RESIDENT IPGUARD APP REMEDIAL REPORTING FORM

BATI CONNECT CLOUD
24/7/365
www.baticonnect.com

Dear Resident,

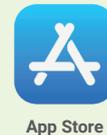You have advised us of a fault.

Quick tips to self-fix !

1. Reboot (power down then turn back on) your Smart phone (device).
2. Delete (un-install) then re-install the IPGUARD App.
3. Check if there is mobile network or Wi-Fi available (if not please contact your service provider).
4. App permissions, please make sure: Notifications enabled; Mobile data enabled; Audio/Visual enabled.
5. Try making the default text size smaller (using large text can sometimes hide some of the App buttons). Please refer to your Smart phone manual.
6. Make sure you have set English as the default App language.

IPGUARD
Smart App

IPGUARD APP   App Store   &   Google Play

RESIDENT EXPERIENCE IPGUARD 4G/IP/GSM SMART APP

3G GSM

LIVE VIDEO OF VISITOR

4G GSM

FULLY SMART PHONE COMPATIBLE

IPGUARD Smart App

Starbucks WiFi

Office WiFi

Home WiFi

Any WiFi

LIVE VIDEO OF VISITOR

IPGUARD® users receive **LIVE VIDEO** calls from their visitors through WiFi every time their Smart Phone / iPad / tablet jumps onto WiFi.

At all other times, the **LIVE VIDEO** comes through via the 3G/4G mobile signal. If the 3G/4G signal is too weak for video, IPGUARD® will make an audio call instead – if your visitor is genuine, press the 5 button* to open the door.

Subject to the button 5 opening feature having been authorised by the management company.

We need to locate you on the BATICONNECT CLOUD portal.

Date | D | D | M | M | Y | Y | Y | Y |

YOUR DETAILS (REQUIRED)

Flat number

Floor number

Building name

First name(s)

Surname

Address

Postcode

Email

YOUR TELEPHONE NUMBERS (REQUIRED)

I want the IPGUARD® to call:
Any mobile or landline number, any mix, your choice.

1st telephone number

2nd telephone number

3rd telephone number

MANAGEMENT COMPANY (USEFUL)

Managing agent

Contact telephone

YOUR PROXIMITY KEYS

KCP4000

fobs@nacd.co.uk

Proximity Keys are engraved with a 10 digit unique reference number so that we can delete them if lost or stolen.

My property has been issued with the following:

YOUR RADIO TRANSMITTERS

TEL433

fobs@nacd.co.uk

Radio Transmitters are engraved with a 10 digit unique reference number so that we can delete them if lost or stolen.

My property has been issued with the following:

If you still have problems, please help us to help you.

TELL US ABOUT THE PROBLEM YOU'RE EXPERIENCING

Question	Answer
Phone make and model	
Phone operating system (Android/Apple) & Version number	
Mobile Phone service provider (EE, Three, O2, Vodafone)	
Connection type: Mobile data; 3G, 4G, 5G or WiFi	☐ 3G ☐ 4G ☐ 5G ☐ WiFi
If WiFi, name of service provider (Hyperoptic, Virgin etc) and where the problem is occurring (office, home etc)	
Do you have a problem registering the IPGUARD App on your Smart phone (device) ?	☐ Yes (please give details in box below) ☐ No
Is this a fault with video calls or voice calls	☐ Video ☐ Voice ☐ Both
Does the IPGUARD panel try to make a call when your flat number is pressed?	☐ Yes ☐ No ☐ Don't know
Does the IPGUARD panel say "Calling" when your flat is being called?	☐ Yes ☐ No ☐ Don't know
When the resident phone is answered does the IPGUARD panel say "Speaking"?	☐ Yes ☐ No ☐ Don't know
When you receive an audio-only call does pressing 0 (zero) or 5 (five) release the door?	☐ Yes ☐ No ☐ Don't know
Are other flats affected or is it just you?	☐ Just me ☐ Others too ☐ Don't know
If other flats are affected are their problems the same as yours	☐ Yes ☐ No ☐ Don't know

WOULD YOU LIKE TO PROVIDE ANY MORE INFORMATION THAT YOU BELIEVE CAN ASSIST?

Please email completed form to aftercare@nacd.co.uk .Thank you.

NACD
ACCESS ▪ COMMUNICATIONS ▪ CCTV

ANTI-CLONE GUARANTEE

IPGUARD Smart App

Secured by Design
SBD
Police Preferred Specification