# Residential & Apartment Intercom Systems

## Installation Manual

Supports models from:

VIP vision

INT-Q320

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## Notes

# 1. Pre-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**

**help.c5k.info**

# 1.3 Device Models & Specifications

**Apartment Series IP Outdoor Station**
**INTIPADSD**

- 1/2.9” 2.0MP 2mm lens camera with 158° diagonal FOV
- Call individual residences for two-way talk via Indoor Monitor
- Built-in NFC card reader for keycard access (up to 10,000 NFC cards)
- Connect with intercom monitor(s) via Ethernet
- Backlit OLED interface & supplemental white light
- Power via 12VDC 2A or Power over Ethernet (802.3af)
- IP65/IK08 weather & vandal resistant aluminium alloy body (front plate)

**Residential PoE IP Intercom Door Station**
**INTIPRDSG**

- 1/2.8” 2.0MP 1.95mm lens camera with 160° FOV
- Built-in microphone and speaker for 2-way talk
- Connect with intercom monitor(s) via Ethernet
- Alarm and RS485 input/output relays
- Weather and vandal resistant IP55/IK07 aluminium body
- Power via 12VDC 1A or Power over Ethernet (802.3af)
- 12VDC output for use only with the INTIPDM - 100mA max.

**Residential 2/4 Button IP Intercom Door Station**
**INTIPDDS2** (2 Button) / **INTIPDDS4** (4 Button)

- 1/2.8” 2.0MP 1.9mm lens camera with 140° FOV
- Built-in microphone and speaker for 2-way talk
- Built-in NFC card reader for keycard access (up to 10,000 NFC cards)
- Connect with intercom monitor(s) via Ethernet
- Door control, alarm and RS485 input/output relay
- Weather and vandal resistant IP65/IK08 aluminium body
- Power over Ethernet (12VDC, 802.3af)

**Residential Series IP Intercom Monitors (White/Black)**
**INTIPMONGW** (White) / **INTIPMONGB** (Black)

- Record and snapshot video calls/messages
- All calls and messages logged
- Prevent unwanted calls with Do Not Disturb mode
- Alarm system integration
- 7" TFT capacitive touch screen
- Power over Ethernet (12VDC, 802.3af)
- MicroSD storage (up to 32GB)

**Residential Series IP Intercom Monitors with Handsets (White/Black)**
**INTIPMONDWH** (White) / **INTIPMONDBH2** (Black)

- Record and snapshot video calls/messages
- All calls and messages logged
- Prevent unwanted calls with Do Not Disturb mode
- Alarm system integration
- 7” TFT capacitive touch screen, Wall-mounted handset design
- Power over Ethernet (12VDC, 802.3af)
- MicroSD storage (up to 32GB)

**Door Unlock Expander Module**
**INTIPDM**

- RS485 communication with Door Stations
- NO / NC relay receivers for door control
- Input for door status monitoring & external door control
- Powered by 12VDC

**2-Wire Intercom Switch**
**INTIPPOE2W**

- • Facilitates network/power connectivity to 6 x 2-wire intercom devices
- • Provides 24VDC power with a maximum power load of 80W
- • Metal body with screws for surface mounting

## 1.1 Getting Started

**This quick start guide is designed to get your intercom system up and running quickly. Refer to the table to locate the correct steps to setup your intercom.**

| Step | Section No. |
|---|---|
| 1. Wiring the intercom system | Section 2.5 (p14-16) |
| 2. Wiring a door strike (if applicable) | Section 2.4 (p13) |
| 3. Configure the Intercom System | See Table Below |
| 4. Remote Access Setup (If applicable) | Section 7 (p46-47) |
| 5. Using the Intercom System | Section 8 (p48-49) |

| Example Image | Product | Section No. |
|---|---|---|
| | Residential Series 1 Indoor Monitor, 1 Door Station (Intercom Kit) Setup | Section 3.1 (p17-18) |
| | Residential Series Multiple Indoor Monitors and/or Multiple Door Stations Setup | Section 3.2 (p19-21) |
| | Apartment Series Intercom Setup | Section 5.1 (p29-32) |
| | 2 or 4 Button Door Station Setup | Section 5.1 & Section 5.2 (p29-p33) |
| | 2-Wire Intercom 1 Indoor Monitor, 1 Door Station | Section 4.1 (p22-24) |
| | 2-Wire Intercom Multiple Indoor Monitors and/or Multiple Door Stations Setup | Section 4.1, 4.2 & 4.3 (p22-p28) |

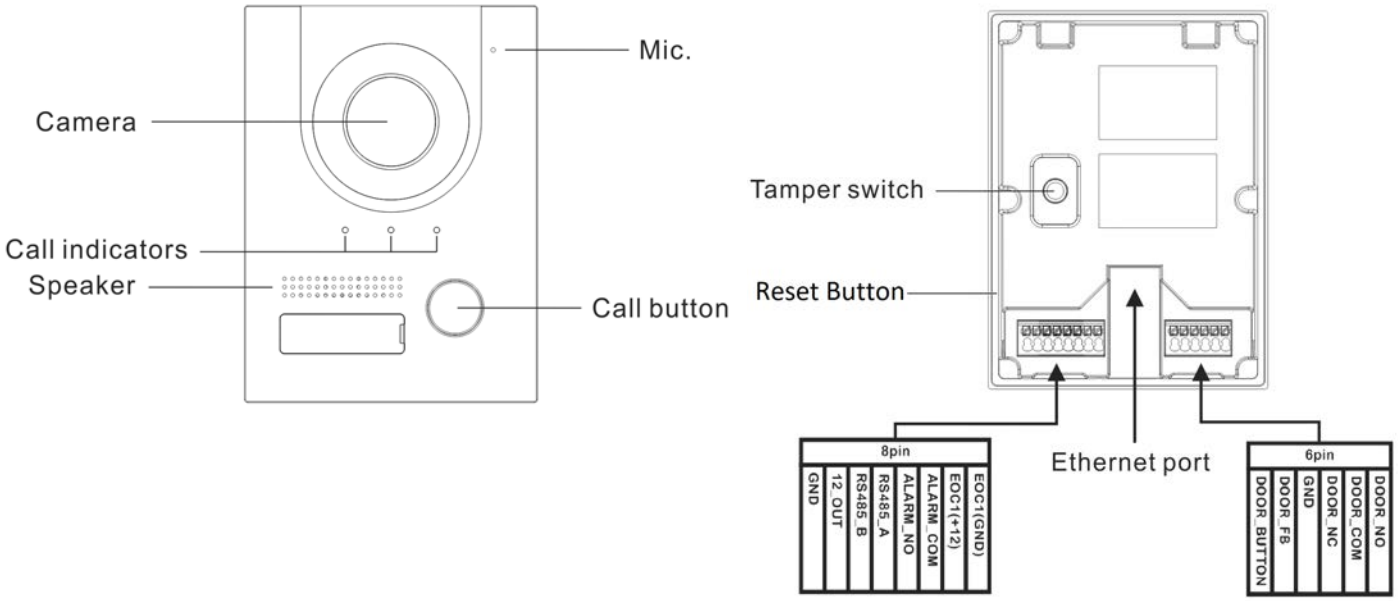
## 1.2 Installation Notes

- The Basic Settings password is 123456, which can be entered after pressing the Settings button.
- The Network Settings password is user configured upon initial setup, it can be entered after holding the Settings button for 6 seconds.
- The 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 (selected model only)

# 2. Wiring & Connections

## 2.1 Connection Diagrams - Door Stations

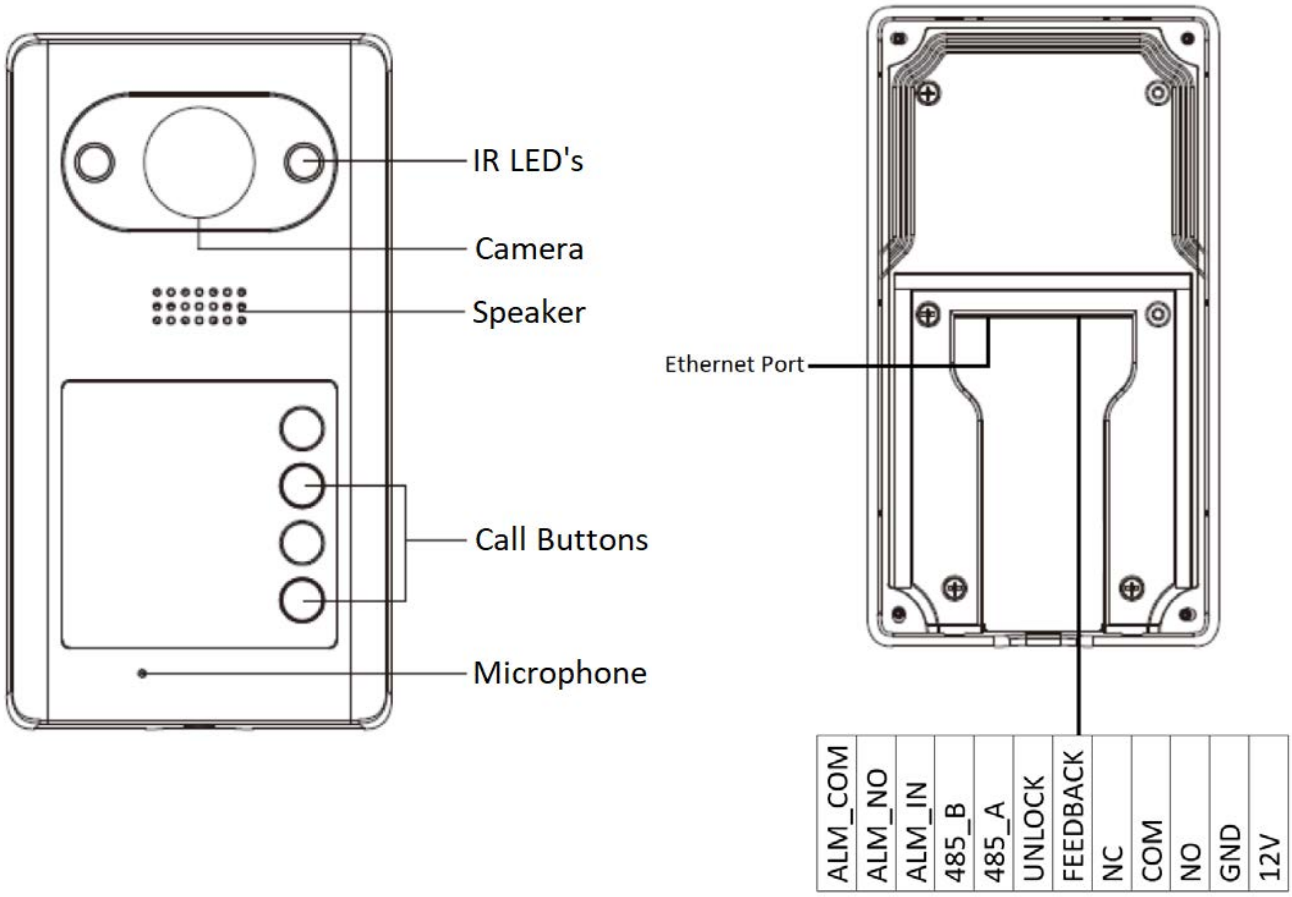
### 2.1.1 INTIPRDSG - G Series Residential Door Station




| Name | | Description |
|---|---|---|
| Ethernet Port | | Power over Ethernet & network connectivity |
| Reset Button | | Reset configuration back to factory default settings |
| Tamper Switch | | The Door Station will generate an alarm sound if it is being removed from the wall |
| 8-Pin Connector | 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 |
| | ALARM_NO | Alarm normally open contact |
| | 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 |
| 6-Pin Connector | DOOR_NO | Door relay normally open contact |
| | DOOR_COM | Door relay common contact |
| | 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.)

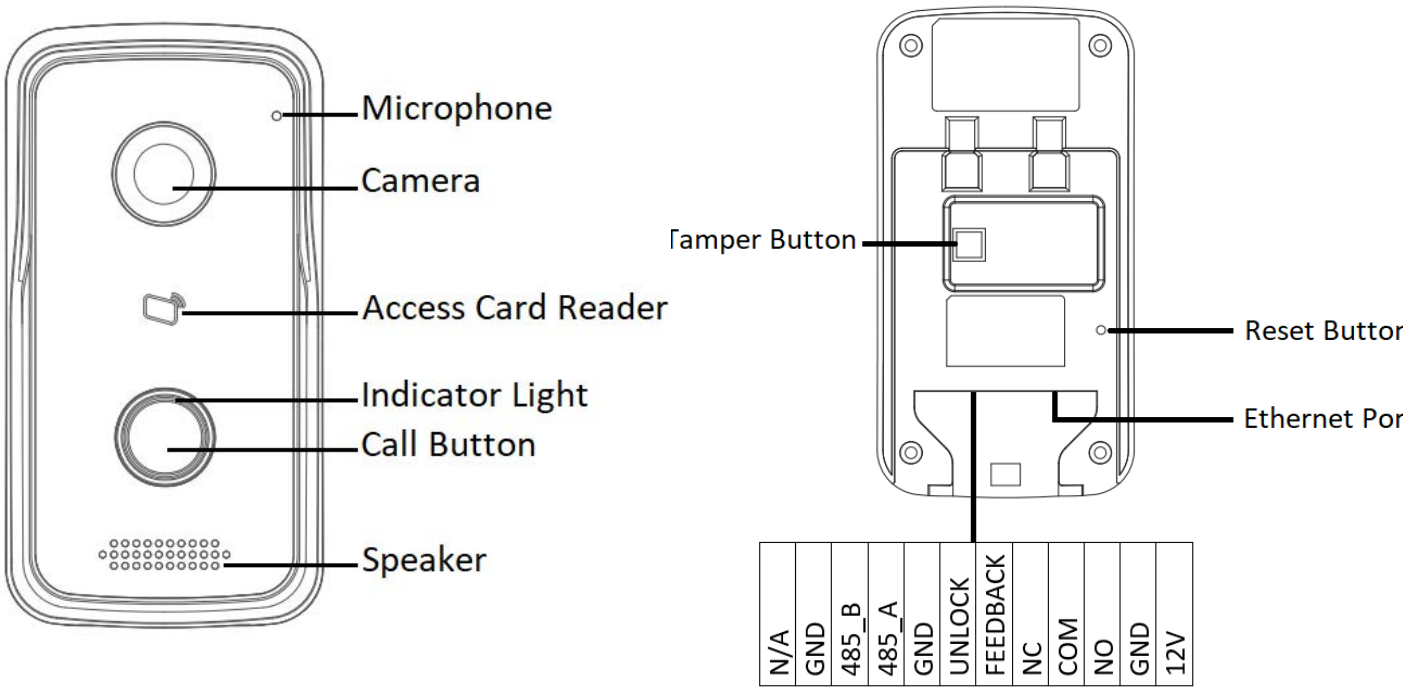
### 2.1.1 INTIPDDS2 & INTIPDDS4 - Residential Door Stations




| Name | | Description |
|---|---|---|
| Ethernet Port | | Power over Ethernet & network connectivity |
| 12-Pin Connector | 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 |
| | 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.)

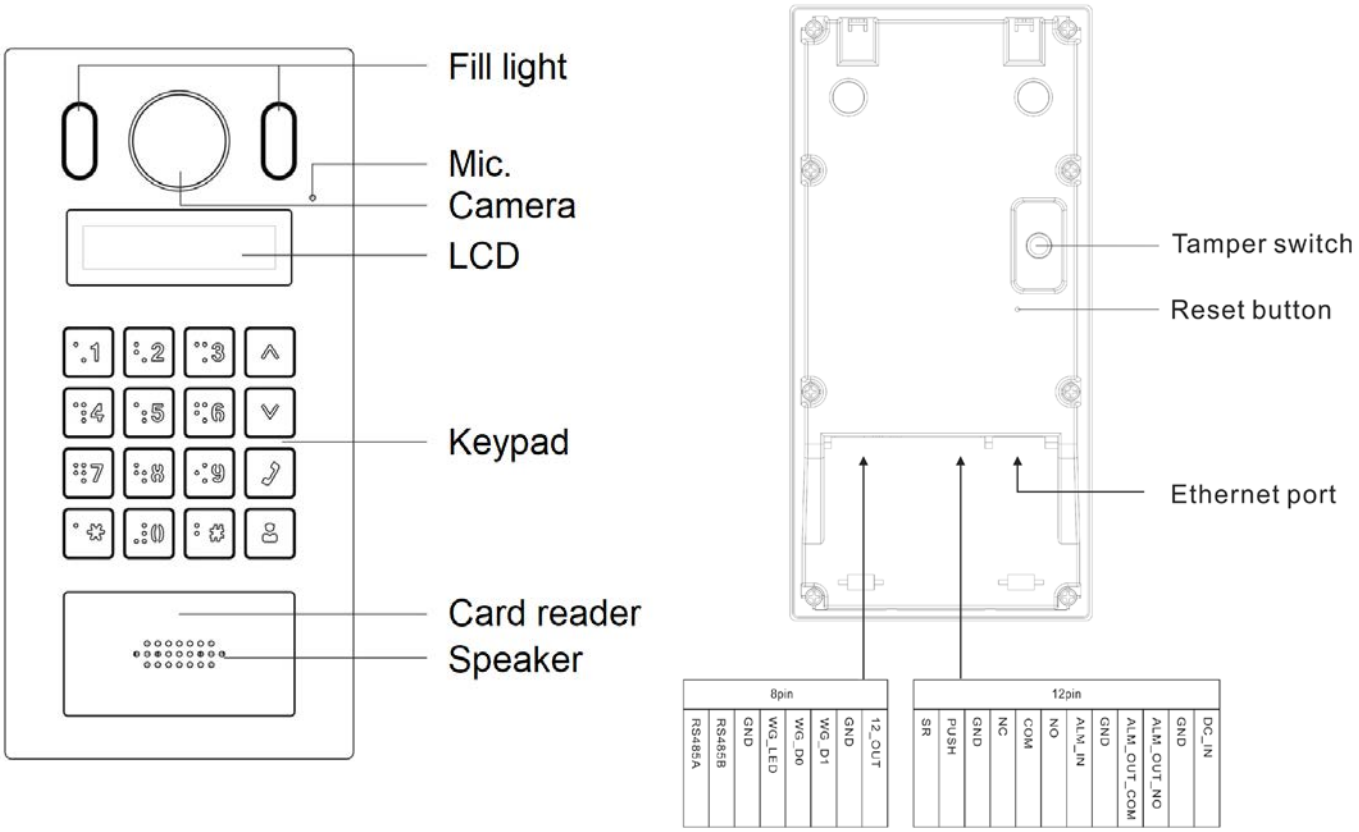
## 2.1.1 INTIPRDSJ - J Series Residential Door Station




| Name | | Description |
|---|---|---|
| Ethernet Port | | Power over Ethernet & network connectivity |
| Reset Button | | Reset configuration back to factory default settings |
| Tamper Switch | | The Door Station will generate an alarm sound if it is being removed from the wall |
| 12-Pin Connector | 12V | 12V DC positive input |
| | GND | 12V DC negative input |
| | NO | Door relay normally open contact |
| | COM | Door relay common contact |
| | 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 |
| | 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.)

