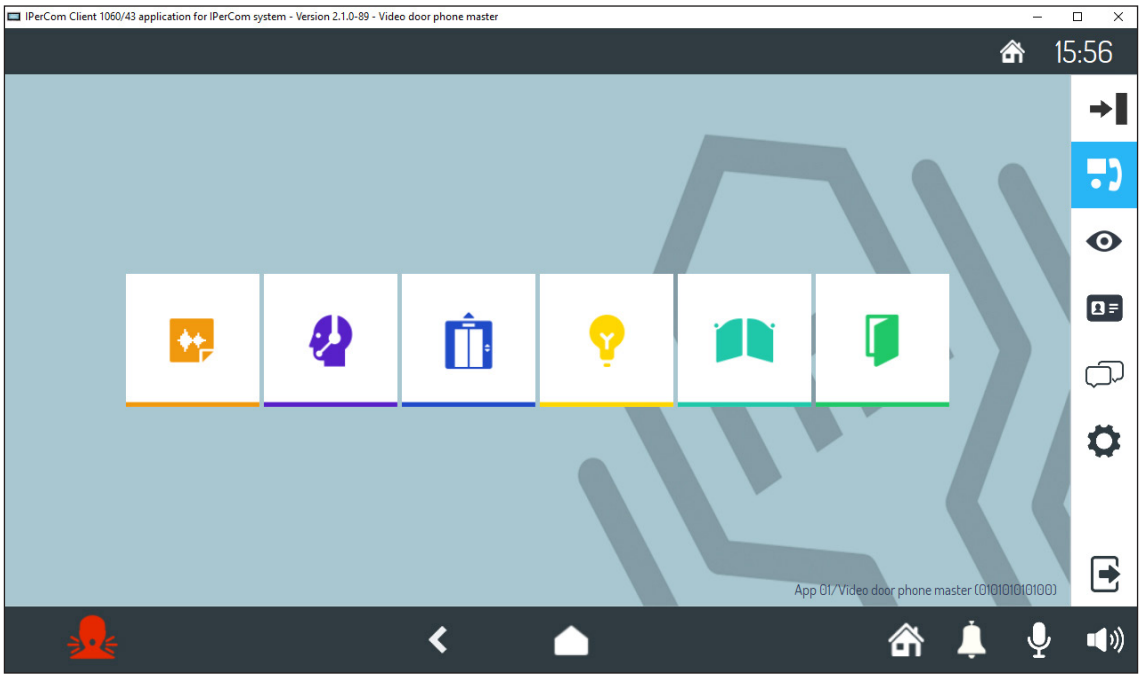
Interactive Links

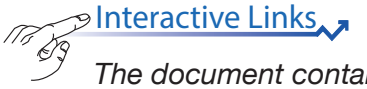
IPERCOM CLIENT SOFTWARE FOR WINDOWS PC

Ref. 1060/43



USE AND PARAMETER CONFIGURATION BOOKLET

ENGLISH



The document contains INTERACTIVE LINKS for faster and more efficient consultation.

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1. GENERAL DESCRIPTION

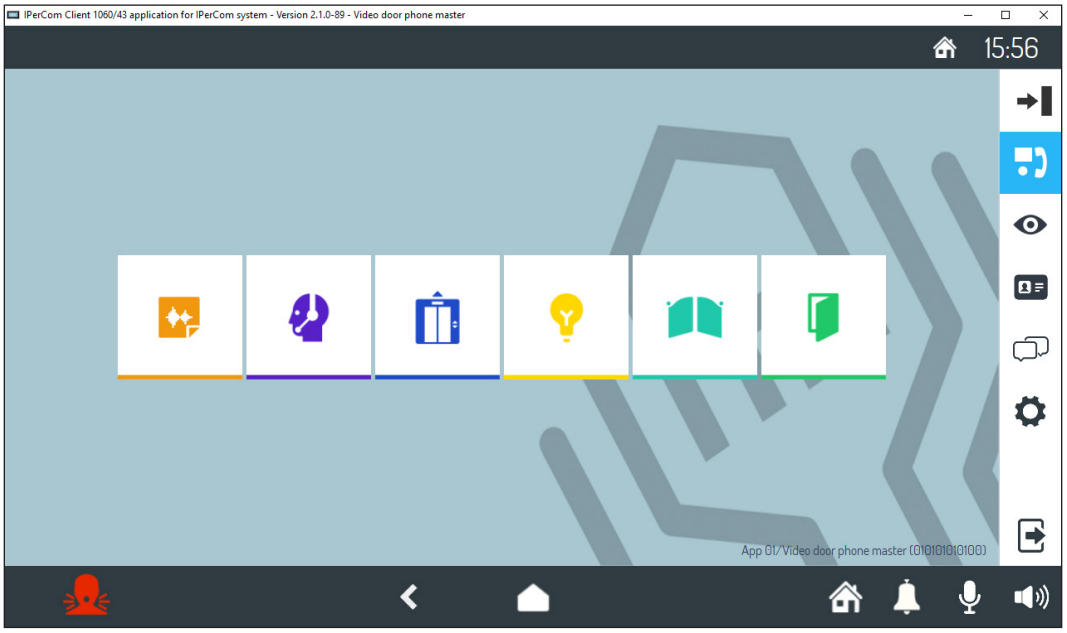
IPerComClient Ref. 1060/43 is an app that allows using the PC with Windows Operating System as an Ipercom IP video door phone.

To use the PC as an IP video door phone, **it is necessary** that:

- the PC on which the app Ref. 1060/43 is installed is connected to a switch of the Ipercom system;
- the USB flash drive is connected to the PC;
- the installer has properly configured the app Ref. 1060/43 in the Ipercom system.

2. HOMEPAGE

After starting the application, the homepage is displayed where you can access the various video door phone functions.



The following information is displayed in the bottom right:

App 01: Indicates the name of the apartment where the video door phone is present.

Video door phone master: This is the name assigned to the video door phone by the installer during configuration.

010101020100: Video door phone ID code.

The video door phone functions are the following:

Recording short audio messages (Post.it)

Calling the switchboard (if the Ipercom system is adequately pre-set)

Lift control (if the Ipercom system is adequately pre-set).

Activating an auxiliary function, e.g. turning on the stair lights (if the Ipercom system is adequately pre-set).

Opening a driveway or garage gate.

Opening the door

WARNING! The functions' availability depends on how the video door phone system has been designed and built. Some of the functions described below may not be available in your system. You may want to check with your installer if a specific function is available or can be implemented.

The navigation icons in the bar on the right allow you to:

Reduce the screen to the right navigation bar only.

Display the Homepage with the various video door phone functions.

View footage from the cameras present in the system (Auto-ON).

Display the address book and the call log.

Send text messages (Chat)

Change the settings of the application parameters.

Close and exit the application.

The navigation icons in the bottom bar allow you to:

Send a panic alarm signal (function enabled if the Ipercom system includes a suitably configured concierge switchboard service).

Return to the previous page.

Go back to the Homepage with the various video door phone functions

Set the following device states: **At home** / **Divert** / **Remote** (only one active at a time).

Mute the call (Mute) to the Video door phone for a user-settable period of time.

Adjust the volume of the microphone used during conversation (the presence of a microphone is required).

Change the call volume.

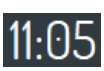
2.1. HOW TO INTERPRET THE REPORTS

The bar at the top right of the screen shows status information:

Automatic door opening (if this feature is enabled).

Set the following device states: **At home** / **Divert** / **Remote** (only one active at a time).

Presence of open door



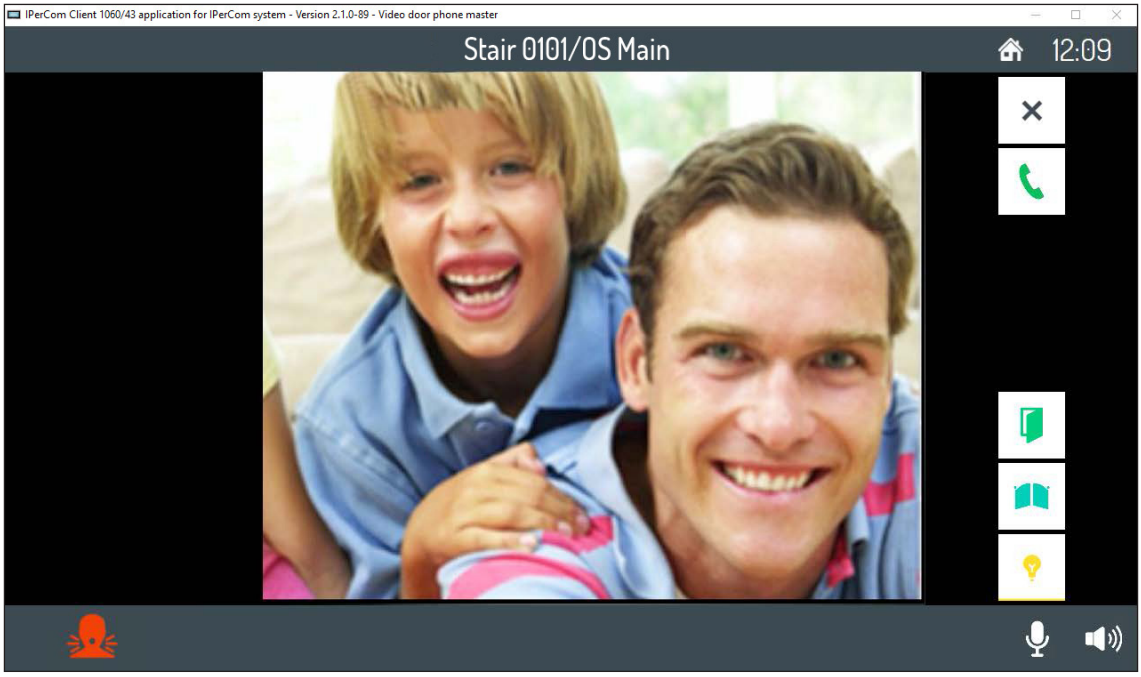
Time.

A new notification is signalled by the relevant icon in the taskbar and in the Windows notification area if this setting is enabled in the configuration menu (see the ***Windows notifications*** paragraph).

3. FEATURES

3.1. HOW TO ANSWER AN EXTERNAL CALL

When an external video door phone call is received, the PC on which the application Ref. 1060/43 is running rings and the PC monitor shows the caller image.



If there are also video door phones in the apartment, when a call is received, only the device configured as Master will display the caller image. To view the caller image on the Ref. 1060/43 configured as Slave press the words "**To view who is calling you**".

By clicking the various icons it is possible to:

Reject the call. If the external calling station is a call module, a message is displayed informing that the call has been rejected.

Answer the call and begin a hands-free conversation.

Open the door.

Open a driveway or garage gate.

Take a snapshot of the image displayed on the screen.

Turn the microphone off or back on to prevent the caller from hearing what is said. Quando il microfono è escluso l'icona è barrata (l'icona appare solo dopo che si è risposto alla chiamata).

Activate an auxiliary function, e.g. turning on the stair lights. Clicking the icon opens a pop-up window that lists the possible controls. The icon is only displayed if the Ipercom system includes a correctly programmed special decoding function (for more information see the Ipercom technical manual on www.urmet.com).

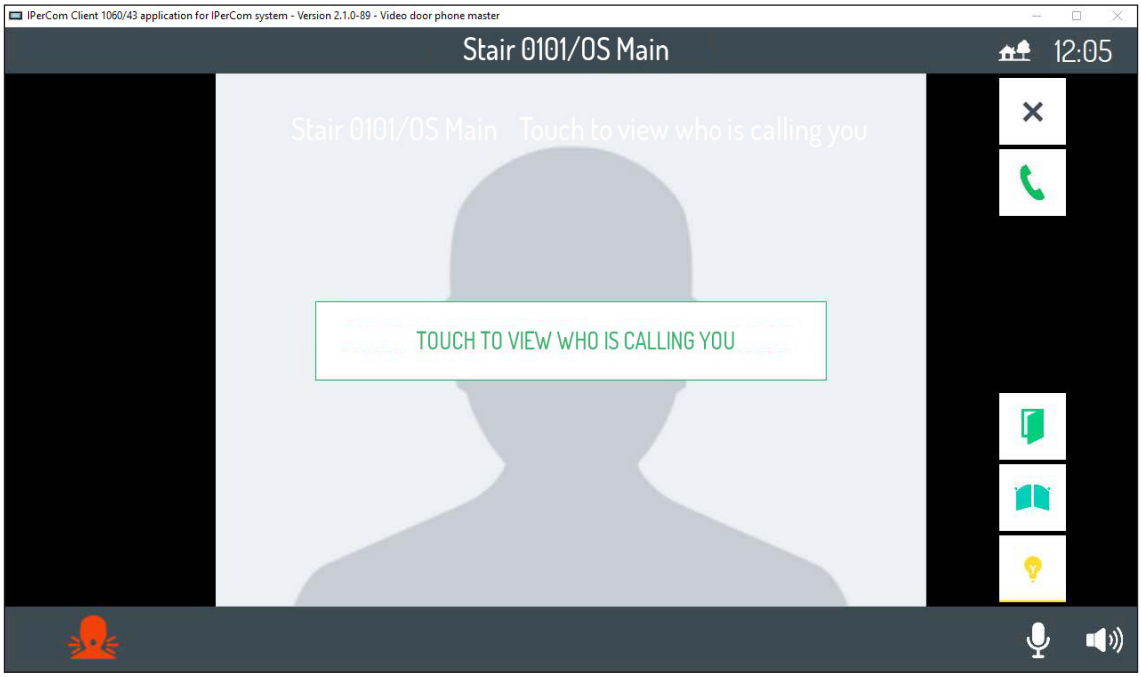
Close the call. The icon will only be active after the call has been answered.

Adjust the volume of the microphone used during conversation.

Change the call volume.

3.2. HOW TO ANSWER A CALL WITH THE “REMOTE” OPTION ENABLED

If the “Remote” option has been activated in the apartment, when a call is received the caller image is not shown (see image below), even if there is only the application Ref. 1060/43 (for more information see the Ipercom technical manual on www.urmet.com).

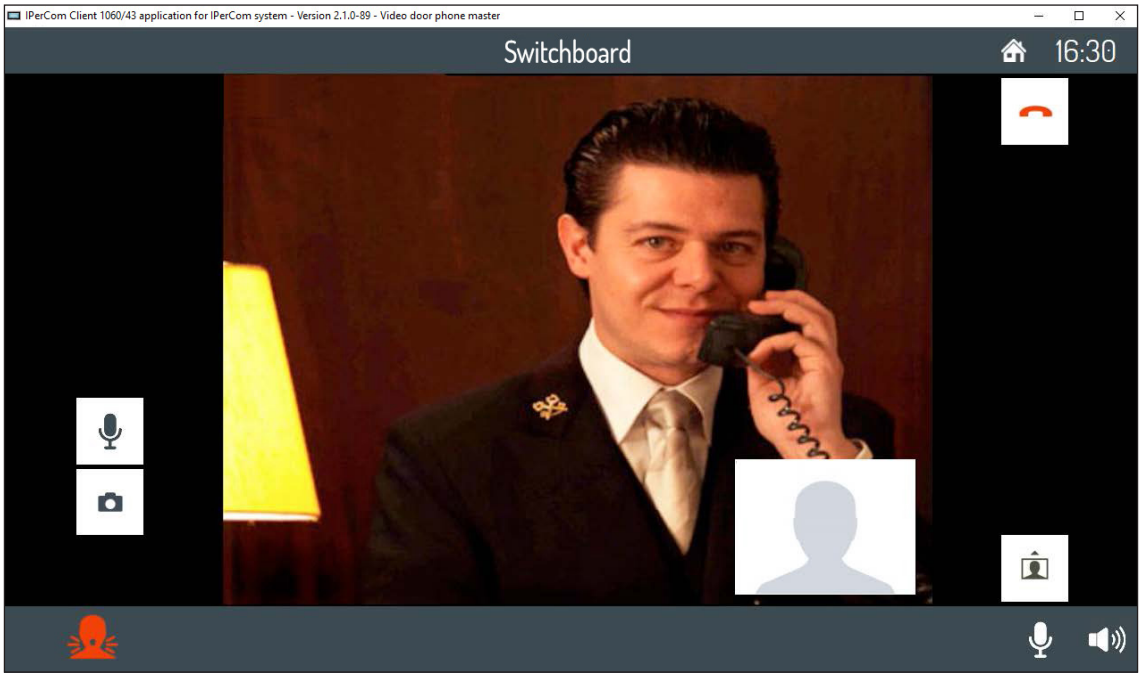


Press “**Tap here to see who is calling you**” to view the video; to start communication proceed as previously described for the calls from outside.

If the call forwarding function has been configured and activated, with the “Remote” status activein addition to the video door phones, the smartphones on which the CallMe App has been installed will also ring.

3.3. HOW TO ANSWER A CALL FROM THE SWITCHBOARD

When a call is received from the switchboard, the PC on which the application Ref. 1060/43 is running rings and the switchboard operator image is displayed (if the switchboard features a camera).



To answer the call and start the conversation, press the icon .

After answering, by clicking the various icons it is possible to:

Show your image, taken from the PC camera, to the switchboard operator. If this icon is not clicked, the switchboard operator only receives the voice.

Store a snapshot of the switchboard operator displayed on the screen.

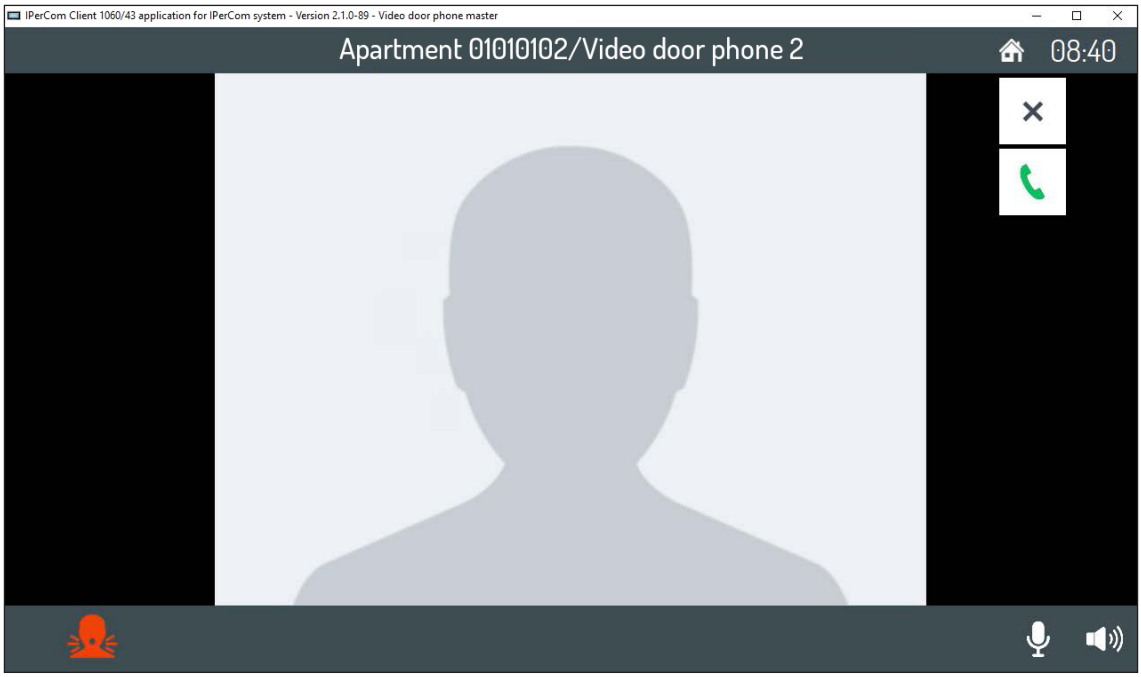
Turn the Video door phone microphone off and then back on, to stop the switchboard operator hearing what you are saying. When the microphone is turned off, the corresponding icon is crossed out. The icon is only displayed after the call has been answered.

Close the call.

Change the call volume.

3.4. HOW TO ANSWER AN INTERCOM CALL

When an intercom call is received, the PC on which the application Ref. 1060/43 is running rings and the following image is displayed.



The display does not show the image of the calling user. It is possible to see the caller image only after the call has been established and only if the caller has a video door phone with front camera and enables display consent.

Reject the call. The message “Call rejected” is displayed on the calling device.

Answer the call and begin a hands-free intercom conversation.

Show your image, taken from the camera, if any, to the caller. If you do not tap this icon, the caller will only receive voice input. This function will only be active after the call has been answered.

Store a snapshot of the caller displayed on the screen

Turn the Video door phone microphone off and then back on, to stop the caller from hearing what you are saying. When the microphone is turned off, the corresponding icon is crossed out. The icon is only displayed after the call has been answered.

Close the call.

