



MEET ME mobile application

FERMAX




INSTALLATION AND SETUP MANUAL

MEET ME MEET APPLICATION for MOBILE.

Code 970139I V06_19

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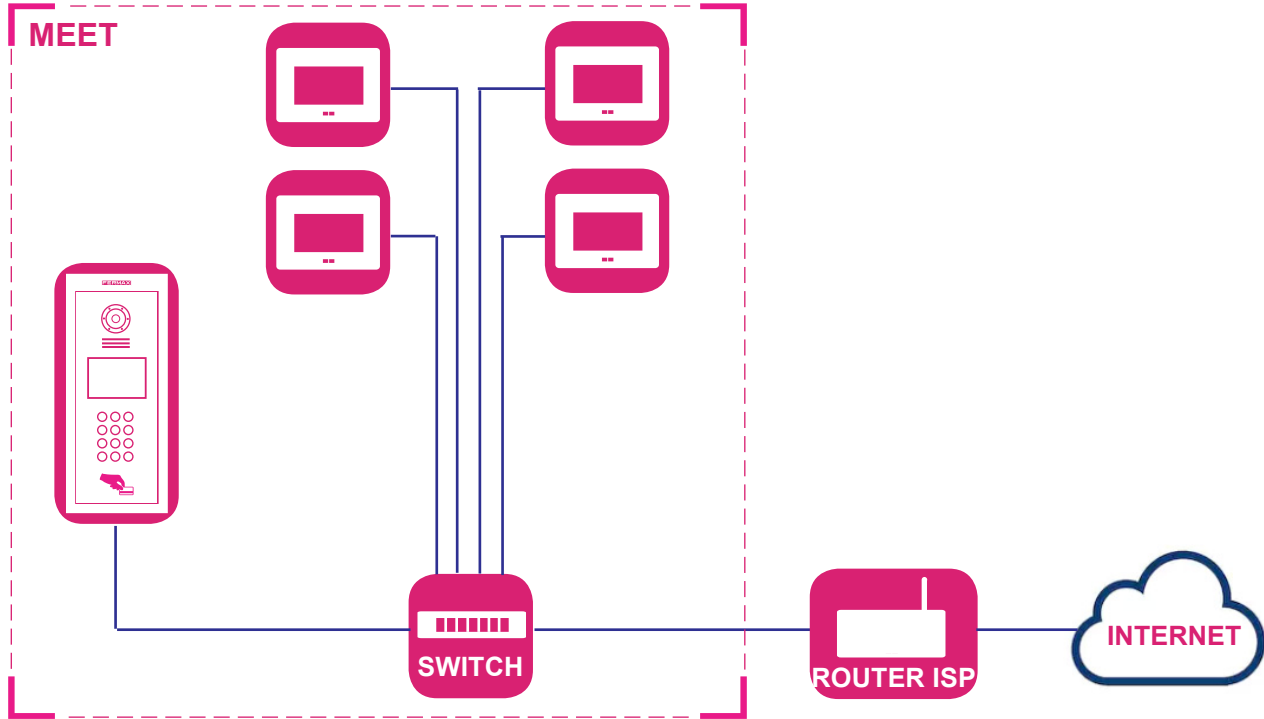
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1. INTRODUCTION

The MEET ME APP is the app that allows you receive calls from MEET panels whenever there is a monitor installed in the house and at least one panel in the installation.
The MEET installation must be connected to the Internet.

It's a free APP from Google Play or Apple Store. Check availability of the APP in your area.

The USERNAME and PASSWORD details are found on a label on each MEET monitor.



2. INSTALLATION

Pre-installation notes:

- Verify that the MEET system is installed correctly and makes calls normally.

PRECAUTIONS: It is advisable to verify the following in the installation:

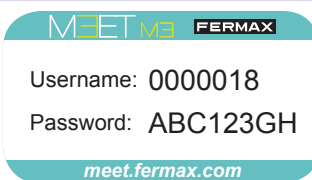
- Confirm that the router does not have the SIP ALG option and if it does, it is deactivated.
- - The operator must not filter SIP packets to port 5060.
- - The router or operator firewall must not be enabled.
- There are no other SIP servers or SIP-based services in the installation.
- The upload bandwidth must be at least 3Mb per telephone panel communication.
- MEET devices are upgraded to version 2.0 or higher.
- The MEET device and ROUTER must be on the same network (IP ranges).
- The free user account required by the APP is included on the monitors via a label. This will allow the APP to be connect with the monitor.
- On the monitor we will add the account indicated on the label as an **extension**, where the call will be diverted.

2.1 INSTALLATION STEPS

STEP 1: Monitor label and Panel label.

Find the MEET label on the monitor and the MEET label on the panel.

For example MONITOR label:
Username: 0000018
Password: ABC123GH

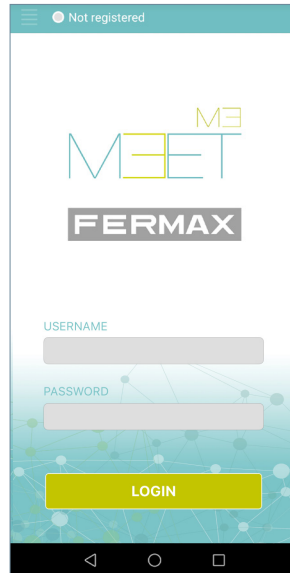
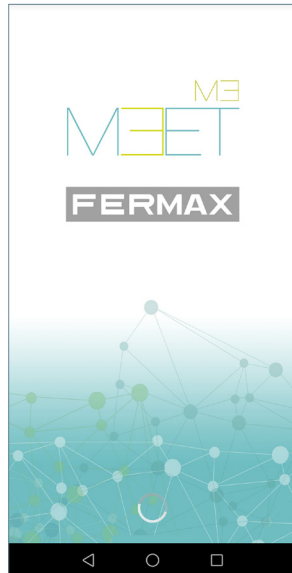


For example PANEL label:
Username: 0065478
Password: CNM8HI2V



STEP 2: Downloading and installing the APP.

