

MEET

MEET CONCIERGE

FERMAX

INSTALLER MANUAL

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PATENTS: US 9215410, US 9762852, BE1023440, AU2014203706.

UTILITY MODELS: ES1187384U, ES1141495U, FR3038192, DE202016000632U1, CN205987229(U).

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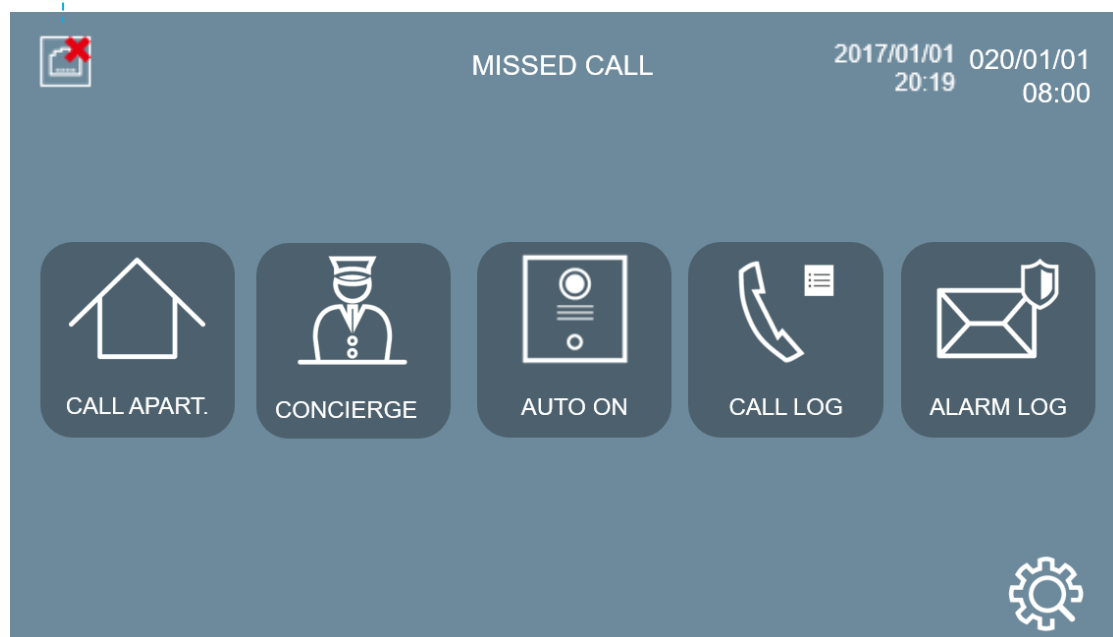
1 Product Introduction

1.1 Overview



1.1 Concierge Interface

Network Status



2 Functions Overview

- Call to panel
- Call to apartment
- Lift release
- 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.

