

MEET

**REF. 14501 NEO MONITOR**

**FERMAX**

**USER MANUAL**



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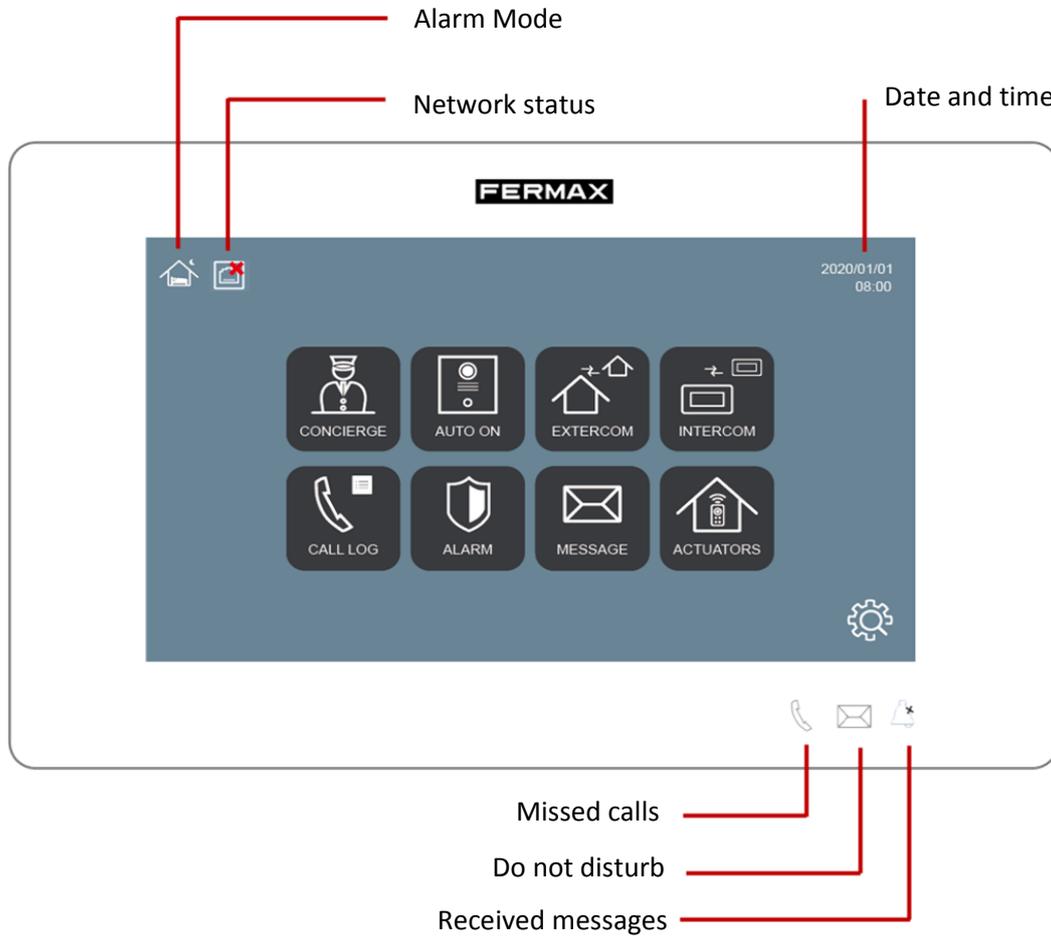
*UTILITY MODELS: ES1187384U, ES1141495U, FR3038192, DE202016000632U1, CN205987229(U).*

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# 1 DESCRIPTION

The following document is the User Manual for the NEO 7" monitor. Ref. 14501 and firmware V03.00.



The layout and quantity of icons in the main menu depends on the installer configuration.

## 2 CALL RECEPTION

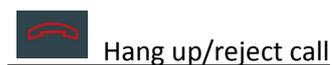
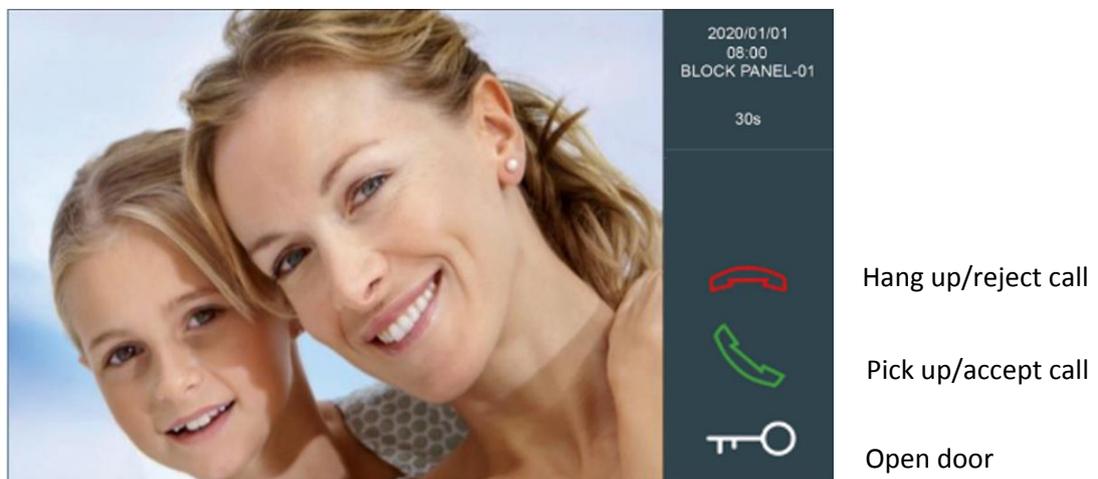
### 2.1 Calling from a panel

NEO monitors can receive calls from both the outdoor panels of the block corresponding to the apartment, as well as from any general entrance of the condominium.

During the call it is possible to open the access door, as well as any other additional doors that may have been installed (gate, garage, etc.) up to a maximum of 4.

During the call it is also possible to view the caller from the camera installed on the building's access panel, as well as from any additional cameras that may have been installed (up to a maximum of 4).

In both cases, the operation is the same: The monitor rings, the screen turns on automatically and the visitor's image appears, along with the user controls described below.

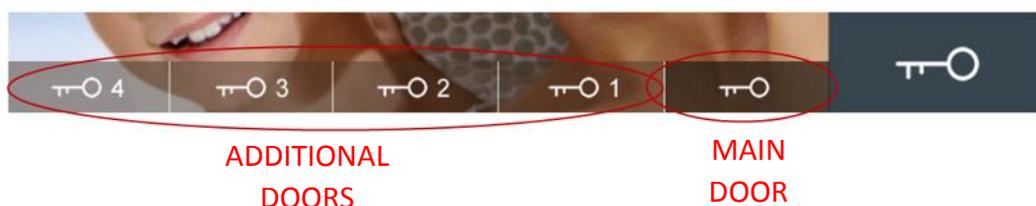


Touch the icon  if you do not wish to take the call. The monitor will turn off.



Touch the icon  if you want to open the door without first talking to the caller.

If there are additional doors (other than the main door), touching this icon will display more options at the bottom of the screen. Click on the one corresponding to the door to be opened.



