



USER'S BOOKLET



Interactive Links

There are INTERACTIVE LINKS in the document to make consultation faster and more efficient.

CallMe App Version: **1.1.0-4** or later

SUMMARY

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1. CallMe APP FUNCTIONING

The following booklet describes the operation of the CallMe app for systems:

- **Ipercom** (ver. 2.1.0 or later)
- **Ipercloud** (Ipercom ver. 3.0.0 or later)
- **2Voice** with product code:
 - 1760/31U and 1760/33U VOG⁷
 - 1760/31A, 1760/32A and 1760/33A VOG⁷
 - 1760/15U and 1760/16U VOG^{5W}
 - 1760/15, 1760/16, 1760/18 and 1760/19 VOG^{5W}
 - 1083/83

The Urmet CallMe App enables:

- receiving an audio-video or audio-only call from a door station;
- the display of the image of the visitor who called without yet answering;
- the call forwarding to a landline network or mobile number in the event of a data network failure or call not answered on CallMe (function only available in systems with an **Ipercloud** apartment);
- to make Intercommunication calls to other smartphones sharing a system or to the apartment's calling station or concierge switchboard, if any;
- to carry out auto-on ("**Cameras**" function) to see on the smartphone the image taken by the door station and any connected control cameras;
- to display screenshots taken by the calling station when the call ends unanswered.
- reception of alarms sent from apartment calling stations and concierge switchboards;
- emergency call from smartphone to apartment calling station following an alarm received;
- the display of the list of missed calls.

ATTENTION: the video functions "**View image**" and "**Cameras**" are available on the smartphone even if there is only a simple door phone calling station inside the apartment.

The following table shows the list of functions accessible to the various systems according to the devices present in the system:

| Functions | System | | | | Ipercom (without Ipercloud licence) | Ipercom (with Ipercloud licence) |
|---|---------|------------------------------|----------------------------------|--|--|-------------------------------------|
| | 2Voice | | | | | |
| | 1083/83 | 1760/15 - /16 - /15U /16U | 1760/31A - /33A - /31U - /33U | | | |
| View camera | ✓ | ✓ | ✓ | | ✓ | ✓ |
| Receiving a call | ✓ | ✓ | ✓ | | ✓ | ✓ |
| Cameras (Auto-on function) | ✓ | ✓ (*) | ✓ | | ✓ | ✓ |
| Opening of the pedestrian and drive door from Homepage | ✗ | ✗ | ✗ | | ✓ | ✓ |
| Missed calls | ✓ | ✓ | ✓ | | ✓ | ✓ |
| Alarm Log | ✗ | ✓ (*) | ✓ | | ✓ | ✓ |
| Contacts address book | ✓ | ✓ | ✓ | | ✓ | ✓ |
| Emergency call from smartphone to indoor station after an alarm has been sent | ✗ | ✓ | ✓ | | ✓ | ✓ |
| Auto-on function on a call station after an alarm has been sent | ✗ | ✓ (*) | ✓ | | ✓ | ✓ |
| Call diversion to landline or mobile phone | ✗ | ✗ | ✗ | | ✗ | ✓ |
| Intercom function between smartphones | ✓ | ✓ | ✓ | | ✓ | ✓ |
| Intercom function between smartphone and indoor station | ✗ | ✗ | ✗ | | ✓ | ✓ |
| Intercom call from apartment station to smartphone | ✓ | ✗ | ✗ | | ✗ | ✗ |

(*) Feature available if the video door phone is set to "**Building**" or "**Local Power**" mode.

In order to be able to receive video door phone calls on your smartphone, you need:

- To have the Urmet CallMe App installed on your smartphone.
ATTENTION: it is necessary to enable on the smartphone the reception of notifications for the CallMe App.
- The smartphone must have the following operating system version: IOS 13 or Android 8 or later.
WARNING: Applications that optimise the battery use or the energy consumption of the smartphone may affect the operation of the Urmet CallMe application with the screen off (background).
- Have a properly configured user account.
- The Ipercom system must be correctly installed and configured and have access to Internet.
- Have the system functionality enabled and configured.
- For systems **2Voice** prepare a Multi-user Call Forwarding Device or a video door phone that allows call forwarding, properly installed and configured, with available Internet connection.
- Have a good quality Internet connection.
- Check that the data contract you use on your smartphone does not provide for VoIP blocking.

