

Schonell App Instructions for Residents

Step 1:

Download the Schonell Interphone app

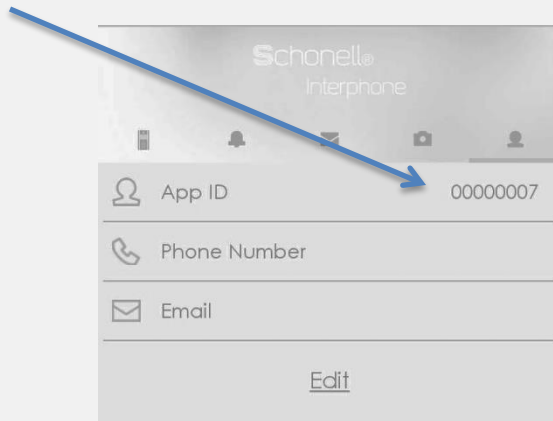


Step 2:

Create an account (free) with a valid email address

Verify the activation email.

Sign in and your 8 digit **App ID** can be found on the last tab.



Step 3:

Submit your app ID or local telephone number to building management.

*The interphone system is able to call you on a regular telephone as well as the app.

*The system will call your number in priority.

*It is recommended to submit a few an APP IDs and telephone numbers for each unit.

*To unlock doors during a telephone call, press 1 on your keypad.

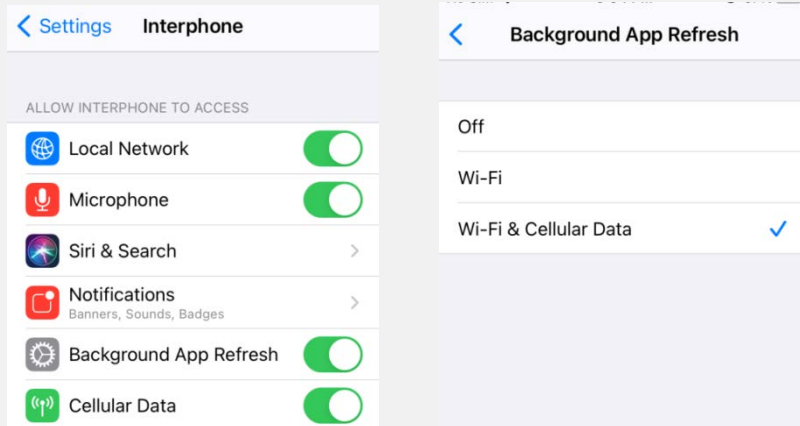
Schonell App Settings/ Troubleshooting: Apple Devices, iOS

Your app ID must be registered onto the interphone panels by your property manager.
If your App ID is not registered properly, you will not be able to receive a video call.

1. Check your iPhone's settings

Settings > Interphone App

Do make sure that your phone's settings are configured correctly



2. Re-open the app; make sure that you are logged in

As a reminder, you may close the app, or keep it in the background, but DO NOT log out of it!

Rebooting may result in killing your app service, and you may get logged out.

**microphone and other options may only pop up after your first successful call.

3. Reinstalling the app might help fix the issue

If you have the correct settings and it fails to work correctly, try deleting the app, and installing it as new.
This might fix the issue that you are facing.

4. Latest App version and iPhone software

For best performance, get the latest app version the Apple Appstore.

5. Contact Us

If you still face issues, kindly contact our support team at www.schonell.co/contact
or visit FAQ section: <https://www.schonell.co/faq-app.html>

Schonell App Settings/ Troubleshooting:



Android, Google Devices:

Your app ID must be registered onto the interphone panels by your property manager. If your App ID is not registered properly, you will not be able to receive a video call.

1. General Android phone settings and permissions

Do make sure that your phone's settings are configured correctly, this varies with phone brand and android version

1. Enable Advanced **Notifications** (Badges, Sounds, Banners, "*Others- Schonell_call- tap and enable all*").
2. Make sure that **Microphone, Phone** and **Storage** are turned on.
3. Enable **Data Usage** for the app.
4. Make sure that "**Appear On Top**" or "**Draw over other apps**" is turned on or enabled.
5. Check that there are no apps that might be interfering in your phone's background. (Enable **Autostart**, Disable **Doze feature**).
6. Turn off **Battery Saving Restrictions** for the app.
7. Make sure that you are **Logged In** on your app.

As a reminder, you may close the app, or keep it in the background, but DO NOT log out of it!

Restarting your phone may result in killing google services running in the background, and the app may not work correctly. You may need to relaunch the app when your phone restarts.

