

BlueEye Installer Menu

V2.0

March 18th 2025

Contents

Preface	3
1. Accessing the Installer Menu	3
1.1 M Systems Environment	3
1.2 My Other Paradox Systems Environment	3
2. Adding Swan Sites and Panel accounts	5
2.1 Connecting to a Swan site	6
2.2 Connecting to a Panel Account	7
2.3 Create Swan System	8
2.4 Unlock Panel – Three Dots Menu	10
a. Purchase history – Three Dots Menu	12
b. Log out.....	12
3. Installer Services	13
3.1Panel Programming	13
4. Module Programming	14
4.1 Module Updates (TURN and MQTT)	14
4.2 Module Reset	17
4.3 Module Logs	18
4.4 Module Configuration (IP150+/IP180)	19
5 Site Details	22
6 Panel Change	23
7 Doorbell	25
8 Adding a new Doorbell	26
9 Quitting the Installer Menu and deleting sites	28

Preface

Installer Menu was introduced, helping installers to create sites, firmware upgrades, edit labels, restart the connection for communication modules, etc.

The features are structured as follows:

- Create M System – create sites with new M panels (to be released soon)
- Create Swan System – create Swan sites with EVOHD+/SP+/MG+/, etc. (non-M Panels)
- Managing Swan sites – connect and manage existing Swan sites (EVOHD+/SP+/MG+/, etc.)
- Panel accounts – manually entering the panel SN (can be used also for panels that are not associated with a site)

1. Accessing the Installer Menu

The Installer menu can be accessed by pressing the menu button from the main screen and choosing Installer Environment (Figure 1)

Here, M Systems or Other paradox Systems can be selected. (Figure 2)

1.1 M Systems Environment

Can be accessed only after logging in with an authorized installer account previously created into My M System (Sign Up). This section login is NOT related to the website (www.paradox.com) installer accounts and must be used only for creating and managing the new M Systems. We will detail this section when the M Panels will be available.

1.2 My Other Paradox Systems Environment

Can be accessed by logging in with your authorized installer account previously created on our website (www.paradox.com). This is the same type of login that was used in previous versions of BlueEye, used to create and manage Swan sites (EVOHD+/SP+/MG+/, etc.).(Figure 3)

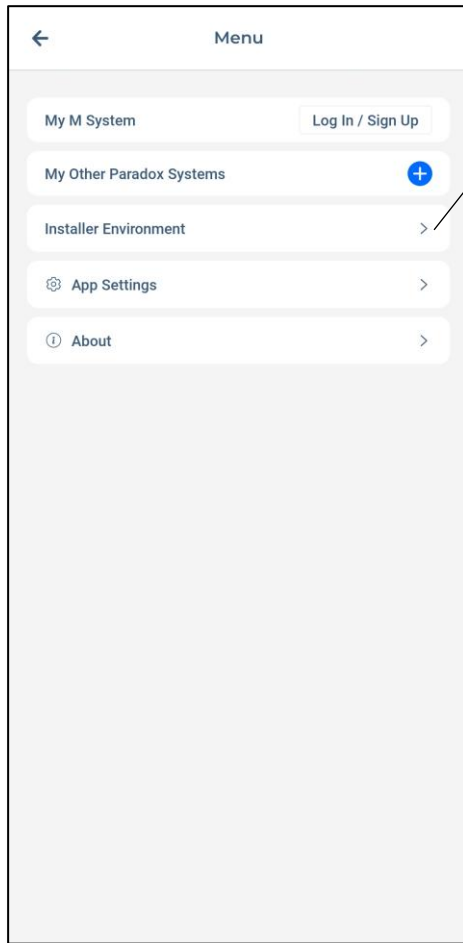


Figure 1

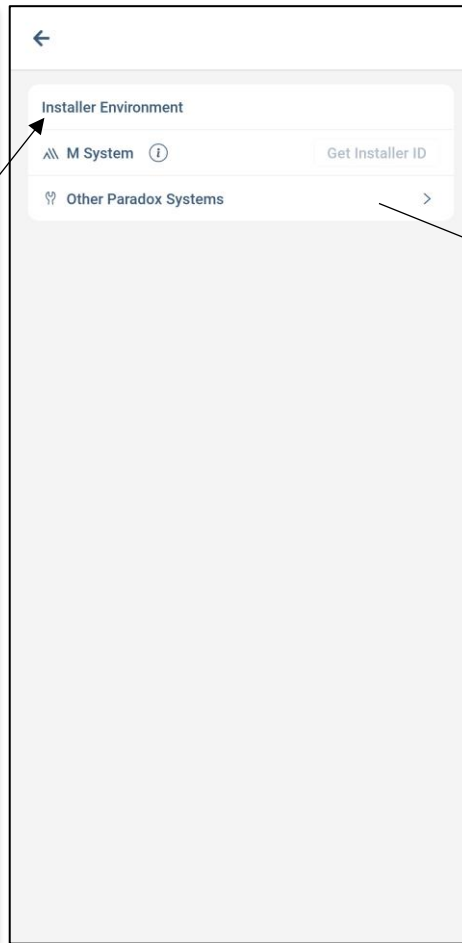


Figure 2

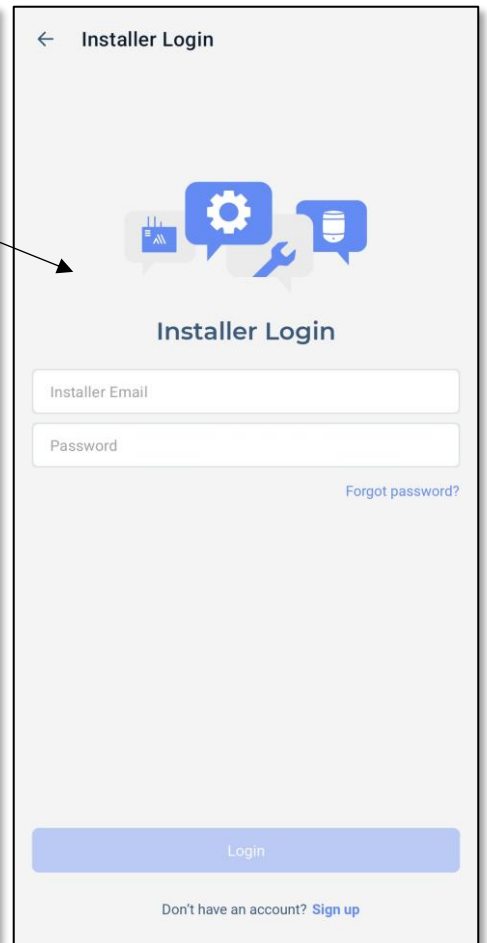


Figure 3

Notes

1. If you do not have an account on our website, a new installer account should be created by pressing on the Register button in the installer access window. Once you tap on **Register**, you will be redirected to the Paradox website for the account registration process.
2. The “Forgot Password” can be used to recover the website account password.
3. The website accounts are approved by the local distributor. You can find the local distributor contact details here: <https://www.paradox.com/FindDistributor/v6/>

2. Adding Swan Sites and Panel accounts

Swan Accounts: the list is populated with the sites already added in the device as a user, before logging in as installer. The site can also be added once logged to the Installer Menu, by tapping on the + icon, “Add site”. (Figure 2). To add a Swan account, tap on the three dots button and choose “Add Site”.

Panel Accounts: used for panels without a Swan site, by pressing on the + sign, selecting “Add Panel Account” and entering an account label (name) and the panel serial number (Figure 2). To add a panel account, tap on the three dots menu and choose “Add Panel Account”.

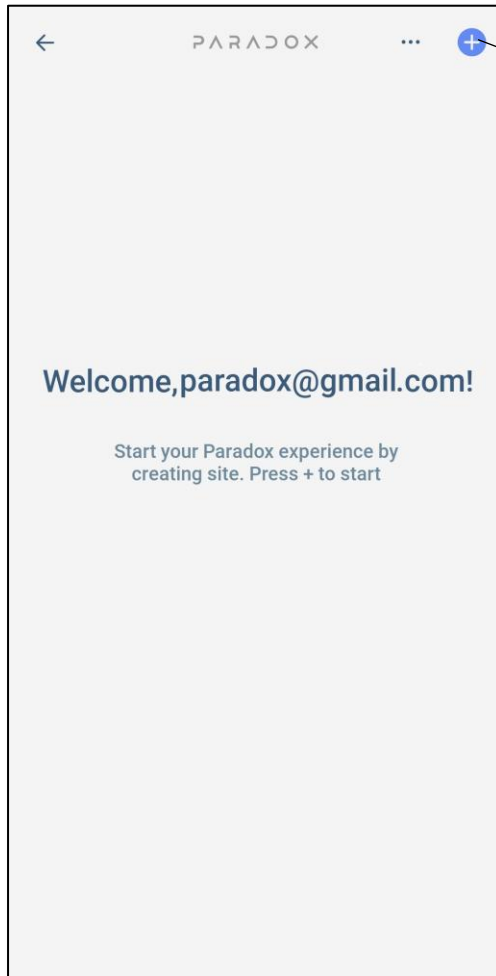


Figure 1

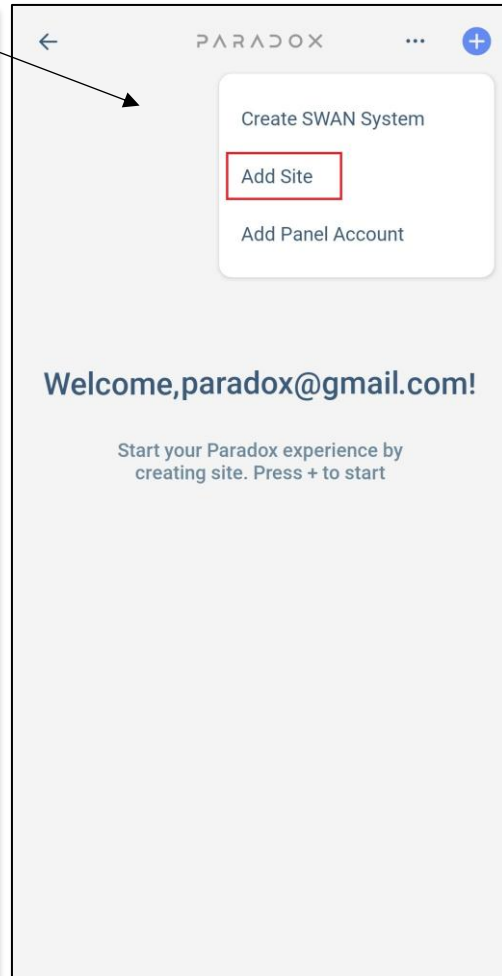


Figure 2

Note: The difference between Swan sites and Panel accounts is the panel programming. Connecting to a Swan site as an installer enables changing system labels. Connecting to a Panel account does not enable this feature. It requires PC code to login.

Swan sites or panel accounts can be searched or sorted (arrow button) (Figure 3).

2.1 Connecting to a Swan site

To login as an installer to the Swan site, the PC code of the panel (same as BabyWare) will be required. If it was not changed from the default, it should be “0000” (Figure 2). For MG/SP panels, if the PC code contains 0, it needs to be entered as A (e.g. 6089 should be entered as 6A89).

Once logged into INSTALLER SERVICES, all options will be available: panel programming, modules programming, doorbell and site details (Figure 3).

