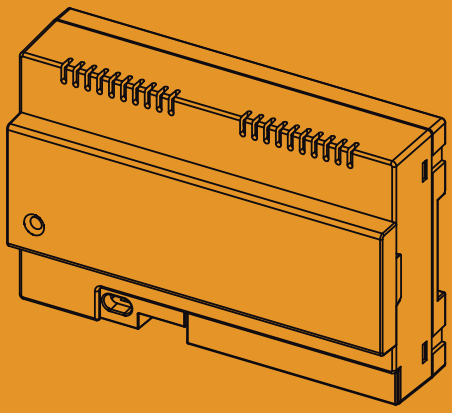
CALL FORWARDING DEVICE

GCALL/GTWIN



USER AND INSTALLER MANUAL

Code 50124023 **TGCALL/GTWIN EN** REV.0218

ENGLISH

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USER MANUAL

1. NORMAL OPERATION

1.1. CALL RECEIVING

To be able to receive video door phone calls on your smartphone, you must:

— Have the Golmar GCall App (with notifications enabled) installed on your Smartphone.

— Have the app open (it may also be open in background.)
NOTE: If the app is closed unintentionally, you will be unable to receive calls!
Smartphone battery use optimisation or energy saving applications could affect the operation of the Golmar GCall application when it is active in background (off screen).

— Have a user Account correctly configured.

— Have a Call Forwarding Device correctly installed and configured and able to access the Internet.

For more information about installation and configuration, please check with your installer.

Whenever there is an incoming a call, your smartphone will ring and a notification will be shown.
By accessing the notification, you will open the Golmar GCall App - displayed as follows:



Incoming Call

There are 3 possible options:

1) Select “View camera”.
   By clicking on “View camera” you can see your visitor’s picture before answering the call. This feature is particularly useful when you wish to ‘make sure’ who is at the door before taking any action. This could be the case if you wish to help elderly or sick family members be sure of the identity of their visitors. Displaying the caller picture will not prevent being able to answer from monitor apartment.

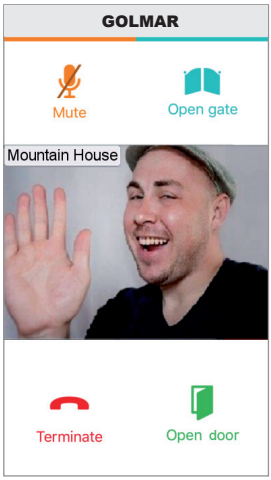
2) Answering the call
   A call can be answered (either immediately or after having visually checked the visitor via the key “View camera”) by swiping the green answer key from left to right.

3) Rejecting the call
   To reject a call just swipe the red reject key from right to left.



After selecting “View camera”

Once the conversation has begun, the display will show:



Conversation

To turn off your audio channel during the conversation, tap the “Mute” key. Press again to turn it back on.
The “Open door” key will open the main door, while the “Open gate” key will open the secondary door.
To end the conversation tap the “Terminate” key.

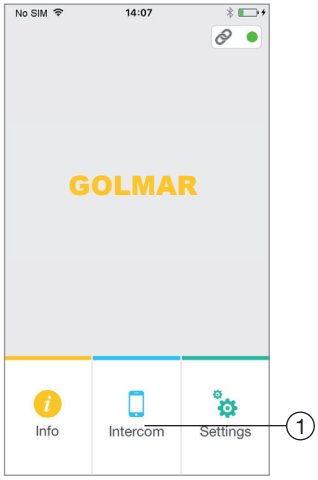
The conversation will stop after about 2 minutes.

If your smartphone is being used for a telephone conversation, any video door panel or intercom calls cannot

be successfully handled and the corresponding notifications will not be shown by the Golmar GCall App. It will still be possible, however, to answer from the apartment monitor.
If your smartphone is being used for a video door panel or intercom call, this will be interrupted by an incoming phone call.

1.2. INTERCOM FUNCTION BETWEEN SMARTPHONES

By pressing the "Intercom" (1) key in the Home Page of the Golmar GCall App

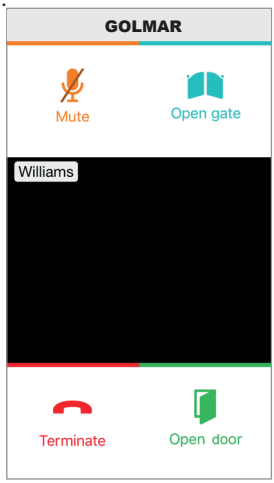


Key for Intercom Calls

you can forward a call (voice only) to any other registered smartphone connected with the same User Name. The call will be forwarded in broadcasting mode to all the smartphones registered under the same account: the first to answer will begin the conversation.

