MEET ME mobile application

FERMAX

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MEET ME MEET APPLICATION for MOBILE.

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ÍNDICE

📋 1. INTRODUCTION

The MEET ME APP is the app that allows you receive calls from MEET panels & guard units 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. Requires mobile phone compatible with Android version 8 or higher and Apple version 13 or higher.

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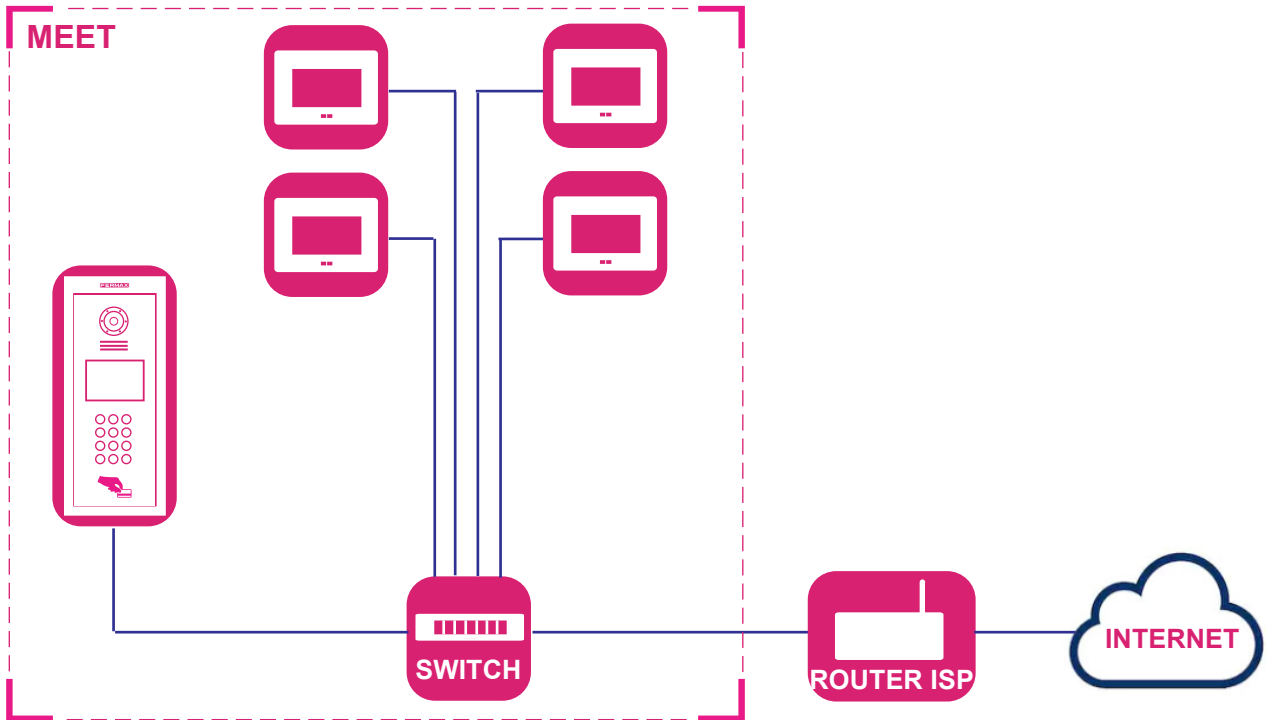
🔧 2. INSTALLATION

Installation requirements:

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

PRECAUTIONS: It is necessary 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 block the Meet devices communication.

• 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*	MEET ME FERMAX Username: 0000018 Password: ABC123GH meet.fermax.com	*For example PANEL label:* *Username: 0065478* *Password: CNM8HI2V*	MEET ME FERMAX Username: 0065478 Password: CNM8HI2V meet.fermax.com

STEP 2: PANEL & Guard Unit 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 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**

	NETWORK SETTINGS
DEVICE	
GENERAL	
NETWORK	IP: / MASK: → Pre-programmed options
ACCESS	GATEWAY: **Router IP**
FACE RECOG.	DNS: 8.8.8.8
IP CAMERA	SOFTWARE IP: / SW. PIN: → Pre-programmed options
SIP	
SIP TRUNK	SAVE
SIP CALL	
ADVANCED	
PINCODE	

b) Select the GENERAL option.