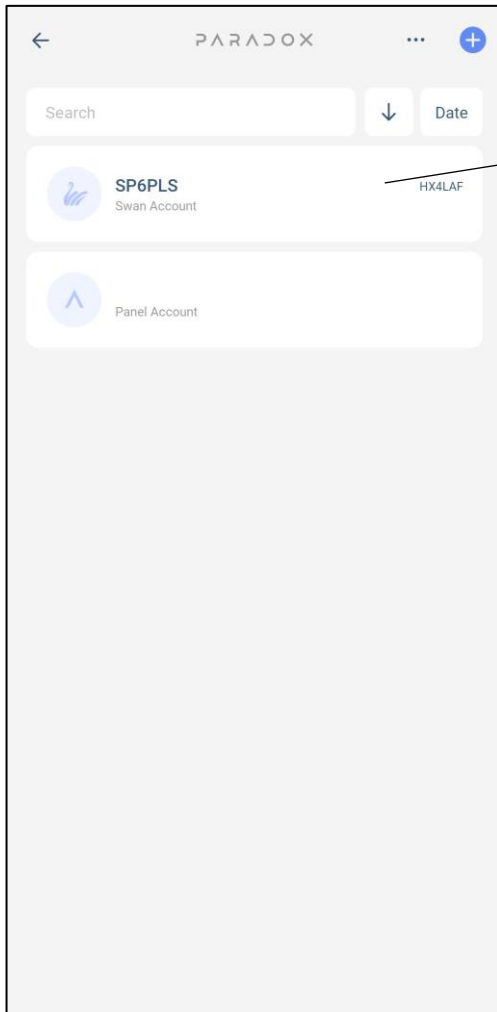


Figure 1

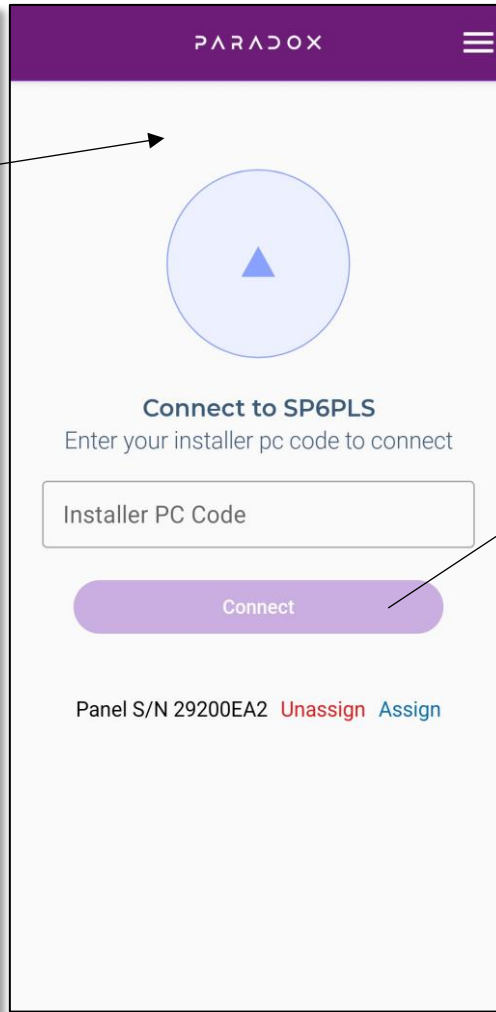


Figure 2

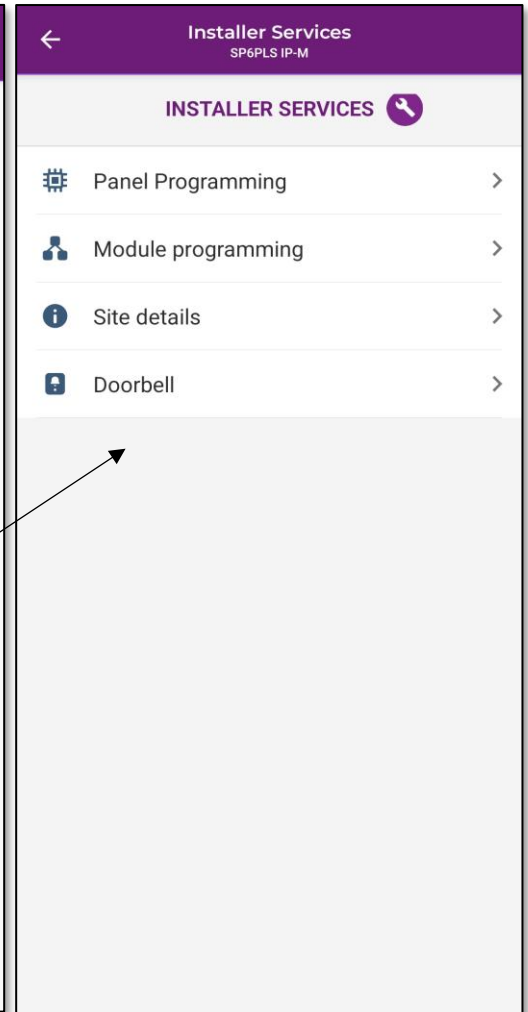


Figure 3

2.2 Connecting to a Panel Account

To add a panel account, select the panel accounts tab (Figure 1), then tap on the + sign and enter an account label (name) and the panel serial number (Figure 2). Notice that the Installer services are different than the Swan site Installer services (Figure 3).

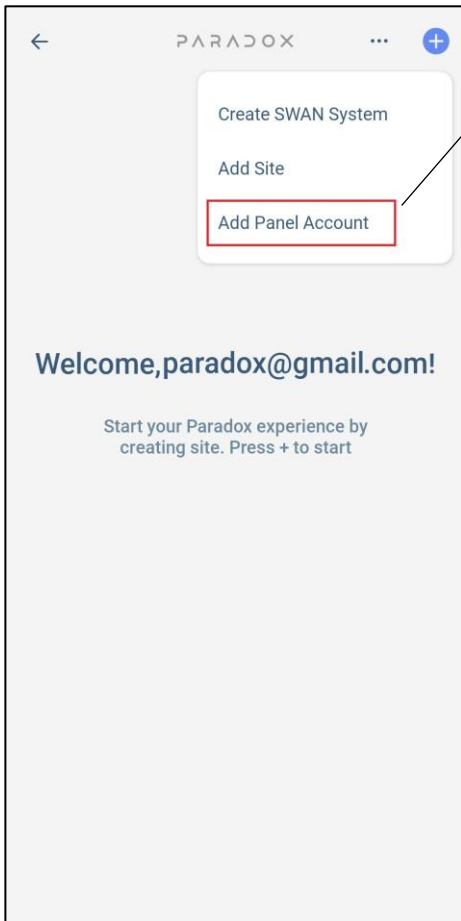


Figure 1

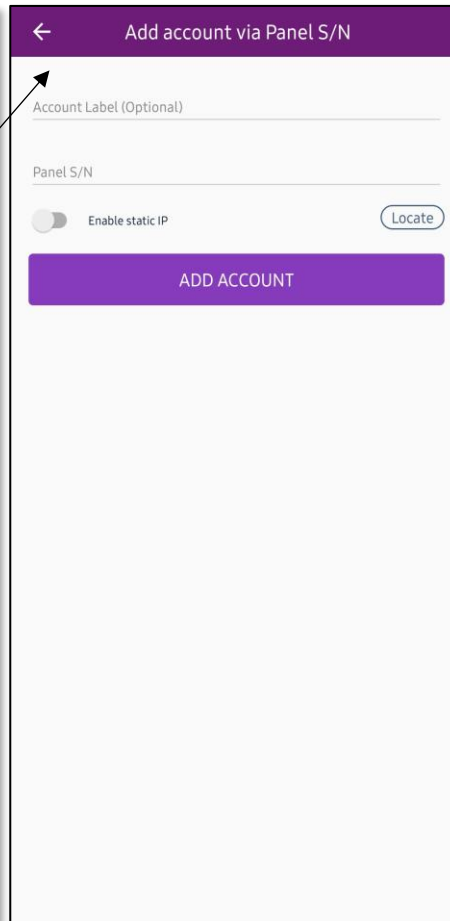


Figure 2

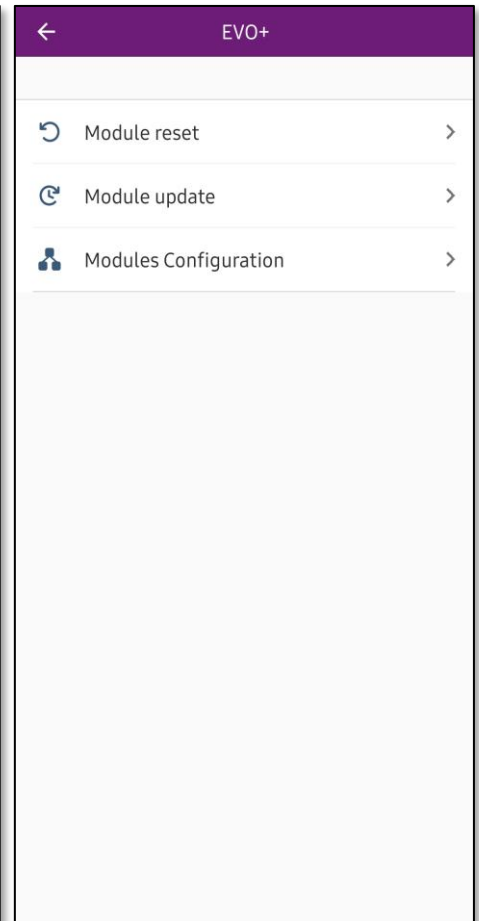


Figure 3

Notes:

1. A site or panel account can be deleted by long pressing on it to select it, then tapping on the recycle bin (upper right)

2.3 Create Swan System

“Create Swan System” refers to creating a new Swan site with EVOHD+/SP+/MG+/, etc. (non-M Panels)

1. Tap on the settings menu
2. Choose Create Swan System (Figure 1)
3. Enter panel SN, site ID (name of the site) and email address (Figure 2)
4. Tap on Create New Site (Figure 2)
5. Site was created (Figure 3)