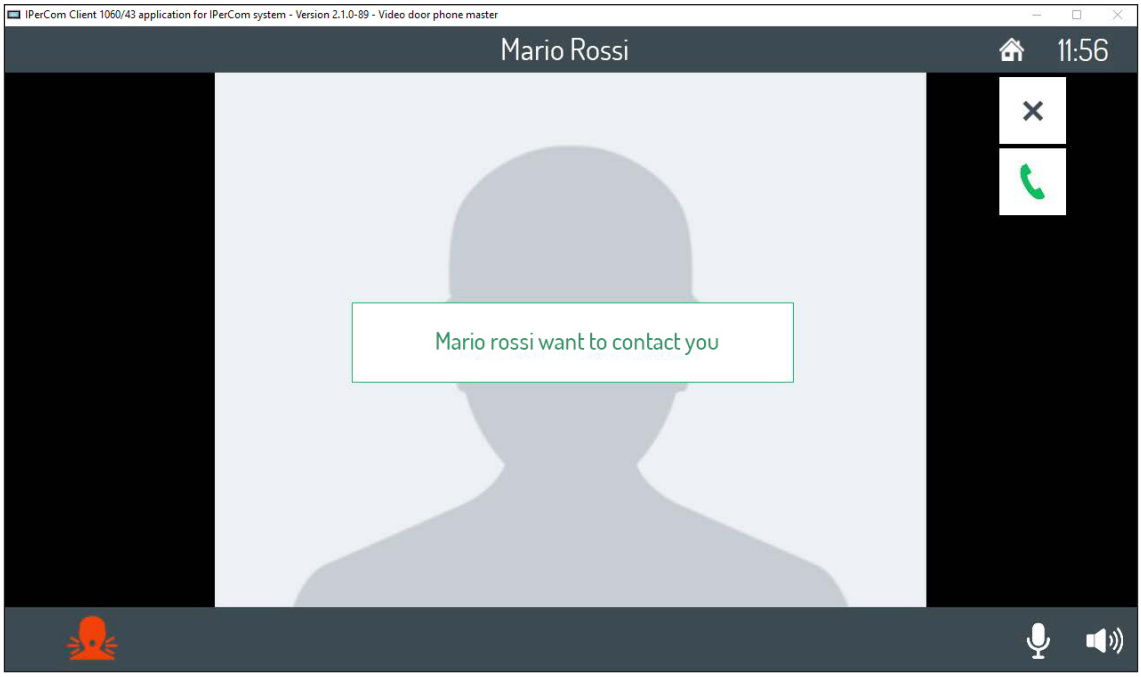
Change the RX audio volume.

3.5. RECEIVING AND ANSWERING A CALL FROM YOUR SMARTPHONE VIA CALLME APP

ATTENTION! It is possible to receive a call from a smartphone via CallMe App if:

- on the smartphone, there is an account properly registered and configured on the Urmet Cloud
- the call forwarding function has been activated on the video door phone (for more information, refer to chapter "***Call forwarding settings***").

When the PC on which the application Ref. 1060/43 is running receives a call from a smartphone through the CallMe App, it rings and the monitor shows the following screen:



ATTENTION! It is only possible to receive audio calls from a smartphone via the CallMe App.

Reject the call. The message "Call rejected" will be displayed on the calling device.

Answer the call and begin a hands-free intercom conversation.

Show your image, taken from the camera, if any, to the caller. If you do not tap this icon, the caller will only receive voice input. This function will only be active after the call has been answered.

Store a snapshot of the caller displayed on the screen.

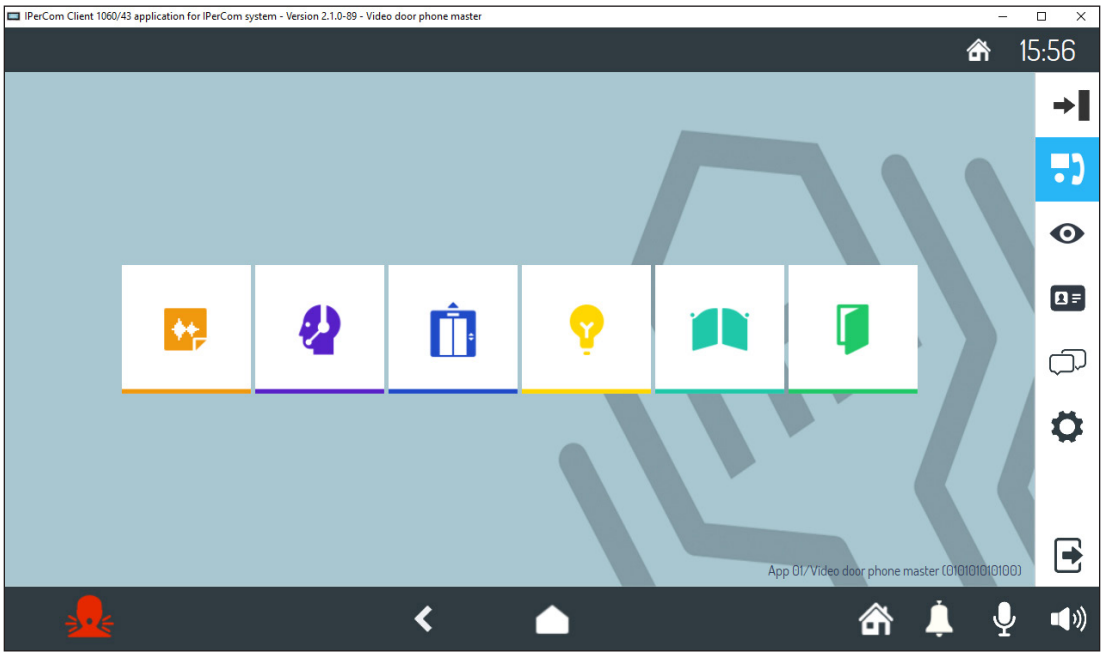
Turn the Video door phone microphone off and then back on, to stop the caller from hearing what you are saying. When the microphone is turned off, the corresponding icon is crossed out. The icon is only displayed after the call has been answered.

Close the call.

Change the RX audio volume.

3.6. VIDEO DOOR PHONE FUNCTIONS

The Homepage shows the various video door phone functions. To display the Homepage, press the following icon on the right bar of the application.



Select the desired video door phone function by pressing the relevant icon. The different available functions are described below in detail.

3.6.1. HOW TO USE AUDIO MESSAGES (VOICE “POST-ITS”)

The application Ref. 1060/43 allows recording short audio messages that can be subsequently listened to by those returning home or to the office.

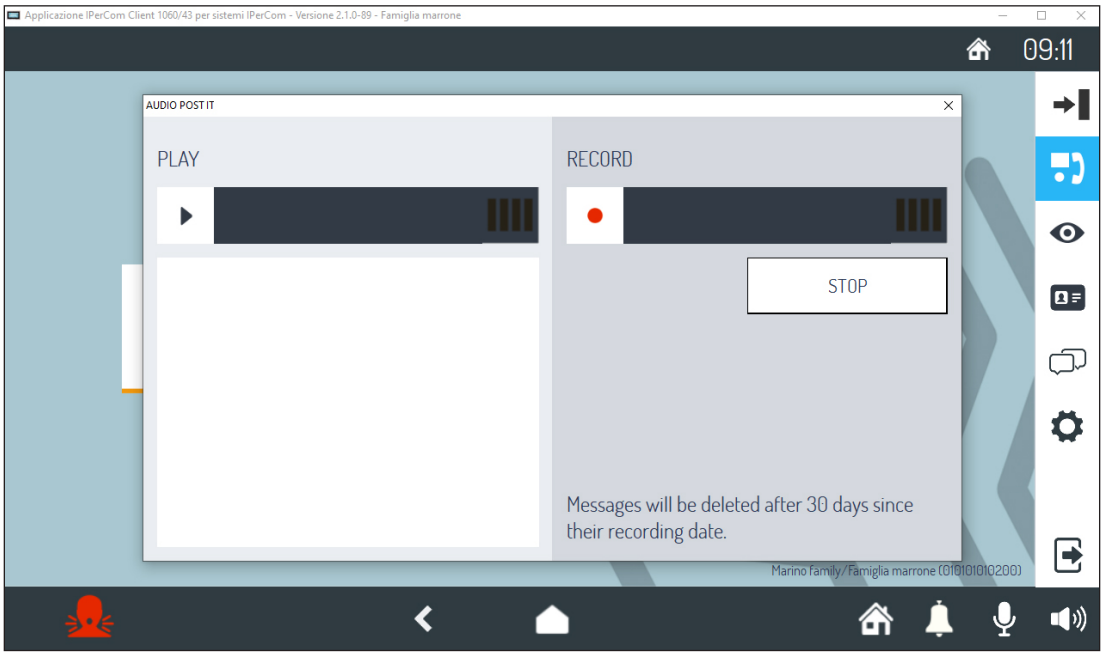
To record or listen to messages:

- On the Homepage, press the Audio Messages icon .

A pop-up window will open that can be used to record and listen to messages.

To close the pop-up window tap the **X** icon at the top right.

3.6.1.1. HOW TO RECORD AN AUDIO MESSAGE



Press the **RECORD** icon to start a new recording. The maximum default length of the message is 10 seconds. The remaining recording time is displayed by a progress bar.

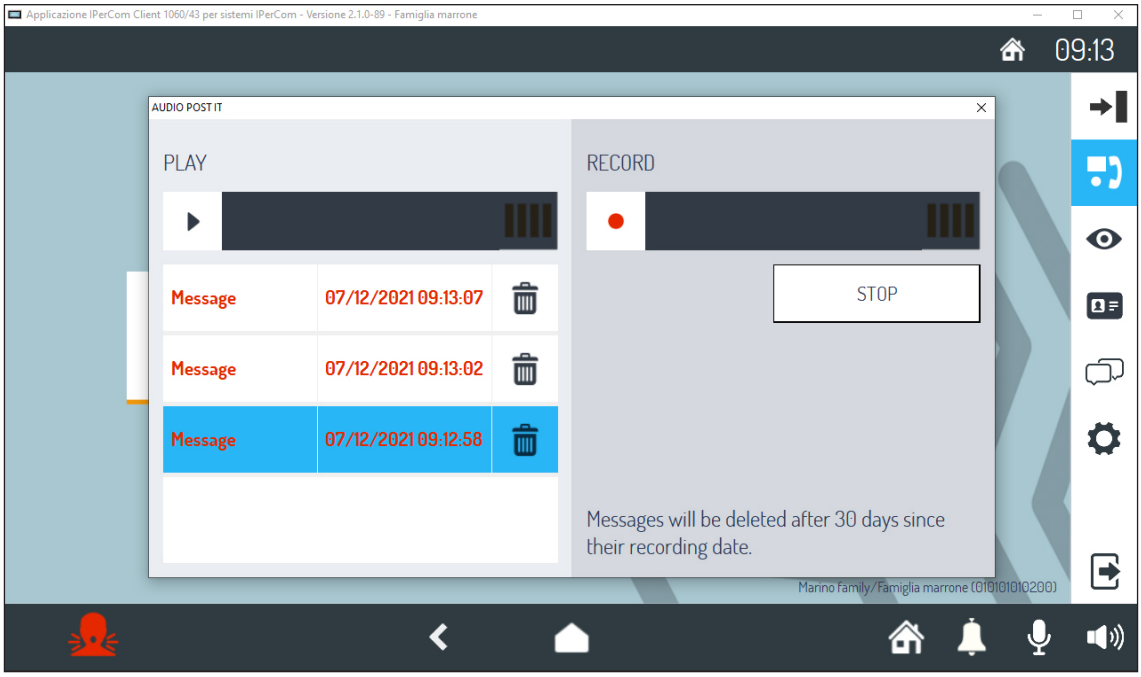
To stop recording before the end of the available time tap the **STOP** button.

At the end of the recording, the message is automatically saved, with recording date and time and a notification appears on the relevant icon in the Homepage.
The recorded message will be automatically deleted after 30 days.

3.6.1.2. HOW TO LISTEN TO AN AUDIO MESSAGE

The presence of new audio messages is signalled by a number in the bottom right corner in the icon of the Audio messages (the number refers to how many new messages there are).

To listen to a message, press the icon. Messages are listed by date and time.



Select the desired message and press the **PLAY** icon to start playback. Message playing cannot be stopped before it ends.

Tap the icon delete the message.

When there are no more new messages to listen to, the Home key LED turns off and the icon of Audio Messages function returns to the default state .

3.6.2. HOW TO CALL THE SWITCHBOARD

If the Video Door Phone system has a switchboard, to call it:

In the Homepage, press the icon to start the call.

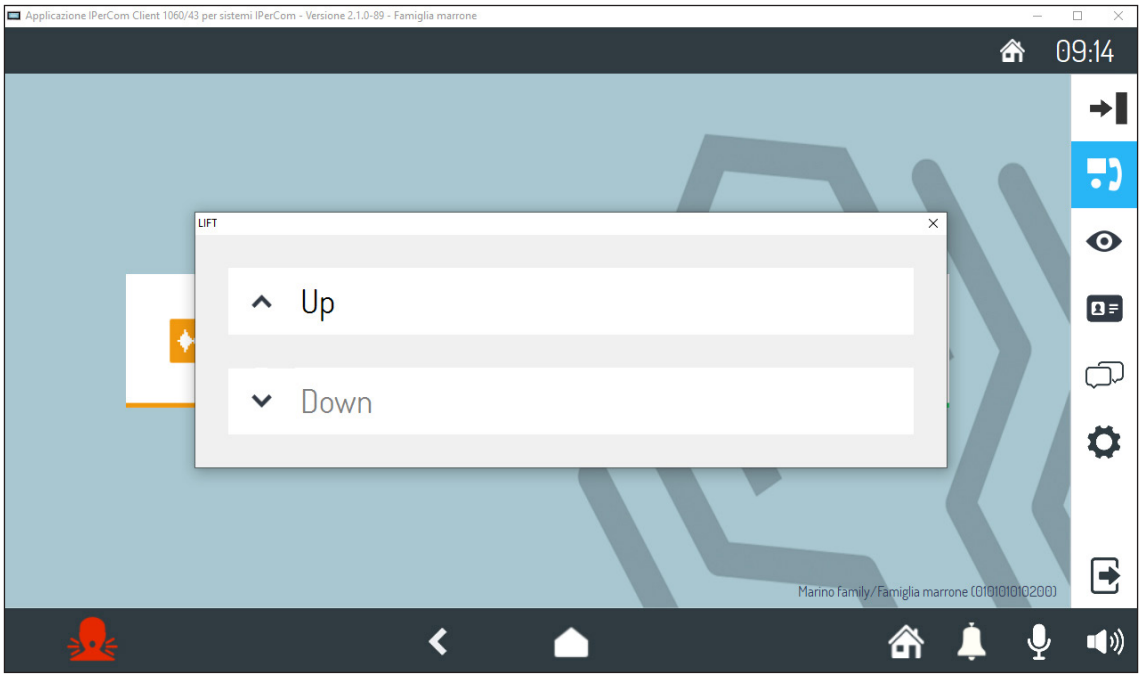
The call is forwarded only to the respective switchboard (for more information see the Ipercom handbook on the *www.urmet.com* website). If the switchboard operator cannot answer, for example, because they are not there, the call is stored as a missed call.

A message in the top bar of the Homepage confirms the sending of the command, not its execution.

3.6.3. HOW TO CALL THE LIFT

If the video door phone system is suitably configured (for more information, check the Ipercom manual on *www.urmet.com*), the lift can be controlled in the following manner.

- Press the .
- The following screen will open:

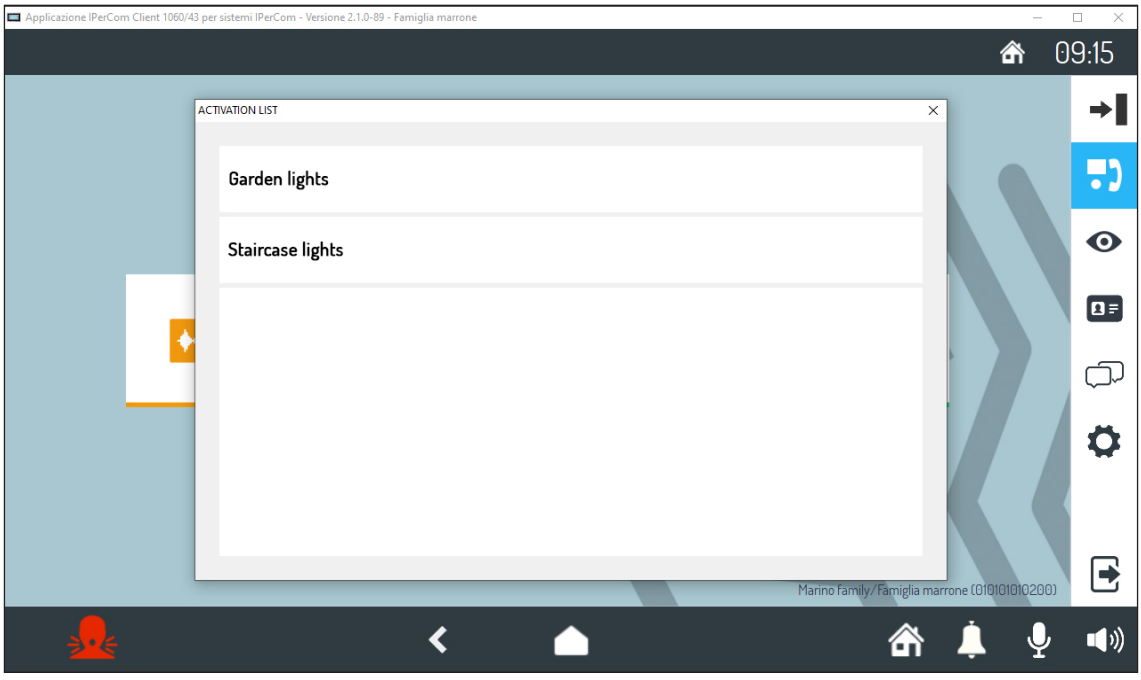


- The keys “**Up**”’ and “**Down**” control the lift as programmed by the Ipercom system installer .

3.6.4. HOW TO ACTIVATE AN AUXILIARY FUNCTION

If the Video Door Phone system is equipped with a special decoder that is properly configured (for further information, see the Ipercom technical manual on *www.urmet.com*), you can activate an auxiliary function (staircase lights, garden lights, etc.).

Tapping the icon opens a pop-up window that lists the possible functions.



Tap your required function to activate it. To close the pop-up window tap the X icon at the top right. A message in the top bar of the Homepage confirms the sending of the command, not its execution.
The same auxiliary functions can also be activated by tapping the corresponding icon present in the screen page that is displayed when you answer an incoming external call (see section "***How to answer an external call***").

3.6.5. HOW TO OPEN THE ENTRANCE DOOR WITHOUT HAVING BEEN CALLED

If properly configured, your entrance door can be opened even when you have not been called from an outdoor station (for more information see the Ipercom handbook on the *www.urmet.com* website).

In the Homepage, press the icon .

A message in the top bar of the Homepage confirms the sending of the command, not its execution.

3.6.6. HOW TO OPEN THE GARAGE/DRIVEWAY GATE WITHOUT HAVING BEEN CALLED

If properly configured, your entrance door can be opened even when you have not been called from an outdoor station (for more information see the Ipercom handbook on the *www.urmet.com* website).

In the Homepage, press the icon .

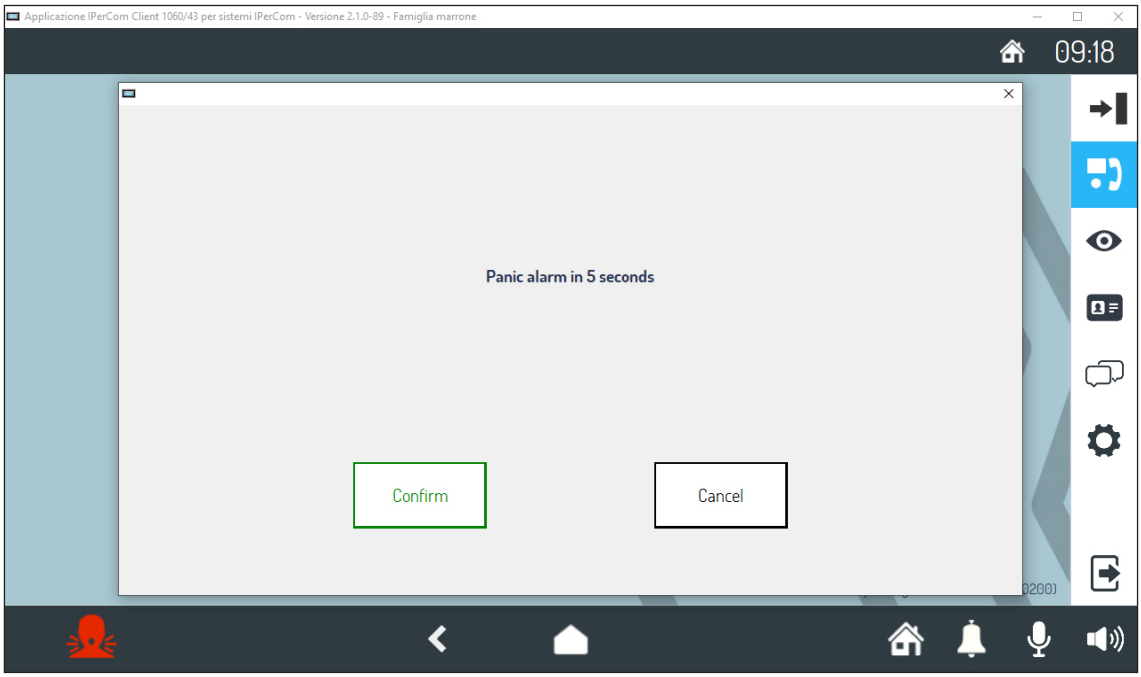
A message in the top bar of the Homepage confirms the sending of the command, not its execution.

