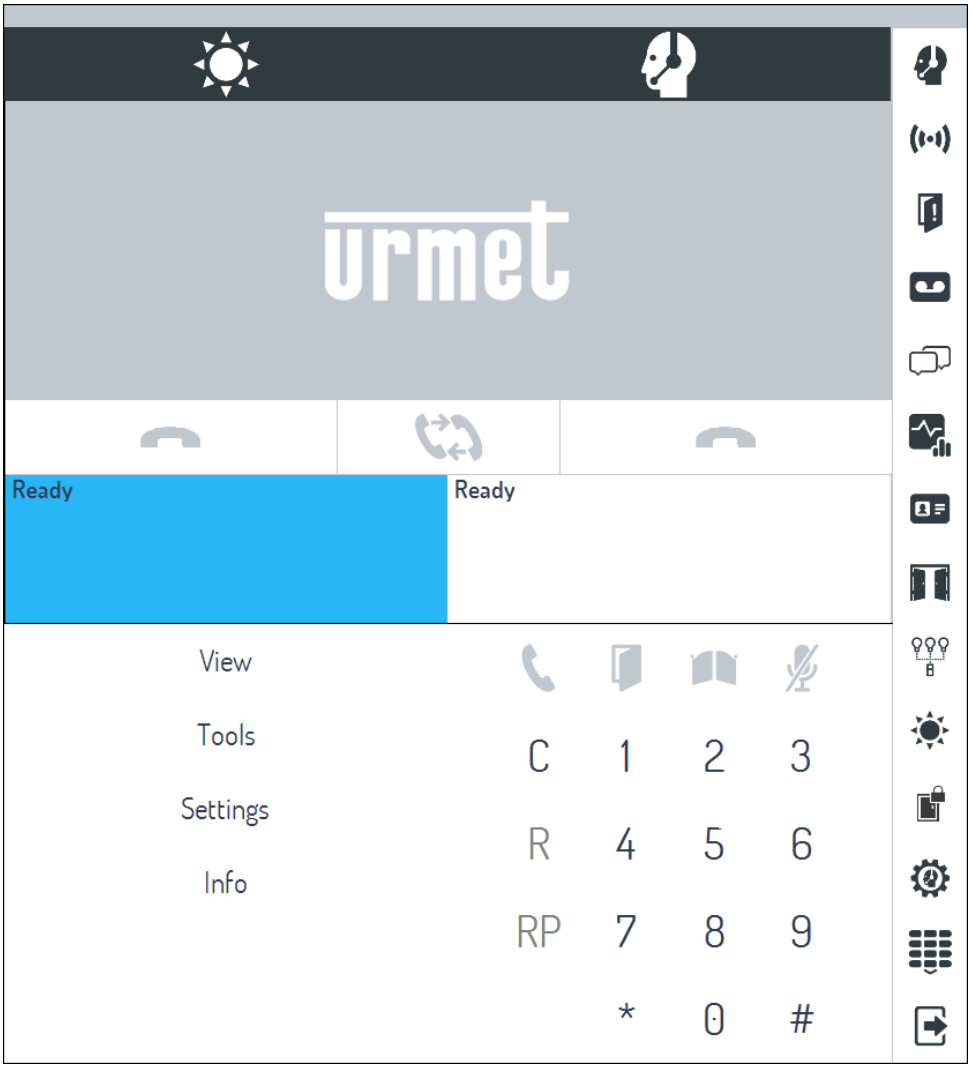
Mod.
1060

DS1060-121H

LBT20379

SWITCHBOARD INSTALLATION AND USER BOOKLET



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Version 3.2.0

1 INTRODUCTION

The *Switchboard* application was designed and made to allow the concierge staff of a building to manage all the typical functions of a switchboard station (especially calls to and from apartments) in a simple, user-friendly way.

The application can be downloaded from Urmet site ***www.urmet.com*** (it is necessary to log in on website).

1.1 HARDWARE AND SOFTWARE REQUIREMENTS

PC hardware and software minimum requirements are the following:

- Windows 10 / 11 operating system with quad core CPU and frequency greater than 2GHz;
- SSD disk with capacity of 256GB or greater (no hard disk);
- 8GB or more RAM memory;
- sound card compatible with Microsoft Windows 10 / 11;
- video card compatible with Microsoft Windows 10 / 11;
- webcam[1] compatible with Microsoft Windows 10 / 11;
- 1 USB port and 1 jack input (microphone and speaker) for connecting the external *Door phone* 1060/41 (optional);
- 1 10/100/1000 Mbit/s network card.

[1] *The webcam is not a mandatory requirement for using the Switchboard application but it is necessary if you want to establish video communication also from the application to other devices designed to display images.*

2 INSTALLATION

The installation procedure starts launching the related set up file, which can be downloaded from Urmet site ***www.urmet.com***.

During the installation phases, follow the indications displayed from time to time in the different windows.

To perform correctly the installation procedure of Switchboard application, the user must access the PC with system administrator rights; otherwise, the installation will not be properly performed.

After having chosen the installation language, the following window is displayed:

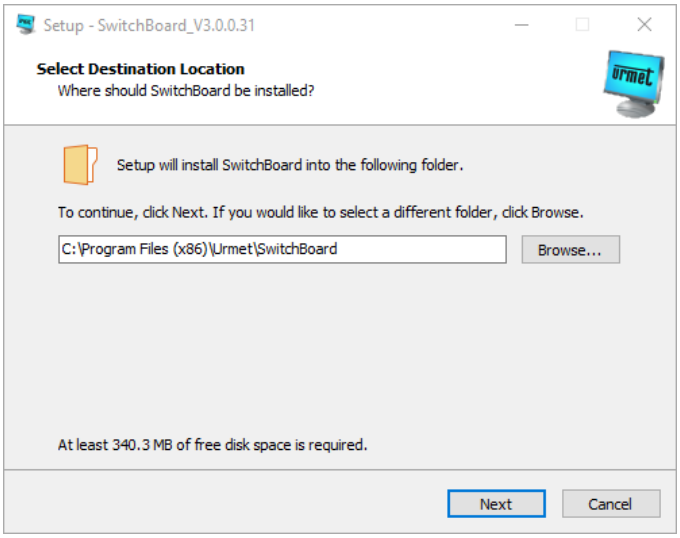


Figure 1: installation phase

The folder where the application will be installed is highlighted (you can change the folder using the "*Browse*" button). By pressing the "*Next*" button, this screen appears

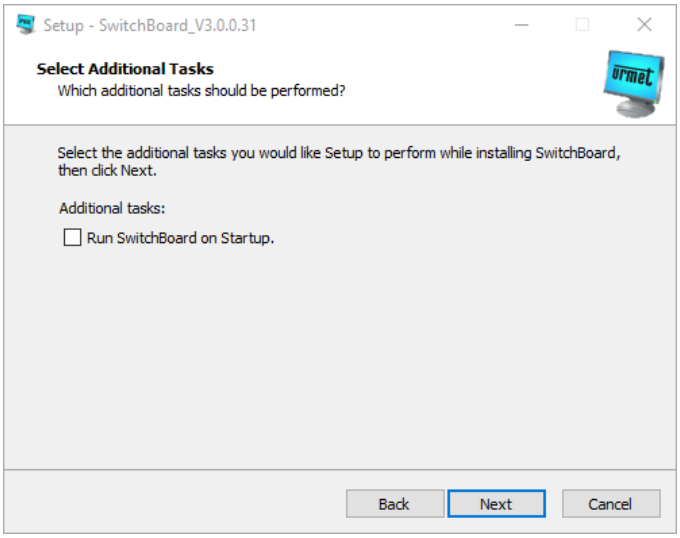


Figure 2: installation phase

where it is possible to decide if launching application at the same time of the operating system.

Clicking on button "*Next*", the following window appears, where the application installation folder is displayed:

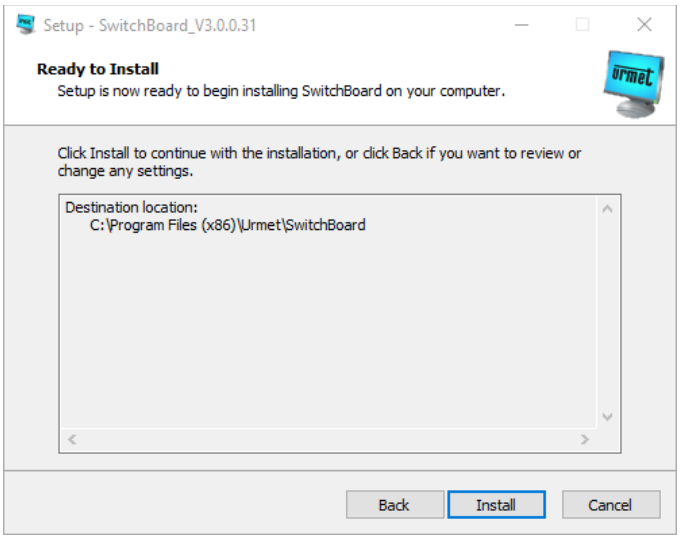


Figure 3: installation phase

Click on button “*Install*” to start installation process:

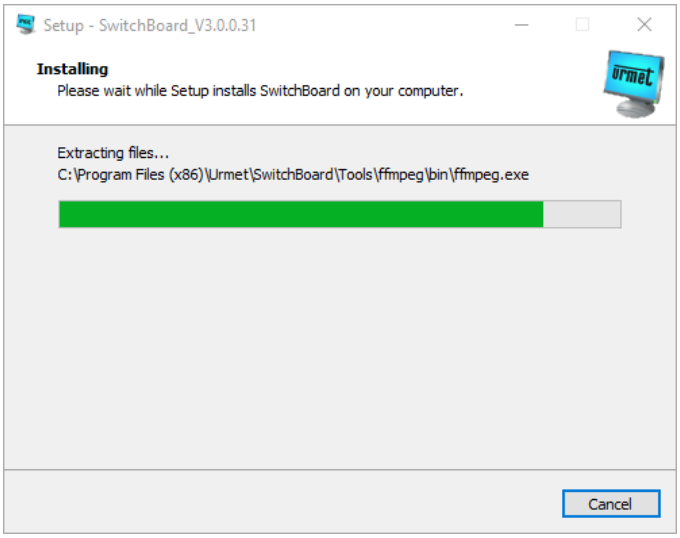


Figure 4: installation phase

At the end of the procedure, the following window appears:

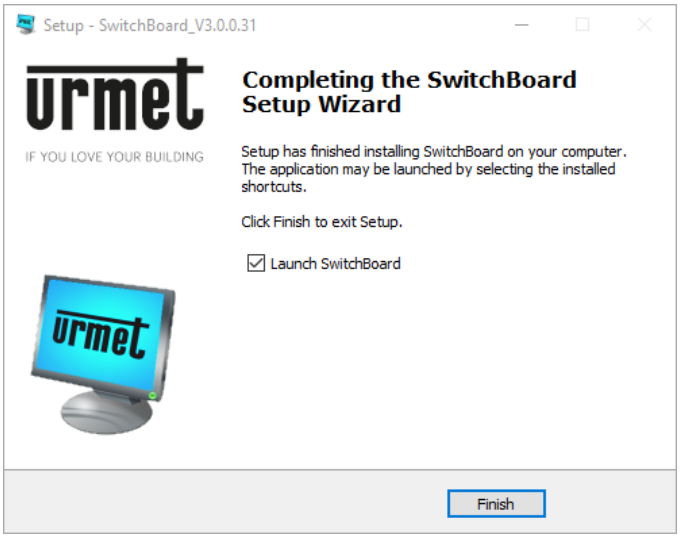


Figure 5: installation phase

Installation of application has been completed properly.

Check then that the folder, where the application has been installed (for example *C:\Program Files (x86)\Urmet\SwitchBoard*), allows the user a complete access. To check this:

- Start "*File Manager*" and find *Switchboard* application folder,
- Click with the right-hand button of the mouse on the chosen folder and select the menu item "*Properties*",
- Click on the tab "*Security*" and check that the user or the group have the *full control* of the folder.

2.1 WINDOWS FIREWALL CONFIGURATION

During the first run of the application (click 2 times with mouse on related executable file desktop shortcut), Windows operating system could ask the user to open the communication ports on IP network used for communication between IPerCom system and *Switchboard* application. This operation is needed to make the system work properly. If the protection is performed by *Windows Firewall* module, the following message will be displayed:

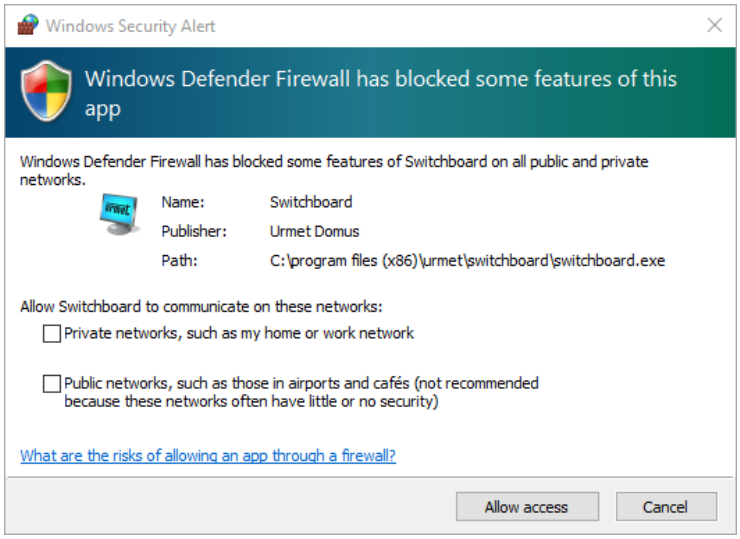


Figure 6: opening Windows firewall ports

You must select both types of networks and press the "*Allow access*" button to continue.

2.2 NETWORK CONFIGURATION

At the first run of *Switchboard* application, the following window appears:

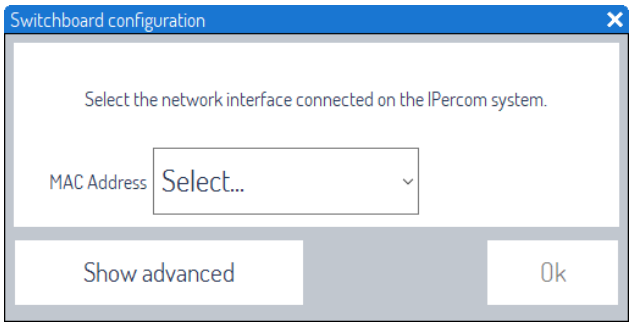


Figure 7: network interface selection

It is necessary to choose the MAC address of the network interface by which the PC is connected to the IPerCom system.

To do this, press the "*Open Network and Internet settings*" item that appears by pressing the right mouse button on the icon  at the bottom right of your PC monitor. A screen opens with the list of available networks. After pressing the related "*Properties*" button, the MAC address appears at the bottom:

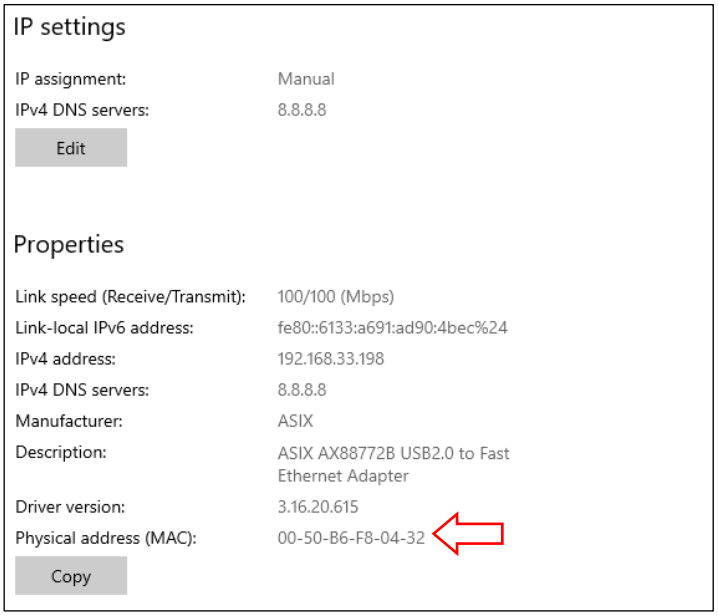


Figure 8: network interface MAC address

When the right network interface has been selected in the drop-down menu shown in the figure below, its IP address is also displayed:

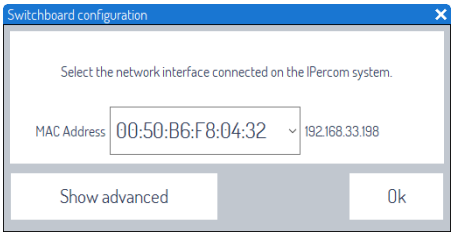


Figure 9: MAC address and IP address

Now the "*OK*" button in the above screen is enabled: the application starts after pressing it.

The MAC address selection screen of the network interfaces is only displayed the first time the switchboard is started, or if the network interface through which your PC connects to the IPerCom system is changed.

For "Show Advanced" button, see paragraph ***Login phase****.*

3 LOGIN PHASE

After having chosen the right network interface and clicked on "*OK*" button, the following splash screen appears, during which *Switchboard* application is starting up.

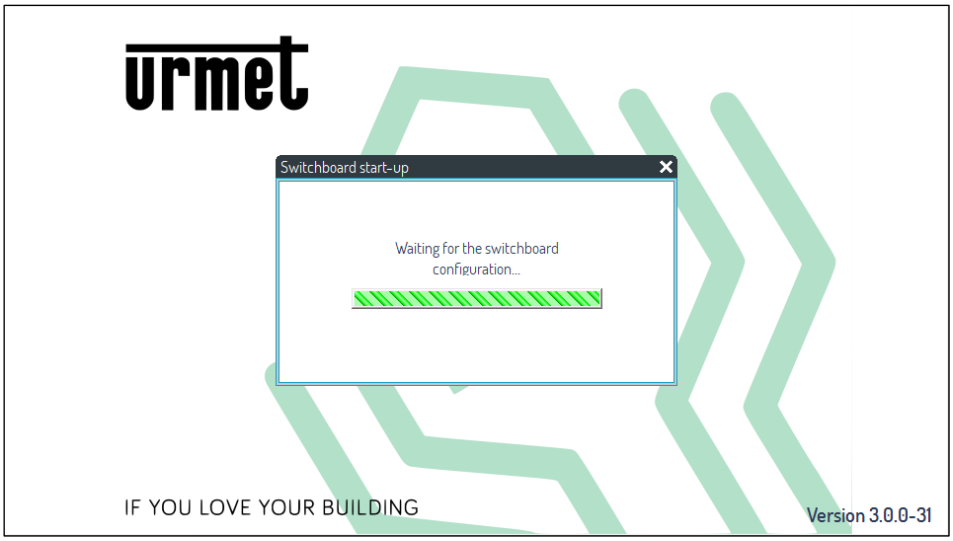


Figure 10: splash screen

Username and password are requested through the following log in window:

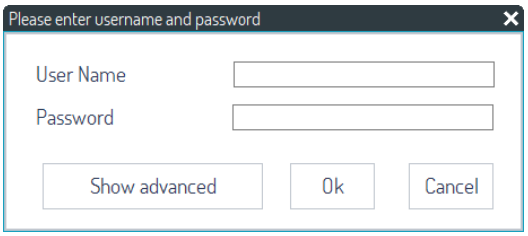


Figure 11: log in window

*For the creation of user names and their related passwords to enter Switchboard application, see **the system technical manual for the installer**.*

After entering the access credentials and pressing the "*OK*" button, the application is started and its graphical interface is described in detail in the next paragraph (***User interface***).

Press instead the "*Show Advanced*" button to open the following screen:

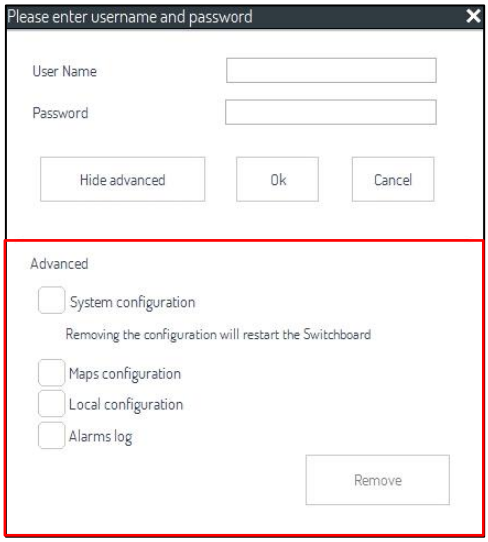


Figure 12: advanced options

Select the items shown in the figure to remove the following in order:

- system configuration;
- map configuration;
- local configuration;
- alarms log.

Press the "*Remove*" button to complete removal.

In detail, removing the system configuration is useful if the PC (on which the *Switchboard* application is installed) is moved from one IPerCom system to another. Deleting the configuration will restart the application. The steps to follow are illustrated in paragraph ***Moving the Switchboard application from one IPerCom system to another***.

Removing the map configuration concerns all map-related operations (importing planimetries, positioning devices, and drawing "*sensitive*" areas). For more details on maps, see the section ***Maps***.

Removing the local configuration concerns all the local settings of the application (button bar configuration, switchboard status and other), which are not properly connected to IPerCom system.

Removing the alarms log concerns the deletion of data related to the receive and reset of alarms (for further details on alarms see the paragraph on ***Alarms***).

The "Show Advanced" button displayed in the network interface selection screen has the same functions as described above. It is recommended to use this button to remove the system configuration in case the PC is moved to another IPerCom system and another network interface is used. For further details, see paragraph ***Moving the Switchboard application from one IPerCom system to another****.*

4 USER INTERFACE

As mentioned above, press the "*OK*" button on the login window (after entering the correct login credentials) will open the *Switchboard* application user interface:

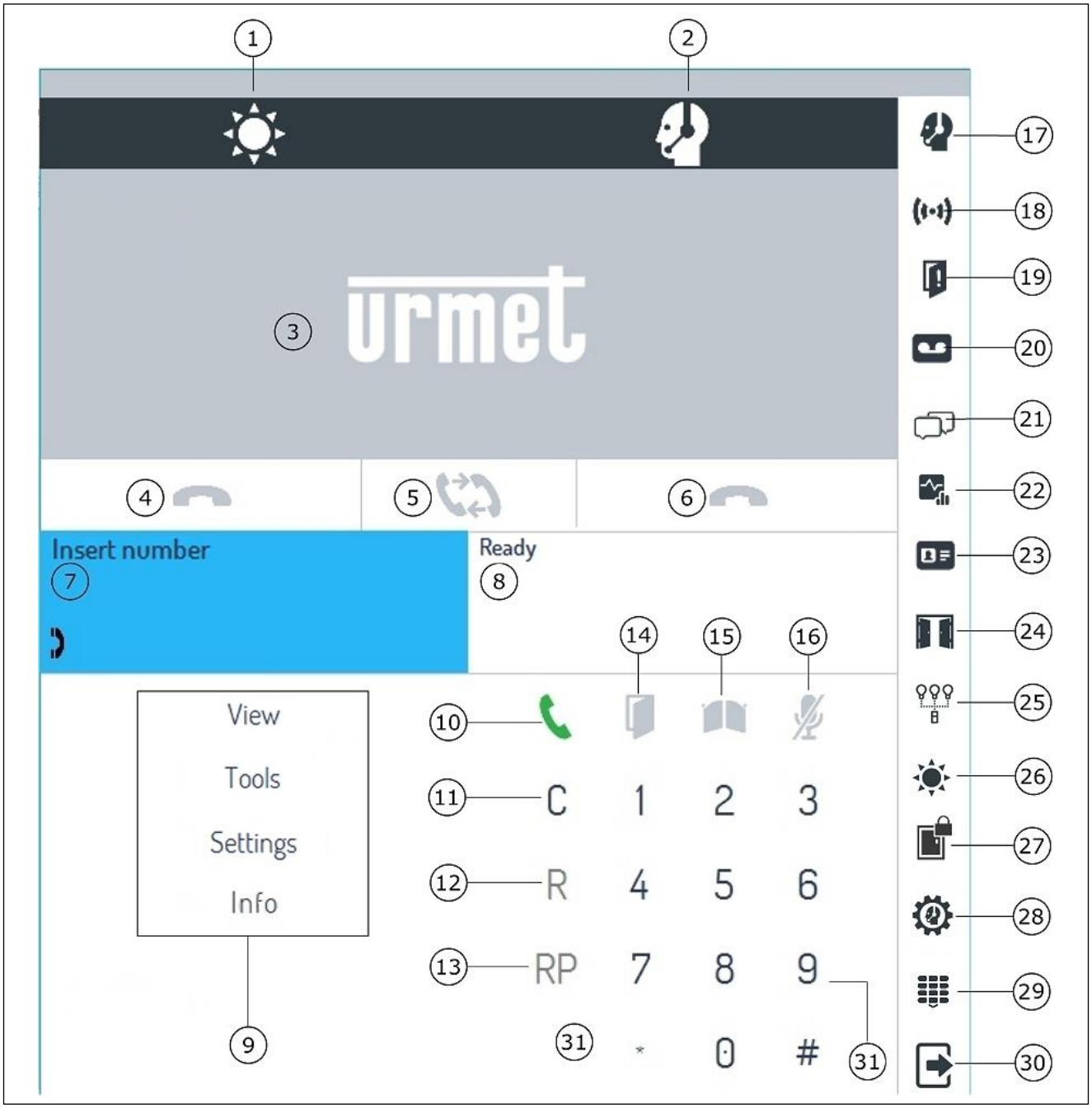


Figure 13: application graphic interface

A short description of every button or area follows below:

1. Switchboard status display
2. View call forwarding status on smartphone
3. Video picture area
4. Panel 1 end call button
5. Call transfer button
6. Panel 2 end call button
7. Panel 1 call data area
8. Panel 2 call data area
9. Drop-down menus
10. Call / answer button
11. Delete button
12. Hold/Resume call button
13. Repeat last number called by switchboard button
14. Open pedestrian door button
15. Open gate button
16. Mute microphone button
17. Open/close switchboard panel button
18. Alarm button (acustic warning and blinking in case of alarms in progress)
19. Opened door button (acustic warning and blinking if doors are left open)
20. Missed call list button (blinking in case of missed calls)
21. Chat button (acustic warning and blinking in case of incoming message which has not been read)
22. Diagnostic button (audible and flashing in case of malfunctioning devices)
23. Address book button
24. Open door button
25. Activation button
26. Switchboard status button
27. Access control button
28. Switchboard service configuration button
29. Hide/show keyboard button
30. Close application button
31. Keypad

The arrangement of buttons on the vertical bar can be changed, except for buttons 17, 18, 19, 20, 21, 22 and 30, whose position remains fixed. For further details, see paragraph ***Button bar configuration****. The button configuration shown above is the one displayed upon the first application start-up: what follows refers to the unmodified button bar.*

5 OPERATING MODES

The operating mode of the switchboard depends on its operating status and whether the switchboard itself is of competence for a device.

*Refer to the **the system technical manual for the installer** for the definition of competence switchboard for a device.*

To change switchboard status, click on related icon  *"Change concierge status (Day/Night/Stand by)"* (26) and choose the status: "*Day*", "*Night*" or "*Stand by*". The related status icon (1) shows the selected status.

The following describes the possible operating modes of the switchboard in relation to sending and/or receiving calls and the set status.

5.1 SWITCHBOARD IN STAND BY MODE

This mode is shown with icon  in switchboard status display area (1): the switchboard behaves as if it were not present in the system. In detail:

- Calls coming from calling stations to apartment stations are directly addressed to users (they are not intercepted by switchboard);
- Calls from apartment or calling stations to the switchboard: are not sent;
- Calls from the switchboard to apartment stations: are sent.

If a switchboard is in stand by mode, it is possible to divert calls to another switchboard. For further details, see paragraph ***Concierge Service Configuration****.*

Warnings for alarm, door left opened, missed calls, chat messages are disabled in this status. When the switchboard returns to day or night status, alarms or door left opened warnings (generated when the switchboard was in stand by) are then reported.

5.2 SWITCHBOARD IN NIGHT MODE

This mode is shown with icon  in switchboard status display area (1): the concierge service is inhibited and calls from calling stations are sent directly to users. In detail:

- Calls coming from calling stations to apartment stations are directly addressed to users (they are not intercepted by switchboard);
- Direct calls from calling or apartment stations to the switchboard: are sent;
- Calls from switchboard to apartment stations: are sent.

5.3 SWITCHBOARD IN DAY MODE

This mode is shown with icon  in switchboard status display area (1). *Switchboard* application works as concierge service intercepting calls sent from calling stations to users of IPerCom plant. In detail:

- Calls coming from calling stations to apartment stations are intercepted by *Switchboard* (if this is of competence for apartment stations);
- Calls from apartment or calling stations to the switchboard: are sent;
- Calls from the switchboard to apartment stations: are sent.

Figure below shows all three operating mode features:

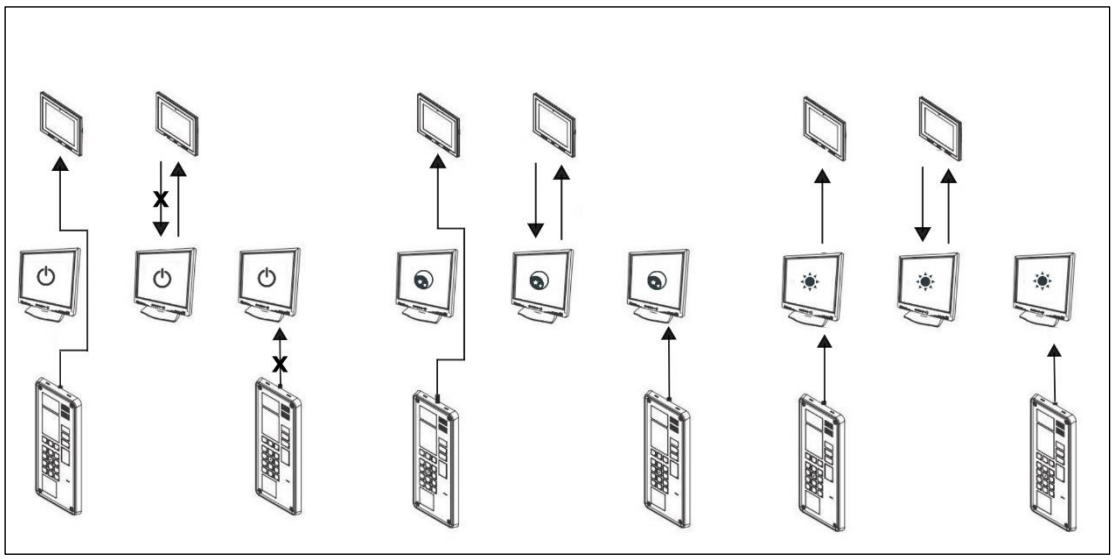


Figure 14: switchboard operating modes

6 SWITCHBOARD USE

6.1 CALL RECEIVED FROM A CALLING STATION

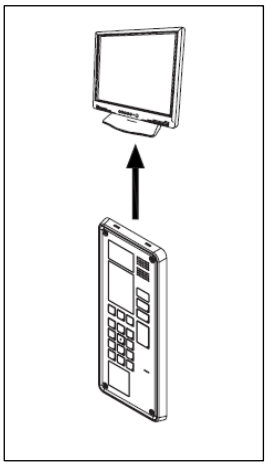
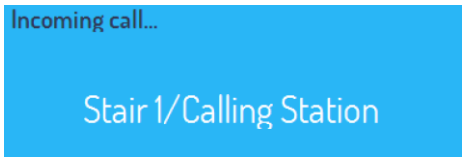


Figure 15: call from calling station to switchboard

If a call is sent from a calling station to a switchboard in day or night mode, the *Switchboard* application shows the following indications:

- Call data area panel (7) o (8) shows the name of the caller (name of the calling station preceded by the name of the node where it is placed):



- The answer button (10)  becomes green and starts blinking;
- The video picture area (3) shows images coming from calling station camera.

If the call is directed to several switchboards, a static image is displayed in the video image area (3); press it (by left-clicking) to display the images taken by the calling station camera. The video stream can be viewed on one switchboard only and no longer on several switchboards at the same time: this means that if a second switchboard (only during the call phase) requests the video stream, this is no longer available to the first one that had already requested it.

The operator can establish an audio-video connection with the visitor clicking on the answer button (10)  (if a headset is used) or picking up the handset of *Door phone* 1060/41 (in this case green icon is frozen and does not blink).

If the operator is busy on another conversation, new call from calling station will be notified inside free panel call data area (7) o (8).

To answer, the operator must press on the data area from which the new call originates (7) or (8);

The previous conversation is put on hold.

To close a communication, click on button  (4) o (6) (according to the panel on which the call has been received) or hang up handset of *Door phone* 1060/41.

To resume the call on hold, the operator must click on button  (12) after having clicked on the related call data area panel (7) o (8).

*If both call data areas are busy, the calling station signals **Busy** on its display (if not equipped with display, it emits a deterrence tone).*

*For all the details on how to call from a calling station the switchboards of a system (of competence or not) see **the system technical manual for the installer** or the user's and installation manuals of the various calling stations.*

If the Switchboard application is running in background on your PC screen, the incoming call from a calling station is shown by the Switchboard application icon on the open taskbar, which starts flashing.

6.2 CALL RECEIVED FROM AN APARTMENT STATION

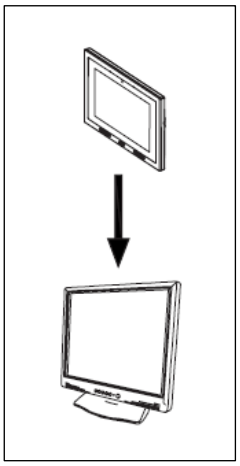


Figure 16: call from apartment station to switchboard

If an apartment station calls the switchboard which is not in stand by mode, *Switchboard* application shows the following information:

- Call data area panel (7) or (8) shows the name of the caller (name of the apartment station preceded by the name of the node where it is placed);

- The answer button (10)  becomes green and starts blinking;

The operator can establish an audio or audio-video connection with the visitor clicking on the answer button (10)  (if a headset is used) or picking up the handset of *Door phone* 1060/41 (in this case answer button is frozen and does not blink).

If the apartment station is a video door phone, it receives the streaming video from the switchboard only during conversation and only if the "Integrated Webcam" value is set in the "Camera" item in the peripheral configuration window (for further details see paragraph ***Peripheral configuration****).*

If the operator is busy on another conversation, new calls from calling stations will be notified inside of free panel call data area (7) o (8).

The operator can answer directly clicking on the call forwarding area related to the call data area panel from which new call is coming (7) o (8);

The previous conversation is put in hold.

To close a communication, click on the button  (4) o (6) (according to the panel on which the call has been received) or hang up handset of *Door phone* 1060/41.

To resume the call put on hold, the operator must click on button  (12) after having clicked on the related call data area panel (7) o (8).

*If both call data areas are busy, the apartment station shows **Busy** on its display (if not equipped with display, it emits a deterrence tone). The call is stored in the missed calls.*

*For all the details on how to call from an apartment station the switchboards of a system (of competence or not) see **the system technical manual for the installer** or the user's and installation manuals of the various calling stations.*

If the Switchboard application is running in background on your PC screen, the incoming call from an apartment station is shown by the Switchboard application icon on the open taskbar, which starts flashing.

6.3 RECEIVING A CALL FROM A CALLING STATION AND FORWARDING TO A USER (CONCIERGE SERVICE)

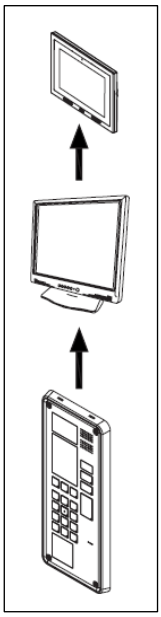
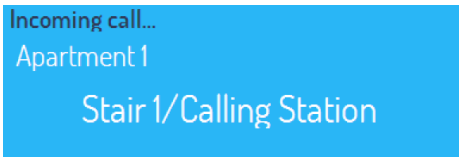


Figure 17: call to door phone from a calling station intercepted by switchboard

If a call is sent from the calling station to an apartment, which has a competence *Switchboard*, when the *Switchboard* is in Day mode, *Switchboard* application shows the following information:

- The call data area (7) shows the name of the apartment the user wants to call and the name of the calling station (preceded by the name of the node where it is placed) from which the call was forwarded:

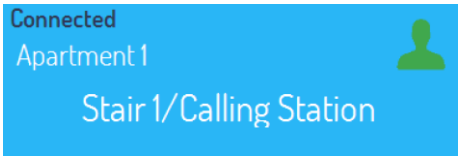


- The answer button (10)  becomes green and starts blinking (as well as the **Incoming call** indication).

The video picture area (3) shows images coming from calling station camera.

The operator can establish an audio-video connection with the visitor clicking on the answer button (10)  (if a headset is used) or picking up the handset of *Door phone* 1060/41 (in this case answer button icon is frozen and does not blink).

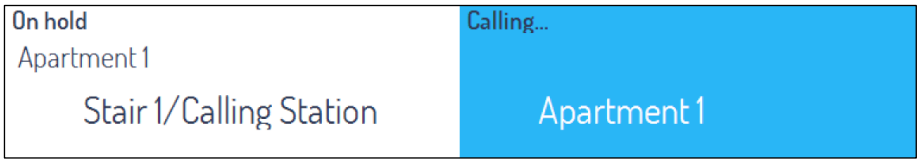
At this point, the indication below appears in call data area (7):



By pressing on the flashing icon  , call data area (7) appears as shown below:

To call the apartment, the operator must press the  button.

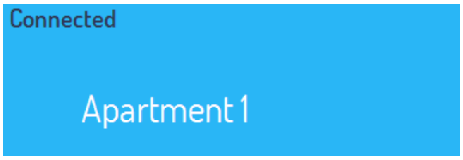
In this phase the calling station will be put on hold (call data area (7) and the call is forwarded to the apartment the user wants to contact (call data area (8)).



When the user answers from the apartment station, he/she enters in audio or audio-video communication with the switchboard.

If the apartment station is a video door phone, it receives the streaming video from the switchboard only if the "Integrated Webcam" value is set in the "Camera" item in the peripheral configuration window (for further details see paragraph ***Peripheral configuration****).*

In this case, the call data area (8) shows the message **Connected** and the video image area (3) generally shows a static image (in the lower right corner there is a small frame with the same video stream that the user can see on the video door phone if the switchboard is equipped with a Webcam, otherwise a still image is shown):



To connect the calling station to the user, simply press the  button.

The button  can be used to send a chat message to the chosen resident or apartment (the message is sent to all video door phones in the apartment), for example, if the user does not reply or does not want to be disturbed. Once the message has been sent, the button  can be used to close the conversation.

