Grandstream Networks, Inc.

Grandstream SecureAccess App - User Guide

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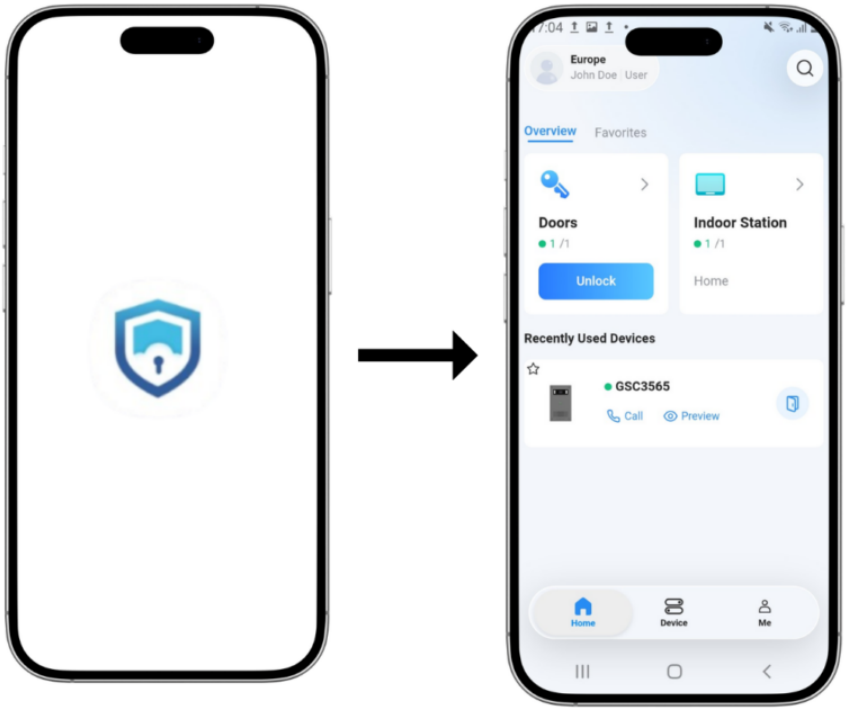
INTRODUCTION

The **SecureAccess App** is a lightweight cloud-based platform and door-opening application designed for both everyday residents and advanced administrators. It enables users to open doors locally or remotely and to manage temporary visitor access, all directly from their smartphone.

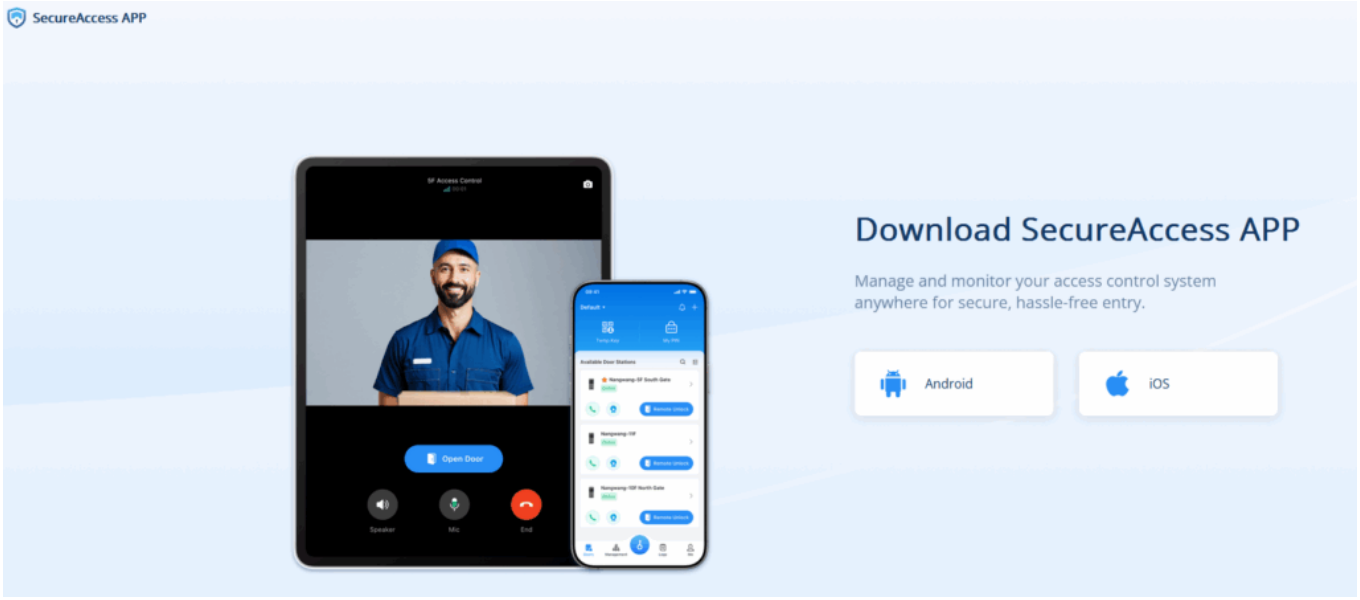


User Login screen

GETTING STARTED

Download the application

1. Download **Grandstream SecureAccess** from Google Play or App Store.
2. Or use the direct link: https://fw.gdms.cloud/gds/download/
3. Scan the QR code to install the apk.

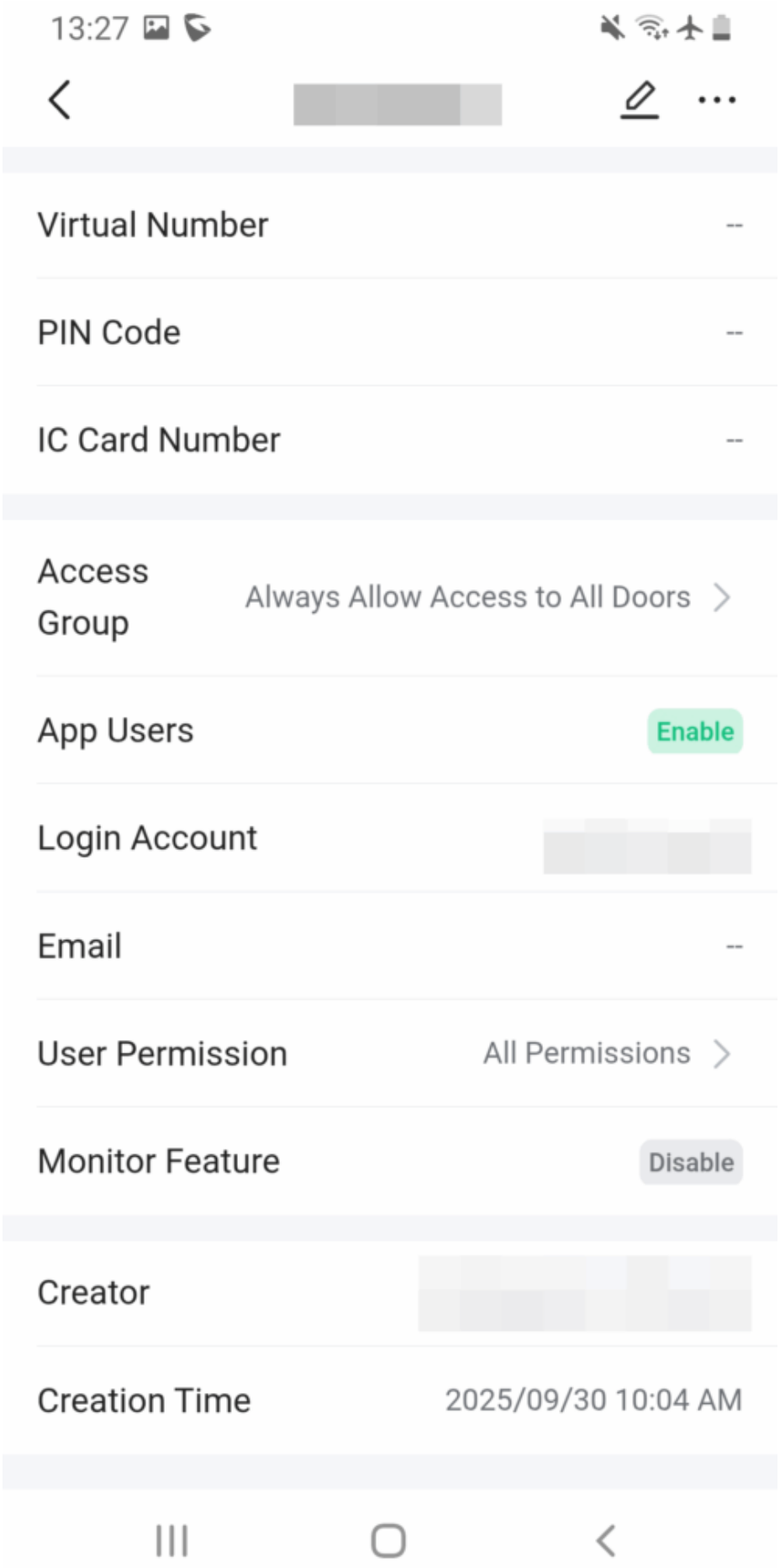


Download SecureAccess

The Google Play Store installation restrictions have been removed for certain Android devices. Users can now install the app without requiring Bluetooth or NFC.

Configure an Account

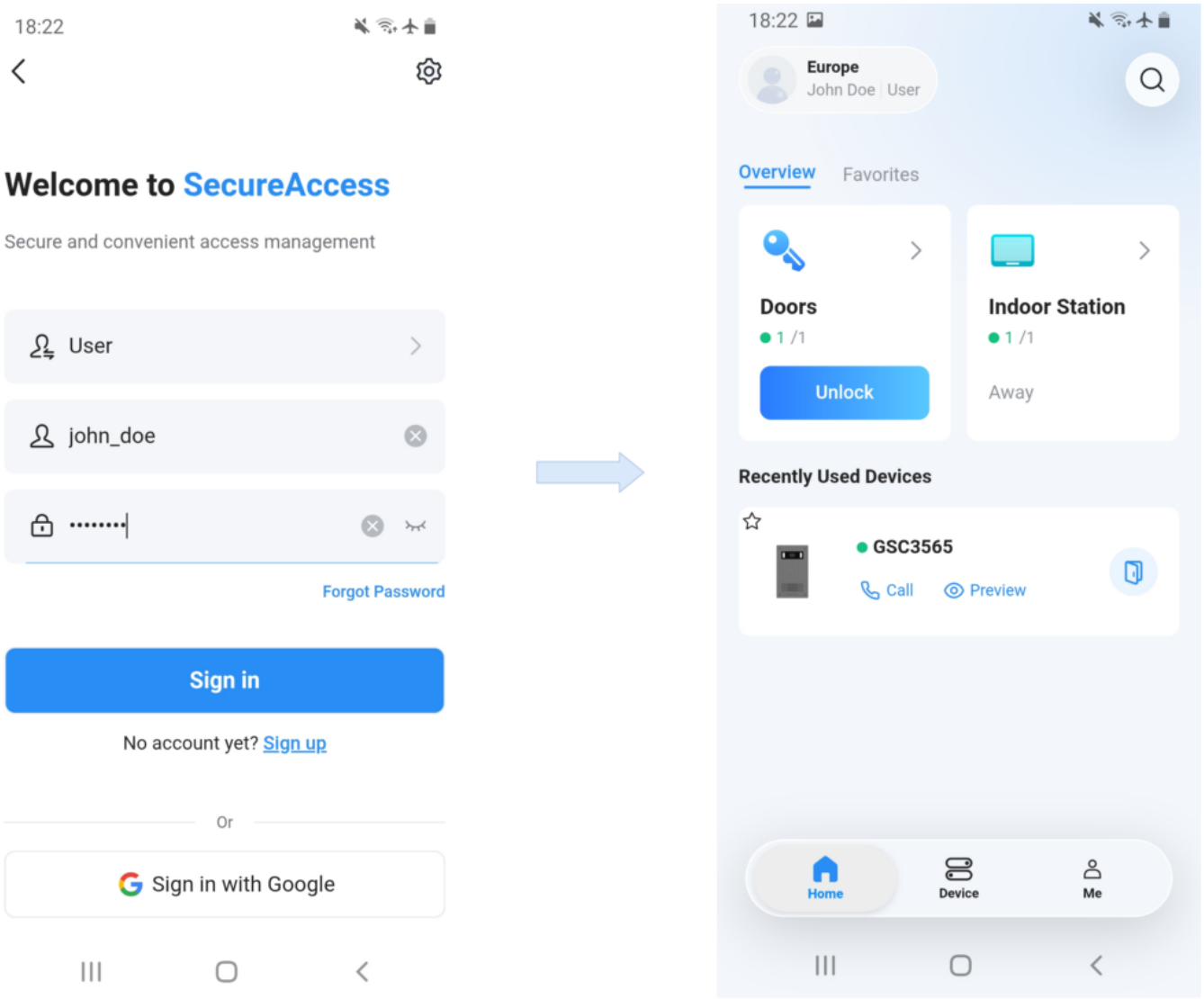
The **Super Administrator** or the **Platform/Organization Administrator** will create your user account. Once the account is set up, you can log in using the credentials provided by the administrator.



Configure an Account

Log In

1. Open the app.
2. Select **User**.
3. Enter the login account and password provided by your administrator.



APP HOME PAGE

When users log into the SecureAccess app, the **Home page** serves as their main dashboard, providing an overview of their organization and assigned devices.

