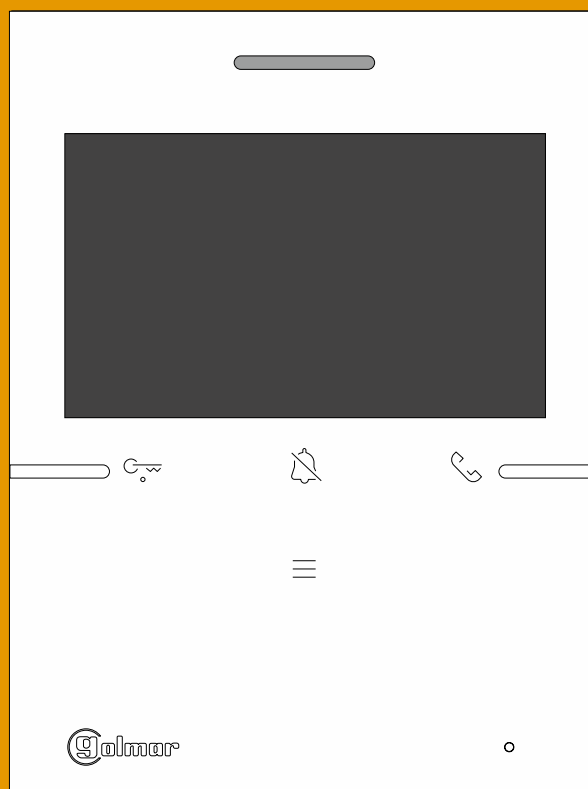


USER MANUAL

# App Golmar Gcall ART 5W/Gtwin Monitor



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## 1. The Golmar GCall APP

The following booklet describes the setup of certain parameters (e.g. network connection type, network access interval, IP addressing, etc.) of the following devices:

- ART 5W/GTWIN

The procedure for activating the call forwarding function via the GCall App is also described.

Download the app from the Apple Store (iOS) or the Play Store (Android).

**APP. ANDROID**



**APP. iOS**



**IMPORTANT:** When setting up call forwarding on the ART 5W/Gtwin monitor for the first time, you must first use the “**Gcall Configurator App**” and then use the “**Gcall App**”.

**IMPORTANT:** The smartphone/tablet must have Google Service to be able to download and use the Golmar GCall app.

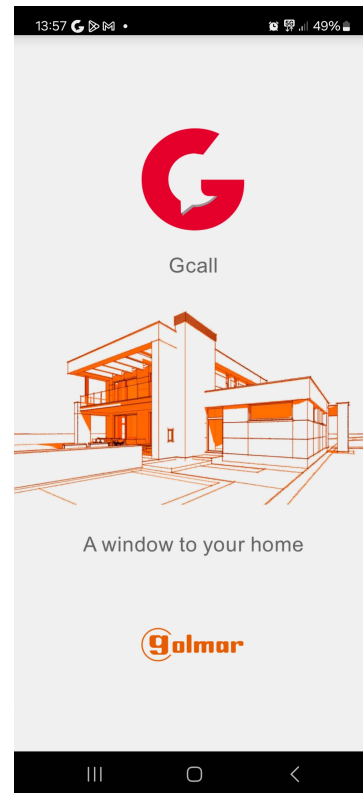
Start the application taking care to:

- enable reception of notifications (essential for receiving calls);
- disable applications that optimise battery usage or power saving functions on the smartphone because they may affect operation of the Golmar GCall app when the screen is off (running in the background).
- allow the GCall App to:
  - access photos, media, and files on your device;
  - record audio;
  - take pictures and record videos;
  - make and manage phone calls.

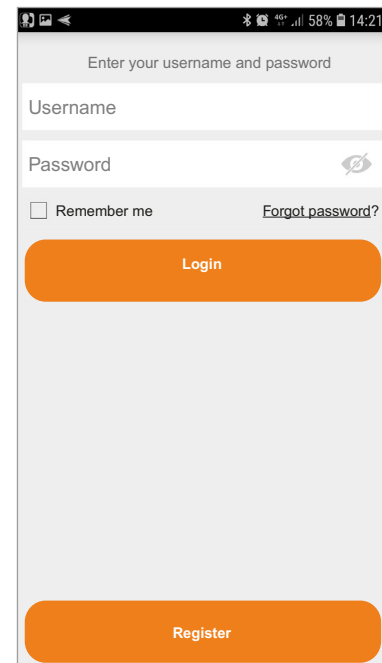
**IMPORTANT:** If you do not provide consent for all four functions listed above, you will not be able to use the GCall app .

- make sure that there are no antivirus applications which may affect the operation of the Golmar GCall application on your smartphone.
- make sure that the data contract you use on your smartphone does not block VoIP streams.


Wait for the following screen to open:



Immediately after, the “Create or Set Account” page



Create a new account or use a saved account

 **THIS IS THE SITUATION THAT OCCURS WHEN THE APP IS LAUNCHED FOR THE FIRST TIME.**


## 2. CREATE A NEW ACCOUNT OR USE A SAVED ACCOUNT

To be able to use the App you need to create an account or log in with an account already registered.

The screenshot shows a mobile app interface for login. At the top, it says "Enter your username and password". Below this are fields for "Username" and "Password". There is a "Remember me" checkbox and a "Forgot password?" link. A green "Login" button is at the bottom of the login section. At the very bottom of the screen is a blue "Register" button. A red box labeled '1' encloses the login section, and a blue box labeled '2' encloses the Register button.

Create a new account or use a saved account

Below is the meaning of each key:

1. This can be used to use the device by logging in with an account already registered on the server.
  - Select the "Remember me" box to access the app automatically using the account with which you logged in last .
  - Press "Forgot Password?" to get a new password if you forgot the current one .
  - Press the icon  to view the entered password .
2. This is the correct selection if you do not yet have an Account with Golmar cloud (first access).

