record

i-record Guide

Configuration Tool for Automatic Doors

Your direct supply partner
for automatic doors

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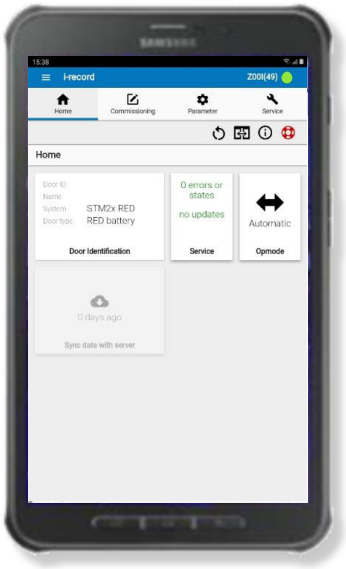
i-record Application Requirements

What does the user need to do in advance to be able to work with the I-record app?

1. User must be registered on the record website recordukdirect.co.uk/en/Account/Register with their username (email address) + password.

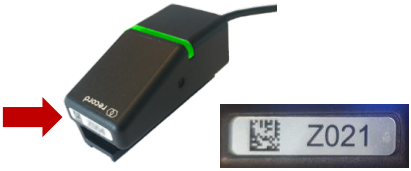
   These credentials will also be your login data for the I-record app!



2. User must be added (and verified) to an existing license pool.

3. WiDI has to be added (and verified) to the same license pool.

   Serial number of WiDI:
   Four-digit alphanumeric number for unique identification (with data matrix code)



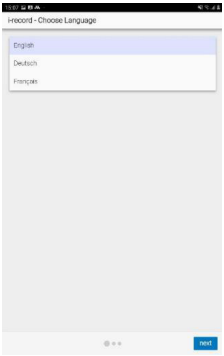
4. The I-record app has to be installed on a mobile device/tablet with an Android operating system. The app can be downloaded from the Google Play Store.

   The mobile device must meet some requirements, https://i.record.global/en/support/requirements

Initialisation of the App

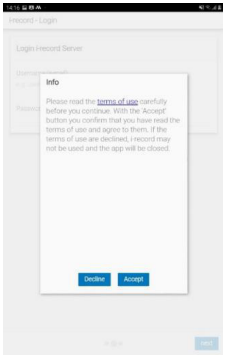
When the i-record app is started for the first time, the user is automatically guided through an initial login, which initializes the application. This login is simple, fast and consists of the following steps:

1) Choose language



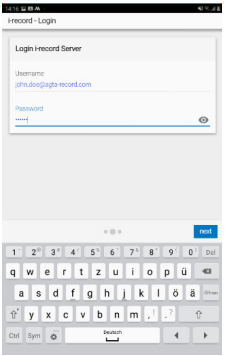
Available languages are: English, German and French.

2) Accept terms of use



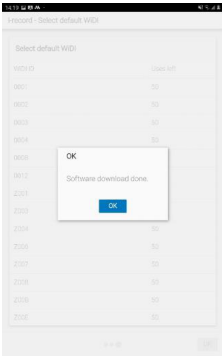
In order to use i-record, the terms of use must be accepted.

3) Log in to i-record



Log in with the access data (email + password) of your record web account.

4) Software download



App connects to the i-record server to download licenses, SW update packages etc.

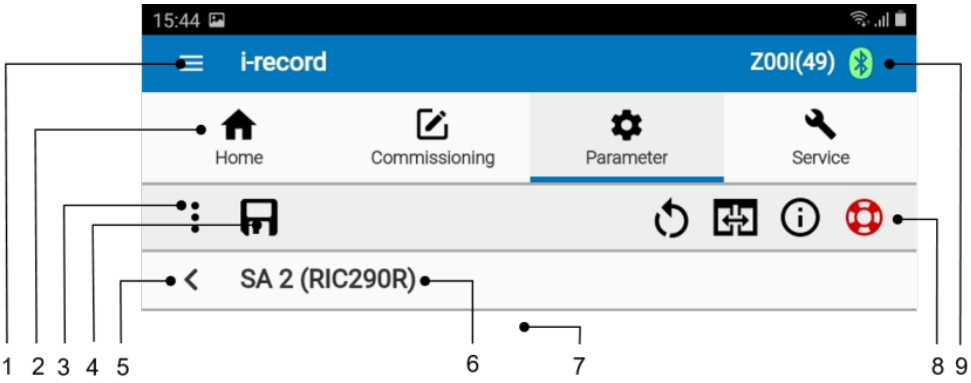
5) Select your WiDI

At the end your own WiDI has to be chosen as default WiDI.

