HONOA®

BY JCM TECHNOLOGIES

HONOA: Manual

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Honoa

What is it?

Honoa is JCM's smartphone solution for access control in community garage doors.

Honoa is a free app intended for the end user. Available on Google Play Store and App Store.

Honoa licenses in **cloud**Assistant are required to add users to the system. JCM provides these licenses at a charge.

Honoa works with **HONOA**DOOR, **HDOOR**EVO and **HONOA**RELAY receivers.

Honoa is a multi-client application by JCM TECHNOLOGIES S.A.U. This means that one same user with authorisation to access receivers for different JCM clients can see all receivers in Honoa and does not need a different app for each one of them. Each receiver will have the contact information and logotype of the client that it belongs to.

Honoa does not require an internet connection on the mobile or receiver to activate Bluetooth access. Notwithstanding, as a security measure, users are periodically required to refresh their access login through an Internet connection on the mobile.

Honoa licenses

Honoa licenses are necessary to add Honoa users from **cloud**Assistant**.**

One Honoa license will be spent each time a new user enters the system.
The license can be retrieved before the user accepts the access invitation.
Once the invitation has been accepted, the license is counted as spent. If deleted, the same user can be activated without spending a new license provided that it still falls under the 5-year validity period.

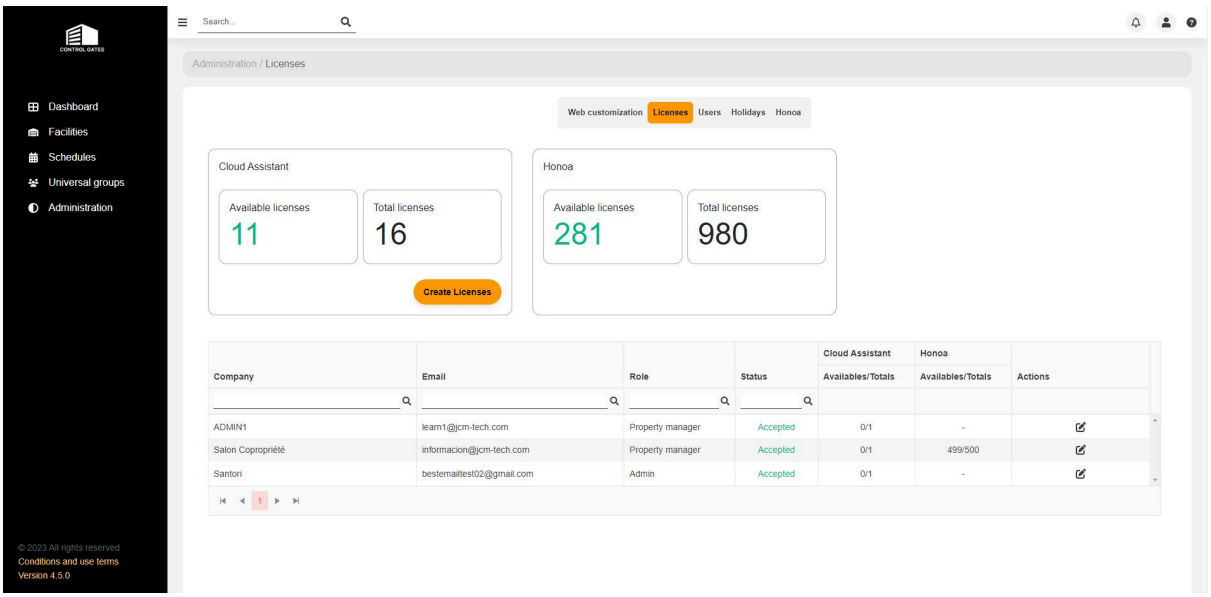
A user who is in different groups of different facilities with one same **cloud**Assistant account (same hierarchical level) will only spend one license.

You can see the number of active and available Honoa licenses on the "Dashboard" screen in **cloud**Assistant.

Honoa licenses are valid for a 5-year period. After the validity period has ended, the licenses must be renewed to continue enjoying the access service.

Corporate and/or distributor companies may load and remove Honoa licenses for delegations and/or clients from cloudAssistant on the "Administration/Licenses" screen. An Admin role is required.

Moreover, those with a "Property Manager" role may also send and remove licenses for users that they have invited to **cloud**Assistant.



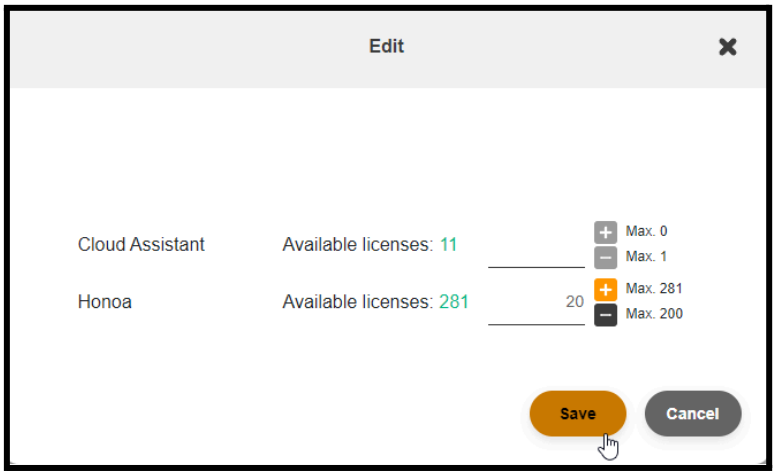
Obtaining licenses

JCM clients must place a standard order in multiples of 20 units.
The Honoa license is not free and comes with a charge.
Within a deadline of 3 business days, the licenses will be loaded to the client's **cloud**Assistant account.

Loading licenses

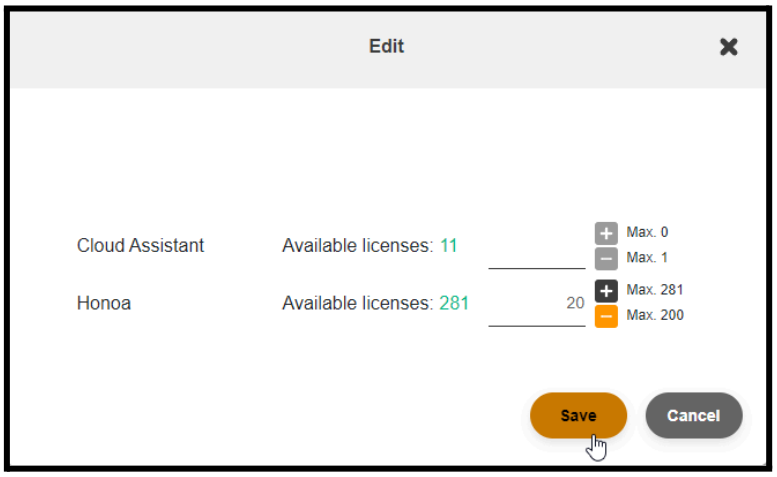
Press (Edit) .
Indicate the number of Honoa licenses you wish to load (this cannot exceed the number of available licenses), press and “Save”.

Loaded licenses will be subtracted from the available licenses held by the hierarchical level that conducted this action.



Removing licenses

Press (Edit).
Indicate the number of Honoa licenses you wish to remove (this cannot exceed the number of available licenses of the user to be removed), press and “Save”.
Removed licenses will be added to the available licenses held by the hierarchical level that conducted this action.



Operation

All door activation with the Honoa app sends a double request for action, Bluetooth and internet.

The Honoa app does not need an Internet connection when it activates with Bluetooth.

Sometimes, the areas where a door opens are in spaces with conflicting WiFi and/or 4G. In this situation, the mobile device's priority is to be connected, so it will not give priority to other operational processes until it manages to connect and/or has a connection error. This circumstance does not mean that the APP is malfunctioning; rather, it simply means that the mobile device is not executing it. We recommend trying in Airplane Mode to be sure.

Bluetooth

This allows the user to open without needing an internet connection.
In order to use the functions that Bluetooth is required, users need at least a Bluetooth 4.0 or a later version.