### 2.1. CREATE NEW ACCOUNT

Users do not normally have a Golmar Cloud account. From this screen, it is therefore possible to create one - a necessary condition to be able to use the service .

The screenshot shows a mobile app interface for account creation. It says "Enter your informations." at the top. Below are fields for "Name", "Surname", "Password", and "Repeat password". There is an "E-mail" field and a dropdown menu for "GB - Great Britain". Below these are two checkboxes: "\*General Terms of Use" with a link to [https://www.cloud.urmet.com/tool/disclaimer/terms\\_of\\_use/callme\\_terms\\_of\\_use\\_EN21092020.html](https://www.cloud.urmet.com/tool/disclaimer/terms_of_use/callme_terms_of_use_EN21092020.html) and "\*Privacy Policy" with a link to <https://www.urmet.com/en-us/Cookies-and-Privacy-policy>. A blue "Sign up" button is at the bottom.

Configuration Wizard: Account Creation

Enter your desired name (e.g. Williams), password, re-enter the password for confirmation and indicate a valid email address .

Select the boxes to accept the terms of service.

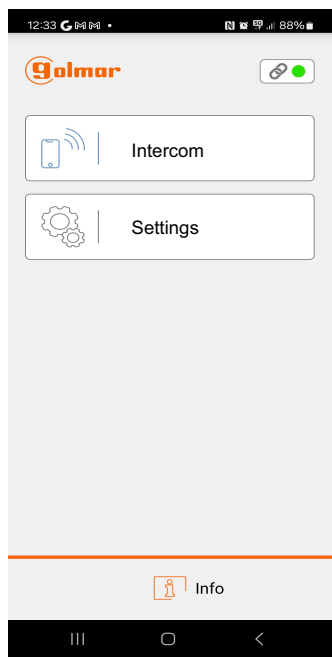
The password must meet the following security requirements:

- It must have a length of at least six characters.
- It must contain at least one upper case character.
- It must contain at least one lower case character.
- It must contain at least one digit .
- It must contain at least one special character.
- It must not contain the user name.

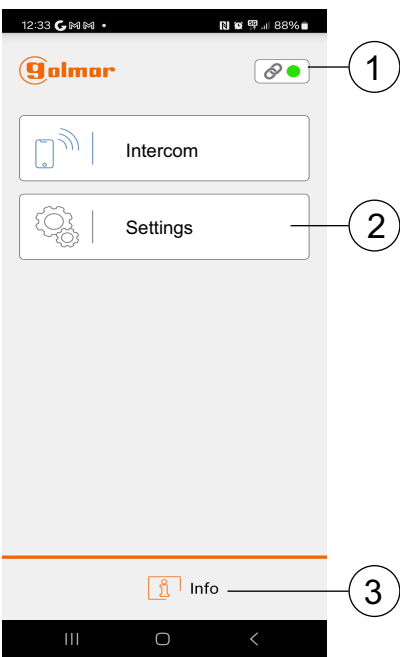
Press "Sign up " to receive an email to the address you entered.

In order for the Account to become active, you need to log in to your email in-box, retrieve the mail that has just been received and click on the validation link.

Click on "Finish" and the App will log in with your account. You will be sent back to the Home Page.



Home page

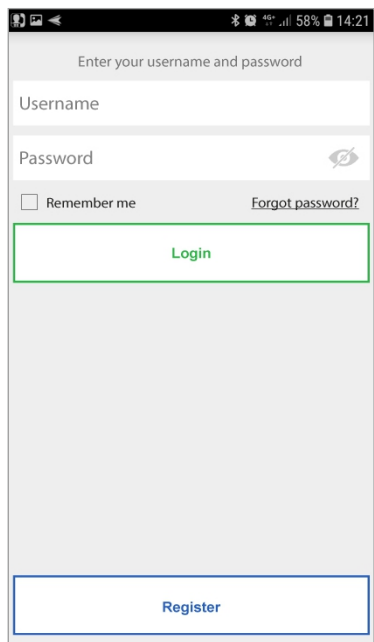


Home page

2.2. USE A SAVED ACCOUNT (LOGIN)


If, however, the user already has a sip.urmet.com account (e.g. one previously created on another smartphone), (s)he will be able to register directly from the menu “Use a saved account” and enter the account credentials:

- User Name
- Password

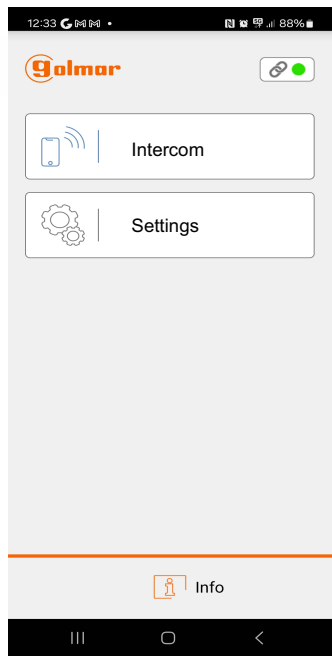


Entering Existing Account Details

In this case, too, the user will be automatically referred to the Home Page.



 Note that up to four smartphones can be registered on one account while the same account may be registered on multiple call forwarding devices.

3. HOME PAGE



Home page

The meaning of the icons and buttons in the Home Page is as follows

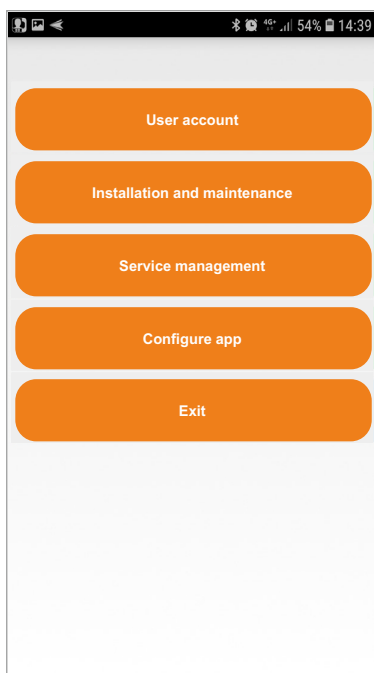
1. “Status icon”:
  - If the dot is red  with an open chain , this indicates that the user is not logged in with an own Account.