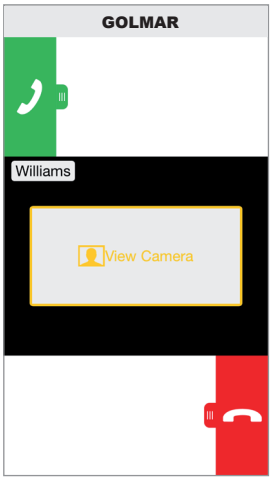
With the "Intercom" key, only the other smartphones (and not the apartment monitor/ telephone) can be called.

The user who is the forwarder of the call will see this screen:



Intercom call forwarding

The receiver of the call will see a plain incoming call screen: it will be possible to distinguish between an intercom call and a call from a door panel by simply checking the name that is displayed in the top left corner, i.e. the name of your account.
Although the "View camera" window may appear in the middle of the black window, even if you try selecting it no camera picture will be received.



Receiving an Intercom Call

Once the call has been accepted, the two smartphones start interacting: the centre screen on the called user's smartphone will be dark and although the "Open gate" and "Open door" keys may be visible, they will not be active.

The conversation will stop after about 2 minutes.

1.3 INTERCOM CALL FROM MONITOR/TELEPHONE TO SMARTPHONE

This feature is only available from the apartment monitor / telephone to a smartphone and not the other way around.

For the intercom call forwarding mode, please refer to page 15.

The conversation will stop after about 2 minutes.

2. THE Golmar GCall APP

Download the application from the *Apple Store* (iOS) or from the *Play Store* (Android).
Access the corresponding QR link to install the "GCALL" application:

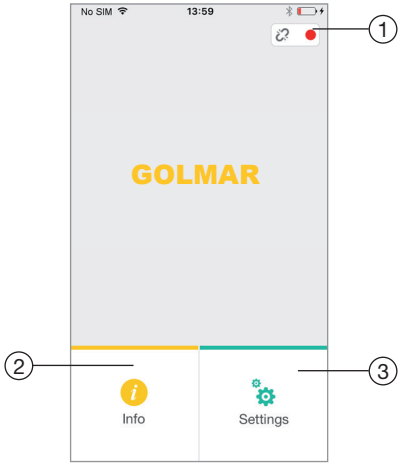
ANDROID APP. **iOS APP.**

Launch the application taking care to enable notification receiving (necessary in order to receive calls). Wait for the following screen to be displayed:



Opening the App

Immediately afterwards, the Home Page will be displayed:



Home Page

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

1. "Status icon":
   - If the dot is red with an open chain, this indicates that the user is not logged in with an own Account <username>@sip.golmar.com

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

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

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

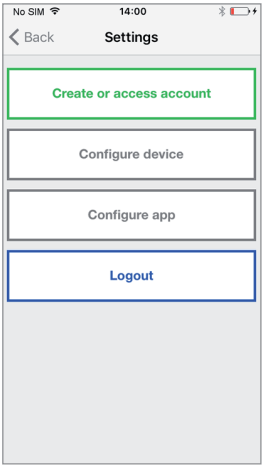
   - If the dot is yellow/orange and flashing and the chain is closed, this indicates that the connection has been successfully established but call receiving has been disabled on the device currently in use.

2. By pressing the "Info" key, the Software Version of the app will become available for reference and you will be able to access the instruction booklet (full version) of the device.



Info page

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



Settings page with Account not connected

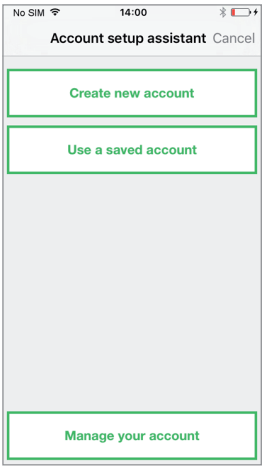
Certain keys are only accessible after creating an account and logging in with that account. This is intended to make the system more user-friendly.

By pressing the “Exit” key you will quit the application.

WARNING
After exiting the application you will no longer be able to receive calls.

3. CREATE A NEW ACCOUNT OR USE A SAVED ACCOUNT

In order to use the App you must select the first Menu “Create or access account”, the following page will open:



Create a new account or use a saved account

Below is the meaning of each key:

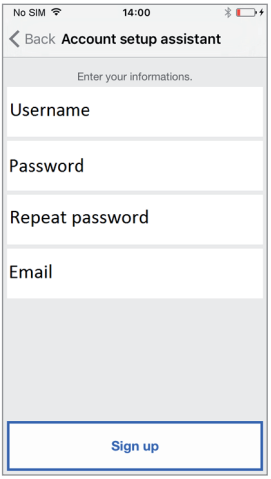
1. This is the correct selection if you do not yet have an Account with @sip.golmar.com (first access).
2. This should be used if you already have an Account.
3. Menu normally only used at a later stage, to make changes to your account (e.g. change password, email address, etc.) (1).