2. RECEIVING CALLS

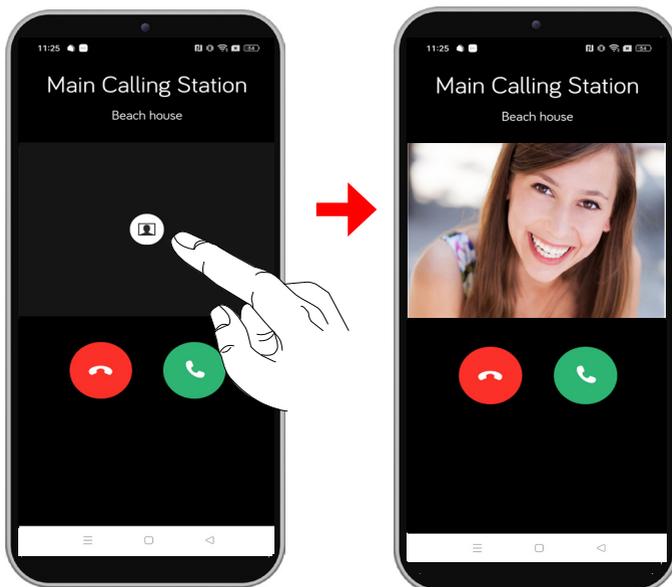
When receiving a call, on devices running iOS version 13 and Android version 10 or later, the smartphone will ring and a notification will appear if the application is in the background. By accessing the notification, you will be able to open the Urmet CallMe App, which will appear as shown in the screenshot on the side.

 *The ringing stops after 1 minute.*

Three options are possible:

1) Select “**View Image**” .

By clicking on the icon, you  can see the visitor's image without answering yet. This function is very useful in case you want to “check” who is ringing the doorbell without intervening. This is the case of a relative who wants to ensure visitors for an elderly or infirm loved one. The display will not prevent answering the video door phone installed in the house.



You can see the visitor's image either on your smartphone or on the video door phone in the apartment. Activating the display on the video door phone terminates the call on the smartphone.

 *If several smartphones with which the system (place) is shared are connected, it is possible to activate the “**View Image**” function on all smartphones at the same time.*

2) Reject the call.

To reject a call, simply press the red reject button .

 *If one of the connected devices rejects the call, the other devices (apartment calling station or other smartphones, if any) will be able to accept the call or activate the “**View image**” function.*

3) Answer

You can reply (either immediately or after viewing the visitor via the  "View image" button) by pressing the green reply button . Once the call is accepted, the conversation is transmitted hands-free and the screen shown below appears.



The  button when pressed allows the speakerphone to be deactivated and the conversation to be switched to the capsule. Press the button again to re-enable the handsfree.

 *If a Bluetooth audio device is connected during the conversation or a headset/headphone (jack) is inserted, the conversation will be transmitted to the last audio device inserted.*

If a Bluetooth audio device is connected to the smartphone, the conversation will be transmitted to the audio device. Once in conversation, the following screen will appear:

The  button in Android smartphones is only displayed if a Bluetooth device is connected to the smartphone. On IOS smartphones, it is displayed if the smartphone's Bluetooth is switched on, even if no device is connected.

Press on the button or switch off the audio device to deactivate the Bluetooth audio output, in Android devices this switches to capsule conversation while in IOS devices it switches to hands-free conversation.

To mute your own audio channel during a conversation, tap the  (Mute) button. Press again to reactivate it.



The icon  shows the quality of the conversation based on the Internet connection of the smartphone:

| High | Medium | Low | Very Low | Very bad |
|---|---|---|---|---|
|  |  |  |  |  |

To open the pedestrian door, drag the icon  towards **“Open door”**.



To open the driveway, drag the icon  towards **“Open gate”**.



During the conversation, it is also possible to activate any special activations that have been configured when the system was set up by the installer.

To activate a special activation, press on the relevant key assigned to the function. In the example on the side, the special function **“Stair light”** is activated.

To end the conversation, tap the  button.