- If the dot is green ● and the chain is closed 🔒, this indicates that a connection has been successfully established.

THIS IS THE NORMAL CONDITION WHENEVER YOU LAUNCH THE APP AFTER YOUR FIRST LOG-IN. THE CONNECTING SPEED TO YOUR ACCOUNT CAN BE INCREASED BY TAPPING THE DOT (WHEN STILL RED).

- If the dot is yellow/orange ● and flashing and the chain is closed 🔒, this indicates that the connection has been successfully established but call receiving has been disabled on the device currently in use.

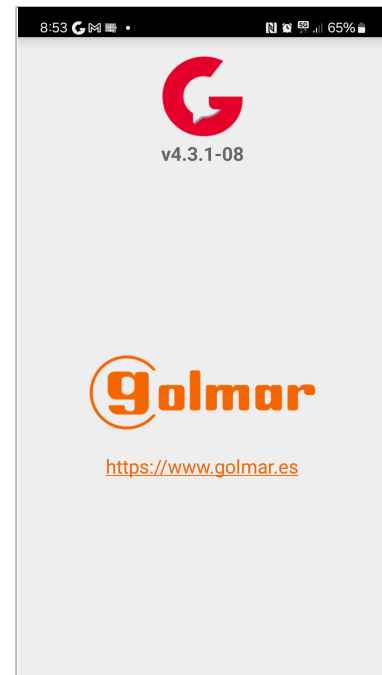
2. By pressing the “Settings” key you will display the following page:



Settings Menu

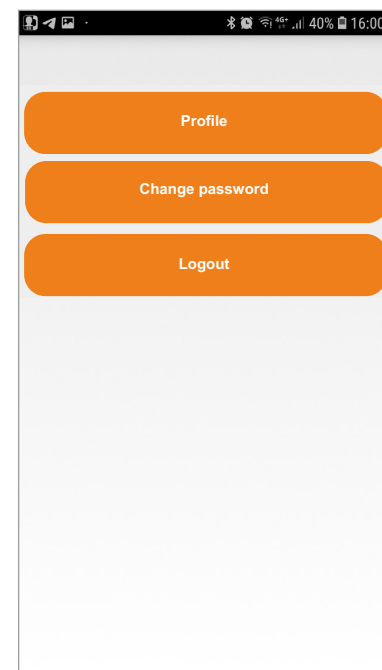
The various functions available on the "Settings" page are described in the following chapters.

3. Press the ⓘ "info" button to see the software version of the App, access the Golmar website, view the user manual and read the terms of use and the privacy policy.



#### 4. USER ACCOUNT

Press the “User Account ” button on the “Settings” page to display the following screen:





Account settings

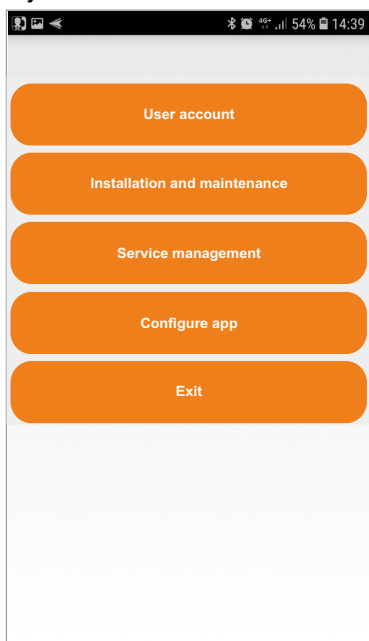
- Press the “Profile ” button to view your user name, the credentials you entered when you created the account (first and last name) and the email address linked to the account.
- Change your password.
- Logout with the account connected to the Golmar GCall app.

## 5. DEVICE PARAMETER SETUP FROM THE GOLMAR GCALL APP

To configure the parameters of the video door phone, firstly create an account (or log in using an existing account), as explained in the “CREATE A NEW ACCOUNT OR USE A SAVED ACCOUNT ” section .

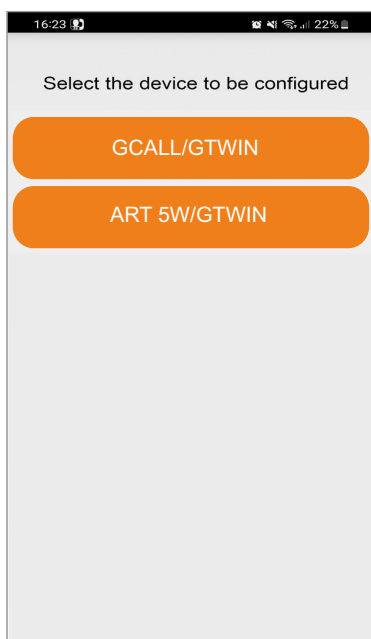
From the Home Page, (with the green dot  displayed and chain closed  ) select the “Settings” key.