6.4 CALL TO A USER WITH CODE

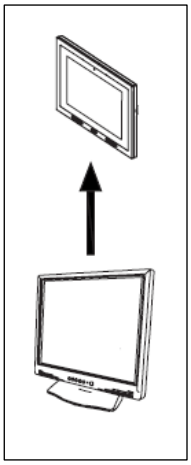


Figure 18: call from switchboard to an apartment station

If the user code (topological, logical, or numerical) to be called is known, operate as follows:

- Select with mouse the call data area panel (7) o (8) from which calling;
- Enter the user code on the keyboard;

To enter alphanumeric user codes, a keyboard connected to the PC is needed.

- The entered code is shown in the call data area panel (7) or (8):

- If a wrong character is entered, click on button **C** (11) to delete the last entered character;
- After entering the code click on the button  (10);

*If the code entered is wrong, Switchboard application shows "**User not found**".*

- To interrupt a call-in progress, simply press the  button (4) or (6) (depending on the panel on which the call came in);
- Apartment station starts ringing, if it is not busy, otherwise the following message on switchboard appears:

- If the user answers to the call, an audio or audio-video communication is established with switchboard;
- In this case, the call data area shows **Connected** and the video picture area (3) shows the same image displayed on the video door phone display.

- When the user closes the conversation, switchboard goes back to the previous state;
- To repeat the last call, click on button  (13).

If the switchboard is equipped with a webcam and the called apartment station is a video door phone, the video stream of the switchboard is sent to the video door phone already during the call. If the video door phone is also equipped with camera, the Switchboard application can receive the video stream in the video image area (3) if this apartment station enables its transmission during conversation.

If the apartment station is a video door phone, it receives the streaming video from the switchboard only if the "Integrated Webcam" value is set in the "Camera" item in the peripheral configuration window (for further details see paragraph ***Peripheral configuration****).*

If you call an apartment by topological code, this must also include the site node ("01"), in addition to the block, stair, floor and apartment nodes.

6.5 CALL TO A USER WITH THE ADDRESS BOOK

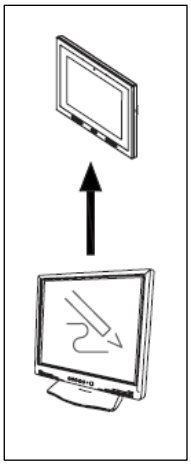


Figure 19: call from switchboard to a user with address book

If the user code is unknown, operate as follows:

- Select with mouse the call data area panel (7) o (8) from which calling;
- Click on button "*Show Address book*" .

The following window appears:

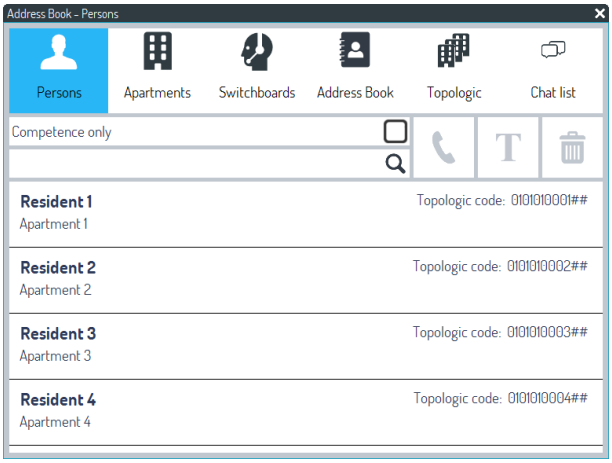


Figure 20: address book

It is possible to search the user to call by name, apartment, or topological code. These 3 search modes will be now shortly described.

*To fill address book, see **the system technical manual for the installer**.*

6.5.1 USER SEARCH BY NAME

"*Persons*" 

tab allows:

- displaying name, apartment, calling and topological code of all users of the system;
- calling with button  the selected user (button is enabled when a user has been selected);
- sending a chat message with button  to the selected user (button is enabled when a user has been selected).

The call to a user calls all video door phones of the apartment of the user; in the same way, a chat message to a user is sent to all video door phones of the apartment of the user.

At ***Figure 20***, the item "*Competence only*", if selected, allows reducing address book only to the users that are of competence of switchboard (this item also affects the "*Apartments*" tab).

To search fast a user to call, enter in the white text field the user's name or a part of it: in this way, only users whose names have inside the entered characters will be displayed. The same thing is valid for "*Apartments*", "*Switchboards*" and "*Address book*" buttons, which will be described below.

6.5.2 USER SEARCH BY APARTMENT

"*Apartments*" tab 

allows:

- displaying name, calling and topological code of all apartments of the system;
- calling with button  the selected apartment (button is enabled when an apartment has been selected);
- sending a chat message with button  to the selected apartment (button is enabled when an apartment has been selected).

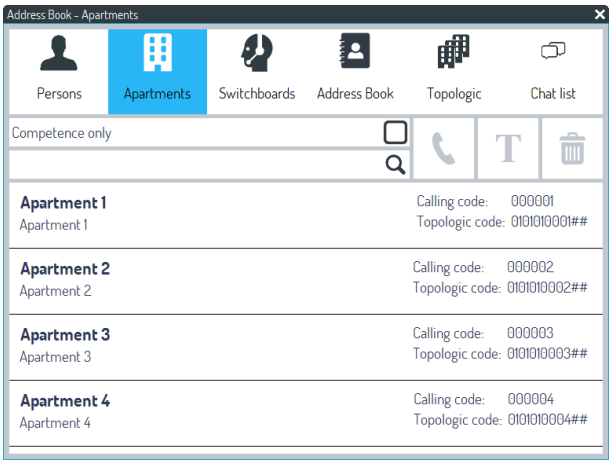


Figure 21: apartment address book

The call to an apartment calls all video door phones of the apartment; in the same way, a chat message to an apartment is sent to all video door phones of the apartment.

6.5.3 USER SEARCH BY TOPOLOGICAL CODE

The "*Topologic*" 

tab allows:

- selecting an apartment or a single video door phone, browsing the system topology (block, stair, and floor);
- calling with button  the object selected to the previous point (button is enabled when an apartment or a single video door phone has been selected);
- sending a chat message with button  (always enabled) to a single video door phone, to all video door phones of an apartments, to all video door phones (or to a part of them) of the system.

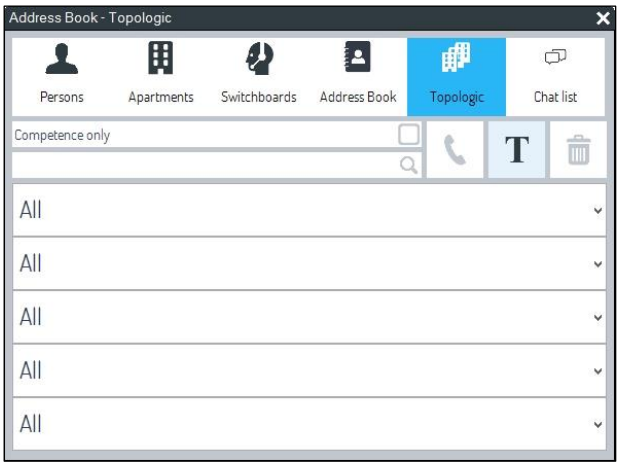


Figure 22: topological address book

For example, a possible selection is shown below:

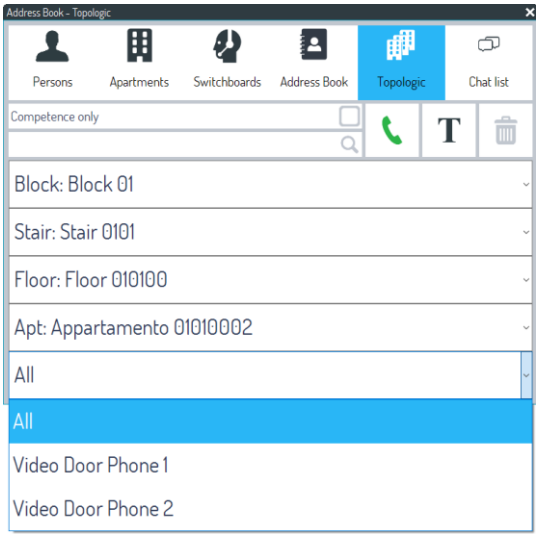


Figure 23: apartment selection

Selecting the item "*All*" is possible to:

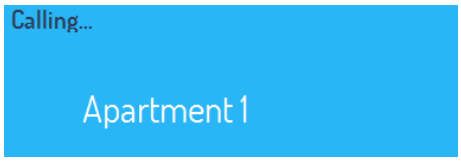
- call all video door phones of the apartment with button  (button is enabled when an object to call has been selected);
- send a chat message to all video door phones of the apartment with button  .

On the contrary, selecting items "*Video door phone 1*" or "*Video door phone 2*" is possible to call or send a chat message only to the selected video door phone.

6.5.4 CALL TO A USER BY ADDRESS BOOK

After having chosen the user or apartment or single video door phone to call in one of the three modes explained above, click on button  in the related window.

The name of the called apartment is shown in the call data area panel:



If not busy, apartment station starts ringing; otherwise, if it is busy with another conversation, the following message appears:

If switchboard is provided with webcam, the user, before answering, can see on video door phone display video from switchboard webcam.

When the operator closes the conversation, switchboard goes back to the previous state.

To repeat the last call, click on button RP.

6.5.5 SENDING CHAT MESSAGE

After having chosen the user to call in the tab "*Persons*" or the apartment to call in the tab "*Apartments*", the button T allows sending a chat message to the selected user or apartment: in both cases chat message is dispatched to all video door phones of the apartment. The following window appears:

Figure 24: chat window

To send a message, write the message in the white textfield and click on button "*Send*".

The tab "*Topologic*" allows sending chat messages to more than one video door phone of the system or to a single video door phone of an apartment.

For example, selecting one block, one stair or one floor, chat message is sent to all video door phones of selected block, stair, or floor; if nothing is selected, chat message is sent to all video door phones of the system; if only one video door phone of one apartment is selected, chat message is sent only to this video door phone. These functionalities are exclusive of "*Topologic*" tab.

6.5.6 SWITCHBOARD SEARCH

"*Switchboards*" tab 

allows:

- displaying name and topological code of all switchboards of the system;
- calling with button  the selected switchboard (the button is enabled when a switchboard is selected);
- sending a chat message with button  to the selected switchboard (the button is enabled when a switchboard is selected).

Buttons  and  work in the same way described above.

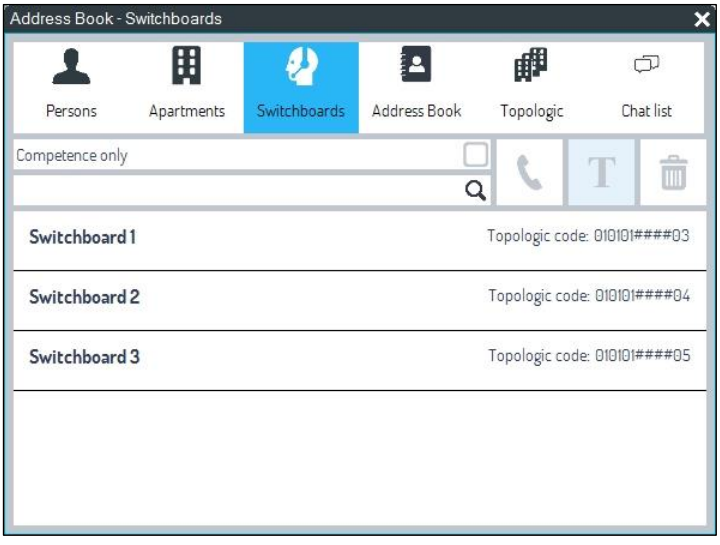


Figure 25: switchboard address book

6.5.7 CONTACT SEARCH

"*Address book*" tab 

allows:

- displaying name and topological code of all contacts added in address books (for further information see ***the system technical manual for the installer***);
- calling with button  the selected contact (the button is enabled when a contact is selected);
- sending a chat message with button  to the selected contact (the button is enabled when a contact is selected).

Buttons  and  work in the same way described above.

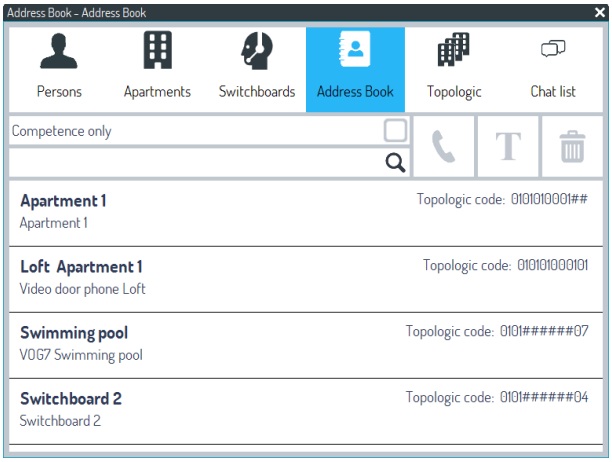
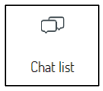


Figure 26: switchboard address book

Under the name of the contact, it is also indicated whether a single apartment station or all the apartment stations of the node are called.

Contacts of the "Calling stations" are not displayed.

6.5.8 CHAT LIST

"*Chat list*" tab 

allows displaying the list of all active chats with switchboard:

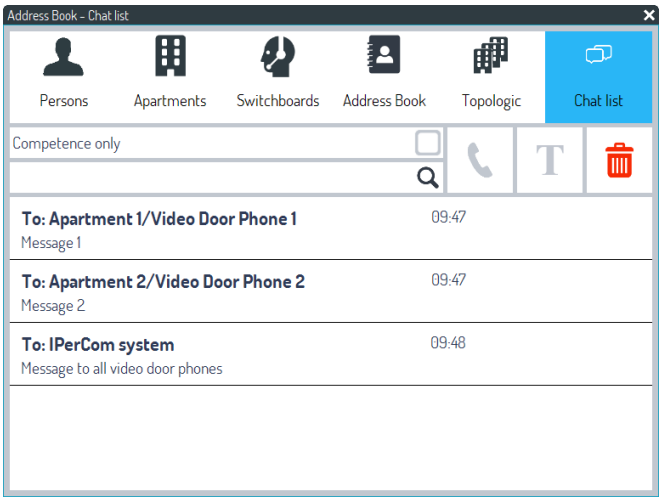


Figure 27: chat list

Selecting a single chat, the button  is enabled: clicking on this button, it is possible to continue the chat in progress.

Selecting a chat with a video door phone or with an apartment, button  is enabled: it is possible to make a call to the video door phone or to the apartment.

Video door phone 5'' VOG[5] 1761/6 can not receive any chat messages.

The button  allows selecting chats and eventually deleting them with button  :

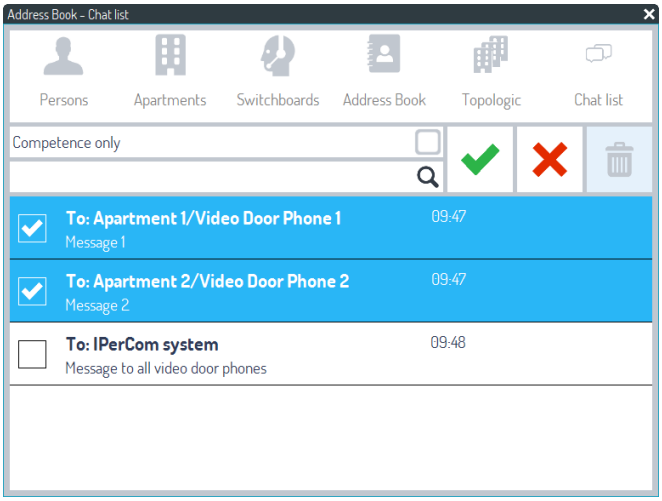


Figure 28: chats to be deleted

Button  allows coming back to previous window with all chat list.

6.6 RECEIVING A CALL FROM A USER AND FORWARDING IT TO ANOTHER USER

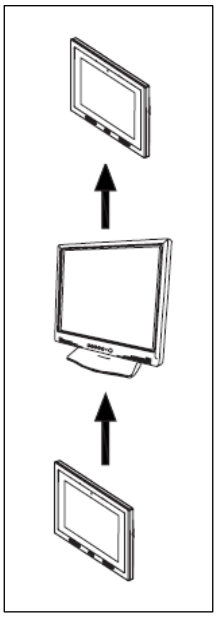
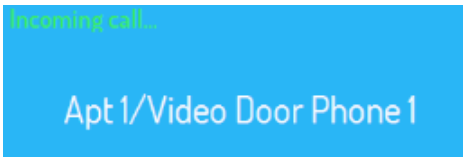


Figure 29: Receiving a call from a user and forwarding it to another user

If a user calls the switchboard and this is not in stand by mode, *Switchboard* application shows the following information:

- Call data area (7) shows the name of the caller (name of the apartment station preceded by the name of the node where it is placed):



- The answer button (10)  becomes green and starts blinking;

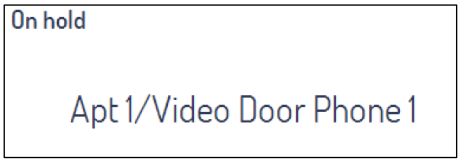
The operator can establish an audio or audio-video connection with the user clicking on the answer button (10)  (if a headset is used) or picking up the handset of *Door phone* 1060/41 (in this case answer button icon is frozen and does not blink).

*If the apartment station is a video door phone, it receives the streaming video from the switchboard only if the "Integrated Webcam" value is set in the "Camera" item in the peripheral configuration window (for further details see paragraph **Peripheral configuration**).*

To forward the call to a second user, the operator must operate as follows:

- Select the second call data area (8);
- Enter the code of the desired user and click on button  or select the name from address book (see paragraph ***Call to a user with the address book***) and click on button  ;

At this stage the calling user will be placed on hold:



When the user answers from his/her apartment station, he/she enters in audio or audio-video communication with the switchboard.

In this case, the call data area (8) shows the message **Connected** and the image area shows the same image that the user can see on the video door phone video door phone (if the switchboard is equipped with a webcam, otherwise a static image is shown):

To connect the two users with each other, simply press the  button.

6.7 RECEIVING A CALL FROM AN OUTDOOR OR APARTMENT STATION AND FORWARDING IT TO ANOTHER SWITCHBOARD

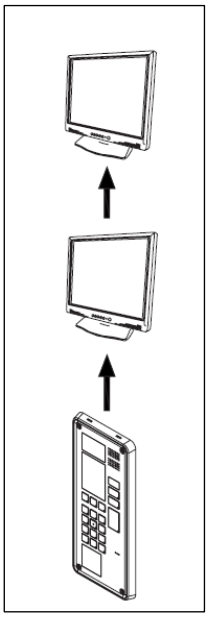
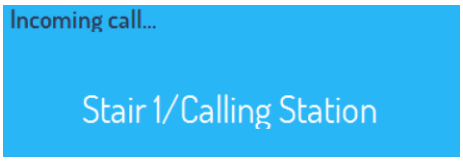


Figure 30: receiving a call from a calling station and forwarding to another swtchboard

If a call is sent from a calling station to a switchboard, in day or night status, the *Switchboard* application shows the following indications:

- The caller's name appears in the call data area (7) (preceded by the name of the node where it is placed):



- The incoming call indication field (10)  turns green and flashes (as the **Incoming call** indication).

The video image area (3) will show the images recorded by the calling station camera (if the call is directed to a single switchboard).

The operator can enter in audio-video communication with the visitor by pressing on the reception signalling field of a call  (if the headset is used) or by picking up the handset of *Door phone* 1060/41 (in this case the green handset icon is frozen and does not flash).

If it is necessary to forward the call to a second switchboard, the first operator must:

- select the call data area (8);
- press the "*Show address book*" button, then the "*Switchboards*" tab (see paragraph ***Switchboard search***);
- select the switchboard to call;
- press the  button;

At this phase the calling station is put on hold:

When the operator of the second switchboard answers the call, he/she enters in audio or audio-video communication with the first operator.

The transmission of the streaming video between the two switchboards occurs only during the conversation phase and only if the "Integrated Webcam" value is set in the "Camera" item in the peripheral configuration window (for further details see paragraph ***Peripheral configuration****).*

The call data area (8) shows the message **Connected** and the video image area (3) shows either a still image or the video stream coming from the second switchboard (if equipped with webcam).

To connect the calling station to the second switchboard, press the  button (on the *Switchboard* application of the first operator).

The above is also valid if the call comes from an apartment station: the operator who answers can connect the apartment station to a second switchboard.

6.8 DOOR LOCK RELEASE COMMANDS

6.8.1 DOOR OPENING

System electric locks can be activated from *Switchboard* application interface by clicking on button  (14) to open the pedestrian door and on button  (15) to open gate.

The activation of these electric locks normally is allowed only during the call phase from a calling station to switchboard (in detail during the ringing and communication time): the operator can activate only the electric locks of the calling station, which has called the switchboard.

To activate electric locks out of the call phase, see paragraph ***Door opener***.

Switchboard application interface can show also the door status by means of icon  (19): this icon starts blinking if the door (pedestrian) is left open since a time greater than the time set in the configurator (for further information see ***the system technical manual for the installer***).

Clicking on this icon, the following window appears, where information on opened doors is shown:

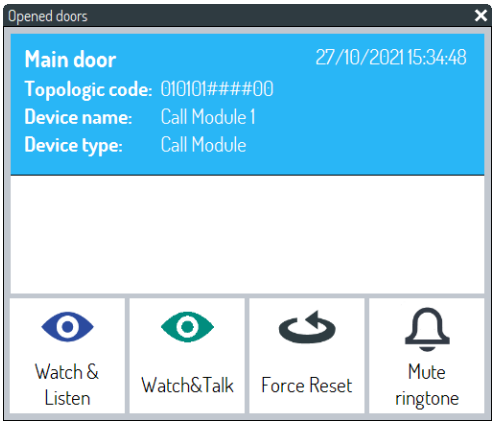


Figure 31: display of doors left opened

The door status of Call Modules 1060/12-13-17-18-23, Entry Panels 1060/71-74-75-78, Entry Panels 1060/21-33-34, Key Readers 1060/45-86, and Modular Calling Station with 1060/48 can only be displayed if a specific door sensor has been connected to their terminals (magnetic micro contacts or equivalent).

Door status is displayed on all Switchboards of the system, also on Switchboards that are not of competence for devices, which have created the warning.

For more information on doors left open, see ***Opened doors***.

7 DROP-DOWN MENUS

Lower left in the window *Switchboard* application, the following drop-down menus are present:

Figure 32: drop-down menu list

- Drop-down menu "*View*" includes the following items:

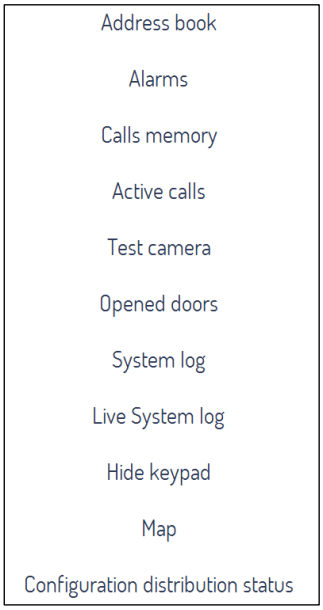


Figure 33: "View" drop-down menu items

- The following items are grouped in the "*Tools*" menu:

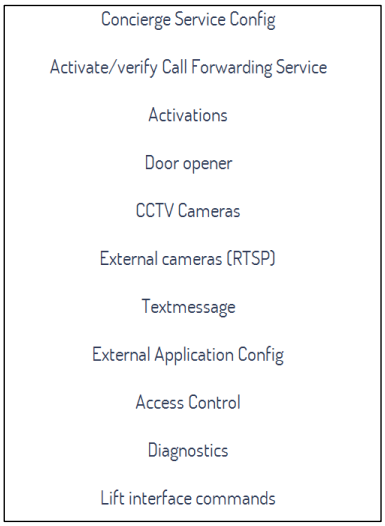


Figure 34: "Tools" drop-down menu items

- Drop-down menu "*Settings*" includes the following items:

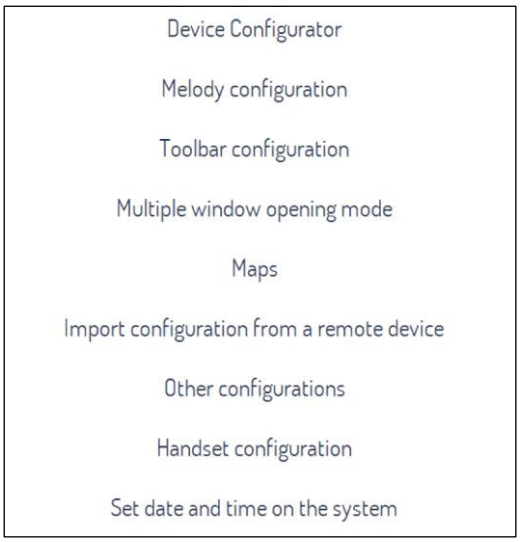


Figure 35: "Settings" drop-down menu items

- Menu "*Info*" shows a window with some information about *Switchboard* application.

The items available with the drop-down menus are described in the following pages.

The two items related to maps will be described in 2 specific paragraphs (**Maps**).

7.1 VIEW MENU

7.1.1 ADDRESS BOOK

As already described in paragraph ***Call to a user with the address book***, calls to users/appartements can be executed selecting the name from the related list. To display the list, it is needed to click on button  on the left bar or item "*Address book*" from "*View*" menu.

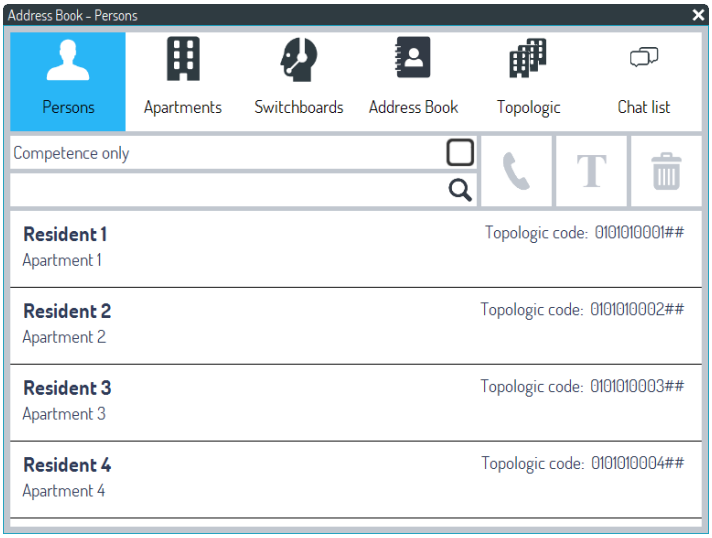


Figure 36: address book

To search a user, it is possible to write the name or a part of it in the white text field above or browse the list in the middle part of the figure above.

After selecting the user to call, it is enough clicking on button  to start the call (the button is enabled when a contact is selected).

At the same way "*Apartments*", "*Switchboards*", "*Address book*", "*Topologic*" tabs allow calling a specific apartment, switchboard, contact or video door phone/video door phones as described above in the related paragraph.

7.1.2 ALARMS

The system allows sending to the *Switchboard* application the following alarm signals (optical and acoustic):

- panic (alarm coming from video door phones or door phones),
- coercion (alarm coming from *Call Modules* or *Modular calling station with 1060/48* with numeric keypad),
- door forced (alarm coming from *Call Modules*, *Modular calling station with 1060/48, Entry Panels* and *Key Readers*),
- tamper (alarm coming from *Call Modules* and *Key Readers*).

It is possible to send alarm signals to the switchboard via events linked to the inputs of the Relay Actuators 1060/84 with firmware version 3.04. The signal is sent when a sensor connected to the input of a Relay Actuator generates the programmed event. The alarms can be of different types (e.g. fire, gas, flood) according to the connected sensor (see ***the system technical manual for the installer*** *for more details).*

If the Switchboard application is in the background on the screen of your PC, the operator can still display a panic alarm by means of the respective icon, which is brought to the foreground enlarged and turns red for about 2s. The presence of the alarm is also indicated by a red circle (with the number of active alarms) on the Switchboard application icon on the taskbar.

All warnings can be displayed clicking on item "*Alarms*" from the menu "*View*" or clicking on related button  , which flashes red in presence of active alarms.

The following figure shows two examples of panic alarm and forced door displays:

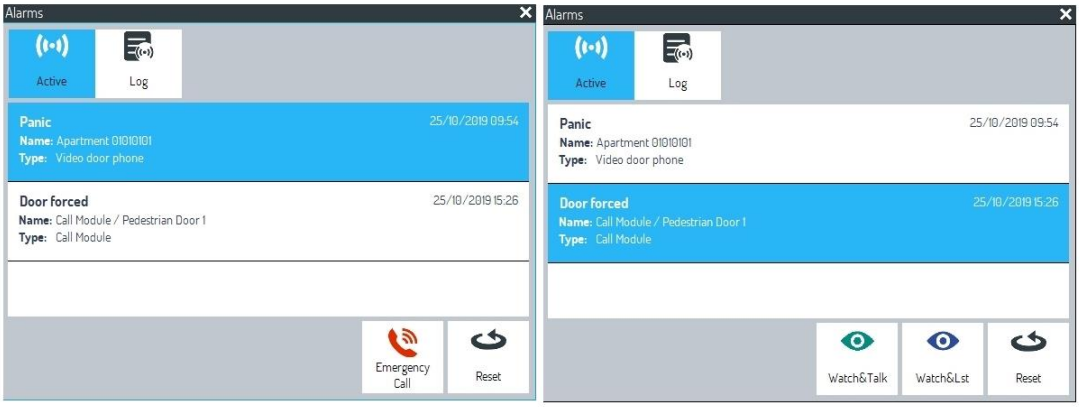


Figure 37: active alarm window

The "*Active*" tab displays the active alarms (not yet reset) on the plant, in detail the type of alarm and the source that generated it. The following controls are displayed depending on the selected alarm:

Emergency Call	Activation of two-way communication between switchboard and apartment station from which a panic alarm has been received.
Watch&Talk / Watch&List	Activation of auto-on (with monodirectional or bidirectional audio) on: -) *Call Module* 1060/12-13-17-18-23 for tamper alarm, coercion alarm or door forced; -) *Modular panel with 1060/48* for coercion alarm or door forced; -) *Entry Panel* 1060/71-74-75-78 and *Entry Panel* 1060/21-33-34 for door forced.
Reset	Delete the selected alarm.

The "*Log*" tab shows the following information (for any alarm):

- date and time when the alarm was received,
- date and time when the alarm was reset.

An example of a log related to a received and reset panic alarm is given below:

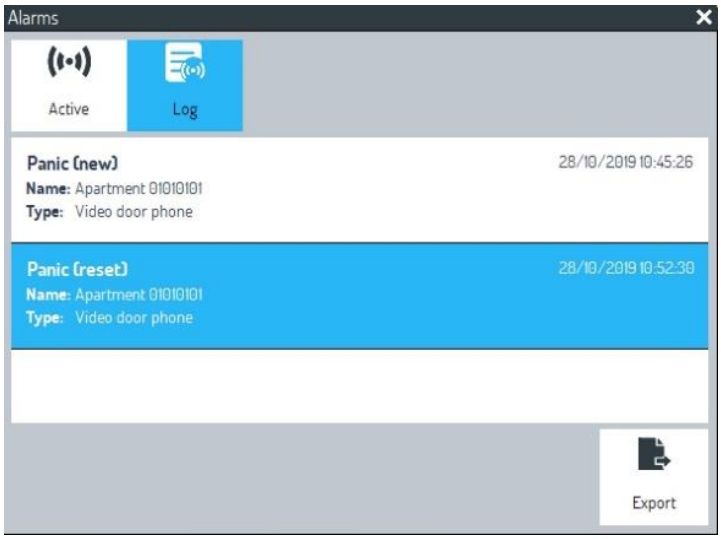


Figure 38: log with a panic alarm received and reset

The "*Export*" button can be used to export the alarm history in csv format (this function is useful if there are many received and reset alarms).

PANIC ALARM MANAGEMENT WITH MORE THAN ONE SWITCHBOARD

If more than one switchboard is present in the system, panic alarm signal will be dispatched to all switchboards of the system. The first switchboard, which activates emergency call, takes charge the received alarm, automatically causing the acoustic signal to be silenced locally and on the other switchboards. The “take of charge” of the alarm is displayed on all switchboards in the related alarm window:

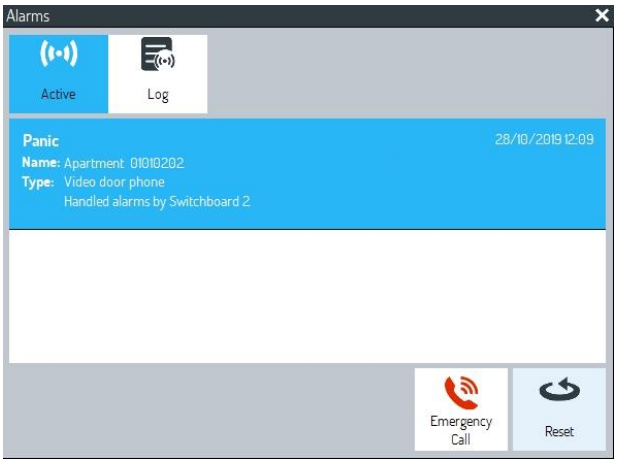


Figure 39: alarm taken charge by a switchboard

In addition, on switchboards which did not take charge of the alarm, the colour of the icon turns from red to yellow.

A possible operation of reset from a switchboard (with or without call emergency) causes panic alarm reset on all other switchboards.

Taking charge of the alarm can switch from one switchboard to another if the alarm itself is not reset and if the emergency call is closed.

The alarm log also shows which switchboard took charge of an alarm and when this happened.

Call emergency activation on a switchboard disables receiving and sending calls for all the time during which emergency call is active.

7.1.3 CALLS MEMORY

If the switchboard operator does not answer to a call, this is stored in a list and the icon starts blinking green. Clicking on item "*Calls memory*" from menu "*View*" or clicking on related icon, the window below is shown where it is possible to view the list of all not answered calls with the name of apartments:

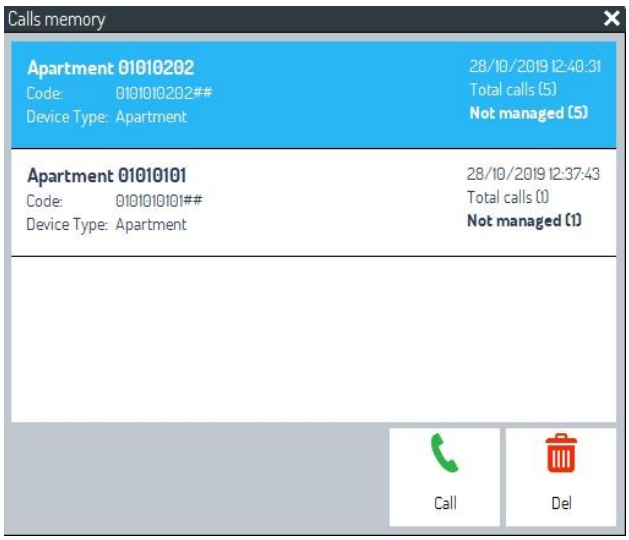


Figure 40: missed call list

If the Switchboard application is in the background on the screen of your PC, the operator can still display a lost call indication by means of the respective icon, which is brought to the foreground enlarged and turns green for about 2s.

In the lower part of the window the following commands are available:

Call	Call the selected apartment which received no response
Del	Delete the selected missed call from the list

The following information is also displayed for each missed call:

- the total number of missed calls ("*Total calls*" field) that the switchboard received from the apartment;
- the number of unmanaged calls ("*Not managed*" field): this number follows the number of missed calls, it is reset as soon as a conversation is established between the switchboard and the apartment in question, it increases again in the presence of new missed calls.

For example, if an apartment called the switchboard 5 times without ever receiving an answer (and without ever having called it before), the following occurs:

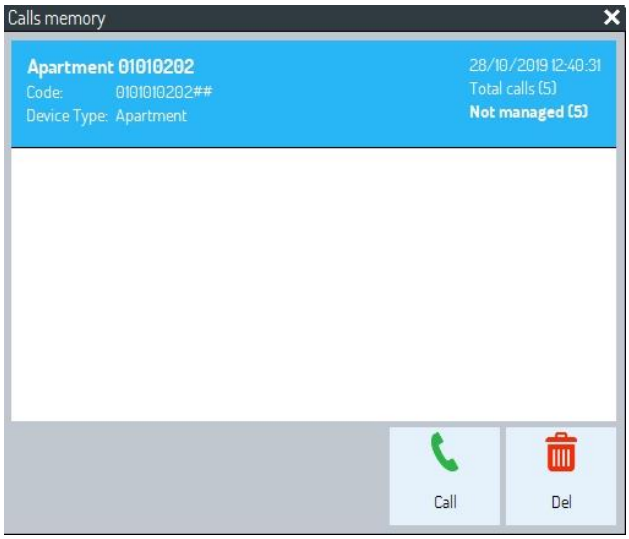


Figure 41: total calls and not managed calls are the same

If the switchboard calls the concerned apartment and it answers the call, the "*Not managed*" counter is reset. The following page opens:

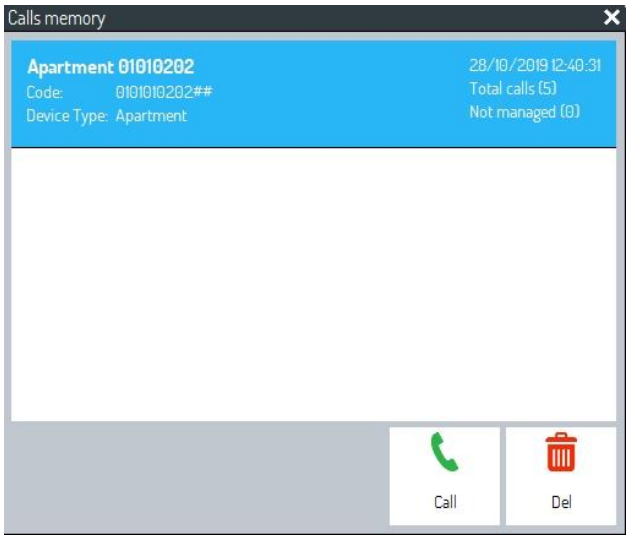


Figure 42: not managed call reset

If the apartment calls back the switchboard once again without an answer, the following page appears:

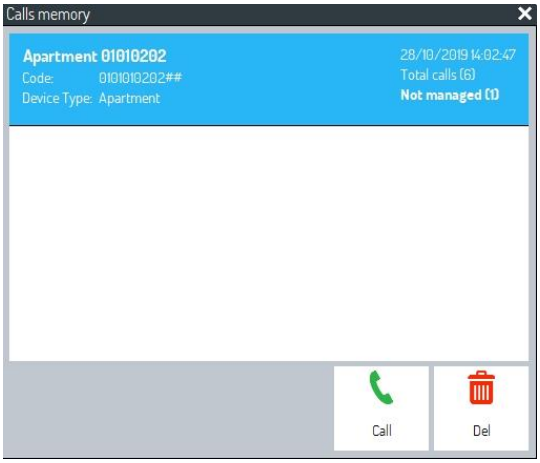


Figure 43: not managed and total calls increased of 1

Calls from calling stations are not stored in this list.