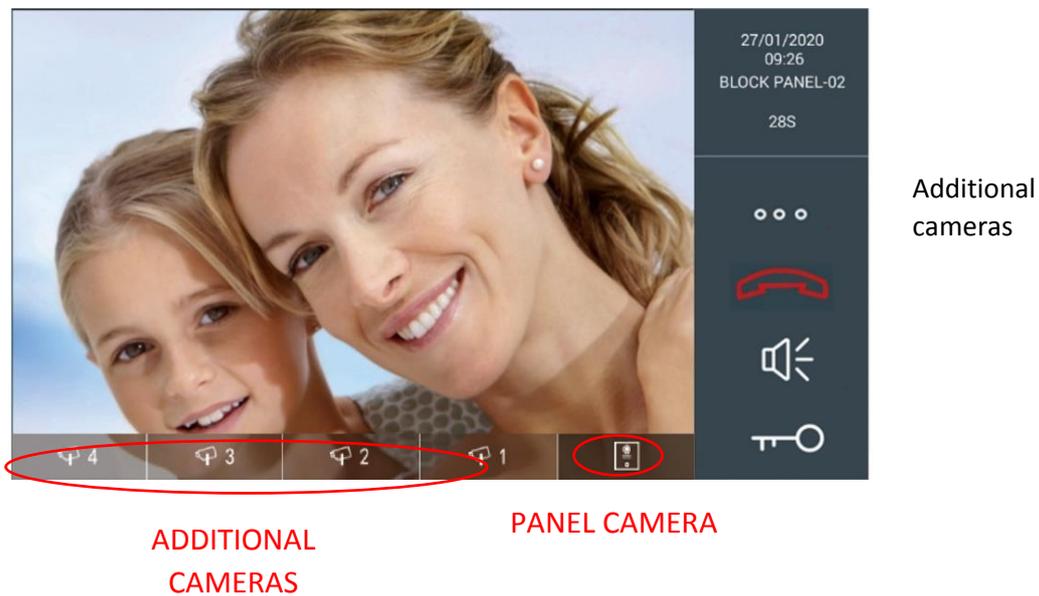
 Pick up/accept call

You can establish hands-free communication with the caller. The monitor interface will display an icon  for volume control.



 Display of additional cameras

If additional cameras are installed, an icon with few dots  will appear on the control panel. By tapping on them, more options will appear at the bottom of the screen. Tap on the corresponding camera to be displayed.



The call duration is limited to 120 seconds. Tap the icon  if you want to finish it sooner.

**NOTE:**

The additional doors and cameras available depend on the installation and configuration of the system.

## 2.2 Call from the door of the apartment/home (doorbell)

It is possible to receive calls via a button installed next to the door of the home/apartment itself. This call will sound different from other calls (ding-dong).

## 2.3 Calls from another home/apartment

It is possible to receive a call from the monitor of another home/apartment in the condominium/building, or even from any other building in the development. This call will sound on the monitor with a different tone to access calls and information from the calling monitor will appear at the top of the panel.

No image will appear on the screen and the controls available on the panel will be Hang up/Reject call and Pick up/Accept call, so you can talk hands-free with your caller.

The call duration is limited to 120 seconds. Touch the key  if you want to end it sooner.

## 2.4 Call from a concierge

It is possible to receive a call from any concierge in the development. This call will sound on the monitor with a different tone to access calls or calls from other homes and information from the calling concierge will appear at the top.

Depending on the installation, you may see an image captured by a camera installed next to the concierge.

See NOTES.

The controls available on the panel will be Hang up/Reject call and Pick up/Accept call, so you can talk hands-free with the concierge.

The call duration is limited to 120 seconds. Touch the "Hang up/Reject call" key if you want to end it earlier.

### **NOTES:**

**Both additional door and additional camera icons will appear depending on their availability in the building, or on the configuration made by the installer.**

**The ringing tones that identify the origin of the call (access to the building, concierge, another home or door of the home), are configurable. See section "Adjusting the ring sounds".**

**If there are several monitors in the same home (up to a maximum of 9), they will all ring at the same time and it will be possible to answer the call from any of them.**

**Once the call is answered, the rest of the monitors will stop ringing.**

## 3 MAKING CALLS



### 3.1 Call concierge

It is possible to call any available concierge in the building or even the condominium as well.

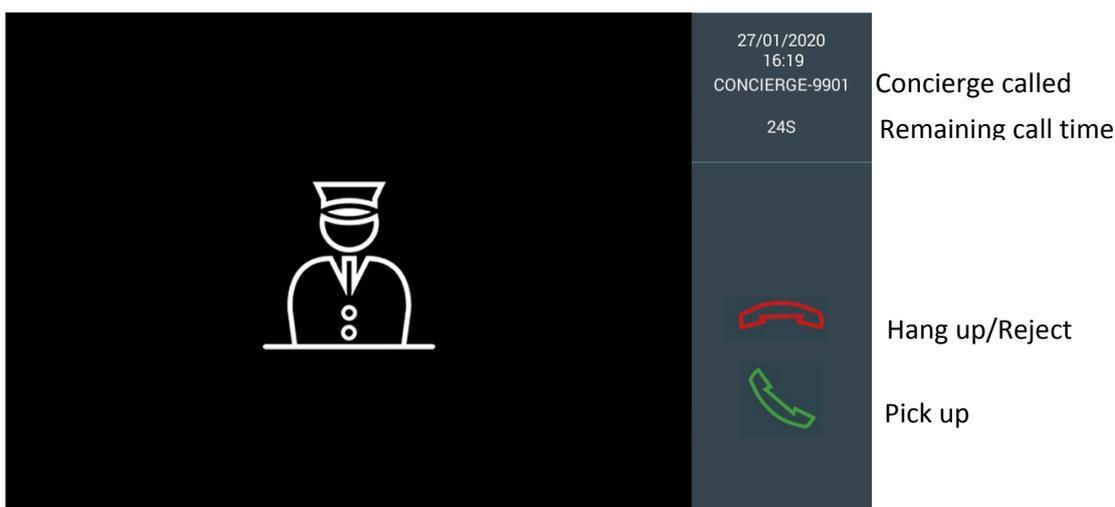
To do this, touch the icon . A list of all available concierges will appear on the screen after a short **SEARCH** period of time, while the system is detecting them.

If there were not any concierge available, a message **NO DEVICE IS FOUND** will appear for 5 seconds.

Otherwise, a message **UPDATE COMPLETED** and a list with the detected concierges will appear. Touch the one you wish to communicate with.

The list of the detected concierges is stored in memory, so the next time you need to call a concierge, the concierge list will appear immediately. However, in the case of the available concierges is different than the stored in memory, the list will be automatically updated.

The concierge could be identified by a name or a customized tag depending on the installer configuration. Ex. *MANAGEMENT CENTER* instead of *CONCIERGE-9901*.



Depending on the installation, you may see an image captured by a camera installed next to the concierge

The controls available on the panel will be Hang up/Reject call and Pick up/Accept call, so you can talk hands-free with the concierge.

The call duration is limited to 30 seconds. Touch the "Hang up/Reject call" key if you want to end it earlier.



### 3.2 Call another residence (EXTERCOM)

It is possible to make a call to the monitor of another apartment in the building, or even of any other building in the condominium.

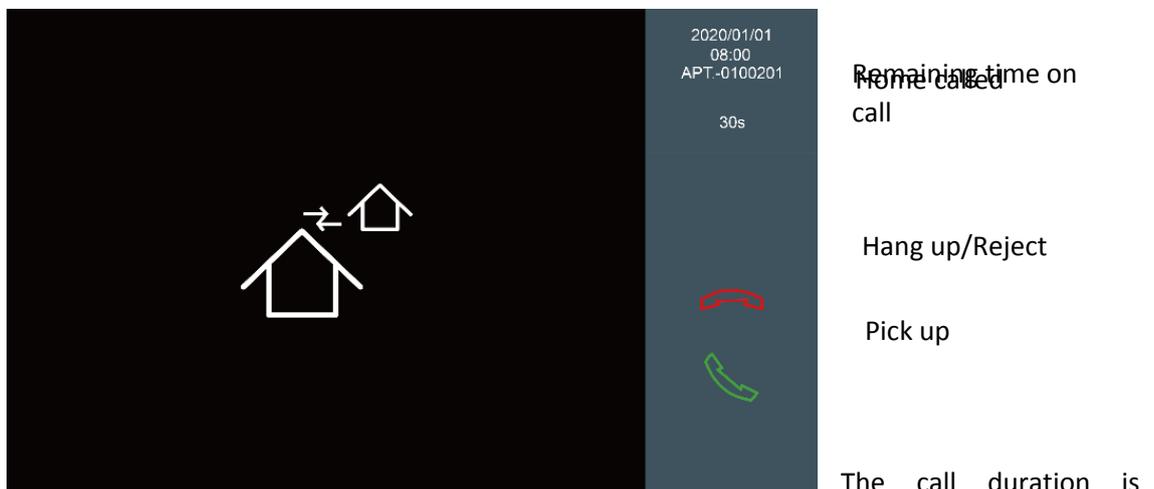
Depending on the characteristics of the installation, this functionality may be deactivated. A "FUNCTION NOT ACTIVATED" message will be displayed.