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

	GENERAL SETTINGS
DEVICE	
GENERAL	
NETWORK	DEVICE NO.: / TYPE: / LANGUAGE: / INFORMATION: / PANEL VOLUME: / VIDEO RESOLUTION: → Pre-programmed options
ACCESS	
FACE RECOG.	
IP CAMERA	
SIP	SIP DIVERT MODE: **PARALLEL** ▼
SIP TRUNK	DATE FORMAT: / DATE: / TIME: / TIME ZONE: → Pre-programmed options
SIP CALL	
ADVANCED	
PINCODE	SAVE

c) 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**

DEVICE		SIP SETTINGS
GENERAL		
NETWORK	ENABLE SIP: ☑	
ACCESS	SIP SERVER: sip:sip.fermax.com	
FACE RECOG.	DOMAIN: sip.fermax.com	
IP CAMERA	OUTBOUND: sip:	
SIP	STUN IP: sip.fermax.com	
SIP TRUNK	STUN PORT: 0	*Example:*
SIP CALL	H.264: 102	*Username: 0065478*
ADVANCED	SIP USER: 0065478	
PINCODE	SIP PASS: ••••••••	*Password: CNM8HI2V*
	CONVERSATION: 120s ▼	
	RING TIME: 35s ▼	
	SAVE	

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

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 SETTINGS
GENERAL		
NETWORK	BLOCK:	
IP CAMERA	APARTMENT:	
SIP	MONITOR: 0	Pre-programmed options
ADVANCED	SYNC CODE:	
RELAY CONTROL	SAVE	
VERIFICATION		
PINCODE	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**

		NETWORK SETTINGS
DEVICE		
GENERAL		
NETWORK	IP: / MASK:	Pre-programmed options
IP CAMERA		
SIP	GATEWAY:	Router IP
	DNS:	8.8.8.8
ADVANCED	SOFTWARE IP: / SW. PIN:	Pre-programmed options
RELAY CONTROL		
VERIFICATION		SAVE
PINCODE		

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.**

		ADVANCED SETTINGS
DEVICE		
GENERAL		
NETWORK	SIP EXT.:	1
IP CAMERA	URL:	sip:0000018@sip.fermax.com
SIP	AUTO ANSWER:	☐
ADVANCED	ONU(GPON):	☐
	DTMF UNLOCK:	☐
RELAY CONTROL	DTMF KEY:	#
VERIFICATION	NUMBER OF DOORLOCKS:	2
PINCODE	NUMBER OF CAMERAS:	4
		SAVE

Example:
Monitor label

MEET ME FERMAX
Username: 0000018
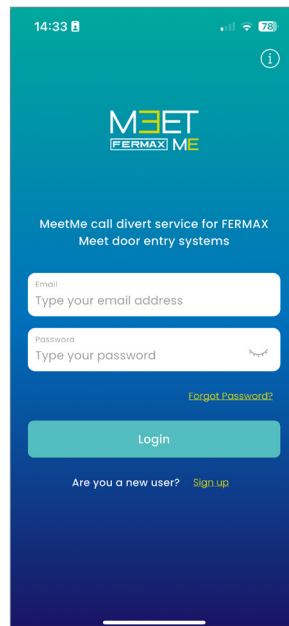Password: ABC123GH
meet.fermax.com

STEP 4: Download and install the APP.

Downloading and installing the APP.

1. In Google Play or Apple Store, search and download FERMAX MEET ME.

2. Register your account with your email and password by clicking on 'Sign me up'.

Then follow the process indicated in the app and add your home using the credentials included in your monitor or diversion licence.

Username: 0065478
Password: CNM8HI2V

meet.fermax.com

📄 1. YOUTUBE

▶ YouTube MEET FERMAX ME