### 2.1.1 INTIPADSD - Apartment Series Door Station

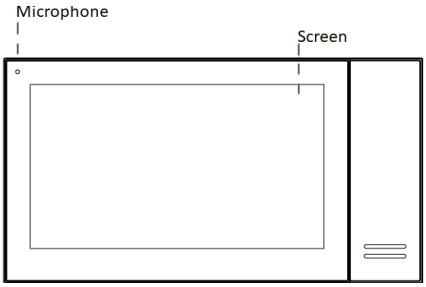


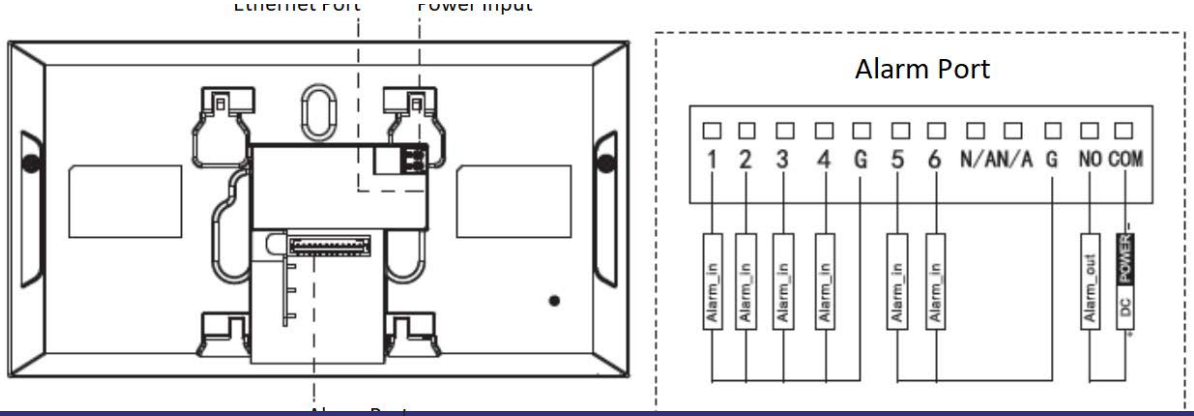

| Name | | Description |
|---|---|---|
| Ethernet Port | | Power over Ethernet & network connectivity |
| Reset Button | | Reset configuration back to factory default settings |
| Tamper Switch | | The Door Station will generate an alarm sound if it is being removed from the wall |
| 8-Pin Connector | 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 |
| | WG_D0 | Weigand card reader D0 connection |
| | 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 |
| 12-Pin Connector | 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 |
| | ALM_IN | Alarm input contact |
| | 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 Connection Diagrams - Indoor Monitors

## 2.2.1 INTIPMONGW / INTIPMONGB Indoor Monitor

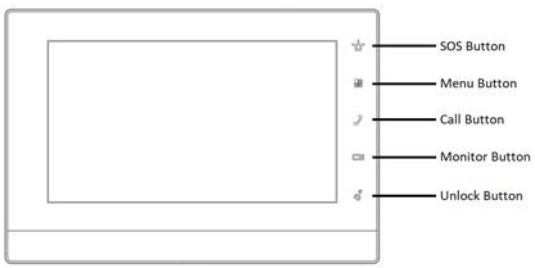
**Note:** Below is INTIPMONGW and INTIPMONGB Indoor Monitor, other models vary slightly.

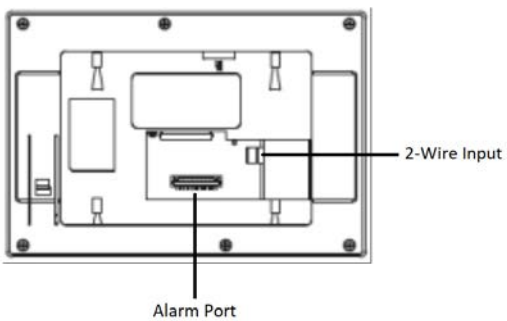


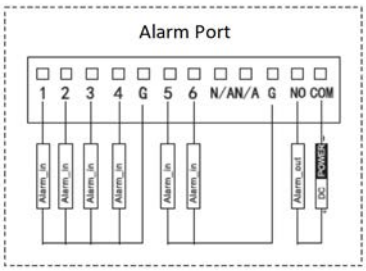




| Name | Description |
|---|---|
| Power Input | 12VDC Power Input |
| Alarm Ports (For use with alarm sensors, when using the Indoor Monitor as a basic alarm) | 6 Alarm Inputs<br>1 Alarm Output |
| Network Port | RJ-45 Connection |

## 2.2.2 INTIPMON2W - 2-Wire Indoor Monitor



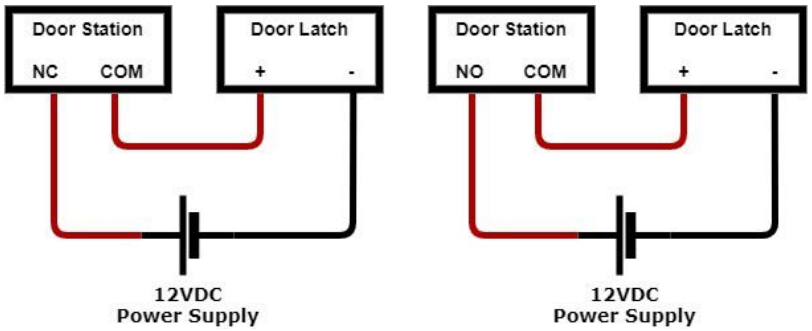




| Name | Description |
|---|---|
| 2-Wire Input | 2-Wire Connection Port |
| Alarm Ports (For use with alarm sensors, when using the Indoor Monitor as a basic alarm) | 6 Alarm Inputs<br>1 Alarm Output |

# 2.3 Door Strike Wiring

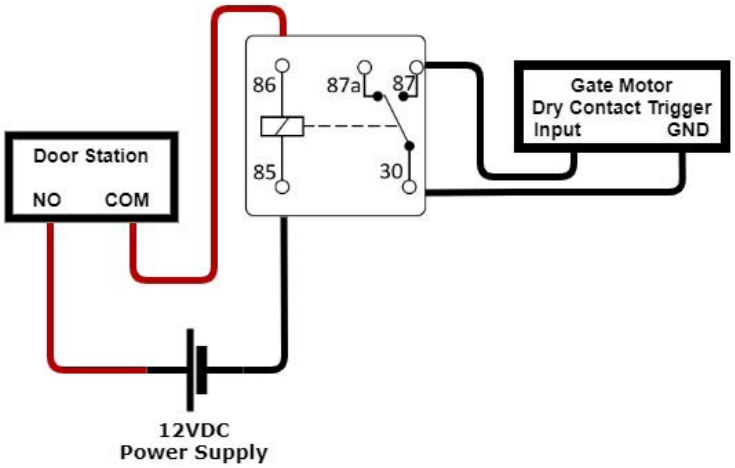
### 2.3.1 Normally Closed and Normally Open Wiring

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

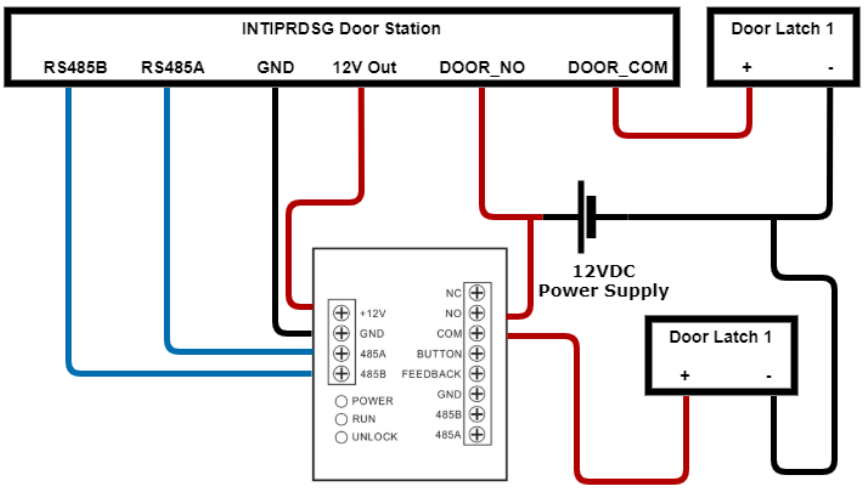
If wiring the Door Station to anything other then a door latch, such as an electric gate with dry contacts, it is recommended to use an external relay. The relay pictured is a 5 pin relay.




### 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.

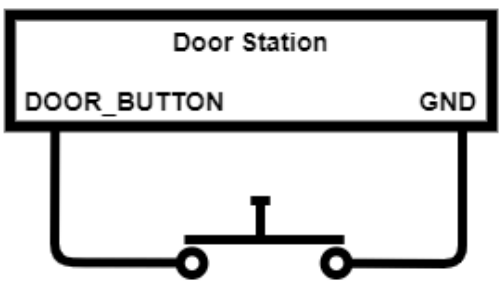
In the diagram right, the INTIPRDSG Door Station is being used and is utilizing the 12V output. This can be substituted for a 12VDC power supply.




### 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.




**For Door Station latch timing, see section 6.7.**

## 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.

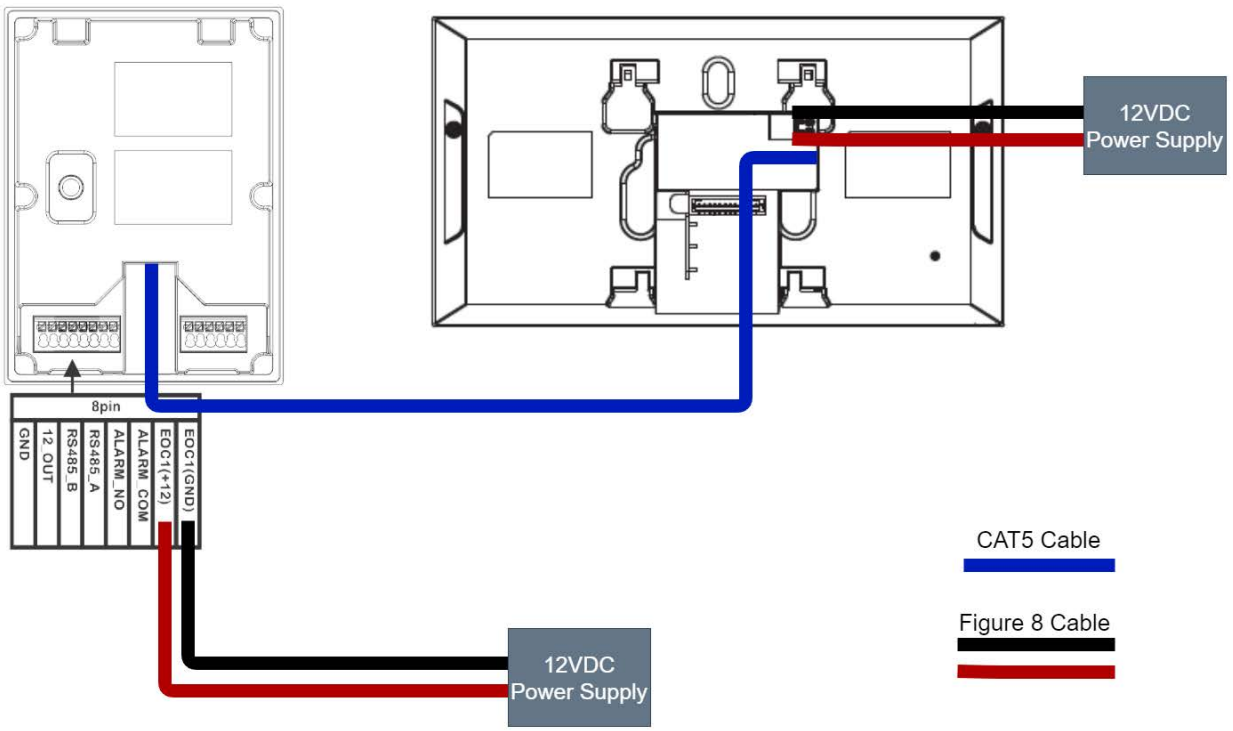
## 2.5 Wiring Diagrams

There are three wiring configurations for Intercoms.

Any of the three methods can be used if a residential intercom is being installed. If an apartment intercom is being installed, follow method 2.

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

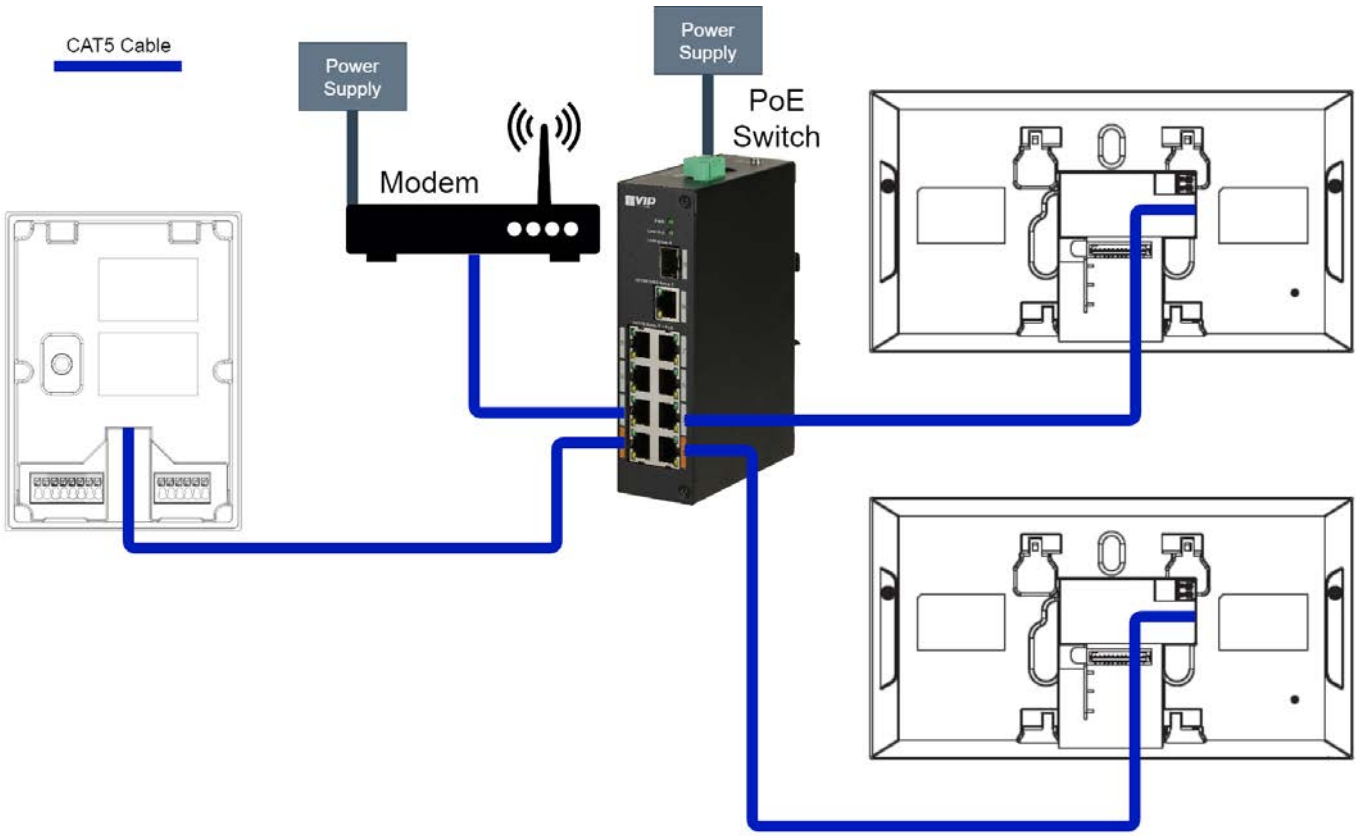
**Method 1:** Using 12VDC and direct connection between the devices with a CAT5 cable. (No network connection)