You will display:



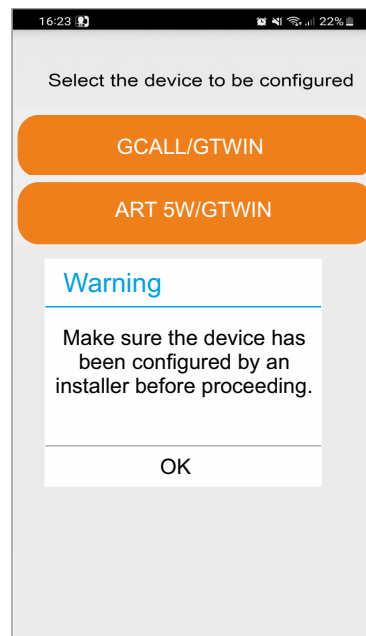
Settings Menu

Press the “Installation and Maintenance ” button. The following screen will appear:









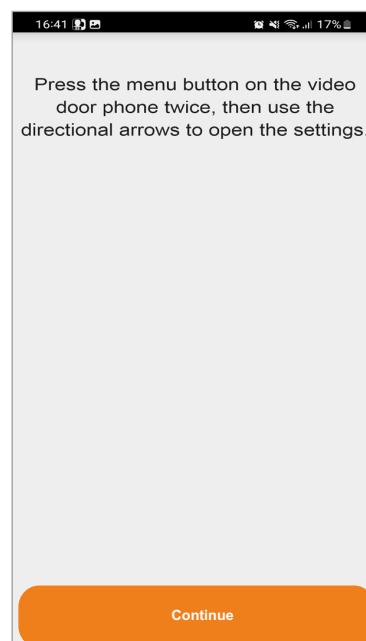
Select the device to be configured

1. Press the “ART 5W/GTWIN ” button on the app to open the following screen:

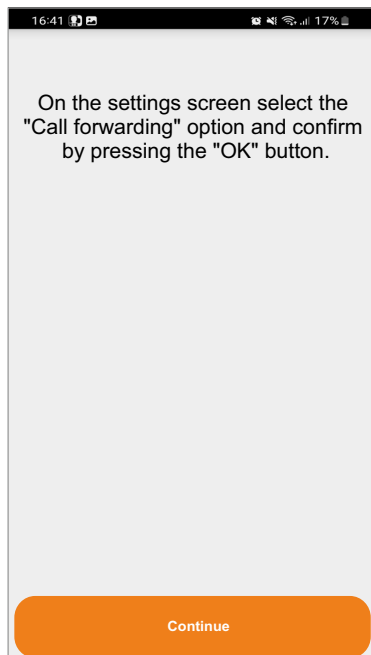


Select the device to be configured

2. On the video door phone, press the  button twice to display the Homepage, then press the , , ,  buttons and select the parameter setup icon  .
3. After accessing the video door phone setting menu, press on the “Continue ” button on your smartphone.

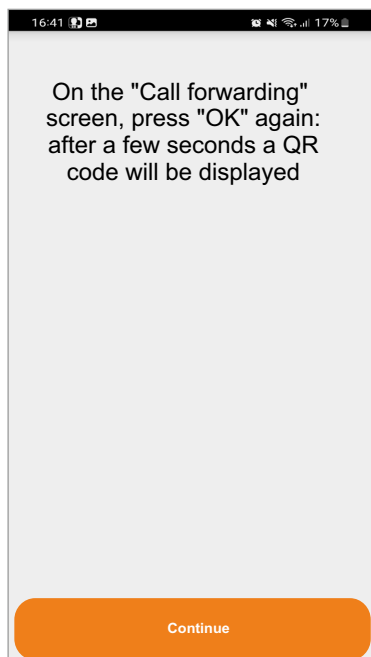


following screen will appear:



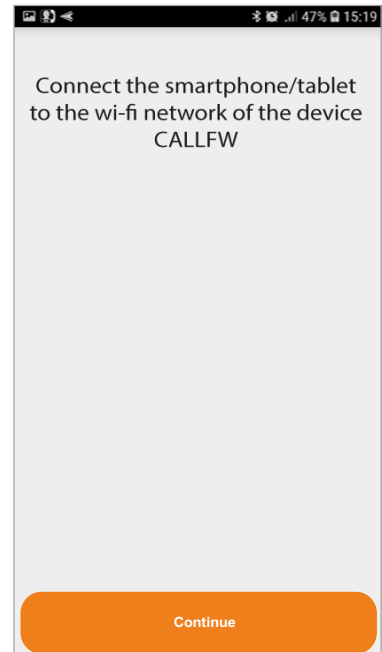
4. After accessing the parameter, press “ Continue ” button on your smartphone.

following screen will appear:



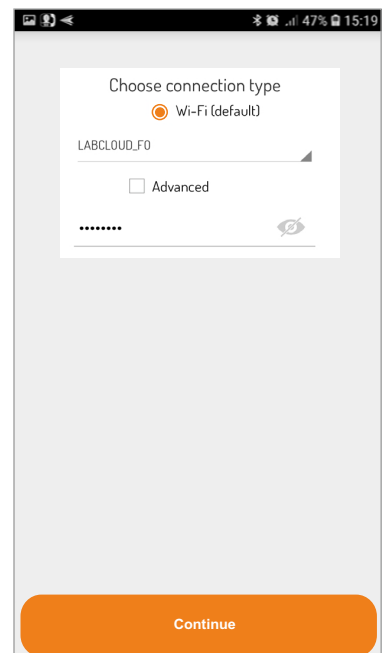
5. After a few seconds the monitor switch to configuration mode and a QR code will appear on the display.
6. After the video door phone displays the QR code, press “Continue ” on your smartphone.
7. Press the “Scan” button to launch the QR-Code reader application on your smartphone. If no applications are present, open the Apple Store (iOS) or Play Store (Android) to download a recommended app.

8. After scanning the QR-Code activate the WiFi on your smartphone and access the “CALLFW ” WiFi network created by your device. Press the "Connect only this time". option




Wi-Fi network devices

9. Connected via a modem/router to the Internet. Connection to the home LAN must be over Wi-Fi.



Choose the connection type

 Tick "Advanced" only for access to special sttings, e.g. access to hidden networks.

10. After you have selected it, press “OK” to confirm. In the next screen enter the network Password and press “Continue” With the wireless configuration it is optionally possible to identify up to two time intervals during which the Wi-Fi will be automatically



switched off daily (e.g. nightly from 11:00 P.M. until 7:00 A.M.): during these intervals, the LED on the Call Forwarding Device will be lit (steady orange light).

