2TMD041800D0034 | 08.05.2021

Product manual

ABB-Welcome IP

ABB-Welcome IP App

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1 Notes on the instruction manual

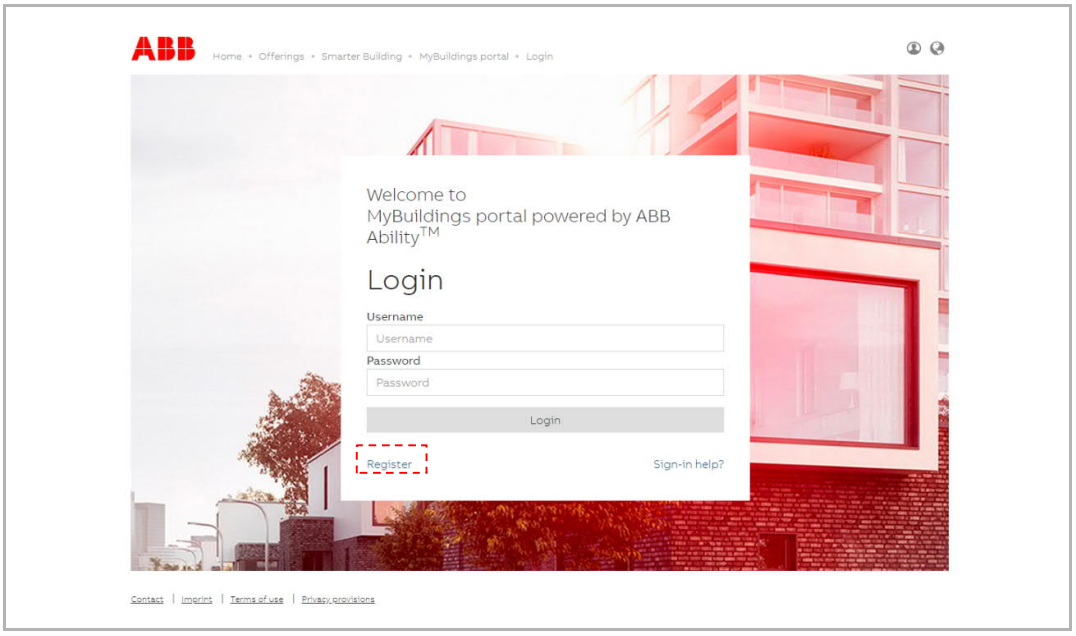
Please read through this manual carefully and observe the information it contains. This will assist you in preventing injuries and damage to property and ensure both reliable operation and a long service life for the device.

Please keep this manual in a safe place. If you pass the device on, also pass on this manual along with it. ABB accepts no liability for any failure to observe the instructions in this manual.

2 Commissioning

2.1 Registering an account on the MyBuildings portal

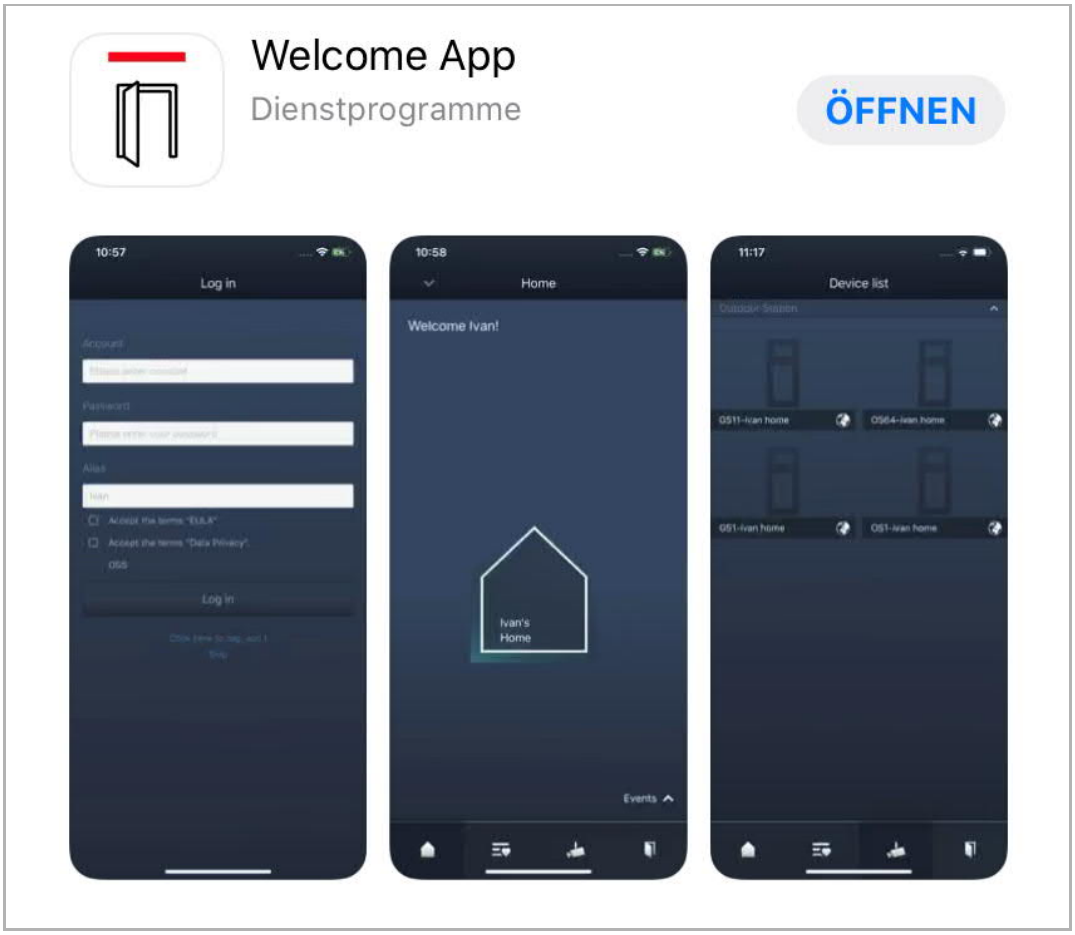
Access the link: https://mybuildings.abb.com and click "Register". Fill in the form as required to register an account. Then activate the user account when you receive the email sent from the MyBuildings portal.



2.2 Download App

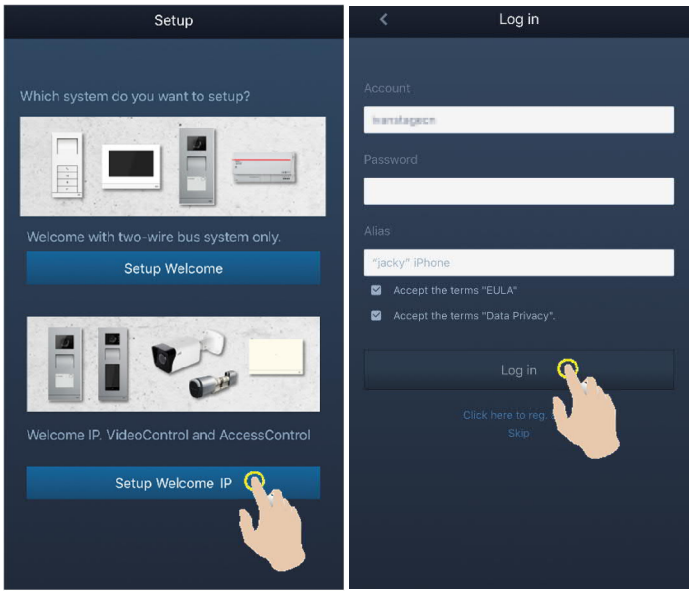
Download and Install the ABB-Welcome App from Google Play or Apple App Store.

Note
The following snapshots used in this document were taken on the IOS system.



2.3 Logging into/logging out of the app

On the mobile phone/tablet, click to open the app, select "Setup Welcome IP" and then enter the user name, password and alias, tick the checkboxes to accept all the terms and conditions, then click "Log in".

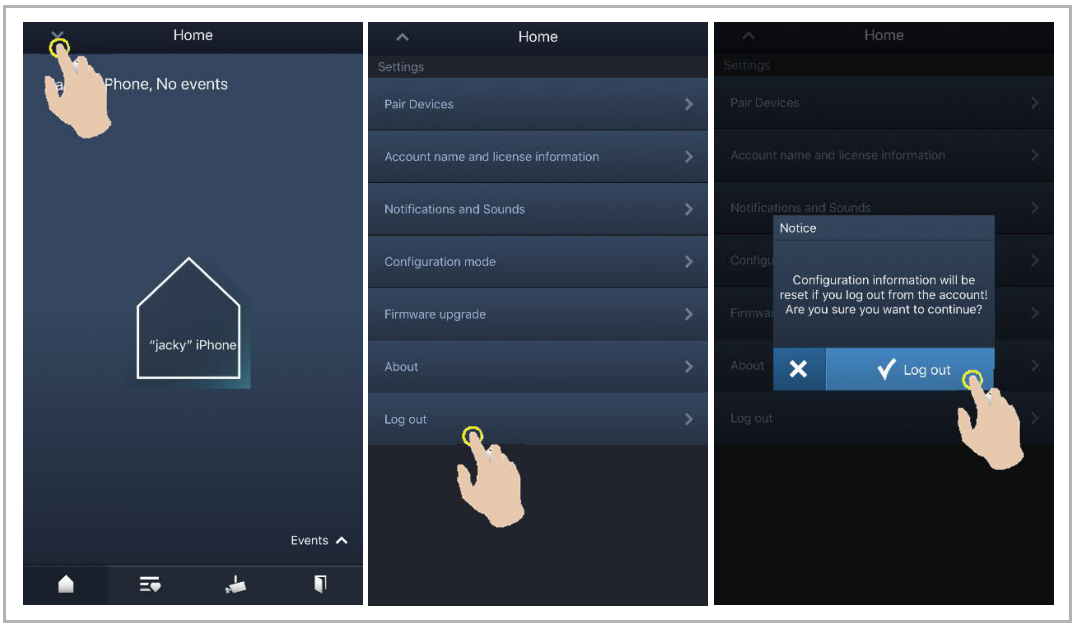


Note
If an incorrect password is entered more than 3 times, no further attempts are permitted within a certain period of time.

On the APP "Home" screen, tap "∨", followed by "Log out", "Log out".

Note

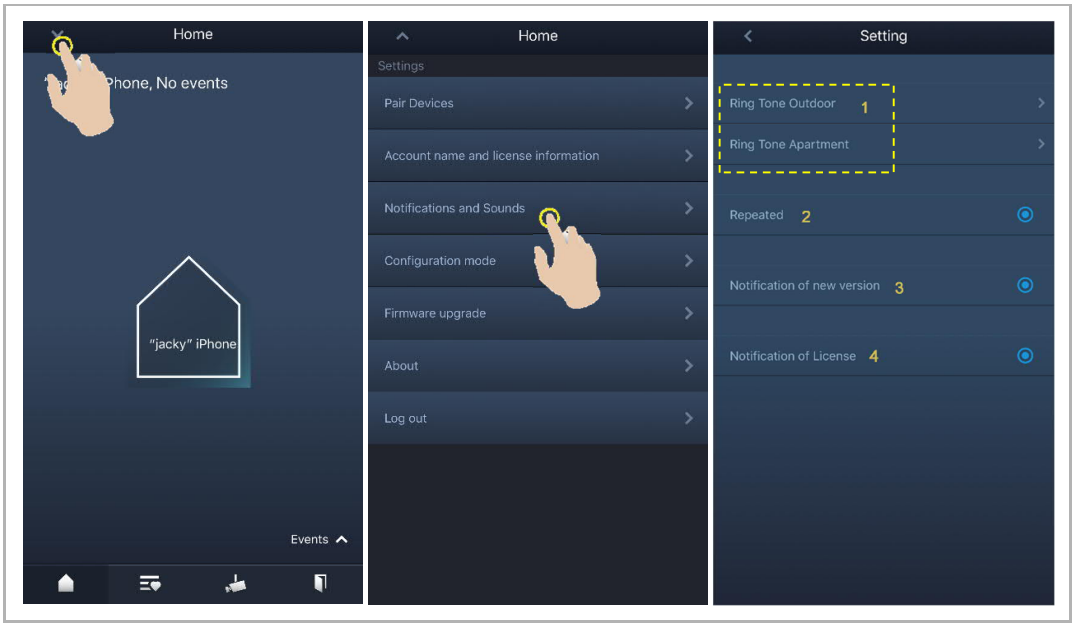
Configuration information will be lost if the account is logged out. You need to pair the devices once more when you log in again.



