Paradox BlueEye Application

User Manual for M System

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Overview

The BlueEye application is an advanced, user-friendly platform designed to streamline the management and monitoring of security systems. With an intuitive interface and robust functionality, BlueEye empowers users to oversee areas, devices, and activities from a centralized location.

Intended Users

This manual is intended only for:

- Installers responsible for setting up the Paradox M system.
- End users (Site Owner/Site Master) of the Paradox M system.

Supported version of the BlueEye application: version 2.0.0 or later.

System Requirements and Compatibility

The device must meet the following minimum requirements:
- Android Devices
  - Operating system version: 11, 12, 13, or 14
- iOS Devices
  - iPhone: Requires iOS 14.0 or later.
  - iPod touch: Requires iOS 12.0 or later.
  - Mac: Requires macOS 12.0 or later and a Mac with an Apple M1 chip or later.
  - Apple Vision: Requires visionOS 1.0 or later.

Getting Started with the BlueEye Application

Cloud Services

The Paradox M wireless console connects to Swan cloud services, enabling users and installers to access, program, and monitor the system, as well as receive push notifications.

An annual fee is required for cloud services, which can be paid by either the Installer or the System Owner.

User Roles

The user roles for the Paradox M System are outlined below:

Table 1: User Roles

User Role		Description
Installer	Service Company Owner	The Service Company Owner: • Has full visibility of all sites under the company in both the mobile app and the Service Company Portal. • Fully manage other installers (Service Company Master/User Installer), including adding, removing, and modifying their access. • Can do single or batch payments
	Service Company Master	The Service Company Master: • Has the same privileges as the Service Company Owner, except they cannot delete the Service Company Owner. • Can delete themselves from the Service Company.
	User Installer	The User Installer • Can install new systems • Access sites after permissions granted by the Owner or Master (BlueEye) • Can delete himself from the company
System Owner/Site Owner		Gains access to a site only after being invited by an Installer (Service Company Owner, Service Company Master, or User Installer).
System Master/Site Master		Has similar access rights as a Site Owner but cannot delete the Site Owner.

Register and Access BlueEye

After downloading the BlueEye application, you must register as an M system user. Additionally, you must obtain a Paradox Company ID (PCI), which is a 6-character alphanumeric code, to become the installer of the M system. After obtaining the PCI ID, the installer can perform installations, manage users and other Installers, and access the site for service (with Master or User rights).
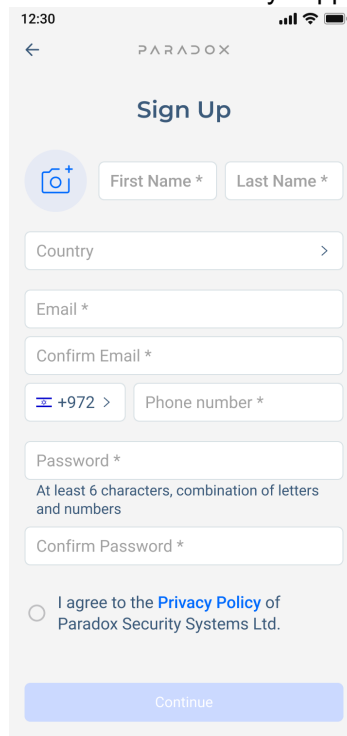
NOTE: You can also register in the Paradox ecosystem and obtain a PCI via the **Service Company Portal** to become an installer.

The Service Company Owner or Service Company Master can manage all the sites and installers through the Service Company Portal. For details, see the *Dealer Portal user manual*.

Log in to BlueEye

To log in to the BlueEye application:

1. Open the BlueEye application that you have downloaded to your phone.
2. Select the checkbox to accept the privacy policy and then tap **Continue**.
3. Do one of the following:
    - If this is your first time logging in, tap **Sign up** and proceed to Step 4.
    - If you have already signed up, then enter your credentials and tap **Log In**.
    - If you forget your password, tap **Forgot Password**. For details, see the *Reset a Password* section.
4. Enter your personal details and set up a password for the BlueEye application.

5. Select the radio button to accept the Privacy Policy.
6. Tap **Continue**.
7. Verify using two-factor authentication.
    i. Enter the access code received via email and tap **Continue**.
    ii. Enter the access code received via mobile and tap **Continue**.
       You have successfully logged in to the application.

To create an M site, a new user must sign up for the M system and become an installer. For details, see the following sections.

Sign Up for the M System

To sign up for the M system:

1. Log in to the BlueEye application from your mobile.

2. Tap the menu icon at the top right > **My M System**.

If you have already signed up when logging in to the application, you will be automatically logged in to the M System.

Obtaining PCI

As a registered M system user, you can upgrade to an installer through the BlueEye application or the Service Company Portal. To upgrade to an installer through the Service Company Portal, see the *Dealer Portal user manual*.

To upgrade an M system user to an installer through the BlueEye application:

1. In the BlueEye application, tap the menu icon ▤ at the top right of the page.
2. Tap **Installer Environment** > **Get Installer ID**.
3. In the **Workspace Name*** field, enter your company name.
4. Enter other details.
5. Tap **Submit**.
   A message ***successfully registered as a company*** appears on the screen along with your PCI ID.
6. Tap **Continue**.

You have successfully registered as an installer. You can now log in to the Service Company Portal using your registered email ID and password.

