

# Residential & Apartment Intercom Systems

# Installation Manual

Supports models from:



INT-Q41120

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# Notes

# 1. Pre-Installation

# **1.1 Please Read Before Installation**

**Thank you for purchasing this Intercom System.** This install guide covers basic setup, installation and use of your intercom system.

For detailed technical support and software downloads, visit our Help Centre at: **help.c5k.info** 

- **Basic Settings** password is 123456, which can be entered after pressing the Settings button.
- **Network Settings** password is user configured upon initial setup, it can be entered after holding the Settings button for 6 seconds.
- Door Station's default IP address is 192.168.1.108 or 192.168.1.110 (depending on model and firmware version).



- In our examples, we will be referring to 192.168.108 as the default IP address.
- The Door Station's default username is "admin" and the password is user configured upon initial setup. Please note that only the Door Station has a web interface the Indoor Monitor does not.
- If this is your first time purchasing a VIP Residential IP Intercom, we recommend setting it up on the bench before installation, to familiarize yourself with the product. Upon installation, we recommend bringing a laptop to site to make any settings changes that may be required. An understanding of basic computer networking is required.
- The IP intercom requires a CAT5e/CAT6 cable to be run between the Indoor Monitor, and Door Station. The cable must be terminated to TIA-568A or TIA568B standards. If you wish to connect to the system remotely, your Indoor Monitor and Door Station must be connected to your modem or network switch (sold separately).
- Power must be provided to each Door Station and Indoor Monitor this can be done via Power other Ethernet with a PoE switch, or via a separate 12VDC Power supply. Alternatively, 2-Wire cabling can be used (available on select models only).

#### **IMPORTANT:**

- Door Stations are designed to mounted in a sheltered location, not exposed directly to weather.
- When installing the Door Station, apply outdoor silicone sealant between the Door Station and the wall, and seal the hole that has been created for the cable to prevent water ingress. If using a mounting box, ensure the box is also sealed, and the included waterproof rubber seals are used when installing the screws.

# 1.2 Device Models & General Use

Door Stations						
INTIPRDSG	INTIPRDSJ	INTIPDDS2	INTIPDDS4	INTIPRDSD	INTIPADSD	
		Residential Intercom			Apartment Intercom	
Call Button, 2-Wire Option	Call Button, Card Reader	2 Call Buttons, Card Reader	4 Call Buttons, Card Reader	Keypad for unlock, Call Button, Card Reader	Keypad for calling and unlock, Card Reader	
Up to 10 Monitors	Up to 10 Monitors	Up to 10 Monitors per Button	Up to 10 Monitors per Button	Up to 10 Monitors	Up to 200 Monitors	
	Calls individual monitors on room dialling					
	Optional					
12VDC / PoE						
	Indoor Monitors & Accessories					
INTIPMONGW INTIPMONGB INTIPMONGBL	INTIPMONDWH2 INTIPMONDBH2	INTIPMON	INTIPMON2W	INTIPPOE2W	INTIPDM	
7" & 10" Monitors	7" Monitors w/ Handset	7" Monitor	2-Wire 7" Monitor	2-Wire Network Switch & PSU	Door Expansion Module	
12VDC / PoE	12VDC / PoE	12VDC (PoE Requires INTIPMONPOE)	Requires INTIPPOE2W	24VDC	12VDC	

# 2.1 Connection Diagrams - Door Stations

#### 2.1.1 INTIPRDSG - G Series Residential Door Station



Name		Description		
Ethernet Port		Power over Ethernet & network connectivity		
Reset Button		Reset configuration back to factory default settings		
Tamper Swite	h	The Door Station will generate an alarm sound if it is being removed from the wall		
	EOC1 (GND)	12V DC negative input/2-Wire connection port		
	EOC1 (+12)	12V DC positive input/2-Wire connection port		
	ALARM_COM	Alarm common contact		
8-Pin	ALARM_NO	Alarm normally open contact		
Connector	RS485A	For use with the INTIPDM		
	RS485B	For use with the INTIPDM		
	12V_OUT	12V DC positive output, 100ma max current. For use with the INTIPDM		
	GND	Ground connection for 12V_OUT		
	DOOR_NO	Door relay normally open contact		
	DOOR_COM	Door relay common contact		
6-Pin Connector	DOOR_NC	Door relay normally closed contact		
	GND	Ground connection for DOOR_FB or DOOR_BUTTON		
	DOOR_FB	Door latch feedback input, for use with monitored door latch		
	DOOR_BUTTON	Exit button dry contact input, triggers door relay when shorted to GND		

# 2.1 Connection Diagrams - Door Stations (cont.)



#### 2.1.2 INTIPDDS2 & INTIPDDS4 - Residential Door Stations

Name		Description		
Ethernet Port		Power over Ethernet & network connectivity		
	12V	12V DC positive input		
	GND	12V DC negative input / Ground connection for FEEDBACK or Unlock		
	NO	Door relay normally open contact		
	COM	Door relay common contact		
12-Pin FEEDE Connector UNLO	NC	Door relay normally closed contact		
	FEEDBACK	Door latch feedback input, for use with monitored door latch		
	UNLOCK	Exit button dry contact input, triggers door relay when shorted to GND		
	RS485A	For use with the INTIPDM		
	RS485B	For use with the INTIPDM		
	ALM_IN	Alarm input contact		
	ALM_NO	Alarm normally open contact		
	ALM_COM	Alarm common contact		

# 2.1 Connection Diagrams - Door Stations (cont.)

#### 2.1.3 INTIPRDSJ - J Series Residential Door Station



Name		Description		
Ethernet Port		Power over Ethernet & network connectivity		
Reset Button		Reset configuration back to factory default settings		
Tamper Switc	h	The Door Station will generate an alarm sound if it is being removed from the wall		
	12V	12V DC positive input		
	GND	12V DC negative input		
	NO	oor relay normally open contact		
	СОМ	Door relay common contact		
	NC	Door relay normally closed contact		
12-Pin Connector	FEEDBACK	Door latch feedback input, for use with monitored door latch		
Connector	UNLOCK	Exit button dry contact input, triggers door relay when shorted to GND		
	GND	Ground connection for FEEDBACK or UNLOCK		
	RS485A	For use with the INTIPDM		
	RS485B	For use with the INTIPDM		
	N/A	Not used		

# 2.1 Connection Diagrams - Door Stations (cont.)

#### 2.1.4 INTIPADSD - Apartment Series Door Station



Name		Description
Ethernet Port		Power over Ethernet & network connectivity
Reset Button	l	Reset configuration back to factory default settings
Tamper Swite	ch	The Door Station will generate an alarm sound if it is being removed from the wall
	12V_OUT	12V DC positive output, 100ma max current (for use with the INTIPDM)
	GND	Weigand card reader ground connection
	WG_D1	Weigand card reader D1 connection
8-Pin	WG_D0	Weigand card reader D0 connection
Connector	WG_LED	Weigand card reader LED connection
	GND	Ground connection for 12V_OUT
	RS485B	For use with the INTIPDM
	RS485A	For use with the INTIPDM
	DC_IN	12V DC positive input
	GND	12V DC negative input
	ALM_OUT_NO	Alarm output normally open contact
	ALM_OUT_COM	Alarm output common contact
	GND	Ground contact to be used with ALM_IN
12-Pin	ALM_IN	Alarm input contact
Connector	NO	Door relay normally open contact
	COM	Door relay common contact
	NC	Door relay normally closed contact
	GND	Ground connection for SR or PUSH
	PUSH	Exit button dry contact input, triggers door relay when shorted to GND
	SR	Door latch feedback input, for use with monitored door latch

#### 2.2.1 INTIPMONGW / INTIPMONGB Indoor Monitor

Note: Below is INTIPMONGW and INTIPMONGB Indoor Monitor, other models vary slightly.



Name	Description
Power Input	12VDC Power Input
Alarm Ports (For use with alarm sensors, when using the Indoor Monitor as a basic alarm)	6 Alarm Inputs 1 Alarm Output
Network Port	RJ-45 Connection

#### 2.2.2 INTIPMON2W - 2-Wire Indoor Monitor



Name	Description
2-Wire Input	2-Wire Connection Port
Alarm Ports (For use with alarm sensors, when using the Indoor Monitor as a basic alarm)	6 Alarm Inputs 1 Alarm Output

#### 2.3 Door Strike Wiring

# 2.3.1 Normally Closed and Normally Open Wiring

Before connecting the Door Station to a door latch or gate motor, **refer to your door latch or gate motor installation manual** for specific product information. The Door Station uses a dry contact relay, rated at Max 2A 30VDC.



#### 2.3.2 Using an External Relay

If wiring the Door Station to anything other then a door latch, such as an electric gate with dry contacts, it is recommended to use an external relay. The relay pictured is a 5 pin relay.



# 2.3.3 Two Door Latch Outputs using an INTIPDM

If you require 2 door latch outputs to be triggered individually, the INTIPDM is required to trigger a second latch.

In the diagram right, the INTIPRDSG Door Station is being used and is utilizing the 12V output. This can be substituted for a 12VDC power supply.



#### 2.3.4 Wiring a Push-to-Exit Button

If you require a push to exit button, ensure it is a NO button.

Wire the latch as per one of the three above methods, then connect your button.





#### 2.4 Intercom Wiring - Overview

#### 2.4.1 Selecting Network Cabling or 2-Wire Cabling

There are 2 different cable types that can be used for wiring the intercom system, network cabling (CAT5/6) or 2-wire cabling. Configuration is the same for both network and 2-wire intercoms installations, but different hardware is required

**Network cabling**, also known as Ethernet or data cabling is most commonly used in a new installation where no existing cable is installed.

2-Wire is used when there is existing cable installed at the premises, and the old intercom or doorbell is being replaced.

2-Wire cable needs to be a minimum of 24 strand, 0.20mm in size. The cable needs to have 2 insulated conductors. 4-core or 6-core cable can be used, but you must ensure only 2 cores of the cable are connected. Doubling up the pairs will cause an unreliable connection due to the way the data is transmitted. Maximum cable distance is 100m. One Key Configuration is not available on 2-Wire intercom devices, manual configuration is required see section 4 for details.