If a switchboard is in stand by mode, the missed call will not be notified.

MANAGEMENT OF MISSED CALLS IN PRESENCE OF SEVERAL SWITCHBOARDS

If there are multiple switchboards in a plant, the management of the list of missed calls is "centralised" as follows:

- if the apartment station calls more than one switchboard (of competence or not) and no one answers, the "*Total calls*" and "*Not managed calls*" counters are increased by 1;
- if one of the switchboards calls the concerned apartment station and it replies (or viceversa), the "*Not managed calls*" counter is reset to zero on all switchboards.

In this way, all switchboards are informed that the concerned apartment station was successfully called.

*Missed call notification will not be received if a switchboard is in standby mode or if its competence was transferred to another switchboard (see section **Concierge Service Configuration**).*

If both panels of the Switchboard application are busy, a third call is reported as lost.

7.1.4 ACTIVE CALLS

Pressing on "*Active calls*" opens a window where all calls in progress (active) on the system are displayed:

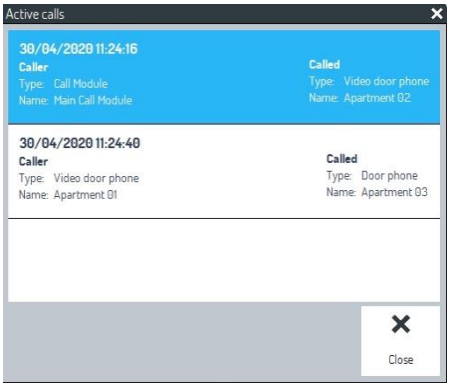


Figure 44: active call list

The following information is provided for each call:

- the starting date and time of the conversation,
- name of the calling device and apartment called,
- type of calling and caller device.

As soon as an active call is ended, the respective field is no longer displayed.

An auto-on from a video door phone on any IPerCom calling station appears in the list of active calls.

When configuring the IPerCom system it is advisable to give meaningful names to the apartments so that they can be more easily identified in the "Active Calls" window.

If you call a single video door phone, the name of the apartment in which the video door phone is placed will appear.

7.1.5 TEST CAMERA

With this item you can activate a dedicated window to display the quality of the images taken locally from the switchboard webcam.

7.1.6 OPENED DOORS

For devices to which a door sensor can be connected, the *Switchboard* application can display its status. This is valid for pedestrian door on *Call Module* 1060/12-13-17-18-23, *Entry Panel* 1060/71-74-75-78, *Entry Panel* 1060/21-33-34, *Modular Entry Panel with 1060/48* and *Key Reader*.

In menu "*View*" click on item "*Opened doors*" or click on related icon to see the list of left opened doors:

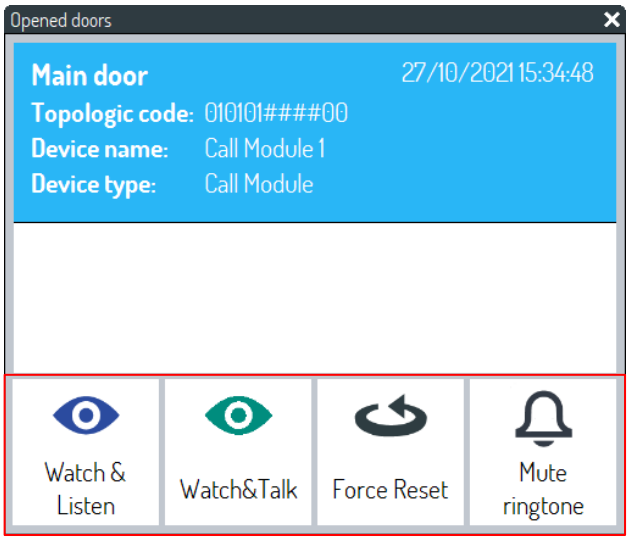


Figure 45: opened door list

Whenever a door remains open, the icon flashes yellow and the application can also play back an audio file (wav format) previously selected via "*Melody Configuration*" item in the "*Settings*" menu (see respective section ***Melody configuration***).

If the Switchboard application is in the background on the screen of your PC, the operator can still display an open-door indication by means of the respective icon, which is brought to the foreground enlarged and turn green for about 2s.

The following operations can be carried out for each open-door signalling using the relevant buttons (highlighted in the red box):

Watch and listen	Allows one-way auto-on on *Call Module* 1060/12-13-17-18-23, *Entry Panel* 1060/71-74-75-78, *Entry Panel* 1060/21-33-34, *Modular Entry Panel with 1060/48* whose door has remained open.
Watch and talk	Allows one-way auto-on on *Call Module* 1060/12-13-17-18-23, *Entry Panel* 1060/71-74-75-78, *Entry Panel* 1060/21-33-34, *Modular Entry Panel with 1060/48* whose door has remained open.
Force Reset	Allows resetting the door left opened signal regardless of whether the relevant sensor has returned to its previous status.
Mute ringer	Allows muting the acoustic signal for every single open-door event for a preset time (15 minutes, 30 minutes, 1 hour, 2 hours, 4 hours, 8 hours, or 24 hours).

If one or more signals have been muted, they can be enabled again at any time by pressing the "*Enable the ringtone again*"  button. In any case, the acoustic signal will restart as soon as the selected mute time has elapsed.

Opened door alarm disappears as soon as related sensor is closed.

If there are multiple switchboards in the system, the door open signal is sent to all the switchboards. The signaling disappears from all switchboards as soon as the relevant sensor returns to the "closed" state.

7.1.7 SYSTEM LOG/REAL-TIME EVENTS

The *Switchboard* application can display a series of events related to the operation of an IPerCom system (system events). The events can be displayed in two different ways (static and dynamic) if there is at least one *Server 1060/1* in the system. Otherwise, the event's displaying mode is unique (dynamic).

The two viewing methods are now described in detail.

7.1.7.1 *System with at least one Server 1060/1*

In the "*View*" menu, you can access the "*System Log*" (display in static mode) and "*Live System Log*" (display in dynamic mode).

The "*Live System Log*" item opens a window in which all events from the moment in which the *Switchboard* application was launched are displayed in real-time:

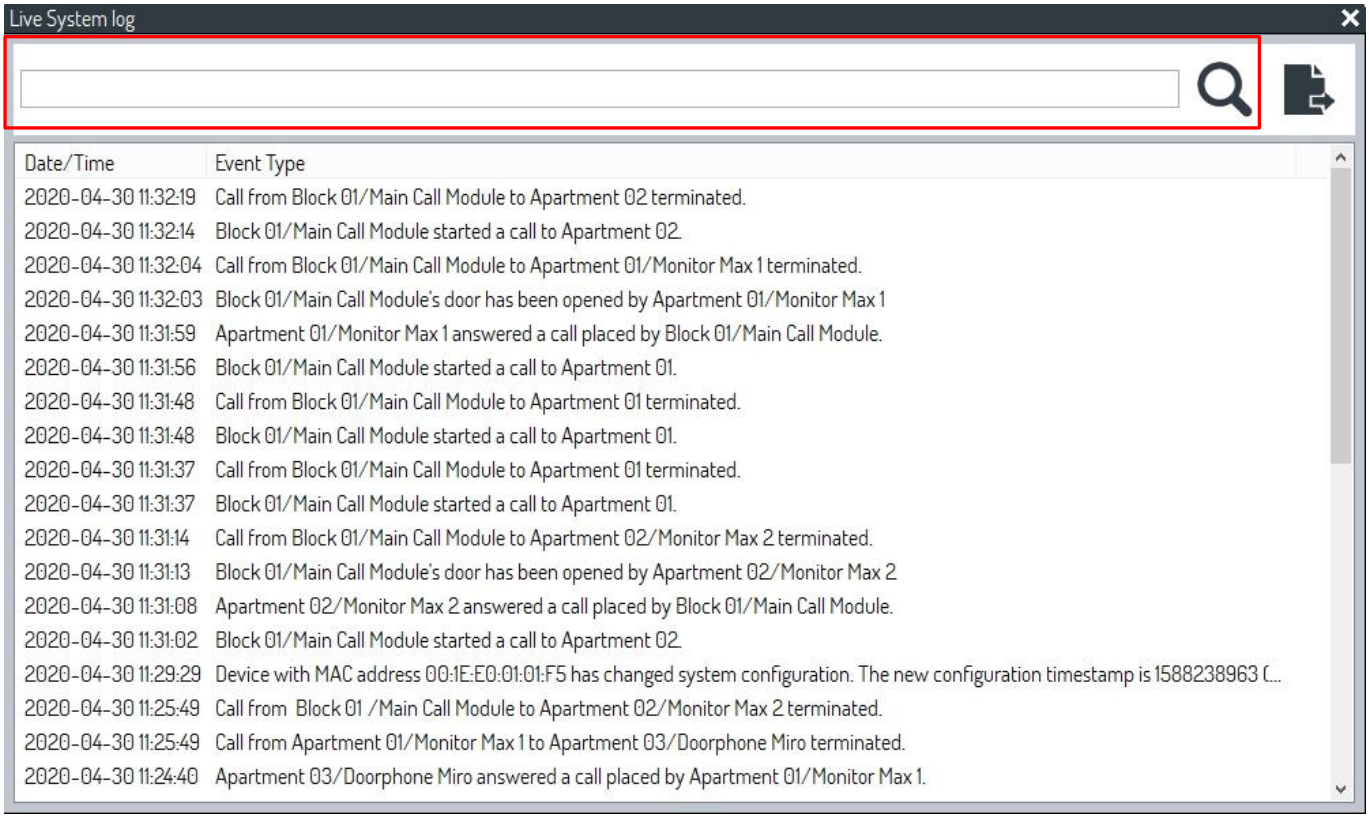


Figure 46: real-time events

In this display mode, the only operations allowed are:

- filtering the events according to a string entered in the red box (after pressing the button);
- exporting the events on PC to a csv file format, after pressing the button .

The "*System Log*" item instead opens a window in which a static display of events is shown over a time interval of one week from the current date (as shown in the red box):

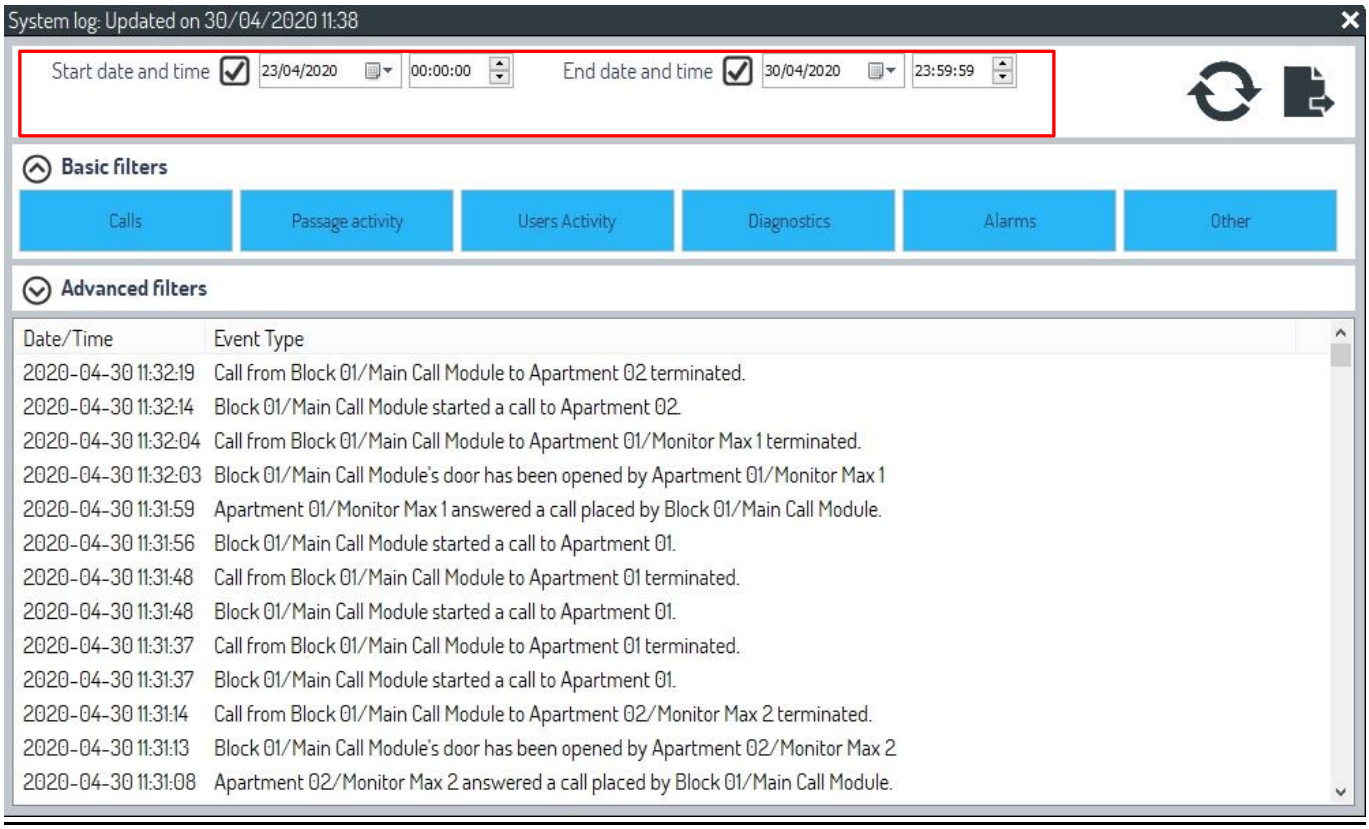


Figure 47: event log

It is of course possible to change the time interval to display events before one week from the current date.

By pressing the button  , you can update the system log to the current instant time. By pressing this button, the time on the left side of the grey bar of the screen is updated to the current time:

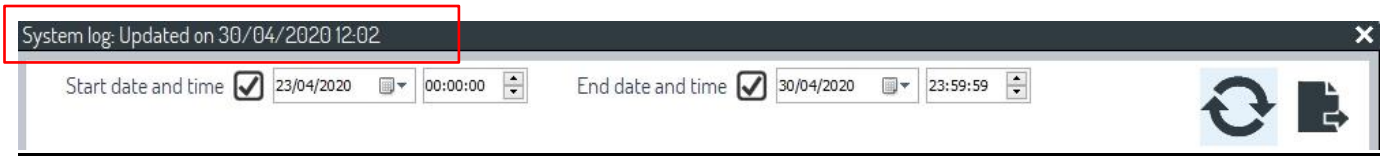


Figure 48: system log update

The button  can be used to export the system log to an external file in csv format.

The **Basic Filters** and **Advanced Filters** sections can be used to filter operations as described in the paragraph ***How to filter system events***.

7.1.7.2 *System without Server 1060/1*

From the "*View*" menu you can access the "*Live System Log*" and not the "*System Log*". So, you can only view system events in real-time from the moment in which the *Switchboard* application was launched. It is not possible to carry out any filtering operation on the events other than searching within them for a string inserted in the relevant text box.

The following message is displayed if the "*System Log*" item is pressed:

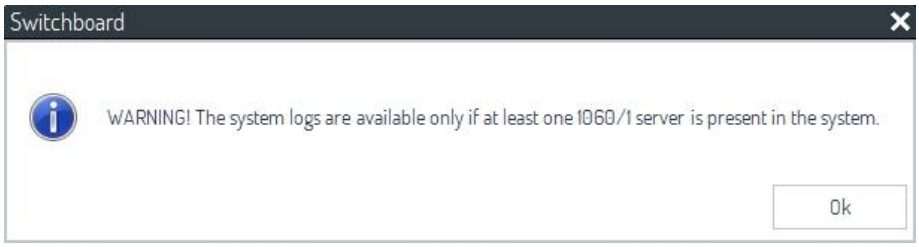


Figure 49: system log not available

7.1.7.3 *How to filter system events*

The **Basic Filters** and **Advanced Filters** sections appear only by pressing on the "*System Log*" item (in systems with at least one *Server 1060/1*) as shown below:

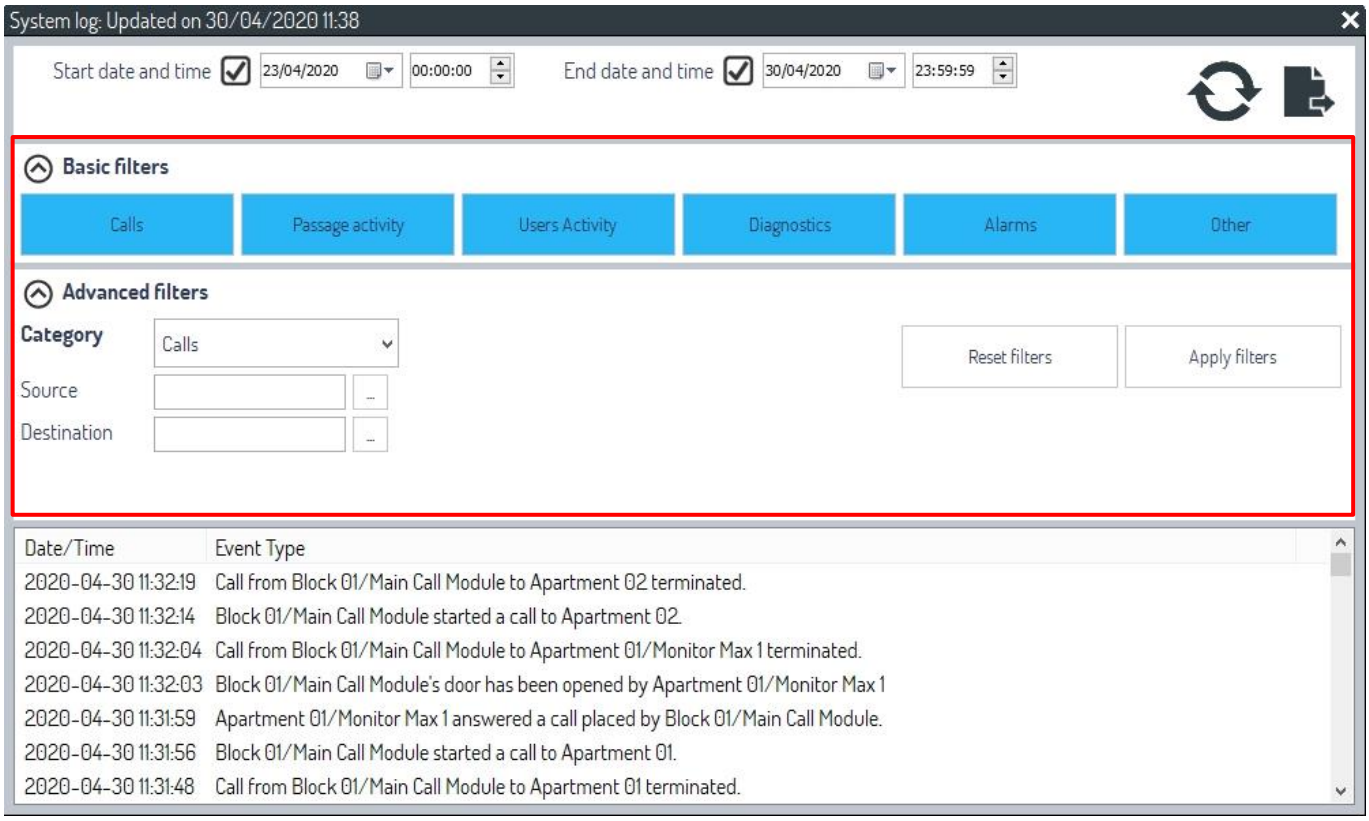


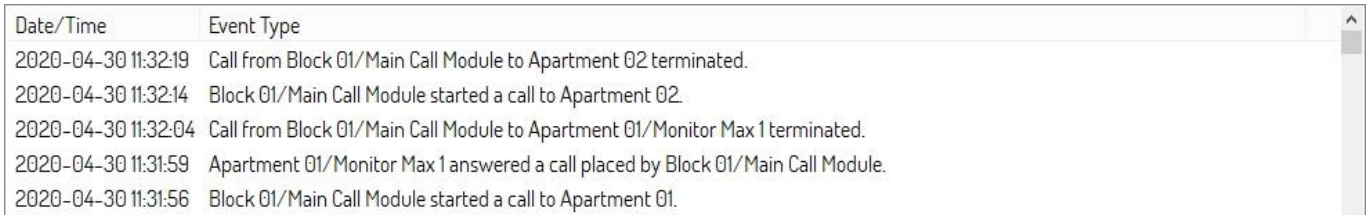
Figure 50: system log basic filters and advanced filters

Whenever the system log window is opened (the first time you start the *Switchboard* application) all the buttons related to the event category in the **Basic Filters** section are blue, i.e. selected: this means that the *Switchboard* application displays all the events and no basic filters have been applied. To deselect an event and therefore automatically not display it, you need to press one of the relevant buttons: its color changes from blue to white.

A more detailed explanation of the various categories of events is now given.

CALLS

The "*Calls*" event category comprises all types of calls between the various devices in the system (including auto-on events). For each call, the source device (that starts the call), the destination device (that receives the call), the possible answer and the end of the call are displayed in detail. The name of each device is preceded by the name of the topological node where the same device was placed. An example is shown below:



Date/Time	Event Type
2020-04-30 11:32:19	Call from Block 01/Main Call Module to Apartment 02 terminated.
2020-04-30 11:32:14	Block 01/Main Call Module started a call to Apartment 02.
2020-04-30 11:32:04	Call from Block 01/Main Call Module to Apartment 01/Monitor Max 1 terminated.
2020-04-30 11:31:59	Apartment 01/Monitor Max 1 answered a call placed by Block 01/Main Call Module.
2020-04-30 11:31:56	Block 01/Main Call Module started a call to Apartment 01.

Figure 51: "Calls" event category

PASSAGES ACTIVITIES

The "*Passage activity*" event category includes the opening of all the device gates (pedestrian entrances and driveways) from apartment stations, resident/non-resident (using door opener code or proximity key), hall button, trade function and *Switchboard* application. The name of each device to which the passage belongs is preceded by the name of the topological node where the same device was placed. An example is shown below:

Date/Time	Event Type
2020-04-30 11:59:20	Block 01/Main Call Module's door has been opened by Resident 1
2020-04-30 11:57:57	Block 01/Main Call Module's door has been opened by Apartment 01/Monitor Max 1
2020-04-30 11:57:33	Block 01/Main Call Module's gate has been opened by Apartment 02/Monitor Max 2
2020-04-30 11:57:29	Block 01/Main Call Module's door has been opened by Apartment 02/Monitor Max 2

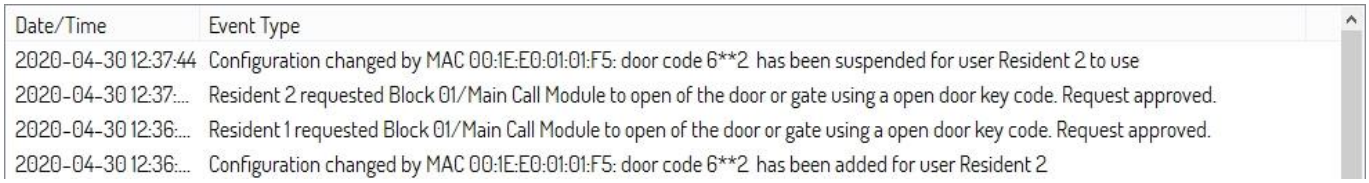
Figure 52: "Passage Activities" event category

*For the trade function, see **the system technical manual for the installer**.*

USER ACTIVITIES

The "*User Activities*" event category includes for residents and non-residents the request to open a gate (pedestrian entrances and driveways) with proximity keys or door opener code and the related result, the assignment/removal/suspension/restore of a key code, the assignment/suspension/reset of a door opener code.

It is also shown the MAC address of the device from which the assignment/removal/suspension/restore of the key code or door opener code was performed. The name of each device, to which the gate belongs, is preceded by the name of the topological node where the same device was placed. An example is shown below:

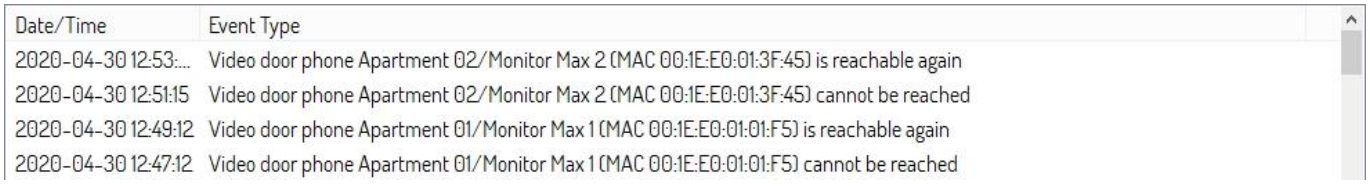


Date/Time	Event Type
2020-04-30 12:37:44	Configuration changed by MAC 00:1E:E0:01:01:F5: door code 6**2 has been suspended for user Resident 2 to use
2020-04-30 12:37:...	Resident 2 requested Block 01/Main Call Module to open of the door or gate using a open door key code. Request approved.
2020-04-30 12:36:...	Resident 1 requested Block 01/Main Call Module to open of the door or gate using a open door key code. Request approved.
2020-04-30 12:36:...	Configuration changed by MAC 00:1E:E0:01:01:F5: door code 6**2 has been added for user Resident 2

Figure 53: "User Activities" event category

DIAGNOSTICS

The "*Diagnostics*" event category includes information for each device if it is no longer reachable and when it is reachable again. The name of each device is preceded by the name of the topological node where the same device was placed. An example is shown below:



Date/Time	Event Type
2020-04-30 12:53:...	Video door phone Apartment 02/Monitor Max 2 (MAC 00:1E:E0:01:3F:45) is reachable again
2020-04-30 12:51:15	Video door phone Apartment 02/Monitor Max 2 (MAC 00:1E:E0:01:3F:45) cannot be reached
2020-04-30 12:49:12	Video door phone Apartment 01/Monitor Max 1 (MAC 00:1E:E0:01:01:F5) is reachable again
2020-04-30 12:47:12	Video door phone Apartment 01/Monitor Max 1 (MAC 00:1E:E0:01:01:F5) cannot be reached

Figure 54: "Diagnostics" event category

ALARMS

The "*Alarms*" event category includes all the alarms generated by IPerCom system. In detail, it shows which device has generated a specific alarm, which switchboard has taken charge of the alarm and which switchboard has reset it. The name of each device is preceded by the name of the topological node where the same device was placed. An example is shown below:

Date/Time	Event Type
2020-04-30 13:02:55	Alarm Coercion, raised by Block 01/Main Call Module, has been reset by Block 02/Switchboard
2020-04-30 13:02:48	Alarm Coercion, raised by Block 01/Main Call Module, is requested to be handled by Block 02/Switchboard
2020-04-30 13:02:41	Alarm Coercion, raised by Block 01/Main Call Module, has been handled by Switchboard
2020-04-30 13:02:17	Alarm Coercion raised by Block 01/Main Call Module

Figure 55: "Alarms" event category

OTHER

The event category "*Other*" includes other events that do not fall into the above categories. In detail, it includes events related to the *Lift Interface*, log in and log out events from the *Switchboard* application, MAC address of the device from which a system configuration change or installer password change has been made.

Date/Time	Event Type
2020-04-30 14:12:36	Switchboard user User 1 has successfully logged in on Block 02/Switchboard
2020-04-30 14:12:31	Switchboard user 1 has failed to log in on Block 02/Switchboard
2020-04-30 14:10:58	Switchboard user User 1 has logged out on Block 02/Switchboard
2020-04-30 13:15:11	Device with MAC address 00:1E:E0:01:01:F5 has changed system configuration. The new configuration timestamp is 1588245306 (...

Figure 56: "Other" event category

Each event category can be further filtered by means of the **Advanced Filters** section, where a drop-down menu shows the various event categories reported before: according to the event category selected, a further filter is shown, as explained in more detail below.

CALLS EVENT

The following appears if you choose the "*Calls*" event type in the "*Category*" drop-down menu (default setting):

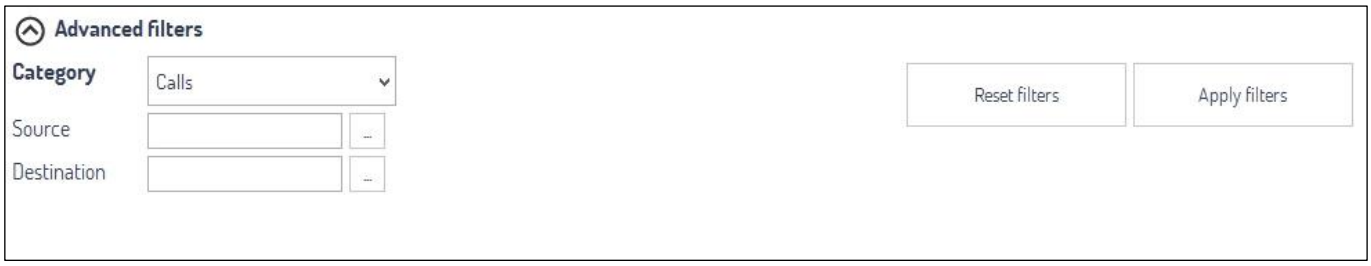


Figure 57: "Calls" event category advanced filter

The calls can be filtered according to the calling device ("*Source*") and the called device ("*Destination*"). The source and destination are selected by pressing the button . It opens a screen through which you can navigate the topological structure of the system and choose a calling station for the source, as shown below:

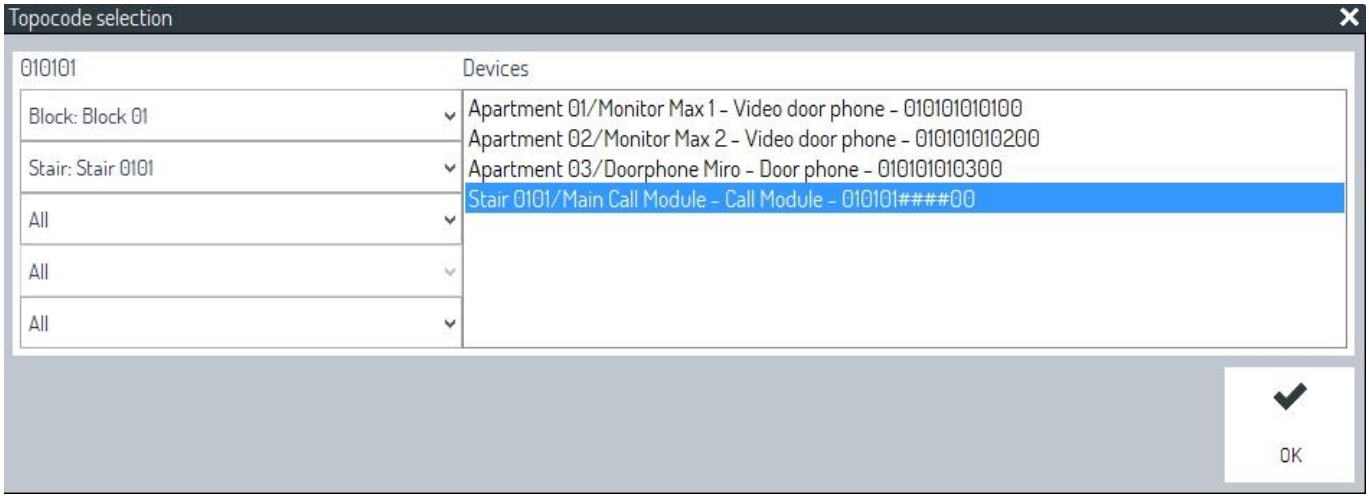


Figure 58: choose of the calling device

The called device is selected in the same way.

After pressing the "*OK*" button and then the "*Apply Filters*" button, only calls between the devices selected above for the *Calls* event category will be displayed.

PASSAGES ACTIVITIES EVENT

The following appears if you choose the "*Passages*" event type in the "*Category*" drop-down menu:

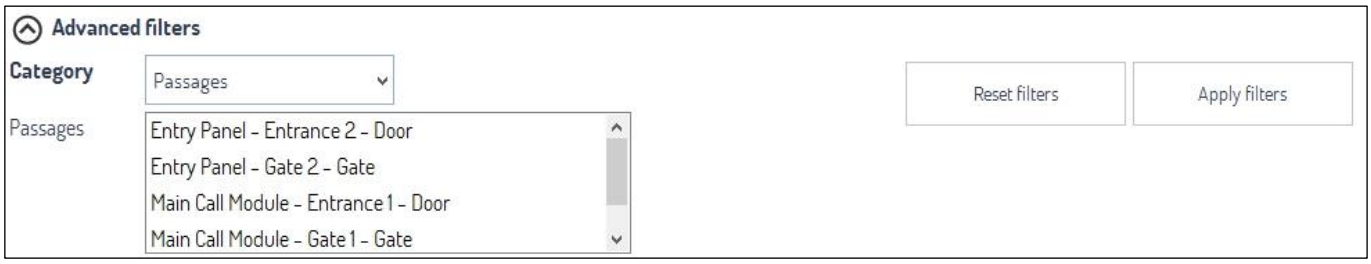


Figure 59: "Passages" event category advanced filter

To display the opening events of only one or more entrances (main door or gate):

- select the entrances from the list above;
- press the button "*Apply filters*".

USER ACTIVITIES EVENT

The following appears if you choose the "*User Activity*" event type in the "*Category*" drop-down menu:

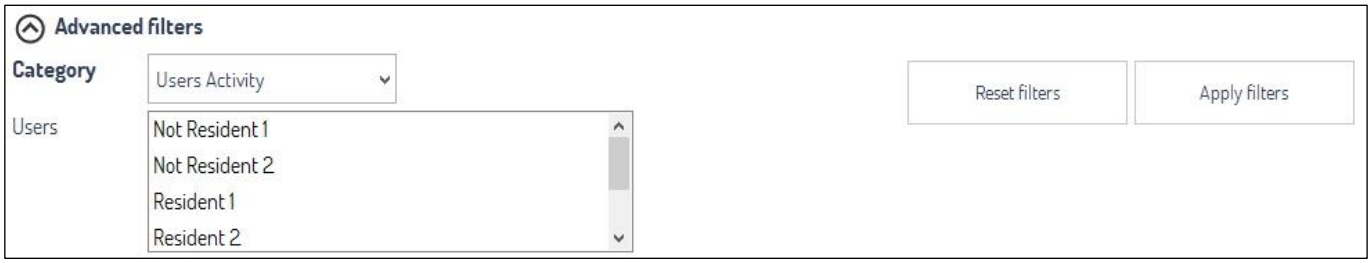


Figure 60: "User Activity" event category advanced filter

To display the entrance requests with key code or door code and the related outcomes for one or more residents/non residents:

- select the residents/non residents from the list above;
- press the button "*Apply filters*".

In relation to the selected residents/non-residents, these events are displayed too:

- assignment, removal, suspension, restore of a key code,
- assignment, suspension, restore of a door code,
- MAC address of the device from which the operations above are carried out.

DIAGNOSTICS EVENT

The following appears if you choose the "*Diagnostics*" event type in the "*Category*" drop-down menu:

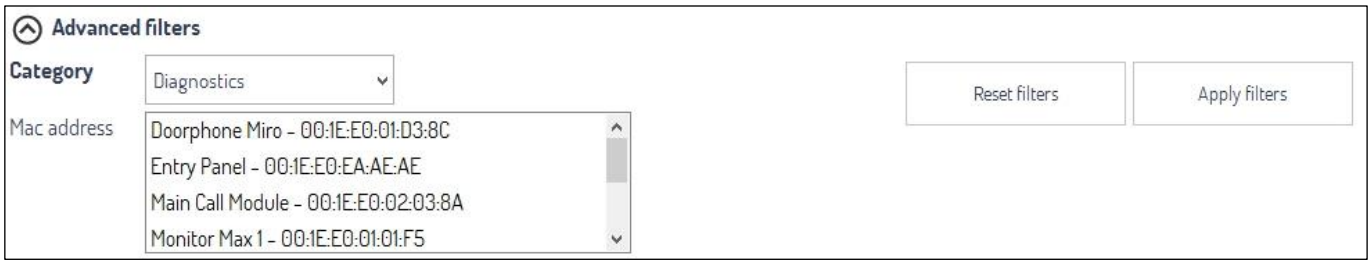


Figure 61: "Diagnostics" event category advanced filter

To display diagnostic events (device reachable or unreachable) related only to one or more devices:

- select devices from the list above;
- press the button "*Apply Filters*".

ALARMS EVENT

The following appears if you choose the "*Alarms*" event type in the "*Category*" drop-down menu:

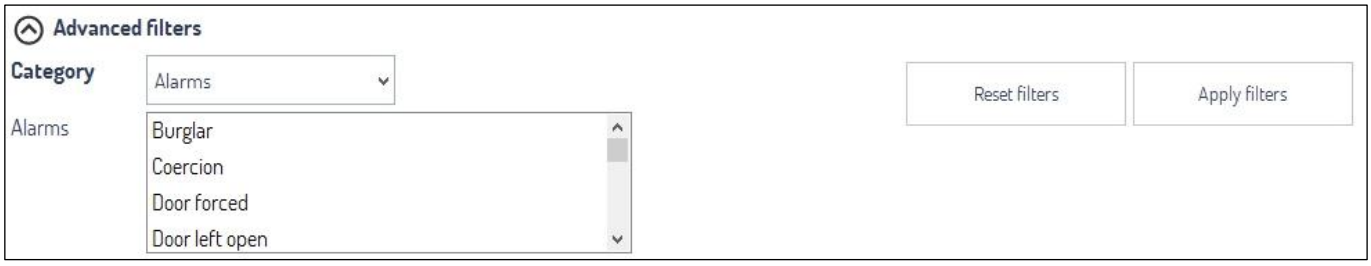


Figure 62: "Alarms" event category advanced filter

To display only one or more alarm types from those listed above:

- select alarm types;
- press the button "*Apply Filters*".