Before users can activate the door by means of Bluetooth activation, the equipment and the APP must establish a connection. This process can lead to delays of 10 seconds or more, depending on the mobile device and the operative system used.

Activating the door with Bluetooth also executes an activation order on the internet to improve the response time, provided that the equipment and the mobile have connectivity.

Android Permissions

Minimum permissions that the Honoa application needs on an Android device to function correctly:

- Nearby devices (Android 12 or later).
- Location (while the application is in use).

iOS Permissions

Minimum permissions that the Honoa application needs on an iOS device to function correctly:

- Location (while the application is in use).

Remote opening

This allows users to open via the internet, from any location, with no need to be near the facility.

To use this function, both the mobile and the equipment must be connected to the Internet.

Remote opening can be activated/deactivated through **cloud**Assistant.

Hands Free (BETA function)

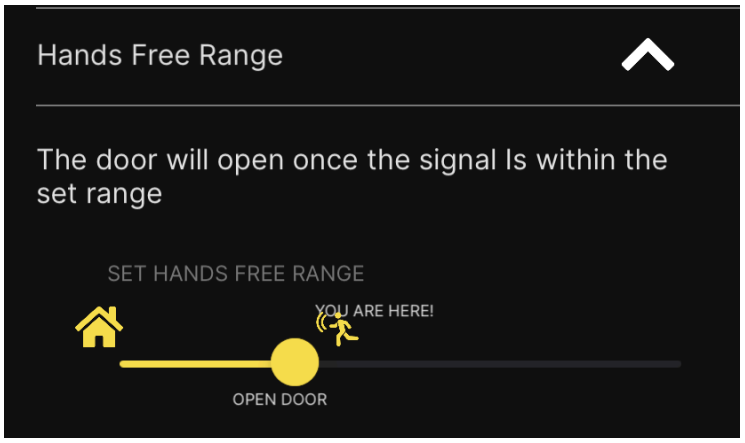
This allows users to activate access by merely approaching the door with no need to press any buttons.

This function is in beta mode and is still under development to improve its efficiency and operation.

A period of 60 seconds outside of the Hands Free activation zone must pass to execute the action.

Opening with Hands Free may be activated/deactivated through **cloud**Assistant.

The Hands Free range can be changed in the device's settings.



For proper operation, you must enable the following permissions and requirements:

ANDROID:

After turning the device's Bluetooth on.

Permissions:

Android earlier than 12: location ALWAYS
Android 12 or later: nearby devices and location ALWAYS

Requirements:

Battery:
For Hands Free mode to activate while your mobile is locked or the app is closed, HONOA must be running in the background.
Many mobiles run their own processes with the battery that can affect the app's function. For this reason, you must deactivate all optimisation or battery use management related to the HONOA app.
Make sure that HONOA is not on any list of apps with managed or optimised battery use.

Automatic start-up:
When you turn your mobile on after it has been shut off, by default, HONOA will not automatically run in the background.
In your mobile settings, give Honoa permission to automatically start running to open in Hands Free mode without needing to open the app again.

iOS:

After turning the device's Bluetooth on.

Permissions:

Location ALWAYS.
iOS also needs to detect movement in the device to provide access to the location.
Background activity

Technical Aspects

Supported operative systems and minimum versions

Android - minimum version 8.0
Ios - Minimum version 14.0

Supported languages

The language is automatically selected based on the language selected on the mobile phone.

Spanish, Catalan, Basque, Galician, Aragonese -> Spanish
Italian → Italian
French → French
German → German
any other language → English

Security

To force the user to log into the system again and prevent inappropriate use, the Honoa application logs the user out every 30 days for security reasons.
Moreover, a maximum of 50 activations are permitted if working with a mobile device without internet connection (ideal for activating in basements).

Honoa does not allow the same session to be logged into on two devices at once. When one logs into a second device, Honoa logs out of the first one.

Authentication and authorisation

Access to the application is protected by authentication mechanisms through the user's personal data, like user/password, third-party accounts, and/or biometry.
After authentication, the user will be granted only the authorisation necessary to access their personal resources within the Honoa application.

The authentication and authorisation mechanisms are duly protected against DdoS attacks and identity theft with periodical validation mechanisms and anti-bot protection.

Application data

In terms of securing the application's data, we have the following separate points:

Local storage

The application's data are stored on the device in a protected, isolated fashion and can only be accessed through the application itself.
The stored data include settings data for the application itself and data on authorisation and access for personal resources and APIs The latter data are stored in encrypted fashion on the device with AES-256.

Data retention

The data are transferred through secure point-to-point encrypted communication protocols, which provides secure transfer for the data.

- TLS 3.0: For communication with APIs and external resources.
- BLE 4.0: For communication with devices.

Data permanence

Once the application has been uninstalled, all stored data are deleted from the device.

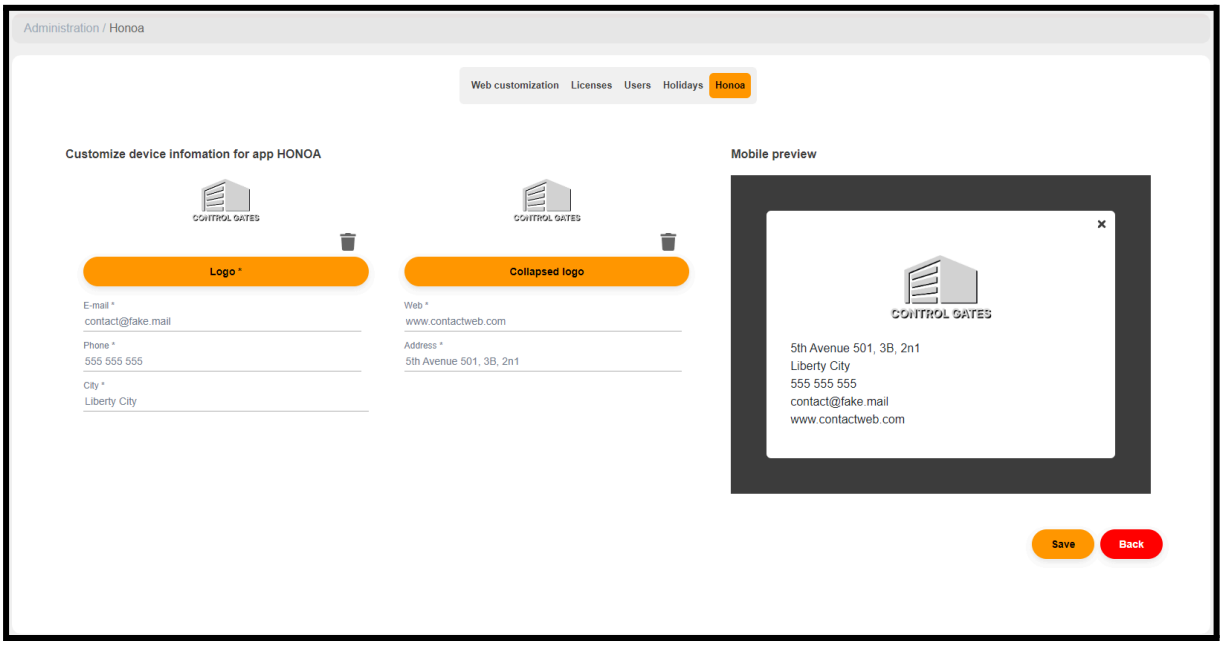
These security measures prevent possible attacks, such as data interception or identity theft attacks.