#### 2.5 Intercom Wiring - No Network Connectivity

There are three wiring configurations for Intercoms.

- If an apartment intercom is being installed, follow method 2.
- If using 2-Wire intercom devices, follow method 3.

Method 1: Using 12VDC and direct connection between the devices with a CAT5 cable. (No network connection)



## 2.6 Intercom Wiring - Network Connectivity

Method 2: Using a PoE Switch connected to a router OR using 12VDC and an Ethernet switch connected to a modem.



Devices connected to a PoE Switch, then to a modem.

Devices connected to a modem/Ethernet switch, and powered with 12VDC.



## 2.7 Intercom Wiring - 2-Wire Intercom Systems

Method 3: Using a 2-Wire Switch connected to a router and 24VDC power supply.

This wiring configuration is only suitable for use with the INTIPRDSG Door Station and INTIPMON2W 2-Wire Indoor Monitor. No other devices will work in this configuration, and will be permanently damaged if connected.



# 3. Intercom Setup - One Key Configuration

# 3.1 One Key Configuration – 1 Monitor and 1 Door Station

This method requires the least amount of time to setup and does not require a computer. However, a computer will be required to adjust settings such as door latch timing and date & time.

Below are the **example details** that we will be using for this guide. If you intend on connecting the intercom to your network for remote access, you will need to obtain the local IP address details for your network. (Refer to **6.10 Finding Available IP Addresses**) Replace the example IP addresses with IP addresses suitable for your network.

Device	IP Addresses	Subnet Mask	Gateway	Password	Туре	Main/Sub
Door Station	192.168.1.108	255.255.255.0	192.168.1.1	admin123	VTO	Main
Indoor Monitor	192.168.1.109	255.255.255.0	192.168.1.1	888888	VTH	Main

- 1. **Connect** the intercom equipment (Refer to **2**. **Wiring & Connections**)
- Go to the Indoor Monitor, all configuration will be performed from this device. If prompted to select a language, select **English**, then select **OK**. If not prompted, proceed to the next step. (Fig 3.1)



Fig 3.1: Language Selection



Fig 3.2: Installation Selection

 Device Init

 Password

 Confirm Pwd

 Email

 OK

Fig 3.3: Device Initialisation

 If prompted to choose Apartment or Villa, select Villa, then select OK. If not prompted, proceed to the next step. (Fig 3.2)

 Initialise the Indoor Monitor, by entering a 6 digit password (888888) and email. Select OK. (Fig 3.3)

## 3.1 One Key Configuration – 1 Monitor and 1 Door Station (Cont.)

- If prompted with Do you want to do quick configuration?, Select OK. If Step 3 was completed, skip this step.
- 6. Select **Initialise** next to the uninitialised **Door Station (VTO)** and set a user **password** (admin123) and **email**. Select **OK**. (Fig 3.4)
- 7. Once all of the devices are initialised, select **Next**. (Fig 3.5)
- Select Edit next to the Indoor Monitor (VTH). Set the IP Address (192.168.1.109), Netmask (255.255.255.0) and Gateway (192.168.1.1). Select OK. (Fig 3.6)
- Select Edit next to the Door Station (VTO). Setthe device type to Main and set the IP Address (192.168.1.108), Netmask (255.255.255.0) and Gateway (192.168.1.1). Set the Time and Date. Select OK. (Fig 3.7)

**NOTE:** Ensure the time & date is set correctly, otherwise you may be unable to add the device to the phone app.

- Once all devices have had their IP address details and device type set, select One-Key Config. The devices will now be configured.
   NOTE: If an error occurs during the configuration, ensure the entered details are correct. (Refer to Section 9 for troubleshooting)
- 11. Once the devices have successfully configured, select **OK**.
- 12. The devices will reboot, allow up to 10 minutes for them to connect.



Fig 3.4: VTO Initialisation

Set another device password						
Device Type	SN	MAC	IP	Status	Operation	
Local	5L0A0C	08:ED:ED:20:C	192.168.1.155	Initialised		
VTO	5G00D19	a0:bd:1d:46:c6	192.168.1.108	Initialised		
Refresh						

Fig 3.5: Device Initialisation

Networking configuration								
Device Type	SN	MAC	IP	Main/ Sub	Results	Config		
Local	5L0A0C	08:ED	192.168.1.155	Main		Edit		
VTO	5G00D19	a0:bd	192.168.1.108			Edit		
	Quit One-key Config							

#### Fig 3.6: Network Config

VTO Config							
Main O Sub							
Local IP	192.168.1.108	Date Format	DD-MM-YYY				
Netmask	255.255.255.0	Time Format	24-Hour				
Gateway	192.168.1.1	Date	01-01-2020				
Video Video PAL ONTSC							
Only one main VTO can be exist in the system							
	Back	ОК					

#### Fig 3.7: VTO Config

# 3.2 One Key Configuration – Multiple Monitors and/or Multiple Door Stations

This method requires the least amount of time to set up and does not require a computer. However, a computer will be required to adjust settings such as door latch timing and date & time. The steps below cover setting up multiple monitor and multiple door stations. The example will cover setting up 2 Indoor Monitors, and 2 Door Stations.

Below are the **example details** that we will be using for this guide. If you intend on connecting the intercom to your network for remote access, you will need to obtain the local IP address details for your network. (Refer to **6.10 Finding Available IP Addresses**) Replace the example IP addresses with IP addresses suitable for your network.

Device	IP Addresses	Subnet Mask	Gateway	Password	Туре	Main/Sub
Door Station 1	192.168.1.108	255.255.255.0	192.168.1.1	admin123	VTO	Main
Door Station 2	192.168.1.111	255.255.255.0	192.168.1.1	admin123	VTO	Sub
Indoor Monitor 1	192.168.1.112	255.255.255.0	192.168.1.1	888888	VTH	Main
Indoor Monitor 2	192.168.1.113	255.255.255.0	192.168.1.1	888888	VTH	Sub

- 1. **Connect** the intercom equipment (Refer to 2. **Wiring & Connections**)
- Choose a Monitor to be your Master Indoor Monitor. All configuration will be performed from this device, do not configure any other monitor. If prompted to select a language, select English, then select OK. If not prompted, proceed to the next step. (Fig 3.8)





#### Fig 3.9: Installation Selection



Fig 3.10: Device Initialisation

Continued on next page  $\rightarrow$ 

 If prompted to choose Apartment or Villa, select Villa, then select OK. If not prompted, proceed to the next step. (Fig 3.9)

 Initialise the Indoor Monitor, by entering a 6 digit password (888888) and email. Select OK. (Fig 3.10)

# 3.2 One Key Configuration – Multiple Monitors and/or Multiple Door Stations (Cont.)

- If prompted with Do you want to do quick configuration?, Select OK. If Step 3 was completed, skip this step. (Fig 3.11)
- Select Initialise next to an uninitialised Indoor Monitor (VTH) and set a password (888888) and email. Select OK. Repeat this step for all additional Indoor Monitors.

	Set another device password								
Device Type	SN	MAC	IP	Status	Operation				
Local	6F01221	08:ED:ED:20:	192.168.1.155	Initialised					
VTH	6F0125DP	08:bd:1d:46:	192.168.1.108	Uninitialised	Initialise				
VTO	5G03J19	06:as:6s:65:	192.168.1.108	Uninitialised	Initialise				
VTO	5G00D19	a0:bd:1d:46:	192.168.1.108	Uninitialised	Initialise				
	Refresh Next								

#### Fig 3.11: Device Initialisation



#### Fig 3.12: VTO Initialisation

	Set another device password							
Device Type	SN	MAC	IP	Status	Operation			
Local	6F01221	08:ED:ED:20:	192.168.1.155	Initialised				
VTH	6F0125DP	08:bd:1d:46:	192.168.1.108	Initialised				
VTO	5G03J19	06:as:6s:65:	192.168.1.108	Initialised				
VTO	5G00D19	a0:bd:1d:46:	192.168.1.108	Initialised				
		Refresh	Next					

#### Fig 3.13: Device Initialisation



#### Fig 3.14: VTH Config

9. Select Edit next to the first Indoor Monitor (VTH). Set the IP Address (192.168.1.112), Netmask (255.255.255.0) and Gateway (192.168.1.1). Select OK. (Fig 3.14)

8. Once all of the devices are initialised,

select Next. (Fig 3.13)

 Select Initialise next to an uninitialised Door Station (VTO) and set a user password (admin123) and email. Select OK. Repeat this step for all additional Door Stations. (Fig 3.12)

# 3.2 One Key Configuration – Multiple Monitors and/or Multiple Door Stations (Cont.)

- 10. Select Edit next to the second Indoor Monitor (VTH). Set the IP Address (192.168.1.113), Netmask (255.255.255.0) and Gateway (192.168.1.1). Select OK. Repeat this step for all additional Indoor Monitors, ensuring the IP address is different for each device.
- Select Edit next to the first Door Station (VTO). Set the device type to Main and set the IP Address (192.168.1.108), Netmask (255.255.255.0) and Gateway (192.168.1.1). Set the Time and Date. Select OK. (Fig 3.15)

**NOTE:** Ensure the time & date is set correctly, otherwise you may be unable to add the device to the phone app.

- 12. Select Edit next to the second Door Station (VTO). Set the device type to Sub and set the IP Address (192.168.1.111), Netmask (255.255.255.0) and Gateway (192.168.1.1). Select OK. Repeat this step for all additional Door Stations, ensuring the IP address is different for each device, and the device type is set to Sub. (Fig 3.16)
- 13. Once all devices have had their IP address details and device type set, select **One-Key Config**. The devices will now be configured. **NOTE:** *If an error occurs during the configuration, ensured the entered details are correct.* (Refer to **Section 9** for troubleshooting)
- 14. Once the devices have successfully configured, select **OK**.
- 15. The devices will reboot, allow up to 10 minutes for them to connect.