OTHER EVENTS

The following appears if you choose the "*Other*" event type in the "*Category*" drop-down menu:

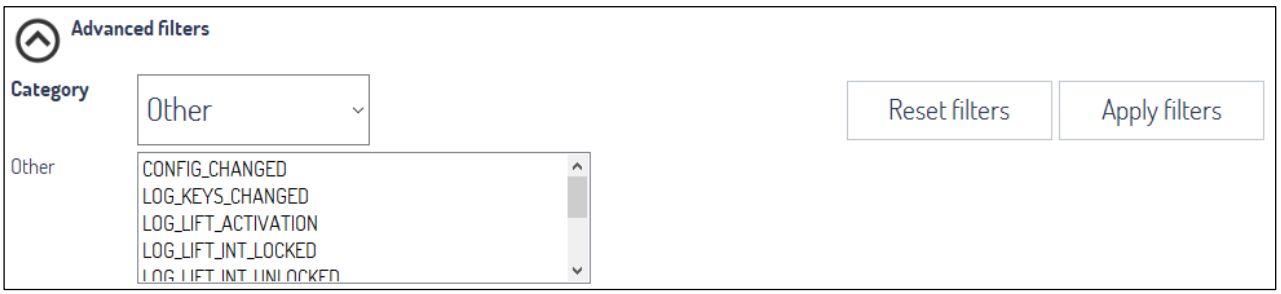


Figure 63: advanced filter event category "Other"

To display only one or more events from those listed above:

- select events;
- press the button "*Apply Filters*".

HOW TO CANCEL PREVIOUSLY SET FILTERS

To cancel the filters previously set in the **Advanced Filters** section simply press the "*Reset Filters*" button.

VIEWING EVENTS

For each event, the data that characterizes it and helps to identify it are reported, i.e. date and time and a brief description of the event.

*The maximum number of recordable events is set to 10.000 by default. Once this number is reached, the oldest events are deleted. The number of events that can be recorded can be modified for special needs up to a maximum of 100.000. This value can be modified by the IPerCom configurator (see **the system technical manual for the installer**). The limit has effect only on the "System Log" but not on "Live System log".*

7.1.8 HIDE KEYPAD/SHOW KEYPAD

Select the "*Hide keypad*" menu item or press the respective button  , you can hide the numeric keypad and increasing the video image capture area. Select the "*Show keypad*" item or press the respective button  to return to normal operation of the application.

7.1.9 CONFIGURATION DISTIBUTION STATUS

The window that is opened by pressing the item "*Configuration distribution status*" is automatically called up when the following operations are carried out in sequence:

- changes to the **Users** or **Access Control** sections of the screen that opens by pressing the "*Access Control*" item in the "*Tools*" menu;
- distribution of the changes (via the configuration file) to all devices in the system via the "*Apply*" button in the **Project** section.

If the configuration distribution has been completed, pressing the "*Configuration Distribution Status*" item will open the following window:

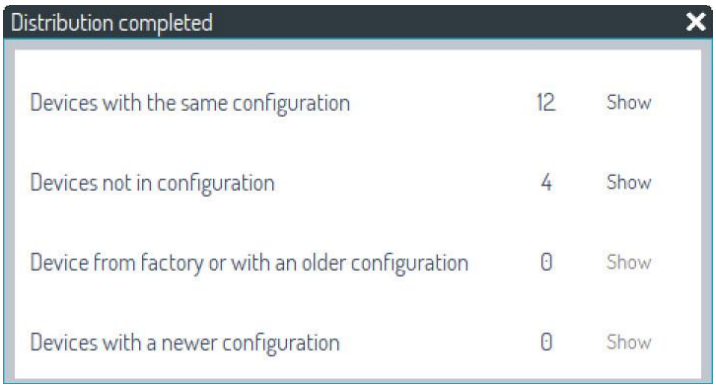


Figure 64: distribution completed

Make sure that all devices in the system have received the new configuration. This can be seen by checking that the "*Devices with the same configuration*" item shows the number of devices present in the system except for the *Switchboard* application (on which the configuration distribution is checked). You must also make sure that the "*Devices without or with an older configuration*" and "*Devices with a newer configuration*" items are set to zero.
The "*Devices not in configuration*" item shows any devices connected to the system but not yet included in the configuration.
"*Show*" button opens a window with the list of devices, which are in the same mode related to configuration: if a device is selected, it is possible to send a reboot command.

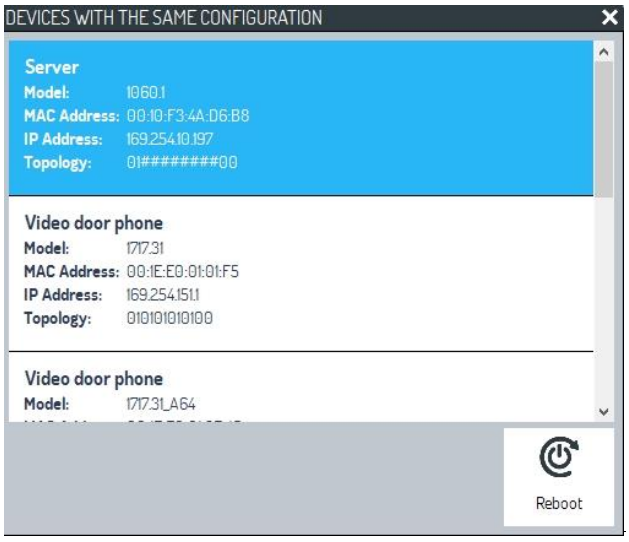


Figure 65: device list with the same configuration

7.2 TOOLS MENU

7.2.1 CONCIERGE SERVICE CONFIGURATION

Press "*Concierge Service Config*" item or the related  button to display the following screen:

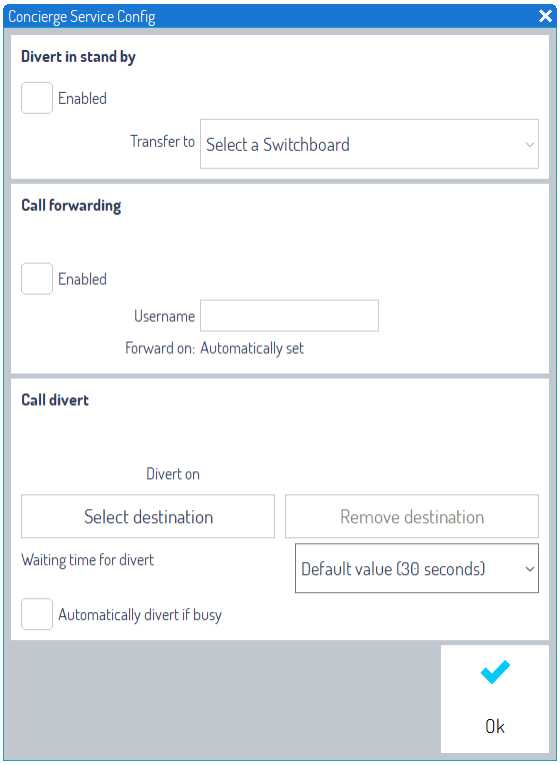


Figure 66: concierge service configuration

The 3 sections present in the screen are described below.

TRANSFER IN STANDBY MODE

In this section it is possible to transfer the calls directed to a switchboard in stand-by status to another switchboard available on the system. The switchboard in standby mode will not receive any calls.

To do the above it is necessary:

- check flag "*Enabled*",
- select from drop down menu another switchboard of the system,
- click on button  to confirm the choices made before.

In this condition stand by switchboard shows the following icon (1):  .

For call forwarding to take effect, the Switchboard application which is put into standby mode must be left running and not closed.

CALL FORWARDING

In this section it is possible to enable the call forwarding function on Android/iOS smartphones and/or tablets, if the switchboard is in day or night mode. In this condition, a call directed to the switchboard will make one or more smartphones/tablets ring in addition to the switchboard.

To do this it is necessary:

- check flag "*Enabled*",
- click on button  to confirm the choices made before.

The setting of the feature is displayed by icon  (2).

*If the "View CallMe association QR code on Video Door Phones" item is not enabled in the system (default setting), the "Username" field appears in **Figure 66**. This field is to be used for custom applications of the call forwarding feature not described in this manual.*
To use the call forwarding function with the CallMe app version "Urmet CallMe 2023 ed." and with IPerCom versions 3.0.0 or higher, the field in question must not be filled in, as it is set in automatic mode.

If the call forwarding function is configured for the first time, the icon  *is activated automatically.*

Divert and call forwarding functions cannot be enabled at the same time.

CALL DIVERT

In this section it is possible to divert the call to the switchboard to one or more apartment stations of the system or to another switchboard. In this condition, a call directed to the switchboard will cause the switchboard to ring first and then, after a preset time, the new selected destination.

The divert modes are described below.

The "*Select Destination*" button allows determining who to divert the call to. The following screen opens:

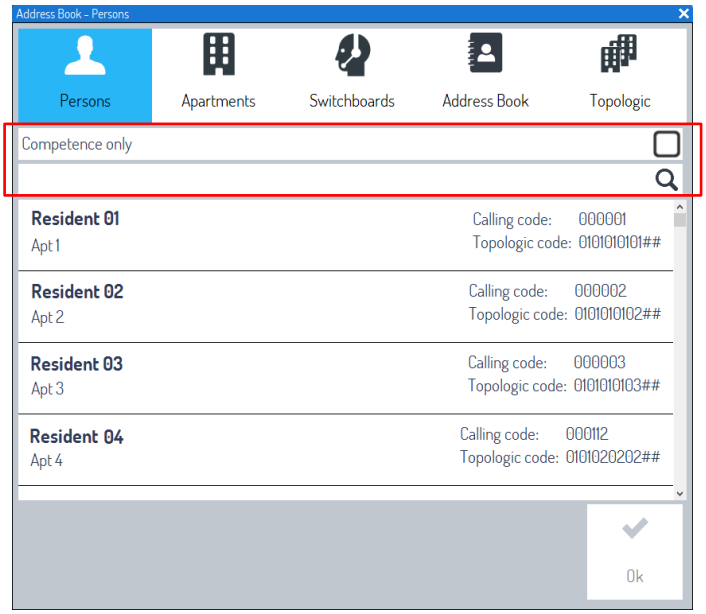


Figure 67: call divert

It is possible to divert the call to:

- a user (

tab),
- an apartment (

tab),
- another switchboard (

tab),
- a contact present in the apartment station directory of the system (

tab),
- one or more apartment stations of an apartment (

tab).

Call divert to a user, contact or apartment causes all video door phones associated with the user, contact or apartment to ring.

The  *tab allows selecting an apartment or its single video door phone by browsing the topological structure of the system.*

The "*Competence Only*" item (red box), if selected, allows reducing the list of users to those whose competence switchboard is the switchboard in question (this item affects also the "*Apartments*" tab).

To quickly search for a user, simply write his/her name or a part of it in the field with the magnifying glass (red box): in this way only users whose name contains the characters entered will be displayed. This also applies to "*Apartments*", "*Switchboards*" and "*Address Book*" tabs.

When an apartment has been selected (for example), the name of the apartment with its topologic code is displayed:

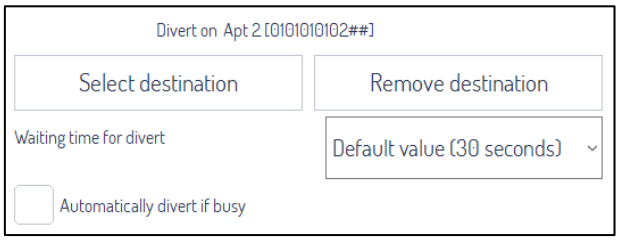


Figure 68: call diversion on apartment

If the switchboard call is diverted to a user, the apartment name associated to that user is shown in the figure above.

The "*Remove Destination*" button removes the previously selected destination.

The "*Waiting Time for divert*" drop-down menu allows setting the time after which the call should be diverted in case of no answer (among the various options there is also the possibility of making an immediate diversion).

The "*Automatically divert if busy*" option immediately diverts the call if the switchboard is busy.

Enabling of this function is indicated by the  icon (1) (if the switchboard is in "*Day*" or "*Night*" mode).

If the Switchboard application is diverted to one or more apartment stations in the system, the call from the CallMe application to the Switchboard application is not supported.

Divert and call forwarding functions cannot be enabled at the same time.

7.2.2 CALL FORWARDING SERVICE ACTIVATION AND VERIFICATION

The "*Activate/Verify call forwarding service*" item allows you to:

- activate the call forwarding service to smartphones/tablets (Android or iOS) for the *Switchboard* application,
- verify that the activation has been successful.

For all details follow steps reported in ***APPENDIX C: Configuring call forwarding function***.

Please note that to activate correctly the service it is also necessary to:

- *properly configure the call forwarding function on the configurator;*
- *install the CallMe app on your smartphone/tablet and register with a valid account;*
- *make sure that your smartphone/tablet and the IPerCom system have Internet access.*

Activating the service only allows setting up the Switchboard application to receive calls on your smartphone/tablet (Android or iOS). To use the service, it must also be enabled, as explained in the previous paragraph.

APPENDIX C: Configuring call forwarding function lists in detail the various steps to follow to configure the call forwarding service for the *Switchboard* application with the *CallMe Manager* application.

7.2.3 ACTIVATIONS

Press "*Activations*" item or the relevant  button to display the following screen:

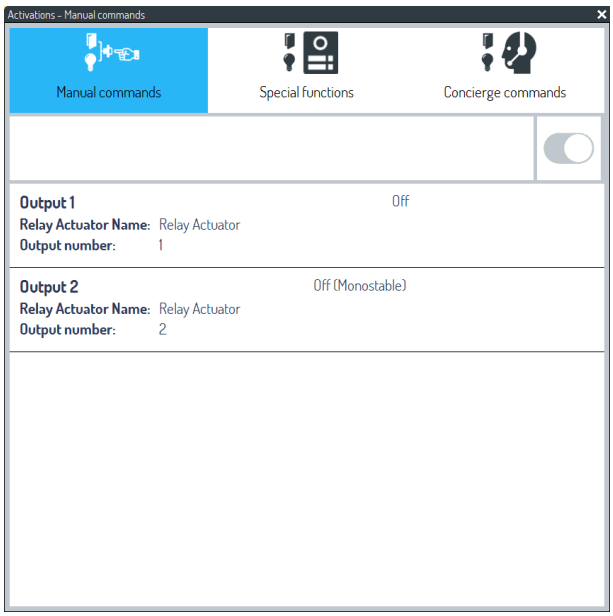


Figure 69: type of activations

The activations that can be performed from the *Switchboard* application are:

- "*Manual Commands*",
- "*Special Functions*",
- "*Switchboard commands*".

These 3 types of activations are explained in more detail below.

MANUAL COMMANDS

The "*Manual Commands*" tab lists all the outputs of *Relay Actuator* 1060/84 devices present in the system. Depending on how an output has been programmed (whether monostable or bistable), it can be switched on or off or activated (for the time set in the *configurator*) by pressing the button in the red box:

Figure 70: type of activations - Manual Commands

SPECIAL FUNCTIONS

The "*Special Functions*" tab shows the list of calling stations (*Call Modules* 1060/12-13-17-18-23 and/or *Modular Calling Station with 1060/48*) to which one or more activations with item number have been associated. By selecting one of the calling stations, a significant description of the activation is shown with the relevant item number. When one of the activations has been selected, simply press the "->" button to activate the corresponding relay outputs, as shown below:

Figure 71: type of activations - Special Functions

SWITCHBOARD COMMANDS

The "*Switchboard commands*" tab shows the list of topological activations which have been created on the topological path of the *Switchboard* application:

Figure 72: type of activations - Switchboard Commands

To activate the corresponding relay outputs, simply select an activation and press the "->" button.

7.2.4 DOOR OPENER

Clicking on item "*Door opener*" from menu "*Tools*" or on its related button  , it is possible to display the list of all electric locks managed by the system. To activate a lock, select one door and click on button "*Open*".

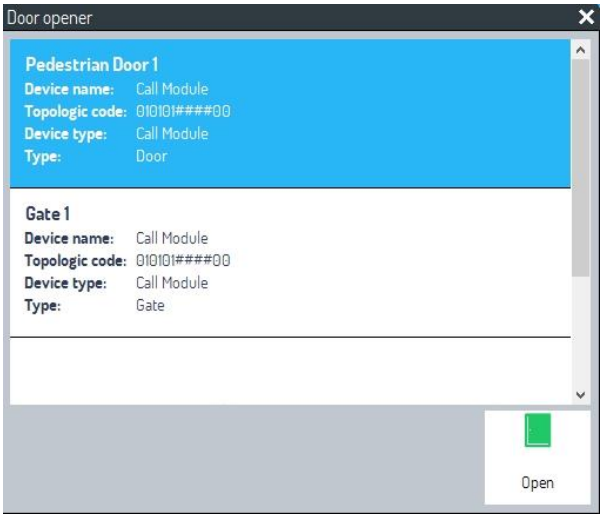


Figure 73: lock list (pedestrian doors and gates)

7.2.5 CCTV CAMERAS

Clicking on item "*CCTV Cameras*" from menu "*Tools*", all the camera units in the system are displayed. These can be the cameras of the *Call Module* 1060/12-13-17-18-23, *Entry panel* 1060/71-74-75-78, *Modular Calling Station with 1060/48*, *Entry panel* 1060/21-22-33-34.

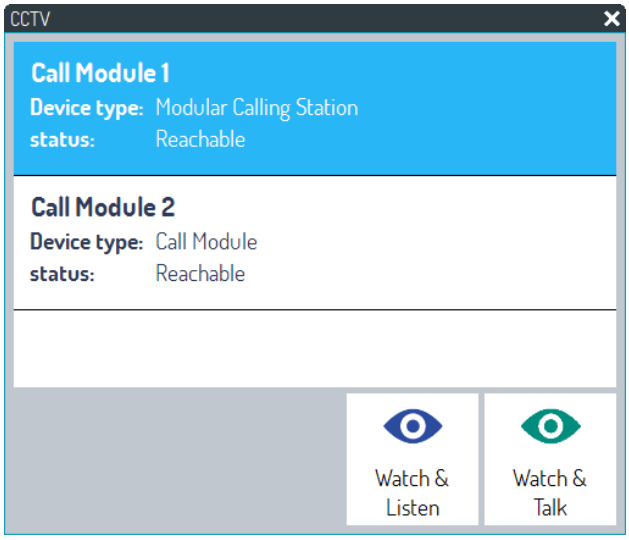


Figure 74: camera list

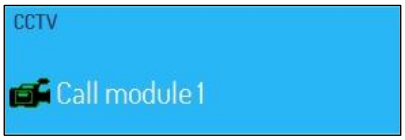
To display images coming from one of these cameras, follow the procedure below:

- select a calling station;
- Click on button "*Watch & Talk*" to see images and establish a bidirectional audio connection with the camera unit or on button "*Watch & Listen*" if you only want to view the video stream and listen to the audio coming from the calling station without the ability to communicate.

In the first case, camera leds will turn on, in the second case they will stay off to keep audio-video control secret.

Status "Reachable" means that the device is working properly, on the contrary status "Unreachable" means that the device is not working properly.

- On video picture area (3) images coming from unit camera will be displayed and in the related call data area (7) the name of the unit camera will appear:



- To break the display of images from a camera, click on button  ;

Clicking both on button "Watch & Talk" and "Watch & Listen", it is also possible to activate pedestrian door and / or gate of the device on which user is making auto on.

7.2.6 EXTERNAL CAMERAS (RTSP)

Select the item "*External Cameras (RTSP)*" to view images from any RTSP cameras in the system. The following will appear:

Figure 75: list of RTSP cameras

The button  on the left side of the screen can be used to view the list of RTSP cameras with their MAC address. Select one of the cameras to display the image shot by it in the central part of the screen:

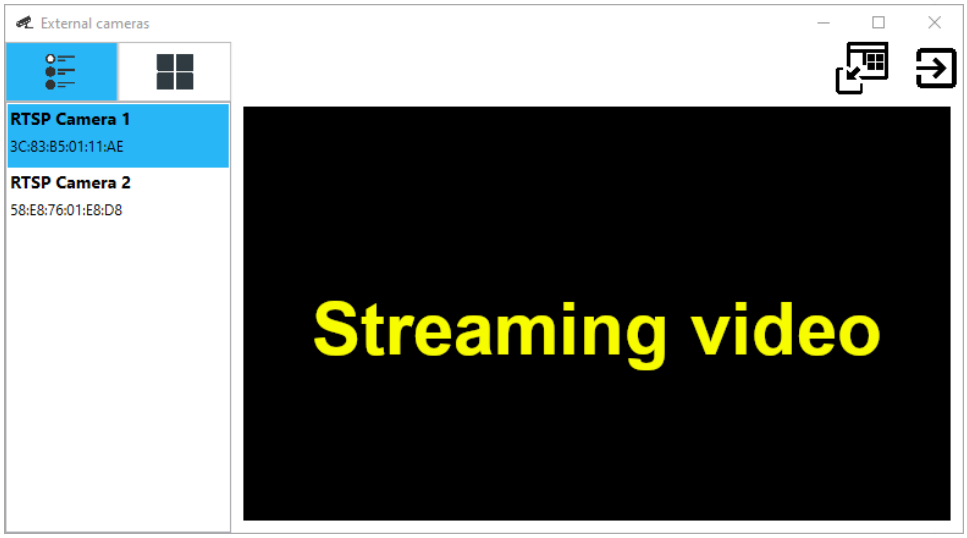


Figure 76: video stream of a selected RTSP camera

The button  can be used to view images from multiple RTSP cameras in different formats at the same time:

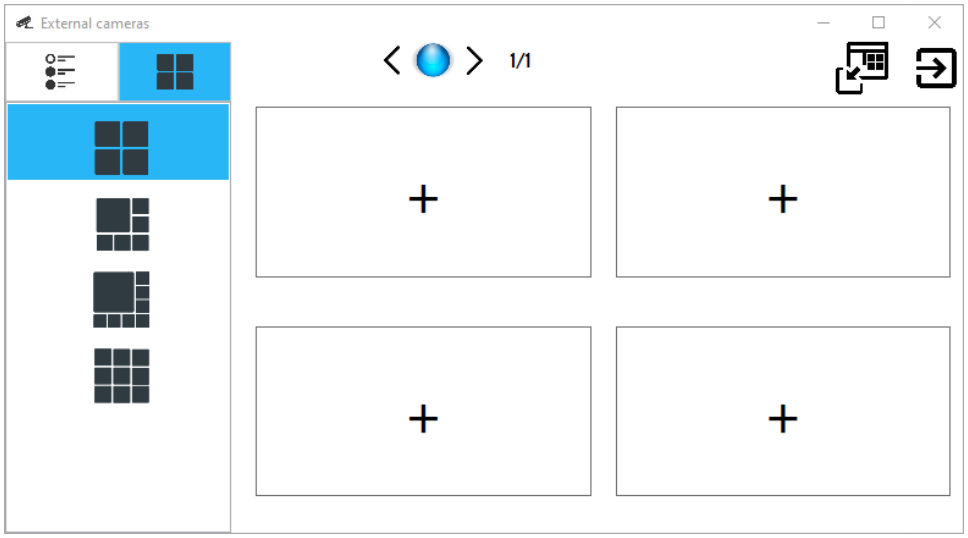


Figure 77: possible video stream views

According to the selected format, you can view:

- 4 cameras () at a time,
- 6 cameras ()at a time,
- 8 cameras () at a time,
- 9 cameras ()at a time.

In each box, press the button  to open a window in which you can select one of the cameras present in the system and simultaneously display the video stream on the right side of the screen:

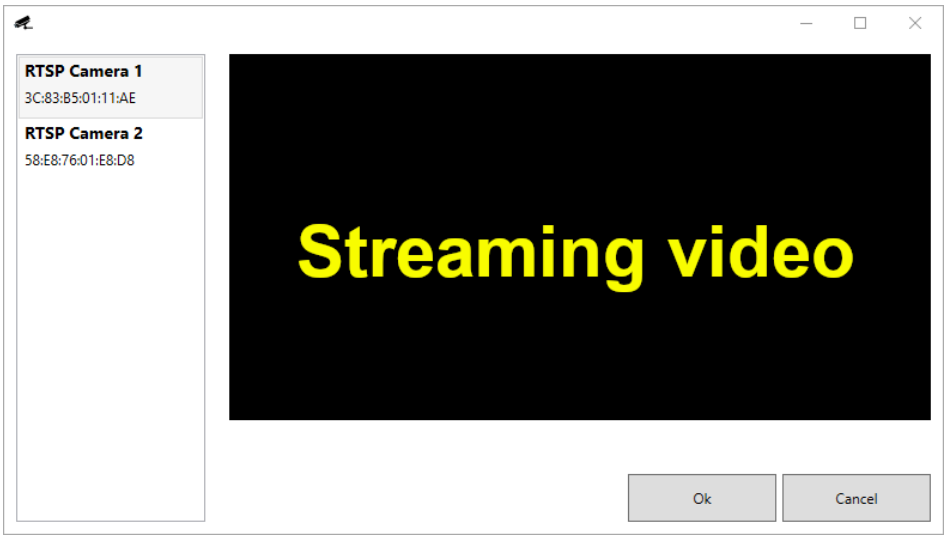


Figure 78: choosing an RTSP camera

Press the "*OK*" button to display the screen shown below:

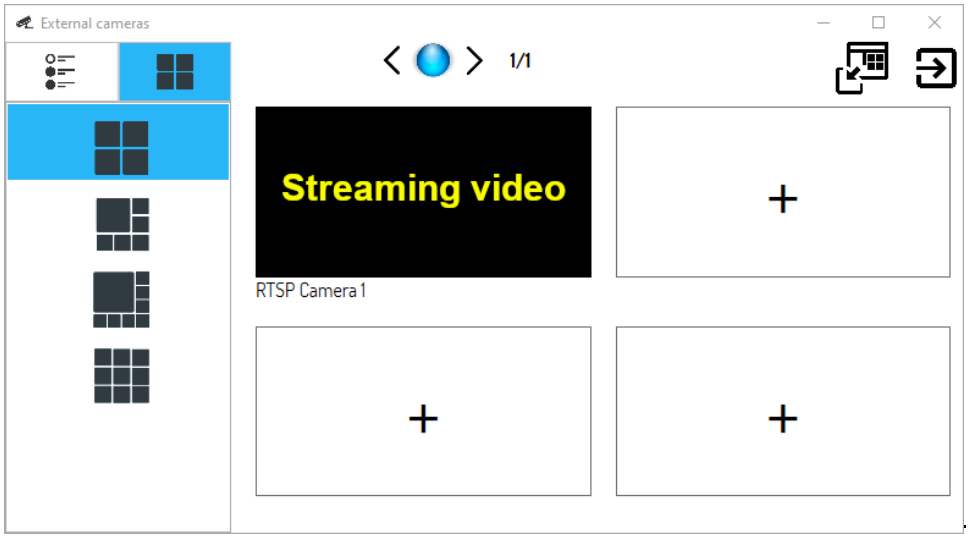


Figure 79: adding a video stream to a display type

Repeat the same procedure for the other three boxes to finish the selection and have the following:

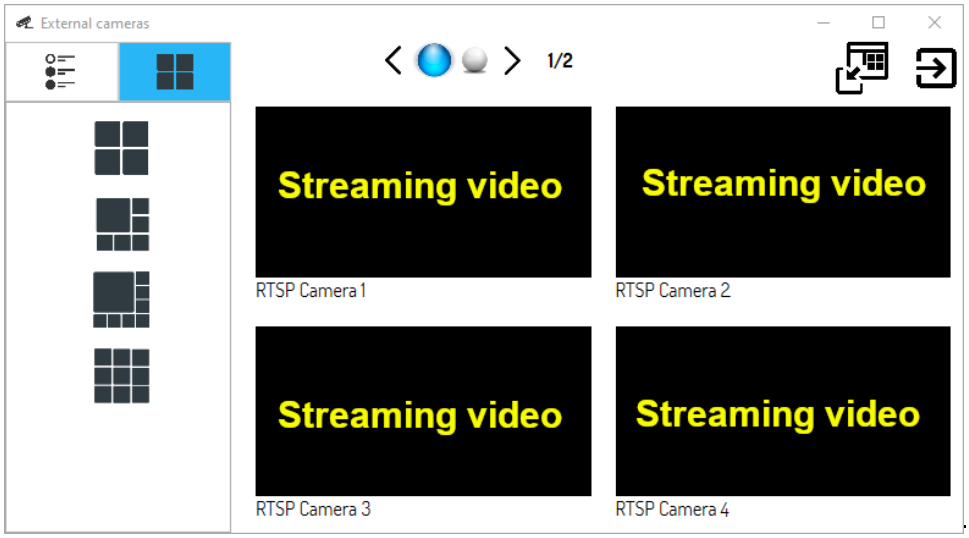


Figure 80: adding four video streams to a display type

By pressing the right mouse button on the video stream of a camera, the icon  appears: this icon can be used to remove the previously selected RTSP camera via confirmation pop-up.

Once a display mode is defined, it is copied to the remaining display modes, possibly increasing the display pages.

The buttons  and  allow you to respectively enlarge the video streaming of each individual camera and restore it to the previous size.

The button  allows you to close the RTSP cameras window.

*All IPerCom calling stations are automatically displayed in the list of RTSP cameras if the RTSP streaming settings have been configured correctly from configurator (see **the system technical manual for the installer** for further details). Once a calling station has been selected in one of the 2 ways described previously, the streaming video is displayed only if a call is sent to an apartment and in the subsequent conversation phase or if an auto on is made from an apartment station.*

7.2.7 TEXTMESSAGE

Clicking on item "*Textmessage*" from menu "*Tools*" or clicking on the related button  , the following window opens:

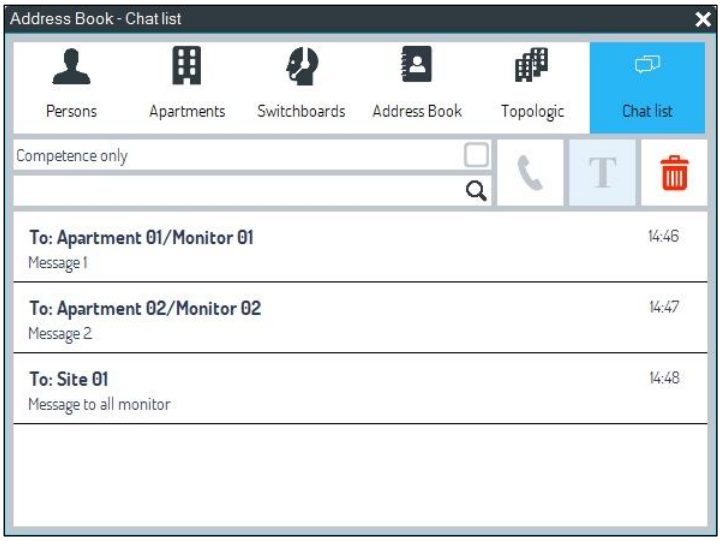


Figure 81: textmessage window

where it is possible to display all active chats with switchboard.

The reception of a new chat message is signalled visually (by its icon that starts flashing green) and acoustically.

If the Switchboard application is in the background on the screen of your PC, the operator can still see a possible chat message arrival signal through the relative icon that is brought to the foreground enlarged and turns green for about 2s.

This functionality was already explained in paragraph ***Chat list***.

7.2.8 EXTERNAL APPLICATION CONFIGURATION

This feature allows choosing an application on your own PC and running it from *Switchboard* application by means of  button (if enabled on button bar, see paragraph ***Button bar configuration***). Clicking from menu "*Tools*" item "*External application config*", the following window appears:

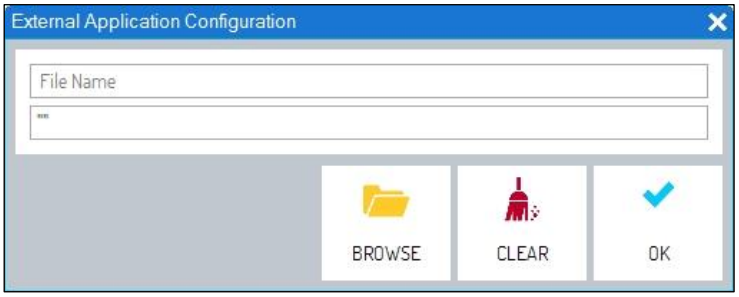


Figure 82: external application configuration

"*Browse*" button allows choosing the application to be executed (normally an exe file) with its path.
In the second textfield it is possible to enter the path of a file to be opened with the application previously chosen.
The "*OK*" button can be used to save the previously entered data.
"*Clear*" button allows deleting what selected previously.

In this way on *Switchboard* application button bar (if enabled) clicking on  button (if enabled), the selected application is executed or the related file is opened with the selected application.

7.2.9 ACCESS CONTROL

Clicking on item "*Access control*" from menu "*Tools*" or on the related button  , it is possible to manage IPerCom control access system. In detail it is possible to:

- create/change users and user group (residents, not residents and switchboard users);
- create/change access rules for users or user groups of the system.

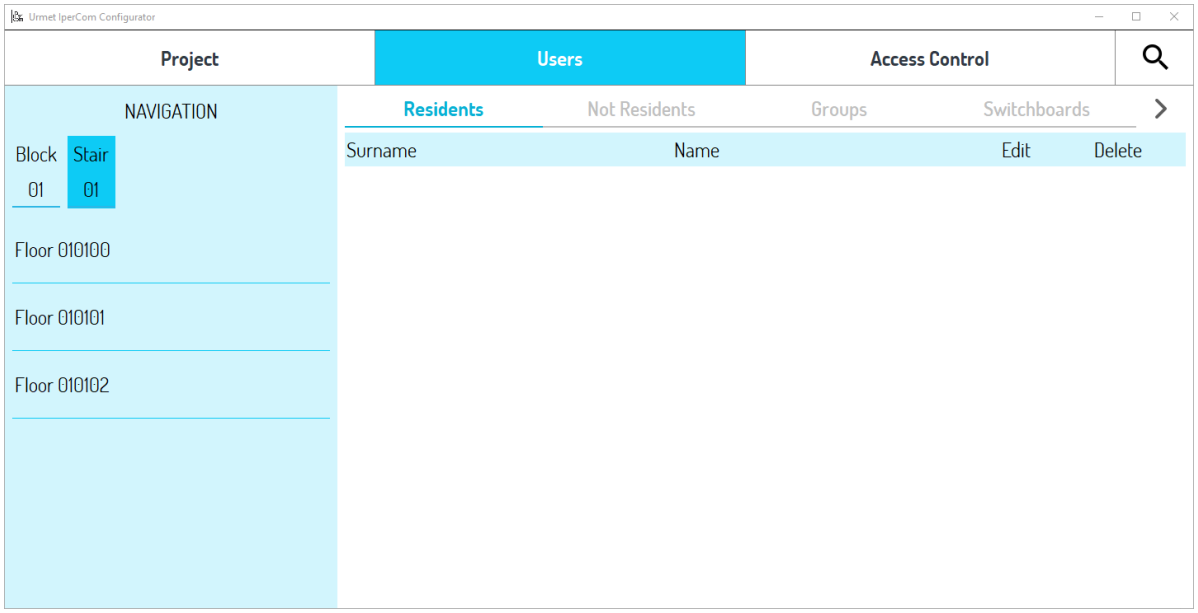


Figure 83: user management

To create new residents, new not residents, user groups and switchboard users, see ***the system technical manual for the installer***.

Once that Switchboard application is launched, it is needed waiting 5 minutes before running the feature described above.

If a video door phone of the system has opened the configurator or another switchboard has already launched the "Access control" function, it is not possible to launch the same feature from another switchboard.

Once the changes have been made, press the "*Apply*" button on the "*Project*" tab and wait for the new configuration to be distributed to all the devices in the system.

7.2.10 DIAGNOSTICS

Press the "*Diagnostics*" item or the respective button  to display the following information for each device:

- operating status, i.e. whether the device communicates correctly with the *Switchboard* application ("*Device Status*" tab, see ***Figure 85***);
- firmware version and alignment, i.e. which firmware version the device has and whether it is aligned with the same software development platform present on the *Switchboard* application ("*Firmware Alignment*" tab, see ***Figure 86***);
- configuration file alignment, i.e. whether the configuration file on each device is aligned with the configuration file on the *Switchboard* application ("*Configuration Alignment*" tab, see ***Figure 87***).

Any anomalies on the "Diagnostics" (incorrect communication or misalignment of one or more devices) are highlighted by the Switchboard application by means of acoustic and visual signals (the icon  *starts flashing red).*

The devices must be put in the configuration, so that the "Diagnostics" function can report any anomalies

The tabs described above are shown in the figure below (which shows a part of the screen which appears when you press the *"Diagnostics"* item or the respective button):

Figure 84: diagnostics screen tab

The individual tabs are described in greater detail below.

DEVICE STATUS

The "*Device status*" tab displays:

- the devices that are not communicating correctly with the *Switchboard* application,
- the devices that are communicating correctly with the *Switchboard* application,
- all the devices regardless of their communication status.

An example of a screenshot is shown below:

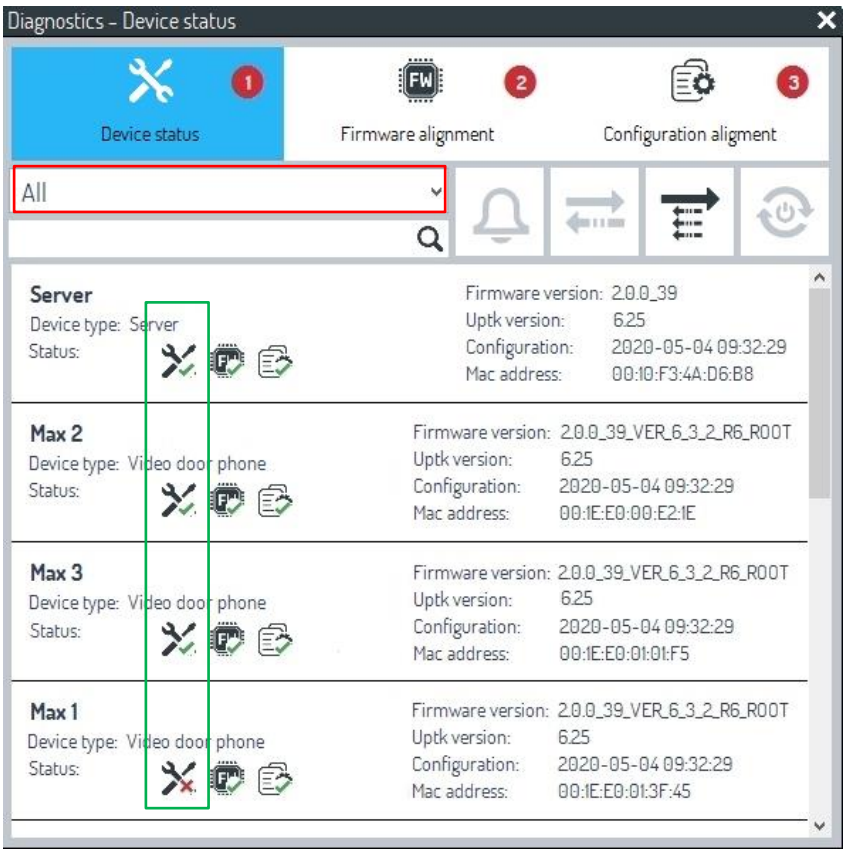


Figure 85: devices Status tab

The drop-down menu in the red rectangle can filter devices by items:

- " *Unreachable* " (devices that are not communicating properly),
- " *Reachable*" (devices that are communicating correctly),
- "*All*" (all devices).

The default entry is "*Unreachable*".