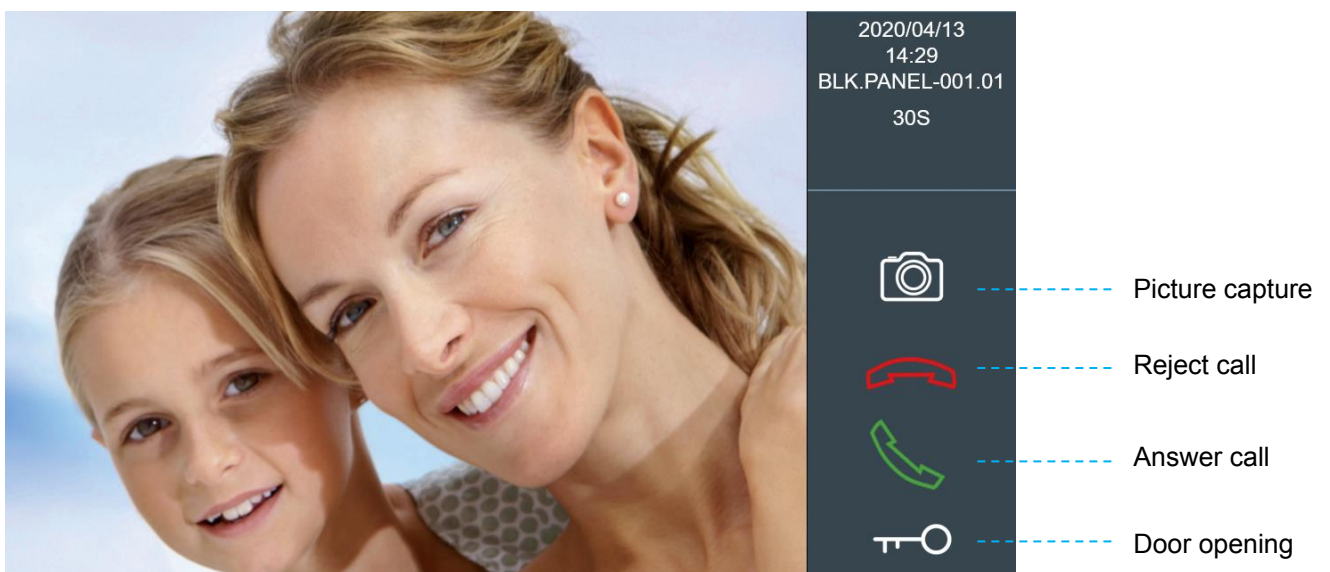
2.1 Call Receptions

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, 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.



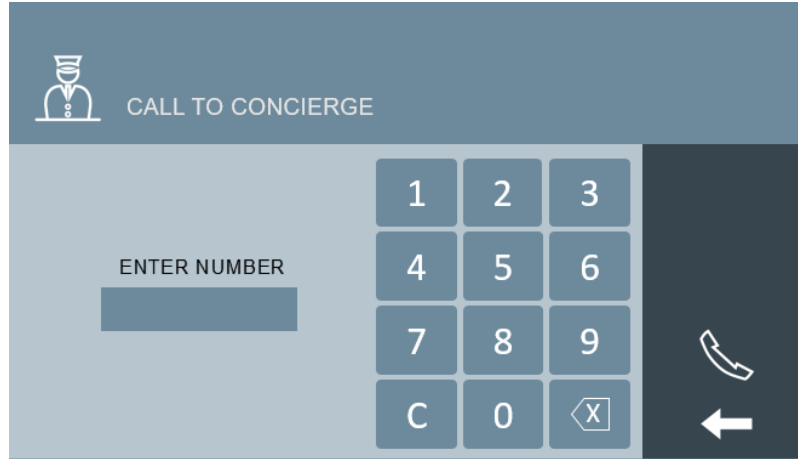
2.3 Lift Release

The concierge can authorize for lift, press LIFT button after enter number.



2.4 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.

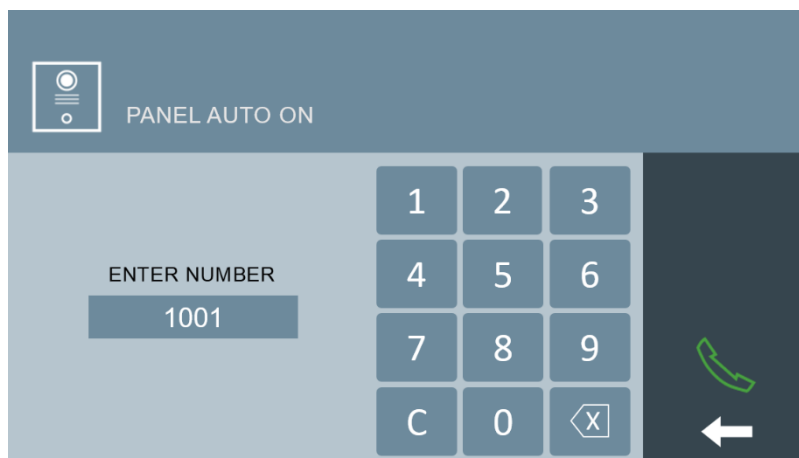


2.5 Panel Auto On

The concierge is able to contact any associate 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, only panel number will be necessary to enter. For general Concierge the concierge will enter the block number first.

