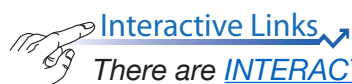




CONFIGURATION BOOKLET



Interactive Links

There are [INTERACTIVE LINKS](#) in the document to make consultation faster and more efficient.

CallMe App Version: **1.0.0-1** or later

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# 1. URMET CallMe APP

The following booklet describes the procedure for activating the call forwarding function via the CallMe App for **Ipercom** systems (ver. 2.1.0 or later)

**The Ipercom system must have access to the Internet in order to be able to forward calls to the CallMe app.**

Download the **CallMe** application from the *App Store* (iOS) or the *Play Store* (Android).

**ATTENTION! The smartphone/tablet used must have Google Service in order to download and use the Urmet CallMe app.**

The CallMe app is available for smartphones with operating systems IOS 13 and Android 9 or later.

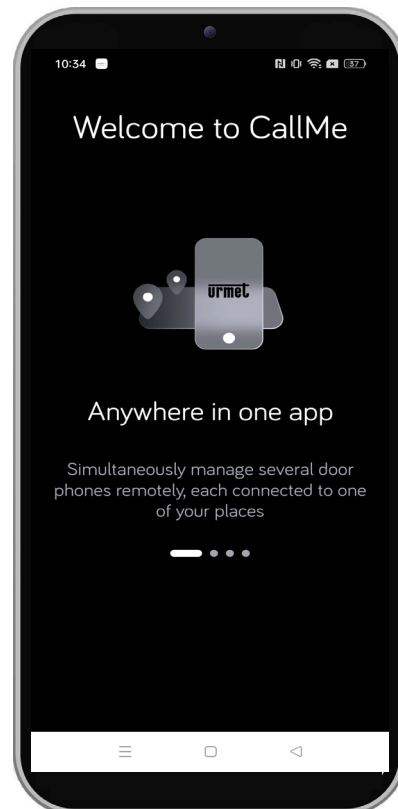
Launch the application, taking care to:

- Enable receipt of notifications (indispensable for receiving calls);
- Deactivate battery-optimising or energy-saving applications on the smartphone because they could affect the operation of the Urmet CallMe application with the screen off (background);
- enable the CallMe App to:
  - access photos, media content and files on the device;
  - record audio;
  - take photos and record videos;
  - making and managing phone calls.

**CAUTION!** If consent is not given for all 4 functions listed above, it will not be possible to use the CallMe app.

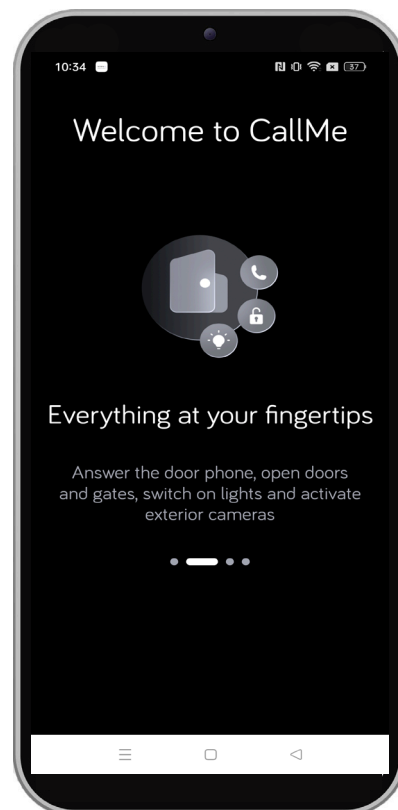
- ensure that no AntiVirus type applications are present on the smartphone that could affect the operation of the Urmet CallMe application;
- ensure that the data contract you have on your smartphone does not include a VoIP plan block.

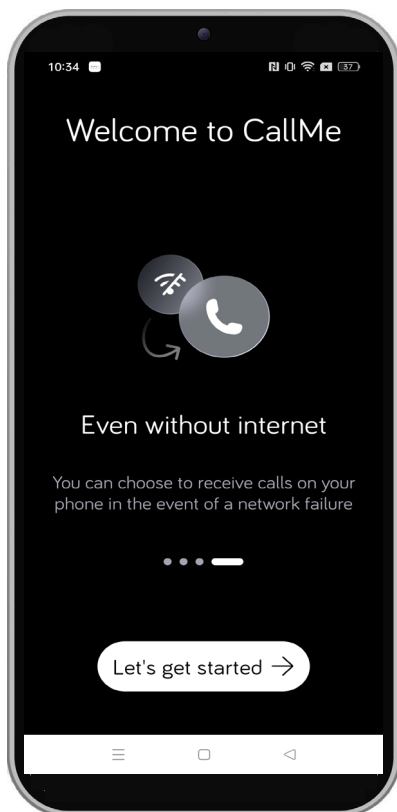
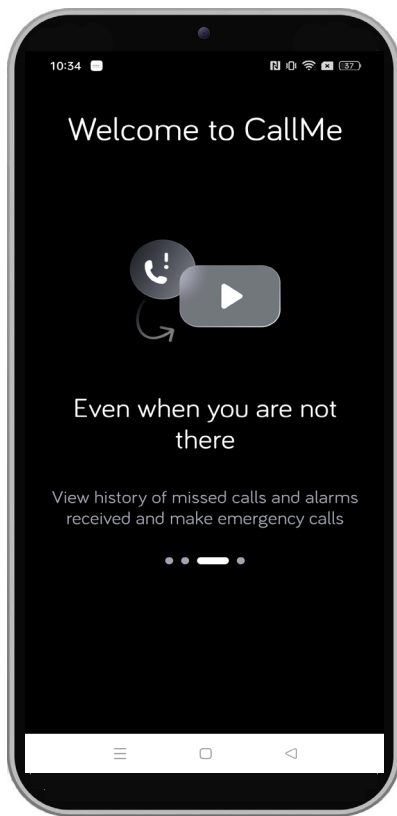
Wait for the following screen to open:



When the app is first opened, four screens are presented in which a brief description of how the app works is given.

Scroll from right to left to display the next screen.




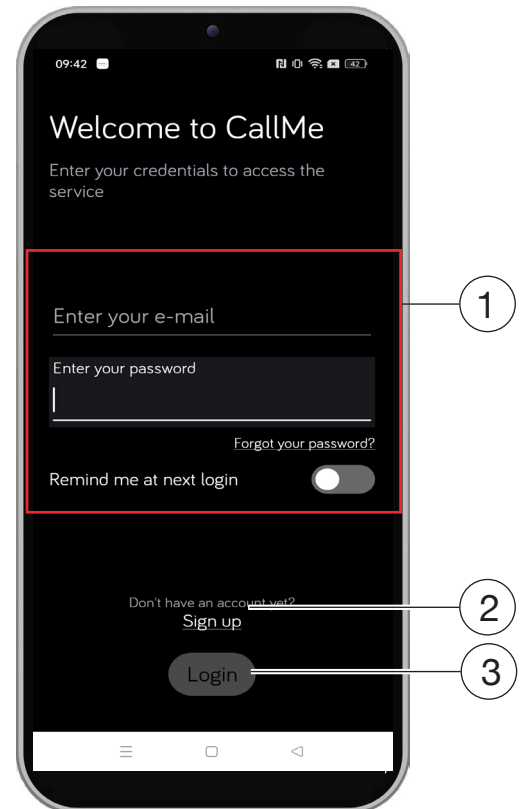


On the last screen, press the “**Let’s get started**” button to access the “**Register or Login**” page.

## 2. REGISTER OR LOG IN

In order to use the App, you need to create an Urmet Cloud account or log in with an already registered account.

 *This is the situation you find yourself in the first time you launch the app.*



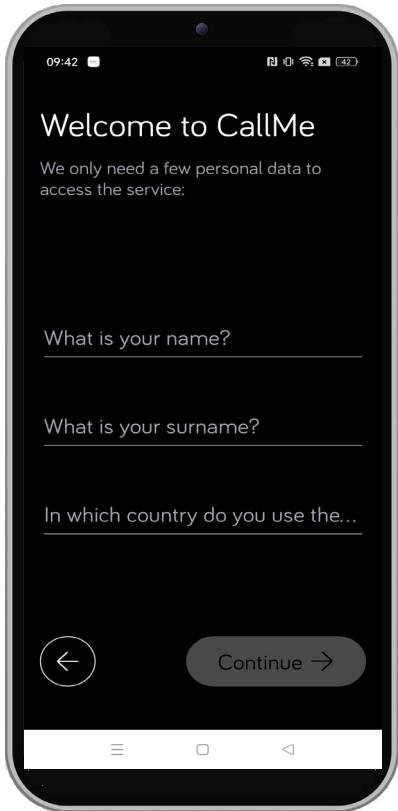
Below is the meaning of the various fields and buttons:

1. It allows the device to be used by logging in with an account already registered on the Urmet cloud.
  - By ticking the “**Remind me at next login**” box, the app allows the e-mail and password used during the last login to be saved.
  - By clicking on “**Forgotten your password**” you can obtain a new password in case you forget it.
  - Clicking on the icon displays the password entered.
2. To be selected if you do not yet have an account with Urmet cloud (first access).
3. **Login** button to press after entering Urmet cloud account credentials.

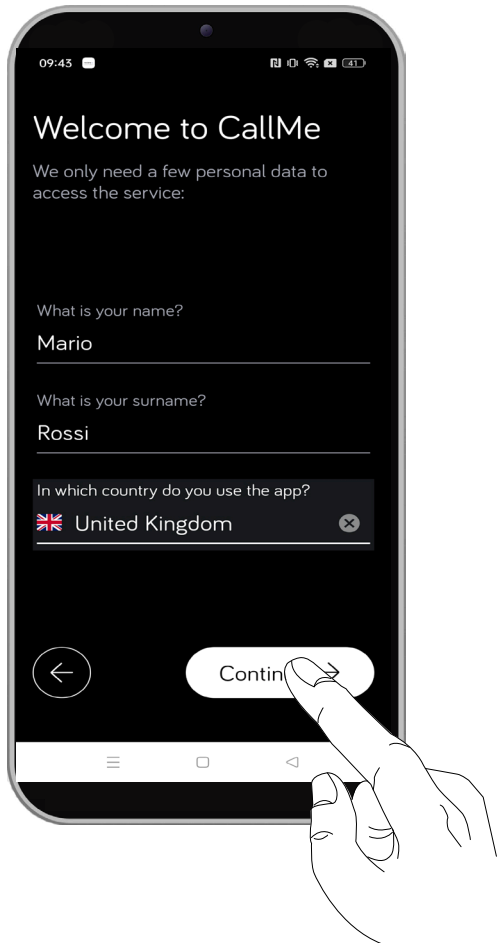


## 2.1. CREATE A NEW ACCOUNT

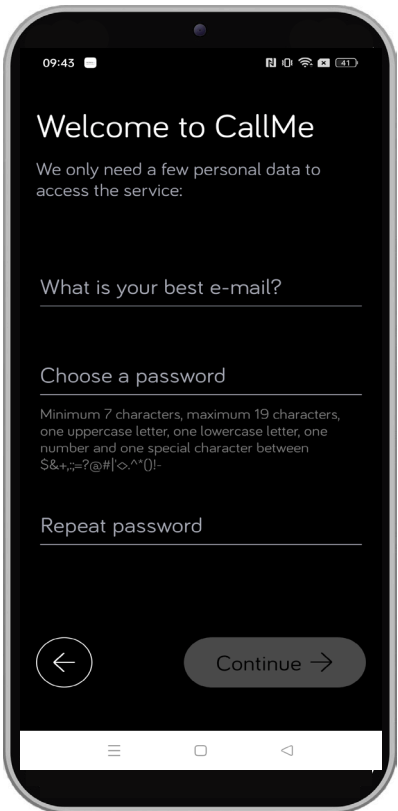
From this screen you can create a new account, which is a preliminary requirement for being able to use the application.



On the screen displayed, enter your first name and surname (e.g. Mario Rossi) and indicate your nationality. Then press the “**Continue**” button to proceed to the next registration step.

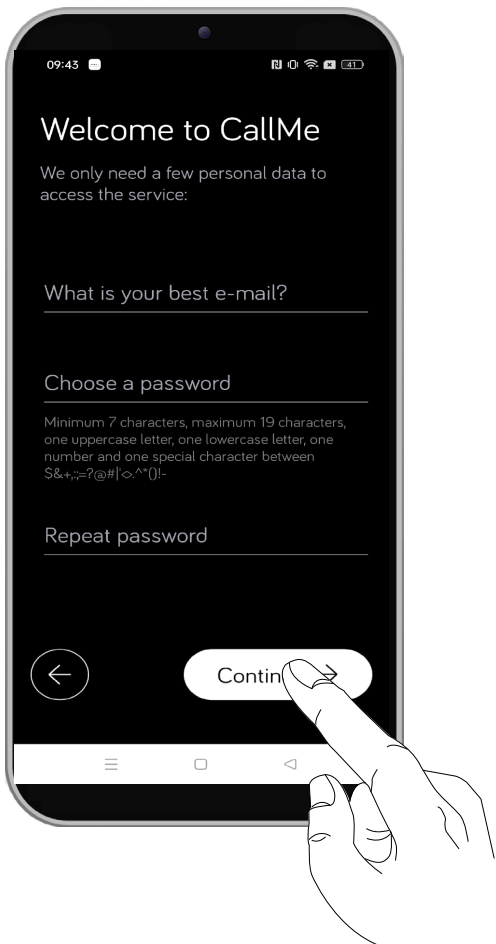


A new screen appears where you must enter a valid e-mail address and choose a password.



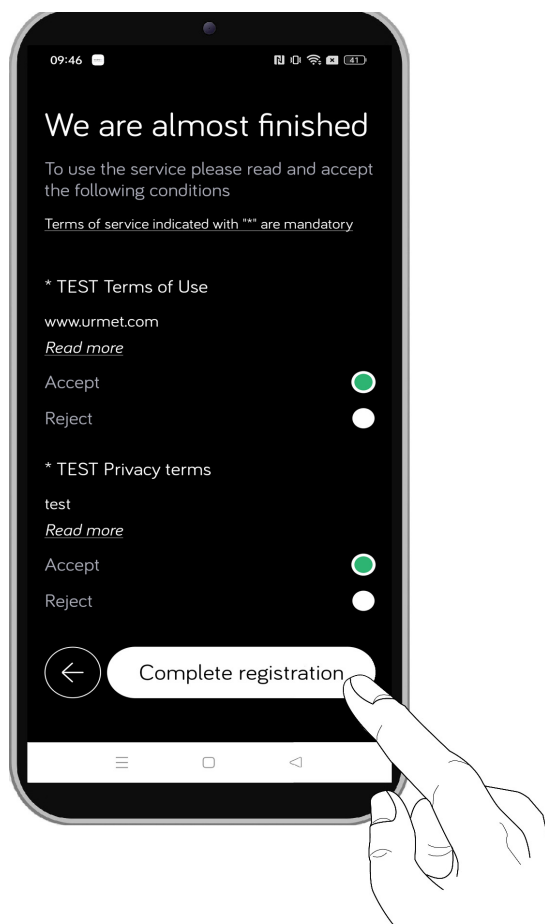
The password must comply with the following security criteria.