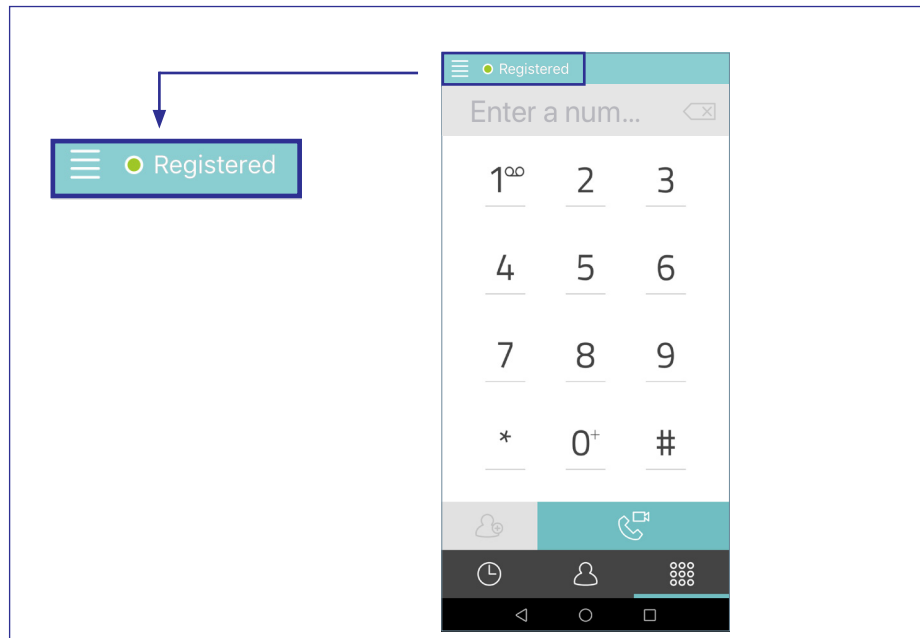
1. In Google Play or Apple Store, search and download FERMAX MEET ME. The USERNAME and PASSWORD can be found in a sticker in each MEET monitor.
2. Run the application and enter the assigned account in all smartphones in the same house.



*Example:
Username: 0000018
Password: ABC123GH*



3. A prompt is displayed in the upper left corner indicating that the system is registered.



STEP 3: MONITOR web server configuration.

- Correctly configure the call forwarding server in the cloud properly on the home monitor. If there is more than one monitor in the house, it would be only programmed on the main one (MONITOR: 0). This setup is in the GENERAL option. [View screen 1](#).
- Find the monitor label with the account to be used by the monitor.
- Connect to the monitor's web server.

1

DEVICE

GENERAL

NETWORK

IP CAMERA

SIP

ADVANCED

RELAY CONTROL

VERIFICATION

PINCODE

LOG OUT

GENERAL SETTINGS

BLOCK:
APARTMENT:
MONITOR:
SYNC CODE:

} Pre-programmed options

↑
Indicates that this is the main Monitor

As the MEET installation must be connected to the Internet in order to have call divert to the mobile phone, there are some options within "NETWORK CONFIG." that must be set up to for it to work properly. The rest of the options on this screen must already be set up and have the values that were programmed when the MEET installation was first carried out. [See manuals corresponding to the MEET system on the web.](#)

a) Select the NETWORK CONFIGURATION option.

- Click and select NETWORK CONFIGURATION and set the following parameters:
 - GATEWAY: **IP address of the router that has Internet access.**
 - DNS: **DNS on the panel.** By default: 8.8.8.8
- Press **SAVE**

DEVICE

GENERAL

NETWORK

IP CAMERA

SIP

ADVANCED

RELAY CONTROL

VERIFICATION

PINCODE

LOG OUT

NETWORK SETTINGS

IP:
MASK:
GATEWAY:
DNS:
SOFTWARE IP:
SW. PIN:

} Pre-programmed options

b) Select the ADVANCED option.

- Click and select ADVANCED and set the following parameters
 - In the **SIP EXT** field select **1**.
 - In the **URL** field, enter the USERNAME (0000018) indicated on the monitor label, adding the text indicated on the screen: **sip:0000018@sip.fermax.com**
 - Press **SAVE**.

DEVICE	ADVANCED SETTINGS
GENERAL	
NETWORK	
IP CAMERA	
SIP	
ADVANCED	
RELAY CONTROL	
VERIFICATION	
PINCODE	
LOG OUT	

SIP EXT.:

URL:

AUTO ANSWER: ☐

ONU(GPON): ☐

DTMF UNLOCK: ☐

DTMF KEY:

NUMBER OF DOORLOCKS:

NUMBER OF CAMERAS:

Example:
Monitor label

MEET ME FERMAX

Username: 0000018

Password: ABC123GH

meet.fermax.com

STEP 4: PANEL web server configuration.