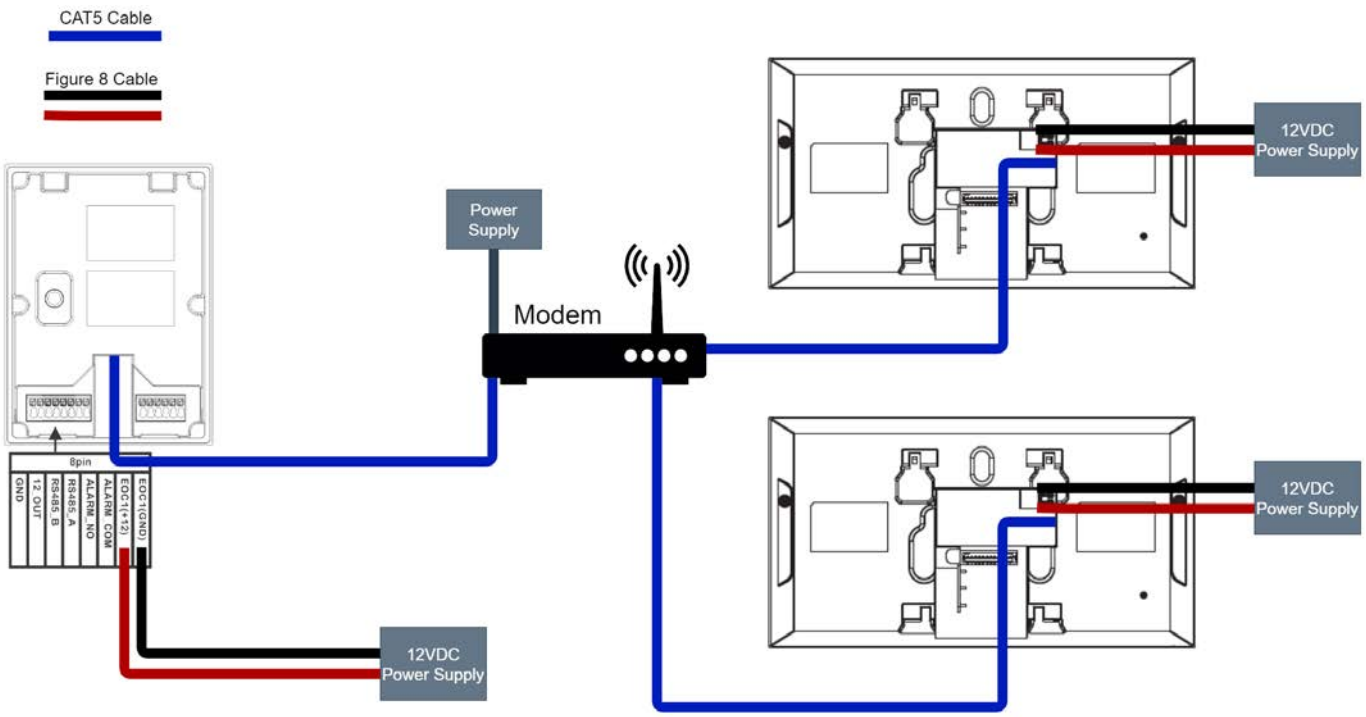
## 2.5 Intercom Wiring (cont.)

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

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



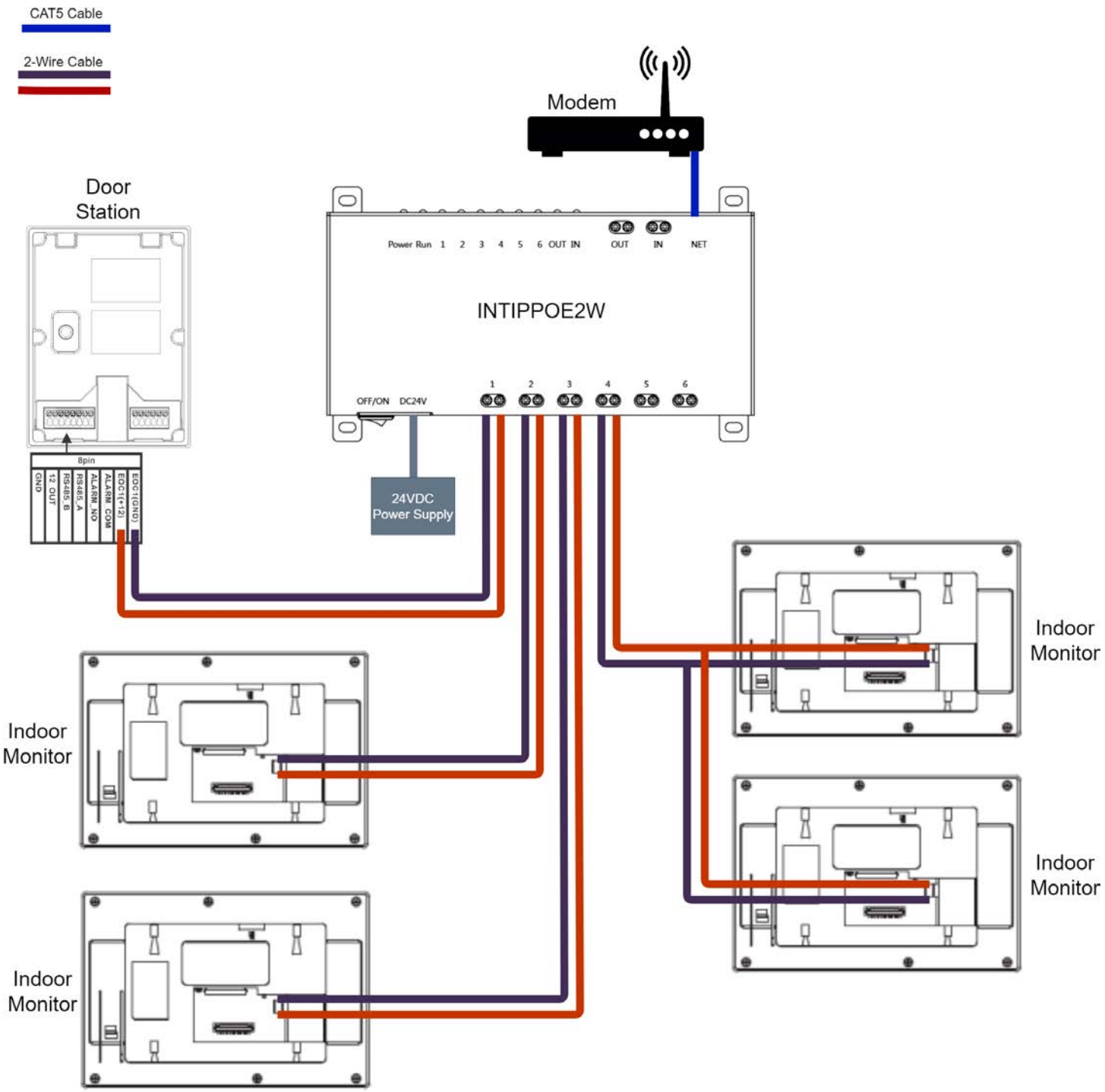

**Devices connected to a modem/Ethernet switch, and powered with 12VDC.**



## 2.5 Intercom Wiring (cont.)

**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. 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 | Type | 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. 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)

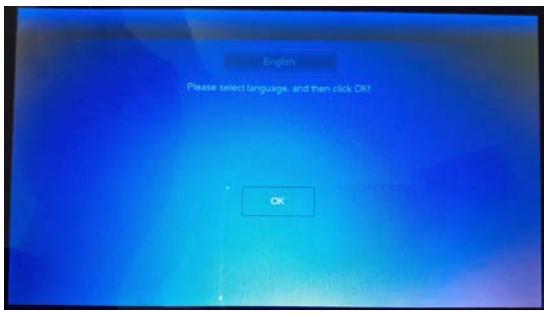



**Fig 3.1:** Language Selection

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

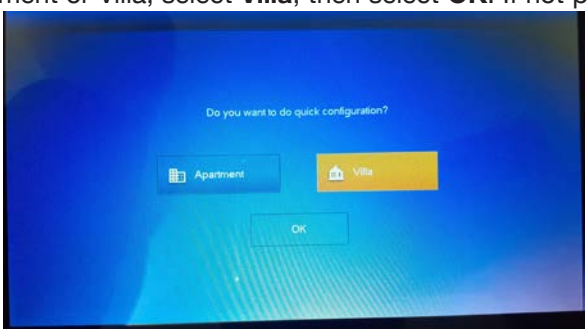



**Fig 3.2:** Installation Selection

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

**Fig 3.3:** Device Initialisation

5. If prompted with **Do you want to do quick configuration?**, Select **OK**. If Step 3 was completed, skip this step.
6. Select **Initialize** next to the uninitialized Door Station (VTO) and set a user **password** (admin123) and **email**. Select **OK**. (Fig 3.4)

**Fig 3.4:** VTO Initialisation

7. Once all of the devices are initialized, select **Next**. (Fig 3.5)

**Fig 3.5:** Device Initialisation

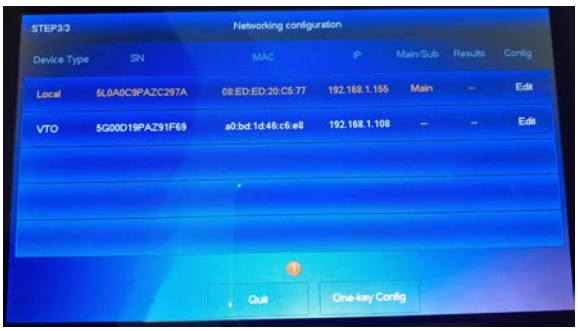



**Fig 3.6:** Network Config

8. Select **Edit** next to the **Indoor Monitor (VTH)**. Set the device type to **Main** and set the **IP Address** (192.168.1.109), **Netmask** (255.255.255.0) and **Gateway** (192.168.1.1). Select **OK**. (Fig 3.6)
9. Select **Edit** next to the **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 3.7)

**Fig 3.7:** VTO Config

10. 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.**

## 3.2 One Key Configuration – 2 Monitors and 2 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.

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 | Type | 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**)
2. Go to the Indoor Monitor which will 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)

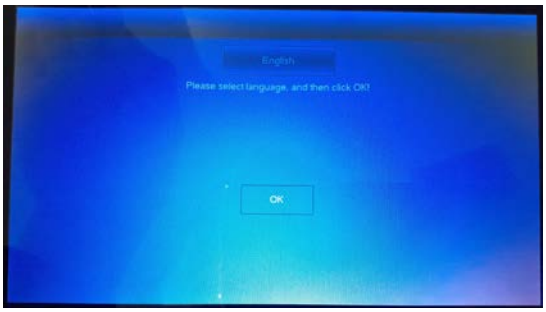



**Fig 3.8:** Language Selection

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

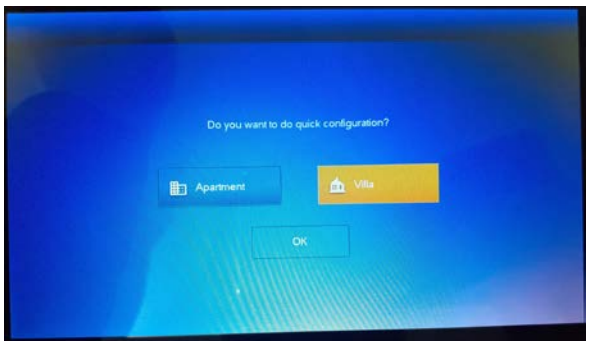



**Fig 3.9:** Installation Selection

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

**Fig 3.10:** Device Initialisation

5. If prompted with **Do you want to do quick configuration?**, Select **OK**. If Step 3 was completed, skip this step. (Fig 3.11)
6. Select **Initialize** next to the **second uninitialized Indoor Monitor (VTH)** and set a **password** (888888) and **email**. Select **OK**.
7. Select **Initialize** next to the **first uninitialized Door Station (VTO)** and set a user **password** (admin123) and **email**. Select **OK**.
8. Select **Initialize** next to the **second uninitialized Door Station (VTO)** and set a user **password** (admin123) and **email**. Select **OK**. (Fig 3.12)

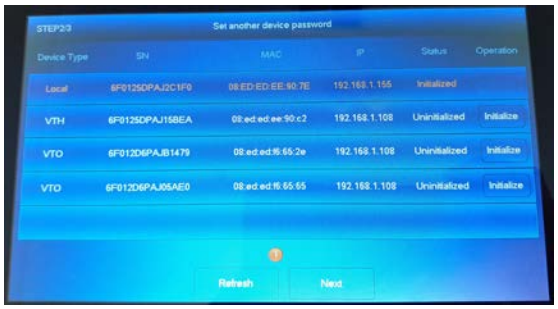



**Fig 3.11:** Device Initialisation

**Fig 3.12:** VTO Initialisation

9. Once all of the devices are initialized, select **Next**. (Fig 3.13)

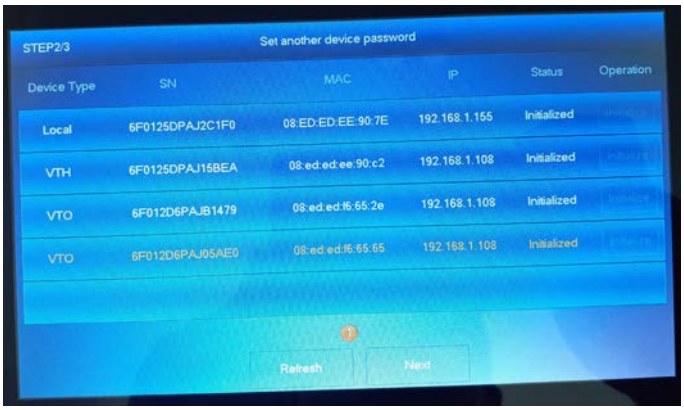



**Fig 3.13:** Device Initialisation

10. Select **Edit** next to the **first Indoor Monitor (VTH)**. Set the device type to **Main** and set the **IP Address** (192.168.1.112), **Netmask** (255.255.255.0) and **Gateway** (192.168.1.1). Select **OK**. (Fig 3.14)

**Fig 3.14:** VTH Config

11. Select **Edit** next to the s**econd Indoor Monitor (VTH)**. Set the device type to **Sub** and set the **IP Address** (192.168.1.113), **Netmask** (255.255.255.0) and **Gateway** (192.168.1.1). Select **OK**. (Fig 3.15)

**Fig 3.15:** Sub VTH Config

12. 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 3.16)

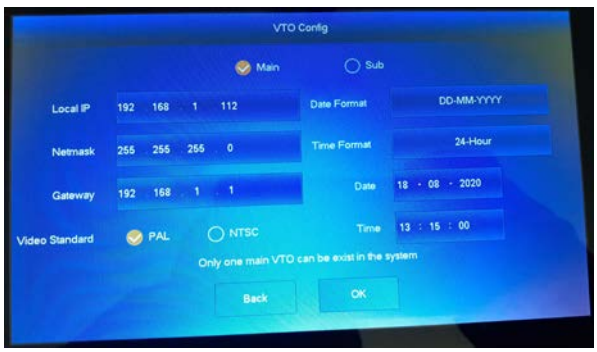



**Fig 3.16:** Main VTH Config

13. 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**.

14. 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)

15. Once the devices have successfully configured, select **OK**.

16. **The devices will reboot, allow up to 10 minutes for them to connect.**

# 4. Residential Intercom Manual Setup

## 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.

| Device | IP Addresses | Subnet Mask | Gateway | Password | Type | 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.
5. You will be prompted to set a **password** (admin123). Select **Next**. (Fig 4.1)
6. Tick the check box and enter an email address - this will be used to reset the password if it is ever forgotten. Select **Next**.