(1) *This item is always available as it is necessary in special cases - e.g. should you change your mobile phone.*

In the following paragraphs are descriptions of the individual menus.

3.1. CREATE NEW ACCOUNT

Normally, a user does not have an own account on the server sip.golmar.com.
From this screen, it is therefore possible to create one - a necessary condition to be able to use the service.



Configuration Wizard: Account Creation

Enter your desired user name (e.g. Williams), password, re-enter the password for confirmation and indicate a valid email address. The password must meet the following security requirements:

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

By hitting “Sign up” the App will send an email to the specified address, and the user will be redirected to the settings page.

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

Click on “Continue” and the App will register the new Account. From here you will be referred to the Home Page where, a few minutes later, the green dot will be displayed with a closed chain to indicate that connection was successfully established.

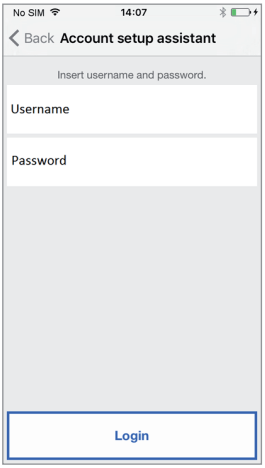


Home page

3.2. USE A SAVED ACCOUNT (SIGN IN)

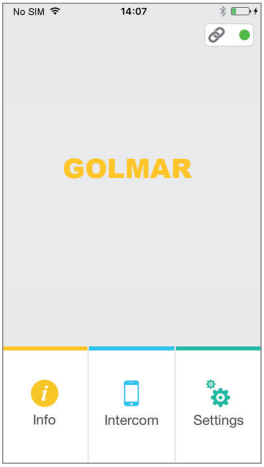
If, however, the user already has a sip.golmar.com account (e.g. one previously created on another smartphone), (s)he will be able to register directly from the menu “Use a saved account” and enter the account credentials:

— User Name
— Password



Entering Existing Account Details

In this case, too, the user will be automatically referred to the Home Page where, a few minutes later, the green dot will be displayed with a closed chain to indicate that connection was successfully established.



Home page

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

3.3. ACCOUNT MANAGEMENT

The “Manage Your Account” menu item can be used to:

— Ask sip.golmar.com to mail you your forgotten username or password (providing you enter the mail address with which your account was first registered).
— Change your password.
— Change your email address.

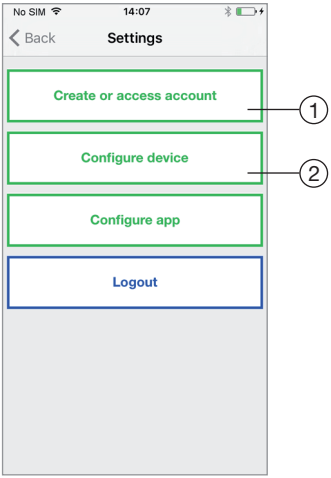
These are all standard IT operations and do not require any special explanations.

4. DEVICE CONFIGURATION FROM THE Golmar GCall APP

In order to configure the device, you must first have created an account (or logged in using an existing account), as explained in paragraphs 2 and 3.

> **WARNING:** the device GCall/Gtwin, once fully operational, will forward calls to the owner of the account that is used in the configuration step. It is therefore necessary to use the account of the end user during configuration operations.

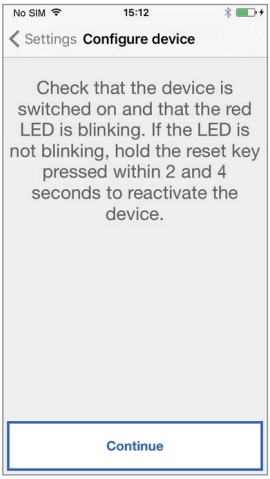
From the Home Page, (with the green dot displayed and chain closed) select the "Settings" key.
You will display:



Settings Menu

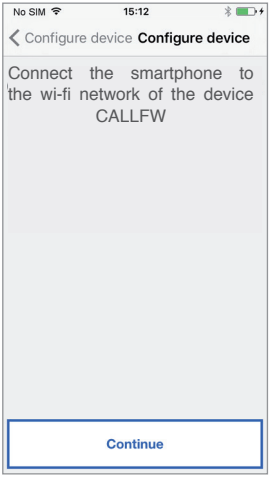
From here, select "Configure device" (1).
Follow the directions supplied (2) and press "Continue":