Wi-Fi Switch-off Intervals

After setting the time intervals (as an optional operation) press “Continue” to go to the next page.


IP Routing Mode

11. It is preferable to choose the default configuration options. Should this be not possible, if the network to which you wish to connect requires a fixed IP address, select the option “Advanced” to open the following page:

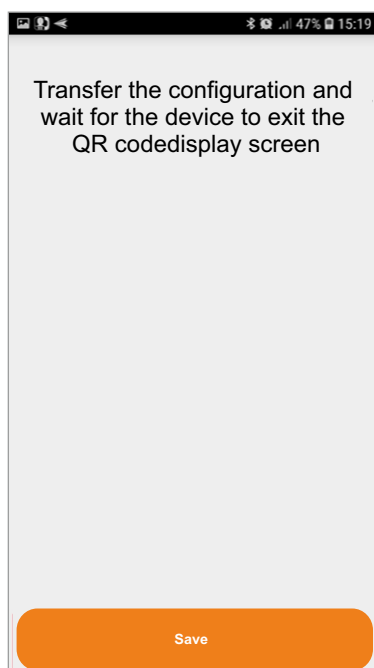
Advanced configuration

12. Enter the following values in the empty fields: IP Address, Subnet Mask, Default Gateway and DNS (for example: 8.8.8.8) and then click "Continue".
13. Now, it will be possible to choose the VIDEO quality (Default value: LOW) then press “Continue”.

Selecting video quality

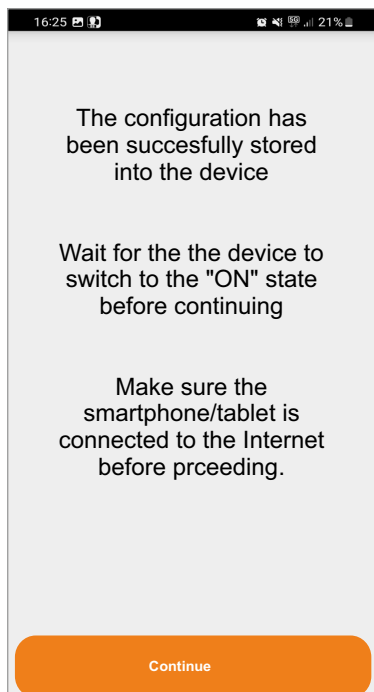
-  A LOW video quality allows for operation notwithstanding the Internet connection speed. Unless you are absolutely sure to have a high Uploading rate, select MEDIUM or HIGH speed.

14. Pressing the “ Save ” key allows the device to store the configuration.





Configuration saving

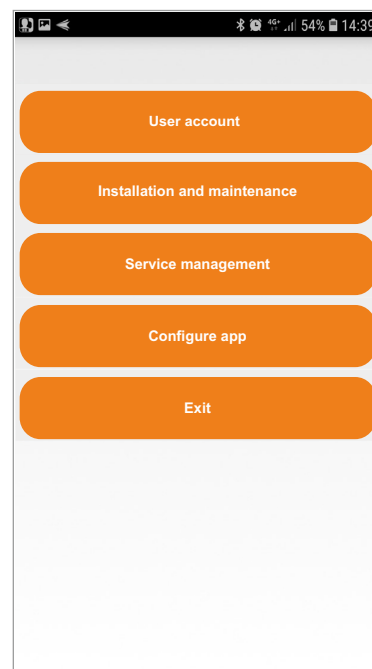
15. After pressing the button, the following screen appears:



## 6. MANAGING THE SERVICE

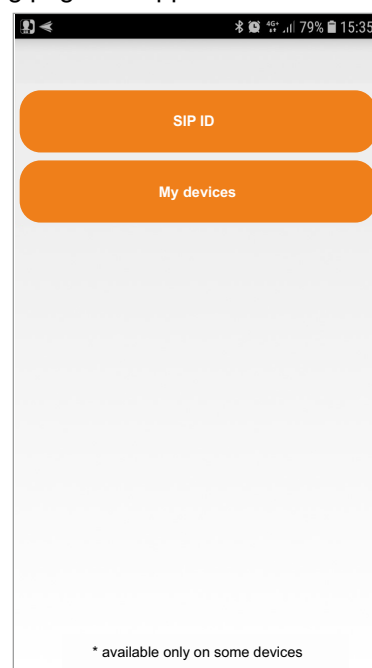
To configure your device, firstly create an account (or log in using an existing account), as explained in the “CREATE A NEW ACCOUNT OR USE A SAVED ACCOUNT” section.

From the Home Page, (with the green dot  displayed and chain closed ) select the “Settings” key. You will display:



Settings Menu

Press the “Service Management ” button. The following page will appear:

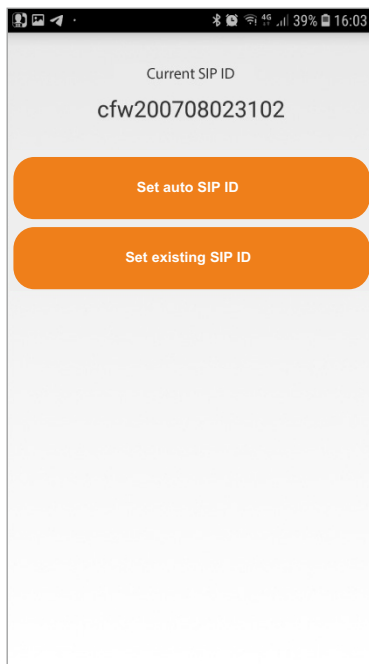


Service management

- Press the “SIP ID” button to display the SIP ID associated with your account.
- Press the “My devices ” button to activate the call forwarding service on the smartphones.