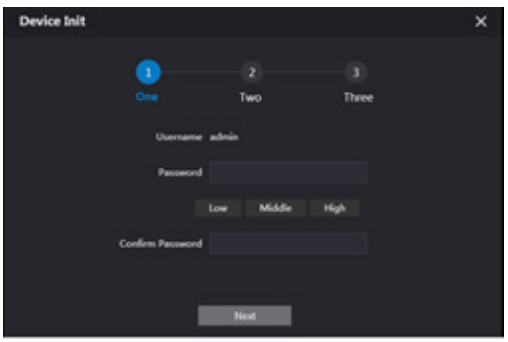



**Fig 4.1:** Door Station Initialisation

7. **Log in** to the Door Station. The username is admin and the password is the one set in Step 5.
8. Select **Network Setting**. (Fig 4.2)

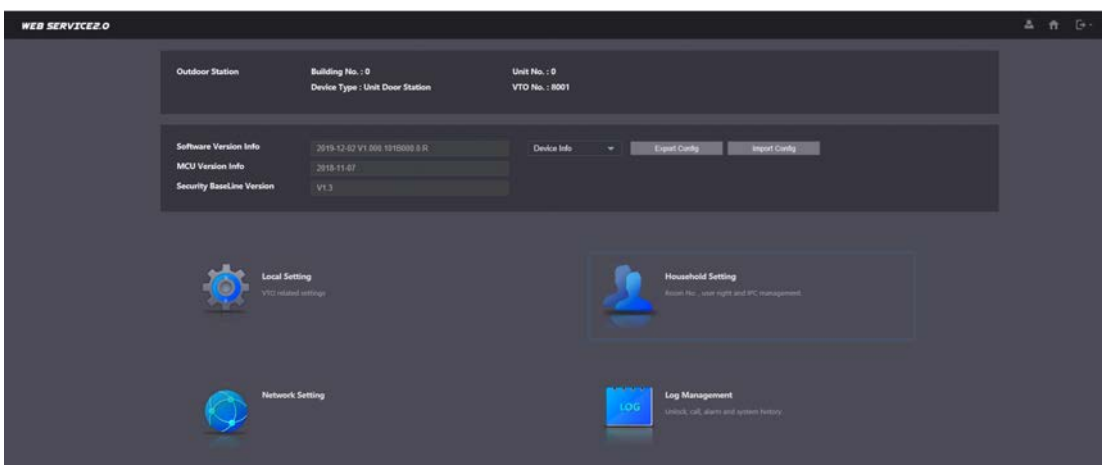



**Fig 4.2:** Door Station Web Interface

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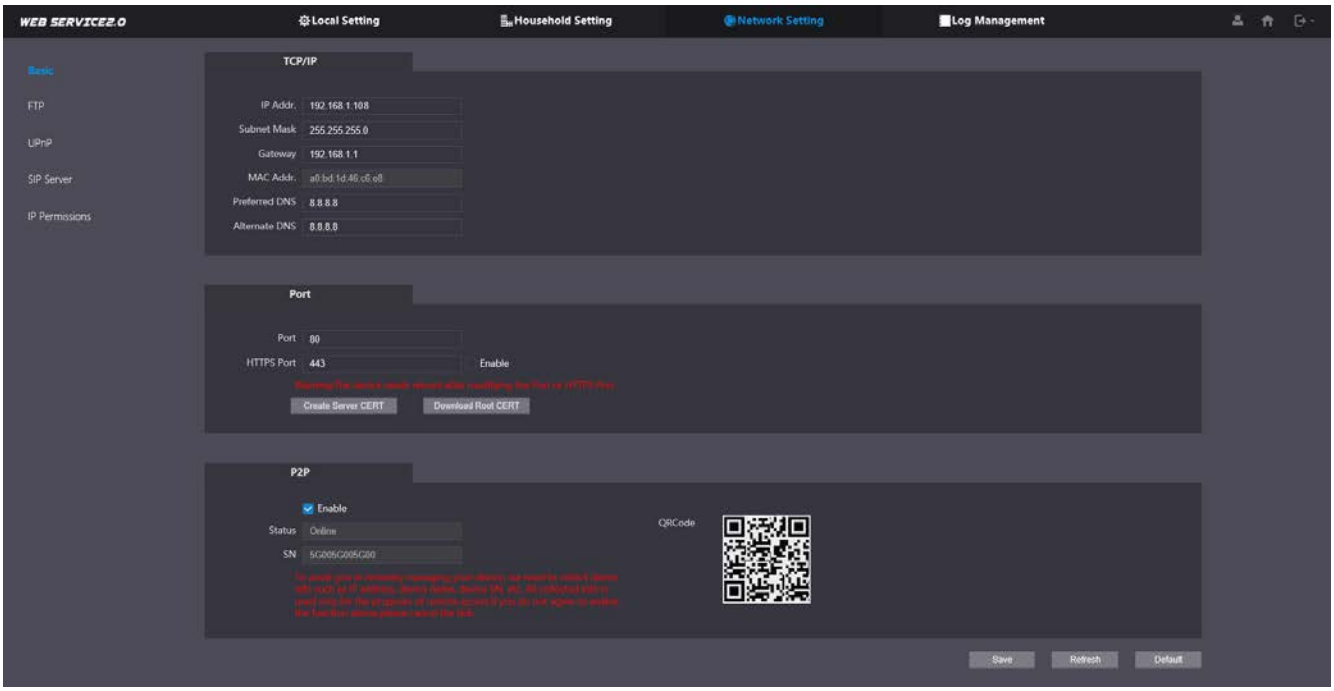


**Fig 4.3:** Door Station Network Settings

9. 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)

10. 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.

11. Initialize the Indoor Monitor, by entering a 6 digit **password** (888888) and email. Select **OK**. (Fig 4.4)

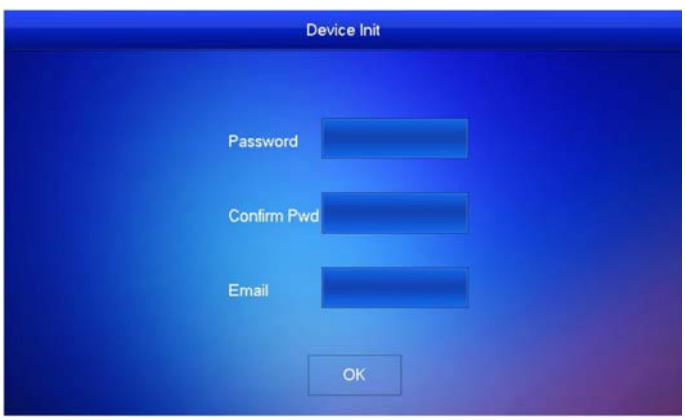


**Fig 4.4:** Device Initialisation

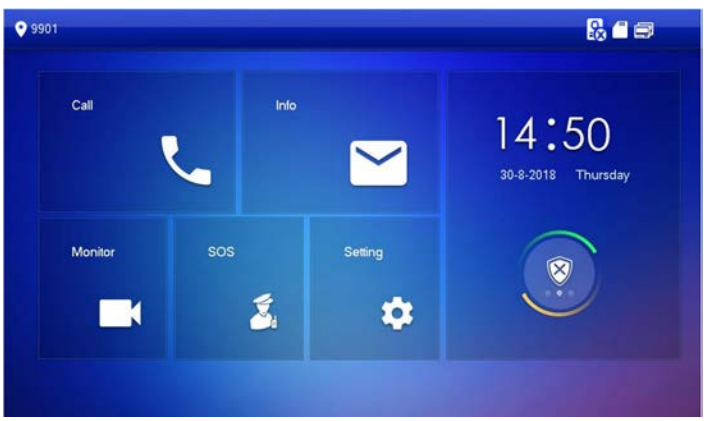


**Fig 4.5:** Main Menu

12. If prompted with **Do you want to do quick configuration?**, Select **Cancel**.

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**Fig 4.6:** Network Settings

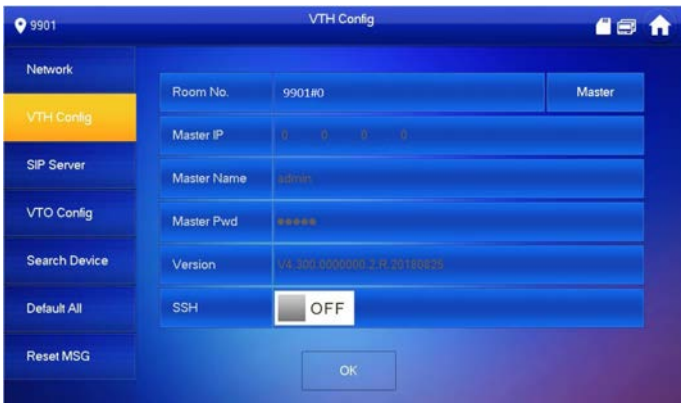


**Fig 4.7:** VTH Config

13. Press and hold down the **Settings button** - after 6 seconds, a prompt will appear. Enter your **password** (888888), then select **OK**. (Fig 4.5)

14. 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 4.6)

15. Select **VTH Config** and set the **Room No.** to 9901#0. Ensure **Master** is selected. Select **OK**. (Fig 4.7)

16. 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 4.8)

17. 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 4.9)

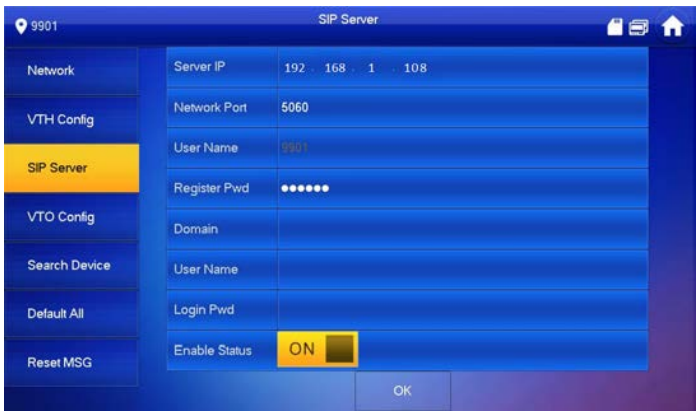


**Fig 4.8:** SIP Server Config

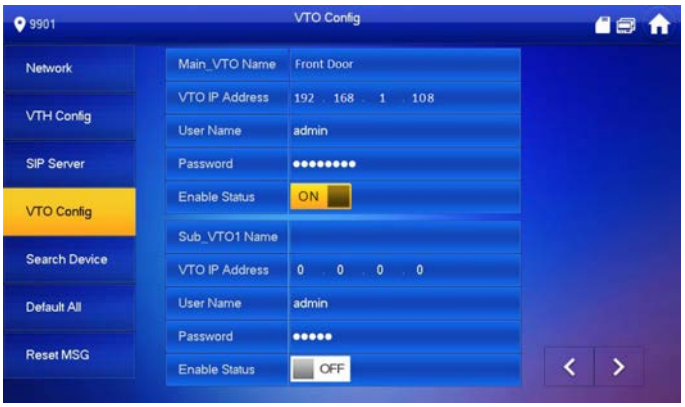


**Fig 4.9:** VTO Config

18. **Allow up to 10 minutes for the Indoor Monitor to connect to the Door Station.** Once the " " icon disappears, you can press the call button on the Door Station to test the connection.

## 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.

1. 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. Initialize the Indoor Monitor by entering a 6 digit **password** (888888) and email. Select **OK**. (Fig 4.10)
3. If prompted with **Do you want to do quick configuration?**, Select **Cancel**.

**Fig 4.10:** Device Initialisation

**Fig 4.11:** Main Menu

4. Press and hold down the **Settings button** - after 6 seconds, a prompt will appear. Enter your **password** (888888). Select **OK**. (Fig 4.11)
5. Select **Network** and set the **IP Address, Subnet Mask and Gateway** to suit your existing intercom products. (Fig 4.12)
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 4.13)
7. 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 4.13)

**Fig 4.12:** Network Settings

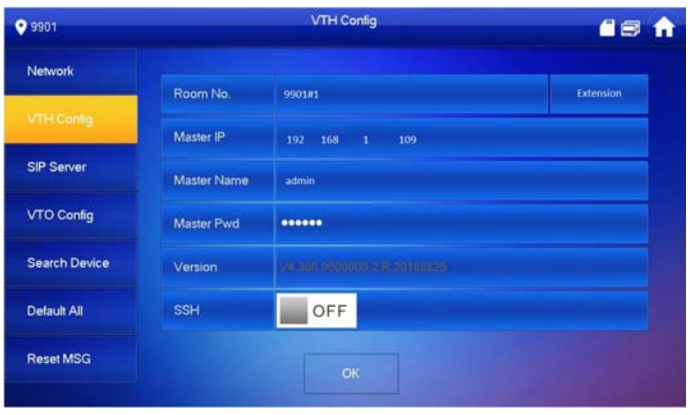


**Fig 4.13:** VTH Config

*Continued on next page →*

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

8. Select **SIP Server** and ensure **Enable Status** is set to **ON**. Do not modify the register password (123456 by default). Select **OK**.

9. **Allow up to 10 minutes for the Indoor Monitors to connect to the Door Station.** Once the " " icon disappears, you can press the call button on the Door Station to test the connection. (Fig 4.15)

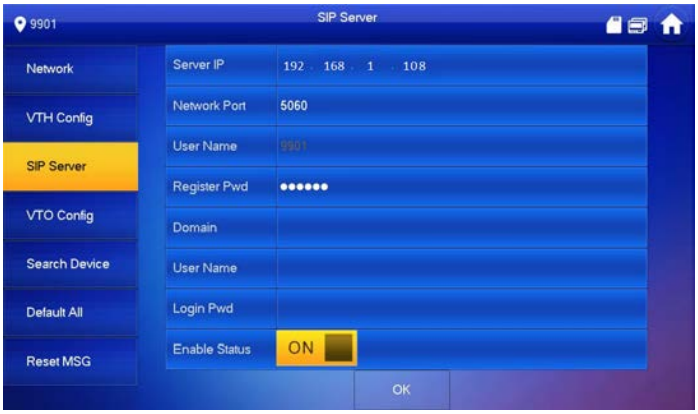


**Fig 4.14:** SIP Server Config

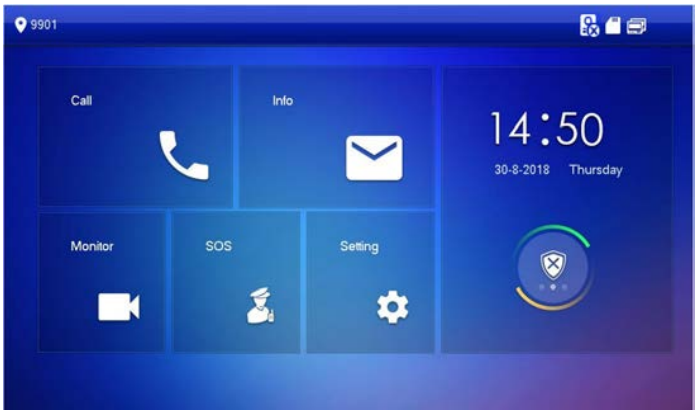


**Fig 4.15:** Main Menu

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.**

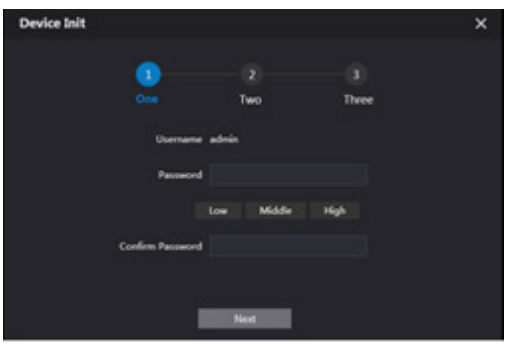


**Fig 4.15:** Door Station Initialisation

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.

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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 4.16)

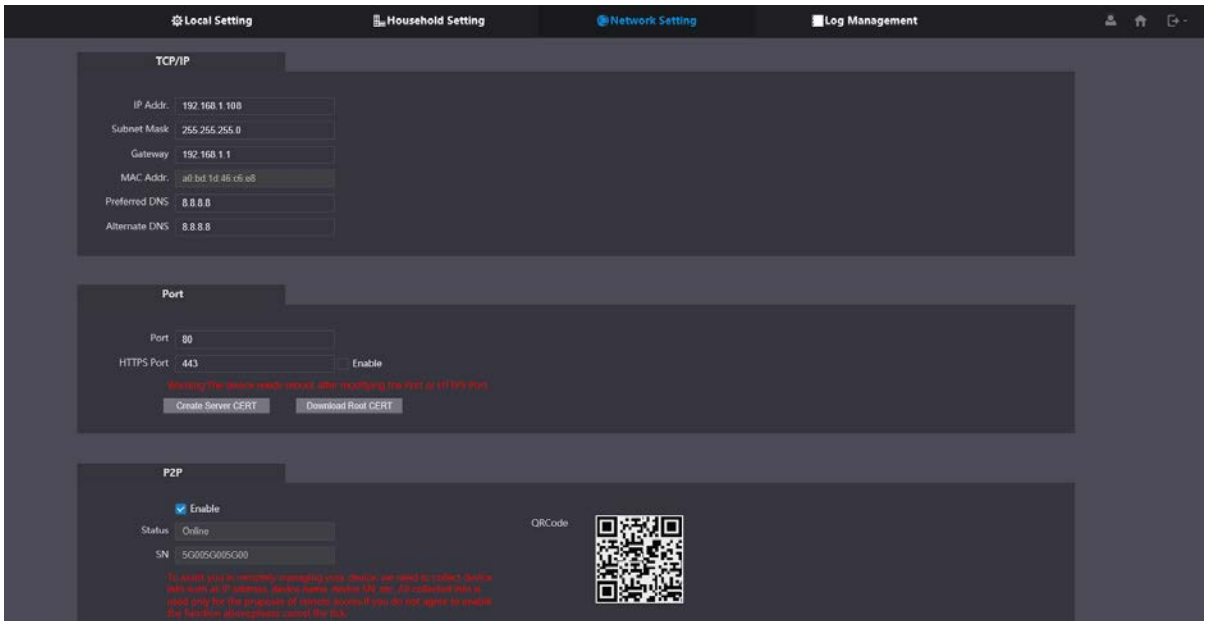


**Fig 4.16:** Door Station Network Settings

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.

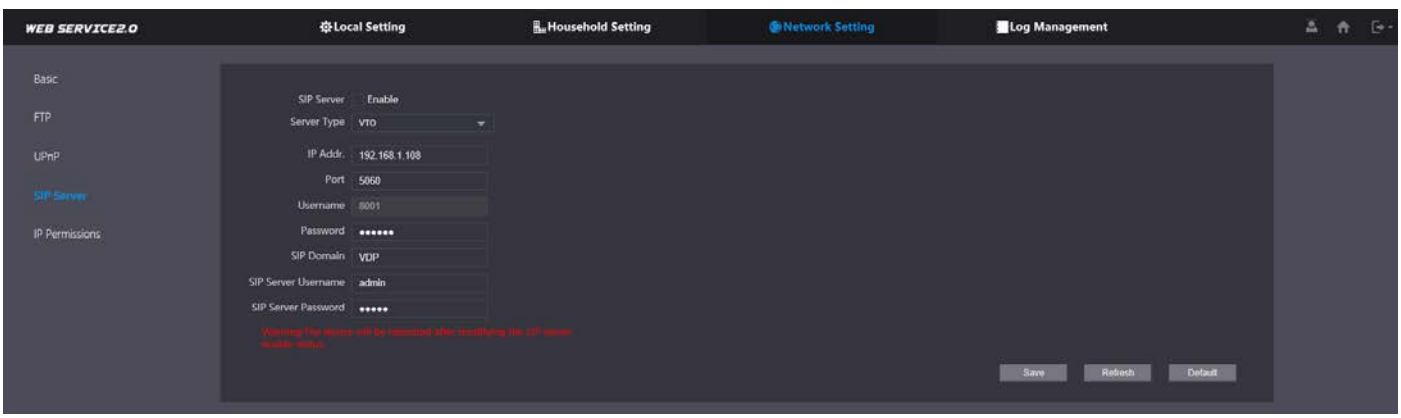


**Fig 4.17:** Door Station SIP Server Settings

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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.