2.4 Device settings

2.4.1 Notifications and sounds

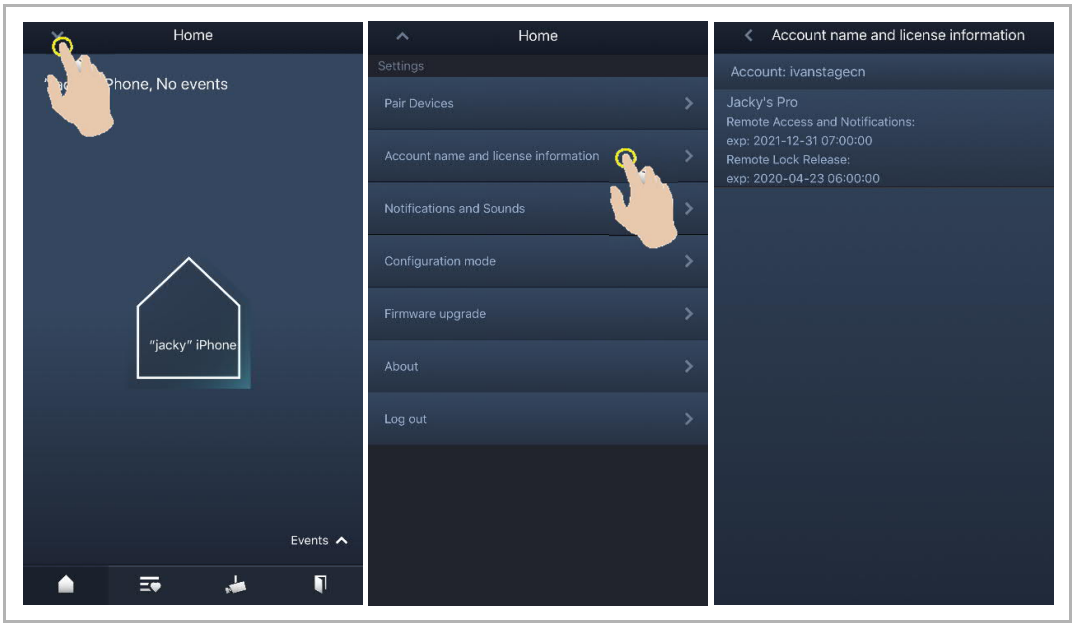
On the APP "Home" screen, tap "∨", followed by "Settings", "Notifications and sounds".



No.	Function
1	**Ringtone setting** Click to select the ringtones for calls from the outdoor station/doorbell/other doors (intercom or guard unit).
2	**Repeated** ON = repeated ringtone within 30 s, OFF = rings only once.
3	**Notification of new version** If set to "ON", there will be a prompt for new firmware updates each time the user logs into the APP. If set to "OFF", there will be no notifications for the next 30 days.
4	**Notification of License** If set to "ON", there will be a prompt for purchasing license each time the user logs into the APP. If set to "OFF", there will be no notifications for purchasing license.

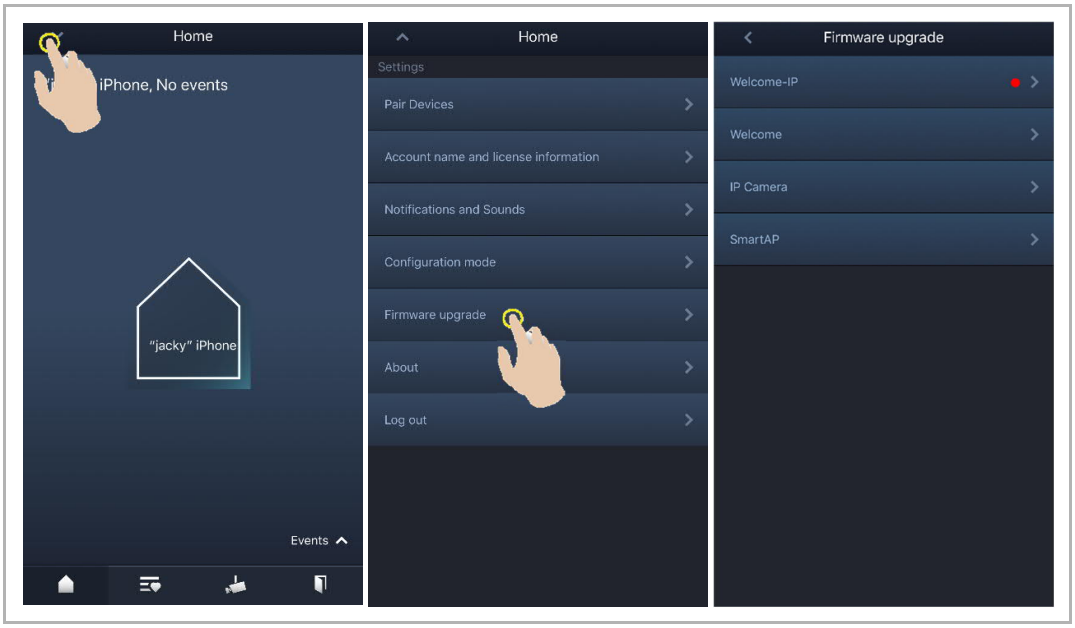
2.4.2 Account name and license information

On the APP "Home" screen, tap "∨", followed by "Settings", "Account name and license information".

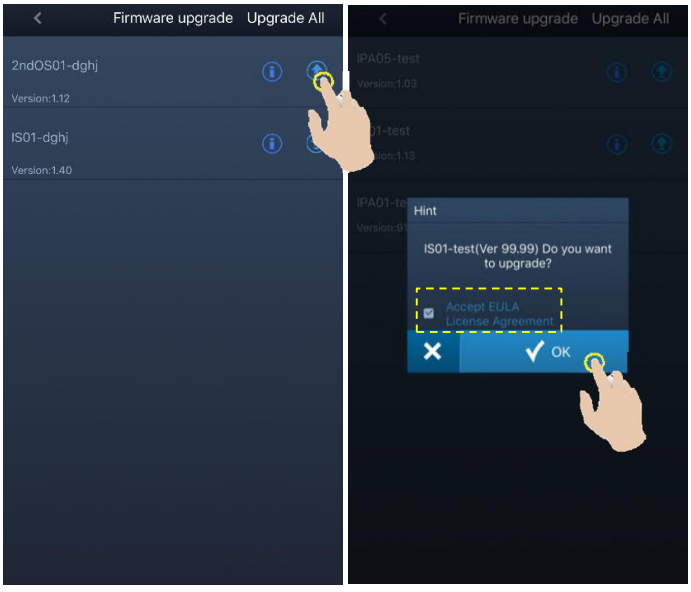


2.4.3 Updating the firmware

On the APP "Home" screen of APP, tap "∨", followed by "Firmware upgrade". ● will be displayed if there is a new version for the devices.



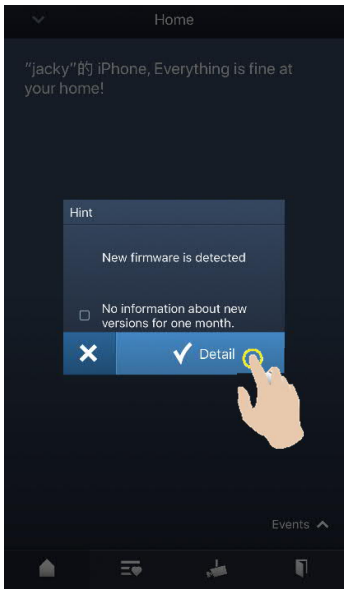
For example, click "Global", then click to update the firmware for designated devices, or click "Upgrade All" to update the firmware for multiple devices. Click to view details about the new version.



New version prompt

A pop-up window will appear once a new version of the device is detected.

Click "Detail" to access the corresponding screen.



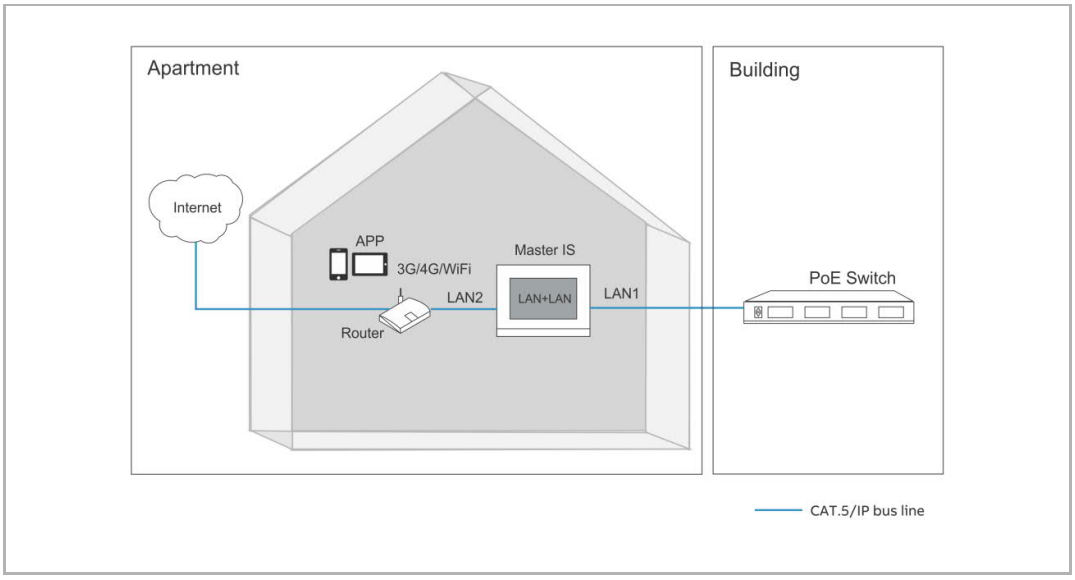
2.5 Pairing the devices

2.5.1 Pairing an indoor station

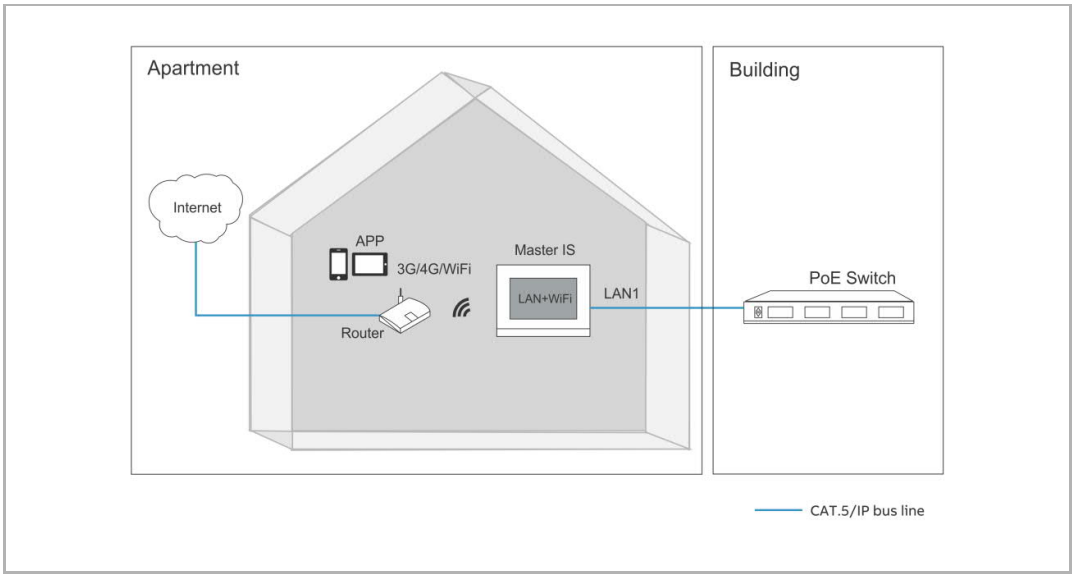
Firstly, the mobile/tablet (APP) must connect to the internet via the router.