To call another home, first touch the icon . A dialling pad will appear.

- Directly dial the number of the corresponding property, if it belongs to the same block.
- Dial the block number followed by the home number (4 digits) to call a home in another block within the development.

*E.g. Block 5, home 36: dial 50036.*

When you pick up, the controls available on the panel will be Hang up/Reject call and Pick up/Accept call, so you can talk hands-free with your caller.



The call duration is limited to 30 seconds. Touch the "Hang up/Reject call" key if you want to end it earlier.

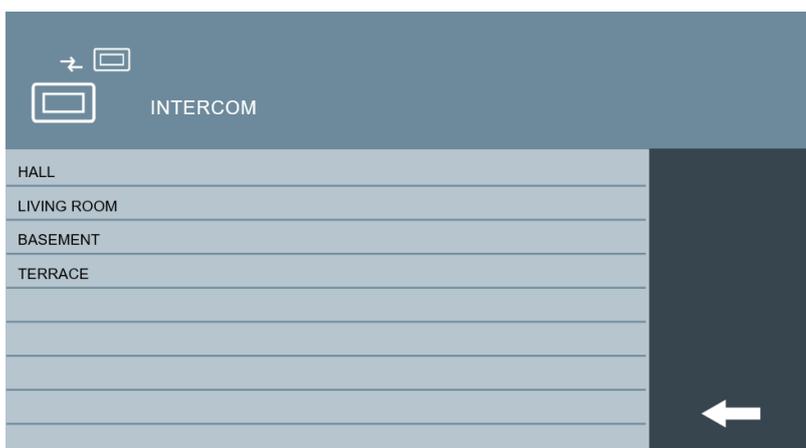


### 3.3 Call another monitor in the same apartment (INTERCOM)

It is possible to make a call to another monitor installed in the same apartment.

Touch the icon  to call to another monitor in the same apartment. A list of all available monitors will appear on the screen.

If there were not any monitor available, a message **NO DEVICE IS FOUND** will appear for 5 seconds.



The list of the detected monitors is stored in memory, so the next time you need to communicate with, the monitor list will appear immediately.

The monitors could be identified by a name or a customized tag depending on the installer configuration. Ex. LIVING ROOM instead of EXT-1.



### 3.4 Connection with an access panel

It is possible to connect with any access panel in the same block, without having called it previously.

Depending on the characteristics of the installation, this functionality may be deactivated. A "FUNCTION NOT ACTIVATED" message will be displayed.

To connect to a panel, touch the icon . A list of available panels will appear. After a short **SEARCH** period of time, while the system is detecting them.

If there were not any panel available, a message **NO DEVICE IS FOUND** will appear for 5 seconds.

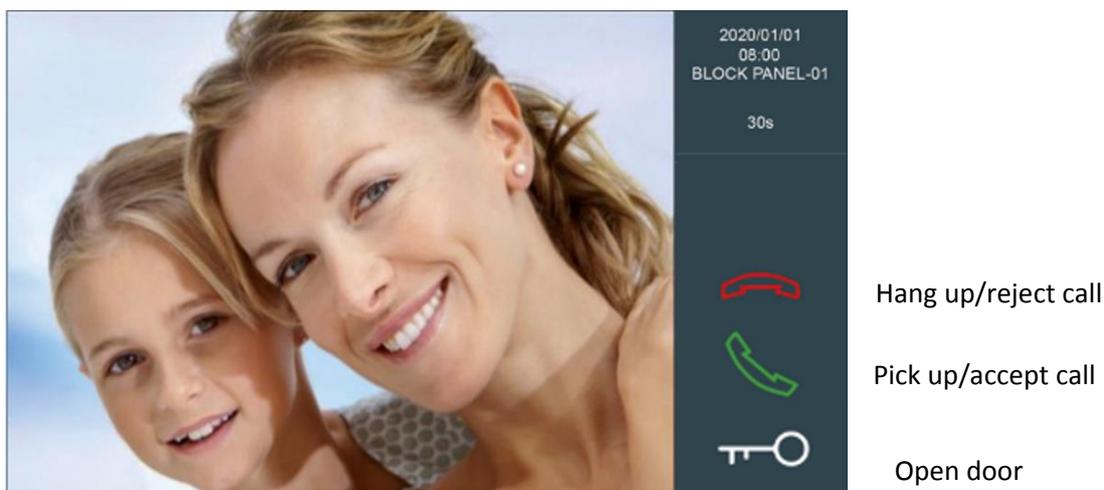
Otherwise, a message **UPDATE COMPLETED** and a list with the detected panels will appear.

The list of the detected panels is stored in memory, so the next time you need to call a panel, the panel list will appear immediately. However, in the case of the available panels is different than the stored in memory, the list will be automatically updated.

The panel could be identified by a name or a customized tag depending on the installer configuration. Ex. *EAST ENTRANCE* instead of *BLOCK PANEL-01*.

Touch the one you wish to communicate with.

Once in communication, the screen will display the image captured by the panel, along with the user controls described below:



 Hang up/reject call

Touch the icon  if you do not wish to take the call. The monitor will turn off.

 Open the door

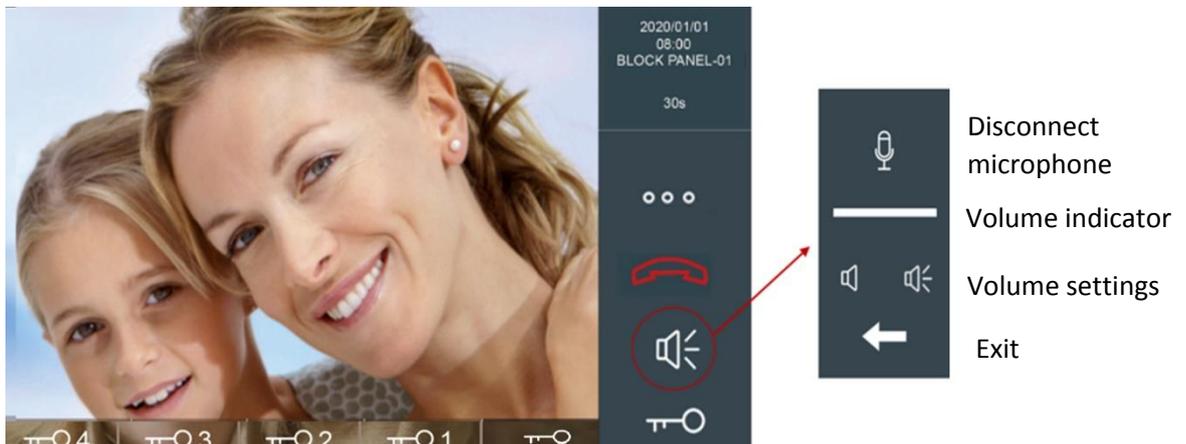
Touch the icon  if you want to open the door without first talking to the caller.

If there are additional doors to open (other than the main door), tapping this icon will display more options at the bottom of the screen. Click on the one corresponding to the door to be opened.



Pick up/accept call

You can establish hands-free communication with the caller. The monitor interface will display an icon  for volume control



### Visualisation of additional cameras

If there are community cameras accessible via this monitor, some dots will appear on the control panel. By tapping on them, more options will appear at the bottom of the screen. Tap on the corresponding camera to be displayed.



**NOTE:**

In the event that a concierge, monitor or panel that is in use is called, an indicator message will appear on the screen.

The call duration is limited to 120 seconds. Tap the icon  if you want to finish it earlier

### 3.5 SOS call



It is possible to send a distress call, which will be received both in the concierges and the Management Post (if it exists) with identification of its origin. See NOTE.

Depending on the characteristics of the installation, this functionality may be disabled.

To do this, touch the icon  and a confirmation message will be prompted to confirm if the SOS alarm message must be sent.

A message "SOS SENT" will appear on the screen as confirmation.