(2) **WARNING:** *the first time the device is turned on it will take about 50 seconds before the LED starts flashing.*



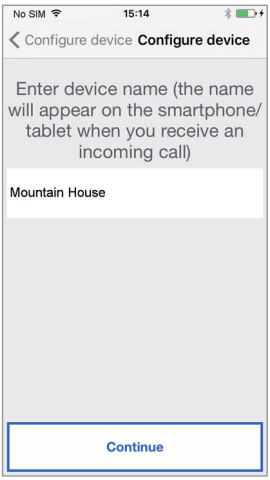
Configuring Instructions

After selecting "Continue" you must turn on the Wi-Fi on your mobile phone, and access the Wi-Fi network created by the device.



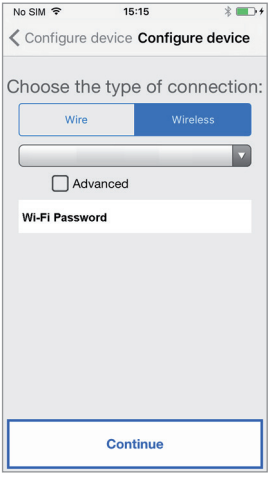
Password Info

On the next page you will be able to choose the name that you wish to give to your device (the name that will be displayed as 'Caller' when you receive an incoming call). We recommend setting your home address (street or city name) as the device name. Now press "Enter" and then "Continue".



Enter the device name

To operate, the device must be connected to your home LAN network and this in turn must be connected via a modem/router to the Internet.
The connection to your home LAN can be achieved via wire or by hooking up to your home Wi-Fi.
Choose which type of connection you wish to use - either “Wire” or Wi-Fi (“Wireless”).



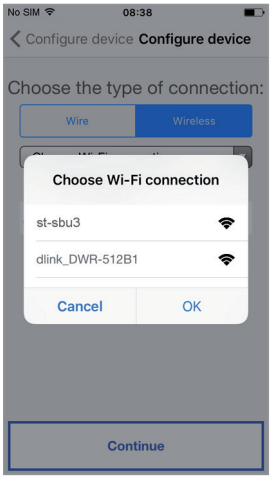
Choose the connection type

If you choose the wired connection, you will go directly to the IP address configuration step (see page 11).
While if you choose instead the connection via Wi-Fi,



Connection via Wi-Fi

it is essential to select from the dropdown menu the (home) network to connect to.



Sample list of available networks

After you have selected it, press “OK” to confirm.
In the next screen enter the network Password and press “Continue” (3).

(3) *Tick ”Advanced” only for access to special settings, e.g. access to hidden networks.*

With the wireless configuration it is optionally possible to identify up to two time intervals during which the Wi-Fi will be automatically switched off daily (e.g. nightly from 11:00 P.M. until 7:00 A.M.): during these intervals, the LED on the Call Forwarding Device will be lit (steady orange light.)



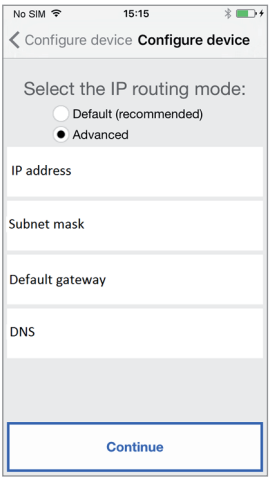
Wi-Fi Switch-off Intervals

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



IP Routing Mode

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

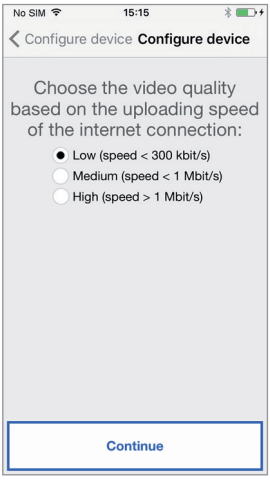


Advanced Settings

Enter the following values in the empty fields: IP Address, Subnet Mask, Default Gateway and DNS (e.g.: 8.8.8.8) then press “Continue”.

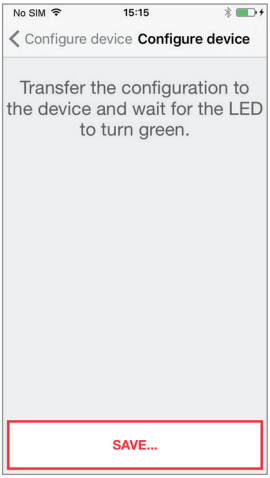
Now, it will be possible to choose the VIDEO quality(4) (Default value: LOW) then press “Continue”.