 *The conversation stops after about 2 minutes.*

 *If the smartphone is engaged in a phone conversation, any video door phone or intercommunication calls from the CallMe app cannot be answered until the current phone call is ended and within 1 minute from receiving the call.*

If the smartphone is used in a video door phone call and a phone call is received, the audio and the microphone switch to the phone call. If the phone call ends within approximately 2 minutes, the audio and microphone are reactivated on the video door phone call.

In both cases, it is possible to take advantage of the CallMe call video and the open door and driveway commands as well as special activations.



2.1. CALL FORWARDING TO A TELEPHONE NUMBER OR MOBILE NUMBER (ONLY FOR IPERCLUOD)

If the account is associated with an apartment in which a **Ipercloud** licence has been enabled and a landline or mobile number was entered during licence activation to which calls are to be forwarded (for full details, please refer to [CallMe App Configuration Booklet](#), chapter **“Add Place”**), in the event that the smartphone's Internet coverage is absent or unstable or the call is not answered within the 9-second limit on CallMe, the call is forwarded in audio mode to the number entered.

When receiving a call by pressing:

the **“Green handset” key** to enter into conversation with the calling station;

key 1 on the smartphone's numeric keypad, the pedestrian door can be opened;

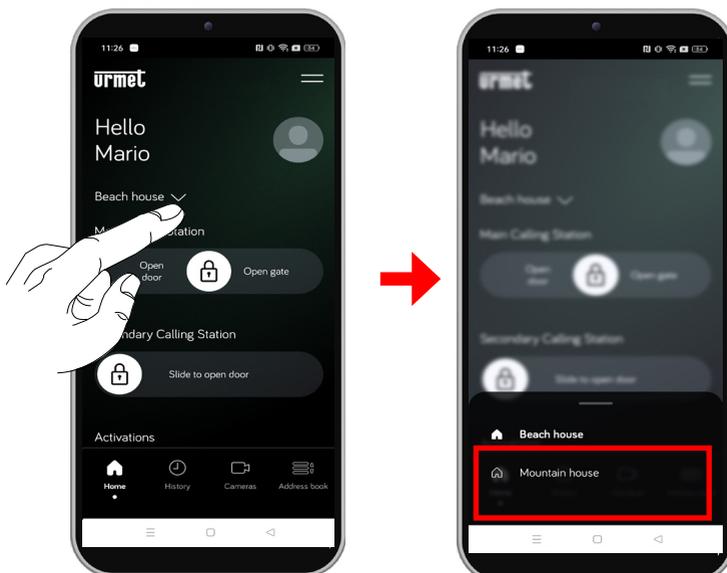
key 2 on the smartphone's numeric keypad, the driveway can be opened;

the **“Red handset” button** interrupts the conversation with the calling station;

3. HOMEPAGE

The homepage allows you to select the systems (places) associated with your account and activate the various open door functions and special activations.

If the account is associated with more than one system, the following button  is displayed next to the name of the system. Pressing it opens a drop-down menu displaying all systems associated with the account, select the desired one.



In the example below, the system "House in the Mountains" was selected.

ATTENTION! Some services on the homepage are available depending on the type of installation.

3.1. OPEN DOOR FUNCTIONS FROM THE HOMEPAGE (IPERCOM INSTALLATIONS ONLY)

Once the system has been selected, from the homepage it is possible to view all calling stations covered and, if necessary, open the pedestrian door and driveway without entering into conversation with the calling station.

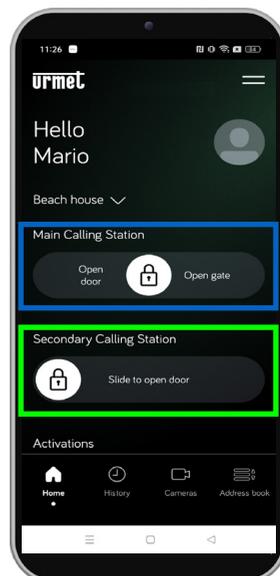
In the example shown in the screenshot to the side, there are 2 calling stations in the system.

- **Main Calling Station (blue box)** configured for opening both the pedestrian door and the driveway.
- **Secondary Calling Station (green box)** configured only for opening the pedestrian door.