Reset a Password

If you have forgotten your password, perform the following steps to reset your password.

1. Open the BlueEye app and tap the **Forgot Password?** link.
2. Check your email for a reset link (also check Junk/Spam folders).
3. Tap the **link received in the email**.
4. Enter the new password and confirm the password.

After registering as an M System user and obtaining a PCI id, the installer can now create and configure an M site.

Main Screen and Event Icons

The main components of the BlueEye application's main screen, after adding sites, are shown in the following screenshot.
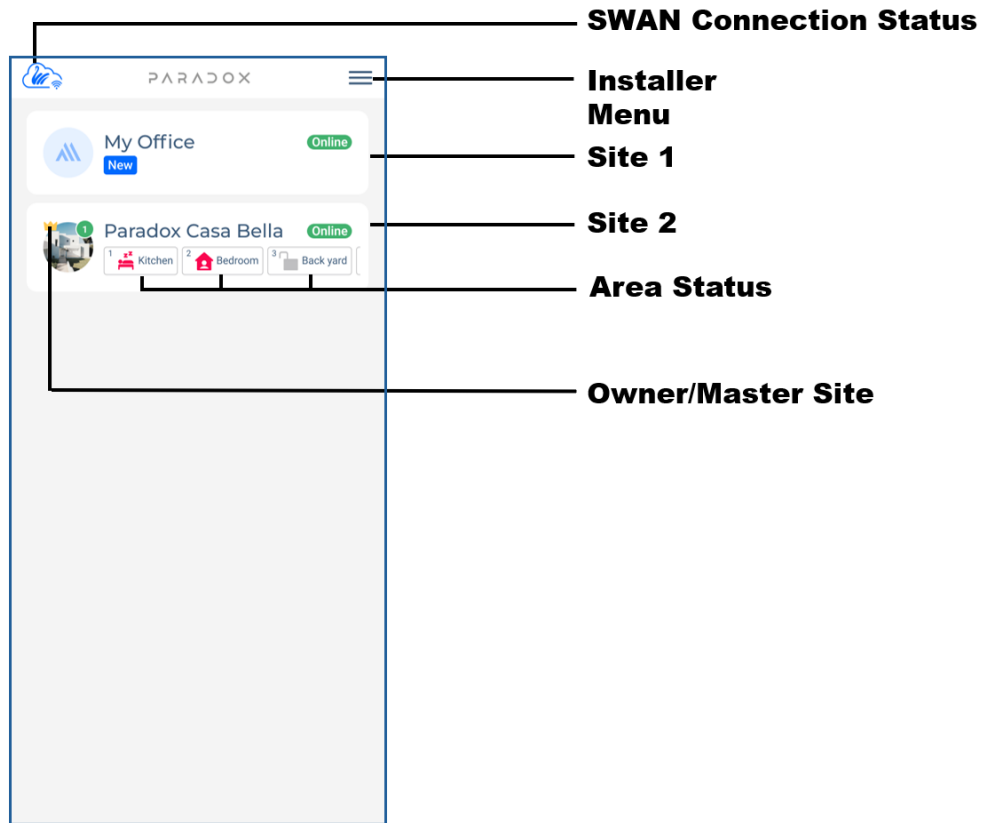
Figure 1: Main Screen

The icons that are displayed in the application for each event are listed in the table below.
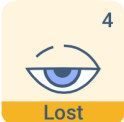
Table 2: Event Icons

Event	Icon	Description
Panel/Wireless Console Events		Reset
		Firmware Upgrade Completed
		Firmware Upgrade Start
		Tamper Open

		Restore/Tamper Close
		Bell Limit/Clock Lost/Communication Failed
		Bell Absent
		Time Lost
		Panel Auxiliary Overload
		RF Antenna Cut/GSM No Service/RF Jam
		Backup Available
Security Events		Alarm
		Disarm
		Stay

		Sleep
		Auto Arm
Panic and Alarms		Alarm
		Silent Alarm
		Tamper Alarm
		Fire Alarm
		Water Flood Alarm
		Anti-Mask Alarm
		Panic from Keypad
		Panic from Phone

Device Events		Low Battery
		Battery Restore
		AC Fail
		AC Restore
		Bypass
		Bypass Cancel
		Anti-Mask Restore or Tamper Close
		RF Fail
		Restore
		Supervision Lost

Other Icons		Zone Closed
		Zone Open
		Disarm after an Alarm
	Lost	Lost

Site Management

Creating an M site (Installer)

Only an installer can create a new M site.
To create an M site:

1. In the BlueEye application, tap the menu icon ☰ > **Installer Environment**.
    NOTE: *You must be a registered M system user and must have a PCI ID.*
2. Tap **M System** > **Install**.
3. Do either of the following to enter the serial number:
    - Scan the serial number displayed at the back of the console.
    - Enter the serial number manually.

    NOTE: *If the serial number is damaged and cannot be read from the sticker, disconnect power from the console. When the internet is provided through Wi-Fi, the console hotspot opens with SSID set as its serial number. Search for the console hotspot with your phone and copy the serial number.*

4. Tap **Done**.
5. Enter the site name and other details.
6. Tap **Continue**.
    The site is now added to your site list in the BlueEye application, and the status is displayed as **Installation in progress**.

After creating or adding an M site, the installer pairs the devices with the console and configures all the settings in the **Hardware** and **Firmware** tab within the BlueEye application. Once the installation is complete, the installer must invite the Site Owner to control the system.