Application permissions

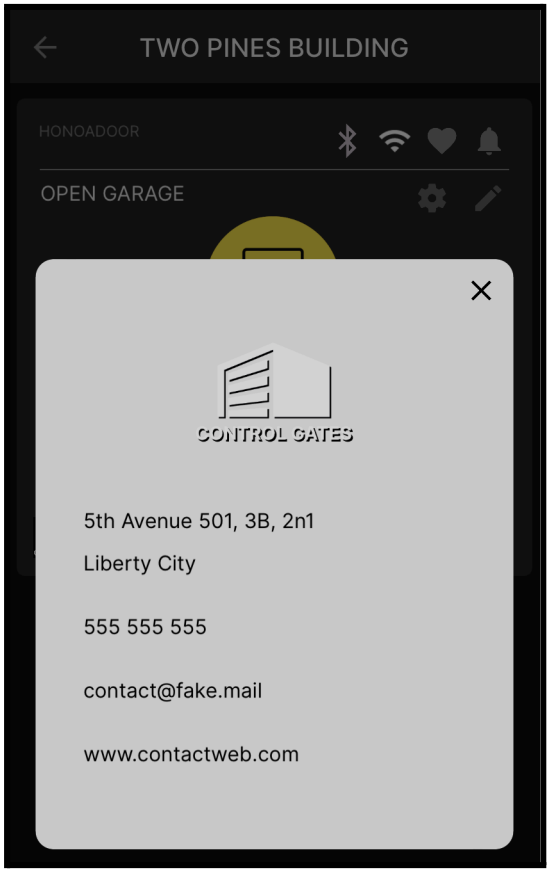
The application's permissions have been designed based on the "Least Privilege" principle, where only permissions on the device will be used and asked for that are necessary for certain actions at the time they are required.

Honoa administration

On the **cloud**Assistant "Administration / Honoa" screen, the contact information that the user sees when they scan the QR code on the HONOADOOR/HONOARELAY device may be modified.



The same information will be visible in the Honoa application.



User route

For a user to have permission to access a facility with the Honoa app, first they must be added to the facility through **cloud**Assistant.
If a user was not added when the facility was created, here is an explanation of the route that said user must follow, sending a request for registration by scanning the QR codes on the equipment.

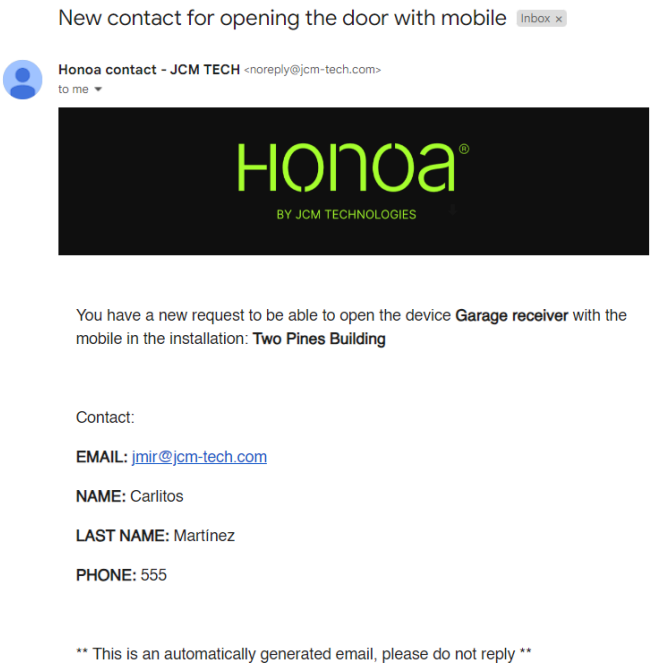
Request access to the facility from the administrator

Each **HONOA**DOOR, **HDOOR**EVO, and **HONOA**RELAY have a QR code on the outside part of the equipment and another on a sticker inside the box that should be placed in common areas, like the lift or front door to the building.

When the user scans the QR code, they will be directed to a webpage with the information of the company that administers the facility where the equipment is, and a very brief explanation on how to open the door with their mobile phone.
The user will be asked to download Honoa to their phone, create an account if they do not already have one, and enable permissions so that the app operates correctly. Then, the user must complete a form with the following information:

- Email address they registered on the Honoa app with
- Name
- Surnames
- Telephone (optional)

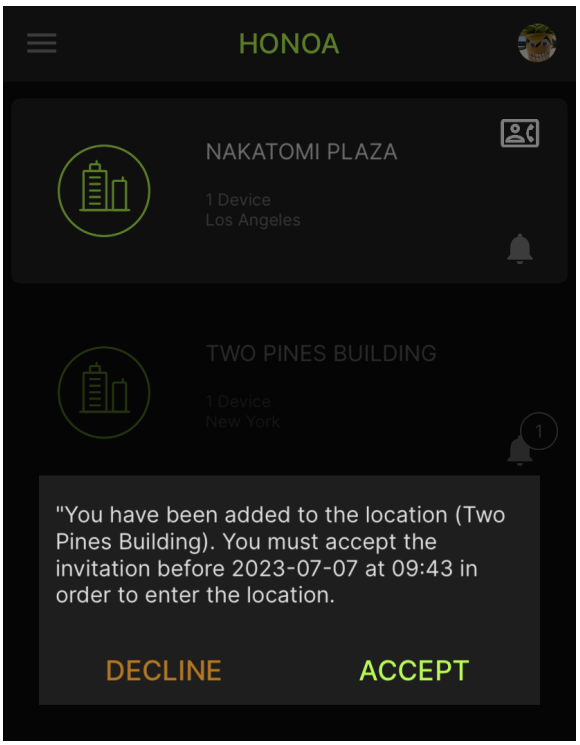
The information from the form will be emailed to the company administering the facility. Besides the user information, the email will provide the name of the equipment and the facility the user is requesting access to.



Once the company receives the user's information, they will decide how to process it and what actions to take based on the user's request.

Accept the invitation

When a user is added to a group of users in a facility, the user will be notified via email that they must log into Honoa and accept the invitation for the facility to appear on their mobile phone.
Once the invitation has been accepted, the user will be able to open the door with Honoa.



Access removed

A user may lose access to a facility in three different ways:

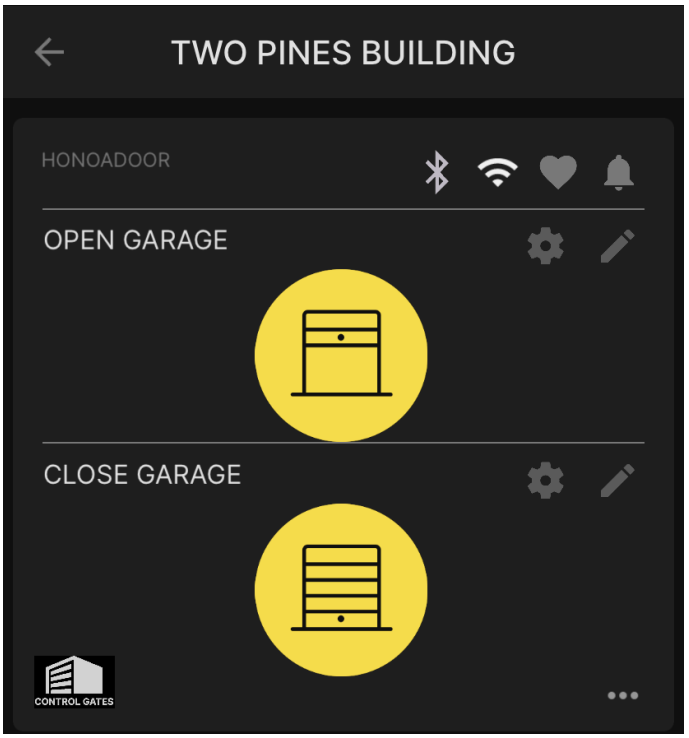
1. User is blocked on **cloud**Assistant by the administrator.
2. User is deleted on **cloud**Assistant by the administrator.
3. The license has passed its expiry date.

Provided that no more than 5 years have passed after activation, reactivating a user does not spend a new license.

