Fanvil Link APP
User Manual

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Directory

1   Overview

1.1   Overview

Fanvil Link is a self-developed application software used in conjunction with the Fanvil Cloud Management System. It allows users to unlock doors and monitor door phone through their mobile phones, create temporary keys for visitors and couriers, providing a more convenient and efficient user experience.

1.2   Glossary

Glossary	Description
FCMS	Fanvil Cloud Management System Mainly suitable for community, villa, office scene
Fanvil Link	The Fanvil APP, abbreviated as APP, is used with the system to operate door phone device such as unlocking doors and monitoring.

1.3   Applicable System

System	Support Version
Android	Android 9 and above
IOS	IOS 12 and above
Harmony OS	Harmony 3.0 and above

1.4   Identification Description

> ⓘ **Note：**
>
> Special attention content to facilitate more efficient operation and use of the device by users.

2 Get Started

2.1 Install APP

User can search for Fanvil Link on the mobile APP Market or APP Store to download it.

> ⓘ **Note：**
>
> ● This APP is available for Android 9 and IOS 12 and above.

2.2 Before You Use

For a smoother login and use process, please check the following:

● Connect your phone to Wi-Fi or a mobile data network provided by your carrier.

● Install the latest version of the APP, which can be downloaded from the APP Market or APP Store.

● Find the service provider and obtain the login account information.

2.2.1 How to Obtain a Login Account

Provide the information to the service provider, mainly the email address, at which time the mailbox will receive the login account information sent by the server. For details, see 2.3 Login

2.3 Login

Users can log in to the APP in the following three ways:

1）QR

2）Email

3）Login with account and password

2.3.1 QR

Use a computer or other device to open the email of account information sent by the

server and scan the QR code to log in.

If you use your login phone to open the email, you need to save the QR code to the phone album. Then select Image recognition from the album and log in.

2.3.1.1   Scan

- Open the APP and tap the scan icon on the login screen.
- Point your mobile phone at the QR code and place it in the middle of the viewfinder. After successful recognition, the APP will automatically log in.

2.3.1.2   QR Image

Prerequisite: Save the QR code to the phone album.

- Enter the APP and tap the Scan icon .

- To enter the scanning interface, click the album icon in the lower right corner.

- Select the saved QR code picture from the album. Select and confirm. After successful identification, the APP will automatically log in

2.3.2   Email

- On the login screen, enter the email address and password.
- Click on [**Choose Your Area**] and select your area.
- Read and agree to the [**User Agreement and Privacy Policy**].
- Click [**Login**].

The password can be found in the account information email sent by the server.

2.3.3   Account and Password

- On the login page, enter your account and password.

- Click on [**Choose Your Area**] and select your area.

- Read and agree to the [**User Agreement and Privacy Policy**].

- Click [**Login**].

The account and password can be found in the account information email sent by the server.

3 Door Phone Management

3.1 Open The Door

3.1.1 Remote

User can open the door to visitors through the APP.

To open the door remotely, do as follows:

● Enter the APP home page and click the open ![icon] button of the door phone device.

● Select the relay to be opened (the door lock to be opened). After the door is opened successfully, the APP will prompt that the door is opened successfully.

3.1.2 Open the Door on the Call Screen

When a visitor calls the APP, the door can be opened to the visitor during the call.

To open the door during call remotely, do as follows:

● Answer the call and tap the door ![icon] button on the call screen.

● Select the relay to be opened (the door lock to be opened). After the door is opened successfully, the APP will prompt that the door is opened successfully.

3.1.3 Open the Door on the Monitoring Screen

User can view visitors on the monitoring screen and decide whether to open the door for visitors.

To open the door in monitoring, do as follows:

● Enter the APP home page and tap the monitoring ![icon] button of the door phone device.

- Access the monitoring screen and tap the open ![lock icon] button.
- Select the relay to be opened (the door lock to be opened). After the door is opened successfully, the APP will prompt that the door is opened successfully.

> ⓘ **Note：**
>
> - The default monitoring duration is 30 seconds. The APP automatically stops monitoring after 30 seconds.

3.1.4 Temp Key Unlock

The APP can generate temporary keys and share them with visitors. Visitors can open the door through the QR code or door opening code of the shared temporary key.

Temporary keys can be created for visitors, property managers, couriers and other temporary visitors.

3.1.4.1 Add Key

To generate a temporary keys, do as follows:

- Enter the APP and click the key ![QR icon]

- After entering the key screen, click the Add ![plus icon] button.