Inviting the Site Owner

To invite the Owner (only by the installer):

1. In the BlueEye application, tap the menu icon ☰ > **Installer Environment** > **M System** > tap the site name.
2. Tap the **Invite owner** button.
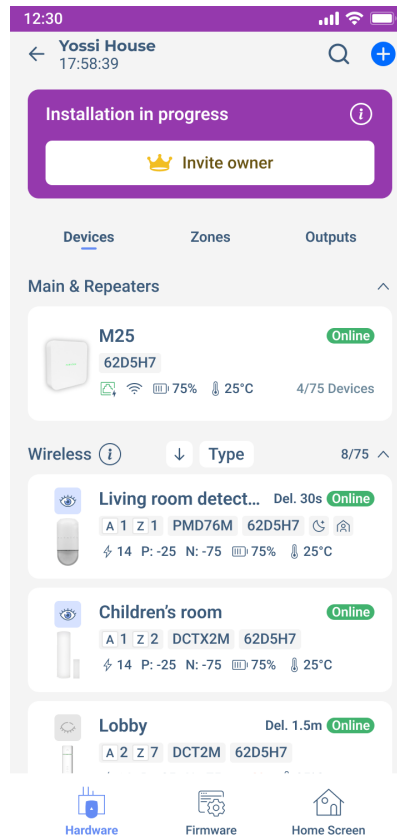
3. A pop-up screen is displayed to pay the Swan service fee. Do either of the following to make the payment:

   a. To invite the Site Owner to make the payment, do the following:
      i. Tap **Owner Pay Send Invitation.**
      ii. Enter the name, email id, and phone number of the Owner.
      iii. Tap **Invite owner**.
          The invitation is sent to the Site Owner to make the payment.
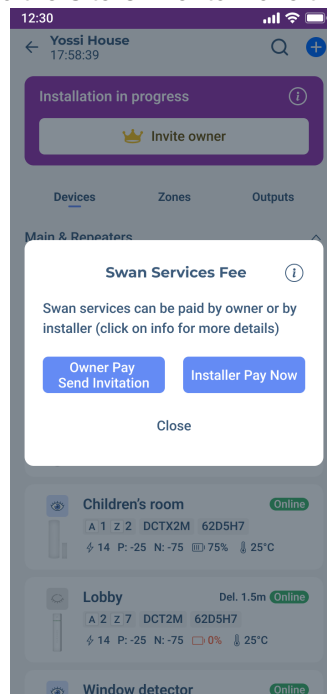
   b. To make the payment by the installer, do the following:
      i. Tap **Installer Pay Now** and make the payment.
          After the payment is completed, the system will be ready for the Site Owner.

NOTE: *Some wireless consoles are pre-paid by distributors, and their SNs are labeled as **Paid** on the server.*

- *If the installer selects **Installer Pay now**, the app indicates that the payment is already done. The installer must tap **Activate** to lock the console to their company and proceed with sending the invitation.*
- *If the installer selects **Owner Pay Send Invitation**, a similar message indicating that the console is already paid will be displayed to the Site Owner. The Site Owner must tap **Activate** to finalize ownership and continue.*

After completing the site payment and receiving an invitation from the installer, the Site Owner can log in to the BlueEye application and sign up for the M System. The site will then automatically appear on their list.

14-Day Installation Period After Owner Invitation

After inviting the Site Owner, when the Site Owner logs in to the application for the first time, the site enters a 14-day *Installation in Progress* countdown. During this period, the installers (Service Company Owner/Service Company Master/any granted User Installer) retain full set-up privileges. After 14 days, the Site Owner must grant either Permanent Access or Non-Permanent Access rights to the installer. If the Installer pays for the site, the Site Owner can grant only Permanent Access to the installer.

NOTE: *If the installer does not invite the Owner, they will have full access to the site for 60 days. After this period, the installer must pay to arm or disarm the site.*

After 14 days, the selected access level takes effect but can be modified by the Site Owner at any time.
Access levels:
- Permanent Access (Default)
  - The Service Company Owner/Service Company Master retains unrestricted access to the site. The Owner receives a daily notification whenever the installer logs in.
  - User Installers lose automatic access after 14 days but can be granted temporary permissions by the Service Company Owner/Service Company Master if needed.
  - The Site Owner can revoke permanent access for installers at any time. If access is revoked, the installer must request access again.
- Non-Permanent Access
  - The Service Company Owner/Service Company Master can view the site, but to start a service, the installer must request access from the Site Owner to log in (valid for 24 hours).
  - During the 24-hour access window, the Master Installer can grant temporary access to up to four User Installers.
  - The Site Owner can revoke any granted access at any time.

Menu

To access the settings in the Menu tab:

- (*Installer*) In the BlueEye application, tap the menu icon ☰ at the top right of the page.
- (*Site Owner*) When in the **Home Screen**, tap the ☰ icon at the top right of the page.
  NOTE: *A Site Owner can see the Menu only after adding a site.*

The options available in the Menu for both the Installer and Site Owner are listed in the following tables.

Table 3: Installer Menu Options

Options	Description
My M system (This option is displayed only if you are not logged in to the M system)	Log in/Sign up for the M System. For details, see the Log in to BlueEye and Sign Up for the M System sections.
My Other Paradox Systems	To add other systems to the application.
Installer Environment	The installer can create and manage all sites within the **Installer Environment.**
App Settings	The following parameters are listed in the Settings tab: • Sounds – To set the alarm sounds. • App Language – To set the app language.

