ZennioRemote

Remote Control Application for Zennio Devices

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Document version: 1.2_c

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CONTENT

CHANGELOG

ZENNIO REMOTE

App. Version	Changes	Page(s)
1.0.10	Initial version	-
1.1.1	QR pairing	9-10
1.2.0	Profile accounts	8-14

1 INTRODUCTION

The new generation of Zennio touch screens incorporates a remote control feature that allows interacting with them from any compatible iOS or Android mobile device.

Zennio Remote is the mobile solution intended to provide ubiquity and universality to the smart home control, allowing to manage multiple touch screens without the need to be physically present at the installation site.

This document is provided as a reference guide for the use of the mobile application. Because the mobile application replicates the touchscreen interface, it is recommended to consult the particular touchscreen manual for specific information on the operation of the controls provided by the touchscreen.

2 INSTALLATION

Zennio Remote is available for download and installation in Google Play, for Android version, as well as Apple Store for iOS version.

2.1 OS COMPATIBILITY

Zennio Remote Version	iOS Version	Android Version
1.0.10	13.7 or later	9 or later
1.1.1	13.7 or later	9 or later
1.2.0	13.7 or later	9 or later

2.2 MINIMUM REQUIREMENTS

In order to ensure the proper operation of the application, the following requirements are mandatory:

- Stable Internet connection, both in the mobile device as well as in the touch screen to be controlled.
- Allow *Zennio Remote* to send notifications in the mobile device.
- Have a valid licence on the touch screen that allows remote control of the device.

Note: The mobile application does not require any additional permission for its proper operation.

2.3 TRANSLATIONS

The application is available in two languages: English and Spanish.

2.4 ANDROID/IOS INSTALLATION

The application is available from Google Play (Android) y App Store (iOS) application stores.

Once the application has been located, click on "Get" (iOS) / "Install" (Android) to download and install *Zennio Remote* in your device.
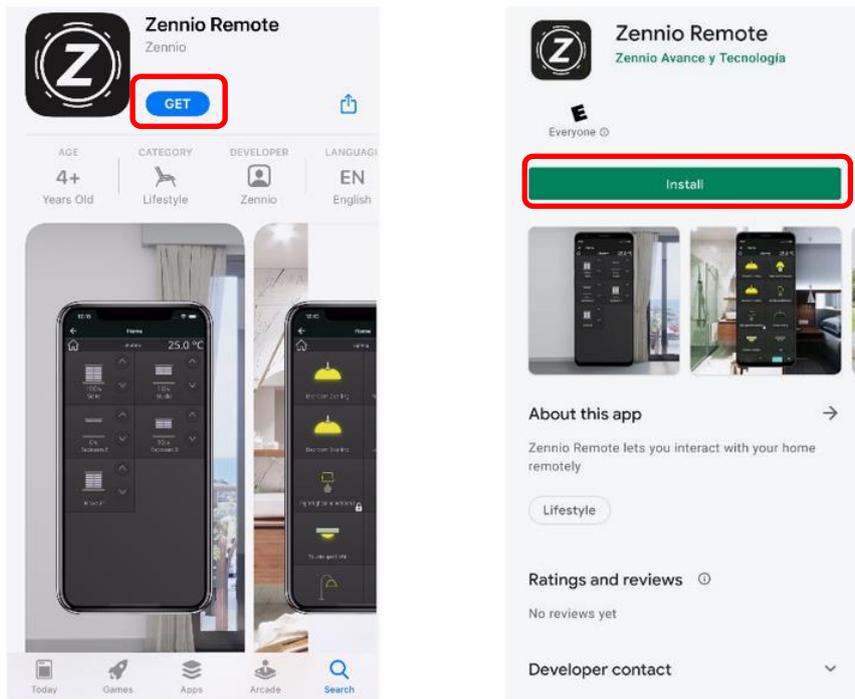