- Enter the key name, valid times, and select device, Repeat period, start date, end date, and effective time.

- When the Settings are complete, click Add.

Parameters	Description
QR	The generated QR code can be scanned on the device to open the door
PIN Code	Open the door password,door phone keypad enter the pin code to open the door

Name	The name of the temporary key, which can be set to the name of the visitor
Times	The number of times the door is allowed to open. Infinite: You can always open the door within the set time, no limit on the number of times Custom: Only a specific number of times are allowed. After the number of times is used, the key is not allowed to be used to open the door.
Devices	door phone devices that allow doors to open.
Repetition Period	No Repetition: The door can be opened during the set time Daily: The door can be opened at the set time every day Weekly: Open the door only during the set period Monthly: Open on selected days of the month
Start Date	Start date of the key. After this date, the key can be used to open doors within the specified period
End Date	The expiration date of the key. After this date, the key is not allowed to open doors during the specified period.
Effective Time	Set the period during which the key is available. For example, from 8:00 am to 18:00, the key can be used to open the door between 8:00 am and 18pm. The key cannot be used to open the door during other hours.

3.1.4.2　Share

After the temporary key is created successfully, it can be shared with visitors by sharing or generating pictures.

By sharing to visitors:

- Click the created temporary key to enter the key details screen.

- Once inside, click the Share button

- Share the key with visitors through third-party applications.

By generating images for visitors:

● Click the created temporary key to enter the key details screen.

● After entering, click the Generate picture button to save the picture to your phone. You can choose whether to save the original picture or not.

● Share the key with visitors through third-party applications.

3.1.4.3 Key Unlock

User can open the door through the temporary key of the QR code or door code.

Open the door via QR code:

● Tap the icon of the QR code on the screen of the door phone device to access the door opening screen of the two-dimensional code.

● Align the QR code with the door phone camera and place the QR code in the view frame.

● The door phone device recognizes the QR code and automatically opens the door after successful recognition.

Open the door through the door code:

● Touch screen: Tap the password icon on the screen of the door phone device to enter the password door opening screen.

● No screen door with keyboard: In standby mode, directly enter the door opening code or press the password key on the keyboard to enter password mode;

● Enter the door opening code and press "#" to open the door. The device will automatically open the door after success.

> ⓘ **Note：**
>
> ● If you use the QR code to open the door, the device must support the QR code

function.

● If the pin code is used to open the door, it must be an door phone device equipped with a keyboard or touch screen; otherwise, the pin code cannot be used to open the door.

3.1.4.4 Temp Key Detail

Click on the temporary key created to view the key details

Parameters	Description
QR	The generated QR code can be scanned on the device to open the door
PIN Code	Open the door password,door phone keypad enter the pin code to open the door
Name	The name of the temporary key, which can be set to the name of the visitor
Times	The number of times the door is allowed to open. Infinite: You can always open the door within the set time, no limit on the number of times Custom: Only a specific number of times are allowed. After the number of times is used, the key is not allowed to be used to open the door.
Devices	Door phone devices that allow doors to open.
Repetition Period	No Repetition: The door can be opened during the set time Daily: The door can be opened at the set time every day Weekly: Open the door only during the set period Monthly: Open on selected days of the month
Start Date	Start date of the key. After this date, the key can be used to open doors within the specified period
End Date	The expiration date of the key. After this date, the key is not allowed to open doors during the specified period.

Effective Time	Set the period during which the key is available. For example, from 8:00 am to 18:00, the key can be used to open the door between 8:00 am and 18pm. The key cannot be used to open the door during other hours.

3.1.4.5   Delete

Click the created temporary key to enter the key details screen. Click Delete in the upper right corner to delete the temporary key.

3.1.5   Card Unlock

The user can add the card through the APP. After the card is created successfully, the user can swipe the card directly on the device side to open the door.

3.1.5.1   Add Card

Add card:

● Enter APP   [**Me**] >> [**Authorization**] >> [**Card Unlock**], click the Add button ⊕.

● Set the cardholder name, card number, and device to open the door. After the submission is successful, use the added card on the device to open the door.

Parameters	Description
Name	Name of the cardholder.
Card Number	ID number of the access card (top 10 card numbers, such as 0004111806)
Devices	Select the device that swipes the card to open the door.

ⓘ **Note：**

● A maximum of five cards can be added.