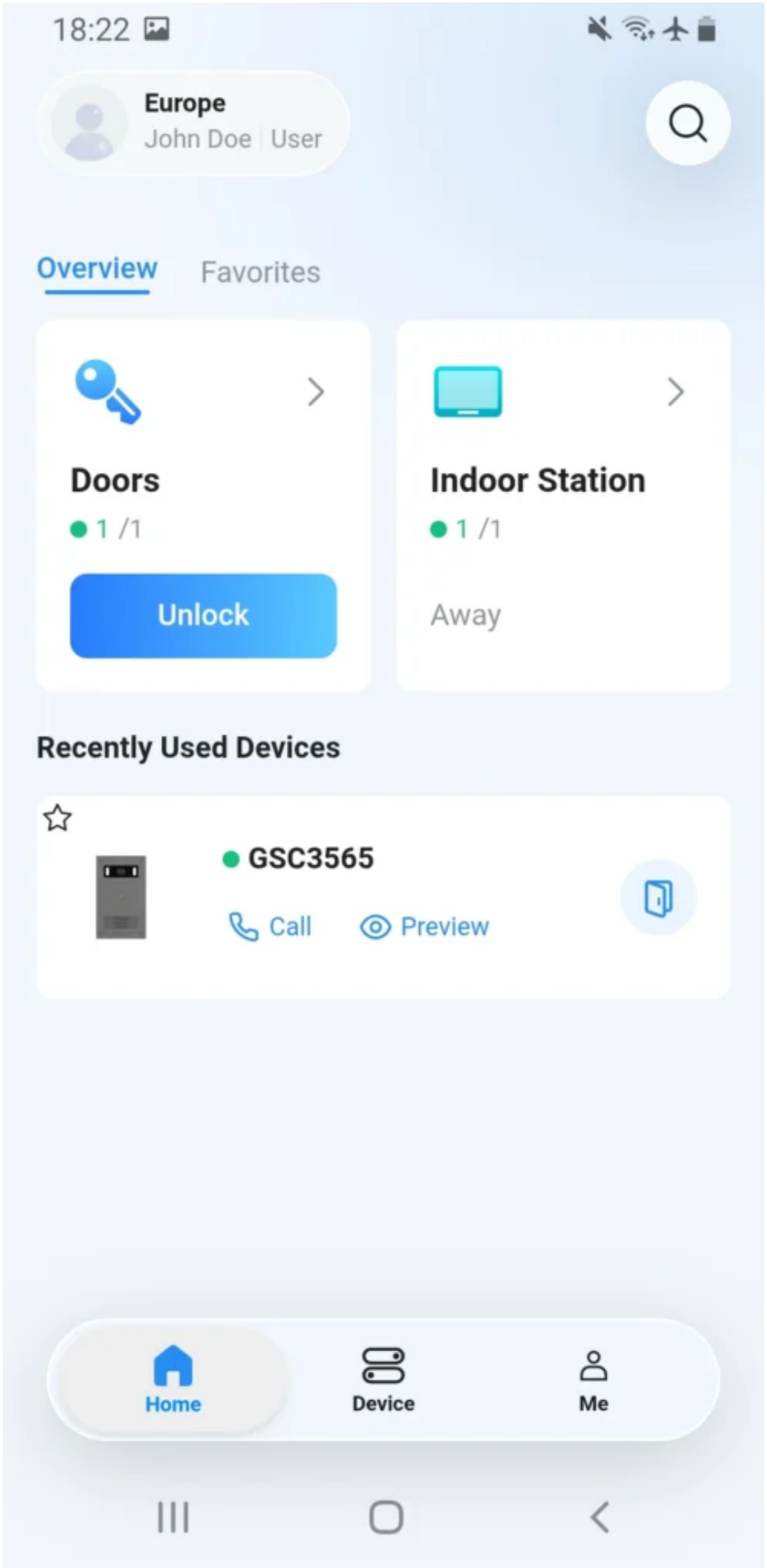
Key elements on this screen include:

- **Organization and User Information:** Displays the selected region, organization, and logged-in user's name and account type.
- **Search:** Allows users to search for available devices.
- **Overview and Favorites:** Switch between the general device overview and devices marked as favorites.
- **Device Overview:** Displays separate cards for **Doors** and **Indoor Station**, showing the number of devices and their online status.

- **Doors:** Provides an **Unlock** shortcut for remotely unlocking doors, subject to the user's permissions.

    - **Indoor Station:** The Home page also supports displaying indoor stations, including the **GSC3575 and GSC3574**, when they have been added to the organization by the administrator. These devices appear in the **Indoor Station** category and can also be displayed in the recently used devices section.
- **Recently Used Devices:** Shows recently accessed devices, with options depending on the device type and supported features:

    - **Favorite:** Tap the star icon to add or remove a device from Favorites.
    - **Call:** Initiate a call to the selected device.
    - **Preview:** View the device's live video, where supported.
    - **Unlock:** Access the available door-unlocking action, subject to permissions.



App Home Page

UNLOCKING METHODS

SecureAccess supports multiple door?opening methods. Users may only see the methods enabled by the administrator.

Bluetooth Unlocking

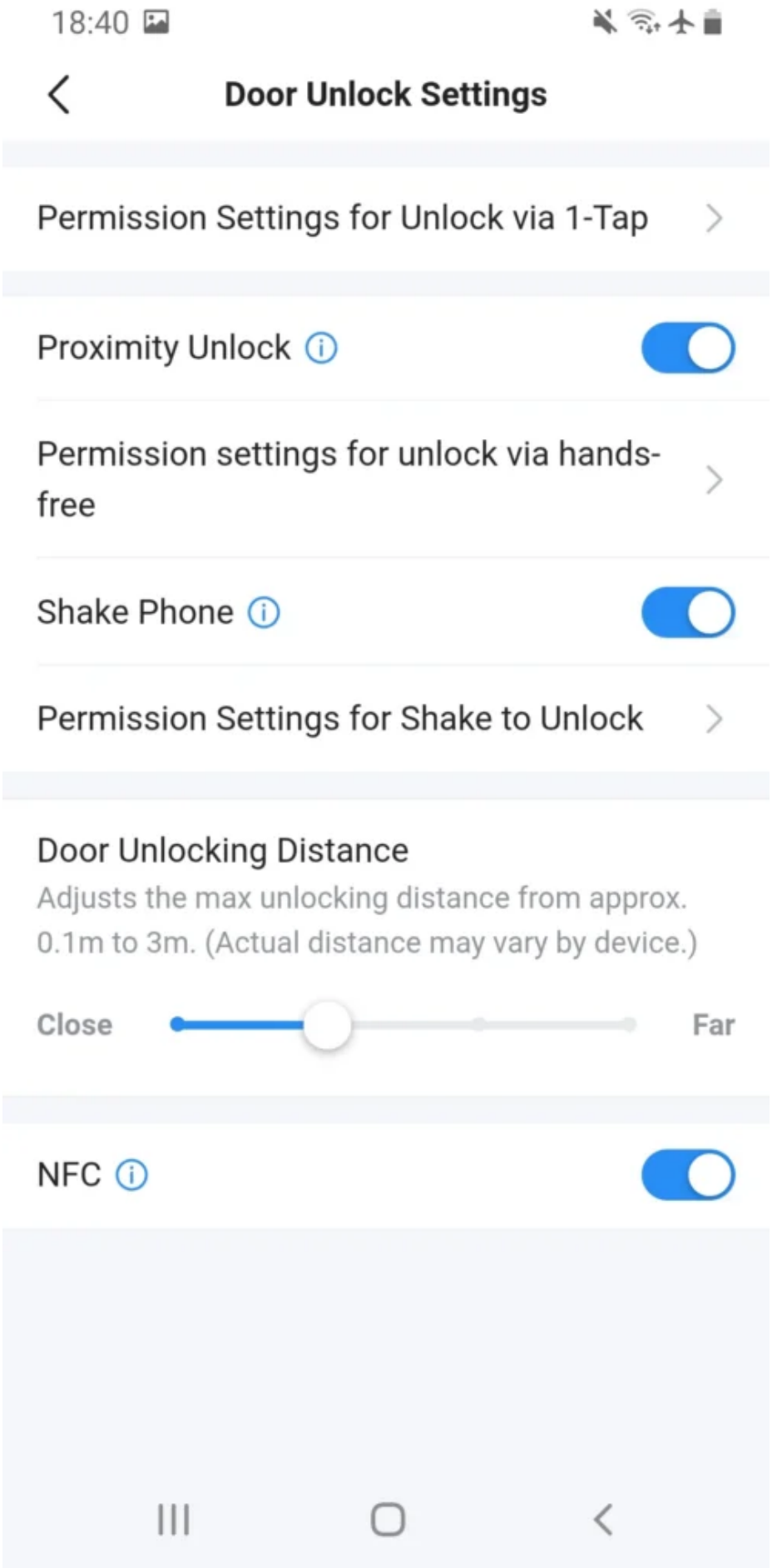
1. **Enable Bluetooth on your phone.**
   On iOS, swipe down to open the **Control Center** and tap the Bluetooth icon; on Android, turn on Bluetooth from the quick settings panel. The door station must have **Bluetooth Unlock** enabled.
2. **Choose an unlocking mode:**

- **One-Tap Unlock:** Open the app and tap the blue **Key** icon on the bottom navigation bar to unlock the nearest door station.
- **Hands-Free (Approach to Open):** Walk toward the door; the app will automatically unlock when the phone is detected within range. This mode requires enabling **Hands-Free** in **Door Unlock Settings** and may require permission settings for each door.
- **Shake Phone:** Shake your phone to unlock the nearest door station. This requires enabling the **Shake Phone** unlock option.
- **Door Unlocking Distance:** Adjusts the maximum unlocking distance from approximately 0.1 to 3m from the GDS device. This configures the farthest distance that the device needs to be from the door to unlock it.

3. **Device-specific requirements:**

- **Android Devices:** To unlock the door via Bluetooth, users must manually open the App interface. Once the App is active, the door can be opened either by approaching the door with Bluetooth enabled or by shaking the phone.
- **iOS Devices:** To unlock the door without manually opening the App (when the App is running in the background), the required permission must be enabled in iOS settings. This ensures the App can use Bluetooth in the background to detect and unlock the door.

Door Unlock settings can be customized via **Me -> Door Unlock Settings**. You can enable or disable each mode and set the added devices to be opened via 1-tap, hands-free, or shake. The NFC toggle is available on Android for NFC unlocking. An example of the configuration page is shown below.

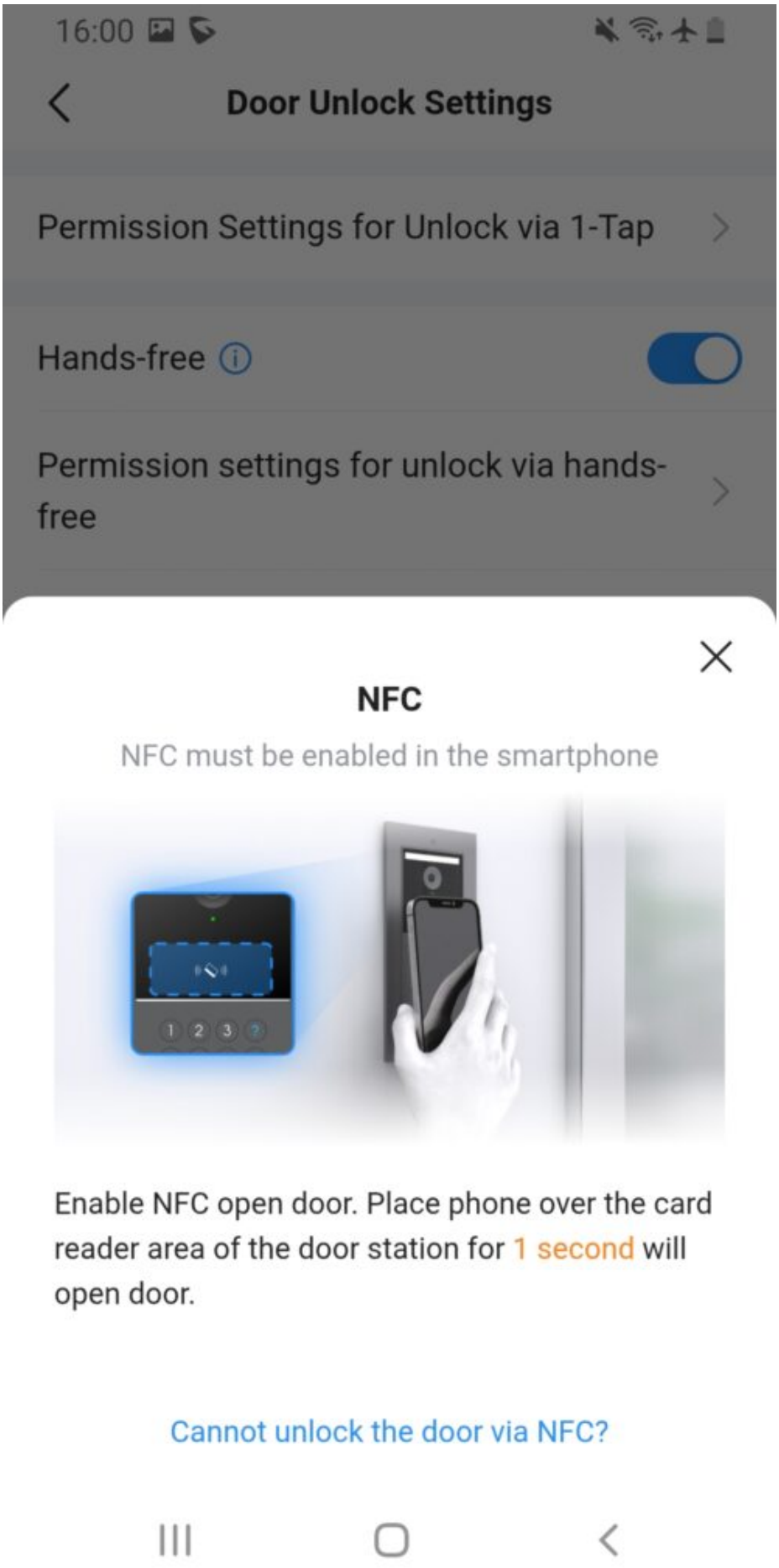


Door unlock settings show toggles for 1?tap, hands?free, shake phone, and NFC.

