

BW App - FAQs

Welcome to BW App, a user-friendly mobile app for Bentel Security security system users. Below is a list of the most frequently asked questions about BW App. For more information or assistance, please contact your local Bentel Security representative.

FAQs

Do I need a PowerManage server if I want to use the BW App?

No. Your panel and mobile phone communicate directly with a cloud server.

How many panels (systems or accounts) can I add to the BW App?

By default, the application will remember the last system entered to it, without the option to select between systems. You can change this from menu->settings->login from "last" to "all". This will allow the app to remember all systems entered to it. You can select a system by swiping the panel name to the left.

Can I delete the alarm history file on my mobile phone?

The system will automatically delete alarms that are in the system for more than 14 days.

Can I save the alarm history log?

You can use the Share button in the history screen of the app to share the alarm history log with other apps on your phone (for example, Messaging, WhatsApp or email).

I am not getting push notifications from my panel. What should I do?

In the notifications menu, ensure that **all notifications are enabled**. If after enabling all notification the user still doesn't receive anything, contact your system provider.

I left a window open but still want to remotely arm the system. Can I do this using the app?

It is not recommended to arm the system when a detector is open. If it is unavoidable, go to the **devices** screen and bypass the relevant device. Once the device is bypassed, the system can be armed using the app.

How do I bypass a device?

You can easily bypass a device. Go to the devices screen and swipe the desired device to the left. You will see a "bypass" button.

How do I enroll a new keyfob?

On android:

Go to menu->keyfobs->press on the "+" button and enter the device ID.

On iOS:

Go to menu -> Panel settings -> Keyfobs -> Add keyfob

Can I change the order of menu items in the application?

This feature is only available on Android devices.

Go to menu-> bottom menu order. Now drag and drop the items in the desired order. Note that you can also disable menu items.

In Menu-> App settings, what is "ALARMS aggregation"

When "aggregation" is disabled, all alarms will be received separately. For example, if you have one fire alarm from panel and one fire alarm from the detector, when aggregation is disabled you will see each one, when enabled you will see one alarm.

In Menu-> App settings, what is "Filtering"

In various screens of the application you can filter the results – for example, the devices screen. Advanced filtering allows you to use multiple filter selections instead of single filter selection in the normal mode.

Attaching user names to users

You can attach user names to panel users in the application. This can be done:

On Android, from Menu-> Users

On iOS, from Menu -> Panel settings -> Users

Please note that the user names are local to the application and are not synced to other applications connected to the panel.