3.1.5.2 Delete Card

Delete Card:

● Enter APP [**Me**] >> [**Authorization**] >> [**Card Unlock**] Card list interface.

● Click Delete on the right of the card you want to delete in the card list. After clicking OK, the card will be deleted.

3.1.6 PIN Code

The user can create a password through the APP. After the password is created, the user can enter the password on the device to open the door.

Add PIN Code:

● Enter APP [**Me**] >> [**Authorization**] >> [**PIN Code**] enter the password.

● After the submission is successful, use the added password to open the door on the device.

ⓘ **Note：**

● The code door opening mode is only supported by door phone devices with numeric keypads or touch screens.

3.1.7 Face Recognition

User can add faces through the APP, and after successfully adding, face recognition can be opened on the device side.

3.1.7.1 Add Face

The APP supports two ways to add faces,camera and select from the album.

Add via Camera:

● Enter APP **[Me]** >> **[Authorization]** >> **[Face Recognition]**,click to start recording.

● After entering the face information scanning interface, place the face in the recognition box facing the screen of the mobile phone, and click Submit.

● If "Face added successfully" is displayed, go to the information setting screen and set the name and valid region. If the message "Face add failed" is displayed, you need to re-enter the face.

Select from album:

● Enter APP [Me] >> **[Authorization]** >> **[Face Recognition]**,click from the album to select.

● Select a face photo that already exists in the album

● If "Face added successfully" is displayed, go to the information setting screen and set the name and valid region. If "Face add failed" is displayed, return to the face list.

Parameters	Description
Name	Face recognition personnel name.
Devices	Select the device that opens the door.

> ⓘ **Note：**
>
> ● Devices that only support face recognition can open the door through face recognition.
> ● When recording faces, you need to read the content introduction of "How to upload face" on the APP interface in advance. Avoid inputting face data invalid, resulting in door failure.
> ● You can add up to 5 faces.

3.1.7.2　Delete Face

Delete face:

- Enter APP [**Me**] >> [**Authorization**] >> [**Face Recognition**]

- Click Delete in the upper right corner of the face image to delete and confirm the deletion.

3.1.8   Bluetooth

When near the device, open the mobile APP, shake the phone, you can open the door through Bluetooth. For devices that support Bluetooth door opening, the Bluetooth icon will be displayed on the APP interface.

Enable Bluetooth Unlock:

- Enter APP [**Me**] >> [**Authorization Management**] >> [**Bluetooth Unlock**],and enable the Bluetooth unlock

- Prompt to enable the Bluetooth of the phone, click Allow, you can open the Bluetooth door function

Bluetooth Unlock:

- Approach your device, enter the APP, and shake your phone

- Prompt Bluetooth door opening, if the door is successfully opened will prompt "Open Successful"

ⓘ **Note：**

- Only the i60&i60K supports Bluetooth door opening.

- The device must enable the Bluetooth door opening function.

3.2   Talking

3.2.1   Call

User can call the door phone or indoor station through the APP.

3.2.1.1   Call on Home

Home Direct call:

● Enter the APP home page and click the call button .

● The APP will call the corresponding device.

Search device call:

● Enter the APP homepage and click Search.

● On the search screen, enter the device name and click search.

● Click the call button .

● APP will call the corresponding device.

3.2.2   Answer

When an incoming call comes in, tap the Answer button to answer the call.

3.2.3   End

When you have a call, click the Hang up button to end the call.

3.2.4   Mute

When you have a call, tap the microphone button to turn off the microphone. After the microphone is turned off, the peer end cannot hear the APP.

3.2.5   Voice Channel

When you have a call, click the hands-free button to switch channels. You can switch to hands-free, earphone, or headset. The headset is displayed only after the

headset is connected.

3.3 Screenshot

3.3.1　　Monitor Screenshot

- Enter the APP homepage and click the Monitor　　　button.

- On the monitoring screen, tap the screenshot button　　to take a screenshot.

- After the successful screenshot, you can view it under [**Record**] >> [**Screenshot**].
  See screenshot records for 　Screenshot.

3.3.2　　Call Screenshot

During a call, tap the screenshot button　　　on the call screen to take a screenshot.
After the screenshot is successful, you can view it under [**Record**] >> [**Screenshot**]. See
screenshot records for Screenshot.

4　Security Alarm

Display device tamper alarm, security alarm records. You can enter the APP [**Record**] >> [**Security**] to view.

After the device alarms, both the device and the APP (family master account and family members) will receive the alarm message.

