Gtwin

TECNOLOGY

golmar

INSTALLER'S MANUAL

Gcall Configurator For ART 5W/Gtwin Monitor

INDEX

1. THE GCALL CONFIGURATOR APP

This booklet describes the use of the GCall Configurator app for configuring the call forwarding function on the following call sender devices:

• ART 5W/GTWIN

Download the application from the Play Store (Android).

APP. ANDROID

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 Android or iOS to link the user's smartphone with the master ART 5W/Gtwin monitor, (see GCall manual).

IMPORTANT: The smartphone/tablet must have Google Service to be able to download and use the Gcall Configurator app.

Start the application taking care to:

• enable reception of notifications ;
• disable applications that optimise battery usage or power saving functions on the smartphone because they may affect operation of the Gcall Confi gurator app when the screen is off (running in the background).
• allow the GCall Configurator 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 Configurator app.

• make sure that there are no antivirus applications which may affect the operation of the Golmar GCall Configurator Set App application on your smartphone.
• make sure that the data contract you use on your smartphone does not block VoIP streams.
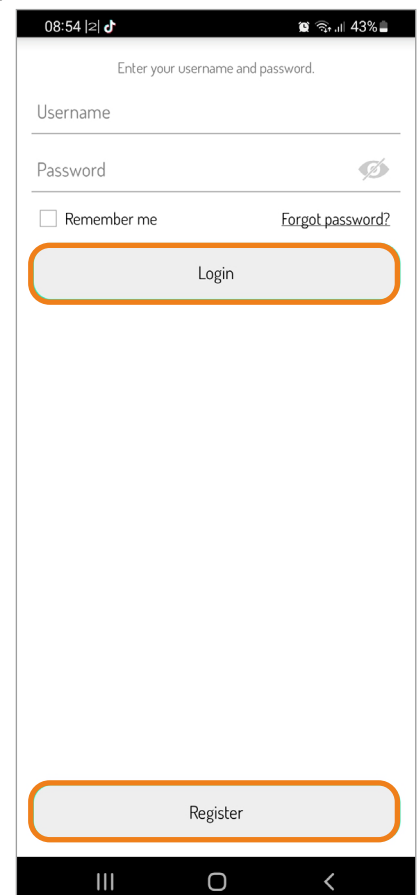
THIS IS THE SITUATION THAT OCCURS WHEN THE APP IS LAUNCHED FOR THE FIRST TIME.

Wait for the following screen to open:
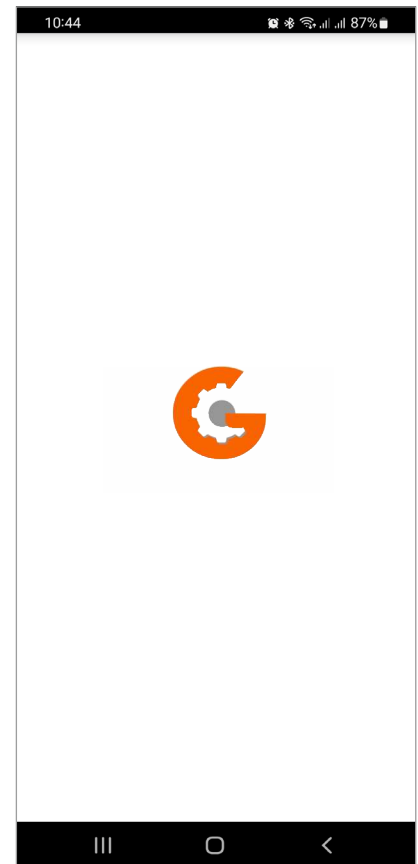
Immediately after, the "Create or Set Account" page will appear.

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.

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 your 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 .


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

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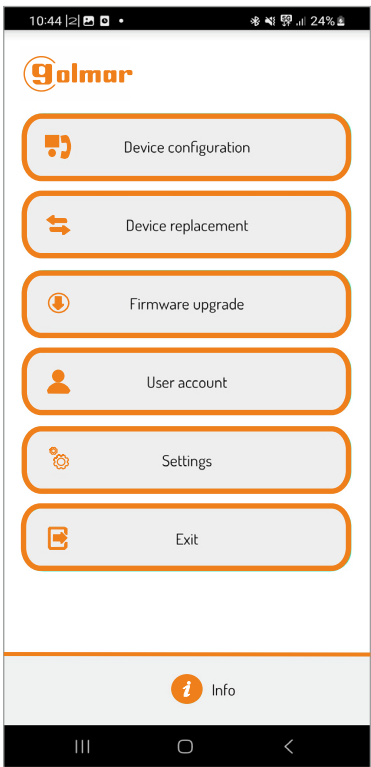
In this case, too, the user will be automatically referred to the Home Page .
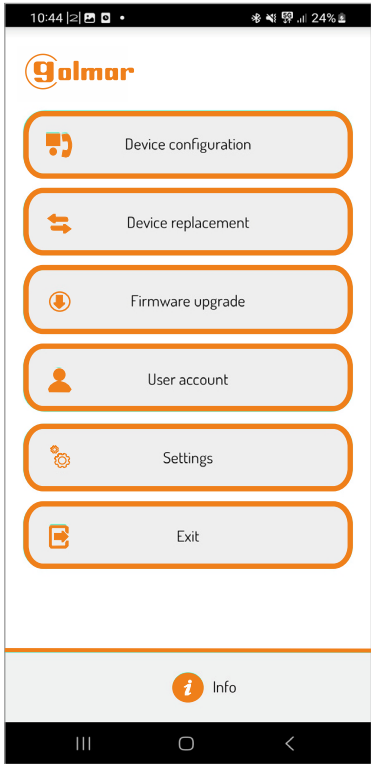

2.2. USE A SAVED ACCOUNT (LOGIN)

If, however, the user already has a sip.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

