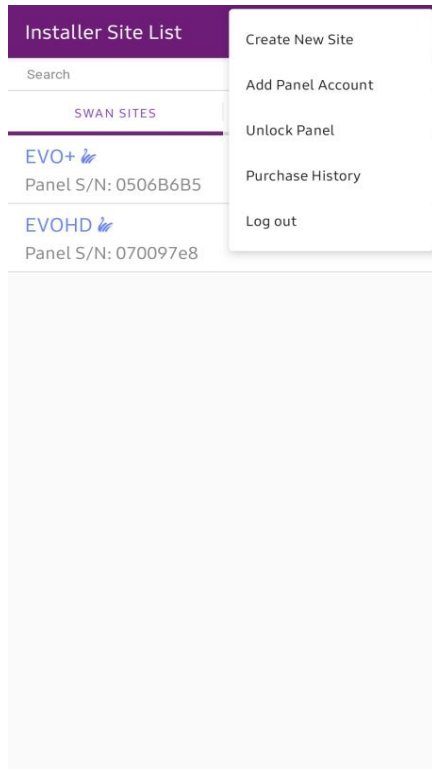
2.5   Purchase history

This section can be used to check the history of the purchased invoices for unlocking panels (Figure15). Invoices for unlocked panels can be found here.

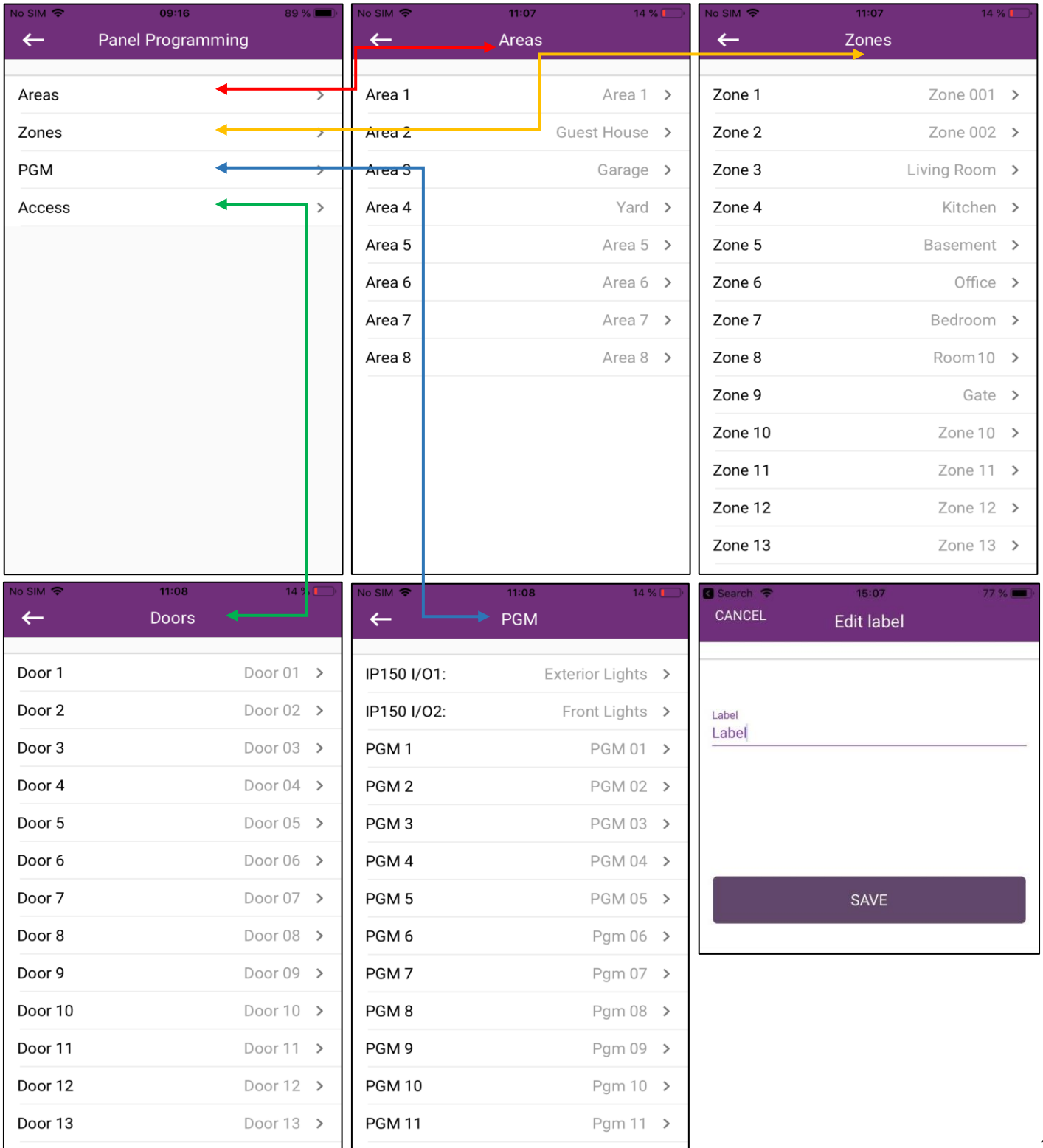**The history will be erased once the app is uninstalled and cannot be recovered.**

Figure 15

2.6   Log out

Log out from the installer access menu.

3. Installer Services

3.1   Panel Programming

In this section, the labels of Areas, Zones, PGMs, and Doors can be edited. Tap on the area or zone that you want to edit, change the label, and tap on "**SAVE**".