- Correctly configure the call divert server in the cloud properly on each of the panels.
- Find the label on the plate with the user account on it.
- Connect to the panel's web server.

As the MEET installation must be connected to the Internet in order to have call forwarding to the mobile phone, there are some options within the screens: GENERAL and NETWORK SETTINGS, which must be set up for proper operation.

The rest of the options on these screens must already be set up and have the values that were programmed when the MEET installation was first carried out. [See manuals corresponding to the MEET system on the web.](#)

a) Select the GENERAL option.

- Click and select GENERAL and set the following parameter:
 - SIP CALL DIVERT MODE: Select **PARALLEL**
- Press **SAVE**

DEVICE	GENERAL SETTINGS
GENERAL	
NETWORK	
ACCESS	
FACE RECOG.	
IP CAMERA	
SIP	
SIP TRUNK	
SIP CALL	
ADVANCED	
PINCODE	
LOG OUT	

DEVICE NO.:

TYPE:

LANGUAGE:

INFORMATION:

PANEL VOLUME:

VIDEO RESOLUTION:

SIP DIVERT MODE:

DATE FORMAT:

DATE:

TIME:

TIME ZONE:

b) Select the SIP option.

- Click and select SIP and set the following parameters:
 - SIP SERVER: **sip:sip.fermax.com**
 - DOMAIN: **sip.fermax.com**
 - STUN IP: **0**. (This value can be automatically updated).

- STUN PORT: **5060**
- H.264: **102**
- SIP USER: **Username on the panel label.**
- PASS SIP: **Password from the panel label.**

- Press **SAVE**

MEET ME
FERMAX

Username: 0065478
 Password: CNM8HI2V

meet.fermax.com

DEVICE	SIP SETTINGS	
GENERAL		
NETWORK		
ACCESS		
FACE RECOG.		
IP CAMERA		
SIP		
SIP TRUNK		
SIP CALL		
ADVANCED		
PINCODE		
LOG OUT		

ENABLE SIP: ☐

SIP SERVER:

DOMAIN:

OUTBOUND:

STUN IP:

STUN PORT:

H.264:

SIP USER:

SIP PASS:

CONVERSATION:

RING TIME:

Example:
 Username: 0065478
 Password: CNM8HI2V

Important note: This screen corresponds to a building outdoor panel. 1 Line panel will have its corresponding screen.

c) Select the **NETWORK CONFIGURATION** option.

Remember that in the NETWORK CONFIGURATION screen of the panel, in the GATEWAY option, there must be the IP of the router that has Internet access.

All other options on this screen must have the values that were programmed when the MEET installation was first carried out. [See manuals for the system on the web.](#)

- Click and select NETWORK CONFIGURATION and set the following parameters:
 - GATEWAY: **IP address of the router that has Internet access.**
 - DNS: **DNS on the panel.** By default: 8.8.8.8
- Press **SAVE**

DEVICE	NETWORK SETTINGS	
GENERAL		
NETWORK		
ACCESS		
FACE RECOG.		
IP CAMERA		
SIP		
SIP TRUNK		
SIP CALL		
ADVANCED		
PINCODE		
LOG OUT		

IP:

MASK:

GATEWAY:

DNS:

SOFTWARE IP:

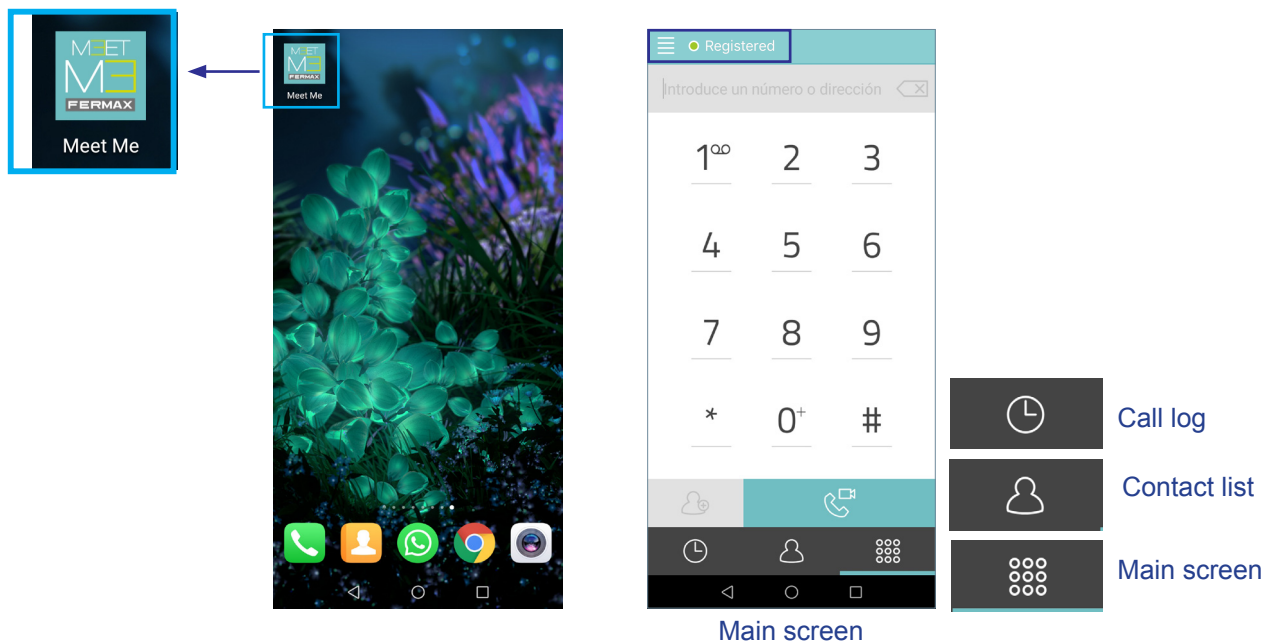
SW. PIN:

Important note:

- Once the call divert on the panel and monitor have been configured, the system must have connection to the server in the cloud. Otherwise the image will not be displayed on the home monitors when called from the panel.