NFC Unlocking

NFC unlocking allows users with Android phones to open the door by tapping the phone near the door station's reader. To use this method:

1. **Enable NFC** on your phone (usually found in System Settings -> Connections). iOS does not support NFC unlocking.
2. In **Door Unlock Settings**, enable the **NFC** toggle.
3. Ensure the door station's **Allow NFC** setting is enabled via the administrator interface.
4. Approach the door and hold the phone near the NFC reader until the door unlocks. No app interaction is required.



NFC Unlocking

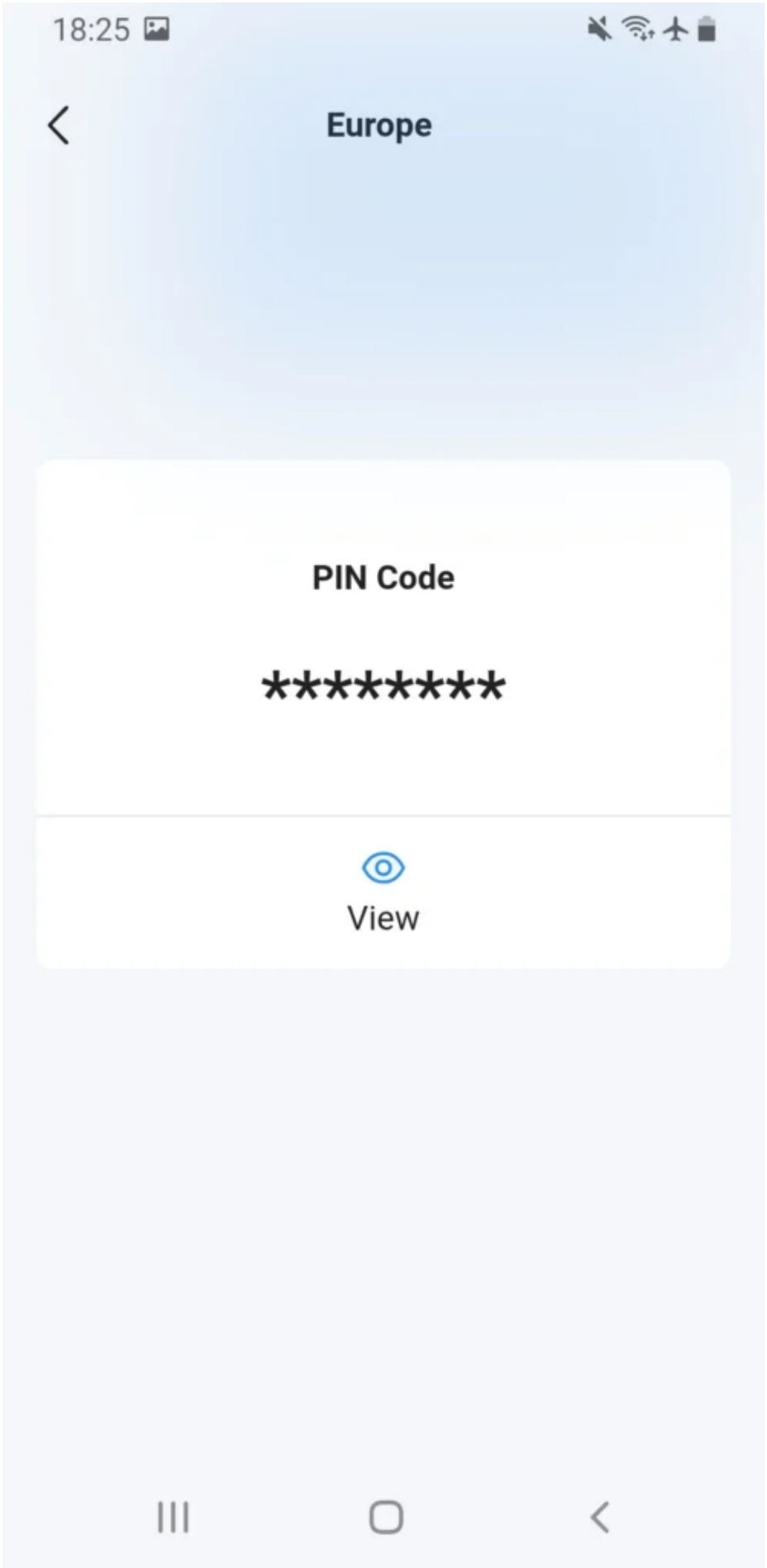
For NFC unlocking to function, the option IC Card Open Door must be enabled in the GDS Web UI. This setting activates the device's built-in RFID reader.

PIN Unlocking (GDS3725 only)

Each user may have a **PIN code** (4-11 digits). To unlock via PIN, the user or administrator can enter their **Virtual Number** followed by ***** and the **PIN** configured, then press #. For example, if your virtual number is 1001 and your PIN is 1234, enter **1001*1234#** on the door station keypad.

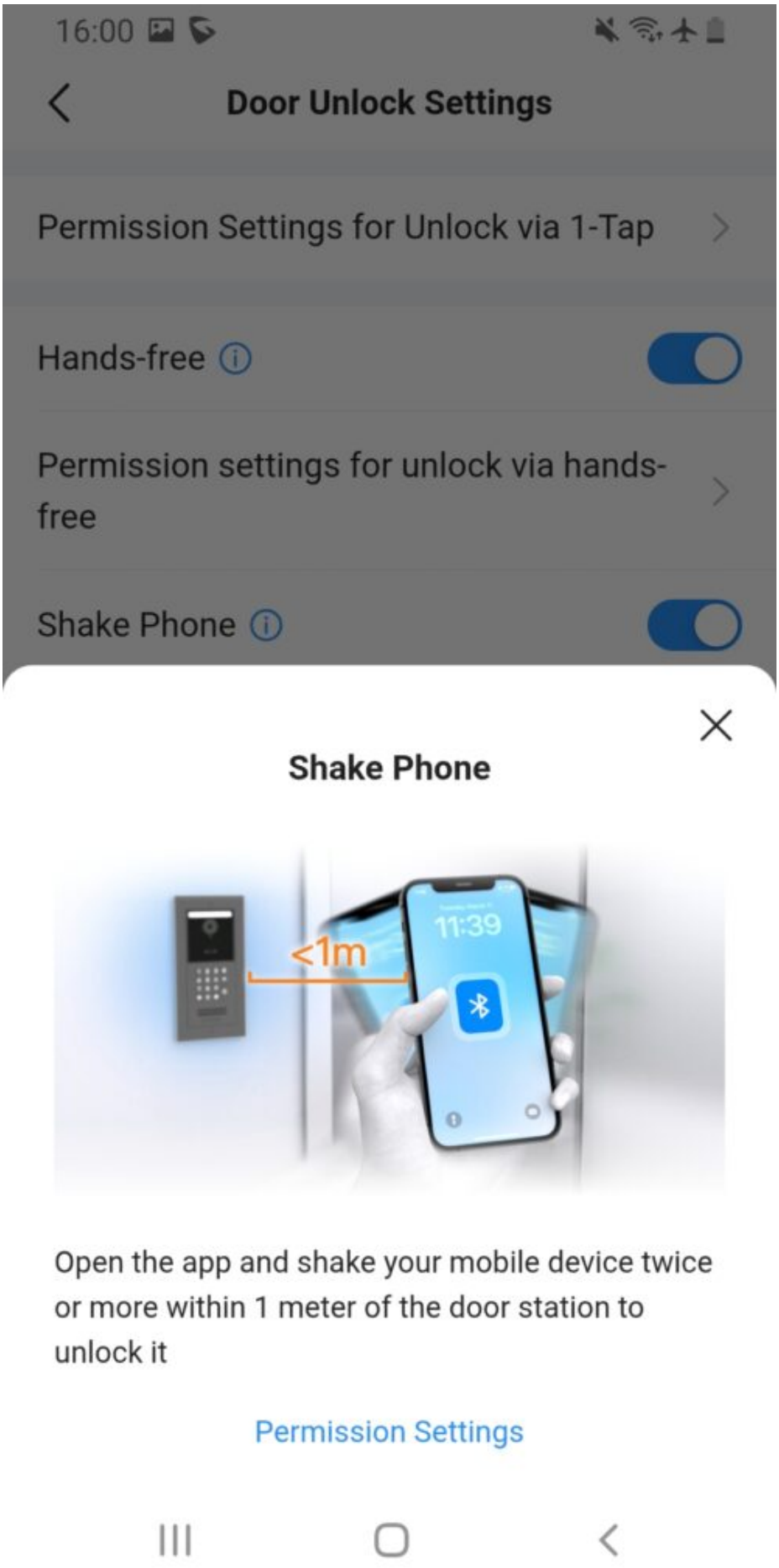
Administrators can view and modify their own PIN in the **My PIN** section of the app.

The **PIN code** is created and assigned by the administrator, and can then be used by the user to unlock the door.


18:25
Europe
PIN Code
****
View

Shake the Phone and Approach to Open

On Android and iOS, you can enable **Shake Phone** or **Hands?Free** (Approach to Open) to unlock doors when your phone is near a door station. These features require Bluetooth and may be less reliable in noisy RF environments. Adjust the sensitivity in Door Unlock Settings; high sensitivity means the phone will unlock earlier.

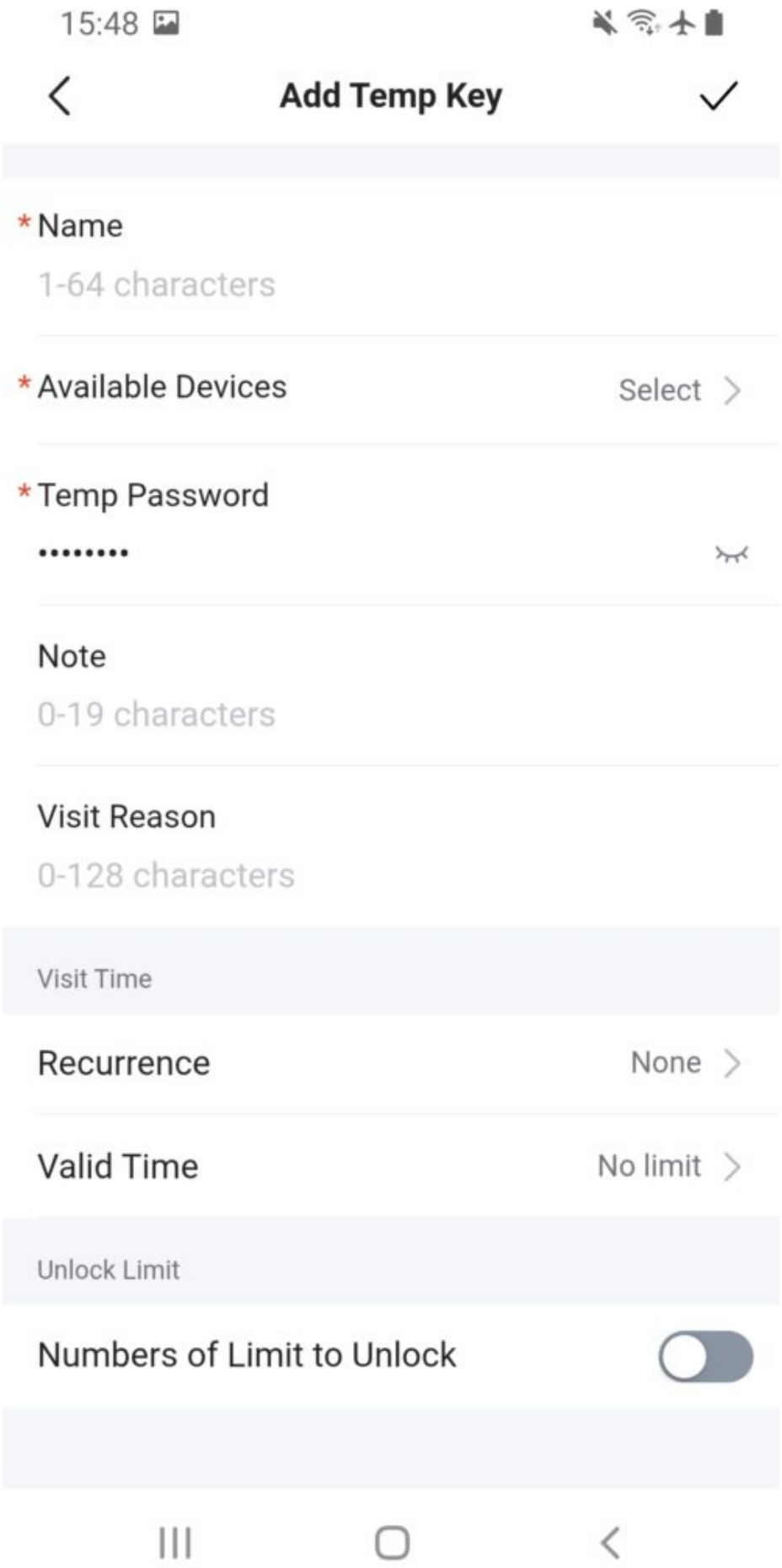


Shake the Phone and Approach to Open

TEMPORARY ACCESS

Temporary passwords are used to grant one?time or time?limited access to visitors. To create a temporary password:

1. Tap **Temp Key** on the Doors page or **Visitor -> Add** in the Management tab.
2. Enter the **Name** of the visitor and select the **Available Devices**.
3. Generate or enter a **Temp Password** (4-11 digits). Optionally set **Visit Reason**, **Recurrence**, **Valid Time,** and **Unlock Limit**.
4. Save and share the password with the visitor (e.g., via message). The visitor enters the password on the door station keypad to unlock the door.



