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.

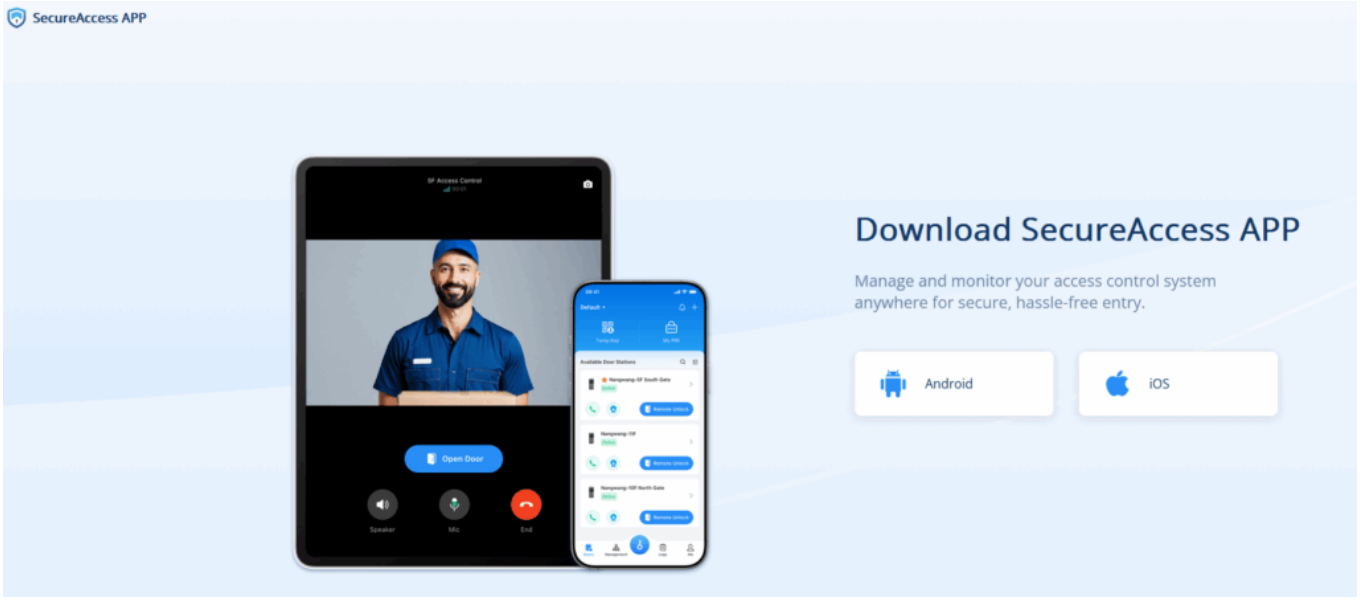


User Login screen

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.

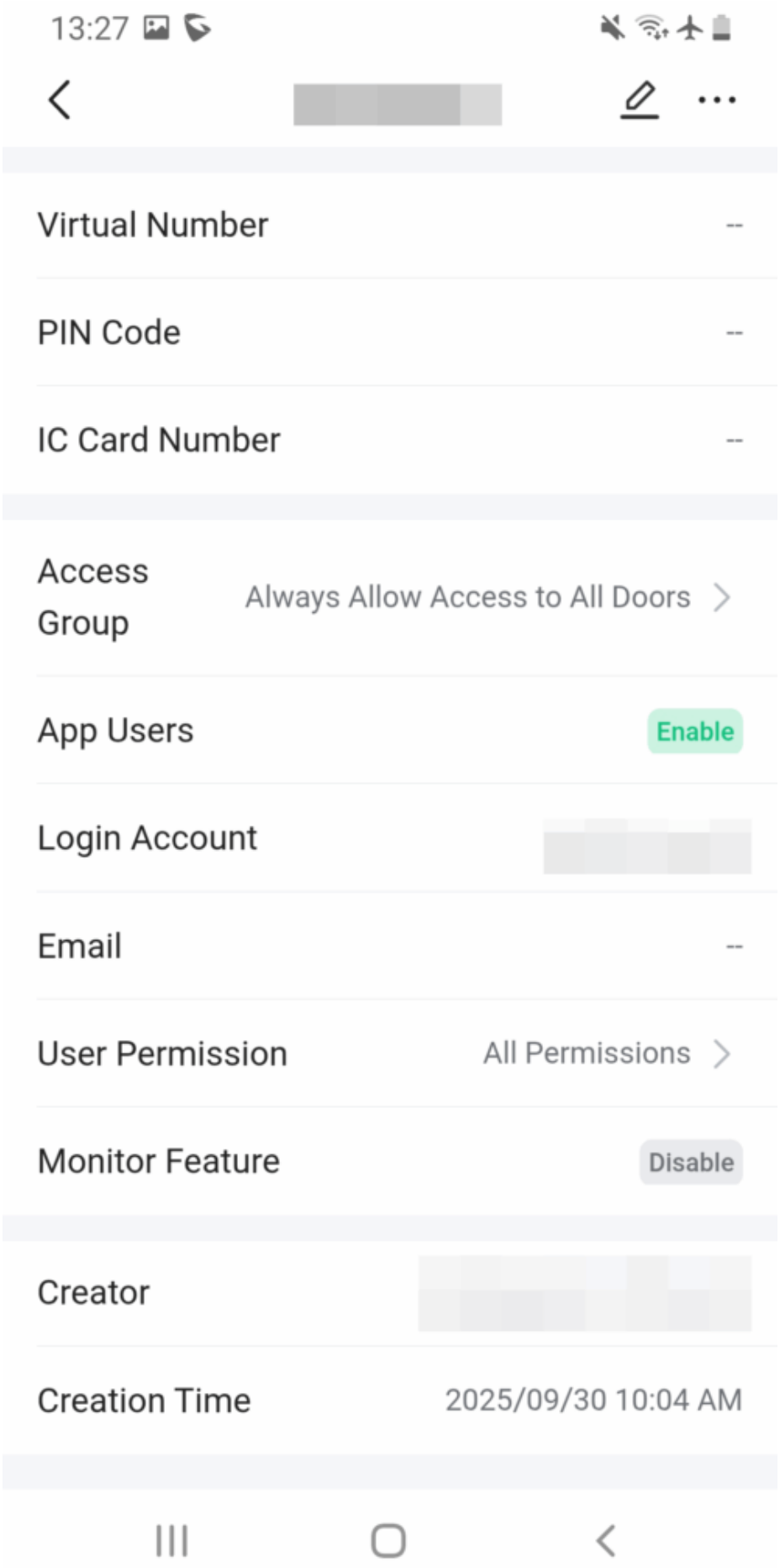


Download SecureAccess

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

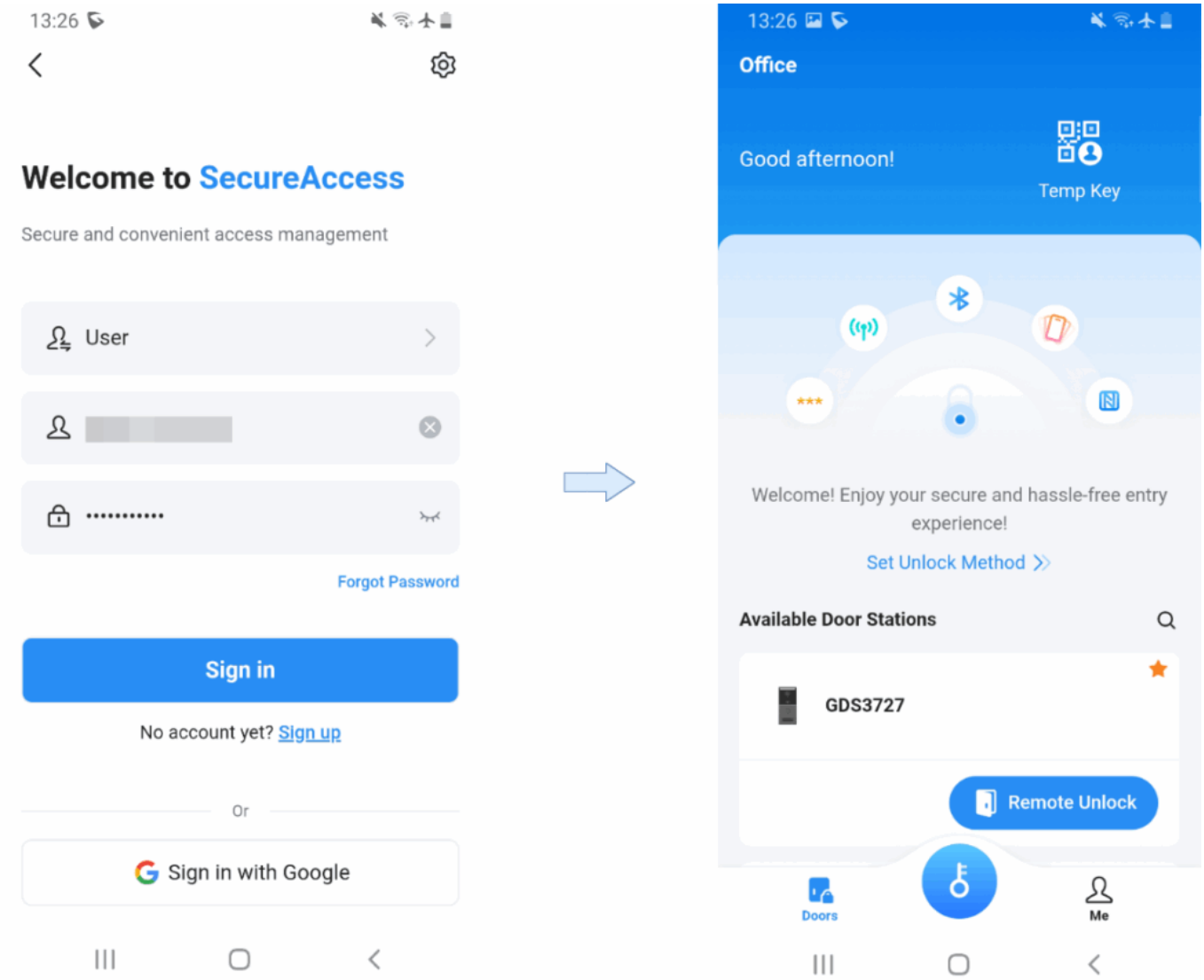
The **Super Administrator** will create your user account. Once the account is set up, you can log in using the credentials provided by the administrator.