No SIM 📶	09:16	89 %	No SIM 📶	11:07	14 %	No SIM 📶	11:07	14 %
←	Panel Programming		←	Areas		←	Zones	
Areas		>	Area 1	Area 1	>	Zone 1	Zone 001	>
Zones		>	Area 2	Guest House	>	Zone 2	Zone 002	>
PGM		>	Area 3	Garage	>	Zone 3	Living Room	>
Access		>	Area 4	Yard	>	Zone 4	Kitchen	>
			Area 5	Area 5	>	Zone 5	Basement	>
			Area 6	Area 6	>	Zone 6	Office	>
			Area 7	Area 7	>	Zone 7	Bedroom	>
			Area 8	Area 8	>	Zone 8	Room 10	>
						Zone 9	Gate	>
						Zone 10	Zone 10	>
						Zone 11	Zone 11	>
						Zone 12	Zone 12	>
						Zone 13	Zone 13	>

No SIM 📶	11:08	14 %	No SIM 📶	11:08	14 %	◀ Search 📶	15:07	77 %
←	Doors		←	PGM		CANCEL	Edit label	
Door 1	Door 01	>	IP150 I/O1:	Exterior Lights	>			
Door 2	Door 02	>	IP150 I/O2:	Front Lights	>	Label		
Door 3	Door 03	>	PGM 1	PGM 01	>	Label		
Door 4	Door 04	>	PGM 2	PGM 02	>			
Door 5	Door 05	>	PGM 3	PGM 03	>			
Door 6	Door 06	>	PGM 4	PGM 04	>			
Door 7	Door 07	>	PGM 5	PGM 05	>		SAVE	
Door 8	Door 08	>	PGM 6	Pgm 06	>			
Door 9	Door 09	>	PGM 7	Pgm 07	>			
Door 10	Door 10	>	PGM 8	Pgm 08	>			
Door 11	Door 11	>	PGM 9	Pgm 09	>			
Door 12	Door 12	>	PGM 10	Pgm 10	>			
Door 13	Door 13	>	PGM 11	Pgm 11	>			

4. Module Programming

4.1 Module Updates

This option is related to the IP150/IP150+/PCS265LTE communication modules. From this menu, the module can be restarted or updated to the latest firmware version available on the upgrade server (Figure 16).

Selecting the module (Figure 17) will redirect you to the module screen where the firmware version is shown. Automatically the option of the firmware version will be the latest PUF file.

From the arrow sign (marked in red) you can select the previous version (Figure 18).
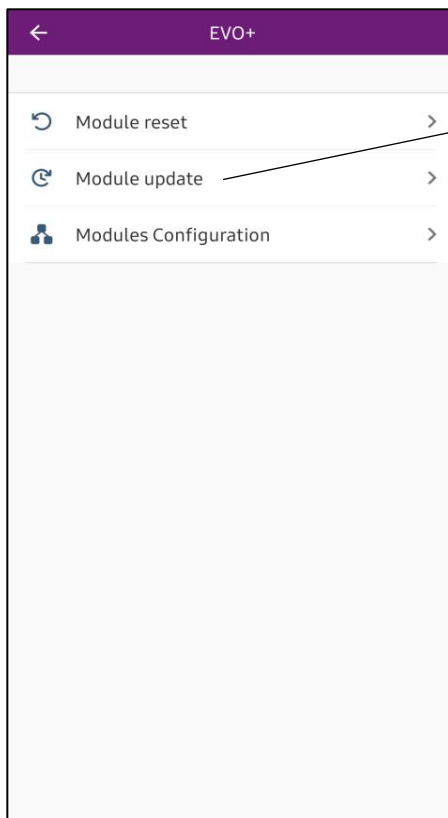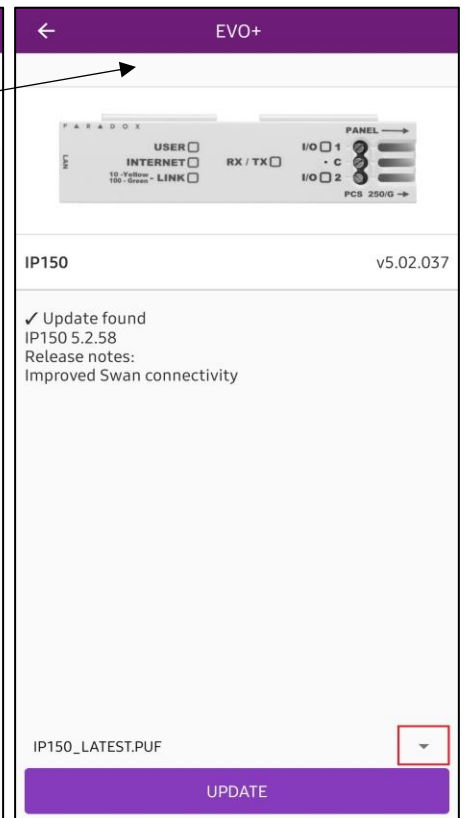
| Figure 16 | Figure 17 | Figure 18 |

Note: If the system is armed a popup message will be displayed (Figure 19 before sending the upgrade command:
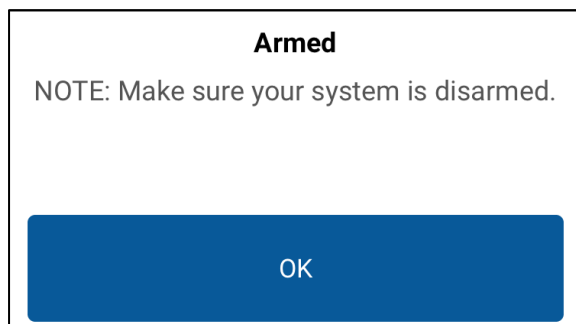
Note: The system should be disarmed before starting the upgrade process (Figure19)

Figure 19

14

Pressing on the key, (red square - Figure 20) in the Modules Updates screen, a popup message to enter a key will be displayed (Figure 21). This function can only be used when a key to access beta firmware for the communication module is provided.
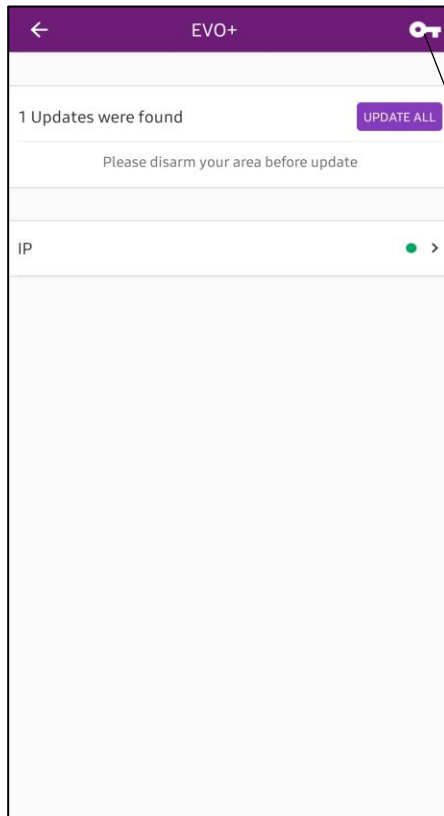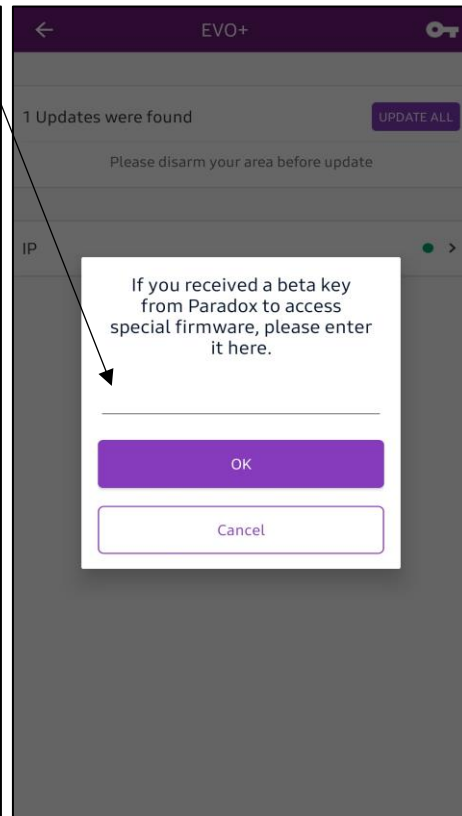