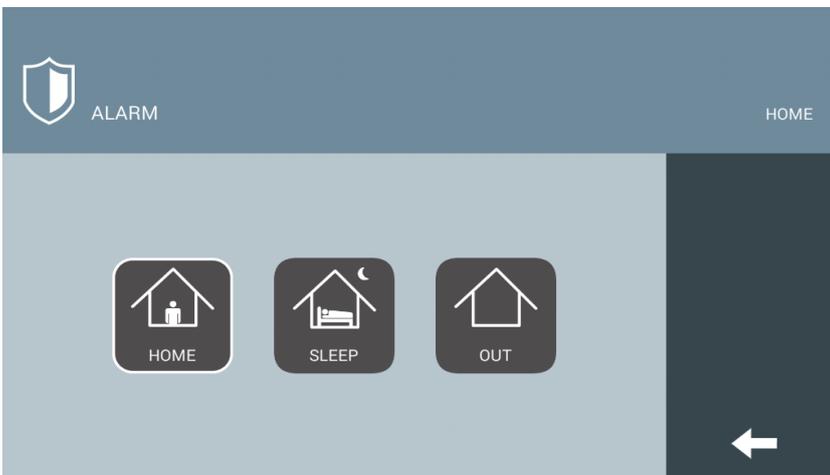
## 4 ADDITIONAL FUNCTIONS

In addition to the video door phone and intercom functions, the MEET monitor has a number of additional functions, which are listed below.



### 4.1 Alarm Function

Your NEO monitor is a complete alarm centre which, if any of the detectors it controls are triggered, will generate an alarm signal both on the monitor itself (an acoustic signal and the activation of a device) and in the Concierge Guard Unit device and MEET Management Software in the condominium. This alarm signal shall be suitably identified (home and type of detector/alarm triggered).



It can work in any of these 3 modes:



#### HOME MODE

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It will be triggered only when it receives a technical alarm signal defined in HOME MODE (flood, smoke, or 24-hour protection zones in general).



#### SLEEP MODE

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In addition to technical alarms, it will also be triggered when it receives an alarm signal from an intrusion detector in a certain area of the house defined in the SLEEP MODE.

*This is the usual mode of operation when there are people in some part of the house (e.g. bedrooms) and you want to leave other areas protected (e.g. living room, kitchen, etc.).*



## OUT MODE

In addition to previous alarms, it will also be triggered when it receives an alarm signal from an intrusion detector in the home defined in the OUT MODE.

*This is the usual mode of operation when no one is home.*



Touch the icon  to arm the alarm system.

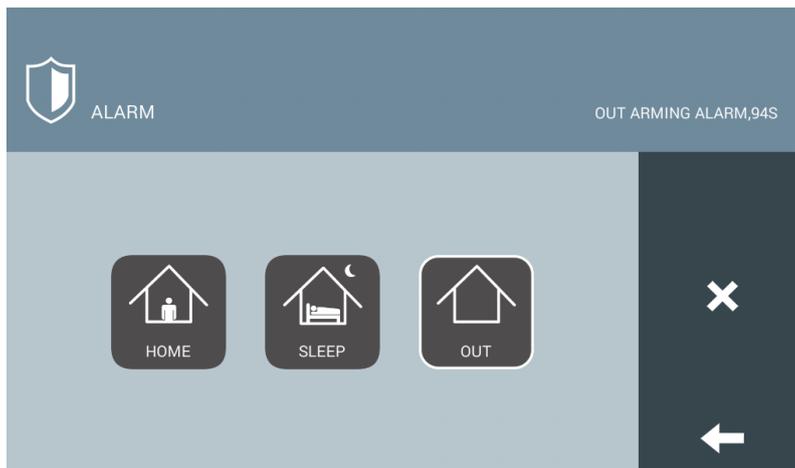
The sequence is as follows:

### Select OUT MODE

When in  or  mode, touch the 

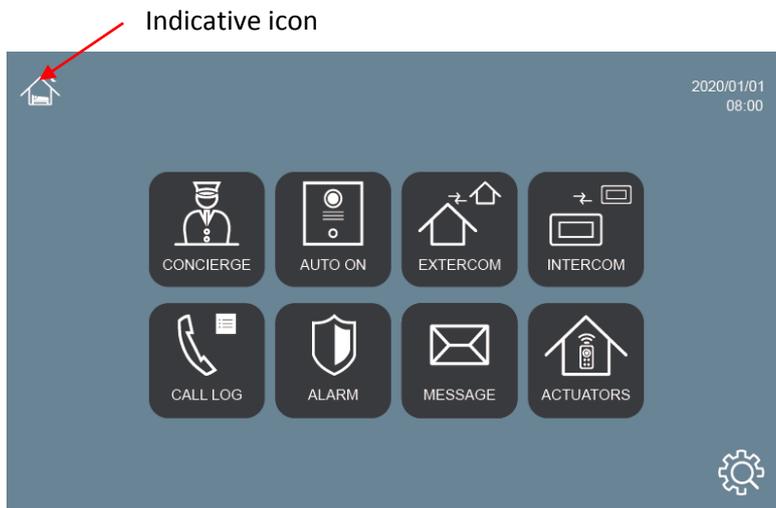
The change will be made automatically after 100 seconds, to give you time to leave the protected zone without triggering the alarm.

The remaining exit time is displayed.



Remaining time

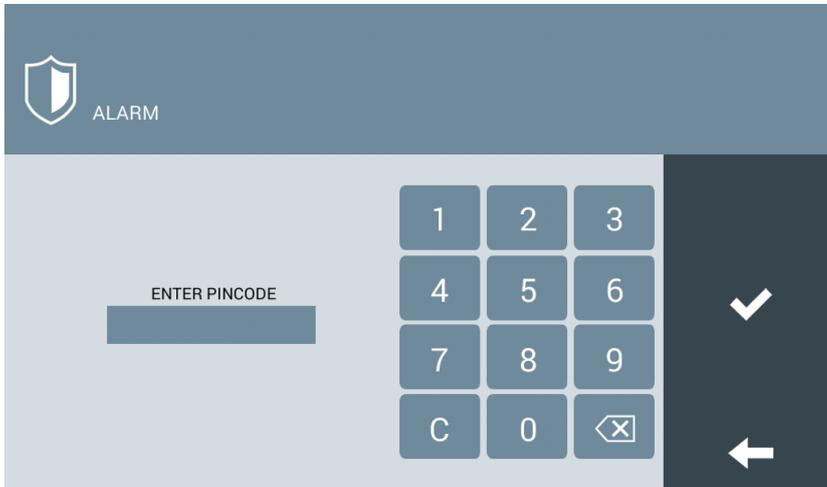
Once the time has elapsed, the monitor will return to the standby screen, displaying an icon indicating the current mode in the upper left corner.



### **Select HOME MODE**

When in  or  mode, touch the icon .

A dialling pad will appear.



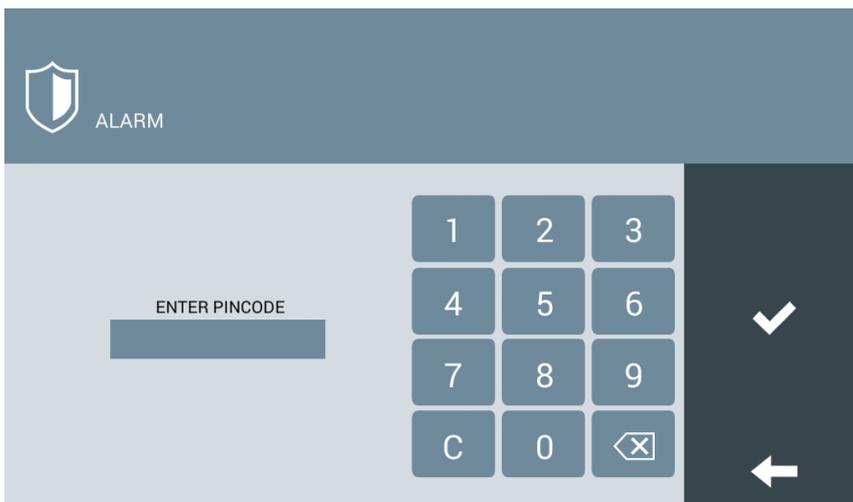
Enter the ALARM PIN number and touch the confirmation icon.

You can also enter the DURESS PIN, which will cause the alarm to be deactivated but will in turn send a duress warning to the concierges.