13. 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 4.18)

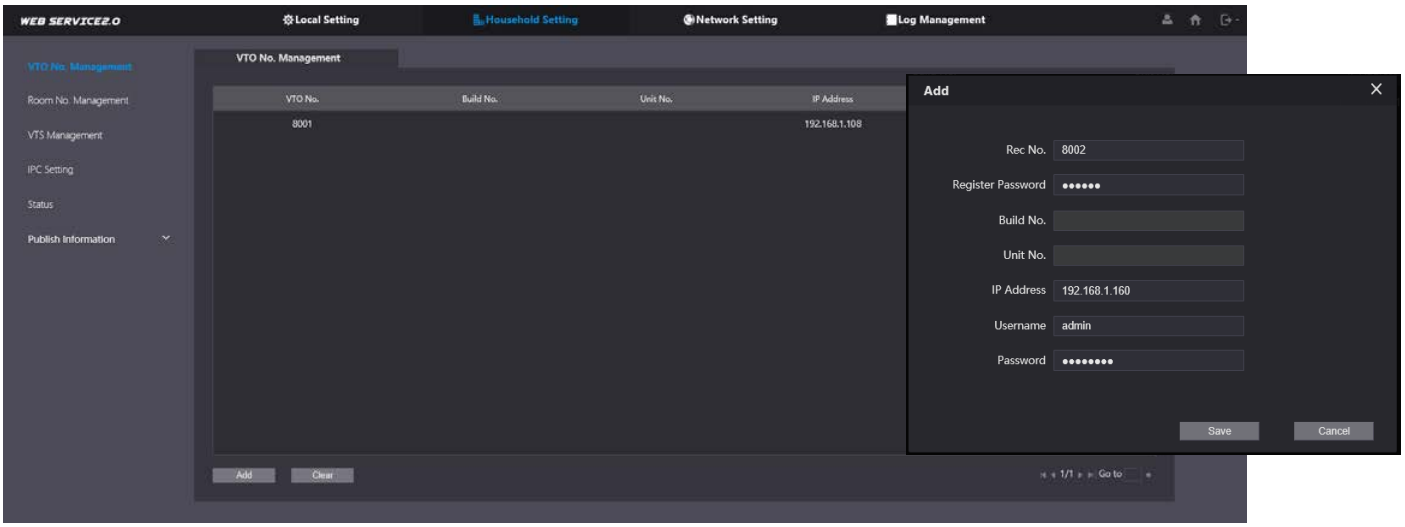



**Fig 4.18:** Door Station VTO No. Management

15. 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**. (Fig 4.19)

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.**

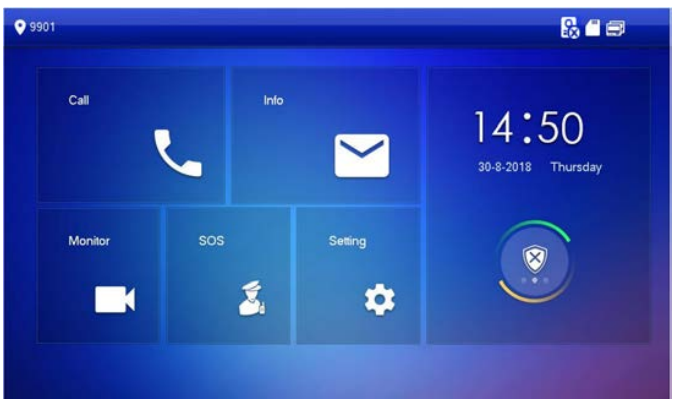



**Fig 4.19:** Main Menu

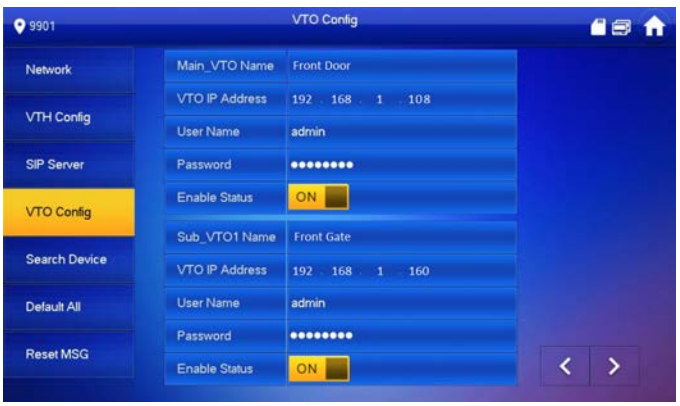



**Fig 4.20:** VTO Config

17. **Allow up to 10 minutes for the Indoor Monitors to connect to the Door Station.** Once the " " icon disappears, you can press the call button on the Door Station to test the connection.

# 5. Apartment Intercom Manual Setup

## 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 | Type | 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)

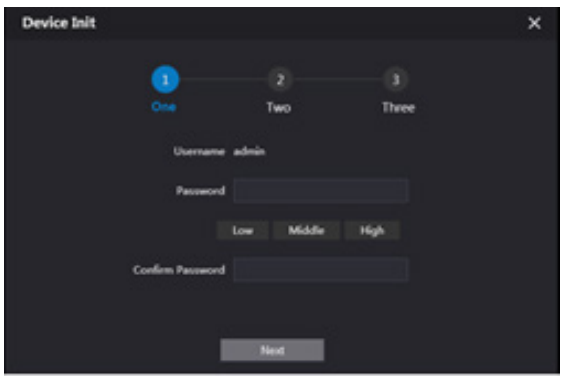



**Fig 5.1:** Door Station Initialisation

6. **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)

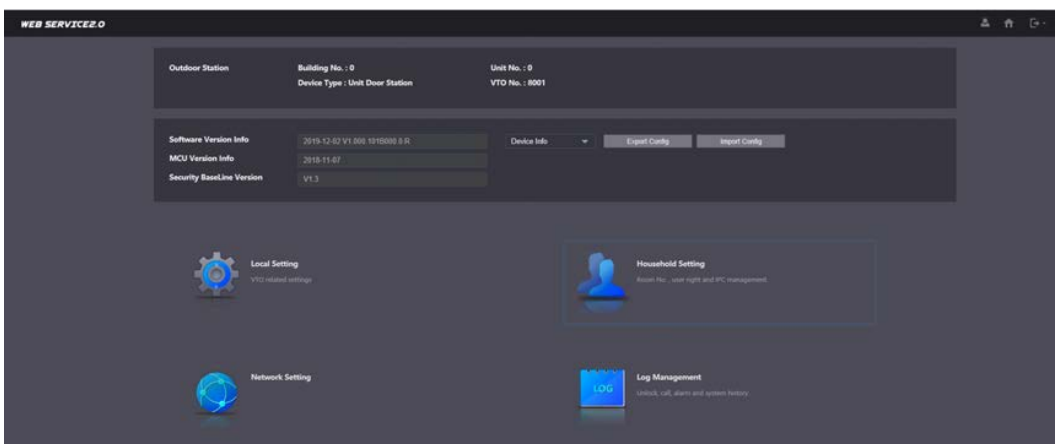



**Fig 5.2:** Door Station Web Interface

*Continued on next page →*

8. Select **Network Setting**.

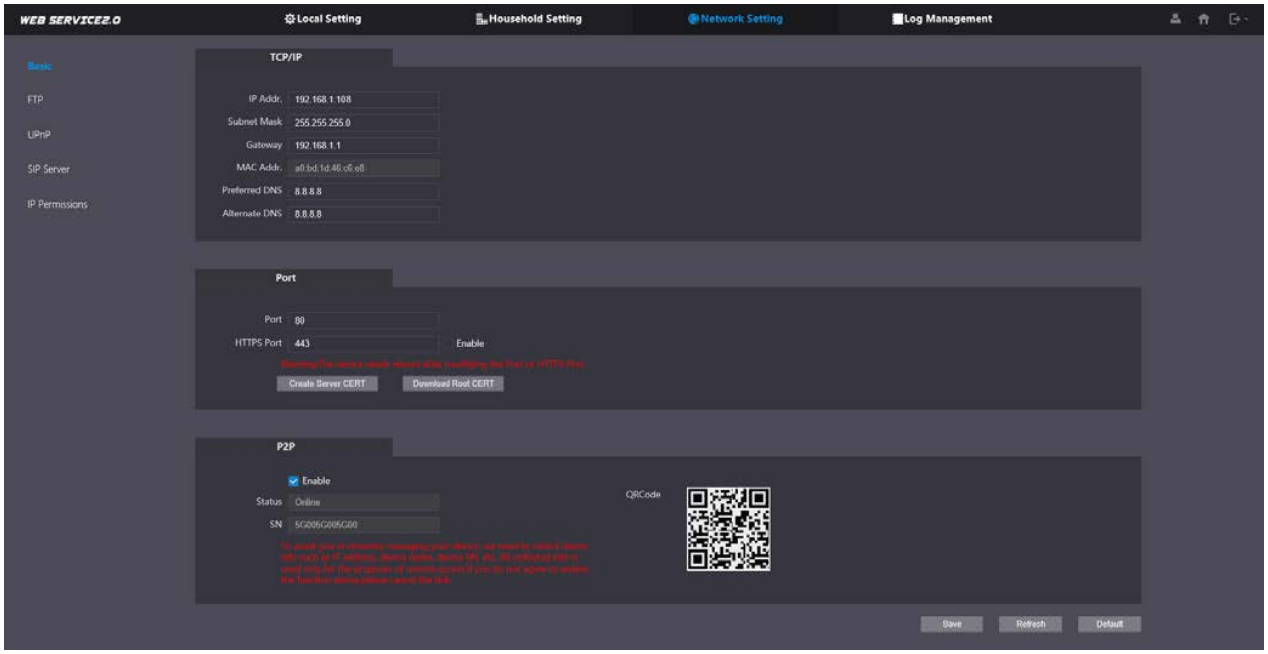



**Fig 5.3:** Door Station Network Settings

9. 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)

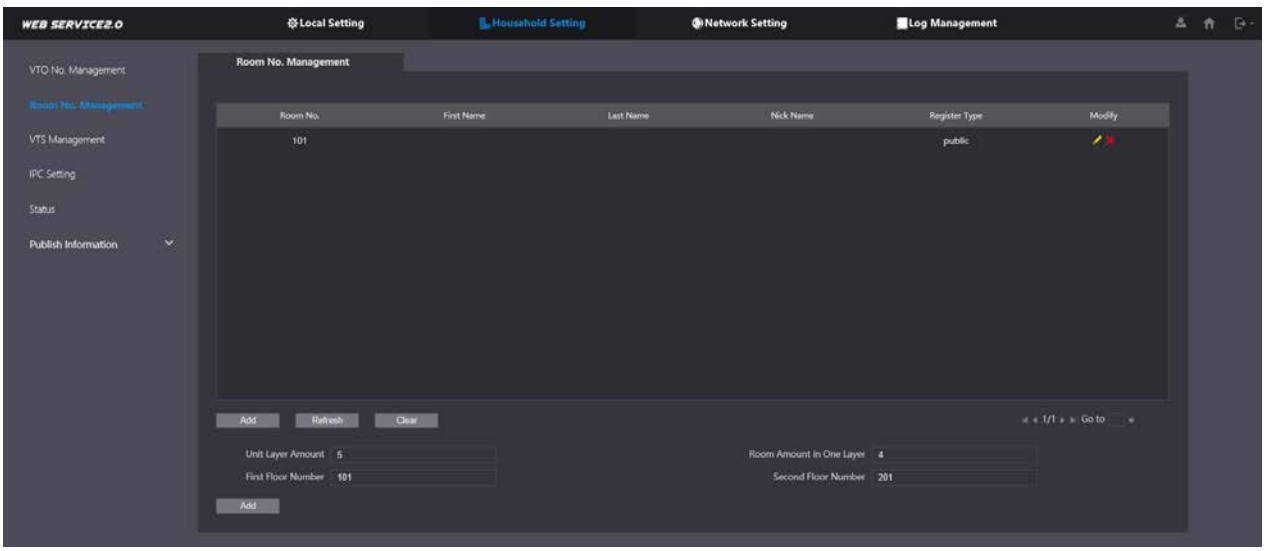



**Fig 5.4:** Door Station Room No. Management

10. **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)

*Continued on next page →*

11. 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)

**Fig 5.5:** Door Station Room No. Management

12. 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.

**Fig 5.6:** Device Initialisation

**Fig 5.7:** Main Menu

13. Initialize the Indoor Monitor by entering a 6 digit **password** (888888) and email. Select **OK**. (Fig 5.6)

14. If prompted with **Do you want to do quick configuration?**, select **Cancel**.

15. Press and hold down the **Settings** button - after 6 seconds, a prompt will appear. Enter your **password** *(888888)*. Select **OK**. (Fig 5.7)

16. 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 5.8)

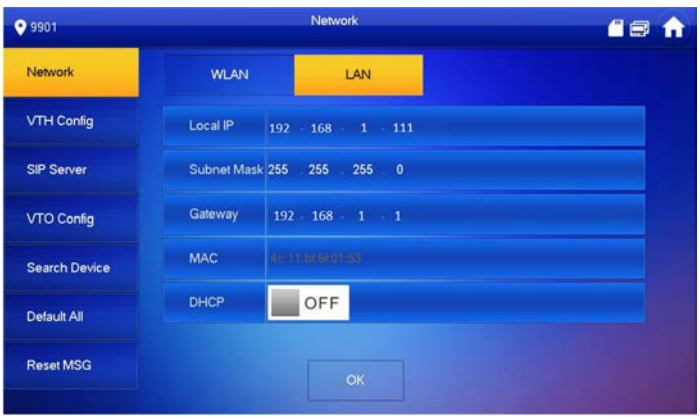



**Fig 5.8:** Network Settings

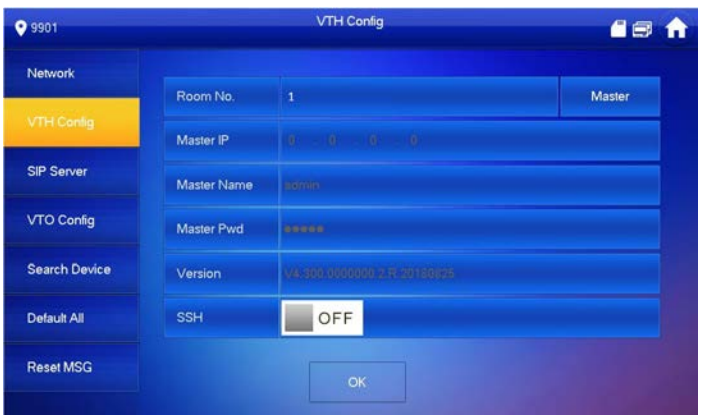



**Fig 5.9:** VTH Config

*Continued on next page →*

17. Select **VTH Config** and change the **Room No.** to **1**. Ensure **Master** is selected. Select **OK**. (Fig 5.9)

18. 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

19. 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.**

20. 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.

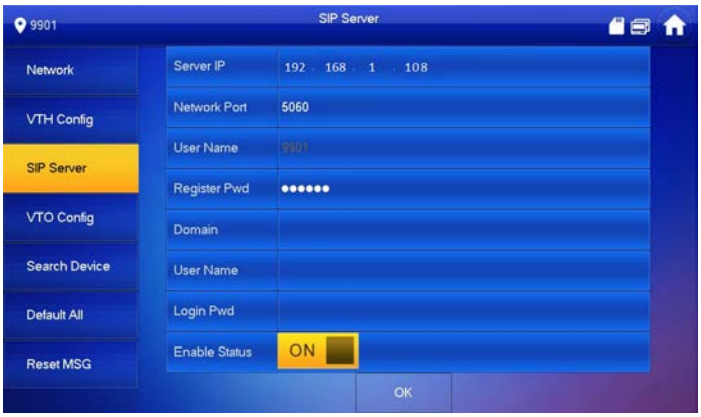



**Fig 5.10:** SIP Server Settings

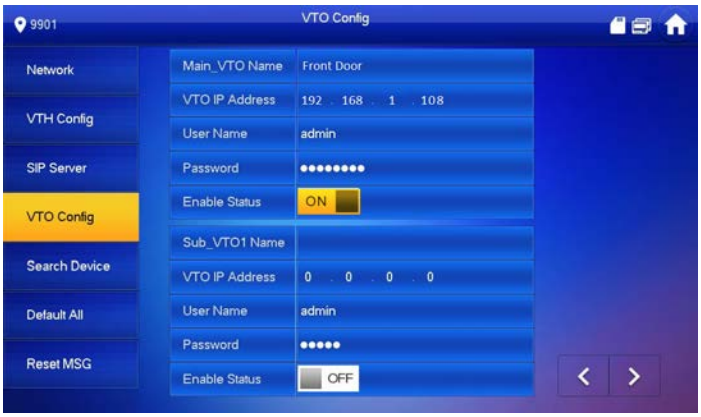



**Fig 5.11:** VTO Config

21. **Allow up to 10 minutes for the Indoor Monitors to connect to the Door Station.** Once the " " icon disappears, you can press the call button on 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**.
3. 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.