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

3. HOMEPAGE
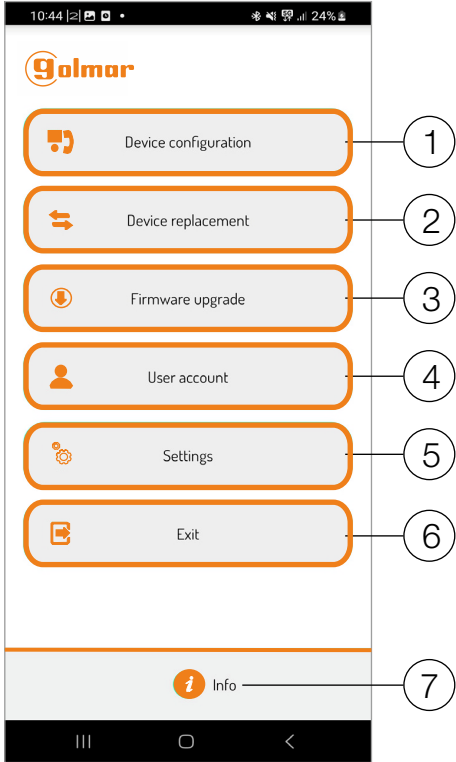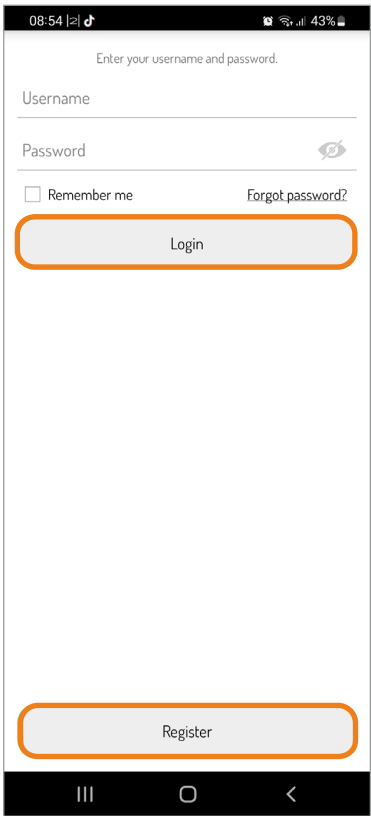
The meaning of the buttons on the Homepage is as follows:

1. Press the "Device configuration" button to configure the call forwarding function on a device.

2. Press the " Device replacement " button to start the procedure for replacing a damaged device.

3. Press the " Firmware upgrade " button to start the procedure for updating the firmware of a device.

4. Press the " User Account " button to view and edit all information relating to the currently logged in account.

5. By pressing the "Settings" button , certain parameters of the app can be configured.

The various functions listed above are described in details in the following chapters.

6. Press the " Exit " button to exit the Gcall Configurator app.

7. Press the 🛈 "Info " button to see the software version of the App.

4. DEVICE CONFIGURATION

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 select the "Device configuration". You will display :
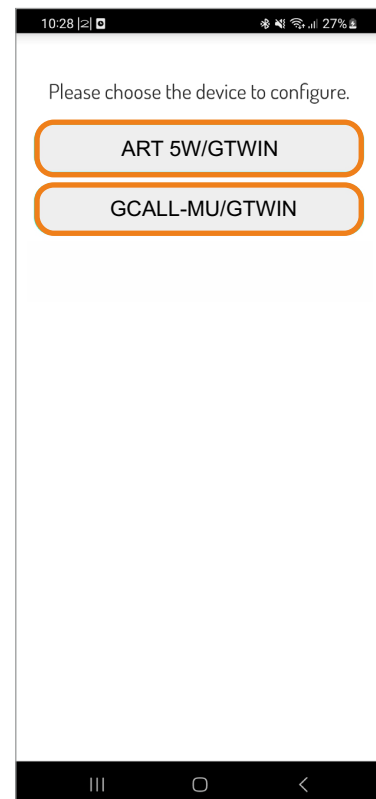
1. Press the "**ART 5W/GTWIN**" button on the app, the following screen appears:
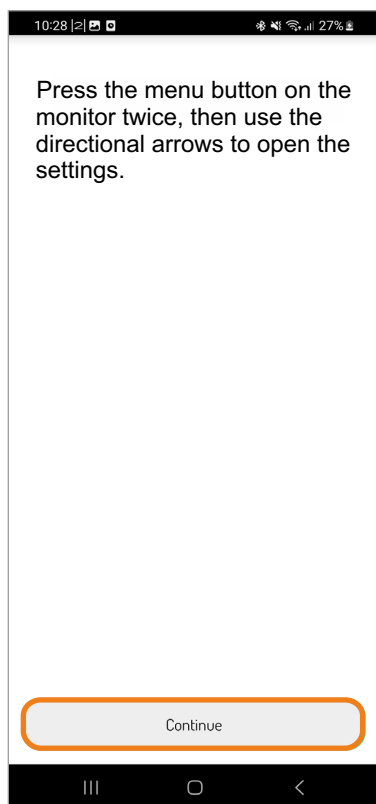
Press the menu button on the monitor twice, then use the directional arrows to open the settings.

Continue

2. On the monitor, press the button ≡ twice to enter the main menu, then press the buttons ◁, ▷, ▽, △ and select & press the icon ⊛ from the settings menu.

3. In the settings menu, select the "**Call forwarding**" item. Then on the "Call forwarding" screen, press "**OK**" again.

On the settings screen select the "Call forwarding" option and confirm by pressing the "OK" button.
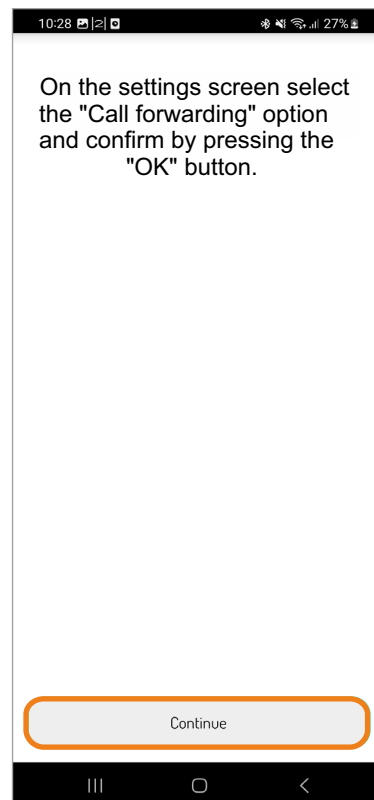
Continue