Fig 3.15: Main VTO Config



Fig 3.16: Sub VTO Config

# 4.1 Manual Configuration of 1 Residential Door Station and 1 Monitor

This method requires a computer to set up and is more involved than the One-key Config method. The advantage to this method is the ability to customize settings on the Door Station to suit your requirements, as you will be logged into the Door Station's web interface.

Below are the **example details** that we will be using for this guide. If you intend on connecting the intercom to your network for remote access, you will need to obtain the local IP address details for your network. (Refer to **6.10 Finding Available IP Addresses**) Replace the example IP addresses with IP addresses suitable for your network.

#### NOTE: Web interface images have been modified for better legibility.

Device	IP Addresses	Subnet Mask	Gateway	Password	Туре	Main/Sub
Door Station	192.168.1.108	255.255.255.0	192.168.1.1	admin123	VTO	Main
Indoor Monitor	192.168.1.109	255.255.255.0	192.168.1.1	888888	VTH	Main

- 1. Connect the intercom equipment (Refer to 2. Wiring & Connections)
- 2. Connect your Windows computer to the network switch/modem with a CAT5 cable.
- 3. Configure your computer to be in the same IP address range as the Door Station (Refer to Section 6.9.)
- 4. Open a **web browser** (Internet Explorer is recommended) and enter the default IP address of the Door Station (192.168.1.108) into the address bar.
- You will be prompted to set a password (admin123). Select Next. (Fig 4.1)
- Tick the check box and enter an email address - this will be used to reset the password if it is ever forgotten. Select Next.
- 7. Log in to the Door Station. The username is admin and the password is the one set in Step 5. (Fig 4.2)
- 8. Select Local Setting, then System. Click Sync PC to set the time & date to that of your computer. Enable and set DST if you are in a location that has daylight savings.

**NOTE:** Ensure the time & date is set correctly, otherwise you may be unable to add the device to the phone app.



#### Fig 4.1: Door Station Initialisation

	Device Type : Unit Door Station	VTO No. : 8001			
oftware Version Info	2019-12-02 V1.000.1018600.0 R	Device Info	÷.	Export Contig	Import Centry
ICU Version Info ecurity BaseLine Version	2018-11-07				
Local Se	tting		-	Household Set	ling
V10 relate	tting : ed vettogi:		2	Household Set	<b>ling</b> ght and IPC inanogement.

#### Fig 4.2: Door Station Web Interface

# 4.1 Manual Configuration of 1 Residential Door Station and 1 Monitor (Cont.)

#### 9. Select Network Setting.

- Set the IP Address, Subnet Mask and Gateway to suit your network. If no remote connection is required, use the example in the table above. Select Save. The Door Station will reboot. (Fig 4.3)
- If prompted to choose Apartment or Villa, select Villa, then select OK. Press Quit to exit One-key configuration. If not prompted, proceed to the next step.
- 12. Initialise the Indoor Monitor, by entering a 6 digit **password** (888888) and email. Select **OK**.
- WEB SERVYCEZ.0
   @ Local Setting
   @ Household Setting
   @ Houseko Setting

   Revie
   TCP//P

   IP
   IP Adds 102 508 1108

   Schwer
   Schwer 102 508 110

   P Permysoors
   Mod. Adds adds 1 dati chilat

   Premysoors
   Port

   Mod. Adds
   Schwer 100 50 8.88.8

   Attemate DVIS
   8.88.8

   Mod. Adds
   Schwer 100 50 8.88.8

   Moderneo DVIS
   Schwer 100 50 8.88.8

   Mod. Adds
   Schwer 100 50 8.80.8

   Mod. Adds
   Schwer 100 50 8.80.8

   Moderneo Defende Cetter
   Defende Textor HTIPS fort.

   Statistic Cetter
   Schwer 100 50 8.80.8

   Statistic Cetter
   Schwer 100 50 8.80.8

   Statistic Cetter
   Schwer 100 50 8.80.8

   Statistic Cetter

Fig 4.3: Door Station Network Settings



#### Fig 4.4: Main Menu



Fig 4.5: Network Settings

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- If prompted with **Do you want to** do quick configuration?, Select Cancel. You will then be on the Main Menu (Fig 4.4).
- 14. Press and hold down the **Settings button** - after 6 seconds, a prompt will appear. Enter your **password**

(888888), then select **OK**.

- 15. Select **Network** and set the **IP Address, Subnet Mask and Gateway** to suit your network, or, if no remote connection is required, use the example in the table above. (Fig 4.5)
- 16. Select VTH Config and set the Room No. to 9901#0. Ensure

# 4.1 Manual Configuration of 1 Residential Door Station and 1 Monitor (Cont.)

**Master** is selected. Select **OK**. (Fig 4.6)

17. Select SIP Server and set the

VTH Config					
Network					
VTH Config	Room No.	9901#0	Master		
	Master IP	0.0.0.0			
SIP Server	Master Name	admin			
VTO Config	Master Pwd	••••			
Search Device	Version	V4.300.0000000.2.R.20	0180825		
Default All	SSH	Off			
Reset MSG	ОК				



SIP Server					
Network	Server IP	192.168.1.108			
VTH Config	Network Port	5060			
	User Name	9901			
SIP Server	Register Pwd	•••••			
VTO Config	Domain				
Search Device	User Name				
	Login Pwd				
Default All	Enable Status	On 🕗			
Reset MSG		ок			

Fig 4.7: SIP Server Config

VTO Config						
Network	Main VTO Name	Front Door				
VTH Config	VTO IP Address	192.168.1.108				
VIII Coning	User Name	admin				
SIP Server	Password	•••••				
VTO Config	Enable Status	On 🕢				
Search Dovice	Sub_VTO1 Name					
Search Device	VTO IP Address	0.0.0.0				
Default All	User Name	admin				
Beset MSG	Password	•••••				
	Enable Status	Off Off				

Fig 4.8: VTO Config

Server IP, User Name and Login Pwd. These will be the IP Address, username and password of the Door Station (192.168.1.108, admin, admin123). Do not modify the register password (123456 by default). Select **OK**. (Fig 4.7)

- 18. Select VTO Config. Set the Main\_ VTO Name to an easily identified name for the door (e.g Gate or Doorbell). Set the VTO IP Address, User Name and Password. These will be the IP Address, Username and Password of the Door Station (192.168.1.108, admin, admin123). Turn the Enable Status button OFF then ON to save the settings. Ensure it is left in the ON position. (Fig 4.8)
- 19. Allow up to 10 minutes for the Indoor Monitor to connect to the Door Station. Once the "icon" icon disappears, you can press the call button on the Door Station to test the connection. (Fig 4.4)

#### 4.2 Manual Configuration of Additional Indoor Monitor/s

Follow the steps below to add an additional Monitor to the system. These steps will allow the additional Monitor(s) to ring when the first Indoor Monitor does. Before starting, you will need to know the IP address, password and room number of the Master Indoor Monitor. The intercom system must have a minimum of one Door Station and one Indoor Monitor connected and working, before following the below steps.

- If prompted to choose Apartment or Villa, select Villa, then select OK. Press Quit to exit One-key configuration. If not prompted, proceed to the next step.
- 2. Initialise the Indoor Monitor by entering a 6 digit **password** (888888) and email. Select **OK**.
- If prompted with Do you want to do quick configuration?, Select Cancel. You will then be on the Main Menu (Fig 4.9).
- Call Info Monitor SOS Setting Setting Setting Setting Setting Setting Setting

Fig 4.9: Main Menu





**VTH Config** Network Room No. 9901#1 Extension VTH Config Master IP 192.168.1.109 SIP Server Master Name admin VTO Config Master Pwd .... Version V4.300.000000.2.R.20180825 Search Device SSH (X) Off Default All Reset MSG OK

Fig 4.11: VTH Config

Continued on next page  $\rightarrow$ 

- Press and hold down the Settings button - after 6 seconds, a prompt will appear. Enter your password (888888). Select OK.
- 5. Select **Network** and set the **IP Address, Subnet Mask and Gateway** to suit your existing intercom products. (Fig 4.10)
- 6. Select VTH Config and tap on Master so it changes to Extension, then set the Room No. The Room Number will be the same as the Master Indoor Monitor's Room Number, but with a different number as the last digit to indicate which extension it is (i.e if 9901#0 is the Master's room number, then the first extension will be 9901#1, the second extension will be 9901#2 and so on). (Fig 4.11)

# 4.2 Manual Configuration of Additional Indoor Monitor/s (Cont.)

- Enter the Master IP & Master Pwd. This will be the Master Indoor Monitor's IP address and Password (The one you set after first turning it on). (Fig 4.12)
- Select SIP Server and ensure Enable Status is set to ON. Do not modify the register password (123456 by default). Select OK. (Fig 4.12)
- 9. Allow up to 10 minutes for the Indoor Monitors to connect to the Door Station. Once the "Door Station. Once the "Door Station to test the connection. (Fig 4.9)

SIP Server					
Network	Server IP	192.168.1.108			
VTH Config	Network Port	5060			
	User Name	9901			
SIP Server	Register Pwd	•••••			
VTO Config	Domain				
Search Device	User Name				
	Login Pwd				
Default All	Enable Status	On 🕗			
Reset MSG		ок			

Fig 4.12: SIP Server Config

When adding additional monitors, follow the steps above, ensuring each Indoor Monitor has its own unique IP address in the same network range and a different room number (e.g. 2nd Monitor 9901#1, third monitor 9901#2 etc).

#### **4.3 Manual Configuration of Additional Door Stations**

Follow the steps below to add an additional Door Station to the system. Before starting, you will need to know the IP address, password and VTO Number of the existing Door Station. The intercom system must have a minimum of one Door Station and one Indoor Monitor connected and working, before following the below steps.