### **Select SLEEP MODE (from OUT MODE)**

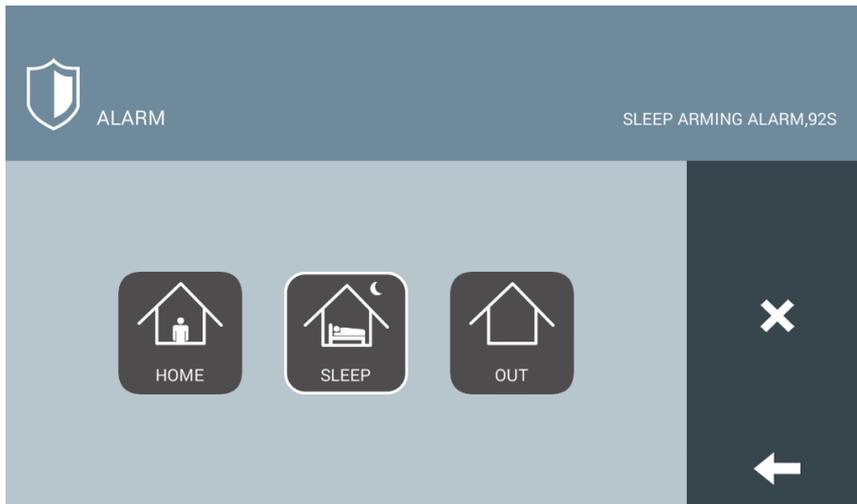
While in mode , touch the icon .

A dialling pad will appear.



Enter the ALARM PIN number and touch the confirmation icon

You can also enter the DURESS PIN, which will cause the alarm to be deactivated but will in turn send a duress warning to the concierges.



Remaining time

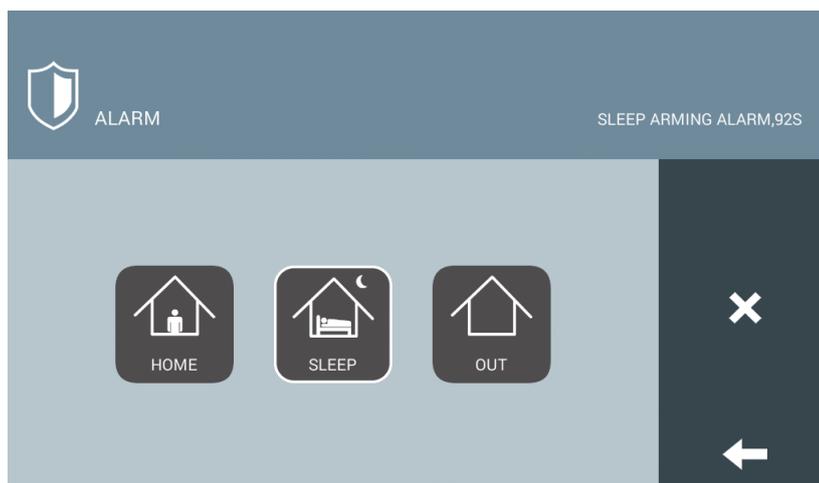
The change will be made automatically after 100 seconds to prevent the alarm from being triggered if you need to pass through the protected area.  
The remaining exit time is displayed.

Once the time has elapsed, the monitor will return to the standby screen, displaying an indicator icon in the upper left corner

**Select SLEEP MODE OR OUT (from HOME MODE)**

While in mode , touch the icon  or 

The change will be made automatically after 100 seconds to prevent the alarm from being triggered if you need to pass through the protected area.  
The remaining exit time is displayed.



Remaining time

Once the time has elapsed, the monitor will return to the standby screen, displaying an indicator icon in the upper left corner

**NOTES:**

You may have entered the protected zone before accessing the monitor to disarm the alarm. You have a few seconds to perform the disarming process before the alarm is triggered.

The default ALARM PIN is 1-2-3-4 and the DURESS PIN is 4-3-2-1. It can be changed to others of your choice as explained in the "ALARM PIN" section.

The exact functioning of the alarm system depends on the installation and configuration of the equipment by the installer. Contact the installation company.



## 4.2 Lift Control

This functionality allows the control of the building's lifts from the NEO monitor itself, so that it is possible to make a call to the lift and/or automatically forward it to the ground floor every time the door is opened to a visitor.

It is also possible to send the lift to the ground floor manually.

Touch the icon  to access the lift control.



If you touch the ACTIVATE icon during communication with a visitor at the entrance door of your block, or with another neighbour in the building, the lift will be enabled to access the floor of your home.

**NOTES:**

The operation of the lift control depends on the installation and configuration of the equipment by the installer. Contact the installation company or the construction company.

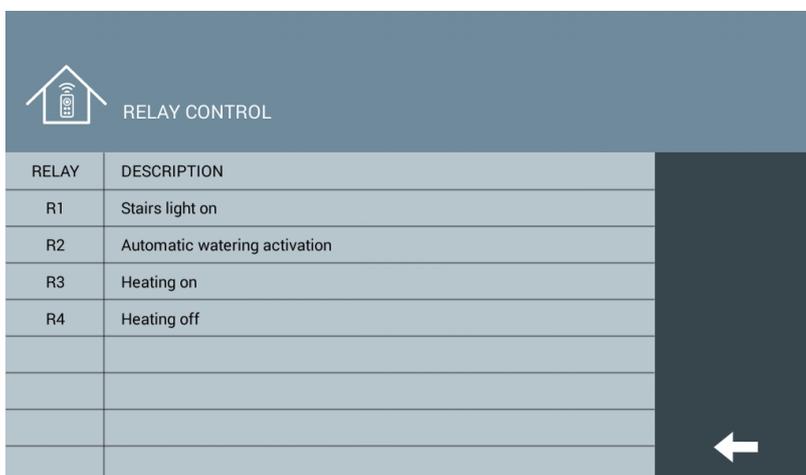
The system can control up to a total of 3 lifts.



## 4.3 Actuator Control

Remote activation of up to 8 devices from the monitor screen is possible, depending on the installation and system configuration.

Touch the icon  to access the actuator panel. Devices that have been installed and configured for remote activation will be listed.



RELAY	DESCRIPTION
R1	Stairs light on
R2	Automatic watering activation
R3	Heating on
R4	Heating off

Touch the line of the device you want to activate.

### NOTES:

**Actuation is a momentary activation that can be used to turn a device on/off. This activation is timed between 1 and 60 seconds, which are set during system configuration.**

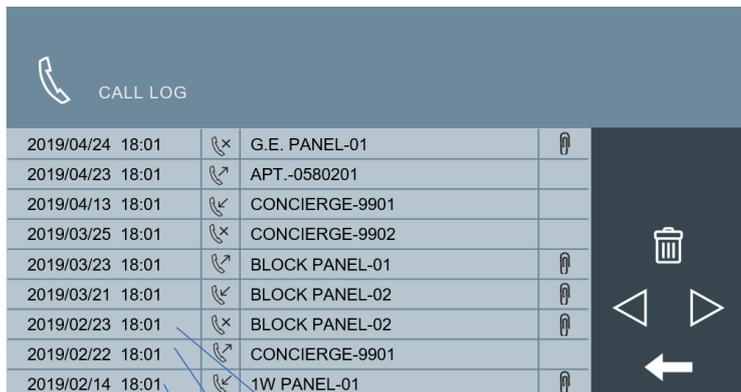
**This functionality requires prior installation and configuration.**



## 4.4 Call Management

Each time a call is received, the information about the call is recorded, including date and time received, whether the call was answered, origin of the call and a capture (photo) of the time of the call, if the call was made from an outdoor panel.

Touch the icon  to access the record of these calls.



Date	Time	Call Status	Origin	Photo Access
2019/04/24	18:01	Missed call	G.E. PANEL-01	Photo access
2019/04/23	18:01	Incoming call	APT.-0580201	
2019/04/13	18:01	Incoming call	CONCIERGE-9901	
2019/03/25	18:01	Missed call	CONCIERGE-9902	
2019/03/23	18:01	Incoming call	BLOCK PANEL-01	Photo access
2019/03/21	18:01	Incoming call	BLOCK PANEL-02	Photo access
2019/02/23	18:01	Missed call	BLOCK PANEL-02	Photo access
2019/02/22	18:01	Incoming call	CONCIERGE-9901	
2019/02/14	18:01	Incoming call	1W PANEL-01	Photo access

 Delete photos  
 Next or previous page  
 Back

 Missed call  
 Incoming call  
 Outgoing call  
 Photo access

Touch the icon  momentarily if you want to delete the image. The device will ask for confirmation.