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



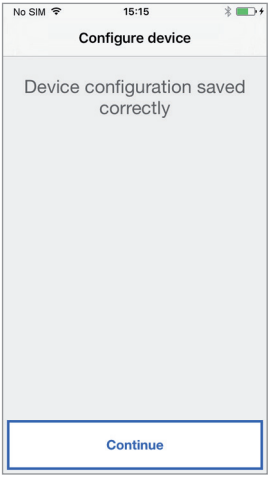
Selecting video quality

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



Configuration saving

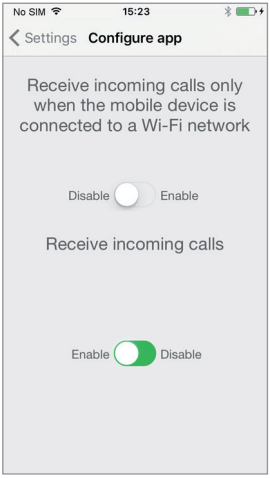
After the configuration has been successfully completed, the following screen will be displayed:



Configuration End

After pressing “Continue”, you will now be returned to the HOME PAGE and you will be ready to start using the application.

5. Golmar GCall CONFIGURATION MENU



App Configuration Menu

Optionally, the Golmar GCall application can help you to:

— Limit incoming calls to periods in which the device is connected to a Wi-Fi network, which will save your SIM card data allowance.
— Disable incoming calls without having to log out; in this case, calls will no longer be received until the switch is set back to “Enable”.

To show the user that incoming calls have been disabled in the App setup page, the status icon in the home page will be on (yellow/orange light) and flashing.

6. DEVICE INSTALLATION

Installation of the device must be carried out by a skilled installer.
The product is designed to be powered according to national system regulations.

The Call Forwarding Device can be used to forward a voice-video call or a voice-only call to a smartphone with the Android or iOS operating system.
This is done by establishing an Internet connection through an ADSL router/modem or via 3G/4G using a Cat5 cable or via Wi-Fi.

The device was designed for use in homes and can be used to configure only some network parameters. If may consequently not work on specific business IP networks.

The Golmar GCall App must be downloaded to the user's smartphone, connected to the Internet via a mobile data or Wi-Fi connection, in order to be able to receive the call.

In addition to receiving the call, the Golmar GCall App also ensures intercommunication with other smartphones connected to the same account.
Moreover, the Golmar GCall App is necessary to be able to configure the device parameters.

The Call Forwarding Device only works in combination with one or more monitors / telephones available in the apartment and is always configured as slave device with ID/code equal to 3

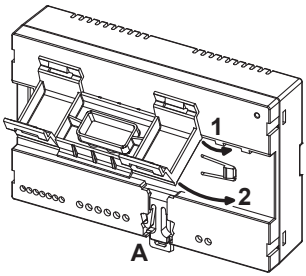
To ensure correct operation of the Golmar GCall App, some essential requirements must be verified:
1) good Wi-Fi signal quality on the device;
2) upload data band ≥ 300 kbps for the Internet service supplied by your home provider to the device;
3) check that your smartphone data plan does not require VoIP data flow locking.

WARNING
Applications that:
— optimise the use of the battery,
— ensure energy saving for your smartphone,
— protect the device (antivirus or similar software),
could adversely affect the operation of the Golmar GCall application when in the off-screen (background) mode.

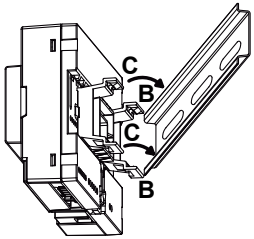
The Call Forwarding Device must be installed in an electric panel or gabinet:

6.1. IN AN ELECTRIC PANEL

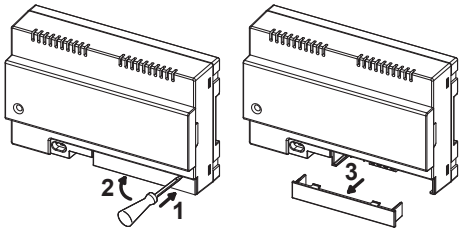
1. Insert the spacer behind the device in its special seat, ensuring that it is locked by the lever A.



2. Insert the retainers B of the spacer in the DIN rail in such a way that the terminal strips of the device are pointing downwards, then insert the retainers C.



