



ZennioRemote

Remote Control Application for Zennio Devices



Document version: 1.0_a

www.zennio.com

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CHANGELOG

ZENNIO REMOTE

App. Version	Changes	Page(s)
1.0.10	Initial version	-

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

2.2 ZENNIO DEVICE COMPATIBILITY

Zennio Remote Version	Compatible Devices
1.0.10	Z70 3.0

2.3 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.*

2.4 TRANSLATIONS

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

2.5 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.

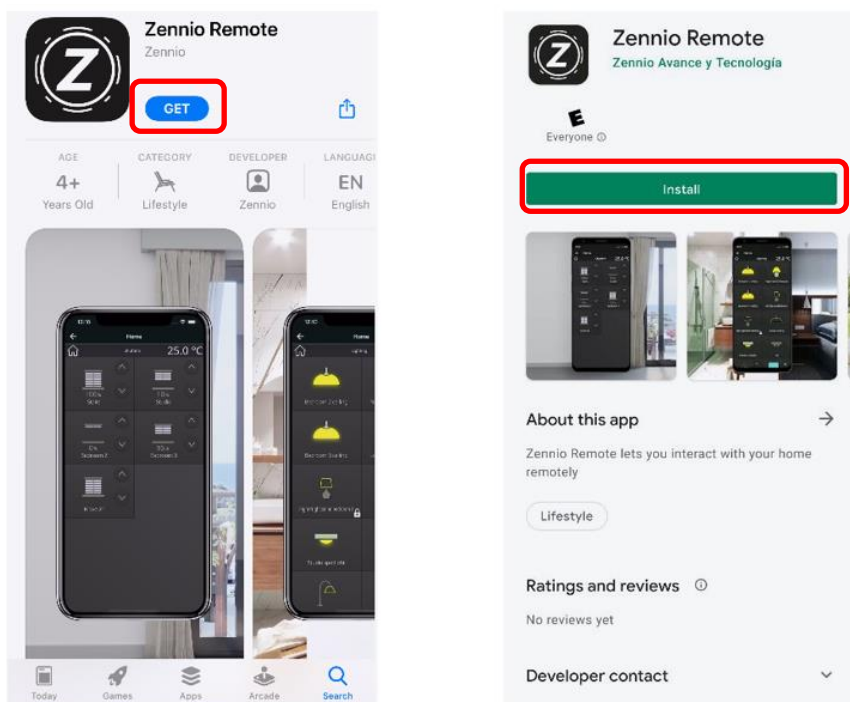


Figure 1. Installation of Zennio Remote on iOS and Android

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:

EULA

Application. 9.5 Severability. If any provision of this license is found illegal or unenforceable, it will be enforced to the maximum extent permissible, and the legality and enforceability of the other provisions of this license will not be affected. 9.6 Governing Law. These terms and conditions shall be governed by and construed in accordance with the laws of Spain, expressly excluding the software of the United Nations Convention on Contracts for the International Sale of Goods. If you are a consumer, you will also have the protection of any imperative provision of the legislation of the country of your domicile. Both parties agree to submit to the non-exclusive jurisdiction of the Toledo courts, which means that you will be able to claim your rights as a consumer in relation to these Terms of Use both in Toledo and in the courts corresponding to your habitual residence. 9.7 Zennio does not guarantee the upload and the availability of the Application perpetually. Zennio may decide that the Application will not be longer in use from the App Store without cause any prejudice for the user. 9.8 Updates. Furthermore, an update of the latest version of the software may be required periodically in order to fix problems and/or properly use the service. 9.9 Technical support. For any contingency, You can contact the licensor's technical support service at: <https://support.zennio.com/hc/en-us>. Contact Information. If you have any questions about this license, or if you want to contact the licensor for any reason, please direct all correspondence to: gpl-compliance@zennio.com ZENNIO REMOTE End User License Agreement Version: 1.0, 30th October 2020

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, which is similar to the following figure:

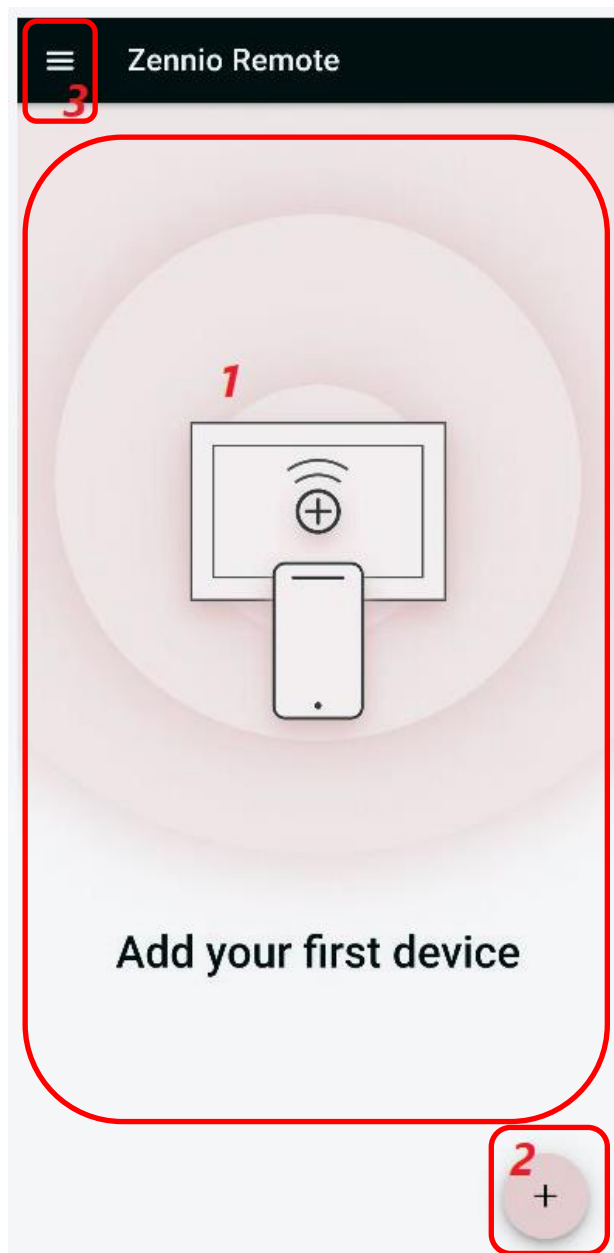


Figure 3. Main screen

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:

- **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.

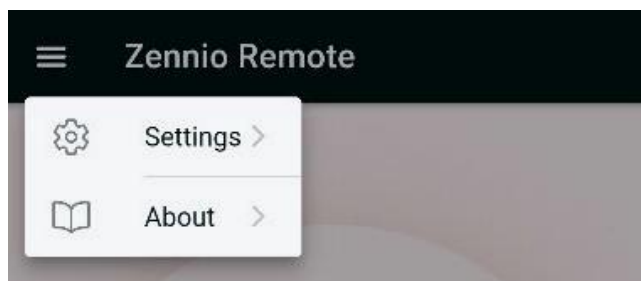



Figure 4. Application menu

3.1 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.

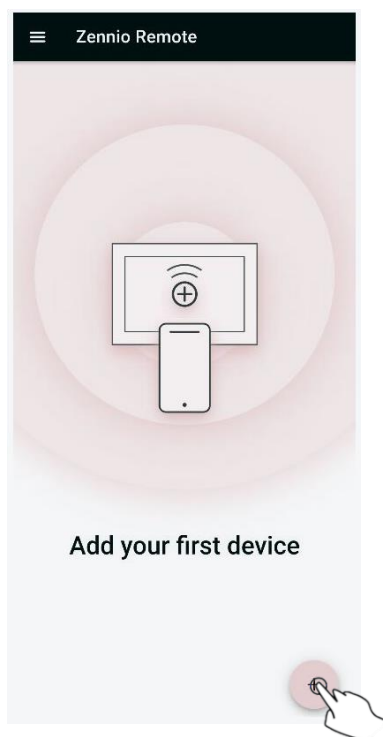


Figure 5. Device pairing (I)

A new window showing the pairing form is then displayed, allowing you to enter the following information:

- **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.

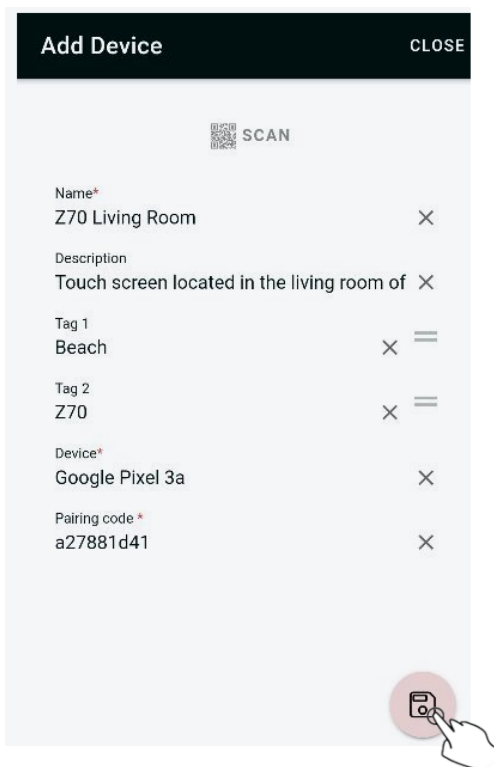


Figure 6. Pairing device (II)

