



MEET CONCIERGE INSTALLER'S MANUAL

ENGLISH Version

Cod. 970136lc V07_19

This manual corresponds to MEET Concierge firmware version V02.10.

FERMAX ELECTRÓNICA S.A.U.

<http://www.fermax.com>

MEET Concierge manual available at <https://meet.fermax.com/guard-unit/>

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1 Product Introduction

1.1 Overview



1.1 Concierge Interface

Network Status



2 Functions Overview

- Call to panel
- Call to apartment
- Call to concierge
- Auto on
- Call log
- Alarm log
- Ringtone settings
- Date/Time settings
- Language settings
- Screen settings
- Support auto answer, audio and video record in SD card automatically, or record manually the audio from monitor.

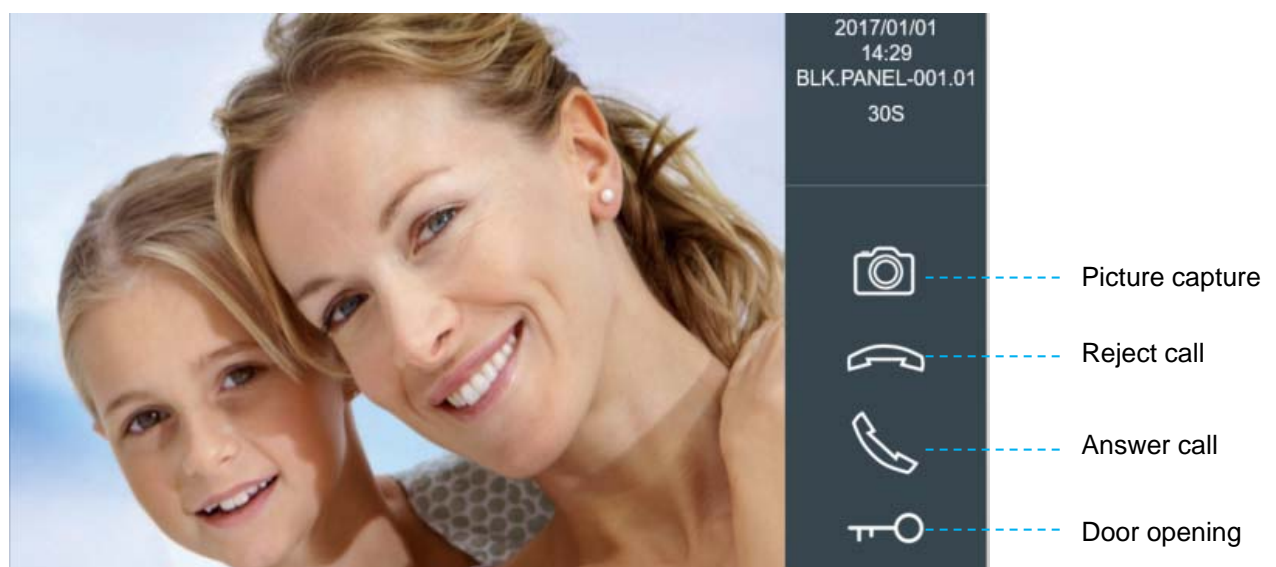
2.1 Call Receptions

The MEET Concierge can receive calls from:

- Outdoor panels
- Monitor call
- Other concierges from the same installation

The concierge establish a conversation, capture pictures and release lock when the concierge communicates with panel.

REMARK: The concierges with same number can't call each other.



2.2 Call Apartment

The concierge is able to contact any apartment of the community using the concierge's call to apartment function.

If the apartment is on the same block, and DIAL COMPLEMENT number has been set up (see section 3.2), only apartment number will be necessary to enter. (E.g. 101 when calling apartment 101 in the same block).

In the case of an apartment in a different block number, the concierge will enter the block number + 4 digits for the apartment number.