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

On the "Call forwarding" screen, press "OK" again: after a few seconds a QR code will be displayed.
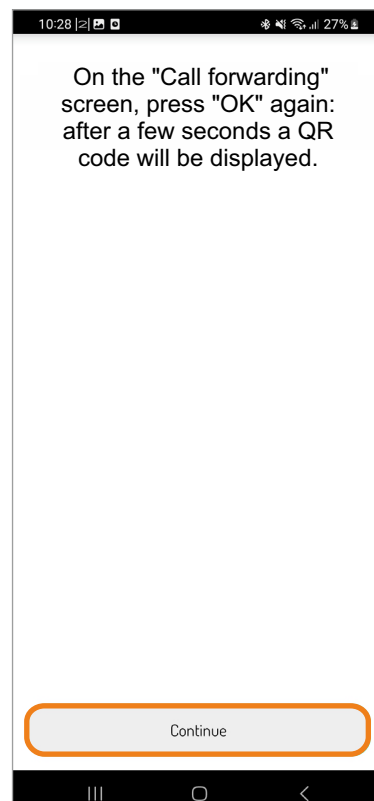
Continue

5. On the "Call Forwarding" screen, select the icon � and press "OK".

6.   After a few seconds the video door phone will switch to configuration mode and a QR code will appear on the display.

7.   After the video door phone displays the QR code, press the "Continue " button on your smartphone..
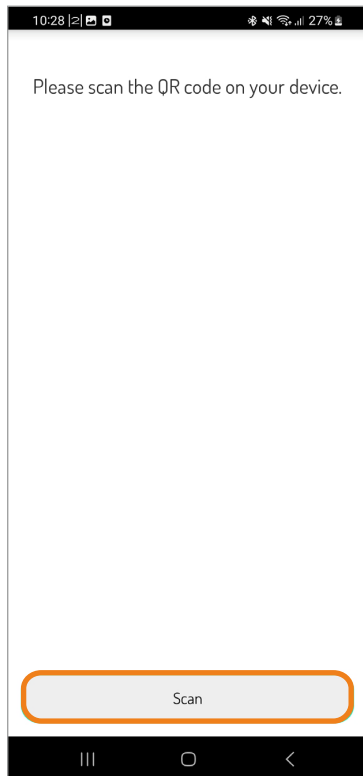

8.   Press the "**Scan**" button to start the QR code reader application on your smartphone. Scan the QR code shown on the display of the video door phone.

📋 Scan the QR-Code to registered the device on the server.

9.   The following screen can be used to choose the name of the device (name that will be displayed as 'Caller' when receiving the call). It is suggested that you set the address of your home (street or city) as a name.
Press "**Continue**".
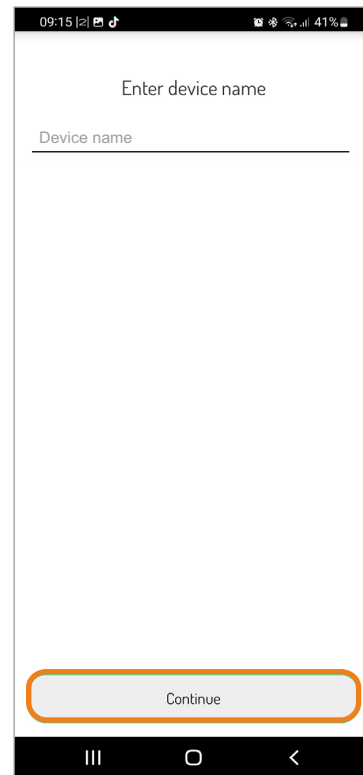
10.   Then activate the WiFi on the smartphone and access the "CALLFW" WiFi network created by the device.
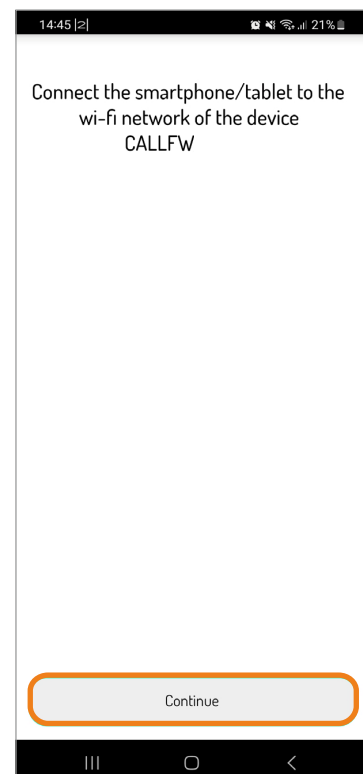
11.   Connect the smartphone to the WiFi of the device and press the "**Continue**" button.

12.   To operate, the device must be connected to your home LAN network and this in turn must be

12. Connected via a modem/router to the Internet. Connection to the home LAN must be over Wi-Fi.
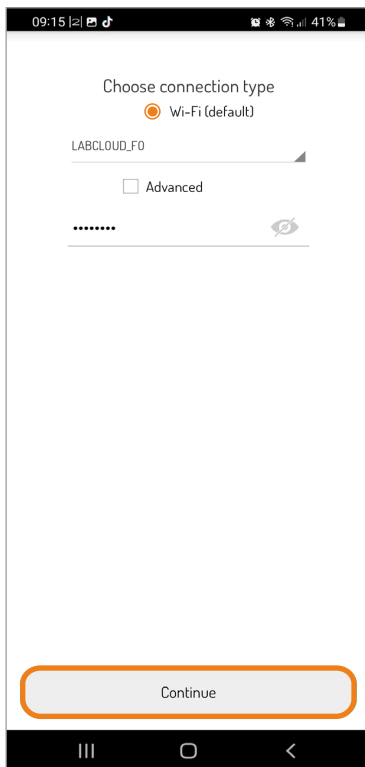
It is essential to select from the dropdown menu the (condominium) network to connect to.

✎ Tick "**Advanced**" only for access to special settings, e.g. access to hidden networks

13. After selecting the network, enter the relevant network Password and press " **Continue**". 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.) .