The presence of devices that are not communicating correctly with the *Switchboard* application is indicated by red circles on the respective tab with the corresponding number inside.

The icons indicating correct or incorrect communication with the *Switchboard* application are shown in the green rectangle and can be:

-  when the device communicates correctly;
-  when the device is not communicating;
-  when the *Switchboard* application is waiting for a response from the device;
-  when the *Switchboard* application has never communicated with the device (this can happen with large installations).

FIRMWARE ALIGNMENT

The "*Firmware alignment*" tab displays the following:

- devices whose development platform (UPTK) is aligned with that of the *Switchboard* application,
- devices whose development platform (UPTK) is not aligned with that of the *Switchboard* application,
- all devices regardless of the alignment status of the UPTK platform.

An example of a screenshot is shown below:

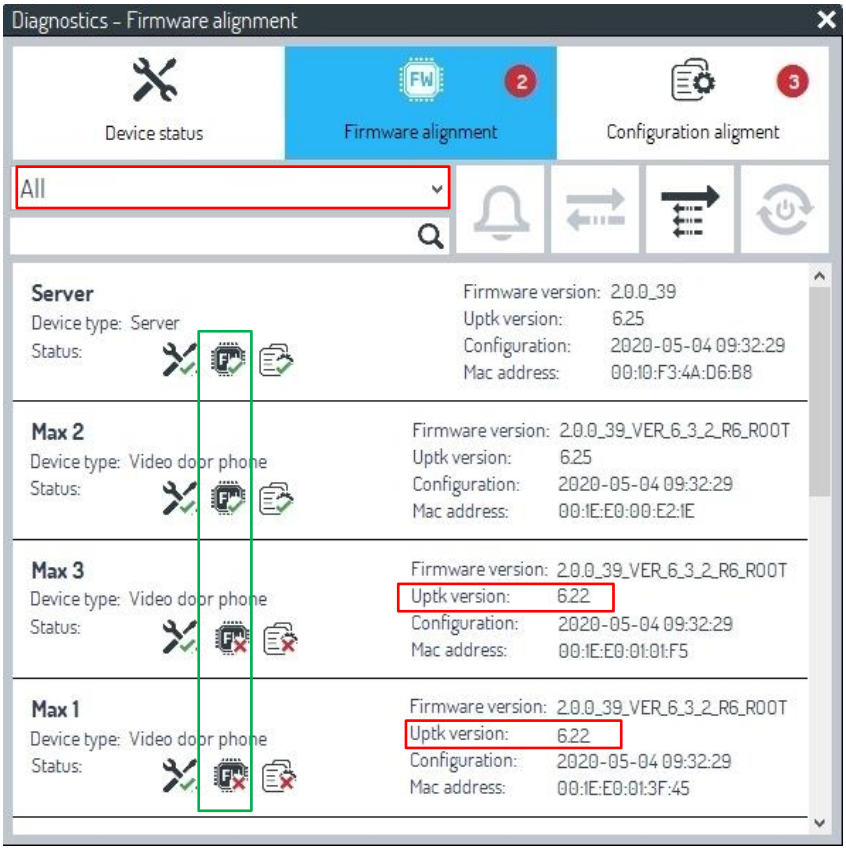


Figure 86: firmware alignment tab

The drop-down menu in the red rectangle can filter devices by items:

- "*Matching*" (devices with UPTK version aligned),
- "*Not matching*" (devices with UPTK version not aligned),
- "*All*" (all devices).

The default setting is "*Not matching*".

The presence of devices the versions of which are not aligned correctly with the *Switchboard* application is indicated by red circles on the respective tab with the corresponding number inside.

The icons indicating correct or incorrect communication are shown in the green rectangle and can be:

-  , if the alignment is correct,
-  , if the alignment is incorrect.

ALIGNMENT CONFIGURATION

The **Alignment configuration** tab displays:

- devices without configuration;
- devices whose configuration is older than that of the *Switchboard* application;
- devices whose configuration is more recent than that of the *Switchboard* application;
- devices whose configuration is the same as the *Switchboard* application;
- all devices regardless of the alignment status of the configuration.

An example of a screenshot is shown below:

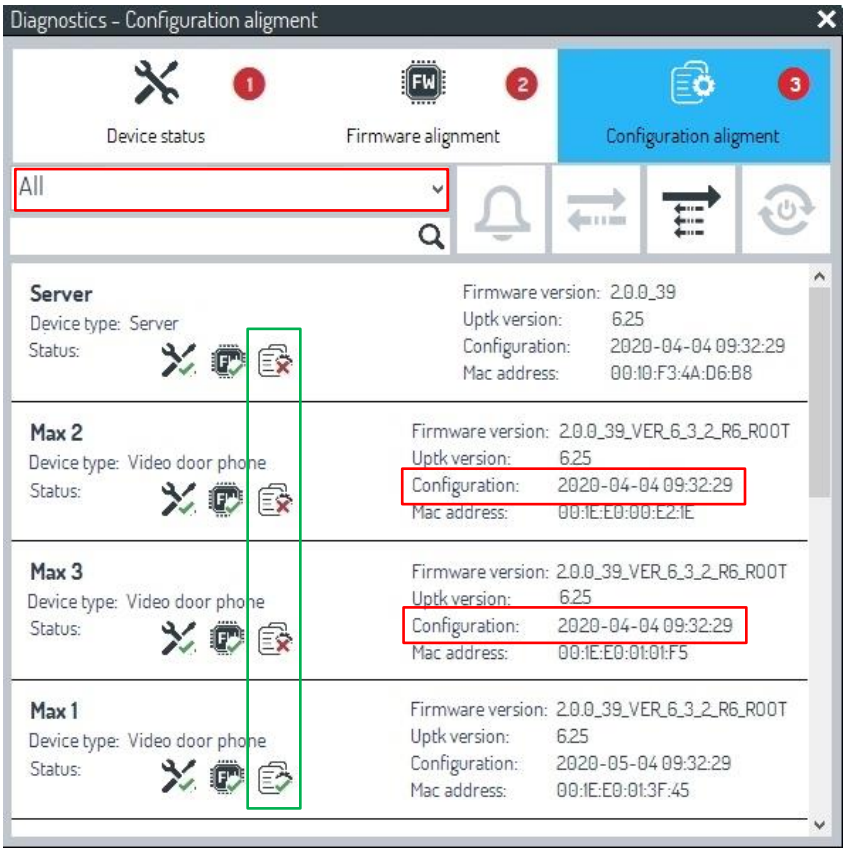


Figure 87: configuration alignment tab

The drop-down menu in the red rectangle can filter devices by items:

- "*Previous configuration/Not configured*" (devices that have no configuration or whose configuration is older than that of the *Switchboard* application),
- "*Most recent configuration*" (devices whose configuration is more recent than that of the *Switchboard* application),
- "*Same configuration*" (devices whose configuration is the same as the *Switchboard* application),
- "*All*" (all devices).

The default setting is "*Previous configuration/Not configured*".

The presence of devices the configuration file of which are is not aligned correctly with the *Switchboard* application is indicated by red circles on the respective tab with the corresponding number inside. The icons indicating correct or incorrect communication are shown in the green rectangle and can be:

-  , if the alignment is correct,
-  , if the alignment is incorrect.

OTHER INFORMATION

Regardless of the tab chosen for each device, the following information is also displayed:

- name (assigned during system configuration);
- type (if calling station, apartment station or other);
- firmware version;
- development platform version (UPTK) incorporated in the firmware version;
- MAC address.

In addition, always regardless of the tab chosen, it is possible to:

- check whether a single device communicates with the *Switchboard* application via the button (for  the button to enable, you must select a device);
- check whether all devices communicate with the *Switchboard* application via the button  ;
- restart the device using the button (for  the button to enable, you must select a device);
- silence the auditory alert only of device not communicating correctly with the *Switchboard* application using the button  (for the button to enable, you must select a device).

After silencing the audible notification of a device not communicating correctly with the Switchboard application, it no longer appears in the count of devices not communicating correctly (red circle in the "Device status" tab).

The only notification that can be silenced is the incorrect communication one. Misalignment notifications (of configuration or UPTK software development platform) cannot be silenced, since for the proper operation of the system, the configuration and UPTK version of the devices must necessarily be aligned.

The RTSP Cameras do not appear in the "Diagnostics" because they are not IPerCom devices.

The field with the magnifying glass  can be used to filter devices by name.

7.2.11 LIFT INTERFACE COMMANDS

If in the IPerCom system there are one or more *Lift Interfaces*, it is possible to enable the lifts so that the resident or non-resident can reach the desired floor or apartment according to the operating mode (set on the stair node) where the concerned *Lift Interface* is positioned. Press the "*Lift interface commands*" item to do this. The following message will appear:

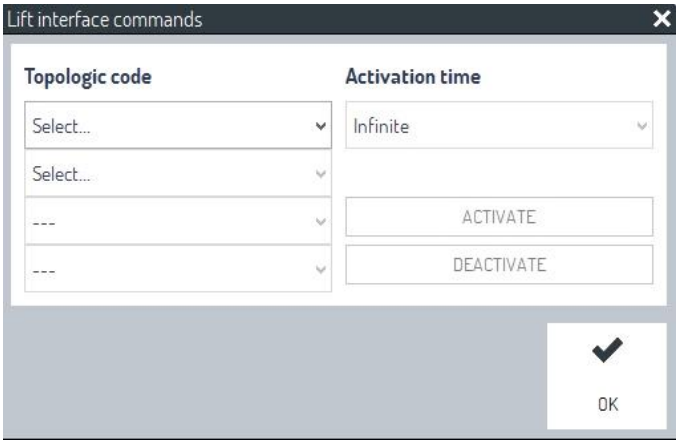


Figure 88: lift interface commands

To enable the lift, select the block, stair, and floor (or apartment) on the left side of the screen (marked "*Topological code*") that the resident (or non-resident) wants to reach. On the right side of the screen (marked "*Activation time*") you can choose the time for which the lift remains enabled to reach a specific floor or apartment. The "*ACTIVATE*" and "*DEACTIVATE*" buttons activate and deactivate the previously selected time.

The selection of the floor or apartment in the left part of the previous figure depends on the operating mode of the Lift Interface (if floor or apartment mode). For more details see ***the system technical manual for the installer****.*

On the Lifts Interface configuration page, it is necessary to add the switchboard path to choose the floors and apartments. For more details see ***the system technical manual for the installer****.*

7.3 MENU SETTINGS

7.3.1 PERIPHERAL CONFIGURATION

By pressing on the "*Device Configurator*" item a window opens through which it is possible to set the audio/video peripherals (installed on the PC) for communication (audio/video) between the *Switchboard* application and the various IPerCom devices:

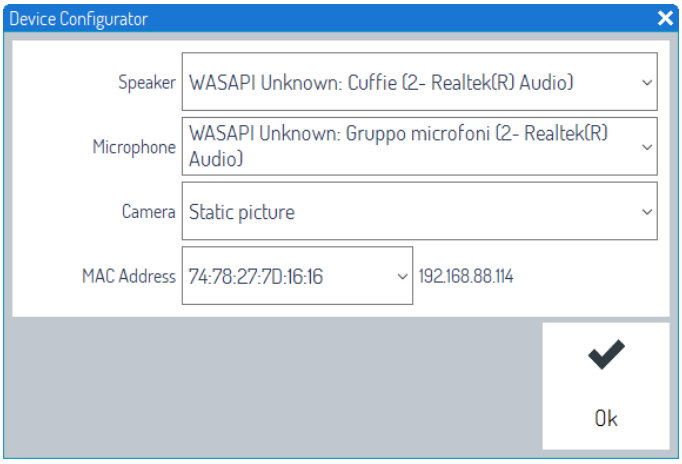


Figure 89: audio - video settings

The default value of the "*Camera*" field is set to the "*Static picture*" value: this means that the *Switchboard* application does not send any video streaming to the devices that can receive it (video door phones in the conversation phase or not). To ensure that the *Switchboard* application sends the streaming video, it is necessary to select the "*Integrated Webcam*" value in the drop-down menu of the "*Camera*" field.

With "*OK*" button it is possible to confirm the changes.

7.3.2 MELODY CONFIGURATION

To change melodies played by *Switchboard* application according to call types or events, it is necessary to access the following window with the item "*Melody configuration*":

Figure 90: melody configuration

The button  can be used to select a melody from those proposed in the default folder "C:\Program Files (x86)\Urmet\SwitchBoard\RESWAVE". You can choose other melodies if the file is in wav format.

The button  can be used to play the previously selected melody (it is enabled as soon as a melody has been selected).

The button  can be used to delete the previously selected melody (it is enabled as soon as a melody has been selected).

The melodies are played at the following events:

Clip for incoming calls	Audio file played in case of incoming call on the switchboard coming from an outdoor or apartment station
Clip for incoming CallMe calls	Audio file played in case of incoming call on the switchboard coming from CallMe application
Clip for alarms	Audio file played in case of an incoming alarm
Clip for new chat message	Audio file played for a new chat message received
Clip for not read chat messages	Audio file played for not read chat messages
Clip for open doors	Audio file played for open doors
Clip for diagnostic alerts	Audio file played in case of devices not working, not aligned as firmware version or configuration file

In the presence of Door phone 1060/41, the melodies played are the default melodies on the Door phone itself and not those set via the "Melodies configuration" menu. There are only three melodies available: one for door calls, one for apartment station calls and one for alarms and various notifications.

7.3.3 BUTTON BAR CONFIGURATION

By means of item "*Toolbar configuration*", it is possible to customize the bar of buttons on the right of the graphic user interface of the application: customize means adding or deleting buttons. The window that opens is the following:

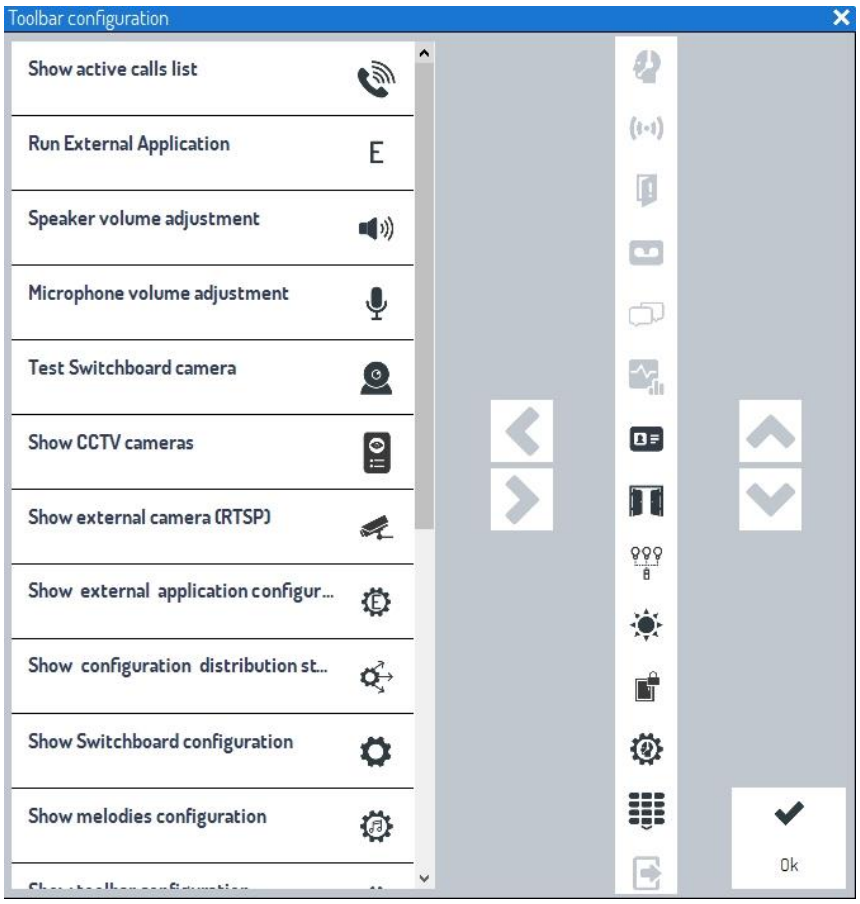


Figure 91: button configuration

The position of the first 6 grey buttons and the last grey button in the figure above cannot be changed.

To add a button:

- select a button from the list on the left: arrow  is enabled;
- in the right-bar select the position where move the button: arrows  are enabled;
- click on arrow  to add the button (it is added above to the selected button);
- click on button **OK** to confirm the choice.

Per delete a button:

- select the button from the left-bar;
- click on the arrow  to delete the button;
- click on button **OK** to confirm the choice.

7.3.4 OTHER FEATURES OF SWITCHBOARD APPLICATION

Among the buttons that can be added and among those already present, some buttons do not correspond to any item in the drop-down menus and have not been described in the previous paragraphs. These buttons and their function are shown below.

Speaker/Microphone volume adjustment:  / 

The respective buttons can be used to adjust the volume of the speaker and microphone until they are muted.

Open concierge panel: 

The feature, if enabled, allows displaying only the right-button tool bar. If disabled, *Switchboard* application is displayed in the normal way.

Close application: 

The feature allows closing the application.

Other icons with related items are explained in the different paragraphs of this manual, in detail:

Icon name	Symbol	Reference paragraph
Show active call list		*Active calls*
Run External Application		*External application* configuration
Test Switchboard Camera		*Test camera*
Show CCTV cameras		*CCTV Cameras*
Show external cameras (RTSP)		*External cameras (RTSP)*
Show External Application Configuration		*External application* configuration
Show configuration distribution status		*Configuration distibution status*
Show Switchboard Configuration		*Peripheral configuration*
Show melodies configuration		*Melody configuration*
Show Toolbar configuration		*Button bar configuration*
Dialog opening mode		*Multiple (Single) window opening mode*
Show maps configuration		*How to build maps*
Show maps		*Viewing maps*
Show handset configuration		*Handset configuration*
Show system logs		*System Log/Real-Time Events*
Show live system logs		*System Log/Real-Time Events*
Show Lift interface		*Lift interface commands*

Table 1: icon name, icon symbol and reference paragraph

7.3.5 MULTIPLE (SINGLE) WINDOW OPENING MODE

This item, if enabled, allows opening more than one window of application (multiple windows), so that they are all available on the display of your own PC. If disabled, on the contrary, it is possible to display one window at a time.

"Multiple windows" mode does not work with modal window, that is with melody configuration window, peripheral device window, toolbar configuration window, concierge service config window and external application window.

7.3.6 IMPORT CONFIGURATION FROM A REMOTE DEVICE

The "*Import configuration from a remote device*" item allows importing the configuration (by the *Switchboard* application) from one of the devices present on the system. This function is useful in systems where no device can distribute the configuration independently. By pressing the item in question, you are prompted to enter the Urmet password or the administrator password, depending on whether the system is unlocked or locked. The list of system devices from which the configuration can be imported is then displayed: simply select one to complete the procedure correctly. In this way, the configuration of the *Switchboard* application is aligned with that of the rest of the system.

7.3.7 OTHER CONFIGURATIONS

Press the "*Other configurations*" item to open the following screen:

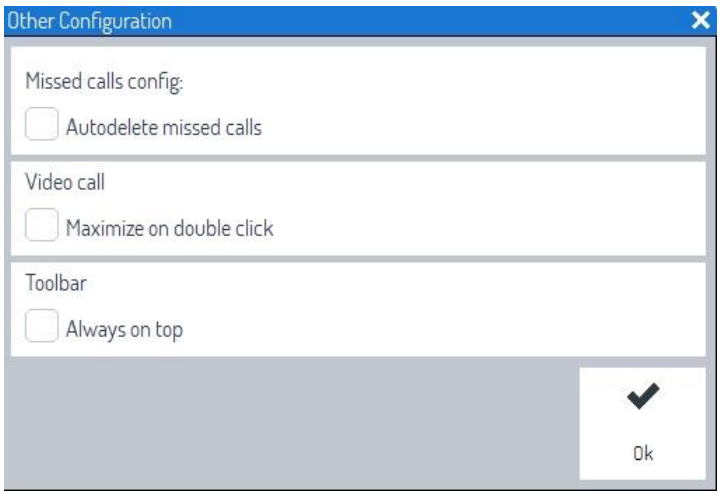


Figure 92: other configurations

If the "*Autodelete missed calls*" item is not selected (default choice), missed calls can only be deleted by pressing the "*Delete*" button in the missed calls window. If, on the other hand, the item is selected, missed calls are automatically deleted (and only locally on the switchboard on which the option is active) as soon as the switchboard operator calls the apartment station and it answers the call or vice versa.

If the item "*Maximize on double click*" is not selected, the video sent by the called device is displayed in the video image area (in red):

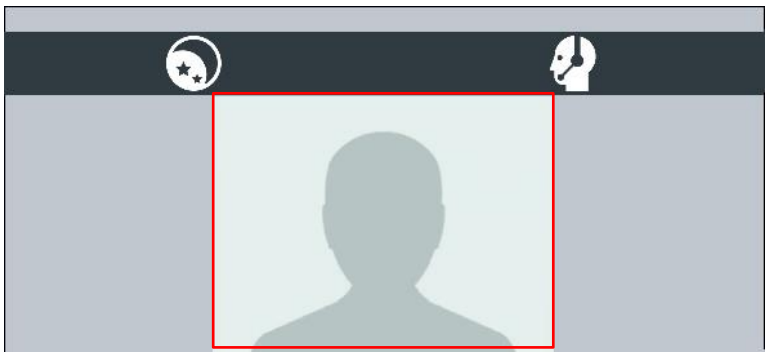


Figure 93: video image area

On the contrary, by double-clicking in the area where the video is displayed, it appears in full screen.

If the "*Always on top*" item is selected, the button sidebar always remains in the foreground on your PC between open applications. This is valid if the *Switchboard* application has been configured to be displayed with the button sidebar only.

7.3.8 HANDSET CONFIGURATION

This menu can be used to configure the *Door phone* 1060/41, if present. In detail, you can:

- configure the three buttons present on the base of the *Door phone* 1060/41, connected to the PC where the *Switchboard* application was installed.
- silence the auditory alert in the presence of certain events (specified below).

Press the concerned item to open the following screen:

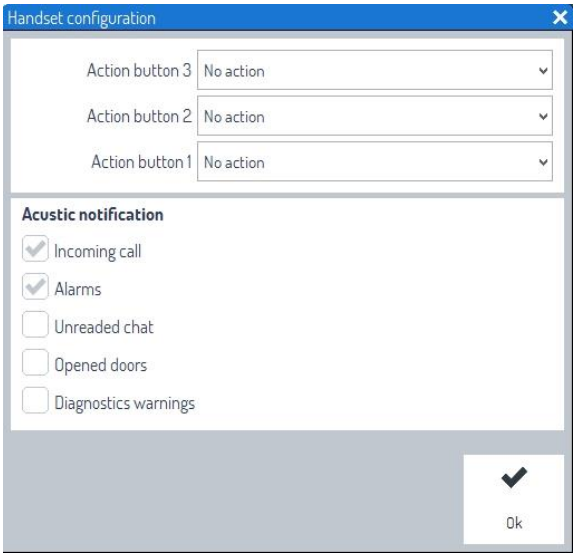


Figure 94: intercom buttons configuration

A specific action among those listed in the drop-down menus can be assigned to each button on the top of the screen.

Press the "*OK*" button to confirm your choices.

The three buttons have no associated actions after the first installation of the *Switchboard* application.

At the bottom of the screen, you can mute the auditory alert associated with unread chat message events, door left open and diagnostic alerts by selecting one of the respective items. Incoming call and alarm events cannot be silenced.

7.3.9 SET DATE AND TIME ON THE SYSTEM

Through this item it is possible to set the date and time of the PC (where the *Switchboard* application is running) to a system where these have been set incorrectly. By pressing on the item in question, the following pop-up window appears:

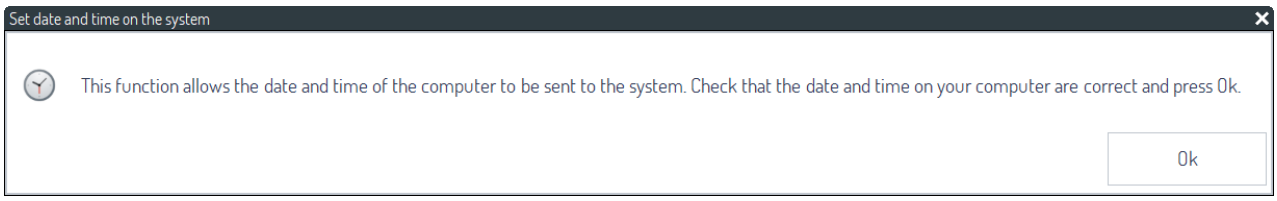


Figure 95: set date and time

Once you have checked that the PC's date and time are correct, press the "*OK*" button.

7.4 INFO MENU

7.4.1 INFORMATION ABOUT SWITCHBOARD

To display information about IP and MAC address of *Switchboard* application and software version, select menu "*Info*". The following window appears:

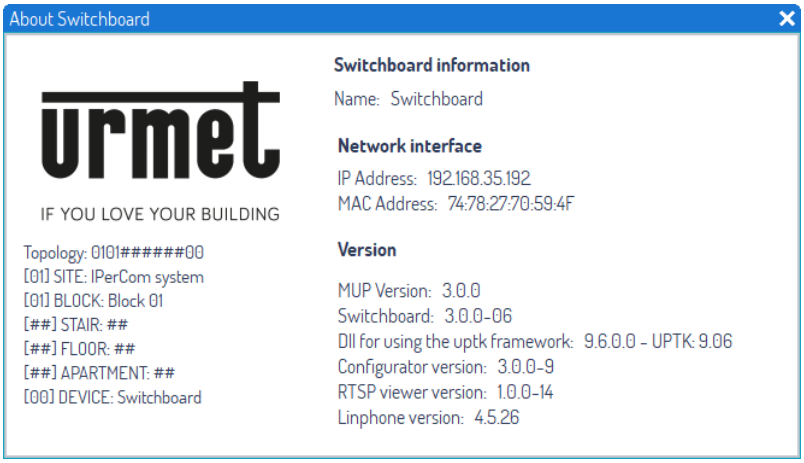


Figure 96: network interface and software version information

7.5 MAPS

IPerCom makes map function available on the *Switchboard* application. By means of a suitable graphic representation of the previously created plant (where the various devices are positioned), these functions can be used to:

1. navigate the topological structure (site, blocks, stairs, floors, and apartments) through "*sensitive*" areas by clicking the mouse of your PC;
2. display which devices and apartments generated the various alarm signals or doors left open and make emergency calls to the apartments (when permitted by the plant configuration);
3. reset the alarm signals;
4. open the plant doors (pedestrian and vehicle);
5. use the Watch&Talk and the Watch&Listen functions on the devices that allow it;
6. call or initiate a chat for devices that allow it;
7. activate the *Relay Actuators* outputs;
8. display the inputs of the *Relay Actuators* from which alarms were generated.

In ***APPENDIX A: Actions which can be performed on devices on the maps*** there is a table showing the actions that the switchboard operator can perform on the maps according to the various devices in the IPerCom system.

7.5.1 HOW TO BUILD MAPS

The following is needed to build the maps (configuration phase):

1. import the plant plan images;
2. draw the "*sensitive*" areas which allow you to navigate the plant on these plans, i.e. move quickly on blocks, stairs, floors, and apartments (and vice versa);
3. place the devices with their relative doors (when present) on the maps (plans with "*sensitive*" areas);
4. associate one or more actions to be carried out using the mouse on the positioned device;

The first 4 steps of map construction take place via the menu item "*Settings*" --> "*Maps*" --> "*Edit*" or pressing the corresponding button  (if inserted in the button bar).

In addition to the "*Edit*" item, the "*Settings*" --> "*Maps*" menu also contains the following items:

- "*Export*", to export the created maps;
- "*Import*", to import previously created maps.

The "*Export*" item is useful for back-up maps, while the "*Import*" item allows you to use the same maps previously created if there are more than one switchboard in the plant.

The file to be exported or imported is a zip file.

7.5.2 EXAMPLE OF MAP CONSTRUCTION OF AN INSTALLATION

We will assume the example of a plant formed of five blocks, with seven stairs each, five floors for each stair and four apartments on each floor. On each block there is a *Call Module* 1060/12-13-17-18-23 and on each stair, there is an *Entry Panel* 1060/71-74-75-78. In each apartment, there is a 7" videodoorphone VOG[7].

To enter the map construction phase, click on "*Settings*" --> "*Maps*" --> "*Edit*". The following page will appear:

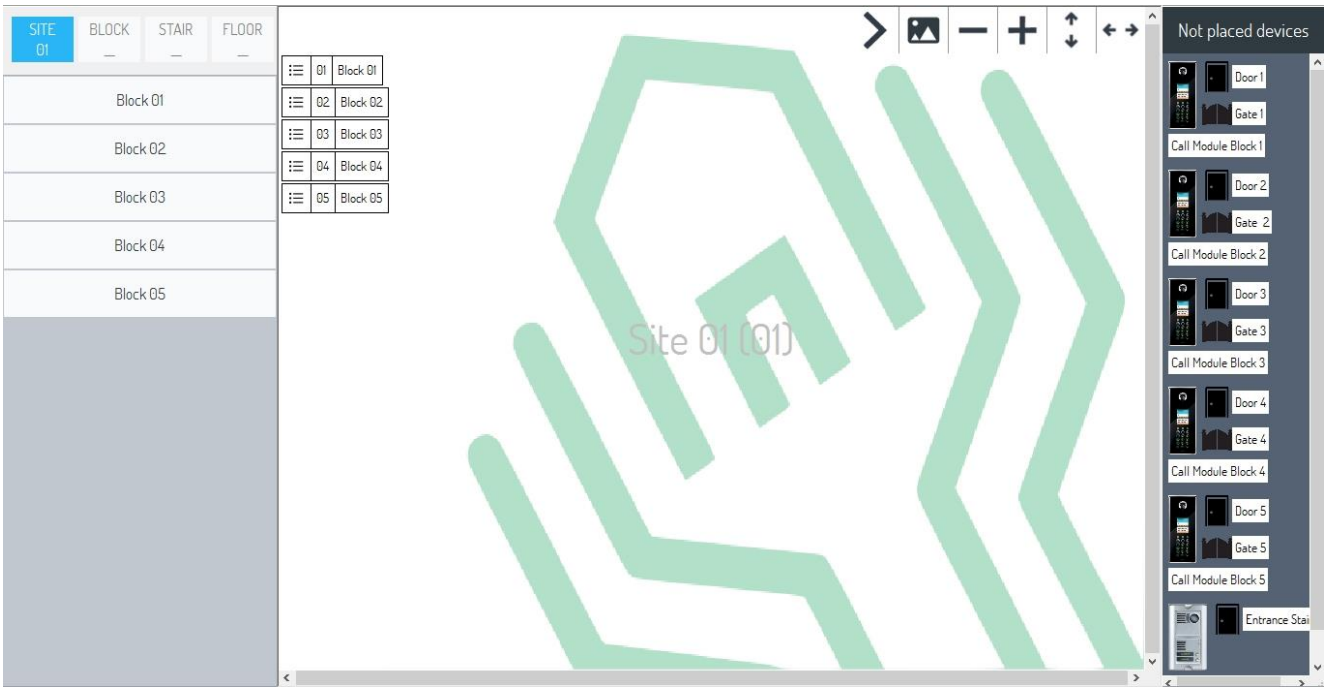


Figure 97: first page of a map

Three main zones can be identified:

- on the left there is a navigation module to go to the topological nodes of the plant, i.e. site, blocks, stairs, floors, and apartments;
- in the middle, there is the area where to load the plan plant images and draw the "*sensitive*" areas;
- on the right, there is an area in which you can select and position the plant devices on the individual maps.

The video door phone or door phone apartment stations in the apartments are the only devices that cannot be placed on the maps and therefore do not appear on the right side of the screen.

The three components of the previous screen are now described in greater detail.

NAVIGATION MODULE

The navigation module shows the topology of the plant. The node selected at the beginning of the map configuration phase is the node under which the blocks are displayed:

Figure 98: plant navigation (blocks)

Left-click on one of the five blocks, to see the eight stairs below:

Figure 99: plant navigation (stairs)

You can view the floors and apartments in the same way. The screen below shows the apartments by floor, for example:

Figure 100: plant navigation (stairs)

The upper part of the module can be used to go back to the navigation. For example, press "*Stair 01*" you can view the floors of the concerned stairs:

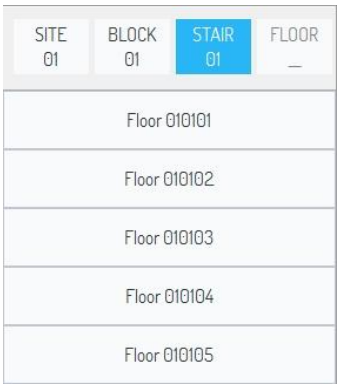


Figure 101: plant navigation (floors)

LOAD PLANT PLANIMETRIES

Planimetries are loaded starting from the site node and then all the other nodes below (blocks, stairs, and floors). Once you have chosen the node, you can import the corresponding planimetry from an external file.

Use the buttons at the top right of the screen below to do this:

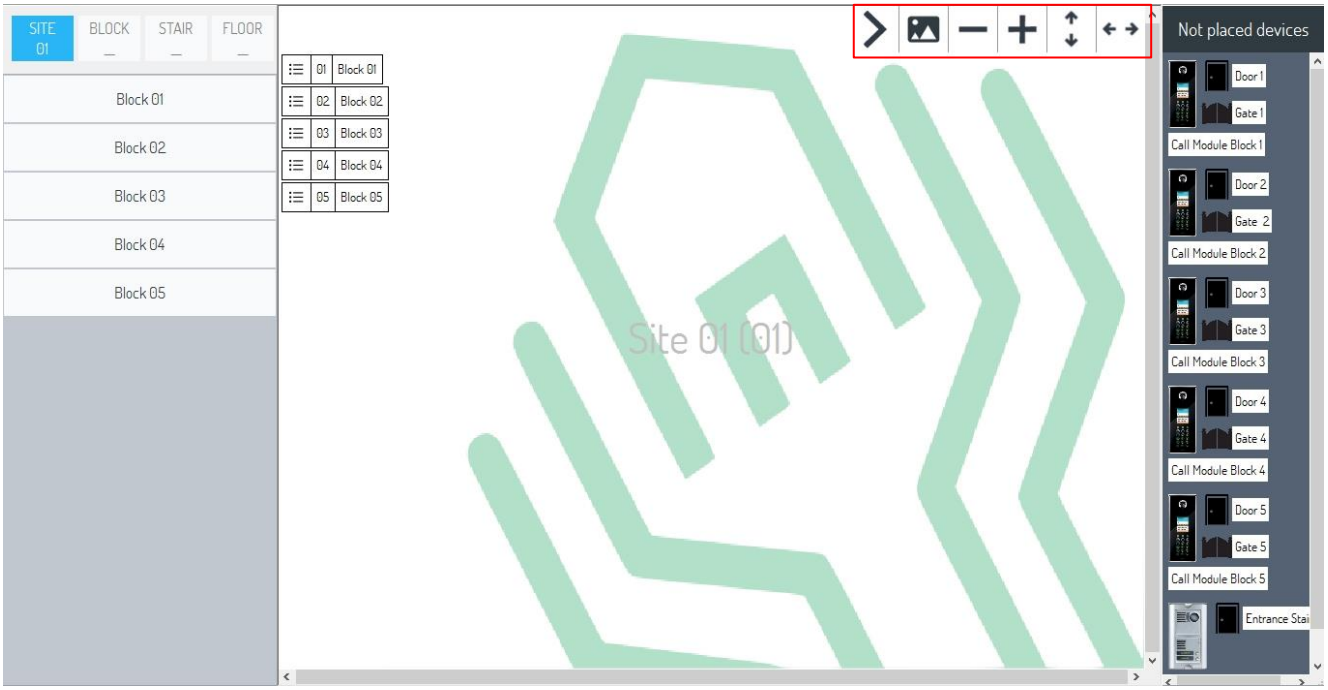


Figure 102: buttons to import a planimetry and set the map

Use the buttons at the top right of the screen shown above to import the planimetry from an external file. In detail:

- the button  can be used to load the map (planimetry), selecting a file (with .jpg, .bmp, .png, .gif or .tiff extension) from your PC or remove a previously selected map, through a suitable dialogue box;
- buttons  and  can be used to adapt the map vertically or horizontally to the entire import area;
- buttons  and  can be used to zoom in or out of the map.

Buttons  and  can be used to hide/enable the button bar.

Pressing the button  and select an appropriate file, to open (for example) the screen that shows the map of the entire site:

Figure 103: imported and positioned site map

The blocks are marked from number 1 to number 5. The stairs of each block are marked from letter A to letter H. Each stair has five floors, each floor has four apartments.

At this point, the same procedure must be repeated for all the other nodes, so that blocks, stairs, and floors have their own map.

For example, the map of block number 1 will be the following (after importing the file of the corresponding planimetry):

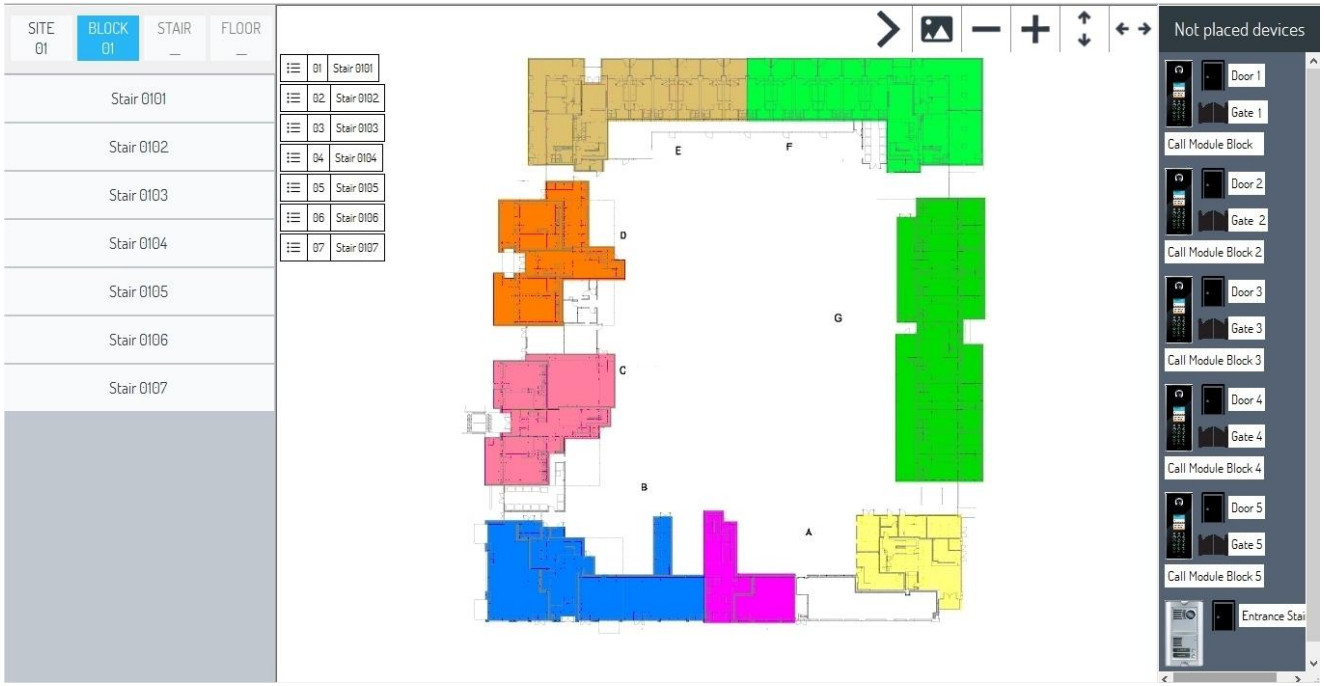


Figure 104: map of Block 01 imported and positioned

The topological structure of the plant with maps is navigated by identifying and drawing the *"sensitive"* areas on them.