3. USING THE APP


Once registered, upon opening the APP, you will be taken to the main screen.




3.1 ICON GLOSSARY

 Main Screen.

 To answer/make a call slide (Android) or press the button (iOs).


 To decline/end a call slide (Android) or press the (iOs) button.

Once the call is answered, the conversation is activated in both directions and in hands-free mode. On this screen, it will be possible to adjust the following settings:


 Pressing this icon, MUTE ON / OFF.

 Pressing this icon, HEADPHONES / HANDS-FREE.


 Pressing this icon, DISCONNECT VIDEO PANEL in the direction "panel -> smartphone".

 Pressing this icon, DOOR RELEASE.


 Call log.

 Pressing this icon displays the ENTIRE record of missed, received and made calls.


 Missed calls.

 Incoming calls.

 Made calls.

 Pressing this icon displays ONLY the log of missed calls.

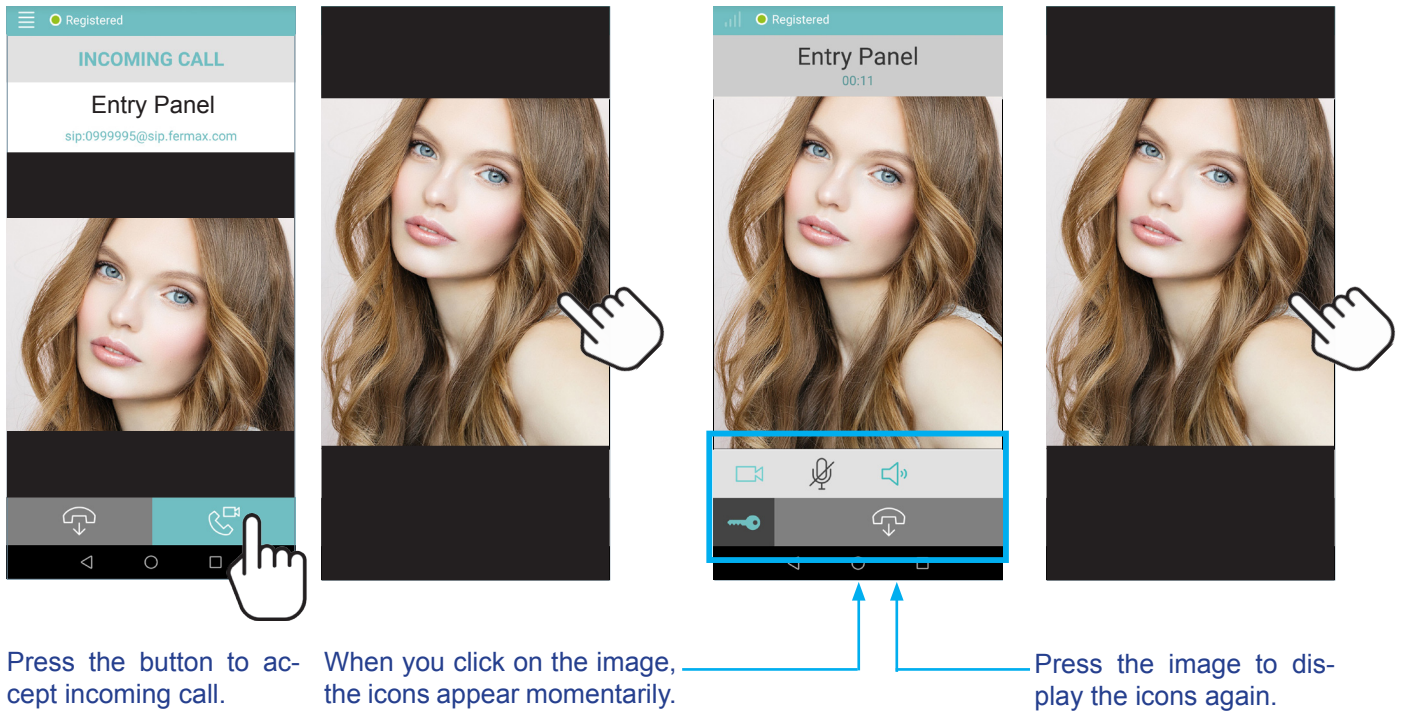
 Contact list.

 Press the icon to CREATE CONTACT.

3.2 CALL HANDLING

a) INCOMING CALLS.

Calls can be received with the APP in the background and with the mobile locked.



