

VOG5W (1760/15-16) - Call Forwarding Guide

Estimated setup time: 15 minutes

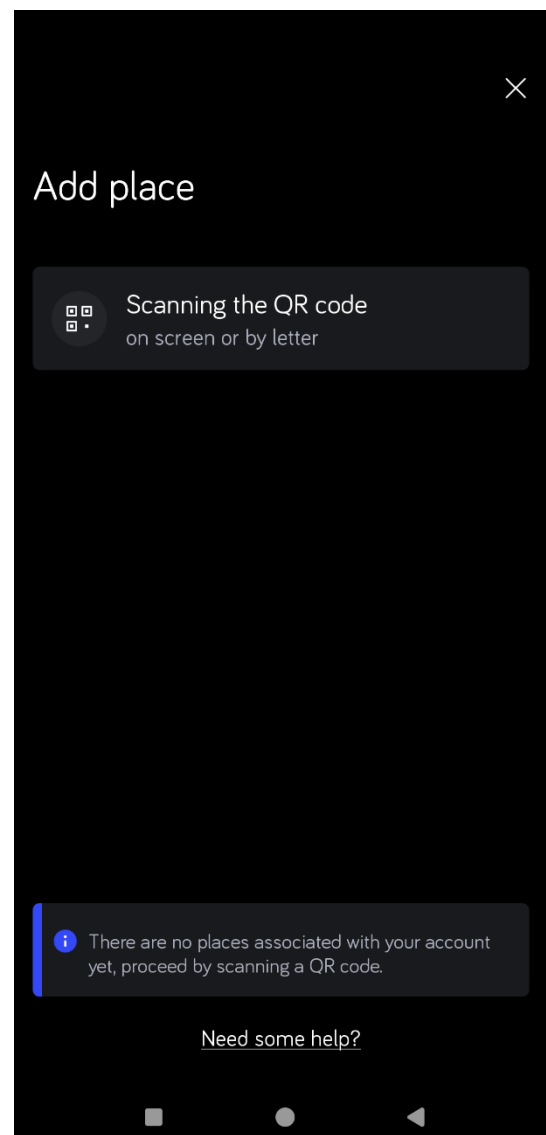
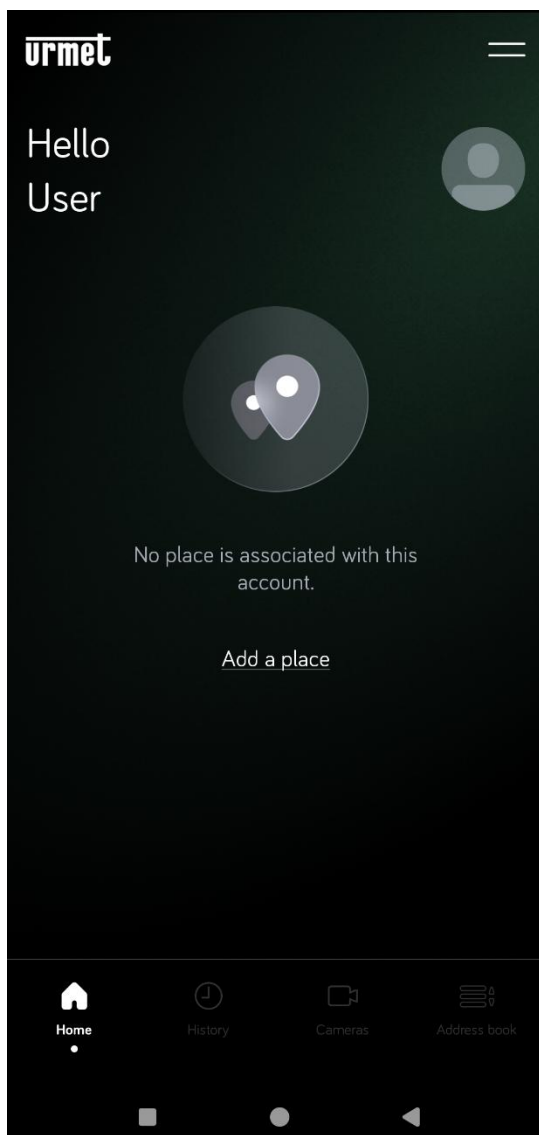
Call forwarding on the Urmet VOG5W handset allows viewing of audio and video intercom calls remotely, as well as open-gate and open-door functionality, from a smartphone or tablet.

Requirements:

- VOG5W handset with the latest firmware
- Smartphone with the Urmet CallMe app installed (2023)
- Access to email for CallMe app Urmet Cloud login/registration
- End user Wi-Fi access and password

NOTE: This process only works on new monitors that have not already been setup with call forwarding. If call forwarding is already setup on the monitor for another user, the other user will need to use the transfer/delete feature in their call me app first.

1. Open the CallMe app and login or register. Once logged in you should see the below screen. By pressing 'Add place' you will get an option to scan a QR code.



2. To access the QR code activate the VOG5W monitor by double tapping the menu button

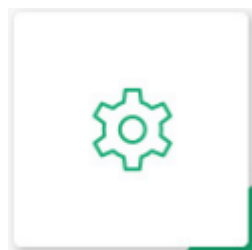


This will activate the monitor display and show the home screen. The QR code is in Settings > Advanced settings. Using the navigation keys at the bottom of the monitor move the current selection (green outline) to the settings icon. Once the setting icon is highlighted in green, select it by using the audio touch button that also functions as the 'OK' action.

Navigation arrows:



Settings/ cog Icon:



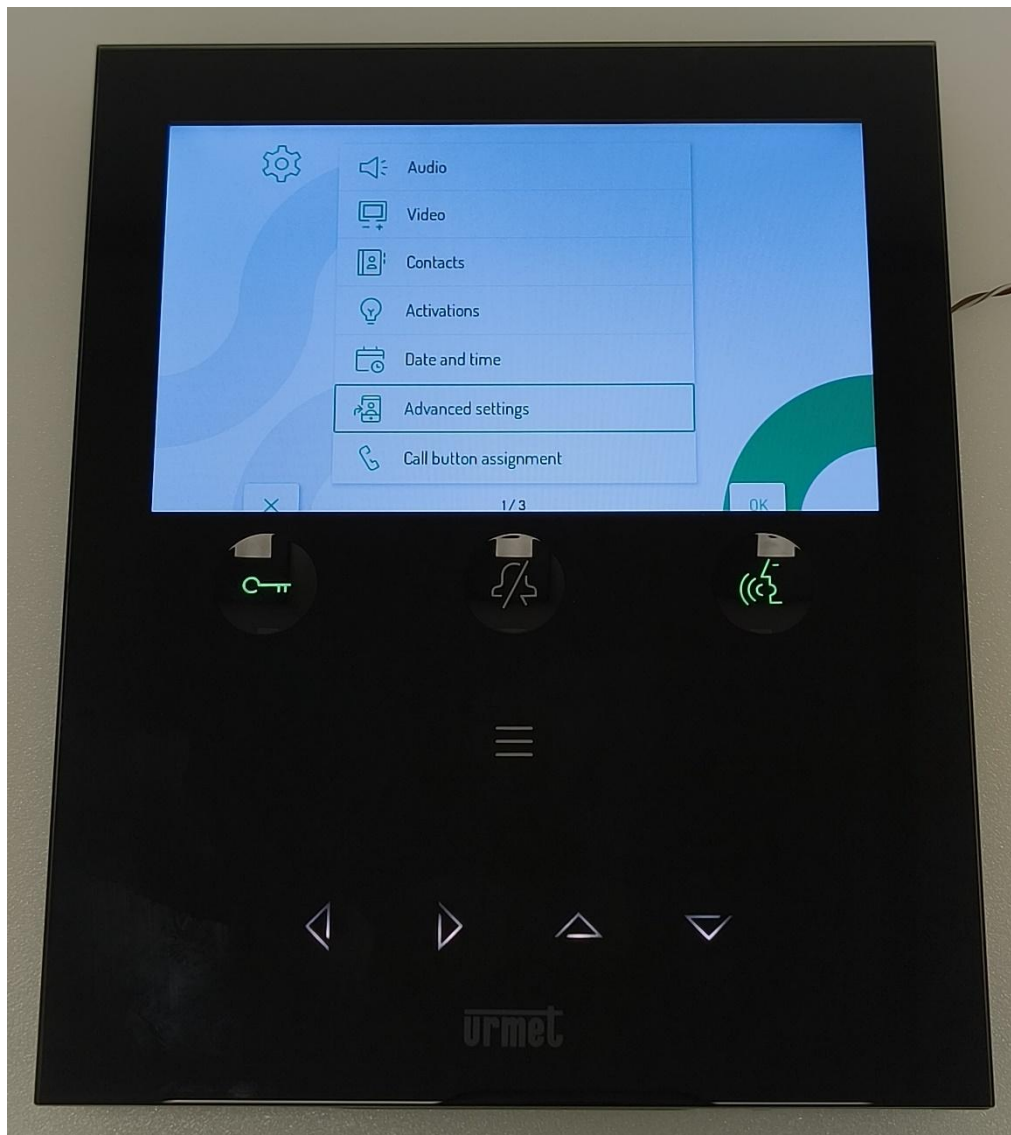
Audio/OK touch button:



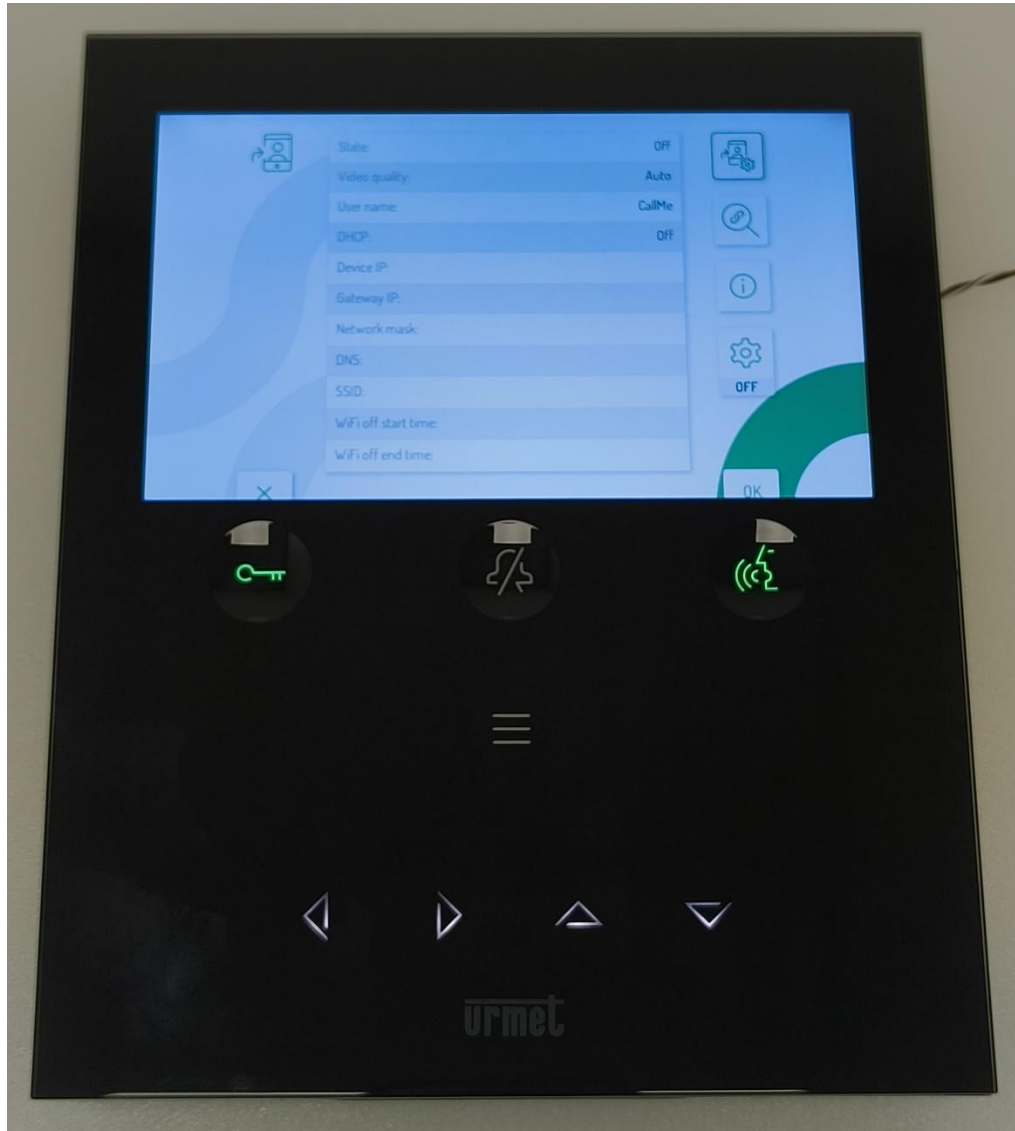
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3. Once the settings icon has been selected you will see the bellow menu. Use the navigation arrow touch buttons to then navigate to the 'Advanced Settings' selection and use the audio/ok touch button to select it.



4. Once you have entered the 'Advanced Settings' screen you will see the bellow. This screen shows the current status of the call forwarding feature. On a new monitor the first line shows 'Status' and will be marked as 'Off'. On the right-hand side, you will see some icons. The first icon which should be currently selected (green outline) will display the QR code. Use the audio/ok touch button to select the icon and show the QR code.



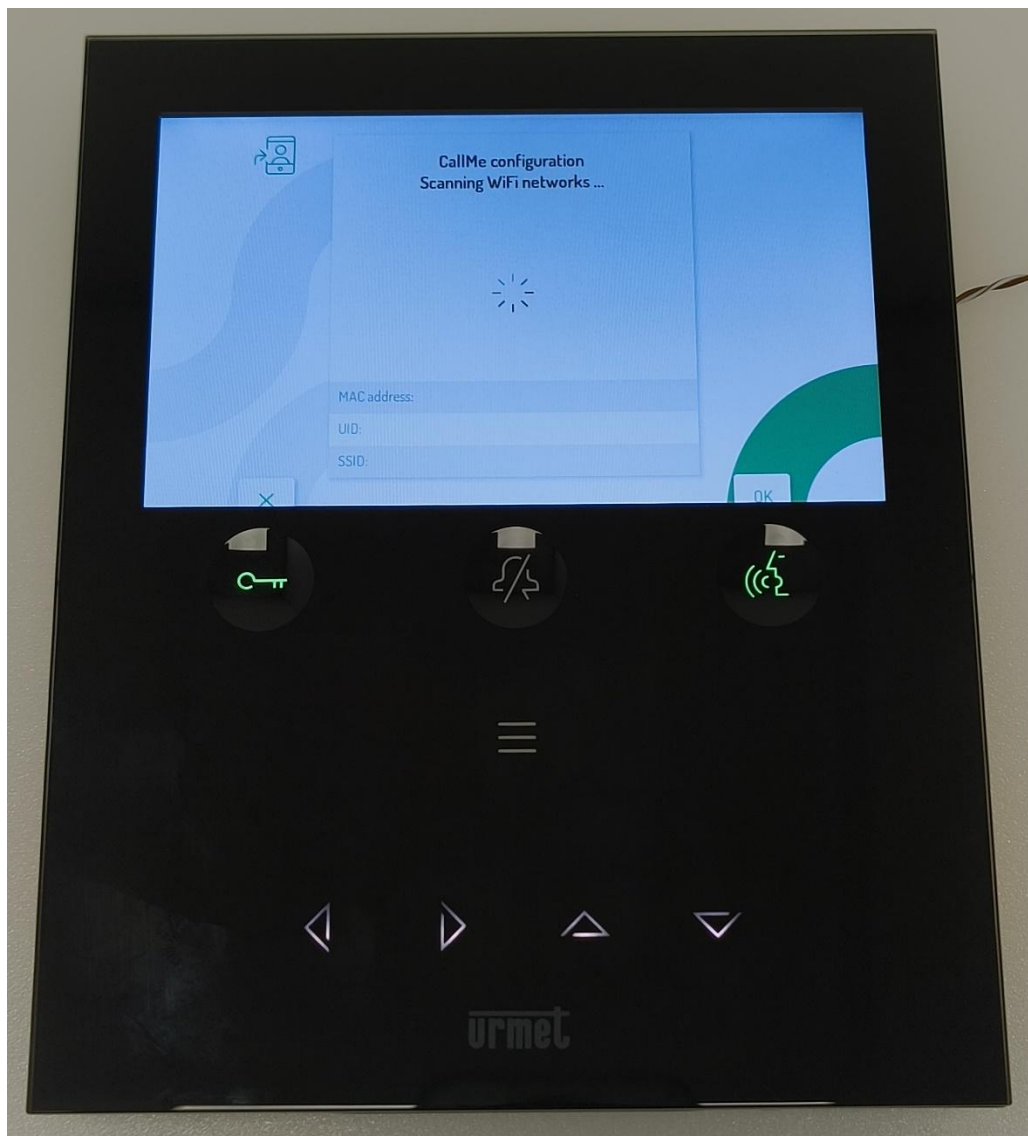
Icon that shows QR code:



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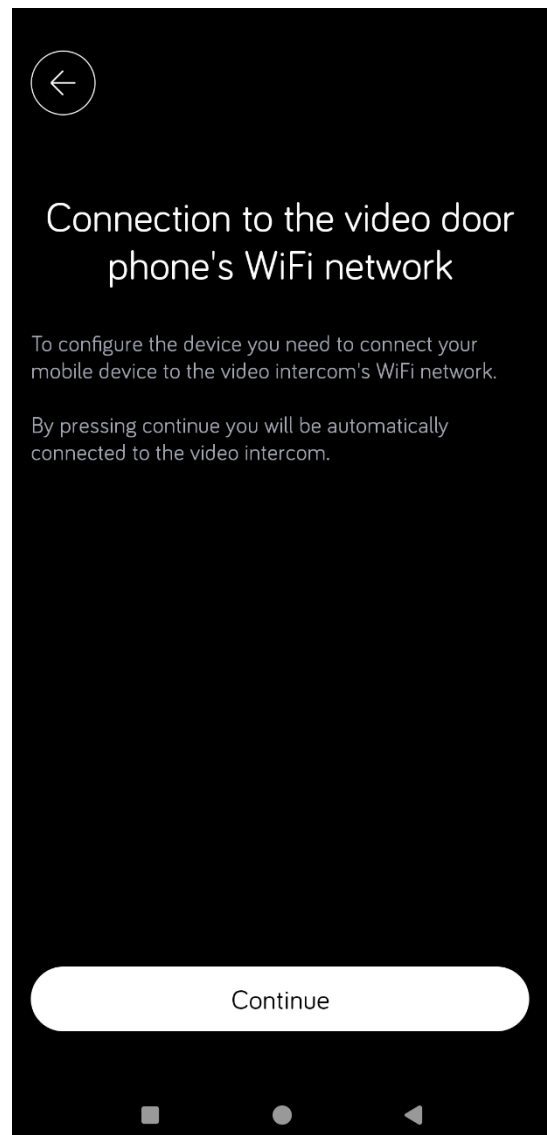
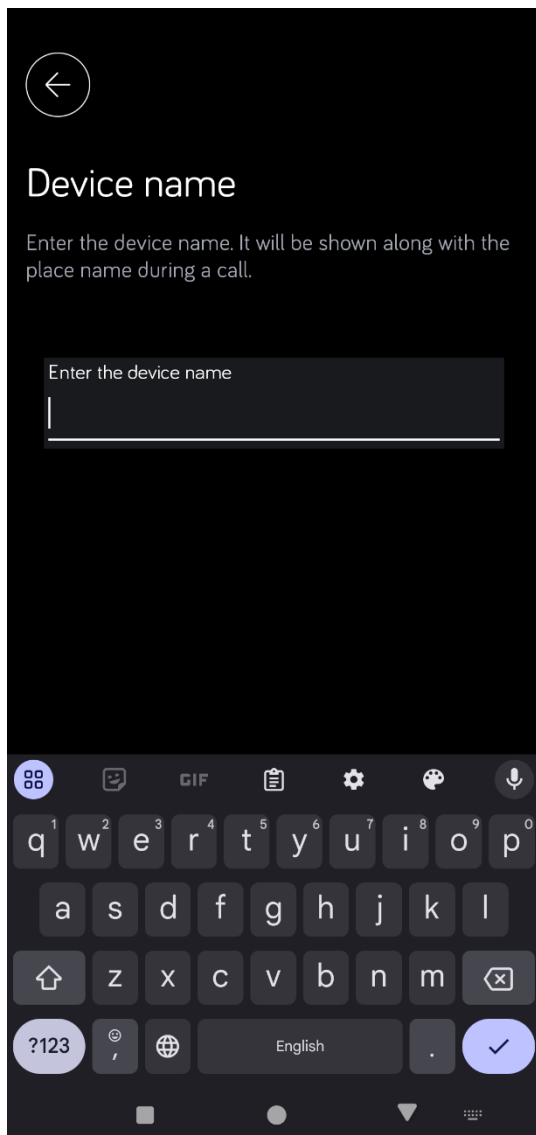
5. Once the icon has been selected you will see the bellow screen. The QR code can take a few minutes to load up. Once the QR code appears use the CallMe app to scan the code.



As well as generating the QR code the VOG5W is also creating a WIFI hotspot that the CallMe app will connect to temporarily during setup. The instructions in the CallMe app will guide you through this process.



6. Once the QR code is scanned follow the in-app instructions.

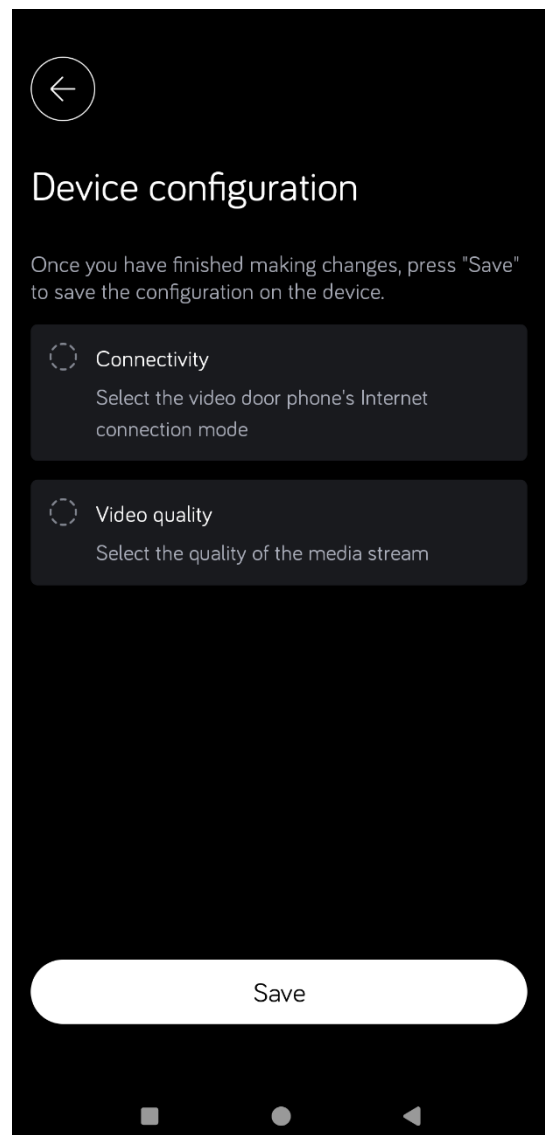
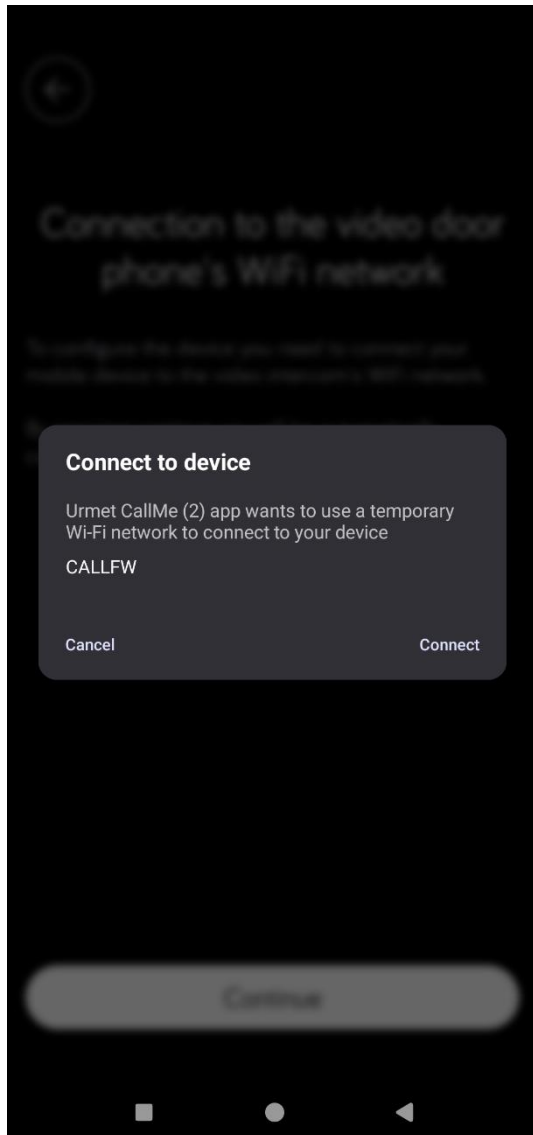


Input a device name that will be used in the app. In this example we will be using 'Apartment 2'. Note that the device name does not need to match the apartment number and is for display purposes only.