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 you log into the SecureAccess app, the **home page** acts as your main dashboard. At the top, you will see the **organization name** (e.g., Office) and a personalized greeting.

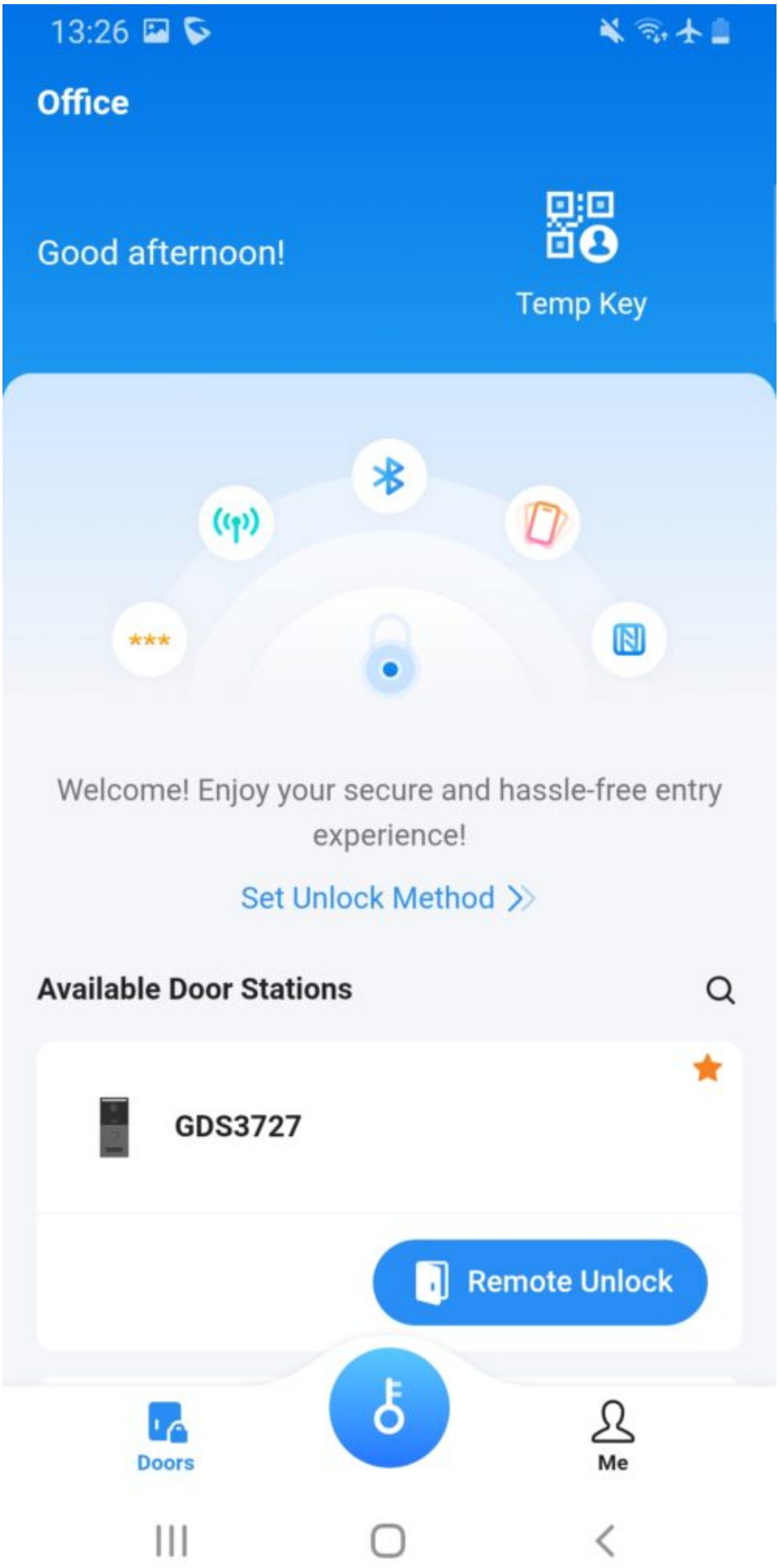
Key features on this screen include:

- **Temp Key** - A shortcut in the top-right corner to create and share temporary visitor keys. (if the user permission is granted)
- **Unlock Method Icons** - A visual panel showing all supported unlocking methods (Bluetooth, NFC, card, PIN, etc.). You can tap **Set Unlock Method** to configure your preferred options.
- **Available Door Stations** - A list of door stations assigned to your account. Each device entry shows its name (e.g., GDS3727) and allows you to:

  - Tap the **star icon** to mark it as a favorite.

- Use the **Remote Unlock** button to open the door if you have permission.

The home page is designed to give you quick, one-tap access to your most common actions, unlocking doors, managing visitor keys, and viewing available devices, without navigating deeper into the app menus.



App Home Page

UNLOCKING METHODS

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

Bluetooth Unlocking

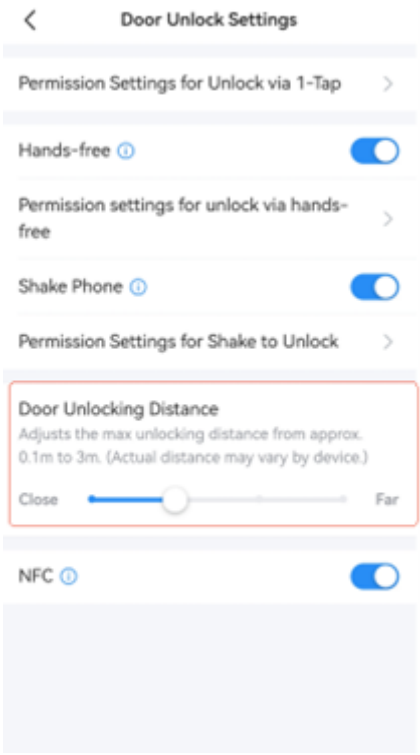
1. **Enable Bluetooth on your phone.**
   On iOS, swipe down to open the **Control Center** and tap the Bluetooth icon; on Android, turn on Bluetooth from the quick settings panel. The door station must have **Bluetooth Unlock** enabled.
2. **Choose an unlocking mode:**

- **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.