After setting the intervals (the operation caneven not be done) press "**Continue**" and yes will go to the "IP routing options" page.
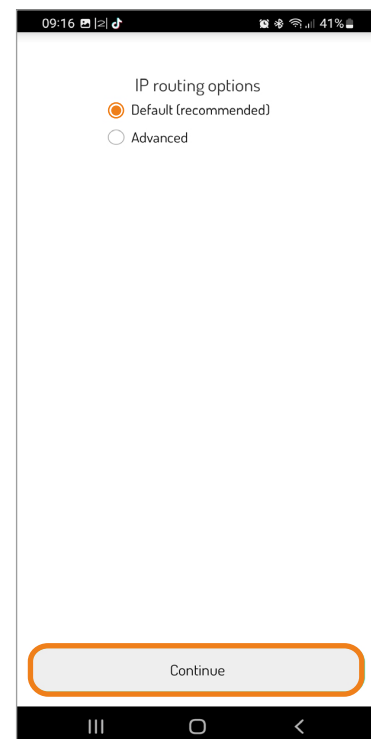
14. It is preferable to choose the default configuration options. Should this be not possible, if the network to which you wish to connect requires a fixed IP address, select the option " **Advanced**" to open the following page :
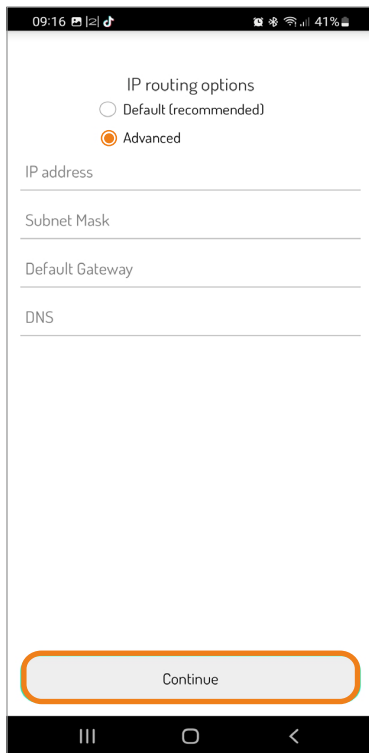
15. Enter the following values in the empty fields: IP Address, Subnet Mask, Default Gateway and DNS (e.g.: 8.8.8.8) then press "**Continue**".

16. Now, it will be possible to choose the VIDEO quality (Default value: LOW) then press "**Continue**".
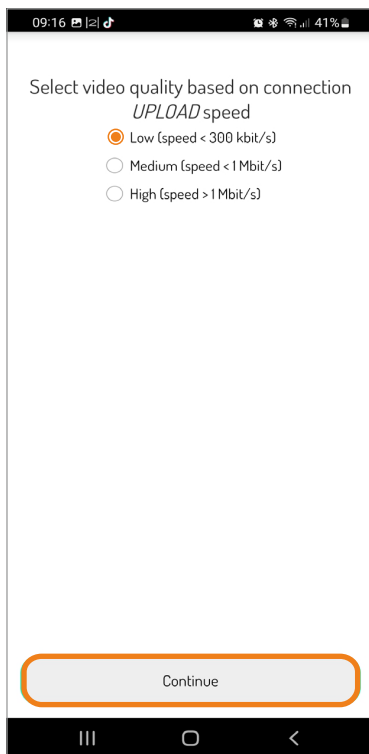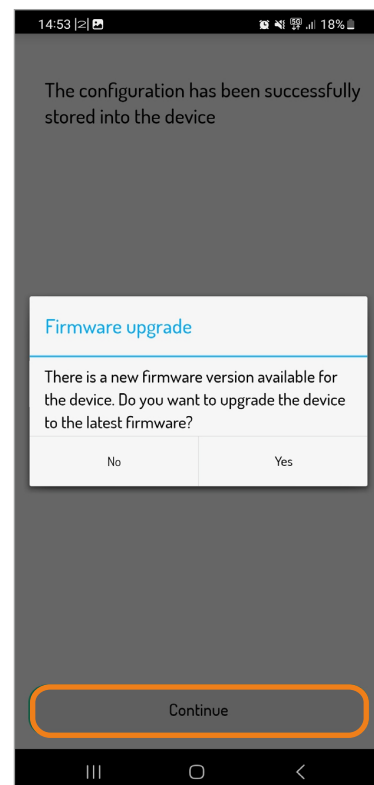

✍ A LOW video quality allows for operation notwithstanding the Internet connection speed. Unless you are absolutely sure to have a high Uploading rate, select MEDIUM or HIGH speed .

17. Pressing the "**Save**" key allows the device to store the configuration .
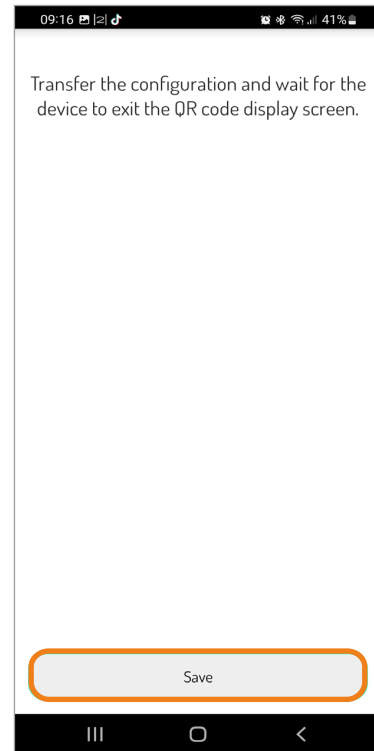
18. The following screen appears on the smartphone. **Note:** An update must be available on the server.

19. By pressing the "**YES**" button you can update the firmware of the device, skip to point 7 in chapter "***Updating the firmware***" on page 15.Pressing the "**No**" button closes the screen without updating the device.