Security records have two message types, processed and unprocessed, which are represented as follows:

- Unprocessed:
- Processed:

> ⓘ **Note：**
>
> - Security alarm messages can be received by the family member APP.
> - If one family member has handled the alert, the other family members will also appear as handled.
> - APP offline can also receive security alarm notification, timely processing, to avoid security risks.

4.1　Tamper Alarm

When the device is violently removed or moved, the APP will receive an alarm message. After receiving the alarm message, the user can directly view and deal with it.

The alarm message will be displayed under [**Records**] >> [**Security**]. Red indicates unprocessed messages and gray indicates processed messages. You can click the unprocessed message to process it.

The user can choose to handle or cancel the alarm box. After receiving the message and actually checking the device condition, click the handle device to reset the tamper and stop the alarm

Alarm

i67 Tamper

2024-08-10 15:32:20

Cancel   Handle

Handling alarm messages:

● Click the APP alarm box to handle, you can cancel the alarm.

● If you click Cancel, you can also go to [**Record**] >> [**Security**], click the unprocessed message, and then click the processing box to cancel the alarm.

4.2 Security Alarm

When the device alarm input port is triggered, the APP will receive alarm information. After receiving the alarm message, the user can directly view and deal with it.

The alarm message will be displayed under [**Records**] >> [**Security**]. Red indicates unprocessed messages and gray indicates processed messages. You can click the unprocessed message to process it.

The user can choose to handle or cancel. After receiving the message to actually check the device condition, click the handle device end to stop the alarm.

Alarm

i53W Bedroom Infrared

2024-08-10 15:17:50

Cancel   Handle

Handling alarm messages:

● Click the APP alarm box to handle, you can cancel the alarm.

● If you click Cancel, you can also go to [**Record**] >> [**Security**], click the

unprocessed message, and then click the processing box to cancel the alarm.

5 Record

5.1 Door

Displays records of doors opened by APP or device. Enter the APP[**Record**] >> [**Door**] to view.

> **Note：**
>
> - Devices in the home, all door opening logs will be displayed.
> - For devices in public areas, only records of doors opened through the APP are displayed.

5.2 Call

Displays incoming, outgoing, and missed call records through the APP. Enter APP [**Record**] >> [**Call**] to view.

5.3 Security

Display device tamper alarm, security alarm records. You can enter the APP [**Record**] >> [**Security**] to view.

5.4 Screenshot

Displays records captured through the APP. You can enter the APP [**Record**] >> [**Screenshot**] to view.

Click the screenshot to delete and view the screenshot details.

5.4.1 View Screenshot

View the screenshot:

- Enter APP [**Record**] >> [**Screenshot**]
- Select the screenshot you want to view. Click to view the details of the screenshot.

5.4.2   Delete Screenshot

Single deletion:

- Enter APP [**Record**] >> [**Screenshot**]

- Select the screenshot to view. On the screenshot details screen, click Delete to confirm and delete the screenshot.

- Or in the screenshot record screen, hold down a screenshot, select the screenshot to be deleted, click Delete confirm to delete the screenshot.

Batch deletion:

- Enter APP [**Record**] >> [**Screenshot**]

- Hold down a screenshot, select the screenshot to be deleted, and click Delete to confirm to delete the screenshot in batches.

- Click [**Select All**] in the upper right corner and click Delete to confirm to delete all screenshots.

6   Message Center

The message center is used to display message notifications sent by the property and maintenance update notifications sent by the system. If there are currently unread messages, there is a red dot ●❯ in the message center.

6.1   Property Notification

Displays messages sent by the property. Users can view the message content sent by the property through [**Me**] >> [**Message Center**] >> [**Property Notification**].

If there are unread messages, there will be a red dot in the APP Message center and property Notification Office. ●❯

View property notification details:

● Enter the APP [**Me**] >> [**Message Center**] >> [**Property Notification**]

● Click a message to view. The message details screen is displayed

Delete property notification message:

● Supports the deletion of received property notification messages through the APP

● Enter the APP [**Me**] >> [**Message Center**]>>[**Property Notification**]

● Click [**Delete All**] to delete all property notice messages

6.2   System Notification

Displays update maintenance notification messages for the system. User can view the message content sent by the system through [**Me**] >> [**Message Center**] >> [**System Notification**].

