



DIVERSION DISCLAIMER

PLEASE READ IN ENTIRITY BEFOR PROCEEDING

THIS IS AN OPTIONAL FEATURE – SHOULD BE COMMISSIONED BY INSTALLER

By activating the Diversion application for the Dorani Intercom System, you agree to the terms and conditions set forth in the below disclaimer and the Dorani Pty Ltd standard terms and conditions. Please check them carefully before installation and/or acceptance.

If you have any questions about the system, application or any of our terms, you can contact Dorani Pty Ltd.

If you do not agree to these terms, you should stop using the diversion feature immediately.

Diversion Terms and Conditions

Functionality

The APP allows you to remotely receive calls diverted from your home to your mobile device, this is an optional service outside of the wired intercom system installed in your home.

The call diversion feature allows: - Call notifications. - Audio **OR** Audio and video communication between the visitor calling from the panel and its mobile device from the main door station. It allows the unlocking where connected in the same manner as the monitor installed at the home.

You can have up to 4 devices connected to the diversion feature.

The Apps are designed to operate on the latest Versions of Android and iOS later – older version firmware may not operate correctly or at all.

Connections

The services offered through the application provide remote connection to your mobile device via the Internet (WiFi to your modem OR Direct connection model dependant) In these cases, the performance of the forwarding service depends on 3rd Party equipment

This 3rd Party equipment includes but is not limited to

- Internet connection quality (Speed and Latency)
- Internet Service Provider
- Network Switches, Modems and other devices for routing of internet connection
- Type of Mobile Phone, Data service and Mobile phone provider

This service uses SIP communication, some providers and equipment may block this services or components of this service, therefore you must make sure that the mobile phone data network and the ISP and router connection do not block it.

Dorani Pty Ltd accept NO liability for system functionality problems caused by the 3rd party equipment. Dorani Pty Ltd accept NO responsibility for any additional labour, loss of time caused by 3rd party related equipment.

Dorani bear NO responsibility appertaining to making changes within the customer end equipment. In the event there is blocks or issues found to be causing problems on site it is recommend that an IT professional be engaged to rectify customer end equipment issues. There is NO guarantee that the issues can be resolved if the network block or restriction is a provider based block.

Security

The Application allows communication and unlocking (where connected) to a mobile device, Dorani Pty Ltd bears NO responsibility for breaches in security, loss or damage or caused by unsecure mobile devices, or unsecure connection to the diversion feature. It is recommended that the diversion password be changed regularly and phones re-enrolled or password adjusted to maintain security.

Passwords on the mobile devices are also recommended to ensure only allowed users of the mobile device are able to make connection to the monitor. Unsecure mobile devices are at risk of unsolicited connections to the home intercom and can be a security breach.

Data

This system utilises your upload/download data of both your local internet connection and your mobile device data.

It is the clients responsibility to ensure they have adequate data to handle the speed required and the data usage of the services.

Warranty

Dorani Pty Ltd do not accept ANY liability for diversion issues or factors related to 3rd party equipment. All efforts have been made to enable the system to work either Audio ONLY or Audio Visual where possible.

In the event there is an issue with diversion, testing should be completed as follows:

- 1) Try connecting to a different mobile device
- 2) Try connecting to a different mobile device using a different provider
- 3) Try connecting the Monitor to a different local network internet service provider, e.g. Mobile Phone Wi-Fi hotspot

Warranty is as per Dorani standard terms and conditions with the below factors applicable for the diversion devices:

The diversion monitor MUST be returned to one of the Dorani distributors for testing under the following conditions:

The testing procedure will involve connecting the monitor to the Dorani Pty Ltd distributors Wi-Fi (or hardwired model dependant) network

Downloading the App onto mobile device Android/IOS (fresh download)

Pairing the Device to the App

Testing the Diversion feature.

A report will be compiled at this time showing the results, the end user, installer, client or customer are welcome to witness the test in the office.

Any testing or returns MUST be booked in for a technical representative to be available; this must be during normal business hours of 7:30am – 3:00pm Monday to Friday.

Dorani Intercoms
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