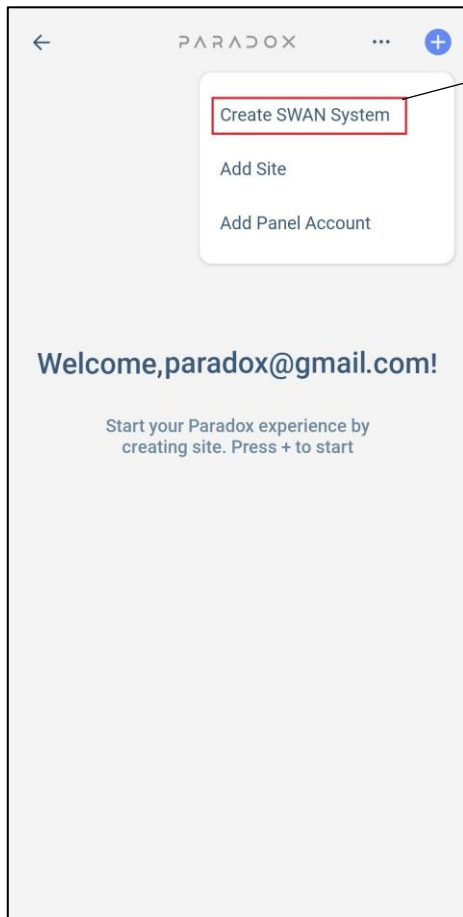


Figure 1

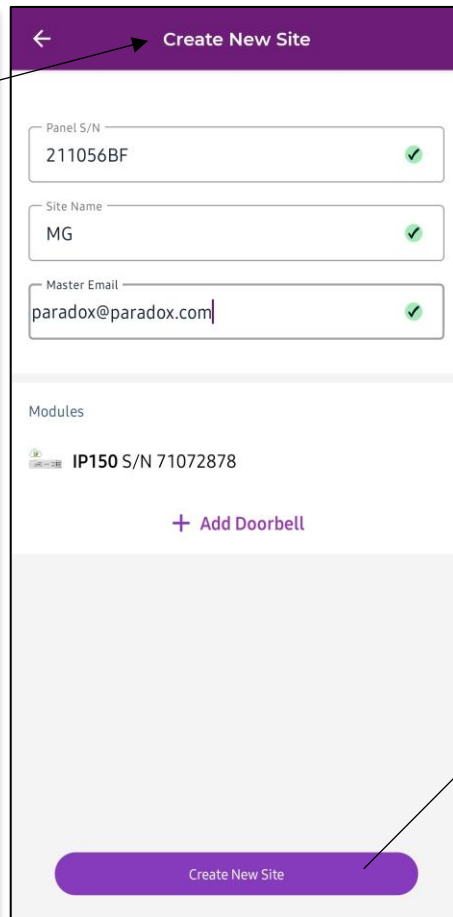


Figure 2

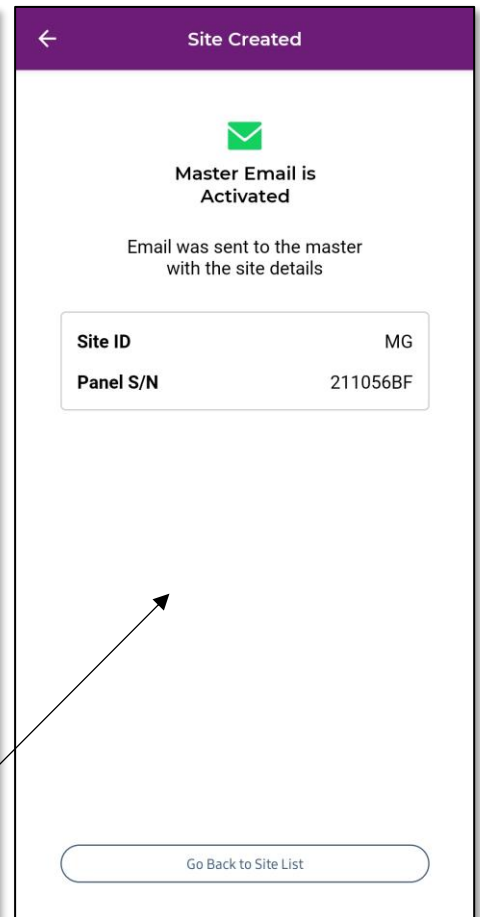


Figure 3

If the panel serial number is already assigned to a site, an error message will appear (Figure14):

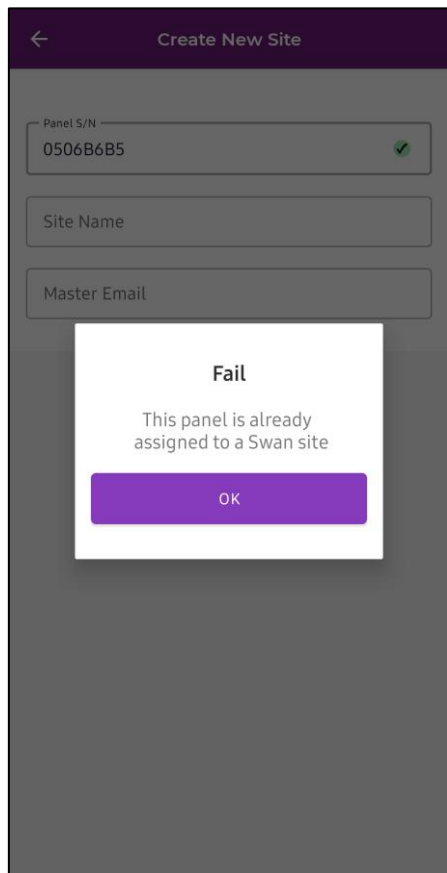


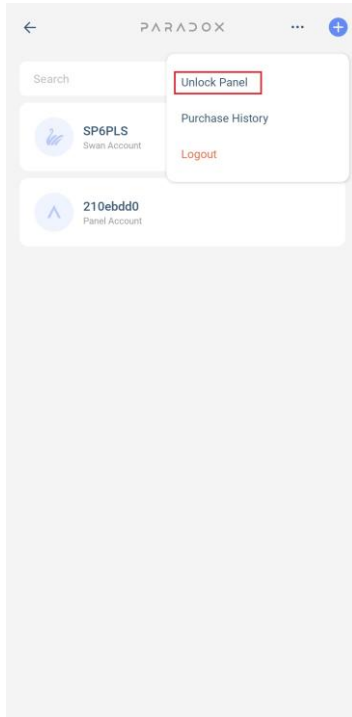
Figure 14

Notes:

- A site cannot be created if a communication module (PCS/IP150/+ /IP180) is not connected to the panel as well as to internet, to reach the Swan server. At least one communication module should be listed under the mandatory fields (Figure12).
- No need for email activation. Once 'Create New Site' (Figure12) button was pressed, the site is created.

2.4 Unlock Panel – Three Dots Menu

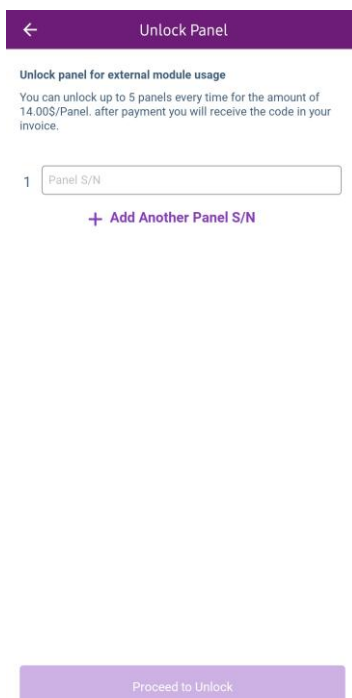
New Panel Serial Lock - The serial output of our panels (starting with firmware 7.50) will be non-operational unless connected to a Paradox communication device (IP150, IP150+, PCS250/260/265/265LTE, 307USB). Connecting a non-Paradox device to the serial output will not be successful unless the panel is unlocked.



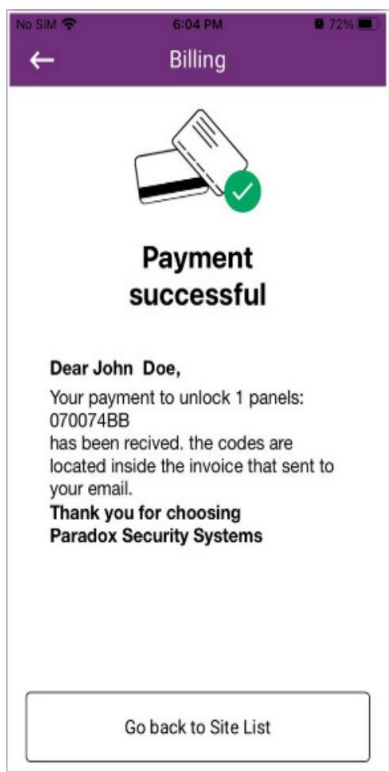
The first panels with this feature are EVO192 and EVOHD. Further, we will implement this feature on our new security panels (+ Series), so they are dedicated for communication with Paradox devices.

Should anybody wish to connect a third-party device to a Paradox panel, the serial port can be unlocked with an unlock code via BlueEye. Please use the following steps to obtain an unlock code, and unlock a panel's serial port:

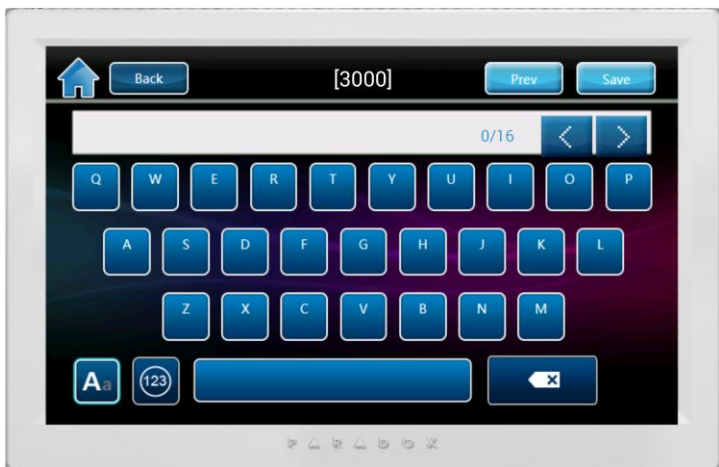
1. Enter the installer menu.
2. Click the three-dot drop-down menu button in the top right
3. Then, click the "Unlock Panel" button.



4. Enter the panel's serial number (up to 5 panels simultaneously) that you wish to purchase an unlock code for. Each unlock code can be purchased for \$5 USD. Proceed with agreeing to the terms of service and completing the payment information screens.



5. An email will be sent to the registered installer's email containing a PDF invoice. The invoice contains the unlock code(s), and instructions on how to unlock the panel's serial port for use with third-party devices.



6. Once the code was received, it can be entered by keypad in section 300 (MG/SP+) or 3000(EVO). Only TM50, TM70, K641+ and K32LDC+ keypads can be used for entering codes, as they support all (A-Z) characters contained by the license code. On MG/SP/EVO+ panels, there is an unlock confirmation implemented, the keypad will show locked/unlocked status in section 300/3000.

a. Purchase history – Three Dots Menu

This section can be used to check the history of the purchased invoices for unlocking panels (Figure15). Invoices for unlocked panels can be found here.

The history will be erased once the app is uninstalled and cannot be recovered.