20. The device will connect using the newly saved configuration and the following screen will be displayed.
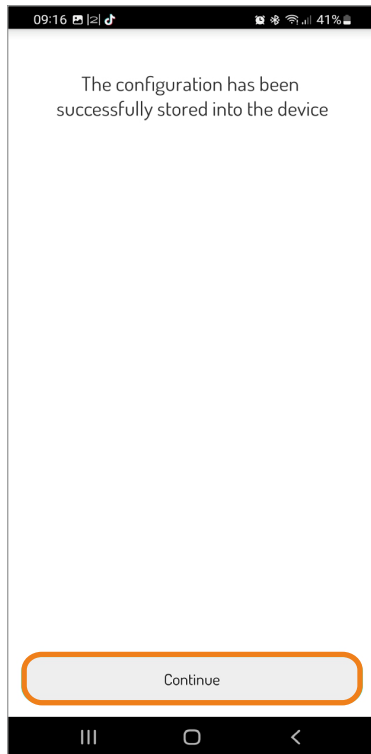
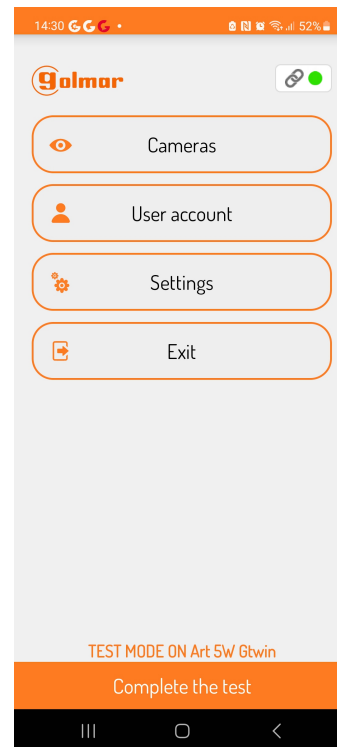21. Now press " **Continue**" to start testing the device.

4.1. DEVICE TEST

After completing the configuration of the device run a test to check that the device is working properly.

The test phase is the same for all monitors.

Follow the instructions below to run a full apartment test.

1. The following page will appear:

📋 The test mode is characterised by presence of one green band on the upper part of the screen and by the indication "TEST MODE" on the lower part of the screen, followed by the device name and the number apartment being tested.

IMPORTANT: The autoswitch-on function will not be available if the ART 5W/GTWIN is configured in "High rise block" mode, see page 13.

2. Select auto-on, press the " Cameras " button and select the device.
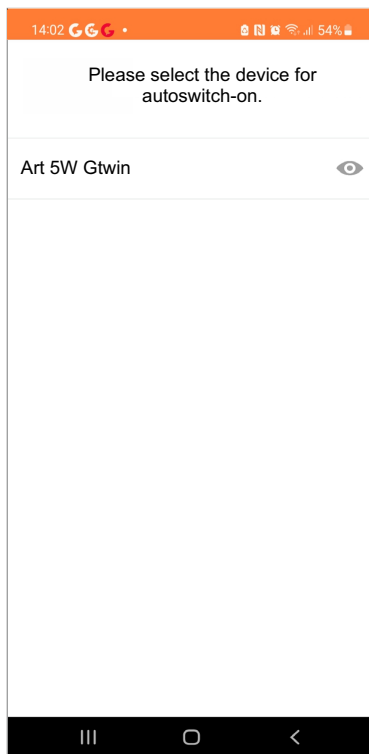
3. The image taken from the door panel will appear on the smartphone after having selected the device:
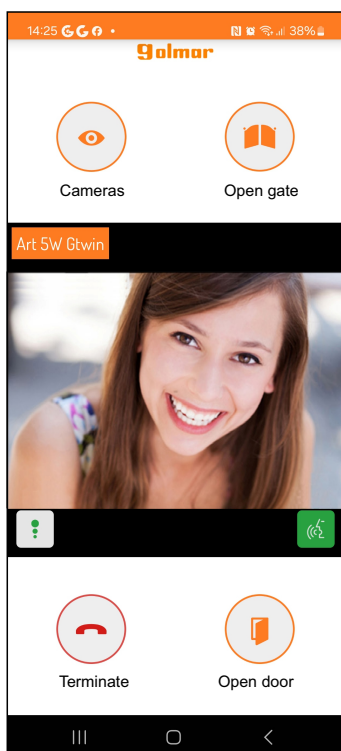

Press the "**Camera**" button to go to the next door panels or to any connected surveillance cameras.
Press the "**Open door**" button to open the entrance door and press the "**Open gate**" button to open the driveway gate.
Press the icon to activate audio and establish a communication w ith the displayed door unit.
When communicating with the displayed door panel it

will no longer be possible to switch to displaying the next door unit or camera and the "**Cameras**" button will be replaced by the "**Mute**" button, which can be used to deactivate the audio channel .

If the functions are activated correctly, press the "**Terminate**" button to end the auto-on function .

4. Make a call from the door panel to the apartment being tested.
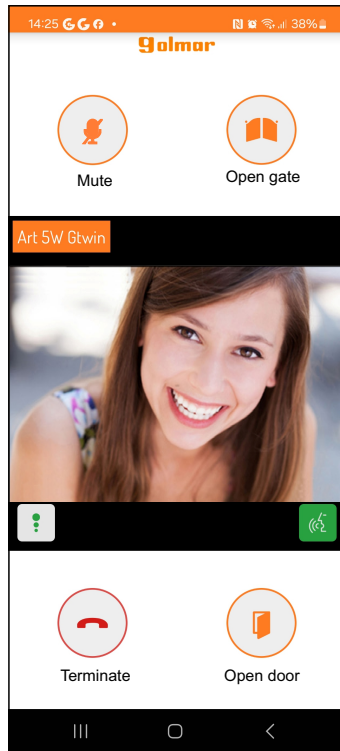When you receive the call, your smartphone will ring and the following screen will appear:
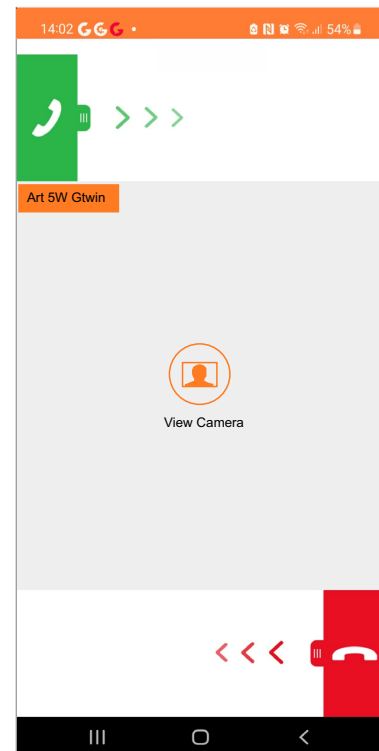
Click on "**View Camera**" to see the picture of the door unit without answering the call.
Answer the call by sliding the green answer button rightwards.