 *The configuration of the push-button panels is carried out by the installer during system configuration.*

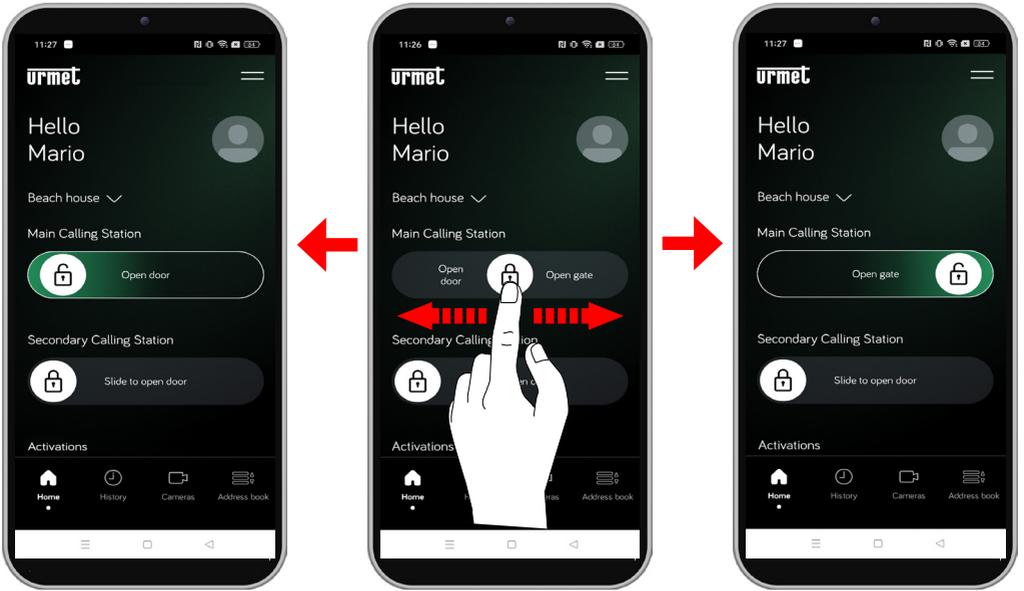
To open the pedestrian door or driveway, drag the icon  of the respective calling station on which you wish to act, towards: "Open door" for the pedestrian door, "Open gate" for the driveway.

If only one way is configured at the calling station, simply drag the icon towards the only available way.



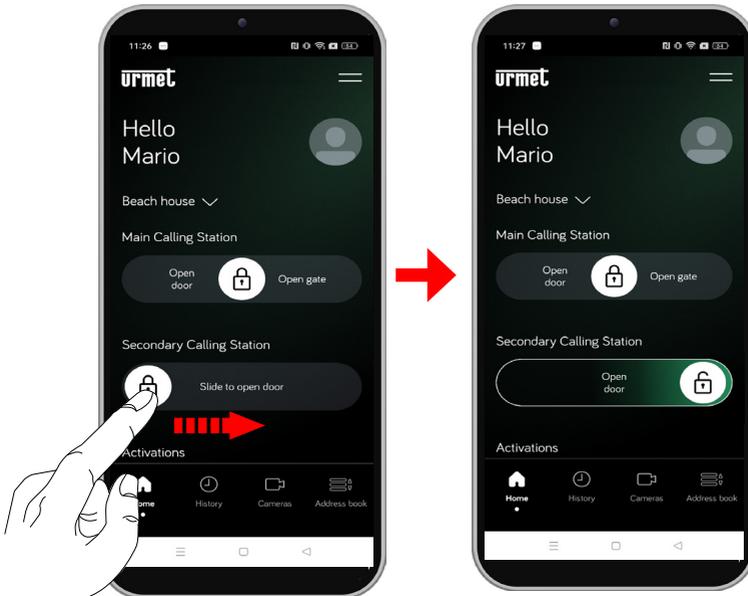
MAIN PUSH BUTTON PANEL

Opening the pedestrian door or driveway.



SECONDARY PUSH-BUTTON PANEL

Opening the pedestrian door.