3. Remove the terminal strip cover.

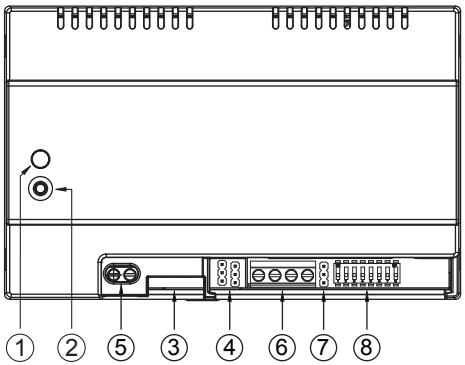


4. Connect the assembly to the system.

The end of a stranded conductor must not be consolidated with mild soldering in the points in which the conductor is subject to contact pressure.

5. Carry out the device configuration by means of jumpers and/or dip-switches.
6. Replace the terminal strip cover.
7. Power on the device.
8. Complete your parameter configuration by using the Golmar GCall App.

6.2. DESCRIPTION OF COMPONENTS



1. **STATUS LED**: LED showing the state of your Internet connection.
   - **flashing red light**: the device is turned on in the configuration mode;
   - **steady green light**: the device has been correctly registered with the Golmar SIP server and is ready to forward calls to a smartphone;
   - **flashing green light**: the device is in Upgrade mode;
   - **steady red light**: the device is showing that there is no Internet connection;
   - **steady orange light**: device not enabled (no active Wi-Fi.)

   During power-on or after pressing the PROGR/RESET key, the device will need 50s to start up; during this time, the LED will remain off.

2. **PROGR/RESET key**: by pressing the button for a time
   - **comprised between 2s and 4s**, the device will restart in the configuration mode (maintaining any parameters that had already been configured);
   - **shorter than 2s or longer than 4s**, the device will be restarted.

   After 5 short consecutive presses (at time intervals shorter than 1s) the device will restore its factory parameters and signal the event with a flashing red/orange/green LED light, to then switch to the configuration mode.

   After 3 short consecutive presses (at time intervals shorter than 1s) the device switches to Upgrade mode. The green LED will blink continuously to indicate the event.

3. **LAN connector**: Ethernet port for wired connection to the home network.

4. **Jumpers to define the type of power supply to the device.**

	Power from Bus line (DEFAULT)
	Power from local external power supply

5. **+/- 24V terminals**: external local power supply terminals.
   Certain Gtwin system configurations allow the Call Forwarding Device to be powered directly from the BUS line of the system without using a local power supply (FA-GCALL, see manual 50122357); a few limit examples are listed in the following table:

Type of cable	Max no. of monitor per riser column	No. of monitors/ telephones with Call Forwarding Device	Max no. of Call Forwarding Devices powerable from the system BUS (*)
RAP-GTWIN/ HVV05-F 1 mm² (AWG17)	128	≤12	all
		13÷19	11
		20÷23	10
		24÷27	9
		28÷31	8
		32÷35	7
		36÷39	6
		40÷43	5
		44÷47	4
		48÷51	3
		52÷55	2
		56÷59	1
		60÷63	0
Cat5 / telephone wire pair with Ø 0.6 mm (AWG22)	64	≤18	3
		19÷32	2
Wire, 1 mm² (AWG17)	32	≤12	all
		13÷16	11
(*) Any excess devices must be powered off local power supplies FA-GCALL.			

It is possible, however, to calculate the exact number of Call Forwarding Devices (without power supply) that can be arranged within the system, knowing the type and the number of monitors/ telephones that you wish to use:

1. **In the case of a system with RAP-GTWIN cable or HVV05-F cable 1 mm² (AWG17) or single wire, 1 mm² (AWG17)**
   CFSAmax = [127 – PI1 – (2*PI2) – CF] / 8

2. **In the case of a system with Cat5 cable or telephone wire pair with Ø 0.6 mm (AWG22)**
   CFSAmax = [127 – PI1 – (2*PI2) – CF] / 30
   Where:
   CFSA: is the result that expresses the maximum number (rounded down) of Call Forwarding Devices without power supply that can be powered off the system BUS.
   PI1: number of monitors/ telephones present in the system.
   PI2: number of monitors or PABX interfaces present in the system.
   CF: Number of Call Forwarding Devices present in the system.

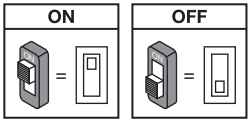
6. **LINE IN, LINE OUT terminals**: connection to the system bus.

7. **Jumper Z**: line termination setting.
   Line termination must be activated on a device connected at the end of a line without a new section restarting from the LINE OUT terminals.

	Termination on (DEFAULT)
	Termination off

8. **Dip switch CODE:** they define the number of the apartment in the column:
   - no. 1: **do not move, it should remain set to OFF** ;
   - no. 2 to 8: they define the apartment number in the column

For no. 2 to 8 dip-switch settings, refer to the System Gtwin manual (code. 50122345).