Figure 1. Installation of Zennio Remote on iOS and Android

3 MAIN FEATURES

During the first run of *Zennio Remote*, the End User License Agreement (EULA) will be displayed, which must be accepted in order to use the application:
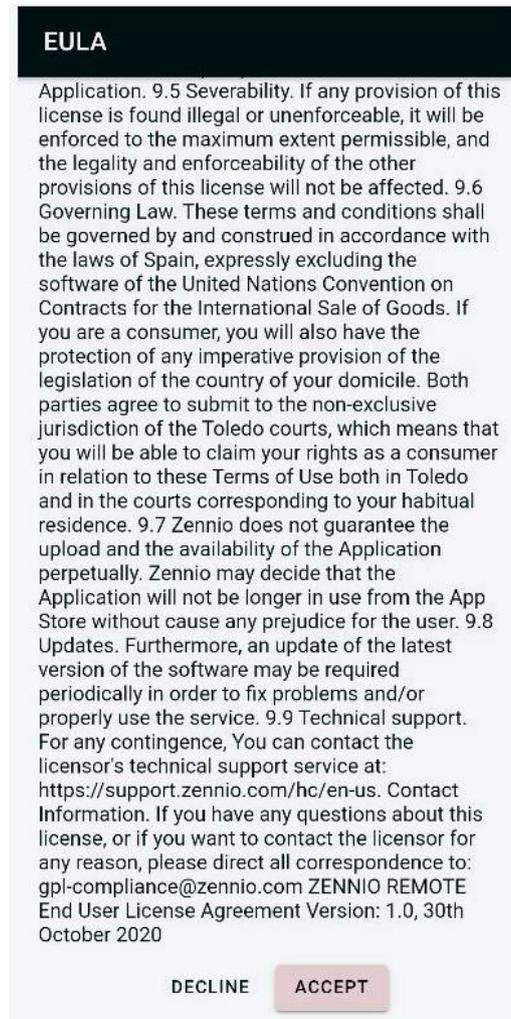

Figure 2. End-User License Agreement (EULA)

NOTE: *Use of the application is conditioned upon acceptance of the terms and conditions contained in the licence agreement. If they are not accepted, the application will not allow remote visualisation or control of any touch screen.*

Once the legal terms and conditions have been accepted, the main screen of the application is displayed with the following options:

1. Create user account
2. Login with user account
3. Access without user account (ephemeral account)

Figure 3. Landing page

3.1 ACCOUNT CREATION

The account creation page consists of a form where you must enter your email and a password. The latter must be confirmed to ensure correct spelling. By default, the text of the passwords is not shown, but it is possible to display them using the eye button.

It is mandatory that the user accepts the privacy policy and terms of service by activating the associated checkbox on the form. Both documents have their own direct access to their content.

The form also includes a button to perform the user account creation actions, which will be enabled once the data is entered.
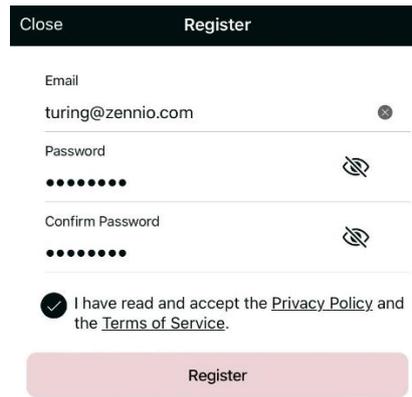
Figure 4. Account creation page

After creating the account the user is redirected to the login page.

3.2 LOGIN WITH USER ACCOUNT

The login page consists of a form where you must enter your email and a password. The latter must be confirmed to ensure correct spelling. By default, the text of the passwords is not shown, but it is possible to display them using the eye button.

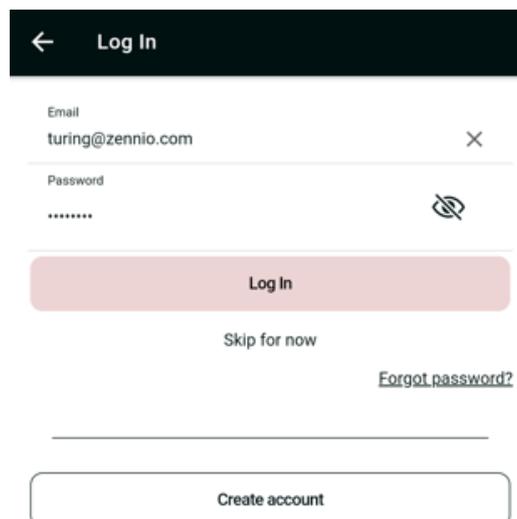The form also has a button that performs the login action, which is enabled once the required data is entered.

Figure 5. Login page

Additionally, the page provides access to other features:

- Access without user account (ephemeral account)

- Password recovery
- User account creation

3.3 PASSWORD RECOVERY

The password recovery page consists of a form where you must enter your email. The form also has a button, which is enabled once the required data is entered, that performs the password recovery action.

Figure 6. Password recovery page

After tapping the button, a verification code is sent to the entered e-mail address and the user is redirected a new page with a second form.