Accept the call to transmit the conversation in hands-free mode. The following screen appears:

The Quality icon ⋮ shows the quality of the conversation b ased on the Internet connection of your smartphone :

⋮ High

⋮ Medium

⋮ Low

Press the button 🔊 to deactivate the hands-free function and p ass the conversation to the capsule. Press again to reactivate the hands-free function.

Tap on the " **Mute** " button to mute your audio channel during the conversation. Press it again to re-enable it.

Press the "**Open door**" button to open the entrance door and press the " **Open gate** " button to open the driveway gate.

If the functions are activated correctly press the "**Terminate** " button to end the conversation.

5. The system goes back to the Home Page when the call is completed. The test phase for the device is finished.

6. To end the test mode on the Home Page press the "**Complete the test** " button
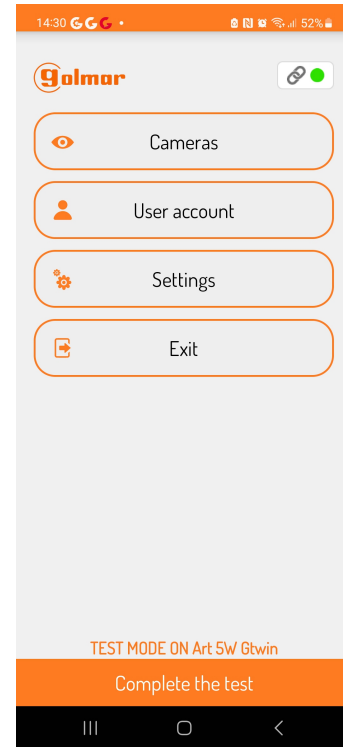
7. The following page will appear:
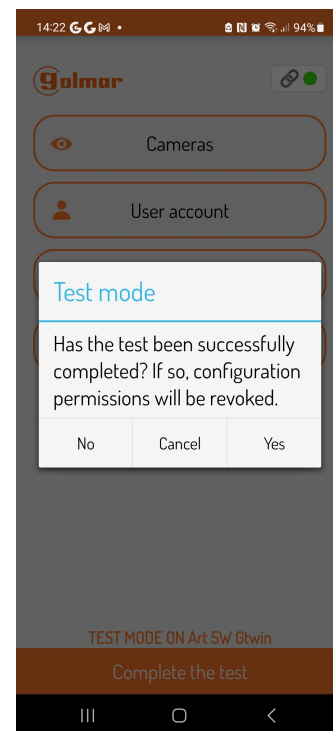
IMPORTANT: If the monitor ART 5W/GTWIN is configured in **Building** or **Local Power mode,** the user mode function will be set automatically when test mode is completed.

If the video door phone is configured in **Condominium** mode after the test, check that the status of the video door phone is not in Maintenance mode so that the function can be used by the user (see the "**ART 5W/ GTWIN Manual) "***Maintenance Mode* " chapter.

8. **Reminder:** After the test, the user's smartphone must be paired with the main monitor to activate the function with the **Android or iOS GCall App** (see **"Activating the Call Forwarding Service"** section of the "**ART 5W/GTWIN**" manual).

5.   DEVICE REPLACEMENT

The steps to be followed to replace a faulty video door phone in an apartment with a new device.

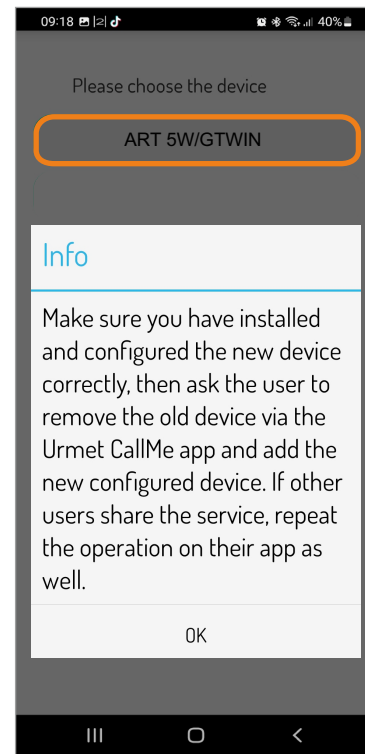Click on the "**Device replacement**" button on the homepage.
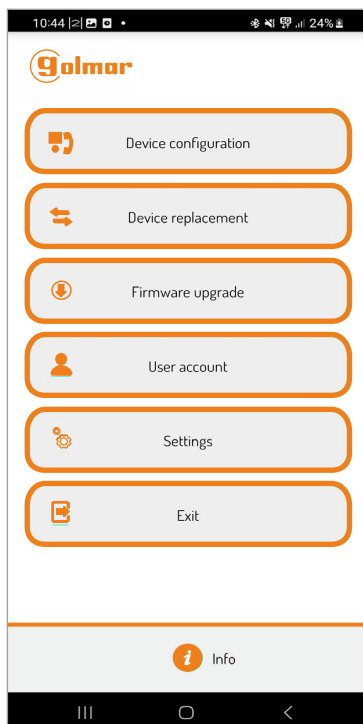
The following page will appear:

Select the button for the device to be replaced:
— ART 5W/GTWIN
The following screen appears:

The following pop-up describes the steps to be taken to correctly replace a faulty monitor with a new one.

1. Remove the damaged monitor from the system.

2. Install the new monitor.

3. Configure and test the new device (see chapter "**Device Configuration**" and "**Device Test**" in this manual).
During the configuration of new device, it is advisable to rename it with the name of damaged device.

4. On the user's smartphone on which the GCall app is installed, the association with the old device must be removed (see the "**Removing a System**" chapter in the GCall app configuration manual).

5. Then the user's smartphone must be paired with the new device (see "**Activating the Call Forwarding Service**" chapter in the GCall app configuration manual).

The procedure must also be carried out on their respective smartphones if there are other users who share the call forwarding service.