Structure of the i-record App

The application consists of 4 main screens:

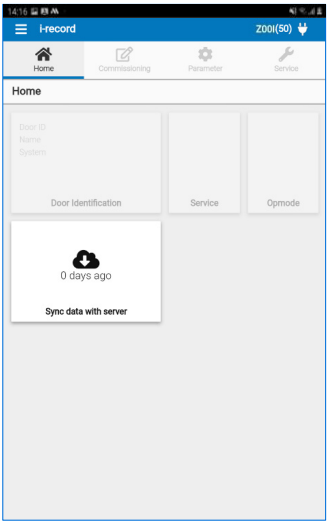
» Home
» Comissioning
» Parameter
» Service



Header of the i-record app:

1. Hamburger menu: settings, licenses (with available door accesses), BDE Tool, Logout, ...
2. Main navigation with 4 main screens: Home, Commissioning, Parameters, Service
3. Context specific menu
4. Context specific functions
5. Back to previous screen
6. Context headline
7. Content of the context page
8. Functions (always visible): restart SSK status/information support button
9. Button to connect to a door, incl. display of the default WiDI and the number of remaining door accesses and connection symbol.

Home Screen (Start Screen) – Connect to a Door



The home screen is the entry point of the app. Depending on the connection state, tiles are activated or deactivated. If the app is not connected via WiDI to a door, only one tile is active:

» **Synchronization of data with the i-record server** (licenses, SW update packages, ...)

Connection to the door

1. The WiDI has to be plugged into the door controller or to the external interface. If theLED light guide of the WiDI lights blue, the Bluetooth is ready for connection.

2. Press on the connection button in the upper right corner of the app.

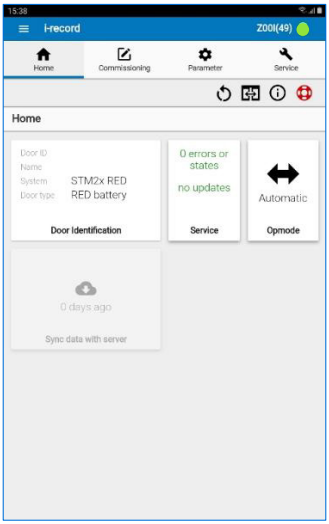
   As soon as the connection is established, the plug changes to a green circle.In parallel the WiDI starts to light green.

   The number of available door accesses of this license has been reduced by one.There are now 46 “offline” door accesses left before you have to reconnect to therecord server to update the license of this WiDI, to get again 50 door accesses.

To **disconnect** the door press the connection button again.

Home Screen (Start Screen) – Connected to a Door

If i-record is connected to a door, the following tiles are activated:



» **Door identification:**
Displays the door system and the door type.

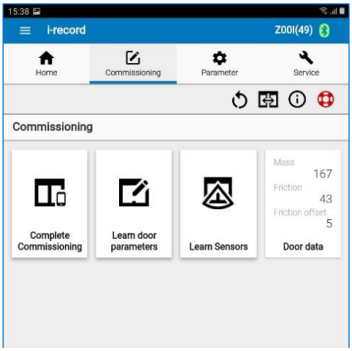
» **Service:**
Displays the actual number of door errors and if there are new SW update packages available on your mobile device to update the door. By pressing the tile you will directly access the service screen.

» **Operating mode:**
The actual operation mode is displayed here. By pressing the tile you can change the operation mode.

Commissioning Screen

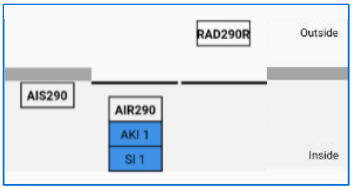
In the commissioning screen we have 4 tiles:

» Complete commissioning
» Learn door parameters
» Learn sensors
» Door data (info: mass, friction and friction offset)

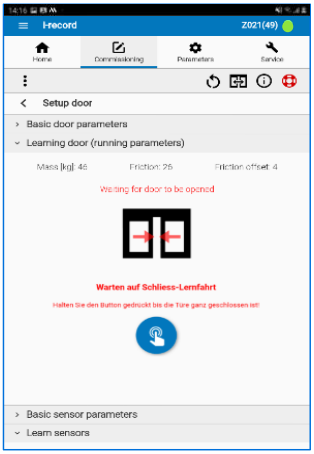


Complete commissioning
The following four steps are implemented for complete commissioning:

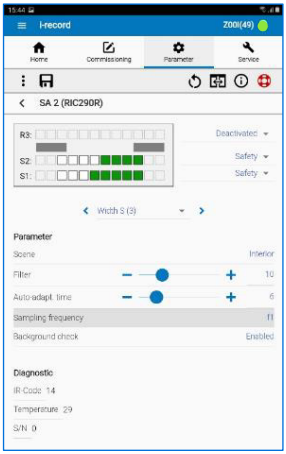
1. Set door data
2. Learning cycle (2x) of the door
3. Set sensors parameters
   - With a graphical overview of the sensors
   - Set parameters of each sensor incl. a live view of the sensor field
4. Learning sensors (1x)



Door learning



Setup of a sensor



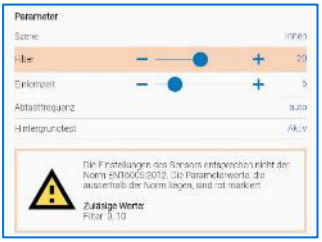
Parameter Screen

In the parameter screen we have 2 tiles:

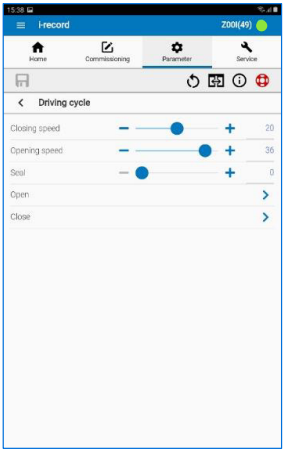
» **Control parameters**
Here the parameter values of the connected door can be read out and changed.

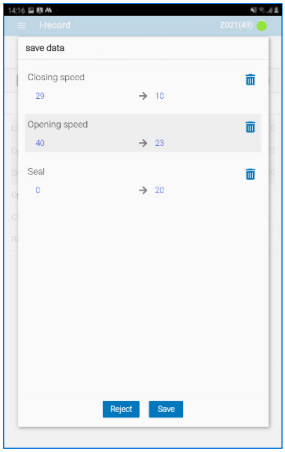
» **Sensor parameters**
With a graphical overview of the sensors, a live view of the sensor field and a setup of the sensor parameters.

Changed parameter values are not written to the door / sensor control until the changes have been confirmed by the user.



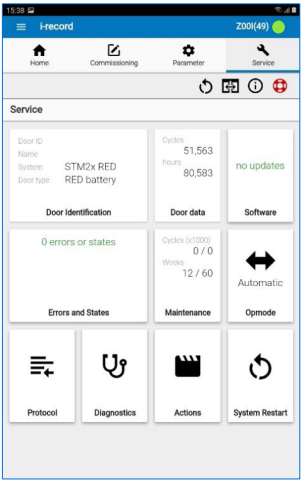
For sensors settings:
If a parameter value is set outside theEN norm, a warning is displayed.



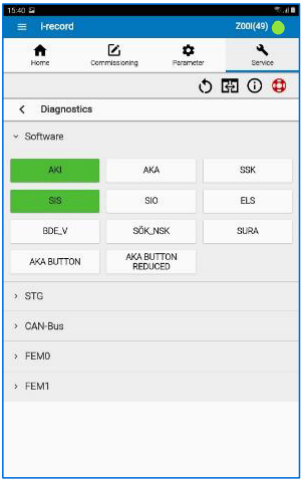


Service Screen

The service screen contains various functions and information for the analysis and maintenance of the connected door system. The following tiles are available (system 20):



- » **Door identification (door system):** Displays the door system and the door type.
- » **Door data:** Information about no of cycles, no of operating hours
- » **Software:** To update software of the CAN components (door control, sensors, ...).
- » **Error & Status:** Displays actual and historical error messages.
- » **Maintenance:** Setting of the maintenance parameters.
- » **Operating mode:** To set the door to a new operating mode.
- » **Protocol:** List of historical actions and changes on this door system.
- » **Diagnostics:** Live display of all input signals.
- » **Actions:** Different functions including:
  - Setting the control back to default / factory settings
  - Triggering AKI and SSK (Key Operated Contact)
  - Service Lock
- » **System restart**