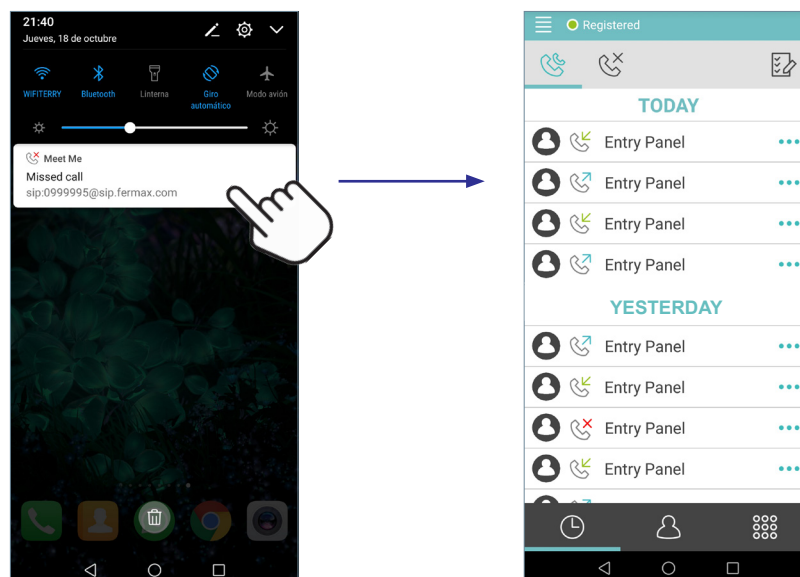
Note:

- Push notifications only apply to IOS, while in Android the app opens directly on receipt of the call.

b) MISSED CALLS.

For this, MEET ME has a PUSH notification service, which will also inform if there are missed calls.

Clicking on the missed call takes you to the "call log". See chapter [3.4 CALL LOG](#).



3.3 AUTO SWITCH-ON (OUTGOING CALLS)

a) From the main screen

Dial the SIP account number on the panel, *for example: 0065478* and press the call icon.

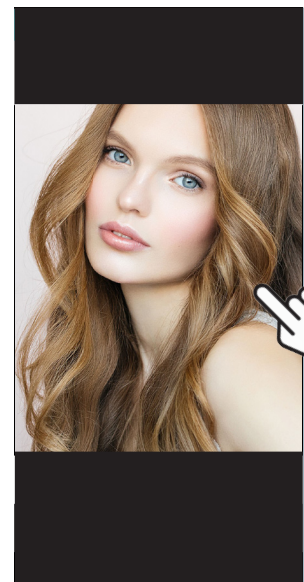
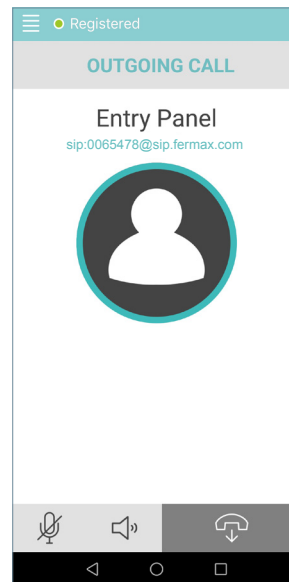
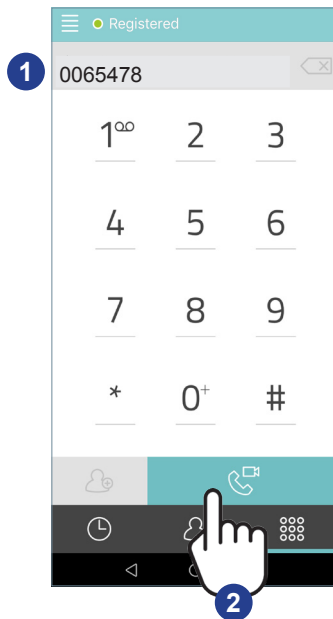
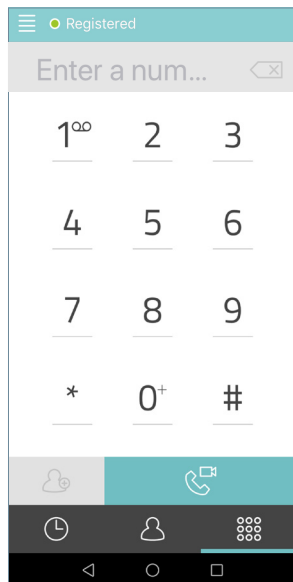
For example PANEL label:

Username: 0065478

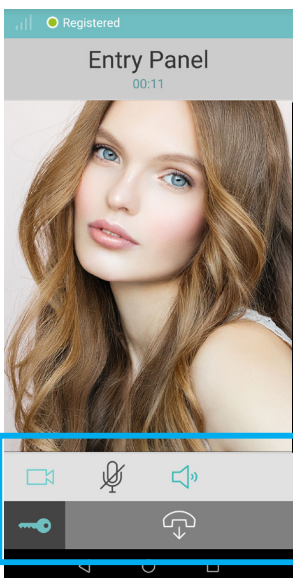
Password: CNM8HI2V



Main screen



When you click on the image, the icons appear momentarily.




Press the image to display the icons again.