- 1. Configure your computer to be in the same IP address range as the Door Station (Refer to Section 6.9.)
- 2. To avoid IP conflicts, **disconnect** any existing Door Stations from the network.
- 3. Open a **web browser** (Internet Explorer is recommended) and enter the **default IP address of the Door Station** (192.168.1.108) into the address bar.
- 4. You will be prompted to set a password (admin123). Select Next.
- 5. Tick the check box and enter an email address this will be used to reset the password if it is ever forgotten. Select Next.
- 6. Log in to the Door Station. The username is admin and the password is the one you set in Step 5.

Device Initialization	on			
1 One		2 Two		3 Three
Username	admin			
Password				
	Weak	Medium	Strong	
Confirm Password				
		Next		



#### 4.3 Manual Configuration of Additional Door Stations (Cont.)

- 7. Select Network Settings.
- 8. Set the **IP Address, Subnet Mask and Gateway**. This device will need to be in the same IP address range as the other intercom devices. Press **Save**. The Door Station will reboot. (Fig 4.14)

WEB SERVICEZ.O	4	∯Local Setting	Ba Household Setting	@ Netwo	ork Setting	Log Management	A ft G-
Bosic	тср	/IP					
FTP	IP Addr.	192,168.1.198					
UPnP	Subnet Mask	255 255 255 0					
	Gateway	192.168.1.1					
SIP Server	MAC Addr.	a0 bd.1d 46 c6 e8					
IP Permissions	Preferred DNS Alternate DNS	8888					
	Port HITTPS Port W	nt 80 443 anning:The device needs rebox Creates Server CERT	Enable It after modifying the Port or HTTPS Port. Journlead Root CENT				
	Status SN In u tt	P Chine SCONSCOOSSOO assist you in renotely manage osuch as IP anderse, device in ed only for the proposes of re- function above,please cancer	Ing year devices we need to collect device any, device SN, etc. All collected lefts is needed on the state of the state of the state.	OffCode			

Fig 4.14: Door Station Network Settings

- 9. Once it has rebooted, **open a web browser and log into the Door Station** using the new IP address set in the previous step.
- 10. Select Network Setting, then select SIP Server. Uncheck the Enable box and enter the IP Address, SIP Server Username and SIP Server Password. This will be the IP address, username and password of the existing Master Door Station. Do not modify the password field (123456 by default). Select the Save button. The Door Station will now reboot.

WEB SERVICEZ.O	φLoo	al Setting		Household Setting	Network Setting	Log Management		ĕ i	ŧ.	G
Basic										
	SIP Server	Enable								
FTP	Server Type	VTO								
UPnP	IP Addr.	192 168 1.108								
	Port	5060								
SIP Server	Usemame	8001								
IP Permissions	Password									
	SIP Domain	VDP								
	SIP Server Username	admin								
	SIP Server Password									
	Warning:The device enable status.	will be rebooted after	modifying the	SIP server						
						Save Refrech Default	i -			



# **4.3 Manual Configuration of Additional Door Stations (Cont.)**

- 11. Once it has rebooted, **log back into the Door Station** and select **Local Settings**. Change the **VTO No.** to one number higher than the existing Door Station, (e.g. 8002). Select the **Confirm** button to save changes.
- 12. **Reconnect** the Door Station that was disconnected in step 2.
- Log into the Master Door Station and select Household Setting. On the VTO No. Management page, press the Add button.
- 14. Set Rec No. to the VTO number set in Step 11. Set the IP Address, Username, and Password (Set in Steps 4 & 7). Do not modify the Register Password field (123456 by default). Select Save. (Fig 4.16)
- On the Master Indoor Monitor, press and hold down the Settings button after 6 seconds, a prompt will appear. Enter your password (888888), select OK. You will then be on the Main Menu (Fig 4.17)

WEB SERVICE2.0 @Local Setting ehold Settin Ream Mr. Manual VTS Manac IPC Setting × ۵dd 8002 Rec No. legister Password Build No. Unit No 192 168 1 160 IP Addross Cancel Save

Fig 4.16: Door Station VTO No. Management



#### Fig 4.17: Main Menu

**VTO Config** Main VTO Name Network Front Door VTO IP Address 192.168.1.108 VTH Confia User Name admin SIP Server ..... Password On 🕢 Enable Status VTO Config Sub VTO1 Name Front Gate Search Device VTO IP Address 192.168.1.160 Default All User Name admin Password ••••• Reset MSG On 📿 Enable Status

Fig 4.18: VTO Config

- 16. Select VTO Config. Set the Sub\_VTO Name to an easily identified name for the door (e.g Gate or Doorbell). Set the VTO IP Address, User Name and Password. These will be the IP Address, Username and Password of the Door Station (Set in Step 4 & 7). Turn the Enable Status button OFF then ON to save the settings. Ensure it is left in the ON position. (Fig 4.18)
- 17. Allow up to 10 minutes for the Indoor Monitors to connect to the Door Station. Once the "icon" icon disappears, you can press the call button on the Door Station to test the connection. (Fig 4.17)

## 5.1 Manual Configuration of 1 Apartment Door Station & 2 Monitors

When setting up an Apartment style intercom, One-Key configuration is not available. A Windows computer with a LAN port is required. It is recommend to setup the devices on a bench before installation, to save time traveling between each individual apartment once the Indoor Monitors are installed. The below steps will allow for calling to each Indoor Monitor Individually.

These are the example details that we will be using for this guide. (Refer to 6.10 Finding Available IP Addresses)

Device	IP Addresses	Subnet Mask	Gateway	Password	Туре	Main/Sub	Room No.
Door Station	192.168.1.108	255.255.255.0	192.168.1.1	admin123	VTO	Main	N/A
Indoor Monitor 1	192.168.1.111	255.255.255.0	192.168.1.1	888888	VTH	Main	1
Indoor Monitor 2	192.168.1.112	255.255.255.0	192.168.1.1	888888	VTH	Main	2

- 1. Connect the intercom equipment (Refer to 2. Wiring & Connections)
- 2. Connect your Windows computer to the network switch/modem with a CAT5 cable.
- 3. Configure your computer to be in the same IP address range as the Door Station (Refer to Section 6.9.)
- 4. Open a **web browser** (Internet Explorer is recommended) and enter the **default IP address of the Door Station** (192.168.1.108) into the address bar.
- 5. You will be prompted to enter a **password** (admin123). Select **Next.** (Fig 5.1)
- Device Initialization

Fig 5.1: Door Station Initialisation

- Tick the check box and enter an email address - this will be used to reset the password if it is ever forgotten. Select Next. (Fig 5.1)
- 7. Log in to the Door Station. The username is admin and the password is the one set in Step 5. (Fig 5.2)
- Select Local Setting, then System. Click Sync PC to set the time & date to that of your computer. Enable and set DST if you are in a location that has daylight savings.

**NOTE:** Ensure the time & date is set correctly, otherwise you may be unable to add the device to the phone app.



Fig 5.2: Door Station Web Interface

#### 5.1 Manual Configuration of 1 Apartment Door Station & 2 Monitors (Cont.)

#### 9. Select Network Setting.

10. Set the **IP Address, Subnet Mask and Gateway** to suit your network. If no remote connection is required, use the example in the table above. Select **Save**. The Door Station will reboot. (Fig 5.3)

WEB SERVICE2.0	谷 Local Setting	Household Setting	Network Setting	Log Management
Basic	TCP/IP			
FTP	IP Addr. 192,168.1.108			
UPnP	Subnet Mask 255 255 255 0			
SIP Server	Gateway 192 168 1.1 MAC Addr. a0 bd:1d:46:c0:e8			
IP Permissions	Preferred DNS 8888			
	Alternate DNS 8,8,8,8			
	Port			
	Port 80			
	HTTPS Port 443 Warning:The device needs re	Enable boot after modifying the Port or HTTPS Port.		
	Cinale Server GERT	Download Root CERT		
	P2P			
	Enable			
	SN 5G005G005G00			
	To assist you in remotely ma info such as IP address, devi used only for the propose o the function above please ca	naging your device, we need to collect device to name, device SN, etc. All collected into is if remote accessif you do not agree to enable need the tick.		

Fig 5.3: Door Station Network Settings

11. Open a web browser and log back into the Door Station and select Household Setting, then Room Number Management. Delete any existing rooms. (Fig 5.4)

EB SERVICE2.0	令 Local Setting	S. Household Setting		Network Setting	Log Management	
/TO No. Management	Room No. Management					
toom No. Management	Room No.	First Name	Last Name	Nick Name	Register Type	Modify
TS Management	101				public	/ ×
C Setting						
atus						
blish Information						
	Add Rofresh 4	Clear				# + 1/1 + = Go to
	Unit Layer Amount 5			Room Amount in One Layer	í.	
	First Floor Number 101			Second Floor Number	201	



Continued on next page  $\rightarrow$ 

#### 5.1 Manual Configuration of 1 Apartment Door Station & 2 Monitors (Cont.)

- In this example we are adding two Indoor Monitors, with Room numbers 1 & 2. Select the Add button and set Room No. to 1. Select Save. Repeat this step for the second monitor with Room No. 2. You should now have both monitors added to the list. (Fig 5.5)
- 13. If prompted to choose Apartment or Villa, select Apartment, then select OK.