### 6.1. SIP ID

Press the “SIP ID” button. The following screen will appear:

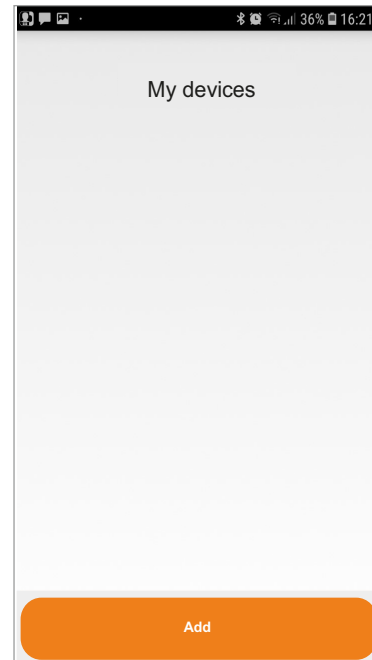


SIP ID

**Recommended:** To choose the "Set auto SIP ID"

### 6.2. MY DEVICES

Press the “My devices” button. The following screen will appear:



My devices

This screen shows the list of the installations in which an association with the account in use was established.




#### 6.2.1. ACTIVATING THE CALL FORWARDING SERVICE

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

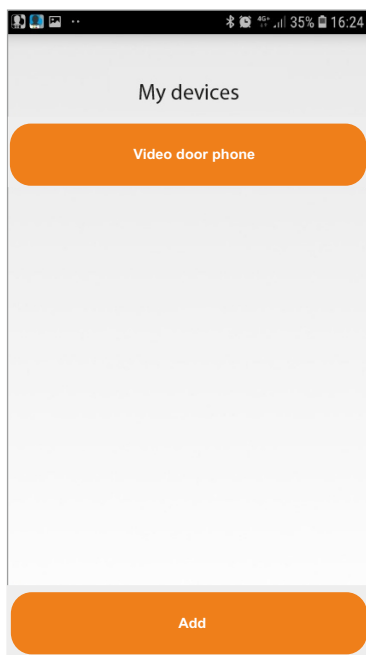
On the “My devices ” page, press the “ Add ” button.

The QR code reader application on your smartphone will start. If no applications are present, Apple Store (iOS) or Play Store (Android) will open to download a recommended app.

#### ART 5W/GTWIN MONITOR

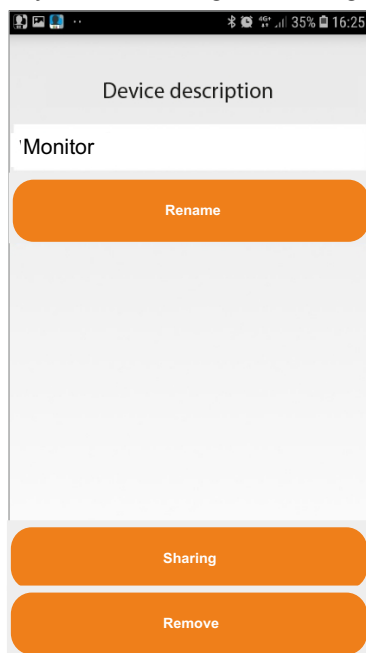
1. On the video door phone, press the  button to access the Top Page, then press the  button to access the setting page.
2. Select the “Call forwarding” parameter in the setup menu.
3. Then Select the follow icon  and press OK button.
4. After a few seconds, the monitor will show a QR-Code on the display.

5. Press the “Scan” button to launch the QR-Code reader application on your smartphone. If no applications are present, open the Apple Store (iOS) or Play Store (Android) to download a recommended app.
6. After the monitor displays the QR code, scan the QR code.
7. After scanning, the following screen will appear:



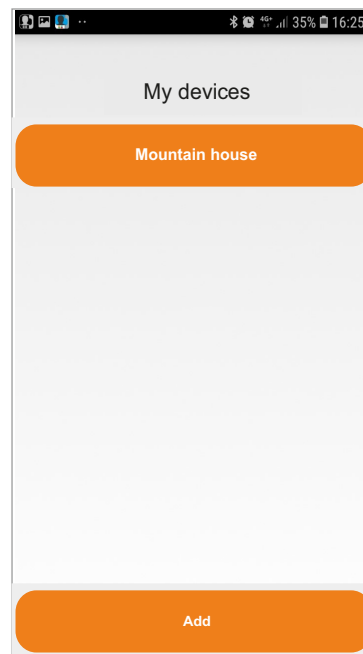
Active service

8. The call forwarding service is now active and the system can be seen.
9. Press the system to manage its settings.




Description of the device

10. In the device description field you can enter the name you want to display on your smartphone on the “My devices ” page and while receiving a call. Press “Rename” button to save the description.



My devices

-  The description of the device is renamed only on the smartphone on which the setting was made.

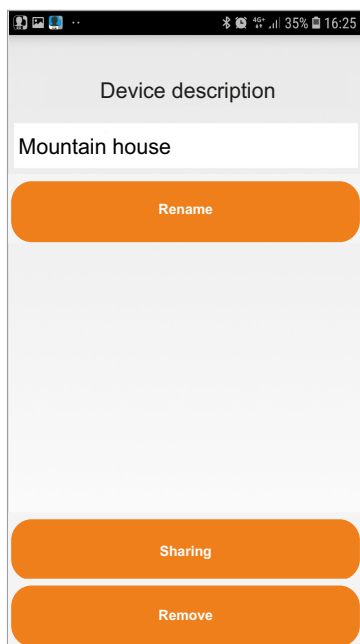
### 6.2.2. SECONDARY ACCOUNTS

The system can be shared with three other possible secondary users.