Master IS and the router is connected according the diagram below:

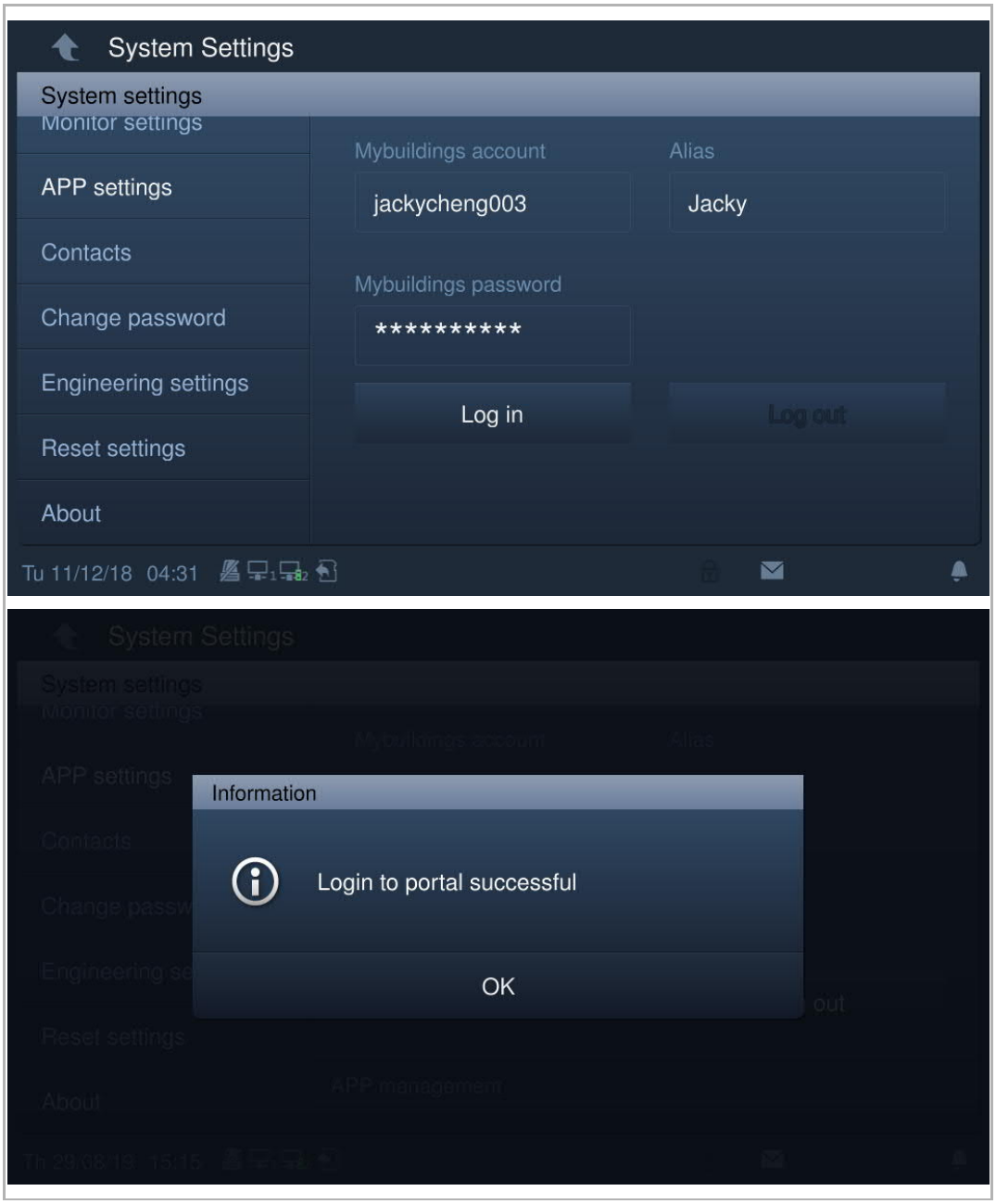
LAN+LAN IP touch



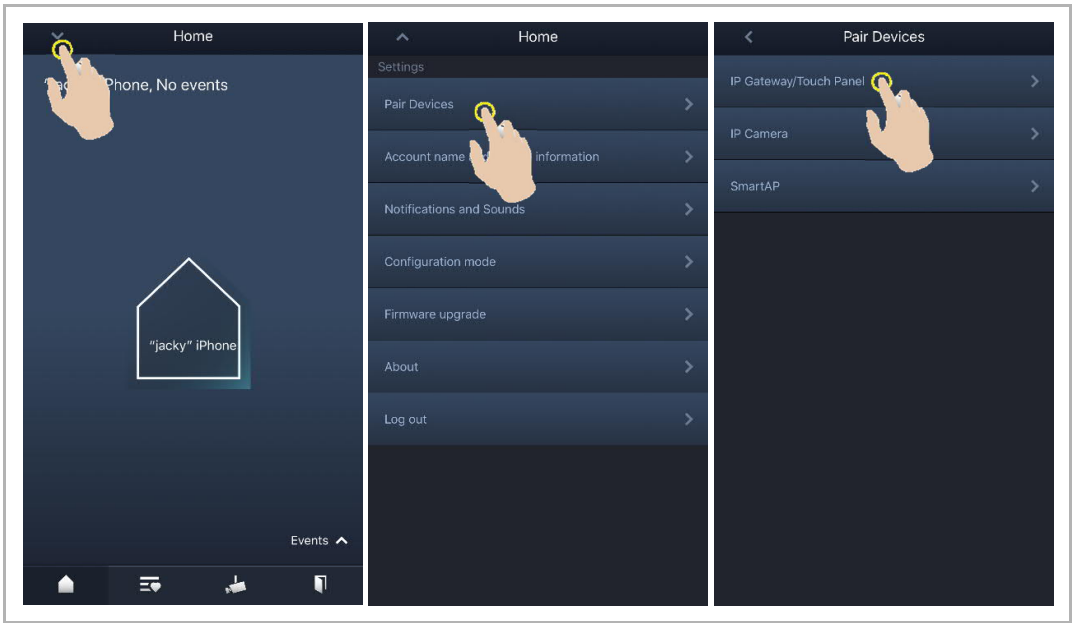
LAN+WiFi IP touch



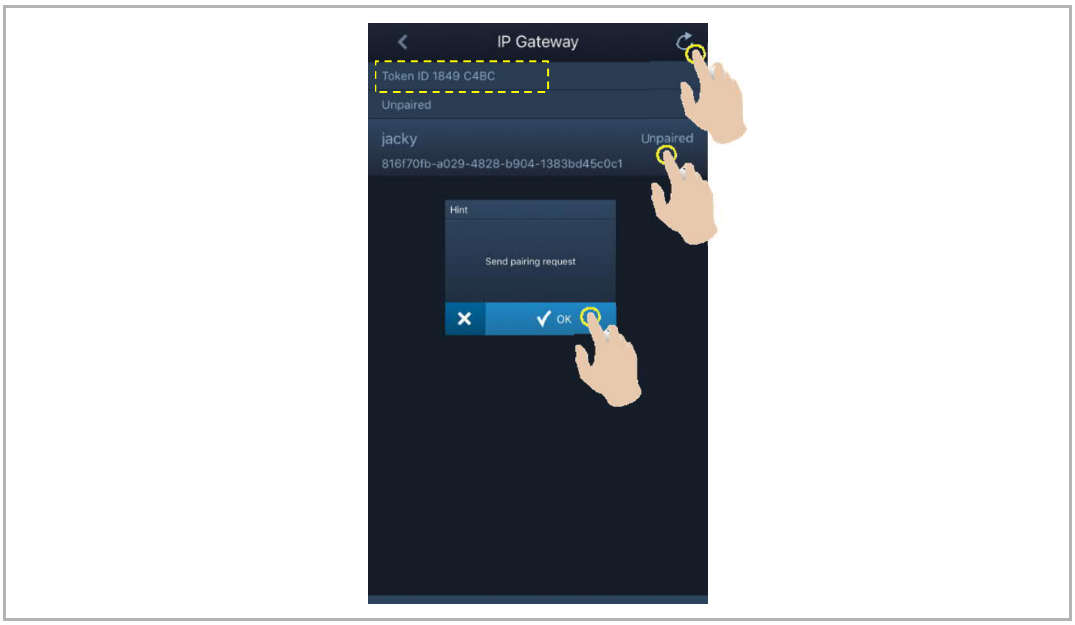
On the "System settings", "APP settings" screen of the indoor station, enter the MyBuildings account, password and alias, then click "Log in".



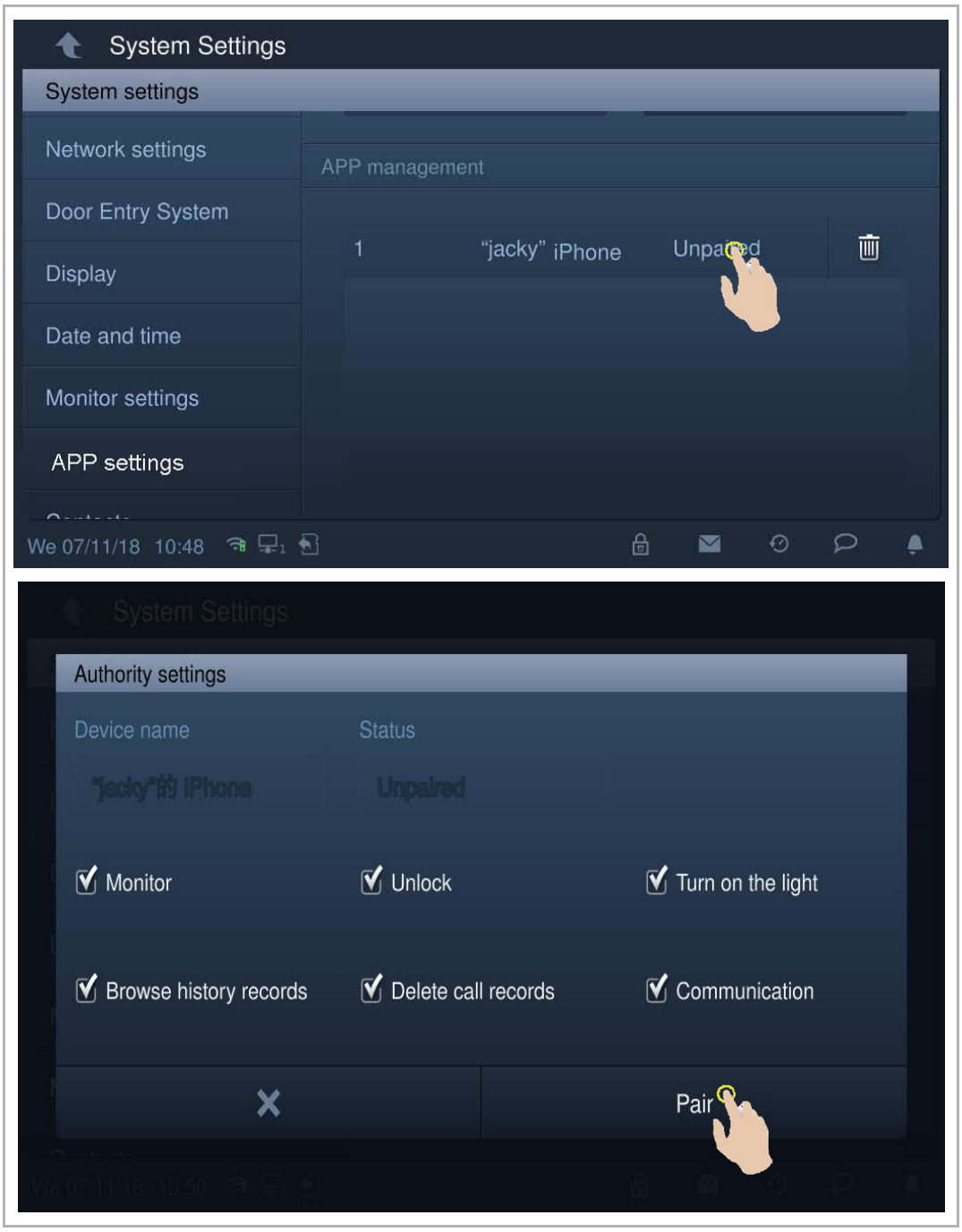
On the APP "Home" screen, tap "∨", followed by "Pair devices", "IP gateway/Touch panel".