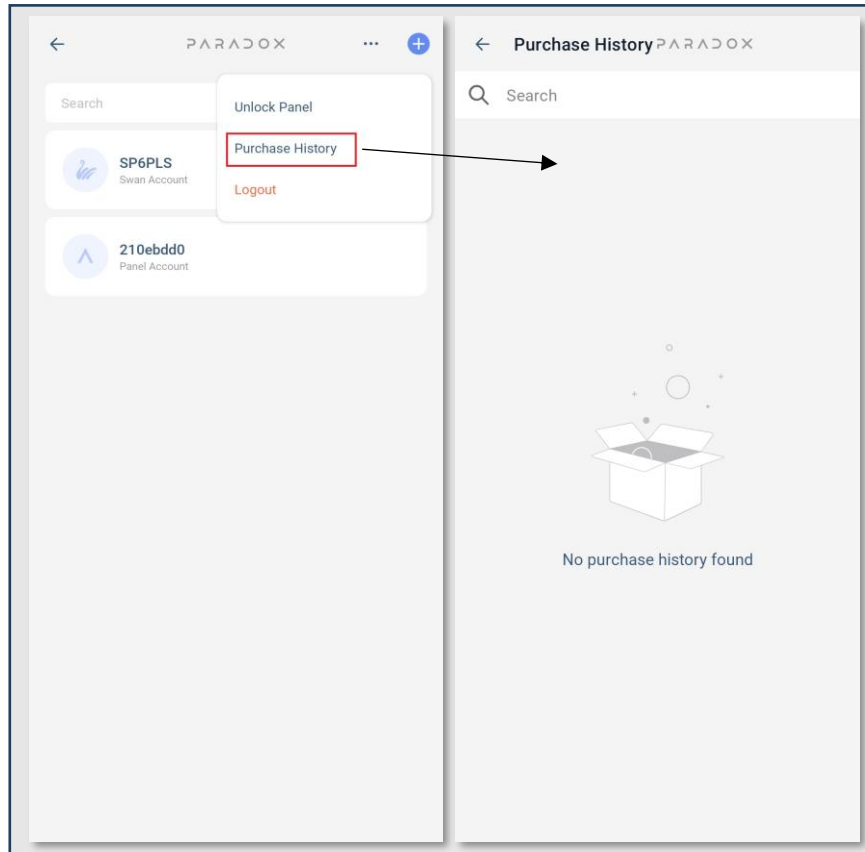


Figure 15

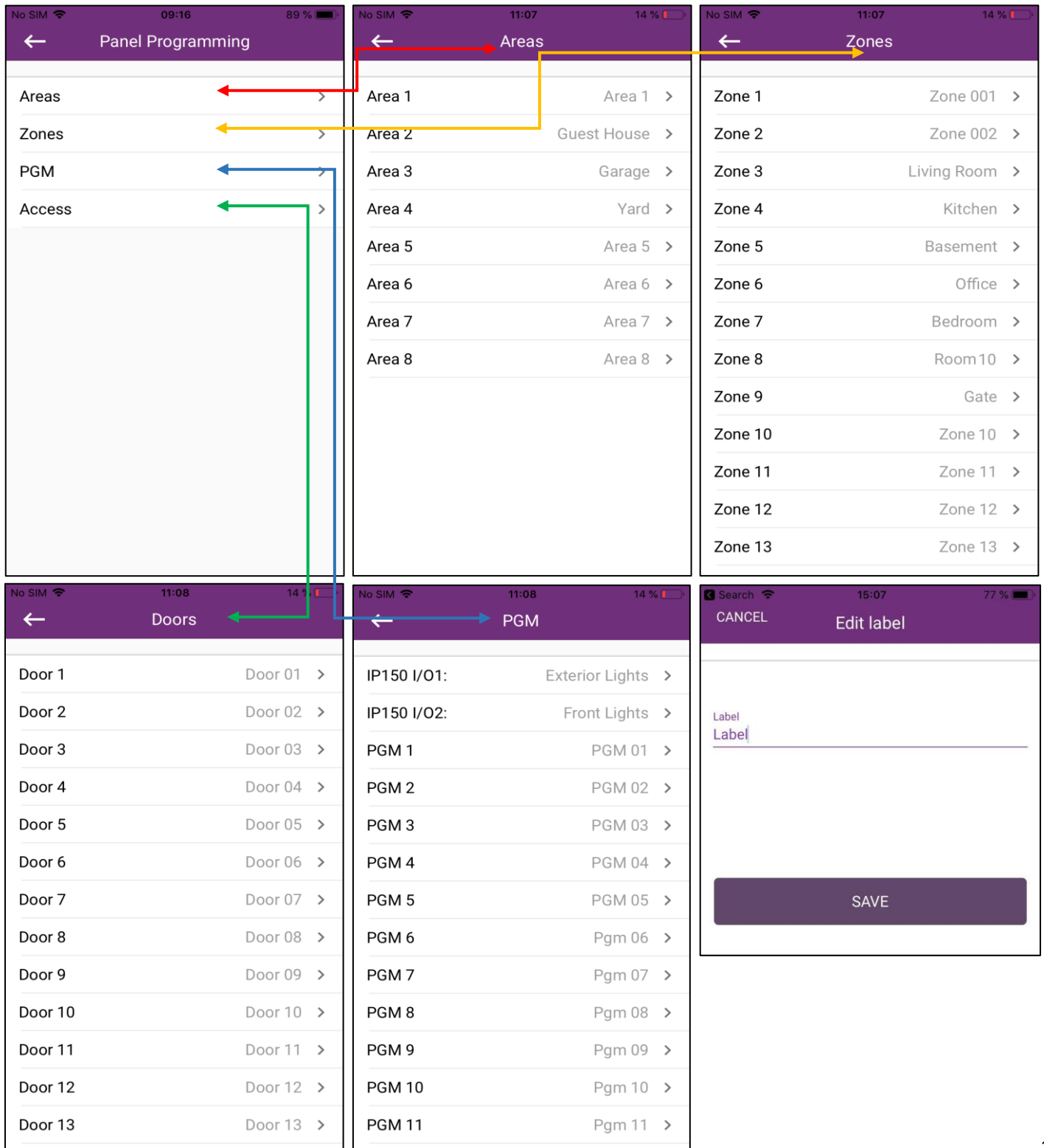
b. Log out

Log out from the installer access menu.

3. Installer Services

3.1 Panel Programming

In this section, the labels of Areas, Zones, PGMs, and Doors can be edited. Tap on the area or zone that you want to edit, change the label, and tap on **“SAVE”**.



4. Module Programming

4.1 Module Updates (TURN and MQTT)

TURN Module Updates

This option is related to the IP150/IP150+/PCS265LTE communication modules. From this menu, the module can be restarted or updated to the latest firmware version available on the upgrade server (Figure 16).

Selecting the module (Figure 17) will redirect you to the module screen where the firmware version is shown. Automatically the option of the firmware version will be the latest PUF file.

From the arrow sign (marked in red) you can select the previous version (Figure 18).

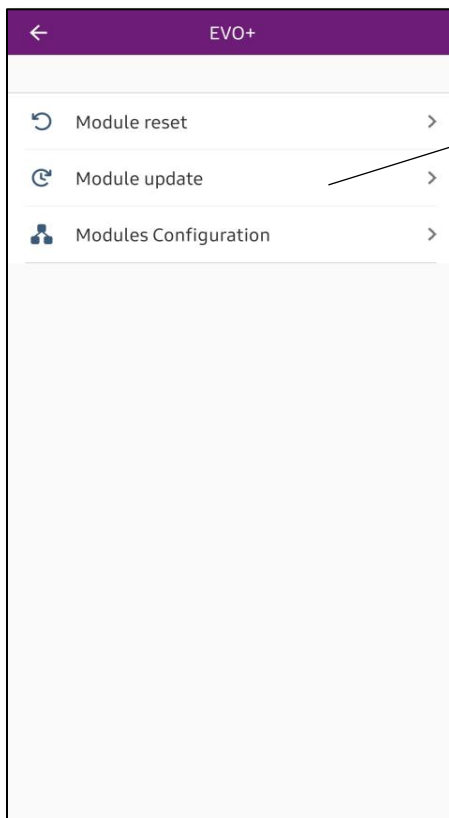


Figure 16

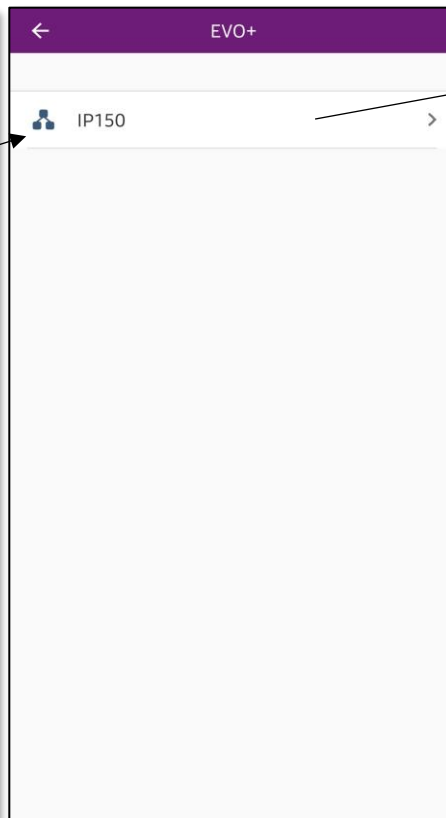


Figure 17



Figure 18

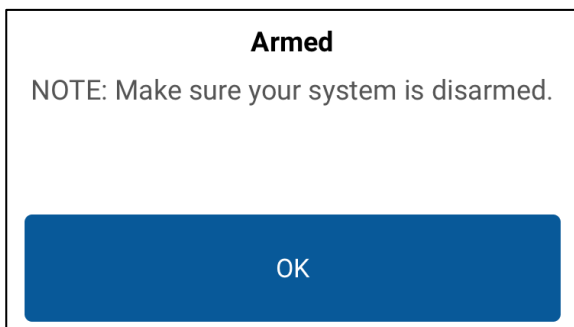


Figure 19

Note: If the system is armed a popup message will be displayed (Figure 19) before sending the upgrade command:
Note: The system should be disarmed before starting the upgrade process (Figure 19)

MQTT Module Updates

- "Module Upgrade to MQTT" upgrades the module to an MQTT firmware (Figure 20)
- Tapping on the upgrade button, a warning message will pop-up (Figure 21)
- To continue, check the box to agree the terms (Figure 21)
- Tap on the buttons to proceed or cancel the upgrade

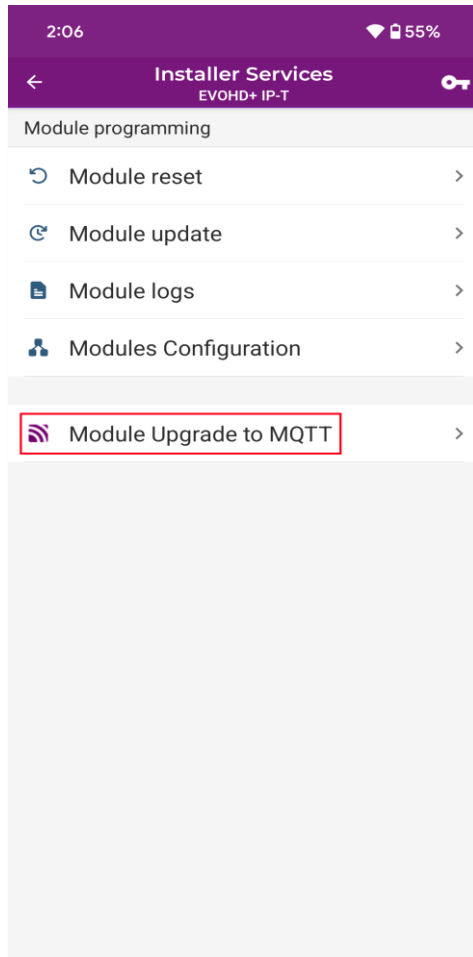


Figure 20

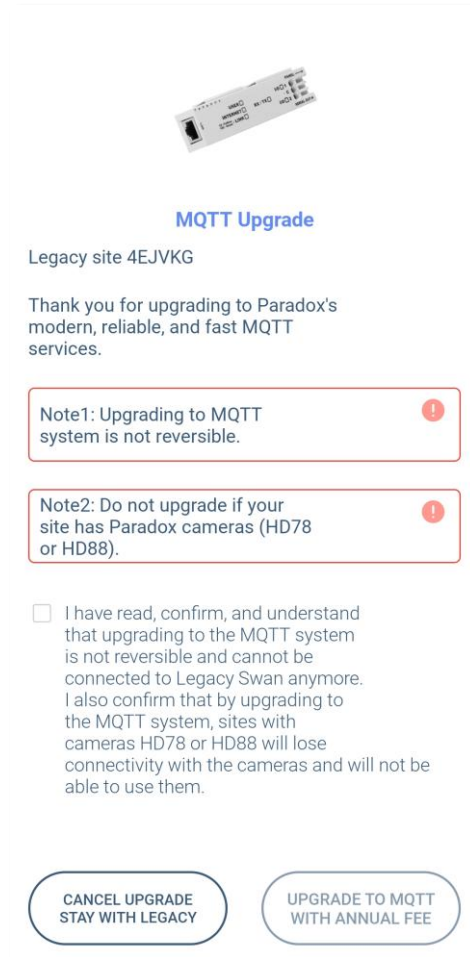


Figure 21

Notes:

- MQTT and TURN (v4.xx, v5.xx) modules are not supported on the same panel
- MQTT modules report only to IPC10 receiver (not compatible with IPR57/IPR512)
- Static IP connection is not supported on MQTT modules (a static IP can still be assigned)
- IP50 MQTT has special requirements and limitations – please read "IP150 Upgrading to MQTT Procedure" found in the "How-to Guides" section of our website

BETA Key Updates – to access special firmware versions

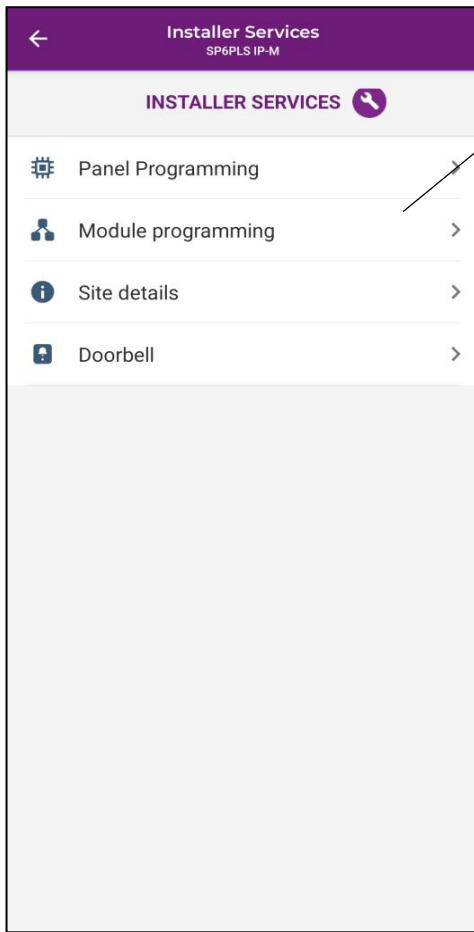


Figure 22

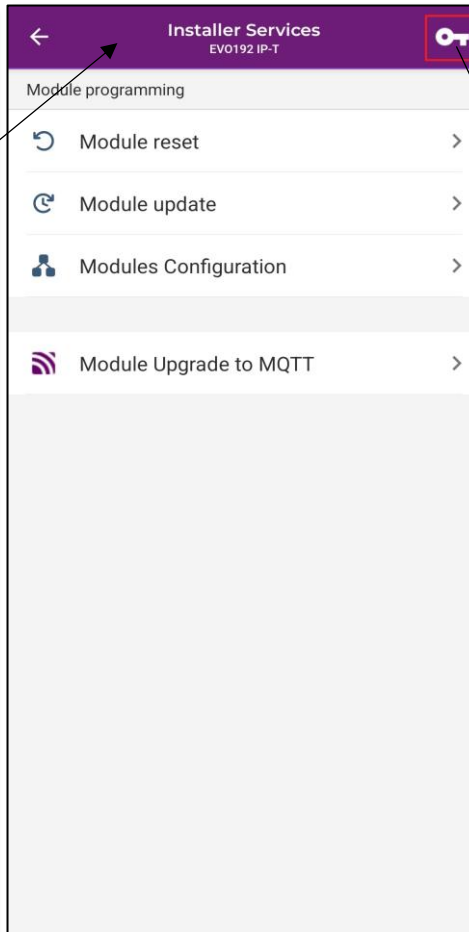


Figure 23

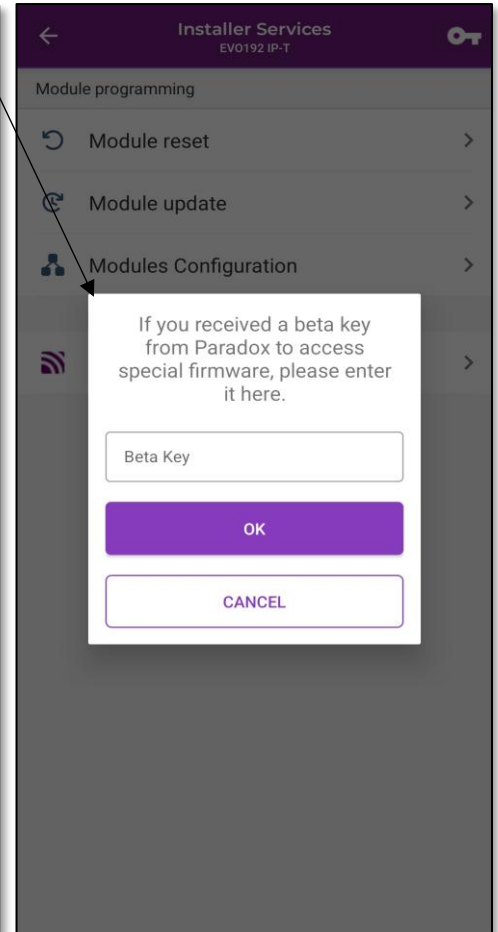


Figure 24

Pressing on the key, (red square - Figure 23) in the Modules Updates screen, a popup message to enter a key will be displayed (Figure 23). This function can only be used when a key to access beta firmware for the communication module is provided.

4.2 Module Reset

Sometimes a connection to a site is not possible due to the internet connection or to the Swan server allocating a different socket (XOR). If the module is polling the Swan server and the customer cannot connect, a module restart should be done from the Installer Menu (Figure 25).

Pressing on the **Reset** button (Figure 27) will reset the connection during the first polling with the Swan server. A popup asking if you want to continue will appear (Figure 27).

This process can take up to five minutes (until the next polling) for modules with V4.xx firmware. For modules with 5.xx firmware, it can take up to 15 minutes.

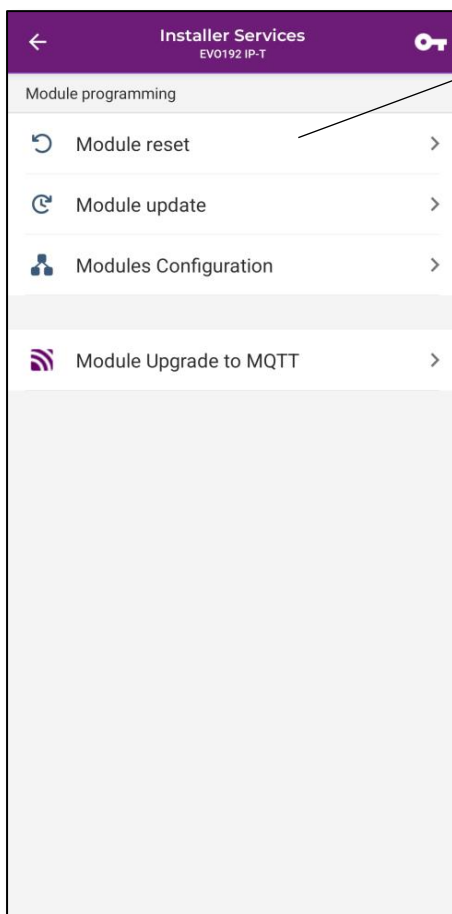


Figure 25

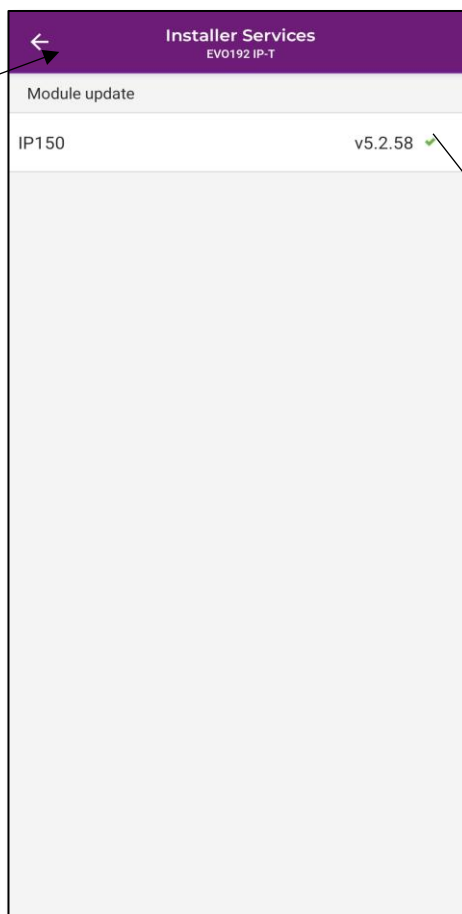


Figure 26

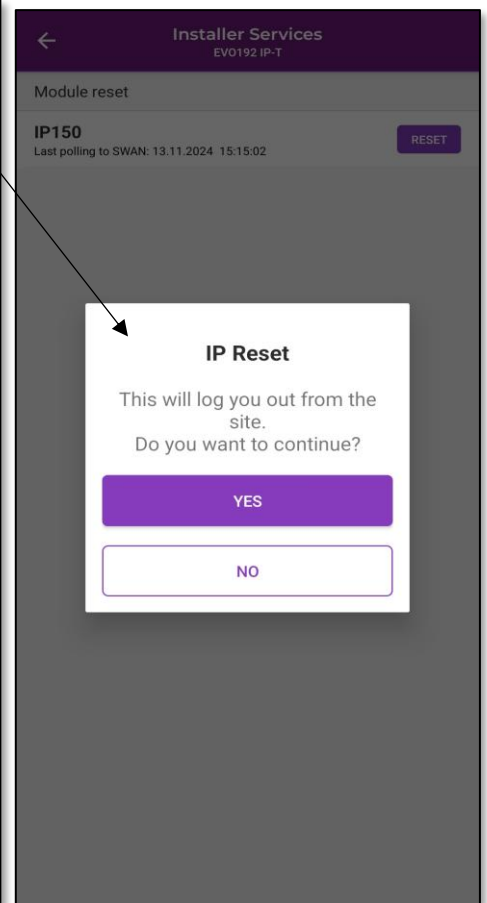


Figure 27

4.3 Module Logs

The module logs can help us investigate a connectivity issue and should be provided only when requested by Paradox Support. **The option is available only for sites that have an IP150+, IP180 or PCS265LTE/V7/V8 module.** (Figure 28)

To extract the logs, press the **Get IP logs** button. The download can take up to 25 minutes. After the logs are extracted, they can be shared over email by pressing **Share existing IP logs** (Figure 29).