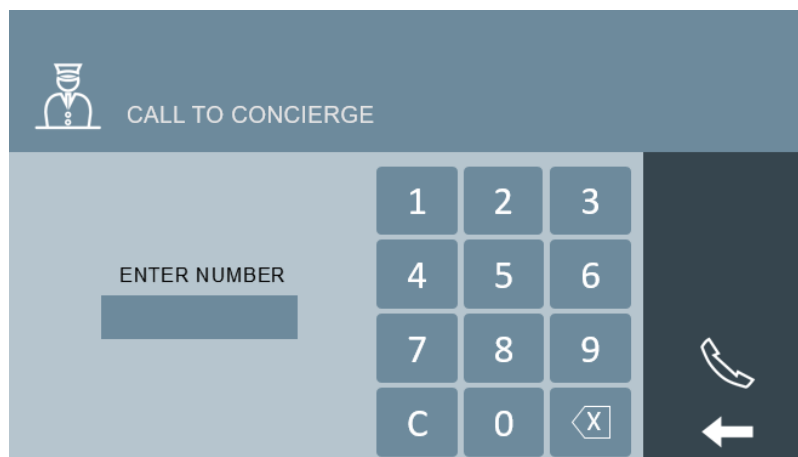
Video communication from the concierge to the monitor can be established if an IP camera is linked to the concierge. See section 3.5

During the call, the concierge is able to record the conversation's audio for later review. SD card required.



2.3 Call to Concierge

Concierges can call each other if required. To call a concierge, the concierge must enter the concierge's number assigned, such as 9901, 9902, 9903, etc.



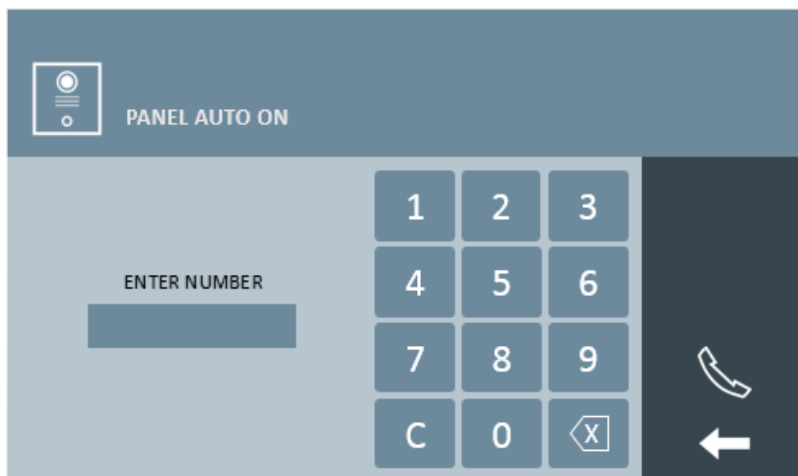
2.4 Panel Auto On

The concierge is able to contact any panel in the installation and open the video channel if necessary. For this, only to dial the corresponding panel number will be necessary.

If the panel is on the same block, and DIAL COMPLEMENT number has been set up (see section 3.2), only panel number will be necessary to enter. In the case of a panel in a different block, the concierge will enter the block number first.

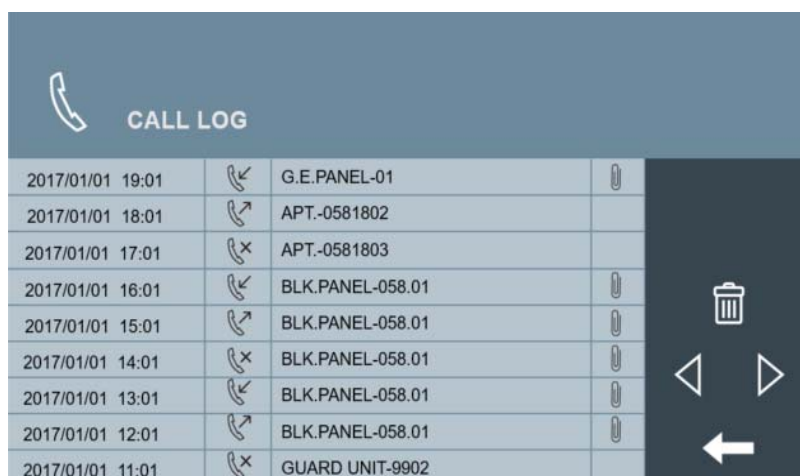
Once connected, the concierge can take pictures, open the audio channel, open the door or simply hang up.

REMARK: The concierge cannot perform auto switch on with the general entrance panels or 1W panels.



2.5 Call Log

Guards can have a clear view of their call history in the CALL LOG interface and are able to browse through the image for listen to the audio records, for each call if applied.