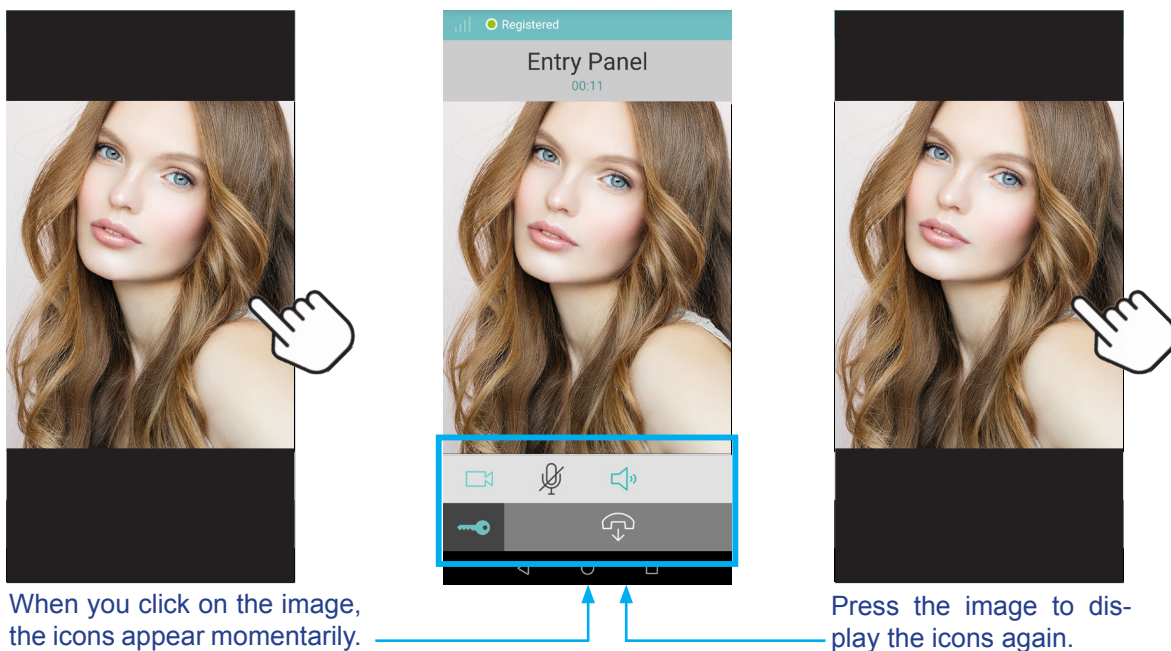
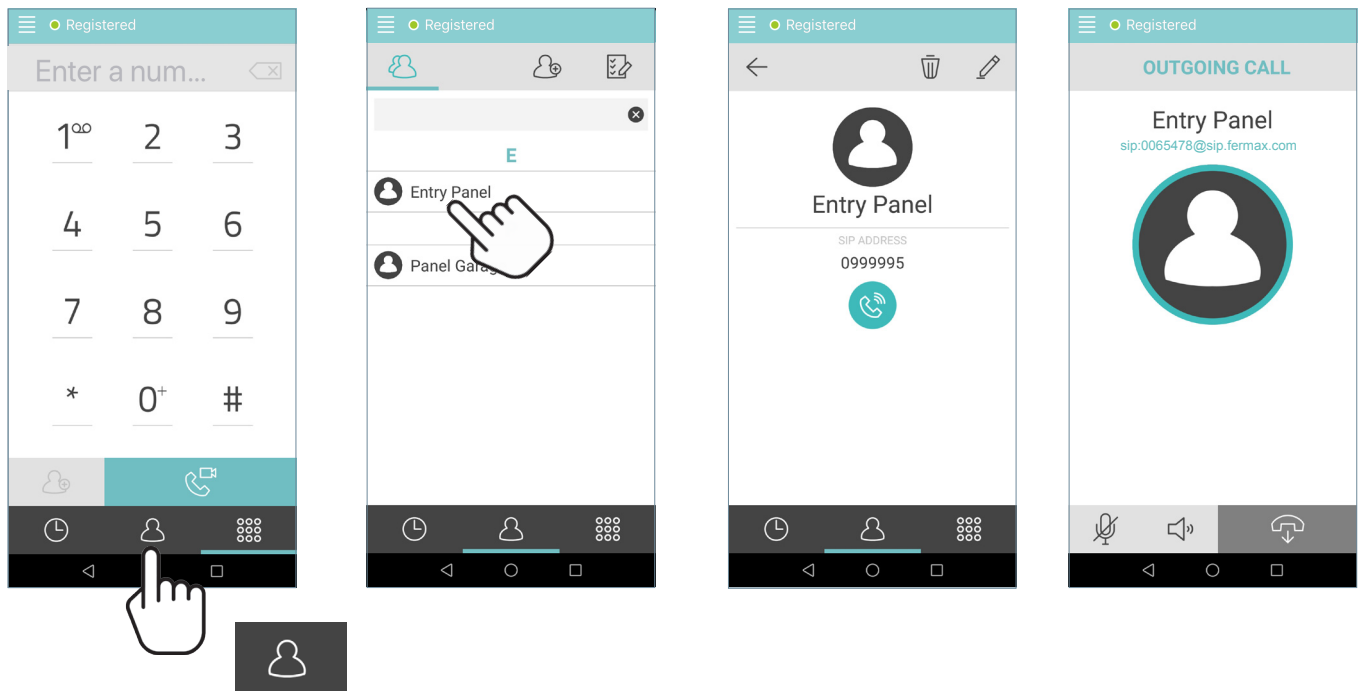
Important note:

- The plate has a sticker with an associated Fermax SIP account and in order to perform the AUTO SWITCH-ON, tenants should request the extension from their property manager or installer.


b) From a contact from your list

Select the Contact List menu , select the contact and press the call icon.