6.3. PROGRAMMING AN INTERCOM CALL FROM MONITOR/ TELEPHONE TO THE SMARTPHONE

After ensuring that the Call Forwarding Device is configured correctly, go to the monitor/ telephone apartment to be programmed as the caller.

Programming with handset on-hook.

1. Make a call from the door panel to the apartment.
2. On your smartphone, answer the call and leave the conversation open.
3. On the monitor/ telephone:
   a. press and hold the button **B** for more than 5 seconds; programming start is confirmed by the yellow LED starting to flash at a slow rate;
   b. now press the key to be programmed (A, B or C) for at least 3 seconds until a confirmation tone is heard.
4. On your smartphone, open the main door.
5. On the monitor/ telephone:
   a. a beep sound will confirm that programming has been successfully completed;
   b. to quit the programming mode, hold the key **B** down for more than 5 seconds, and the programming LED will turn off.
6. On your smartphone, end the current conversation.
7. To check the programmed function:
   a. lift the handset off the hook at the monitor/ telephone and press the programmed key;
   b. check for the presence of the call on your smartphone and of a voice feedback when you answer.

7. TECHNICAL SPECIFICATIONS

Input voltage from BUS line: ..... **48 V ⎓**
External input voltage: ..... **24 V ⎓**
Maximum absorption: ..... **200 mA**
Absorbed power in operation: ..... **max 6 W**
Operating temperature: ..... **-5 ÷ +45 °C**
Max humidity: **95%**
Ethernet interface: ..... **10/100 Mbps**
Wi-Fi: ..... **2.4 Ghz**
(conforms to IEEE 802.11 b/g/n)
with internal antenna

Dimensions (LxHxD):
140 (~8 DIN modules) x 90 x 60 mm

The product is designed to be powered off a BUS line or external power supply "FA-GCALL", via 24V (6 W, 24 V ⎓) terminals, with power supply up to the specified power source requirements (LPS) and protected against short circuits and overcurrents according to EN 60950-1:2006+A11+A1+A12+A2 provisions.

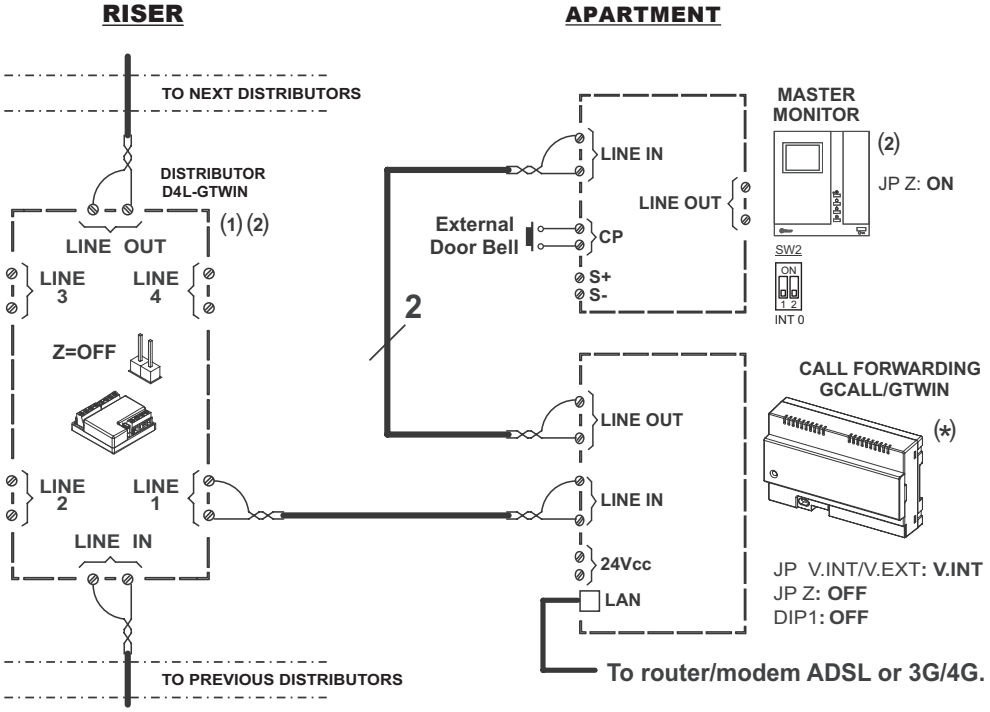
8. SIMPLIFIED EU DECLARATION OF CONFORMITY

Hereby, GOLMAR SISTEMAS DE COMUNICACIÓN S.A., declares that the radio equipment type:
Call Forwarding Device GCall/Gtwin for GTWIN system code **12078358** is in compliance with Directive 2014/53/EU.