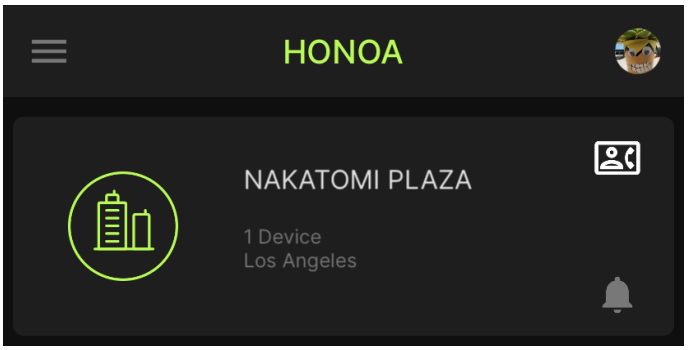
Contact the maintainer and administrator of the facility

The user can find contact information for the maintainer and the administrator (in the event that management has been delegated) of the facility in three different places:

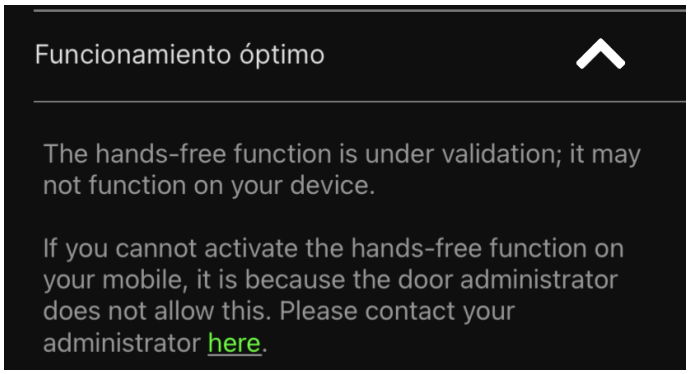
1. Within a facility to the bottom left, by pressing on the logo of the company that appears, information on the facility's maintainer will appear.

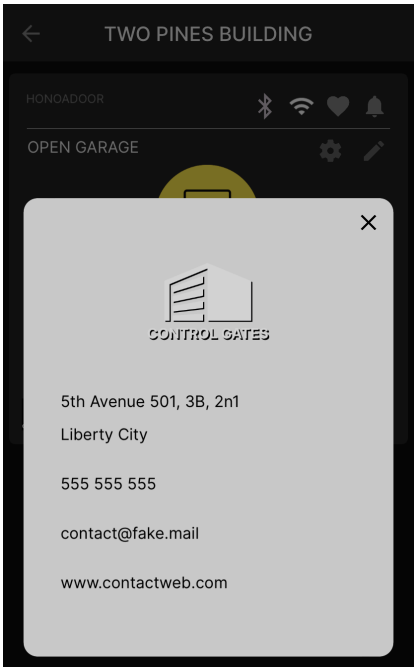


2. Outside a facility to the top right, by pressing the icon of a person and a telephone, information on the facility's administrator will appear. This information will only appear if management has been delegated to this person.



3. Under the Hands Free settings on the drop-down menu "Optimum operation," by pressing the highlighted word "here", information on the facility's maintainer will appear.



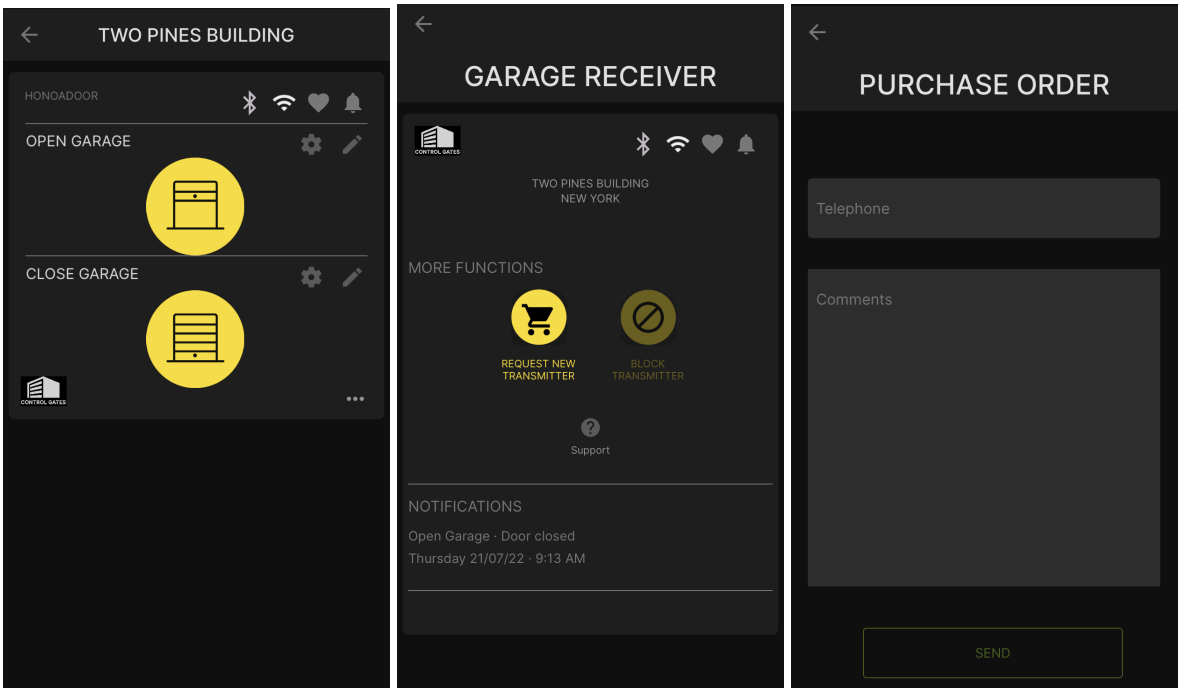


You can obtain information on the maintainer and administration through **cloud**Assistant, which is:

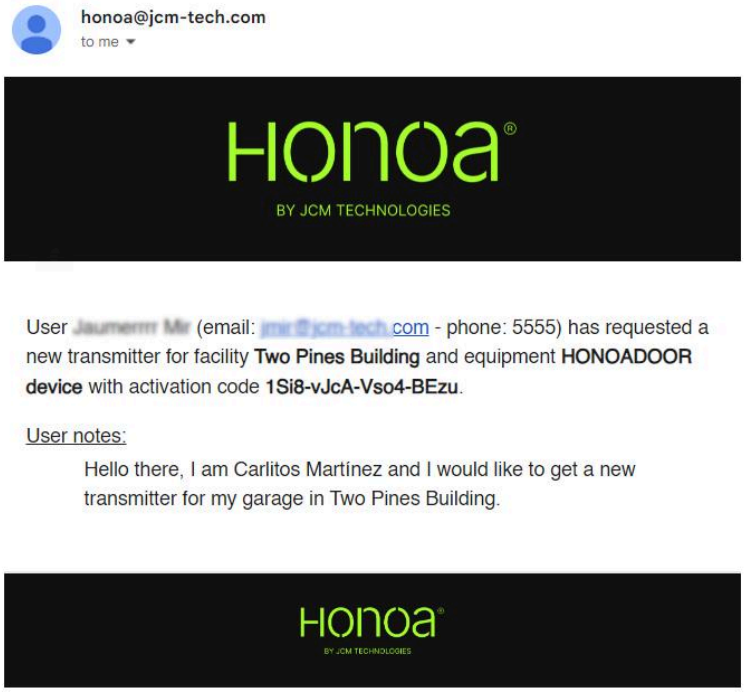
1. Company logo
2. Address
3. City
4. Telephone number
5. Email
6. Webpage

Request a new transmitter

The user can request a new transmitter (fob/proximity tag) through the application.
To request a new transmitter: within a facility, go to advanced settings for the equipment (“...”) and press "Request new transmitter".



The facility's maintainer will receive an email when this request is sent.



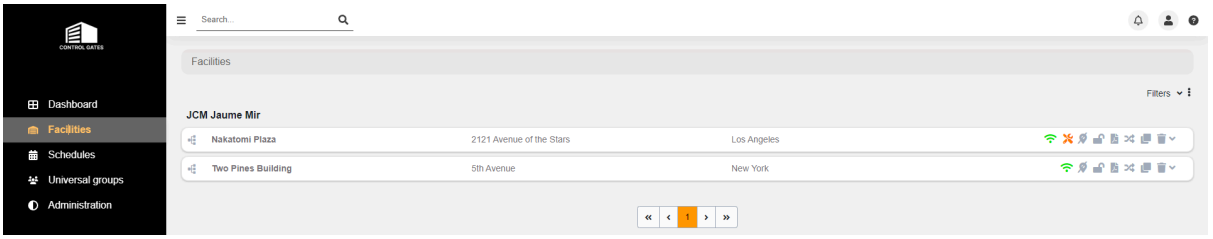
This process is not available for **HONOA**RELAY equipment since this equipment can only be activated with the Honoa application.