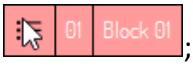
A "*sensitive"* area can be used to switch from the planimetry of one node to that of another lower node. So, with reference to the two planimetries imported above, you can identify a "*sensitive"* area that allows you to switch from the "*Site*" node to the "*Block 01*" node. The next point explains how to do this.

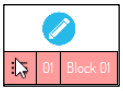
Navigation of the plant topology via "sensitive" areas is only possible from the "View" --> "Maps" menu item. At this stage, the "sensitive" areas can only be identified and constructed.

DRAWING "*SENSITIVE*" AREAS

Taking as reference the image that shows the imported planimetry on the site node, it is useful to draw five "*sensitive*" areas related to the five blocks.

To draw the "*sensitive*" areas relative to "*Block 01*", the operations to be performed in sequence are as follows:

- point the mouse to the "*Block 01*" item;
- the concerned item changes colour as shown below: 

;
- then left-click on "*Block 01*" item;
- the following icon appears blue: 

;
- click on the icon  .

At this point, you can draw the "*sensitive*" areas superimposed on the concerned block on the map, as shown below:

- point the mouse to one of the four vertices of the block image and left-click once:

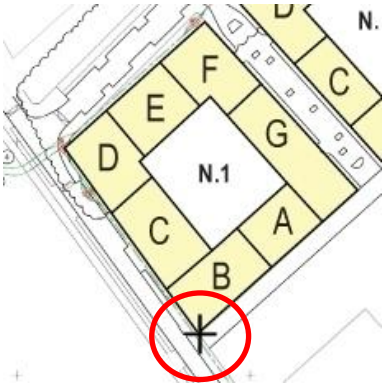


Figure 105: "sensitive" area drawing (1)

- point the mouse over a second consecutive vertex and left-click once:

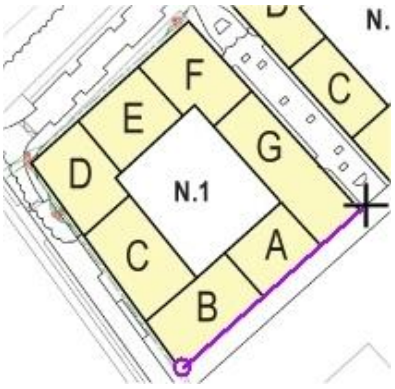


Figure 106: "sensitive" area drawing (2)

- repeat in the previous step for the other two consecutive vertices and return to the starting vertex, left-clicking again:

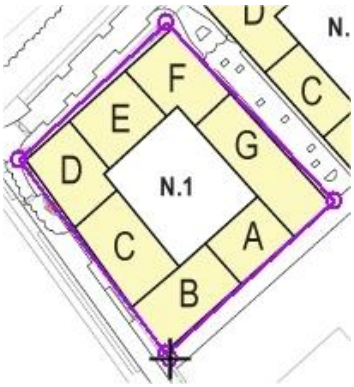


Figure 107: "sensitive" area drawing (3)

To save the created drawing:

- point the mouse to the black tick ☑ at the top right of the area where you want to import the maps;
- left-click on the tick once.

The newly created drawing can then be saved or deleted using the confirmation window.

At this point, the "*sensitive*" area for "*Block 01*" has been drawn:

Figure 108: plant map drawing with "sensitive" area

The newly drawn "*sensitive*" area will change colour if you hover the mouse over it:

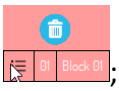
Figure 109: map with "sensitive" area of different colour at mouseover

Repeat the procedure for the other four blocks to draw four more "*sensitive*" areas.

The areas thus drawn, when displaying the maps, become "*sensitive*" areas. Click on these areas to switch to the lowest topological nodes (i.e. from "*Site 01*" node to "*Block 01*" node and so on).

A more detailed example will be given in paragraph ***Viewing maps***.

Once a "*sensitive*" area has been drawn, it can be deleted by following the steps below:

- point the mouse to the "*Block 01*" rectangle;
- the concerned item changes colour;
- then left-click on "*Block 01*" item;
- the following icon appears blue: 

;
- press the icon  .

It is possible to delete the drawings through the confirmation window.

PLACING DEVICES ON MAPS

To position the devices on the maps, simply locate them on the right side of the configuration screen and left-click on the respective icon twice. The node where the device has been placed and the respective map (in the central part of the screen) are automatically identified on the left side of the screen.

An example of this is shown. After having loaded the maps for each node and having identified all the "*sensitive*" areas, you can start positioning the devices on the site map, for example:

Figure 110: maps with four "sensitive" areas

For example, by double-clicking on the icon of the first device or on its "*label*", the navigation module on the left will position itself on the node of the concerned device (in the plant topology) and at the same time the corresponding map will appear in the central part of the screen. The following screen appears:

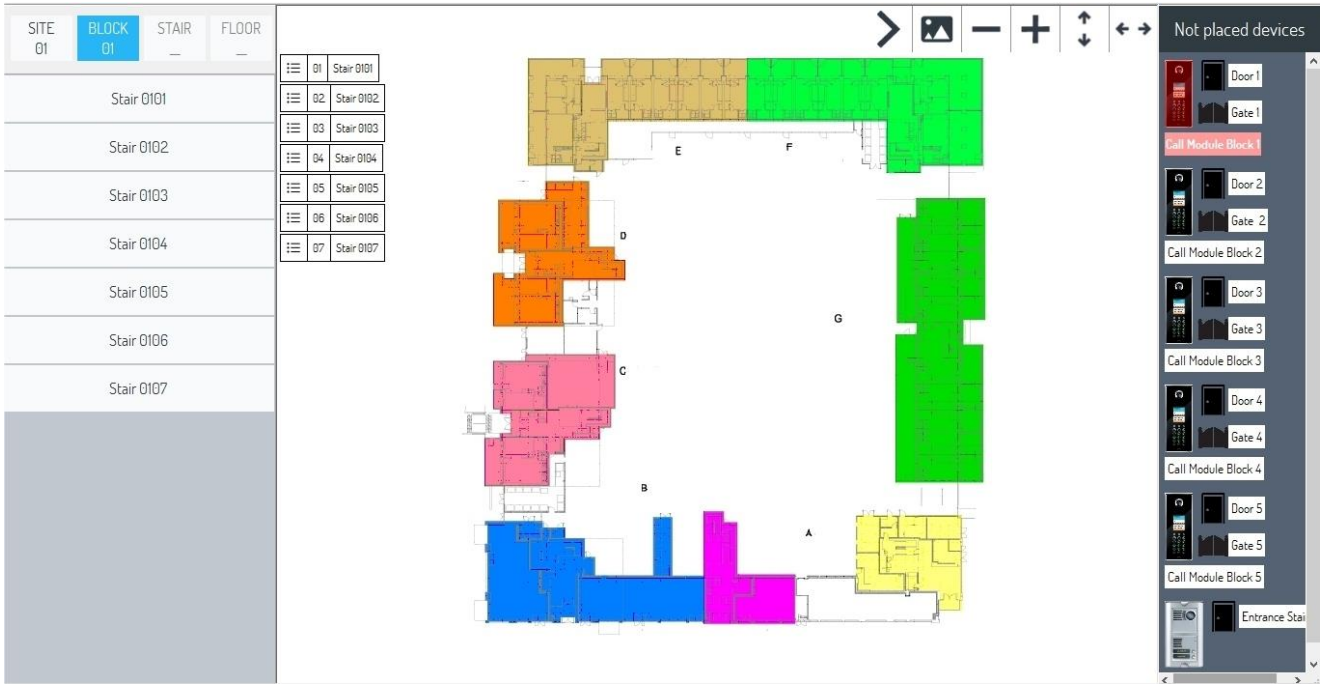


Figure 111: "Block 01" map

The actual positioning is done by dragging and dropping the concerned device on the map itself. The following page will appear:

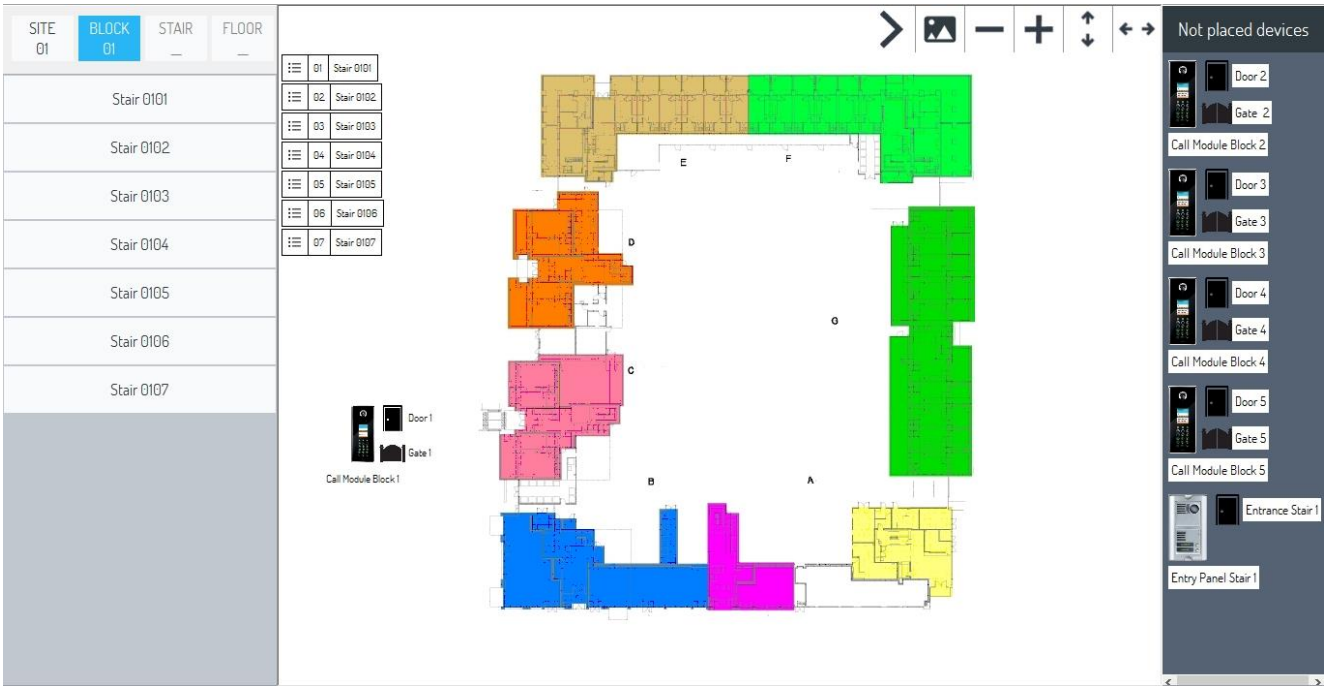


Figure 112: "Block 01" map with a device placed

Once positioned on the map, the device disappears from the list to the right of the image above.

By left-clicking on the newly positioned device or on the respective associated doors (if present), the four buttons shown in the figure will appear:

Figure 113: buttons on the positioned device

The following operations can be performed after clicking on one of the four buttons:

- : delete the newly positioned device after a confirmation message, taking it back to the list of devices to be positioned;
- : move the selected device or the doors associated with it;
- : increase or decrease the dimensions of the device or the doors associated with it;
- : set the actions to associate with one or two mouse clicks on the device or on the doors associated with it.

Deleting a door of a device will have the effect of taking the door back to its starting position, if it was moved.

The following screen will appear about the last point, after having selected the device (in the example above, a *Call Module*) and pressing the button :

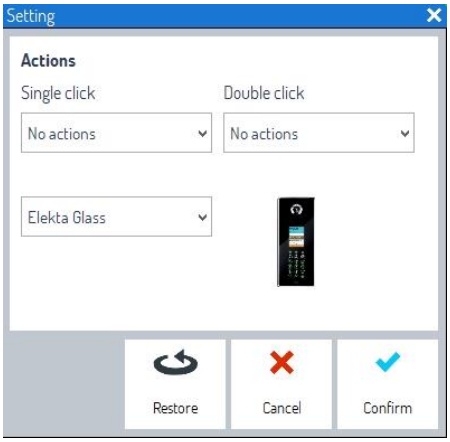


Figure 114: actions on the positioned device

The following actions can be associated with a single or double mouse click on the concerned device:

- "*Watch & Talk*", i.e. activation of two-way auto-on function,
- "*Watch & Listen*", i.e. activation of one-way auto-on function.

The following drop-down menu can be used to select the *Call Module* type (Elekta Glass 1060/12-13 or Elekta Steel 1060/17-18-23).

For door action settings, you can only choose whether to open the door with a single click or a double click.

In either case, use the "*Confirm*" and "*Cancel*" buttons to confirm or cancel the action. The "*Reset*" button will return the drop-down menus to the initial situation.

According to the device arrangement on the maps, the following table shows the possible actions that can be associated with a single or double click of the mouse:

Device	**Action 1**	**Action 2**	**Action 3**	**Action 4**
Call Module 1060/12-13-17-18-23	Watch & Listen	Watch & Talk	Opening of the respective main door	Opening of the respective gate
Entry Panel 1060/21-33-34-71-74-75-78	Watch & Listen	Watch & Talk	Opening of the respective main door	Opening of the respective gate
Floor Entry Panel 1060/22	Watch & Listen	Watch & Talk	----------	----------
Key Reader	Opening of the door	----------	----------	----------
Relay Actuator	Change of output 1/input 1 icon	Change of output 2/input 2 icon	----------	----------
Switchboard	Calling the switchboard	Opening a chat with the switchboard	Opening the drop-down menu with "Call" and "Open chat" items	
RTSP cameras	----------	----------	----------	----------

Table 2: actions linked to a click or a double click of the mouse depending on the device placed on the map

About Relay Actuators, the list of devices to be positioned shows the inputs and outputs and not the single device. In addition, the inputs are only displayed if they are associated with an alarm, i.e. if the Relay Actuator firmware version is 3.04 or higher.

The icon of the switchboard station on which the maps are created is light blue ( ) while the icons of the other switchboard stations are black ( ).

The status of the switchboard station (day, night or standby) is shown next to its icon.

Entry Panels 1060/71-74-75-78 and 1060/21-22-33-34 can also be placed on maps. For details on the differences between the various models, refer to the respective user and installation manuals.

On RTSP Cameras the  *button is not present and therefore it is not possible to associate any action to a single or double mouse click.*

Any previously placed devices will be removed if a map is removed.

HOW TO SAVE MAPS, "*SENSITIVE* AREAS", DEVICE POSITIONING AND ACTION CONFIGURATION

To save that seen above, simply close the map editing window with the button  in the upper right corner. At this point, go the viewing step described in the next paragraph.

7.5.3 VIEWING MAPS

Press "*View*" --> "*Maps*" or the respective button  (if present on the button bar) to view that described in the previous paragraphs. The following screen opens:

Figure 115: site map view

The navigation module is on the left of the page and the imported planimetries with highlighted "*sensitive*" areas are present in the central part of each node.

The area with the list of devices to be placed on the maps is not present, they were positioned already during the construction of the maps themselves.

The buttons on the top right of the previous page have the following functions:

-  /  hide/enable the button bar;
-  /  zoom in/out on the map;
-  /  adapt the map vertically or horizontally to the entire import area;
-  display the system alarms in a drop-down menu;
-  use the drop-down menu to display the doors left open;

 *When alarms and doors are left open, the corresponding buttons flash red and orange* 

 *If devices are not positioned on the maps, the following button will also appear:*  *. Press this button to be redirected to the map configuration page by means of a special suitable dialogue box to position the remaining devices*.

The most important actions that the switchboard operator can perform on the maps are:

- navigate the topological structure of the plant through the "*sensitive*" areas;
- display and reset all alarm signals in the plant;
- display the door left opened signals;
- use the Watch&Talk and Watch&Listen functions;
- open the doors and gates in the plant;
- call or start a chat with the devices that allow it;
- activate the *Relay Actuators* outputs.
- display and reset the alarm signals associated with the inputs of the *Relay Actuators*;
- for each device, display the information shown in the "*Diagnostic*" button.

The individual items are briefly described below.

7.5.3.1 *Navigation of the plant using the maps*

The topological nodes of the plant can be navigated using the maps and exploiting the "*sensitive*" areas identified during map construction. Five "*sensitive*" areas (the five blocks) marked with their labels are identified in the image below (site map):

Figure 116: site map displayed with "sensitive" areas

Click on one of the areas to shift the map to the next node, i.e. the map of one of the five blocks:

Figure 117: map of "Block 01" in map site view with "sensitive" areas

Having drawn the "*sensitive*" areas of "*Block 01*" (as shown in the previous figure), you can view maps of individual stairs and so on to the floors.

It is not possible to view the planimetry of a single apartment and therefore it is not possible to place the apartment devices on the maps. Navigation using maps therefore stops on floor level.

7.5.3.2 *Display and reset alarm messages*

If an alarm is generated on a *Call Module* of "*Block 01*", the maps show the following figure:

Figure 118: alarm received on maps

In the upper right corner, the icon  starts flashing and is highlighted in red. Click on the concerned icon to open a drop-down menu where the following appears (for each alarm):

- a significant icon of the alarm type,
- the name of the device or door where the alarm occurred.

In the example, a forced door alarm was generated and therefore the following signal appeared:

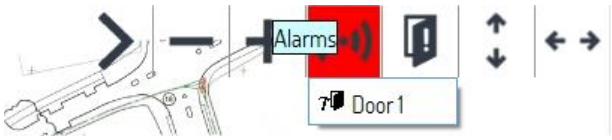


Figure 119: source which generated the alarm

Click on “*Door B1*”, you are transferred to the map where there the door with this name is located, as shown below:

Figure 120: view of the source that generated the alarm on the map

The auto-on function (“*Watch & Talk*” and the “*Watch & Listen*”) can be used according to the actions programmed on the device.

The same operations can be performed using a drop-down menu which opened by clicking on the icon ☰ on the device.

The alarm is reset using the “*Reset alarm - Forced door*” item on the pedestrian door drop-down menu:

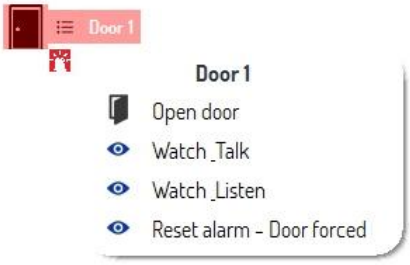


Figure 121: menu to reset forced door alarm

Click on this item to clear the alarm as follows:

- the icon  stops flashing on the maps (if there are no other alarms in progress),
- the alarm icon on the pedestrian door disappears,

The "Alarm reset - Forced door" menu item clears the alarm on the maps and on the corresponding alarm window.

The above also applies to the coercion and tampering alarm with the appropriate alarm icons.

In ***APPENDIX A: Actions which can be performed on devices on the maps*** there is a table where, according to each device present on the system, the corresponding actions that the switchboard operator can perform on the maps are shown.

The "Watch & Talk" and "Watch & Listen" items are always present on the gate icons and calling station icons whether an alarm or door left opened signal is present or not.

7.5.3.3 *Door left opened signal view*

In the case of door left opened signals, the maps show the following:

Figure 122: open door signal received on the maps

The icon  in the upper right corner starts flashing and is highlighted in yellow. Click on the concerned icon to open a drop-down menu showing the name of the door that generated the signal.

If the door left open is door B1, the following appears:

Figure 123: source which generated the open-door signal

Click on “*Door B1*” to go to the map where there the door with respective door left opened signal located ( ), as shown below:

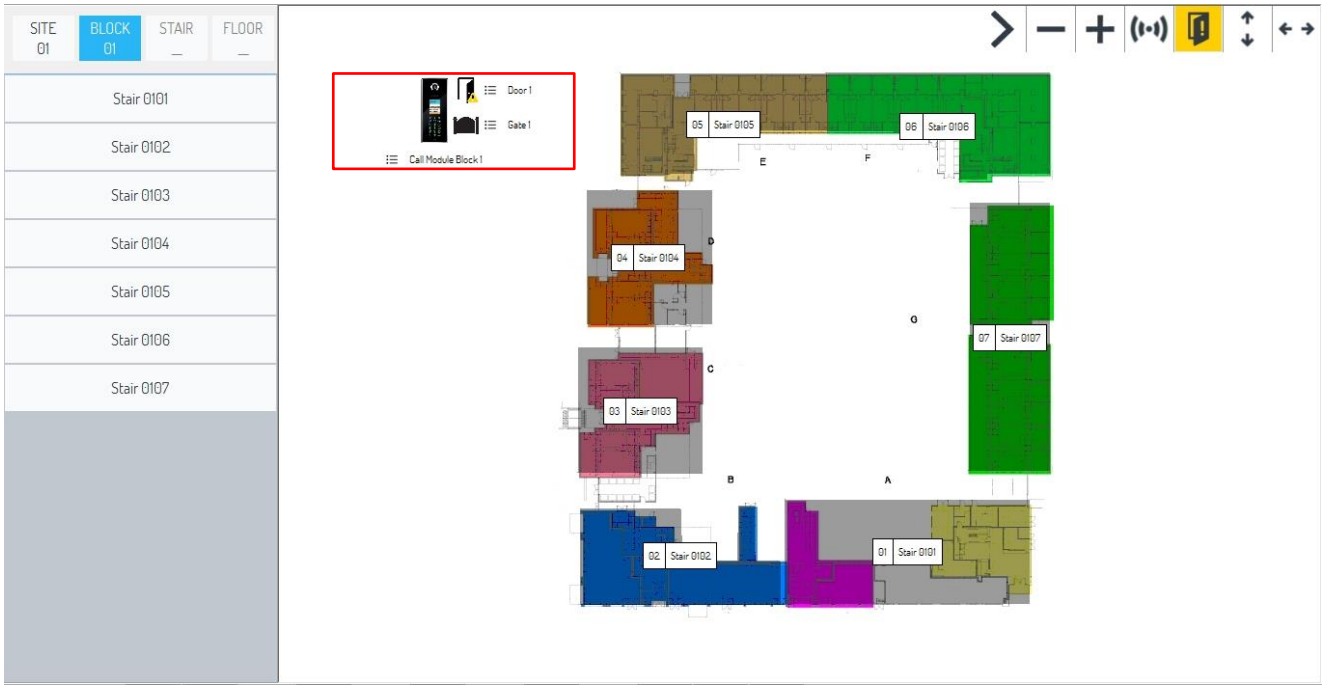


Figure 124: view of the source that generated the alarm on the map

The detail of the image in the red frame is as follows 

In this case, the signal cannot be reset by the switchboard operator but disappears automatically as soon as the respective sensor returns to the stand-by state (as on the respective window of the doors left open).

Also in this case, it is possible to use the auto-on function (“*Watch & Talk*” and “*Watch & Listen*”) on the device (when possible) according to the previously programmed actions or through the corresponding drop-down menus.

7.5.3.4 *One-way and two-way auto-on*

Auto-on of calling stations (one-way and/or two-way) can be performed according to the programming made when positioning the devices (single or double mouse click) or using the drop-down menus of the devices.

In both cases, if an auto-on is made from the maps, the *Switchboard* application user interface switches to the foreground so that the switchboard operator can see the images shot.

For *RTSP Cameras* it is possible to perform the auto-on (one-way only) by hovering the mouse over a camera and pressing the icon. The following interactive menu opens:

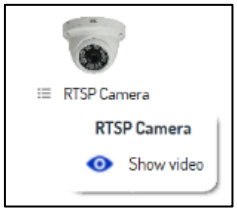


Figure 125: auto-on of RTSP cameras

The "*Show Video*" item allows playing the *RTSP camera* video stream through a pane that opens automatically on the *RTSP camera*.

By pressing the button (that appears in the upper right corner near the pane) it is possible to:

- close the video stream display pane (button);
- move the display of the video stream to an external window (button);
- capture a snapshot and save it to your PC (button);
- resize the display pane (button).

After closing the video pane with the button, you can only reopen it by pressing the "*Show Video*" item again.

7.5.3.5 *Main door or gate opening*

The main door or gate opening can take place according to the programming made during positioning of the access points of the devices (single or double mouse click) or using the relevant drop-down menus.

7.5.3.6 *Calling or initiating a chat*

The devices for which you can make a call or set up a chat are as follows:

- video door phone apartment stations,
- *Door phone* 1160/3 (call only),
- other switchboards.

To call an apartment station, go to the map of the floors where the apartments are designed as "*sensitive*" areas. A possible screenshot is as follows:

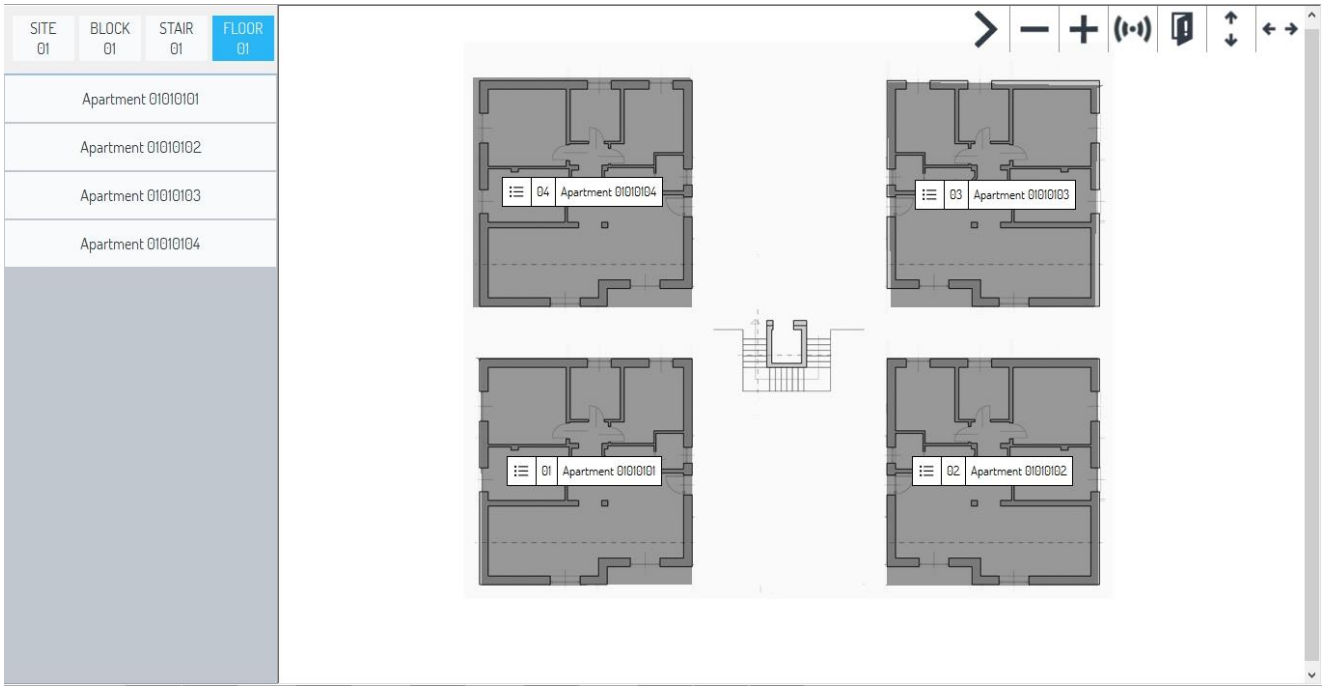


Figure 126: view of the "Floor 01" map

Point the mouse to the desired apartment and click on the icon . The following message will appear:

Figure 127: map menu for calling an apartment or opening a chat

The "*Call*" item can be used to call the apartment station or apartment stations of the apartment in the manner described in the paragraphs relating to "*Switchboard*" calls.

The "*Open chat*" item can be used to open a chat window and send chat messages to all the video door phone in the apartment. The following window will appear:

Figure 128: chat window

The message must be written in the text box in the bottom box. To send it, simply press the "*Send*" button.

If a panic alarm is sent from the concerned apartment, the corresponding "*sensitive*" area will start flashing and an alarm icon will be displayed, as shown in the figure below:

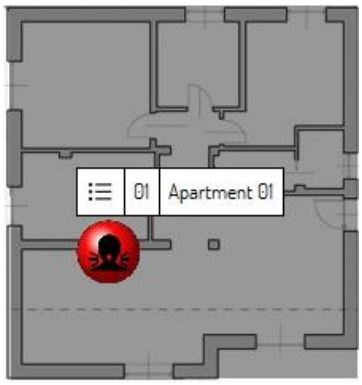


Figure 129: view of apartment with panic alarm

The drop-down menu that can be opened by pressing the button also contains the following items:

- "*Emergency call*", to make a silent call with two-way audio to the concerned apartment,
- "*Reset alarm – Panic*", to reset the panic alarm.

7.5.3.7 *Activating or deactivating the Relay Actuator outputs*

To activate or deactivate outputs of *Relay Actuators* 1060/84, it is necessary to position on the maps where the outputs in question are present. Left-click on the corresponding icon to activate or deactivate.

The default icons are as follows (according to the output status): / . It is possible to modify them when positioning the output on the maps through the relevant button.

DISPLAYING AND RESETTING THE ALARMS ASSOCIATED WITH THE INPUTS OF RELAY ACTUATORS

If an alarm is generated through the input of a *Relay Actuator*, the  icon starts flashing and is highlighted in red. Press the icon in question with the mouse button to display an item containing:

- a significant icon of the alarm type;
- the name of the input that generated the alarm.

Press the icon in question with the mouse button to be transferred to the map where the input of the *Relay Actuator* that generated the alarm is located, as shown below:

Figure 130: actuator relay input in alarm

The  button allows resetting the alarm using (for example) the "*Reset Alarm - Gas*" item:

Figure 131: type of alarm on Relay Actuator input

In fact, if this item is pressed, the alarm is reset, i.e. the  icon on the maps will no longer flash (if there are no other alarms in progress).

The "Reset Alarm - Gas" item resets the alarm both on the maps and on the corresponding alarm window of the Switchboard application.

The default icon for the inputs of a Relay Actuator is as follows:  . It can be changed during the input positioning on the maps using the  button.

*In **APPENDIX B: Alarm signal and door left open icons on maps** there is a list of icons associated with the alarms that can be generated through the inputs of a Relay Actuator.*

DISPLAYING DIAGNOSTIC ISSUES

If a device on the maps has one of the 3 issues below with the *Switchboard* application:

- incorrect communication,
- firmware misalignment,
- configuration file misalignment,

this is indicated by the following icon (located near the device) flashing red:  .

By left-clicking on the icon in question, the type of issue occurred is displayed.

7.5.4 DELETING MAPS

The maps can be deleted using the login form (which appears when the *Switchboard* application is started) by pressing the "*Show Advanced*" button. The following page will appear:

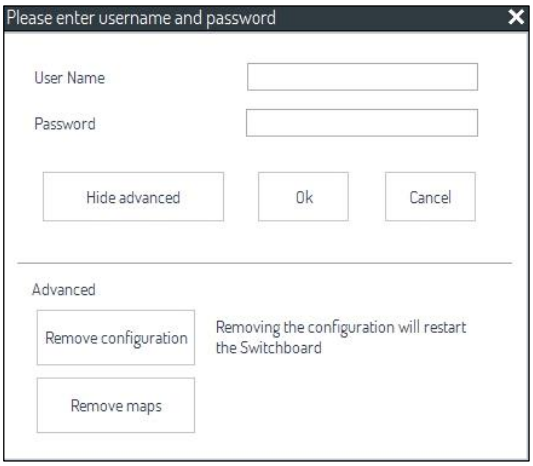


Figure 132: Delete maps

The "*Remove maps*" button can be used to delete all previously created maps and "*sensitive*" areas.

8 PROBLEM SOLVING

8.1 MISMATCH BETWEEN SOFTWARE VERSIONS OF DEVICES

The presence of a mismatch between the software versions of the devices and/or applications is indicated by the *Switchboard* application through the following message:

Figure 133: presence of mismatching devices on the system

By pressing the "*Status*" button, you can view the list of devices whose software version is not aligned with the *Switchboard* application, as shown below:

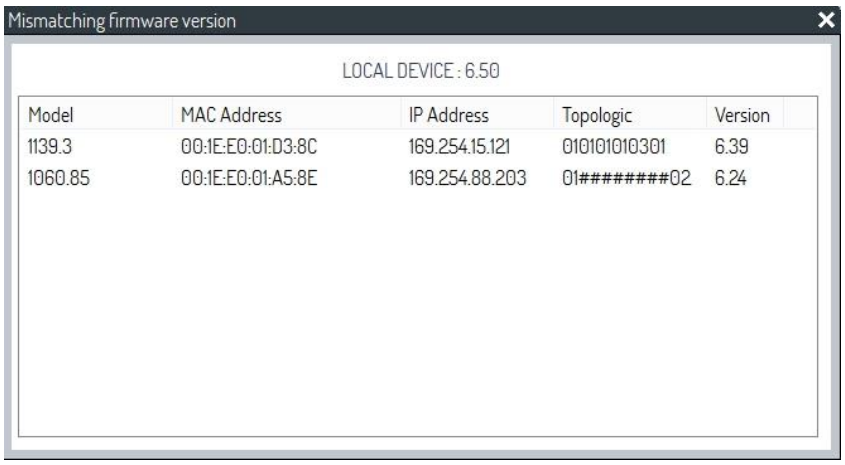


Figure 134: list of mismatching devices in the system

The software versions shown in the figure refer to the software development platform version included in the release software version.

The devices must be inserted in the configuration, so that the Switchboard application can report any mismatches.

The message temporarily disappears when you press the "*OK*" button. However, all the devices in the plant must be aligned with the same firmware version for the plant to work correctly.

8.2 RIGHT CLOSE OF SWITCHBOARD APPLICATION

It is recommended to close *Switchboard* application with lower left related button  before:

- removing your own PC from the system, that is removing network cable that connects PC IPerCom system;
- switching off PC.

8.3 SWITCHBOARD APPLICATION NETWORK SETTING CHANGE

It is necessary to identify 4 cases depending on what set on Configurator in section "*Network settings*" (for further information see ***the system technical manual for the installer***). Network settings can be of 2 types: manual or automatic.

8.3.1 CASE 1: MANUAL NETWORK SETTINGS (PREVIOUS SETTING: AUTOMATIC)

It is necessary in this case setting manually *Switchboard* application network parameters: IP address, subnet mask, default gateway and DNS server. Application shows the following pop-up window in 5 minutes, after network settings was changed:

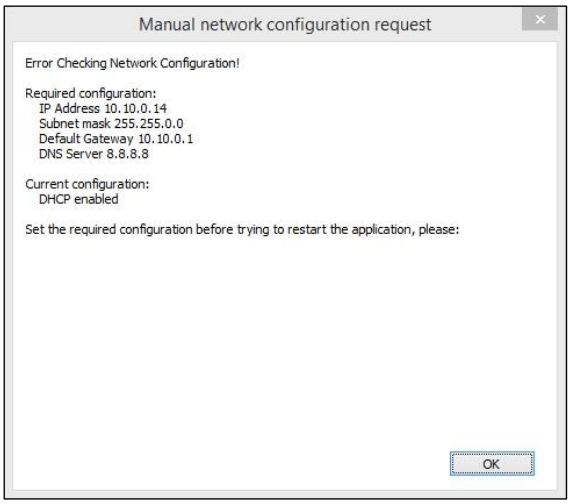


Figure 135: from automatic to manual network settings

According to the image above:

- item "*Required configuration*" shows network parameters to set manually to *Switchboard* application**;**
- item "*Current configuration*" shows that previous network configuration had an automatic addressing with DHCP.

To correctly enter the above values (as an example), follow the instructions below.