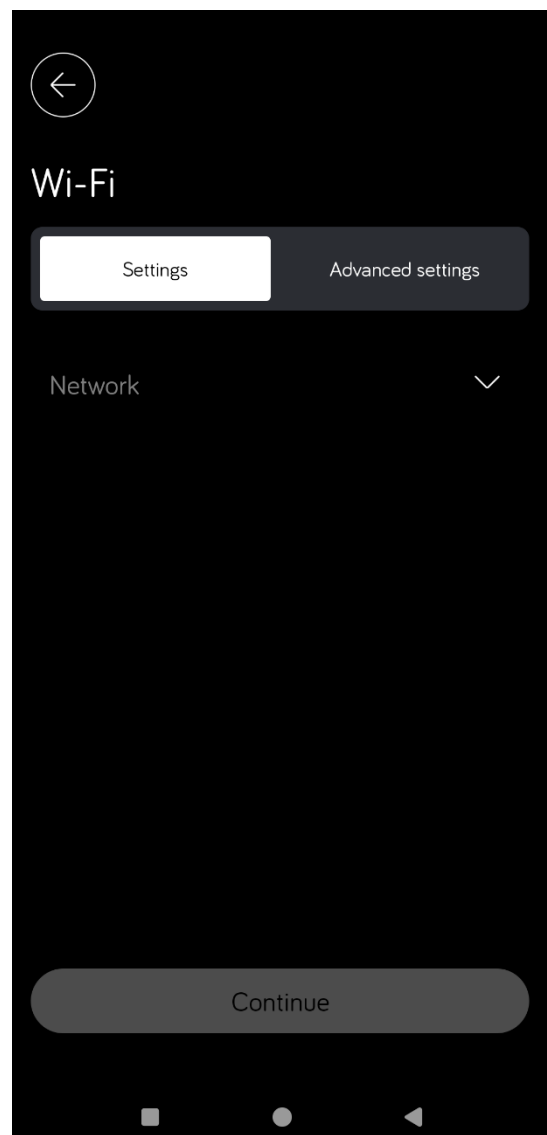
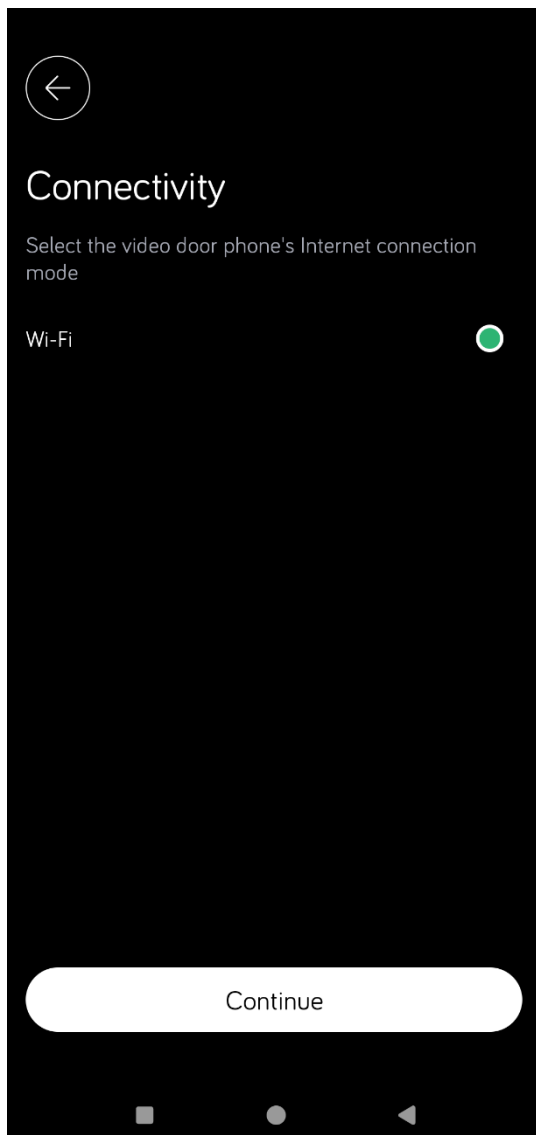
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7. Once connected to the VOG5W temporary network called 'CALLFW' you will be asked complete the 'Connectivity' and 'Video quality' sections.

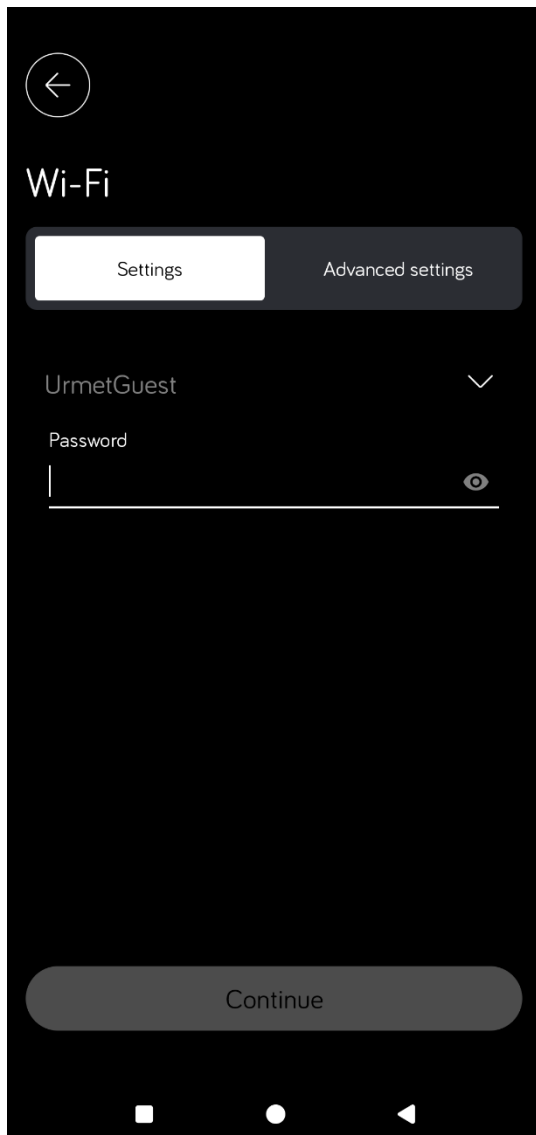


8. Clicking the 'Connectivity' section will take you to a new screen where you can input the WIFI details that the VOG5W will use to forward calls. Click on the arrow icon to the right of 'Network' under the 'Settings' tab to proceed.

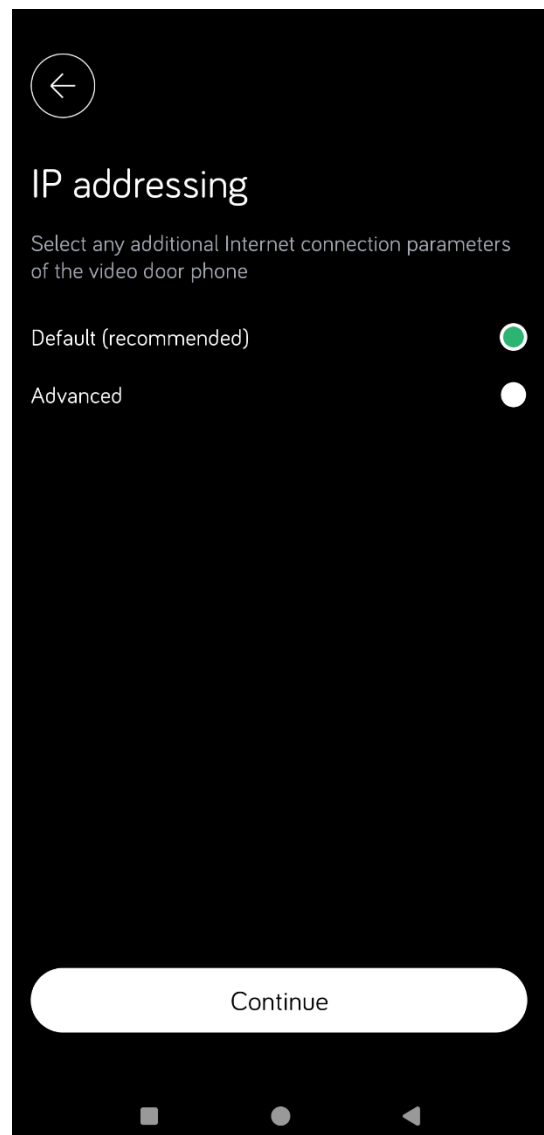


A list of WIFI networks will appear. Select the WIFI network that will be used by the VOG5W.