Touch any line to display the photo associated with the corresponding record



Touch the icon  if you want to delete the image. The device will ask for confirmation.

### NOTES:

The monitor stores a total of 64 photos. Once the memory is full, the oldest photos will be replaced by the new ones.



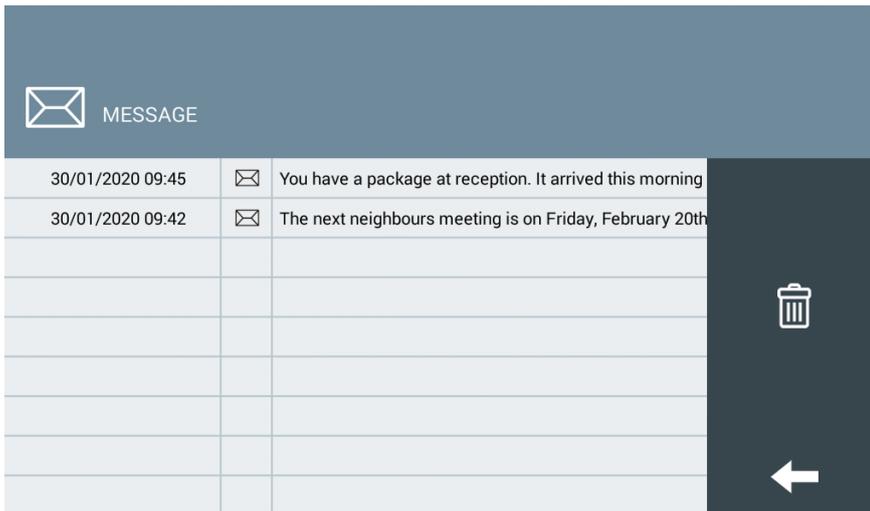
## 4.5 Message Management

The manager or administrator of your community can send text messages to the monitors, individually, in groups or to all the monitors at once.

These messages are recorded on the receiving monitor(s), along with information about the date and time received.

In the event that your NEO monitor has received a message, the Message Indicator will be on.

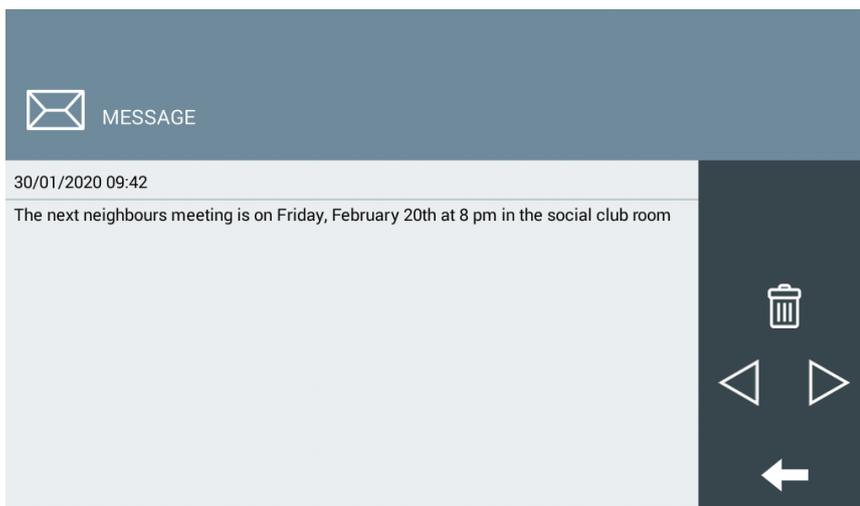
Touch the icon  to display the received message(s).



Touch the icon  to delete all messages. The device will ask for confirmation.

Unread messages will show a closed envelope icon and read messages will show an open envelope icon.

Touch the message line to read the entire message



Touch the icon  to delete this message. The device will ask for confirmation.

**NOTE:**

Depending on the characteristics of the installation, this functionality may be deactivated. A “FUNCTION NOT ACTIVATED” message will be display.



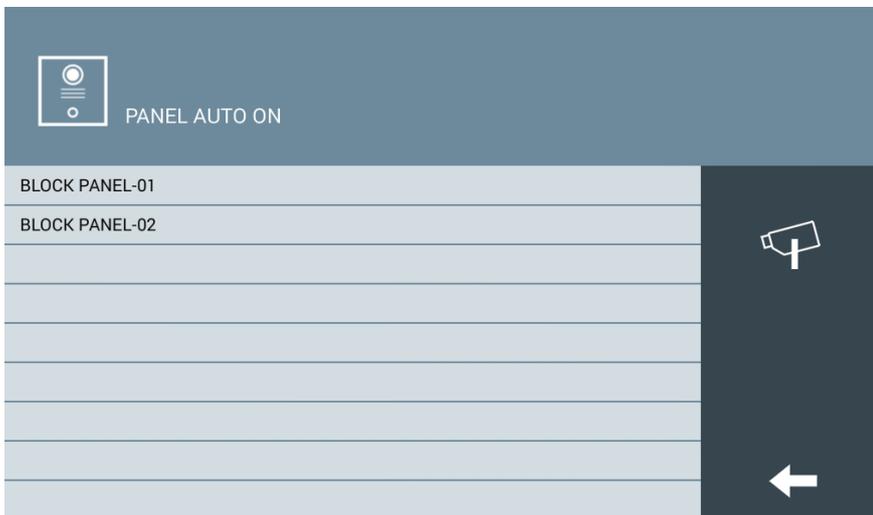
#### 4.6 Viewing Community Cameras

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If your development has authorised community cameras (in garages, common areas, etc.), you can select and view them at any time from your own monitor.

It is also possible to view the video image captured by the different access panels in the development.

Touch the icon  . The access panels display panel will appear.



Tap on the line that indicates the panel you want to view. The image captured by this panel will appear, as well as the controls.

The display time is limited to 30 seconds.

You can talk to the person in front of the panel and you can open the corresponding door, if necessary.

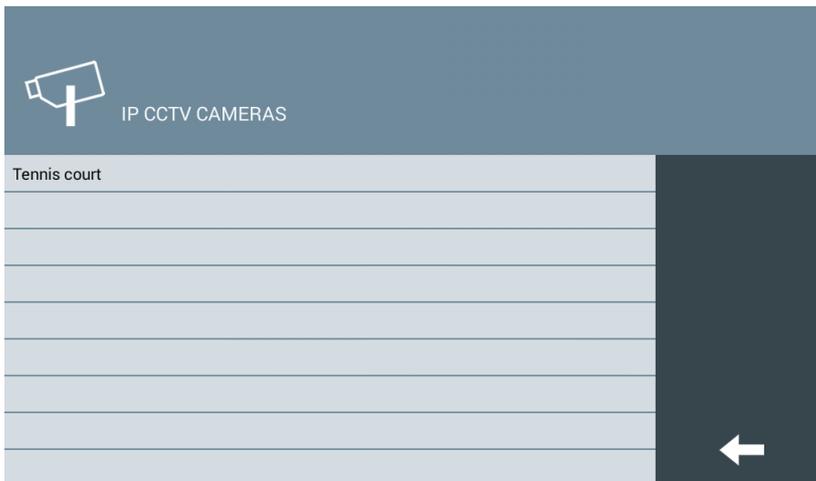


The display time is limited to 30 seconds.

You can use the controls on the side panel if you want to talk or open the door to the person in front of the panel, if applicable.

Tap on the icon  if you want to view any community camera in the development.

A list of all available cameras will appear:



Tap on the line that indicates the camera you want to view. The captured video image will be displayed on the monitor.