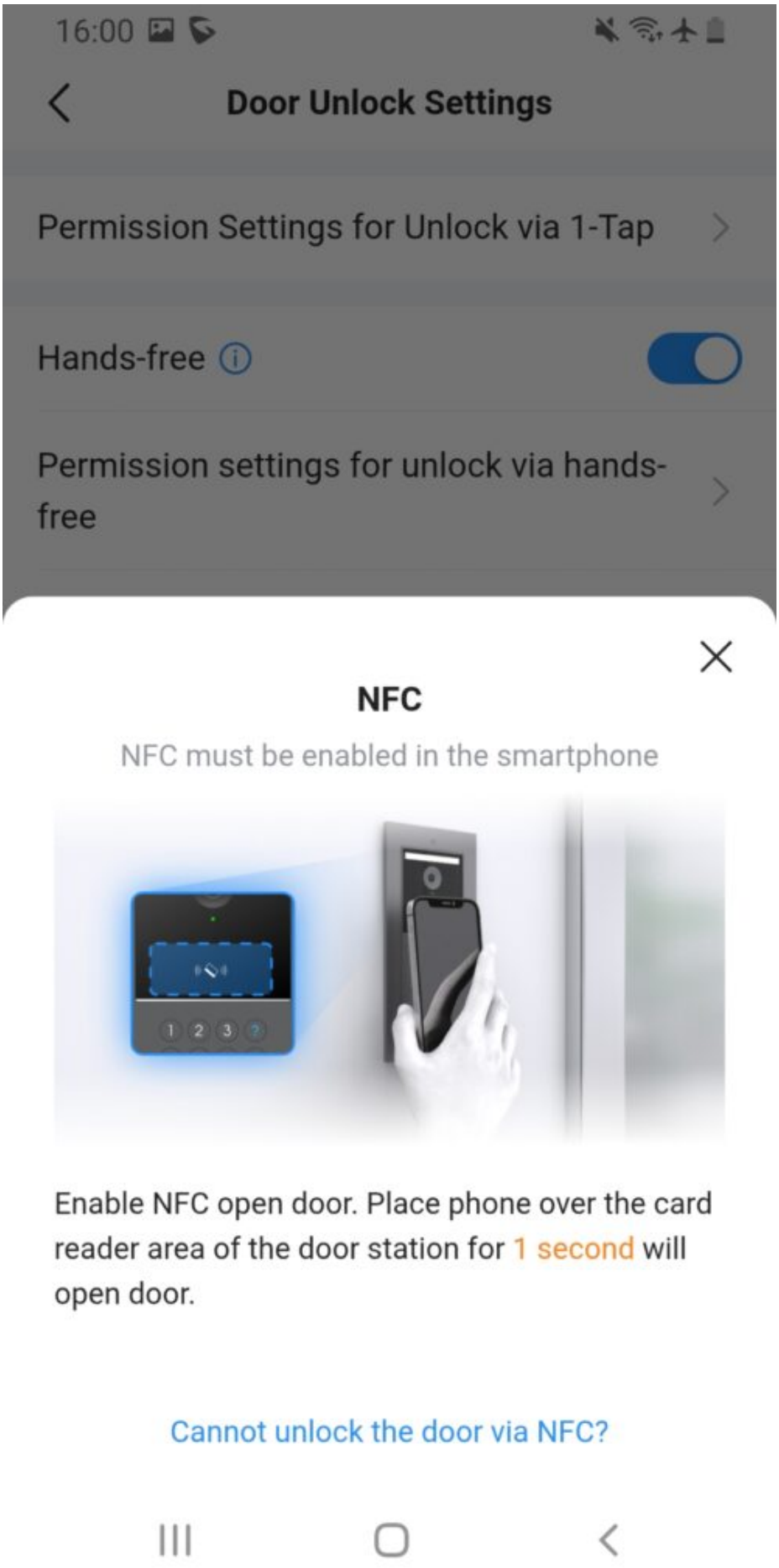


Door unlock settings show toggles for 1tap handsfree shake phone and NFC

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)

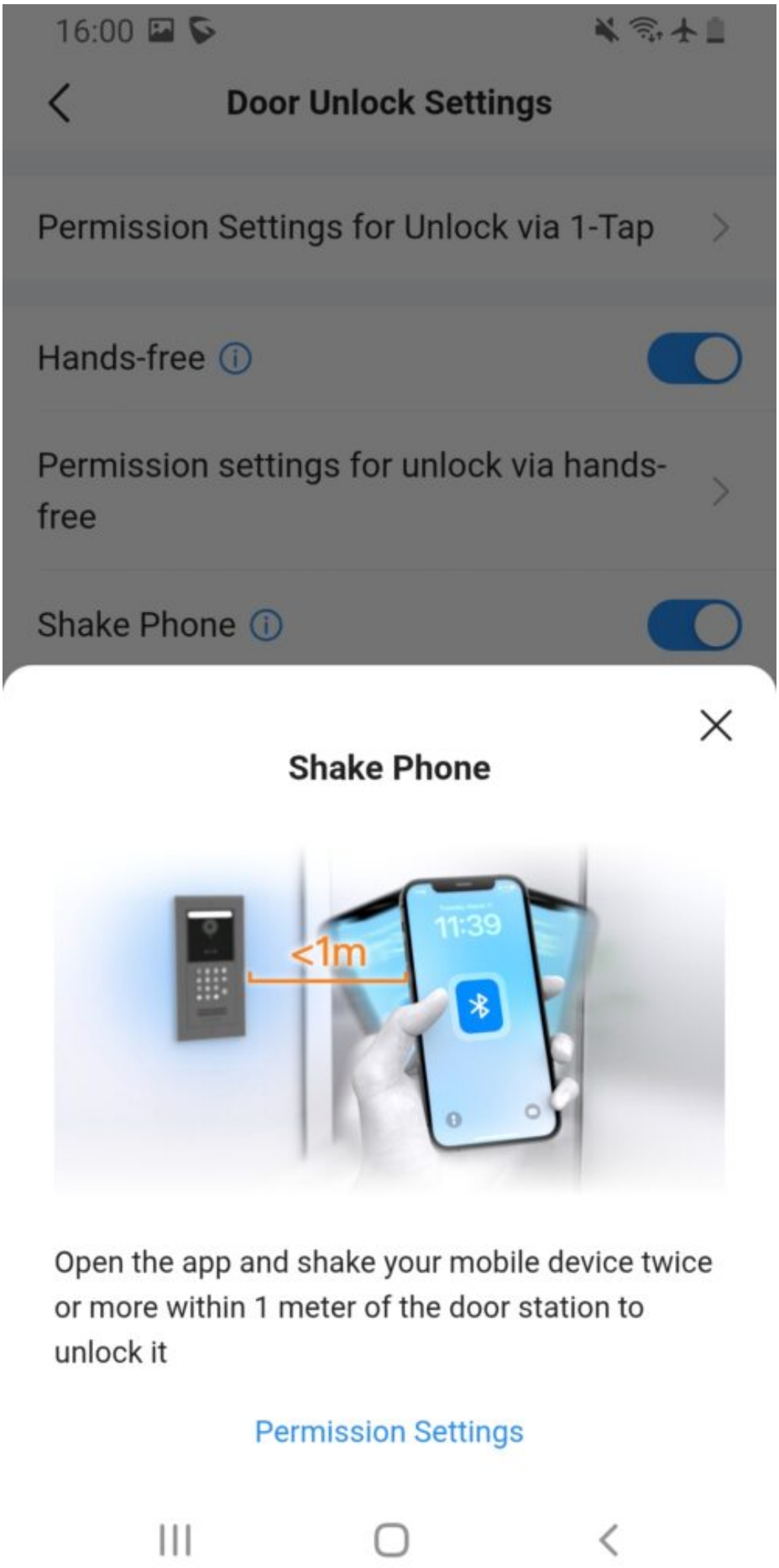
Each user may have a **PIN code** (4-11 digits). To unlock via PIN, the user or administrator can enter their **Virtual Number** followed by ***** and the **PIN** configured, then press #. For example, if your virtual number is 1001 and your PIN is 1234, enter **1001*1234#** on the door station keypad.

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.

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.



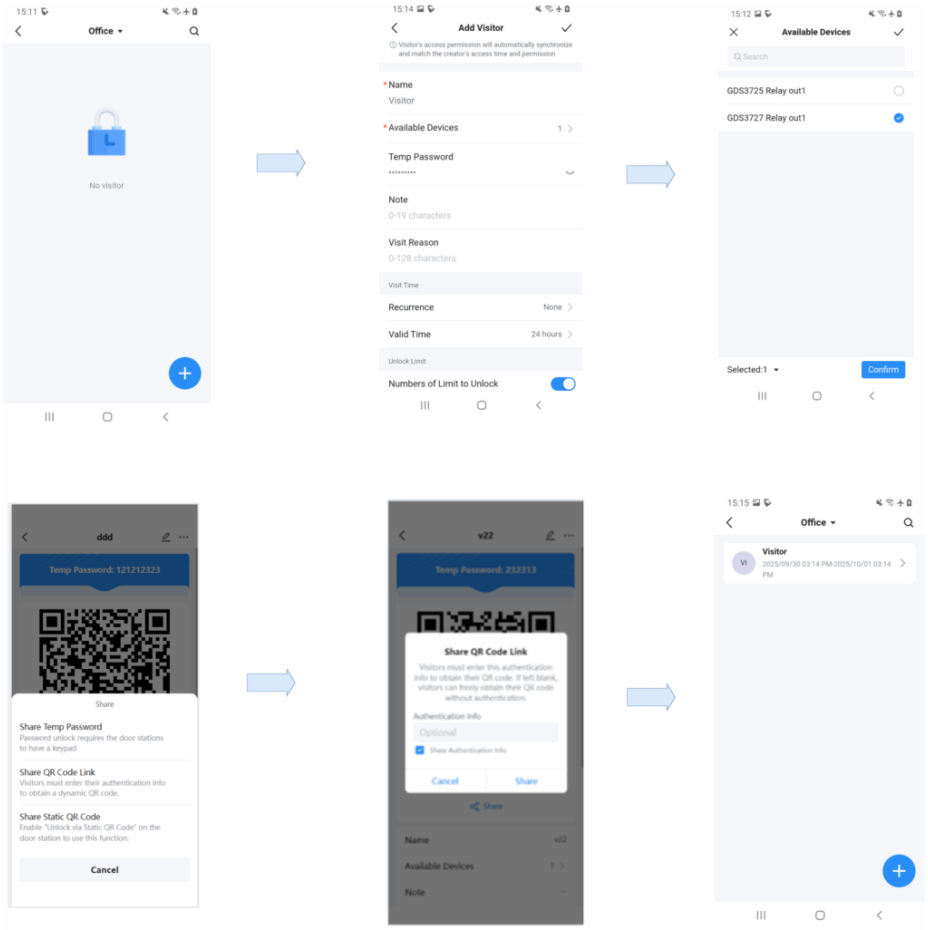
Shake the Phone and Approach to Open

VISITOR MANAGEMENT

The **Visitor Management** feature allows residents to temporarily grant access to delivery personnel, guests, contractors, or family members without giving them permanent credentials. Depending on your administrator's settings, you can create temporary **PIN codes** or **QR codes** for visitors, share them securely, and track when they are used. This ensures visitors only have access to the right doors, at the right times, for the right number of visits.