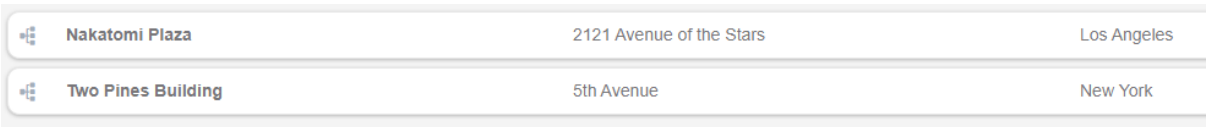
Facility

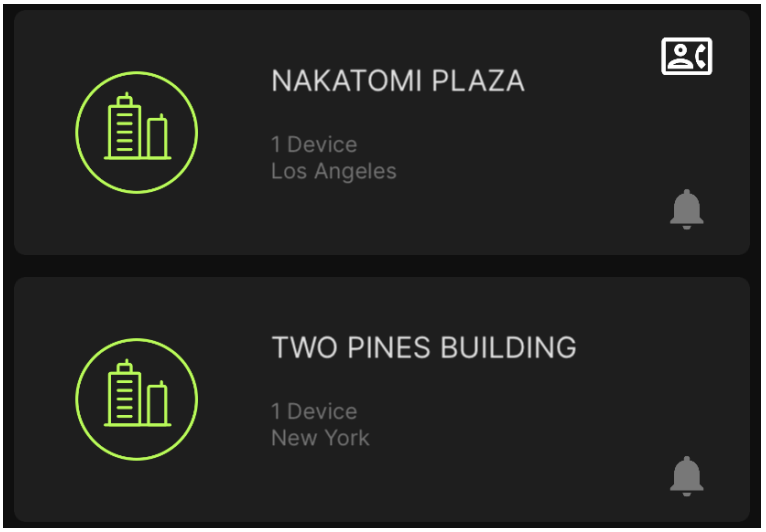
A facility on **cloud**Assistant groups different HONOADOOR/HONOARELAY devices and groups of users assigned to them.

One facility supports a maximum of 25 **HONOA**DOOR, **HDOOR**EVO, and **HONOA**RELAY devices in total.

The name of the facility and the assigned city will appear in the Honoa app.







In Honoa, **cloud**Assistant facilities are represented as locations. Honoa supports up to 15 different locations. Once 15 are reached, no more will be displayed.

HONOADOOR/HONOARELAY devices

HONOADOOR/HONOARELAY devices are added and managed inside the facilities: Maximum 25 HONOADOOR/HONOARELAY devices per facility.

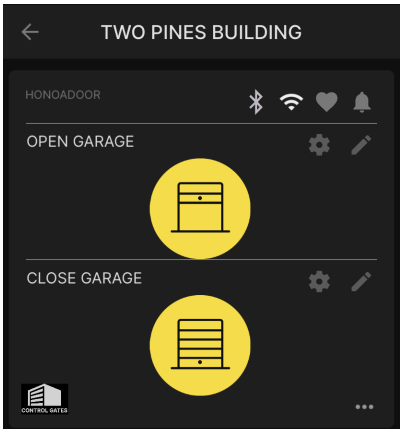
To add HONOADOOR/HONOARELAY devices to a facility, they must first be enabled on **cloud**Assistant.

On the "Administration / Web personalisation" screen, press the "Families" tab and enable the "Honoa" family and its devices (HONOADOOR and HONOARELAY).

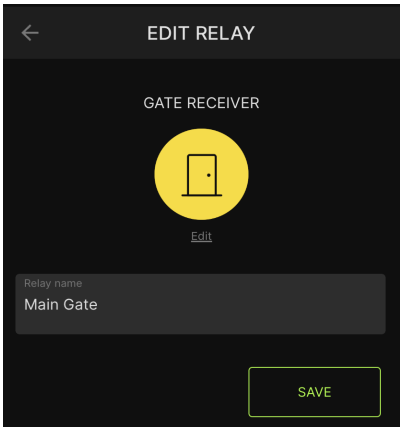
To manage HONOA users, the device doesn't need to have connectivity, but a minimum "memory saving" is required to synchronize the clock and other internal parameters for devices that work with connectivity.

> *For devices that work while connected and where the memory has never been saved, the HONOA app will show an authentication error when the user requires an action.*

When the HONOADOOR (**HONOA**DOOR and **HDOOR**EVO) or HONOARELAY device type is added, it is assigned a name. The name of the device will appear in the Honoa app.



By pressing →



See the manual for each device to learn how to manage it through **cloud**Assistant.

Parameters

On the device's "Parameters" tab, you can configure different fields for optimum operation. *Antipassback does not work with HONOA activations.*

HONOA Permit remote opening

You may activate/deactivate this option, which allows the Honoa user to open the door through the internet, from any location, with no need to be near the facility.

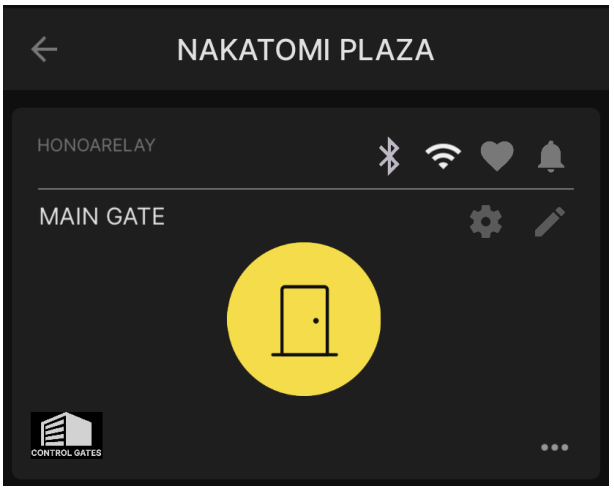
HONOA Permit Bluetooth Hands Free (BETA)

You can activate/deactivate this option that allows the user to activate access just by being nearby, with no need to press any button.

Relays

Under the "Relays" tab, you can activate/deactivate and configure different fields for the devices' relays. See the device manual for more information.

The names assigned to the relays are the same as the ones shown in the Honoa app.