Date and Time	Call Status	Destination	Action
2017/01/01 19:01	Answered	G.E.PANEL-01	Audio Record
2017/01/01 18:01	Answered	APT.-0581802	
2017/01/01 17:01	Missed	APT.-0581803	
2017/01/01 16:01	Answered	BLK.PANEL-058.01	Audio Record
2017/01/01 15:01	Answered	BLK.PANEL-058.01	Audio Record
2017/01/01 14:01	Missed	BLK.PANEL-058.01	Audio Record
2017/01/01 13:01	Answered	BLK.PANEL-058.01	Audio Record
2017/01/01 12:01	Answered	BLK.PANEL-058.01	Audio Record
2017/01/01 11:01	Missed	GUARD UNIT-9902	

The concierge can delete one single record, selecting it, or the complete list of register as well, tapping the “trash” icon during a few seconds (Confirmation is required).

REMARK: The call log relates only to calls sent or received from the Concierge, and lost calls as well (answering machine).

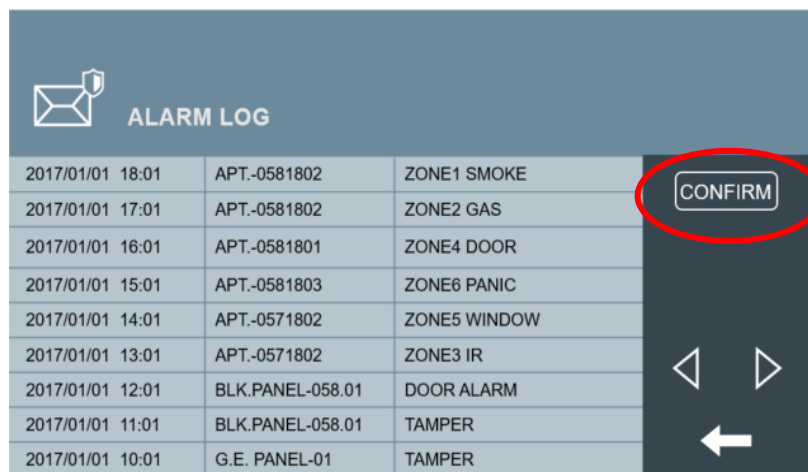
No call logs from panel to monitor calls or apartment to apartment.

2.6 Alarm Log

The LED and siren alarm on the concierge will be activated after the concierge receives alarm notification. Those alarms will come from the monitor in the apartments or from panels (tamper, door sensor, etc.)

The LED and siren will turn off after the guard touch CONFIRM icon. The alarm events from monitor and panels (tamper and door sensor alarm) can be found at the ALARM LOG interface. Each record includes: time and date, source and triggered zone.

ALARM LOG is accumulative. There is not possible deleting complete log nor individual record. Monitoring and consequently ALARM LOG can be enabled or disabled from the concierge web server.



The screenshot displays the 'ALARM LOG' interface. At the top left, there is an envelope icon with a shield. The title 'ALARM LOG' is centered. Below the title is a table with the following data:

2017/01/01 18:01	APT.-0581802	ZONE1 SMOKE	CONFIRM
2017/01/01 17:01	APT.-0581802	ZONE2 GAS	
2017/01/01 16:01	APT.-0581801	ZONE4 DOOR	
2017/01/01 15:01	APT.-0581803	ZONE6 PANIC	
2017/01/01 14:01	APT.-0571802	ZONE5 WINDOW	
2017/01/01 13:01	APT.-0571802	ZONE3 IR	
2017/01/01 12:01	BLK.PANEL-058.01	DOOR ALARM	
2017/01/01 11:01	BLK.PANEL-058.01	TAMPER	
2017/01/01 10:01	G.E. PANEL-01	TAMPER	

To the right of the table is a dark vertical bar containing a 'CONFIRM' button (circled in red), and navigation arrows (left, right, and back).

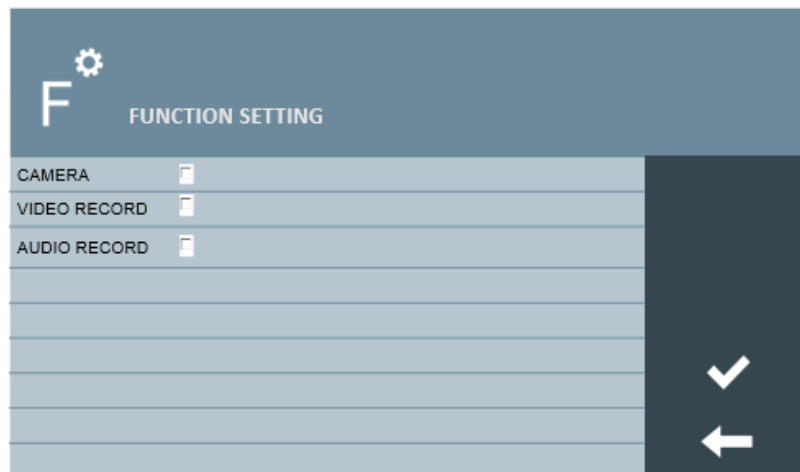
2.7 Function Setting

The functions restrictions interface is used to activate or deactivate functions.