	• Panel Language – To set the panel language. • Biometric Login – To enable or disable biometric login • Export Sites – To export other sites. • Import Sites – To import the existing sites.
About	The **About** section displays the BlueEye application version, licenses, and Paradox's privacy policy. It also includes a **Feedback** option, enabling users to provide feedback directly to the Paradox team.
Logout	Logs out the user from the M system.

Table 4: Site Owner Menu Options

Options	Description
About Site	Displays the site details.
My Profile	Displays personal details, system code, notifications settings, sound settings, shortcuts, and biometric login options.
Users and Remotes	Lists all the users of the site with their user types, and contact details.
Billing	Displays the BlueEye application version, licenses, and Paradox's privacy policy. Also includes a **Feedback** option for submitting feedback to the Paradox team.
Camera	Allows users to add and configure cameras within the system.
Programming	Used to configure all hardware and firmware settings for devices. For more information, see the **Hardware Tab Settings** and **Firmware Tab Settings** sections in this document.
Give Feedback	Enables users to provide feedback about the system directly to the Paradox team.

Home Screen Tab

The **Home Screen** tab serves as the main screen of the application, offering quick access to essential features and functionalities.

To access the **Home Screen**:

1. M site > **Home Screen**.
   The tabs available in the **Home Screen** are listed in the table below.

Table 5: Home Screen Tabs

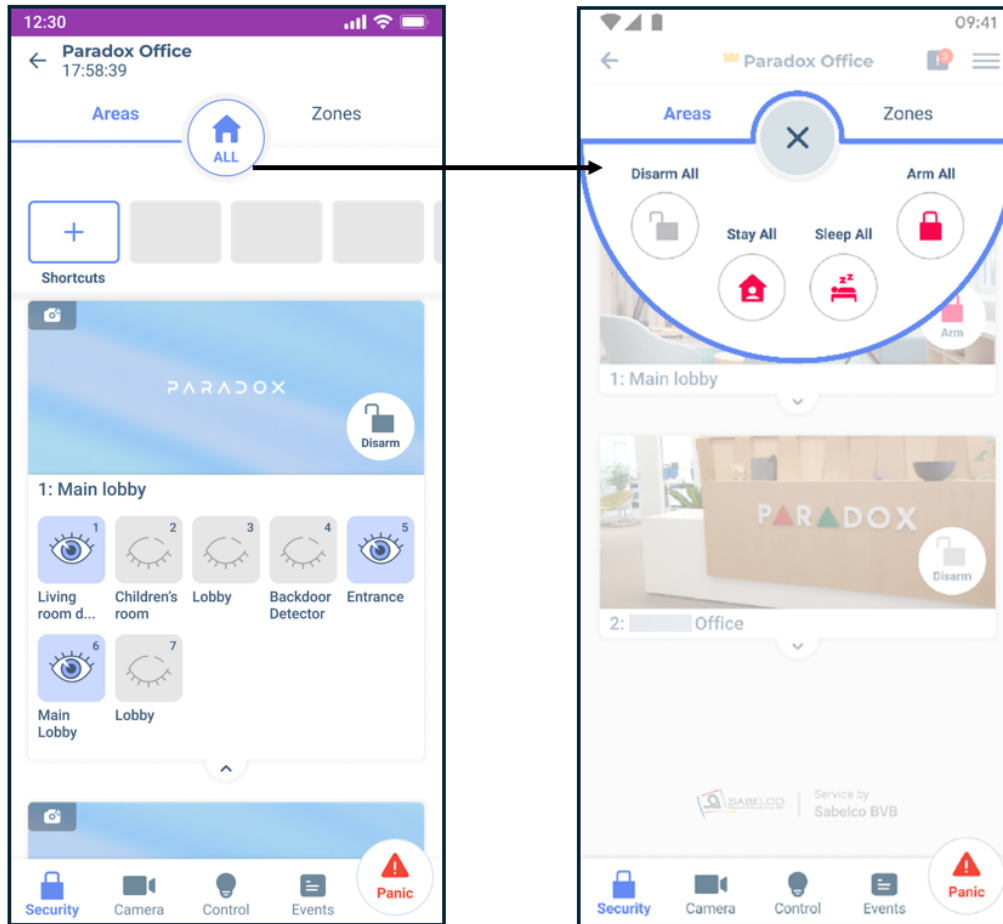| Tab	Description

Security	View and manage areas, zones, and the overall system status. Within the **Security** tab, users can navigate through the following sections:
	• **Areas:** Monitor and control specific security areas individually.
	• **All**
	    o Visible only if there is more than one area exists.
	    o Provides a consolidated view and control of all areas in the system.
	    o Users can set all areas to **Arm**, **Disarm**, **Stay**, or **Sleep** modes using the **All** tab.
	    o If an alarm is triggered in a specific area while the system is armed, a prompt to disarm the area will appear in the **All** tab to disarm the area.
	See *Figure 2: Expanded View of All Tab* for the expanded view.
	• **Zones:** Displays individual zones, their statuses, and allows for zone-specific actions.