**Fig 5.12:** Facade Layout

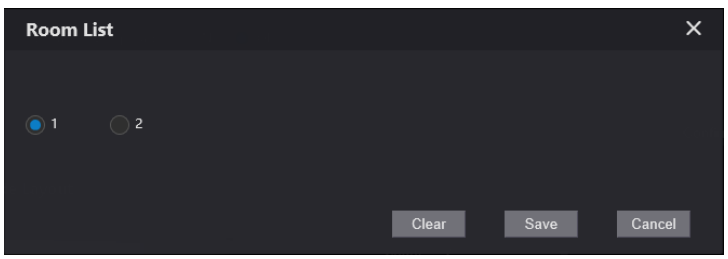



**Fig 5.13:** Room List

## 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.

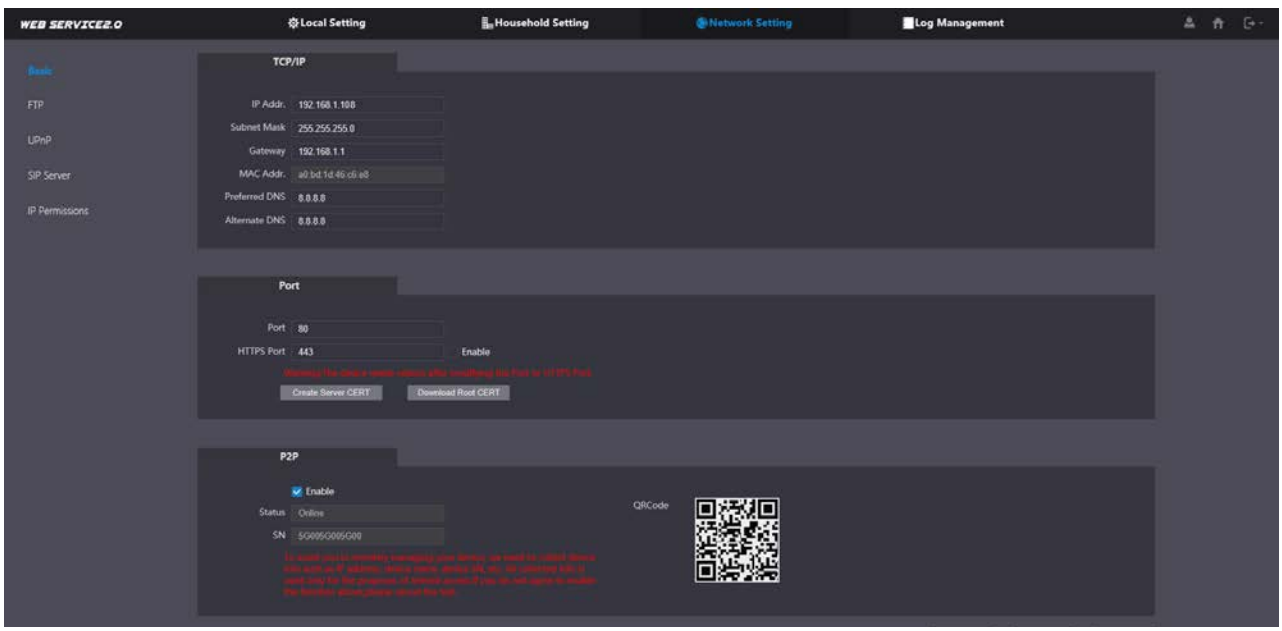
1. Log into the Door Station's web interface.
2. Select **Local Settings**, then **Basic**.
3. Turn on **Group Call**.
4. Reboot the Door Station.
5. Log back into the Door Station and select **Household Setting**, then **Room Number Management**.
6. Add the **Room Numbers** you wish to call in groups, (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 3.)
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.
7. 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. C**hange the computer's IP address to be in the same range as the Door Station** (Refer to **Section 6.9**.)

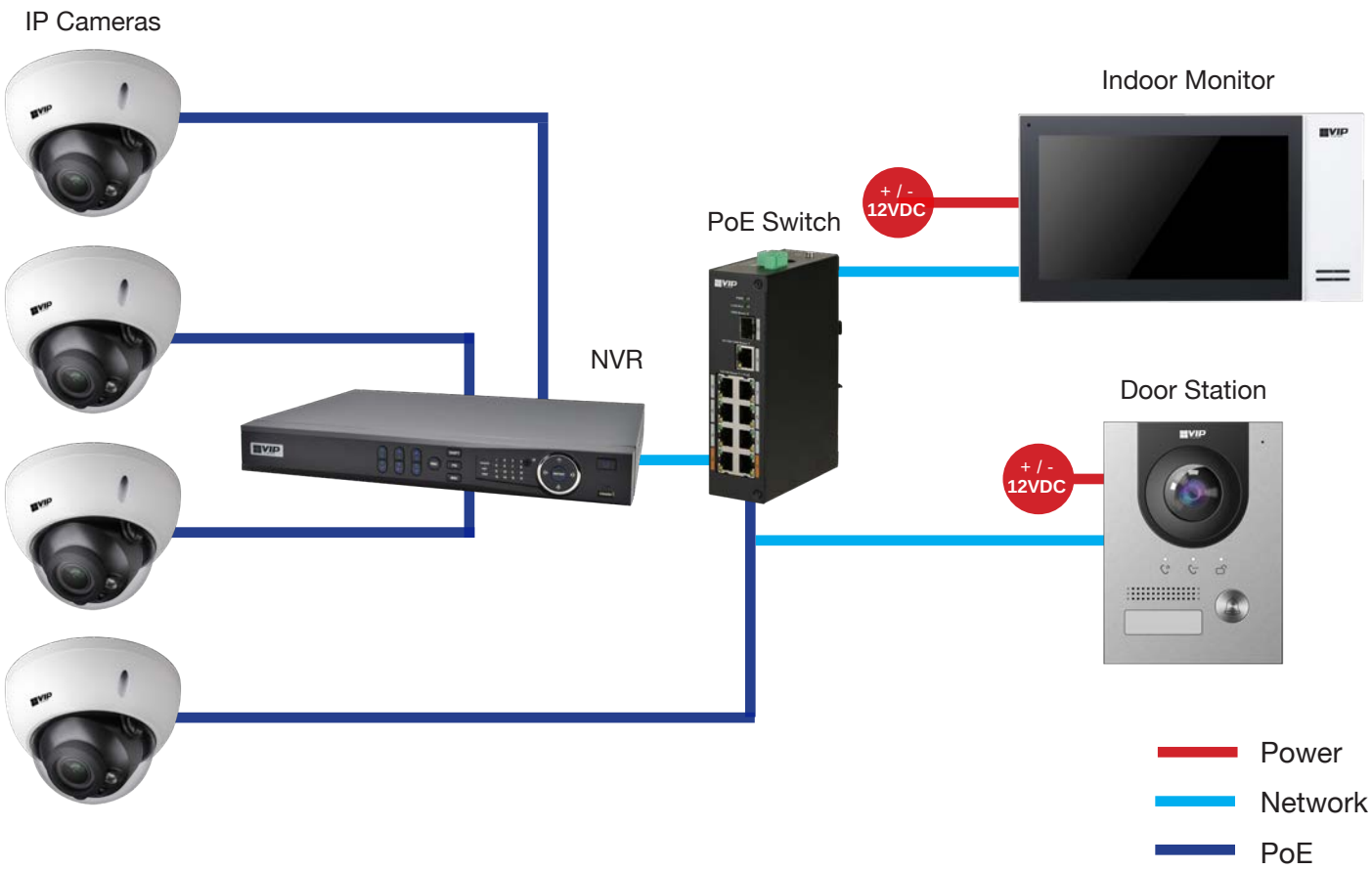



8. On the Indoor Monitor press and hold down the **Settings** button - after 6 seconds, a prompt will appear. Enter your **password**, then select **OK**.
9. Select **Network** and set the **IP Address, Subnet Mask and Gateway** to suit your network.
10. Select **SIP Server** and enter the **Server IP**, 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

# 6. Additional Configuration

## 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.*

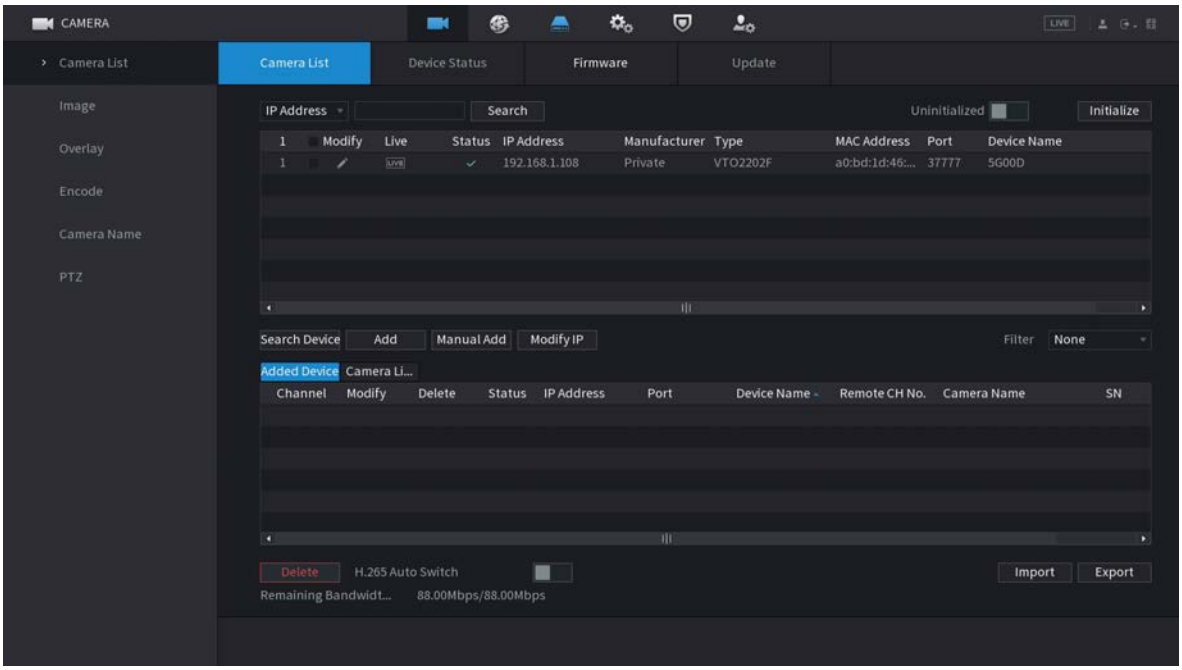
*Note: The intercom monitor cannot display cameras that have their image rotated 90°, or the substream set to H.265*

## 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.

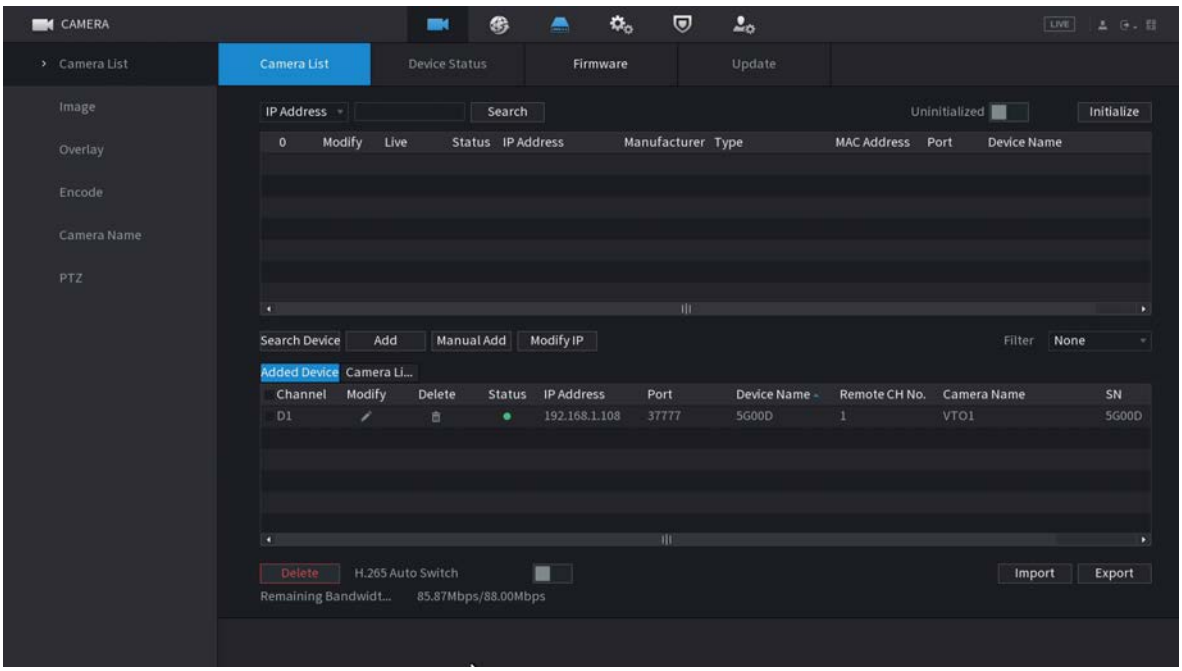
1. Select **Main Menu**, then **Camera**, then **Camera List**.

2. Select **Device Search**. The intercom Door Station will be listed in the top row.




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 it is not found in a device search, press the **Manual Add button**, and enter the **IP address, username and password**.



## 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 6.1)

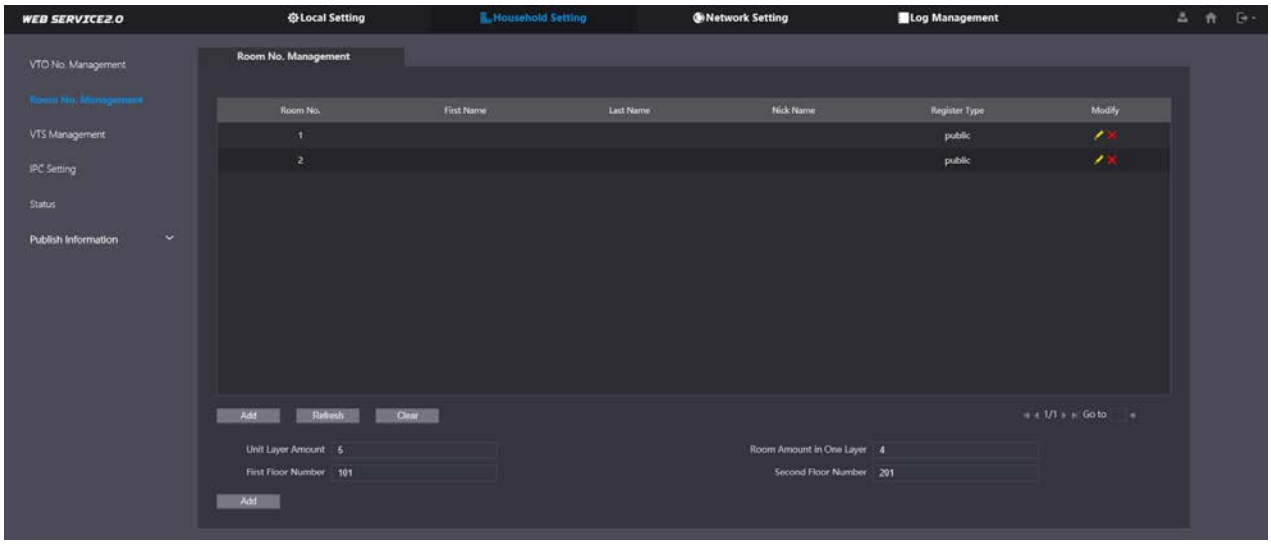



**Fig 6.1:** Delete Card

4. 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 6.2)
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 icon next to the user that you wish to delete the cards from. Press the X Icon next to the card you want to delete. Select save. (Fig 6.3)

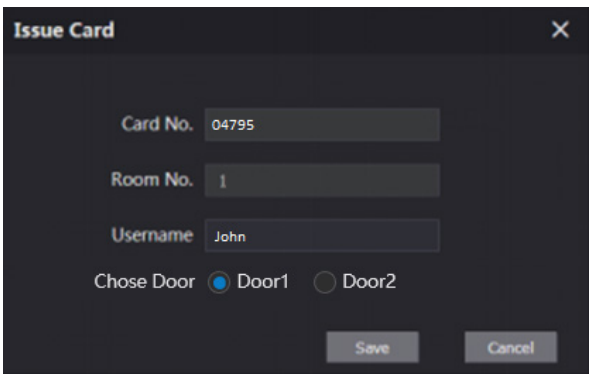



**Fig 6.2:** Issue Card

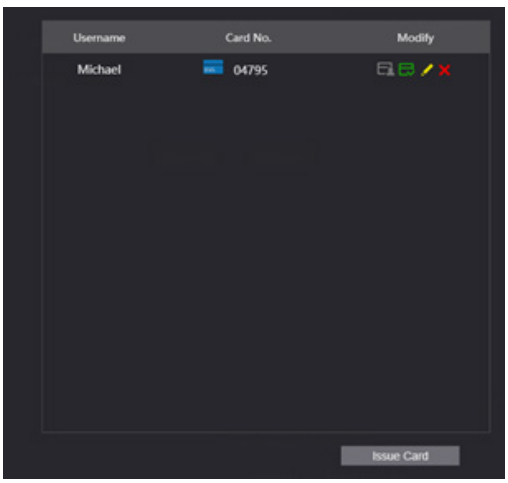



**Fig 6.3:** Delete Card

## 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 6.4)

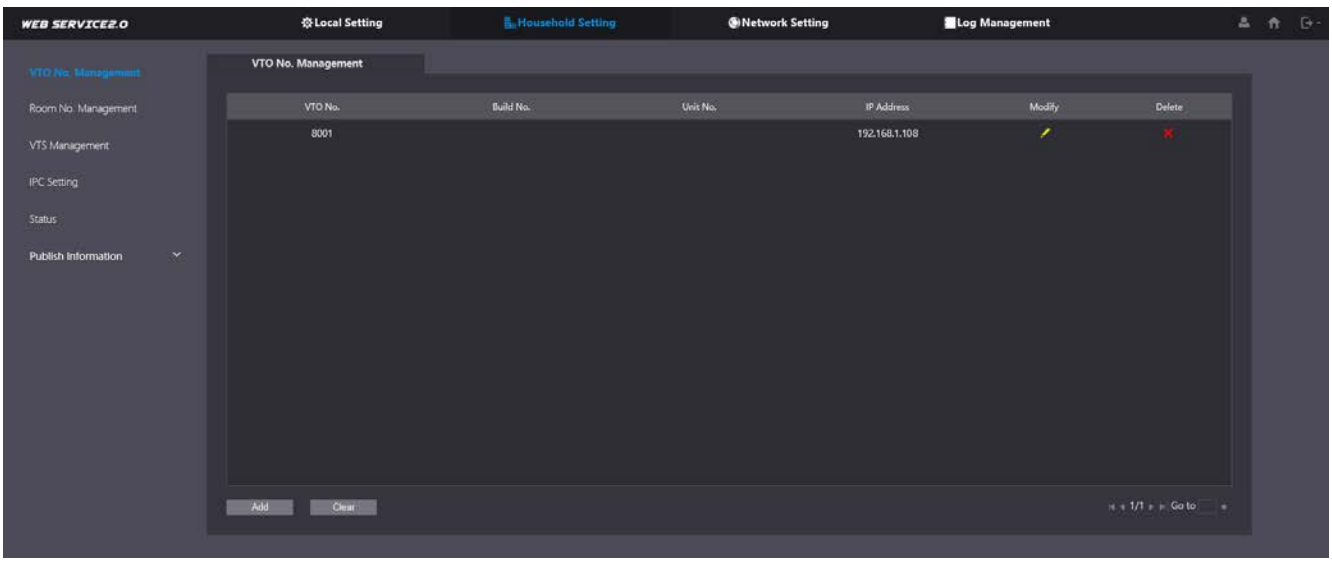



**Fig 6.4:** Password Manager

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 6.5)