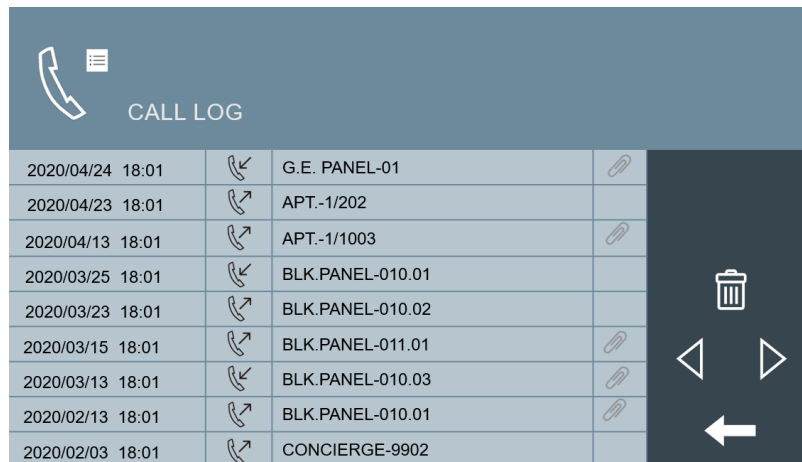
Once connected, the concierge can take pictures, open the audio channel, open the door or simply hang up.

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



2.6 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.



CALL LOG			
2020/04/24 18:01		G.E. PANEL-01	
2020/04/23 18:01		APT.-1/202	
2020/04/13 18:01		APT.-1/1003	
2020/03/25 18:01		BLK.PANEL-010.01	
2020/03/23 18:01		BLK.PANEL-010.02	
2020/03/15 18:01		BLK.PANEL-011.01	
2020/03/13 18:01		BLK.PANEL-010.03	
2020/02/13 18:01		BLK.PANEL-010.01	
2020/02/03 18:01		CONCIERGE-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).

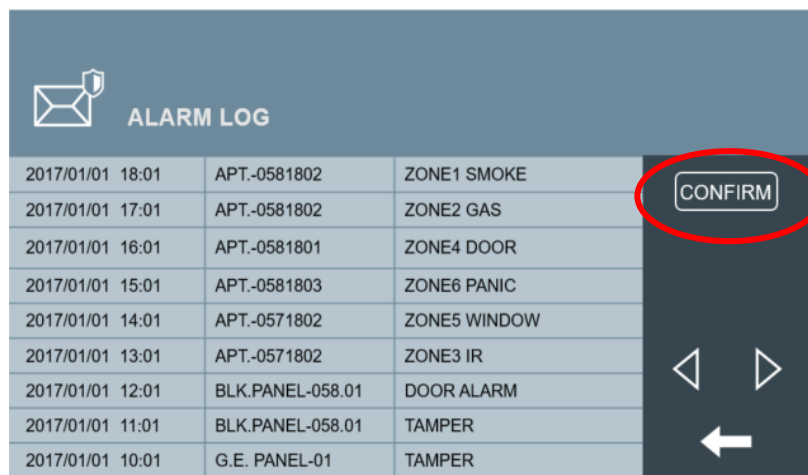
No call logs from panel to monitor calls or apartment to apartment.

2.7 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 and the text 'ALARM LOG'. Below this is a table with the following data:

2017/01/01 18:01	APT.-0581802	ZONE1 SMOKE	<input type="button" value="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	

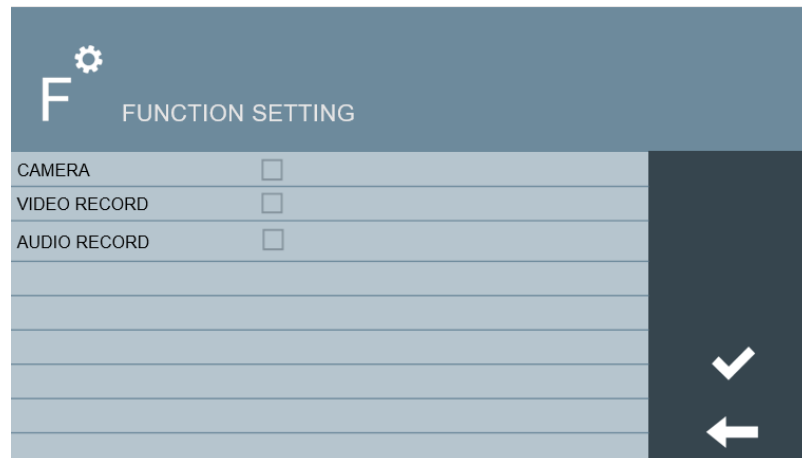
2.8 Function Setting

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

CAMERA: no use in this version.