Schonell App Settings/ Troubleshooting:



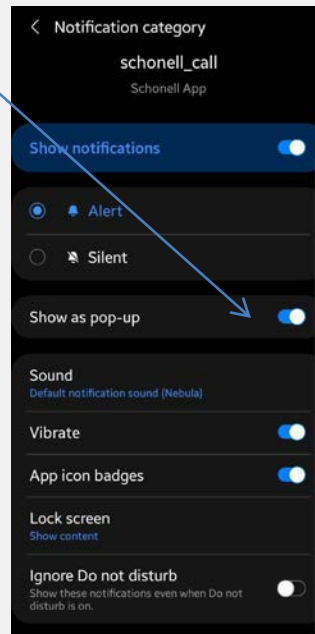
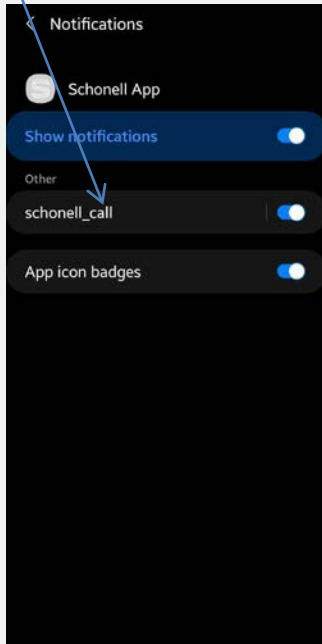
Android, Google Devices:

Common issue A: My phone rings but there is no pop up

This occurs because advanced notifications are not turned on.

Kindly go to **Notifications> Other> schonell_call**

Tap on **schonell_call** and enable the following sub settings (if any):



Common issue B: My phone is unable to receive calls after app is closed

This occurs because your phone is putting the app to sleep after you close the app due to battery saving functions by your phones manufacturer.

Depending on your device brand and android version,

you may need to **disable** the following for the Schonell Interphone app :

1. Battery optimization/ Power saving / Battery restrictions
2. Doze mode (Xiaomi, Huawei)

And **enable**

1. Autostart (Vivo, Xiaomi, Huawei, Oneplus)
2. Autolaunch/ Run in background (Vivo, Xiaomi, Huawei, Oneplus)
3. Background data usage
4. Enable high background battery consumption (Vivo)

Schonell App Settings/ Troubleshooting:



Android, Google Devices:

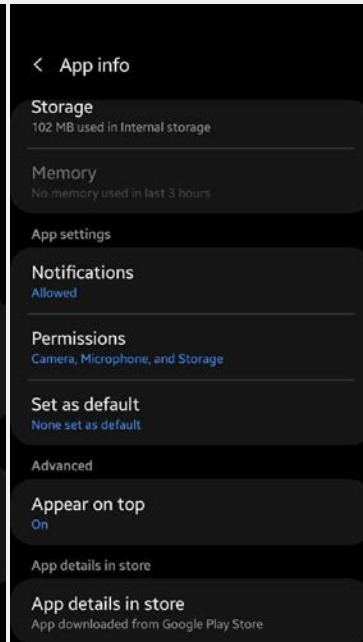
2. Additional settings: Various phone manufacturers:

2a. Samsung Device Settings:

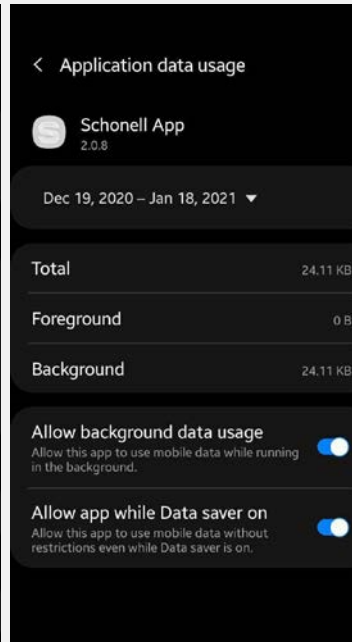
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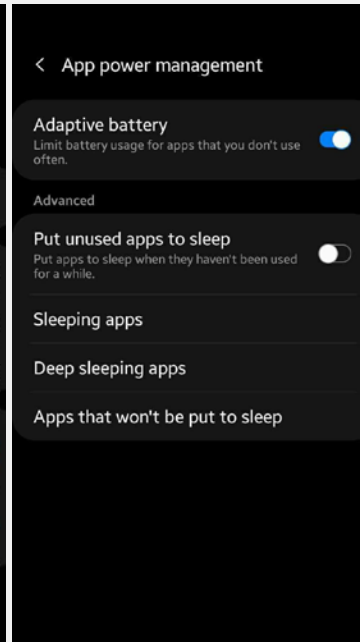
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3



4



- 1. Settings> Schonell App> Battery**
Allow background activity
- 2. Settings> Schonell App**
Enable other Notifications (Schonell_call), Camera, Microphone, Storage
Appear on top
- 3. Settings> Schonell App> Mobile Data**
Allow background data usage
Allow app while data saver on
- 4. Settings> Device care> Battery > App power management**
Apps that won't be put to sleep> Add Schonell App

Schonell App Settings/ Troubleshooting:



Android, Google Devices:

2b. Xiaomi

For this application to work properly, kindly enable "Auto Start" ,disable "Doze feature" and disable MIUI Battery Saver

Step 1: Enable Autostart feature for Schonell

1. Open the **Security** menu on your Xiaomi device
2. Tap **Permissions**
3. Tap **Autostart**
4. Enable **Autostart** for **Schonell App**