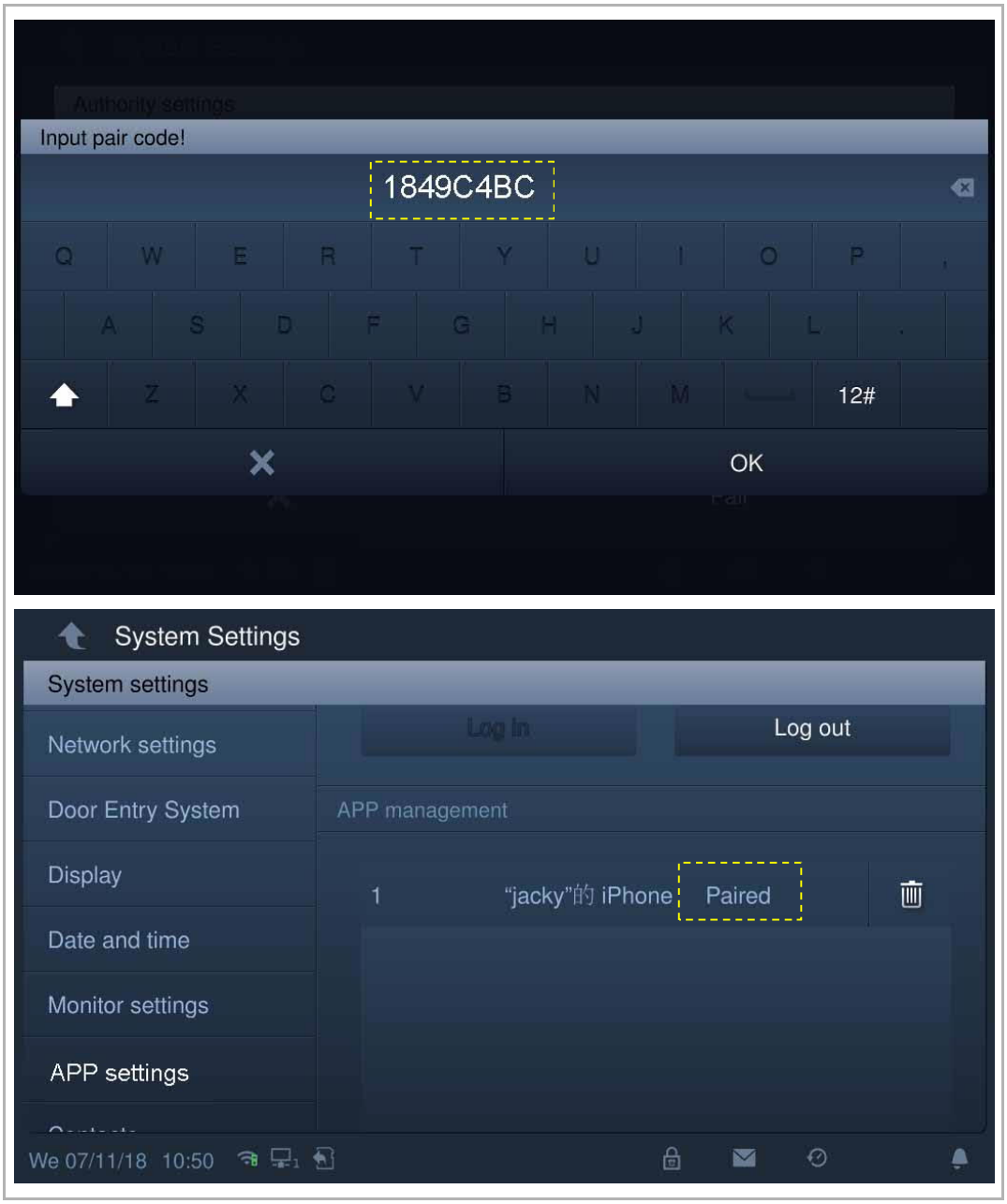
Then tap to call up the device list, and select the alias, click "OK" to send a pairing request to the indoor station. Please write down the token ID (e.g. 1849C4BC in this case).



On the "System settings", "APP settings" screen of the indoor station, click "Unpaired", select the relevant functions in the pop-up window, and click "Pair".



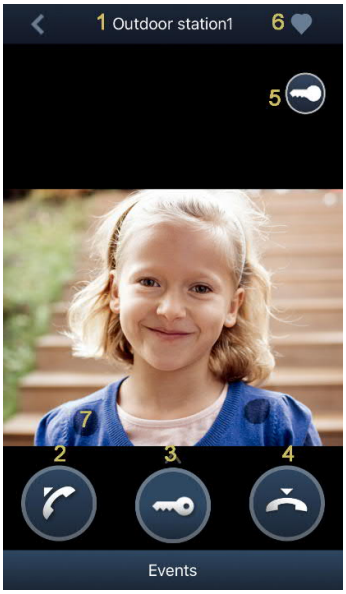
Enter the token ID and click "OK". The indoor station will display "Paired" if successful.



3 Operation

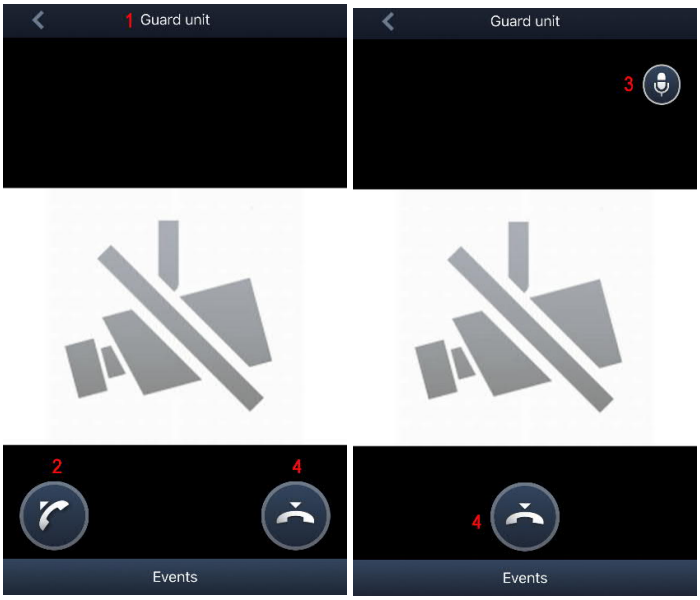
3.1 Door Entry System

3.1.1 Call from outdoor stations



No.	Function
1	Caller ID
2	Tap this icon to take the call.
3	Swipe up this icon to release the default lock on the calling outdoor station.
4	Tap this icon to end the call.
5	Tap this icon to release the secondary lock on the calling outdoor station or release the switch actuator (depending on the setting of the paired indoor station's program button).
6	Tap this icon to add the device to favourites.
7	Long press the image to take a snapshot

3.1.2 Call from guard units or indoor stations

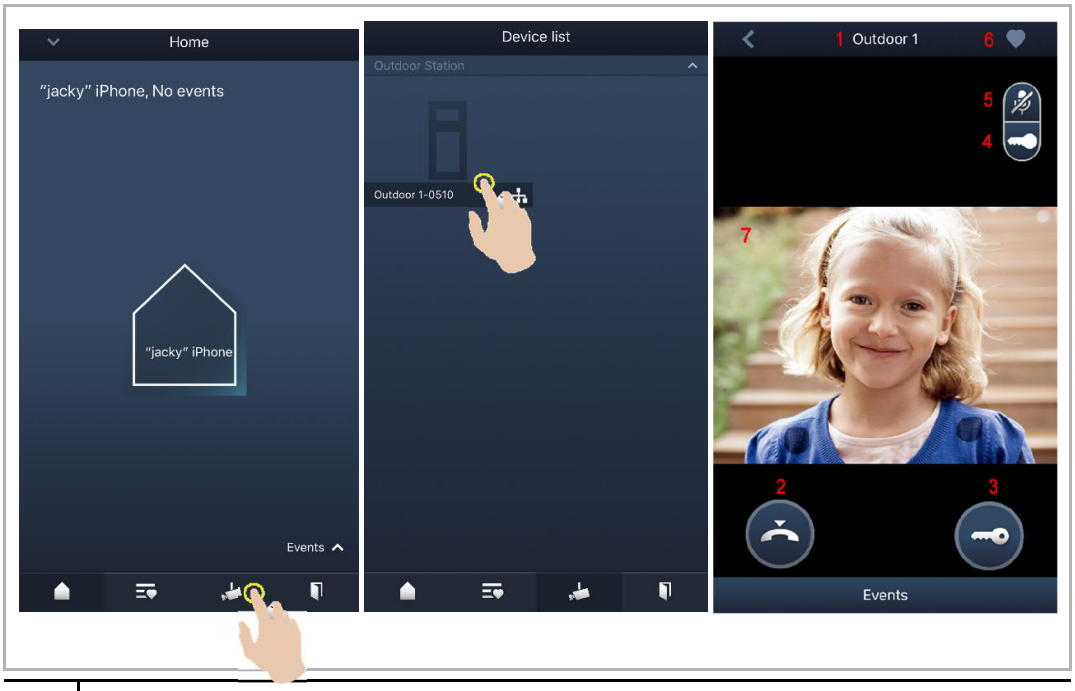


No.	Function
1	Caller ID
2	Click this icon to accept the call.
3	Click this icon to mute the microphone on this device.
4	Click this icon to end the call.

3.1.3 Surveillance from outdoor stations

You need to add an outdoor station on the "Device settings" screen of IP gateway before this function is used.

On the APP "Home" screen, tap " " to access the device list screen, then tap a designated outdoor station to initiate surveillance.



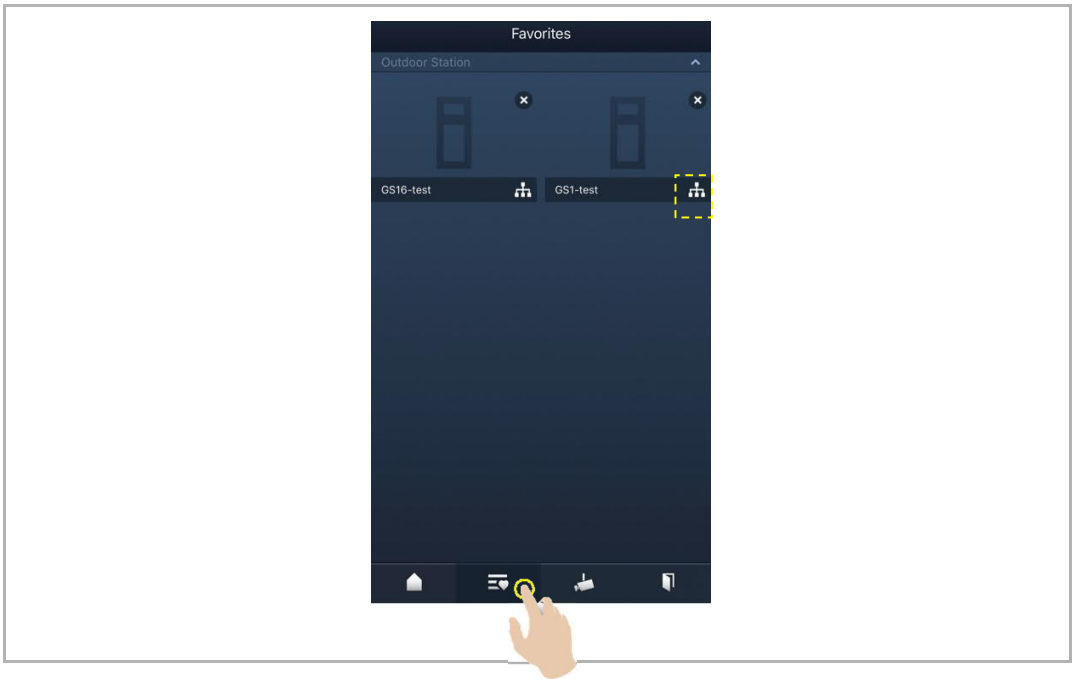
No.	Function
1	Caller ID
2	Click this icon to end the monitoring and communication.
3	Click this icon to release the default lock on the monitored outdoor station during monitoring.
4	Click this icon to release the secondary lock on the monitored outdoor station or turn on the light during monitoring (depending on the setting of the paired indoor station's program button).
5	Click this icon to initiate communication with the outdoor station (mute by default).
6	*Click to add the device to favorites.
7	Long press the image to take a snapshot

***Favorites screen**

On the APP "Home" screen, tap " " to view the favorite devices.