CAMERA: no use in this version.

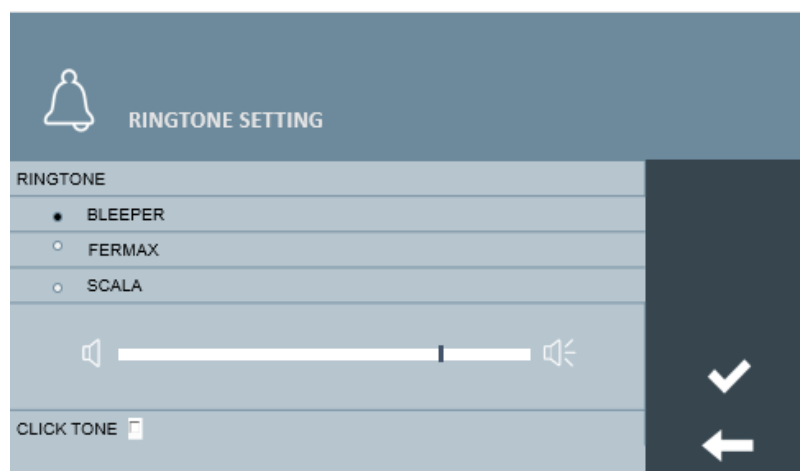
VIDEO RECORD, AUDIO RECORD Function

During the call, the concierge is able to record audio and video. (SD card needed) if the concierge does not answer. (Remark: Video Record will record Audio and Video).



2.8 Ringtone Setting

In the ringtone setting interface the guard can select the desired ringtone from the 3 available. From this interface it is also possible to set the ringtone volume and enable/disable the touch screen click tone.



2.9 Date/Time Setting

If the project has no MEET management software installed, the installer can set date, time and time zone manually. If the project has MEET management software, and it is not connected to internet, the date and time of concierge will synchronize automatically with the management software. If the project has MEET management software and it is also connected to internet, the date and time of the concierge will synchronize automatically from internet time server.

REMARK: Date and time can't be saved after power loss. The time zone and date format can be saved.

DATE/TIME SETTING	
DATE SETTING	
FORMAT	<input checked="" type="radio"/> DD/MM/YYYY <input type="radio"/> MM/DD/YYYY <input type="radio"/> YYYY/MM/DD
DATE	01 / 01 / 2018
TIME SETTING	
TIME	08 : 00 : 00
TIME ZONE	
	GMT+ 01:00 DST <input type="checkbox"/>

2.10 Language Setting

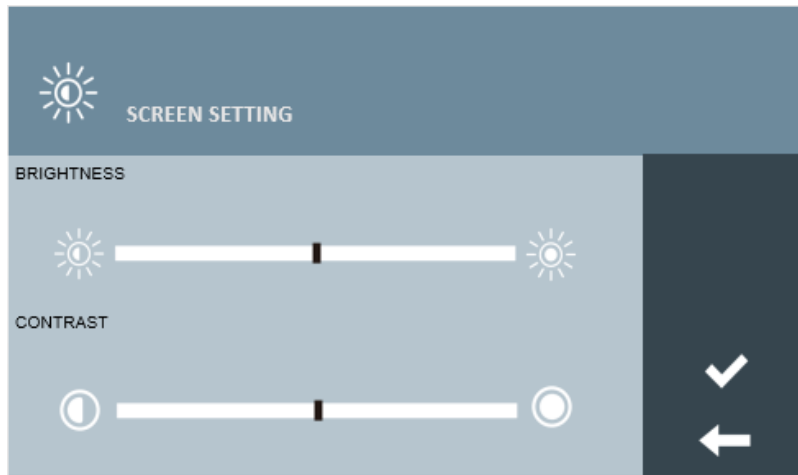
The concierge can select operating language in the language setting menu.