9. Once a WIFI network is selected enter the WIFI password for the network and then click 'Continue'. In most cases the 'IP addressing' section can be left with default settings. Press 'Continue' again to proceed.

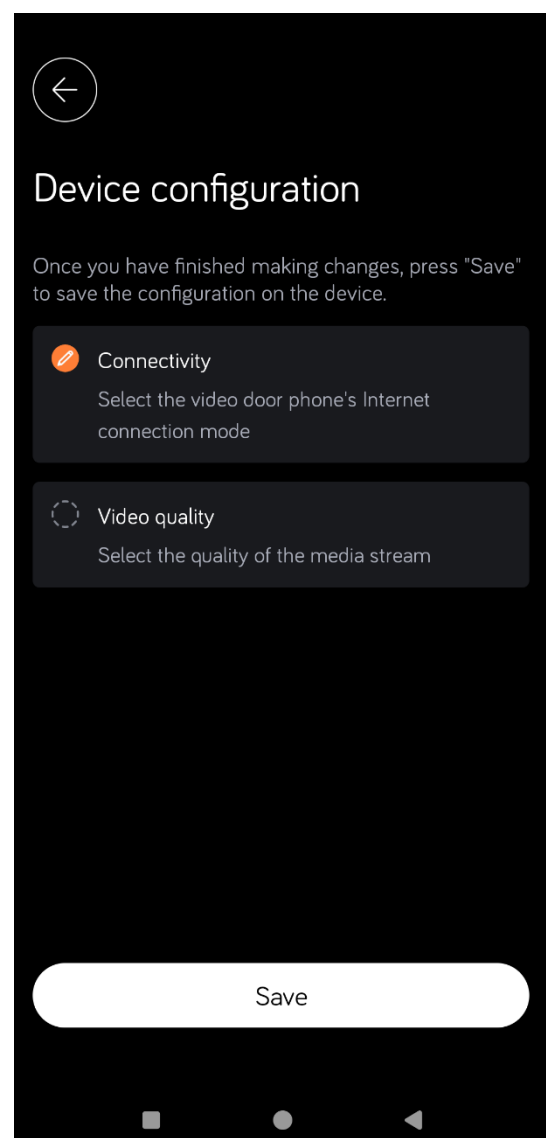
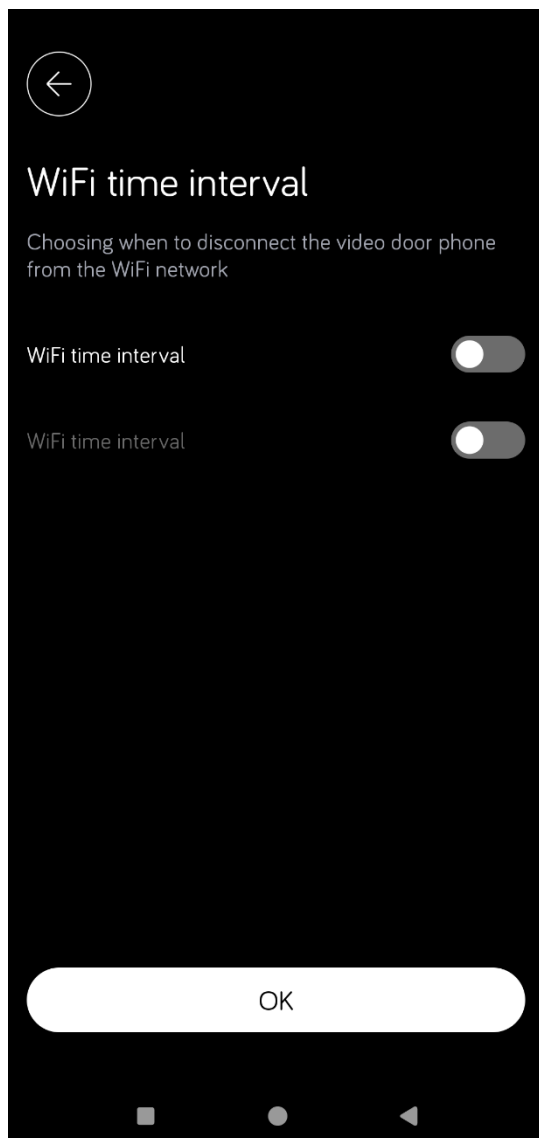


The image shows a mobile application screen titled "Wi-Fi". At the top left is a back arrow icon. Below the title are two tabs: "Settings" (active) and "Advanced settings". Under the "Settings" tab, there is a dropdown menu showing "UrmetGuest" with a downward arrow. Below that is a "Password" label followed by a text input field with a single character and a toggle icon (an eye) to its right. At the bottom of the screen is a large, rounded "Continue" button. The Android navigation bar is visible at the very bottom.

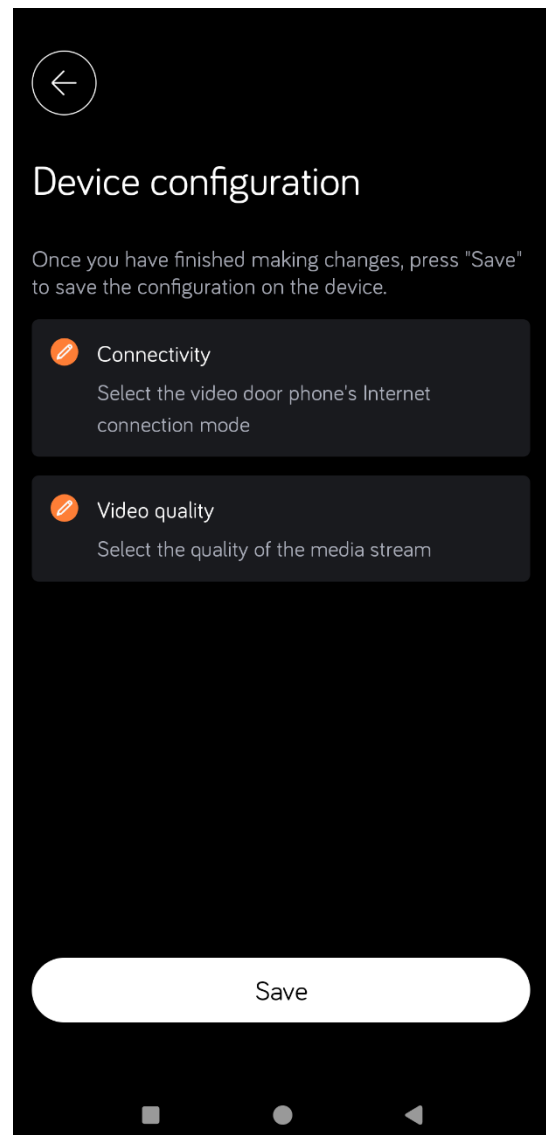
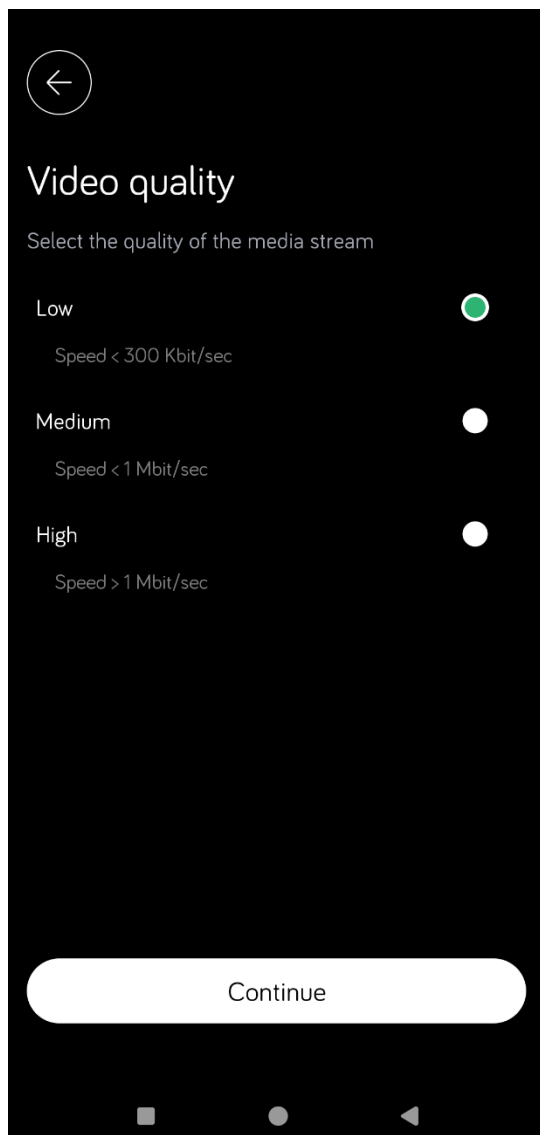