3.6.7. HOW TO SEND A PANIC ALARM

WARNING! The Panic alarm function requires that:
- the video door phone system has a switchboard;
- the system has been properly set up (for more information, check the Ipercom manual on *www.urmet.com*);
- there is a switchboard operator on duty;
- the switchboard operator has been properly trained on what to do in the event that a panic alarm is received.

How to send a panic alarm:

- Tap the icon always visible in the bottom left corner of the screen, unless it had been disabled or a switchboard is present in the system for more information refer to the chapter ***Panic alarm***.
- In the pop-up page that opens tap the CONFIRM button to control the alarm.



ATTENTION! In any case, even in the absence of confirmation, the alarm message will be sent at the end of the timeout (5 seconds), unless you cancel the sending by pressing the **CANCEL** button.

When the switchboard operator receives a Panic Alarm, he/she can listen to what is happening in the apartment, near the PC microphone on which the application Ref. 1060/43 is running. Ambient listening can only be stopped by the switchboard operator and can continue without any time limits. Ambient listening enabling in the apartment must be done by the installer (for more information, refer to the Ipercom manual on *www.urmet.com*).

3.6.8. ACTIVATING THE "REMOTE" MODE

The "Remote" mode allows forwarding an audio/video or audio only call to a smartphone with Android or iOS operating system.

ATTENTION! The call forwarding function must be configured and activated on the video door phone in order to enable this mode (for more information, refer to chapter "***Call forwarding settings***").
To activate the "Remote" mode:

Press the icon in the lower right corner.

Select the **REMOTE** icon.

The icon displayed switches from to .

From now on, in addition to the application Ref. 1060/43, the smartphones on which the CallMe App has been installed and configured will also ring.

3.6.9. DEACTIVATING THE "REMOTE" MODE

To deactivate the "Remote" mode.

Press the icon in the lower right corner.

Select the **AT HOME** icon.

The icon displayed switches from to .

From now on, calls will no longer be forwarded to the smartphones on which the CallMe App has been installed and configured, only panic alarm notifications sent by the application Ref. 1060/43 in the apartment will be forwarded.

3.6.10. ACTIVATING THE "DIVERT" MODE

The "Divert" mode allows diverting the call to the relevant exchange, to all the exchanges in the system or to a contact in the directory.

ATTENTION! The call diversion function must be configured and activated on the video door phone (for more details on the procedure, refer to the chapter "***Call divert settings***").
o activate the "Divert" mode:

Press the icon in the lower right corner.

Select the **DIVERT** icon.

The icon displayed switches from to .

From now on, calls will be diverted to the devices selected to receive the call.

3.6.11. DEACTIVATING THE "DIVERT" MODE

To deactivate the "Divert" mode:

Press the icon in the lower right corner.

Select the **AT HOME** button.

The icon displayed switches from to .

From now on, calls will no longer be diverted.

3.6.12. MUTE FUNCTION

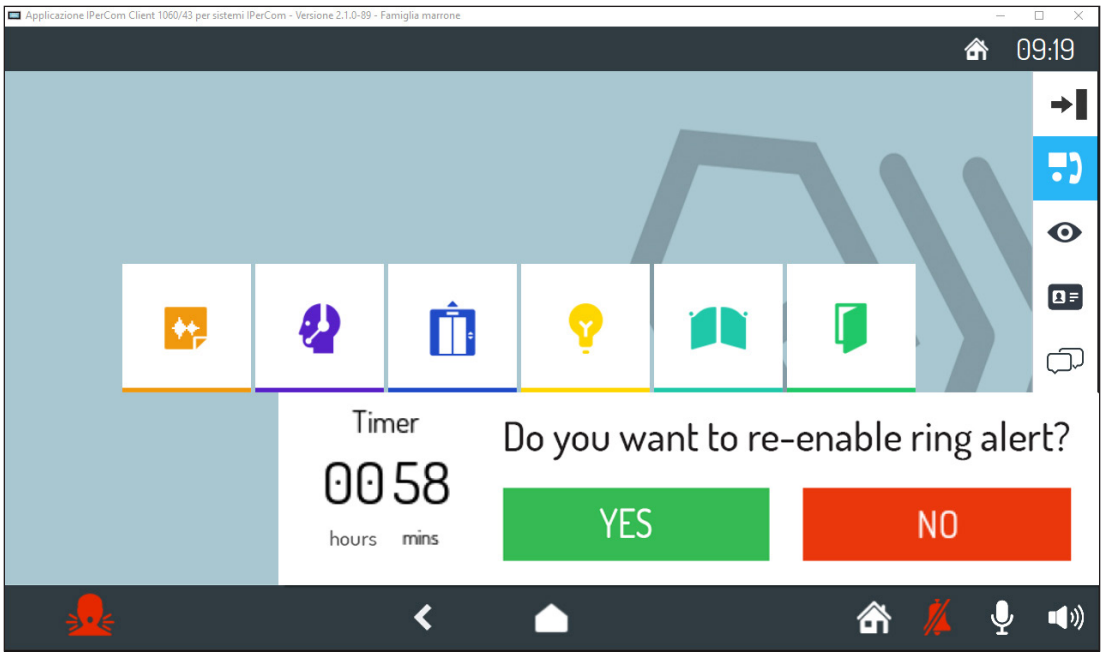
This function allows disabling the call ringer.

- Press the icon in the lower right corner.
- A pop-up window opens with the available MUTE duration times:
  – 15 minutes;
  – 30 minutes;
  – 1 hour;
  – 2 hours;
  – 4 hours;
  – 8 hours;
  – 24 hours;
  – Permanent.
- Tap the icon corresponding to the time that you wish to set.
- The pop-up window closes and the icon changes from to , indicating that **MUTE** mode is active.

From now on, all calls will be received, but the PC on which the application is installed will not ring. When the MUTE time expires, the video door phone will return to ringing normally to calls, without the need for any intervention.

The MUTE function can also be interrupted in advance as follows:

- Press the icon in the lower right corner.
- A pop-up window opens showing the remaining time of MUTE function



- To stop the MUTE function and reactivate the ringer, press the **YES** button.

3.6.13. DOOR OPEN INDICATION

The video door phone has the icon in the upper bar of the display, which indicates whether the door has remained open on one or more entries. The door open condition is signalled by the call stations only if the duration of this event is at least 30 seconds.

The function must be enabled by the installer when configuring the Ipercom system.

The function is related to the status of the SP terminal of call stations and requires a door open sensor.

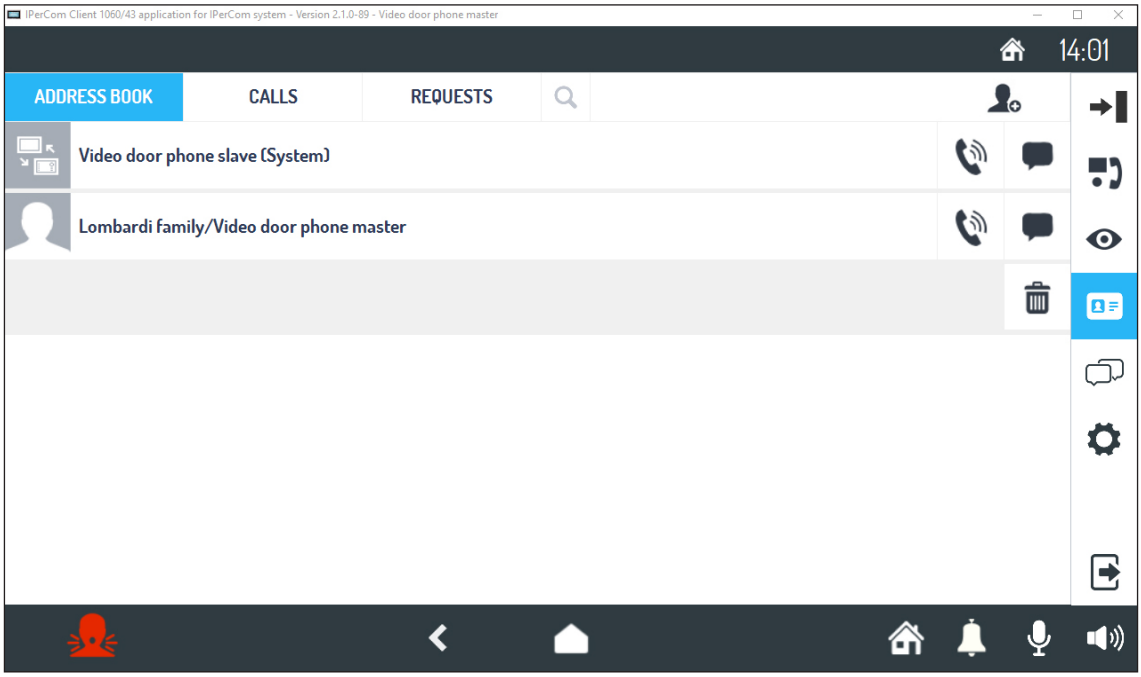
ATTENTION! The door open indication is displayed only on video door phones on which door opening was carried out following the last call received.

When the door or any doors left open are closed, the icon will no longer be visible on the top bar.

3.7. MAKING AN INTERCOM CALL

To make an intercom call with another indoor station, proceed as follows:

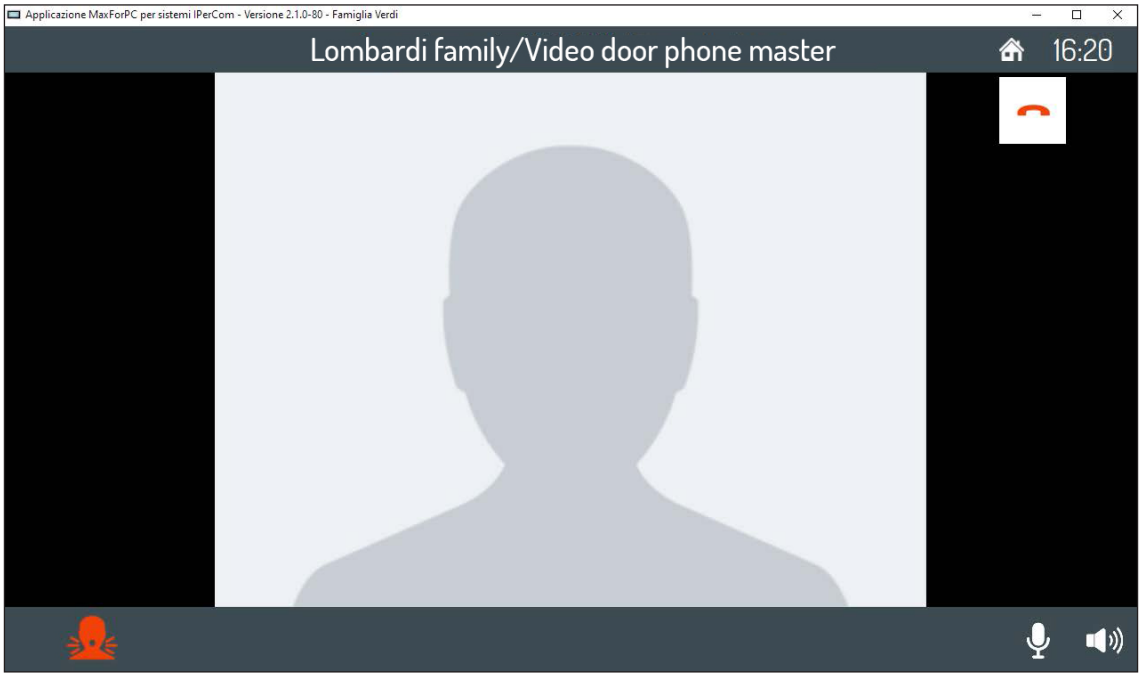
- Press the icon in the right function bar.



  - The address book opens, it contains:
    - the contacts uploaded by the installer identified by the word System (for more information see the Ipercom handbook on the *www.urmet.com*) website,
    - the contacts added later by the user (directly from the application),
    - Video door phones present in the same apartment.

To add a new contact (directly from the application) follow the procedure described in section ***How to add new contacts to your address book.***

- To call a contact in the directory, press the icon next to the name.
- The following screen is displayed and the call is initiated.



For a description of the icons shown in the window see the section "***How to answer an intercom call***".

- If the called contact answers the call, basic voice communication is activated. To show the called useryour image press the icon (the PC on which the application is used must feature a Webcam); l'immagine inviata viene visualizzata, come miniatura, anche sul proprio schermo (per vedere l'interlocutore occorre che anche quest'ultimo attivi la videocamera).
- If the called contact does not answer the call, the call is automatically terminated. You can terminate a call by tapping the icon .

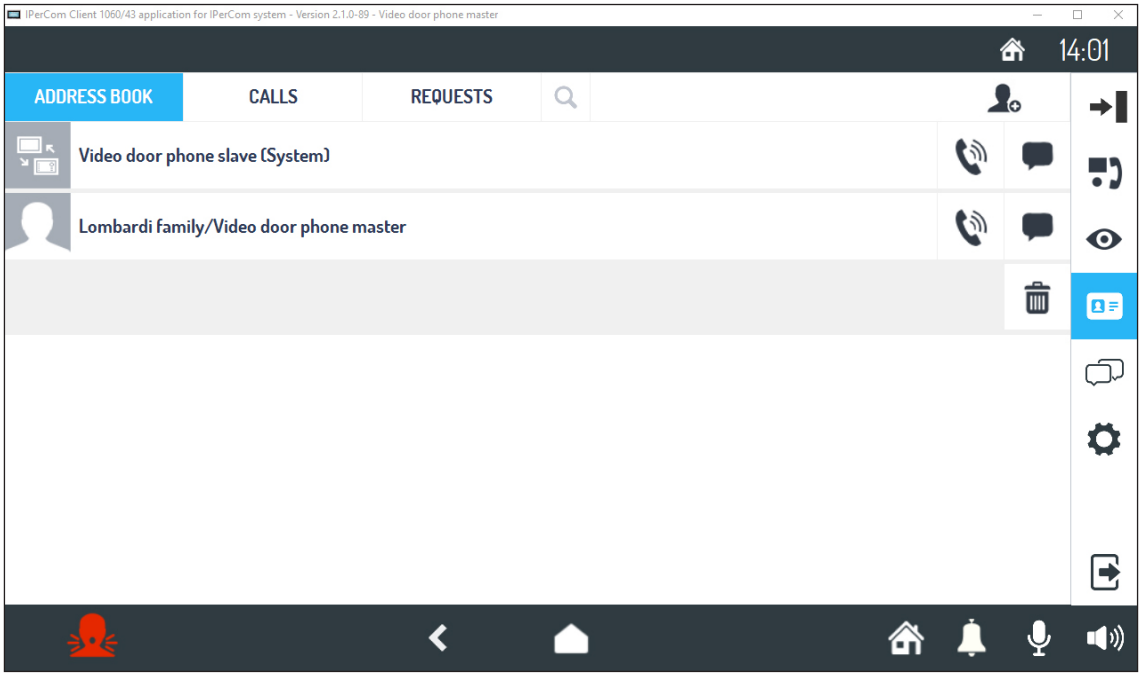
To send a text message to a contact with the corresponding icon follow the procedure shown in section "***How to send a text message***".

The icon only appears if the contact is a single video door phone (for more information see the Ipercom manual on the *www.urmet.com* website).

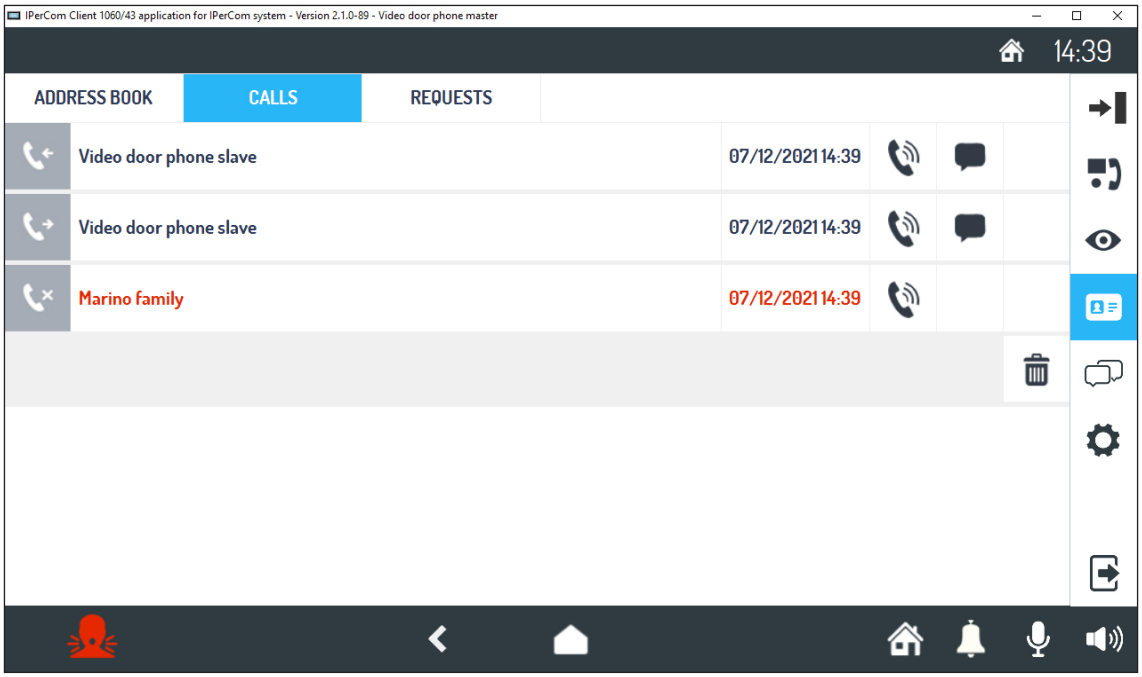
3.8. HOW TO CHECK THE CALL LOG

To examine the log of incoming and outgoing calls:

- Access the main page of the Video Door Phone application.
- Press the icon in the right function bar.



- The contacts directory is displayed, press the **CALLS** button.
- A page opens with a chronological list of: received, made and missed calls.

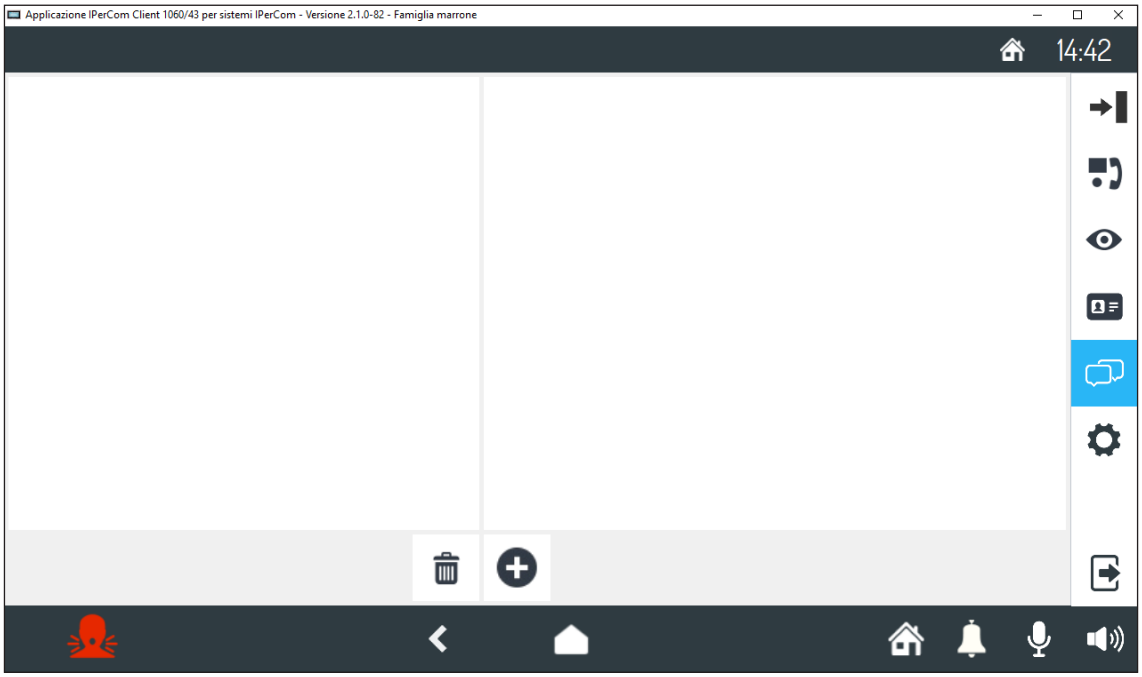


- For each call, the following information is displayed:
  - An icon that shows whether the call was incoming , outgoing or if it was missed .
  - The identifier or name of the caller or the called contact.
  - Date and time of the call.
  - If the contact is another video door phone or a switchboard, the icon , is displayed to call it back directly. For details on the calling procedure see section "***Making an intercom call***" or section "***How to call the switchboard***".
  - If the contact is another video door phone or switchboard the icon appears allowing the user to send a text message (vedere paragrafo "***How to send a text message***").