Figure 20

Figure 21

4.2   Module Reset

Sometimes a connection to a site is not possible due to the internet connection or to the Swan server allocating a different socket (XOR). If the module is polling the Swan server and the customer cannot connect, a module restart should be done from the Installer Menu (Figure 22).

Pressing on the **Restart** button (Figure 23) will reset the connection during the first polling with the Swan server. A popup asking if you want to continue will appear (Figure 24).

This process can take up to five minutes (until next polling) for modules with V4.xx firmware. For modules with 5.xx firmware, it can take up to 15 minutes.
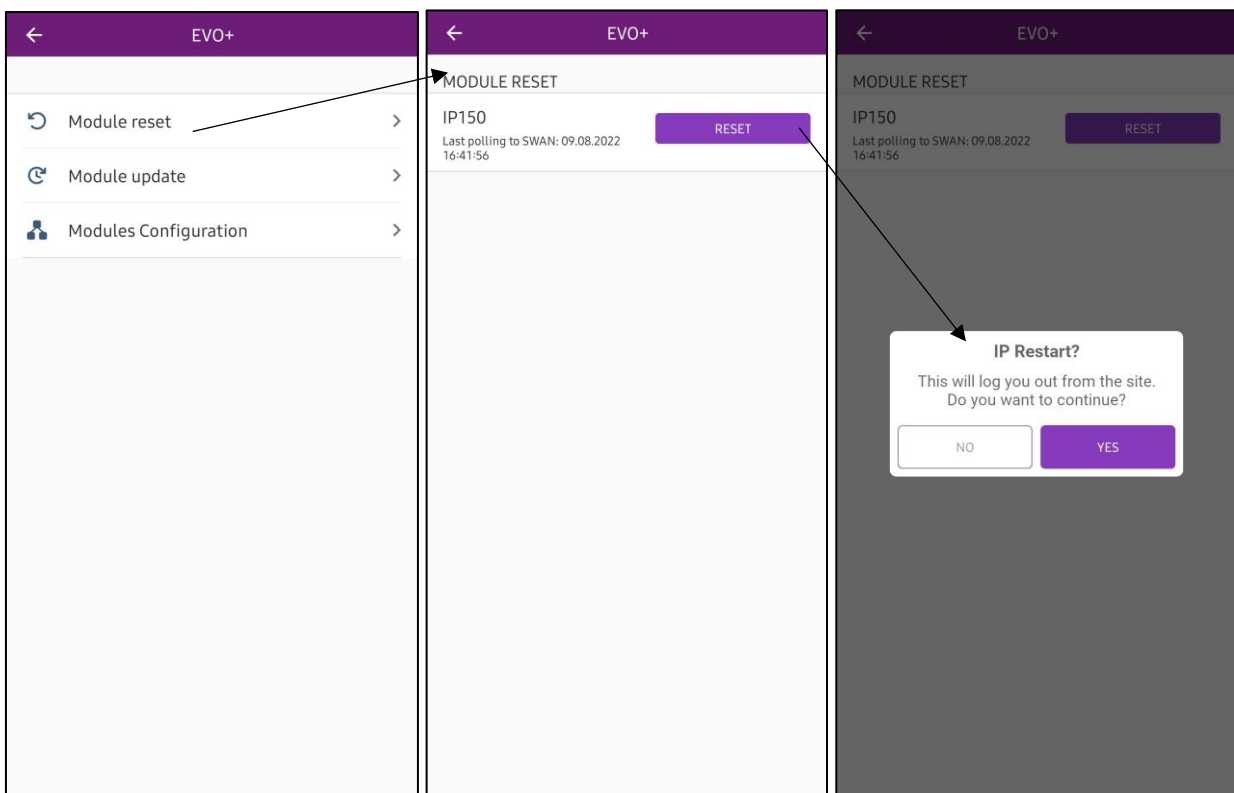
4.3 Module Logs

The module logs can help us investigate a connectivity issue and should be provided only when requested by Paradox Support. **The option is available only for sites that have an IP150+ or PCS265LTE module**.

To extract the logs, press the **Get IP logs** button. The download can take up to 25 minutes.
After the logs are extracted, they can be shared over email by pressing **Share existing IP logs** (Figure 26).
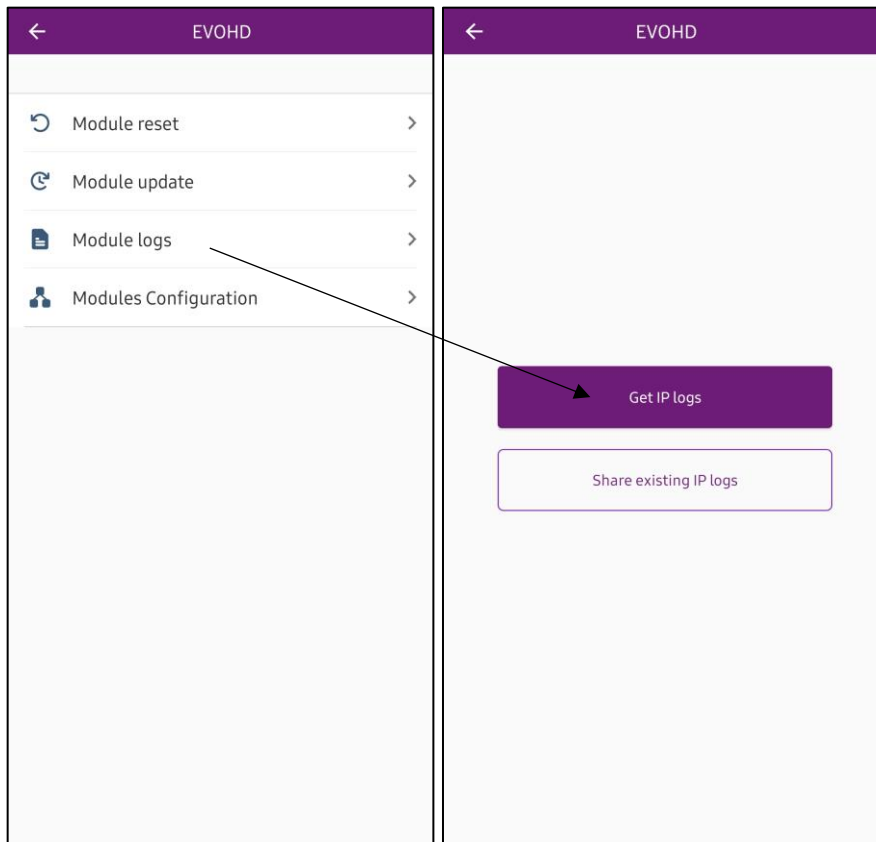