- Right-click on the "*Open Network and Internet settings*" item  (icon at the bottom right of your PC monitor). A screen opens with the list of available networks (red box):

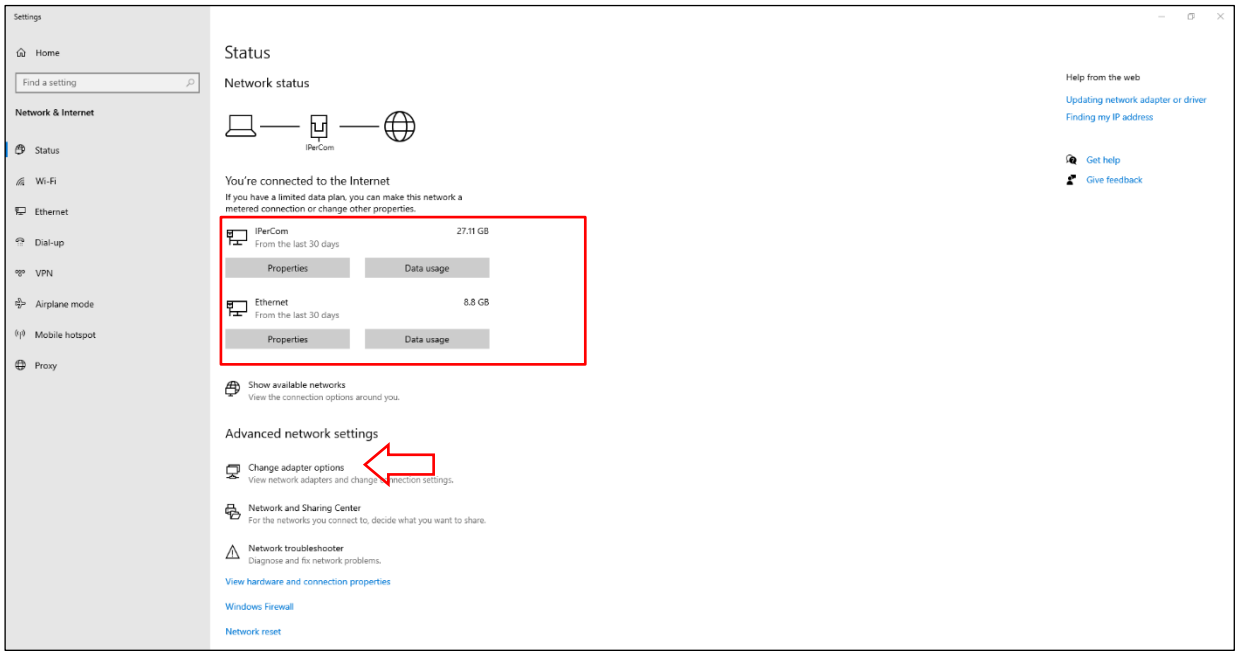


Figure 136: list networks

- In the screen above, press on the "*Change adapter options*" item (red arrow);
- In the screen that appears, locate the network card through which your PC is connected to the IPerCom system and then press the right mouse button;
- Press on the "*Properties*" item;
- In the window that appears, select the item "*Internet Protocol version 4 (TCP/IPv4)*" and press the left mouse button twice;
- Select item "*Use the following IP address*" and "*Use the following DNS server addresses*" and enter values shown in the first window, then confirm with "*OK*" button;

The window sequence is shown below:

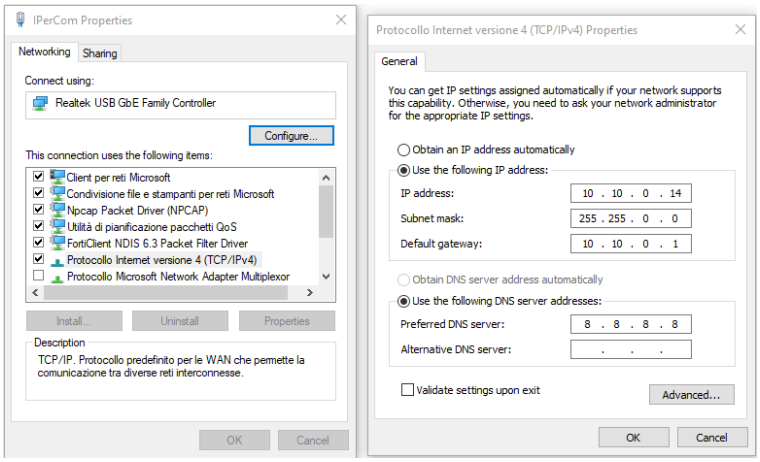


Figure 137: network configuration parameters

Close and restart the application (the new configuration is requested by the application at start-up), as shown below:

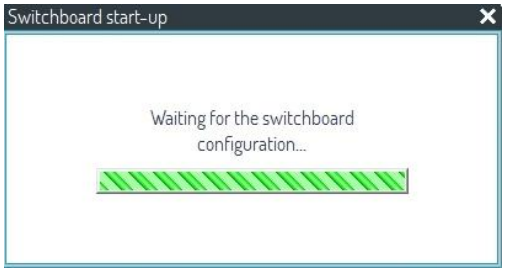


Figure 138: configuration request

8.3.2 CASE 2: MANUAL NETWORK SETTINGS (PREVIOUS SETTING: MANUAL)

It is necessary in this case setting manually *Switchboard* application network parameters: IP address, subnet mask, default gateway and DNS server. Application shows the following pop up window in 5 minutes, after network settings was changed:

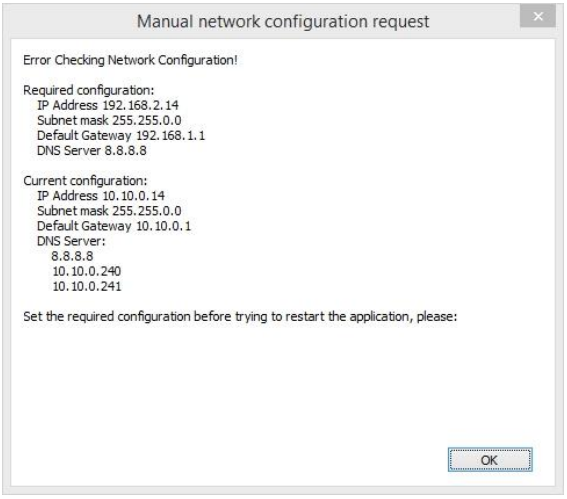


Figure 139: manual network address change

According to the image above:

- item "*Required configuration*" shows network parameters to set manually to *Switchboard* application**;**
- item "*Current configuration*" means that previous network configuration had a manual IP addressing, that is without DHCP.

To change network parameters, see previous paragraph.

8.3.3 CASE 3: AUTOMATIC NETWORK SETTINGS (PREVIOUS SETTING: MANUAL)

In this case *Switchboard* application must take in automatic way network settings: IP address, subnet mask, default gateway and DNS server. Application shows the following pop-up window in 5 minutes, after network settings was changed:

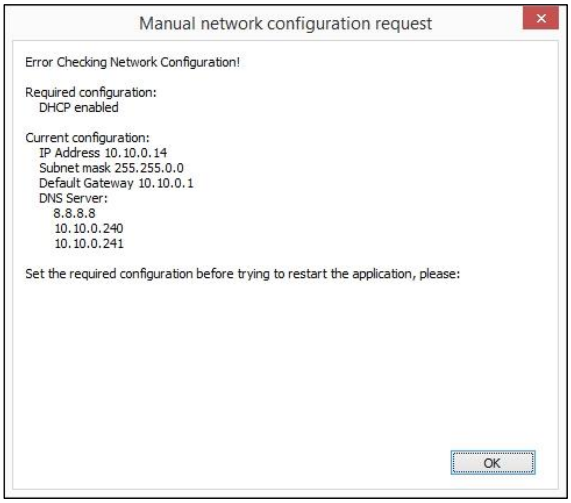


Figure 140: from manual to automatic network configuration

According to the image above:

- item "*Required configuration*" means that new network configuration has an automatic IP addressing, that is a DHCP mode;
- item "*Current configuration*" means that previous network configuration had a manual IP addressing, that is without DHCP.

In windows reported in paragraph ***8.3.1*** it is necessary selecting items "*Obtain an IP address automatically*" and "*Obtain DNS server address automatically*", after having changed network addressing into automatic way.

8.3.4 CASE 4: AUTOMATIC NETWORK SETTINGS (PREVIOUS SETTING: AUTOMATIC)

In this case *Switchboard* application network settings will be changed in automatic way. Application shows the following pop-up window:

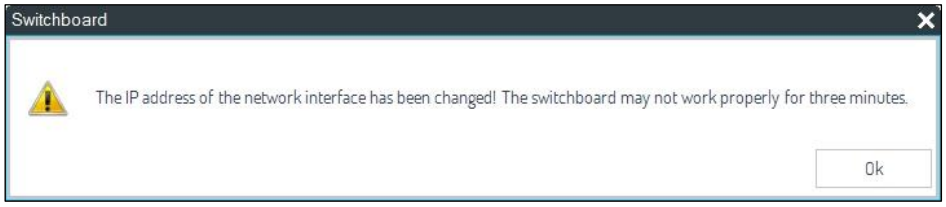


Figure 141: automatic network address change

Clicking on button "*OK*", application starts working right again.

8.4 USING THE SWITCHBOARD APPLICATION WITH *DOOR PHONE* 1060/41

To make more immediate and easier management of all communications with visitors and system users, it is suggested to connect an additional *Door phone* 1060/41 to the computer. In this case buttons  and  are switchboardd by actions "*Unhook handset*" e "*Hang up handset*".

Button  is disabled while the call is received.

On the contrary, button  is enabled and the call can be closed also using this button.

For connection of the additional *Door phone* 1060/41, follow the instructions in the instruction manual supplied with the product if your PC is equipped with a loudspeaker output and a microphone input.

If your PC has only one connector for microphone input and loudspeaker output, you need to use the additional cable supplied with the product. The jack connector must be connected to your PC, while the two RCA connectors must be connected to the corresponding RCA connectors of the door phone (green to green and red to pink).

In both cases the *Door phone* 1060/41 does not require any driver installation: when you connect the device to your PC using the USB cable, the installation starts automatically.

Connection of Door Phone 1060/41 on PC provided of only one input for microphone and speaker could request configurations on audio card for the right working of the door phone. These configurations can be different as a function of the PC in use or audio card supplied by the same PC.

8.5 Connecting the PC where the Switchboard application is installed to the IPerCom system

It is recommended to always make the connection between the IPerCom system network and the PC (where the *Switchboard* application is installed) via a LAN cable and not via a Wi-Fi network.

8.6 Moving the Switchboard application from one IPerCom system to another

If the PC where the *Switchboard* application is installed is moved from one system to another, follow the steps below to ensure that the application receives the new configuration correctly:

- connect the PC (where the application is installed) to the new system (using the same network interface);
- start the application;
- press the "*Show Advanced*" button, which is displayed in the login window;
- select the "*System Configuration*" item in the **Advanced** section;
- press the "*Remove*" button;
- wait for the application to restart and for it to acquire the new configuration.

The procedure ends correctly as soon as the login window appears again.

If you use another network interface to connect to the new system, the procedure remains the same with the only difference that, at point 3, the "*Show Advanced*" button is the one displayed in the window for selecting the new network interface.

8.7 SET THE PC WHERE THE SWITCHBOARD APPLICATION IS INSTALLED IN "*SLEEP*" MODE

If the *Switchboard* application is running on a PC, this must never be set in "*sleep*" mode by the relevant button of your operating system:

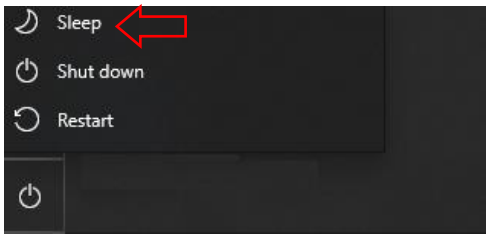


Figure 142: button to set the PC in sleep mode

Otherwise, at the end of the "*sleep*" phase, the *Switchboard* application will no longer function correctly. This malfunction does not occur if the "*sleep*" mode is set from the relevant configuration page:

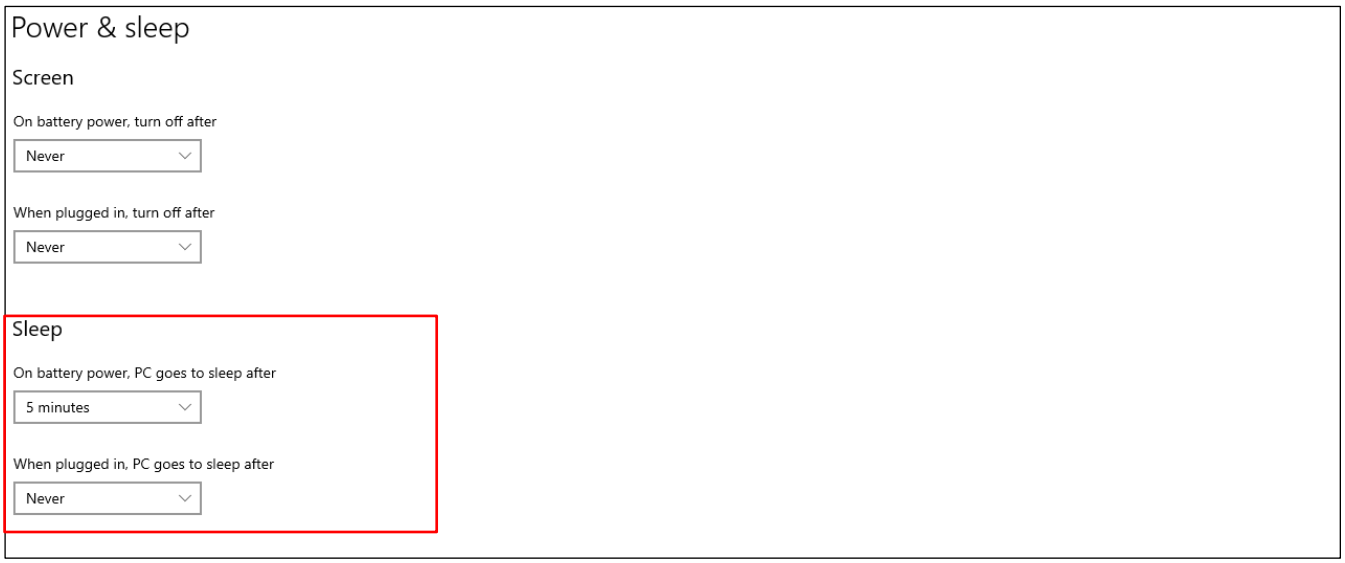


Figure 143: window to set the "sleep" mode after a period

8.8 SERVER UNREACHABLE

In presence of IPerCom systems in IPerCloud mode where the presence of a *Server* 1060/1 is required, the *Switchboard* application signals its absence by means of the following window:

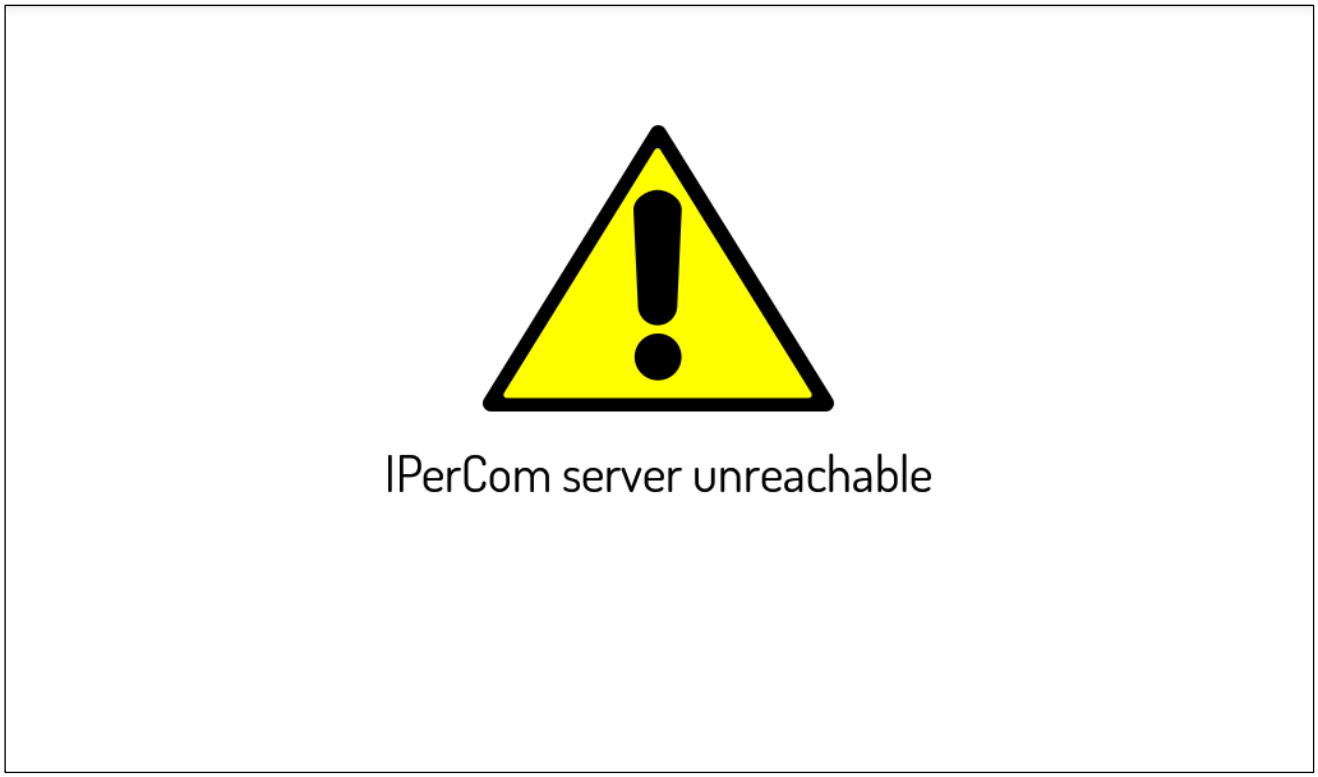


Figure 144: warning in case of Server 1060/1 not functioning and mandatory in IPerCom systems in IPerCloud mode

If this message appears, the *Switchboard* application is no longer usable. It is necessary to restore the correct functioning of the *Server* 1060/1 so that the message above disappears and *Switchboard* application can be used again.

APPENDIX A: ACTIONS WHICH CAN BE PERFORMED ON DEVICES ON THE MAPS

Device	**Display alarms**	**View doors left open**	**Open doors**	**Call/Chat/Auto-on**	**Activate outputs**
Call Module 1060/12-13-17-18-23	YES (*)	YES	YES	Auto-on	NO
Pulsantiera Modulare con 1060/48	YES (**)	YES	YES	Auto-on	NO
Entry Panel 1060/21-33-34-71-74-75-78	YES (***)	YES	Enable	Auto-on	NO
Floor Entry Panel 1060/22	NO	NO	NO	Auto-on	NO
Switchboard (***)	NO	NO	NO	Call/Chat	NO
Key Reader 1060/45-86	YES (#)	YES	YES (only one)	NO	NO
Video door phone apartment stations	Panic	NO	NO	Call (normal or emergency)/Chat	NO
Door phone 1160/3	Panic	NO	NO	Call (normal or emergency)	NO
Relay actuator 1060/84	YES (##)	NO	NO	NO	YES
Cameras RTSP	NO	NO	NO	Auto-on function	NO

Table 3: actions that can be done depending on the device placed on the map

(*): The alarms displayed for the *Call Module 1060/12-13-17-18-23* are coercion, forced door and tamper alarms;

(*): the alarms displayed for the *Modular Panel 1060/48* are coercion and forced door;

(***): The alarm displayed for the *Entry Panel 1060/21-33-34-71-74-75-78* is door has been forced;

(#): The alarms displayed for the *Key Reader* are forced door and tamper.

(##): the alarms that can be displayed are those associated with *Relay Actuator* inputs (firmware version 3.04 or higher).

Refer to the respective user and installation manuals for how to use the individual devices.

APPENDIX B: ALARM SIGNAL AND DOOR LEFT OPEN ICONS ON MAPS

Alarm type/Door left open signal	Icon
Panic/Rescue (*)	
Fire alarm (*)	
Gas (*)	
Flooding (*)	
Intrusion (*)	
Coercion	
Tamper	
System error (*)	
Forced door	
Burglar alarm (*)	
Flat battery (*)	
Generic (*)	
Open door signal	

Table 4: alarm and door left open icons

Alarms marked with an asterisk (*) can only be generated by:

- *Relay Actuator* inputs with firmware version 3.04 or higher;
- alarm input of video door phone and door phone apartment stations (for further details, see the system technical manual for the installer and the relevant installation manuals).

In both cases, the IPerCom system *configurator* must be used.

In addition to the maps, alarm warnings are also displayed on the corresponding alarm window of the *Switchboard* application.

The alarms not marked with the asterisk (*) can be generated by one of the 2 methods described above or by the calling stations (coercion, forced door and tampering) and apartment stations (panic alarm).

APPENDIX C: CONFIGURING CALL FORWARDING FUNCTION

The *Switchboard* application is generally used in medium-large sized system types such as "*Single Stair*", "*Multiple Stairs*" and "*Multi Block*". For these types of systems, where the figure of the building manager is generally requested, the configuration of the call forwarding function takes place via the *CallMe Manager* application.

The various actions to be performed to correctly configure the function relating to the *Switchboard* application are indicated below.

1. INSTALLER

- Connect a router to the IPerCom system network that can provide Internet access;
- Install *IPerCom Installer Tools* PC application;
- Create an Urmet Cloud account and authenticate with this account on the Urmet Cloud via the *IPerCom Installer Tools* application;
- Use the *IPerCom Installer Tools* application to create a system configuration and verify that the parameters of the call forwarding function are correct;
- Transfer the site to the building manager via the *IPerCom Installer Tools* application.

2. BUILDING MANAGER

- Install the *CallMe Manager* application on PC;
- Create an Urmet Cloud account and authenticate with this account on the Urmet Cloud via the *CallMe Manager* application;
- Acquire site via the *CallMe Manager* app;
- Create letter (pdf format) with QR-code;
- Send letters via email or post to the switchboard operator.

3.USER (SWITCHBOARD OPERATOR)

- Install the *CallMe* application, distributed for Android and iOS operating systems and downloadable from the relevant stores (*Urmet CallMe 2023 ed.*);
- Create an Urmet Cloud account and authenticate with this account on the Urmet Cloud via the *CallMe* app;
- Scan the QR code sent by the building manager to associate the account with the *Switchboard* application;
- Activate the call forwarding function, verify that it is activated correctly, check that the *Switchboard* application shows the call forwarding icon.

CONFIGURATION OF THE SYSTEM AND PARAMETERS OF THE CALL FORWARDING FUNCTION (INSTALLER)

Using the *IPerCom Installer Tools* application, the installer creates the project and the related configuration, that is defines the system topology, adds the devices on the topological nodes, assigns appropriate names to the devices, apartments, and topological nodes, creates the address books, the users, and activations, configure the parameters of the call forwarding function in the "*System*" --- > "*Call Forwarding Settings*" section of the *configurator* (as shown below):

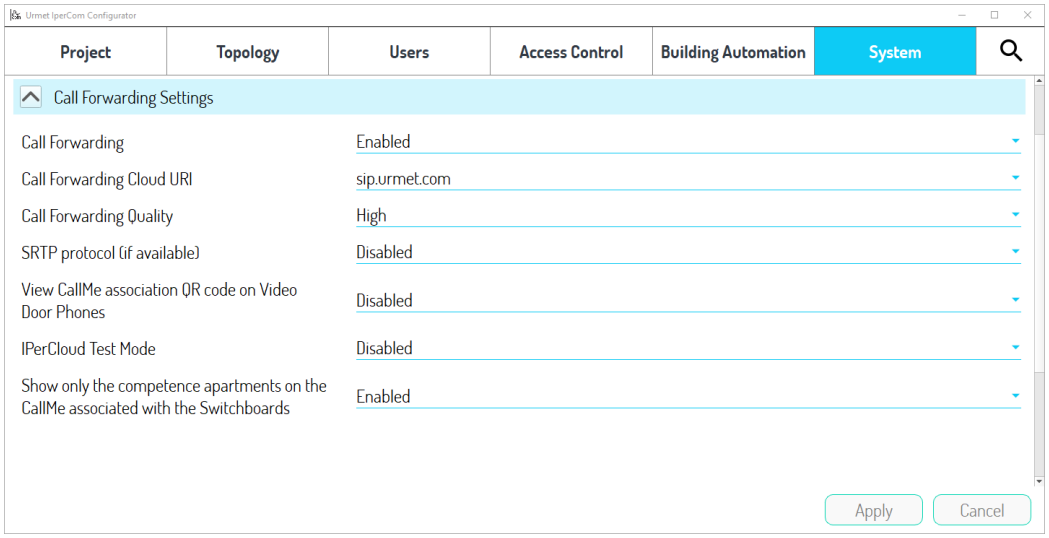


Figure 145: call forwarding parameters in tab "System"

In correspondence with "*Call Forwarding*" item, check that the value is set to "*Enabled*", as shown in the figure above.

In correspondence with the "*Call Forwarding Cloud URI*" item, it is necessary to set the server on which the user is registered via the *CallMe* app: the default server is "*sip.urmet.com*", while the server "*sip.urmet.cn*" is to be used only for the Chinese market.

The "*Call forwarding quality*" item must be set based on the available bandwidth: if you encounter problems in the call, such as jerky video and/or incomprehensible audio, it is best to lower the quality of call forwarding call.

After creating the configuration, it is necessary to apply it to the system. To do this, you must first save the configuration and exit the *configurator*. Then select the "*Configuration*" tab and press the "*Apply changes*" button to transfer the configuration to the system:

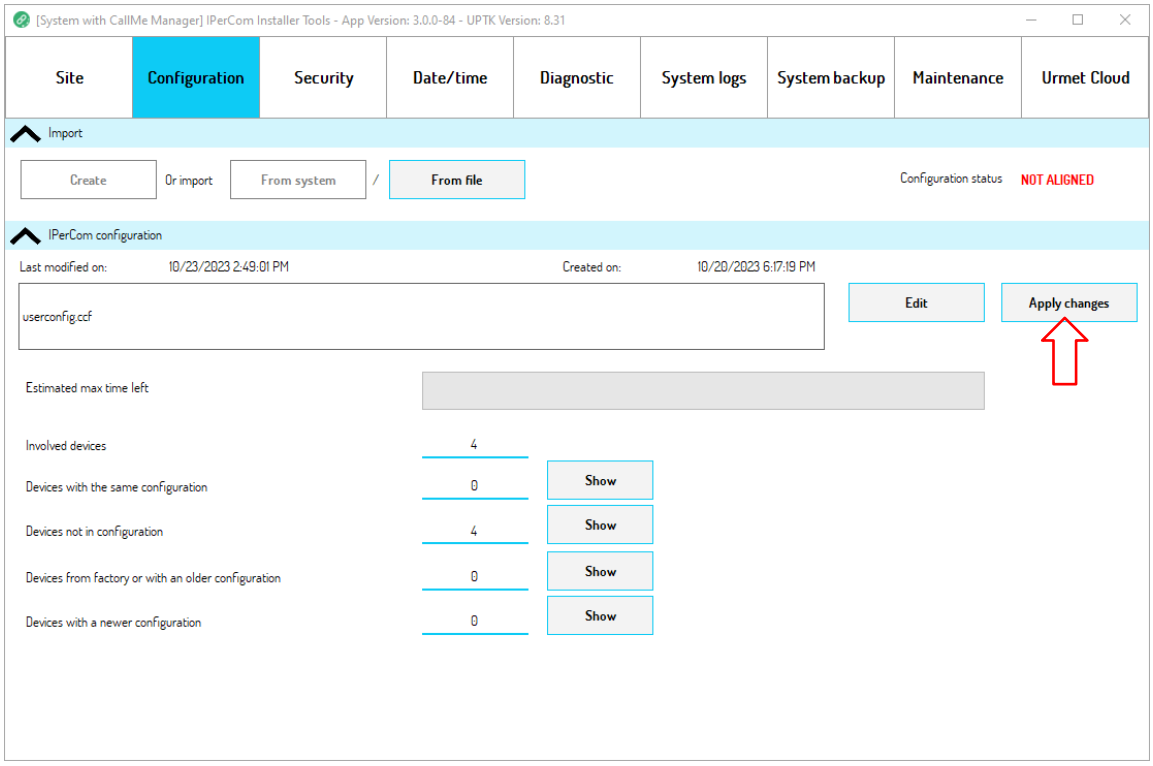


Figure 146: configuration application

After this, it is necessary to go to the "*Urmet Cloud*" tab in the **Site authorization management** section:

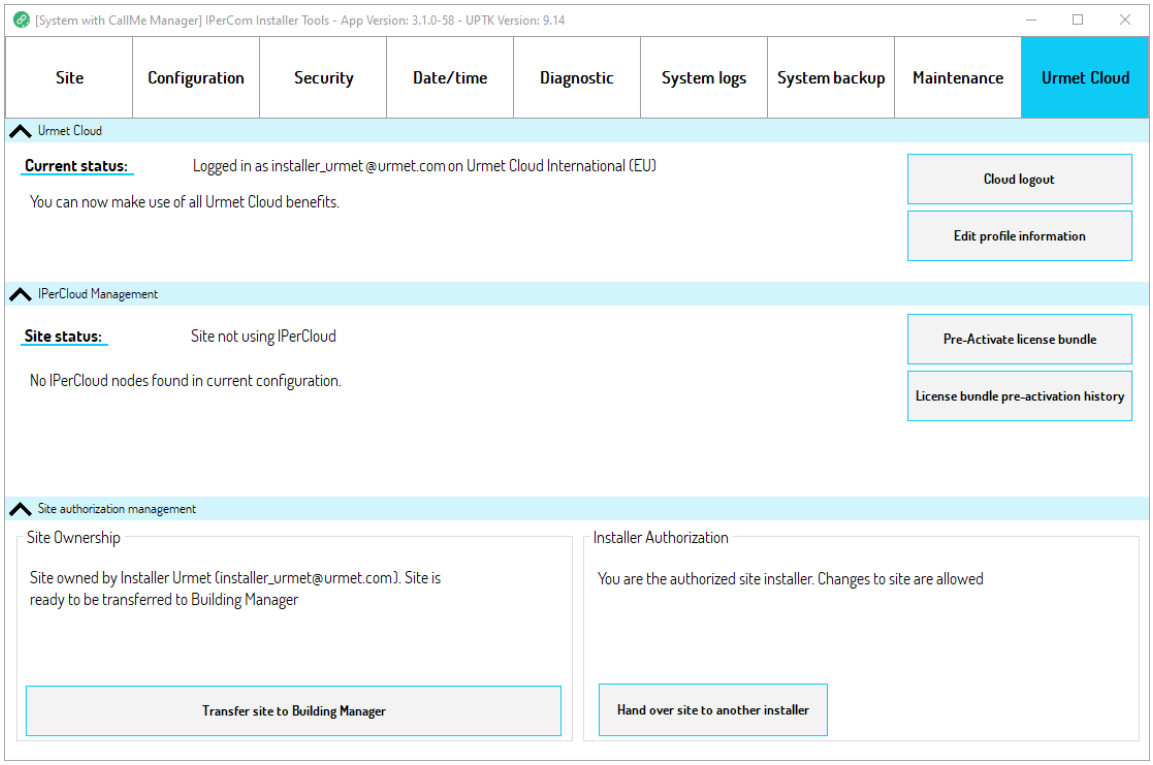


Figure 147: site transfer from installer to building manager

It is necessary to press the "*Transfer site to Building Manager*" button to transfer ownership of the site to the building manager, who with the *CallMe Manager* application will be able to configure the call forwarding service by printing the relevant letters. The following dialog box is shown in which it is necessary to enter the email with which the building manager registered with Urmet Cloud:

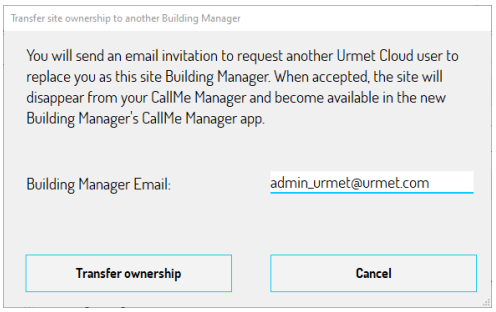


Figure 148: building manager email

By pressing the "*Transfer ownership*" button, an email is sent to the building manager and the correct outcome of the operation is confirmed by the following dialog box:

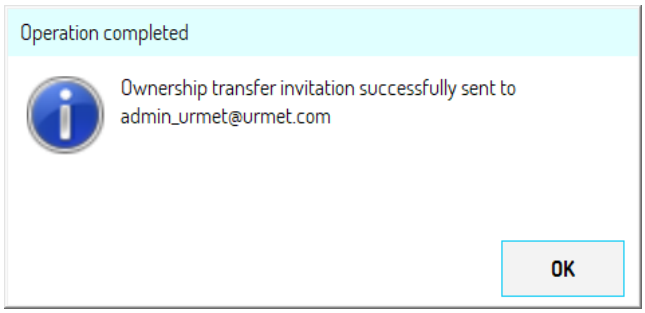


Figure 149: correct outcome of the invitation to the building manager

IMPORT OF THE TOPOLOGICAL STRUCTURE OF THE SYSTEM AND PRINT OF LETTERS (BUILDING MANAGER)

Below are the basic steps that the building manager (via the *CallMe Manager* application) must follow to allow users to use the call forwarding function.

The *CallMe Manager* application and its user manual can be downloaded from the following address: ***www.urmet.com/en-us/Professional/Tools/Software-and-Firmware*** .

The *CallMe Manager* application allows to:

- generate the pdf file to send to switchboard operator to allow the association of account with *Switchboard* application for use of the call forwarding function;
- manage the accounts of users who use the call forwarding function.

Before using the *CallMe Manager* application, the building manager must open the email that he received following the transfer of the site from the installer and press on the relevant link to make the transfer effective. The positive outcome of the operation is confirmed by the message "*Site acquired successfully*".

At this point it is possible to start the *CallMe Manager* application, authenticate with the Urmet Cloud account previously created by the building manager and press the "*Login*" button:

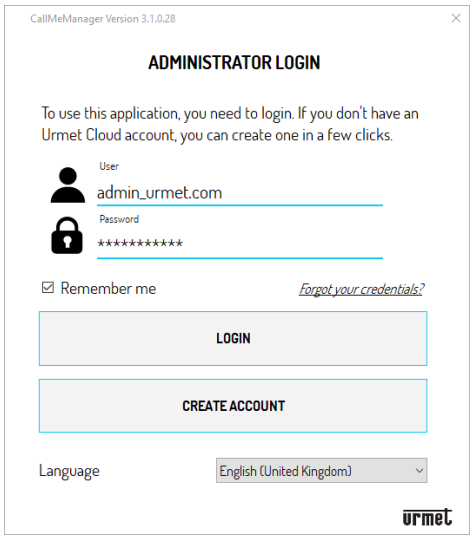


Figure 150: CallMe Manager login window

The *CallMe Manager* application shows the following dialog box relating to the presence of a new site ("*System with CallMe Manager*") transferred to the building manager account:

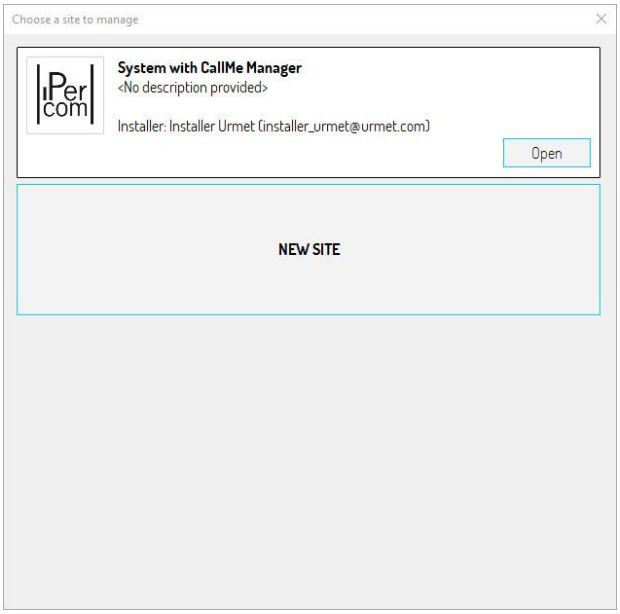


Figure 151: new site transferred to building manager

By pressing the "*Open*" button, the homepage of the *CallMe Manager* application appears with the new site loaded:

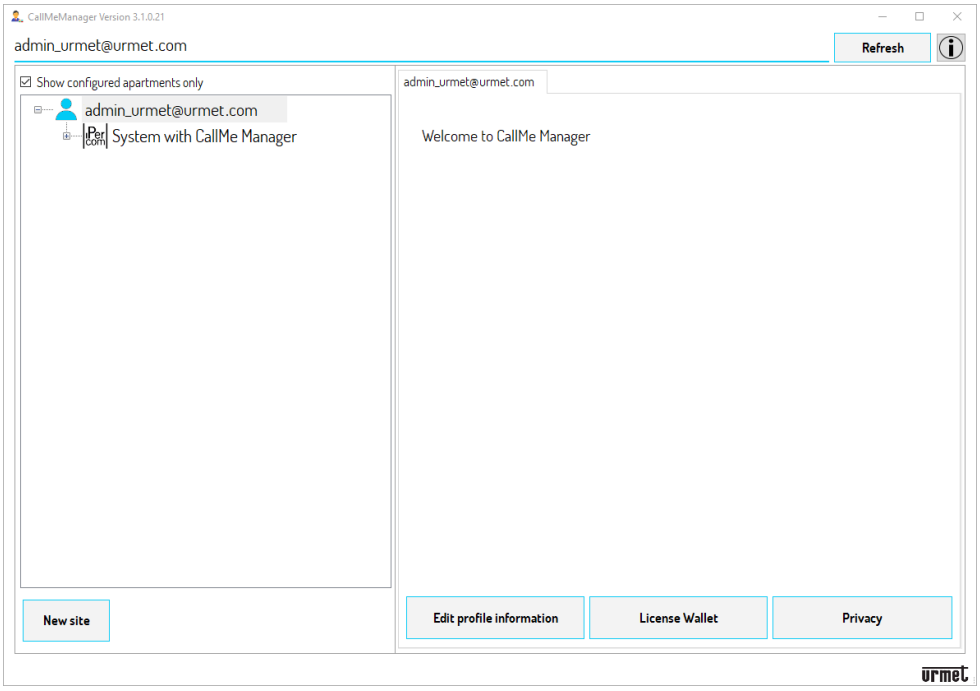


Figure 152: CallMe Manager app homepage

By expanding the topological structure, it is possible to view all the topological nodes present in the system (blocks, stairs, floors, and apartments) and the *Switchboard* application (positioned in this case on the topological node "*Block 01*"):

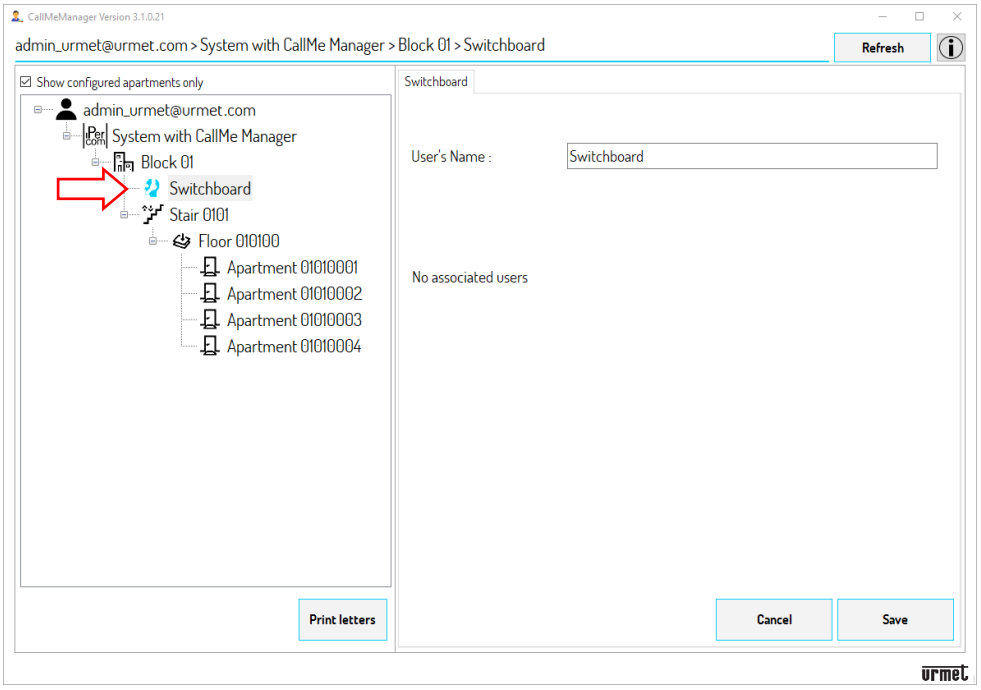


Figure 153: position of the Switchboard application in the system topology

Once the topology has been imported, it is necessary to generate the letters (pdf file) which must be sent via email or post to the switchboard operator, to allow the association of the account with the *Switchboard* application (via the *CallMe* app): to do this, after positioning yourself on the node relating to the *Switchboard* application, press the "*Print letters*" button.