6. FIRMWARE UPGRADE

The firmware of ART 5W/GTWIN monitor can be updated over the Gcall Configurator app. Proceed as follows:
In order to carry out the firmware update, the device you wish to update must have been configured (see chapter Device Configuration).
Click on the "**Firmware Upgrade**" button on the **homepage.**
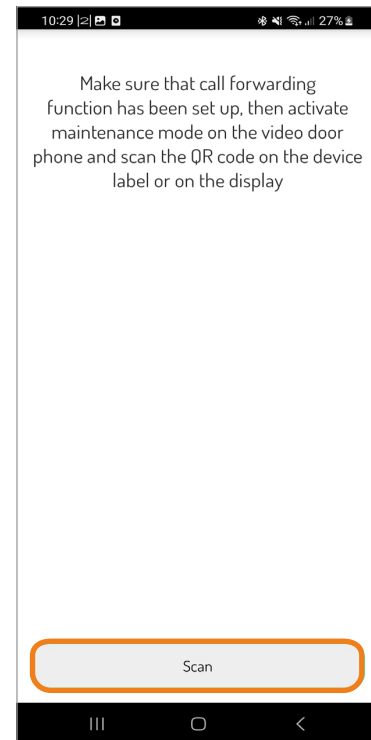
 Note: An update must be available on the server.
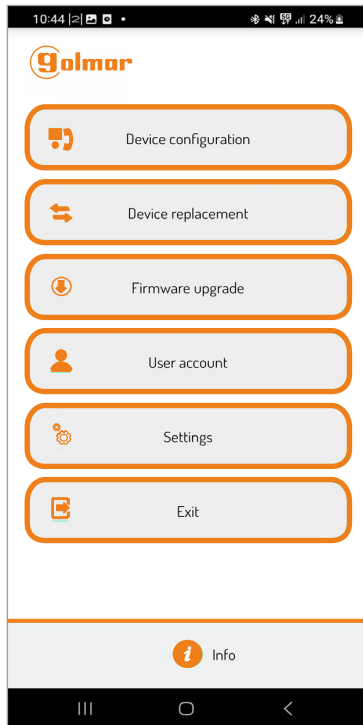

The following page will appear:

Attention: If the ART 5W/GTWIN monitor is configured in "**Condominium**" mode, it is not possible to update the firmware with the Gcall Configurator App.

1. Click on the "**ART 5W/GTWIN**" button, the following screen will appear:

2. On the monitor, press the button ☰ twice to enter the main menu, then press the buttons ◁ , ▷, ▽, △ and select and press the ⚙ icon from the settings menu.

3. In the settings menu, select the "Call Forwarding" option. Then, on the "*Call Forwarding*" screen, press "**OK**" again.

4. Press the ▽ button to select the icon ⚙ OFF , then press the 📞 button to enable the "maintenance mode".

5. When the maintenance mode is activated, the icon ⚙ ON changes to the next state.

6. Select by pressing the buttons ▽ , △ the icon icon, then press the 📞 button. After a few seconds a QR code will be displayed on the monitor screen.

7. Press the "**Scan**" button on the App screen to start the QR code scanning application. Scan the QR code that appears on the monitor screen.

8. On the monitor, press the button 📞 to accept and return to the "**Call Forwarding**" option screen.

9. The "Status" parameter will change to " On" mode after a few seconds on the display of the monitor.

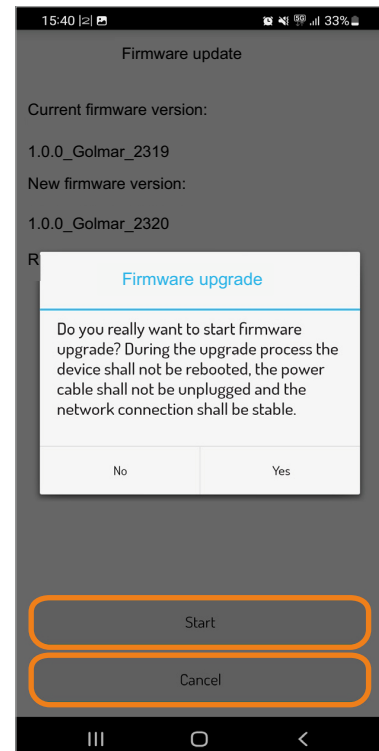10. Now on the smartphone the following page will appear:
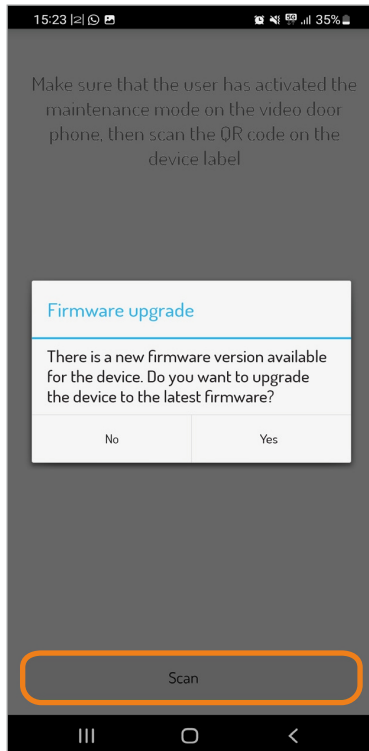
📝 An alert screen will appear to indicate that there are no further available updates if the latest firmware version is already installed on the monitor.
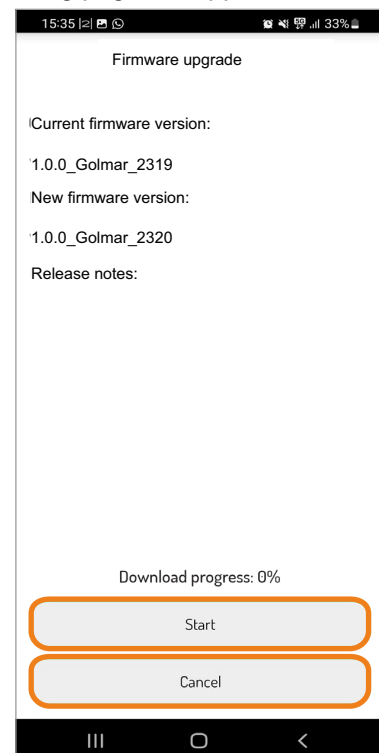
11. Press the " **Yes** " button to display the update summary screen.

12. Press the " **Start** " button to continue the procedure.

13. Press " **Yes**" to start the update. The following page will appear:

14. The download percentage of the latest firmware version downloadable from the Golmar cloud is shown. Press the " **Stop**" button to momentarily stop the download. Press the " **Cancel**" button to stop the download permanently.