| Figure 25 | Figure 26 |

4.4 Module Configuration (IP150+)

The configuration of the IP150+ modules was moved from the web browser to the Installer Menu of the app, starting with firmware v5.3.0.
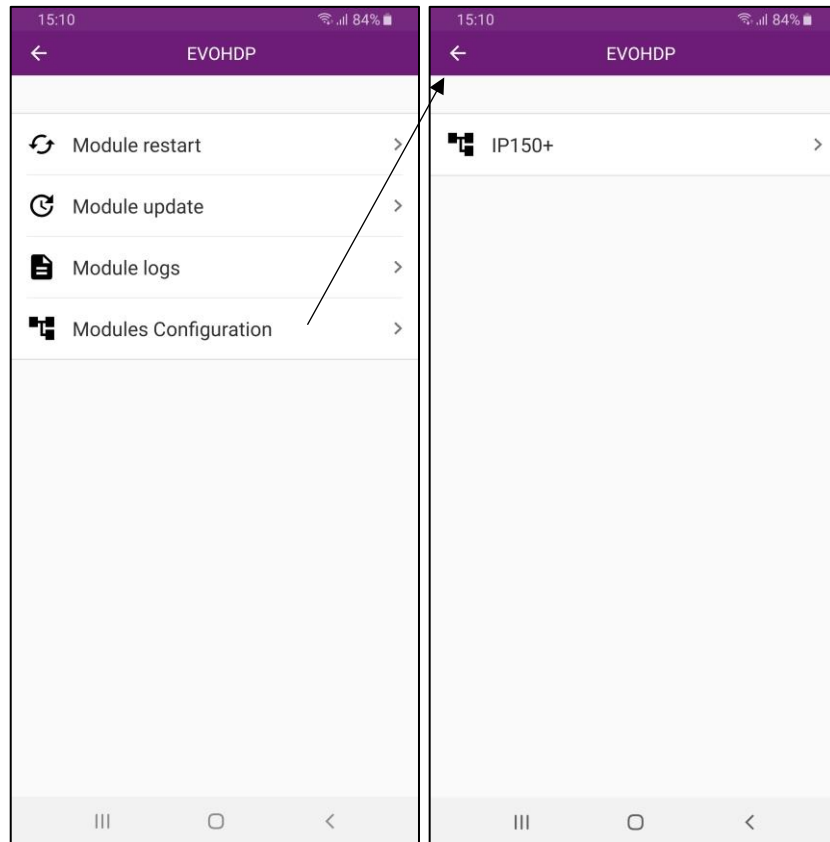
| Figure 27 | Figure 28 |

Note: Configuration of the IP150 module can still be made from the web browser.

The connection mode can be changed from DHCP to static IP if needed. The secondary DNS can now be configured as well.

Static IP configuration

Note: Receiver reporting configuration still needs to be done from Babyware or keypad programming

Outgoing email server address

Email port

Credentials

Up to 4 email addresses can be added for email reporting. The email reporting can be set on different areas and different type of events (arm/disarm/troubles).

Select Areas for email reporting

Select Areas events for email reporting

Turn server URL which can be configured

Swan server URL which can be configured

For **closed network operation**, Swan can be disabled by checking the "Disable Swan Polling" box.
Disabling Swan polling can be done only for panels that don`t have an associated Swan site.
This option is available only for Panel accounts.

After disabling the Swan polling, configuring the module can be done by using static IP (direct IP)
connection.
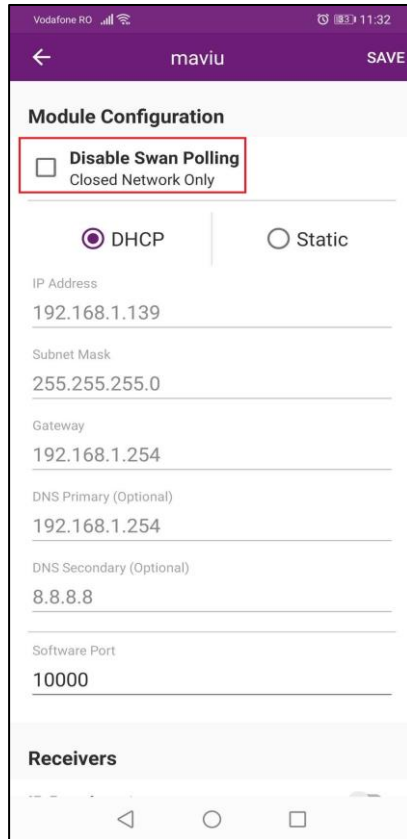To enable the static IP connection, toggle this option ON when adding a panel account.
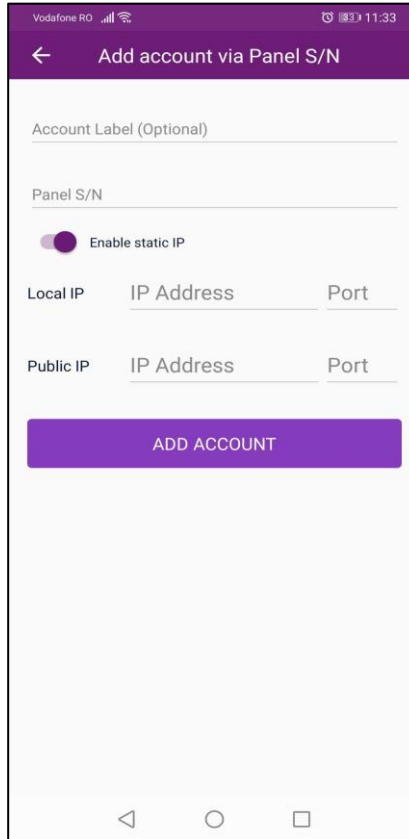