When a QR code is generated, it can be shared in one of three ways :

- **Share Temporary Password:** this option shares the digital pin created (e.g., 04766999); it requires the door station to have a keypad to enter the pin code
- **Share QR Code Link:** When this option is enabled, the visitor must enter their authentication details (such as name, phone number, or other required information) before the QR code is shared. If authentication is not required, the visitor can retrieve and use the QR code directly without entering any information.
- **Static QR Code:** The admin or user with the corresponding rights can share the static image of the QR code that can be used by the visitor to open the door.



- Ordinary users can only create temporary access (e.g., visitor PINs or QR codes) if this ability has been explicitly granted by an administrator or sub-administrator. To enable this feature, go to: **Management -> User Permission -> Set User Permission -> "All Permissions."**
- When this setting is applied, the user gains full privileges, including the right to create visitor credentials. If it is not granted, the Temp Key option will not appear in the user's app.
- The "Reset QR code" option (available in the upper-right menu) is used to immediately invalidate all previously shared QR codes, whether static or dynamic. This ensures that only newly generated QR codes remain valid.

- A visitor's access must be restricted by either a time period or a number of uses. If multiple door stations are assigned, the usage limit applies per door station.

- Once the defined **time expires** or the **usage count is reached**, the visitor can no longer unlock the door.

- If the **creator's account is deleted** or their permissions change, the visitor's access rights are automatically adjusted or revoked.

- Visitor information is pushed to all assigned door stations as soon as it is saved. If a device is **offline**, changes will not take effect until the device comes back online.

- The **visiting period** must always be defined, with a maximum duration of **90 days**.

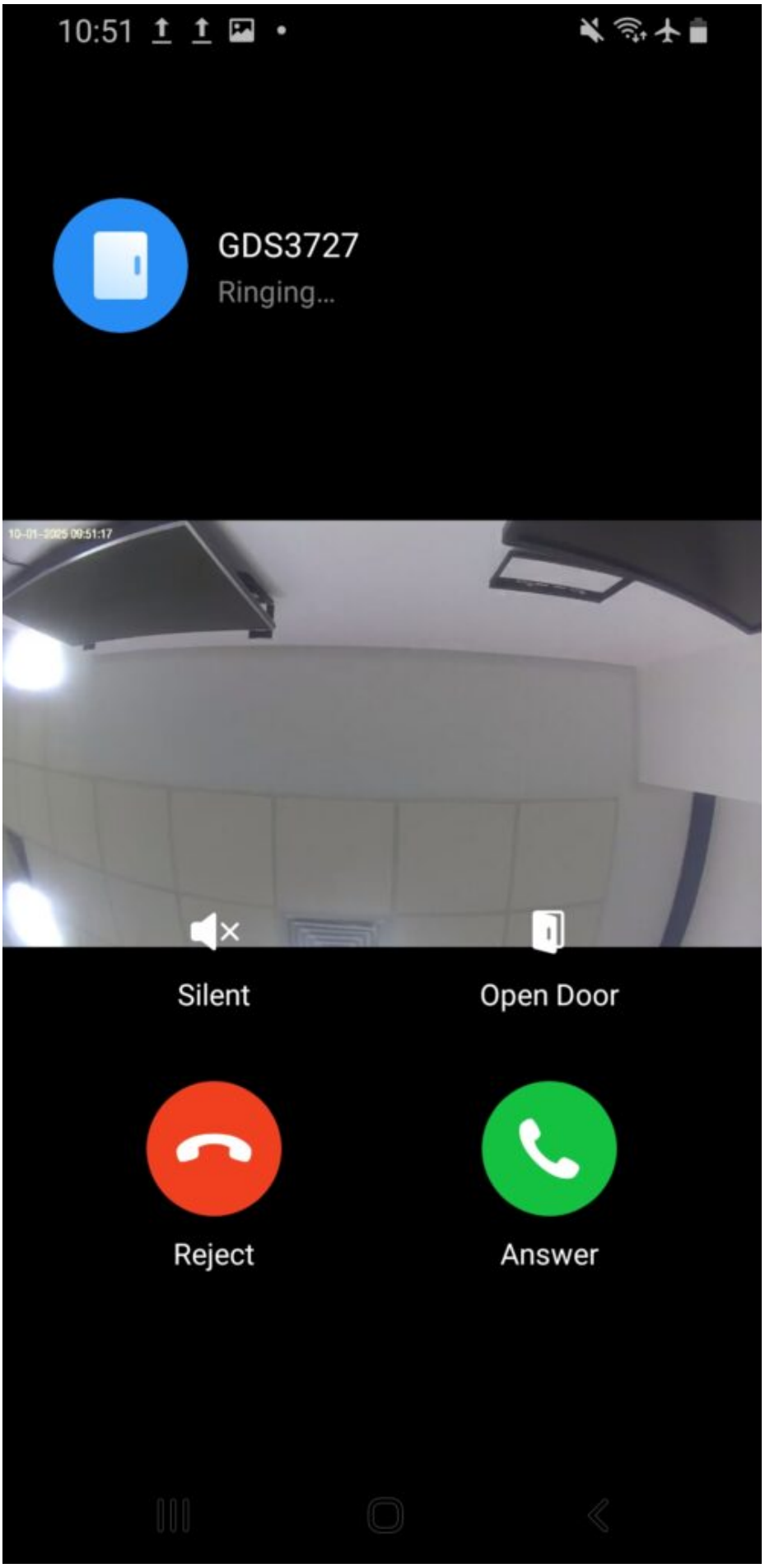
CALLING AND VIDEO PREVIEW

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.

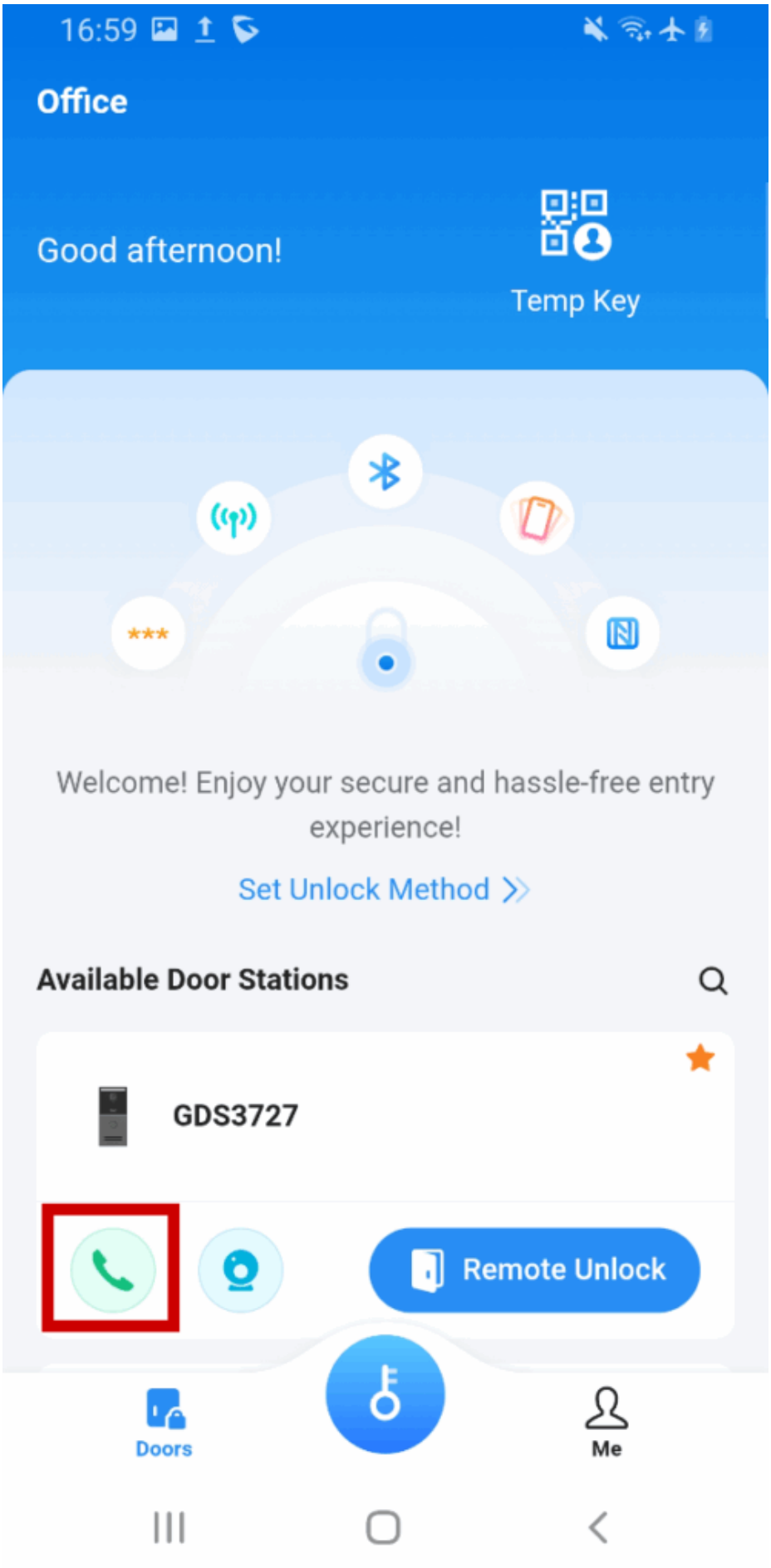
If your device has notifications turned off or is in Do Not Disturb mode, incoming calls may not ring. On iOS, missed calls and alert message notifications may not appear on the lock screen unless **Message Notification** is enabled in **My -> Message Notifications**.