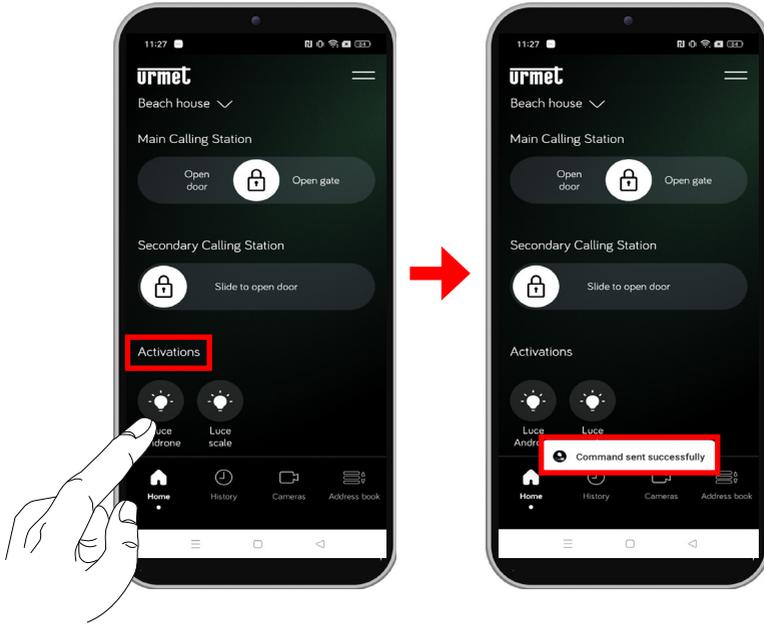


If there are several calling stations in the system, simply scroll up the homepage to display them.

3.2. SPECIAL ACTIVATIONS

The “**Activations**” section allows you to activate any special activations that were set when the system was configured by the installer.

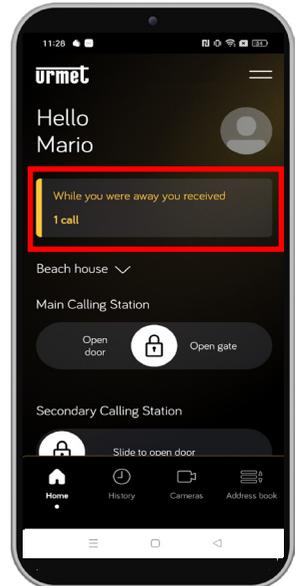
To activate a special activation, press on the relevant key assigned to the function. In the example on the side, the special function “**Entrance hall light**” is activated. A pop-up is then displayed to confirm that the activation command has been sent.



3.3. NOTIFICATIONS OF MISSED CALLS AND ALARMS

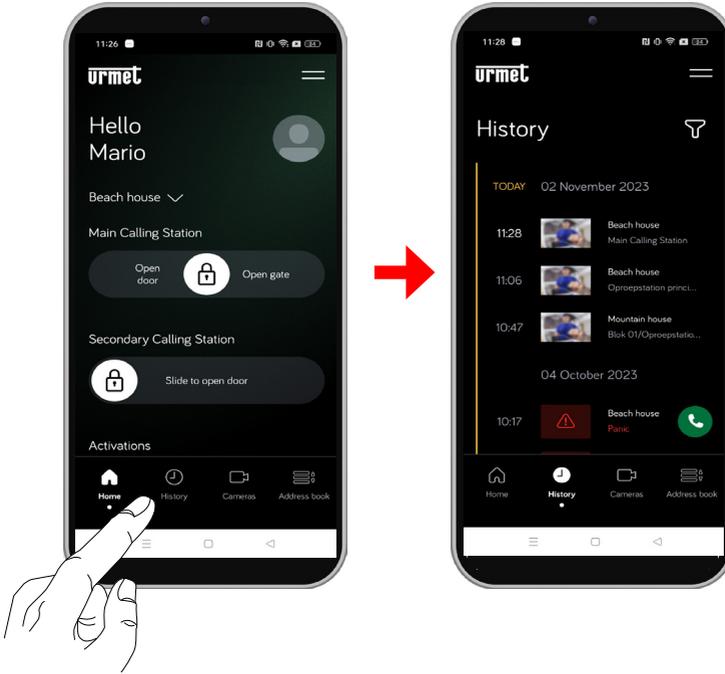
The homepage displays notifications of any missed calls and alarms received.