The following screen appears:

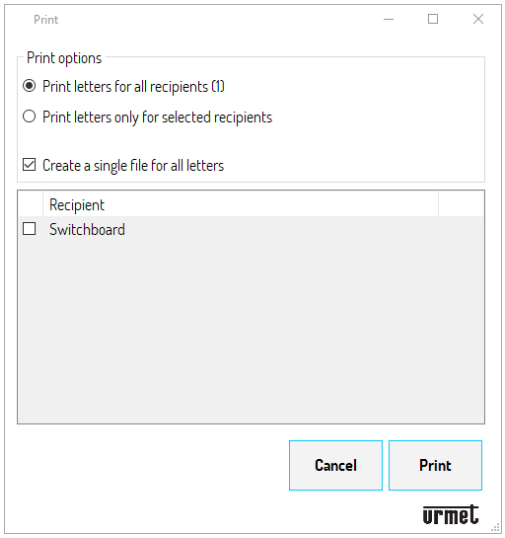


Figure 154: print of the pdf letter

Press the "*Print*" button to generate the letter in PDF format to send to the switchboard operator.

ACTIVATE AND ENABLE THE CALL FORWARDING FUNCTION (SWITCHBOARD OPERATOR)

Below are the basic steps that the switchboard operator must perform with the *CallMe* app, after receiving the letter from the building manager, to activate the call forwarding function on the *Switchboard* application.

From this point on the *Switchboard* application must be running on your PC.

For all information on configuring the *CallMe* app, refer to the ***relevant booklet*** on the website ***www.urmet.com***.

Download and install the app *Urmet CallMe 2023 ed.* from the Apple Store (iOS) or the Play Store (Android).

Launch the application and after viewing the onboarding windows, press the "*Let's get started*" button. The login page appears:

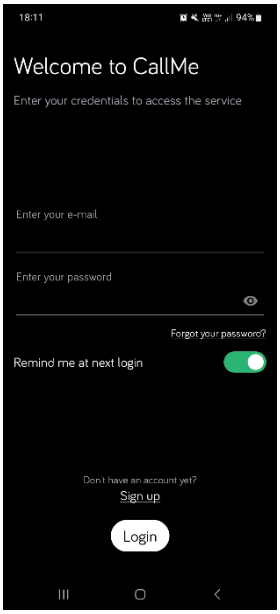


Figure 155: app login page or to create an account

Once logged in with a newly created or existing account, the application homepage is displayed:

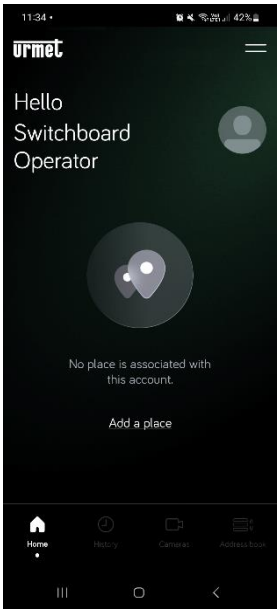


Figure 156: application homepage

Pressing the “*Add a place*” button the following screen appears:

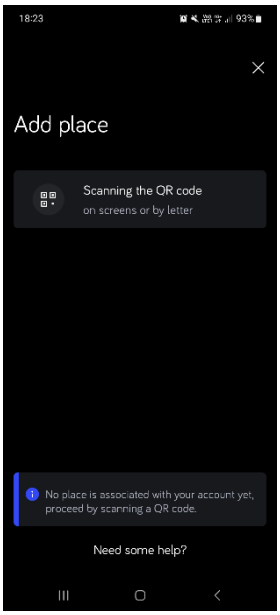


Figure 157: add of a place

Press the "*Scanning the QR code*" button to start the QR Code Reader application, then scan the QR code displayed in the letter sent by the building manager. The app shows the following screen:

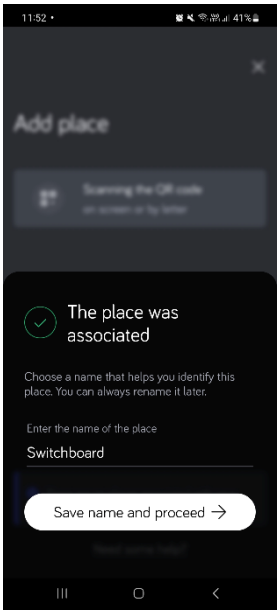


Figure 158: association of a place (Switchboard) with the CallMe account

It is possible to change the name “*Switchboard*”. By pressing the “*Save name and proceed*” button, the home page of the *CallMe* application appears with the newly added "*Switchboard*" place:

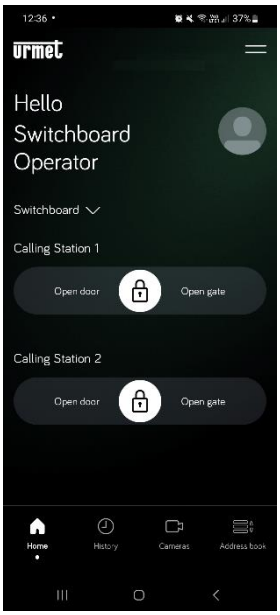


Figure 159: association of Switchboard application with the CallMe account

At this point there can be two ways to proceed, depending on whether the service is activated for the first time or not.

Service activated for the first time

From the "*Tools*" menu of the *Switchboard* application press on the "*Activate/verify Call Forwarding Service*" item. The following window opens:

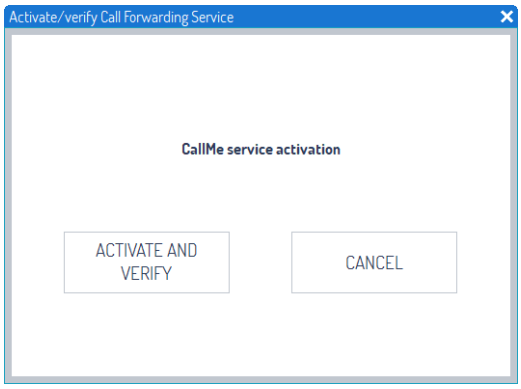


Figure 160: activation of the call forwarding service

By pressing the "*Activate and Verify*" button, the correct outcome of the operation is indicated by the following pop-up window:

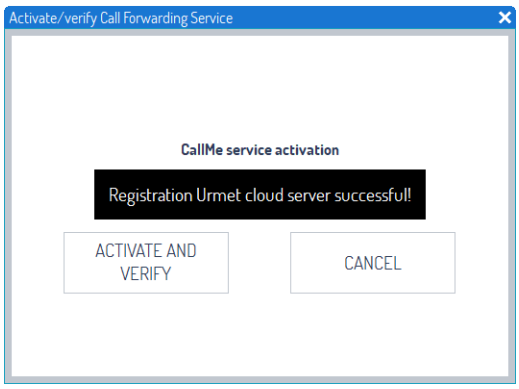


Figure 161: call forwarding service activation successful

Then check that the icon  appears at the top right of the user interface, as shown in the figure below:

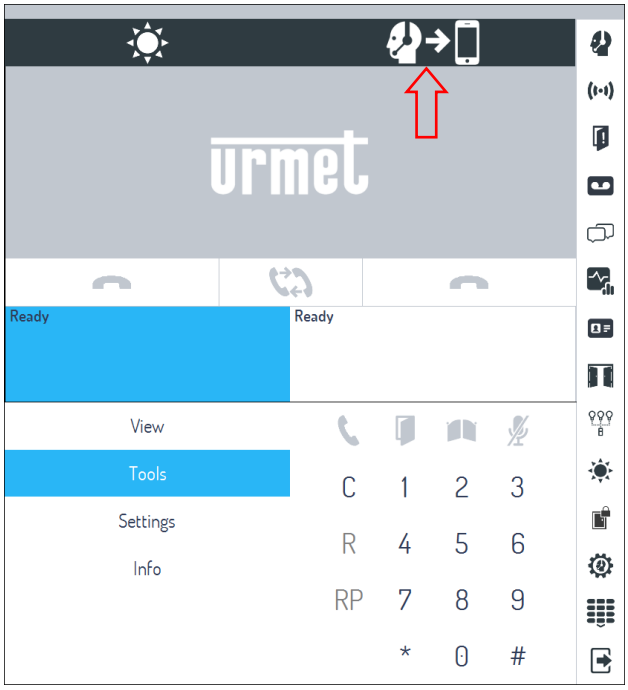


Figure 162: call forwarding function icon

Service not activated for the first time

From the "*Tools*" menu of the *Switchboard* application it is necessary to press on the "*Activate/verify Call Forwarding Service*" item. The following window opens:

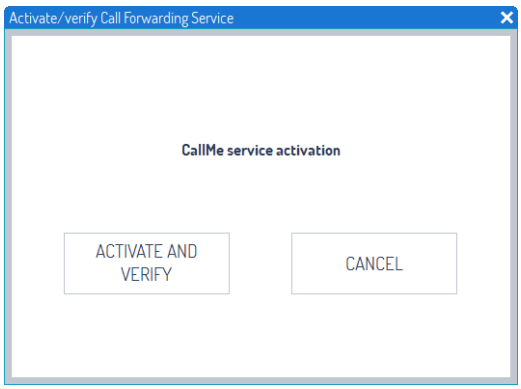


Figure 163: activation of the call forwarding service

By pressing the "*Activate and Verify*" button, the correct outcome of the operation is indicated by the following pop-up window:

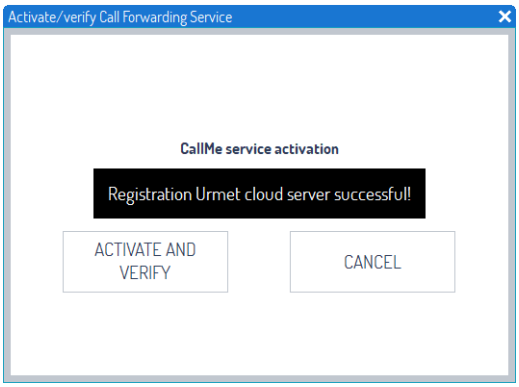


Figure 164: call forwarding service activation successful

Finally, to enable the call forwarding service it is necessary to press the "*Concierge Service Config*" item from the "*Tools*" menu of the *Switchboard* application and tick the "*Enabled*" box in the **Call forwarding** section:

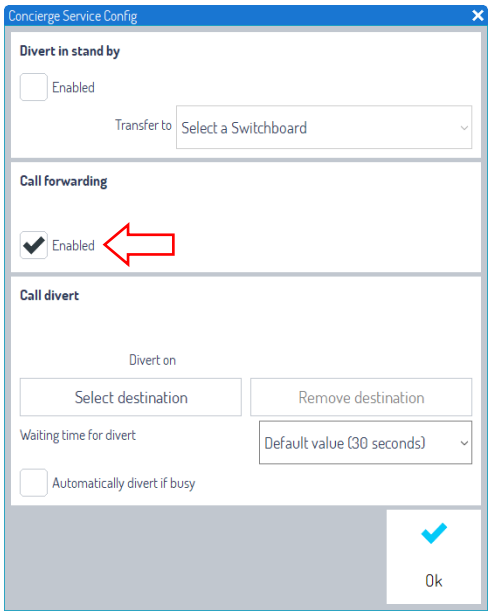


Figure 165: enabling the call forwarding function

Pressing "*OK*" button, the icon  appears at the top right of the user interface, as already shown in the figure ***Figure 162***.

The "Username" field is useful for using the call forwarding function on CallMe apps prior to the "Urmet CallMe 2023 ed." version and with IPerCom versions 3.0.0 or higher.

At this point all calls to the *Switchboard* application are also forwarded to your smartphone/tablet from which you can answer and possibly open the door and gate.

In addition to call forwarding on smartphones/tablets (Android or iOS), the app also makes the following services available:

- auto on with mono or bidirectional audio on the system calling stations ("*Cameras*" button);
- display of missed calls from an apartment station ("*History*" button);
- display of alarm log ("*History*" button);
- make an emergency call to the apartment station from which the alarm has been received ("*History*" button);
- one-way and two-way auto-on function on *Call Module* 1060/12-13-17-18-23 following a tampering, coercion or forced door alarm ("*History*" button);
- one-way and two-way auto-on function on *Modular Calling Station with 1060/48* for coercion or forced door alarm ("*History*" button);
- one-way and two-way auto-on function on *Entry Panel* 1060/71-74-75-78 for forced door alarm ("*History*" button);
- one-way and two-way auto-on function on *Entry Panel* 1060/21-33-34 for forced door alarm ("*History*" button);
- call only competence apartments (that is apartments that are in the topological group of the *Switchboard* application) or all apartments of the system depending on what was set in the *configurator* ("*Address book*" button);
- call the same *Switchboard* application ("*Address book*" button).

Auto on on RTSP cameras is not supported by CallMe app.

For a detailed description of all the features of the *CallMe* app, refer to the ***relevant booklet*** which can be consulted on the website ***www.urmet.com***.

The QR code at the bottom of the pdf file or on the letter sent to the switchboard operator, once scanned, can no longer be used.

Once the call forwarding function for the Switchboard application has been configured, it is of fundamental importance not to do a new system configuration from scratch (even if the topology is the same): if this were the case, the procedure seen above to associate the smartphone /tablet to the Switchboard application needs to be repeated.

All the contacts created in the configurator on the topological path of Switchboard and with the CallMe option selected appear inside the "Address book" button too. For further details, see ***the system technical manual for the installer****.*

If there are several switchboards in the system, you can call them all simultaneously and individually using the "Address book" button.

If the CallMe application calls more than one switchboard and one of these rejects the call, it is also closed on the other switchboards and therefore also on the CallMe app. On the contrary, if an apartment station or a calling station calls more than one switchboard and one of these rejects the call, it is not terminated on the other switchboards.

Calls to apartments and switchboards are forwarded only if the Switchboard application associated with the CallMe app is active on your PC. In the same way, to make the auto-on on the calling stations, the Switchboard application must be active on your PC.

If the Switchboard application is placed on another topological node, it is not necessary to scan a new QR code.

To remove the switchboard from the CallMe application, press the "Settings" ---> "My places" buttons in sequence. At this point, press on the item that identifies the Switchboard application, then on the "Manage this place" ---> "Delete" buttons and confirm with the "Delete" button.

Missed calls (from apartment station) and alarms are notified even if the call forwarding function is not enabled.

APPENDIX D: CONFIGURING CALL FORWARDING FUNCTION IN IPERCOM SYSTEMS IN IPERCLOUD MODE

The configuration of the call forwarding function in relation to the *Switchboard* application in IPerCom systems in IPerCloud mode is like that reported in ***APPENDIX C: Configuring call forwarding function***.

Once the site (created by the installer) has been acquired in the *CallMe Manager* application by the building manager, after assigning the licenses, it is sufficient to print the letters not only for the IPerCloud apartments but also for the *Switchboard* application, positioning on the node appropriate depending on the system topology.

For example, in the figure below you need to position yourself on the block node:

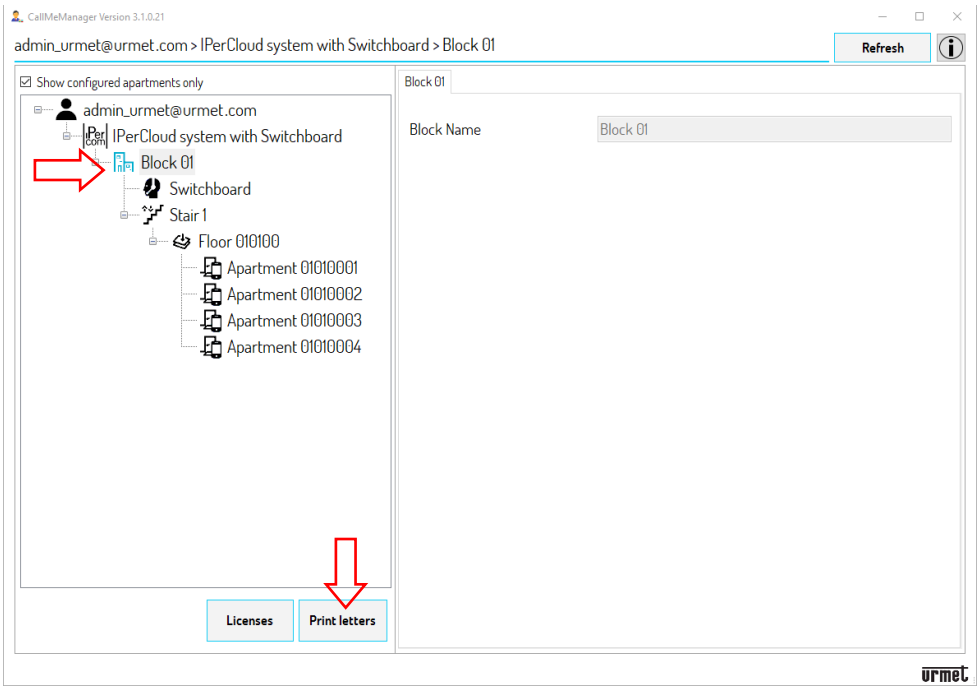


Figure 166: IPerCloud system with switchboard imported into CallMe Manager

By pressing the "*Print letters*" button, both the IPerCloud apartments and the *Switchboard* application are displayed:

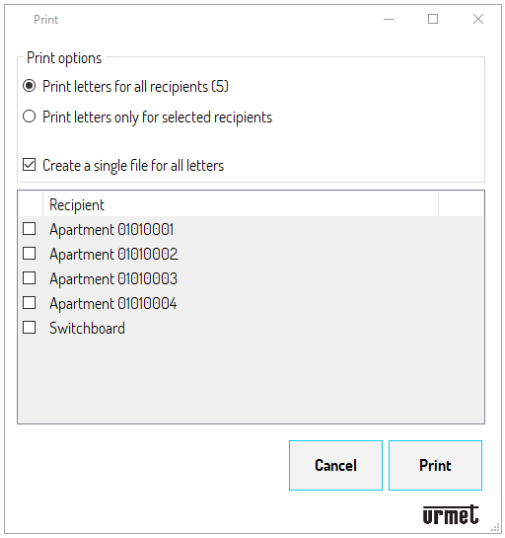


Figure 167: print of letters

From this point on, the procedure is like what was seen in the case of configuring the call forwarding function with the support of the *CallMe Manager* application.

APPENDIX E: CALL TO SEVERAL SWITCHBOARD APPLICATIONS EACH CONNECTED TO A CALLME APP

CALL TO COMPETENCE SWITCHBOARD

If an apartment (or a calling station) calls more than one competence switchboard (each with the call forwarding function enabled) the only *CallMe* app that receives the call is the one linked to the switchboard placed on the lowest node of the topological path of the calling device.

Considering as an example a system with a topological structure like the one shown below:

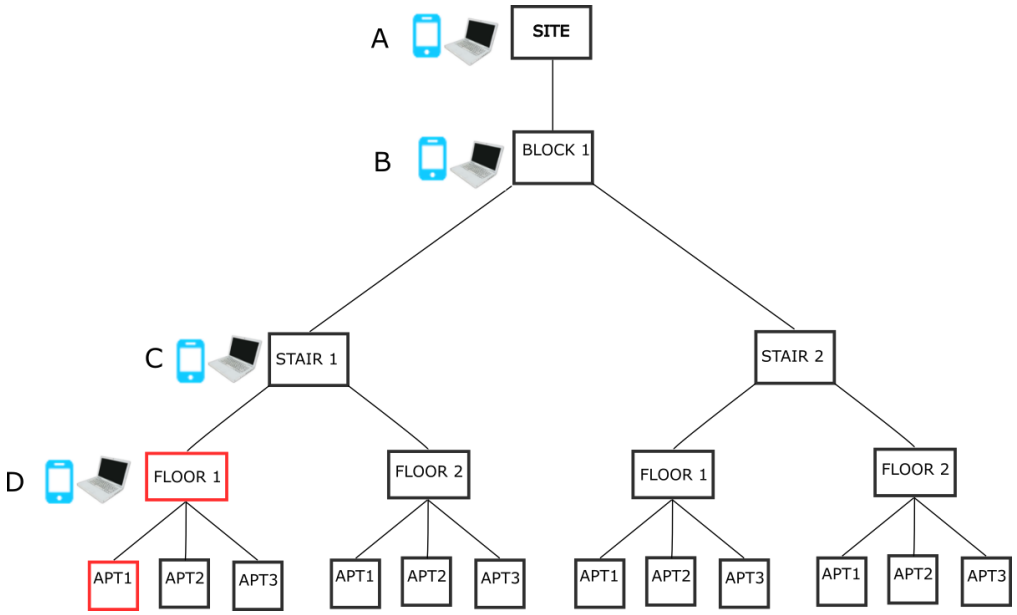


Figure 168: topological structure of the system

APT1 apartment (in red) has as competence switchboards those placed on the nodes "*Floor 1*", "*Stair 1*", "*Block 1*" and "*Site*". If APT1 apartment calls competence switchboards, they ring at the same time. If all are connected to their own *CallMe* app, the only one that receives the call is that of the switchboard placed on the lowest node of the topological path of the apartment, that is (in the case shown in the figure) the *CallMe* app linked to the *Switchboard* application of the "*Floor 1*" node (in red).

If on the lowest node the Switchboard application is not linked to any CallMe app, the application that receives the call is the first one found on the nodes immediately higher (in the example above, the "Stair 1" node).

If on the lowest node of the topological path of the calling device (or in those immediately above) there are several *Switchboard* applications (each with the call forwarding function enabled), it is possible to establish through the *configurator* which *CallMe* app should receive the call.

For example, if on the "*Floor 1*" node in the figure above there are 3 switchboards with the call forwarding function enabled, the list of switchboards present on the topological node in question appears on the configuration page of any of the 3 in the **CallMe Priority** section:

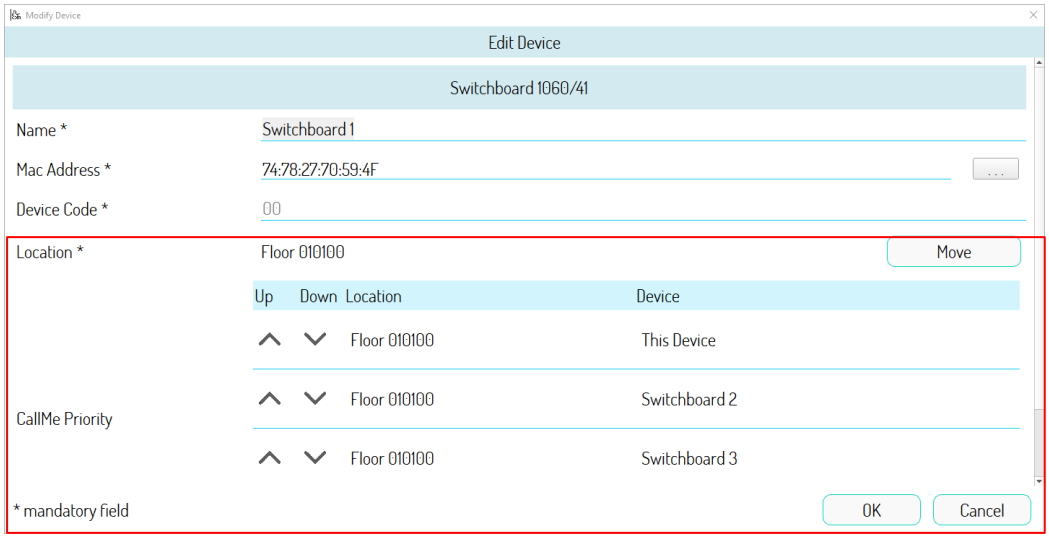


Figure 169: list of switchboards on a topological node

The list can be modified using the ^ and v buttons.

"This Device" represents Switchboard 1, i.e. the Switchboard application whose configuration page has been opened via the configurator.

The *CallMe* app associated with the first *Switchboard* application in the list (box in red) is the one that will receive the call if the APT1 apartment calls the competence switchboards. If you want that another *CallMe* app receives the call, you need to reorder the list and enter the *Switchboard* application connected to the *CallMe* app that you want to ring in the first place.

In the event that not all Switchboard applications of the same node are connected to the CallMe app, the CallMe app that rings is the one related to the first Switchboard application found in the list.

Any other Switchboard applications present on the other nodes of the same level (floor, stair, or block) will also appear in the list. These are not to be considered as they are not on the topological path of the calling device.

CALL TO ALL SWITCHBOARDS

If an apartment (or a calling station) calls from address book all switchboards of the plant (each one with the call forwarding function enabled) the only *CallMe* app that receives the call is the one linked to the switchboard placed on the highest node of the topological structure.

Considering as an example a system with a topological structure like the one shown below:

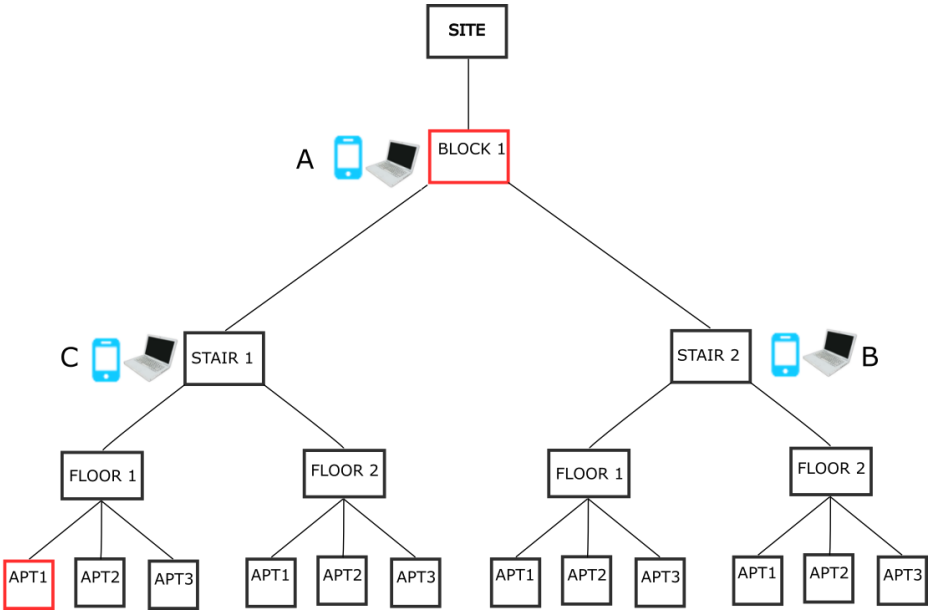


Figure 170: topological structure of the system

the APT1 apartment (in red) can call all the switchboards in the system from address book, i.e. those on the "*Stair 1*", "*Stair 2*" and "*Block 1*" nodes. These will ring simultaneously but if all are connected to their own *CallMe* app, the only one that receives the call is that of the switchboard placed on the highest node, i.e. (in the case shown in the figure) the *CallMe* app linked to the *Switchboard* application of the "*Block 1*" node (in red).

If on the highest node there are several *Switchboard* applications (each with the call forwarding function enabled), it is possible to establish through the *configurator* which *CallMe* app shall receive the call.

If there are 3 switchboards with the call forwarding function enabled on the "*Block 1*" node in the figure above, the list of switchboards present on the topological node in question appears on the configuration page of any of the 3 in the **CallMe Priority** section:

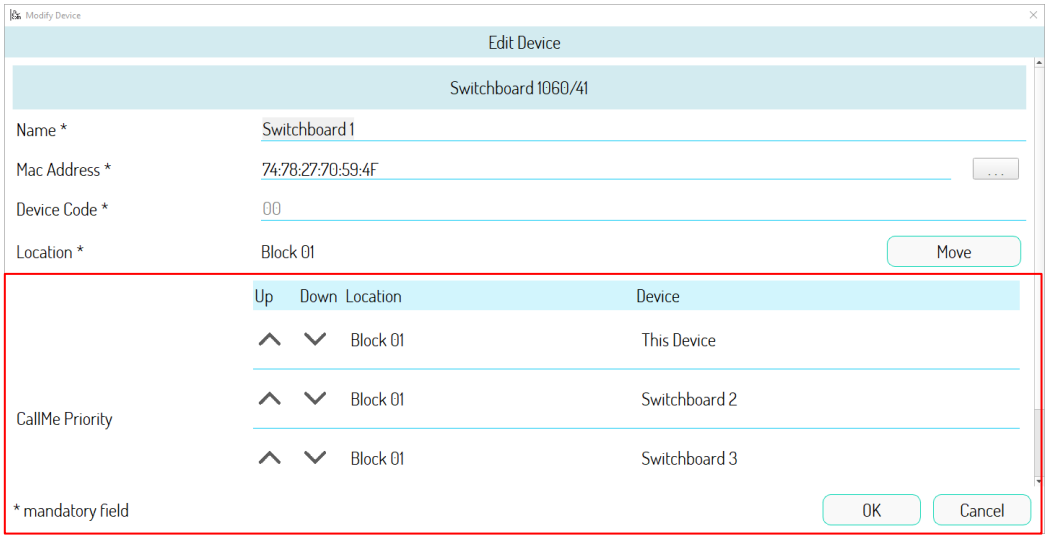


Figure 171: list of switchboards on a topological node

The list can be modified using the ^ and v buttons.

"This Device" represents Switchboard 1, i.e. the Switchboard application whose configuration page has been opened via the configurator.

The *CallMe* app associated with the first *Switchboard* application in the list (box in red) is the one that will ring after a call to all switchboards. If you want another *CallMe* app to ring, you need to reorder the list and put the *Switchboard* application connected to the *CallMe* app you want to ring in the first place.

In the event that not all Switchboard applications of the "Block 1" node are connected to the CallMe app, the CallMe app that rings is the one relating to the first Switchboard application found in the list and connected to the app.

In general, any other Switchboard applications present on the other nodes of the same level (floor, stair and block) will also appear in the list. These (if connected to a CallMe app) are to be taken into consideration as the call is directed to all switchboards in the system.

HOW TO MAKE MULTIPLE CALLME APPS RING AFTER A CALL TO THE COMPETENCE SWITCHBOARD

Following a call to the competence switchboard, it is possible to make multiple *CallMe* apps ring by sharing access to the system (place) with other users. Considering as an example a system with a topological structure like the one shown below:

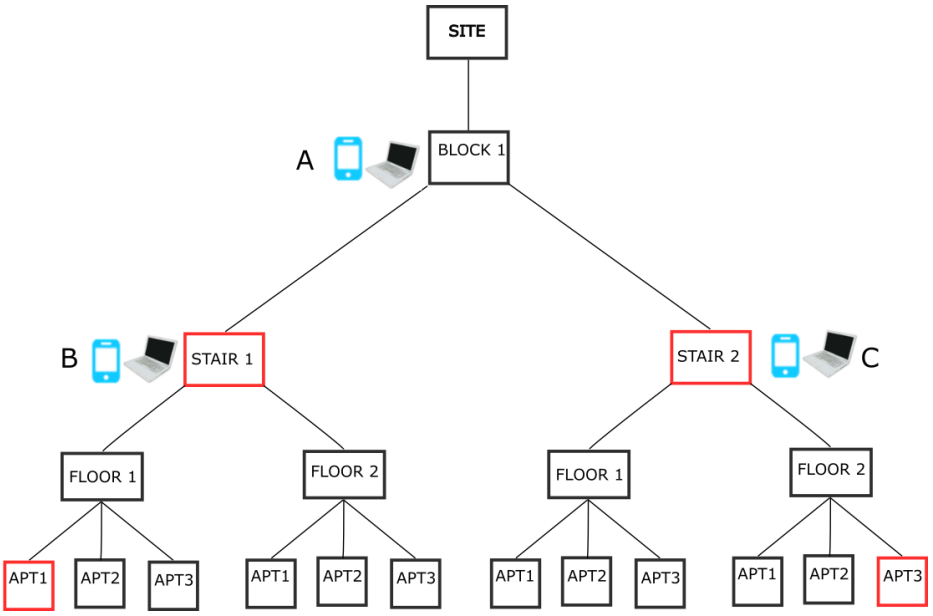


Figure 172: topological structure of the system

APT1 apartment (in red) has as competence switchboards those on the "*Stair 1*" and "*Block 1*" nodes and in the same way APT3 apartment (in red) has as competence switchboards those on the "*Stair 2*" and "*Block 1*" nodes. If apartment APT1 calls competence switchboards, they ring at the same time and the only *CallMe* app that receives the call is that of the switchboard placed on the lowest node of the topological path of the apartment, i.e. (in the case shown in the figure) the CallMe app linked to the *Switchboard* application of the "*Stair 1*" node (in red). At the same way for the APT3 apartment, the *CallMe* app, that rings, is the one linked to the *Switchboard* application of the "*Stair 2*" node (in red).

If you want to make the *CallMe* app linked to the *Switchboard* application of the "*Block 1*" node also receive the call from APT1 (for example), it is necessary that the user authenticated on the *CallMe* linked to the *Switchboard* application of the "*Stair 1*" node ("*Switchboard B*") shares the system (place) with the user authenticated on the *CallMe* linked to the *Switchboard* application of the "*Block 1*" node ("*Switchboard A*").

To do this it is necessary to:

- have smartphones / tablets A and B available (see figure above);
- have logged in with a valid account on both smartphones.

At this point follow the instructions below:

- With smarphone B from home page of *CallMe* app press in sequence buttons "*Settings*" (☰) -- > "*My places*" -- > "*Switchboard B*":

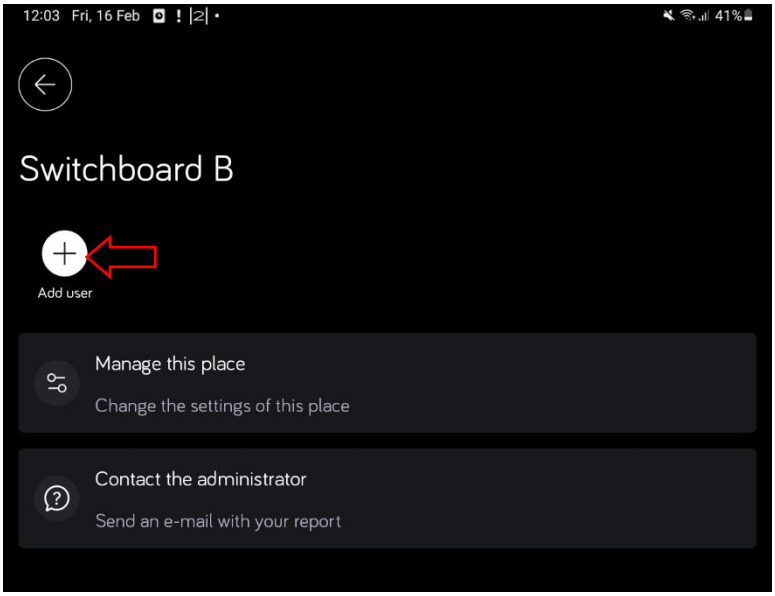


Figure 173: screen of the CallMe app for sharing the "Switchboard B" location

- Press on button “*Add user*” (red arrow):

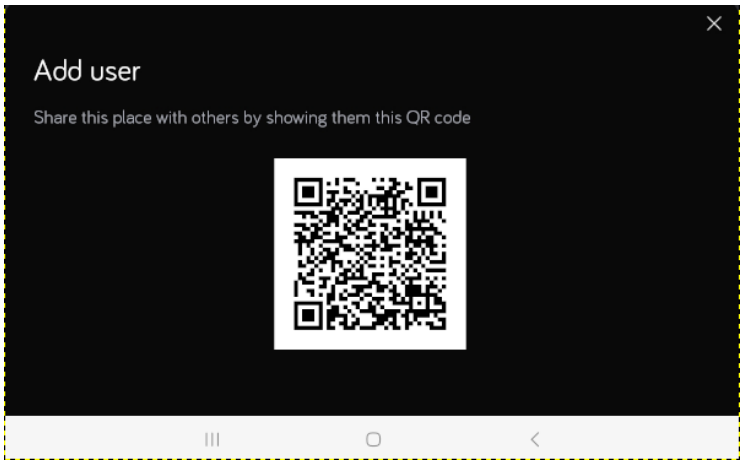


Figure 174: QR-code to share the “Switchboard B” location with the user of the “Switchboard A” location

On smartphone/tablet A it is necessary:

- Press in sequence buttons “*Settings*” (☰) -- > “*My places*”:

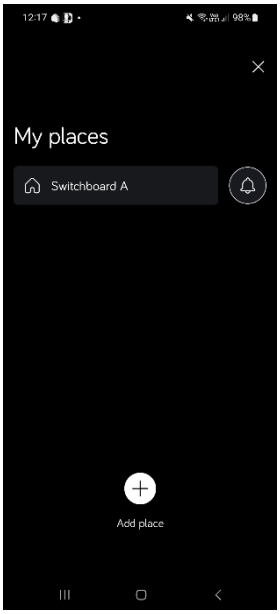


Figure 175: place “Switchboard A”

- Press then the button "*Add place*":

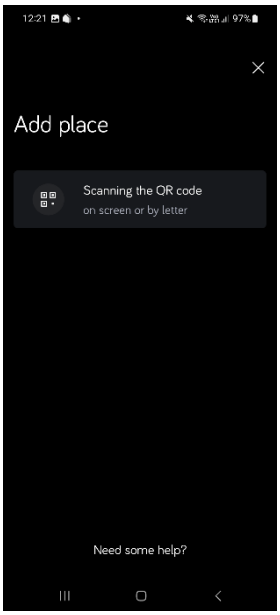


Figure 176: screen from where you can scan the QR code of the "Switchboard B" location

- press the "*Scanning the QR code*" button, scan the QR code generated on the smartphone/tablet B and press the "*Save name and proceed*" button in the relevant dialog box:

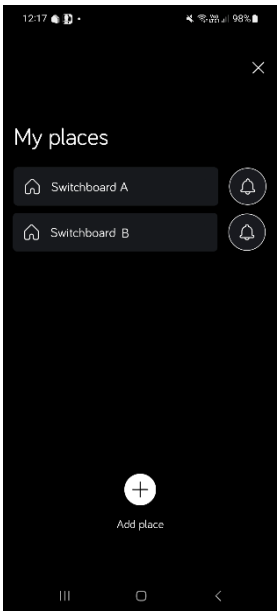


Figure 177: "Switchboard B" place added

The place relating to the *Switchboard* application of the "*Stair 1*" node ("*Switchboard B*") appears on the *CallMe* application linked to the *Switchboard* application of the "*Block 1*" node ("*Switchboard A*").

A call from APT1 to the competence switchboards will make ring the two *CallMe* apps of the "*Stair 1*" and "*Block 1*" nodes.

The same procedure can be done on smartphones/tablets C and A, so that if APT3 calls the competence switchboards, the call is received both by smartphone/tablet C and by smartphone/tablet A.

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