In this form it is necessary to enter the verification code and the new password. The latter must be confirmed to ensure its correct spelling. The default passwords are not shown by default, but it is possible to display them if the user wishes. This form also has a submit button to update the password of the user account.
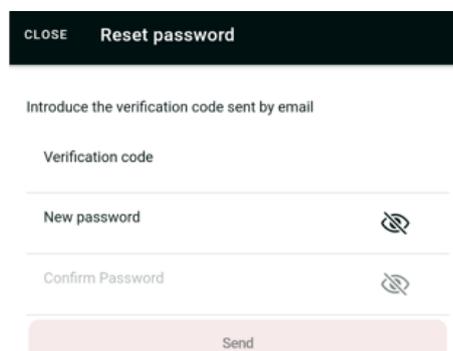

Figure 7. Password reset page

After the password reset action, the user is redirected to the login page.

3.4 MAIN PAGE

The main page of the application is displayed once the user accesses from the home page, either after logging in with a user account, or accessing without a user account (ephemeral account).

Figure 8. Main screen

The main screen consists of the following elements:

. **1. Device List**: list of the touch screens paired with the application. Each device provides a submenu for its individual configuration.

. **2. Add Device**: allows a new touch screen to be paired with the mobile device.

. **3. Application Menu:** displays the following options:

> ➤ **User**: view the current user account info.

> ➤ **Settings**: access to the application configuration window.

> ➤ **About**: access to the application information window (version, manufacturer identification, etc.), as well as the terms and conditions of use.
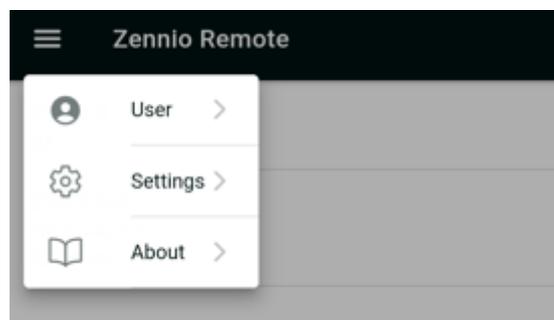

Figure 9. Application menu

3.5 USER

The page consists of a form with the following elements:

. Read-only user email.

. Hidden password along with a button to change it.

. Logout button that redirects to the login page.

. Button to delete the account, including pairings and preferences. This action requires confirmation.
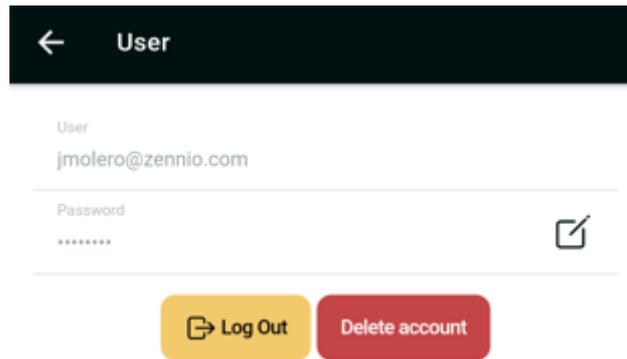
Figure 10. User page

3.6 PASSWORD CHANGE

This page consists of a form where it is necessary to fill in the following fields:

- Current password

- New password

- Confirm new password

- Button to perform the password change. This button is activated when all the text fields of the form have been filled in.

Figure 11. Password change page

By default, the text of the passwords is not shown, but it is possible to display them using the eye button.

3.7 DEVICE PAIRING

In order to remotely handle a touch screen, a pairing process between the actual and the mobile device is required. To begin this process, press the button ⬚, located in the bottom right corner of the device. Then, two alternatives for pairing are shown: QR or manual pairing.
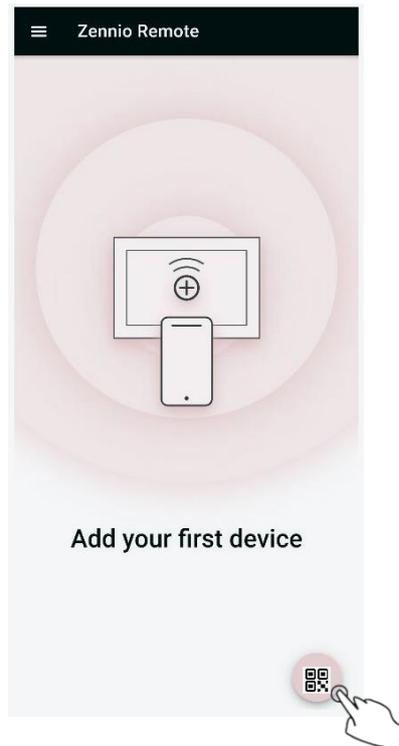

