

1	Is the APP is free?	Yes. It is available for download on Apple Store or Google Play.
2	How can I replace my existing handset with the Classe300X13E?	If your door entry installation is a Bticino 2-wire system, all you have to do is swap your current internal panel with the Classe300X13E. If you are currently using another system, your installation needs to be assessed by an electrical contractor.
3	Can I open the door with the Door Entry App?	All locks which are connected to the video door system can be opened via the Door Entry App.
4	Can I watch security cameras?	Using the audio-video node, all cameras that are connected to video door entry system can be monitored.
5	What if my phone get stolen?	It is recommended to secure your phone access via a password (or fingerprint reader). It is a first level of protection. In case of theft of your smart phone, you can still disable the stolen smart phone directly from CLASSE300X13E unit. it will Once disabled, the smartphone will no longer receive calls or access your entry system.
6	Does the Classe300X13E work with all telecommunication providers?	The DOOR ENTRY App uses the data connection of your smartphone to send an audio / video call over VoIP. The data plans of some telco providers might not allow receiving VoIP calls. It is recommended to check the data plan terms & conditions first, and change to a more suitable data plan if necessary.
7	Does it work with all smart phones?	The DOOR ENTRY App is compatible for all smart phones with IOS (IOS 8 or later) or Android (4.2 or later). The tablet version will be released shortly, you can check the availability on the store (AppStore or PlayStore).
8	Is the Classe300X13E compatible with all routers?	Thanks to Bticino Legrand Cloud, no router configuration will be required to receive remote calls.
9	Is it possible for someone to intercept my messages or to register my video door phone?	The Classe300X13E ensures a high level of security. All calls and data between the video doorphone and the app go through the Bticino Legrand Cloud: each connection is authenticated using TLS certificates and encrypted with SRTP.
10	Will all APPs have the same configuration or I can manage it?	The features are same on all devices installed with the app.
11	How many smart phones can I associate to the video door phone?	You can associate up to 30 smart phones for each video door phone.
12	If I want to change my smart phone, do I have to call the installer to configure the app on this new smart phone?	No. It can be done easily: download the app on your new smart phone, and enter your login information (username and password). Bticino Legrand Cloud will ensure the rest of the installation goes smoothly.