Then press the “**Continue**” button to proceed to the last registration step.



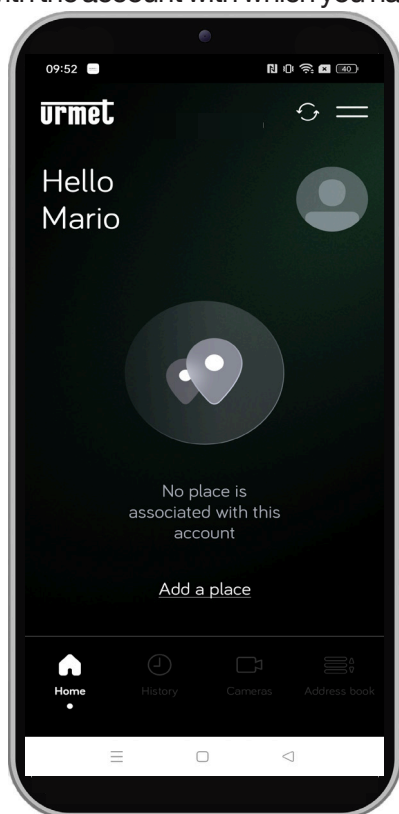
In order to complete the registration process, it is necessary to tick the boxes for acceptance of the **Terms and Conditions of Use**, **Use of personal data and Privacy** and **Authorisation to send communications**.

Then press the “**End Registration**” button to conclude the registration phase.



For the Account to become active, you need to access your mailbox, retrieve the mail you received and click on the validation link.

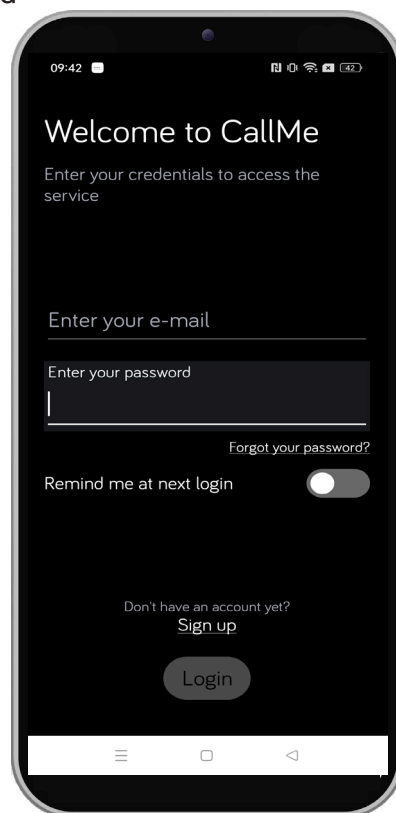
Once registration has been completed, you will access the homepage with the account with which you have registered.



## 2.2. SET UP AN EXISTING ACCOUNT (LOG IN)

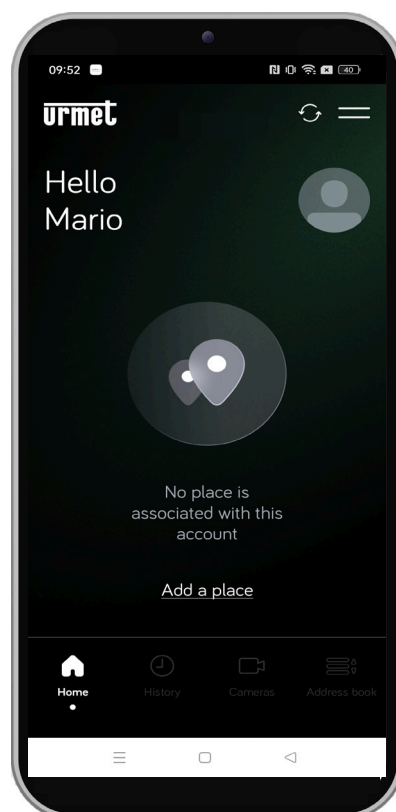
If the user already has an Urmet Cloud Account (e.g. because it was previously created on another smartphone), they can log in directly by entering their credentials:


- Email address
- Password



Then press the “**Login**” button.

Again, the user will automatically be redirected to the Homepage.

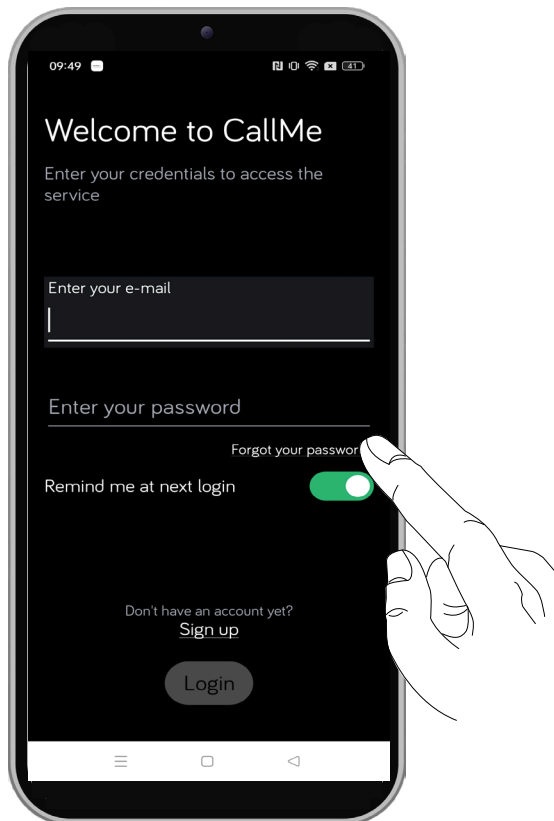


-  Please note that the maximum number of smartphones that can share the same account is
- 4 smartphones simultaneously in Ipercom systems (places) **without** Ipercloud licences.
  - 1 smartphone at a time in Ipercom systems (places) **with** Ipercloud licences.
- Up to 4 different systems (places) can be associated to the same account.

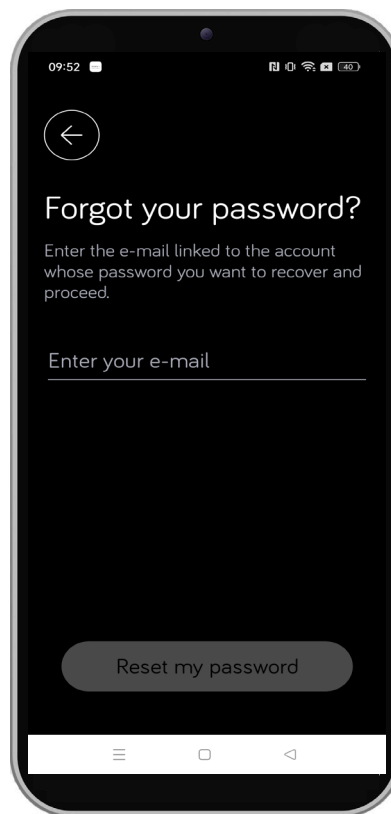
## 2.3. PASSWORD RECOVERY

It is possible to recover an account password by following the procedure below:

1. On the login page, click on “**Forgotten your password?**”

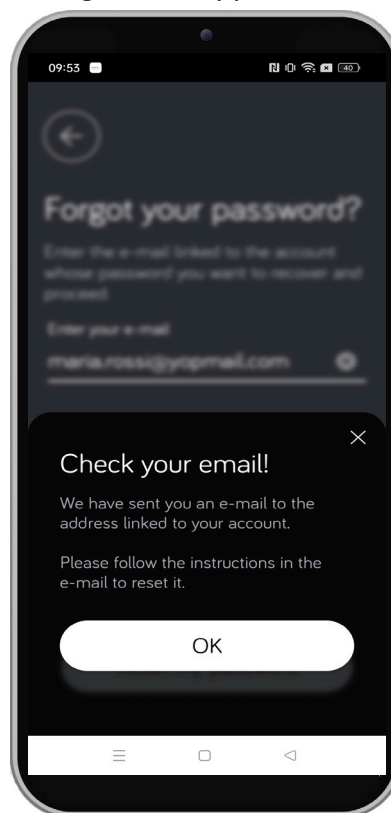


2. The following credentials retrieval screen is displayed.



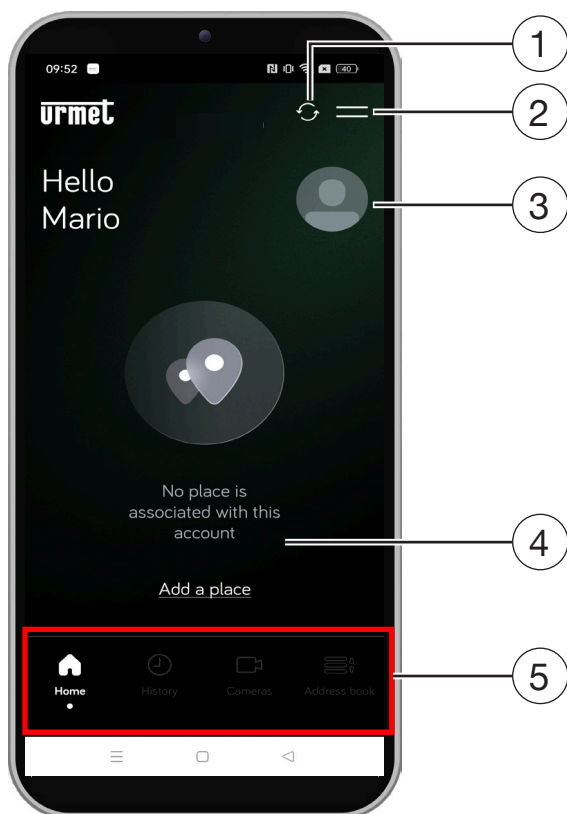
3. Enter the email address used during account registration and press the “**Reset my password**” button.

4. The following screen appears:



5. An e-mail is sent to the entered e-mail address containing a link that allows access to the Urmet Cloud to change the password.

### 3. HOMEPAGE




The meaning of the icons and buttons on the Homepage is as follows:

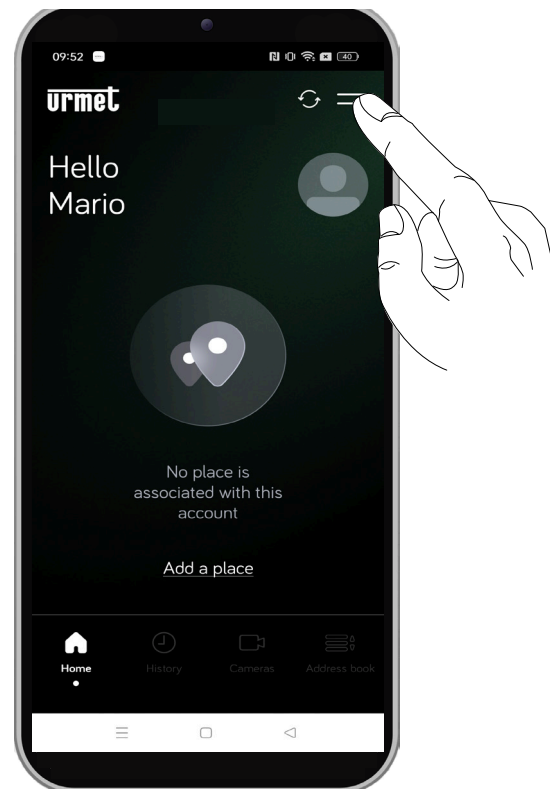
1. Reload page button, allows you to refresh the data in the various functions of the app.
2. Side menu access key, to access the pages:
  - **My Profile**
  - **My places**
  - **Suggestions**
  - **Information**
  - **Log out**
3. Account profile photo (in case it was placed on the “**My Profile**” page).
4. “**Add Place**” button, allows you to add a system to the account (only visible if no systems have been associated with the account).
5. App function selection menu:
  - **Homepage** (screen displayed)
  - **History**
  - **Cameras**
  - **Address book**

For all information on how to use the functions, see the [CallMe App User Guide](#).

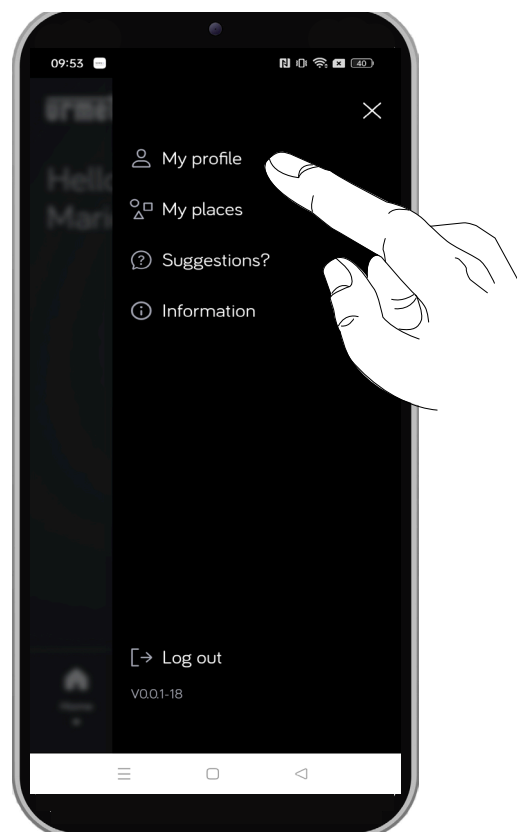
### 4. MY PROFILE

It is possible to make any changes and display the parameters of the account with which the CallMe app is logged in.

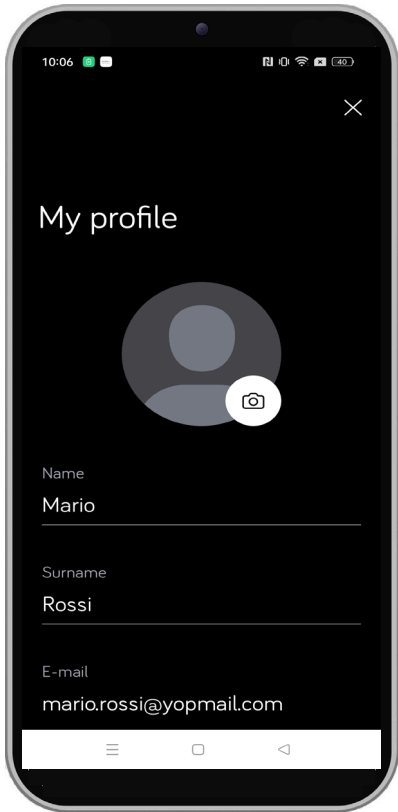
On the homepage, press the  button.