Figure 12. Device pairing (I)

● QR pairing

In the new page, the camera of the mobile device is opened showing a frame. Pointing the camera to the QR generated in the device to be paired with executes automatically the pairing process.
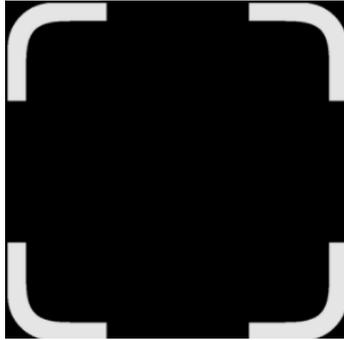
Figure 13. QR code scanner

.● Manual pairing

The new window shows the icon ✏️ on the top left, allowing you to enter a manual form for pairing, including the following inputs:

- **Name** (required). Text of up to 48 characters to be associated with the device, which will be used to identify the touch screen in the device list.
- **Description** (optional). Text field in which it is possible to define a brief description of the device. It can be up to 255 characters long.
- **Tag 1** (optional). Label to simplify the search in case of multiple paired devices. Allows up to 24 characters in length.
- **Tag 2** (optional). Label to simplify the search in case of multiple paired devices. Allows up to 24 characters in length.
- **Device** (required). Description of the device to be paired with. It is automatically filled in taking the information of the current mobile device model, but it is possible to edit this value (only in this step). Allows up to 30 characters in length.
- **Pairing code** (required). 9-character alphanumeric code, which must be requested and displayed from the device to be paired. It is shown below the QR code.
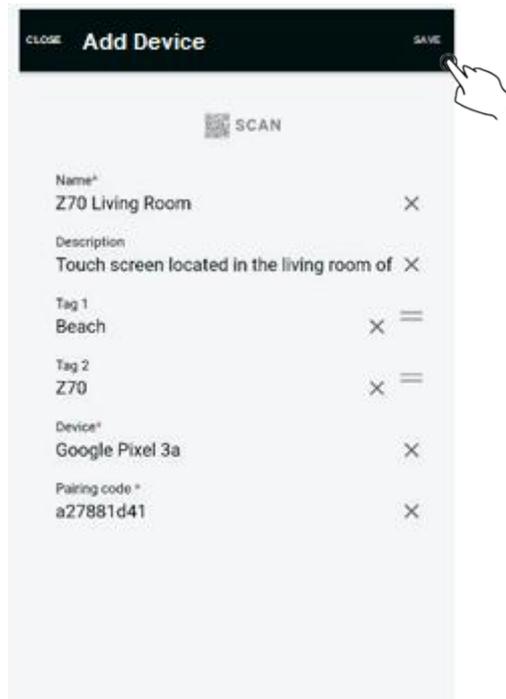
Figure 14. Pairing device (II)

The process of retrieving the pairing code is performed from the screen to be paired. To do this, the remote control module must be accessed from the configuration section of the device:
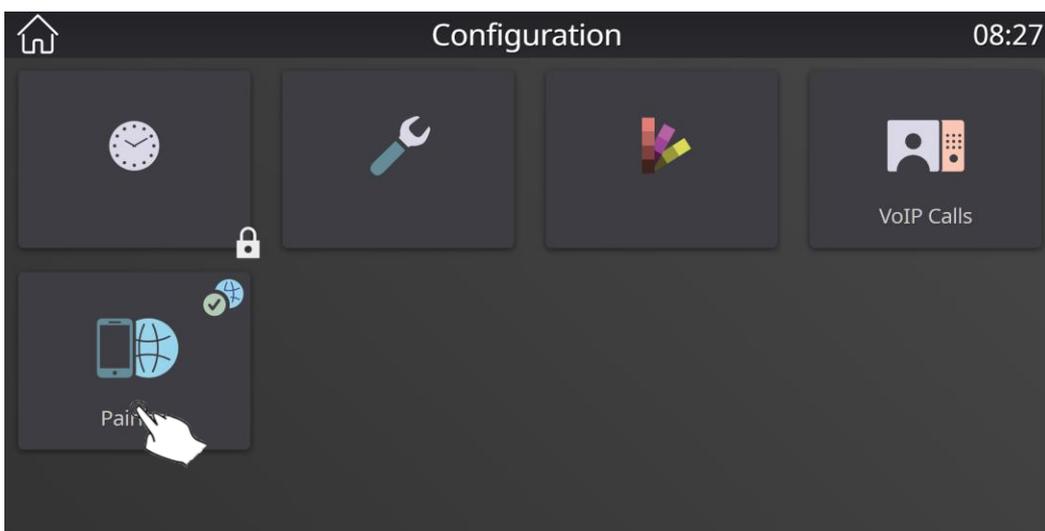

Figure 15. Device pairing (III)

After this, click on the button to add a new pairing.