Figure 29   **Figure 30**

5 Site Details

The Site details option (Figure 31) will display details about a Swan site, hardware, and firmware. This information is shown differently for a Swan site (Figure 32) or a Panel account:

- ➢ Site info – displaying the site ID and email address of the Swan account (only for Swan sites)
- ➢ User app subscription - remaining days until the site will expire and the renewal date (only for Swan sites)
- ➢ Panel info – panel and communication module types, firmware versions and the panel serial number (for Swan sites and Panel accounts)
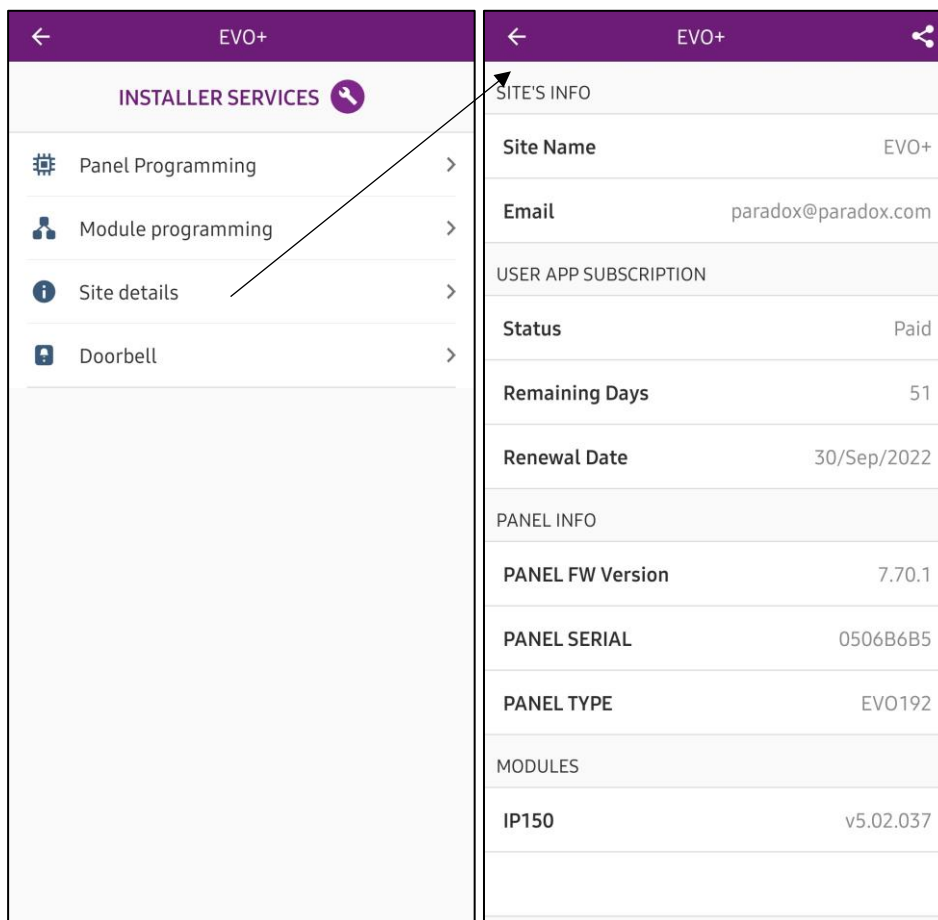

| Figure 31 | Figure 32 |

Note: Site details are limited on panel accounts. If no site ID appears, the panel is not registered to any Swan site.

6 Panel Change

If the panel (hardware) was changed on the system, it will need to be also changed on the Swan server. The panel can be changed directly from the Installer Menu.

To do so, please choose the site for which the panel change is needed, from the Swan sites menu (Figure 33). In the login screen, please notice the current panel SN and the **Unassign/Assign buttons**. (Figure 34)
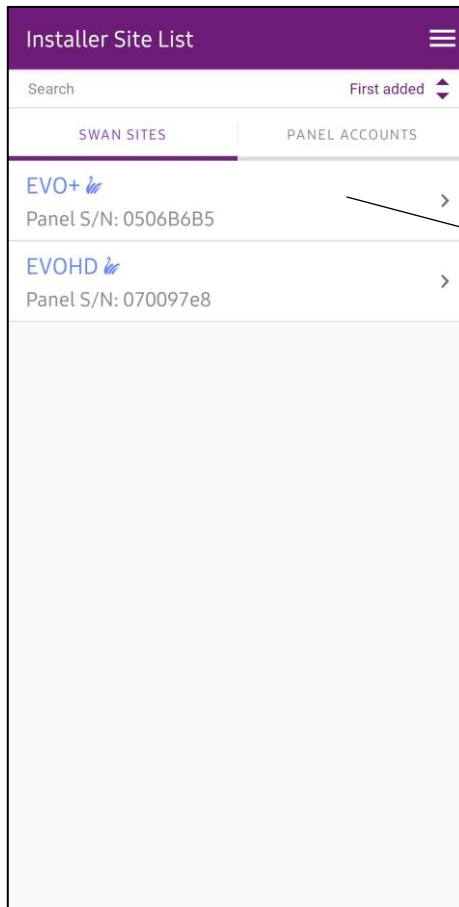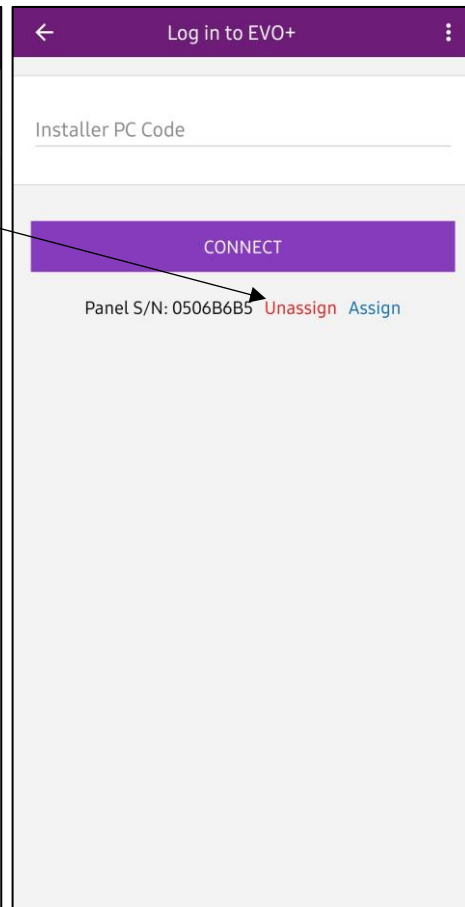