A side menu is displayed. Select “**My Profile**”.

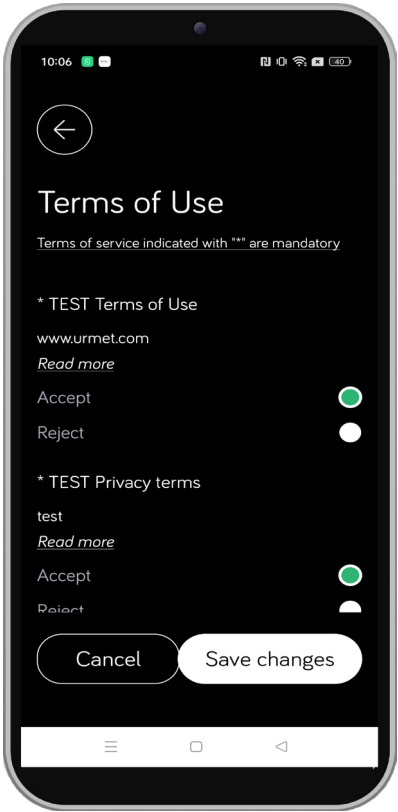
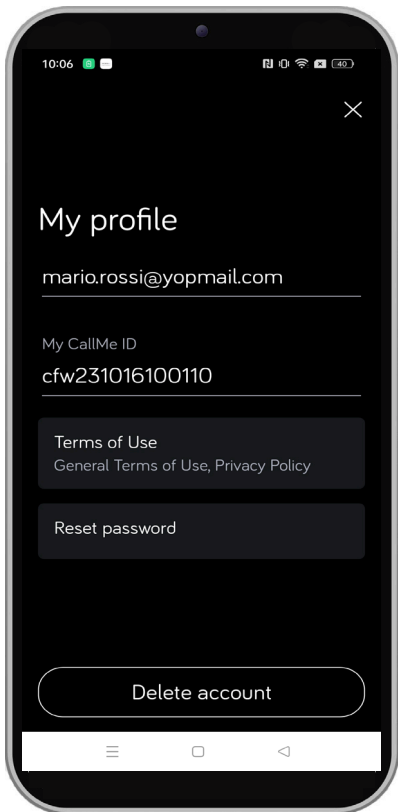


The page with the profile data is displayed.

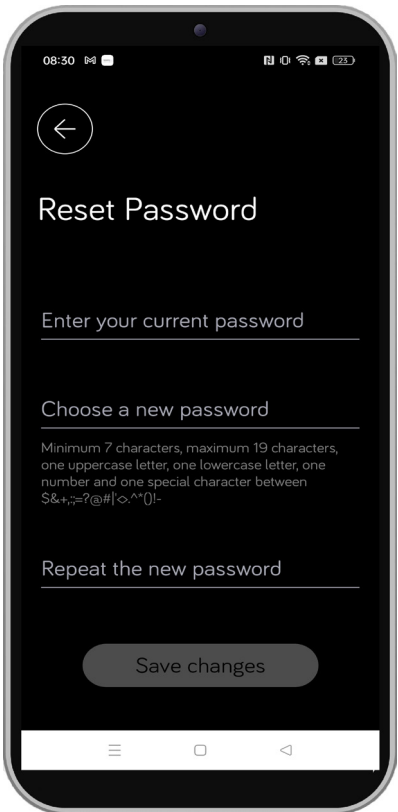


- Display the **first name**, **last name** and email address entered during account creation.
- Display the account's **“My CallMe ID”**. The My CallMe ID is a unique code that defines the Urmet Cloud account ID.
- Press the **“Terms and Conditions of Use”** button to view all terms of use accepted during account creation.


By scrolling up the screen from the bottom, you can view the remaining items on the page.



- Press the **“Reset Password”** button to reset the password for the account.



The following parameters and functions can be displayed:

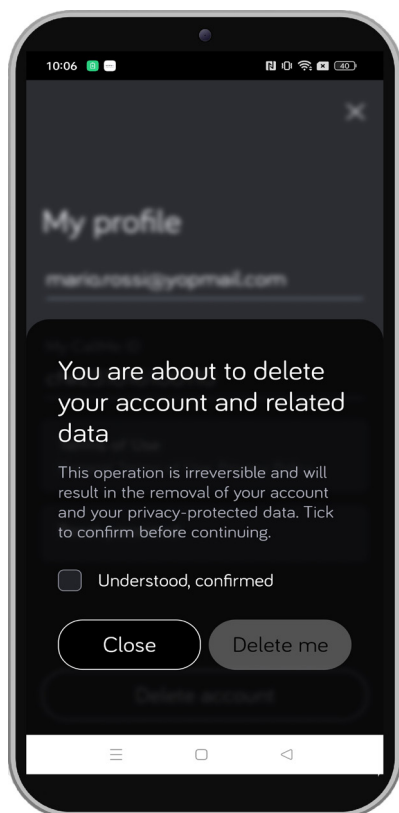
- Press the icon  to insert an image in the user profile. Select whether to use an image in the device's memory or take a snapshot.

To reset a new password, follow the steps below:

1. Enter the current password used to log in to the account.
2. Enter the desired new password.  
The new password must comply with the security criteria indicated by the app.
3. Repeat the new password again for confirmation.
4. Press the “Save Changes” button to reset the password.

The password was reset.

- Press the “**Delete Account**” button to delete the account with which you are logged into the app.



**ATTENTION!** Deleting the account will result in deletion of all data entered during account creation on the Urmet Cloud and deletion of all associated places via the CallMe app.

To delete the account, tick the box next to “**Understand, confirmed**”, then press the “**Delete me**” button, which will be unlocked.

## 5. ADD PLACE

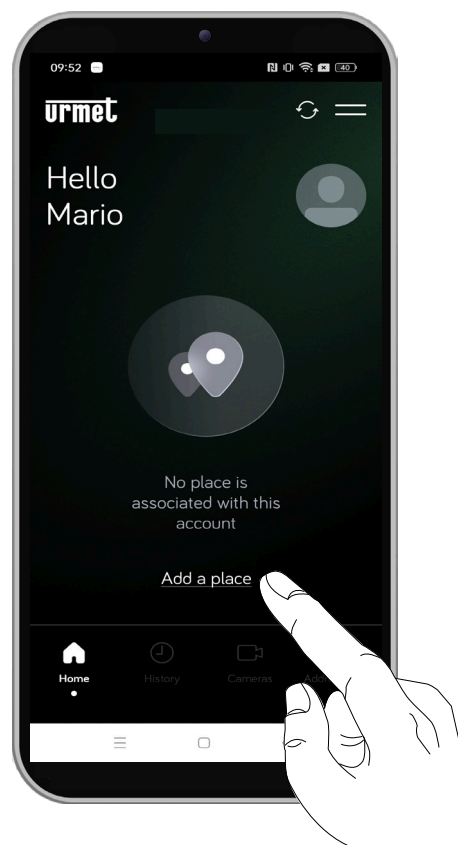
In order to be able to use the CallMe app features, it is first necessary to make the association between the video door phone system or place and the CallMe account.

To carry out the procedure, it is necessary to be in possession of the present association QR Code:

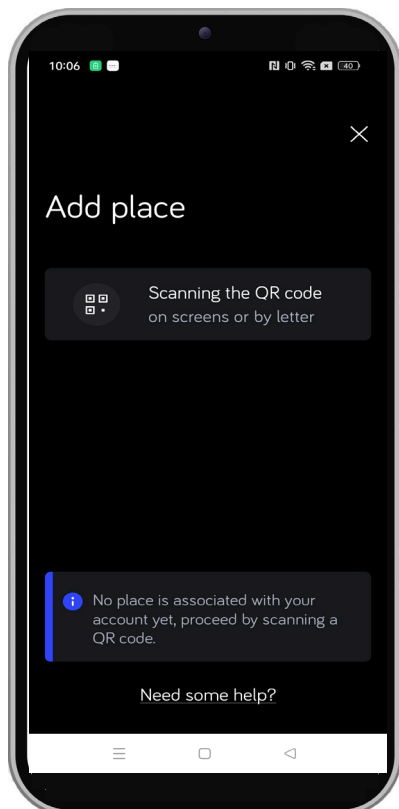
- in the letter sent by the administrator if CallMe Manager support **has been** enabled in the system.
- in the settings menu of the Master video door phone in the apartment if CallMe Manager support **has not been** enabled in the system.


The procedure for associating and activating the call forwarding function on the smartphone as a master account is described below.

1. Log in to the app with the respective account until the homepage is displayed. Press the “**Add a Place**” button to add a system.

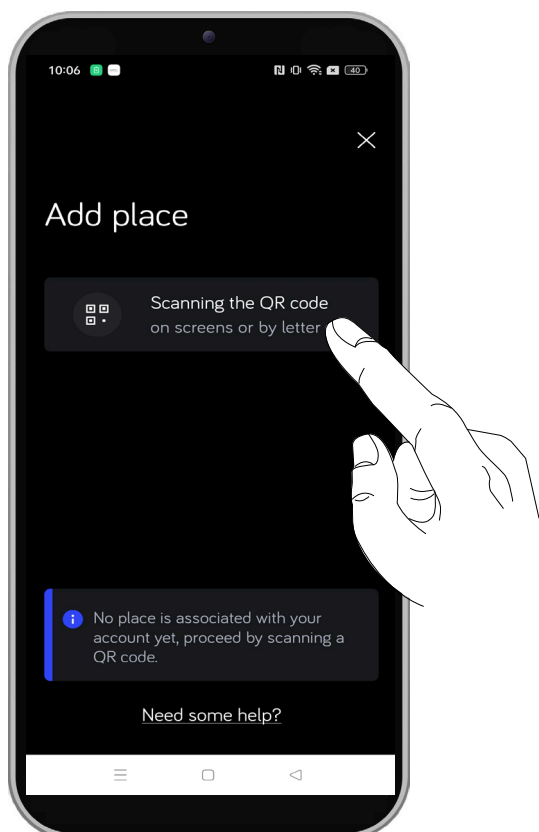


2. The following screen appears:

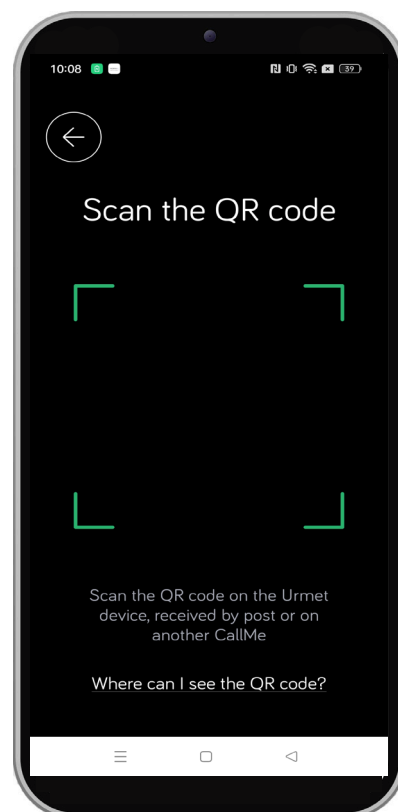



 If you do not have the QR Code or cannot find it, press the button "**Need some help?**" and follow the directions to retrieve the QR Code.

3. Select the "**Scanning the QR Code**" button.



4. The QR Code reader application is launched on the smartphone.



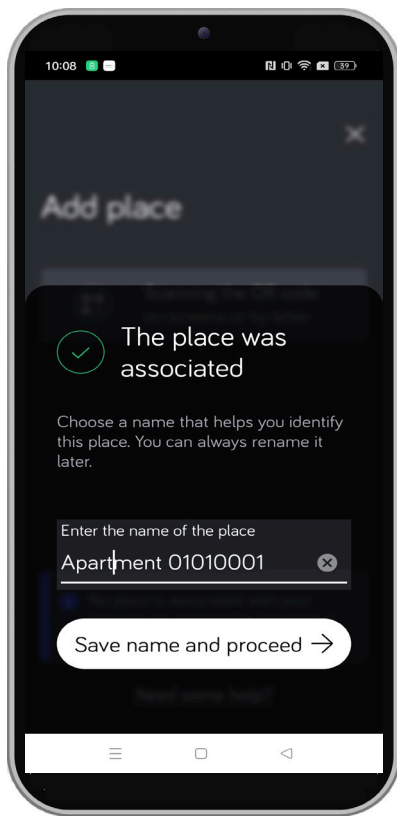
 If you need to display the QR Code in the configuration menu of the video door phone, press on "**Where can I see the QR Code?**", a screen with a list of all available devices is displayed. Select the video door phone model you have to view the steps to find the QR Code.

5. Scan the QR code on either the letter sent by the administrator or on the display of the video door phone (depending on the system configuration).

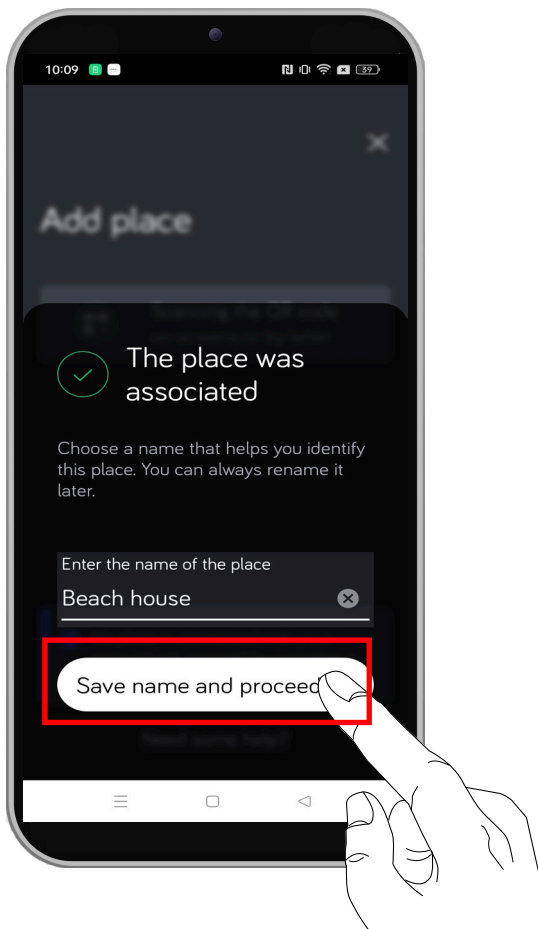
**ATTENTION!** the QR Code on the letter sent by the administrator is disposable, once scanned it will no longer be usable. It is necessary to carry out the entire pairing procedure. If the procedure is interrupted, the administrator will have to generate a new document with a new QR Code to enable the association again.