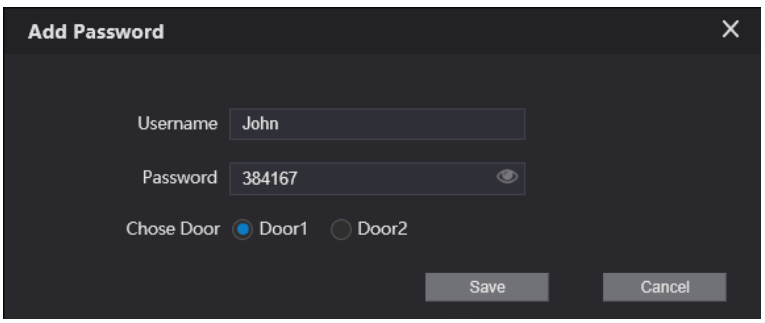



**Fig 6.5:** Add Password

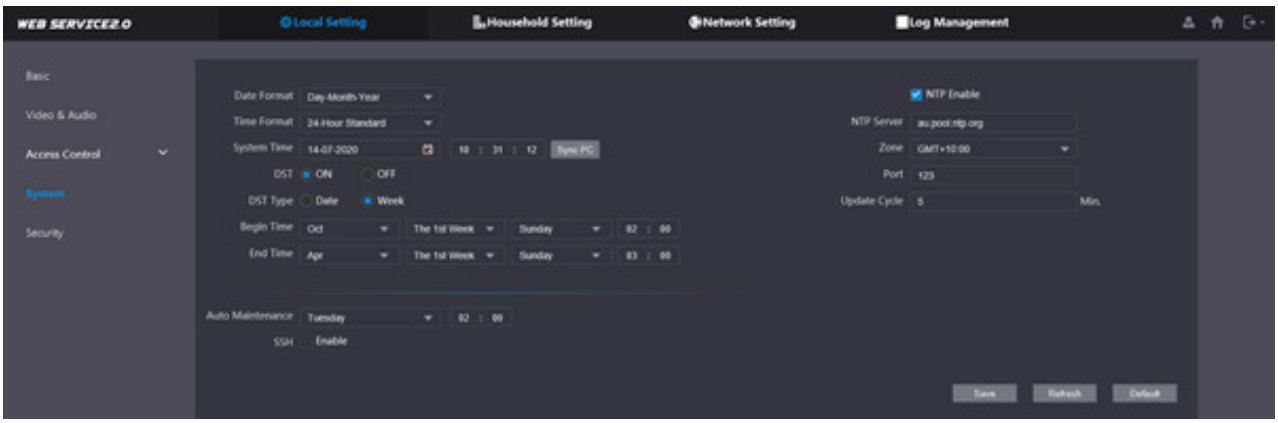
5. Select **Save**.

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.

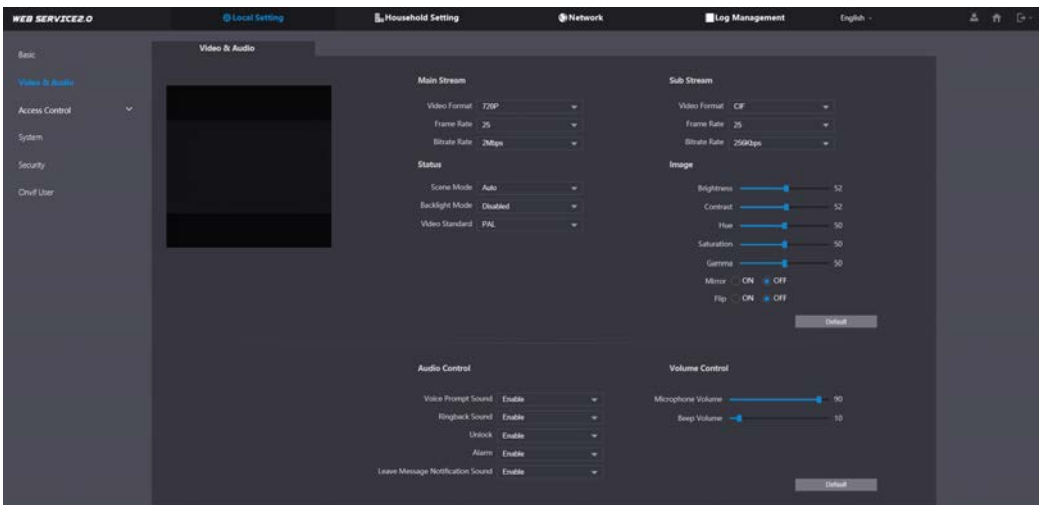



3. Select **Local Setting then System**.
4. Press **Sync PC** to set the time & date to those of your computer. Set the **desired DST & NTP**, then select **Save**. It will take a few minutes for the monitors time and date settings to sync with the Door Station.

## 6.6 Changing Door Station Video & Audio Settings

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.

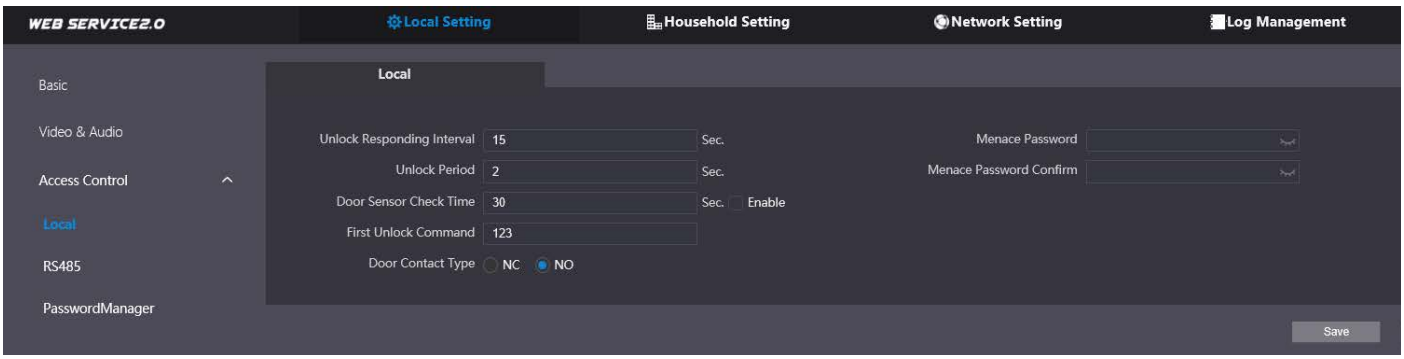



3. Select **Local Setting, then Video & Audio**.
4. Adjust the Video and Audio Settings to suit the installation environment. Select **Save** to save your settings

# 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.**

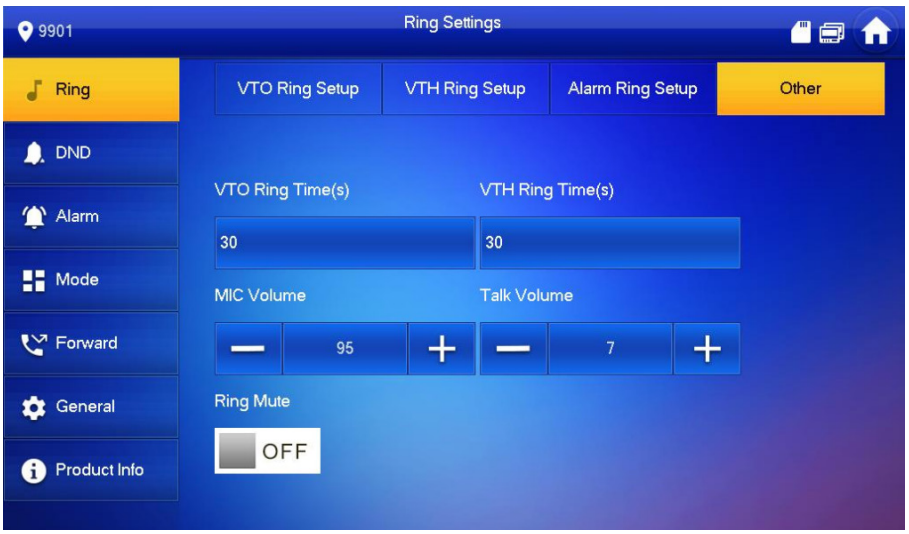
1. Configure your computer to be in t**he same IP address range as the Door Station** (Refer to **Section 6.9**.).
2. Open a **web browser** (Internet Explorer is recommended) and **enter the IP address for the Door Station** into the address bar.
3. Login to the Door Station using the **username** *(admin)* 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**.
   - Unlock Responding Interval – Time between unlock triggers
   - Unlock Period – How long the relay is triggered for



## 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.




## 6.9 Changing the IP Address of a Windows Computer

1. Open **Settings**.
2. Select **Network & Internet**. (Fig 6.6)
3. Select **Status**.
4. Select **Change Adapter Options**. (Fig 6.7)

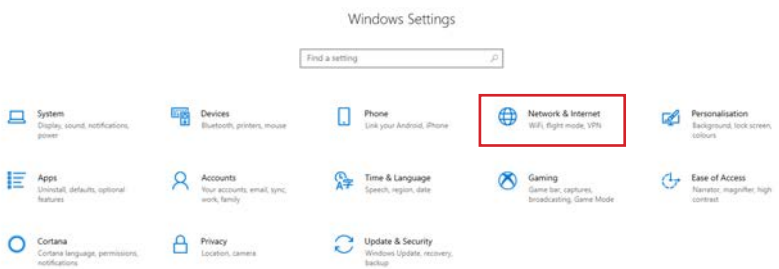
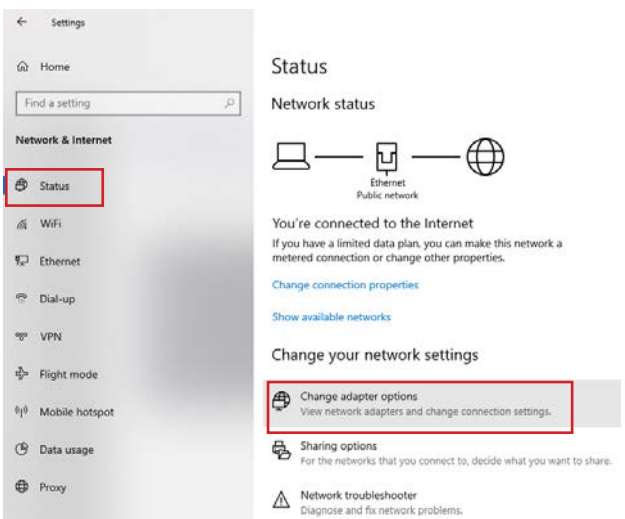



**Fig 6.6:** Settings




*Continued on next page →*

**Fig 6.7:** Status

5. **Right-click** the network adapter you want to prioritize, and select **Properties**. (Fig 6.8)
6. Select the **Internet Protocol Version 4 (TCP/IPv4)** item. (Fig 6.9)
7. 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 6.10)
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**.

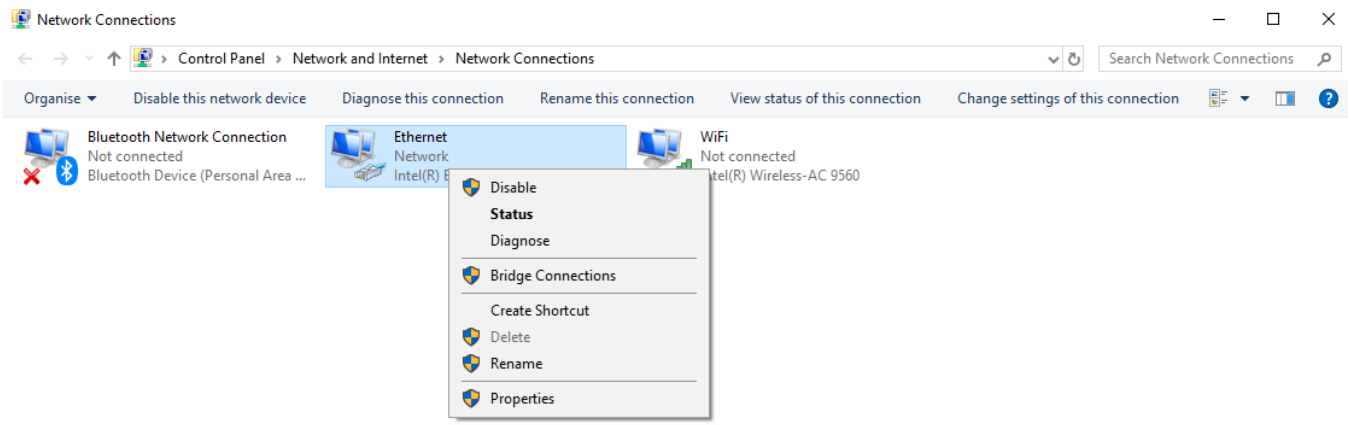



**Fig 6.8:** Network Connections

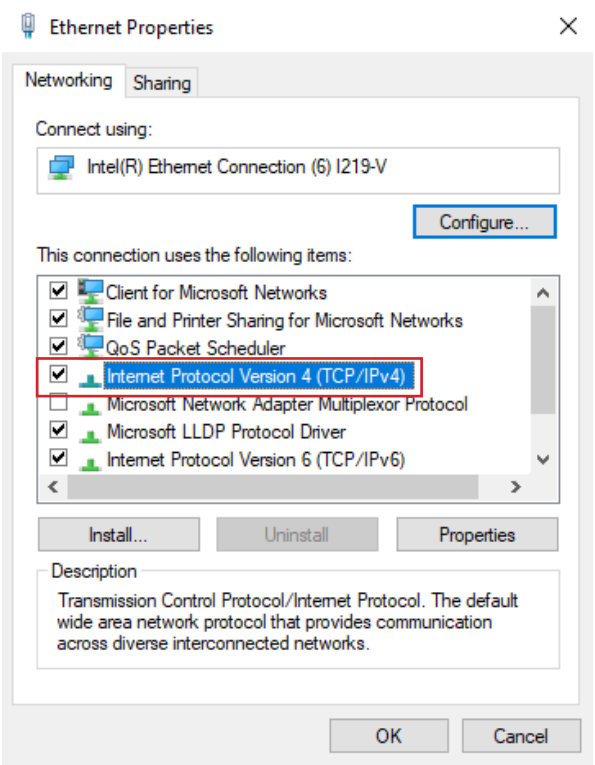



**Fig 6.9:** Ethernet Properties

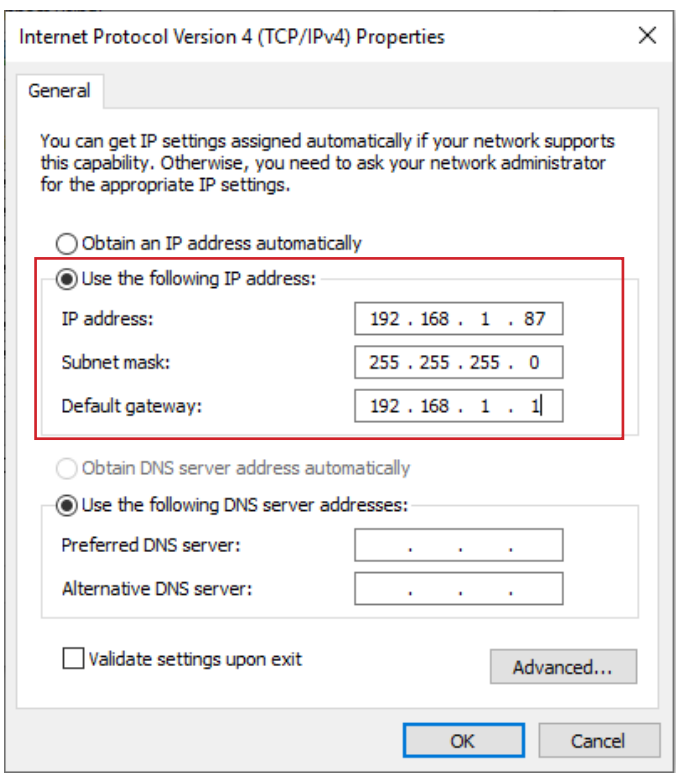



**Fig 6.10:** IPv4 Properties

## 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 6.11)

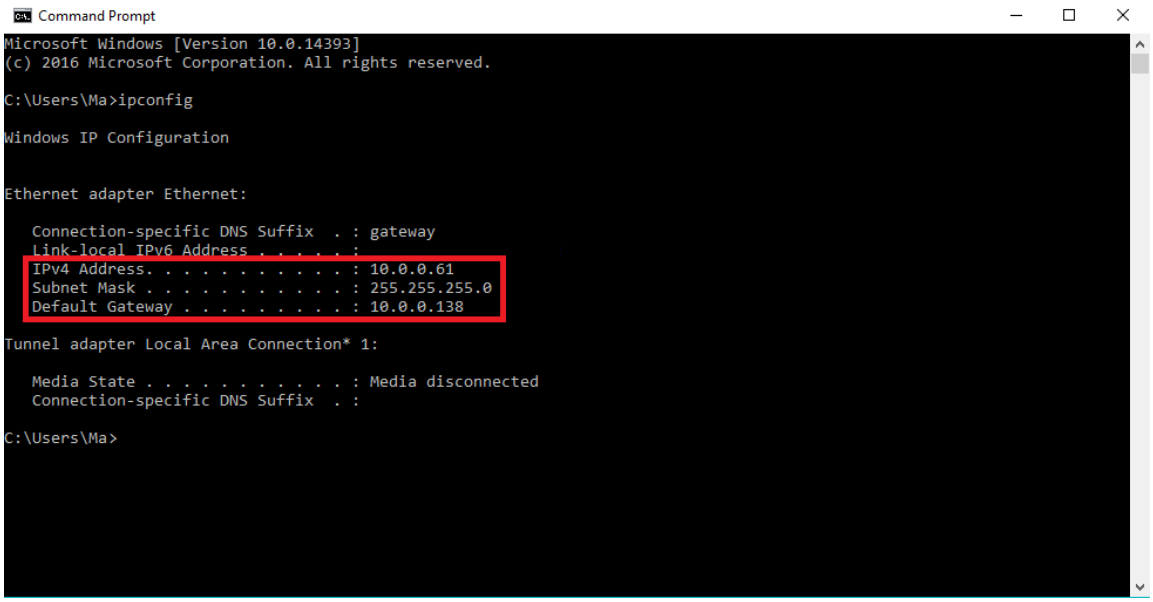



**Fig 6.11:** Command Prompt

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 6.12)