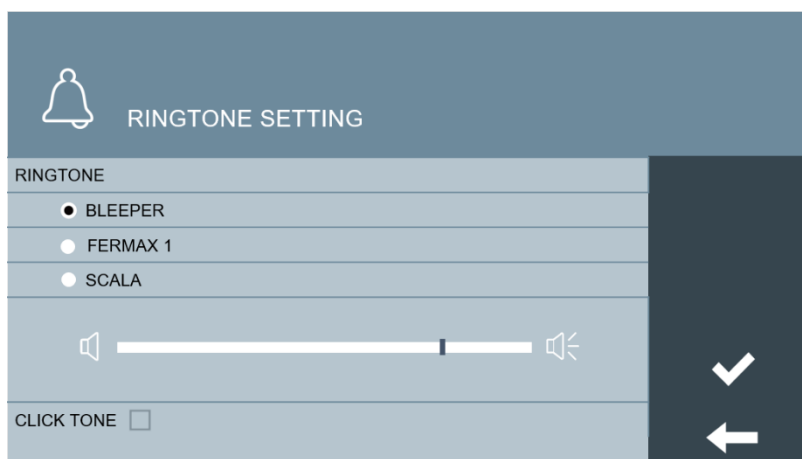
VIDEO RECORD, AUDIO RECORD Function

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).



2.9 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.



2.10 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"/>

2.11 Language Setting

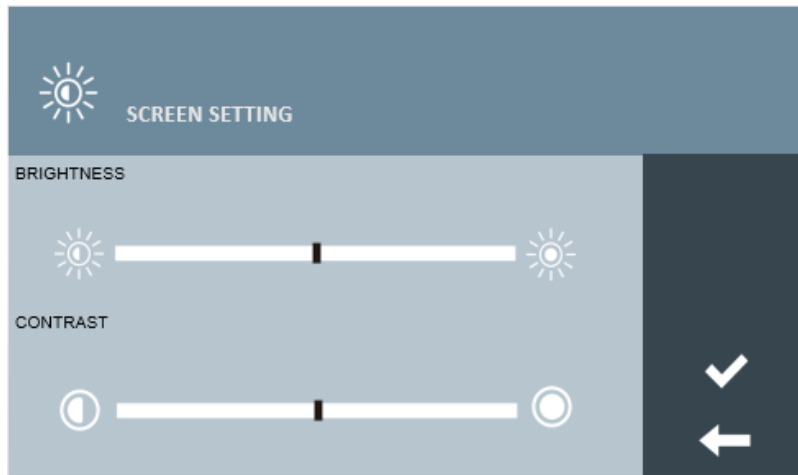
The concierge can select operating language in the language setting menu.

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

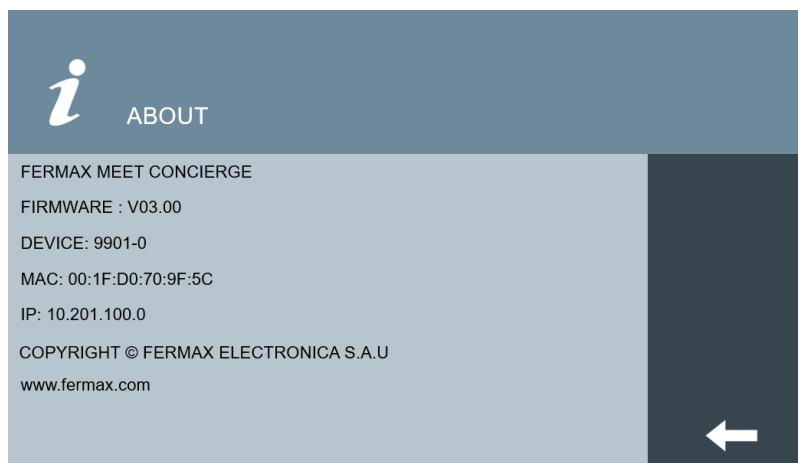
2.12 Screen Setting

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



2.13 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: V03.00
SIP CALL	DEVICE:GENERAL CONCIERGE 9901-0
ADVANCED	MAC:00:1F:D0:B1:9C:E8
UNLOCK	IP:200.200.200.241
PINCODE	COPYRIGHT © FERMAX ELECTRONICA S.A.U
RESTORE	www.fermax.com