6. After scanning, the following screen appears.

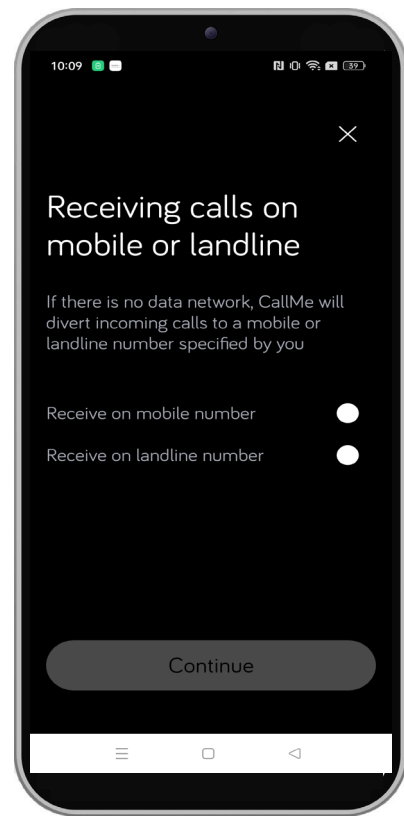




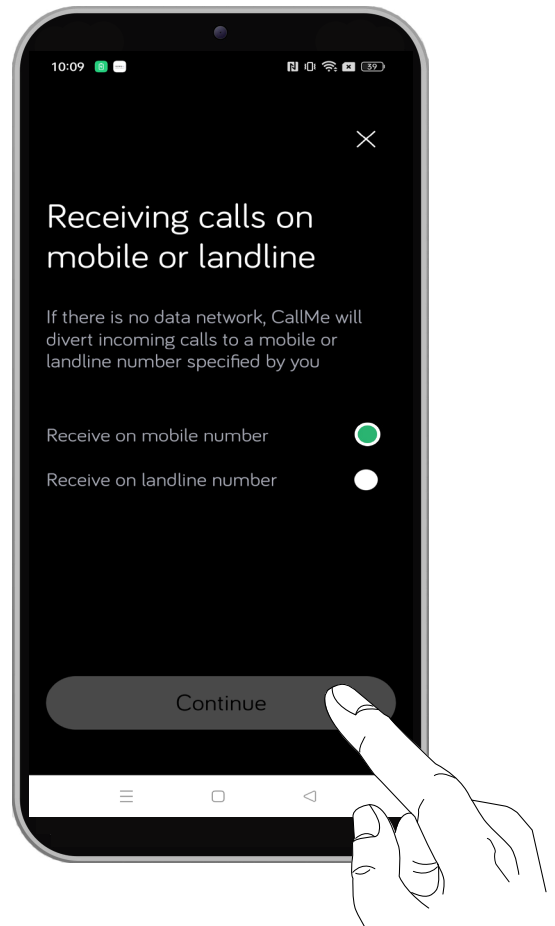
6. The CallMe app proposes the name of the apartment entered during configuration by the installer. To edit it, press on the text box and enter a meaningful name, then press the “**Save Name and Proceed**” button.



7. In the case of an association to an **Ipercom** system, in which an **Ipercloud** licence is present, the following screen appears.

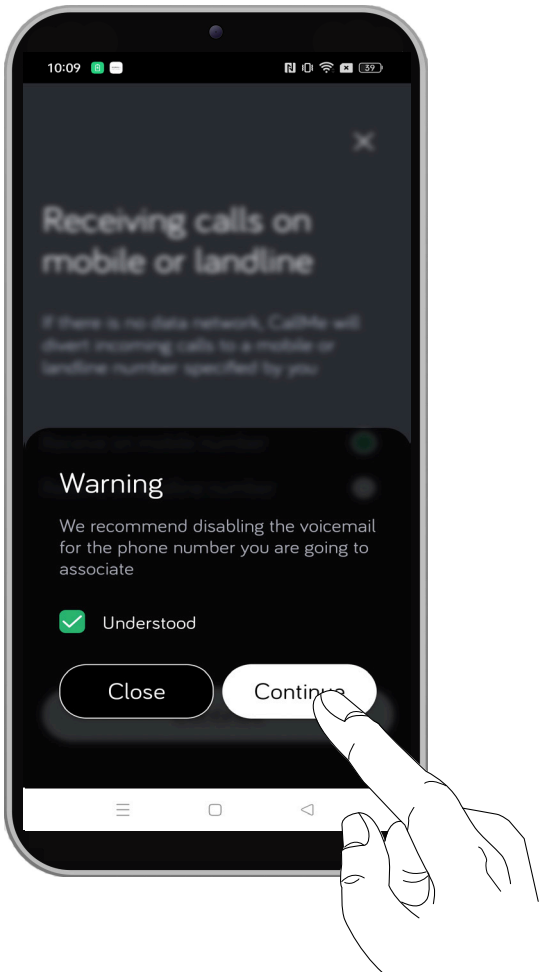


8. The **Ipercloud** licence allows the account to be associated with a landline or mobile number to which a call can be forwarded in case:
- the Internet coverage of the smartphone is absent or unstable;
  - is not answered within the limit of approximately 9 seconds after the call was sent to CallMe.
9. Select the type of call and press the “**Continue**” button.





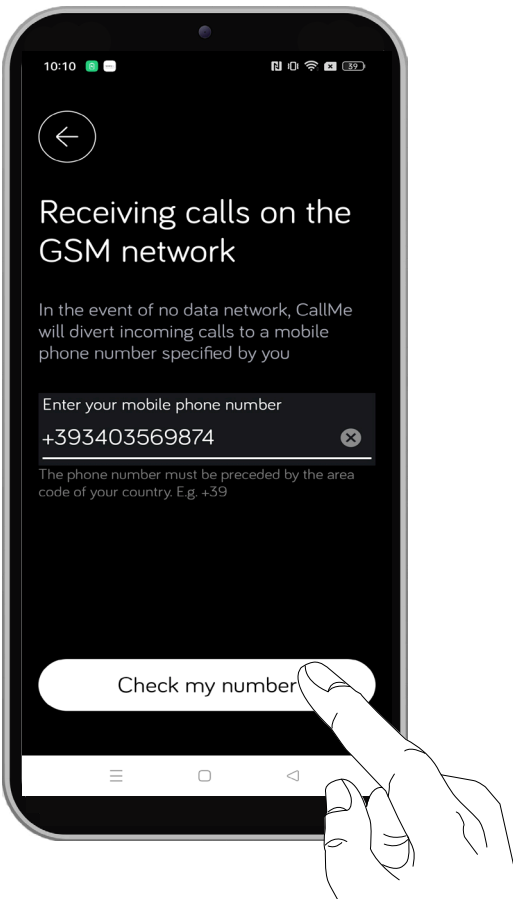
10. A pop-up appears in which you are advised to deactivate any voicemail on the number to which you wish to forward the call.
11. Check the box next to “**Understand**” and press the “**Continue**” button.



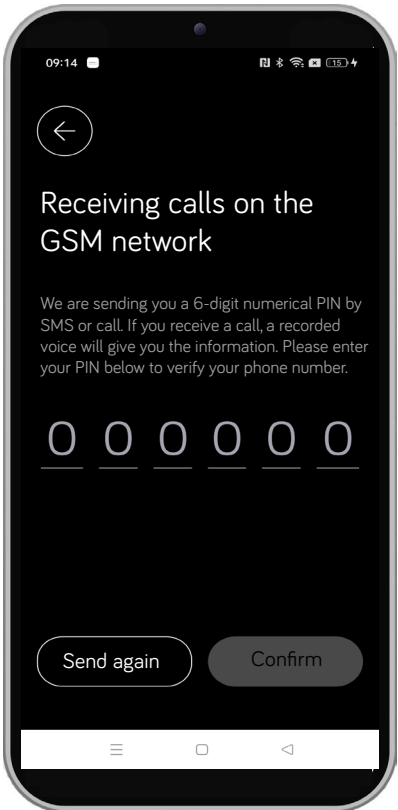
- 12 Enter the number to which the call should be forwarded. In the following example, forwarding to a mobile number was selected.



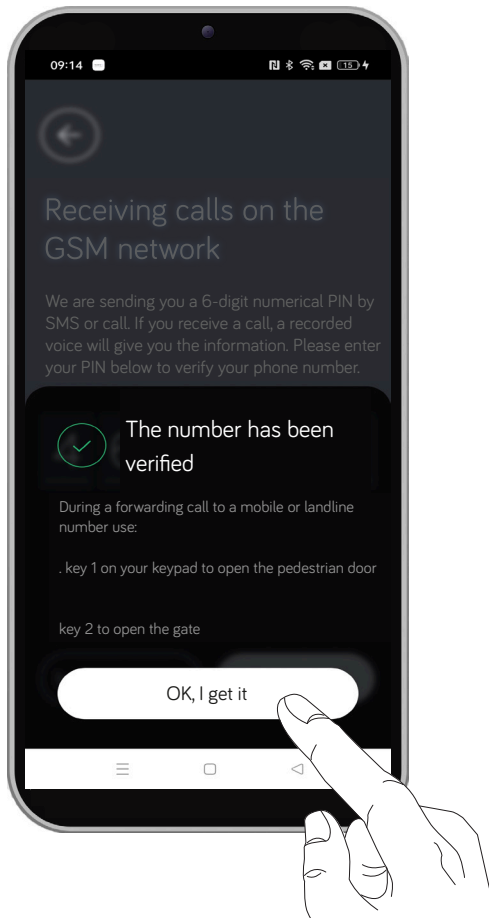
- ATTENTION!** The area code (e.g. +39) must be entered before writing the number.
- 12 After entering the number, press the “**Check My Number**” button.



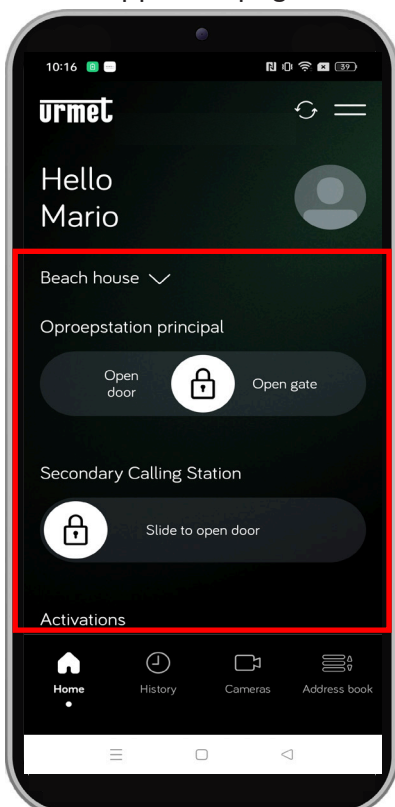
13. An SMS is sent if a mobile network number has been indicated, whereas a call will be received if a landline network number has been indicated. In both cases, a 6-digit PIN code is given to enable verification on the CallMe app.
14. The following screen appears:



13. Enter the PIN code received to verify the telephone number on which to receive calls. Then press the **“Confirm”** button.
14. If the PIN code has been entered correctly, the following screen appears. Press the **“OK, I understand”** button.




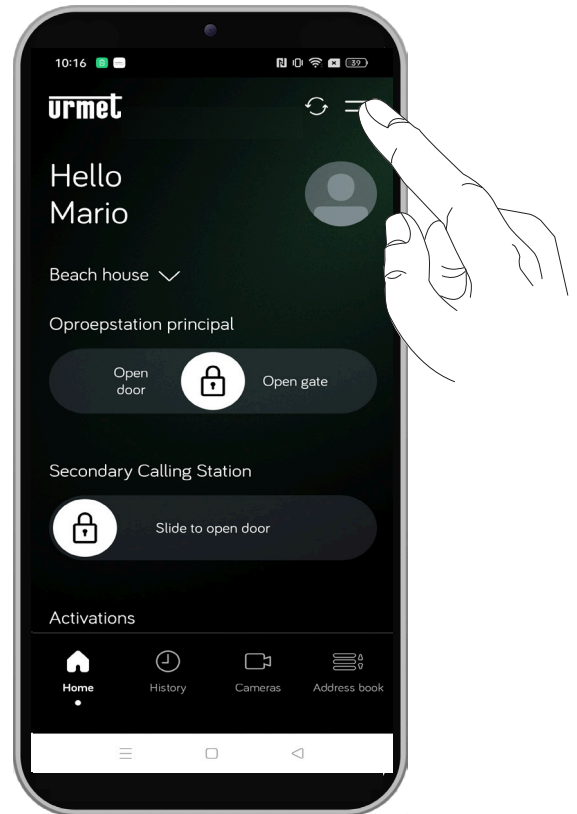
14. The system has been correctly paired and the call forwarding function is active. It is now possible to receive video door phone calls on the smartphone via the CallMe app. The associated system (place) is shown on the app homepage.



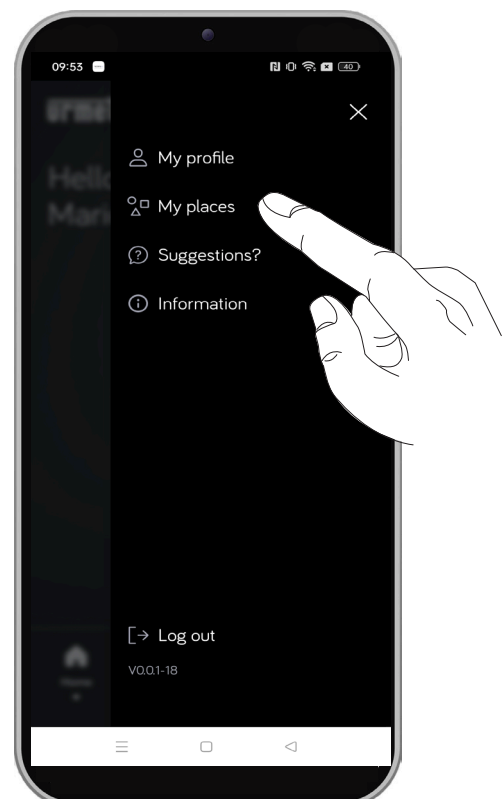
## 6. MY PLACES

The **“My Places”** menu allows you to view all the systems (places) associated with the account with which you are logged into the app. It also allows a new system (place) to be associated with the account or shared with another account.