= Internal network

= External network

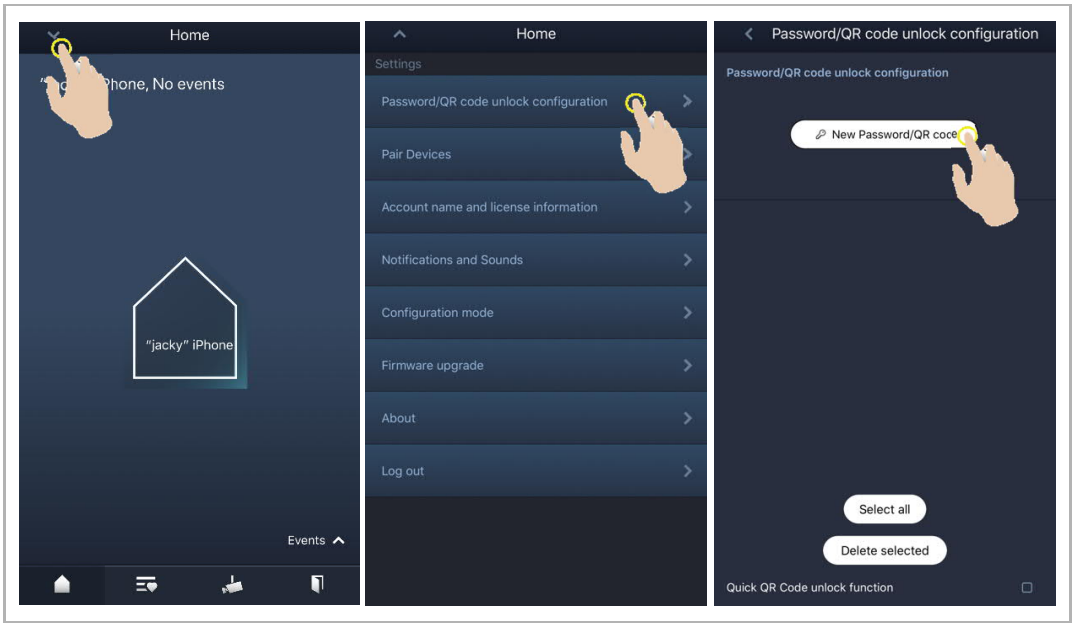


3.1.4 Releasing the lock with a password set on the Welcome App

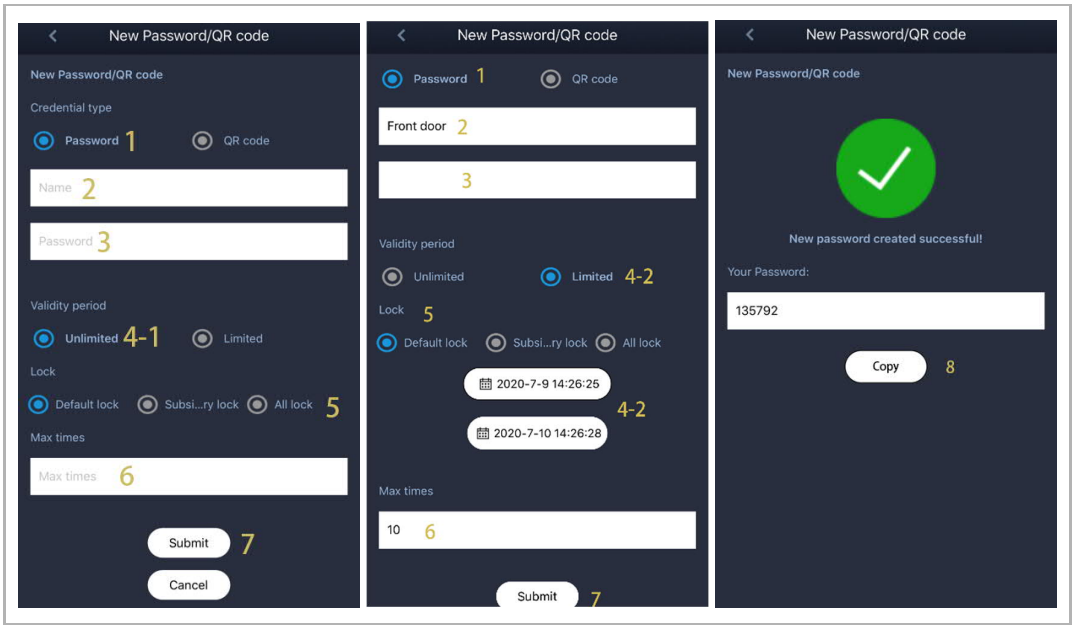
1. Creating an unlock password

You need to pair the Welcome App with an indoor station before this function is used.

On the Welcome App "Home" screen, tap "∨", followed by "Password/QR code unlock configuration", "New password/QR code".



Follow the steps below:



[1] Select the "Credential type" as "Password"

[2] Enter a name, this name cannot be the same as the existing name on this mobile/tablet.

[3] Enter a 3-8 digit password, this password must not include continuously increasing or decreasing numbers (e.g. 123456, 654321). Three consecutive identical numbers are similarly not permitted (e.g. 123444, 666888).

[4] Set validity period:

- If "Unlimited" is selected, please go to step 5.
- If "Limited" is selected, please continue to set the start date and end date.

[5] Select lock type

- If "Default lock" or "Subsidiary lock" is selected, this lock will be released when the password is used.
- If "All locks" is selected, both "Default lock" or "Subsidiary lock" will be released when the password is used.

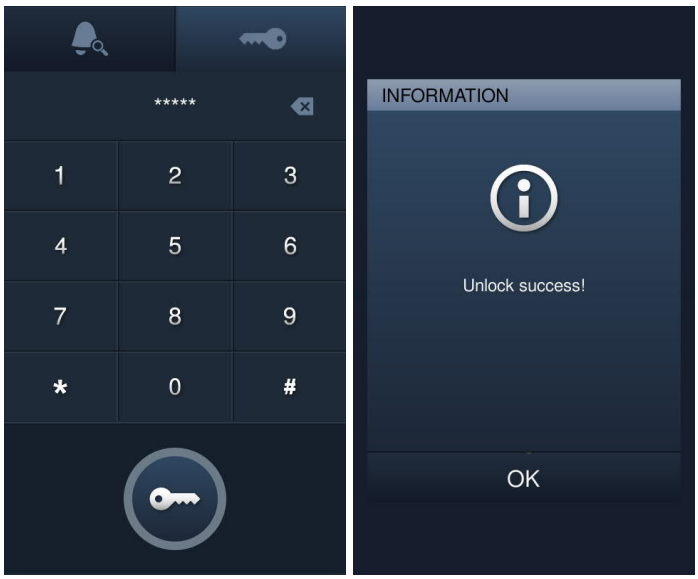
[6] Enter a number to set maximum unlock times (1~999).

[7] Click "Submit" to complete the settings.

[8] Click "Copy" to copy the password. (Optional)

2. Releasing the lock by entering a password

On the outdoor station, on the " " screen, enter the password, followed by " " to release the lock.

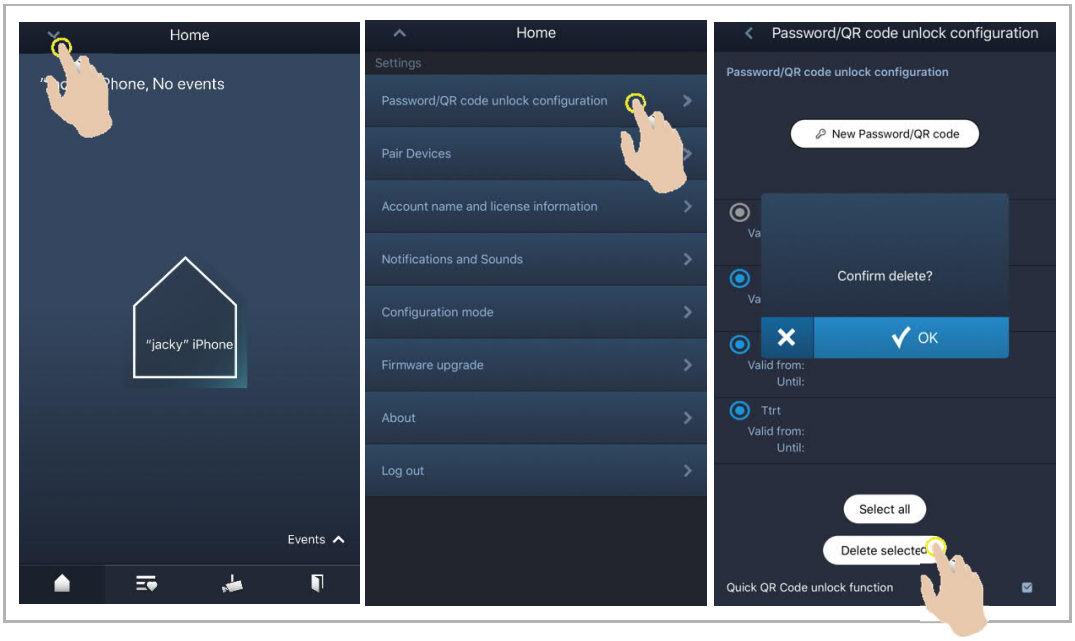


Wrong password
If an incorrect password is entered 10 times within 5 minutes, no further attempts are permitted for the next 5 minutes.

3. Delete the unlock password

On the Welcome App "Home" screen, tap "∨", followed by "Password/QR code unlock configuration".

Select items by tapping them one by one or select all items by tapping "Select all". (The selected items will be highlighted). Then click "Delete selected", "OK".



3.1.5 Releasing the lock with an unlock QR code set on the Welcome App

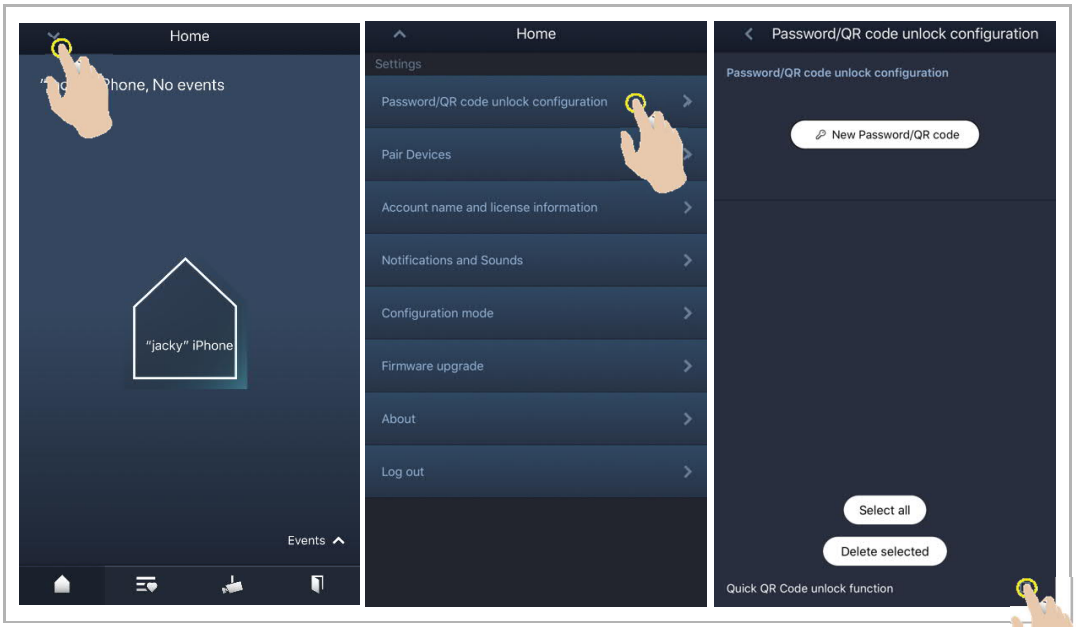
You need to pair the Welcome App with an indoor station before this function is used.