REMARK: The concierge will reboot automatically when language is changed.

LANGUAGE SETTING	
<input checked="" type="radio"/> ENGLISH	<input type="radio"/> 中文
<input type="radio"/> ESPAÑOL	<input type="radio"/> РУССКИЙ
<input type="radio"/> DEUTSCH	<input type="radio"/> TÜRKÇE
<input type="radio"/> POLSKI	<input type="radio"/> עברית
<input type="radio"/> FRANÇAIS	<input type="radio"/> فارسی

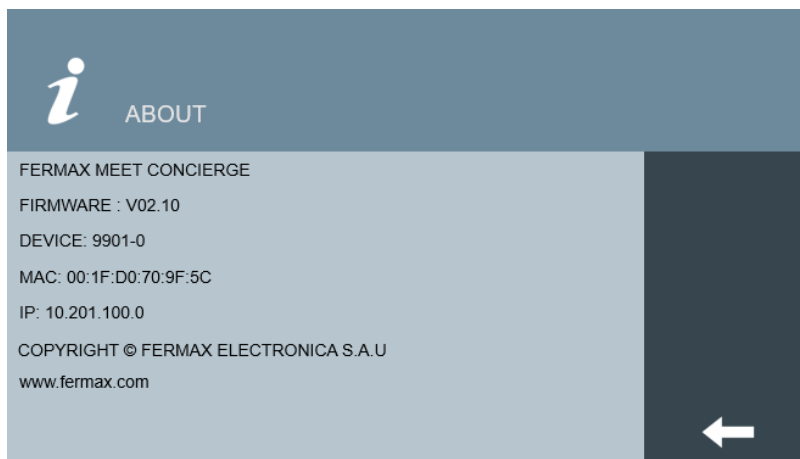
2.11 Screen Setting

The user can adjust brightness and contrast of the screen by the screen settings menu.



2.12 About

In this option is it possible to access to the following information: device name, firmware version, device info, MAC address, IP address.



3 Configuration via Web Server

The Concierge has an integrated web server, allow to configure parameter. This web server is accessed via the concierge's IP address.

Use preferably Chrome web server

As a first step, username and password are required.

REMARKS:

Default IP: 10.201.100.0

Username: admin

Password: 123456

3.1 Device Information

The following information is displayed: device name, firmware version, device info, MAC address, IP address

DEVICE	DEVICE INFO
GENERAL	
NETWORK	FERMAX MEET CONCIERGE
SIP	FIRMWARE: V02.10
ADVANCED	DEVICE:9901-0
UNLOCK	MAC:00:1F:D0:FD:6F:1A
PINCODE	IP:10.201.100.0
RESTORE	COPYRIGHT © FERMAX ELECTRONICA S.A.U
	www.fermax.com
LOG OUT	

3.2 General Settings

CONCIERGE NO.: Concierge number, between 01 and 98 (default option 1).

DEVICE NO.: The extension concierge with the same concierge number. Possible options between 0 and 7(default option 0). Concierges with the same CONCIERGE NO. but different DEVICE NO. will ring at the same time.

REMARK: The device number of concierge must be 0 if there is only one concierge with same CONCIERGE NO.

SYNC CODE: Synchronization code of the same concierge number must be same.

DIAL COMPLEMENT: Three digits number which correspond with the same block number where the concierge is. Then, when calling from the concierge to an apartment in the same block, only enter the digits corresponding to the apartment number will be required. The digits of the block (DIAL COMPLEMENT) will be introduced automatically.

Example:

The concierge in block 15 will have a DIAL COMPLEMENT 15. For calling to apartment 56 in the same block, the concierge only will have to dial 56, and the guard unit will add the necessary digits to complete the call, to say 15-0056.

If the apartment to call is the number 36 in block 16, the concierge will have to dial the complete sequence, to say 0160036 (or 160036).

DEVICE	GENERAL SETTINGS
GENERAL	
NETWORK	
SIP	
ADVANCED	
UNLOCK	
PINCODE	
RESTORE	
LOG OUT	

CONCIERGE NO.:	<input type="text" value="1"/>
DEVICE NO.:	<input type="text" value="0"/>
SYNC CODE:	<input type="text" value="123456"/>
DIAL COMPLEMENT:	<input type="text" value="020"/>
	<input type="button" value="SAVE"/>

3.3 Network Settings

MEET allows the installer to define the IP range according to the project needs and make the network management easier. MEET concierge network mode is static mode. Ensure that each device has a unique IP address in same installation. The devices (digital panel, monitor and concierge) will show IP conflict if there same IP is used on the same LAN.