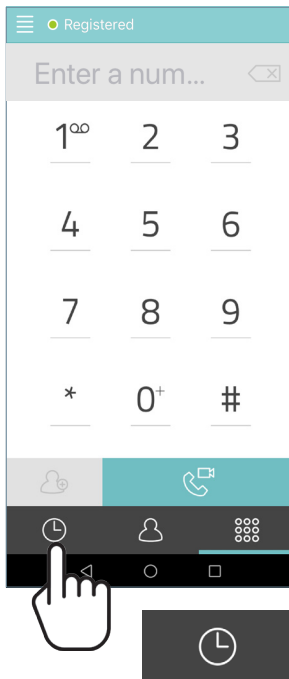
Main screen



3.4 CALL LOG

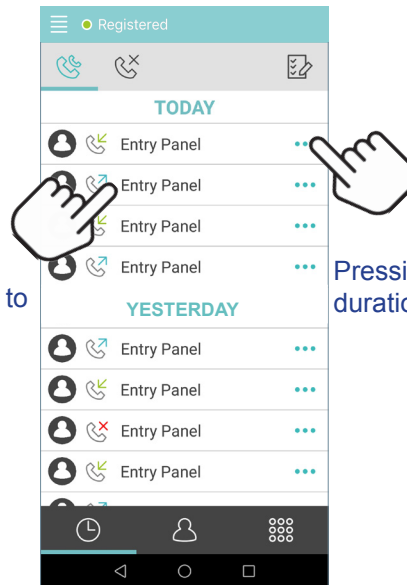
The log of missed, incoming and made calls can be accessed by pressing this icon . This menu displays the history of all calls.

Main screen



Pressing will make the call to that device

History of ALL calls



Pressing displays the time and duration of the call.



Pressing the icon displays the ENTIRE record of missed, received and made calls.



Missed calls.



Incoming calls.

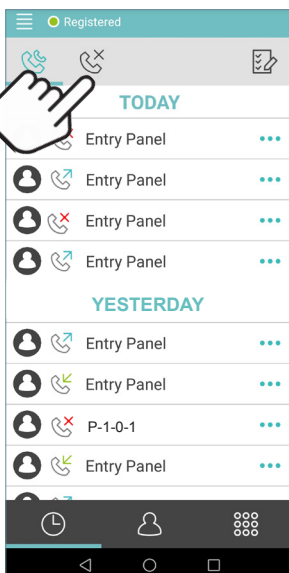


Made calls.

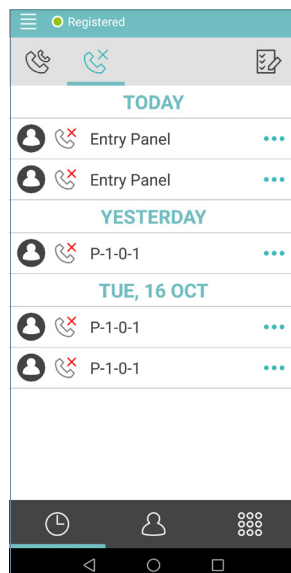


Pressing this icon displays ONLY the log of missed calls.

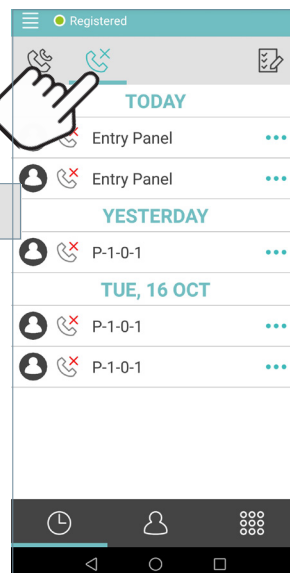
History of ALL calls



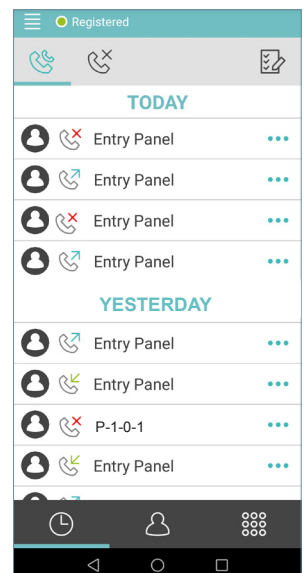
Record of missed calls




Record of missed calls



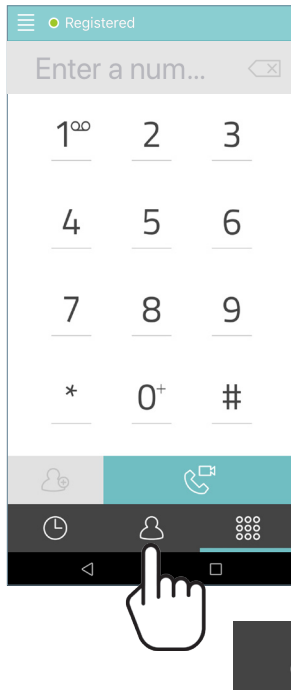
History of ALL calls



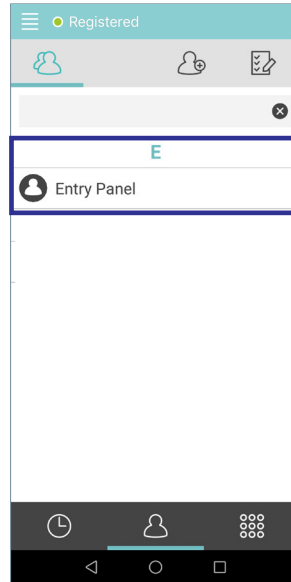
3.5 CONTACT LIST

It is possible to create contacts so that you can make **auto switch-on from panels**. The contact list can be accessed by clicking on the icon .