1. Create an unlock QR code

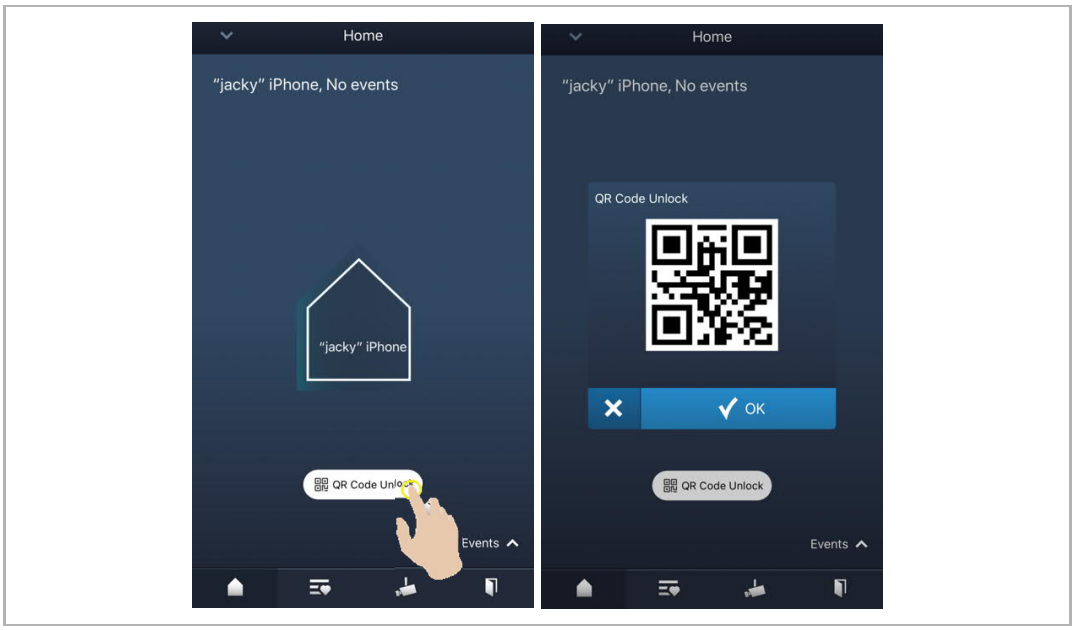
There are 2 options to create an unlock QR code.

Option 1: Create a quick unlock QR code for the resident

On the APP "Home" screen, tap "∨", followed by "Password/QR code unlock configuration", tick the "Quick QR code unlock function" check box.

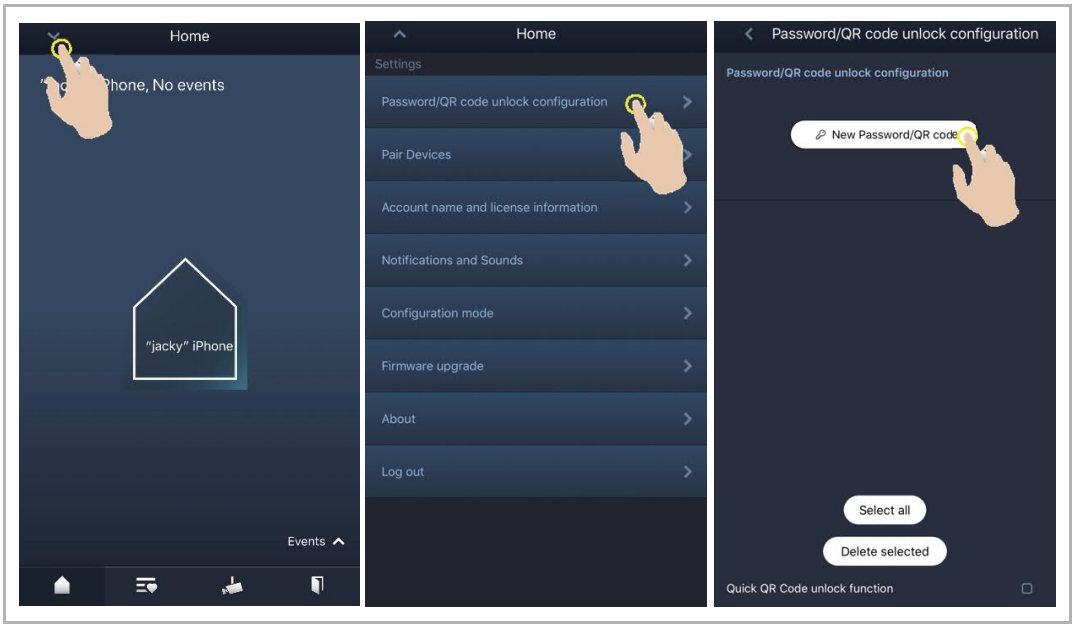


Click "QR code unlock" to create a QR code. This QR code can be used by the resident to release the lock and its effective time is 5 minutes.

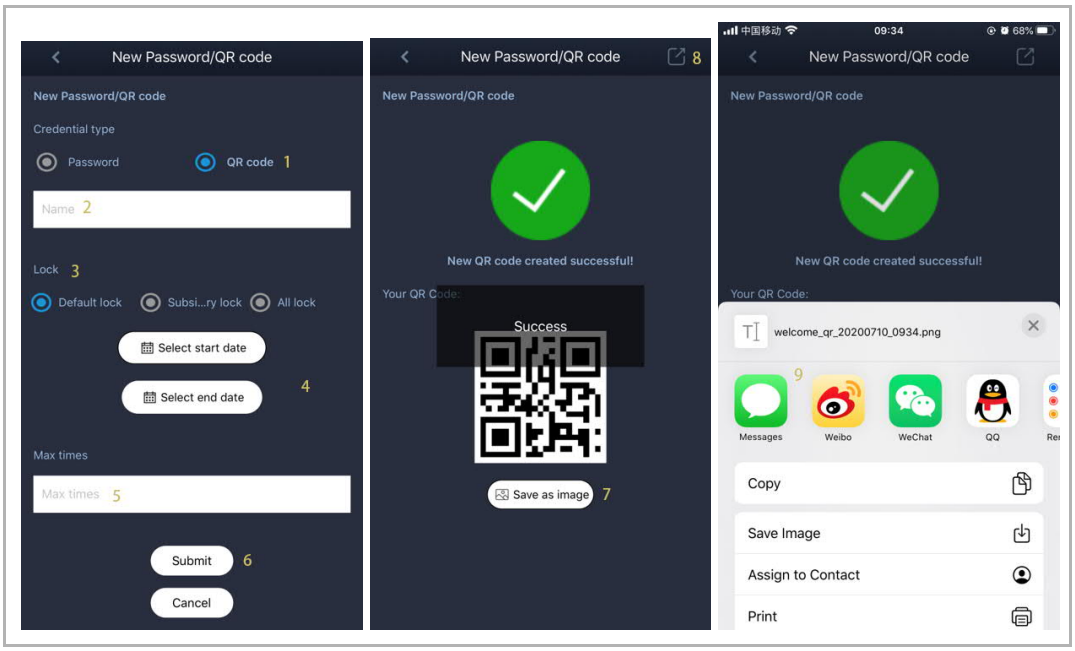


Option 2: Create a normal unlock QR code for the visitor

On the APP "Home" screen, tap "∨", followed by "Password/QR code unlock configuration", "New password/QR code".



Follow the steps below:



[1] Select the "Credential type" as "QR code"

[2] Enter a name, this name cannot the same as the existing name on this mobile/tablet.

[3] Select lock type

- If "Default lock" or "Subsidiary lock" is selected, this lock will be released when the unlock QR code is used.
- If "All locks" is selected, both "Default lock" or "Subsidiary lock" will be released when the unlock QR code is used.

[4] Set validity period by selecting the start date and end date.

[5] Enter a number to set maximum unlock times (1~999).

[6] Click "Submit" to complete the settings.

[7] Click "Save as image" to save the QR code to your mobile/tablet. (Optional)

[8] Click " " to share the QR code.

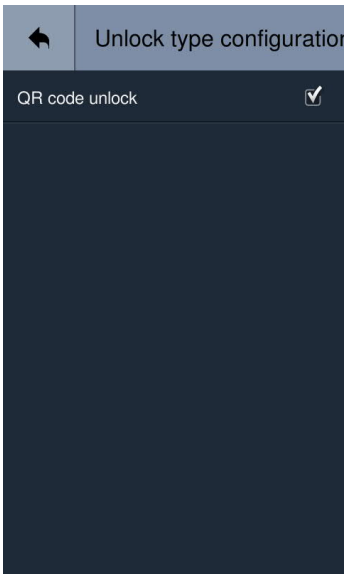
[9] Select an App to share the QR code.

2. Use the unlock QR code on the outdoor station

On the outdoor station,

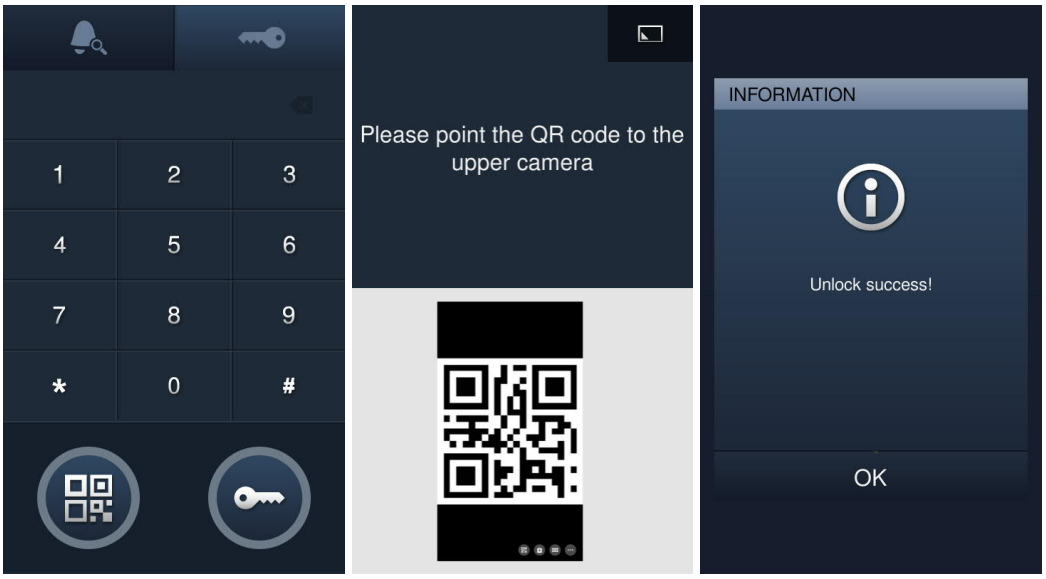
[1] On the home screen, tap " ", followed by enter [#] [*] [engineering password] [#] to access the "Settings" screen.

[2] On the "Settings" screen, tap " System settings", " Unlock type configuration ", " QR code unlock ", "On" to enable the QR code function.