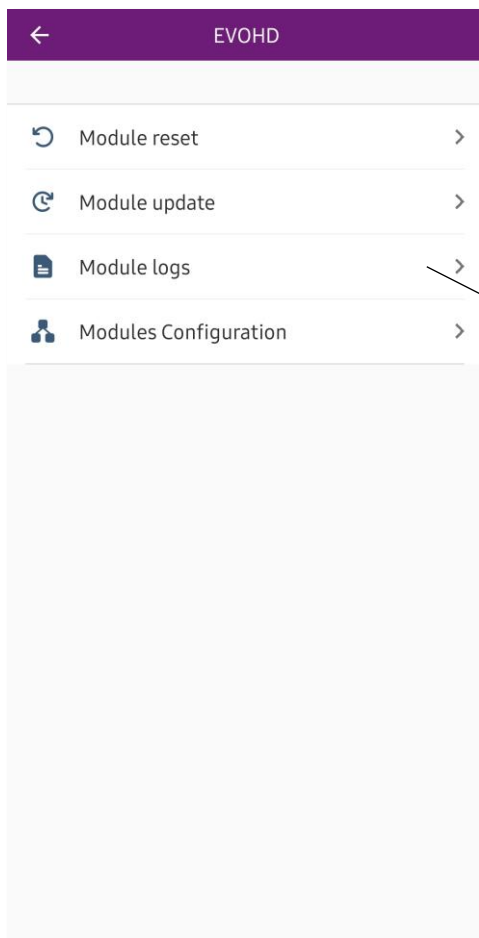


Figure 28

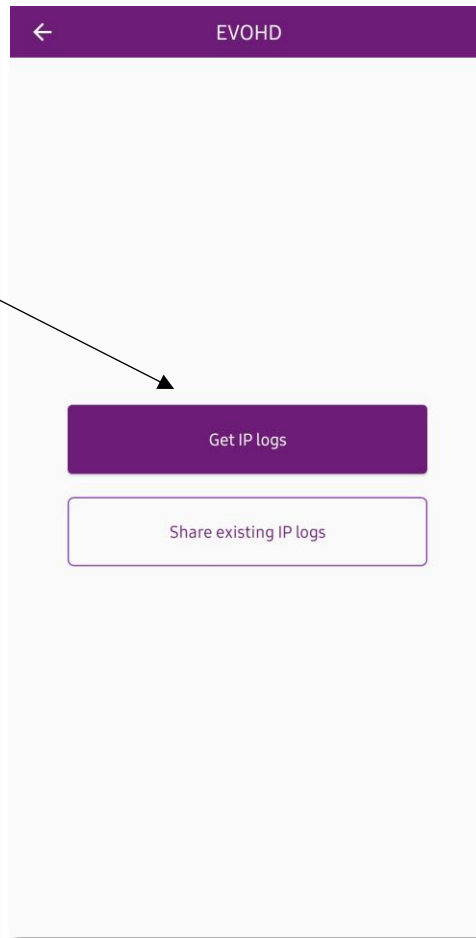


Figure 29

4.4 Module Configuration (IP150+/IP180)

The configuration of the IP150+ and IP180 modules was moved from the web browser to the Installer Menu of the app, starting with firmware v5.3.0 (Figure 30).

WEB GUI/interface is available only when used in closed network.

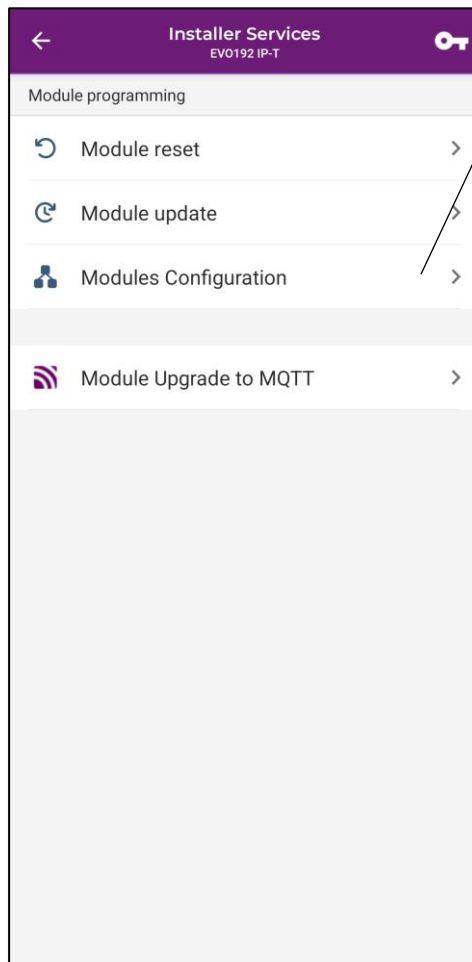


Figure 30

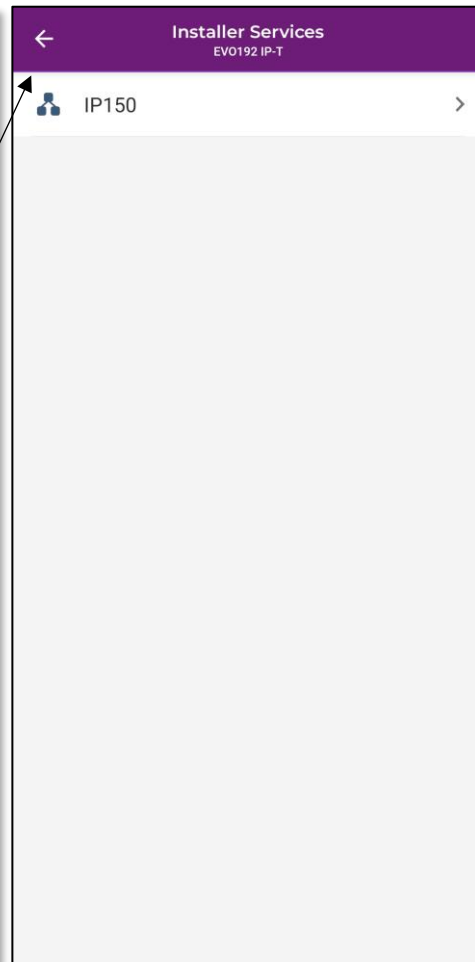


Figure 31

Note: Configuration of the IP150 (below V6) module can still be made from the web browser.

← EVOHD

Module Configuration

☒ DHCP
 ☐ Static

IP Address: 192.168.1.145

Subnet Mask: 255.255.255.0

Gateway: 192.168.1.254

DNS Primary (Optional): 192.168.1.254

DNS Secondary (Optional): 8.8.8.8

Software Port: 10000

Receivers

IP Receiver 1: ☒

IP Receiver 2: ☐

IP Receiver Backup (3): ☐

Email Configuration

Outgoing Server (SMTP): smtp.gmail.com

Port: 465

Authentication (Optional):

User Name: presalesparadox

Password: ••••••••

Email Addresses 1/4

Address 1: ☒

Email: paradoxpresales@gmail.com

Select Areas: ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8

Select Events: ☒ Arm/Disarm/Alarm ☐ Troubles ☐ IO1/IO2

DNS URL Configuration

Turn

Turn Production Server: ☒ turn-auth.insightgoldatpmh.com

Turn Development Server: ☐ turn.paradoxmyhome.com

Swan

Production Server: ☒ capi.insightgoldatpmh.com

Development Server: ☐ capi.beta.insightgoldatpmh.com

The connection mode can be changed from DHCP to static IP if needed. The secondary DNS can now be configured as well.

Static IP configuration

Note: Receiver reporting configuration still needs to be done from Babyware or keypad programming

Outgoing email server address.

Custom SMTP servers are not supported. Only Public SMTP servers are supported, with authentication. Example: Google

Email port

Credentials

Up to 4 email addresses can be added for email reporting. The email reporting can be set on different areas and different type of events (arm/disarm/troubles).

Select Areas for email reporting

Select Areas events for email reporting

Swan server URL which can be configured

Turn server URL which can be configured

For **closed network operation**, Swan can be disabled by checking the “Disable Swan Polling” box (Figure32).

Disabling Swan polling can be done only for panels that don’t have an associated Swan site. This option is available only for Panel accounts.

After disabling the Swan polling, adding a site (no Swan) can be done by using static IP (direct IP) connection (Figure33).

A site name and local and external IPs and ports can be configured (Figure34).

Installer Services
EVO192 IP-T

Module Configuration

☒ Disable Swan Polling
Closed Network Only

☒ DHCP ☐ Static

IP Address
192.168.1.106

Subnet Mask
255.255.255.0

Gateway
192.168.1.254

DNS Primary (Optional)
192.168.1.254

DNS Secondary (Optional)
0.0.0.0

Software Port
10000

Receivers

IP Receiver 1 ☐

IP Receiver 2 ☐

Figure 32

PA **IP Use Static IP Without Swan**

Add Site Using Token

I don't have Site Token

Add Site

Figure 33

PARADOX

Use Static IP Without Swan

Local Site Nickname

Local IP address/Host Name Port

Public IP address/Host Name Port

i Without Swan site connectivity depend mainly on your router and ports configuration. arm/disarm is possible, without push notifications and doorbells can't be added. Adding to Swan is possible at any time, please contact your dealer

Continue

Figure 34

5 Site Details

The Site details option (Figure 35) will display details about a Swan site, hardware, and firmware. This information is shown differently for a Swan site (Figure 36) or a Panel account:

- Site info – displaying the site ID and email address of the Swan account (only for Swan sites)
- User app subscription - remaining days until the site will expire and the renewal date (only for Swan sites)
- Panel info – panel and communication module types, firmware versions and the panel serial number (for Swan sites and Panel accounts)

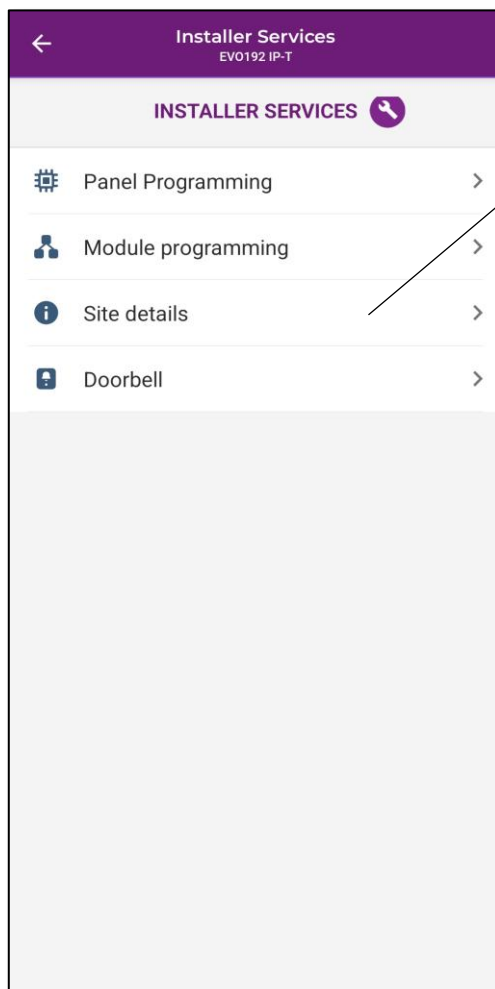


Figure 35

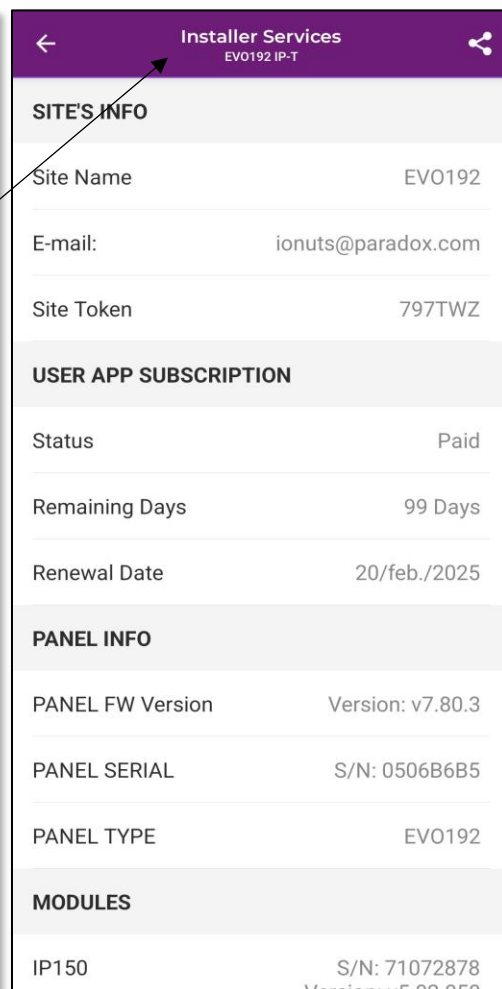


Figure 36

Note: Site details are limited on panel accounts. If no site ID appears, the panel is not registered to any Swan site.