If there are unread messages, there will be a red dot in the APP Message center and system notifications. ●❯

View system notification details:

- Enter the APP [**Me**] >> [**Message Center**] >> [**System Notification**]

- Click a message to view. The message details screen is displayed

Delete system notification messages:

- Enter the APP [**Me**] >> [**Message Center**] >> [**System Notification**]

- Click [**Delete All**] to delete all system notification messages

7   Account Management

7.1   Account Information

User can view account information through the APP, including user name, email, mobile phone number, etc.

To View account information, do as follows:

● Enter the APP [**Me**]

● Click on your account username in the upper left to access your account details.

7.2   Change Password

If the password is used for a long time or the password is too simple and the security is not high, the user can change the password through the APP.

To change the password, do as follows:

● Enter the APP [**Me**]

● Click on your account username in the upper left to access your account details.

● Click [**Change Password**].

● Enter the old password, new password, confirm the new password, and click Modify.

● After the modification is successful, the APP will automatically exit to the login page.

Log in with the new password.

> ⓘ **Note：**
>
> ● The password must contain at least eight characters, including uppercase and lowercase letters, digits, and special characters.

7.3   Forget Password

If you forget the password, you can retrieve the password through the forgotten password on the APP login page or contact the server provider to reset the password. After the reset, the password will be sent to the email address of the family master

account.

To retrieve the password, do as follows:

● Enter the APP login interface, click [**Forget Password**].

● Enter the bound email address and click the button of [**Obtain verification code**].

● The server will send the verification code to the specified email address. Enter the verification code.

● After successful verification, enter the new password and confirm the password, and submit to save.

● Use the new password to log in.

7.4　Delete Account

To delete a account, do as follows:

● Enter the APP [**Me**]

● Click on your account username in the upper left to access your account details

● Click Delete account. After confirming, the account will be deleted.

> ⓘ **Note**：
>
> ● After the family master account is deleted, all family member accounts will be deleted.

7.5　Logout

To logout, do as follows:

● Enter the APP [**Me**]

● Click Log out to log out of the current account and return to the login screen.

8 Family Management

The APP has a family master account and a family member account.

● Master account: In the community or villa scenario, the first household added is the family master account by default.

● Family members: Family members are managed by the family master account

Family master account has family management function, you can add and delete family members; The home master account and family members can talk to each other.

8.1 Add Family Members

User can add family members through the APP.

Add family member:

● Enter the APP [**Me**] >> [**Family Management**]

● Click add icon ⊕

● Enter the user name, email address, and mobile phone number. Email address and mobile phone number are not required.

● Click to generate the QR code, the QR code information of family members will be displayed on the APP side, and family members can log in by scanning the QR code after installing the APP.

● Click Submit.

Family member account status:

● Waiting for activation: The account has been opened, and the family member has not logged in to use it

> ⓘ **Note**：
>
> ● Only the family master account has the function of add family members.

8.2 Family Members Activation

Family members download the APP, click on the QR code on the interface of scanning APP family members' details. After successful identification, the APP will automatically log in.

Activate family members:

- The family member account details page for the family master account is displayed.You will see the QR code on this screen.

- Or save the screenshot of the QR code interface to the phone album and send it to family members through a third-party application software.

- Family members open the APP and tap the scan icon .

- Point your phone at the QR code and place it in the middle of the viewfinder. After successful recognition, the APP will automatically log in.

- Or click the album icon in the scanning interface to open the QR code picture, and the APP will automatically log in after successful identification.

8.3 Delete Family Members

The primary account of the family can delete family members through the app.

To delete a family member, do as follows:

- Enter the APP [**Me**] >> [**Family Management**]
- Select the family member you want to delete
- To delete a family member, access their detailed information interface and click on the "Delete" option. After deletion, the family member will no longer be able to log in using this account.

ⓘ **Note：**

- Only the family master account has the function of deleting family members.

8.4　Call Family Members

Users can call family members through the APP.

Call a family member:

● 　Enter the APP [**Me**] >> [**Family Management**]

● 　Select the family member you want to call and click to enter the family details

● 　Click to call 📞

9 FAQ&Update

9.1 Help&Feedback

If you need help, you can go to [**Me**] >> [**Help & Feedback**] to see the FAQ operation guide.

9.2 Terms and Policies

Users can view the terms of service for using the APP, as well as the privacy policy related to data collection, by going to [**Me**] >> [**Terms and Policies**] to view.

9.3 About

Users can go to [**Me**] >> [**About**], view the current software version, click [**Version update**], you can update the new version. After the updated version, user data and configuration will not be lost.