Figure 16. Device pairing (IV)

Once the pairing code has been displayed, it must be entered into the "pairing code" field of the form shown in Figure 14. Pairing device (II) and press save 🔲 to finish the process.

NOTE: The pairing code has an expiration time that can be configured by the integrator. By default, it's set to 2 minutes.

After pressing the save button, the touch screen is synchronized with the application. Then, the it is shown in the list of devices.
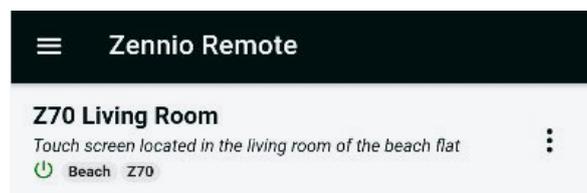

Figure 17. Device pairing (V)

NOTE: In this form you can scan the QR pairing code using the button at the top. In this case, the form will be saved automatically with the data entered up to that point.

3.8 DEVICE LIST

Paired devices are added sequentially in the list on the main screen. Each record relates to a paired display, and displays the following information:

- **Name, description and tags:** device information, previously set in the pairing form.

- ▢ **Direct access**: a screen with this icon will be marked as a "favourite", which means that it can be accessed automatically when starting the application without going through the list of devices. The way to mark a screen as favourite is through the *Settings > Direct access* menu.

- ⏻ **Device status:** icon that indicates the connection status of the device, which will depend on its colour:

  ➢ **Green**: screen is accesible for remote control.

  ➢ **Red**: there is no communication with the screen or there is a problem preventing remote access (e.g., screen without power or Internet connection).

- ⚠ **Alarm status:** denotes that an alarm is active on the device.

NOTE: Activation of an alarm triggers a push notification to be sent to the paired mobile devices as soon as it is detected by the touch screen.

- ⋮ **Device menu:** Menu for device management. It provides the following options:
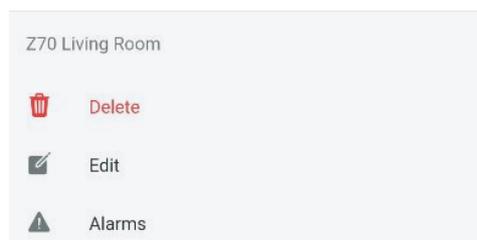

Figure 18. Device options

  ➢ 🗑 **Delete:** allows to unpair a touch screen from the current mobile device.
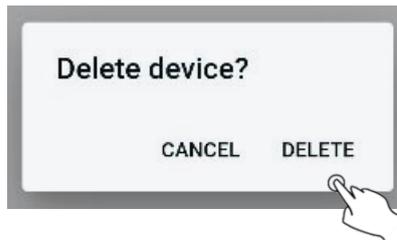
Figure 19. Screen unpairing

Unpairing a display is also possible from the list of paired devices. To do this, simply swipe the row to the left, causing the delete icon to be displayed on the right-hand side. Clicking on this icon prompts for confirmation to unpair the device, and will proceed if the answer is yes.
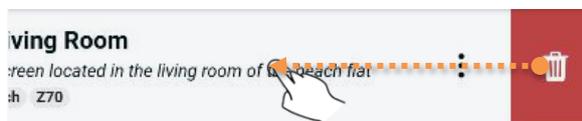

Figure 20. Unpairing from pairing list

➢ ⬚ **Edit:** allows to change the display properties. The modification of text properties such as name, description and labels are enabled. It is also possible to sort the labels by dragging the icon ☰, as shown in the following figure:
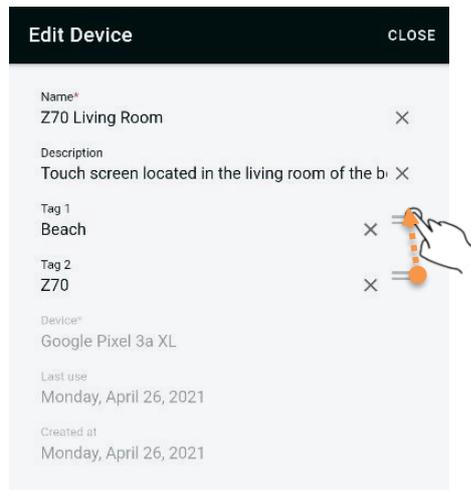