Step 2: Disable Doze feature for Schonell

1. Open the **Settings** menu on your Xiaomi device.
2. Tap **Battery & performance** from **Settings**
3. Tap **Manage apps battery usage** to save battery by turning off restricting background service of **Schonell**
4. Tap **Choose apps** from **Manage apps' battery usage**
5. Tap **Installed apps** and choose **Schonell**
6. Tap **No restrictions**. Please note that **Schonell** is no longer affected from the **Doze feature**

Step 3: Disable MIUI Battery Saver

Settings > Apps > Manage Apps > Schonell App > Battery Saver ("MIUI Battery Saver" Default), change to "**No restrictions**"

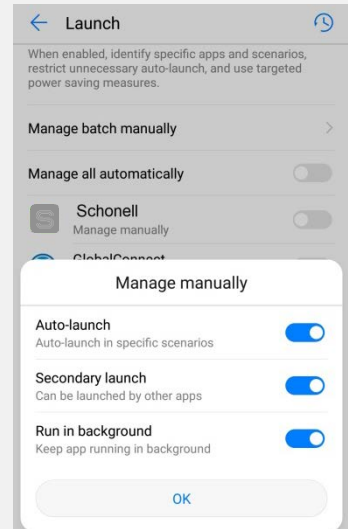
Schonell App Settings/ Troubleshooting:



Android, Google Devices:

2c. Huawei

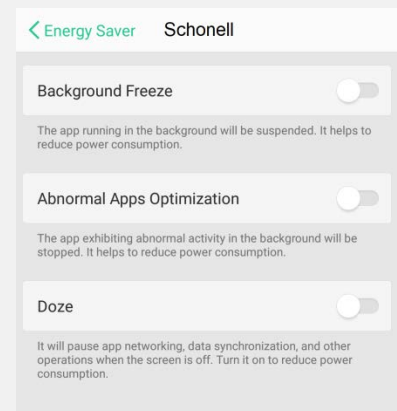
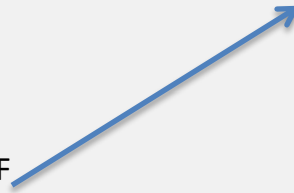
- Step 1: Open "phone manager"
- Step 2: Select **battery**
- Step 3: Select **launch**
- Step 4: Select **manage batch manually**
- Step 5: Enable all three options for "Schonell"
(Auto-launch, Secondary launch, Run in Background)



2d. Oppo

- Step 1: Open "Security Centre"
- Step 2: Select **Privacy Permissions**
- Step 3: Select **Startup Manager**
- Step 4: **Enable autostart** for Schonell

- Settings> Battery> Power Saving> OFF
- Settings> Battery> Energy Saver> OFF
- (background freeze, abnormal apps optimization, doze)



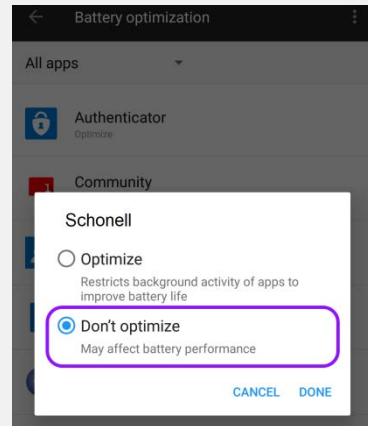
Schonell App Settings/ Troubleshooting: Android, Google Devices:



2e. OnePlus

Step 1: Turn off battery optimization on OnePlus

Settings > Battery > Battery Optimization >
All Apps > Schonell > **Don't Optimize**

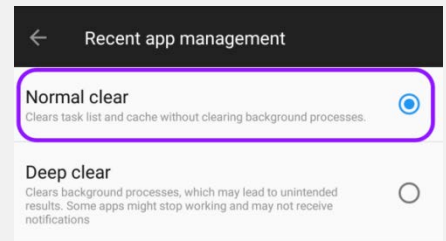


Step 2: Turn off background restriction on OnePlus

Settings > Advanced > Recent App Management
> **Normal Clear** > **Lock Schonell in recent apps**

OR

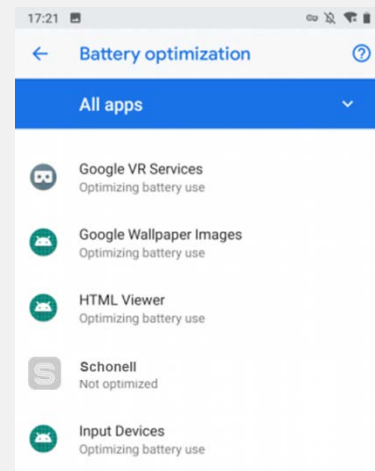
> Settings > Utilities > App Locker > **Add apps** > **Schonell**



2f. Google Pixel

Step 1: Turn off battery optimization on Google

Settings > Battery > Battery Optimization >
All Apps > Schonell > **Don't Optimize**



Schonell App Settings/ Troubleshooting:



Android, Google Devices:

2g. Vivo

Step 1: Settings>Battery>

High background power consumption> enable Schonell app

Step 2: Settings> Battery> Energy Saver> Schonell>

Disable 'Background Freeze, Optimization & Doze'

Step 3: Settings>More settings>Permission management(Applications)

>Autostart> Schonell (Enable)