Incoming Call

Making Calls

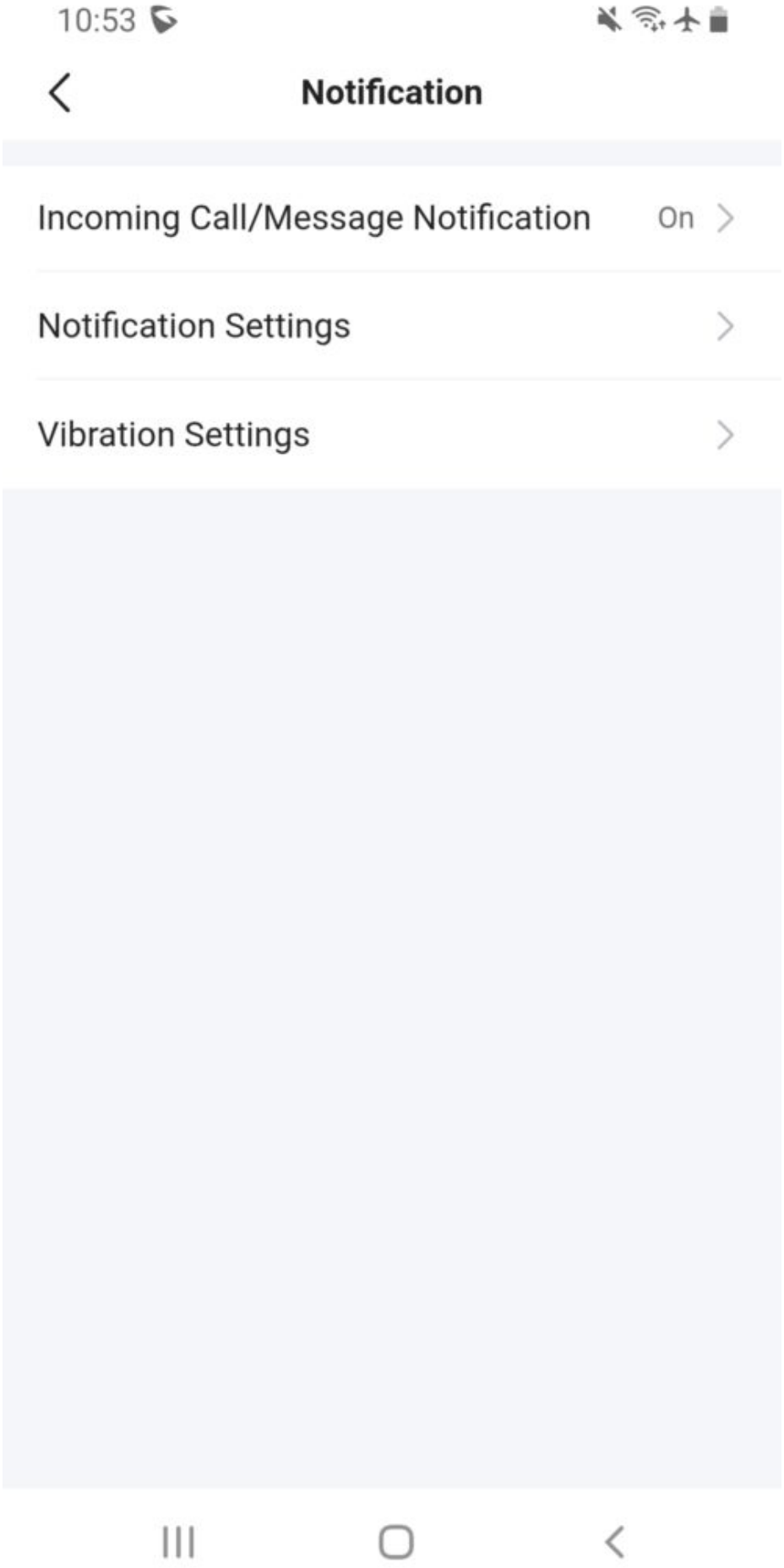
Users can call a door station by tapping the **Call** icon on the Doors page. If a door station supports extension numbers, you can also dial a user's virtual number (e.g., call the receptionist). Call quality depends on network conditions.


16:59
Office
Good afternoon!
Temp Key
Welcome! Enjoy your secure and hassle-free entry experience!
Set Unlock Method
Available Door Stations
GDS3727
Remote Unlock
Doors
Me

Make a call

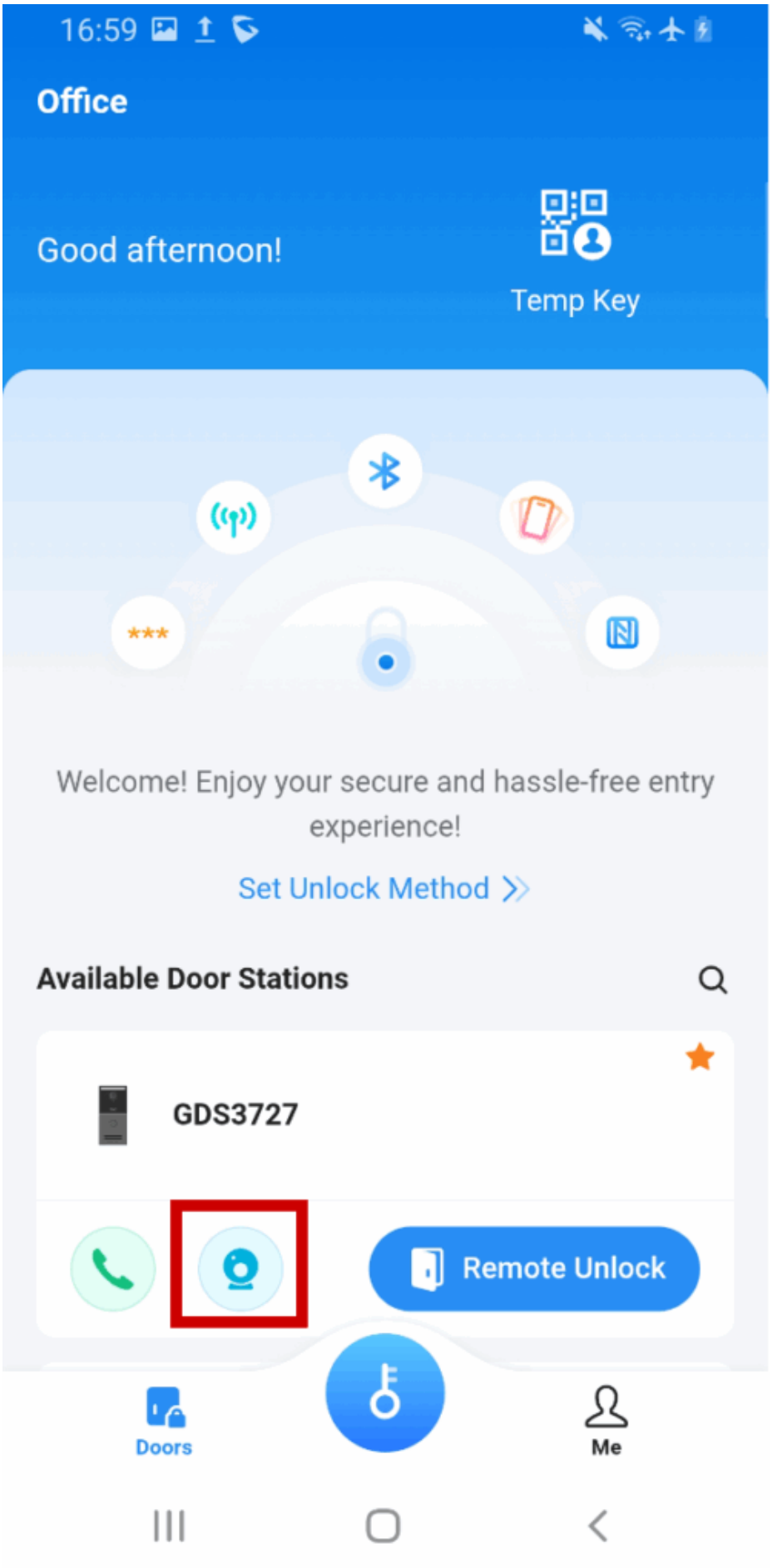
Call Settings and Notifications

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.