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:

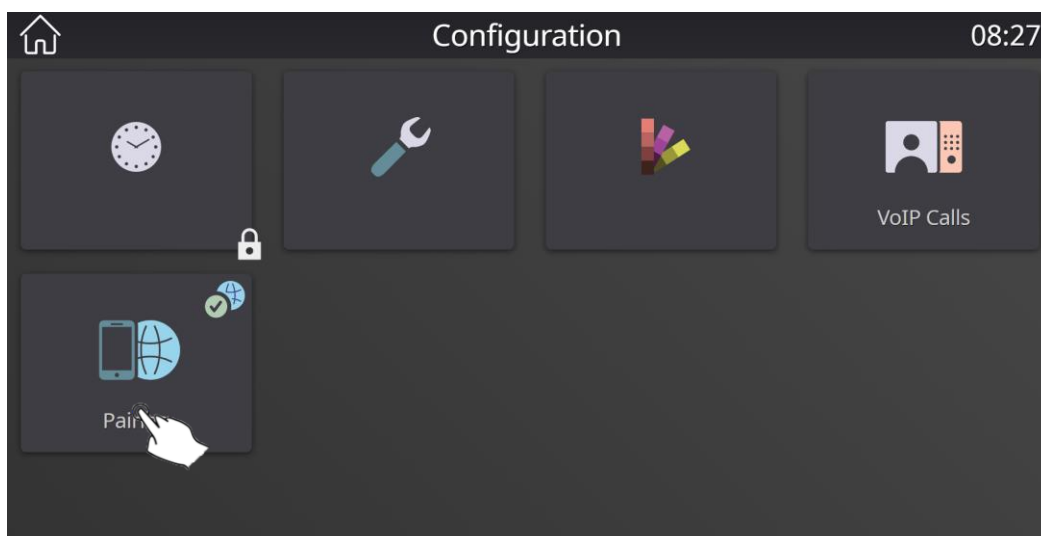


Figure 7. Device pairing (III)

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

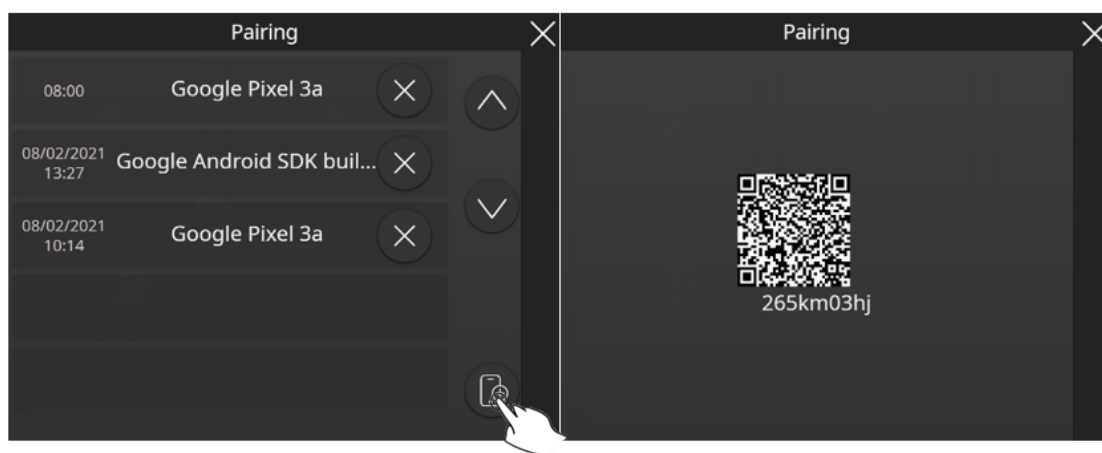



Figure 8. Device pairing (IV)

Once the pairing code has been displayed, it must be entered into the "pairing code" field of the form shown in Figure 6. Pairing device (II) and press the button  to finish the process.

NOTE: The pairing code has a validity period that can be configured by the integrator which, by default, has a value of 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.