IP: IP address of the concierge (default option 10.201.100.0).

MASK: Subnet mask of the concierge (default option 255.0.0.0).

GATEWAY: Default gateway of the concierge (default option 10.254.0.1).

DNS: DNS of the concierge (default option 8.8.8.8).

SOFTWARE IP: IP address of PC where MEET management software is installed. (default option 10.0.0.200).

SW. PIN: The pin code is to be used when the concierge is registered in MEET management software.

NTP IP: IP address of NTP server.

If the project has no MEET management software installed, the installer can set date, time and time zone manually. If the project has MEET management software, and it is not connected to internet, the date and time of concierge will synchronize automatically with the management software. If the project has MEET management software and it is also connected to internet, the date and time of the concierge will synchronize automatically from internet time server.

NOTE: The date and time of concierge will synchronize automatically with internet. A valid IP (or domain) server with NTP service must be available.

The concierge must be reset after you change NTP IP.

DEVICE	NETWORK SETTINGS
GENERAL	
NETWORK	
SIP	
ADVANCED	
UNLOCK	
PINCODE	
RESTORE	
LOG OUT	

IP:	10.201.100.0
MASK:	255.0.0.0
GATEWAY:	10.254.0.1
DNS:	8.8.8.8
SOFTWARE IP:	10.0.0.200
SW. PIN:	*****
NTP IP:	131.188.3.223
	SAVE

3.4 SIP Settings

ENABLE SIP: Enable or disable sip function.

SIP SERVER: SIP server IP address.

DOMAIN: Sip server domain.

OUTBOUND: Some servers are used when NAT.

STUN IP: Audio and video NAT traversing public network server IP.

STUN PORT: The port of audio and video NAT traversing public network server.

SIP USER: The username of sip account.

SIP PASS: The password of sip account.

CONVERSATION: Conversation duration, 120s, 150s, 180s, 210s, 240s, 270s and 300s.

REMARK: When the concierge is used as a SIP device, SIP function has to be enabled and all SIP parameters corresponding to the used SIP server shall be configured.

DEVICE	SIP SETTINGS
GENERAL	
NETWORK	
SIP	
ADVANCED	
UNLOCK	
PINCODE	
RESTORE	
LOG OUT	

ENABLE SIP:	<input type="checkbox"/>
SIP SERVER:	sip:192.168.12.40
DOMAIN:	192.168.12.40
OUTBOUND:	sip:192.168.12.40
STUN IP:	192.168.12.40
STUN PORT:	5060
SIP USER:	100
SIP PASS:	*****
CONVERSATION:	120S ▾
	SAVE

3.5 Advanced Settings

ALARM: Enable or disable alarm function reception. When the function is disabled, the concierge no longer receives alarm information.

SIP EXTENSION: Enable or disable sip extension function.

The SIP extension is used as the extension of the Concierge. When the panel or monitor call the Concierge, the SIP extension will ring too. If the Concierge or SIP extension answer the call, the rest of terminals will stop ringing. The maximum amount of SIP extensions is 2.

URL: sip: sip account @IP address of sip server

RTSP: Enable or disable RTSP function.

When the concierge calls to a monitor or to other concierge, the associated IP CCTV RTSP video stream will be displayed on the monitor or concierge.

URL: rtsp://user:password@IP address of camera

This is the URL of the CCTV RTSP video stream that will be associated to the concierge.

User and password: for cameras that require a username and password for connection, these fields are optional.

Depending on the brand/model of the camera, it is possible that the format of this URL may be different. See data sheet of the corresponding camera.

DEVICE	ADVANCED SETTINGS
GENERAL	
NETWORK	
SIP	
ADVANCED	
UNLOCK	
PINCODE	
RESTORE	
LOG OUT	

ALARM:	<input checked="" type="checkbox"/>
SIP EXTENSION:	<input type="checkbox"/>
URL:	sip: <input type="text"/>
SIP EXTENSION:	<input type="checkbox"/>
URL:	sip: <input type="text"/>
RTSP:	<input checked="" type="checkbox"/>
URL:	rtsp://service:12345@200.200.200.200 <input type="text"/>
	<input type="button" value="SAVE"/>

3.6 Unlock Settings

DTMF UNLOCK: Enables or disables DTMF unlock function

This function will usually used with SIP devices (FERMAX MMET panel configured as SIP, or third party devices), where the opening door action is made by means of DTMF commands.