**NOTE:**

**In some countries the private viewing of community cameras may be regulated.**

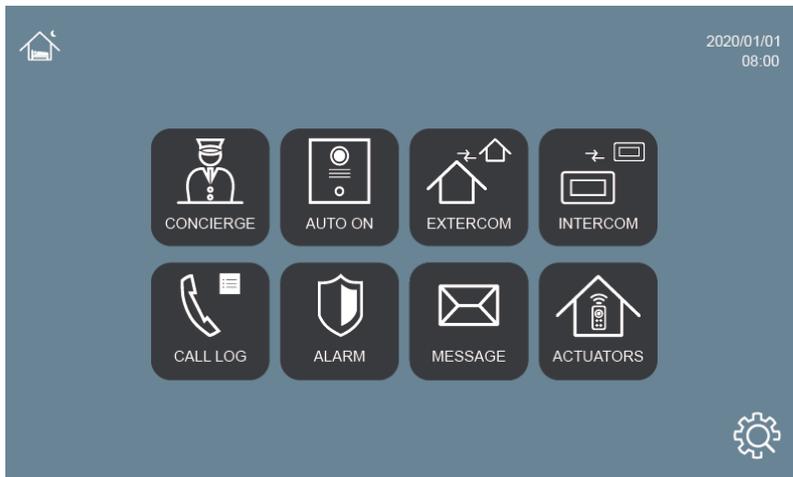
**The ability to use these cameras for display on monitors depends on the installation and configuration of the system.**

**This functionality can be disabled through the advanced configuration of the equipment.**

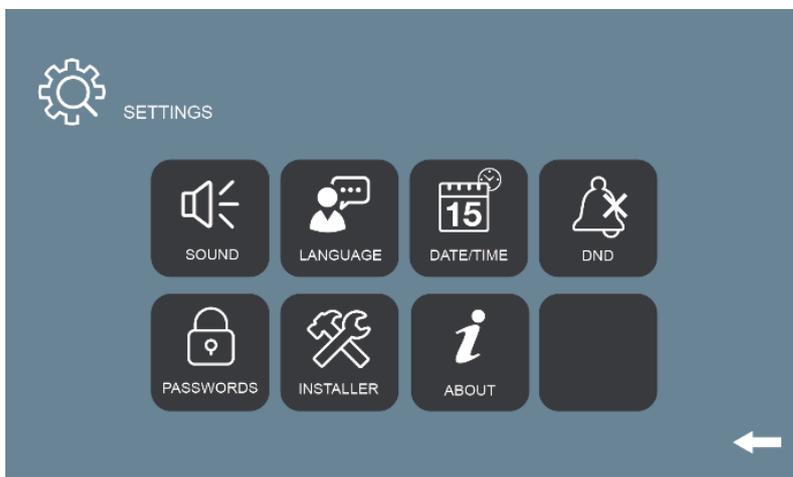
## 5 SETTINGS

It is possible to customize the NEO monitor to suit your personal taste and to set the basic parameters through this section.

You can access the SETTINGS menu by touching the icon  from the main screen.



A new menu will appear, with these options available:

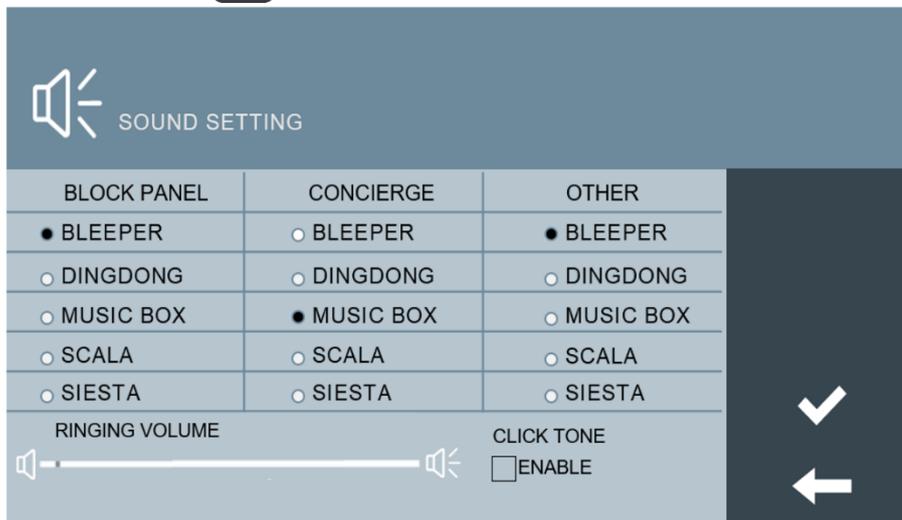




## 5.1 Ring tone Settings

The NEO monitors have different ring tones you can associate with the different types of calls: PANEL/BLOCK, CONCIERGE and OTHERS.

Touch the icon  to access the different ring tones.



Select the ring tone to be associated with each type of call. After confirmation, the chosen ring tone will be heard.

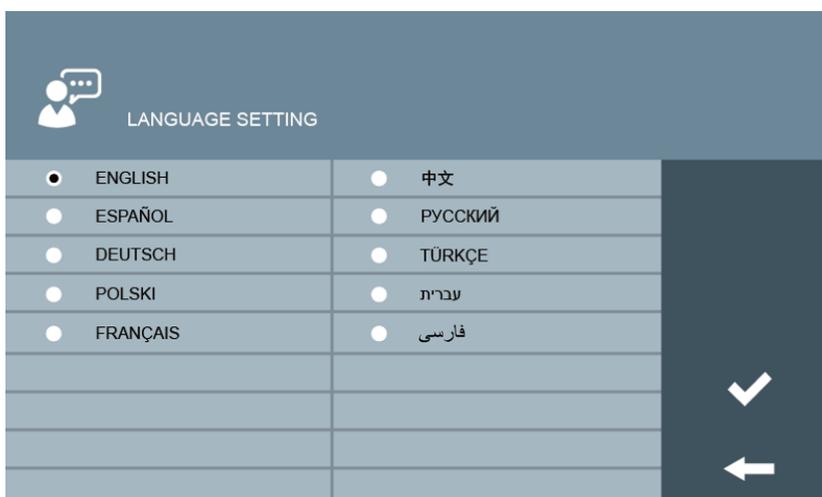
You can use the lower cursor to adjust the volume of the monitor, both for the ring tones and for hands-free conversation with your callers.



## 5.2 Language Settings

It is possible to set the language in which the interface of the NEO monitor menus and messages is displayed.

Tap the icon  to select the desired language from the available options: ENGLISH, SPANISH, GERMAN, POLISH, FRENCH, CHINESE, RUSSIAN, TURKISH, HEBREW or FARSI.



Tap to select the desired language and confirm

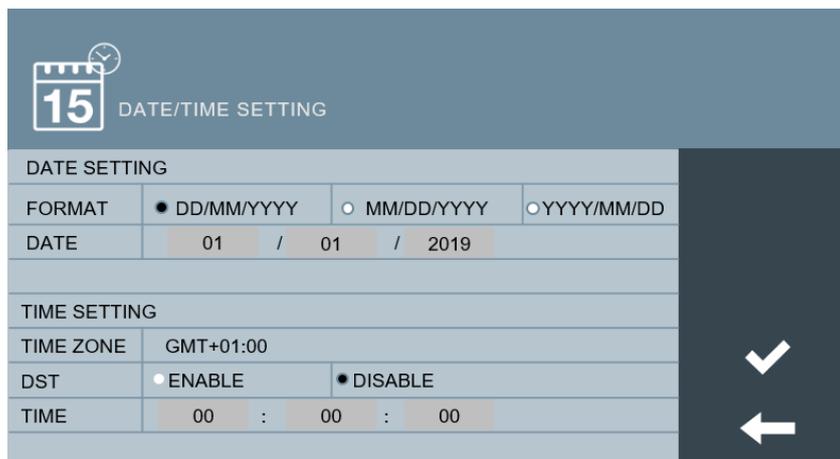


### 5.3 Date and Time Settings

NEO monitors can connect to the internet to synchronise their internal clock with the time offered by a time server. This requires the building installation to have an internet connection. Otherwise, it will be necessary to make this adjustment manually.

You still need to indicate the time zone you want to use and adjust the DST parameter when necessary. Select DST to set the clock to summer time and deselect to set it to winter time.