The image shows a mobile application screen titled "IP addressing". At the top left is a back arrow icon. Below the title is a subtitle: "Select any additional Internet connection parameters of the video door phone". There are two radio button options: "Default (recommended)" which is selected (indicated by a green dot), and "Advanced" which is not selected (indicated by a white dot). At the bottom of the screen is a large, rounded "Continue" button. The Android navigation bar is visible at the very bottom.

10. The 'WiFi time interval screen' can also be left as default. After pressing 'OK' the 'Connectivity' section will be complete. Proceed by selecting the 'Video quality' section.



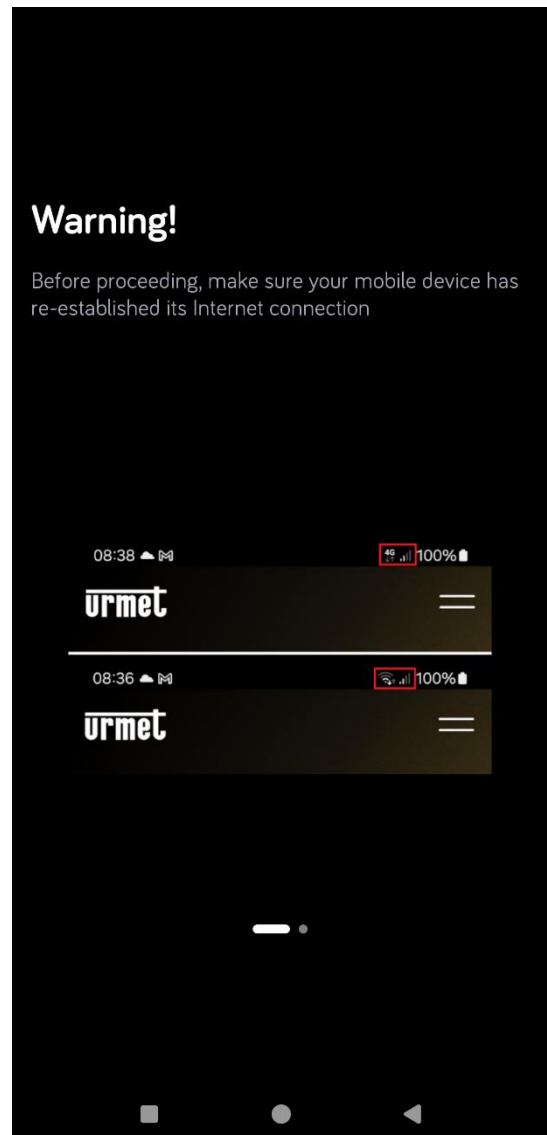
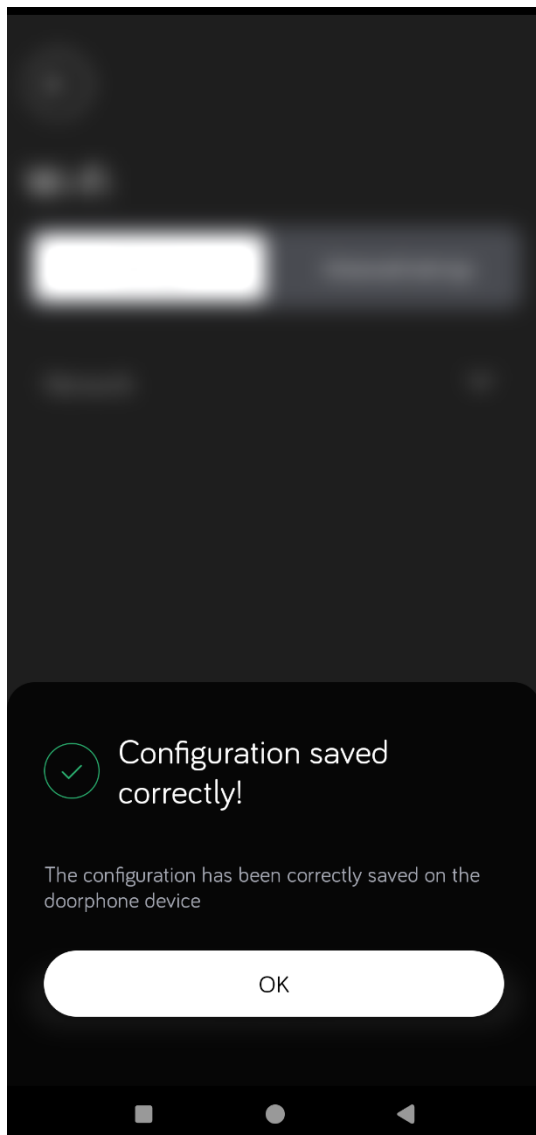
11. In the 'Video quality' section select the quality based on the speed and reliability of your WIFI network and press 'Continue'. The device configuration is now complete. Press 'Save' to proceed.



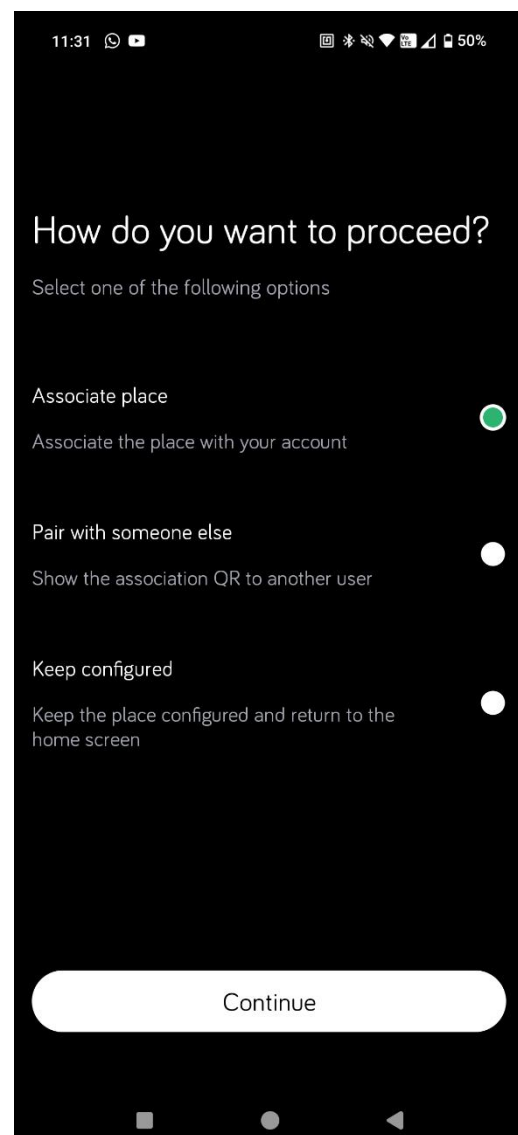
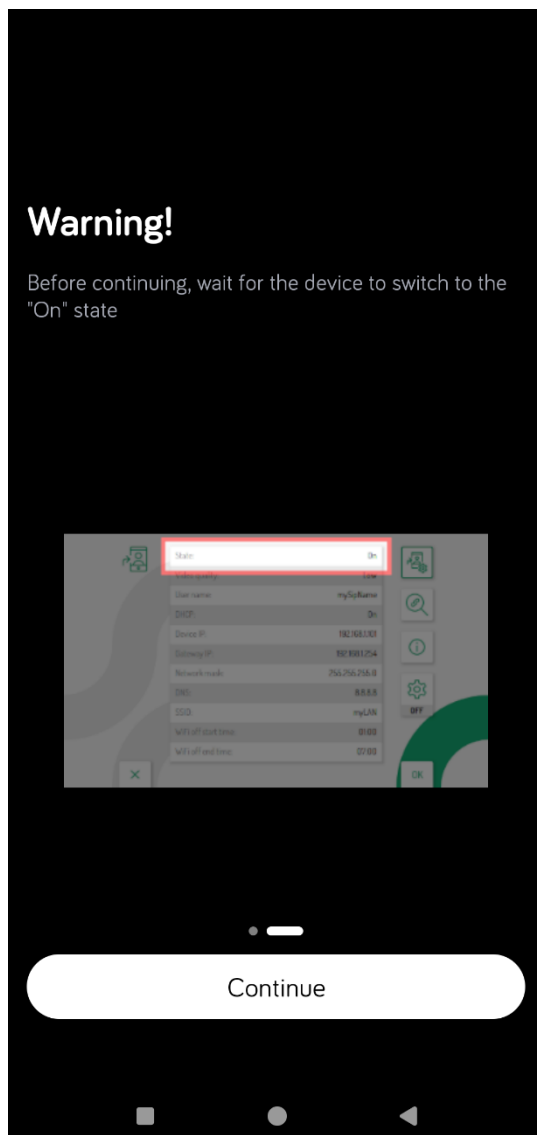
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12. Before continuing to the next step ensure that your smartphone is disconnected from the 'CALLFW' WIFI network. In most cases this is done automatically.