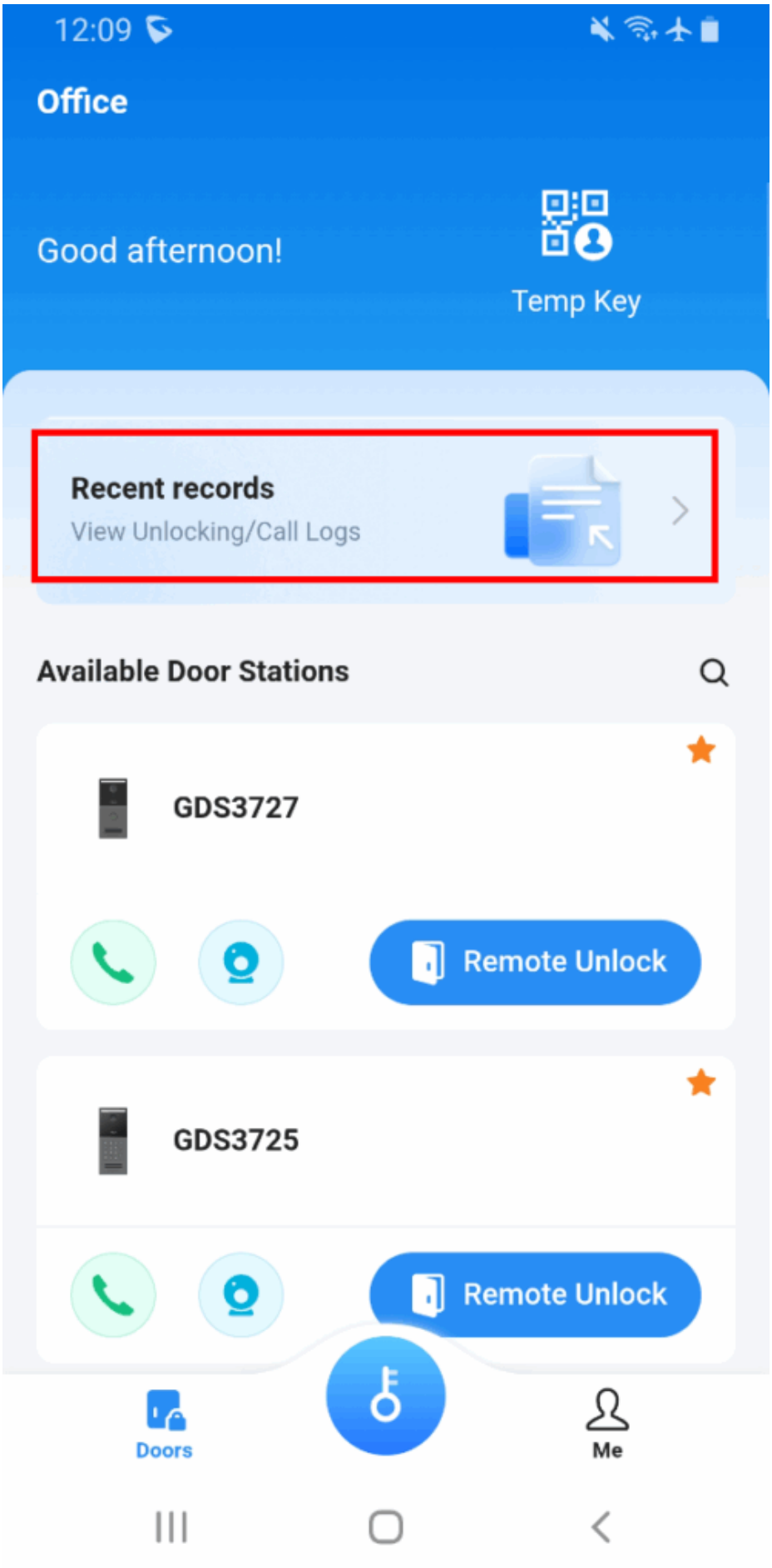

16:59
Office
Good afternoon!
Temp Key
Welcome! Enjoy your secure and hassle-free entry experience!
Set Unlock Method
Available Door Stations
GDS3727
Remote Unlock
Doors
Me

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 for easy tracking of personal activity.


12:09
Office
Good afternoon!
Temp Key
Recent records
View Unlocking/Call Logs
Available Door Stations
GDS3727
Remote Unlock
GDS3725
Remote Unlock
Doors
Me

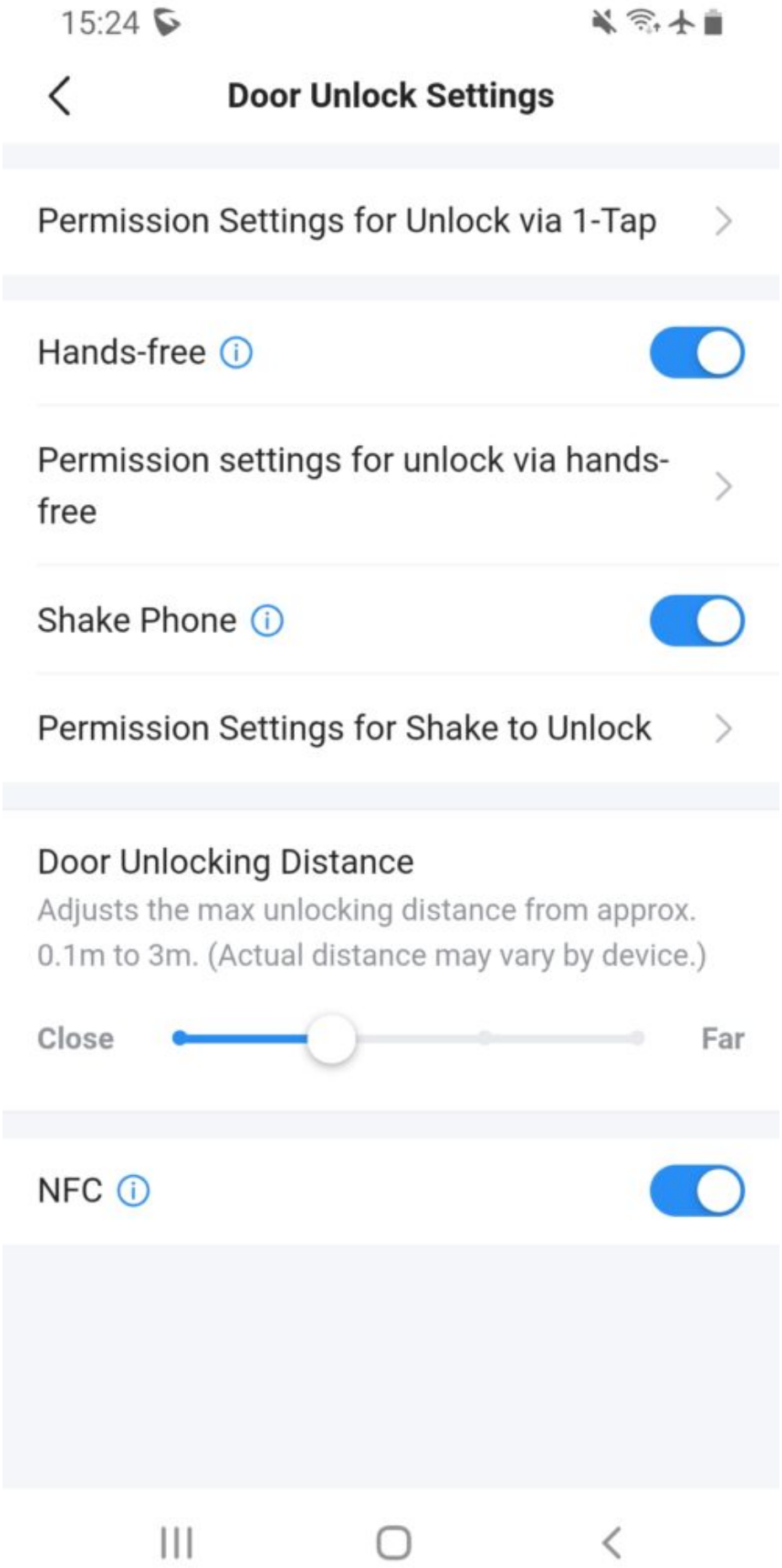
Logs

SETTINGS

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.