Figure 21. Screen properties edition

➢ ⚠ **Alarms: s**ummary of the active alarms present in the touch screen. It is possible to directly access the screen affected by the alarm by clicking on the "Open Device" button of the alarm.
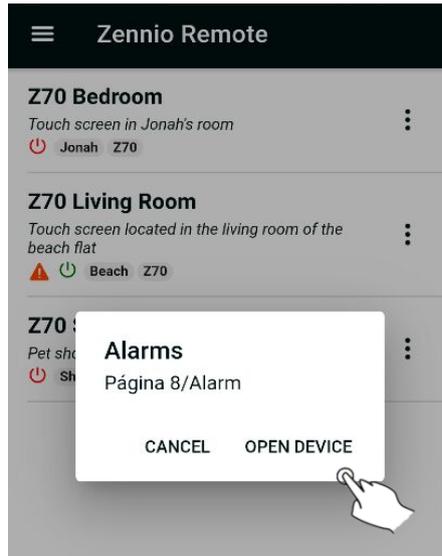
Figure 22. Active alarms summary

3.9 MULTIPLE DEVICES MANAGEMENT

If more than five devices are paired with the application, the display listing adds an additional search control that makes it easier to find a specific display.
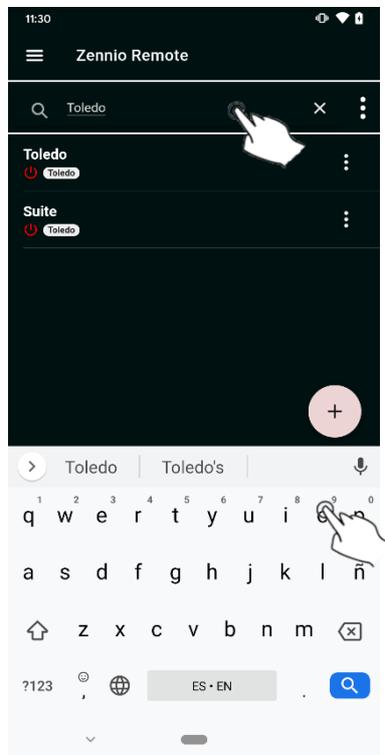

Figure 23. Device search

This search control allows you to enter text that will display only those screens that match the device name, description or labels. Any character is allowed, but it is not case sensitive.

Clicking on the menu icon (⋮) associated with the search box displays a window that allows you to sort the list and select multiple screens for deletion.
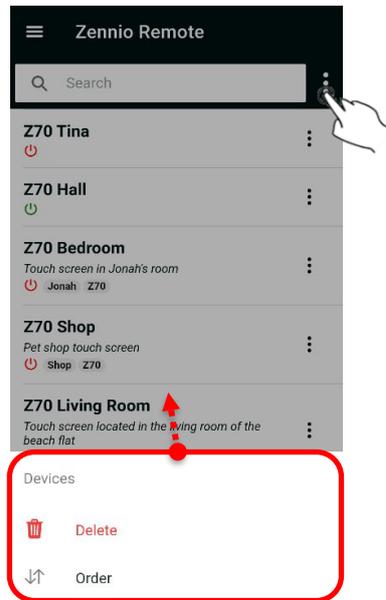

Figure 24. Multiple device management

Clicking on the "Order" option displays the sorting options, which allows the list to be displayed using one of the following criteria:
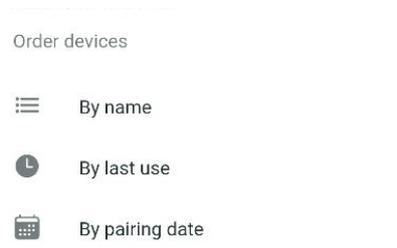
- By name
- By last use
- By pairing date

Figure 25. Sorting with multiple devices

> **NOTE**: *Selecting one of the sorting options does not permanently change the order of the list, but only for the current session.*