Camera	Monitor connected cameras for real-time video surveillance.
Controls	Manage all configured output control devices, such as lights, doors, and shutters.
Events	Access the event log for a detailed history of system activities and notifications.
Panics	View emergency alarms and panic-related system actions. This button will be active only if the **Panic** option in the **General** settings is enabled.

Figure 2: Expanded View of All Tab

Adding Site Image

To add the site image:

1. Tap the camera icon:
   a) (*Installer*) When in the M site, navigate to **Firmware** > Site name > **About Site** > tap the edit button on the camera.
   b) (*Site Owner*) Do either of the following:
      - Tap the icon beside the site name.
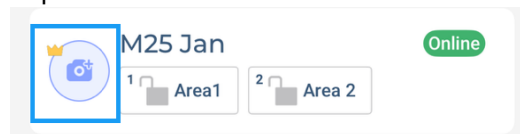
      - When in **Home Screen**, tap the [≡] icon > **About Site >** tap the edit button on the camera.

2. Tap either of the following options and confirm:
   a) **Take New Photo**
   b) **Choose From Gallery**

After uploading the site image, you can edit or delete the image only from the **About Site screen**.

Adding Area Icon

To add an area icon:

1. (*Site Owner*) When in the M site > **Home Screen** > short press the icon next to the area name.
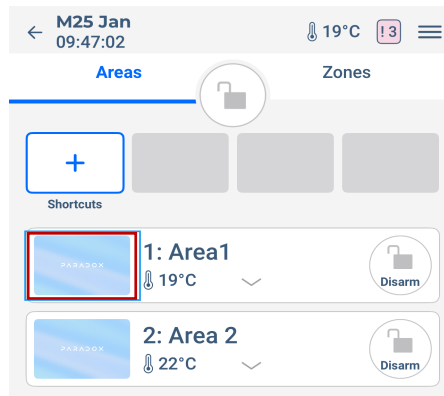
(*Installer*) When in the M site > **Firmware** > **Areas** > tap the area > tap the camera icon.

2. Tap either of the following options and confirm:
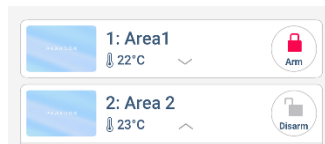   i. **Take New Photo**
   ii. **Choose From Gallery**

Arming and Disarming

You can Full Arm, Stay Arm, Sleep Arm, or Disarm an individual area or all areas simultaneously from the **Home Screen**.

To Arm/Disarm an area individually:

1. Tap the **Arm**/**Disarm** button toward the right of the Area tab.

2. Select the action (**Arm**/**Disarm**/**Sleep**/**Stay**) from the expanded list.

To Arm/Disarm all areas simultaneously:

1. Tap the **All** button between the **Areas** and **Zones** tab.
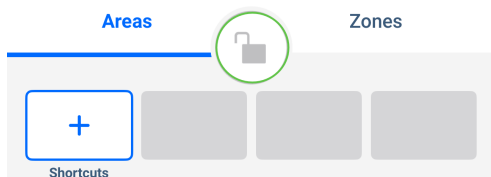
2. Select the action (**Arm All**/**Disarm All**/**Sleep All**/**Stay All**) from the expanded list.

Adding Shortcuts

To add shortcuts to the **Home Screen**:

1. When in the **Home Screen**, tap the shortcuts icon.
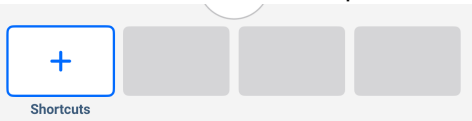
2. On the **Shortcuts** screen, select the controller you want to add.
3. To hide the shortcuts from the site tab, enable the **Hide Shortcuts** toggle.

Hardware Tab Settings

The **Hardware** tab in the application lists all the devices paired with the console.

To access the **Hardware** tab:

1. When in the M site, navigate to the **Hardware** screen.
   - (*Installer*) Menu icon ☰ > **Installer Environment** > tap site name > **Hardware**.
   - (*Site Owner*) Menu icon ☰ > **Programming** > **Hardware**.

The **Hardware** screen includes the following tabs:
- **Devices** – Displays all the panels and repeaters in the **Main & Repeats** section. All the wireless devices are listed under the **Wireless** section. Use the arrow on the right of each section to collapse or expand the list. In the **Wireless** section, the devices can be filtered using the options listed in the following table.

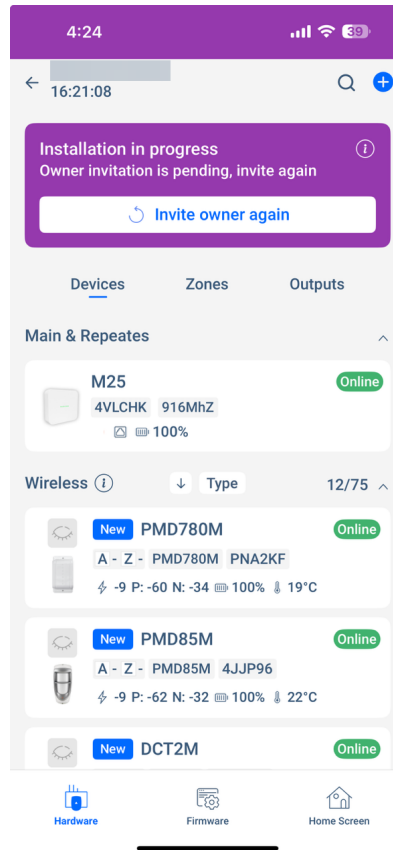*Table 6: Devices Filter List*

Field Name	Description
↓	Press this button to filter the list in ascending/descending order based on the selected sorting type.
Type	Filter devices by their type.
Zone #	Filter devices by zone number.
ABC	Filter devices alphabetically or by special characters.