Figure 33	Figure 34

To change a panel, the current panel needs to be unassigned first. In order to do so, please tap on the **Unassign button**. A popup message will appear, asking if you are sure you want to unassign the panel (Figure 35). Tap on YES if you wish to unassign the current panel.

In order to assign the new panel, tap on **Assign button**. Enter the new panel SN and click on OK (Figure 36). The panel should be successfully changed afterwards.
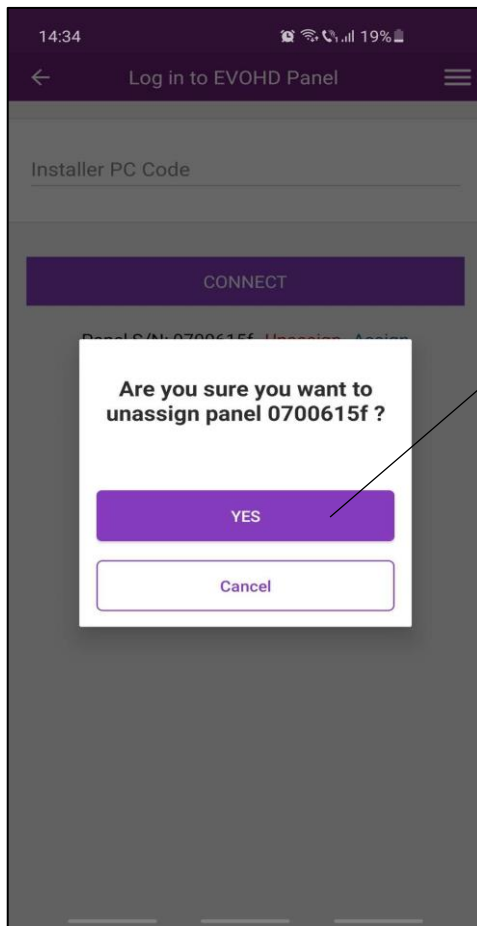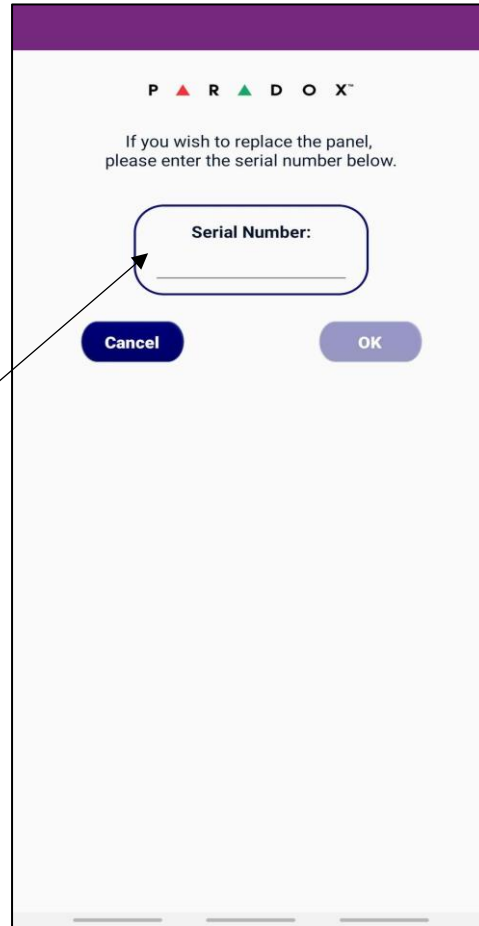

| Figure 35 | Figure 36 |

Notes:
- **When the panel is Unassigned, it automatically deletes the panel and the modules attached to it, from the Swan server. The site is not deleted, it remains without panel and modules.**
- **The new panel will be assigned with the modules that are associated to it.**
- **This procedure can be done even if there are no modules polling/associated to the new panel. It will add the panel and when the module will poll the first time, it will automatically associate it to the site**

7 Doorbell

The Doorbell settings can be accessed from this menu.
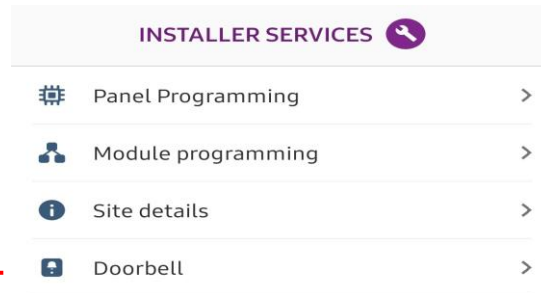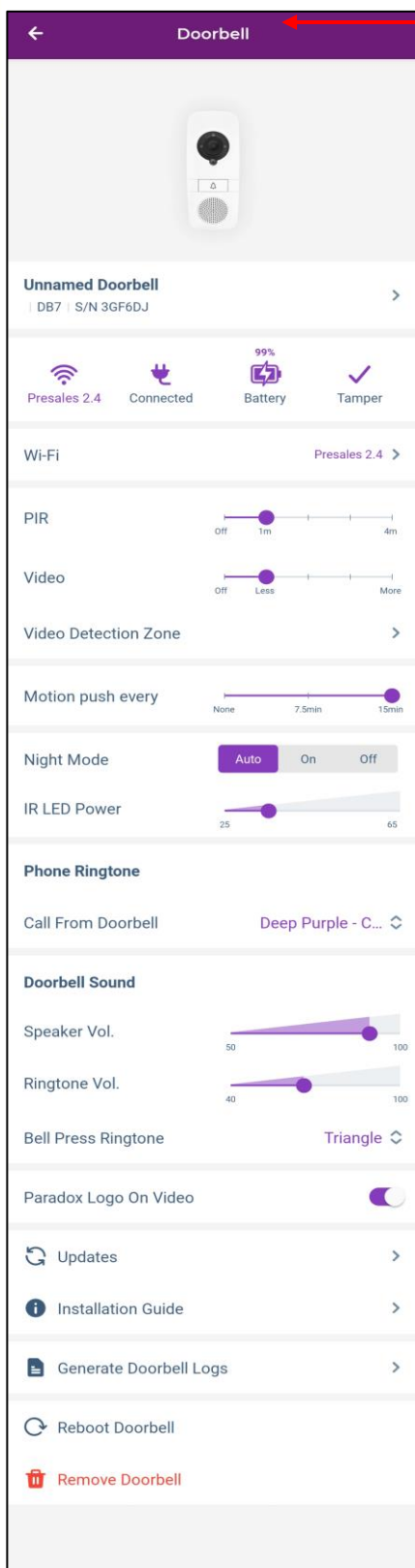
Unnamed Doorbell - You can change the Doorbell name