DTMF KEY: Characters required to be entered when the concierge releases the lock on a SIP panel, such as # or *. The characters to release the lock can also be set up in the SIP panel. The concierge will send characters to release the lock on SIP panel, when the concierge presses the door open icon.

HTTP UNLOCK: Enable or disable HTTP unlock function.

The system will send a http request when the concierge release lock.

URL: Indicate the URL that the concierge will send for release the lock from a SIP panel when the concierge presses the door open icon.

The URL shall be correctly configured in the SIP panel.

DEVICE	UNLOCK SETTINGS
GENERAL	
NETWORK	
SIP	
ADVANCED	
UNLOCK	
PINCODE	
RESTORE	
LOG OUT	

DTMF UNLOCK:	<input type="checkbox"/>
DTMF KEY:	<input type="text" value="66#"/>
HTTP UNLOCK:	<input type="checkbox"/>
URL:	<input type="text" value="http://192.168.12.40/unlock.html"/>
	<input type="button" value="SAVE"/>

3.7 Pincode Settings

This allows to change the pin code of the web server login.

DEVICE	PINCODE SETTINGS
GENERAL	
NETWORK	
SIP	
ADVANCED	
UNLOCK	
PINCODE	
RESTORE	
LOG OUT	

CURRENT PIN:	<input type="text"/>
NEW PIN:	<input type="text"/>
CONFIRM PIN:	<input type="text"/>
	<input type="button" value="SAVE"/>

3.8 Restore

RESTORE FACTORY SETTINGS: All the settings are restored to the factory settings.

The IP address will be changed to the default IP: 10.201.100.0

REBOOT DEVICE: The guard unit will be restarted and will keep all the previous settings.

DEVICE	RESTORE
GENERAL	
NETWORK	RESTORE FACTORY SETTINGS
SIP	<input type="button" value="OK"/>
ADVANCED	REBOOT DEVICE
UNLOCK	<input type="button" value="OK"/>
PINCODE	
RESTORE	
LOG OUT	

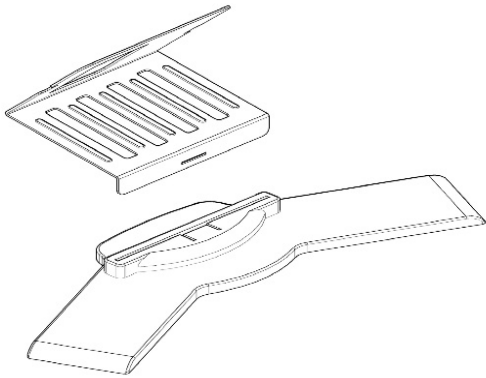
3.9 Log Out

Log out the web server

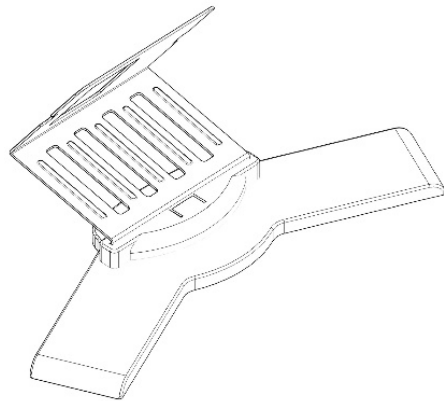
DEVICE	LOG OUT
GENERAL	
NETWORK	DO YOU CONFIRM TO LOG OUT?
SIP	<input type="button" value="OK"/>
ADVANCED	
UNLOCK	
PINCODE	
RESTORE	
LOG OUT	

4 Installation

4.1 Schematic Diagram of Concierge Installation

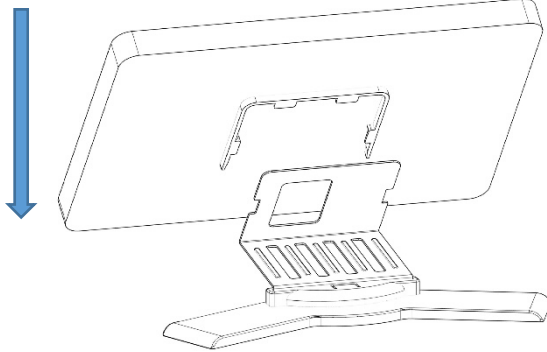


Fit support on the base plate.