WEB SERVICEZ.O	@Local Setting	Household Setting		Network Setting	Log Management		4
VTO No. Management	Room No. Management						
Room No. Management	Room No.	First Name	Last Name	Nick Name	Register Type	Modify	
VTS Management	1				public	/ X	
IPC Setting	2				public	/×	
Status							
Publish Information							

Fig 5.5: Door Station Room No. Management

- 14. Initialise the Indoor Monitor by entering a 6 digit **password** (888888) and email. Select **OK**.
- 15. If prompted with **Do you want to do quick configuration?**, select **Cancel**.
- Press and hold down the Settings button - after 6 seconds, a prompt will appear. Enter your password (888888). Select OK. (Fig 5.6)



#### Fig 5.6: Main Menu



#### Fig 5.7: Network Settings

Continued on next page  $\rightarrow$ 

17. Select **Network** and **change the IP address** to suit your network, or, if no remote connection is required, use the example in the example details. (Fig 5.7)

# 5.1 Manual Configuration of 1 Apartment Door Station & 2 Monitors (Cont.)

 Select VTH Config and change the Room No. to 1. Ensure Master is selected. Select OK. (Fig 5.8)

VTH Config								
Network								
VTH Config	Room No.	1	Master					
	Master IP	0.0.0.0						
SIP Server	Master Name	admin						
VTO Config	Master Pwd	••••						
Search Device	Version	V4.300.000000.2.R.20	0180825					
Default All	SSH	ØOff						
Reset MSG		ОК						



SIP Server						
Network	Server IP	192.168.1.108				
VTH Config	Network Port	5060				
	User Name	9901				
SIP Server	Register Pwd	•••••				
VTO Config	Domain					
Search Device	User Name					
	Login Pwd					
	Enable Status	On 🕗				
Reset MSG						
		ОК				

Fig 5.9: SIP Server Config

VTO Config							
Network	Main VTO Name	Front Door					
VTH Config	VTO IP Address	192.168.1.108					
VIII Coning	User Name	admin					
SIP Server	Password	•••••					
VTO Config	Enable Status	On 🕗					
Search Dovice	Sub_VTO1 Name						
Search Device	VTO IP Address	0.0.0.0					
Default All	User Name	admin					
Reset MSG	Password	•••••					
	Enable Status	Off Off					

Fig 5.10: VTO Config

- 19. Select **SIP Server** and set the **Server IP, User Name and Login Pwd**. These will be the IP Address, username and password of the Door Station (192.168.1.108, admin, admin123). Do not modify the register password (123456 by default). Select **OK**. (Fig 5.9)
- 20. Select VTO Config. Set the Main\_ VTO Name to an easily identified name for the door (e.g Gate or Doorbell). Set the VTO IP Address, User Name and Password. These will be the IP Address, Username and Password of the Door Station. Turn the Enable Status button OFF then ON to save the settings. Ensure it is left in the ON position. (Fig 5.10)
- 21. For monitor 2, **repeat steps 12 through to 19**, ensuring the Local IP address of the Indoor Monitor and room number, are different between each Indoor Monitor.
- 22. Allow up to 10 minutes for the Indoor Monitors to connect to the Door Station. Once the "Door Station. Once the "Door Station to test the connection.

#### 5.2 Additional Procedure For 2-Button & 4-Button Door Station

When setting up a 2-button or 4-button Door Station, additional setup is required. The button on the Door Station needs to be assigned to a Indoor Monitor.

- 1. Log into the Door Station's web interface.
- 2. Select Local Settings.
- Set the amount of buttons the Door Station has in the Count drop down list. (Fig 5.12)
- 4. For each button, click on the white box. Select the desired **room number** for that button from the list and click **Save**. Click **Confirm** to finish.

Facade Layout				
	Count 2	*		
A CONTRACTOR OF A CONTRACTOR A CONTRA			Confirm	Rekesh
			Contraction of the	and the second se



Room List			×
1 2			
	 Clear	Save	Cancel



#### **5.3 Group Calling Apartment Intercoms**

When setting up monitors for group call (calling more then one Indoor Monitor at once), additional setup is required.

- 1. Log into the Door Station's web interface.
- 2. Select Local Settings, then Basic.
- 3. Turn on Group Call.
- 4. Reboot the Door Station.
- 5. Log back into the Door Station and select Household Setting, then Room Number Management.
- Add the Room Numbers you wish to call in groups, (e.g. 1#0 & 1#1 is a group of 2 Indoor Monitors, which would both be called when dialing number 1. 2#0, 2#1 & 2#2 is a group of 3 Indoor Monitors that would be called when dialing number 2.)
- 7. Set the room numbers of the Indoor Monitors by following **Section 4.2**. Ensure that the room ending in #0 is setup as the master monitor.

#### 5.4 Re-configuring an Existing Intercom for Use on the Network

On some occasions, you may need to change the IP addresses of the intercom devices to suit your local network to allow for remote access. This can happen if the intercom system was installed before the premises got connected to the Internet, or if the modem was replaced.

Before beginning, you need to know the username and password of the Door Station, and password of the Indoor Monitor. A Windows computer will be required.

- 1. Connect your Windows computer to the network switch/modem with a CAT5 cable.
- 2. Follow Section 6.10 to find the IP addresses for the device.
- 3. Configure your computer to be in the same IP address range as the devices, see **How to Change your computers IP Address** for more information.
- 4. Open a **web browser** (Internet Explorer is recommended) and enter the IP address of the Door Station into the address bar.
- 5. You will be prompted to login with a username and password, enter the details and select Login.
- 6. Select the Network Setting button.
- Modify the IP Address, Subnet Mask and Gateway to suit the local network. You may lose connection to the Door Station once the IP address has been changed. Change the computer's IP address to be in the same range as the Door Station (Refer to Section 6.9.) (Fig. 5.14)
- 8. On the Indoor Monitor press and hold down the **Settings** button after 6 seconds, a prompt will appear. Enter your **password**, then select **OK**.
- 9. Select Network and set the IP Address, Subnet Mask and Gateway to suit your network.
- 10. Select SIP Server and enter the Server IP, which is the IP address of your Door Station, select OK.
- 11. Select VTO Config. In the VTO IP Address field, enter the IP address for the Door Station, and enter the username and password for the Door Station. Turn the Enable Status button OFF then ON to save the settings. Ensure it is left in the ON position.
- 12. If more then 1 Indoor Monitor and 1 Door Station need to be re-configured follow the steps above, then follow **Section 4.4**, Steps 4 to 8, and **Section 4.5** Steps 6 to 14

WEB SERVICE2.0		양Local Setting	Household Setting	() Network	Setting	Log Management	4	ft.	[ <b>5</b> -
Bosic	TOP	VIP							
FTP	IP Addr.	192,168.1.198							
10-0	Subnet Mask	255 255 255 0							
Larte.	Gateway	192.168.1.1							
SIP Server	MAC Addr.	a0 bd 1d 46 c6 e8							
the workship of	Preferred DNS	8888							
IP Permissions	Alternate DNS	8888							
	Pe Port HTTPS Port V	nt 80 445 Kaming The device needs reloc Cinate Server CERT	Enable of after modifying the Port or HTIPS Port. Deemined Red COTT						
	Status SN T U U U U	Enable Drine SCONSCOSSCOS o assist you in remotivy manage for such as IP address, device a need only for the prupoes of re or function above,please cance	ing your diviso, we need to collect device arm, device 3N, etc. Al collected into its meteo access? you do net agree to enable. the box	Official Contraction					

Fig 5.13: Room List

# 6.1 Adding IP Cameras to an Indoor Monitor

You can add cameras that are connected to a NVR or to an external PoE switch to a Indoor Monitor for live viewing. The cameras extra stream must be set to 1MP resolution. The recorders local IP address must be on the same IP address range as the intercom. If you are adding cameras from an external PoE switch, they must be in the same IP address range as the intercom. Follow the below steps to add them to an Indoor Monitor.



- 1. On the Indoor Monitor select Monitor then IPC, and select Add.
- 2. Set a **Name** for the Camera. Enter the **IP address, Username and Password**. If the camera is connected to an NVR, it will be the details for the NVR. Otherwise, these will be the details of the Camera.
- 3. If you are adding an IP Camera that is connected to a NVR, tap on IPC and set it to NVR, then enter the channel on the NVR you would like to add. Otherwise, leave this option as IPC and channel 1.
- 4. Select OK to save.

To view the camera, select Monitor then IPC. Select the camera you wish to view. To view a camera when a call is incoming, you can select the camera icon on the bottom of the screen, then select the camera you wish to view.

Note: The intercom monitor cannot display cameras that have their image rotated 90°, or the substream set to H.265

## 6.2 Adding Your Door Station to a VIP Vision NVR

If you have a VIP Vision NVR, you can add your Door Station as a camera. To do this both your NVR and intercom Door Station must be on the same IP address range. Adding a Door Station to your NVR system will take up a single channel for each Door Station. The Door Station will be recording constantly, it is not able to be set for motion detection recording.

- 1. Select Main Menu, then Camera, then Camera List.
- 2. Select Search Device. The intercom Door Station will be listed with VTO in its Type name. (Fig 6.1)

CAMERA			k 🔺	۵, 💿	20			LIVE	) (4 G	1
Camera List	Camera List	Device Status	Firmv	ware	Update					
Image	IP Address +	Sea	arch			U	ninitialized		Initiali	ize
Overlay	1 Modify L	ve Status I	IP Address 192.168.1.108	Manufacturer Private	Type VTO2202F	MAC Address a0:bd:1d:46:	Port 37777	Device Name 5G00D		
Encode										
Camera Name										
PTZ										
	24V			m						
	Search Device Add	d Manual Add	Modify IP					Filter No	ne	
	Channel Modify	Delete Sta	itus IP Address	s Port	Device Name -	Remote CH No	o. Camera	Name	SN	
				0						
	Provide the second	1012784	-						1.122	

Fig 6.1: Camera List (Device Search)

- 3. Tick the box next to the IP address, then select Add. The Door Station will now be added to your VIP Vision NVR.
- 4. If not found in a device search, press Manual Add and enter the IP address, username & password. (Fig 6.2)

		-			and a set	***	a state			
Camera List	Camera List	1	Device Statu	IS	Firmware		Update			
Image	IP Address	811 		Search				Un	initialized 📕	Initia
Overlay	0 Mo	dify Live	State	us IP Ad	ldress	Manufacturer	Туре	MAC Address	Port Device Na	ime
Encode										
Camera Name										
PTZ										
	147					1D				
	Search Device	Add	Manual	Add	Modify IP				Filter	None
	Added Device	Camera Li								
	Channel	Modify	Delete	Status	IP Address	Port	Device Name -	Remote CH No.	Camera Name	SN
	D1	1	8		192.168.1.108	37777	5G00D	1	VTO1	5G
						w.				

#### Fig 6.2: Camera List (Manual Add)

#### 6.3 Issuing Cards (For Door Stations with a Built-In Card Reader)

Cards only need to be learnt into the master Door Station, any other Door Stations that are connected to the master, will also unlock when the card is swiped.