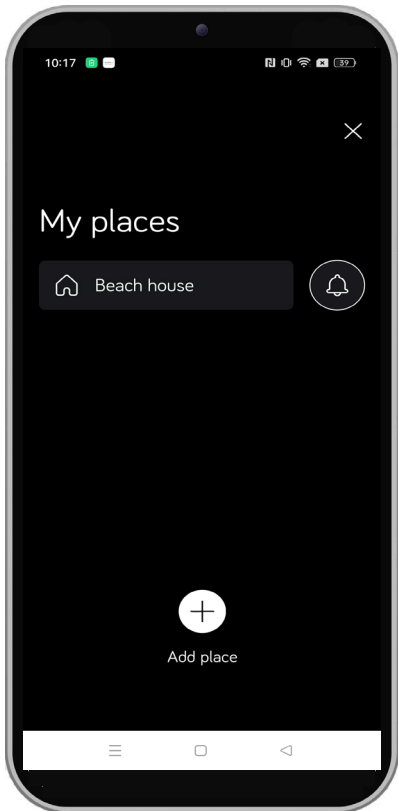
On the homepage, press the  button in the top right-hand corner.



The following side menu is displayed, click on **“My Places”**.




The following screen appears in which all systems (places) associated with the account are displayed.

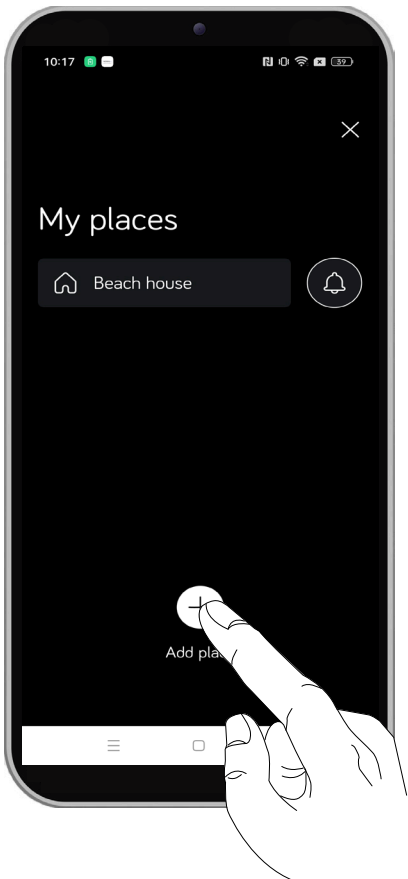


The various configurations and procedures that can be performed are described below.

### 6.1. ADD A NEW SYSTEM (PLACE)

Up to 4 different systems (places) can be associated to one account.

To associate a new system, press the  button above the “Add Place” text.




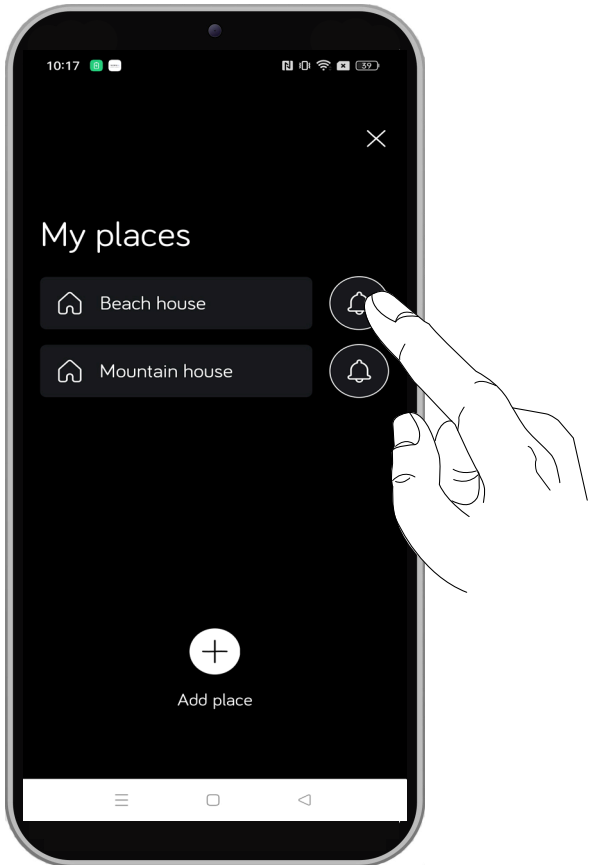
For the complete procedure of associating a system (place), click on the following link and follow the steps described in chapter “[ADD PLACE](#)”.

### 6.2. DISABLING THE NOTIFICATIONS

It is possible to disable notifications of a system (place) associated with the account.

By disabling, with the application in the background, you will no longer receive incoming call alerts, missed calls and alarms.

To deactivate notifications, press the  icon for the system.



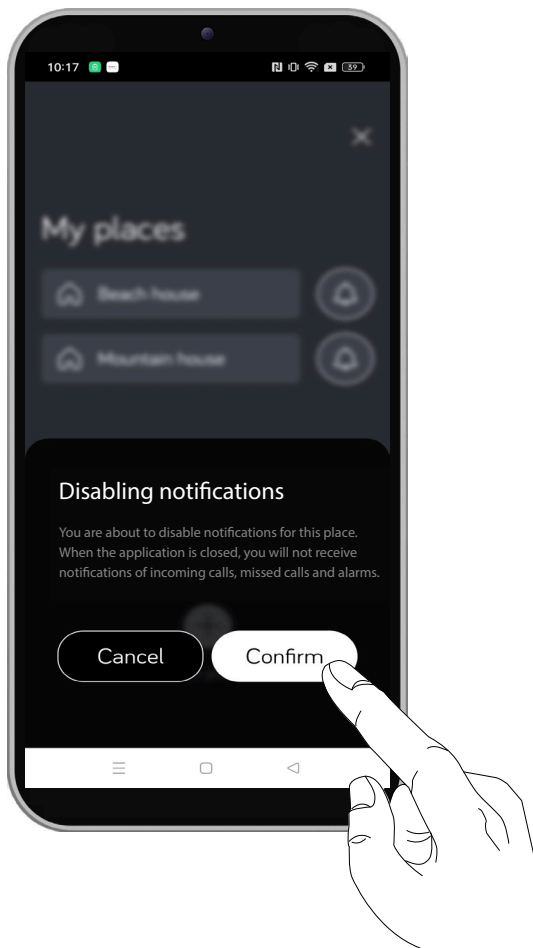
The following screen appears requesting confirmation for disabling.

Press the “**Confirm**” button to disable receipt of notifications.


The “**Cancel**” button allows you to undo the operation.

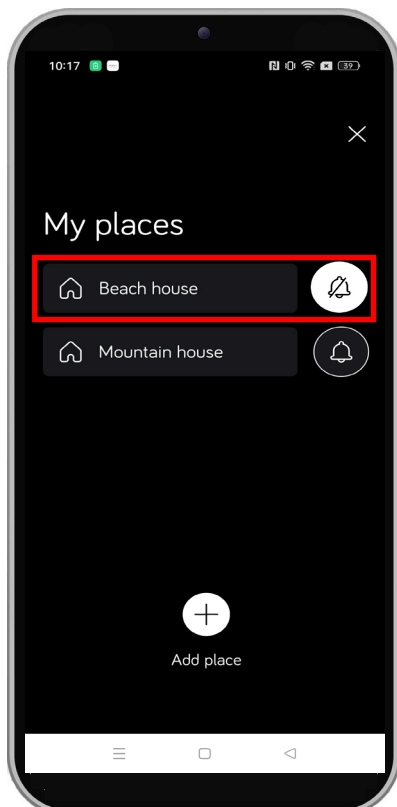
## 6.3. SYSTEM MANAGEMENT AND SHARING


By selecting a system (place), it is possible to configure certain settings, share access to the system and contact the building administrator. In the case of systems (places) with Ipercloud licences, it is also possible to associate a landline network or mobile number linked to the account, in case this was not done during the system association procedure, and it is also possible to renew the licence when it expires.

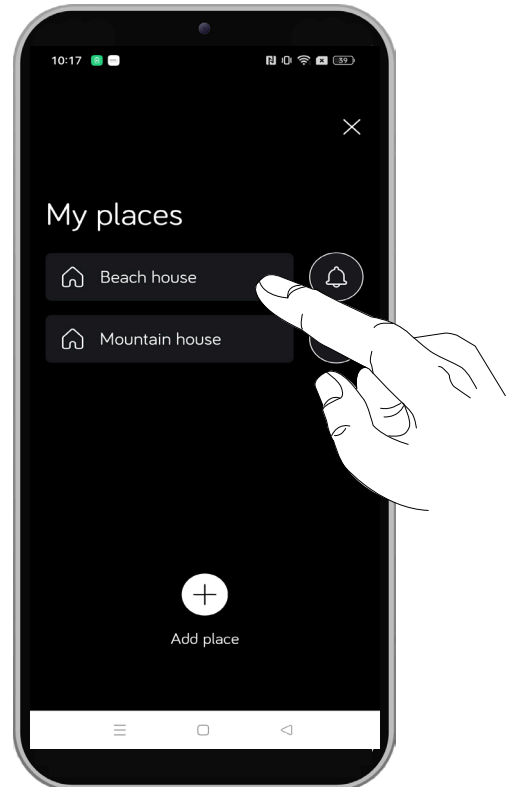


Once the operation is confirmed, the **“My Places”** page is displayed again.

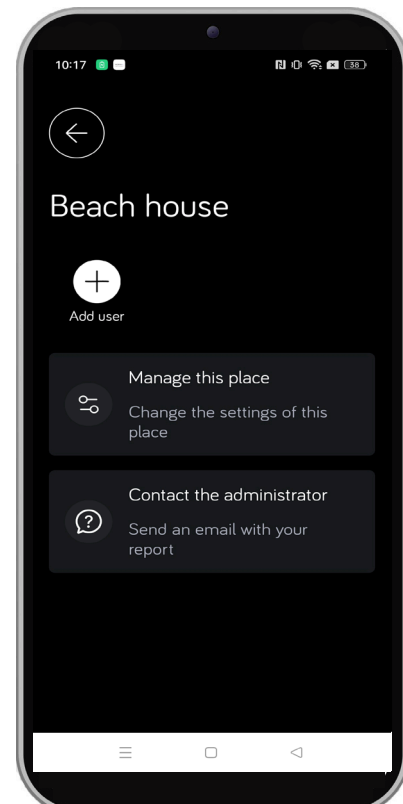
The system with disabled notifications displays the following icon .



To reactivate notifications, press the  icon and repeat the procedure described for disabling.



In the example below, the system (place) **“Beach House”** was selected.



### 6.3.1. SYSTEM SHARING

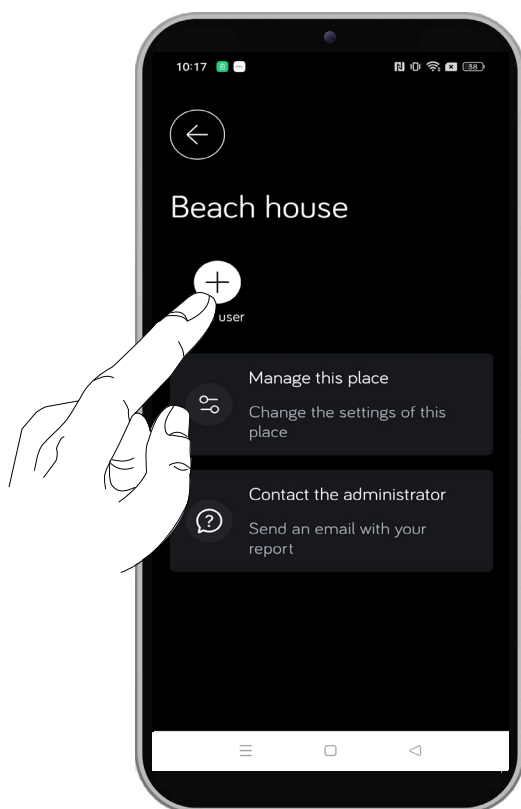
It is possible to share access to the system (place) with other possible secondary users depending on the type of system:

- **Ipercom** shares up to 3 secondary users.
- **Ipercom with Ipercloud** sharing up to 9 secondary users.

**ATTENTION! On smartphones on which you wish to share access to the system, you must already have the CallMe App installed and you must have created an Account or logged in using an existing Account.**

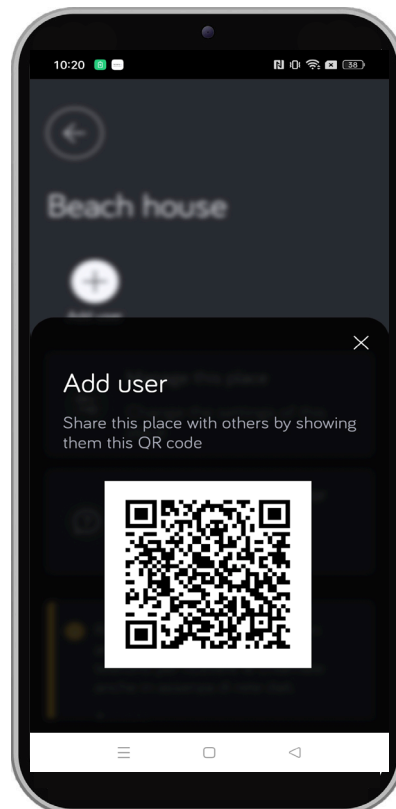
To activate the call forwarding service on another smartphone as a secondary account, follow the steps below:


1. With the **main smartphone** select the system to be shared and press the  button above the “Add User” text.

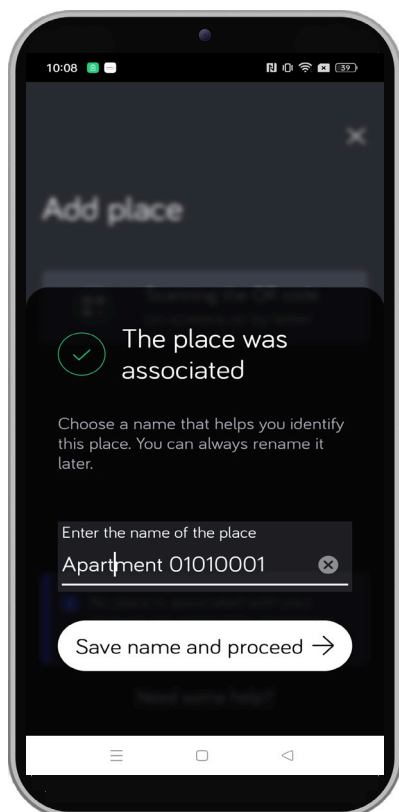


*Main Smartphone*

2. The following screen appears with a QR Code.

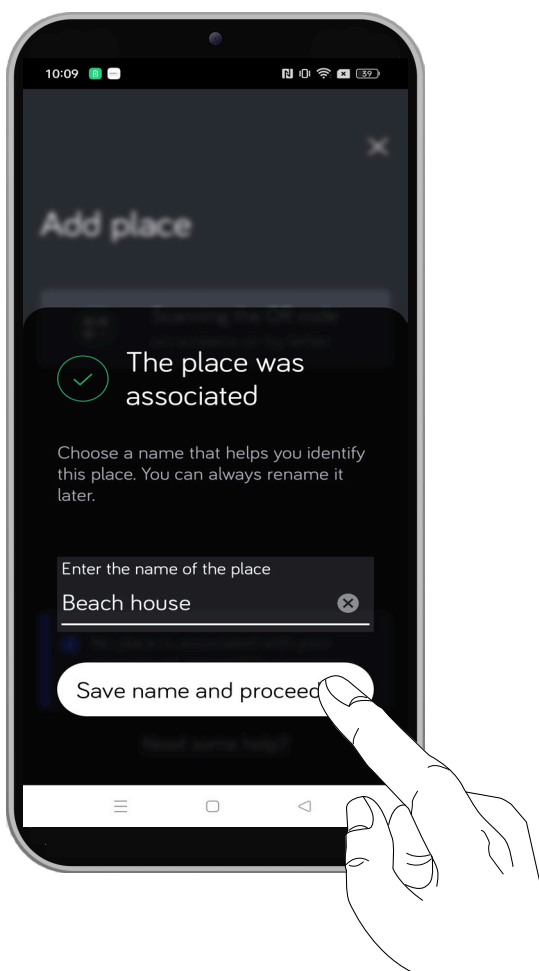



3. On the **secondary smartphone**, follow the steps below:
  - A. open the CallMe app;
  - B. log in with an account;
  - C1. if there are no systems associated with the account, press “**Add Place**” on the Homepage.
  - C2. if there are systems associated with the account on the homepage, press the  button in the top right-hand corner to display the side menu and click on “**My Places**”. Then click on “**Add Place**”.
  - D. Scan the generated QR code on the master user's smartphone.
4. After scanning on the second smartphone, the call forwarding service is activated as a secondary account and the system will be visible. The device name set during configuration by the installer is displayed.