3.2 General Settings

CONCIERGE TYPE: Select the identification parameter of the concierge. There are some other parameters related, depending on TYPE selection:

GENERAL CONCIERGE

Concierge installed in the control central or one of the main entrances.

CONCIERGE TYPE:
CONCIERGE NO.:
DEVICE NO.:
DEVICE TAG: (≤ 16 CHARACTERS)

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.

DEVICE TAG: Text to be shown in the monitor and other concierge.

BLOCK CONCIERGE

Concierge installed in a single building or in a block of a condominium.

CONCIERGE TYPE:
BLOCK:
CONCIERGE NO.:
DEVICE NO.:
DEVICE TAG: (≤ 16 CHARACTERS)

BLOCK: Number assigned to the block where the concierge has been installed (1-999). In the case of individual blocks.

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

DEVICE NO.: The extension concierge with the same concierge number.

DEVICE TAG: Text to be shown in the monitor and other concierge.

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

SIP DIVERT MODE: This function is available for the device of sip call list. Please refer to SIP section for further details.

- **PARALLEL CALL:** When the concierge calls the resident, the monitor and the call divert APP rings at the same time. Once one terminal answers the call the other one stops ringing.

- **SEQUENTIAL CALL:** When the concierge calls the resident, the call divert APP will start to ring after the monitor will ring 30s if no answer.

DEVICE		GENERAL SETTINGS
GENERAL		
NETWORK		
SIP		
SIP CALL		
ADVANCED		
UNLOCK		
PINCODE		
RESTORE		

CONCIERGE TYPE:	<input type="text" value="GENERAL CONCIERGE"/>
CONCIERGE NO.:	<input type="text" value="9901"/>
DEVICE NO.:	<input type="text" value="0"/>
DEVICE TAG:	<input type="text" value=""/> (≦ 16 CHARACTERS)
SYNC CODE:	<input type="text" value="123456"/>
SIP DIVERT MODE:	<input type="text" value="PARALLEL CALL"/>

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	
SIP CALL	
ADVANCED	
UNLOCK	
PINCODE	
RESTORE	

IP:	200.200.200.241
MASK:	255.255.255.0
GATEWAY:	200.200.200.1
DNS:	114.114.114.114
SOFTWARE IP:	200.200.200.80
SW. PIN:	*****
NTP IP:	10.0.0.200
	SAVE

3.4 SIP Settings

ENABLE SIP: Enable or disable sip function.

SEARCH SIP STATUS: This button appears when enable SIP function, show:

SIP REGISTERED if the registers is successful or

SIP REGISTER FAILED if the registers is unsuccessful.

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: No function.

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	
SIP CALL	
ADVANCED	
UNLOCK	
PINCODE	
RESTORE	

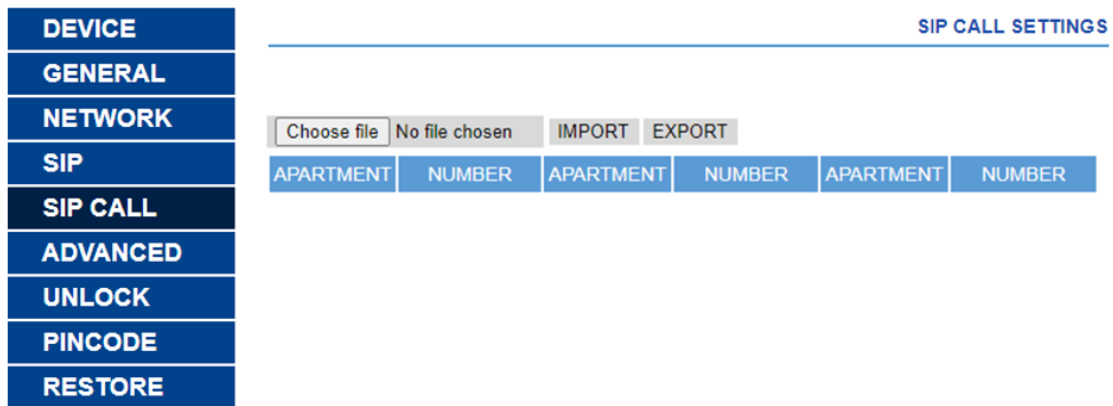
ENABLE SIP:	<input checked="" type="checkbox"/> SEARCH SIP STATUS
SIP SERVER:	sip:sip.fermax.com
DOMAIN:	sip.fermax.com
OUTBOUND:	
STUN IP:	
STUN PORT:	5060
SIP USER:	0199984
SIP PASS:
CONVERSATION:	120S ▾
<input type="button" value="SAVE"/>	