Pressing on the notification icon displays the “**History**” page where the list of missed calls and the history of received alarms are displayed (for more details, please refer to Chap. “[History](#)”).



4. HISTORY

The history function displays a list of all missed calls and the history of alarms received. On the homepage, in the lower selection menu, click on the “History” button.



 The synchronisation between the system and the smartphone takes place within seconds by accessing the notification either after each start of the application or after changing the access data.

The list shows both unanswered calls and received alarms.

By pressing the  button, it is possible to filter the display for received alarms only.

4.1. MISSED CALLS

It is possible to view the history of received missed calls up to a maximum of **30** per system.

In the case of an Ipercom system with an Ipercloud licence, the maximum number of missed calls is

- **30** if there is a server Ref. 1060/1;
- **10** if there are less than 100 apartments in the system with an Ipercloud licence and there is no server Ref. 1060/1;
- **5** if there are more than 100 apartments in the system with an Ipercloud licence and there is no server Ref. 1060/1;

If a further notification is received, the oldest will be overwritten by the last.

For each missed call, the following information is displayed:

- the name of the system (place) from which the call was made;
- the name of the calling station from which the call was made;
- the date and time when the call was made;

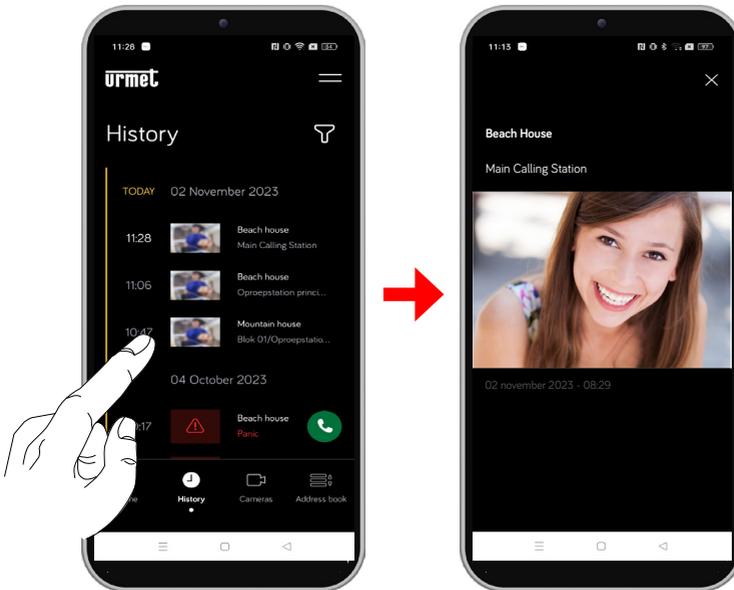
In addition, depending on the configuration of the system, screenshots of the missed call can also be displayed.

The following conditions must be met when displaying screenshots:

- In **Ipercom** systems, one of the following video door phone models must be present in the apartment:
 - VOG7 Ref. 1761/31 - /33;
 - MAX Ref. 1717/31 - /33;
 - MAX10 Ref. 1717/31 - /33;
 - Basic Ref. 1741/1 - /3
- In an **Ipercom** system with **Ipercloud** licences, the Alpha Ref. model calling station must be present. 1060-48. Any other calling stations other than the Alpha model in the system will not be able to take screenshots.
- One of the following video door phone models must be present in 2Voice systems:
 - VOG7 Ref. 1760/31U - /33U or 1760/31A or /33A
 - VOG5W(*) Ref. 1760/15U - / 16U or 1760/15 or /16

(*) *Feature available if the video door phone is set to “Building” or “Local Power” mode.*

Pressing on a missed call displays the screenshot taken by the calling station when the call ends unanswered.



 *Missed call history cannot be deleted. If you have several accounts sharing the system, the history of missed calls will be common to all.*

4.2. ALARM HISTORY

In **2Voice** systems, the function is available only on the following devices:

- VOG7 Ref. 1760/31U - /33U or 1760/31A - /33A
- VOG5W(*) Sch. 1760/15U - / 16U or 1760/15 - /16

(*) *Feature available if the video door phone is set to “**Building**” or “**Local Power**” mode.*

It is possible to view the alarm history, up to a maximum of **30**: if another alarm is received, the oldest will be overwritten by the last. For each alarm received, the following information is displayed:

- the name of the system from which the alarm was sent;
- the date and time at which the alarm was sent;
- the type of alarm sent.