- **Zones** – Lists all the devices organized by **Areas**. The devices can be filtered using the options listed in the following table.
  The Zones tab includes a Test Zones tab. For details, see the *Test Zones* section in this document.

Table 7: Zones Filter List

Field Name	Description
↓	Press this button to filter the list in ascending/descending order based on the selected sorting type.
Type	Filter devices by their type.

Zone #	Filter devices by zone number.
ABC	Filter devices alphabetically or by special characters.
Status	Filter devices by their status.

- **Outputs** – Lists all the programmable outputs.

For information about pairing each device with the console, refer to the installation manual of each device.

Signal Strength and Transmit Power Monitoring

The BlueEye application provides insights into each device's received signal strength and transmission power to optimize performance.
To view the RSSI and transmit power range:

1. When in the M site, tap the ⓘ icon next to the **Wireless** tab.
   A pop-up window with the RSSI and transmit power range is displayed.
2. Power transmitted by the console or devices:
   - 868 MHz: +14 dBm
   - 914 MHz: +22 dBm
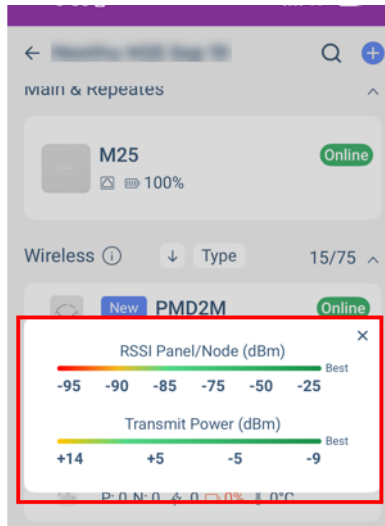
Tap on any listed device to view signal strength and additional device metrics. The following parameters are displayed for each device:

- **P** - Received signal strength at the panel.
- **N** - Received signal strength at the device.
- ⚡ - Transmit power of the device.
- 🌡 - Current temperature reading of the device.
- 🔋 - Battery level of the device.

A higher P and N value indicates stronger and clearer communication between the console and the device.
- If **P** is low, the console struggles to receive signals from the device.
- If **N** is low, the device struggles to receive signals from the console.

NOTE: *Values below -93 with maximum Tx power are not recommended values, and RPT5 can be used to extend the range.*

Power transmission impacts only **P**:

- When power transmission increases, the **P** value at the console generally improves, as a stronger signal is sent.
- If the **P** value is good, the device can reduce its transmission power to save battery life.

Test Zones

The Test Zones feature allows you to verify the functionality of each zone after installation. By opening and closing each zone, you can confirm that all the devices are operating correctly.

NOTE: *It is advisable to perform this test after installation is complete and before inviting the Site Owner.*

To test the zones after installation:

1. In the **Hardware** tab, tap **Zones** > **Test Zones**.
2. Open a zone.
   The zone icon of the opened zone moves to the first position on the screen.
3. Close the zone.
   After five seconds the closed zone moves to the end position on the screen.

4. Continue **Step 2** and **Step 3** for all the zones, and then tap **End**.

After testing all the zones, a checkmark with **All Zones Tested** message appears to confirm that the testing is completed.
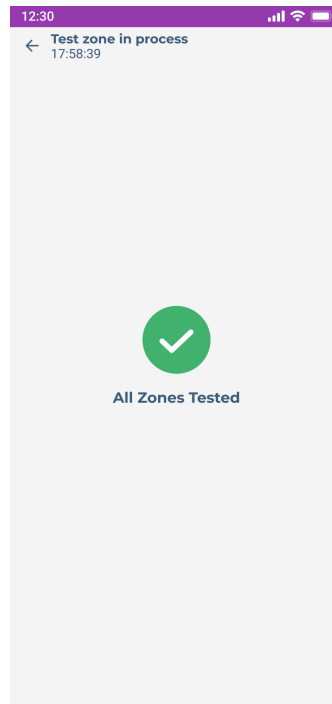
Upgrading Firmware

To upgrade the firmware version of a console or device:

1. When in the M site > **Hardware** > tap the console or device from the list that needs a firmware update.
2. On the **Device Details** page, scroll down and tap **Check for Upgrade**.
3. If an upgrade is available, tap **Upgrade** when prompted.

Keep track of the progress in the BlueEye application to ensure that the upgrade is completed successfully. The process may take a few minutes, depending on the network quality.

NOTE: *If the devices are connected through repeaters, the firmware upgrade is transmitted via the repeater, ensuring that devices located farther from the main console still receive the update.*

Firmware Tab Settings

The firmware settings of the wireless console and the devices connected to it can be configured in the **Firmware** tab.