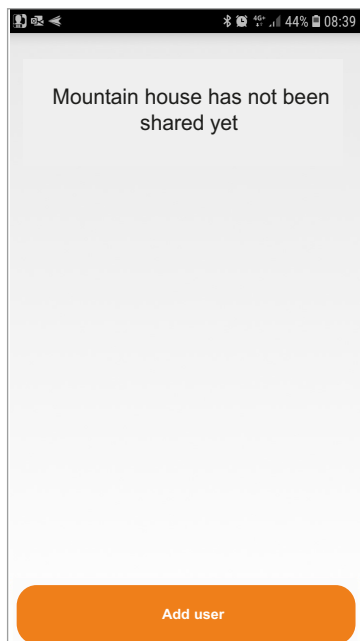
**IMPORTANT** The GCall app must be already installed, an account must have been created or an access using an existing account must have been performed on the smartphones on which you want to share access to the system.

Proceed as follows to activate the call forwarding service on another smartphone as a secondary account:

1. On the main smartphone select the “My Devices” page and press on the system you wish to share.



2. Press the “Sharing” Description of the device



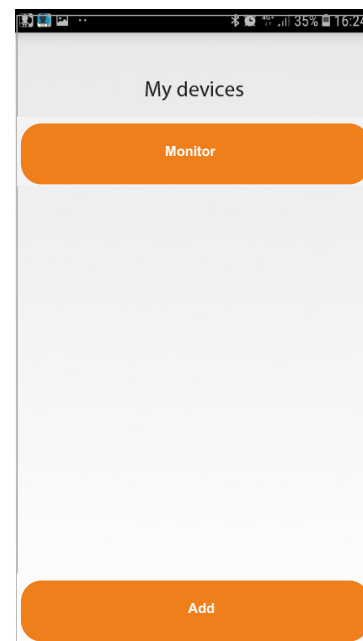
System sharing

3. Press the “Add user” button. The following page will appear:



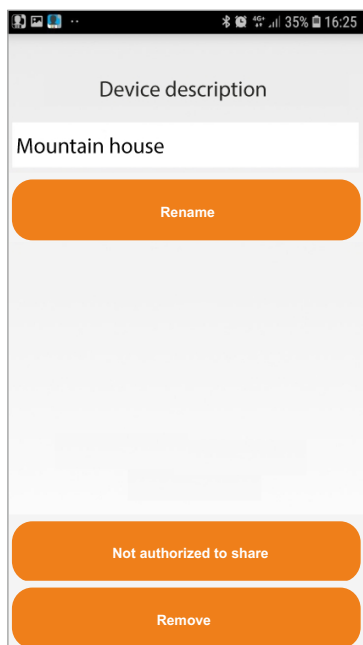
QR code for secondary account

4. On the secondary smartphone :
  - open the GCall app;
  - log in with an account; - enter the “Settings” menu;
  - select “Service Management”;
  - select “My devices”;
  - press the “Add” button and scan the QR code generated on the main smartphone (i.e. the master user’s smartphone).
5. After scanning the call forwarding service will be active on the second smartphone as a secondary account and the system will be visible.




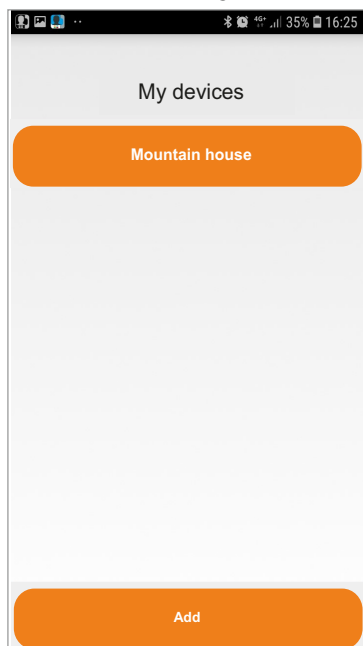
My devices - Secondary account

6. Press the system to manage its settings.
7. In the device description field you can enter the name you want to display on your smartphone on the "My devices" page and while receiving a call. Press "Rename" button to save the description.



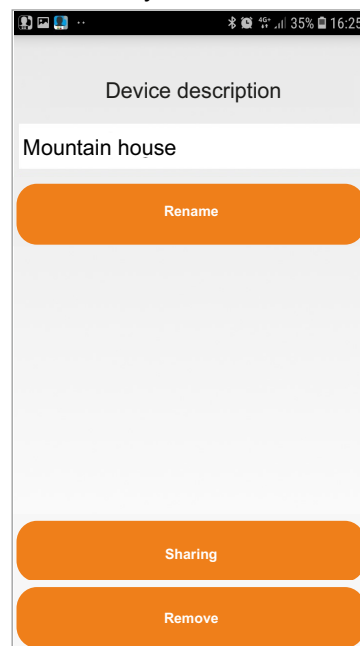
Description of the device - Secondary Account

-  The description of the device is renamed only on the smartphone on which the setting was made.
8. On the master smartphone where the master account is located, you can view the secondary accounts that are shared of the system. Select the "My devices" page.