 *It is not possible to delete the alarm history. If you have several accounts sharing the same system, the alarm history will be common to all.*

In addition, it is possible to use the emergency call function to call the video door phone that has generated an alarm if the alarm is still active and has not been reset by the video door phone or if it is signalled by a switchboard.

Press on the  icon to start the call. The call can only be interrupted by the smartphone and has no time limit.

ATTENTION! In **2Voice** systems, if video door phones VOG5W Ref. 1760/15U - / 16U or 1760/15 or /16 are available, the service is available only if devices are configured in “**Local power supply**” mode.



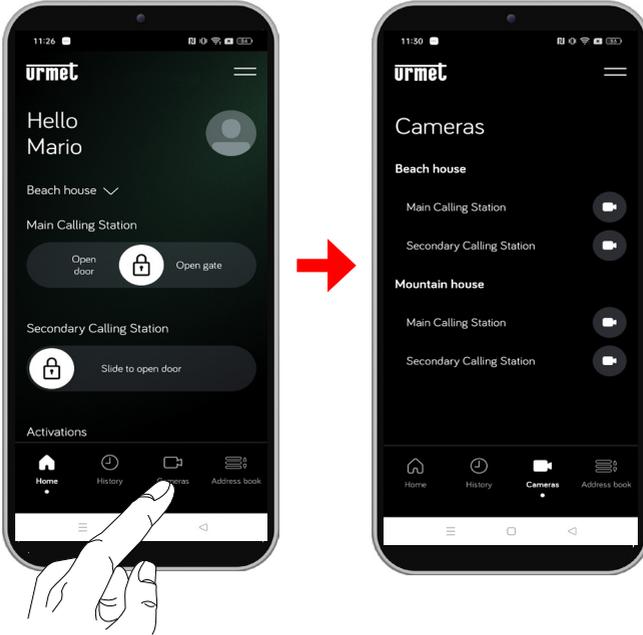
For Ipercom systems only if the call forwarding function has been activated via the **Switchboard** app Ref.1060/41, alarms sent from apartment stations can be displayed on the CallMe app in addition to alarms sent from the calling stations.

5. CAMERAS (AUTO-ON)

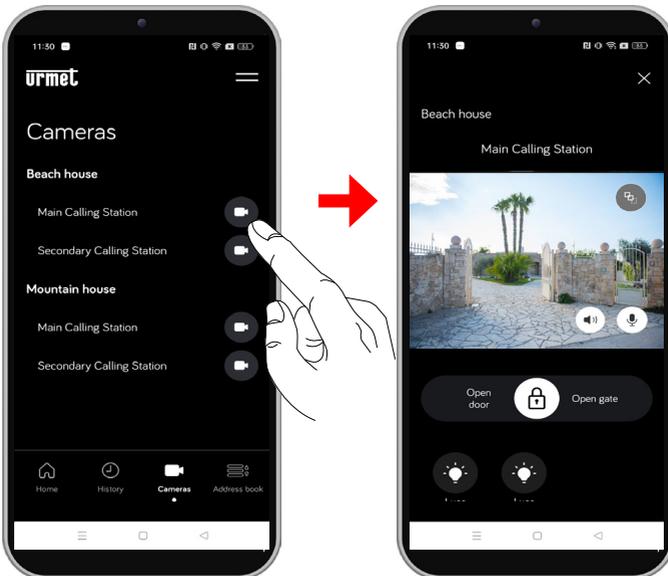
ATTENTION! In 2Voice systems, if video door phones VOG5W Ref. 1760/15U - / 16U or 1760/15 or /16 are available, the service is available only if devices are configured in “**Local power supply**” mode.

The auto-on function allows the image taken by the calling stations and any connected cameras to be shown on the smartphone display.

On the homepage, in the lower selection menu, press the “**Cameras**” button.



Press on the icon  related to the name of the calling station on which you want to activate auto-on. The following screen appears:



To switch to the next call station or to any connected control cameras, press the button  next to the name of the displayed button panel.