6 Panel Change

If the panel (hardware) was changed on the system, it will need to be also changed on the Swan server. The panel can be changed directly from the Installer Menu.

To do so, please choose the site for which the panel change is needed, from the Swan sites menu (Figure 37). In the login screen, please notice the current panel SN and the **Unassign/Assign buttons**. (Figure 38)

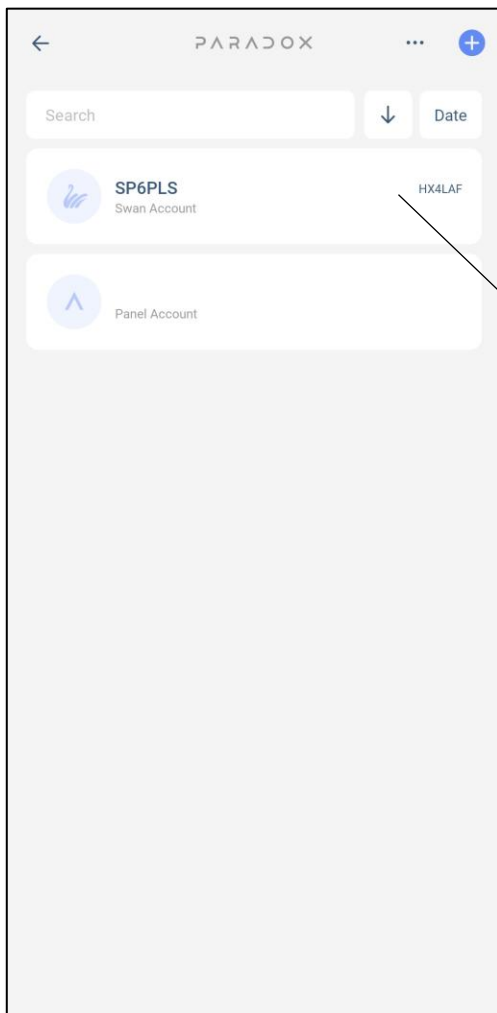


Figure 37

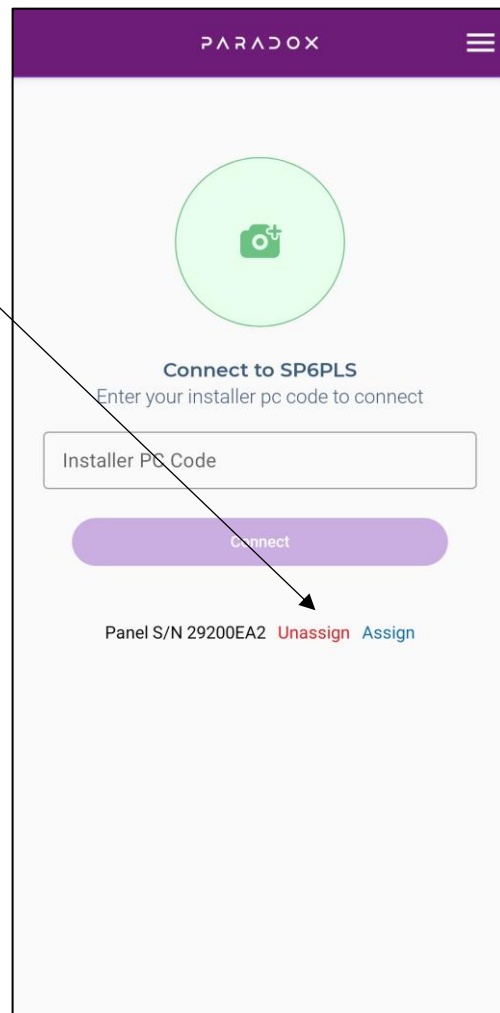


Figure 38

To change a panel, the current panel needs to be unassigned first. To do so, please tap on the **Unassign button**. A popup message will appear, asking if you are sure you want to unassign the panel (Figure 39). Tap on YES if you wish to unassign the current panel.

To assign the new panel, tap on **Assign button**. Enter the new panel SN and click on OK (Figure 40). The panel should be successfully changed afterwards.

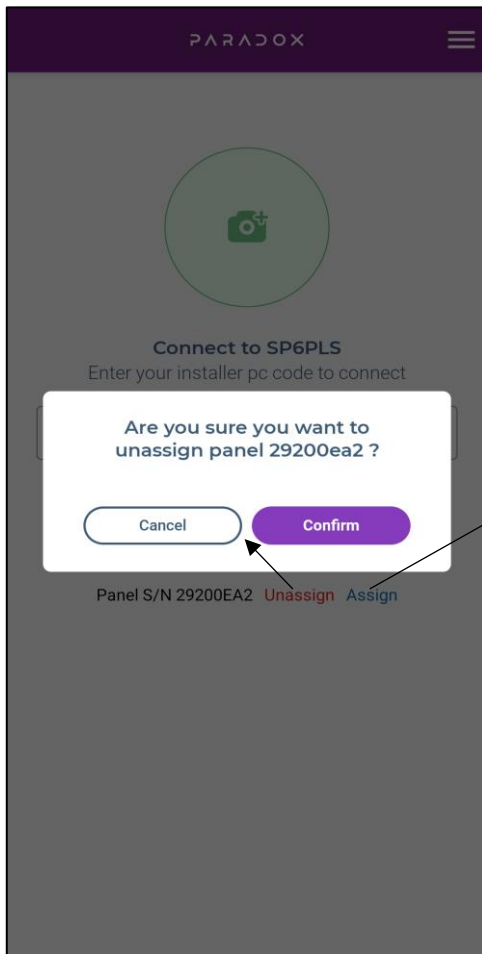


Figure 39

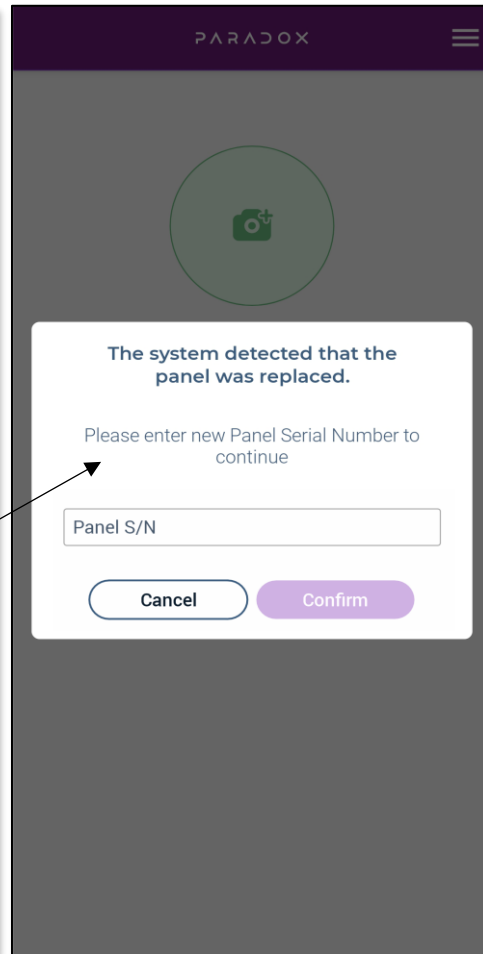


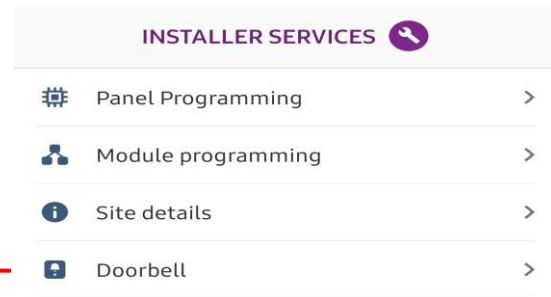
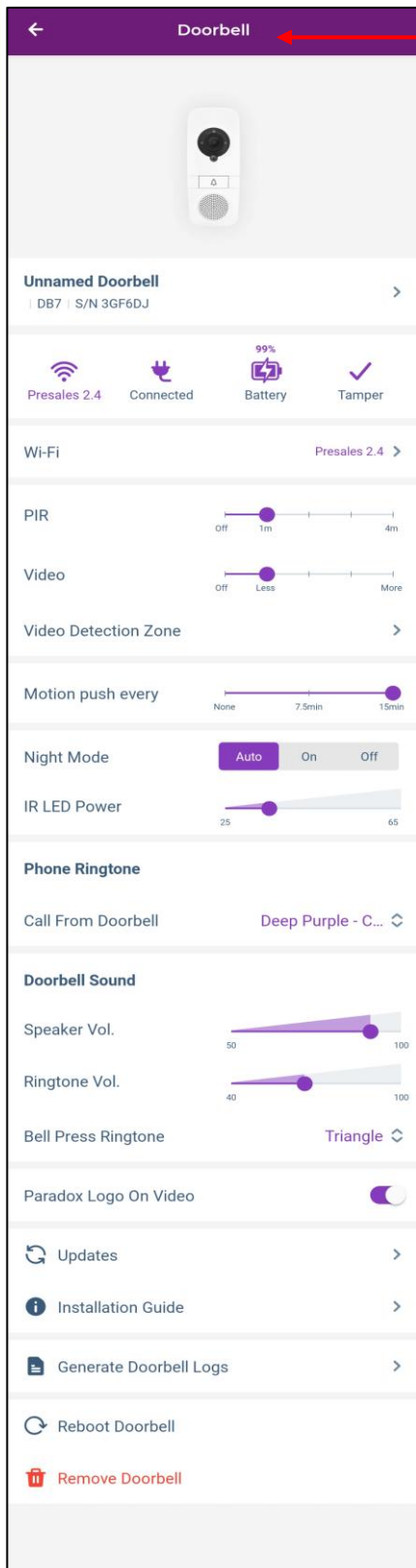
Figure 40

Notes:

- When the panel is Unassigned, it automatically deletes the panel and the modules attached to it, from the Swan server. The site is not deleted, it remains without panel and modules.
- The new panel will be assigned with the modules that are associated to it.
- This procedure can be done even if there are no modules polling/associated to the new panel. It will add the panel and when the module will poll the first time, it will automatically associate it to the site

7 Doorbell

The Doorbell settings can be accessed from this menu.



Unnamed Doorbell - You can change the Doorbell name

WI-FI – Wifi network to which the Doorbell connects can be changed

PIR setting - Set the PIR sensitivity to trigger the movement recording from closer or further.

Video setting - Set the camera sensitivity to trigger the movement recording from closer or further, based on the pixel changes

Video detection Zone – Set a zone for video detection.

Motion Push Every – A push notification for motion will be sent at 7,5 or 15 minutes.

Night Mode – Set the IR night mode to auto, ON or OFF.

IR LED Power – Set the IR power to see further or closer in the dark.

Assign Output – Assign a PGM or a door (please contact your installer for further help).

Call from Doorbell – Set the doorbell ringtone when calling from doorbell.

Doorbell Sound – Set the Volume of the speaker as well the ringtone volume.

Bell Press Ringtone – Choose desired ringtone when pressing the Bell button on the DB7.