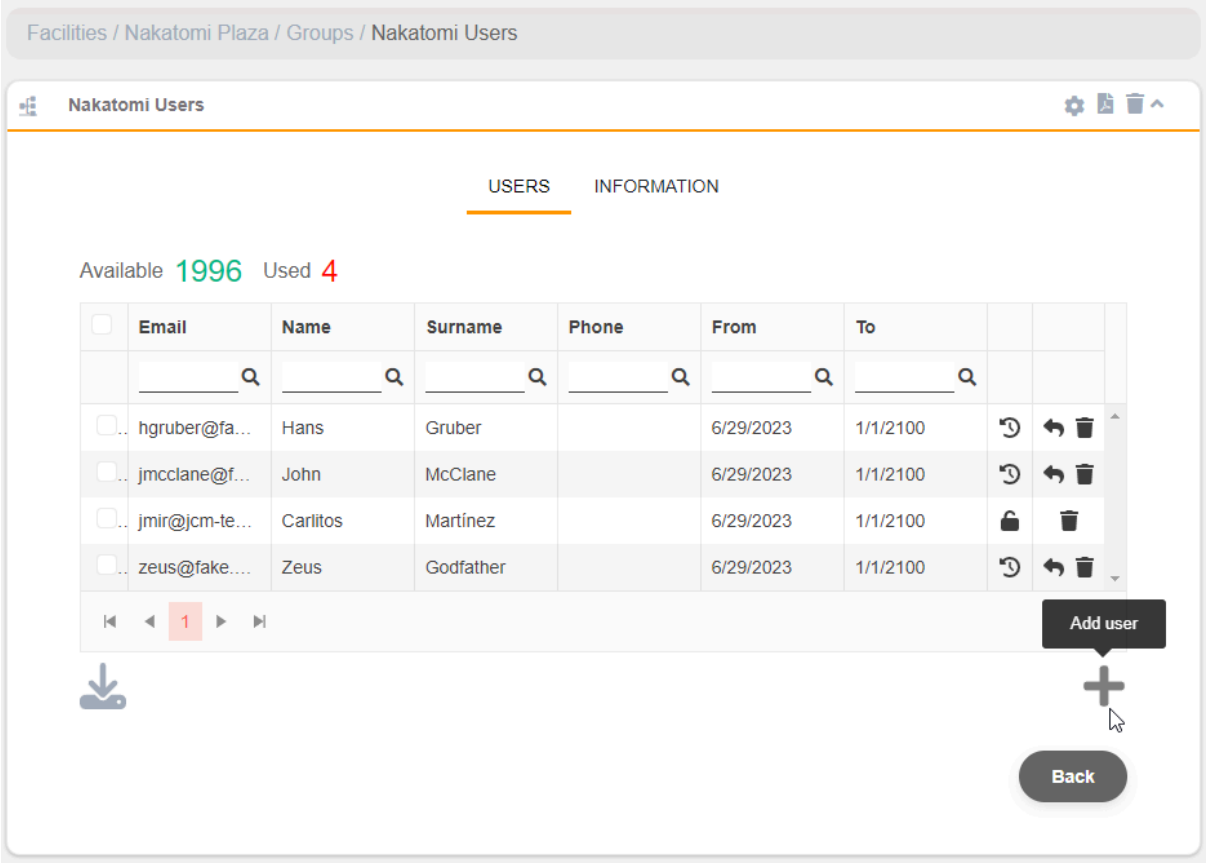
Groups

A group is for managing the users in a facility.

Settings

On the "Settings" screen for a group, you can configure the group's "Relays" and "Hours."

Add user



Press + (Add user), enter the user's information and "Save" to send an invitation to a user.

The user will be notified via email that they must log into Honoa and accept the invitation for the facility to appear on their mobile phone.

HONOA: Invitation to open with mobile Inbox ×

noreply@jcm-tech.com
to

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BY JCM TECHNOLOGIES

CONTROL GATES

Hi!

Now you can open the *Two Pines Building* (*5th Avenue, New York*) doors with your mobile through the HONOA app.

To do so, first, you must log into the HONOA app with this same email address and accept the invitation you will see when you enter Two Pines Building location.

If you don't have a HONOA account, you must register, using this same email address.
Download HONOA for Android or iOS here.

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Remember that you can **contact the entrance manager** to request more HONOA invitations, request a new fob for the door, or to report an incident:

CONTROL GATES

Company: JCM Jaume Mir
Phone: 555 555 555
Address: 5th Avenue , New York
Web: www.contactweb.com
E-mail: jmir@jcm-tech.com

This invitation has 4 statuses:

1. Pending confirmation → The invitation has been sent and the user still has not accepted or rejected it.
2. Confirmed → El usuario ha aceptado la invitación.
3. Rejected → The user has rejected the invitation.
4. Invitation expired → More than a week has passed since the invitation was sent to the user and the user has not accepted or rejected it.

Press (Resend invitation) to resend an unconfirmed invitation.

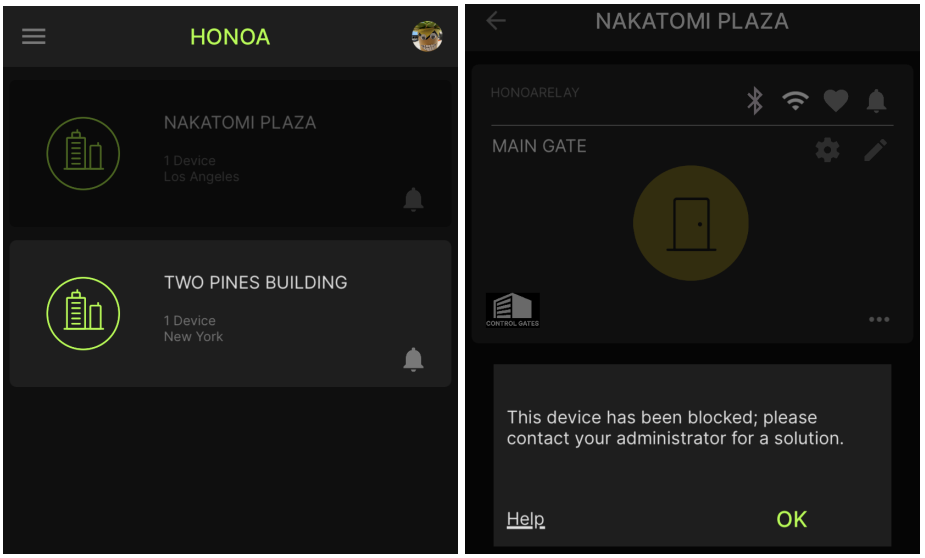
Honoa licenses for invitations that have not been accepted (pending confirmation and rejected) can be recovered.

Delete user

Press (Delete) to delete a user from the group.

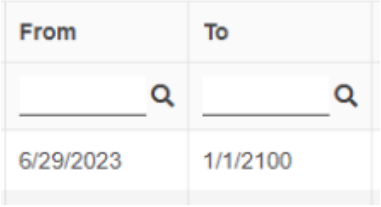
Block/unblock user

Press / to block/unblock a user from the group.
The blocked user will have a darkened view of the facility. When they access it and press a button, they will see the following message: “This device has been blocked; please contact your administrator for a solution."