To access the **Firmware** tab:

1. When in the M site, navigate to the **Firmware** screen.
   - (*Installer*) Menu icon ☰ > **Installer Environment** > tap site name > **Firmware**.
   - (*Site Owner*) Menu icon ☰ > **Programming** > **Firmware**.
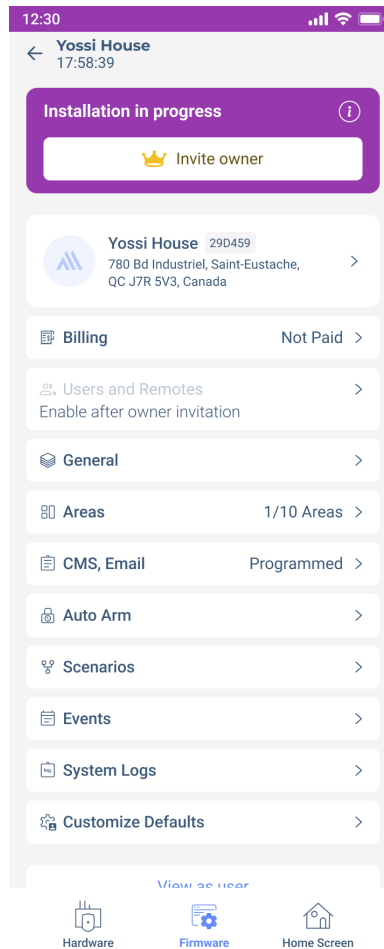
The parameters displayed in the **Firmware** tab are listed in the following table.

Table 8: Parameters in the Firmware Tab

Parameter	Description
Billing	Displays the renewal date, number of days to expire, and invoices for the site.
Users and Remotes	Displays all the users of the site with their user types and contact details.
General	Allows configuration of the general site settings. For details, see the *General Settings* section in this document.
Areas	To add or delete areas. Displays the areas within the site, each of which can be managed individually.
CMS, Email *(Configurable only by the installer)*	Configures settings for communication with the Central Monitoring Station (CMS) and email notifications.
Auto Arm	Enables the system to arm automatically based on user-defined schedules and conditions. For details, see the *Auto Arm* section in this document.
Scenarios	Set up specific actions triggered by certain events or conditions.
Events	Displays a log of security events, such as alarms or system activations, for monitoring and review.
Service Logs	Displays service logs to provide detailed information from each device to technical support when needed. **NOTE**: *Sending logs affects battery life, particularly for devices operating with coin batteries, and may consume approximately 5% of the battery for these devices*. For details, see the *Generating Logs* section in this manual.
Customize Defaults	Allows customization of default settings.

(Configurable only by the installer)	

General Settings

The general settings for the security system can be configured from the **General** tab available in the **Firmware** tab. The settings available in the **General** tab are listed in the following table.

Table 9: Parameters in the General Tab

Parameter	Description
Service Company Lock *(Configurable only by the installer)*	When enabled, it prevents unauthorized users from modifying installer-level settings. For details, see the *__Service Company Lock__* section in this document.
Change Service Company	The Site Owner can change the service company.
System Security Tampers *(Configurable only by the installer)*	Enables the system to detect and report tampering.
RF Nodes Supervision *(Configurable only by the installer)*	Select a period for monitoring the status of RF devices.
Same Trouble x5 Shutdown *(Configurable only by the installer)*	This setting complies with Grade 3 security standards. When enabled, the system prevents arming if certain faults or issues (for example, communication errors, low battery) are present.
Intellizone Timer *(Configurable only by the installer)*	The Intellizone feature allows users to define specific zones or areas within the camera's field of view that require customized monitoring.
Siren Timeout	Set how long the siren must sound after an alarm is triggered.
Siren Cooldown	Set how long the siren must be in cool down.
Squawk Arm x1, Disarm x2	When enabled, the system emits a single **squawk** sound when arming and two **squawks** sound when disarming.
PANIC	Select a panic sound option. • OFF • Silent • Audible
Panel Time	Select a time zone from the list that needs to be displayed.
Language	Select the language to be displayed.
Temperature	Select the unit (^{0}C or ^{0}F) in which the temperature is to be displayed.
Site Temperature from	Select the temperature that needs to be displayed on the site name.
Backup & Restore	Provides options to **back up system configurations** and settings to a secure location. For details, see the *__Backup and Restore__* section in this document.
Help Us to Improve	To share system usage data or feedback with Paradox to improve the product.

Auto Arm

The Auto Arm feature enables the system to arm automatically based on user-defined schedules and conditions.

To add an Auto Arm for the system:

1. Navigate to **Firmware** > **Auto Arm**.

2. (*Only for installers*)Tap the add icon ⊕ at the top right of the screen.
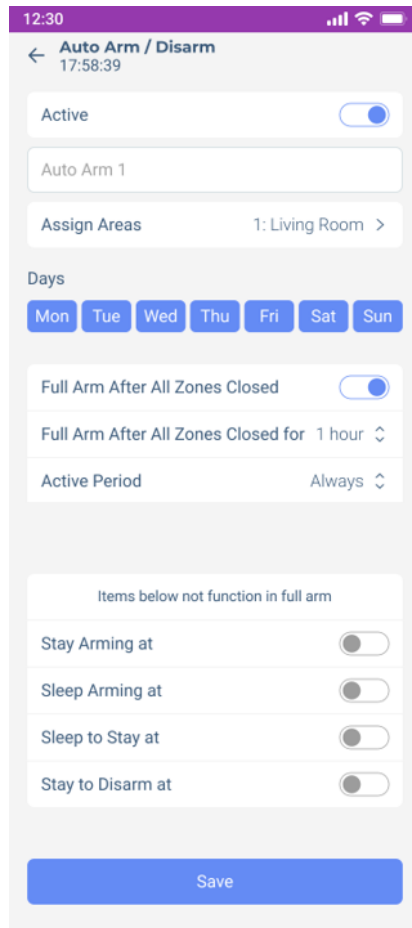3. Configure the parameters in the **Auto Arm** screen.