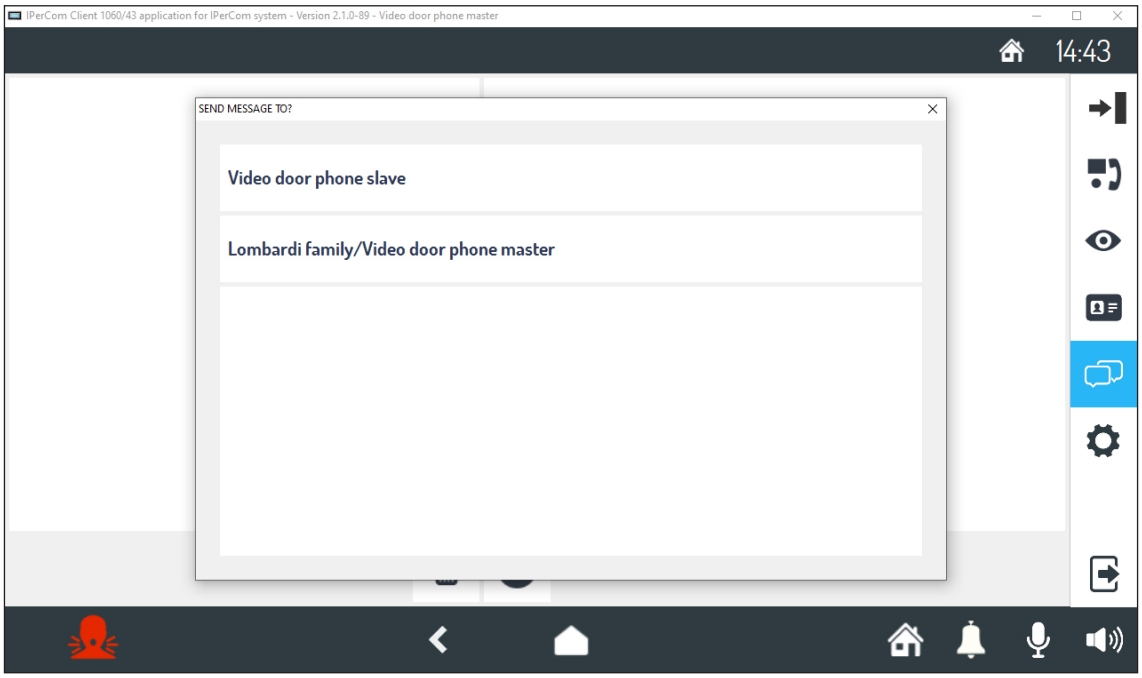
3.9. HOW TO SEND A TEXT MESSAGE

To send a text message to another IP video door phone, proceed as follows:

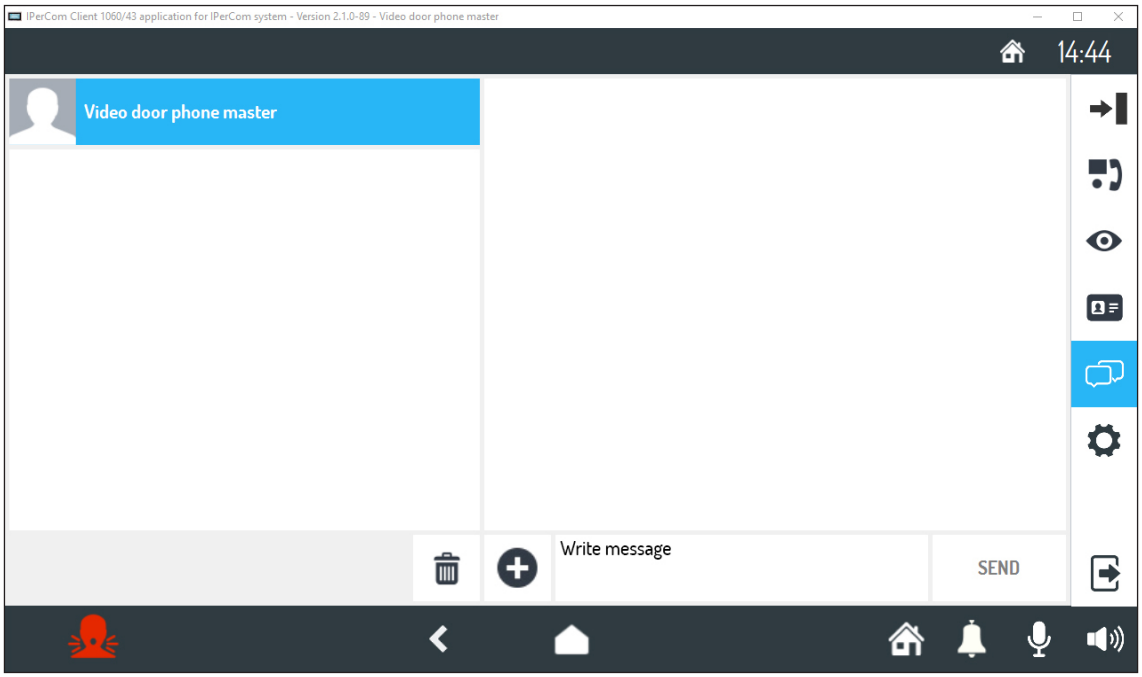
- Press the icon in the right function bar.
- If no chat has been activated yet, the following screen is displayed::



- Press the icon to select the message recipients.

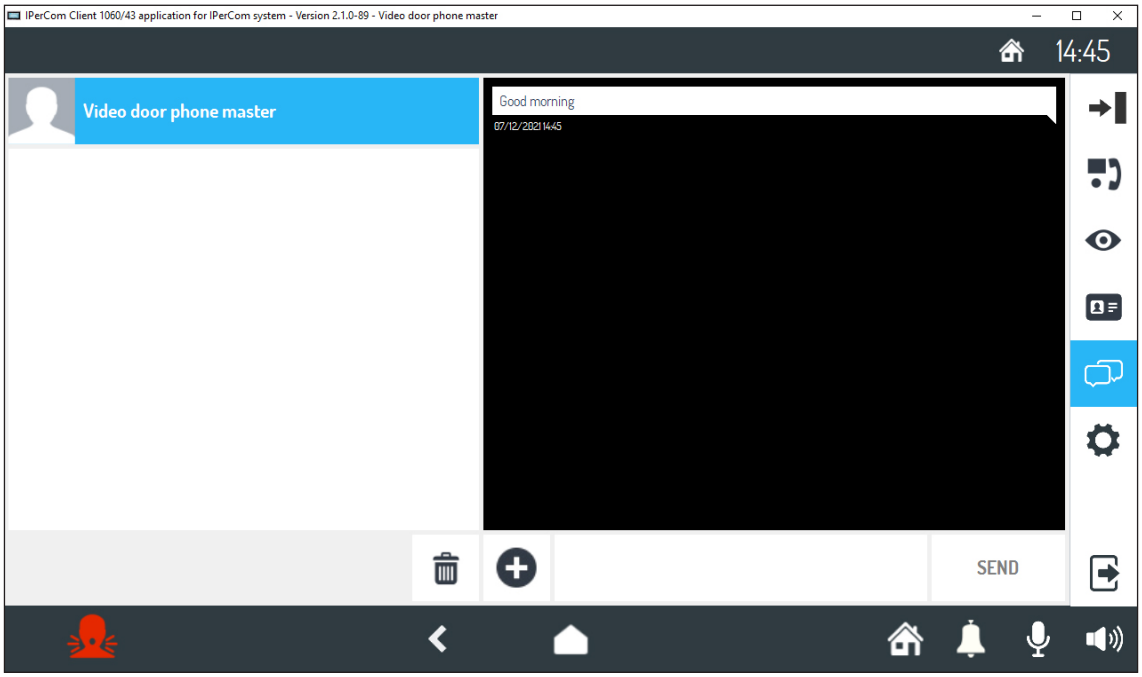


- Press the "**Write message**" field to write the message to be sent.



- When finished, press **SEND** to send the message.

  If you had already started chats, you can directly select in the left-hand box the recipients to whom your message will be sent.



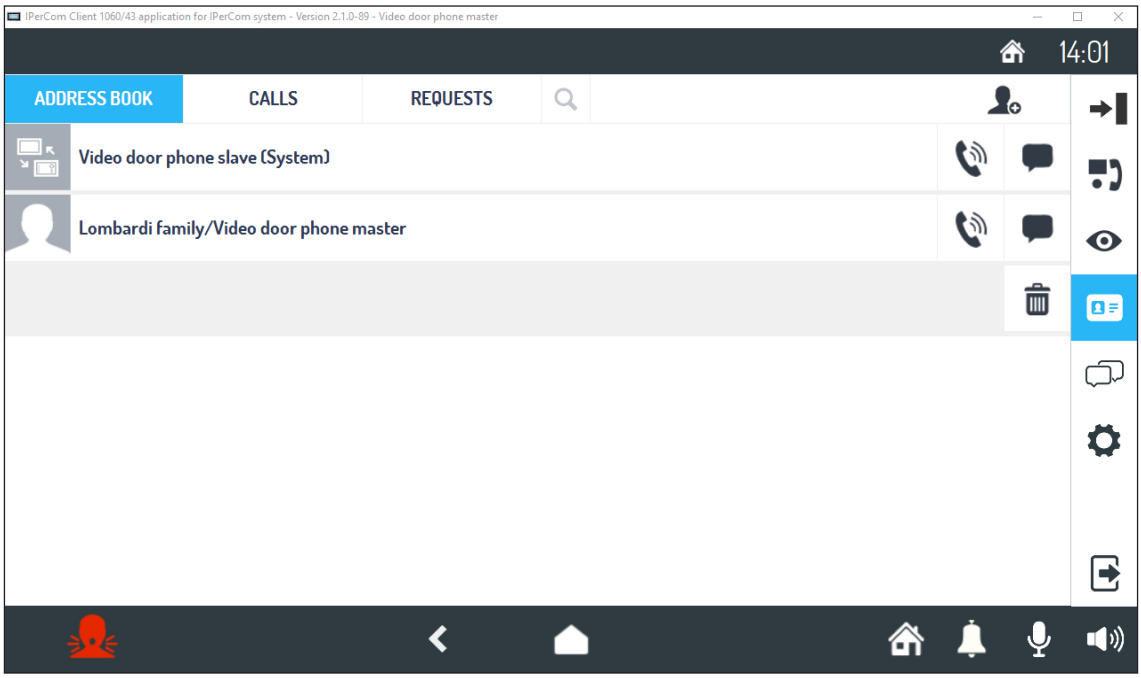
You can also send messages from the address book. To do this:

- Tap the icon next to the recipient. A message window opens where messages previously sent to that recipient are shown, complete with date and time of sending.
- Tap the message entry field to type your new message. At the end, tap the button **SEND** in the white box to send the message.

3.10. SEARCHING FOR A NAME IN THE DIRECTORY

In the directory, names are listed in alphabetical order. To avoid scrolling through the entire list, it is possible to use the direct search function to find a name.

- Press the icon in the right function bar.

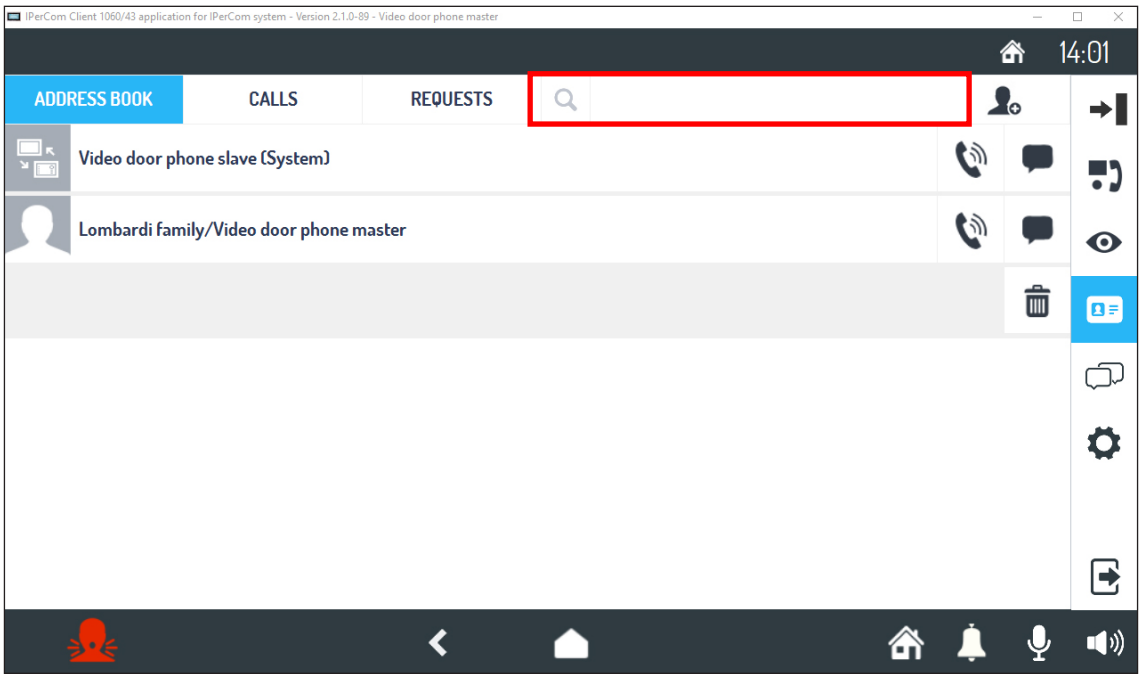


- The contacts directory is displayed. In the text box at the top right, type the name you are looking for. As characters are added, only those names that respect the entered character sequence are listed. As soon as the searched name appears, you can select it by pressing it. It is not necessary to complete the name before selecting it.

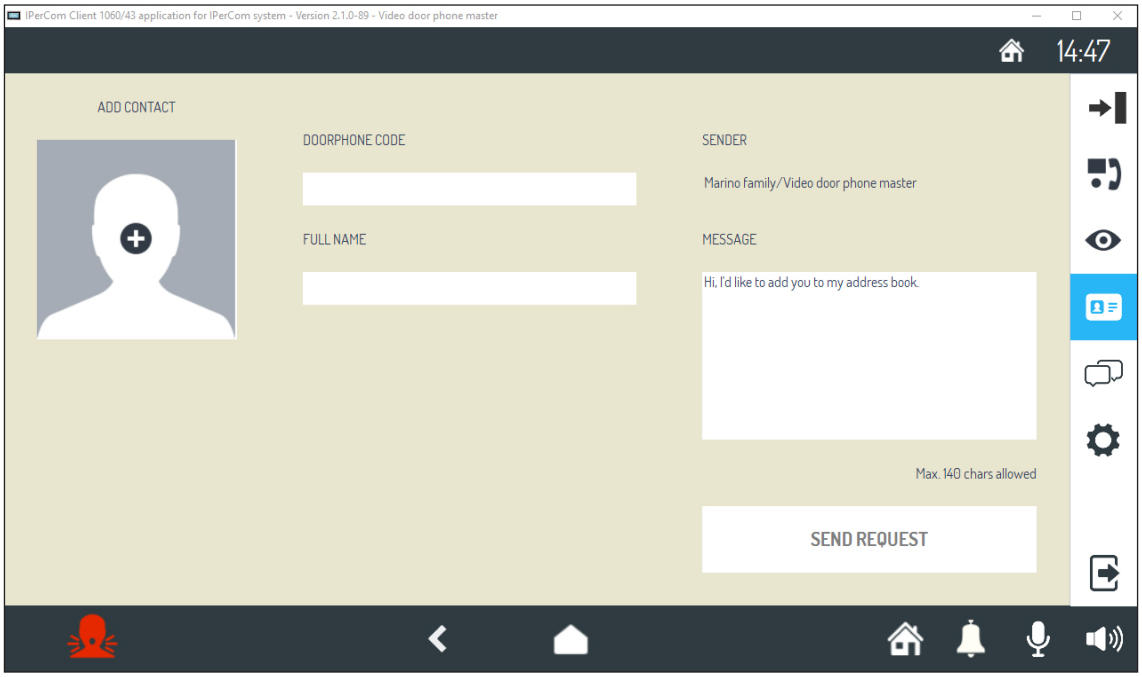
3.11. HOW TO ADD NEW CONTACTS TO YOUR ADDRESS BOOK

You can add new contacts to your address book.
Access the main page of the Video Door Phone application.

- Press the icon in the right function bar.

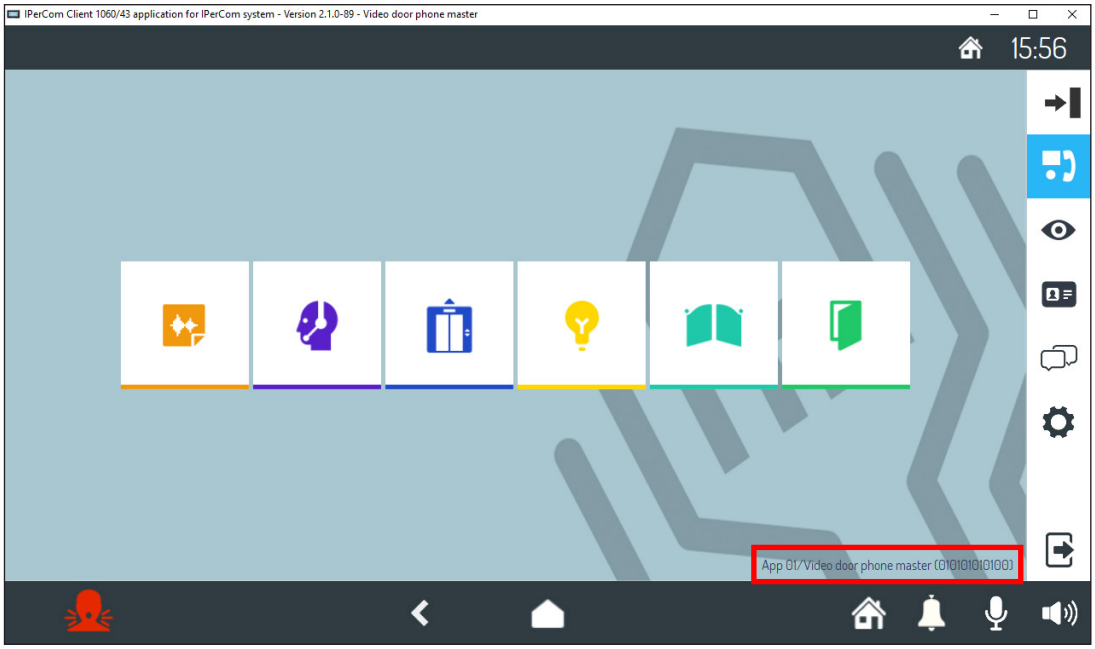


- The Contacts directory is displayed. Press the icon .
- The request screen for entering a new contact opens.



- Select the various fields to enter the requested data:

VIDEO DOOR PHONE CODE The identification code of the video door phone 1717/31 - /33 - /41 or 1717/21 or 1741/1 or 1761/31 - /33 that you want to add to the directory can be read in the lower right corner of the Video Door Phone Homepage.



FULL NAME The name with which your new contact will appear in your address book.

SENDER Name and surname of the person who sends the request.
By default, this field is pre-populated with the identifier name of the Video door phone sending the request.

MESSAGE An optional message of max 140 characters accompanies the request. The default message specifies the request to add a contact.

- You can also attach an image to your request, by clicking the icon . A pop-up window will open through which you can use an image captured by your video camera or contained in the internal memory.
- After filling in all fields, press the SEND REQUEST icon to send the recipient a request to add him/her to the directory. Confirm the sending request in the pop-up window that is displayed.

IMPORTANT: Adding a new contact to your address book is not automatic. For confidentiality reasons, the request must first be approved by the person that you wish to add, using the procedure described in section ***How to accept contact requests***. In addition, the person who has authorised the addition of the contact may, even at a later stage, revoke the authorisation, by deleting the corresponding contact from your address book.

Click the icon at the bottom left to go back to the directory.