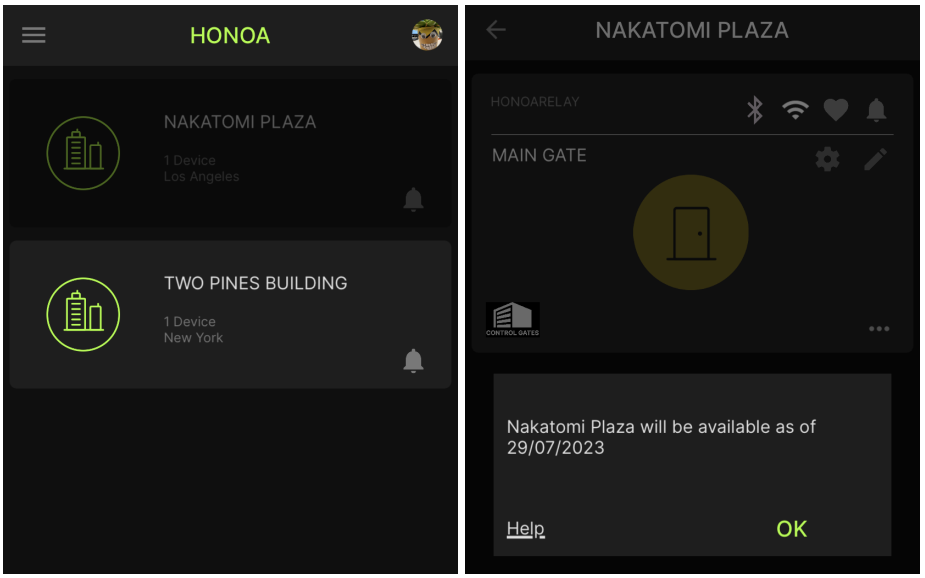


Activation dates

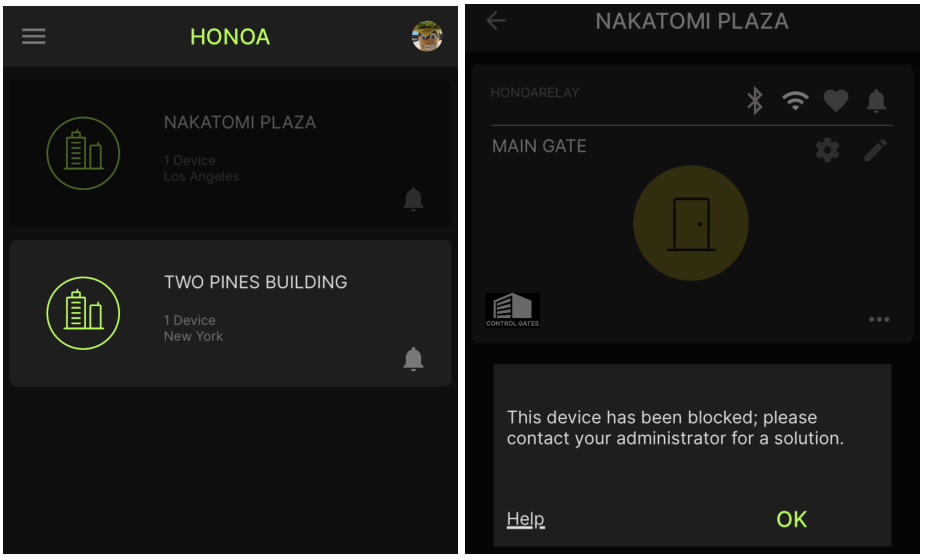
Use the "From" and "To" fields to set the validity date for the HONOA user.
This date has no relationship to the life cycle of the license, so even if a date after the 5-year period is set, it will cease to be operative if not renewed after 5 years.



On a date before the "From," a user will have a darkened view of the facility. When they access it and press a button, they will see the following message: “[Facility] will be available as of [DD/MM/YYYY].”



A user on the date "To" or afterward will have a darkened view of the facility. When they access it and press a button, they will see the following message: “This device has been blocked; please contact your administrator for a solution."



FAQS

https://www.jcm-tech.com/support-honoa/

UI kit

Menus

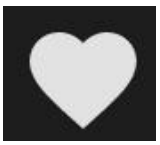
Icons

Opens the side menu.

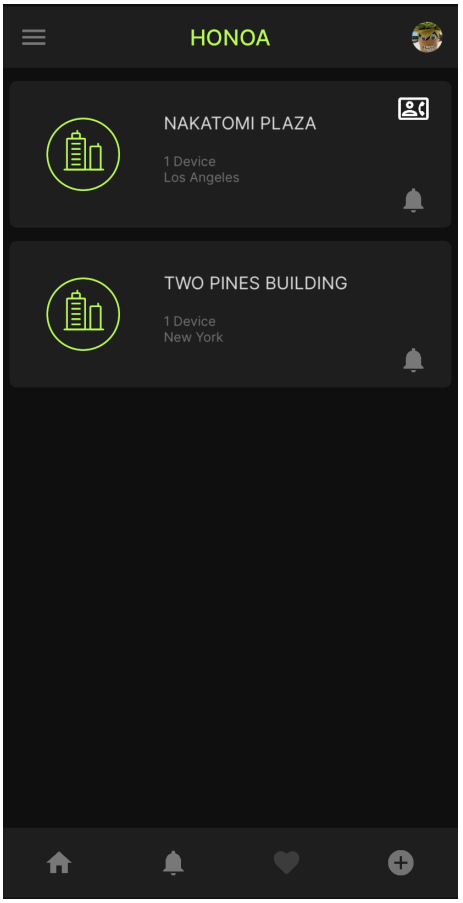
Opens the profile menu.

Opens the main screen.

Opens the notifications screen.

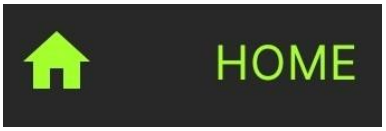

Opens the favourites screen.

Opens the new devices screen.

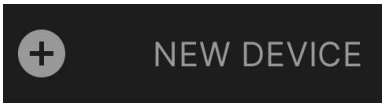


Side menu

Buttons



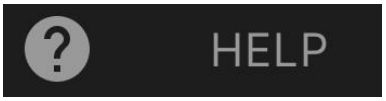
Opens the main menu.



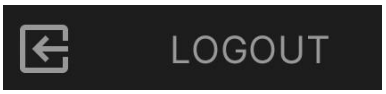
Opens the new devices menu.

Opens the profile menu.

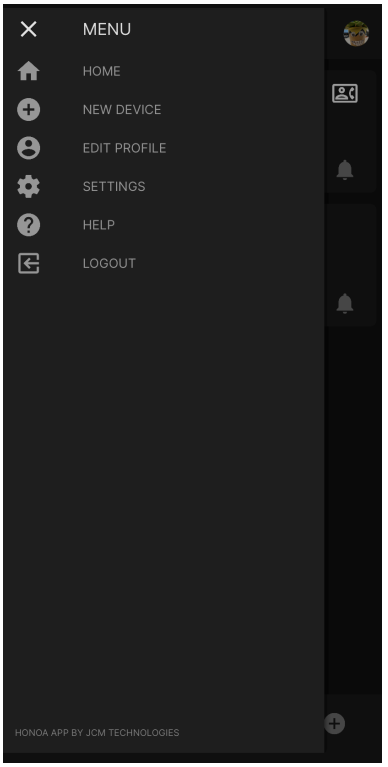
Opens Honoa settings.



Opens the tutorial.



Logs out of your Honoa session.



Settings

Buttons

Background activation.

Open the operative system permissions screen for the Honoa application.

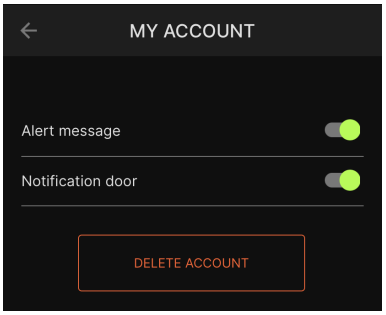
Honoa account advanced options.

Honoa's terms and conditions of use.

Current application version installed.

My Account

Options

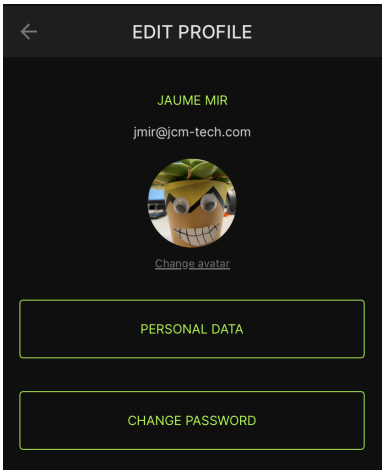


Low battery alert messages…

Sesame notifications.

Deletes the Honoa account.

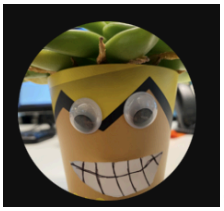
Profile



User information

Username assigned to the Honoa account.

Email assigned to the Honoa account.



Changes the avatar assigned to user.

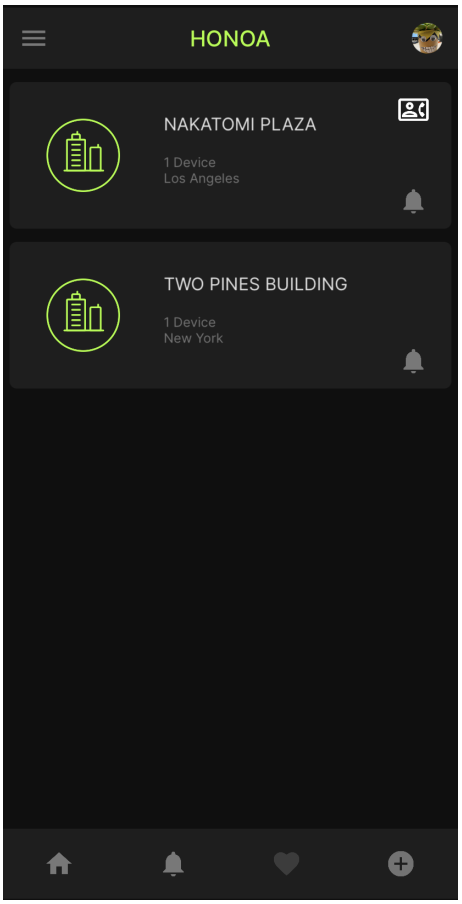
Buttons

Changes the name and surname assigned to the user. They must log in first to verify the user.