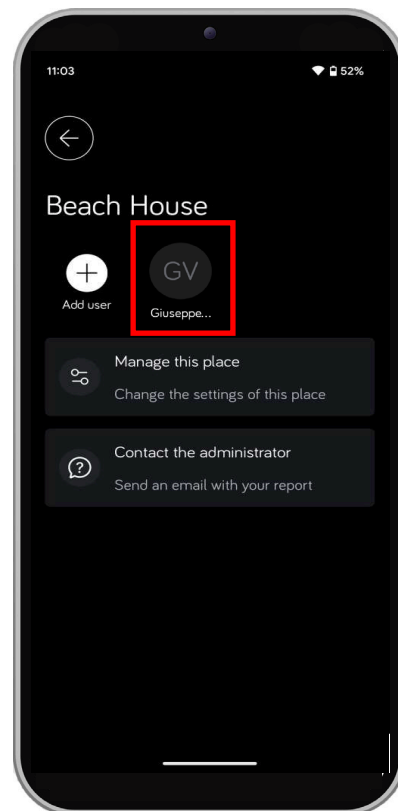
*Secondary Smartphone*

5. The CallMe app proposes the name of the apartment entered during configuration by the installer. To edit it, press on the text box and enter a meaningful name, then press the **“Save Name and Proceed”** button.



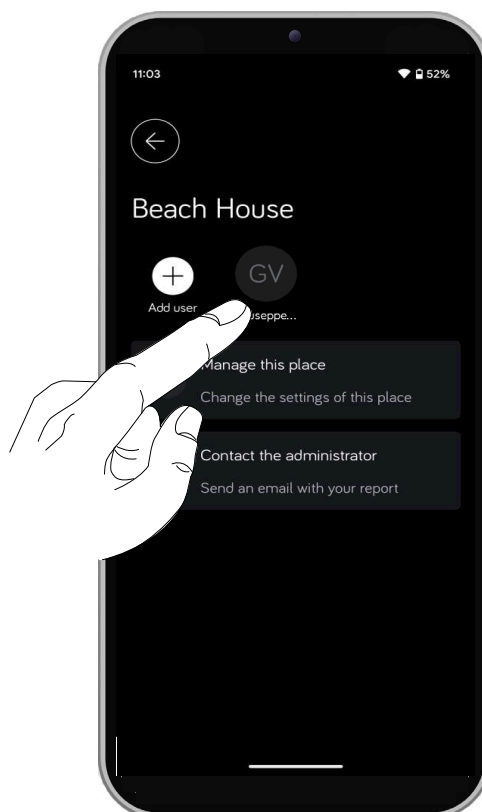
 The renaming of the device description only takes place on the smartphone on which it was performed.

6. On the main smartphone where the master account is located, on the system page, you can view the secondary accounts with which a share has been made.

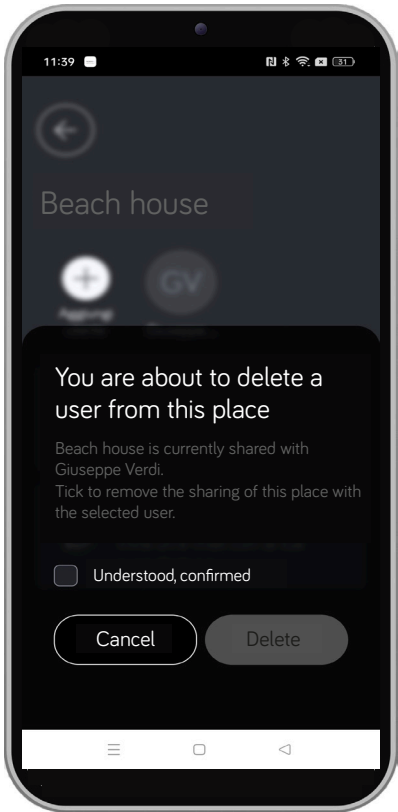


*Main Smartphone*

7. Selecting the secondary account allows you to remove system sharing.



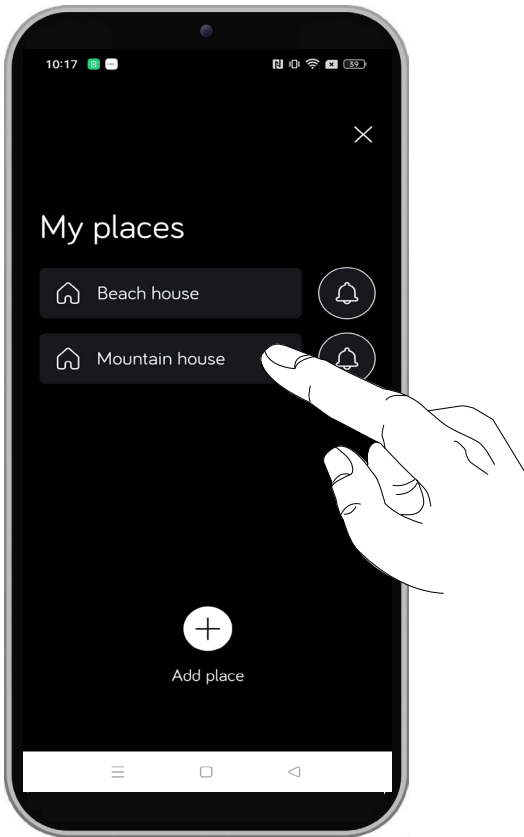
8. The following screen appears:



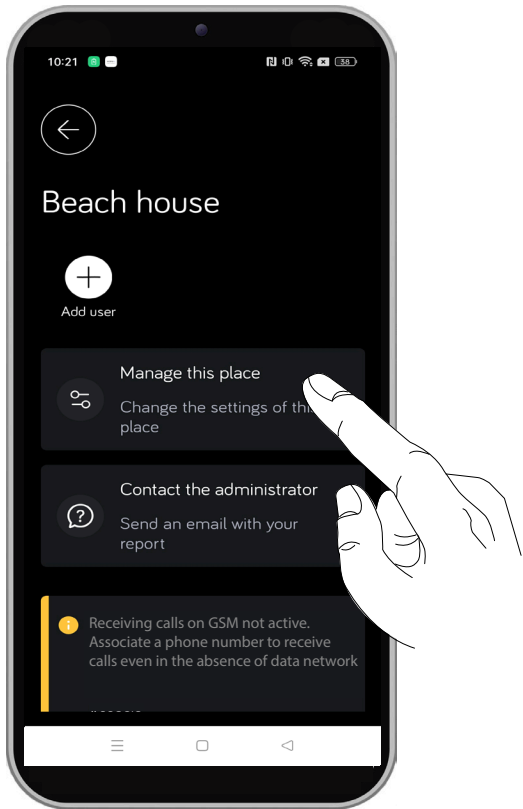
9. To delete sharing with the selected sub-account, tick the box next to “I understand, I confirm” and then press the “Delete” button.

6.3.2. MANAGE THIS PLACE

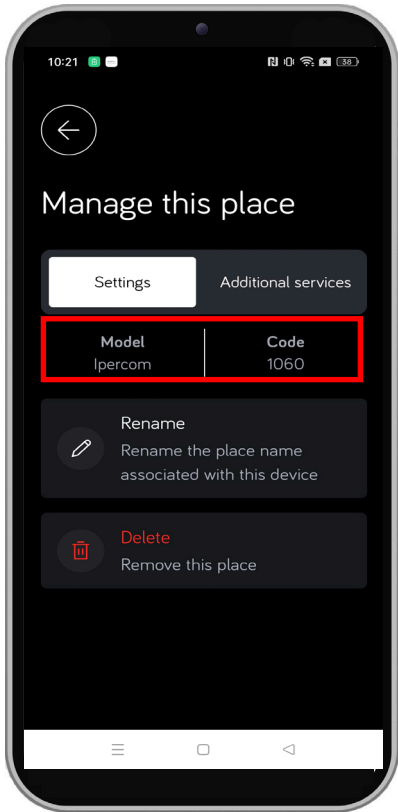
Changes can be made to the settings for the selected system (place).



In the example below, the system (place) “House in the mountains” was selected.  
Press the “Manage this place” button.



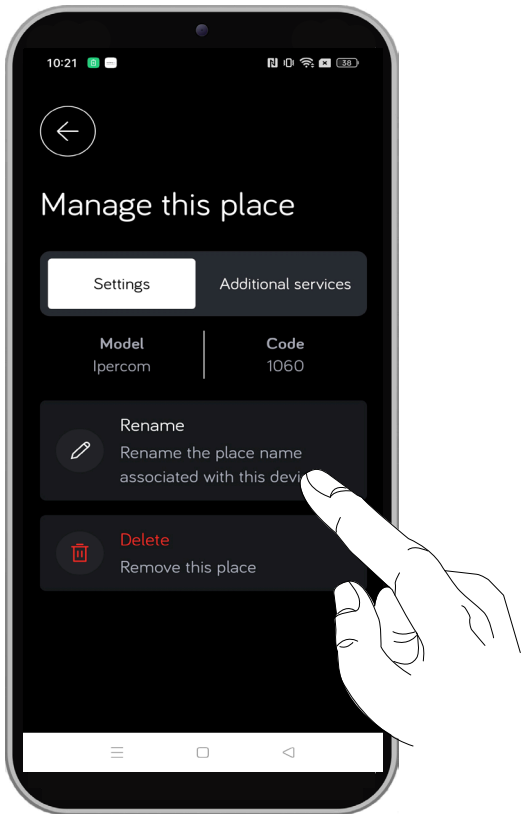
The following screen appears, showing the system **model** (in this example lpercom) with its **code** (1060 lpercom code)



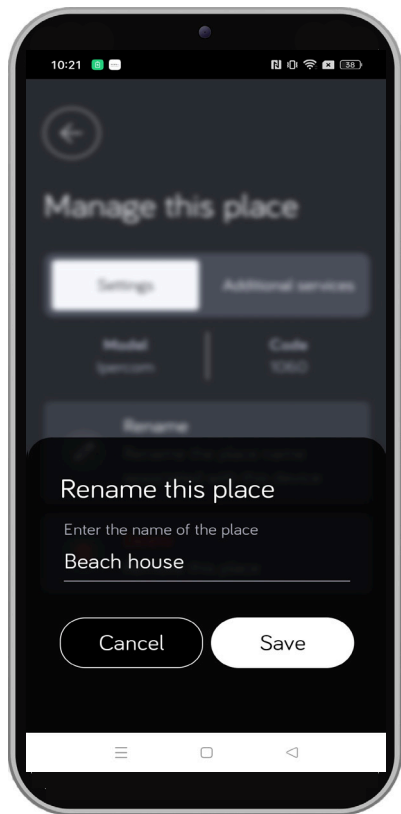


6.3.2.1 RENAME PLACE

By pressing the “**Rename**” button, you can rename the name of the system (place).

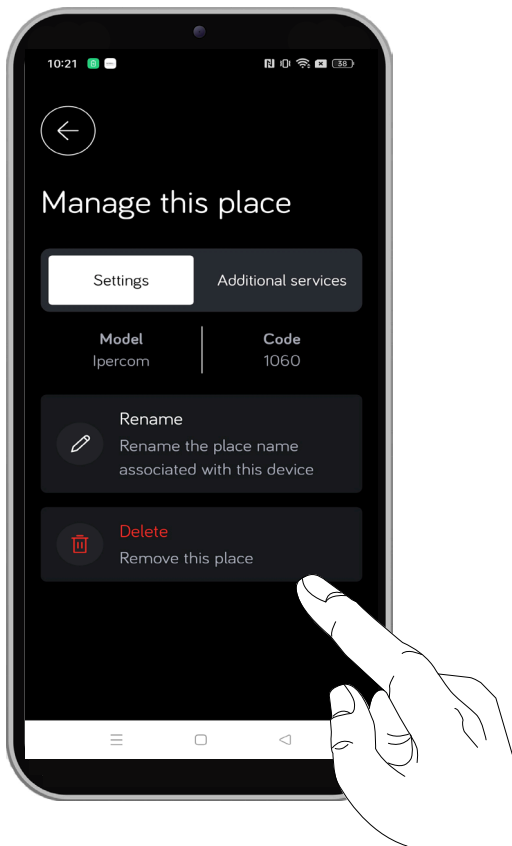


Press on the text box to change the name of the system (place), then press the “**Save**” button to confirm the change.

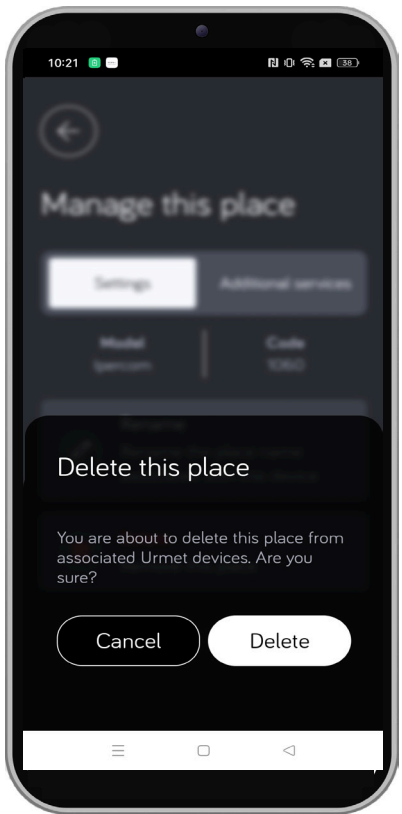


6.3.2.2 DELETE PLACE

By pressing the “**Delete**” button, the association between the account and the system (place) can be deleted.