13. Looking back to the VOG5W make sure that the 'Status' has now changed to 'On' (previously it was Off). Once it has changed to 'On' proceed by pressing 'Continue'. The next step will ask you to select an option. In most cases select the 'Associate place' option and press 'Continue'.

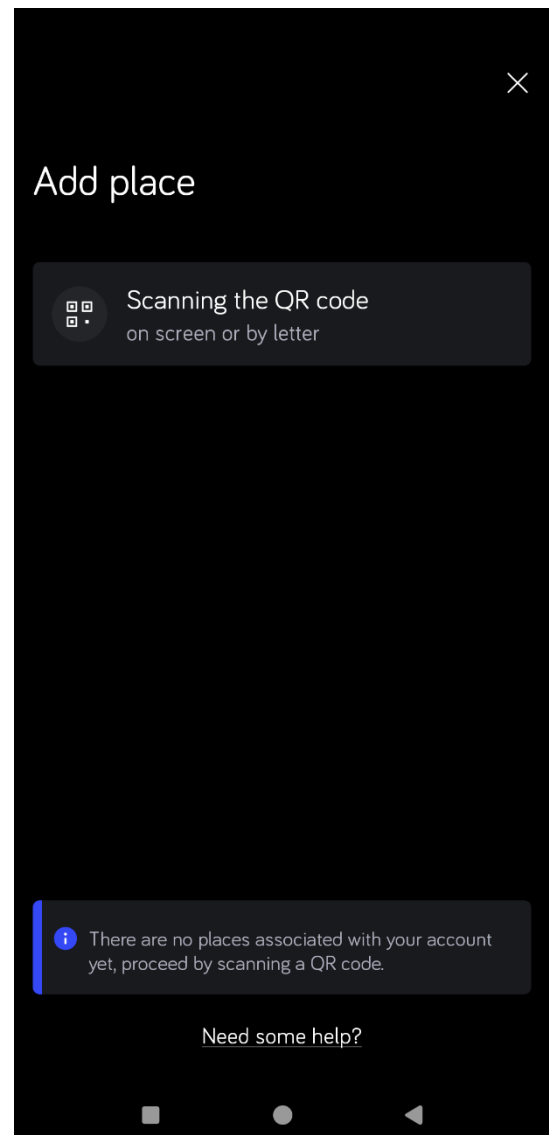
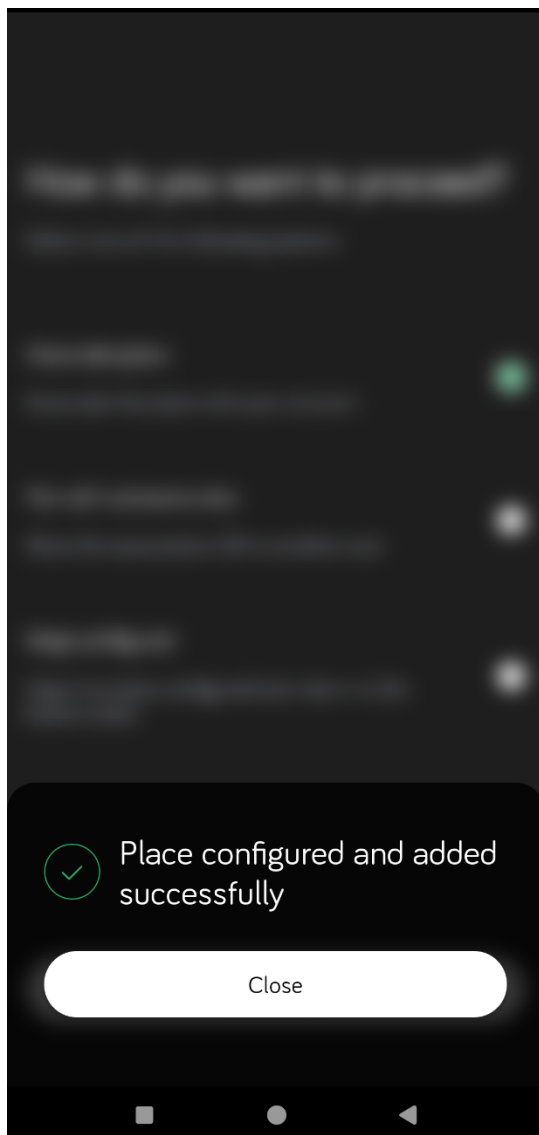


The other options may be useful if the building manager wants the monitor to be connected to the building WIFI. 'Keep configuration' will exit the setup process.

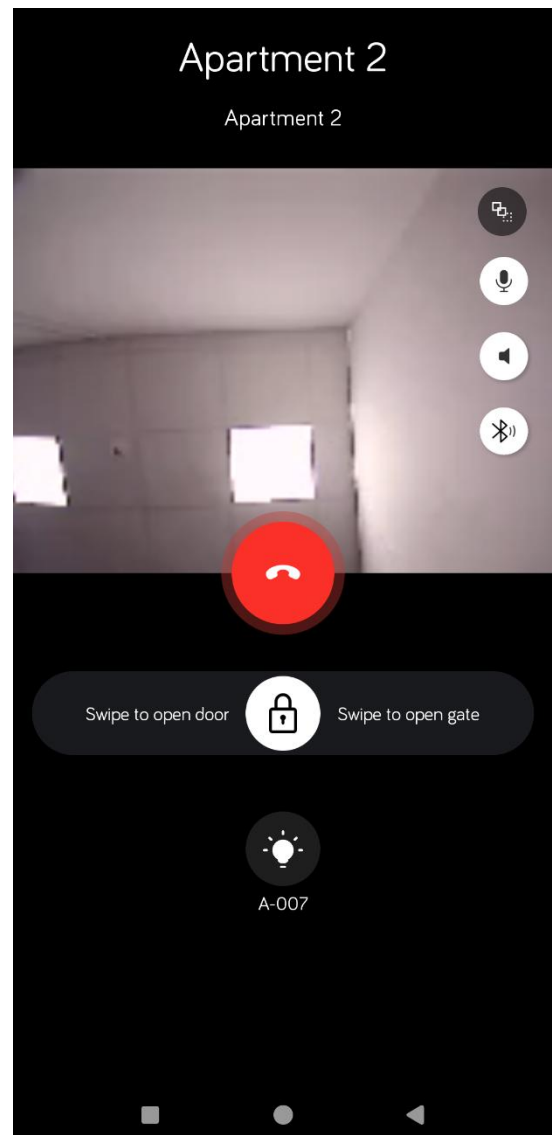
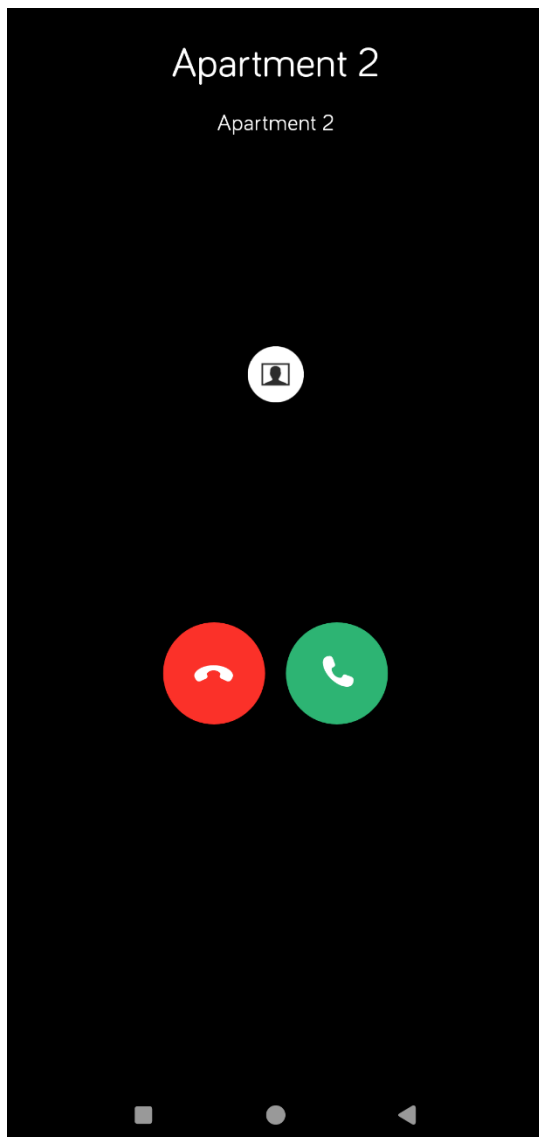
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14. The setup should now be complete, and the app will take you back to the 'Add place' screen. You can press the X icon in the top right or the back button to go to the home page.