Adding a temporary password for a visitor.

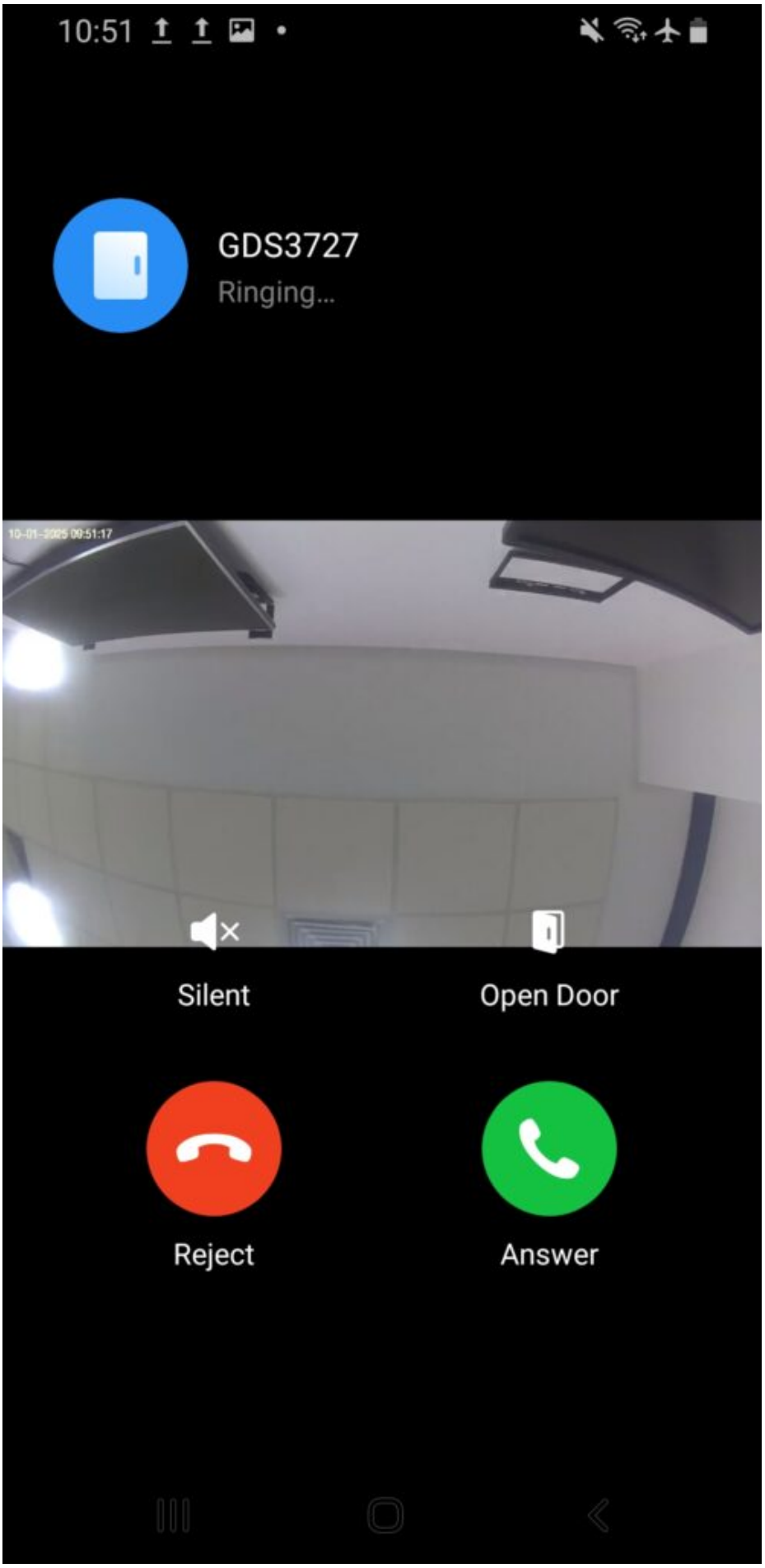
CALLING AND VIDEO PREVIEW

When the administrator enables the **Preview** option for a user, the user gains the ability to view the device's live video stream, place calls, and receive calls.

Incoming Calls

When a visitor presses the doorbell, the app rings and displays a live video preview (if monitor permission is enabled). You can **Answer**, **Reject**, **Silence the call,** or **Unlock**. If two?way audio is available, you can talk to the visitor, then tap **Unlock** to open the door remotely.

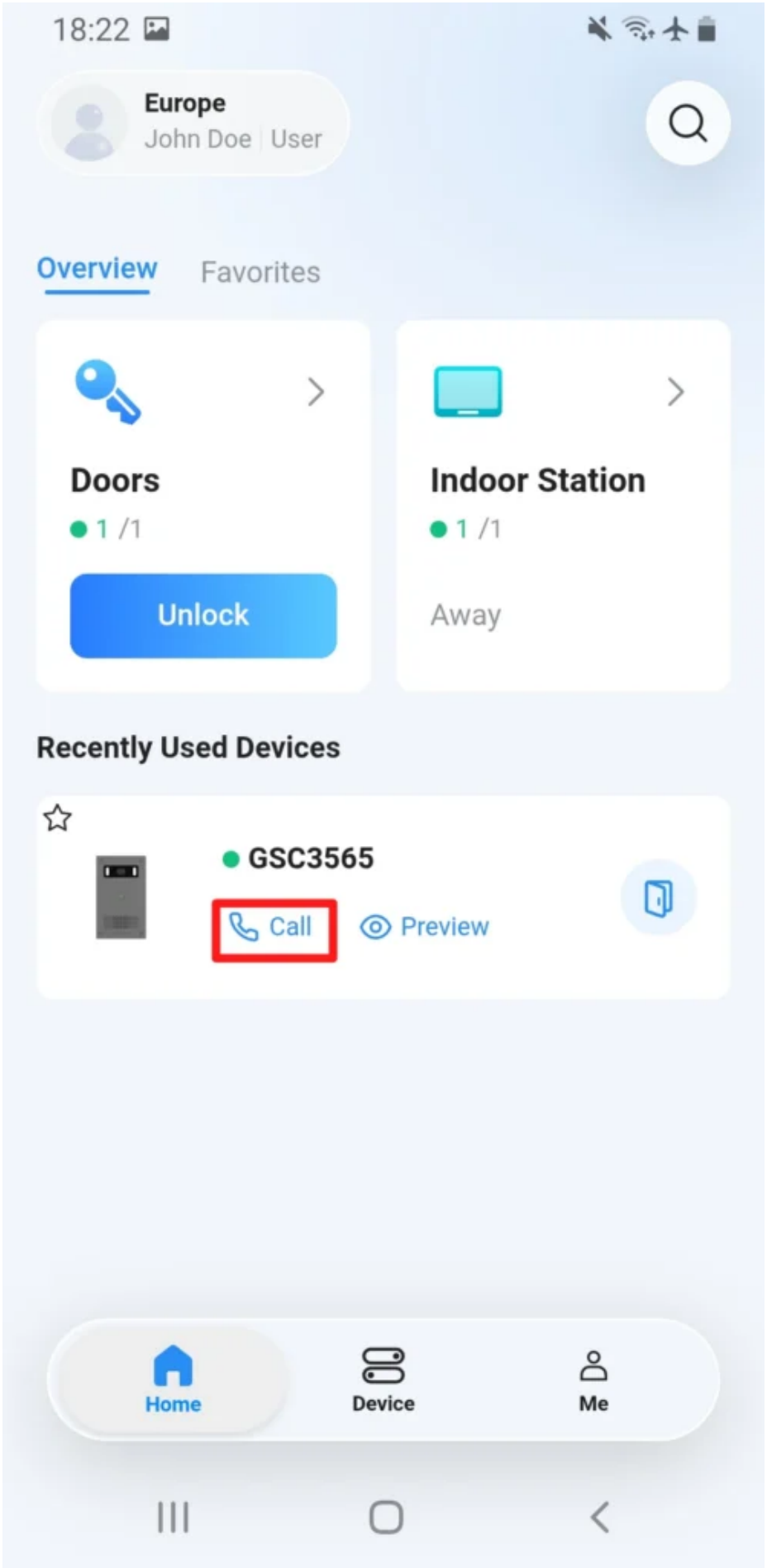
If your device has notifications turned off or is in Do Not Disturb mode, incoming calls may not ring. On iOS, missed calls and alert message notifications may not appear on the lock screen unless **Message Notification** is enabled in **My -> Message Notifications**.



Incoming Call

Making Calls

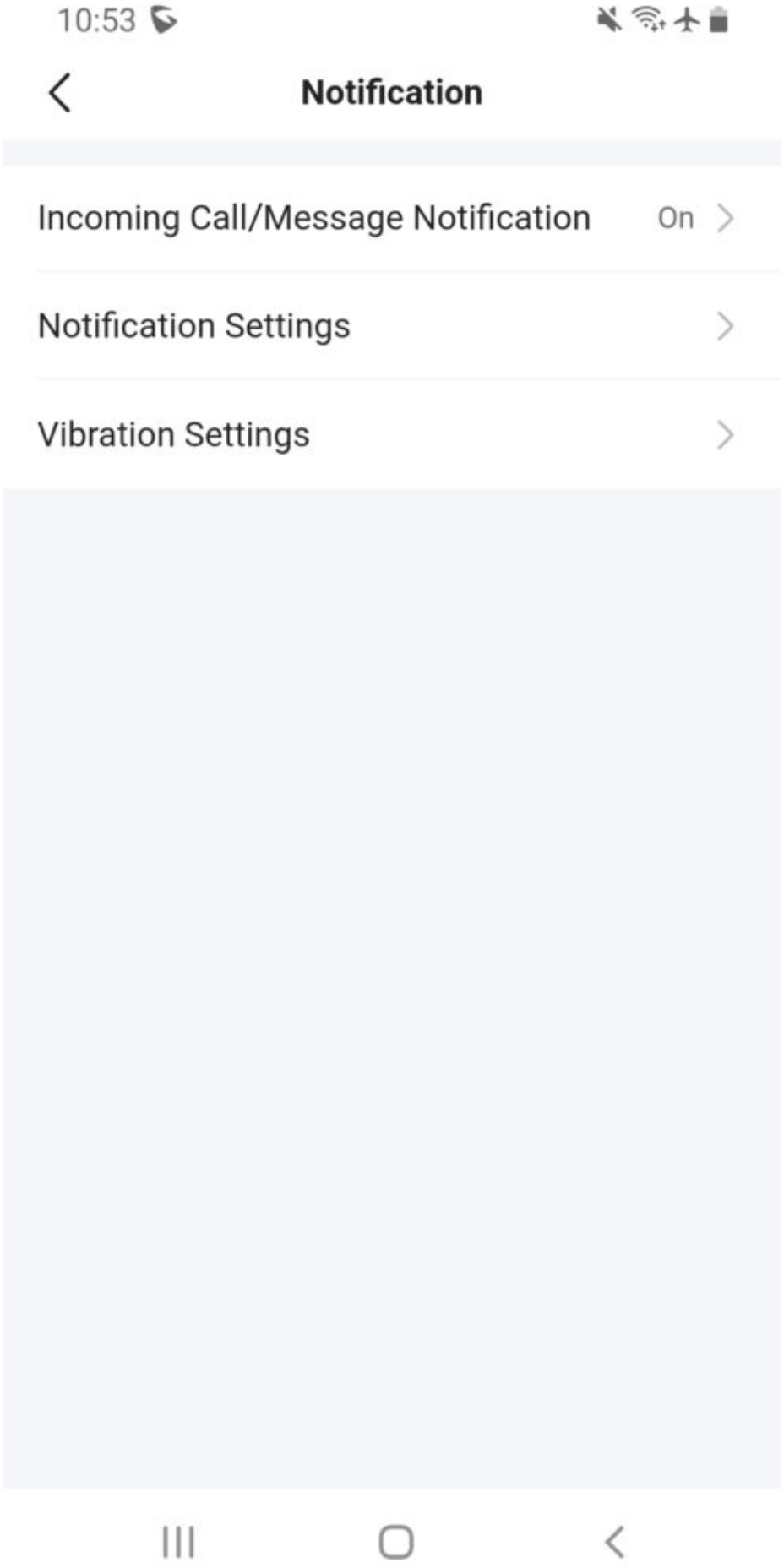
Users can call a door station by tapping the **Call** icon on the Doors page. If a door station supports extension numbers, you can also dial a user's virtual number (e.g., call the receptionist). Call quality depends on network conditions.