Main screen




Contact list Screen

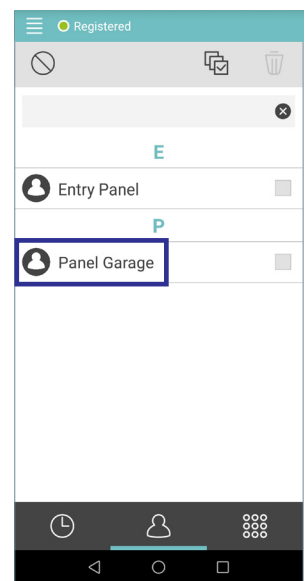
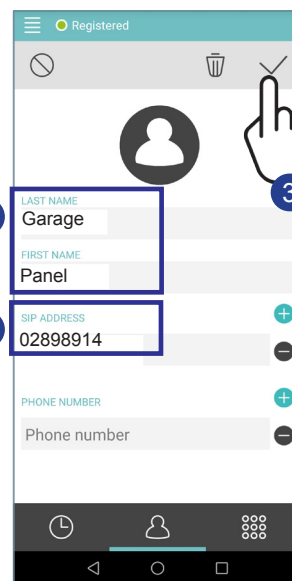
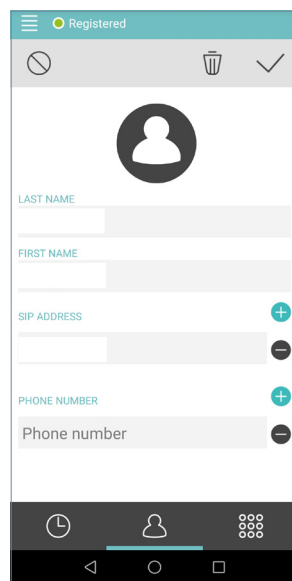
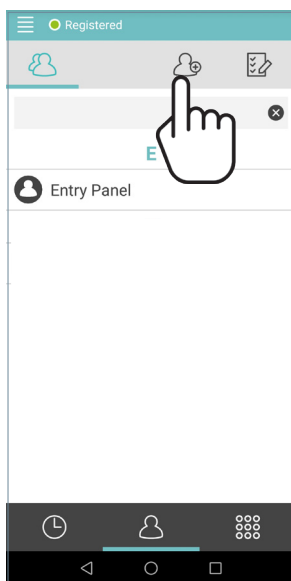


In this example there is a contact



Press the icon to CREATE CONTACT.

Add the name of the device you want to call and indicate the SIP address assigned to that device. Then press .

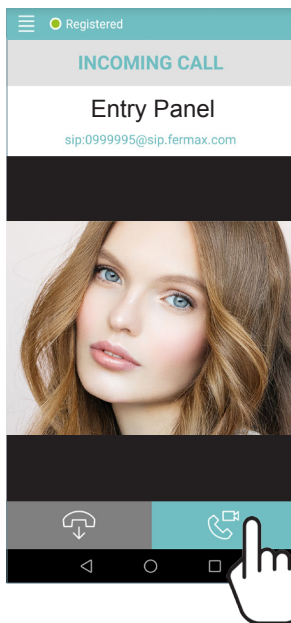


Important note:

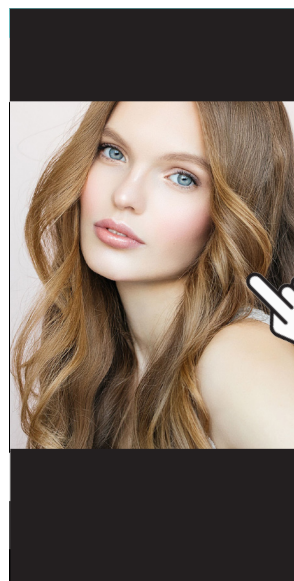
- When you create a contact, it synchronizes in the cloud. Until the synchronization is successful, it will not appear in the list. Make sure the SIP address is correct.

3.6 CALL DETAILS

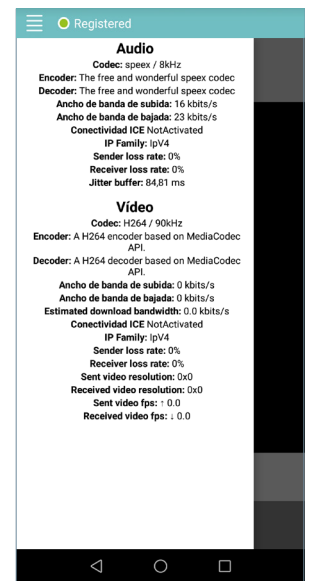
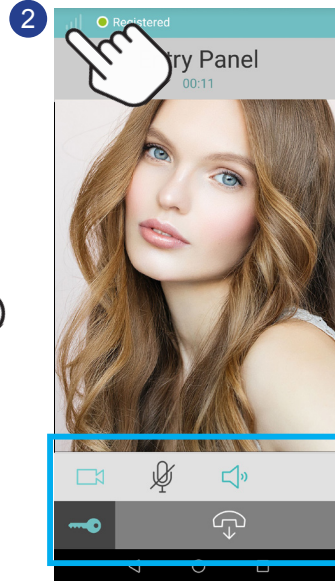
In order to know information about the quality and parameters during the call, click on the button at the top left of the screen.



Press the button to accept incoming call.



When you click on the image, the icons appear momentarily.





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