15. At this point any calls the monitor receives will also be forwarded to the CallMe app. Depending on your device notification setting your phone will ring and a notification in the notification bar will appear.

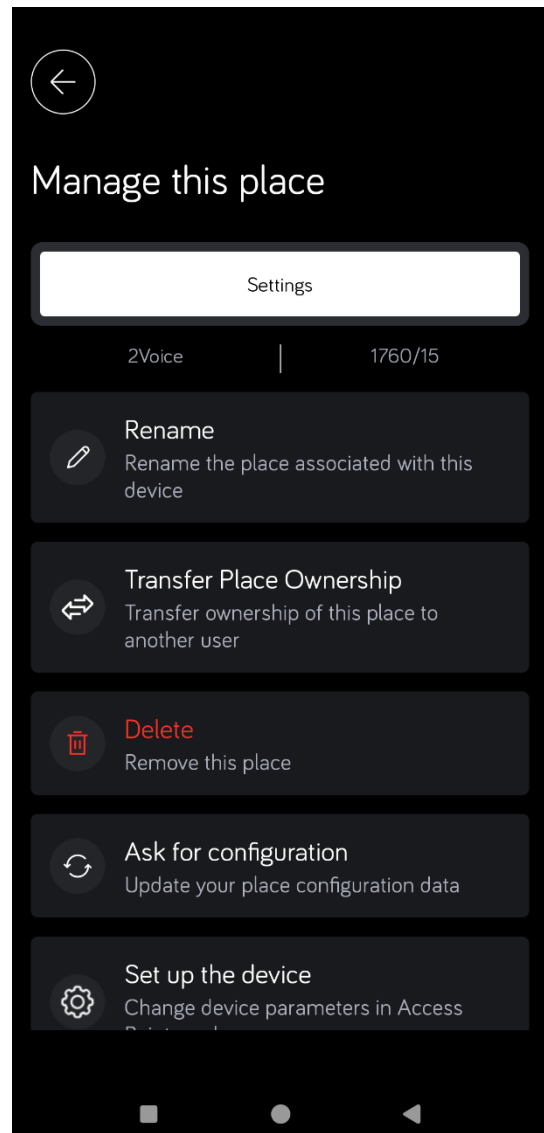
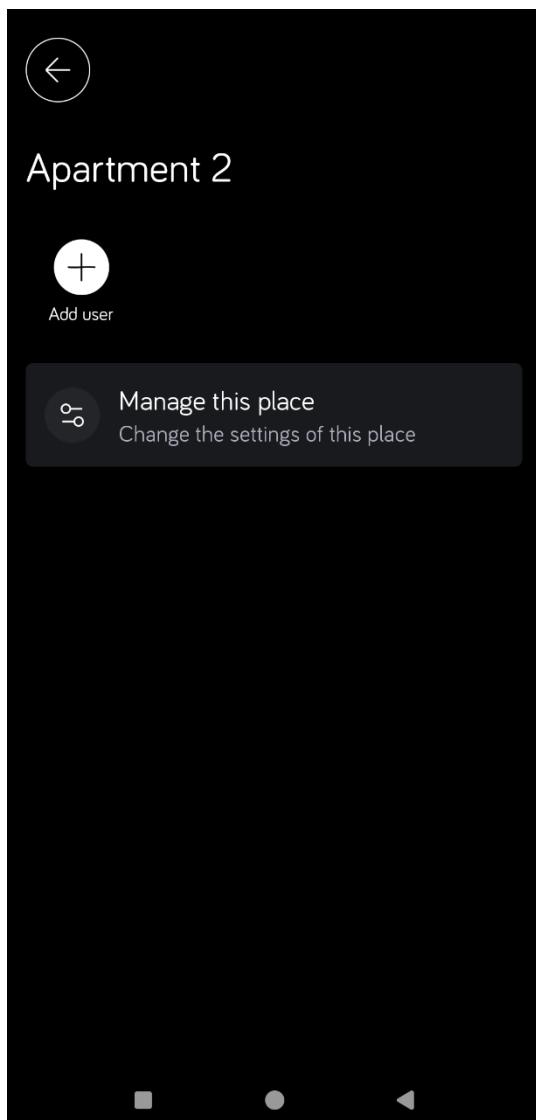


Once the call is answered by pressing the green button the call will start. From this screen you can open the gate or door with the slider or end the call.

Call forwarding on the Urmet VOG5W should now be complete.

Additional Settings

In the top right corner of the home screen there is a menu icon with a 'My places' section. In this area you can find the places your app is associated with and access the settings.



The + icon can be selected to add another user to the device. A QR code will appear which can be scanned by the new user using their own CallMe app.

By selecting 'Manage this place' you will be able to edit and access different options.

Rename – rename the place name that appears in the app.

Transfer Place Ownership – this option should be used if, for example, a resident is moving out or needs to transfer access to someone else.

Delete – this will disassociate the CallMe app from the specific monitor. Note that after deletion the disassociation can take some time to fully sync with the Urmet cloud server.

Ask for Configuration – re-sync with Urmet Cloud server.

Set up the device – change 'Connectivity' or 'Video quality' settings mentioned in step 7.

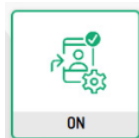
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Troubleshooting

If you already have an associated apartment, you can add a new place by selecting the menu icon in the top right and pressing the 'My places' section. From here you will see an icon at the bottom to 'Add place'.

The call forwarding feature can be turned off from the VOG5W monitor home screen. The below icon can be selected to toggle through call forward and voice mail settings.



Ensure that the Urmet CallMe app is updated. Using an older version may not support the call forwarding feature.

If calls are not coming through, ensure that WIFI access is available both for the monitor and the smartphone.

During the setup process wireless connection may be lost unexpectedly. Please retry the instructions.

If the monitor is not new it may already have a user associated with it. A new user cannot be associated with the monitor, old user must first delete or transfer ownership of the place. If the old user is unreachable for any reason contact support@urmet.co.uk

If you are not receiving call notifications, ensure that the CallMe app has full permissions and is not being muted. Calls can be muted in your smartphone settings or within the CallMe app.

At any point during the setup if an error message appears you may need to factory reset the VOG5W monitor. This can be done in the monitor settings. For more details, please refer to the VOG5W user manual. Note that factory resetting the monitor will NOT remove any old users that are associated. Resetting will cause the language to revert to Italian. To change this, go to the monitor home screen and select the language icon. The icon looks like this:



Useful Links

VOG5W product page - <https://urmet.co.uk/product/vog-5w/>

VOG5W user guide - <https://urmet.co.uk/wp-content/uploads/2022/10/User-Guide-1.pdf>

CallMe app manuals (see downloads section) - <https://www.urmet.com/en-us/Professional/Products/Video-door-phone/Indoor-stations/Details?code=1760/16>

Urmet CallMe app (Android):

<https://play.google.com/store/apps/details?id=com.urmet.callmefive>

Urmet CallMe app (iOS): <https://apps.apple.com/gb/app/urmet-callme-2023-ed/id1669264793>