3.5 SIP Call

This option allows to generate calls to smartphone devices in the cases where is not a MEET monitor associated in the installation. A FERMAX MEET ME licence Ref. 1496 is required for each apartment.

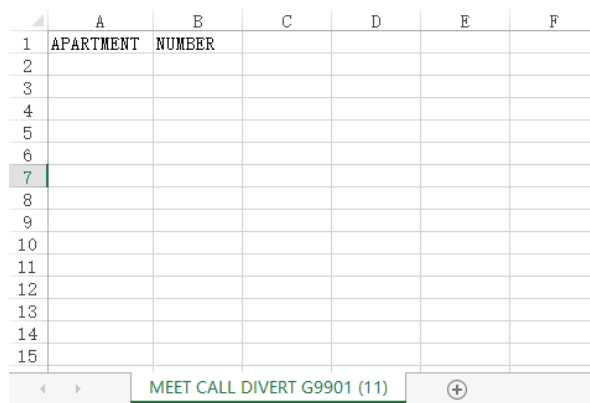
The call can be received in 8 smartphones simultaneously.

Furthermore, it is also possible, to generate simultaneously calls to several devices MEET and/or third-party SIP devices as well, using SIP protocol instead of FERMAX MEET protocol. A csv file containing the associated number and the information of the diverted device or devices must be updated to the concierge.



The operation procedure to generate and update the csv file is as follow:

1. Select EXPORT to generate a blank csv table, an save it in your PC.
Rename this table as your choice or leave the default name (MEET CALL DIVERT G99XY.csv), XY is the device number assigned to this concierge).
2. Use Microsoft Excel to open the created file. It will have a look like that:



3. The first cell (A1) has the content: APARTMENT, NUMBER
Do not change it.
4. Use the following cells (A2, A3, A4, etc.) to fill in the data of the devices to divert.
Depending on the type of call, the format of the data is different:

- a. IN the case of a call to a FERMAX MEET ME LICENCE:
APARTMENT, sip: XXXXXXXX@sip.fermax.com where XXXXXXXX is the licence name and APARTMENT is the number to dial in the panel
- b. IN the case of a call to a MEET device in the same installation:
APARTMENT, sip:XXX@IP_DEVICE where XXX is any identifier of the device and IP_DEVICE is the IP address to the MEET monitor to call.
- c. In the case of a call to a third party SIP device (through a SIP server):
APARTMENT, sip:user@IP SIP_SERVER where user is the identification user that the device to call has been programmed in the SIP server, and IP_SIP_SERVER is the IP of the SIP server.
- d. It is also possible to assign multiple and different divert formats to the same apartment (for example a call to a third-party SIP device and a smartphone device as well).
 Use the corresponding format explained above, using the same row but different column for each format. **See example below.**

5. Once the table has been finished, save it and import to the concierge. For this, click on “Choose file”, select the file to import and click on IMPORT button.
 Wait for a few seconds until a pop-up message “UPLOAD SUCCESSFUL” appear.