- 1. Configure your computer to be in the same IP address range as the Door Station (Refer to Section 6.9.)
- 2. Open a **web browser** (Internet Explorer is recommended) and **enter the IP address for the Master Door Station** into the address bar.
- 3. Select **Household Settings** then **Room No. Management**. Select the Room No. you are going to issue the card to by selecting the **/** icon. (Fig 6.3)

WEB SERVICEZ.O	<b>尊Local Setting</b>	B. Household	Setting	Network Setting	Log Management		4	<b>.</b> #:
VTO No. Management	Room No. Management							
Room No. Management	Room No.	First Name	Last Name	Nick Name	Register Type	Modify		
VTS Management	24.0				public	/×		
IPC Setting	2				public	/×		
Status								
Publish Information						10 - 500 -		
	First Floor Number 101			Second Floor Number	201			
	Add.							

Fig 6.3: Room No. Management

- Select Issue Card. You will have 120 seconds in total to scan cards at the Door Station. The Door Station will beep once when it detects the card.
- 5. A pop-up box will appear. Enter a **username** for the card (*e.g. John*), then select **Save**. (Fig 6.4)
- 6. If you have more cards to learn in for this user, scan the next card and repeat step 5. If you have the option, select which door you would like the code to open, Door 1 being the relay on the back of the Door Station, and Door 2 is the relay on the INTIPDM. Select **Confirm Send Card**, select **Save**.

To delete a card, select the *select* icon next to the user that you wish to delete the cards from. Press the X lcon next to the card you want to delete. Select save. (Fig 6.5)

				Username	Card No.	Modify
Issue Card			×	Michael	04795	<b>□</b> <i>■</i> <b>/ ×</b>
Card No.	04795					
Room No.	1					
Username	John					
Chose Door	🖲 Door1	ODoor2				
		Save	Cancel			
Fi	i <b>g 6.4:</b> Is	sue Card				Issue Card

Fig 6.5: Delete Card

## 6.4 Adding Entry Codes (For Door Stations with a Built-In Keypad)

Unlike cards, entry codes are stored independently on each Door Station. If you have more than one Door Station, you need to set the entry code on each Door Station.

To add an entry code:

- 1. Configure your computer to be in the same IP address range as the Door Station (Refer to Section 6.9.)
- 2. Open a **web browser** (Internet Explorer is recommended) and **enter the IP address for the Master Door Station** into the address bar.
- 3. Select Local Settings, Access Control, then Password Manager. (Fig 6.6)

WEB SERVICE2.0	₿ Local Setting	Household Setting	Network Set	itting	Log Management		4	D-
VTO No: Managament	VTO No. Management							
Room No. Management	VTO No.	Build No.	Unit No.	IP Address	Modily	Delete		
VTS Management	8001			192.168.1.108	1	×		
IPC Setting								
Status								
Publish Information								
						14		
	Add Clear					H + 1/1 + - Go to		

Fig 6.6: Password Manager

4. Select the **Add** button. Enter a username and password. (*E.g. Username: John, Password: 384167*. The password must be 6 digits long. If you have the option, select which door you would like the code to open, Door 1 being the relay on the back of the Door Station, and Door 2 is the relay on the INTIPDM. (Fig 6.7)

Add Password				×
Username	John			
Password	384167		۲	
Chose Door	Door1	ODoor2		
			Save	Cancel



5. Select Save.

To unlock the door via keypad code, type # <User Code> # (E.g. #384167#)

### 6.5 Setting Time & Date

The Master Door Station will push it's time & date settings to each Indoor Monitor and Door Station connected to it. However, if you wish to set DST or an NTP server it must be set for each Door Station.

- 1. Configure your computer to be in the same IP address range as the Door Station (Refer to Section 6.9.)
- 2. Open a **web browser** (Internet Explorer is recommended) and **enter the IP address for the Door Station** into the address bar.
- 3. Select Local Setting then System.
- 4. Press **Sync PC** to set the time & date to those of your computer. Set the **desired DST & NTP**, then select **Save**. It will take a few minutes for the monitors time and date settings to sync with the Door Station. (Fig 6.8)

VEB SERVICE2.0	-\$ Local Setting	Household Setting	Network	Log Management English -
Basic				
222 22 2	Date Format DD-MM-YYYY	*		VTP Enable
Video & Audio	Time Format 24-Hour	*	NTP Server	au pool ntp.org
Access Control	Time Zone GMT+10:00	*	Port	123
	System Time 04-11-2020	🖬 12 : 20 : 44 Symc PC	Interval	5 min.
System	DST ON OFF			
Security	DST Type Date 😐 Week	¢		
	Start Time Oct 👻	The 1st Week - Sunday - 02 : 0		
Onvif User	End Time Apr 👻	The 1st Week + Sunday + 03 : 0		
	Maintenance Tuesday			
	SSH Enable			
				Save Refresh Default

Fig 6.8: System menu

#### 6.6 Changing Door Station Video & Audio Settings

WEB SERVICEZ.O

Depending on where the Door Station is installed, you may be required to adjust the audio and/or video settings.

- 1. Configure your computer to be in the same IP address range as the Door Station (Refer to Section 6.9.)
- 2. Open a **web browser** (Internet Explorer is recommended) and **enter the IP address for the Door Station** into the address bar.
- 3. Select Local Setting, then Video & Audio.
- Adjust the Video and Audio Settings to suit the installation environment. (Fig 6.9)

Int	Video & Audio					
Des.						
Video & Audio		Main Stream			Sub Stream	
Access Control		Video Format 7	200	0.00	Video Format CaP	
		Frame Rate 2	6		Frame Rate 25	
Azpeius		Bitrate Rate 2	Viters		Bitrate Rate 2564bps	
ieculty		Status			Image	
Trive User		Scene Mode A	de c		Bigłóws	
		Backlight Mode E	ladded		Contrast	52
		Video Standard F	AL.		Hue	50
					Saturation	50
					Gemme	50
					Menar ON . OFF	
					Hip ON • OFF	
						Default
		Audio Control			Volume Control	
		Voice Prompt Sour	elastic b		Microphone Volume	90
		Ringback Sour	d . Enable		Beep Volume -	10
		Unio	* Enable			
		Alar	T Enable			
		Leave Message Notification Sour	d Enable			
						Dyfault

Fig 6.9: Add Password

# 6.7 Door Station Latch Timing

If a door latch or gate is connected to the Door Station, it may be necessary to adjust the how long the latch is held open for, and how long between unlock triggers.

- 1. Configure your computer to be in the same IP address range as the Door Station (Refer to Section 6.9.).
- 2. Open a **web browser** (Internet Explorer is recommended) and **enter the IP address for the Door Station** into the address bar.
- 3. Login to the Door Station using the **username** (admin) and **password**.
- 4. Select Local Setting, then Access Control, then Local.
- 5. Adjust the values to suit the device you are triggering, then select Save. (Fig 6.10)
  - Unlock Responding Interval Time between unlock triggers
  - Unlock Period How long the relay is triggered for

WEB SERVICEZ.O	@Local Settin	9	Bu Household Setting	Network Setting	Log Management	A.
Basic	Local					
Video & Audio	Unlock Responding Interval	15	Sec.	Menace Password		
Access Control	Unlock Period	2	Sec.	Menace Password Confirm	~	
	Door Sensor Check Time	30	Sec. Enable			
Local	First Unlock Command	123				
RS485	Door Contact Type	NC 🔹 NO				
PasswordManager					Save	Default



# 6.8 Adjusting Monitor Audio Settings

Depending on where the Indoor Monitor is installed, you may be required to adjust the audio settings. In the general settings menu, you can adjust the ring settings of the Indoor Monitor.

- 1. Press the **Settings** button. A prompt will appear. Enter the general settings **password** (123456)
- 2. In the **Ring** menu, you can adjust volume settings to suit the installation environment. (Fig 6.11)

		F	Ring	Setting	s					
Ring		VTO Ring		VTH Ring		Alarm	n Ring		Other	
DND	,	VTO Ring Ti	me(s)		\	/TH Rii	ng Time	e(s)		_
Alarm		30			[	30				
Mode		MIC Volume	<b>;</b>		٦	Falk Vol	ume			
Forward		-	95	+		-	95		+	
General		Ring Mute								
Product Info		🗴 OFF								



#### 6.9 Changing the IP Address of a Windows Computer

- 1. Open Settings.
- 2. Select Network & Internet. (Fig 6.12)
- 3. Select Status.
- 4. Select Change Adapter Options. (Fig 6.13)

Find a setting p System Devices Phone Network & Internet Personalisation . -口 Display, sound, notifications, Bluetooth, printers, mouse Link your Android, iPhone WiFi, flight mode, VPN Background, lock screen, power colours Accounts Time & Language Gaming Ease of Access Apps 2 异 (47  $\bigotimes$ Uninstall, defaults, optional Game bar, captures, Narrator, magnifier, high Your accounts, email, sync, Speech, region, date features work, family broadcasting, Game Mode contrast Privacy Cortana А Update & Security R J Cortana language, permissions, Windows Update, recovery, Location, camera notifications backup Fig 6.12: Settings Settings 4 Status 命 Home Find a setting Network status P Network & Internet - 더 -Ethernet Status Public network / WiFi You're connected to the Internet If you have a limited data plan, you can make this network a metered connection or change other properties. Ethernet Change connection properties G Dial-up Show available networks % VPN Change your network settings Flight mode ₿ Change adapter options (()) Mobile hotspot View network adapters and change connection settings. 品 Sharing options 🕑 Data usage For the networks that you connect to, decide what you want to share. Proxy Network troubleshooter Network troubleshooten Diagnose and fix network problems. View your network properties Windows Firewall Network and Sharing Centre Network reset

Windows Settings

Fig 6.13: Status

## 6.9 Changing Computer IP Address (Cont.)

- 5. **Right-click** the network adapter you want to prioritise (if using a CAT5/6 cable it is likely called Ethernet or Local Area Connection), and select **Properties**. (Fig 6.14)
- 6. Select the Internet Protocol Version 4 (TCP/IPv4) item. (Fig 6.15)
- Click Use the following IP address and enter an IP address in the same range as the device you are trying to access. (E.g when trying to access 192.168.1.108 use a IP address in the 192.168.1.x range.) Note: This cannot be the same as the device you are trying to connect to or any other device on the same network. Save your changes on both windows. (Fig 6.16)
- 8. Type the IP address of the device you are trying to access into the address bar of your web browser.
- 9. Once finished configuring the intercom system, **change the adapter settings back to normal** by following steps 1-6 and clicking **Obtain an IP address automatically**.