3.11.1 HOW TO RESEND A CONTACT REQUEST

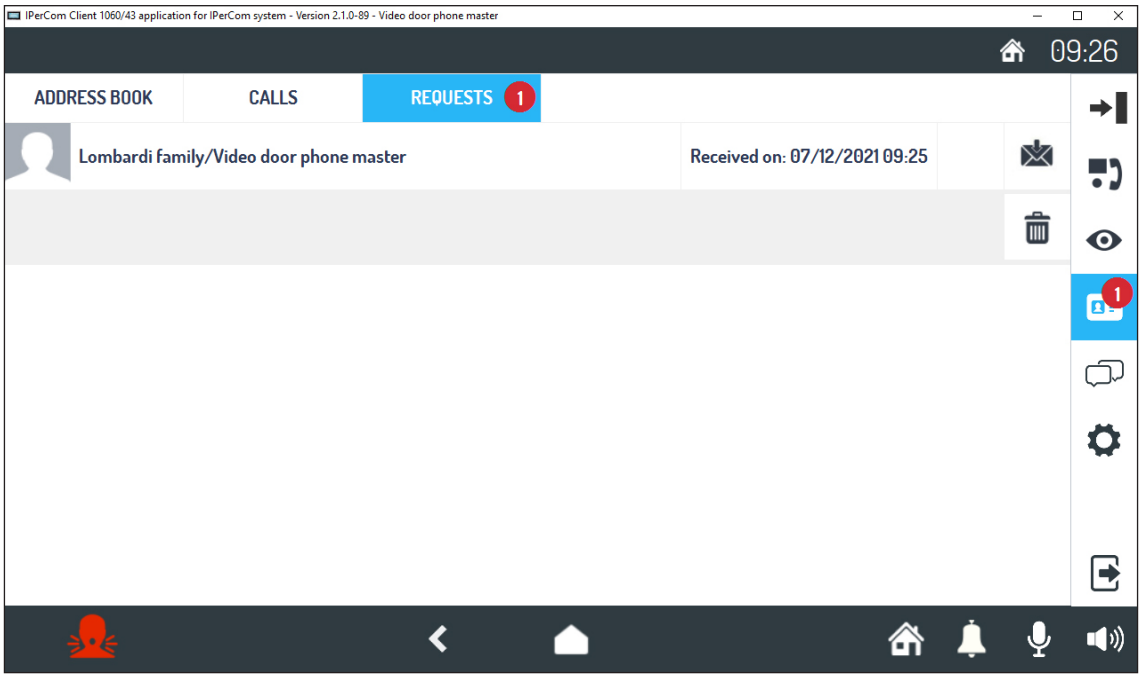
If a contact request has not been answered, you can try resending it, without having to re-enter all the data.

- Press the icon in the right function bar.
- Press the icon **REQUESTS** in the address book.
- Select the request you want to resend from the list.
- Press the icon **RESEND** and confirm your sending in the pop-up window that will open.

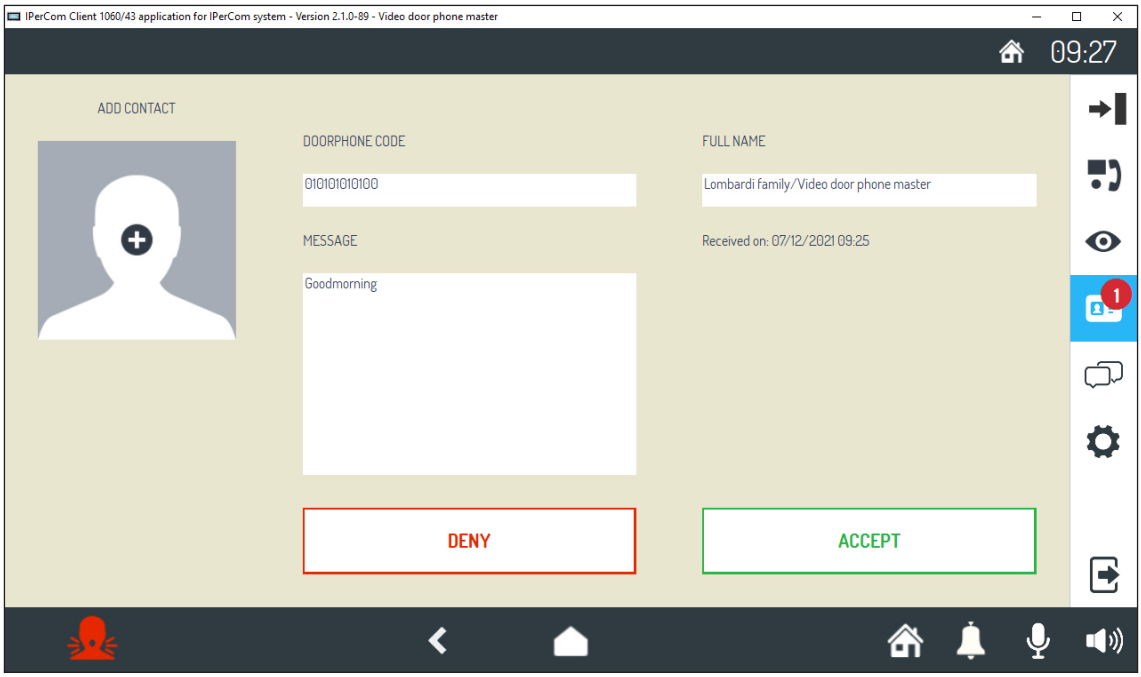
3.12. HOW TO ACCEPT CONTACT REQUESTS

New contact requests that are received are signalled by a red digit on the icon in the right function bar.
To accept or reject new contact requests:

- Press the icon in the right function bar.
- Press the **REQUESTS** icon.
- The list of requests will open, showing requests in chronological order.



- Select the new request received.

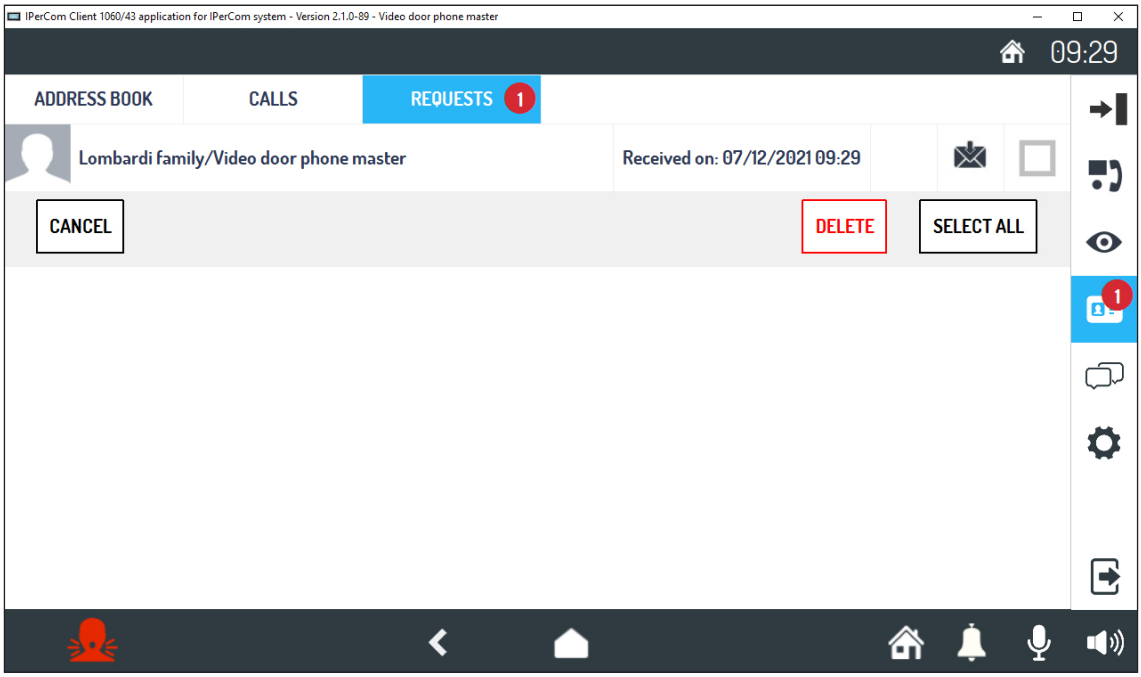


- Press the **ACCEPT** button to add the contact request to the directory.

3.13. HOW TO DELETE CONTACT REQUESTS

To delete one or more (sent or received) contact requests:

- Press the icon in the right function bar.
- Press the **REQUESTS** icon in the directory and then press .

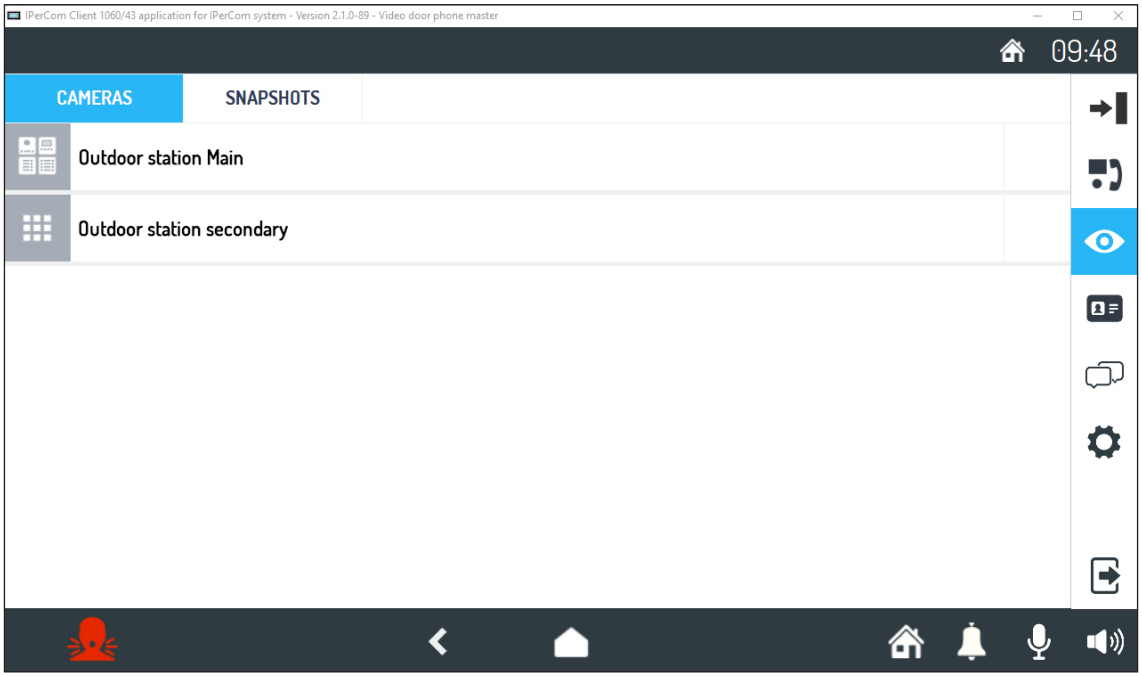


- Select the requests to be deleted from the list by pressing the corresponding tick square. To select them all, press the **SELECT ALL** button.
- Confirm the deletion by pressing the **DELETE** button or cancel the operation by pressing the **CANCEL** button.

3.14. AUTO-ON FUNCTION

To use the auto-on function, i.e. display the images taken by the cameras of the outdoor call stations or by other cameras of the system, follow the procedure below:

- Press the icon in the right function bar.

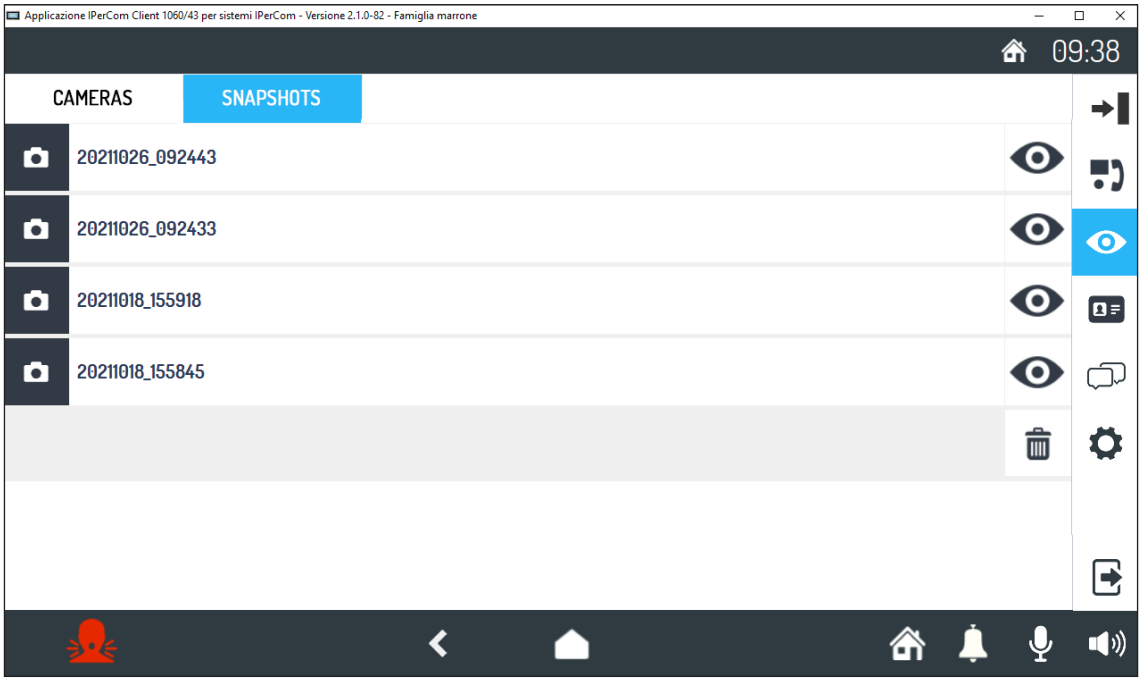


- The list of available cameras on which auto-on function can be used is displayed. Select the name of the device on which you want to view live images.
- Press the icon to interrupt the auto-on. Viewing also stops automatically after 10 minutes.
- During image viewing all conversation features are active (door and driveway/garage gate opening, storing a snapshot, and so on). Additionally, in the presence of multiple cameras it will be possible to view the images from multiple outdoor stations with the buttons and .

3.15. HOW TO VIEW SNAPSHOTS

To view the snapshots captured by the video door phone, follow the procedure below:

- Press the icon in the right function bar.
- Press the **SNAPSHOTS** icon.



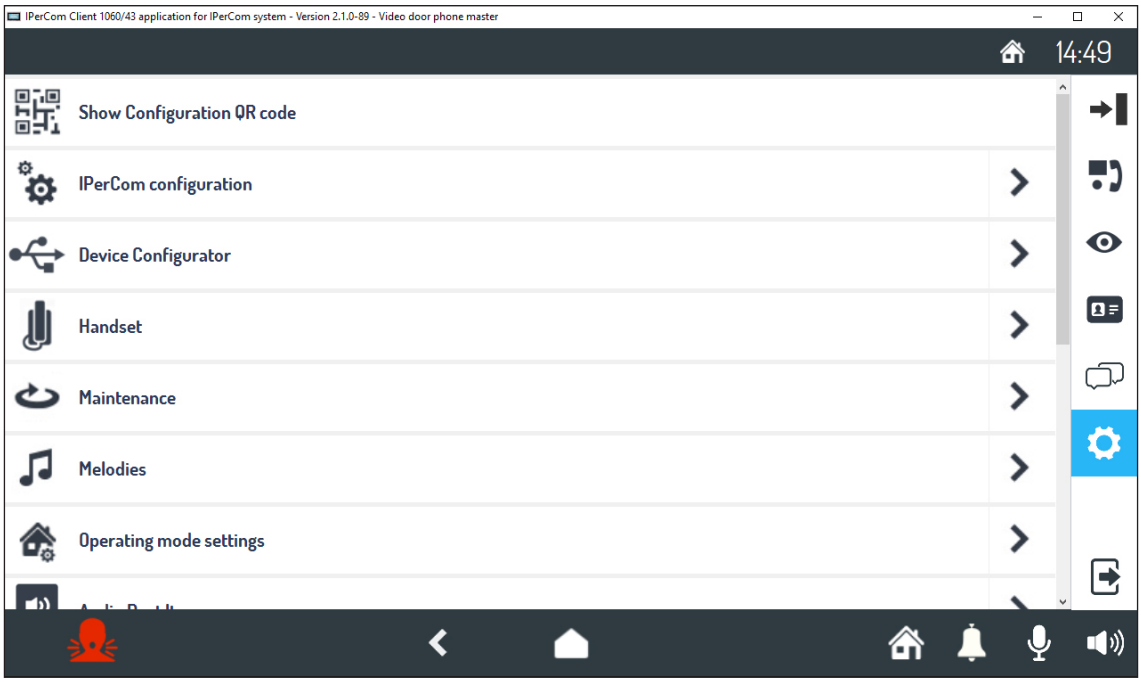
- The list of available snapshots is displayed. Press on the snapshot name to display it. For each snapshot, the date and time it was stored are shown. Press the icon to close the image view.

3.15.1 HOW TO DELETE ONE OR MORE SNAPSHOTS

- To delete one or more snapshots:
- Open the list of available snapshots (see previous section)
- Press the .
- Select the snapshot(s) you want to delete by pressing on the relevant tick square. To select them all, press the **SELECT ALL** button.
- Confirm the deletion by pressing the **DELETE** button or cancel the operation by pressing the **CANCEL** button.

4. CONFIGURATIONS

To access the configuration menu of the application parameters, press the icon on the right function bar.



Below is a detailed description of all the parameters in the configuration menu.

4.1. SHOW CONFIGURATION QR CODE

The following parameter is dedicated to the installer for configuration of the Ipercom System (for more information, refer to the Ipercom technical manual on ***www.urmet.com***).

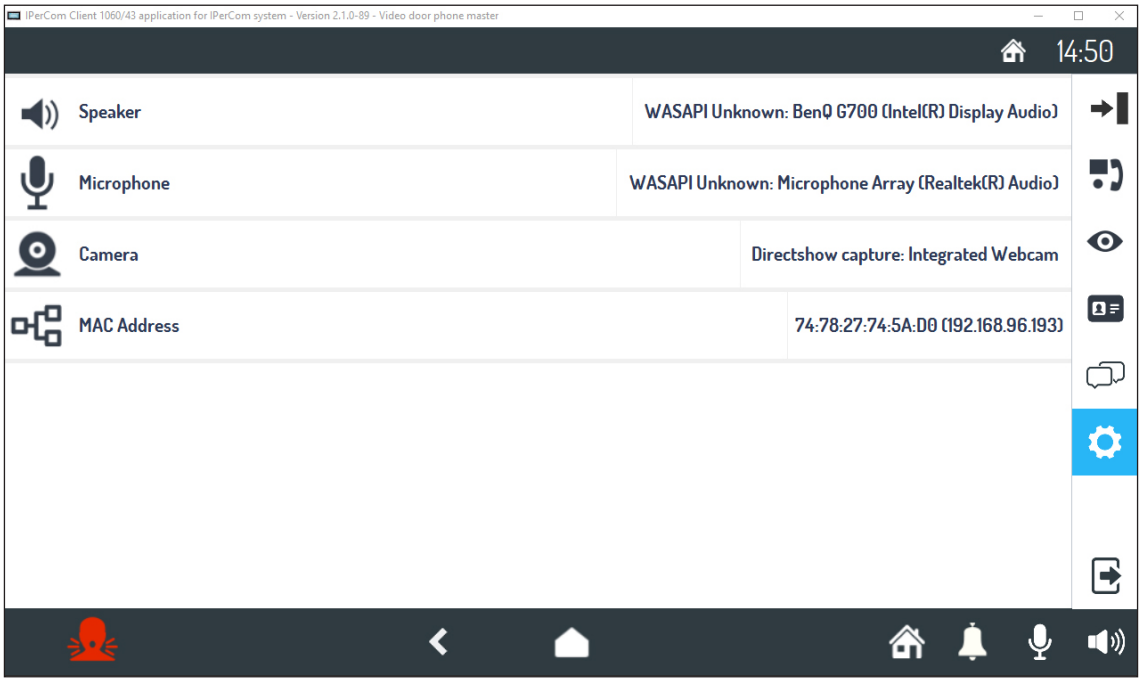
4.2. IPERCOM CONFIGURATION

The following parameter is dedicated to the installer for configuration of the Ipercom System (for more information, refer to the Ipercom technical manual on ***www.urmet.com***).

4.3. CONFIGURATION OF DEVICE CONFIGURATOR

The following parameter allows configuring the settings of the Device Configurator used by the PC when the application Ref. 1060/43 is running.