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

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

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

Video detection Zone – Set a zone for video detection.

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

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

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

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

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

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

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

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

Updates – Firmware upgrades.

Installation Guide – Download the installation guide for DB7.

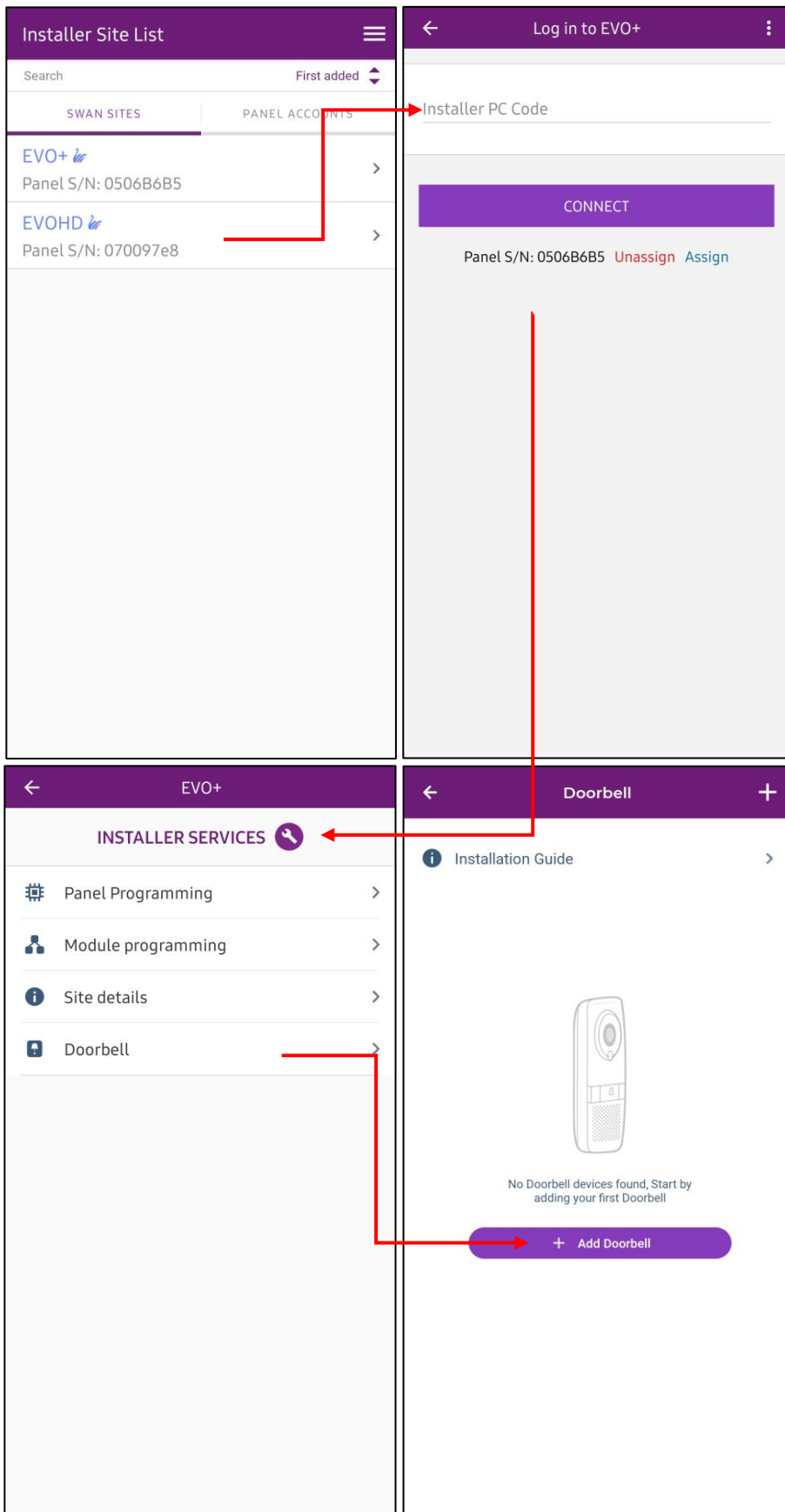**Generate Doorbell Logs** – Generate DB7 logs