EXAMPLE

	A	B	C	D
1	APARTMENT,NUMBER,			
2	170,sip:170@192.168.1.190			
3	171,sip:0103283@sip.fermax.com			
4	645,sip:645@192.168.1.195			
5	180,sip:1234@192.168.1.170			
6	181,sip:1234@192.168.1.170	sip:0103283@sip.fermax.com		
7	182,sip:1234@192.168.1.170	sip:170@192.168.1.195		
8	183,sip:1234@192.168.1.170	sip:172@192.168.1.197	sip:0103283@sip.fermax.com	
9				
10				
11				
12				
13				
14				

In this example:

- Apartment 170 generates a call to the monitor IP 192.168.1.190 in the same installation.
- Apartment 171 generates a call to the smartphone with FERMAX MEET ME licence 0103283.
- Apartment 645 generates a call to the monitor IP 192.168.1.195 in the same installation.
- Apartment 180 generates a call to the SIP device 1234 of the SIP server with IP 192.168.1.170.
- Apartment 181 generates a call to the SIP device 1234 of the SIP server with IP 192.168.1.170 and to the smartphone with FERMAX MEET ME licence 0103283.
- Apartment 182 generates a call to the SIP device 1234 of the SIP server with IP 192.168.1.170 and to the monitor IP 192.168.1.195 in the installation.
- Apartment 183 generates a call to the SIP device 1234 of the SIP server with IP 192.168.1.170 and to the monitor IP 192.168.1.197 in the installation and to the smartphone with FERMAX MEET ME licence 0103283.

3.6 Advanced Settings

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

LIFT RELEASE: Enable or disable LIFT function, the LIFT BUTTON will appear in CALL TO APARTMENT interface if this function is enabled.

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 another 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	
SIP CALL	
ADVANCED	
UNLOCK	
PINCODE	
RESTORE	
	ALARM: <input checked="" type="checkbox"/>
	LIFT RELEASE: <input type="checkbox"/>
	SIP EXTENSION: <input type="checkbox"/>
	URL: sip:12@200.200.200.232
	SIP EXTENSION: <input type="checkbox"/>
	URL: sip:
	RTSP: <input checked="" type="checkbox"/>
	URL: rtsp://admin:12345@200.200.200.238
	SAVE

3.7 Unlock Settings

DTMF UNLOCK: Enables or disables DTMF unlock function

This function will usually use 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	
SIP CALL	
ADVANCED	
UNLOCK	
PINCODE	
RESTORE	

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"/>

3.8 Pincode Settings

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

DEVICE	PINCODE SETTINGS
GENERAL	
NETWORK	
SIP	
SIP CALL	
ADVANCED	
UNLOCK	
PINCODE	
RESTORE	

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

3.9 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.

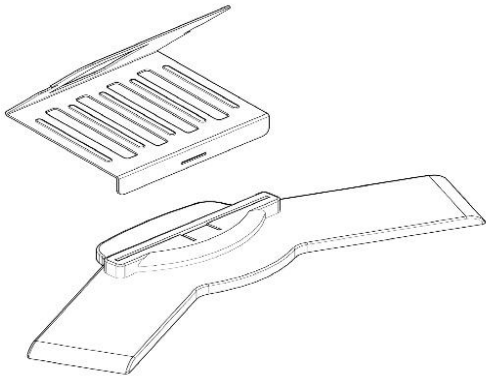
REBOOT DEVICE: The guard unit will be restarted and will keep all the previous settings.

DEVICE	RESTORE
GENERAL	
NETWORK	
SIP	
SIP CALL	
ADVANCED	
UNLOCK	
PINCODE	
RESTORE	

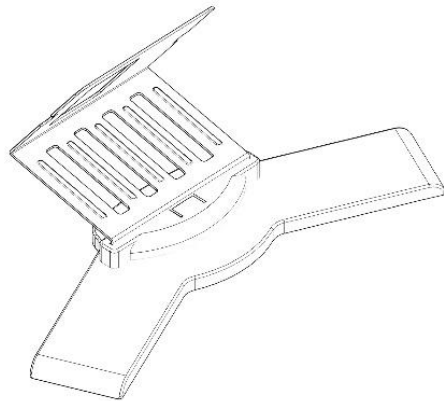
RESTORE FACTORY SETTINGS
OK
REBOOT DEVICE
OK

4 Installation

4.1 Schematic Diagram of Concierge Installation

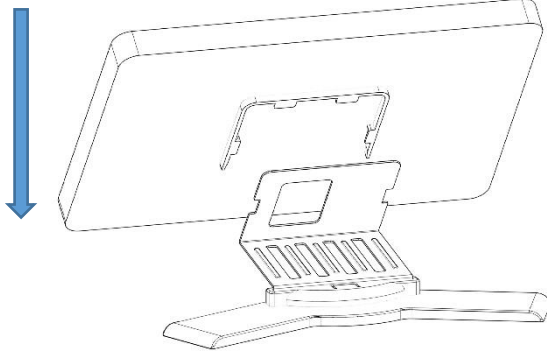


Fit support on the base plate.