Remote Support

Door Controls Supported by i-record

Door type	Door system	Control (SW version)
Swing doors	DFA 127/C 127 X/Series 6100/8100/8500	STG DFA 127 (>= V2.0)
Sliding doors	System 20 STA 20 STA 20 DUO/STA 20 RED STA 21 STA 21 RED STA 21 UNI STA 21 X STA 22/STA 22 DUO/STA 22 RED XPLORER 4 Series 5100	STM 20 / STG 20 UNI STM 20 RED/DUO STM 21 STM 21 RED STM 21 UNI STM 21 X STM 22 RED/DUO STM XPLORER 4 STG System 20

*** Coming soon in i-record V2.4.0: Speed Gates**

An actual list of all supported and not supported devices can be found on the i-record website:

https://i.record.global/en/support/systemssupported

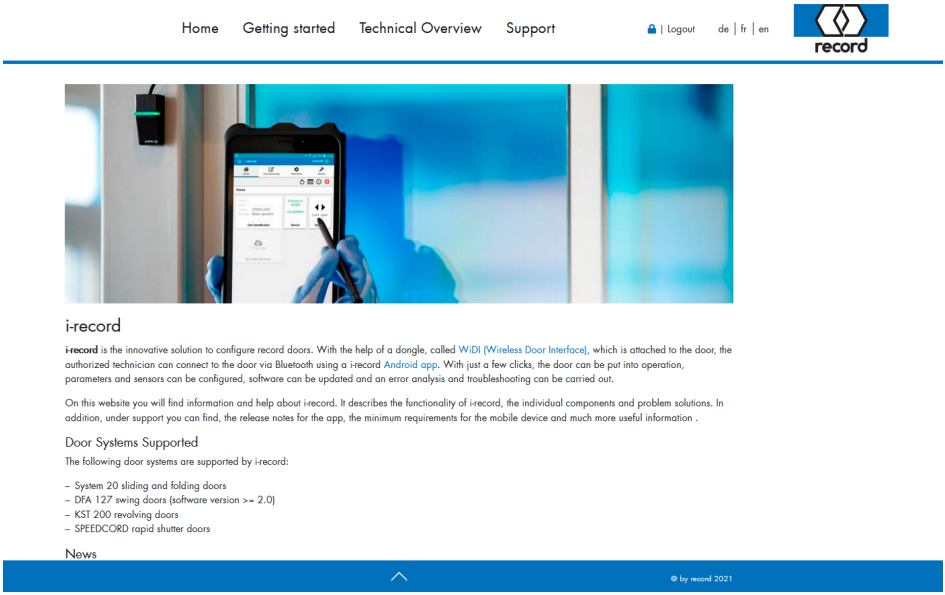
i-record website

https://i.record.global

On this website you will find information and help about i-record.

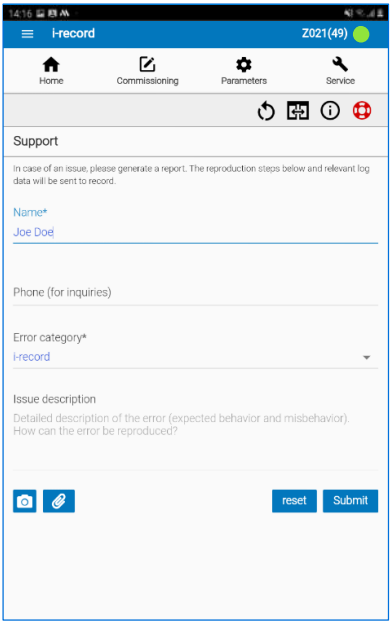
The following topics are covered here:

» Getting started (What is needed to use i-record?)
» Technical descriptions (overview, App, WiDI, license pool)
» Support topics
» Release notes of the i-record app
» Supported door controls
» Requirements for the mobile Android device
» Glossary and icon description
» Terms of use



Support Button/Form

By pressing the support button the support form opens, to report errors or problems. Following values have to befilled in:



» Name* (automatically filled in)
» Phone (automatically filled in)
» Error category (dropdown)
» Issue / problem description

Multiple files (pictures, ...) can also be attached.

When sending:

» A support request number is created
» Door data for the analysis (SW versions, door & sensor parameter values, last actions, error list, ...) + data of mobile device (device type + model, Android version, app version) is automatically sent along
» Email to support and technicians, and entry in the CMS of the organization/ subsidiary (1st level support).
» File can be displayed/analyzed in the Support File Viewer

If the problem/error cannot be solved by 1st level support (organization / subsidiary), a Jira ticket can be created.

SAMSUNG
i-record
Home
STM2x DUO
Basic operator
Door identification
0 errors or
alarms
no updates
Service
Cont. open

record

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