Reboot Doorbell – Restarts the Doorbell

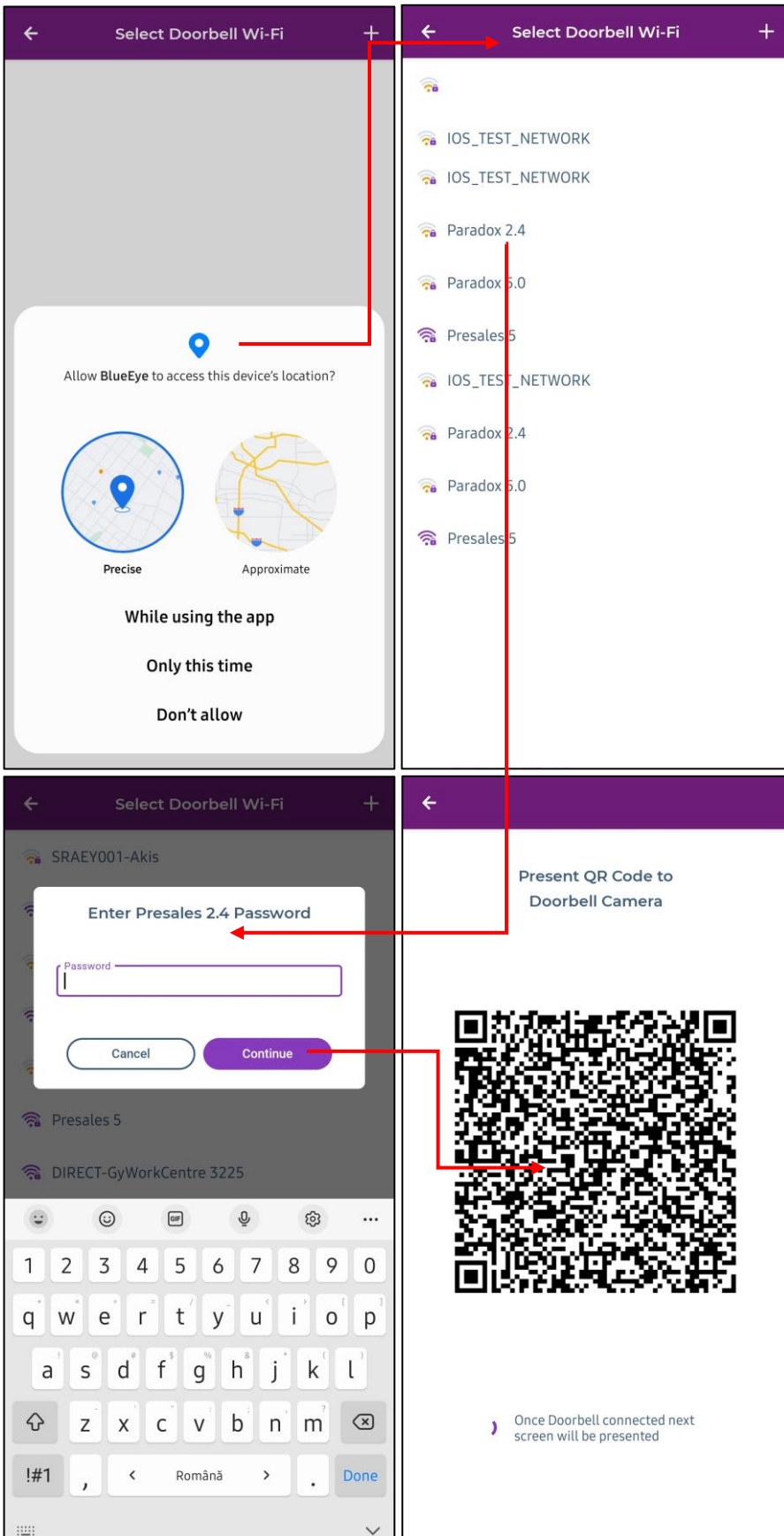**Remove Doorbell** – Removes the Doorbell from the site

8   Adding a new Doorbell

The below steps should be followed when adding a doorbell to an existing site.

1. Select site
2. Insert PC Code
3. Tap on doorbell
4. Tap on Add Doorbell (or on the + button)

Note: The location should be turned ON when adding the doorbell

5. Choose the Wi-Fi network
6. Enter the Wi-Fi password
7. Place the QR code in front of the doorbell

9 Quitting the Installer Menu and deleting sites

Quitting the Installer menu can be done by pressing on the back-arrow key twice; this will get to the site list, without logging out as an installer.

Pressing on the three stacked lines (Figure 37) will give you the option to logout and return the previous screen or cancel the action (Figure 38).

Deleting a site from the "Panel Accounts" can be done by dragging the site to the left.

Deleting a site from the "Swan sites" needs to be done from the site list, not from the installer menu.

Deleting sites from BlueEye (Installer Menu or Site List) does not delete the site from the Swan server.
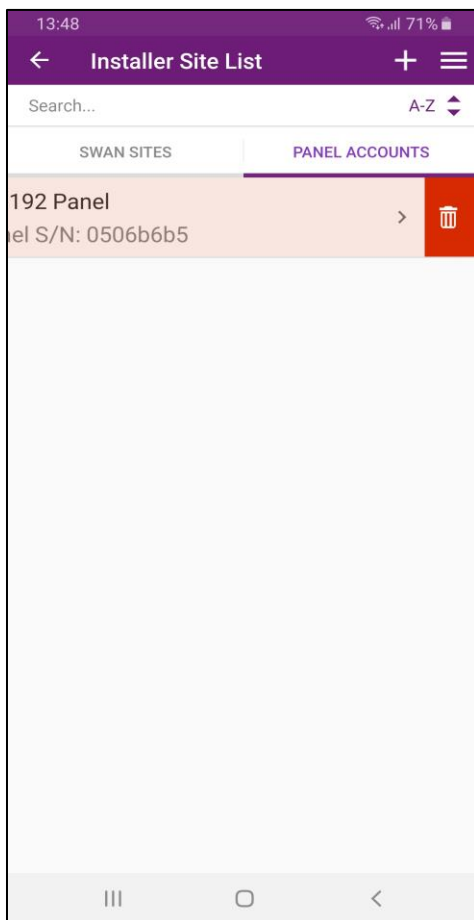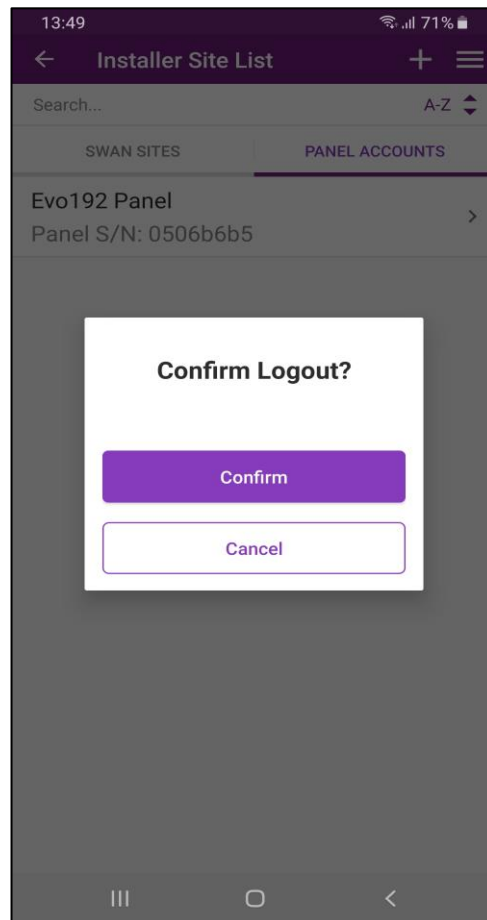

Figure 37

Figure 38