- Press the item **Configuration of peripheral devices** to display the following screen:



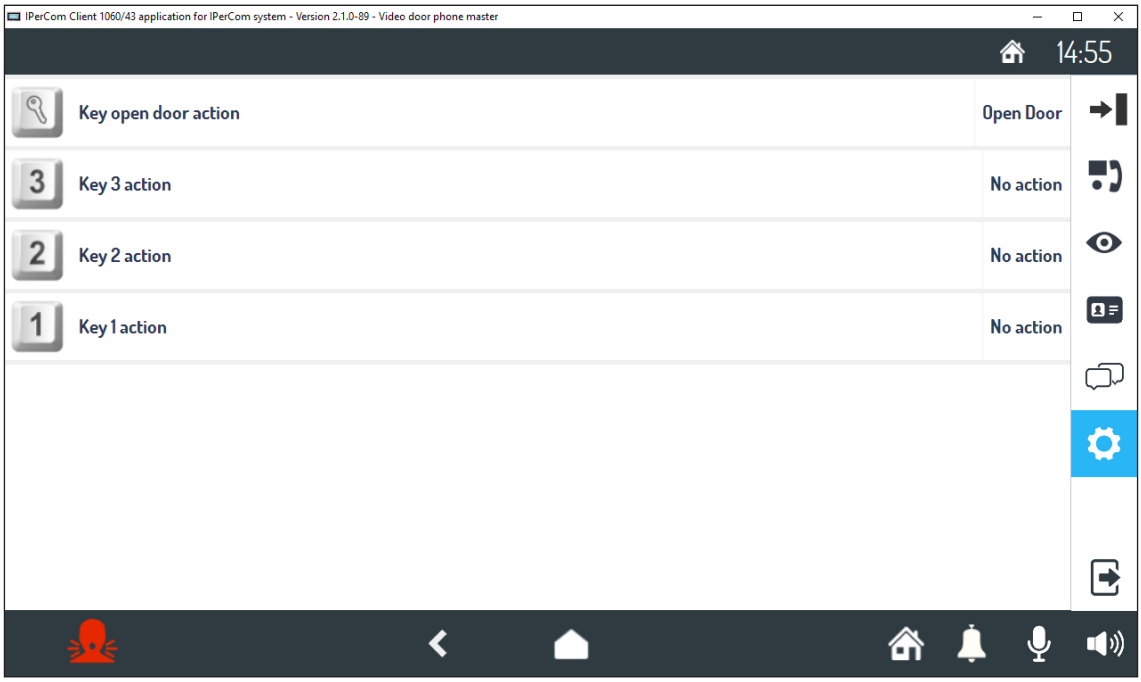
The parameters that can be configured are the following ones:

- **Loudspeaker**: by pressing this parameter a pop-up window will open and allow displaying or selecting the loudspeaker on which to play the audio (the device can be selected only if multiple loudspeakers are connected on the PC).
- **Microphone**: by pressing this parameter a pop-up window will open and allow displaying or selecting the microphone to be used (the device can be selected only if multiple microphones are connected on the PC).
- **Camera**: by pressing this parameter a pop-up window will open and allow displaying or selecting the camera to be used (the device can be selected only if multiple cameras are connected on the PC).
- **MAC address**: by pressing this parameter a pop-up window will open and allow displaying or selecting the network interface to be used (the device can be selected only if multiple network interfaces are connected on the PC).

4.4. HANDSET

The following parameter allows configuring, if properly connected to the PC, the door phone for Ipercom switchboard Ref.1060/41.

- Press the **Handset** item to display the following screen, which allows associating a specific function to each key on the door phone.



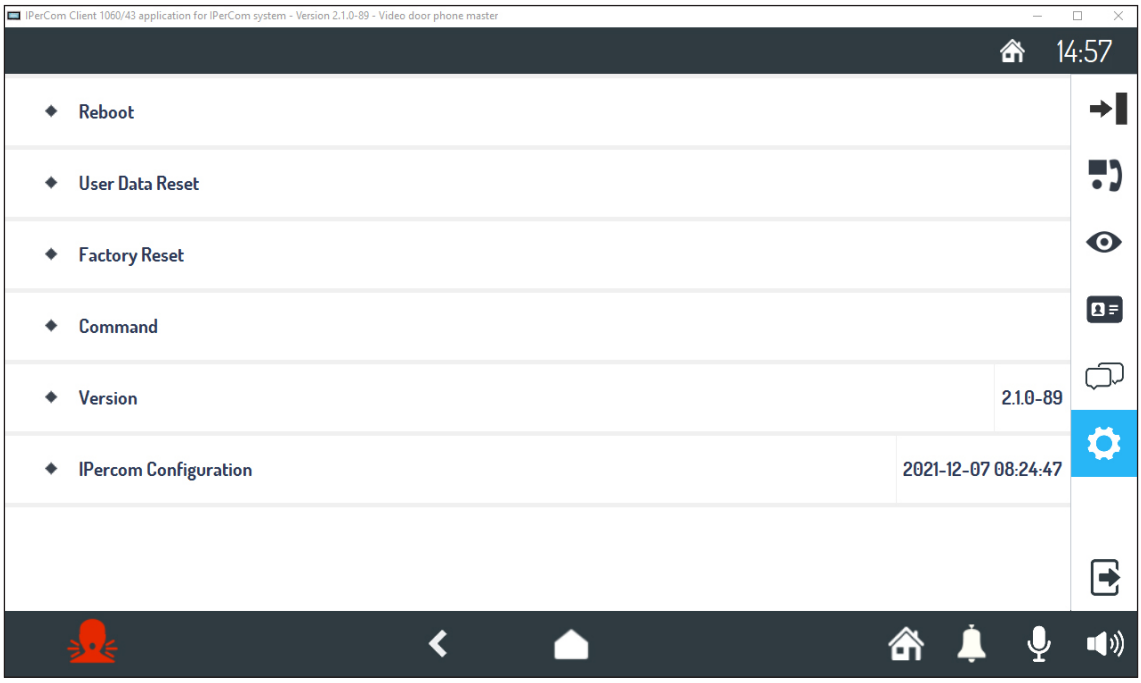
- **Door opener key action**: one of the following functions can be associated to this key:
  - **No action** (key not used)
  - **Open door**: allows opening the pedestrian door.
  - **Open gate**: allows opening the driveway gate.
- **Key (X) action***: one of the following functions can be associated to the following keys:

  (*) ***X*** *is the number of the key that can change from 1 to 3*
  - **No action (key not used)**
  - **Call the relevant switchboard**: allows starting a call only to the relevant switchboards in the system.
  - **Call all switchboards**: allows starting a call to all the switchboards in the system.
  - **Open door**: allows opening the pedestrian door.
  - **Open gate**: allows opening the driveway gate.
  - **Panic alarm:** allows sending a panic alarm to all the switchboards in the system.
  - **MUTE the current call:** allows turning the microphone off during the call.

4.5. MAINTENANCE

The Maintenance item gives access to a menu containing a set of parameters for carrying out maintenance operations on the app.

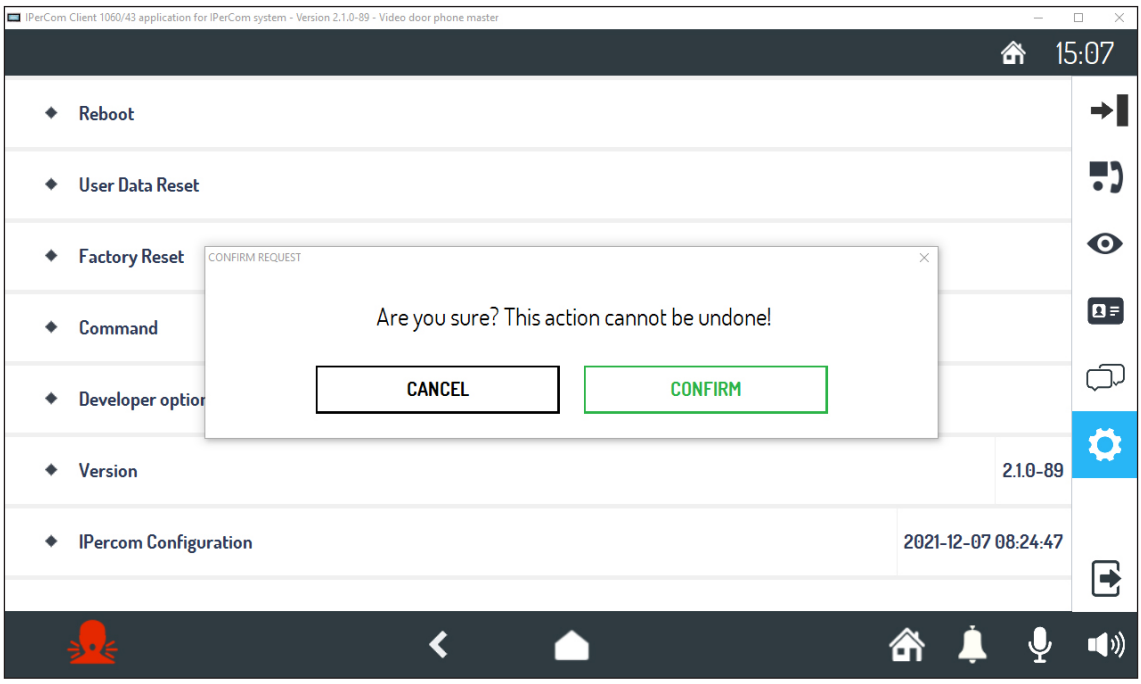
- Press on the **Maintenance** item to display the maintenance functions.



4.5.1 RESTARTING THE SYSTEM

The following function allows you to restart the application system.
To restart, proceed as follows:

- In the maintenance menu, press **Reboot**.
- A pop-up window is displayed on the screen to confirm the operation.



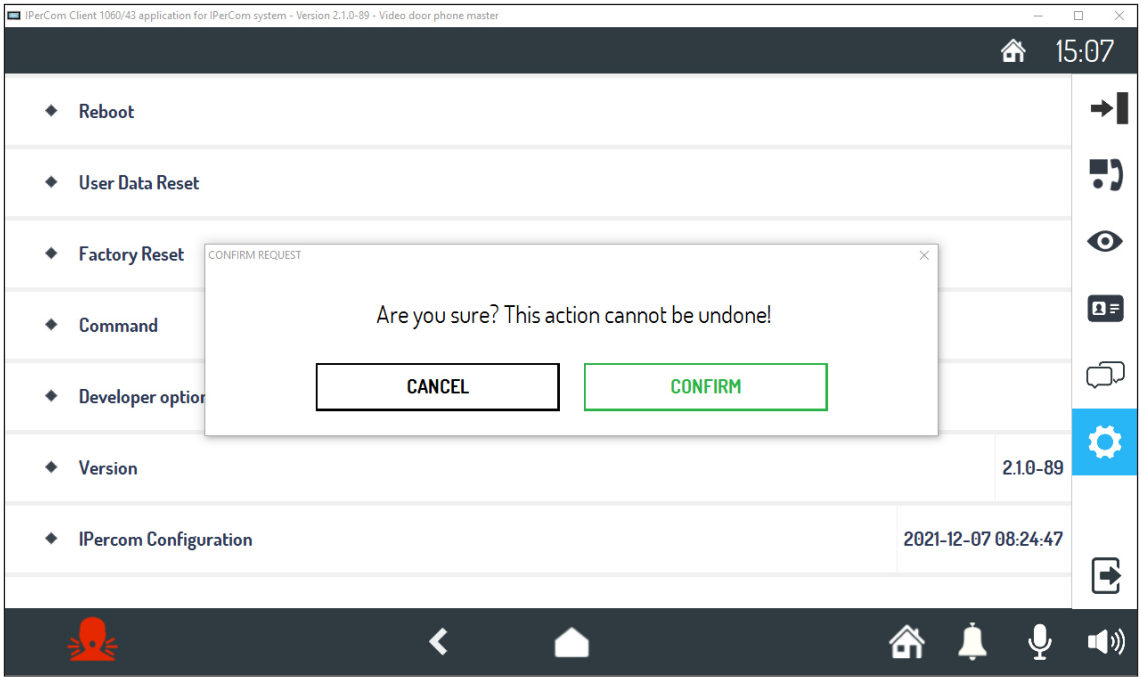
- Press the **Confirm** button to confirm the operation and restart the app. Press the Cancel button to cancel the operation and close the pop-up window.

4.5.2 USER DATA RESET

The User Data Reset control deletes the stored data, i.e. existing chats, manually added contacts and the call log. The User Data Reset operation is irreversible.

To reset the user data, proceed as follows:

- In the maintenance menu, press **User Data Reset**.
- A pop-up window is displayed on the screen to confirm the operation.



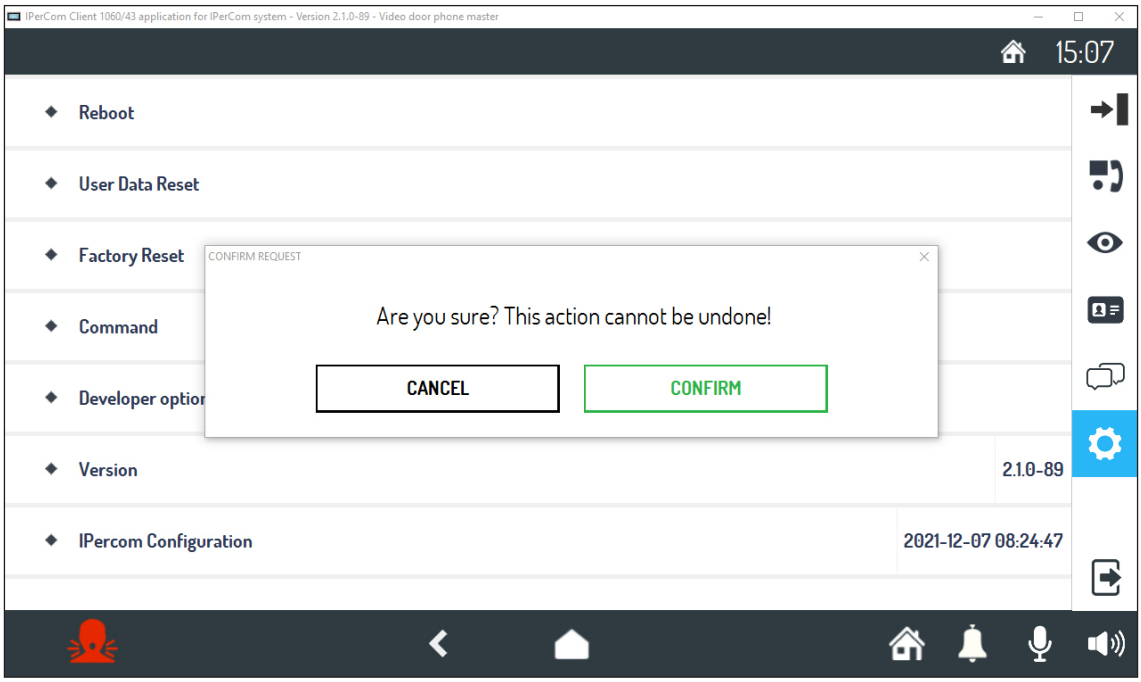
- Press the Confirm button to confirm the operation and delete the data stored in the app. Press the **Cancel** button to cancel the operation and close the pop-up window.

4.5.3 FACTORY RESET SETTINGS

The reset to factory settings deletes all configurations made on the app.

To reset to factory settings, proceed as follows:

- In the maintenance menu, press **Factory Reset**.
- A pop-up window is displayed on the screen to confirm the operation.



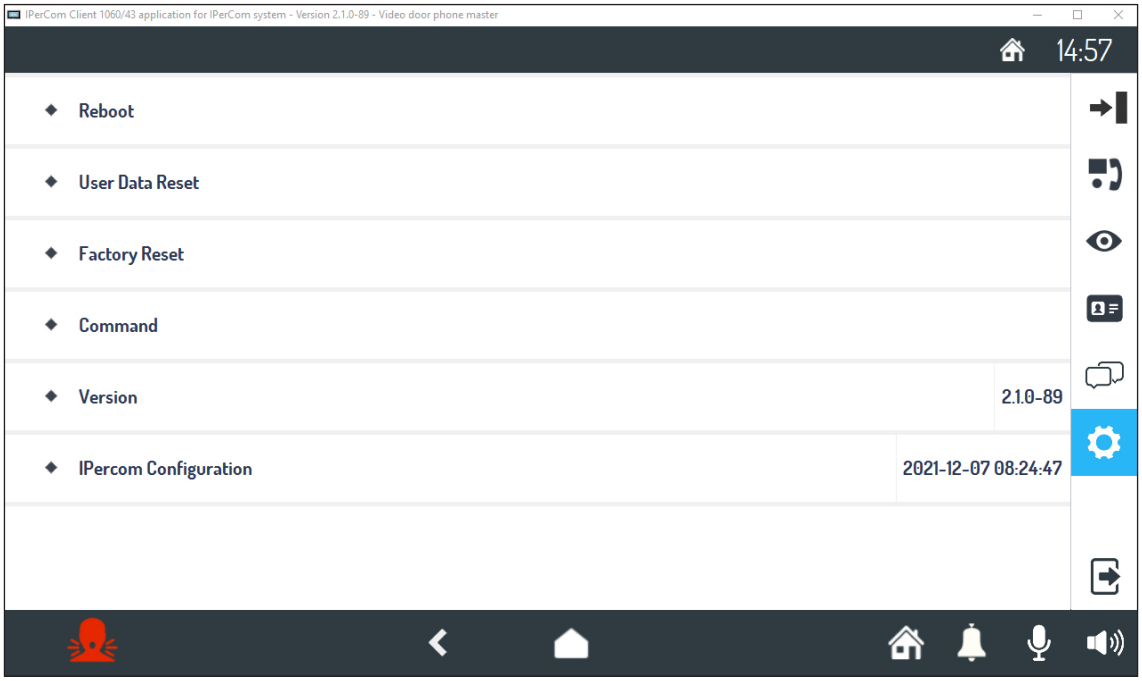
- Press the **Confirm** button to perform the operation and delete all the configurations in the video door phone and return it to the factory default configuration. Press the **Cancel** button to cancel the operation and close the pop-up window.

WARNING! The Factory Reset operation is irreversible and requires Video Door Phone configuration, since it deletes all the personalised settings that had been introduced, e.g. the choice of a Home Page, activation of automatic door opening, tune selections etc.

4.5.4 FIRMWARE VERSION OF THE APP

It is possible to view the firmware version of the app.

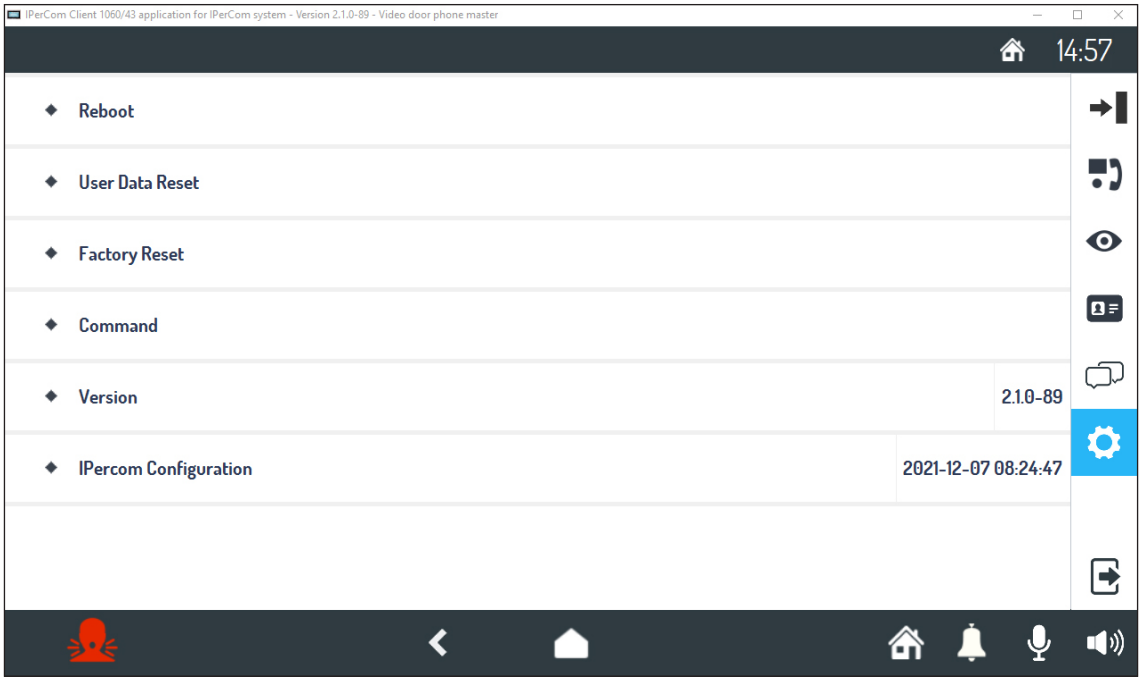
- In the maintenance menu, scroll through the various items until displaying **Version**.
- The application firmware version is displayed on the right, for example:



4.5.5 IPERCOM CONFIGURATION

It is possible to view the date of the last modification to the system configuration of the Ipercom system.