18:22
Europe
John Doe | User
Overview
Favorites
Doors
1 /1
Unlock
Indoor Station
1 /1
Away
Recently Used Devices
GSC3565
Call
Preview
Home
Device
Me

Make a call

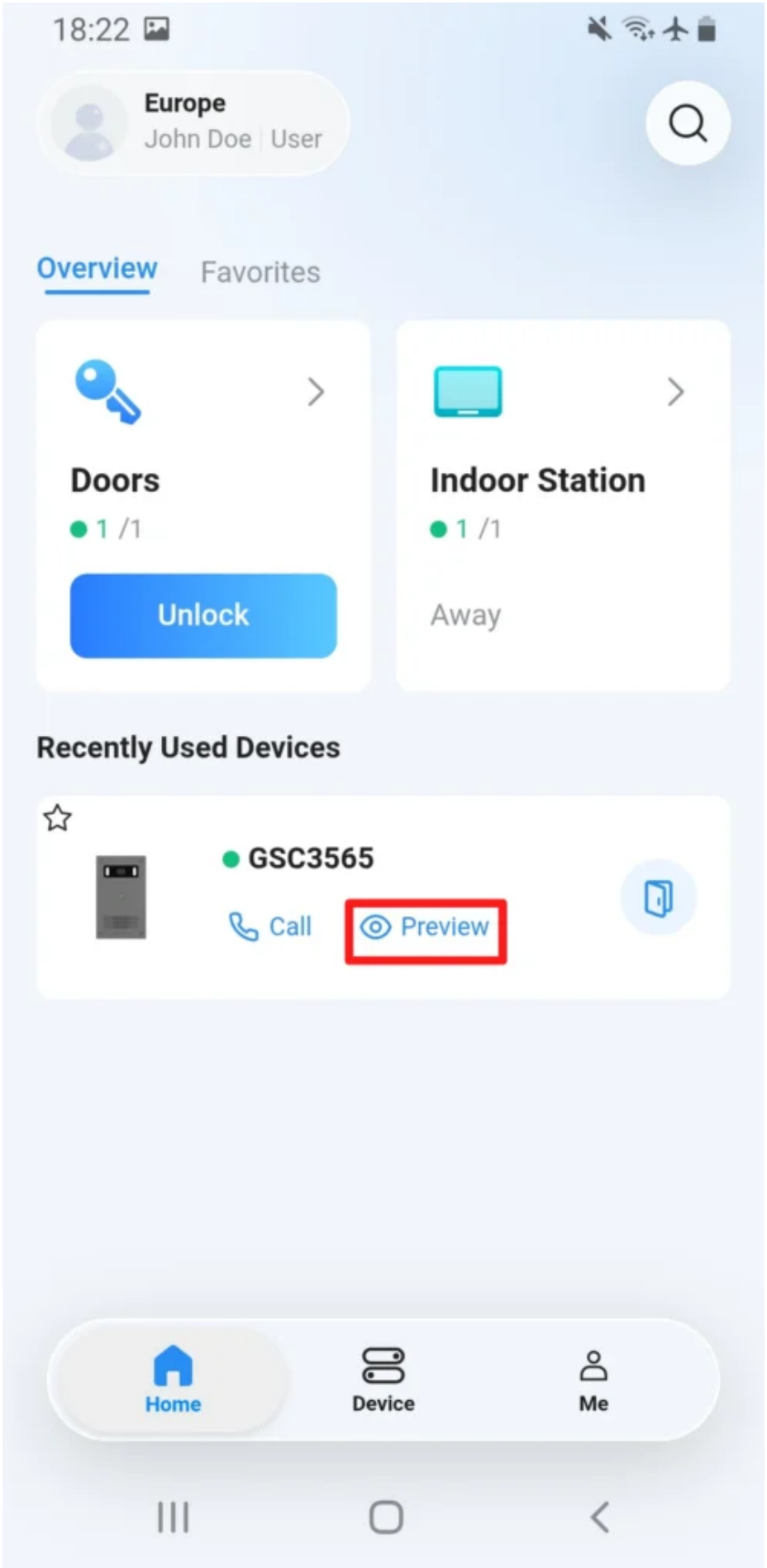
Call Settings and Notifications

In **Me -> Notification**, you can configure whether the app should display pop?up notifications for incoming calls, message notifications, and unlock success prompts. On Android, the app can keep running in the background to ensure timely notifications; on iOS, the system may suspend background tasks, so enabling critical alerts may improve call reliability.


10:53
Notification
Incoming Call/Message Notification
On
Notification Settings
Vibration Settings

Preview Video

Authorized users can preview the door station's live video by tapping **Preview** on the Doors page. This requires **Monitor Permission** to be enabled in the user profile.

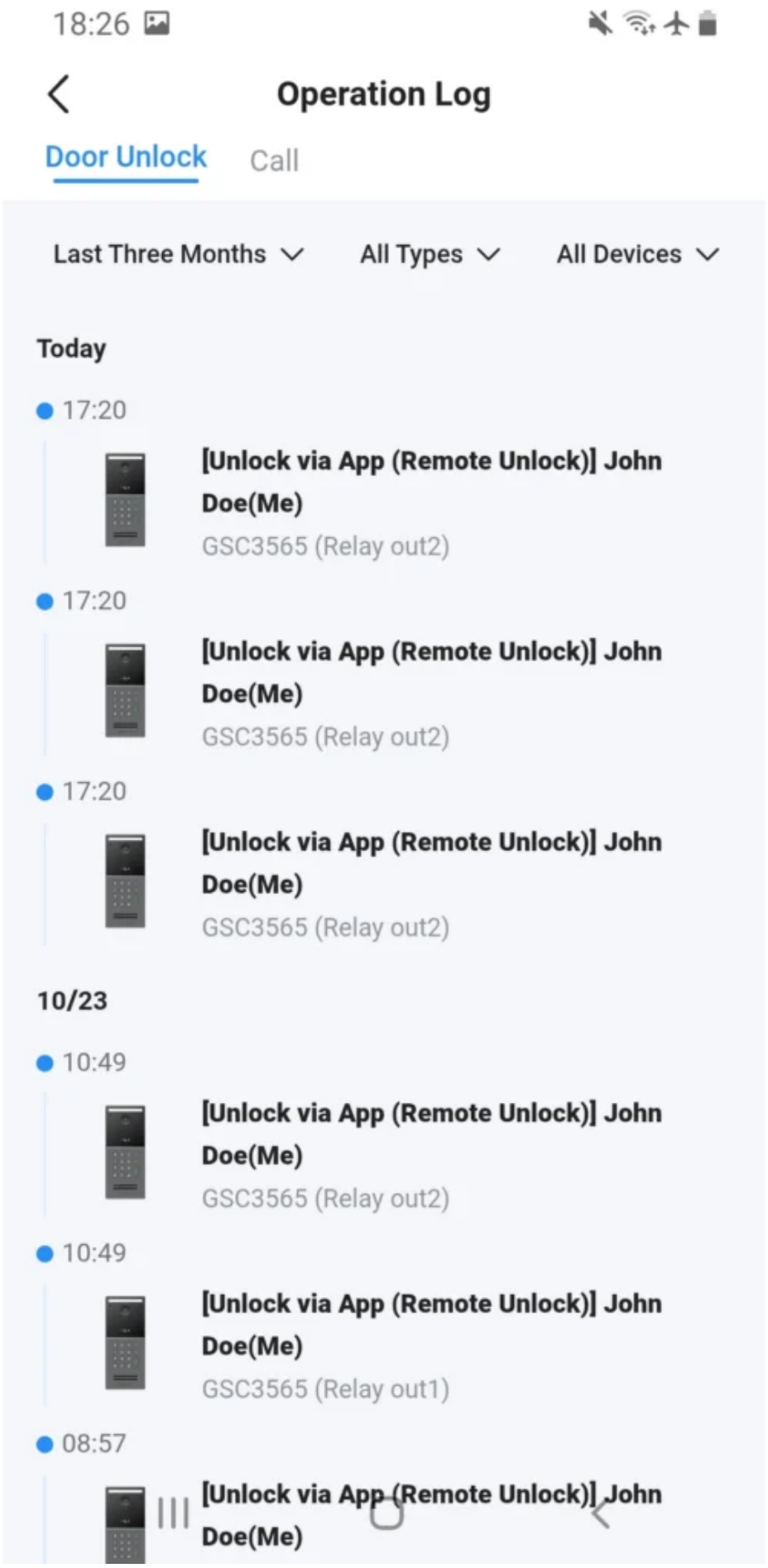


Preview Video

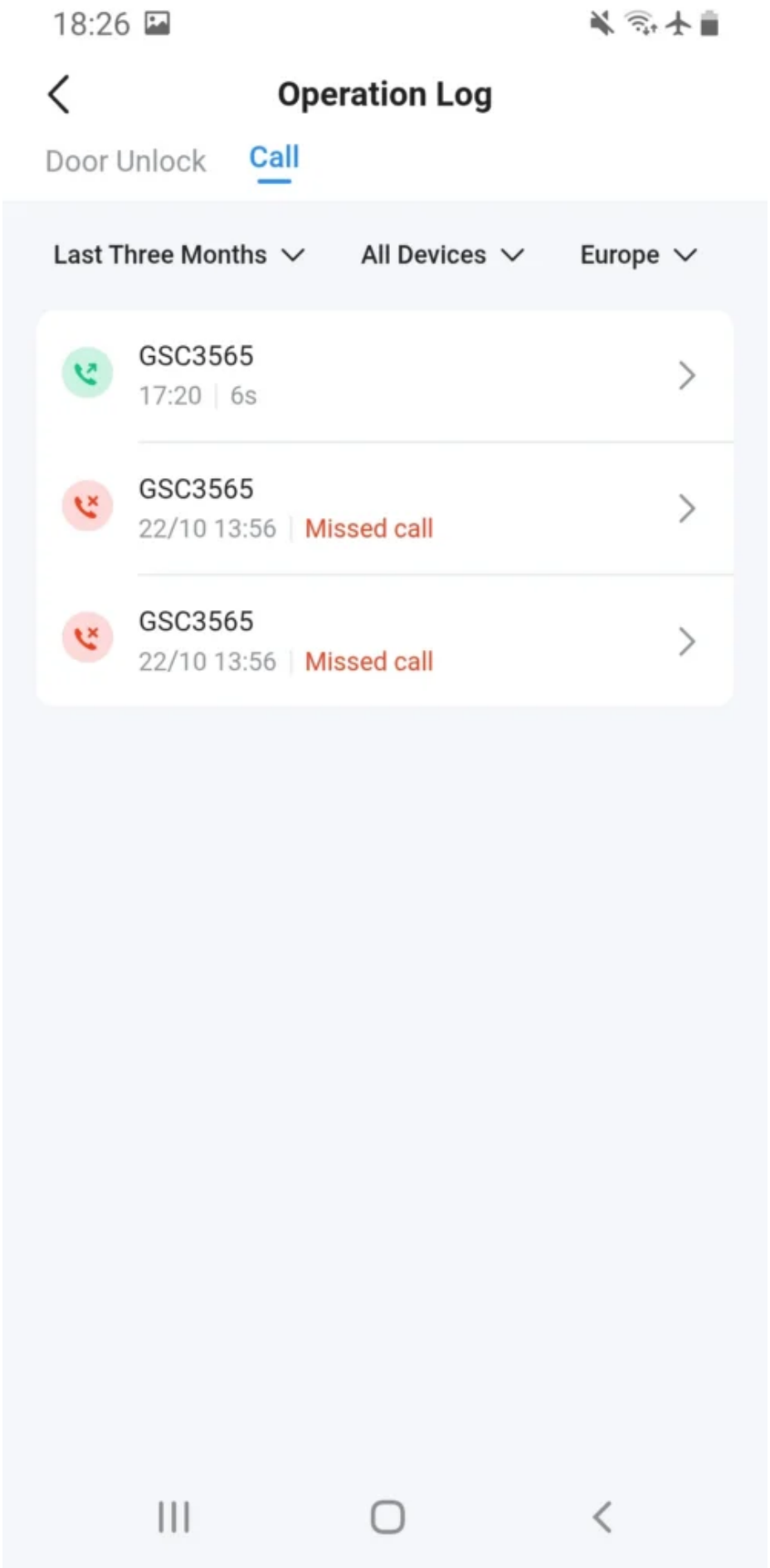
LOGS

Users can view logs of their own actions directly in the app. Logs are divided into two categories:

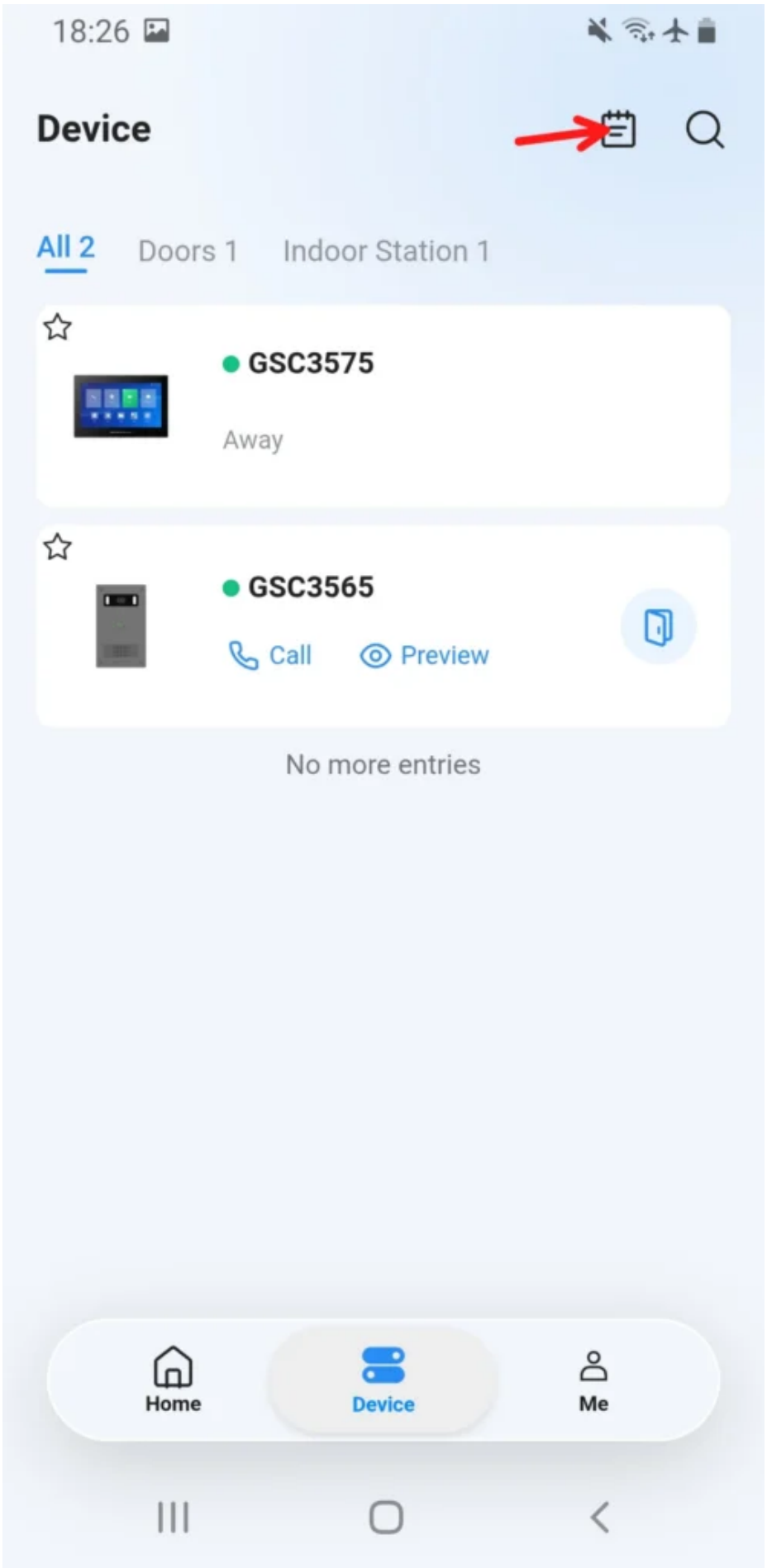
- **Door Unlock Logs** - Record the time of each unlock and the method used (e.g., Bluetooth, NFC, PIN).



- **Call Logs** - List incoming and outgoing calls, along with their duration.

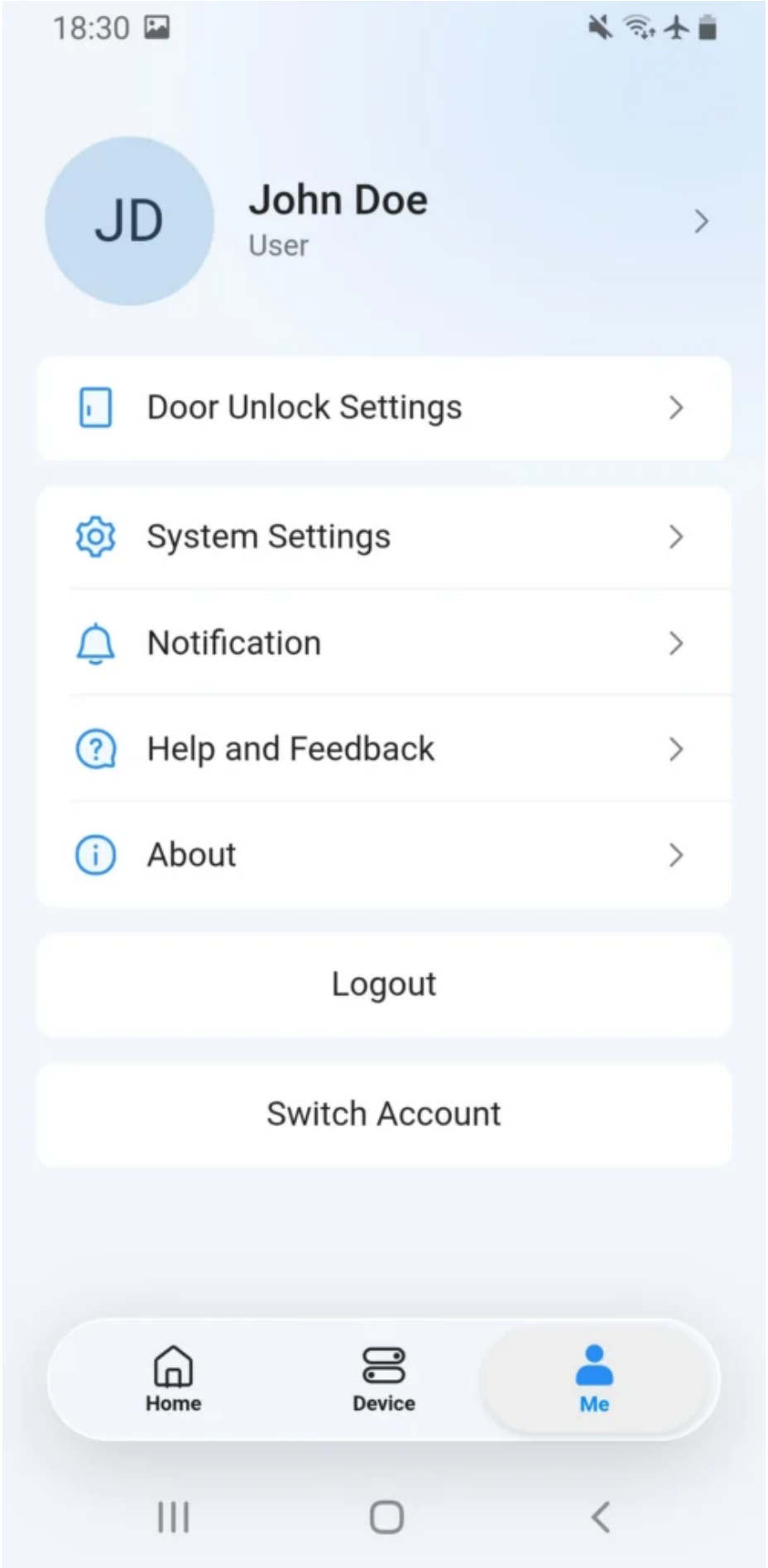


Logs can be accessed from the app's main page under Devices Tab.


18:26
Device
All 2
Doors 1
Indoor Station 1
GSC3575
Away
GSC3565
Call
Preview
No more entries
Home
Device
Me

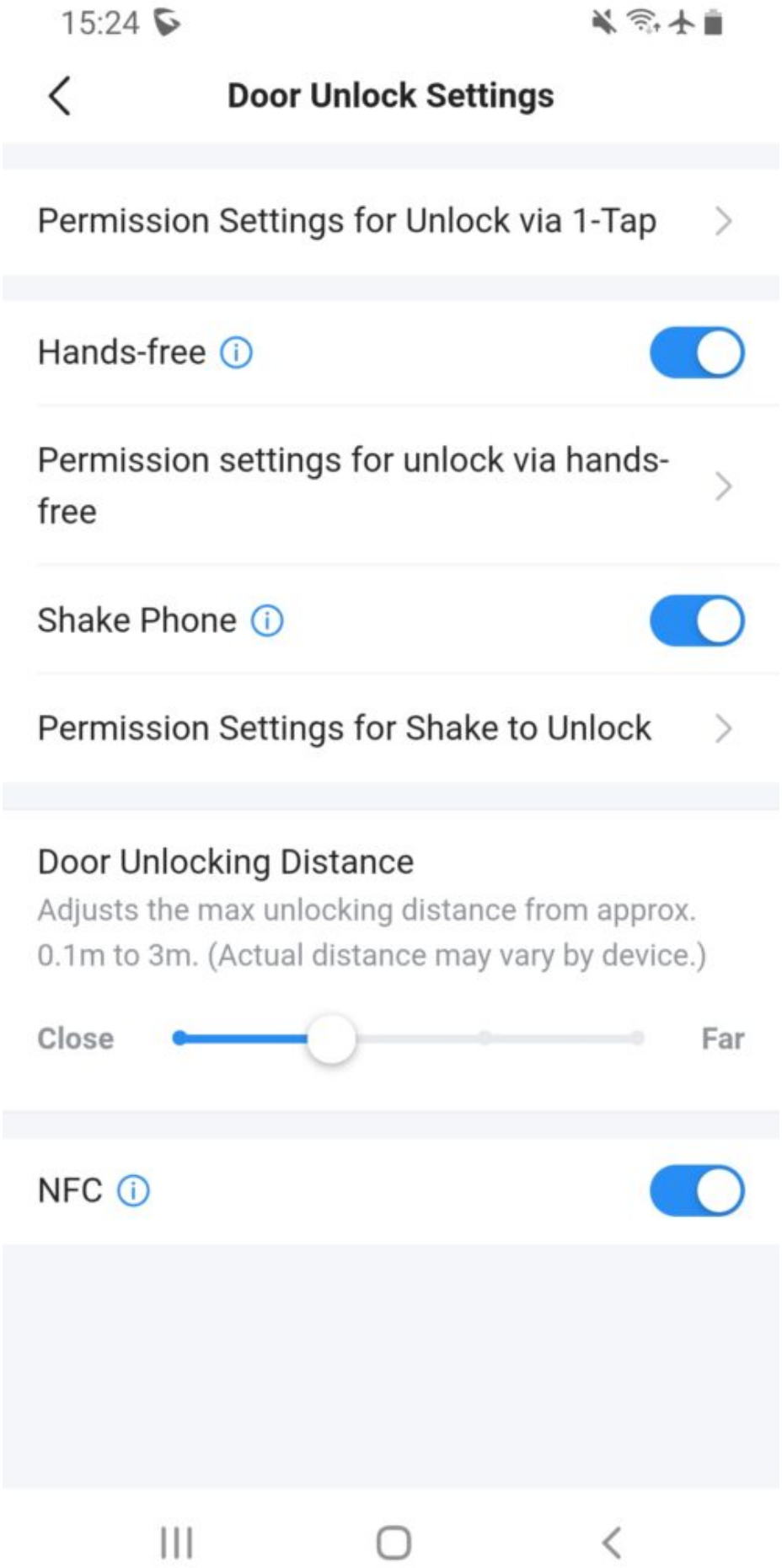
SETTINGS (ME Tab)

The **Settings** menu in SecureAccess allows you to personalize how the app behaves on your device and how it interacts with door stations. Here, you can configure which unlock methods are available, adjust personal account details, fine-tune system performance, and control notification behavior. Some settings depend on your phone's operating system (Android vs. iOS), and a few options may not yet be supported on all platforms.