Fig 6.14: Network Connections

Ethernet Properties	×	Internet Protocol Version 4 (TCP/IPv4)	Properties	×
Networking Sharing		General		
Connect using:		You can get IP settings assigned auton this capability. Otherwise, you need to for the appropriate IP settings.	natically if your network supports ask your network administrator	
Configure		Obtain an IP address automatical	y	
	_	Use the following IP address:		
<ul> <li>E Client for Microsoft Networks</li> <li>E file and Printer Sharing for Microsoft Networks</li> </ul>	^	IP address:	192.168.1.87	
QoS Packet Scheduler		Subnet mask:	255.255.255.0	
		Default gateway:	192.168.1.1	
✓ Internet Protocol Version 6 (TCP/IPv6)	~	<ul> <li>Obtain DNS server address autom</li> </ul>	natically	
< >		Use the following DNS server add	resses:	_
Install Uninstall Properties		Preferred DNS server:		
Description				
Transmission Control Protocol/Internet Protocol. The default		Alternative DNS server:	• • •	
wide area network protocol that provides communication across diverse interconnected networks.		Validate settings upon exit	Advanced	
OK Cano	el		OK Cance	el l

Fig 6.15: Ethernet Properties

Fig 6.16: IPv4 Properties

#### 6.10 Finding Available IP Addresses

If you wish to connect your IP intercom to the network for remote access, you must give each Indoor Monitor and Door Station an IP address, within your network range. In this example, we will be using a Windows computer which is connected to a modem to find the IP address of the computer, and available IP addresses to use for the Intercom. If the intercom devices are being installed on a business or managed network, contact an IT representative for assistance.

- 1. Connect a Windows PC, open the Start menu and type cmd.
- 2. Launch the Command Prompt program.
- 3. Once it opens, enter the command ipconfig. Note down the IP address, subnet mask default gateway. (Fig 6.17)



Fig 6.17: Command Prompt

4. In our example, the IP address is 10.0.0.61. To check what IP address is available, type **ping 10.0.0.XXX**, where XXX is any number between 2 and 254. If **Destination host unreachable** or **Request timed out** is show on screen, there is no device using that IP address. Repeat the process to find multiple IP addresses that are available for use. Every intercom devices requires one IP address. (Fig 6.18)

Pinging Request Request Request	10.0.0 timed timed timed	0.150 out. out. out.	with	32	bytes	of	data:					
Ping sta Pack	atistic	s for	- 10.0 = 4, F	0.0. Rece	.150: eived =	= 0,	Lost	= 4	1 (	100%	loss	),

Fig 6.18: Ping Response

5. When configuring the intercom devices, use the IP addresses that you have found that are available, making sure each device has a unique IP address. The Subnet Mask and Default Gateway, will be set the same on each intercom device.

#### 6.11 Using Config Tool to Find & Initialise Devices on a Windows Computer

In an existing installation, the simplest way of finding out the intercom devices' IP address, is by scanning with the **VDP Config Tool**.

- 1. Download the VDP Config Tool from http://help.c5k.info/vdptool
- 2. Extract the file & open **VDPConfig.exe**. If prompted, allow the software through your firewall.
- Press the Search button. If any devices on the network are found, they will be listed on this page. (Fig. 6.19)
- To search in an additional IP range, click Search Setting, tick Other Segment Search and fill in your desired IP range.

2		2	Devie	ces found		0	C Search setting					
P)	*	All DB	v v	тн 🔳	VTO VTA	VTS Others	Uninitialized	IPV4		_	q,	
2.	D	NO.	Status	Type	Mo	del	IP	MAC	Version	Opera	ate	
ĸ		ξ.	Uninitialized	VTD	VTC	02202F	192 168 1 106	a0 bit 10 46	4.410 0000000 4.R	0	0	9
		2	Uninitialized	VTH	VTH	12421F-P	192 168 1 109	08:e0:e0:20	4,410.0000000.4.R	0	0	
Ð												
ō												
	Û	Initializ	e 😰	Modify IP		devices sele	cted	amport 📥	Export + 4	dd.	Ō	elete



# 6.12 Initialising Devices With Config Tool

When setting up multiple intercom devices for use in an apartment, it is quicker to initialise them with the VDP Config Tool. **Uninitialised** means the intercom has not been configured with a password. **Initialised** means the intercom has been configured with a password.

- 1. Check the box next to the device(s) you would like to initialise, then Initialise. A box will appear.
- 2. Enter a password and email address then select Initialise. (Fig 6.20)
- 3. Uncheck the Automatic Update function and select OK.
- 4. An error may appear stating Automatic Detection Failed, ignore this and press Complete. (Fig 6.21)
- 5. Press the Refresh button. The device will now be initialised.

Device initialization	×	Device	initializa	ation				×
1	device(s) have not been initialized				1 device(s) h	ave not been in	itialized	
User name	admin		NO.	Туре	Model	IP	MAC	Version
New Password			1	VTO	VT02202F	192.168.1.108	a0:bd:1d:46	4.410.0000000.4.R
	Weak Medium Strong							
Confirm Password								
	The password shall be 8-32 digits. It is a combination of number(s),letter(s),symbol(s) with at least two kinds of them.							
Email Address	(for password reset)							
*After you have set new	/ password, please set password again in Search setting.	*The liet	t oply obo	we device in the	AN you connot initia	lize crossing LAN		
	Initialize	The list	t only sho	ws device in the	EAN, you cannot initia	lize crossing LAN.		Initialize
_								

Fig 6.20: Enter Details

Fig 6.21: Initialisation Complete

When setting up multiple intercom devices, it is quicker to change the local IP address of the device with the **VDP Config Tool**.

1. Press the Search Settings button and enter the password of the device(s) you wish to modify. (Fig 6.22)

Ņ		2	Devi	ces fo	und		0	Search safery			• - ×				
®		All DB		/TH /TT		VTO VTA	VTS Others	Uninitialized	IPV4 -		- 4				
		NO.	Status	Туре			Model	IP	MAC	Version	Operate				
*		3	Uninitialized	I VD-			VTH2421F-P	192.158.1.109	08 ed #d 20 c5 77	4.410.0000000.4 R	00				
		2	Initialized	VTC			VT02202F	192.168.1.108	a0.bd;1d:46:c6:e8	4.410.0000000.4.R	000				
Ð															
												Setting			
비크													Current Segment Search		Other Segment Search
10															
unier															
												Start IP	192 . 168 . 1 . 0	End IP	192 . 168 . 1 . 255
												User name	admin	Password	•••••
	Ű	Initializ	e Ig	Modify	IP		0 devices selec	ted	import	Export 🔶 A	dd 📋 Delete				ОК

Fig 6.22: Device Search

- 2. Check the box next to the device you wish to modify, then select Modify IP.
- 3. Enter the IP address, subnet mask, and gateway, then select OK. (Fig 6.23)
- 4. Your device will now reboot, and its IP address will be updated.

		2	D	evic	es fo	ound	í		4	0	O Gaaron setting					•	- x						
	*	All DB		v v	гн гт		VTO VTA		VT	S ers	Uninitialized	IPV4	e e			9							
		NO.	Status		Type			Мо	del		IP	MAC	W	ersion	Opera	ate							
		1	Uninitial	Réđ	[vn	H		VTH	12421F-P		192,168,1,109	08:emed 20:05	77 4	410 0000000 4 R	0	9							
		2	Initialized	0	VI	0		VTC	32202F		192.168.1.108	a0 bd 10 45 c6	eB 4.	410.0000000 4.R	0	0	0						
2																							
																		Modify IP Address					
ō																		Mode	(	Static O DHCF			
																		Start IP		192 . 168 . 1 . 150	Si Si	ame IP	
																		Subnet Mask	[	255 . 255 . 255 . 0			
																		Gateway		192 . 168 . 1 . 1			
	Ú	Initializ	e	B	Modify	IP .	1.	ł	dévices	selecte	яd	import	e e	Export + A	dd	面	elete	Selected number of devices	S:	1			(

Fig 6.23: Modify IP Address

# 7. Mobile App

# 7.1 Remote Access for Residential Systems

The mobile application is called DMSS and is available for both iOS and Android.

You will need a Windows computer (in the same IP address range) that can connect to the Web Interface of the Door Station. If you have more than one Door Station and wish to remotely access each one, this procedure must be done on each Door Station.

- 1. Configure your computer to be in the same IP address range as the Door Station (Refer to 6.9 How to Change Your Computers IP Address for more information.)
- 2. Open a **web browser** (Internet Explorer is recommended) and **enter the IP address for the Door Station** into the address bar.
- 3. Once logged in, go to Network Setting -> Basic. Select the Enable box, then select Save. (Fig 7.1)

P2	P							
Status SN T ir u t	Enable  Online  5G005G005G00  o assist you in remotely m fo such as IP address, dev sed only for the pruposes he function above,please of	anaging you ice name, do of remote a ancel the tic	ur device, we ne evice SN, etc. Al ccess.If you do r ik.	ed to colle I collected not agree t	ct device info is to enable	QRCode		
					Save	Refr	esh	Default

Fig 7.1: SN/Scan

- 4. After waiting 2 minutes, press the **refresh** button. **The Status should display Online**.
- 5. Open the mobile application. Select the **+ icon** in the top left corner of the Home page. From this menu, select **SN/Scan**. (Fig 7.2)
- 6. Use your phone to scan the QR code on your PC.
- Select the type of device you're adding to your phone, VTO. (Fig 7.3)
- 8. Set a **name** the device that you're adding (*e.g. Front Door*).
- 9. Enter the **password** used for accessing the Doorbell (e.g. admin123).
- 10. Once all your details have been entered correctly, select the **Save icon** in the top right corner. The display for your front door will be brought up.
- 11. You have now successfully connected your VIP Residential IP Intercom for remote access.