Changes the password assigned to the user. They must log in first to verify the user.

Groups of facilities

Facility information



Icon representing the group of facilities.

Name of group of facilities.

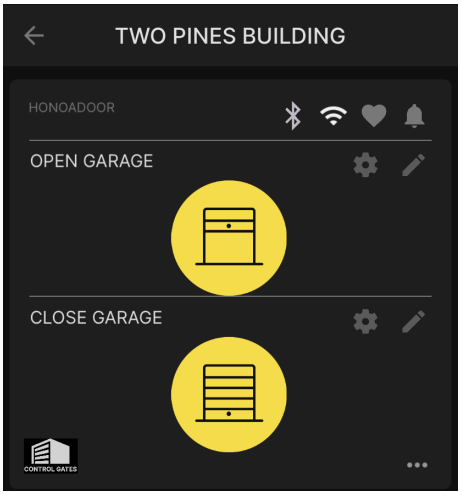
Number of facilities that a group of facilities has.

Buttons

Notifications related to this group of facilities.

Administrator contact data.

Facility



Facility information

Facility name.

Type of device.

Indicates that you are in range of the Bluetooth signal and can activate the relay.

Indicates that you have added this facility to your favourites.

Indicates the number of unread notifications for this facility.

Indicates the relay name.

Indicates remote opening enabled.

Buttons

Button to access settings for a relay.

Button to edit parameters for a relay.

Button to activate a relay.

Button to access contact information for a facility.

Button to access advanced settings.

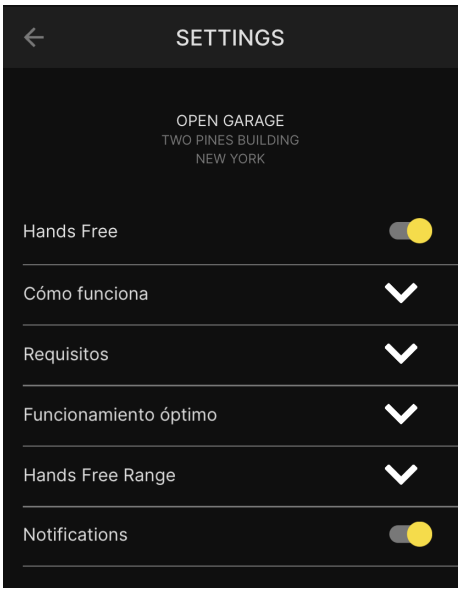
Relay settings

Hands Free button statuses

Hands Free not allowed.

Hands Free deactivated.

Hands Free activated.

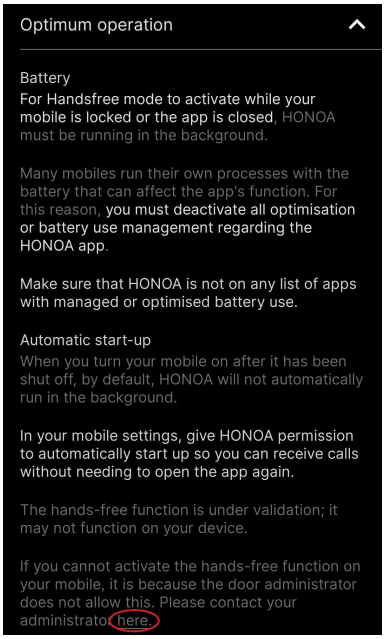


Permissions activation buttons

Button to activate Bluetooth.

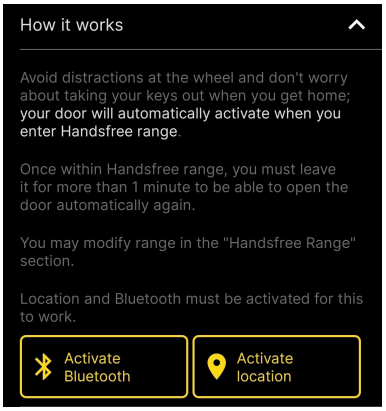
Button to activate location.

Information dropdowns

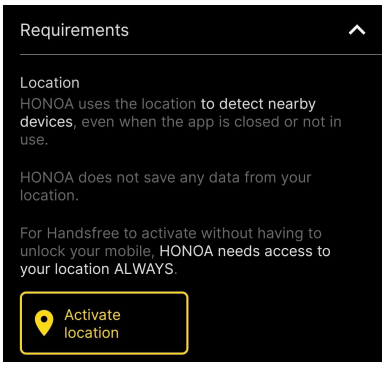


Optimum operation.

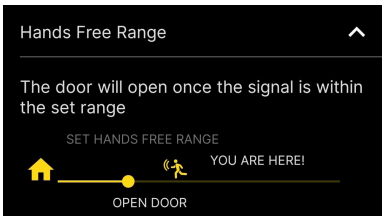
Contact information button.



Explanation on how it works.



Minimum requirements for Hands Free to work.

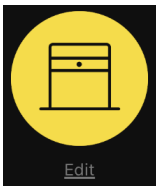


Hands Free activation range.

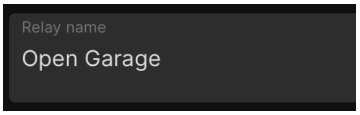
Hands Free notifications.

Edit parameters for a relay

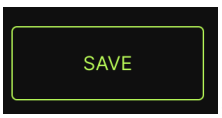
Devoce name in **cloud**Assistant.



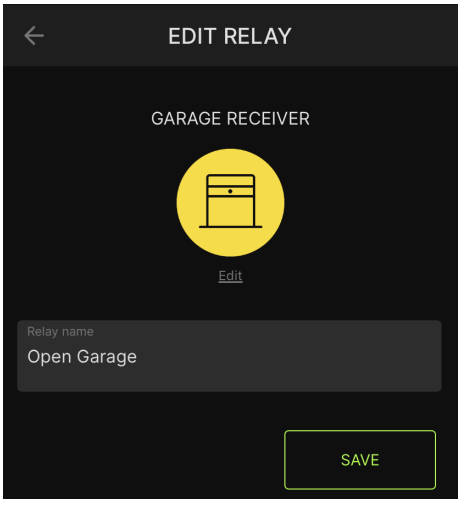
Edit appearance button.



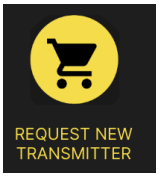
Changes button name.



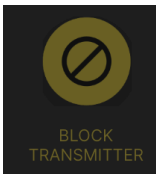
Save.



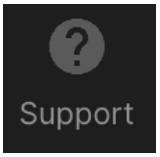
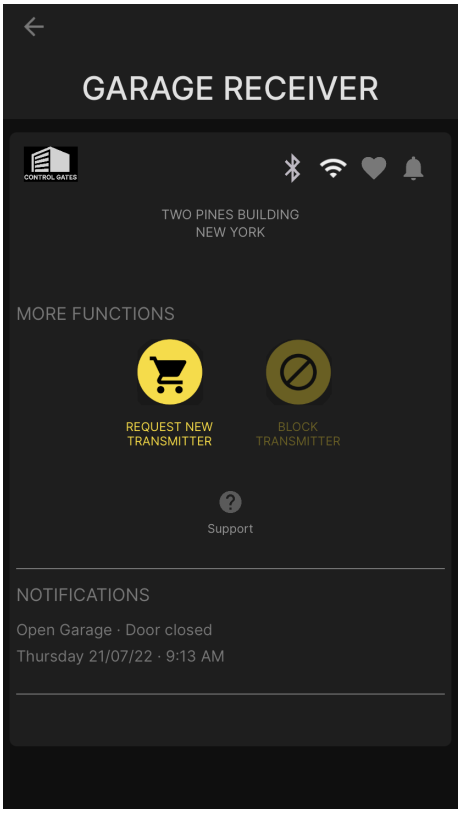
Advanced settings



Request a new transmitter.



Block a transmitter (not activated).



Open Honoa FAQs.