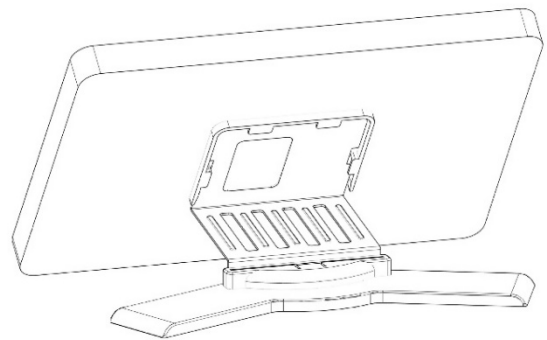


Support installation.

Assembly direction.



Display screen is stuck from up and down.

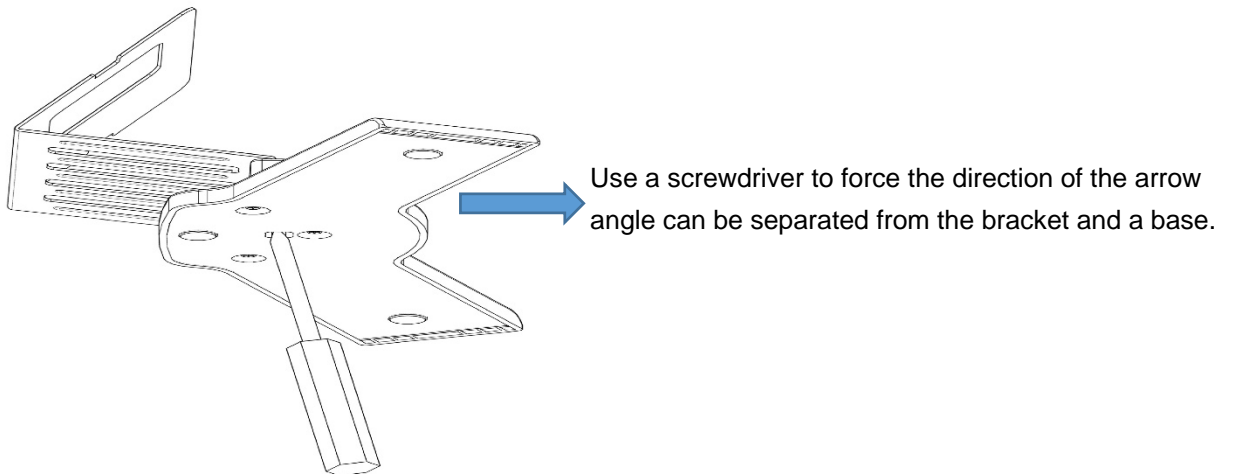


Installation is complete.

The steps for removing concierge

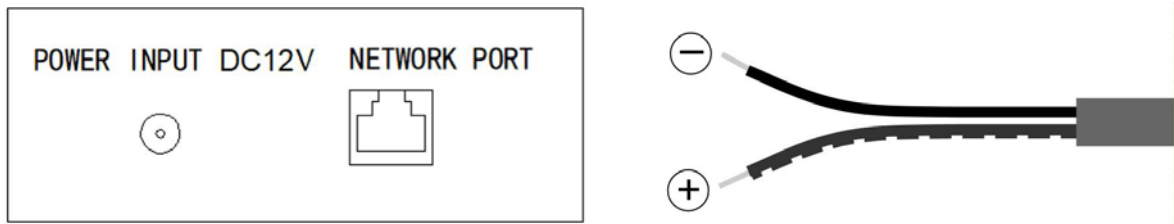


The display screen is removed from the bottom up from the bracket.



Remove the support from the base.

4.2 Connectors



- 12Vdc Power Input. The inner terminal is the positive
- In the jack included, the wire with white line is the positive.
- 10/100Mbps RJ45 Port.

4.3 Technical Parameters

Power supply: 12Vdc

Standby current: 200mA

Working current: 500mA

Screen: 9" inches Resistive touch screen

Resolution: 800*480

Maximum conversation time: 120s

Maximum record time: 30s

Concierge number: 01-98

Extension: 0-7

Call ring tones: 3

Operating temperature: -10~55°C

Relative Humidity: 20-93%, without condensation.