To open the pedestrian door, drag the icon  to **“Open door”**.

To open the driveway, drag the icon  to **“Open Gate”**.

To enter a conversation with the calling station, press the  button.

The  button when pressed allows the speakerphone to be switched off and the conversation to be switched to the capsule. Press the button again to re-enable the handsfree.

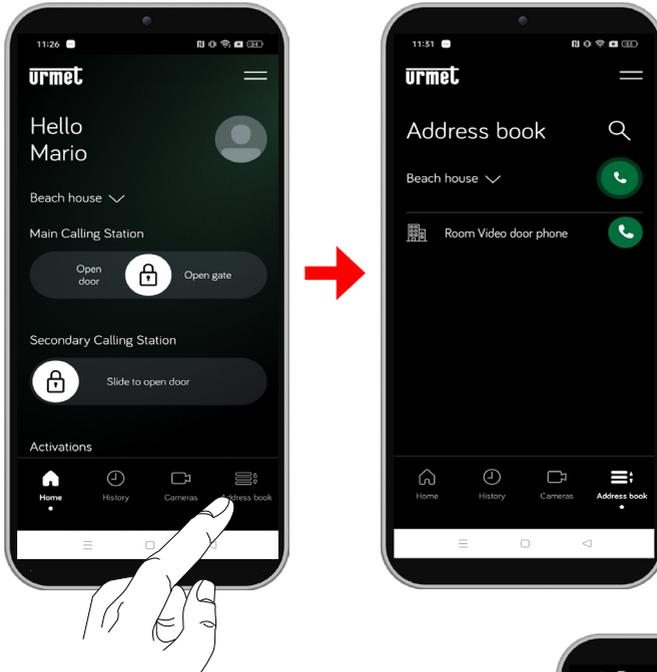
To activate a special activation, press on the relevant button  assigned to the function.

Press **X** to close the auto-on and return to the Homepage.

6. ADDRESS BOOK

The address book allows an intercom call (audio only) to be made to a contact, e.g. to the video door phone in the apartment of a system associated with the account or to the concierge switchboard; it is also possible to make an intercom call to any smartphone in which there is an account with which the system has been shared.

On the homepage, in the lower selection menu, press the “**Address Book**” button.



Pressing the  button, next to the name of the system, opens a drop-down menu displaying all systems associated with the account, select the desired one.

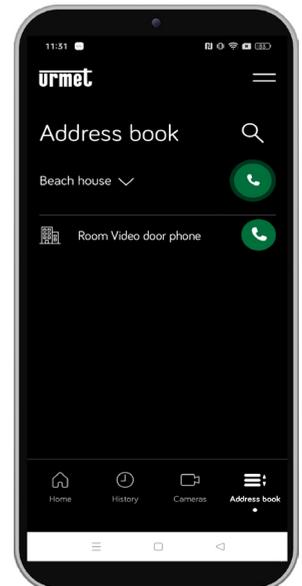
A list of all the apartment calling stations in the selected system on which an intercom call can be made is displayed.

By pressing on the  icon in the top right-hand corner, you can type the name you want to search for on the keyboard of your smartphone.

By pressing the  button next to the name of the system (in the example above “**Beach House**”), an intercom call can be made to all smartphones that have an account with which the system has been shared.

The call is broadcast to all smartphones. The first smartphone to respond will enter the conversation.

Pressing the  button next to the contact name (in the example above “**Room Video Door Phone**”) allows an intercom call to be made to the video door phone or to a concierge switchboard if present.



 *Contacts entered by the installer in the system address book, in order to be displayed on the CallMe app, must be made visible when configuring the Ipercom system.*

For Ipercom systems only if the call forwarding function has been activated via the **Switchboard** application Ref.1060/41, the CallMe app will display all the relevant contacts, i.e. the apartments that are present in the Switchboard application's topology group (for further details please refer to the "[Switchboard Application system and Use Booklet](#)").

The user forwarding an intercom call will display the following screen:



The person receiving the call will see a simple incoming call screen: it will be possible to distinguish an Intercom call from a door call simply by the name that appears at the top, which will be that of the account.



 *The conversation stops after about 2 minutes.*

DS1060-203A

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