Tap the icon  to adjust the settings related to the date and time.



DATE/TIME SETTING	
DATE SETTING	
FORMAT	<input checked="" type="radio"/> DD/MM/YYYY <input type="radio"/> MM/DD/YYYY <input type="radio"/> YYYY/MM/DD
DATE	01 / 01 / 2019
TIME SETTING	
TIME ZONE	GMT+01:00
DST	<input type="radio"/> ENABLE <input checked="" type="radio"/> DISABLE
TIME	00 : 00 : 00

#### NOTES:

If the time is manually changed by the user, do not use the GMT time zone adjustments, so that what is manually set, will be reflected on the monitor. GMT settings are to be used only by the installer when time is automatically taken from Internet or MEET Management Software.

The date and time are lost if the monitor is disconnected or power is off.

Once reconnected, the time and date will be automatically adjusted if there is an internet connection, or if there is a concierge or Management Post in the building or condominium.

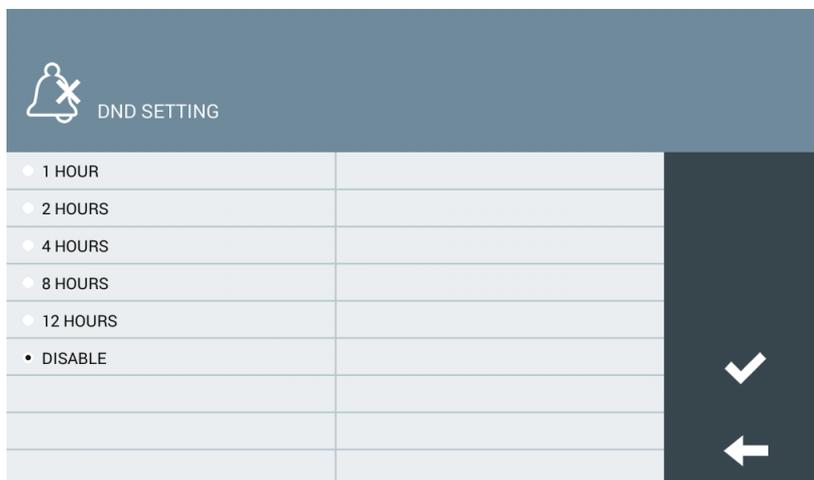
All other settings: date format, time zone and DST are not lost.



## 5.4 Do Not Disturb Function

You can silence the ring tone of your NEO monitor so that you are not disturbed for a certain period of time.

Incoming calls will turn on the screen but will not sound the ring tone.



Touch the icon  to activate the Do Not Disturb option and set the required time between 1, 2, 4, 8 or 12 hours, or to deactivate it before the programmed time has elapsed.

In case several monitors on the same apartment/home, this setting will affect only to the monitor that has activated this Do Not Disturb mode.



## 5.5 Installer Menu

This functionality is only operative for the personnel in charge of the installation and configuration of the system.

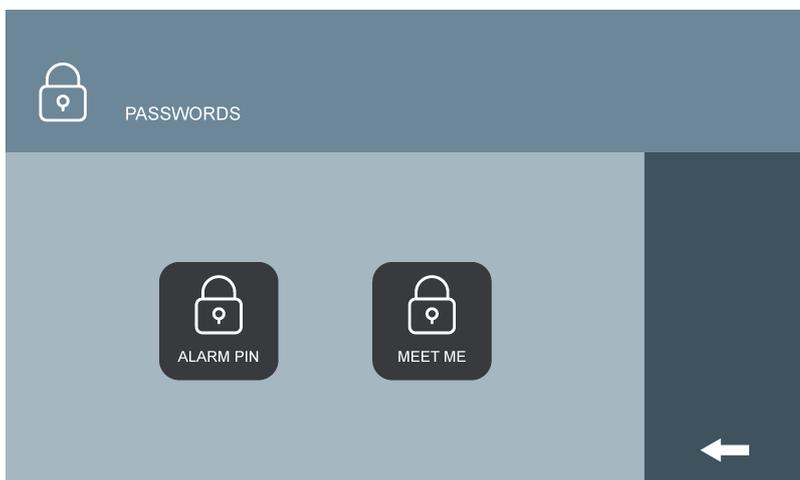


## 5.6 Change of passwords

It is possible to change the ALARM PIN and DISTRESS PIN codes that are used when changing one of the modes of the alarm centre built into the NEO monitor.

There is also possible to change the MEET ME password.

Tap the icon  to access the PASSWORDS screen:



### **ALARM PIN AND DISTRESS PIN CHANGE**

Tap the icon  to select ALARM PIN.

Enter the current PIN, then enter the new PIN and confirm.

● ALARM PIN	
CURRENT PIN	
NEW PIN	
CONFIRM PIN	

○ DISTRESS PIN	
CURRENT PIN	
NEW PIN	
CONFIRM PIN	

#### **NOTES:**

**The default ALARM PIN is 1-2-3-4. The default DISTRESS PIN is 4-3-2-1.**

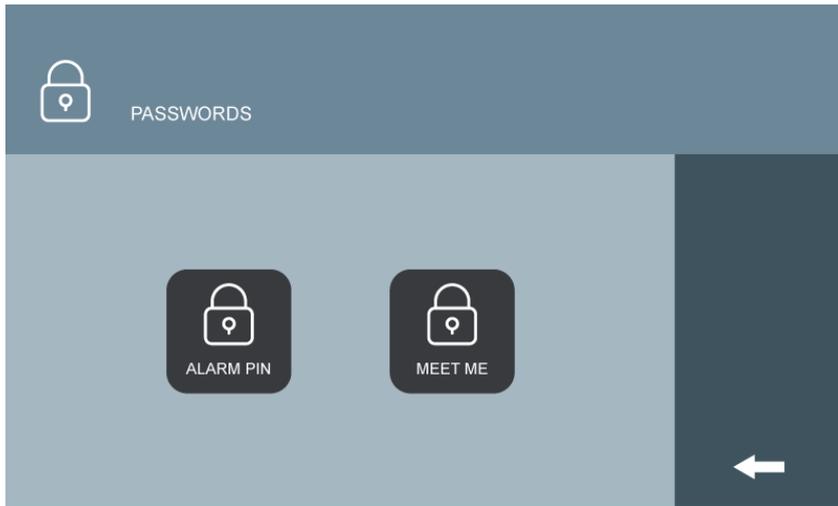
**The new codes you enter must also have 4 digits.**

## MEET ME PASSWORD

It is possible to change the MEET ME password, to say the password used to register the MEET ME FERMAX APP for smartphone call divert .

This is useful in the case that is it required to ban any previous MEET ME user.

Tap the icon  to access the PASSWORDS screen:



Tap the icon  to select MEET ME.



USERNAME	0199968
CURRENT PASSWORD	
NEW PASSWORD	
CONFIRM PASSWORD	

The first time enter the PASSWORD that was provided with the monitor (licence label) and confirm. See NOTE below.

Use the keyboard on the screen. New password has to be 8 characters long (numbers and letters).

Then, one of these messages will appear:

- **SETTINGS SAVED**  
The new password has been correctly saved. The old one will be invalidated, so a new register in the MEET ME APP with the new one will be required.
- **USERNAME OR CURRENT PASSWORD ERROR.**  
The username or current password has not been properly introduced. Please try again Please try again.
- **PASSWORD MUST BE 8 LETTERS OR NUMBERS**  
Please be sure that the new password is 8 characters long, containing letters and numbers. and try again.
- **NEW PASSWORD ERROR**  
New password and new password confirmation do not match

**NOTE:**

Once a **NEW PASSWORD** has been registered, the original password provided in a label attached to the monitor will become unavailable and no recoverable. The **NEW PASSWORD** will be shown in the **CURRENT PASSWORD** field from now on.

Keep the **CURRENT PASSWORD** carefully because it will be required for a new **PASSWORD** change.

Contact **FERMAX Technical Support** or acquire a new licence (Ref. 1496) if you lose the **CURRENT PASSWORD**.

## 5.7 Information Screen



Touch the icon  to get technical information related to the installation and configuration of the NEO monitor.