15. The firmware update starts when the download is finished.
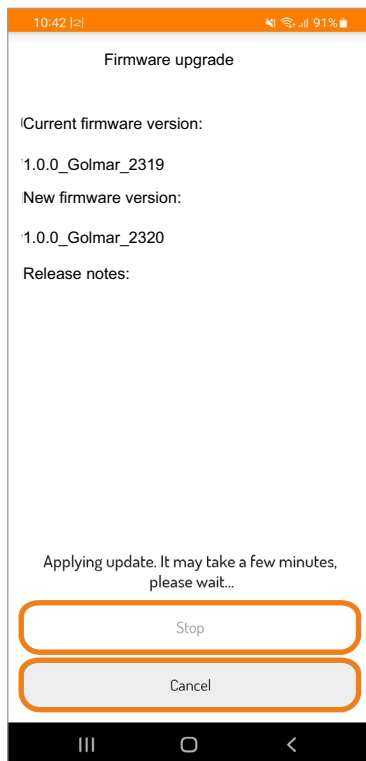
✎ The firmware upgrade is characterised by an orange band at the top of the screen.
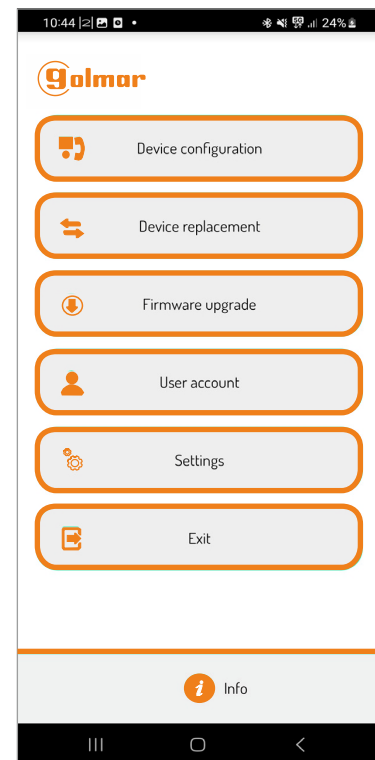
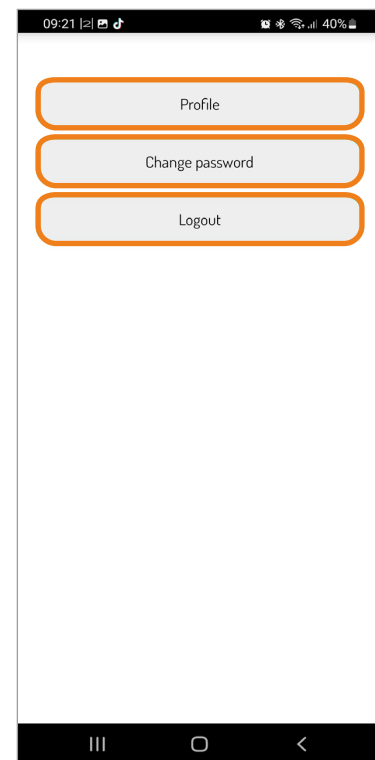16. The app will display the following screen when the installation is complete.
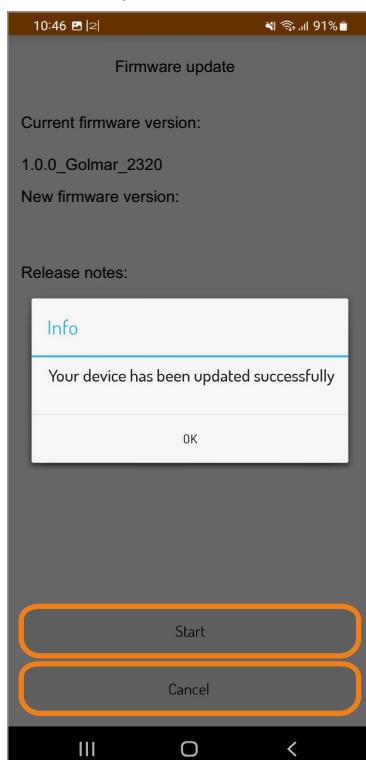
17. Press the "**OK**" button to close the confirmation pop-up.

18. The firmware was updated successfully. The device has been updated to the latest version available on the Cloud.

7.   USER ACCOUNT

On the Homepage, press the "**User Account**" button.


The following screen will appear:

— Press the "**Profile**" button to view your user name, the credentials you entered when you created the account (first and last name), the email address linked to the account and the "**Terms of use**" of the application.

— Pressing the "**Change password**" button is possible change your password.

— Pressing the "**Logout**" button you can make the Logout with the account connected to the **Gcall Configurator app**.

8. SETTINGS

To configure certain parameters of the **Gcall Configurator app**, select the "**Settings**" button from the Homepage.
The following screen appears:
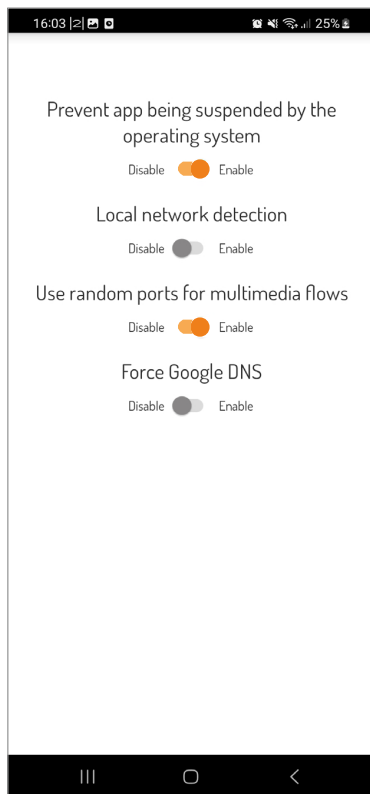
Optionally, the Golmar Gcall Configurator app allows you to:

— Enable or disable the parameter to prevent the Gcall Configurator app from being inadvertently suspended by the operating system.

— Enable the "**Local acknowledgement**" 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 media streams**" in case the standard ports of the network used are blocked for security reasons.

— Enable the "**Force Google DNS**" parameter to use Google DNS ports instead of the network operator's DNS ports.

9. EXIT

Press the "Exit" button on the Homepage to exit the Gcall Configurator app.

NOTES

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