[3] Turn back to home screen, tap " ", a QR code icon will be displayed in the lower left corner on the screen.

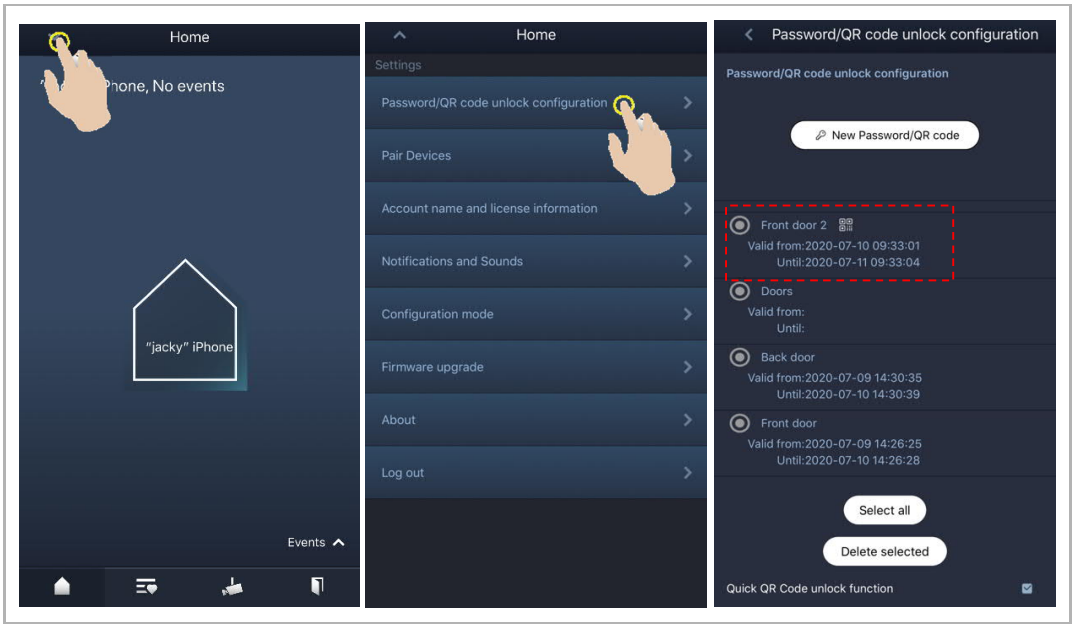
[4] Tap the QR code icon on the outdoor station, then place the QR code on your mobile in front of the camera on the outdoor station to release the lock.



3. Delete the unlock QR code

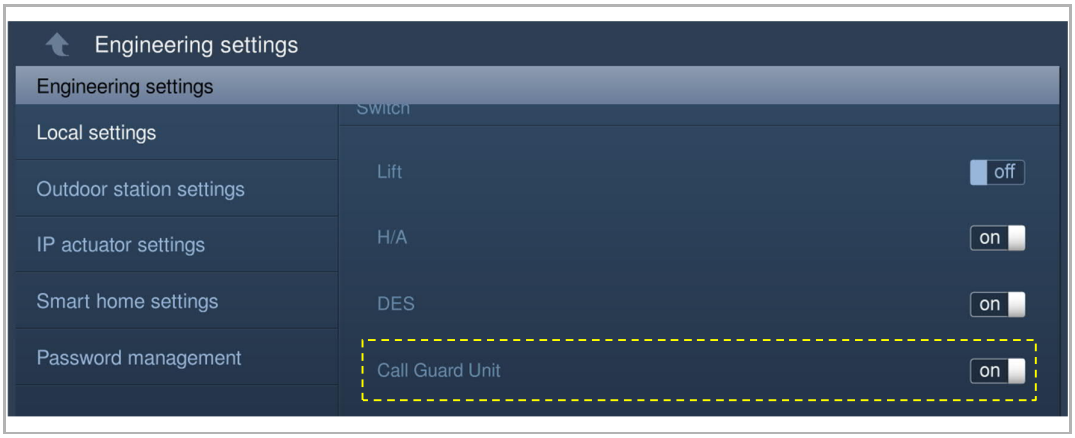
On the Welcome App "Home" screen, tap "∨", followed by "Password/QR code unlock configuration".

Select items by tapping them one by one or select all items by tapping "Select all". (The selected items will be highlighted). Then click "Delete selected", "OK".

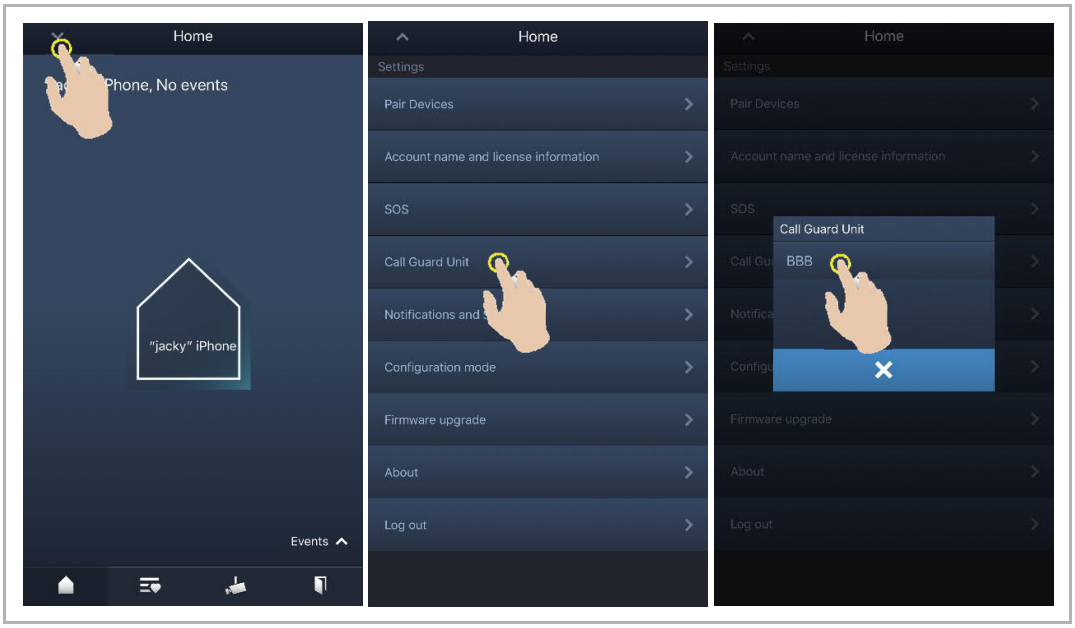


3.1.6 Calling a guard unit

You need to pair APP with an indoor station before this function is used. The "Call guard unit" function also needs be set to "on" in the "Local settings" on the indoor station.



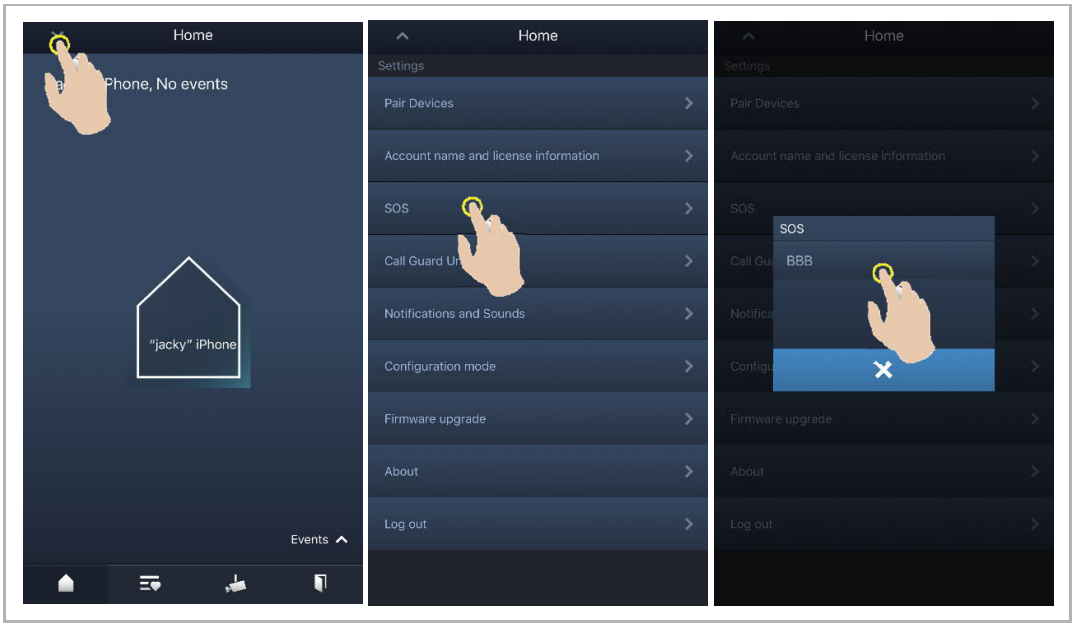
On the APP "Home" screen, tap "∨", followed by "Call guard unit", select the indoor station associated with the guard unit to call the guard unit.



3.1.7 SOS

You need to pair the App with the indoor station before this function is used.

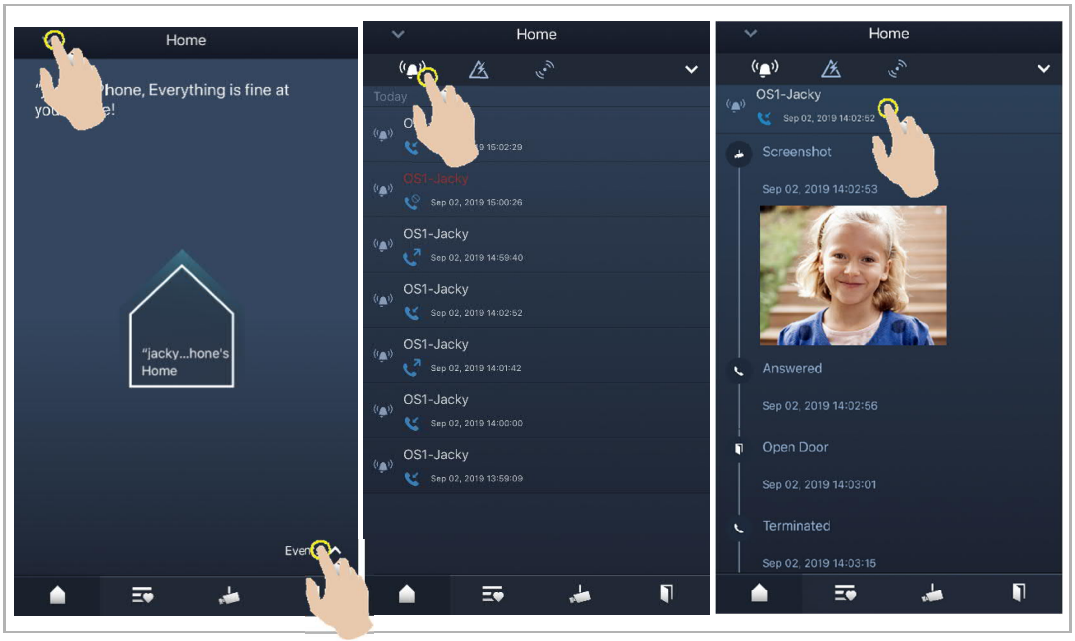
On the App "Home" screen, tap "∨", followed by "SOS", send the SOS to the guard unit and the management software associated with the indoor station paired via the APP.



3.2 History

3.2.1 History records of door entry devices

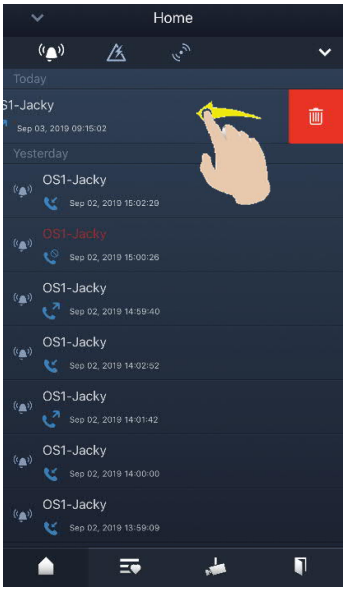
On the APP "Home" screen, tap "∨", followed by "Events", to access the history records. You can tap a designated record to view details.