18:30
JD
John Doe
User
Door Unlock Settings
System Settings
Notification
Help and Feedback
About
Logout
Switch Account
Home
Device
Me

Door Unlock Settings

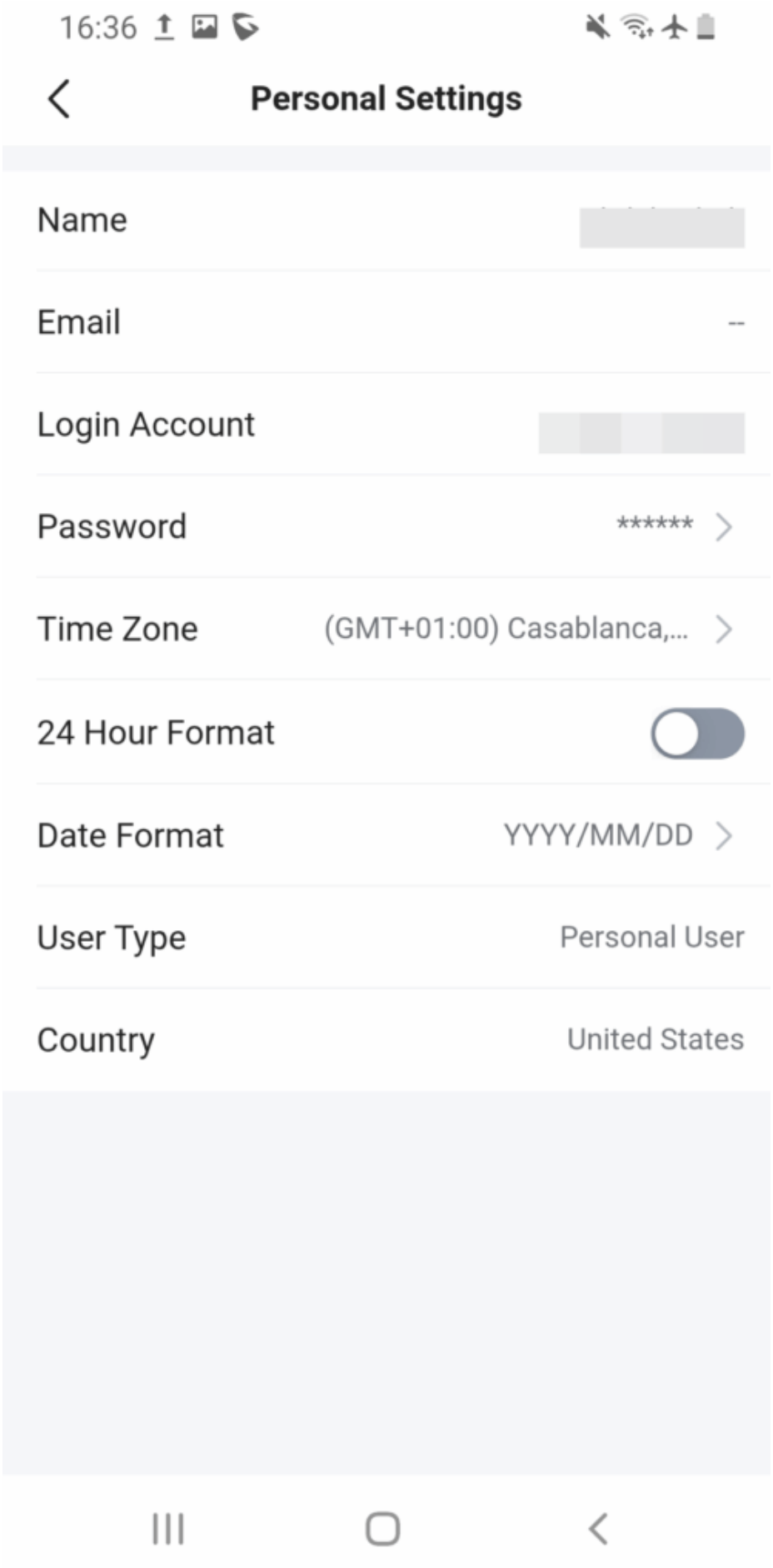
Accessible from **Me -> Door Unlock Settings**, these settings allow you to enable or disable unlocking modes (1?tap, hands?free, shake phone, NFC), specify which doors can be unlocked via each method, and adjust closure sensitivity. When a mode is disabled, the corresponding option will not appear in the Doors page.



Door Unlock Settings

Personal Settings

The **Personal Settings** page allows users to manage their account information and preferences. Here, you can set a nickname, view or update your email and login account, change your password, and adjust regional settings such as time zone, 24-hour clock format, and date format. The **User Type** indicates whether the account is a personal user or administrator, while the **Country** field sets the regional profile. Additional login methods, such as linking a Google account, can also be managed from this page.



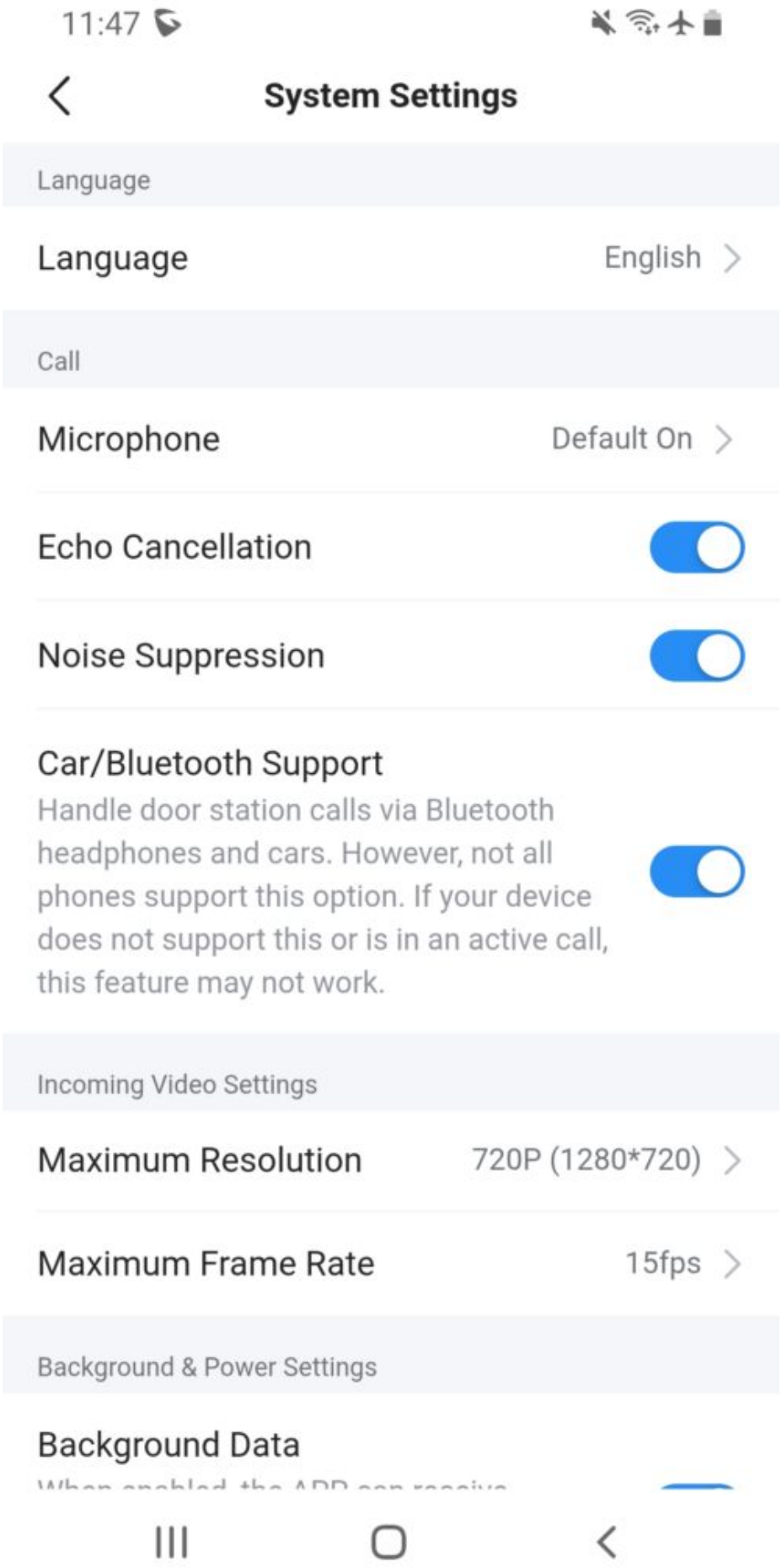
Personal Settings

Option	Description
Name	The display name of the user, shown in the app interface.
Email	The registered email address for the account. Partially masked for security. Used for login, notifications, and password recovery.
Login Account	The primary login credential (email or username) linked to the account.
Password	The account password (hidden for privacy). It can be changed by editing this field.
Time Zone	Sets the account's time zone. Impacts timestamps for events, logs, alarms, and scheduling.
24 Hour Format	Toggle to switch between 24-hour clock (e.g., 14:30) and 12-hour clock (e.g., 2:30 PM).
Date Format	Sets how dates are displayed (e.g., YYYY/MM/DD, DD/MM/YYYY, or MM/DD/YYYY).
User Type	The account password (hidden for privacy). It can be changed by tapping this option.
Country	Country/region associated with the account. May be used for localization, time zone defaults, or service region compliance.

System Settings

The **System Settings** menu allows users to configure the language of the application.

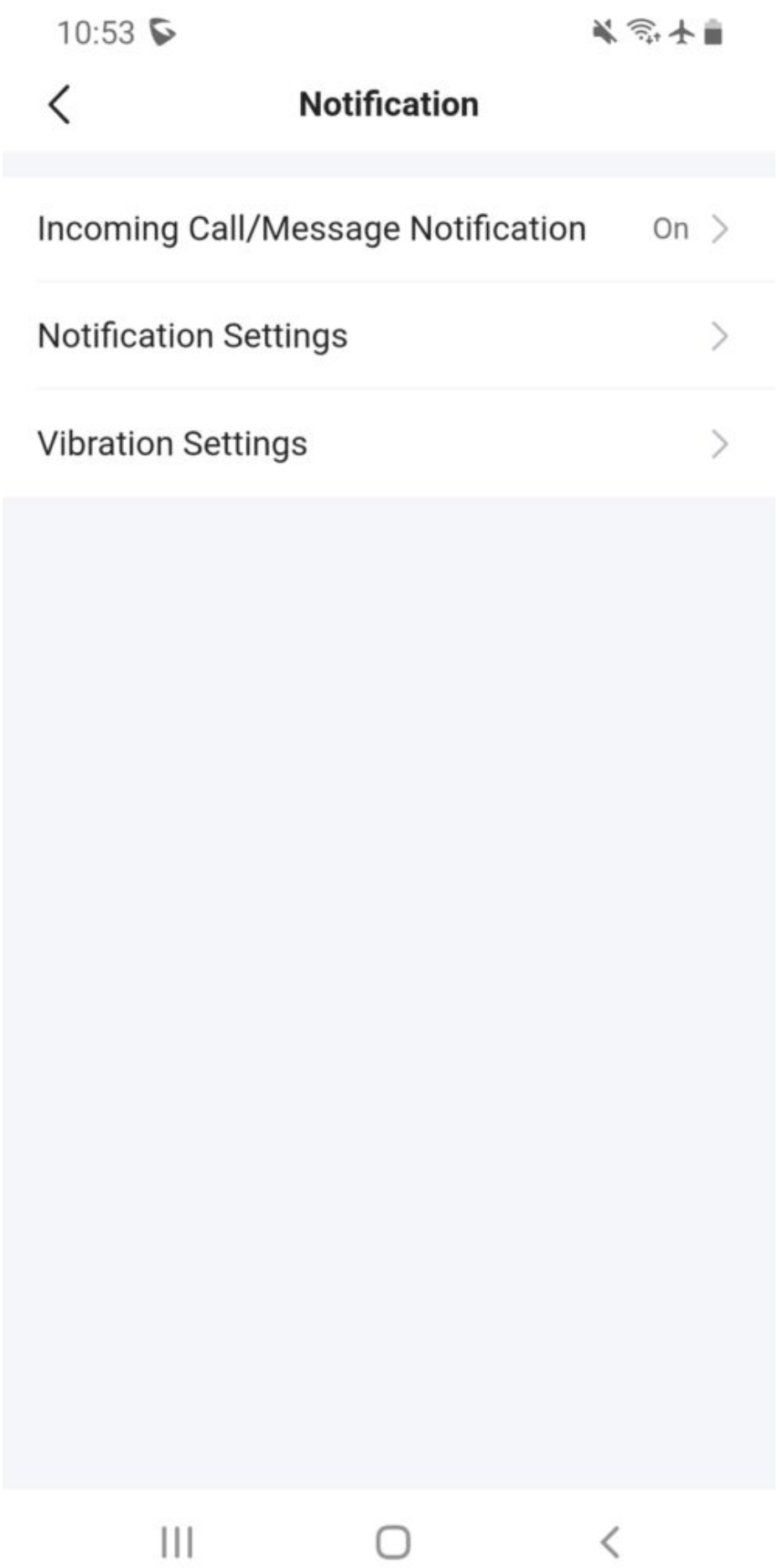
The audio call (Microphone, Echo Cancellation, Noise Suppression) and video call (Maximum Resolution, Maximum Frame Rate) settings will also be available for configuration if call permissions are enabled by the administrator.



System Settings

Notification Settings

The **Notification** menu allows users to manage how they receive alerts for incoming calls, messages, and app events. These options ensure users are promptly informed while giving flexibility to adjust the style and behavior of notifications.