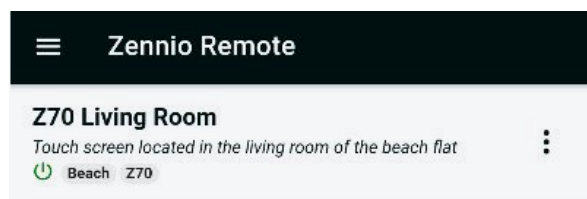





Figure 9. Device pairing (V)


NOTE: In future versions of the application it will be possible to make pairings by scanning a QR code displayed on the touch screen.

3.2 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:

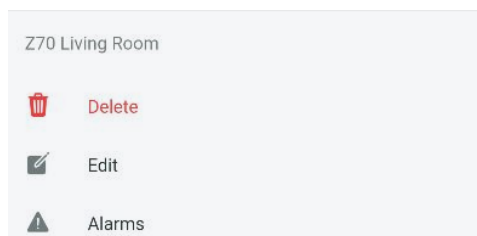



Figure 10. Device options

-  **Delete:** allows to unpair a touch screen from the current mobile device.

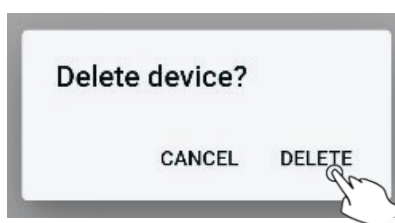


Figure 11. Screen unpairing

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.

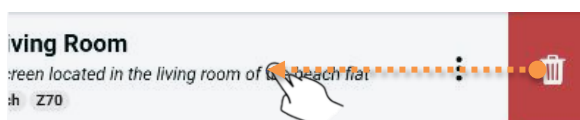




Figure 12. Unpairing from pairing list

-  **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:

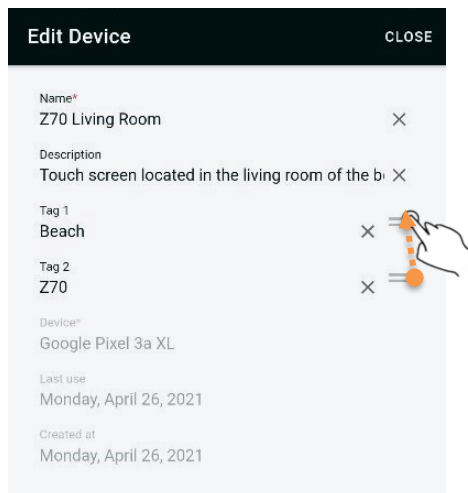



Figure 13. Screen properties edition

-  **Alarms:** summary 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.

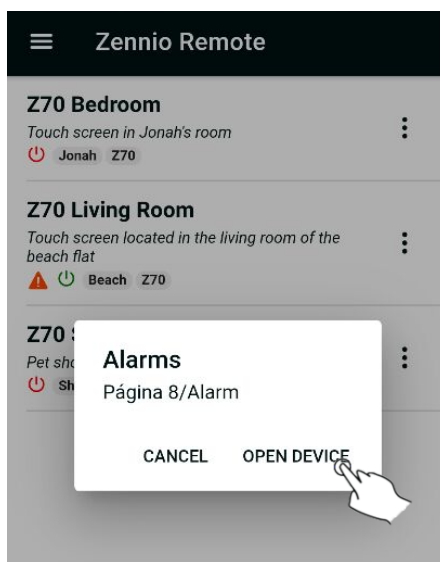


Figure 14. Active alarms summary

3.3 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.

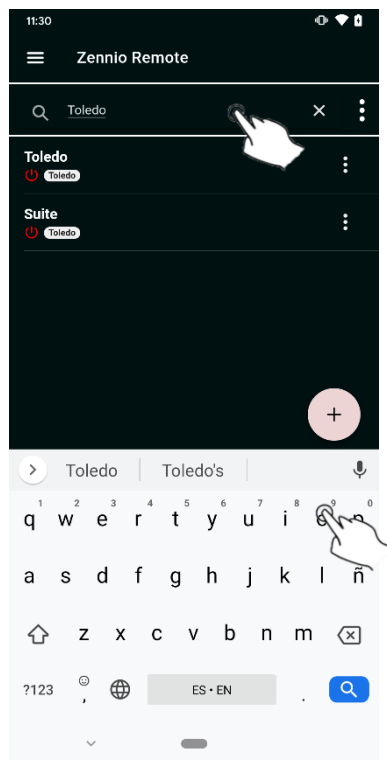


Figure 15. Device search

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.