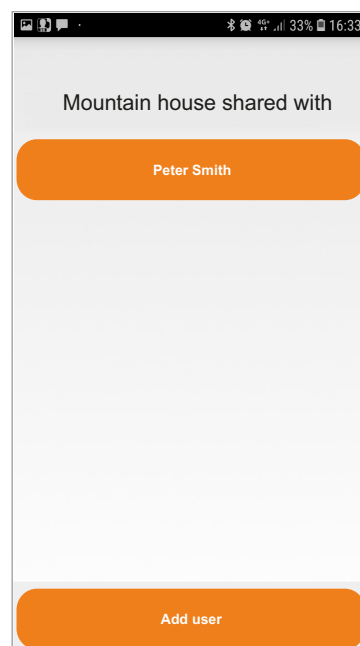
My devices - Master account

9. Select the shared system.



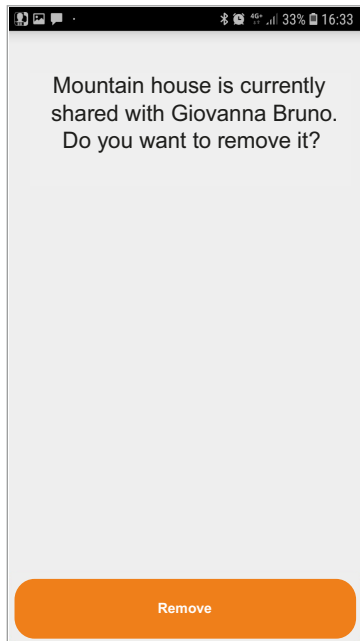
Description of device - Master account

10. Press the "Sharing" button. On this screen you can view the sub-accounts that share the system.



Share system - Account master

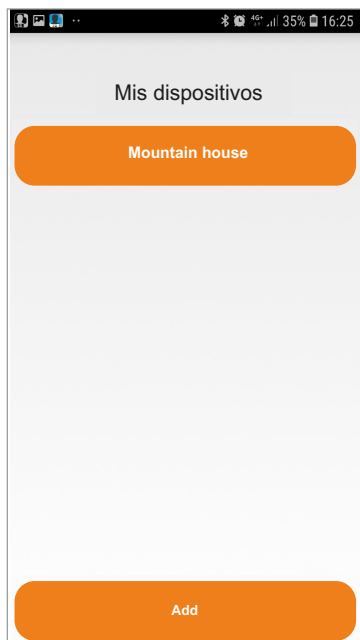
11. Selecting the sub-account and remove sharing of the system by pressing the "Remove" button.



Removing sharing - Master account

### 6.2.3. REMOVING A SYSTEM

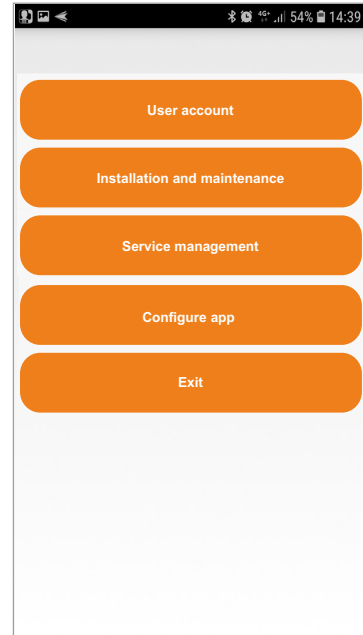
Select the “My devices ” page to remove the association with a system.



Select the system and press the “Remove” button.

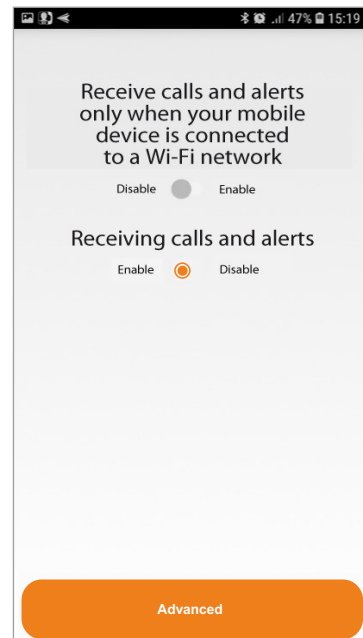
## 7. CONFIGURATION GCALL APP

To be able to configure the Golmar GCall App select the “Settings ” button from the Home page. Appear:



Settings Menu


From here, select “Configure app”.



App Configuration Menu

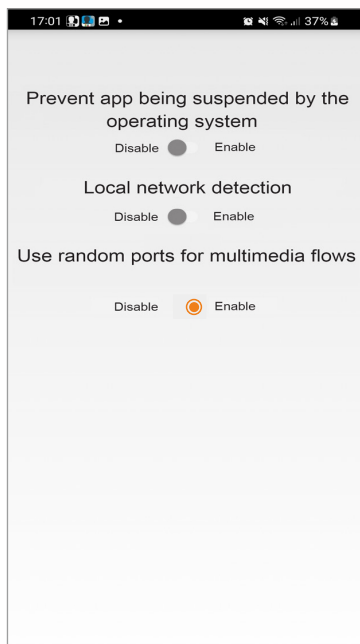
Optionally, the Golmar GCall application can help you to:

- Restrict reception of calls and alerts to periods when you are connected to a Wi-Fi network to avoid using your SIM card data traffic.
- Disable reception of calls and alerts; in this case, you will not receive calls and alerts until you position the switch back at «Enable».

 To show the user that reception of calls and alerts has been disabled on the app configuration page, the yellow/amber status icon on the Home Page will flash.

Press the “**Advanced**” button to configure the advanced parameters of the app.

Appear:



Optionally, the Golmar GCall app allows you to:

- Enable or disable the parameter to prevent the GCall app from being inadvertently suspended by the operating system.
- Enable the “**Local network detection**” parameter to improve the quality of the video received by the smartphone when forwarding calls. Enable the parameter in case:
  - the video displayed on the smartphone is disturbed;
  - the smartphone and the call forwarding device are connected to the same network.


In this case, enabling the parameter improves the quality of the video displayed on the smartphone.

- Enable the parameter “**Use random ports for multimedia streams**” in case the standard ports of the network used are blocked for security reasons.

## 8. EXIT (available only for Android)

Press the “Exit” button on the settings menu, to exit the Golmar GCall App.

Warning. Exiting the application will no longer be can receive calls.

 Other smartphones connected with the same account to the call sender device will continue to receive incoming calls.



## NOTES

This image shows a full page of a handwriting practice worksheet. It consists of approximately 20 horizontal rows. Each row is defined by two parallel dashed lines, creating a series of uniform gaps for letter height. The lines are evenly spaced across the entire page, providing a guide for consistent letter formation. There is no text or other markings on the page.



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[www.golmar.es](http://www.golmar.es)

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