


## User guide

Welcome to **BW App**, a free, user-friendly mobile app for Bentel Wireless security systems users. This guide includes instructions on installing **BW App** on your mobile phone.

## Supported Phones

- Android v4.4 and up
- iOS v8 and up

## App Installation

1. Locate the **BW App** in one of the following app marketplaces and install it on your mobile device:
  - iTunes
  - Google Play
2. Once installed, click on the **BW App** icon  on your home screen to open it.
3. Read the end user license agreement (EULA), tap **I accept end user license agreement**, and then tap **ACCEPT**.
4. Read the privacy policy, tap **I accept privacy notice**, and then tap **ACCEPT**.
5. In the **Server address** field, enter **bentel.tycomonitor.com**, and then tap **OK**.
6. If you have not yet signed up on the server bentel.tycomonitor.com, tap **Sign up**.
7. In the **E-mail** field, enter an email for signing up on the server, and then tap **SIGN UP**.
8. In the **E-mail code** field, enter the code you received in the email you entered in the previous step, and then tap **PROCEED**.
9. In the **Password** field, enter a password: the password must be at least eight characters, and must contain at least one letter, one number, and one special character.
10. In the **Repeat password** field, enter the password you entered in the previous step, and then tap **PROCEED**.
11. In the **Panel name** field, enter your panel name.
12. In the **Panel serial** field, enter the serial number of your control panel: to know the control panel serial number, refer to the control panel instructions.
13. In the **Master User code** field, enter the control panel master user code: the default master user code is **1111**.
14. Tap **CONNECT**.

Now you can use the **BW App** to monitor and manage your BW control panel.

© 2024 Johnson Controls. All rights reserved. JOHNSON CONTROLS and BENTEL SECURITY are trademarks and/or registered trademarks. Unauthorized use is strictly prohibited.

Johnson Controls Products Italia S.r.l. – Via Gabbiano, 22 – Zona Ind. S. Scolastica – 64013 Corropoli (TE) – Italy  
Tel.: +39 0861 839060 – Fax: +39 0861 839065 – [bentel.info@jci.com](mailto:bentel.info@jci.com) – [www.bentelsecurity.com](http://www.bentelsecurity.com)

BW App User Guide English

ISTISJBEBWAPP 0.0 220124 MW22