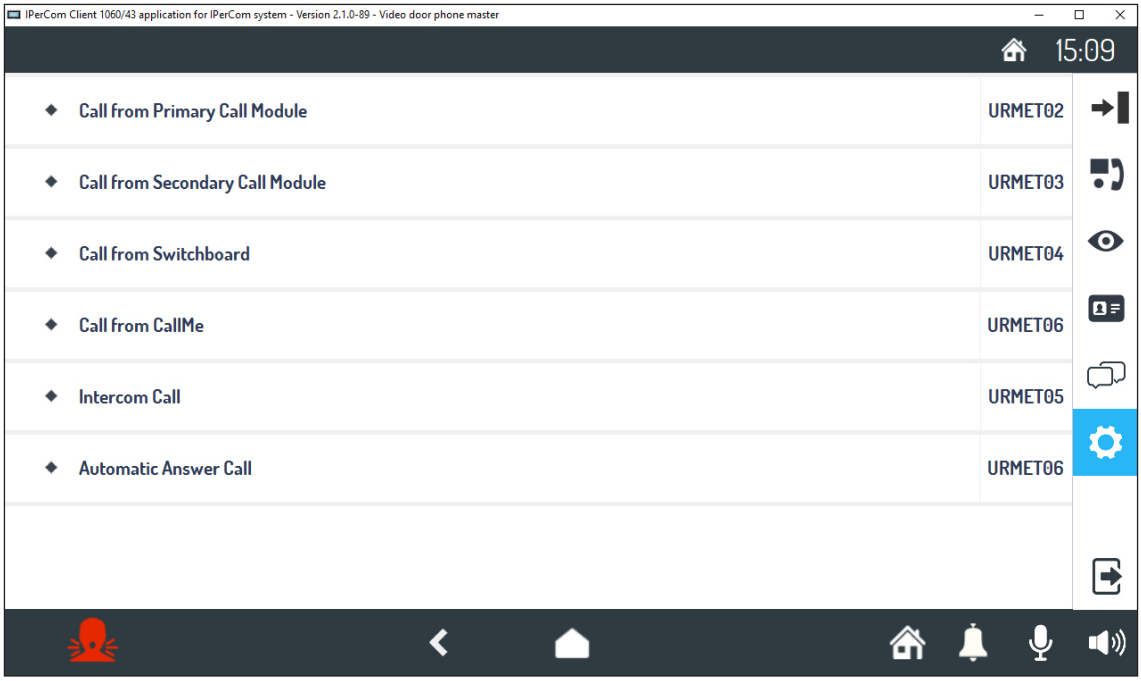
- In the maintenance menu, scroll through the various items until **Ipercom Configuration**.
- The date of the last modification to the Ipercom system configuration is displayed on the right.



4.6. MELODIES

To change video door phone tunes, follow the procedure below:

- Tap the writing **Melodies** (Tunes). A new window opens that lists the various types of call.

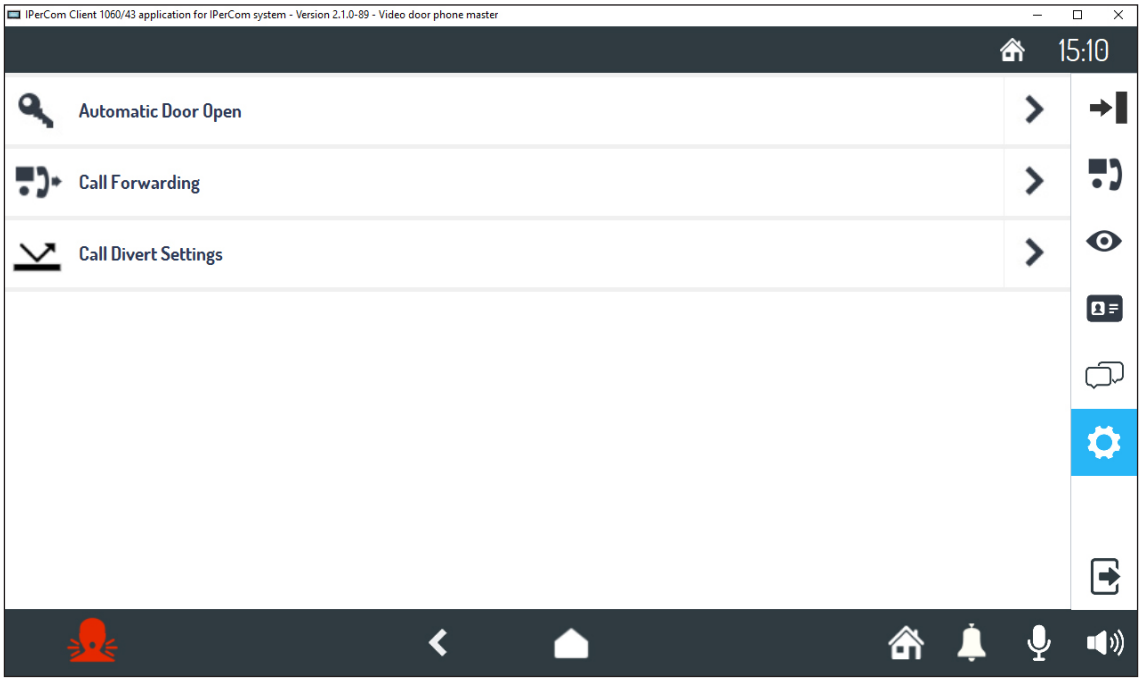


- Tap the call type that you wish to change the tune of.
- A pop-up window opens listing the available tunes.
- Select the new tune or tap the **X** icon at the top right to close the window without making any changes.

4.7. OPERATING MODE SETTINGS

To display the video door phone operating modes, follow the procedure below:

- Press the **Operating mode Settings** item to display the screen with the configurable functions listed:



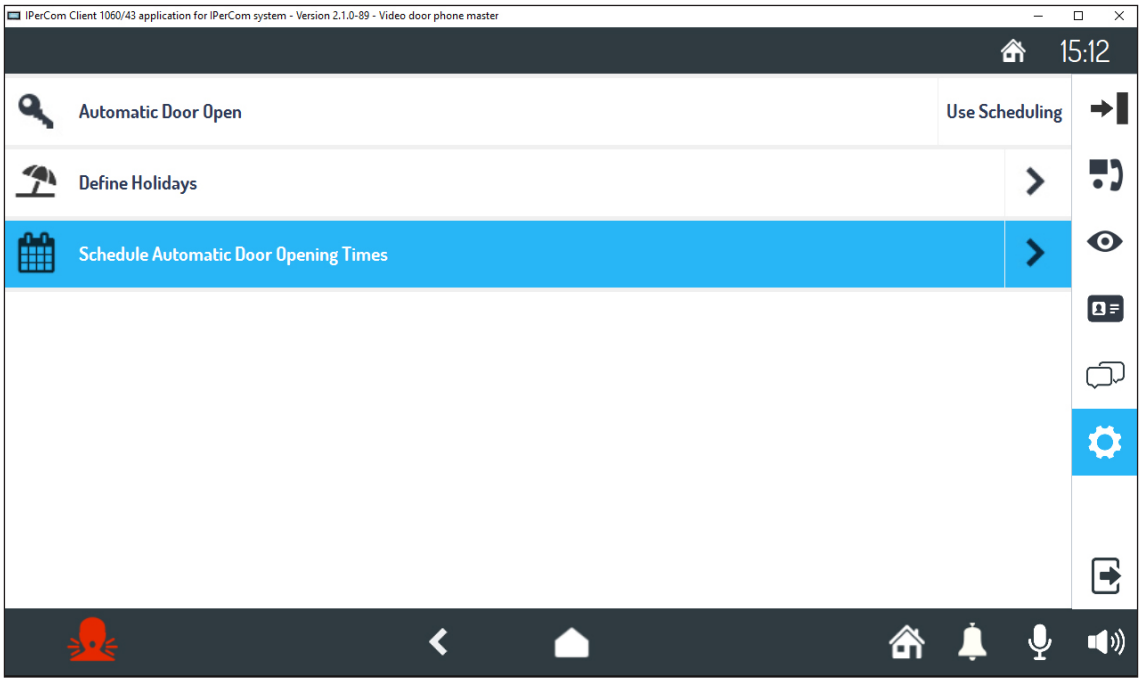
The following chapters describe the functions shown above.

4.7.1 HOW TO AUTOMATICALLY OPEN THE DOOR

The following parameter allows opening the door automatically when a call is received without the need to answer, to activate the function follow the procedure below:

- Press the **Operating Mode Settings** parameter and then select Automatic Door Open.
- Press the **Automatic Door Open** item (the current setting is shown to the right). A pop-up window opens where it is possible to enable, disable or program the automatic door opening.

  If automatic door opening is activated, the icon is shown at the top right and after the automatic opening of the door the call is terminated.
- Select the required setting or tap the **X** icon at the top right to close the window without making any changes.
- If the "**Use Scheduling**" mode is selected, 2 new items are displayed in the parameter setting screen.



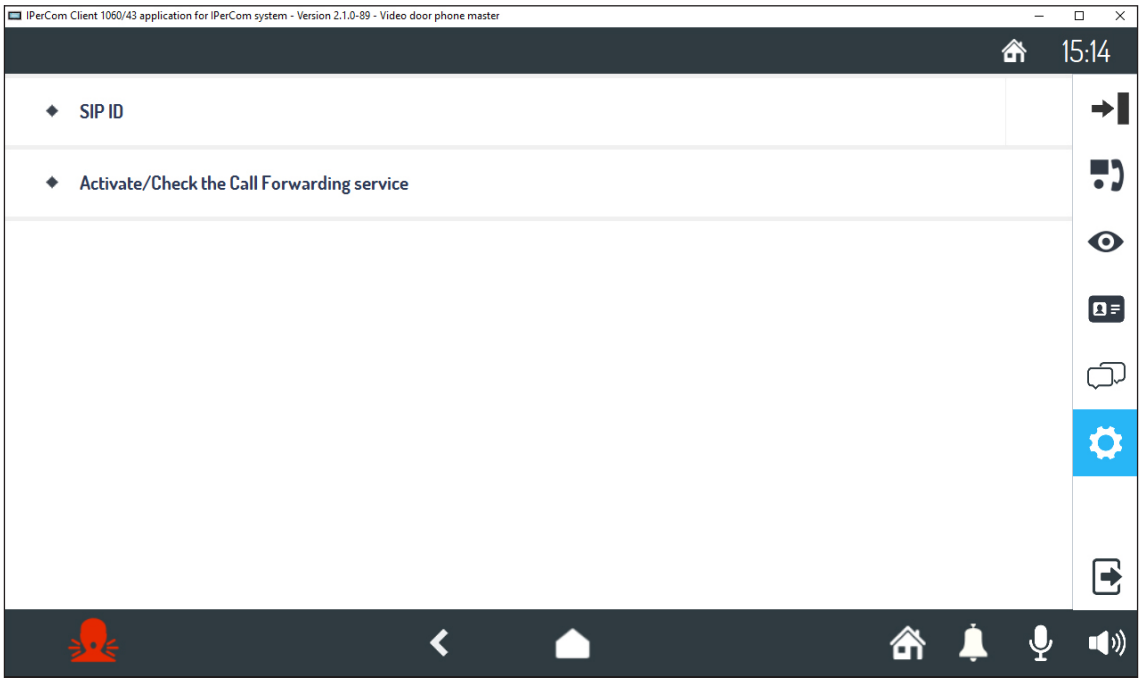
- The "**Define Holiday**" parameter allows defining the days of the year as public holidays to allow the programming of the Automatic Door Opener function for the defined days.
- The "**Schedule Automatic Door Opening Times**" parameter allows selecting a day of the week (if one or more holiday days have been defined, these can be displayed in the day selection list) and programming the start and end time of the Automatic Door Opener function.

ATTENTION! The **Automatic Door Opener** function is only available if the system has been properly configured. When the **Automatic Door Opener** function has been activated, it is not possible to change the app status.

4.7.2 CALL FORWARDING SETTINGS

The following parameter allows enabling the call forwarding function to receive a call on one or more smartphones/ tablets.

- Press the **Operating Mode Settings** parameter and then select **Call forwarding settings**.
- The screen with the various settings and parameters of the function is displayed.



- **SIP ID**: The following parameter allows displaying SIP ID (set in an Ipercom version lower than 2.1) of the CallMe account on which you receive calls on your smartphone

  The SIP ID is visible only if the ***CallMe Manager*** support has not been enabled during system configuration and if the "Call forwarding URI on MAX" parameter has been properly enabled in the system settings (for more information, refer to the Ipercom technical manual, chapter "***Call forwarding settings***" that can be downloaded from www.urmet.com).

- **Activate/Verify the Call Forwarding service**: enables the call forwarding function. The activation procedure based on the configuration of the Ipercom system is described below.

  ATTENTION! Depending on the Ipercom system configuration ("**CallMe Manager support**" parameter enabled or disabled) it is necessary to follow the correct procedure for configuration and activation of the call forwarding function.
  To activate the function, a router providing Internet access must be connected to the Ipercom system.

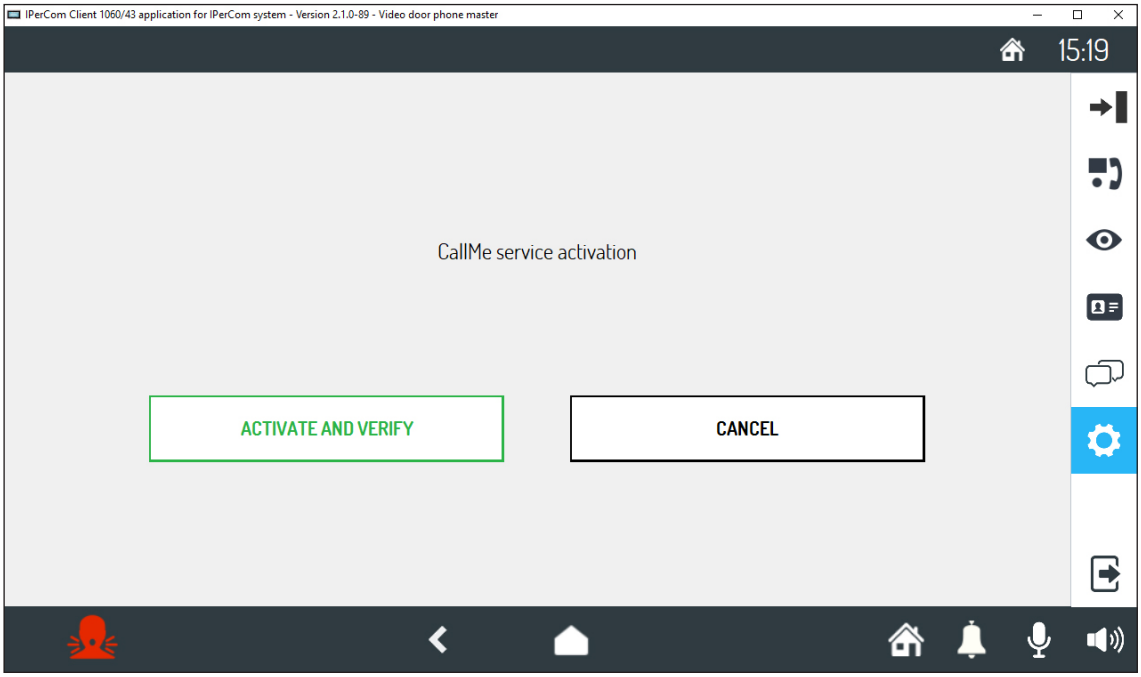
  CallMe Manager support enabled on Ipercom system

  1. Download the Urmet CallMe app from the Apple Store (iOS) or Play Store (Android)
  2. Create an account on Urmet Cloud through the CallMe App.

  For the procedure for creating an account through the CallMe App, refer to the appendix "**CallMe App Configuration**" on the Ipercom system technical manual on *www.urmet.com*.

  3. Abilitazione dell'account per mezzo del documento PDF inviato dall'amministratore e dell'App CallMe.

  4. On the PC, in the screen displayed, press "**Activate/Verify the Call Forwarding Service**".



5. Press the "**Activate and verify**" button to activate the function.

If successful, a screen confirming the activation of the function is displayed.

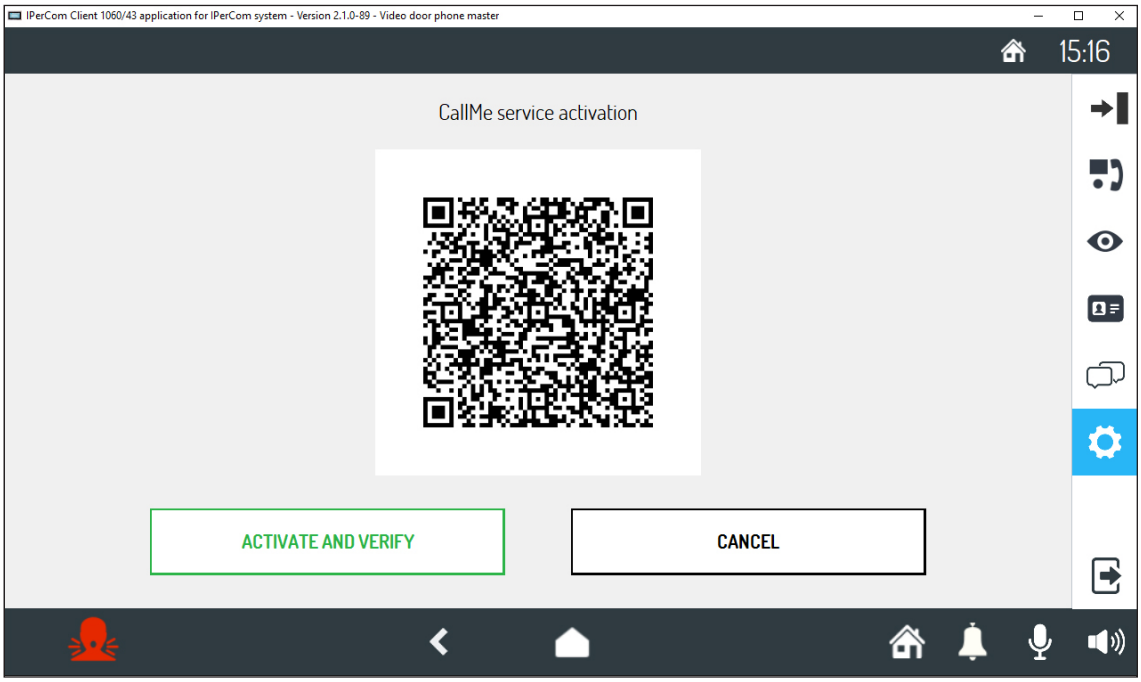
If unsuccessful, a screen indicating the function activation failure is displayed. Carry out the procedure again, making sure that you are carrying out the steps described correctly (for more information, refer to chapter "***Setting up the call forwarding function***" in the Ipercom system technical manual on *www.urmet.com*).

CallMe Manager support disabled on Ipercom system

1. Upload the Urmet CallMe app from the Apple Store (iOS) or Play Store (Android)
2. Create an account on Urmet Cloud through the CallMe App.

For the procedure for creating an account through the CallMe App, refer to the appendix "***CallMe App Configuration***" on the Ipercom system technical manual on *www.urmet.com*.

3. On the PC, in the screen displayed, press "**Activate/Verify the Call Forwarding Service**".



4. On the smartphone where the CallMe App is installed, start the application.
5. Press the button: "**Settings**" → "**Service Management**" → "**My Devices**" → "**Add**".

6. The QR Code reader application on your smartphone is launched.
Use your smartphone to scan the QR code displayed on the PC.

7. On the video door phone, press the "**Activate and verify**" button to activate the function.

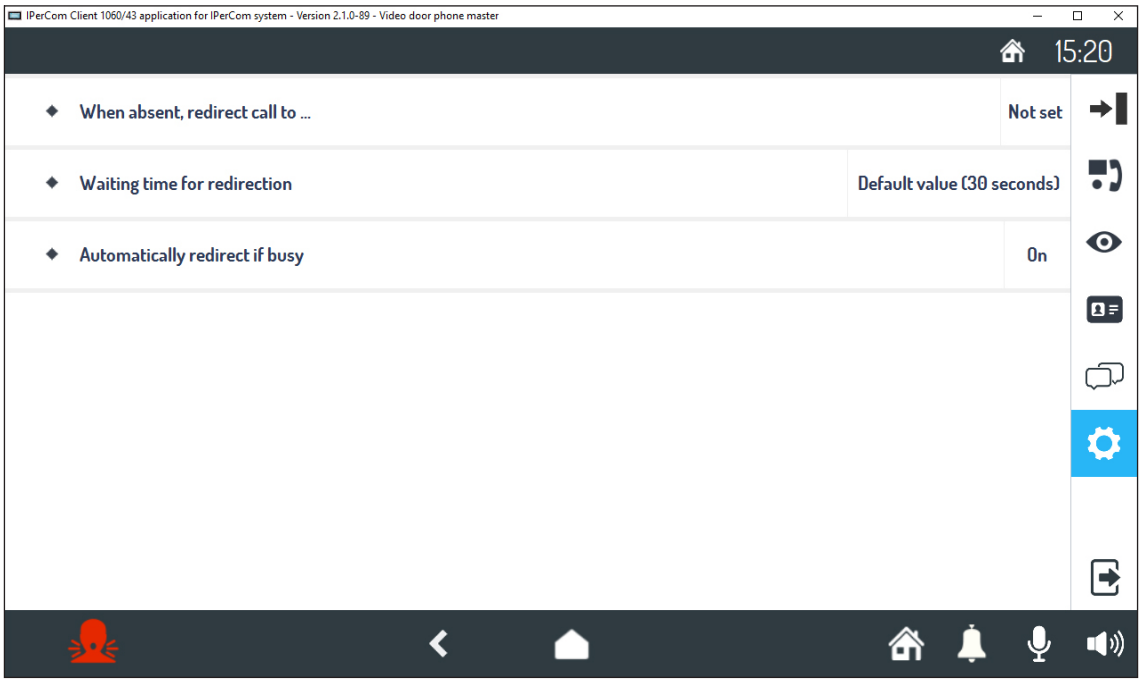
If successful, a screen confirming the activation of the function is displayed.