If we click on the "Delete" option in the *multiple devices* menu, we will be given the possibility of selecting those screens that we want to unpair from our mobile device. To do this, tick the boxes corresponding to the touch screens to be deleted (by clicking 🗹 all the screens will be selected/deselected at the same time) and click on the button 🗑:
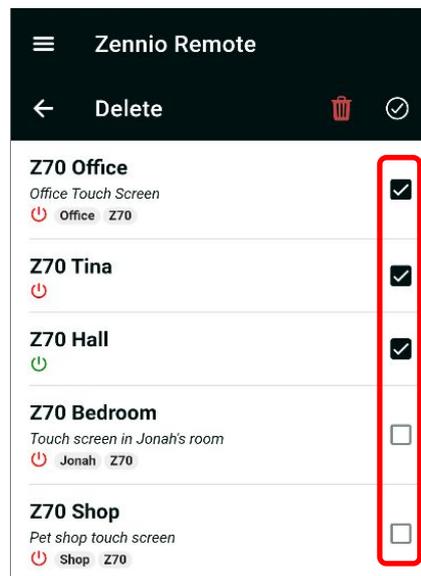

Figure 26. Multiple pairing deletion

3.10 SETTINGS

Settings section allows the configuration of aspects of the application such as the visual theme, setting a favourite screen or defining a sorting criterion in the list of available screens.

Settings are accessed from the button ☰, located in the upper left corner of the application.
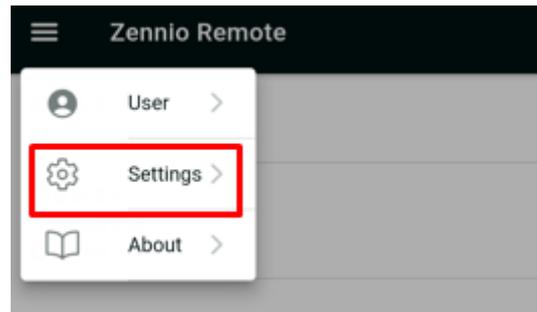
Figure 27. Access to application preferences

In order to save the settings, click on the button 🔲 , located in the lower right corner. Configuration options given by the application are as follows:

- **Theme**: allows you to set the visual look and feel of the application:

  - ➢ **Light**: theme with light colours.

  - ➢ **Dark**: theme with dark colours.

  - ➢ **System default**: theme matching operating system current theme.
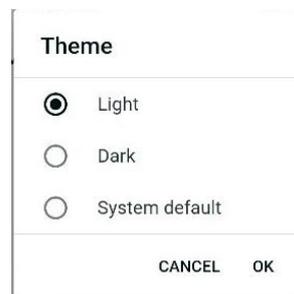

Figure 28. Theme selection

- **Direct access**: allows you to define a specific screen as the default access device. Selecting a device as direct access means that, when the application is launched, the interface of that device is displayed directly instead of displaying the list of available screens.

NOTE: It is possible to deactivate the shortcut function to show the list again by selecting the "None" option.
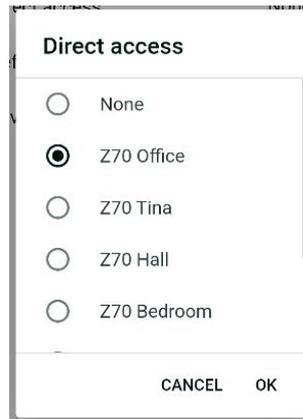
Figure 29. Direct Access

• **Default order**: allows you to configure the criteria by which the screens shown in the pairing list are sorted. This criterion can be one of the following:

➢ **None**: Removes the sort criterion.

➢ **By name**: Sorts the pairings in alphabetical order according to their name.

➢ **By last use**: Sorts the pairings by the date on which a connection was made to the display from the mobile device.

➢ **By pairing date**: Sorts the pairings according to when they were added to the app.
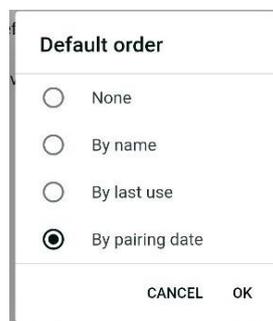

Figure 30. Default order menu

3.11 ABOUT

To access this section, click on the menu in the top left-hand corner and select the "About" option.
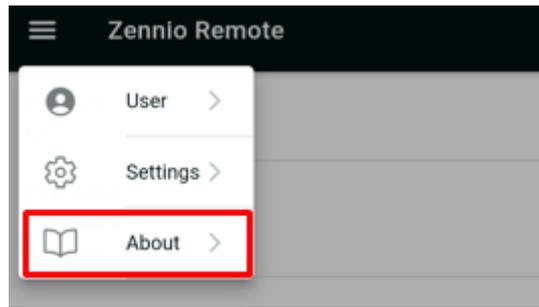
Figure 31. Access to the application information section

This action displays a window with information about the application, such as version, support email, License Agreement, Privacy Policy, Terms of Service and Legal notice.