Paradox Logo On Video – adds or removes logo from video (full screen)

Updates – Firmware upgrades.

Installation Guide – Download the installation guide for DB7.

Generate Doorbell Logs – Generate DB7 logs

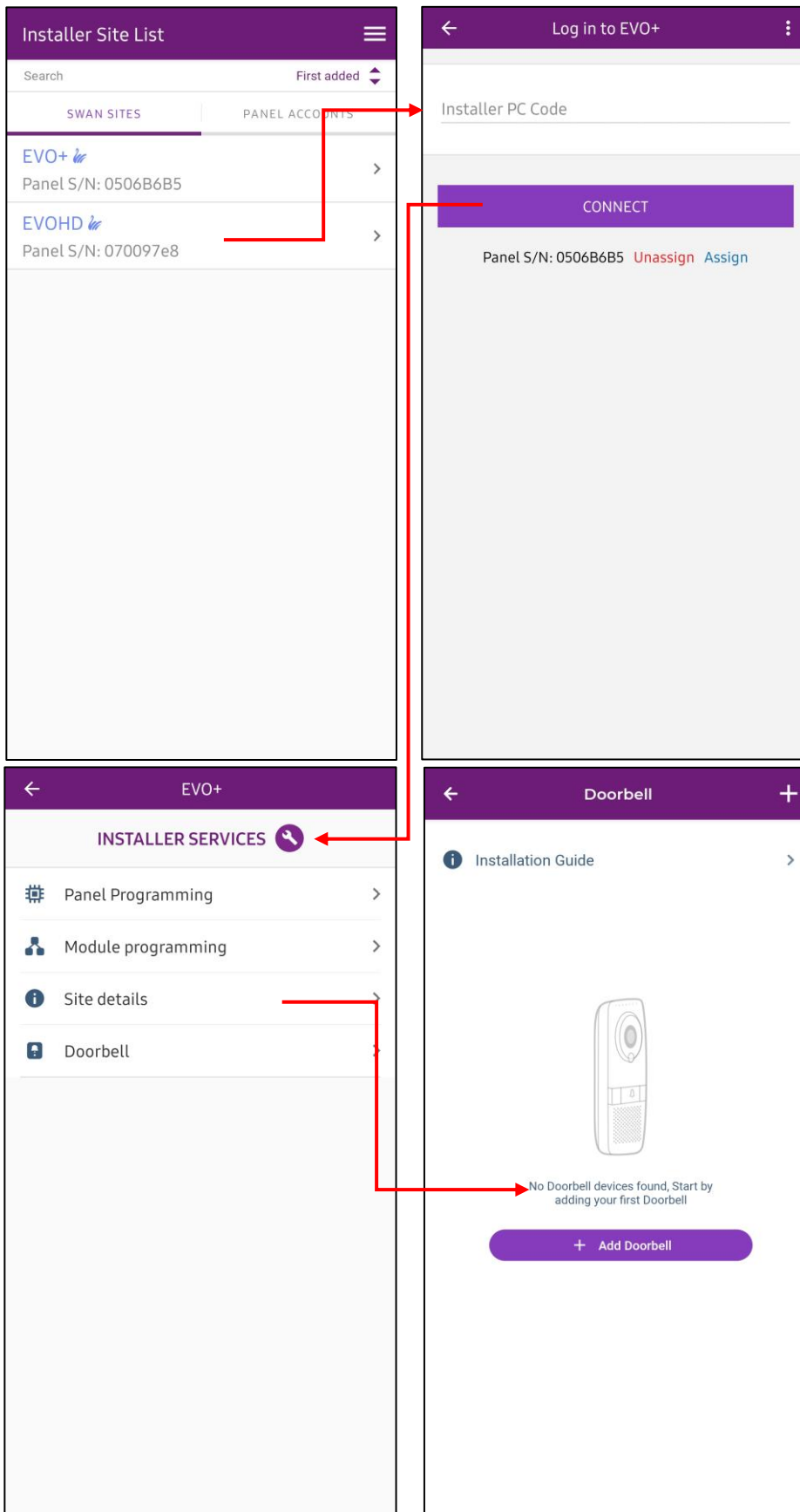
Reboot Doorbell – Restarts the Doorbell

Remove Doorbell – Removes the Doorbell from the site

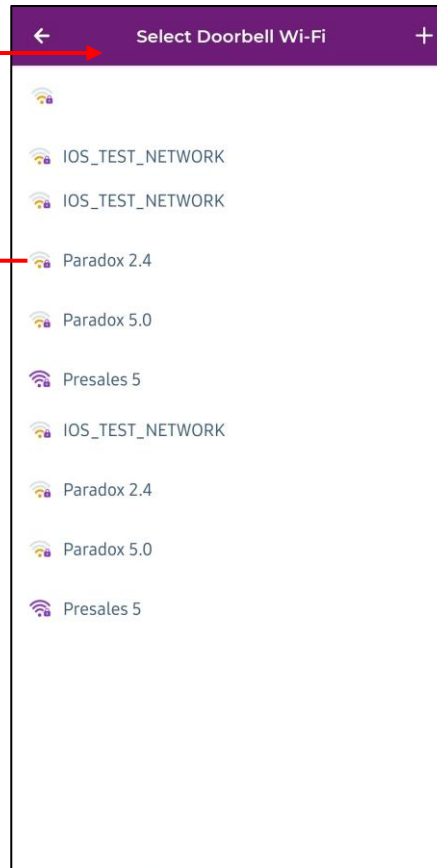
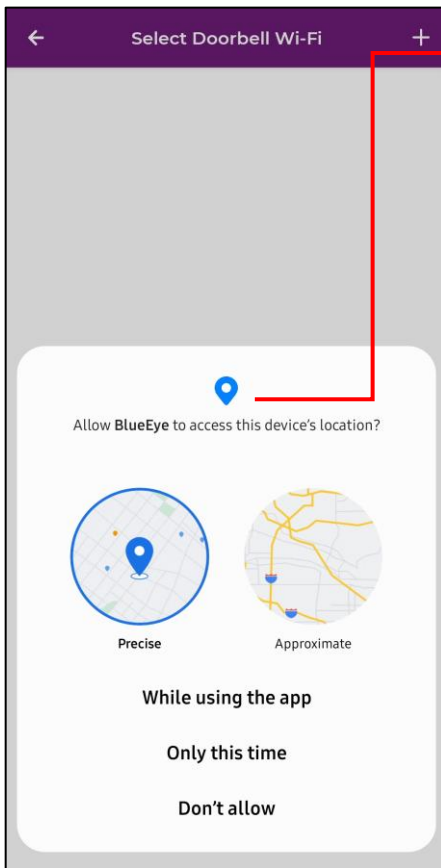
8 Adding a new Doorbell

The below steps should be followed when adding a doorbell to an existing site.

1. Select site
2. Insert PC Code
3. Tap on doorbell
4. Tap on Add Doorbell (or on the + button)



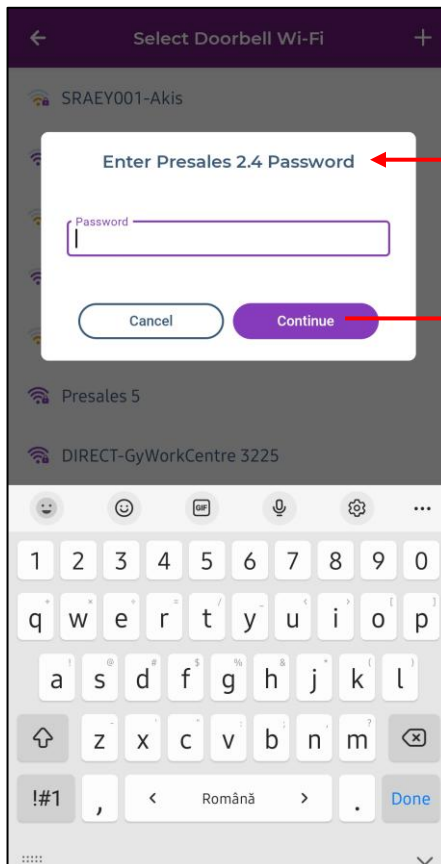
Note: The location should be turned ON when adding the doorbell



5. Choose the Wi-Fi network

6. Enter the Wi-Fi password

7. Place the QR code in front of the doorbell



9 Quitting the Installer Menu and deleting sites

Pressing on the three stacked lines will give you the option to log out and return the previous screen or cancel the action (Figure 41). Pressing on the back-arrow key twice will exit the installer menu to the site list, without logging out as an installer.

Deleting a site or panel account can be done by long tapping on the site, then on the recycle bin. (Fig 42)

Deleting sites from BlueEye (Installer Menu or Site List) does not delete the site from the Swan server.

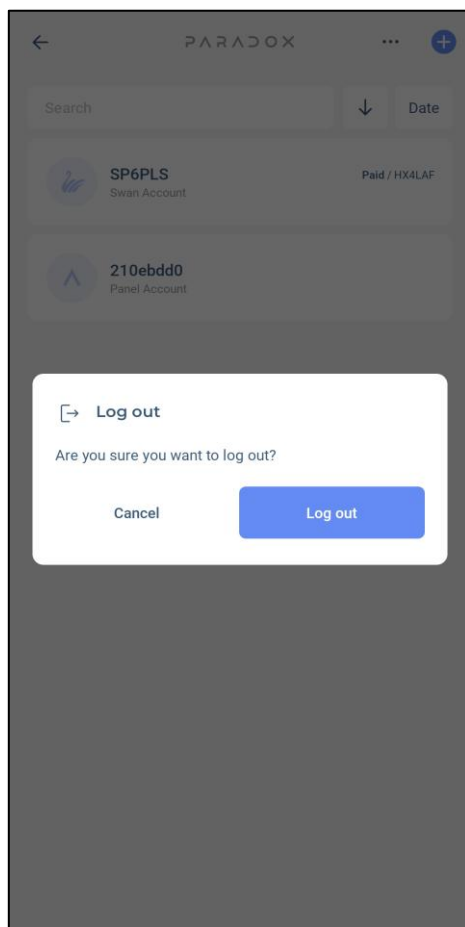


Figure 41

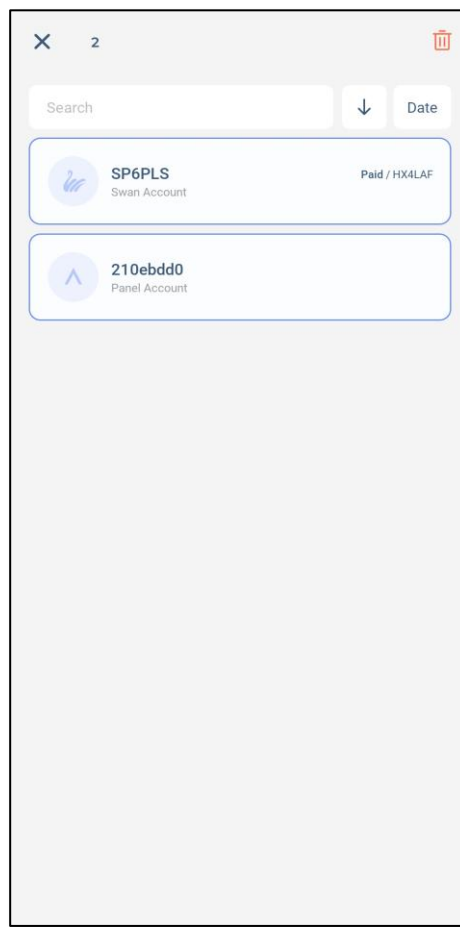


Figure 42