Press the “**Delete**” button to confirm the deletion of the system.

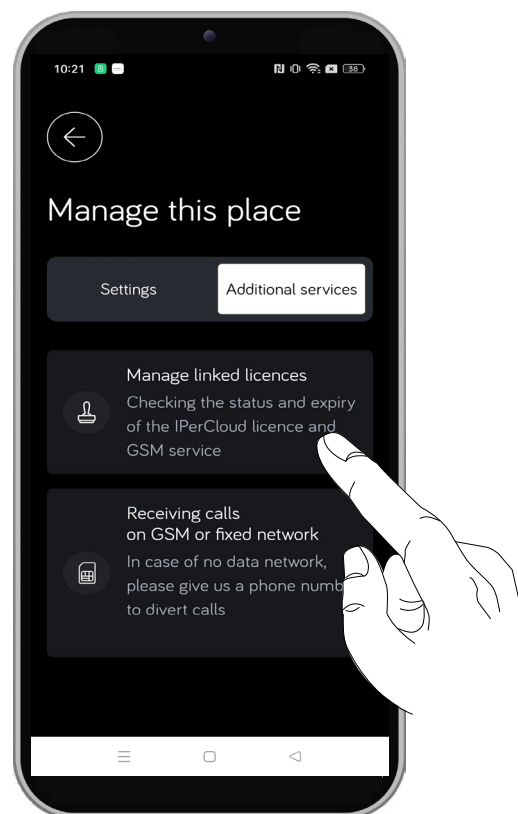
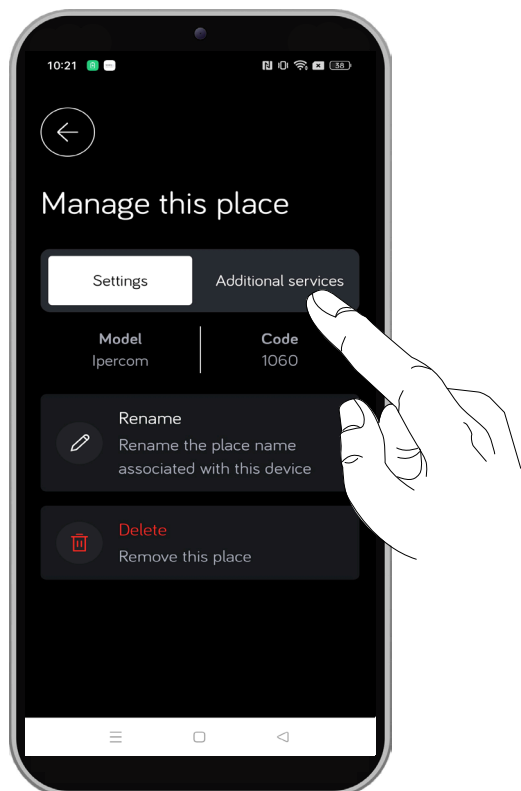




### 6.3.2.3 IPERCLOUD LICENCE STATUS

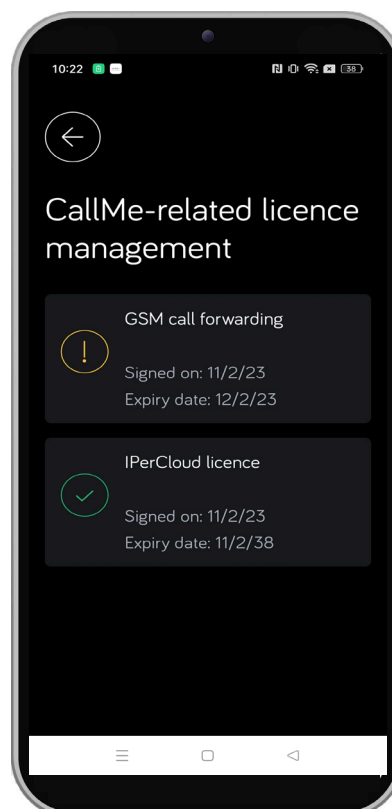
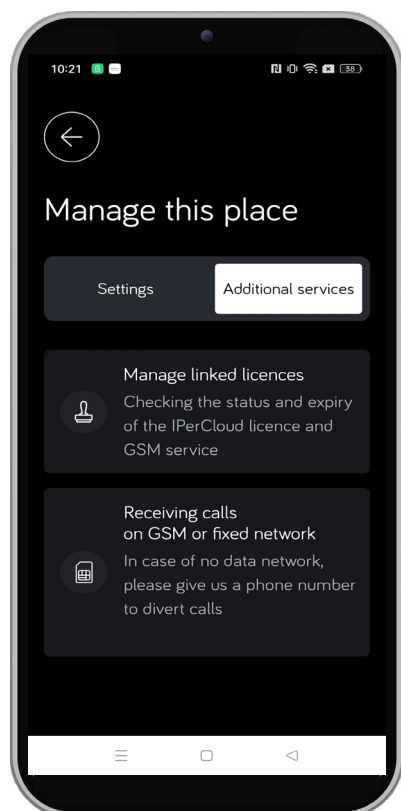
The “**Additional Services**” button is only visible in Ipercom systems where an Ipercloud licence is present. The page is only visible to the user with the Master account.

Press the button to display the licence parameters.



A screen appears showing the activation and expiry date of the licence.

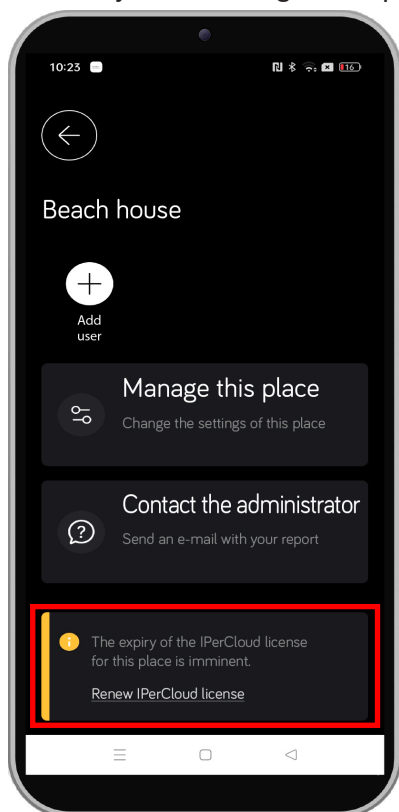
The following screen appears:



By pressing the “**Manage Linked Licences**” button, licence status information can be displayed.

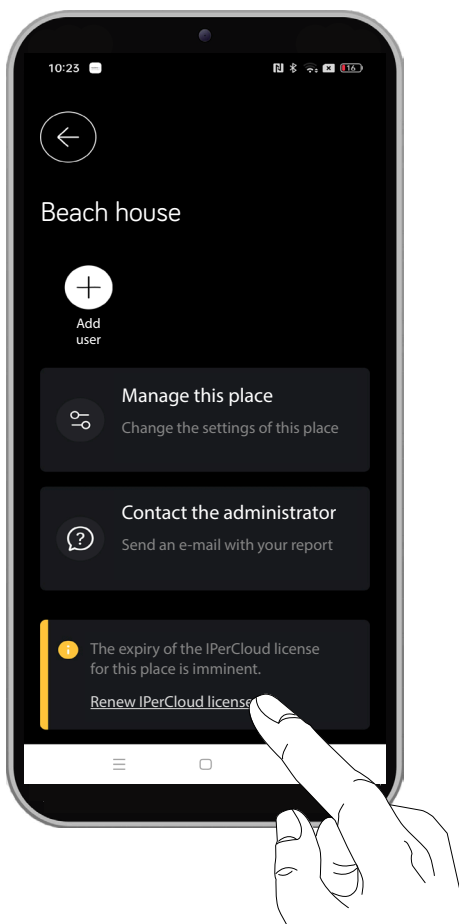
### 6.3.2.4 RENEWAL OF LICENCES

When the licence is about to expire, a warning message is displayed on the system management page (place).

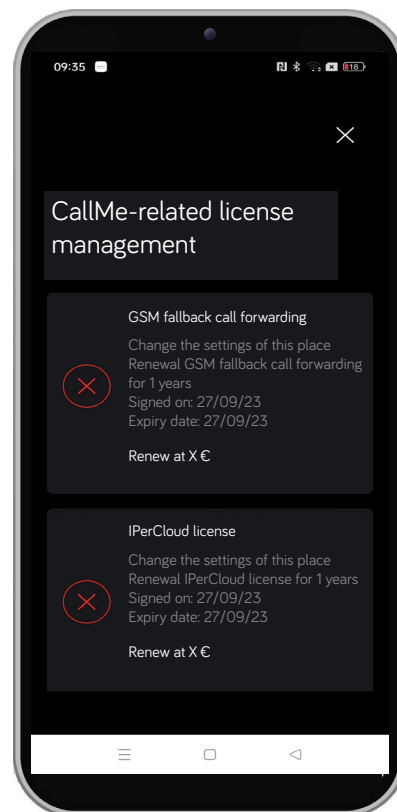


The renewal of a Ipercloud licence is only possible 7 days before the expiry date when the warning message is displayed.

To renew the licence, click on “**Renew Ipercloud Licence**”.



The licence management screen appears.



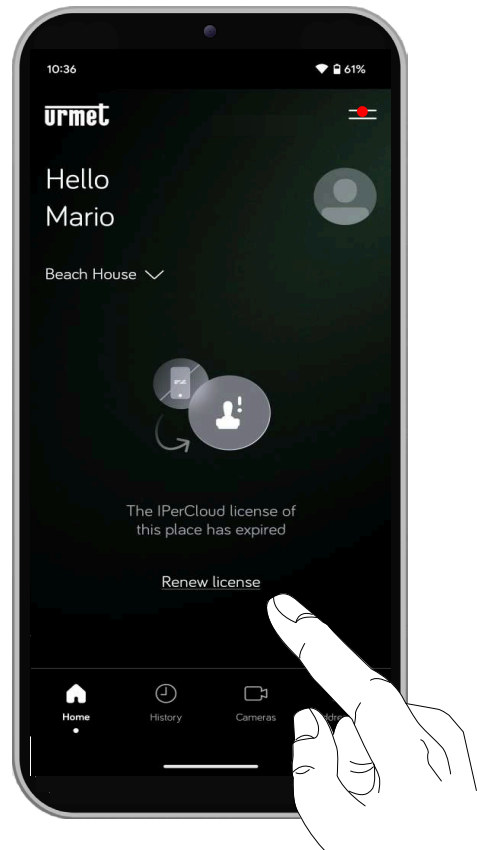
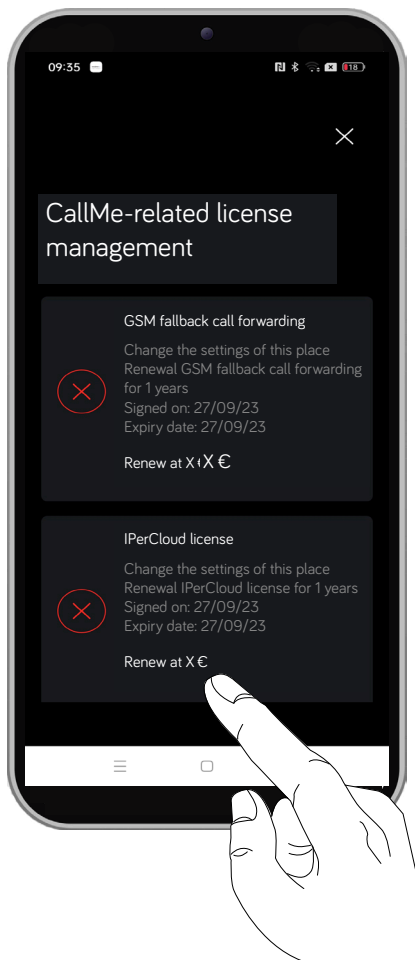
When it expires, in addition to the Ipercloud licence allowing video door phone calls on the CallMe app, the call forwarding function to a landline network or mobile number can also be renewed in the event of no Internet coverage.

**ATTENTION!** The Ipercloud licence and the call forwarding function must be renewed individually in 15-year licences, in 5-year licences the renewal includes both functionalities.

After the first expiry date, the renewal of the licence is on an annual basis.

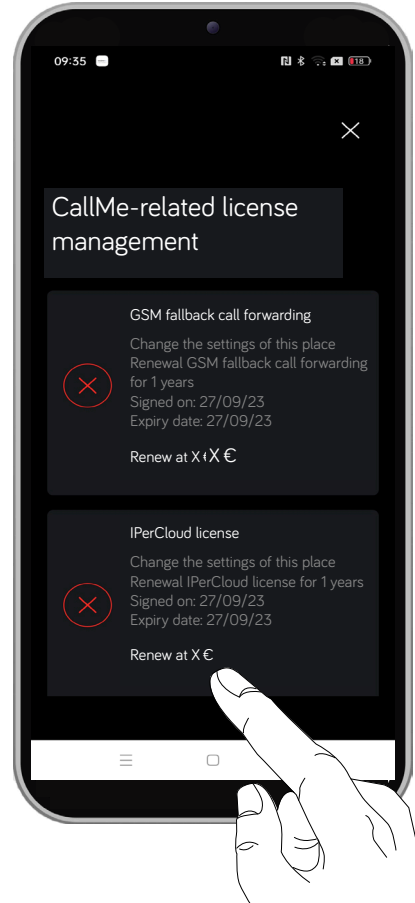
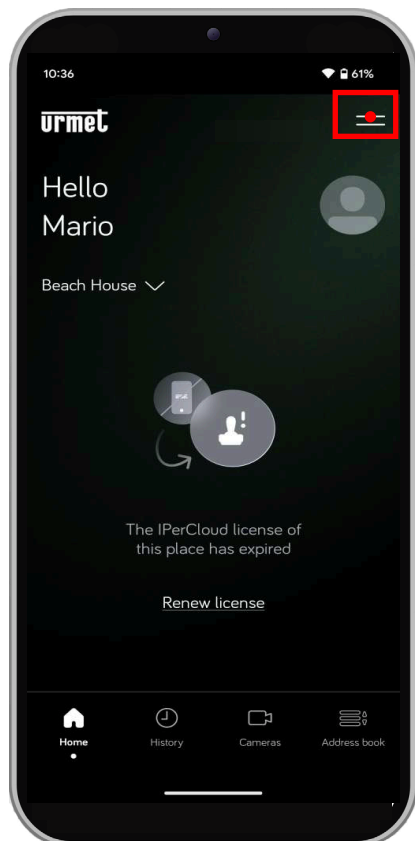
Press on “**Renew at X €**” to open the Playstore or App Store (depending on the smartphone used) to renew the licence.