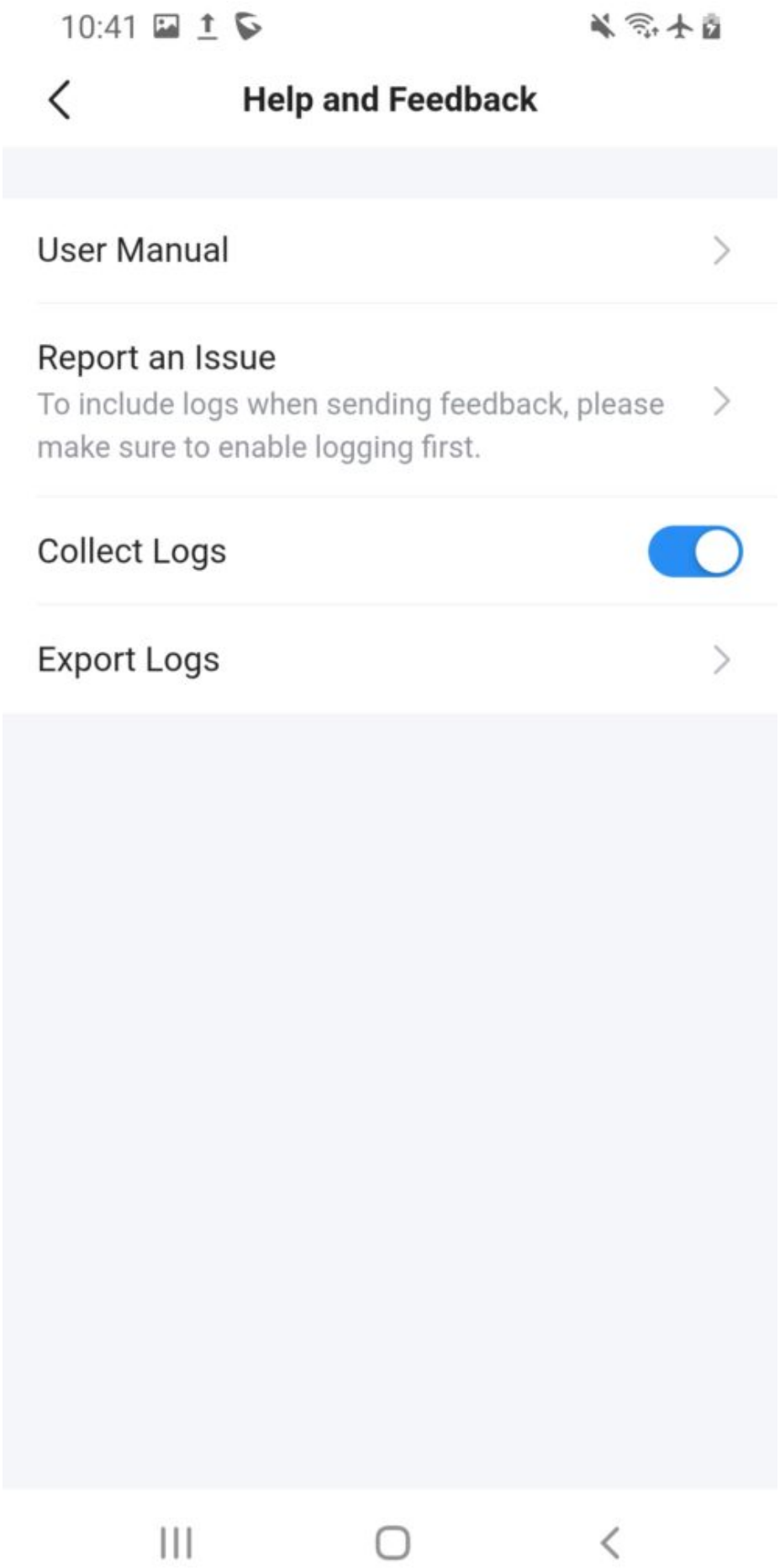


Notifications Settings

Option	Description
Incoming Call/Message Notification	Enables or disables notifications for incoming calls and messages. When turned off, the user will not be alerted for new calls or messages.
Notification Settings	Opens detailed notification options, such as sound, display style, and whether to allow pop-up or banner notifications.
Vibration Settings	Allows customization of vibration alerts for incoming calls and messages. Users can enable, disable, or choose a vibration pattern.

Help And Feedback

The **Help and Feedback** menu provides users with access to documentation, support, and troubleshooting tools. It allows you to review the user manual, report issues, and collect or export diagnostic logs to assist in resolving problems.

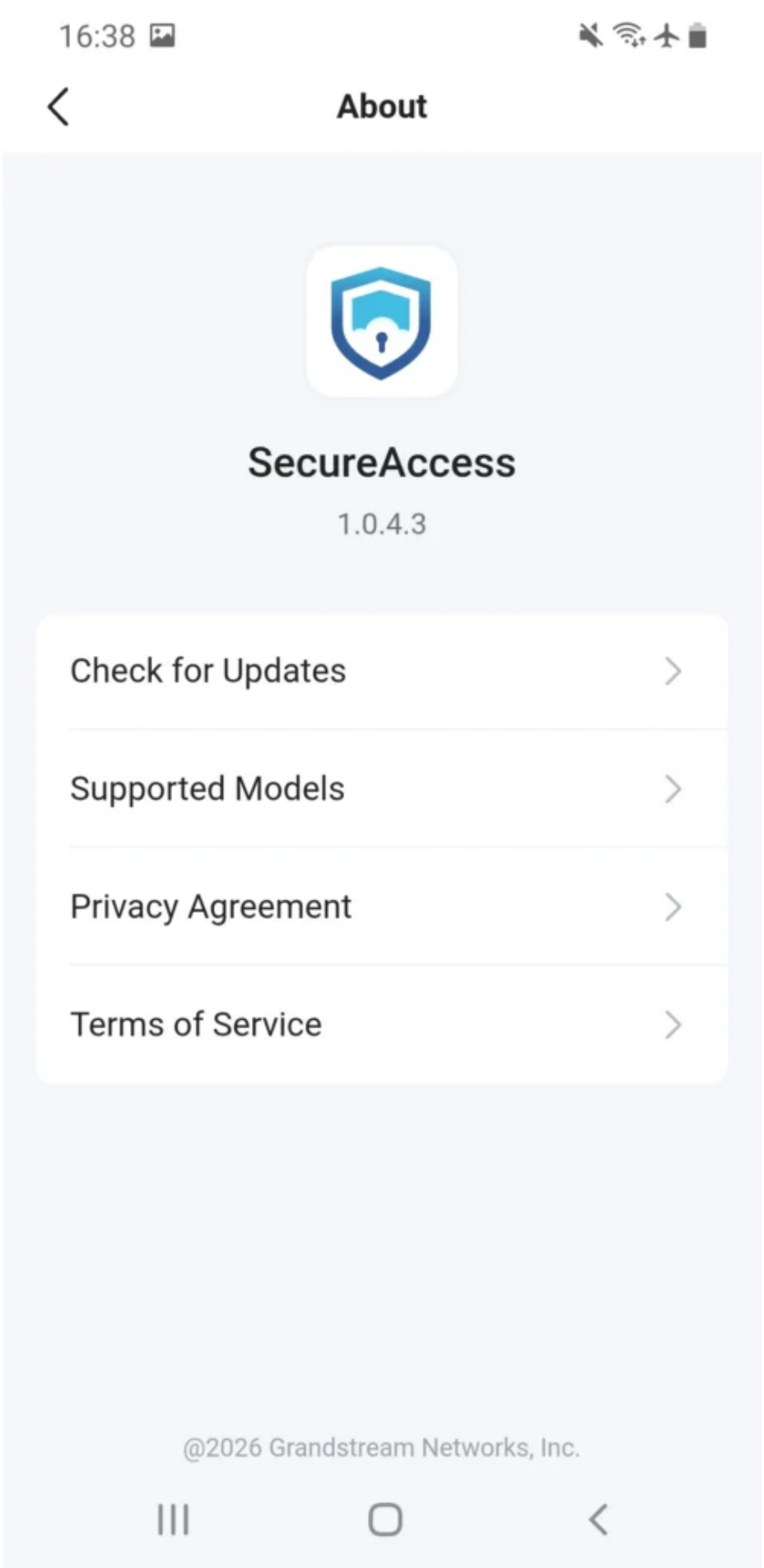


Help and Feedback

Option	Description
User Manual	Opens the digital user manual for guidance on using the app and device features.
Report an Issue	Allows users to send feedback or report problems directly to support. To include diagnostic data, logging must be enabled beforehand.
Collect Logs	When enabled, the app begins recording system logs and activity details. These logs are useful for diagnosing issues.
Export Logs	Exports the collected logs for analysis or to send to technical support when troubleshooting a problem.

About

The **About** page provides general information about the SecureAccess application, including its version number, supported models, legal policies, and update options. This section helps users verify compatibility and stay informed about the app's usage terms.

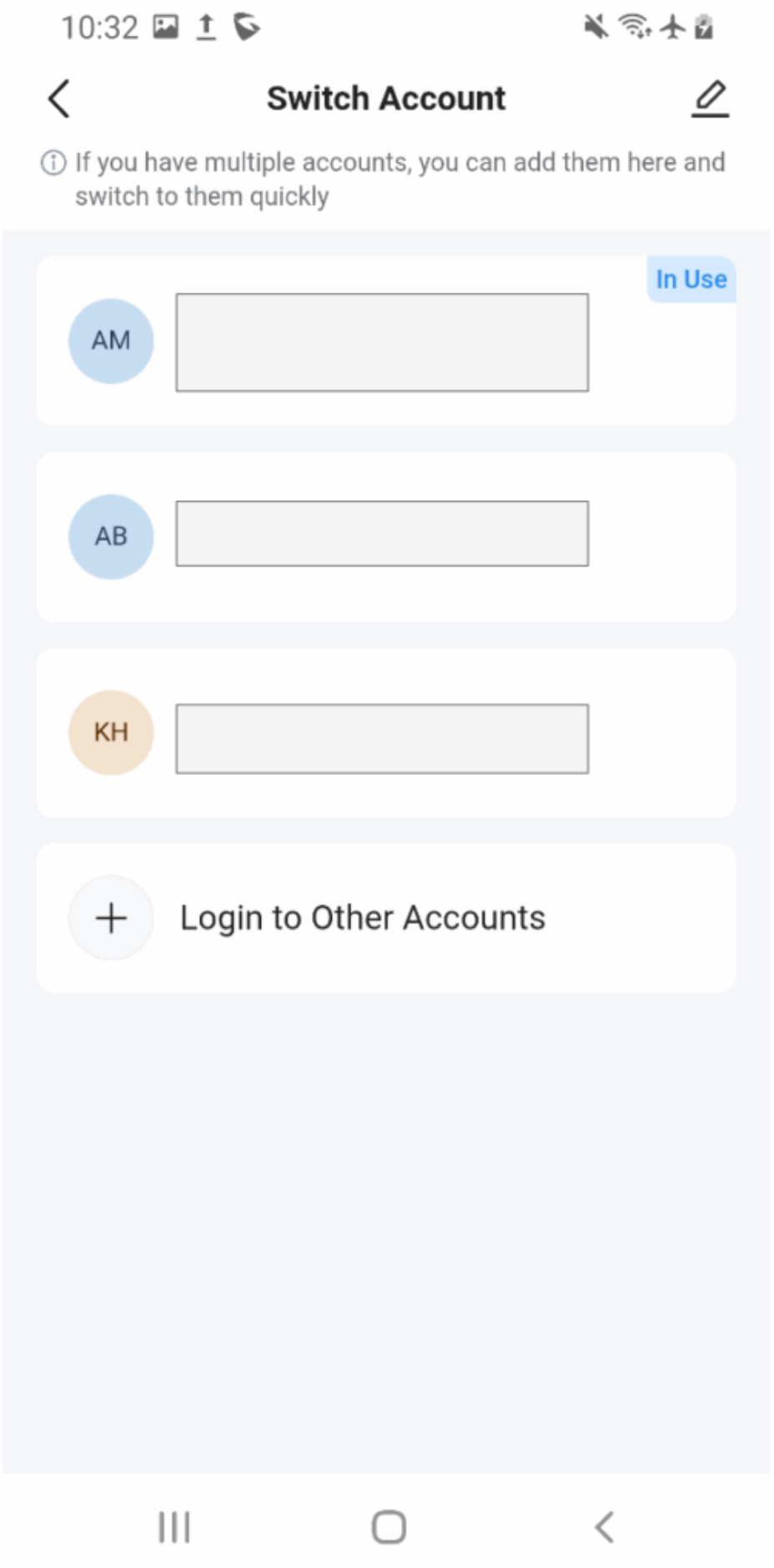

16:38
About
SecureAccess
1.0.4.3
Check for Updates
Supported Models
Privacy Agreement
Terms of Service
@2026 Grandstream Networks, Inc.

About

Option	Description
App Logo and Version	Displays the application logo and current version number (e.g., 1.0.1.30). Useful for troubleshooting and confirming the latest release.
Check for Updates	Allows users to manually check if a newer version of the app is available.
Supported Models	Lists the Grandstream door station devices compatible with the SecureAccess app.
Privacy Agreement	Opens the app's privacy policy, explaining how user data is collected, stored, and used.
Terms of Service	Provides the legal terms and conditions for using the app.

Switch Account and Logout

At the bottom of the Me tab, you can **Switch Account** to log into another organization or user account without closing the app. Select Login to Other Accounts to add new accounts.



Switch Account

SUPPORTED DEVICES

Supported Device Models	Minimum Version	Recommended Version
GDS3725	1.0.1.26	1.0.3.9
GDS3726	1.0.1.26	1.0.3.9
GDS3727	1.0.1.26	1.0.3.9
GDS3726Q	1.0.1.26	1.0.3.9
GSC3560	1.0.1.8	1.0.1.8
GSC3565	1.0.1.8	1.0.1.8
GSC3574	1.0.1.7	1.0.3.10
GSC3575	1.0.1.7	1.0.3.10

CHANGE LOG

This section documents significant changes from previous versions of the user manual for the SecureAccess App. Only major new features or major document updates are listed here. Minor updates for corrections or editing are not documented here.

Version 1.0.5.10 (Android) / 1.5.9 (iOS)

- Updated the application's web design, including its overall structure, layout, and UI elements.
- Added support to preview indoor stations. [Indoor stations]

Version 1.0.3.19 (Android) / 1.3.19 (iOS)

- Added support for the GDS3726Q model. [GDS3726Q]
- Added Support for the GSC3574/GSC3575 models. [GSC3574/GSC3575]
- Fixed several known issues and improved overall performance and user experience.

Version 1.0.3.7 (Android) / 1.3.7 (iOS)

- No major changes.

Version 1.0.1.35 (Android) / 1.1.35 (iOS)

- Removed installation restrictions in the Google Play Store for certain Android devices; Bluetooth and NFC are now optional. [Download the Application]

Version 1.0.1.34 for Android(R) / Version 1.1.35 for iOS(R)

- No major changes.

Version 1.0.1.30 for Android(R) / Version 1.1.31 for iOS(R)

- This is the initial release.