9. CONNECTION DIAGRAMS

9.1. SYSTEM WITH CALL FORWARDING DEVICE POWERED OFF BUS LINE

IN-OUT connection on the Call Forwarding Device (End of line on monitor):

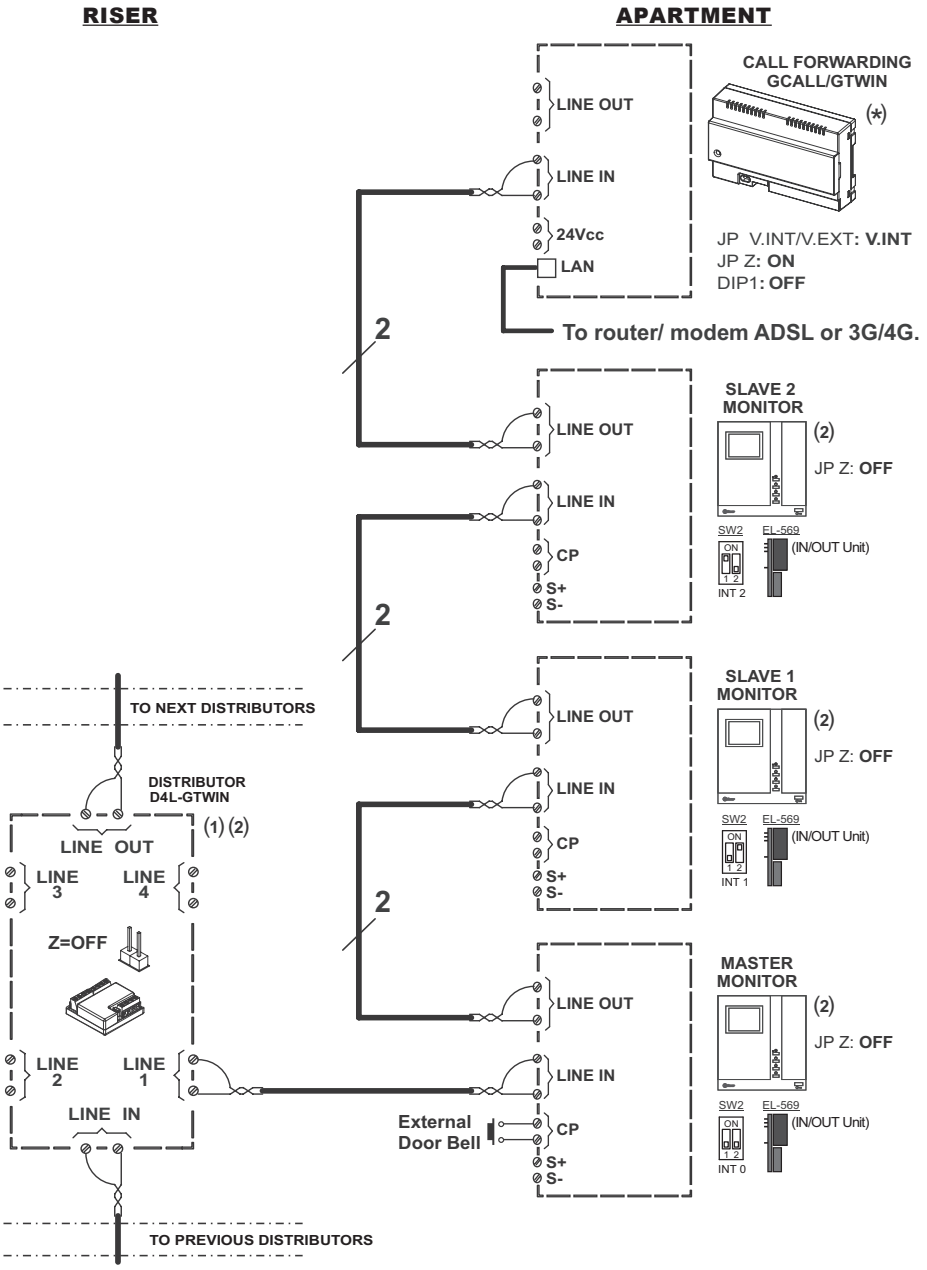


(1) Take off the jumper of all the distributors except in the last one.

(2) For more information, see "**TGTWIN MANUAL SISTEMA (cód. 50122345)**" manual.

(*) For the device configuration (see pages 14 and 15).

IN-OUT connection on the monitor (End of line on Gcall/Gtwin device):



(1) Take off the jumper of all the distributors except in the last one.

(2) For more information, see "**TGTWIN MANUAL SISTEMA (cód. 50122345)**" manual.

(*) For the device configuration (see pages 14 and 15).

10. NOTES

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