If unsuccessful, a screen indicating the function activation failure is displayed. Carry out the procedure again, making sure that you are carrying out the steps described correctly (for more information, refer to chapter "***Setting up the call forwarding function***" in the Ipercom system technical manual on *www.urmet.com*).

4.7.3 CALL DIVERT SETTINGS

To activate or change the settings for the call diversion function, follow the procedure below:

- Press the **Device Mode Settings** parameter and then select **Call divert settings**.
- The screen with the various function settings listed is displayed (the status of each setting is shown to the right):



- **When absent, redirect call to:** if set, this parameter allows selecting which device to divert a call to:
  - relevant exchange,
  - all the exchanges in the system,
  - a contact in the directory.

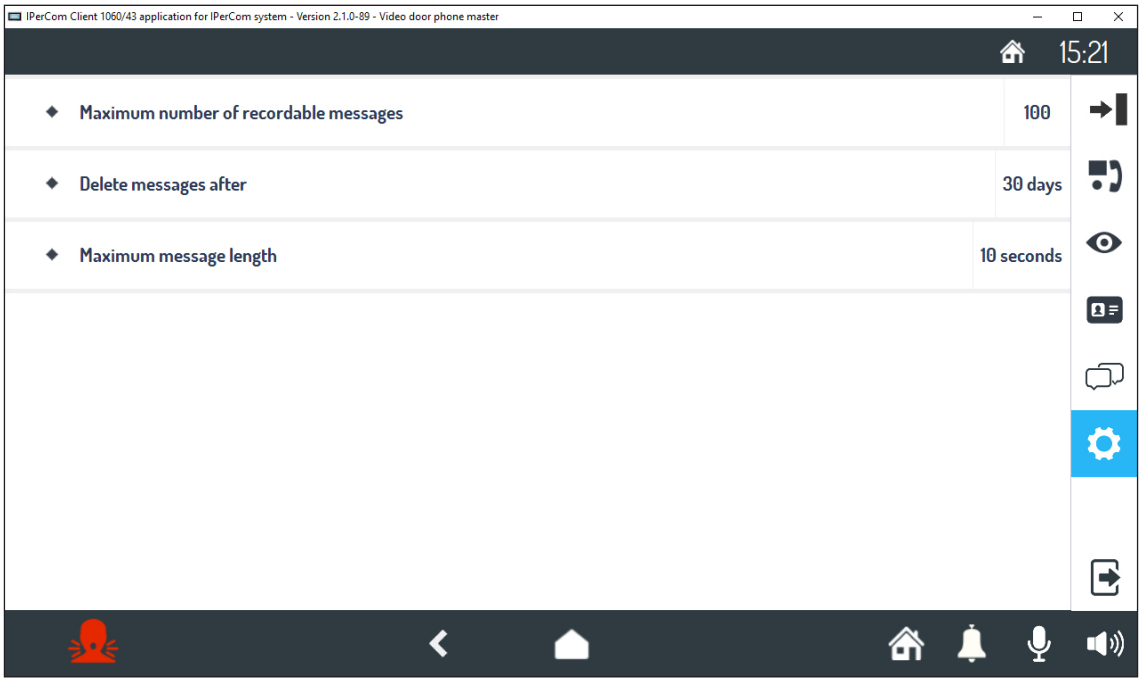
ATTENTION! The call can only be diverted to a contact in the phonebook.

- **Waiting time before redirect**: if set, this parameter allows setting the waiting time within which the call will be diverted (from 10 to 50 seconds or immediately).
- **Automatic redirect when busy**: if set, this parameter allows diverting the call if the video door phones in the apartment are busy with another call.

4.8. AUDIO POST-ITS

The following parameter allows configuring the parameters of application audio Post-its.

- Press the **Audio Post-Its** item to display the screen with the list of the configurable parameters:

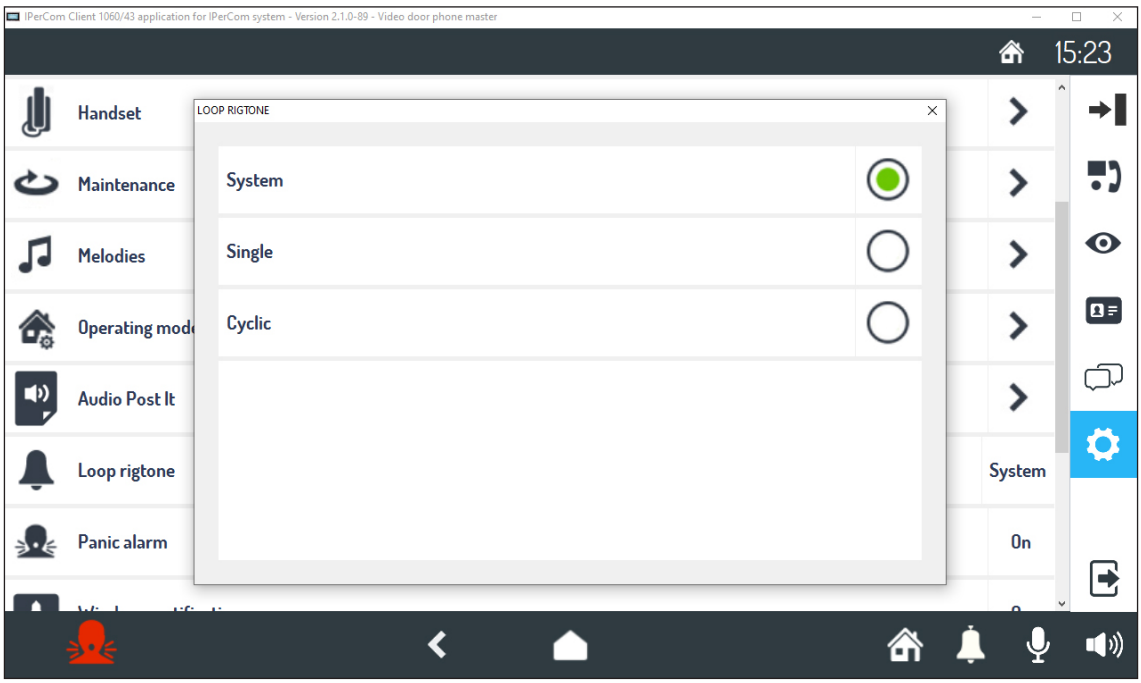


- **Maximum number of recordable messages**: by pressing the following parameter, a pop-up window opens and allows configuring the maximum number of messages that can be recorded by the application.
- **Delete messages after**: by pressing the following parameter, a pop-up window opens and allows configuring after how much time the application must delete the saved messages automatically.
- **Maximum message length**: by pressing the following parameter, a pop-up window opens and allows configuring the maximum recording time of a message.

4.9. LOOP RINGTONE

The following parameter allows configuring the ringer playback mode.

- Press the **loop ringtone** item to display the screen with the list of the configurable parameters:

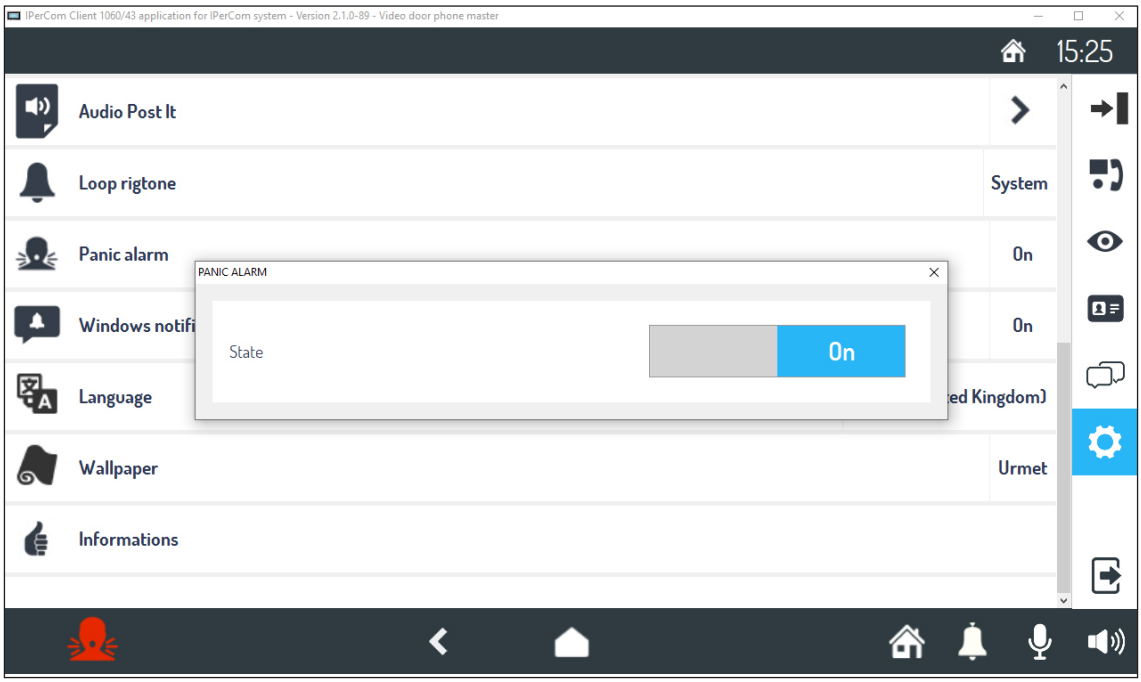


- **System**: the ringer is played according to the configuration of the Ipercom system
- **Single**: the ringer is played just one time when a call is received.
- **Cyclic**: the ringer is played repetitively when a call is received.

4.10. PANIC ALARM

The following parameter allows enabling or disabling the panic alarm sending icon.

- Tap the writing **Panic Alarm** (the current setting is shown on the right). A pop-up window opens where you can choose whether to enable or disable the Panic Alarm.
- Select the required setting or tap the **X** icon at the top right to close the window without making any changes.



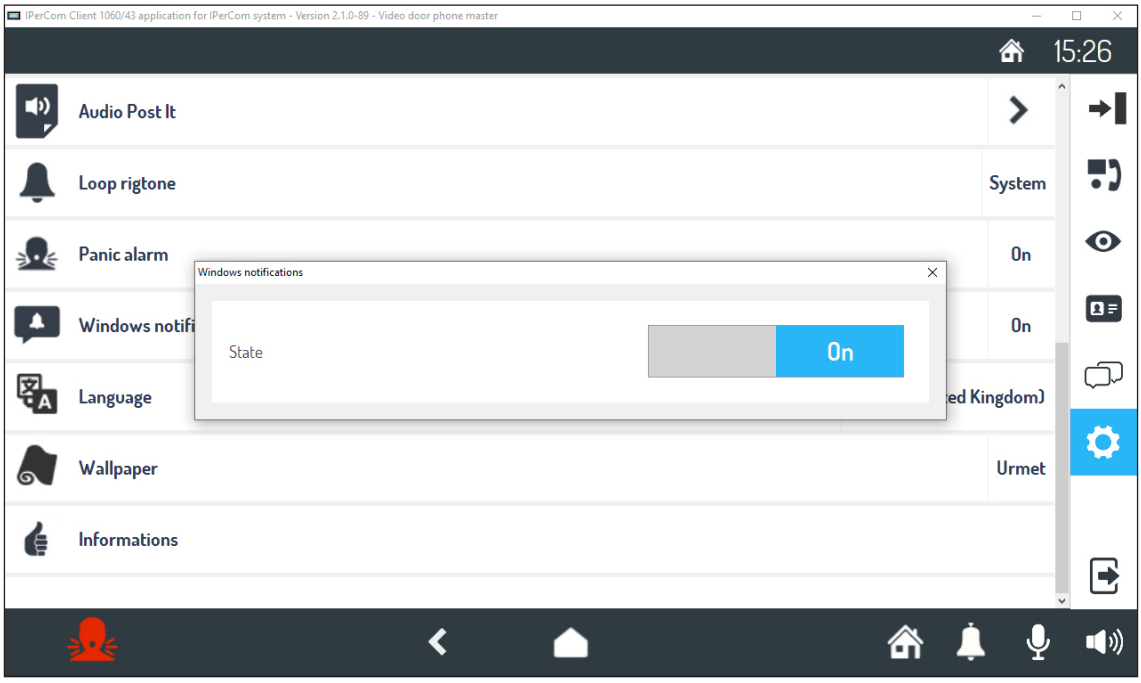
WARNING! The Panic alarm function requires that:

- the video door phone system has a switchboard;
- the system has been properly set up (for more information, check the Ipercom manual on www.urmet.com);
- there is a switchboard operator on duty;
- the switchboard operator has been properly trained on what to do in the event that a panic alarm is received.

4.11. WINDOWS NOTIFICATIONS

The following parameter allows enabling or disabling Windows notifications when for example the application receives a call or sends a panic alarm, etc.

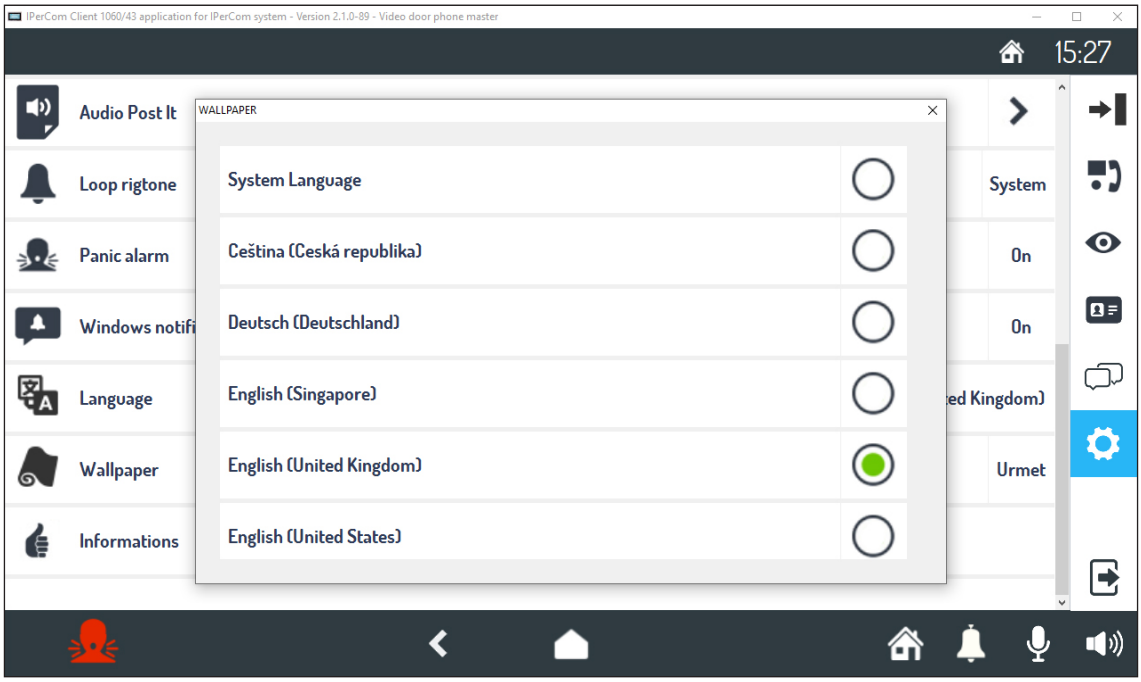
- Press the **Windows Notifications** item (the current setting is shown to the right). A pop-up window opens where it is possible to enable or disable the function.
- Select the required setting or tap the **X** icon at the top right to close the window without making any changes.



4.12. LANGUAGE

The following parameter allows changing the application language.

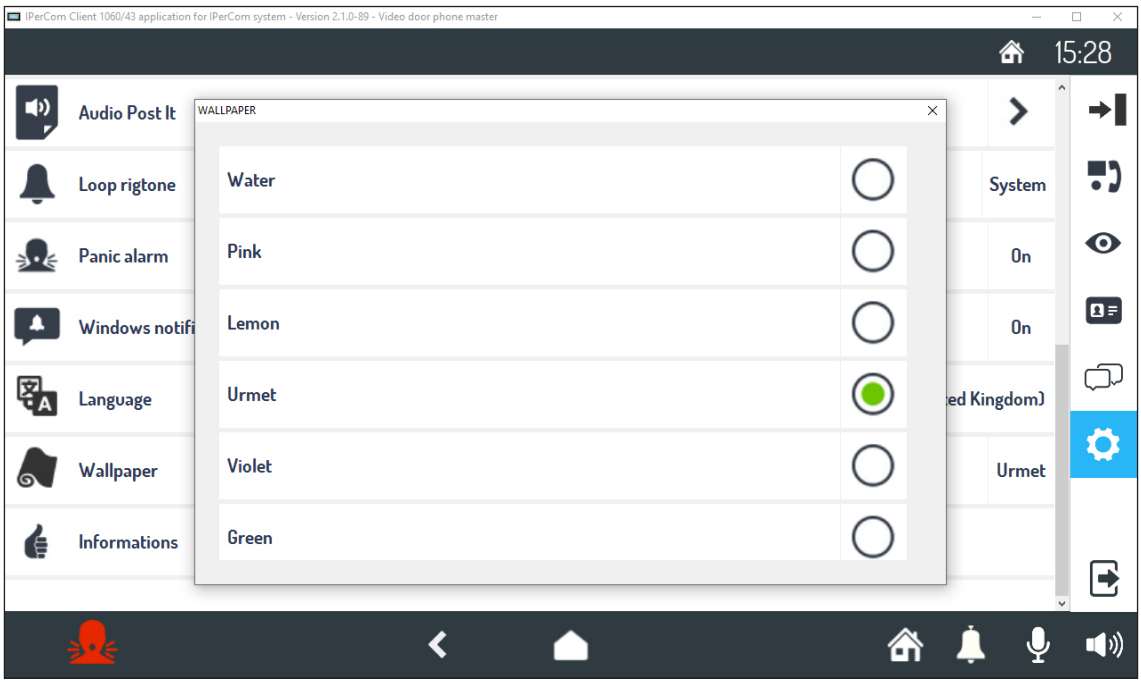
- Press **Language** (the active language is shown on the right) to display a pop-up window in which you can choose the language of the video door phone. Select the new language from the list or press the **X** icon in the upper right corner to close the window without making any modification.



4.13. WALLPAPER

The following parameter allows changing the Homepage background colour.

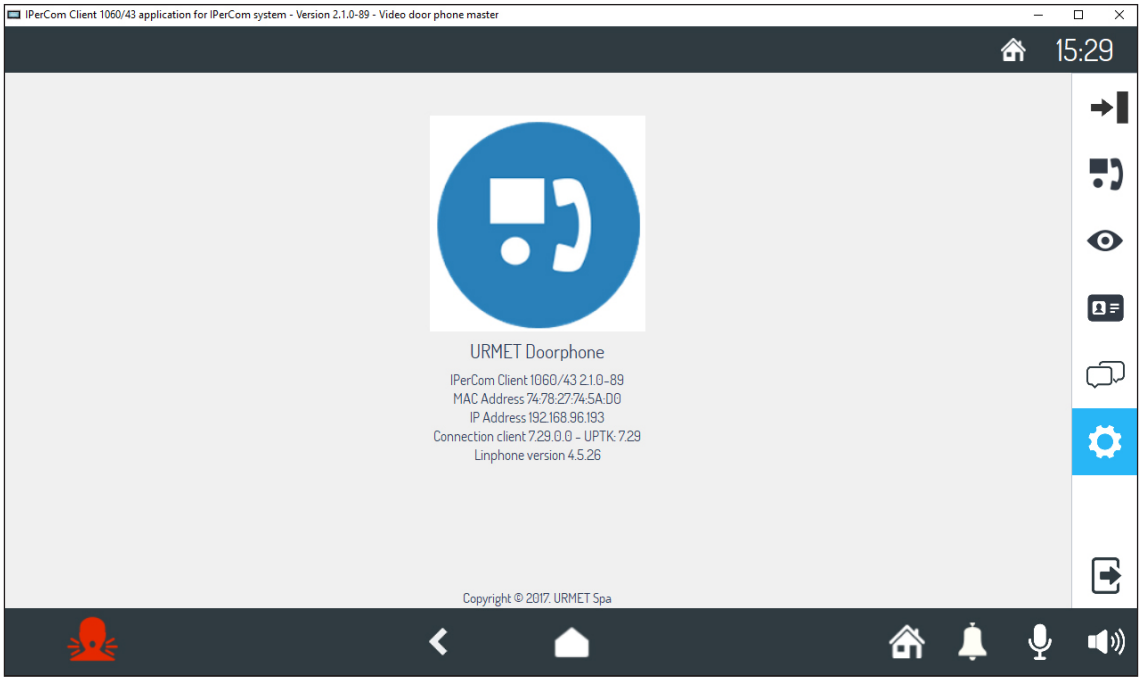
- Press the **Wallpaper** item (the active background is shown to the right) to display a pop-up window in which you can choose the display background.
- Select the new background from the list or press the **X** icon in the upper right corner to close the window without making any modification.



4.14. INFORMATION

The following parameter allows displaying the application software information.

- Press the word **Information**. Information showing the software versions of the video door phone software versions, in addition to the IP address and the MAC address.



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