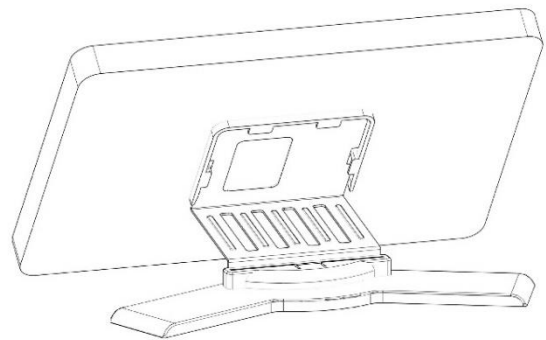


Support installation.

Assembly direction.



Display screen is stuck from up and down.

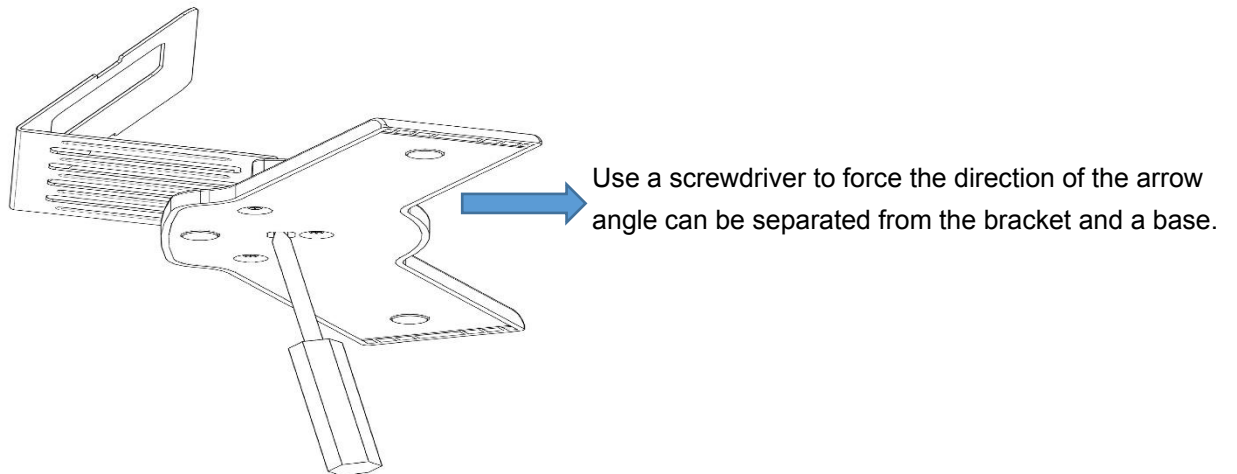


Installation is complete.

The steps for removing concierge

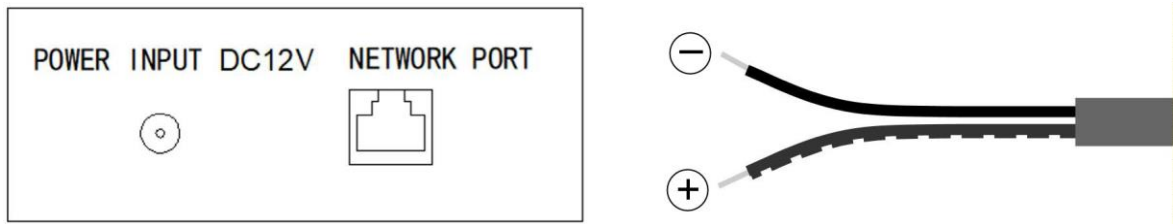


The display screen is removed from the bottom up from the bracket.



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.