Door Unlock Settings

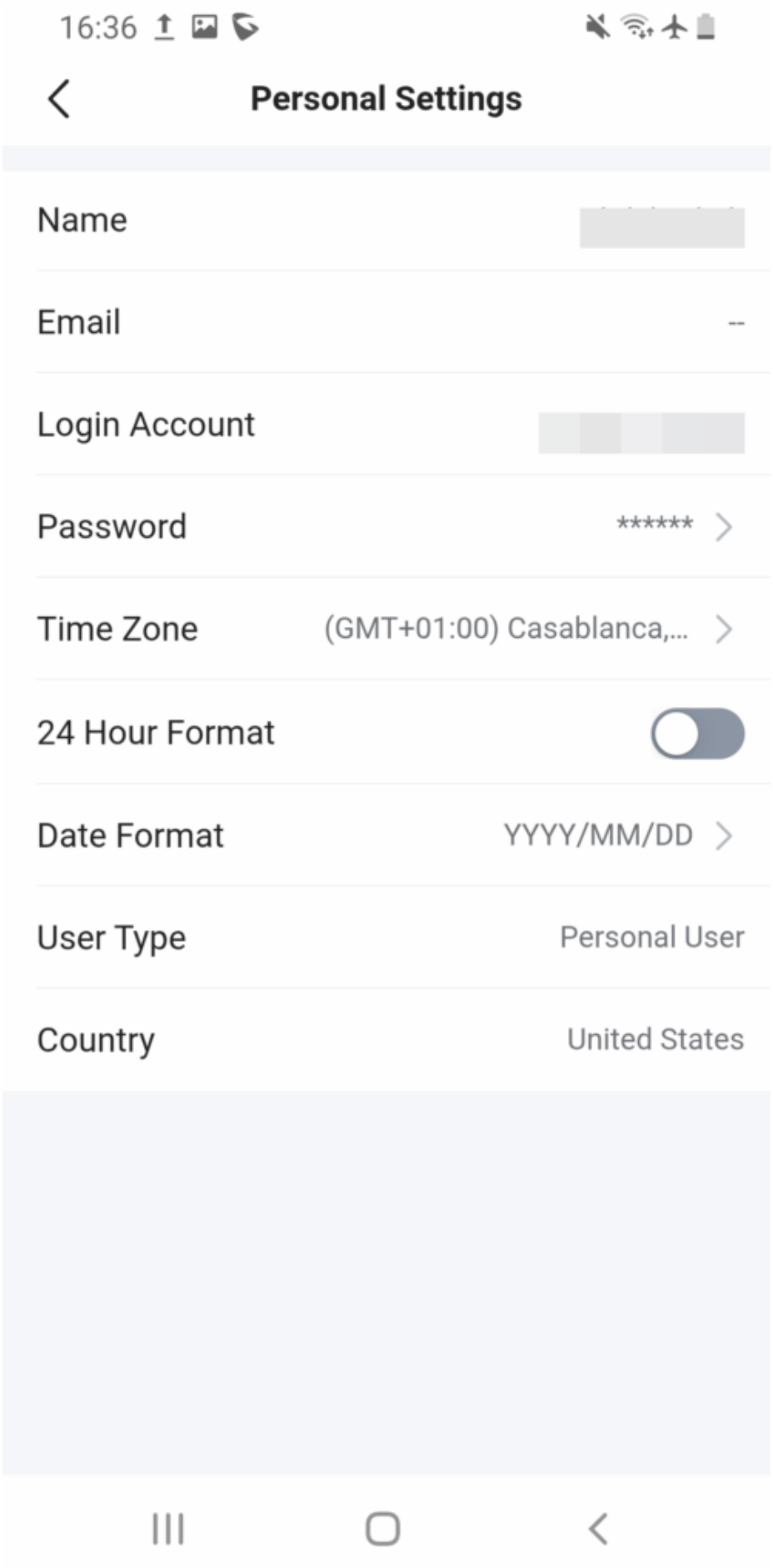
Accessible from **Me -> Door Unlock Settings**, these settings allow you to enable or disable unlocking modes (1?tap, hands?free, shake phone, NFC), specify which doors can be unlocked via each method, and adjust closure sensitivity. When a mode is disabled, the corresponding option will not appear in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



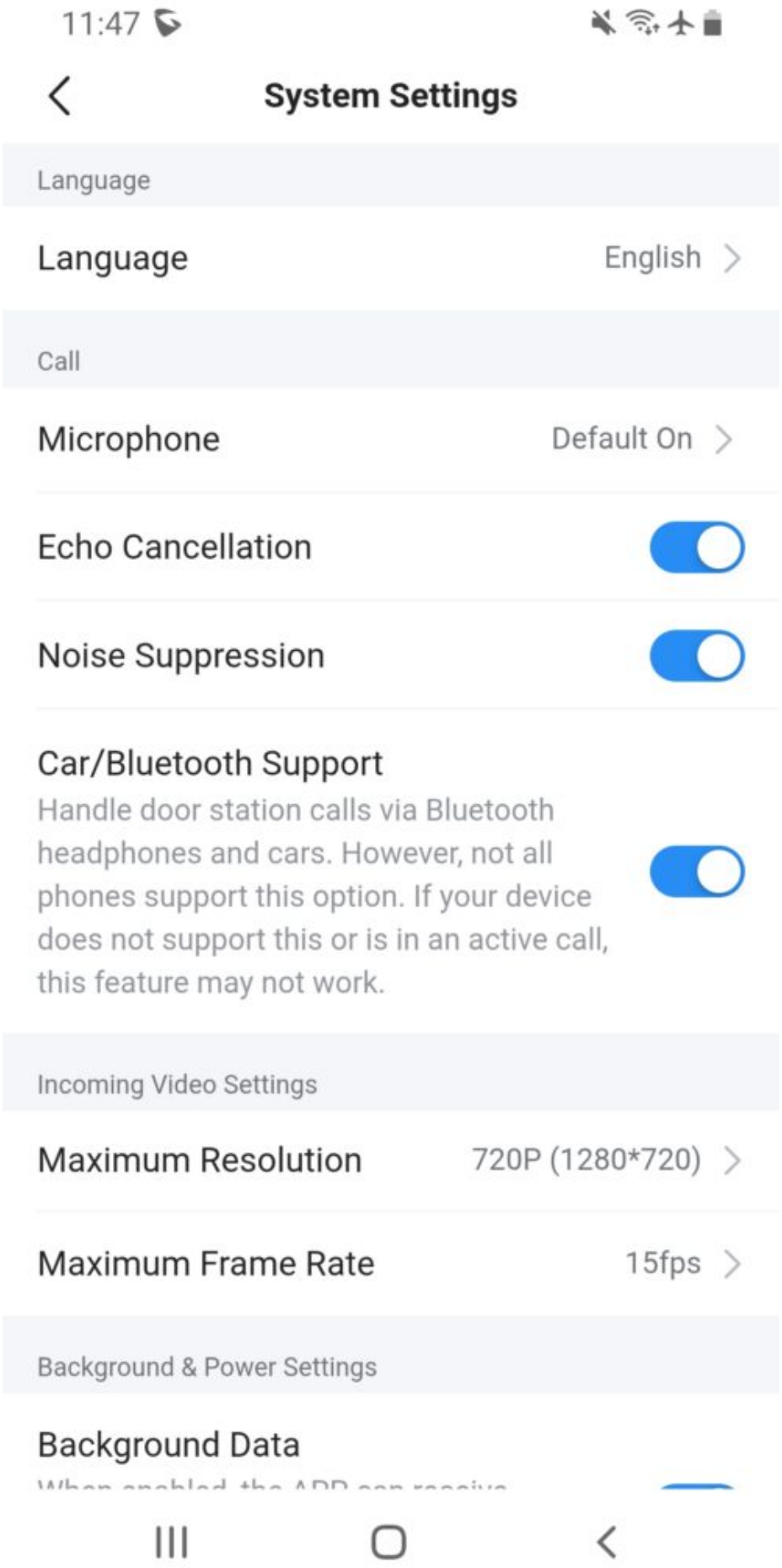
Personal Settings

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.

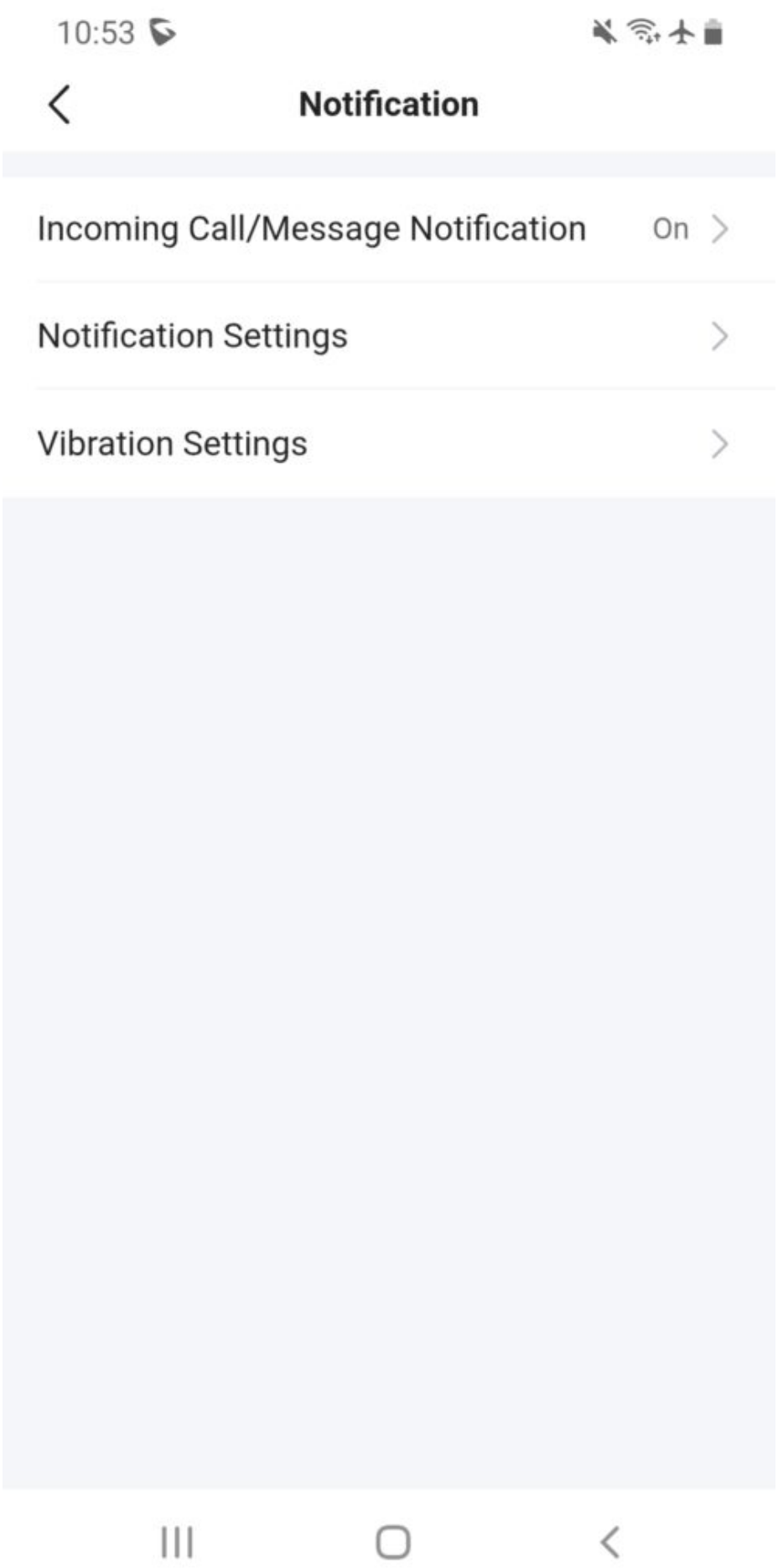
The audio call (Microphone, Echo Cancellation, Noise Suppression) and video call (Maximum Resolution, Maximum Frame Rate) settings will also be available for configuration if call permissions are enabled by the administrator.