Figure 32. About

Tapping the links of License Agreement, Privacy Policy and Terms of Service displays the content accepted by the user. The Privacy Policy and Terms of Service only appear if the user is logged in with a user account.

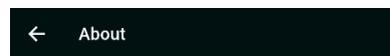# 4 DEVICE REMOTE CONTROL

To remotely control a paired device, simply tap on the device to be controlled. After a few seconds, a virtual representation of the device is displayed, similar to what the user can normally see on the screen itself.

Figure 33. Remote control of a touch screen

Any change made on the screen through the mobile application is automatically transferred to the screen itself (and vice versa), as well as to any other mobile device that is controlling the screen at the same time.

To conclude the interaction with the screen, the remote session can be closed by pressing the back button ⬅, located in the top left corner of the remote control, returning to the paired devices list. It is also possible to return to the menu by pressing the "Back" button on the mobile device itself.

Figure 34. Conclusion of the remote control session

5 DIFFERENCES BETWEEN DEVICE AND REMOTE CONTROL

Although the interface displayed by the device and the remote control are almost identical, there are some differences that are worth knowing, which are detailed below:

- Box layout: regardless of the resolution of the mobile device and the configuration of the boxes, the boxes are always a fixed size of 1x1 and are arranged sequentially.
    - ➢ Landscape mode is only available on devices with large screens such as tablets, but not on mobile phones.
- With regard to the Intercom function, incoming call notifications are not available and it is not possible to open the preview and internal call panels.
    - ➢ The call log is available.
- No notification is displayed when a memory stick is inserted in the USB port.
- Notifications related to icon importing are not displayed.
- No acceptance panel for the EULA of the touch screen are shown
- The *clean* function is not active on the remote control, as it is intended to prevent unwanted tappings on the device while it is being cleaned.
- The inactivity event is ignored. Once the inactivity time has elapsed, it does not return to the main page. The reason is that inactivity is controlled by the proximity sensor, being a feature inherent to the device.
- Alarms:
    - ➢ There is no transition to the page of the active alarm.
- Configuration
    - ➢ In the *device* modal window, the brightness control is displayed as an indicator, as it has no effect on the brightness of the mobile device.

6 PUSH NOTIFICATIONS

The application supports push notifications to notify the user when an alarm event (activation, confirmation or deactivation) is triggered by a paired device.

The notification is received in real time on the mobile device, allowing the related box to be managed remotely. These notifications appear even if the application is not running in the foreground at the time when the alarm event is triggered.
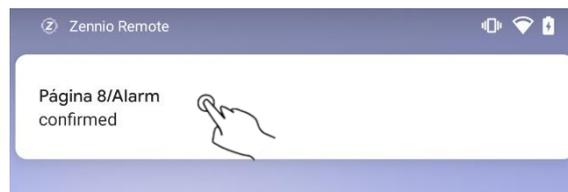

Figure 35. Alarm event triggered through *push* notifications

Clicking on the notification opens the application, indicating with the icon ⚠ those devices that present a pending alarm.
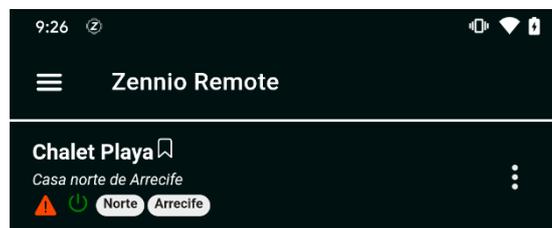

Figure 36. List of devices with pending alarms

Regarding the management of alarm boxes remotely it is necessary to consider the following information:

> *These messages are not displayed if push notifications are disabled in the device operating system configuration. It is recommended to refer to the technical documentation provided by the manufacturer.*
>
> *Push notifications are not received if the touch screen or the mobile device do not have an active internet connection. In case the device usually has an internet connection, but there is a network failure, push notifications are sent as soon as the internet connection is available again*

- *If an alarm is triggered when a paired mobile device is powered off, notifications are displayed as soon as it is switched on and an active internet connection is available.*

- *Zennio Avance y Tecnología S.L. is not responsible for the loss of push notifications due to network, hardware or software failures.*

Zennio

Join and send us your inquiries
about Zennio devices:

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