Icon	Function
	Incoming call
	Initiate surveillance
	Missed call (red word in the meantime)
	Long press the image to save the image to the photo album.

On an IOS device, swipe the record to the left, then click " " to delete the record.

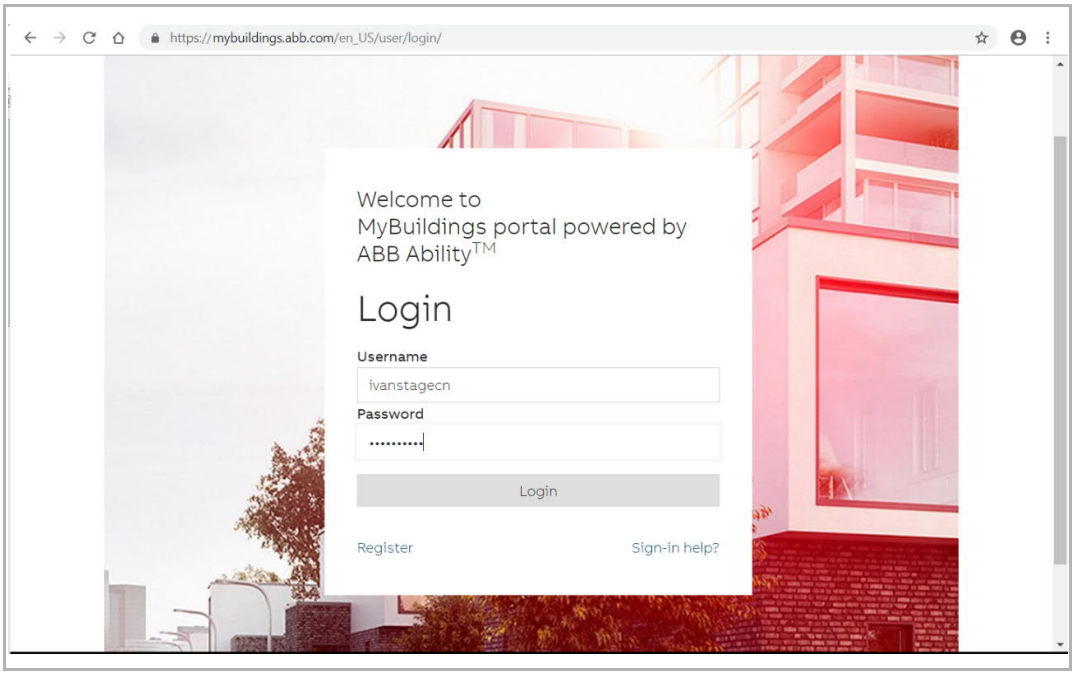
On an Android device, long press the record then click " " to delete the record.



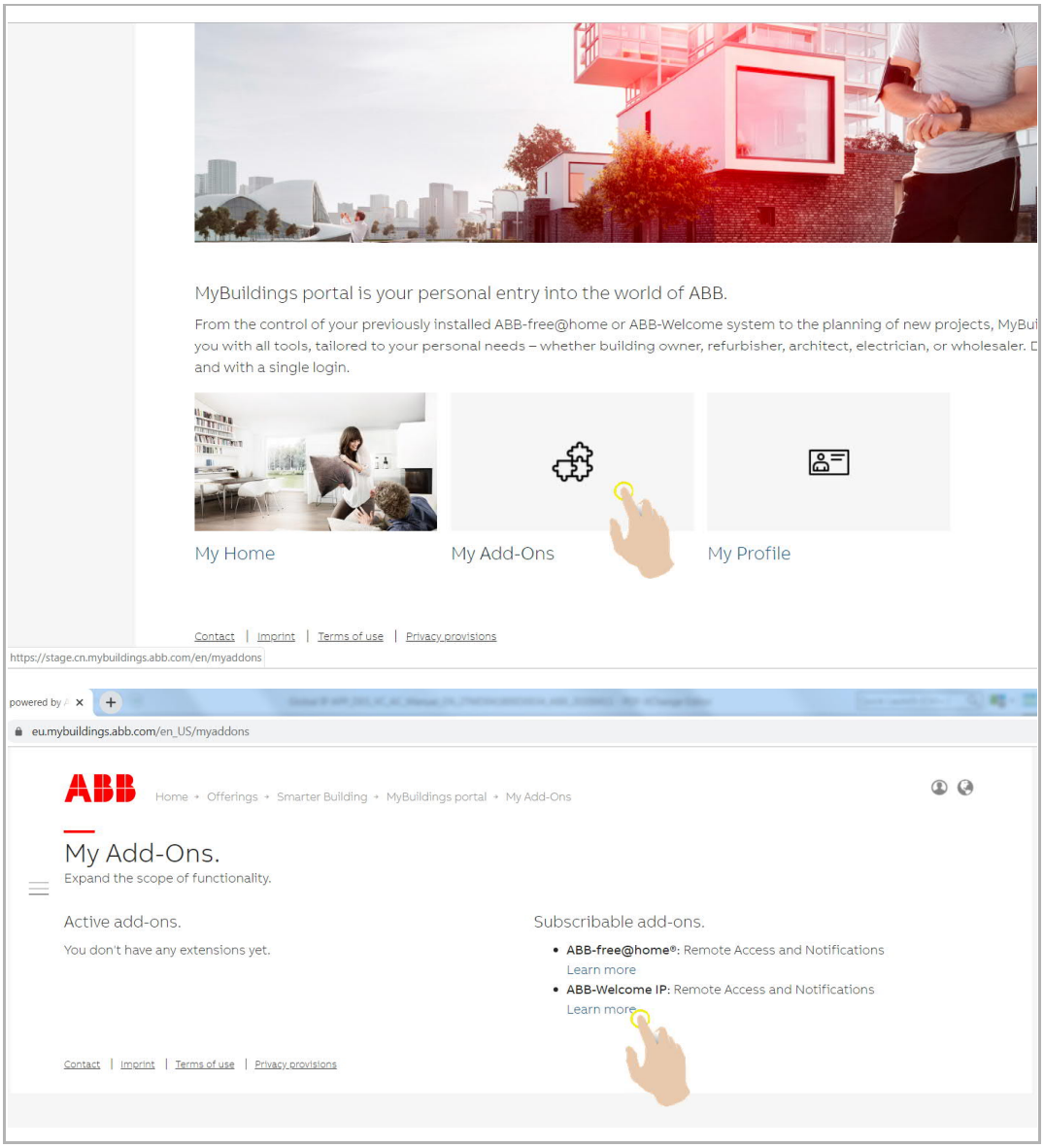
3.3 Service

You need to subscribe to the relevant remote services before these functions are used.

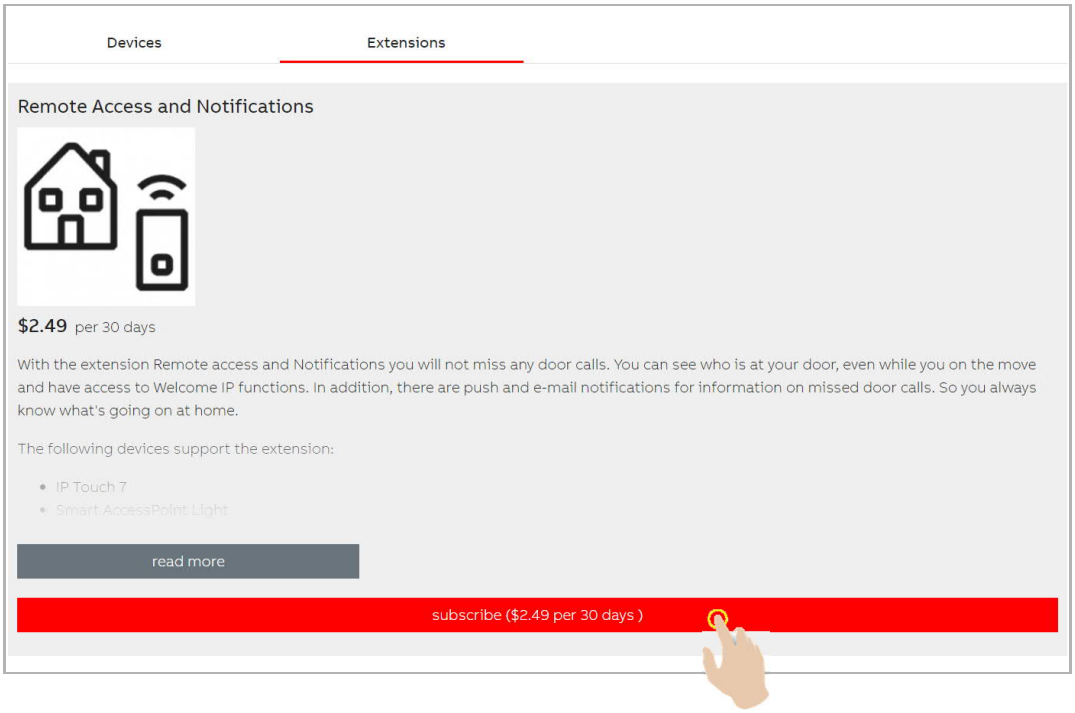
Access the website: https://mybuildings.abb.com/ and log into the account.



Click "My Add-Ons", followed by "Learn more" to access the corresponding screen.



Select the designated service and click "Subscribe" to subscribe to the service.



Description of the services

Service	Description
Remote Access and Notifications	Used on Door Entry System
Remote Lock release	Used on Access Control system
Video storage and streaming	Used on Video Control system

4 Cyber security

4.1 Disclaimer

This products are designed to be connected and to communicate information and data via a network interface, which should be connected to a secure network. It is customer‘s sole responsibility to provide and continuously ensure a secure connection between the product and customer‘s network or any other network (as the case may be) and to establish and maintain appropriate measures (such as but not limited to the installation of firewalls, application of authentication measures, encryption of data, installation of antivirus programs, etc.) to protect the product, the network, its system and interfaces against any kind of security breaches, unauthorized access, interference, intrusion, leakage and/or theft of data or information. ABB and its affiliates are not liable for damages and/or losses related to such security breaches, unauthorized access, interference, intrusion, leakage and/or theft of data or information.

Although ABB provides functionality testing on the products and updates that we release, you should institute your own testing program for any product updates or other major system updates (to include but not limited to code changes, configuration file changes, third party software updates or patches, hardware change out, etc.) to ensure that the security measures that you have implemented have not been compromised and system functionality in your environment is as expected.

4.2 Performance and service

Port and service

Port	Service	Purpose
50603-50800	UDP	To be used by SIP client.

4.3 Deployment guideline

Please do not install in a public place and ensure that physical access to the devices is granted only to trusted personnel.

All devices need to work in safe mode by default and. all the devices on one system are to be signed by a public CA at commissioning stage; normally the management software acts as CA.

It is suggested that compatible mode is only used when the device needs to communicate with previous generation products. In this mode, data transmission between devices is not encrypted, leading to possible data leaks and the risk of attacks.

4.4 Upgrading

The device supports firmware updating via SD card. In this mode, a signature file will be used to verify the authentication and integrity of the firmware.

If Internet service is available, the device will connect to the MyBuilding server to obtain new firmware automatically, but needs to be confirmed by the end user every time.

4.5 Backup/Restore

Some device configurations can be exported to SD card for backup purposes, and reimported later on to restore the configuration.

When connected to the management device, the user can backup and restore configurations on the management device side. This feature is enabled or disabled by a local setting option.

4.6 Malware prevention solution

The device is not susceptible to malware, because custom code cannot be executed on the system. The only way to update the software is via firmware upgrades. Only firmware signed by ABB can be accepted.

5 Notice

We reserve the right to at all times make technical changes as well as changes to the contents of this document without prior notice.

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Approvals and Compliances

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