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.

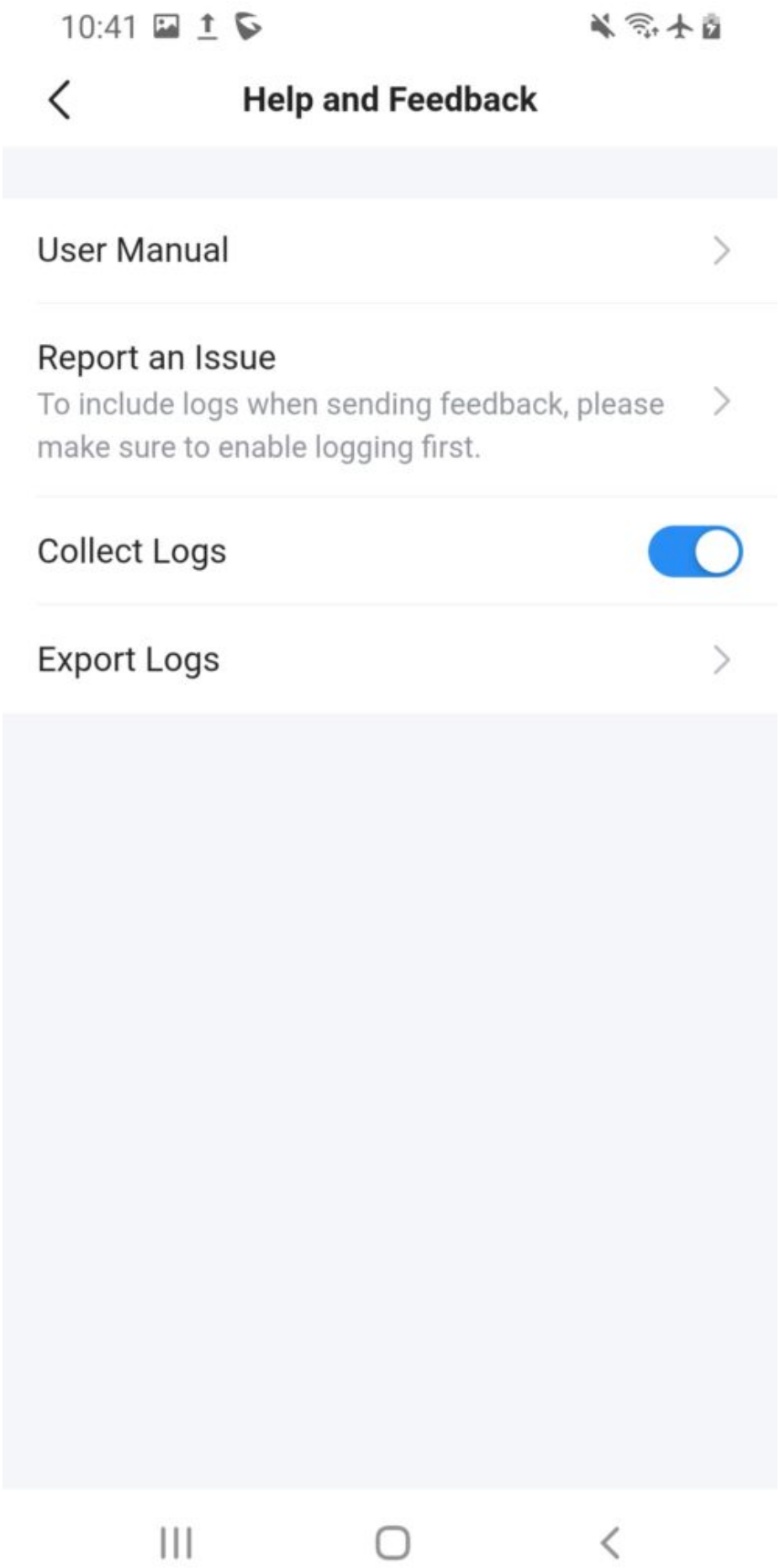


Notifications Settings

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.

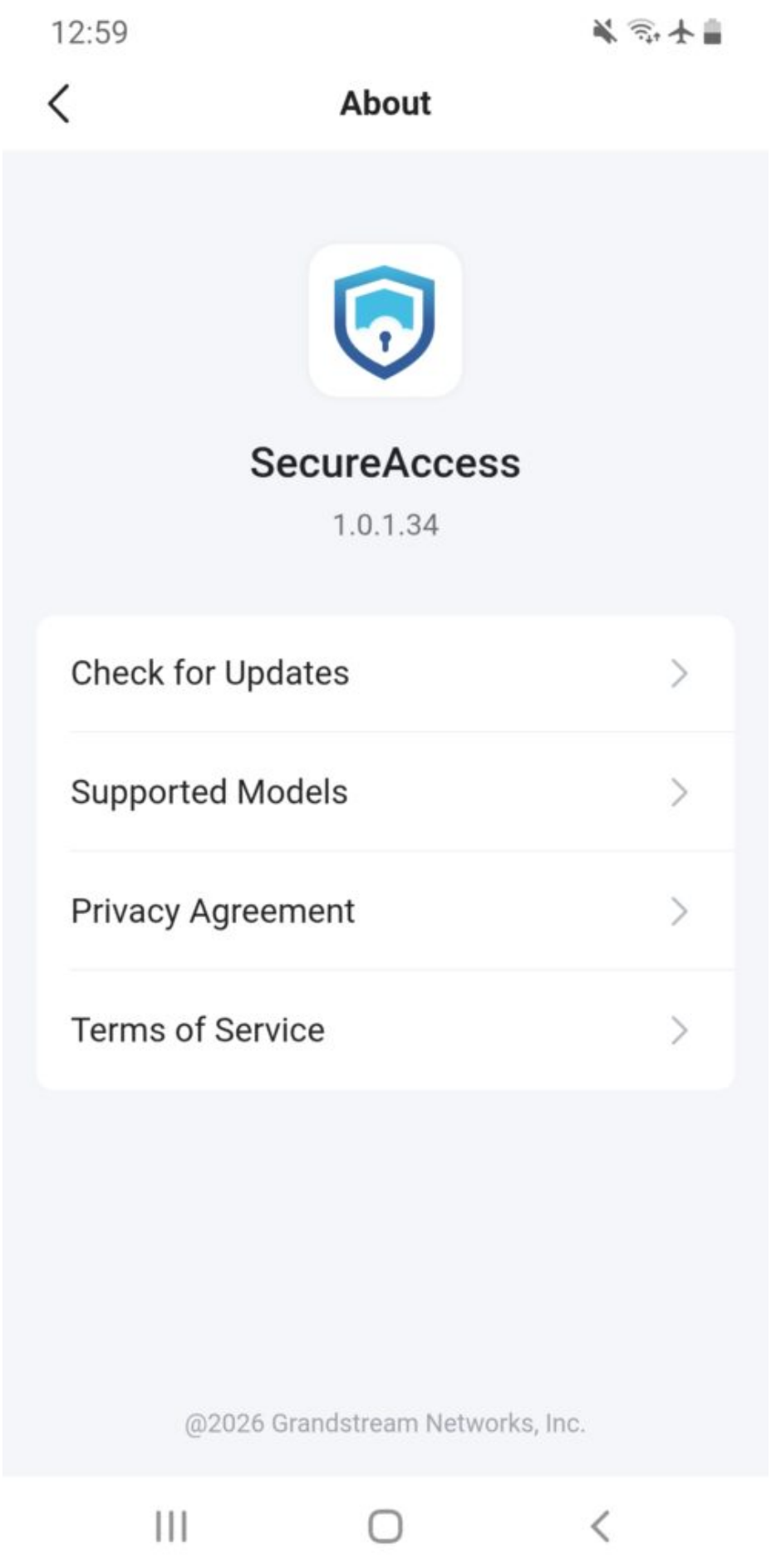


Help and Feedback

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.


12:59
About
SecureAccess
1.0.1.34
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.

SUPPORTED DEVICES

Device	Firmware Required
GDS3725	1.0.1.26+
GDS3726	1.0.1.26+
GDS3726Q	1.0.3.9+
GDS3727	1.0.1.26+
GSC3565	1.0.1.8+
GSC3560	1.0.1.8+
GSC3574	1.0.3.10+
GSC3575	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 1.0.3.19 (Android) / 1.3.19 (iOS)

- Added support for the GDS3726Q model. [GDS3726Q]
- 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.