Press on “Renew Licences”.



In case the licence has already expired before the renewal is carried out, the renewal indication is displayed in the Homepage for the system where the Ipercloud licence is located, and a red dot appears on the side menu icon.

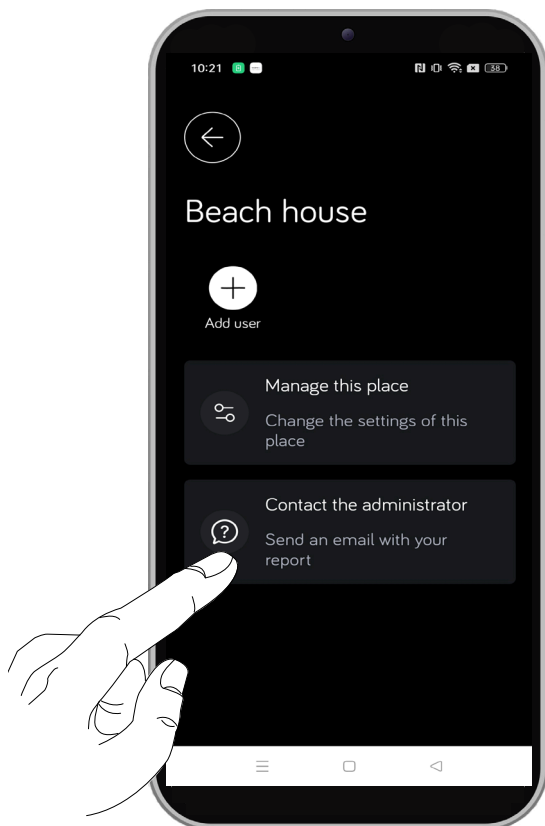
The licence management screen appears. Press on “Renew at X €” to open the Playstore or the Apple Store (depending on the smartphone used) to renew the licence.



Until the licence is renewed, it will not be possible to receive video door phone calls.

### 6.3.3. CONTACT THE ADMINISTRATOR


On the configuration page of a system (place), pressing the **“Contact the administrator”** button allows you to send an e-mail to contact the apartment block administrator.

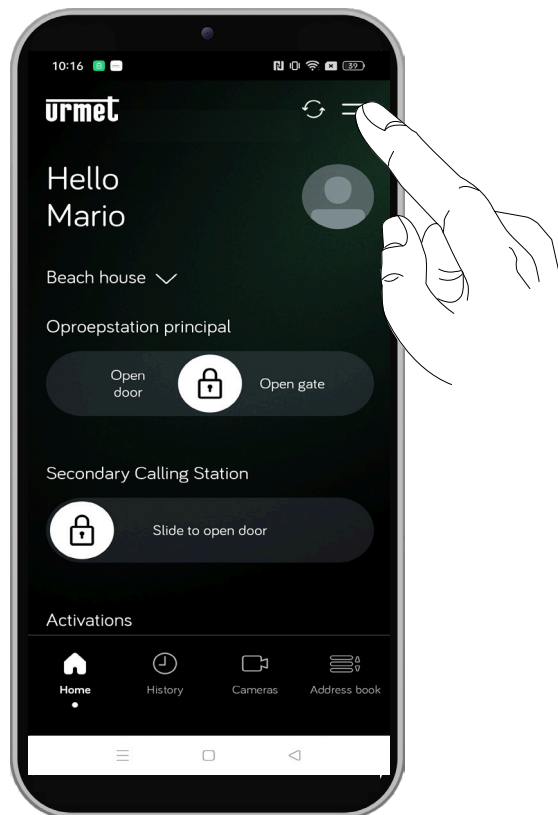


The default application for sending e-mails is opened on the smartphone and the e-mail entered when registering the Urmet Cloud account is used.

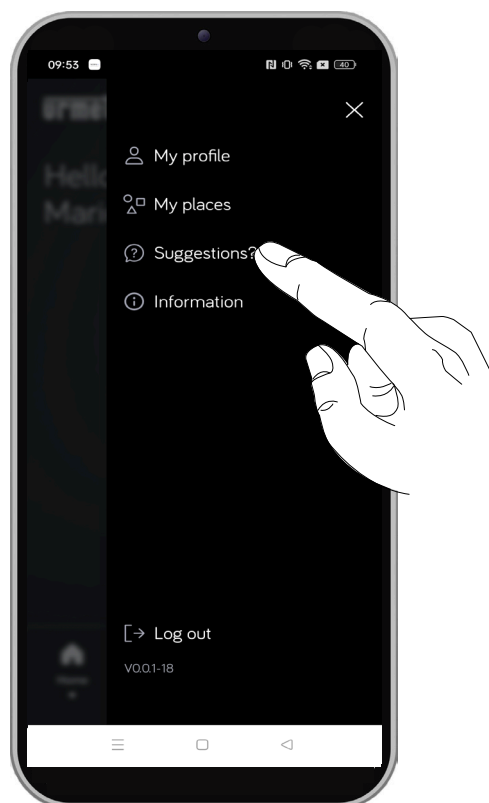
## 7. RECOMMENDATIONS

The CallMe app has a section dedicated to sharing, with the development team, any reports on operation or suggestions on use.

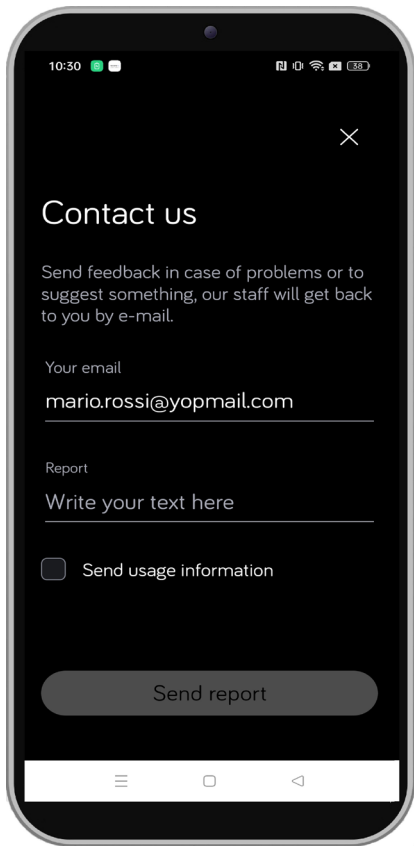
On the homepage, press the  button in the top right-hand corner.



The following side menu is displayed, click on **“Suggestions?”**.



The following screen appears on the display of the smartphone.




In the "**Your e-mail**" box is the e-mail with which you registered for the Urmet Cloud.

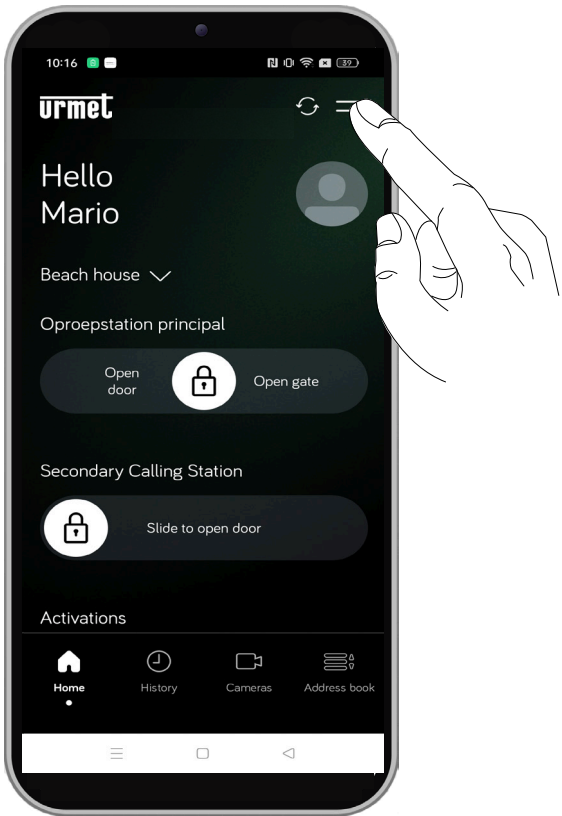
In the "**Report**" box, you can enter a report on the functioning of the app or a possible suggestion for improving its use.

By ticking the square for "**Send Usage Information**", you can also send the app's usage data.

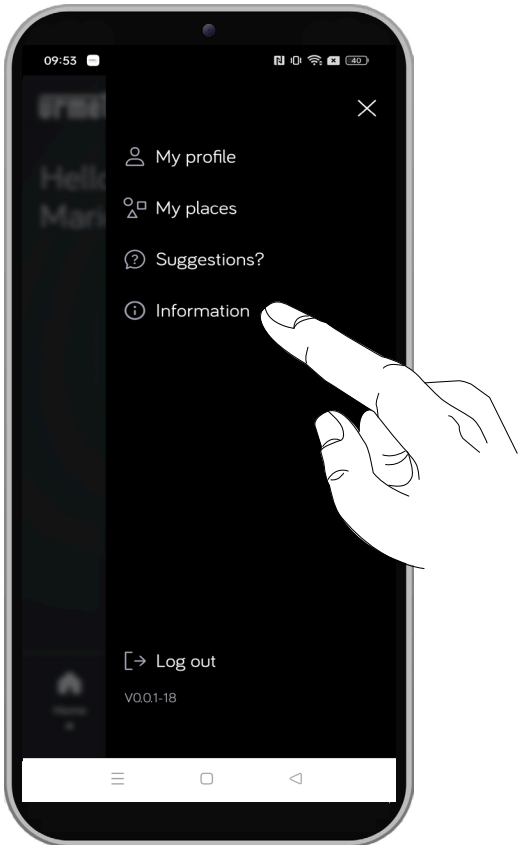
Then press the "**Send Report**" button to send the report.

## 8. INFORMATION

To access the information page concerning the CallMe app, press the  button in the top right-hand corner.



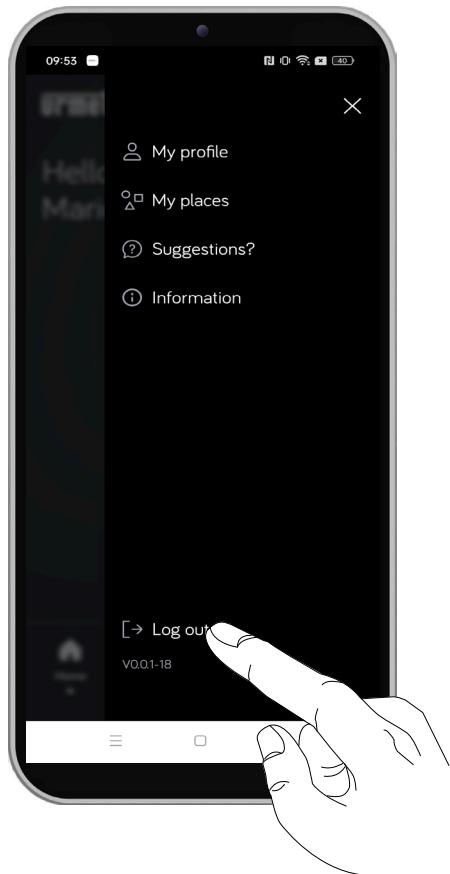
The following side menu is displayed, press on "**Information**".




The following screen appears on the smartphone display with the link to the Urmet website and the CallMe app version.

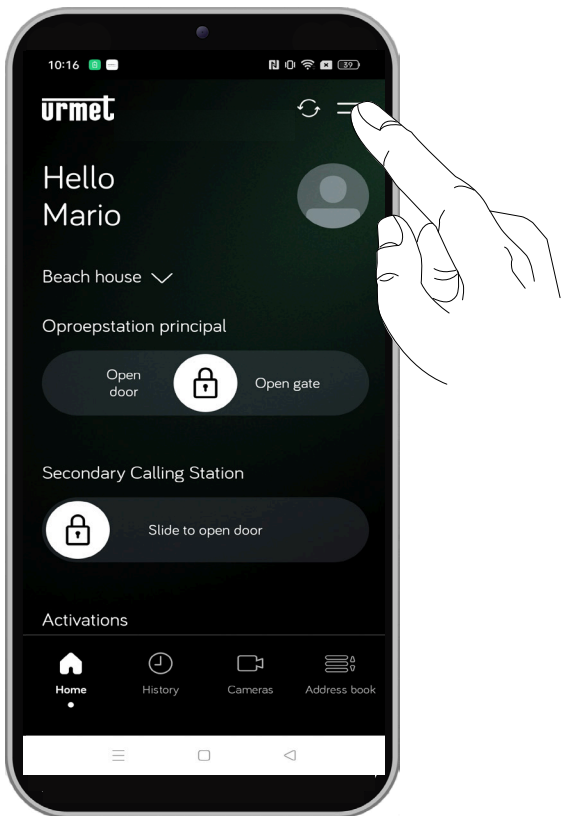


The following side menu is displayed, press on “Log out”.

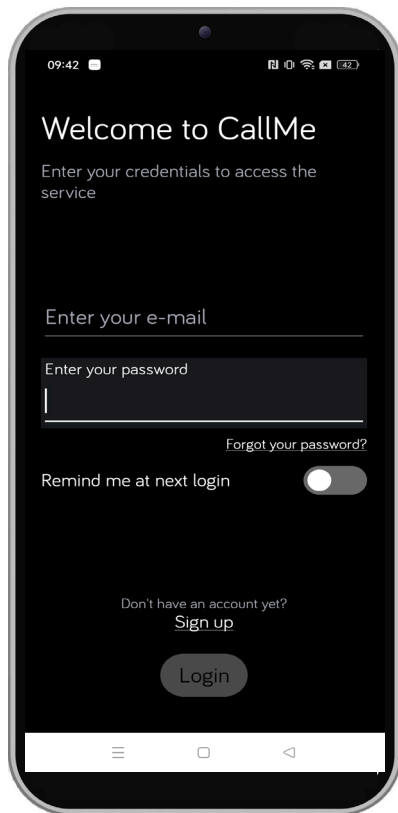


## 9. LOG OUT

To log out with the account with which you are logged into the CallMe app, press the  button at the top right of the homepage.



The “Register or Login” page is displayed.





**DS1060-197**

URMET S.p.A.  
10154 TORINO (ITALY)  
VIA BOLOGNA 188/C  
Telef. +39 011.24.00.000 (AUT. ANS.)  
Fax +39 011.24.00.300 - 323

**urmet**

**LBT21377**

Technical area  
customer service +39 011.23.39.810  
<http://www.urmet.com>  
e-mail: [info@urmet.com](mailto:info@urmet.com)