Table 10: Parameters in the Auto Arm Screen

Field Name	Description
Active	Enable this option to activate the auto arm feature.
Auto Arm 1	Assign a name to the auto arm setting for easy identification.
Assign Areas	Select the areas where auto arming should be applied.
Days	Specify the days of the week when auto arming should be active.
Full Arm After All Zones Closed	The system will fully arm itself after all zones are closed.
Full Arm After All Zones Closed For	Adds a delay before full arming, allowing the user time to close all zones or make final adjustments.
Active Period	Define a time frame during which the auto arm feature remains active.
Set PGM Status	Configure programmable outputs (PGM) status during the auto arm process, such as controlling lights or shutters.
Stay Arming at	Automatically arm the system in **Stay** mode at a specific time.
Sleep Arming at	Schedule the system to switch to **Sleep** mode at a set time.
Sleep to Stay at	Transition the system from **Sleep** mode to **Stay** mode at a specified time.
Stay to Disarm At	Automatically disarm the system from **Stay** mode at a predefined time.

4. Click **Save**.

Service Company Lock

After the payment is initiated and completed by the Service Company, the Service Company Lock for the site will be automatically enabled. This will prevent the change of Service Company for this site. Only the Service Company Owner can disable the lock. When the lock is OFF, both the Service Company and the System/Site Owner can change the Service Company for the site by entering a new service company ID, through the Blue Eye.

Turning the Service Company Lock **OFF** does not automatically grant other installers control if the **Site Owner** is still

active; an explicit **transfer** or **panel reset** must occur first. **Reset actions** wipe user data but keep the **lock** status, controlling whether the same company or a new company can proceed.

After reset:

- When the Service Company Lock is ON, only the locked company can reconnect.
- When the Service Company Lock is OFF, a new company can take over by scanning or creating the site again, provided there is no current Site Owner.

To lock the site by the installer in the BlueEye application:

1. In the **Firmware** tab > **General** > tap the enable button next to **Service Company Lock**.
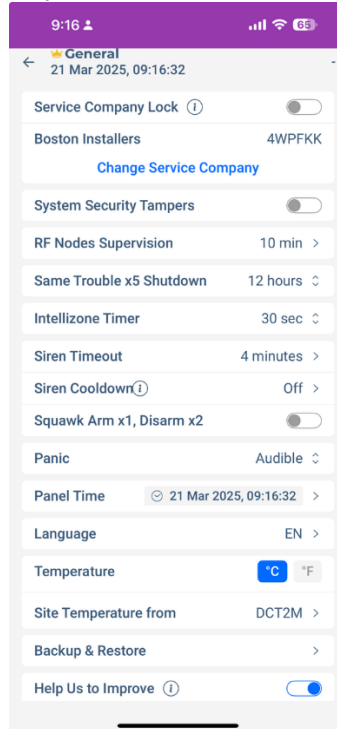
2. Tap **Save**.

Changing the Service Company

An installer and a Site Owner/Site Master can change the Service Company. However, the Site Owner/Site Master can only do this if the Service Company Lock is not active.
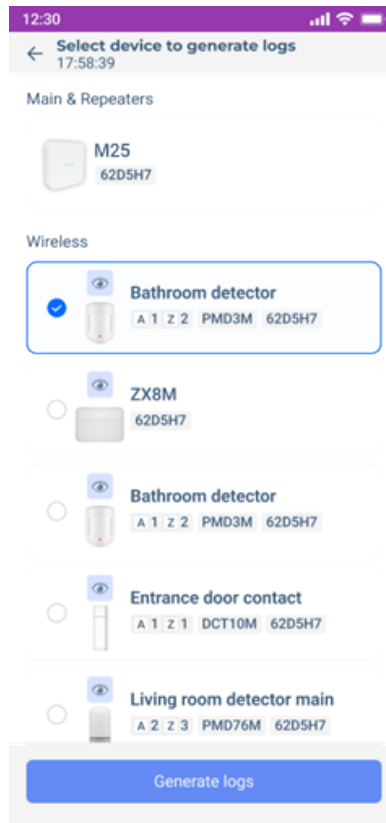
To switch to a different service company:

1. In the **Firmware** tab > **General** > tap **Change Service Company**.
2. Enter the Company Id in the prompt and tap **Confirm**.

Generating Logs

To generate logs for a console or device:

1. When in the M site, go to **Firmware** > **Service Logs**.
2. Select the console or device for which you want to generate a log.

3. Tap **Generate logs**.
   The logs are generated as a ZIP file.

Backup and Restore

To back up the data in the panel:

1. When in the M site, go to **Firmware** > **General** > **Backup & Restore.**
2. To back up, tap **Backup Now**.

To restore the data after replacing a panel:

1. When in the M site, go to **Hardware** > select the panel > **Replace Main Unit.**
2. After replacing the panel, go to **Firmware** > **General** > **Backup & Restore.**
3. Select your saved backups.
4. Tap **Restore**.