Fig 7.2: SN/Scan

Fig 7.3: Add Device

# 7.2 Push Notifications

When the Door Station is pressed, you can get a notification to your phone using the DMSS application. Before beginning, follow the steps in **Section 7.1**.

- 1. Open the mobile application, then select the **Home icon** in the top left corner.
- 2. Select Device Details, then select Notification.
- 3. Turn the function to **ON**. (Fig 7.4)

< Front Door
Front Door
Fig 7.4: Enabling Push Notifications

#### 7.3 Apartment Intercom Remote Access

If using the **INTIPDDS2** or **INTIPDDS4**, remote access is possible by following the steps below. If using the **INTIPADSD**, this model has no function for remote access.

- 1. Configure your computer to be in the same IP address range as the Door Station (Refer to Section 6.9.)
- 2. Open a **web browser** (Internet Explorer is recommended) and **enter the IP address for the Door Station** into the address bar.
- 3. Select **Household Settings** then **Room No. Management**. Select the **QR code** for the particular Indoor Monitor you would like to receive notifications for. (Fig 7.5)

WEB SERVICEZ.O	¢ Local Setting	Household Se	tting	Network Setting	Log Management		A. 1	1
VTO No. Management	Room No. Management							
Room No. Management	Room No.	First Name	Last Name	Nick Name	Register Type	Modify		
VTS Management	1				public	🔶 🕸 / X		l
Status	2				public	🔶 🖉 🗡 🖈		l
100410-			onc. d.			~		
			QRCode			~		
				SN 6D036D036D03				
	Add Retresh C	kar						
					8			
				Cancel				

Fig 7.5: Intercom QR Code

4. Follow Section 7.1 Steps 6 to 14.

# 8. Using the Intercom System

#### 8.1 Making and Answering Calls

After the installation and configuration is complete, you can simply press the call button on the Door Station to call the Indoor Monitor/s.

When receiving an incoming call, you can choose to **answer** the call, **reject** the call or **unlock** the door.





#### 8.2 Taking Videos / Snapshots from the Indoor Monitor

During a call, you can take a **video** from the Door Stations camera by pressing the record button. This will record audio and video which will then be stored in the Indoor Monitors MicroSD Card (if fitted).

During a call, you can take a **snapshot** from the Door Stations camera by pressing snapshot button. This image will then be stored to the Indoor Monitors MicroSD Card (if fitted).



You can automatically capture snapshots to the Micro SD Card when someone rings the Door Station and no the call is not answered. This function is **off by default**. To turn it on, on the Indoor Monitor, press the **Settings** button, then enter the **password** (*123456*) to access the Basic Settings. Select **General** then **Other**. Turn the **AutoCapture** function to **ON**.

#### 8.3 Viewing Your Videos/Snapshots from the Indoor Monitor

To view recorded videos on the Indoor Monitor, select **Info** then **Guest Message**.

To view snapshots on the Indoor Monitor, select **Info** then **Video Pictures**.

	Guest Message
Security Alarm	All Unread
Guest Message	
Publish Info	
Video Pictures	2020-08-14 04:00
	X Edit Clear 1/1 <>

Fig 8.2: Guest Messages

#### 8.4 Calling Between Indoor Monitors

If you have more than one Indoor Monitor, you can make calls between the monitors.

On the Indoor Monitor select **Call** then **Call User**.

If you are calling from the Master monitor to an Extension monitor, enter **#1**.

If you are calling from an Extension monitor to the Master monitor, enter the room number, e.g. **9901** or **#0**.





#### 8.5 Create Favourites

You can create favourites to call between rooms, instead of dialing the room number each time you wish to make a call.

- 1. On the Indoor Monitor select **Call** then Contact.
- 2. Select the Add button.
- 3. Enter in a name for the room, and the room number, e.g. **9901#1**, then press the **OK** button.
- 4. The device will now be added to the favourites list. Select the name and then press the **Call** button.

	Contact								
Recent Call									
Contact									
Call User									
	+ Add X Edit								

#### Fig 8.4: Contacts

# 9. Troubleshooting

This concludes the Quick Start Guide covering the basic functionality of your intercom system. Should you encounter any difficulties with your setting up and using your system, please first refer to the Information below.

#### **Factory Reset Intercom Devices**

If the intercom is being moved from one site to another and you wish to setup the intercom using One-key config, the intercom devices must be factory reset. If your device is not listed bellow, visit help.c5k.info for more specific device details.

#### **INTIPMONGB & INTIPMONGW**

- 1. Power up the monitor and wait until it has booted to the home screen.
- 2. Remove the monitor from the wall, while leaving it powered on.
- 3. Using a thin object such as a paper clip, press and hold the reset button on the back on the monitor for 10 seconds, the monitor will reboot, and it will be factory reset.



Fig 9.1: INTIPMONGB & INTIPMONGW factory reset

#### INTIPRDSG

- 1. Power up the Door Station and wait until it has booted.
- Remove the Door Station from the wall by removing the 2 screws on the bottom, while leaving it powered on. The tamper alarm will trigger, wait until the sound stops.
- 3. Remove the rubber cover on the side of the Door Station.
- 4. Using a thin object such as a paper clip, press and hold the reset button until your hear a single beep sound. The Door Station will reboot, and it will be factory reset. The tamper alarm will trigger when the Door Station boots up, as it is not mounted to the wall.



Fig 9.2: INTIPRDSG factory reset

#### INTIPADSD

- 1. Power up the Door Station and wait until it has booted.
- 2. Remove the Door Station from the wall by removing the 2 screws on the bottom, while leaving it powered on. The tamper alarm will trigger, wait until the sound stops.
- 3. Using a thin object such as a paper clip, press and hold the reset button for 10 seconds, then release the button. The Door Station will reboot, and it will be factory reset. The tamper alarm will trigger when the Door Station boots up, as it is not mounted to the wall.



Fig 9.3: INTIPADSD factory reset

Problem	Troubleshooting
Second monitor can't see Door Station in monitor menu	Ensure the enable status is set to on in VTO Config.
Multiple Door Stations have the same name and/or IP address	<ul> <li>Ensure that the VTO number is different between each Door Station.</li> <li>Ensure you have changed the name of each Door Station from the Indoor Monitor under the VTO Config page.</li> <li>Reboot all devices.</li> </ul>
Can monitor and unlock the Door Station, but cannot call it from the Indoor Monitor.	• Check the SIP server settings are correct, and the register password is 123456.
Indoor Monitor rings, but unable to unlock or live view the Door Station.	Check the VTO Config page and ensure the IP address, username and password are correct

# 9. Troubleshooting (cont.)

Problem	Troubleshooting
The Door Station is not calling the Indoor Monitor.	<ul> <li>Restart all intercom devices. Allow up to 10 minutes for the devices to connect.</li> <li>If using an apartment intercom, ensure you are dialing the correct room number.</li> <li>If using a 2 or 4 button Door Station, ensure that the room number has been assigned to a button in the "Local Setting" page.</li> </ul>
Monitor not ringing when the Door Station is pressed, but can call from the monitor to the Door Station	Update the room number in Local -> Basic -> Villa Call No.
The Door Station calls the monitor, but doesn't unlock.	On the "VTO Config" page on the monitor, ensure the password is entered correctly.
One-Key configuration fails	<ul> <li>Check IP address details are entered correctly.</li> <li>Ensure that the Indoor Monitor and Door Station have the default IP address set. Door Station 192.168.1.108, Indoor Monitor 192.168.1.109. Default the devices and try again.</li> <li>Alternatively, follow the "Manual Configuration" guide.</li> </ul>
More than one Indoor Monitor installed, but only the master is calling.	<ul> <li>Ensure the room number on the extension monitors is set correctly, and the "Master IP" and "Master Pwd" that is entered is the IP address and password of the master Indoor Monitor.</li> <li>If the "Or icon is shown, check the settings on the Indoor Monitor are correct (see Section 4.3).</li> </ul>
Second monitor not ringing	<ul> <li>Connect to the Door Stations web interface, and ensure group call is enabled, in the Local settings -&gt; Basic menu.</li> </ul>
The Door Station / monitor is not turning on. Unable to connect to the Door Station	<ul> <li>Check the device is receiving 12V or PoE.</li> <li>Ensure the power supply meets or exceeds the current rating for the device you are powering.</li> <li>Check that the cable is terminated correctly to TIA-568A or TIA-568B standard.</li> </ul>
The Door Station rings the monitor, but when the monitor answers the call, the Door Station drops connection. (When powered with 12V)	<ul> <li>Check power to the Door Station, ensure the Door Station is receiving 12V under load, and the correct amperage power supply is being used.</li> </ul>
Electric gate motor opens randomly when connect to the Door Station	• Wire a relay in between the Door Station and gate motor – diagram on page 11.
Intercom says "Cannot find Network Host" on NVR Can't find the Door Station in when performing a device search in Camera Registration/Remote on NVR	<ul> <li>Ensure that the IP address, subnet mask and default gateway of the Door Station and NVR are in the same IP address range.</li> <li>Ensure the Door Station is connected via the LAN port, NOT one of the PoE ports.</li> </ul>
Can't connect to Door Station with DMSS app	<ul> <li>Ensure P2P is enabled in the web interface &amp; the Door Station is powered on.</li> <li>Set DNS address of Door Station to the gateway IP.</li> <li>Ensure the Time &amp; Date is set correctly on the Door Station.</li> </ul>
Door Station makes an alarm sound when it is turned on	Check that the tamper switch is fully depressed when the Door Station is mounted.



For detailed technical support and software downloads, visit our Help Centre at: help.c5k.info

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