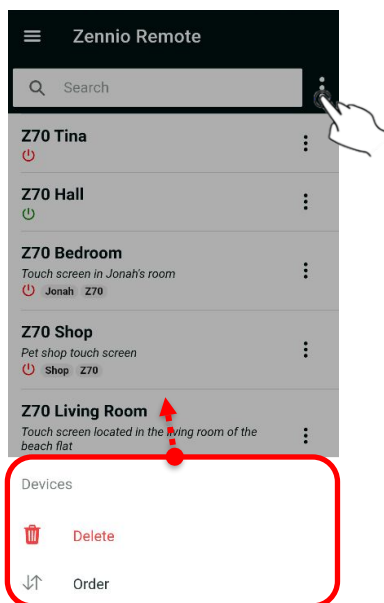


Figure 16. Multiple device management

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

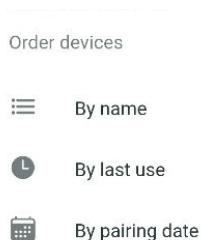




Figure 17. Sorting with multiple devices

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 .

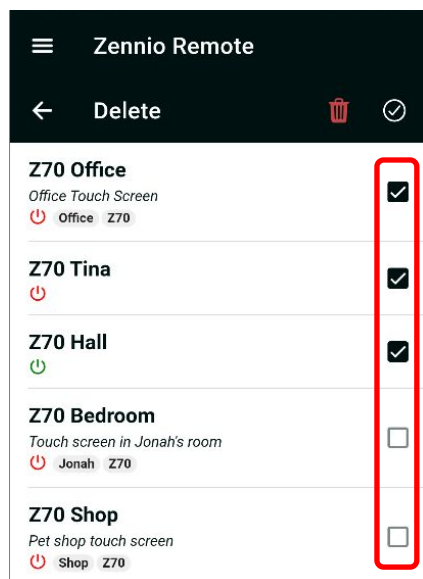



Figure 18. Multiple pairing deletion

3.4 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.

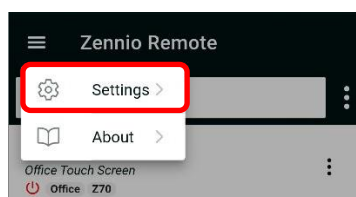



Figure 19. Access to application preferences

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.

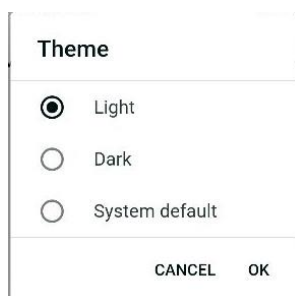


Figure 20. Theme selection

- **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.

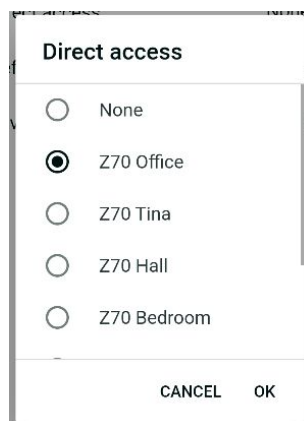


Figure 21. Direct Access

- **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.

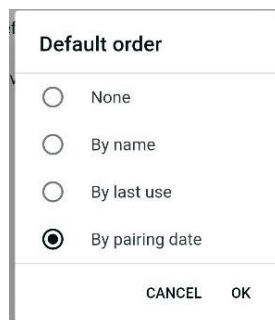


Figure 22. Default order menu

3.5 ABOUT...

To access this section, click on the menu in the top left-hand corner and select the "About" option.

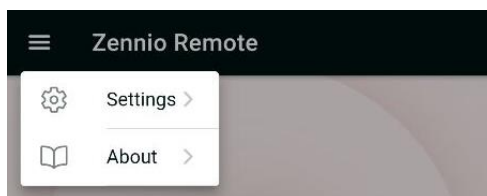


Figure 23. Access to the application information section

This action displays a window with information about the application, such as version, support email, terms of use and legal notice.



Figure 24. About...

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 25. 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 26. 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 tapings 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 27. Alarm event triggered through *push* notifications

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

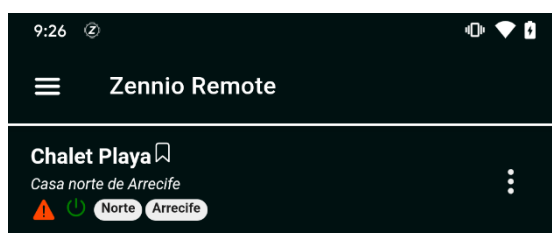


Figure 28. List of devices with pending alarms

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.*

Join and send us your inquiries
about Zennio devices:

<https://support.zennio.com>

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