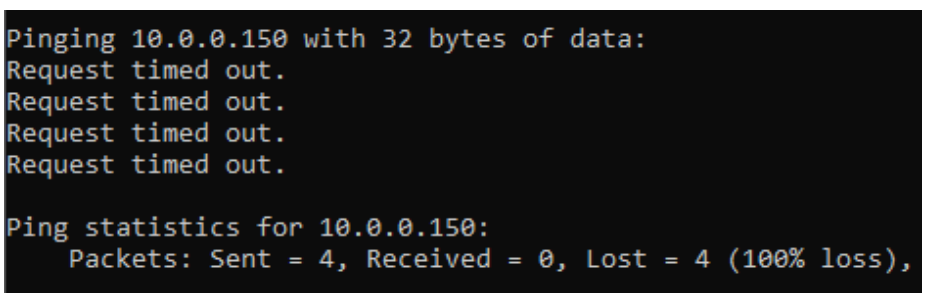


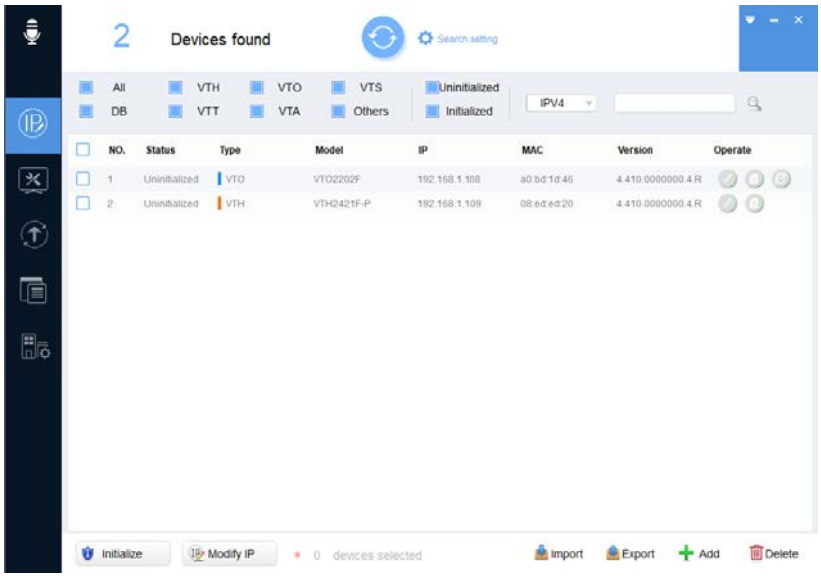

**Fig 6.12:** Ping Response

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 & Initialize 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.
3. Press the **Search** button. If any devices on the network are found, they will be listed on this page.
4. To search in an additional IP range, click **Search Setting**, tick **Other Segment Search** and fill in your desired IP range.




## 6.12 Initializing Devices With Config Tool

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

1. **Check the box** next to the device(s) you would like to initialize, then **Initialize**. A box will appear.
2. Enter a **password and email address** then select **Initialize**. (Fig 6.13)
3. **Uncheck** the **Automatic Update function** and select **OK**.
4. An error may appear stating Automatic Detection Failed, **ignore this** and press **Complete**. (Fig 6.14)
5. Press the **Refresh button**. The device will now be initialized.

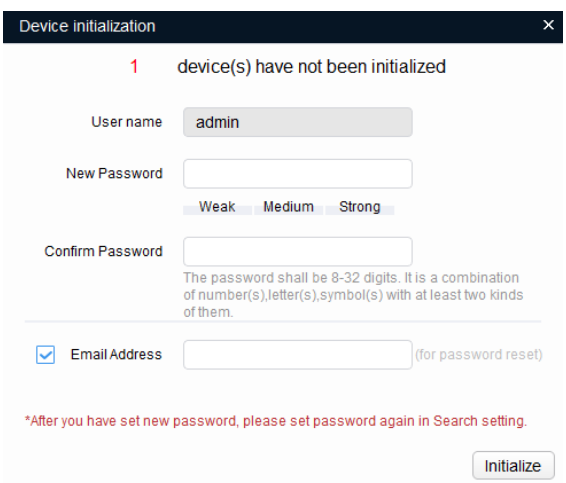



**Fig 6.13:** Enter Details

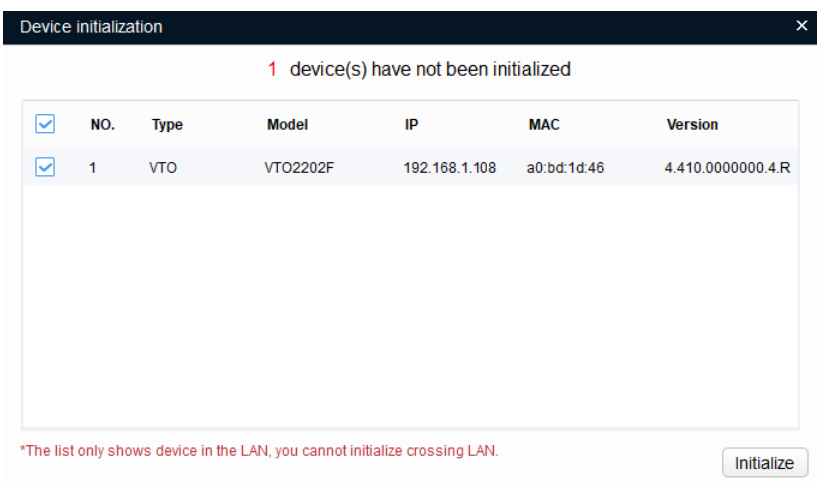
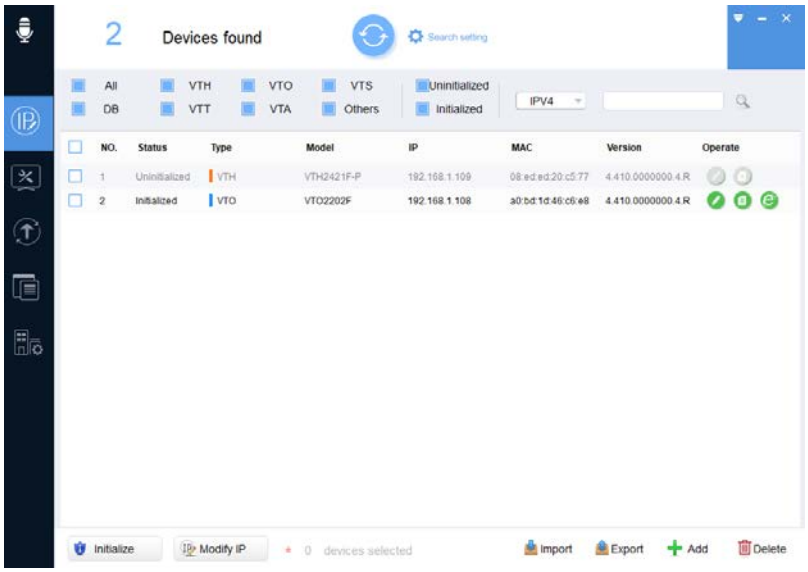


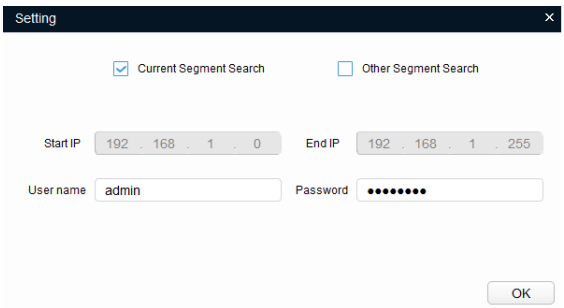

**Fig 6.14:** Initialisation Complete

# 6.13 Modify Device IP Addresses with VDP Config Tool

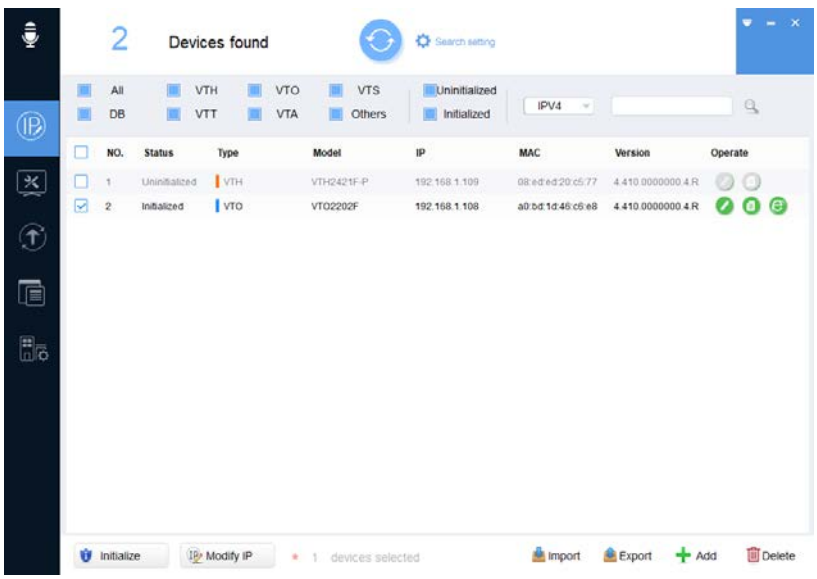
When setting up multiple intercom devices, it is quicker to change the local IP address of the device with the **VDP Config Tool**.

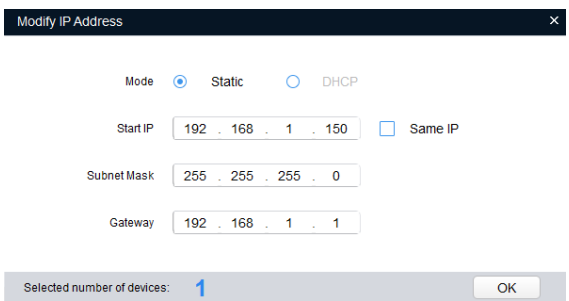
1. Press the **Search** Settings button and enter the password of the device(s) you wish to modify.




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**.
4. Your device will now reboot, and its IP address will be updated.



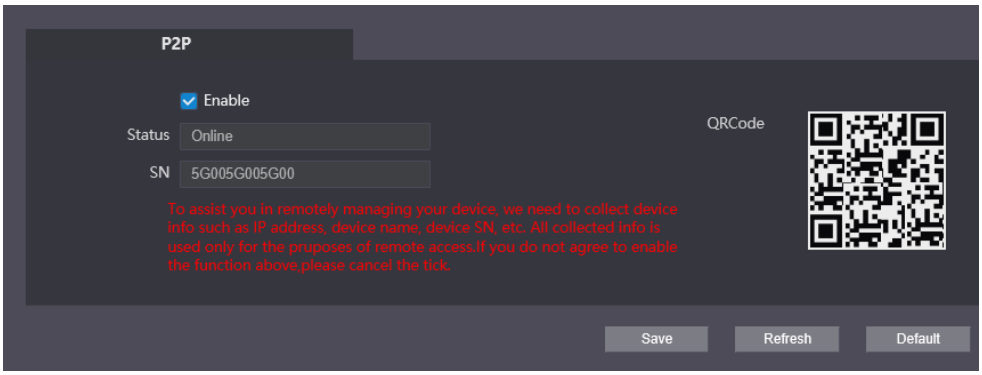
# 7. Mobile App

## 7.1 Remote Access for Residential Systems

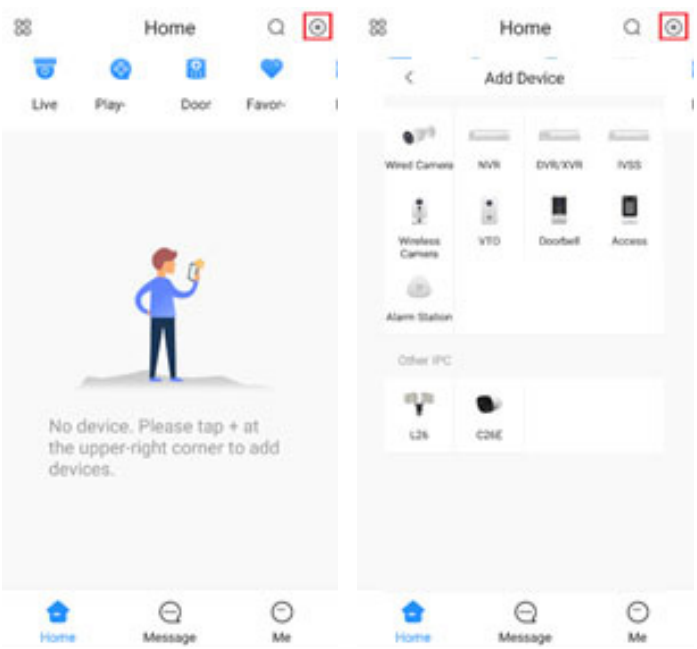
The mobile application is called DMSS and is available for both iOS and Android.

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**.



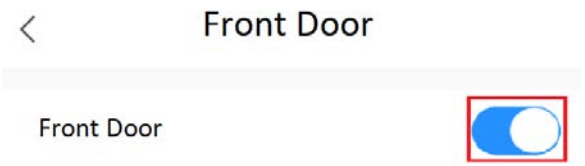

4. Select the **Enable box**, then select **Save**.
5. After waiting 2 minutes, press the **refresh** button. **The Status should display Online**.
6. Open the mobile application. Select the **+ icon** in the top left corner of the Home page.
7. Select **SN/Scan**.
8. Use your phone to **scan the QR code** on your PC.
9. Select the type of device you're adding to your phone, **VTO**.
10. Set a **name** the device that you're adding *(e.g. Front Door)*.
11. Enter the **password** used for accessing the Doorbell *(e.g. admin123).*
12. 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.
13. You have now successfully connected your VIP Residential IP Intercom for remote access.



## 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**.

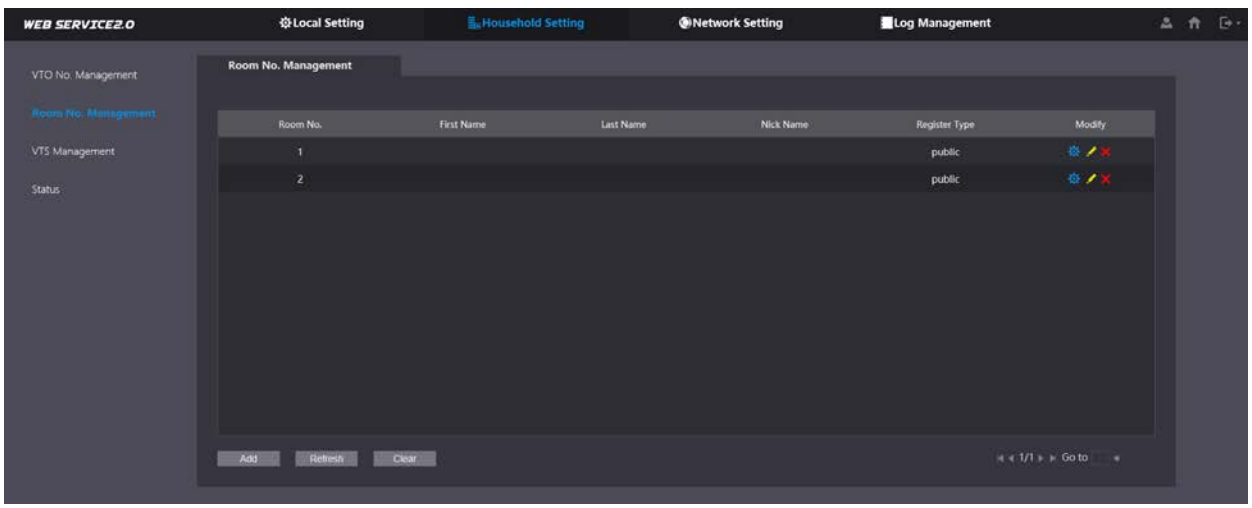
1. Open the mobile application, then select the **Home icon** in the top left corner.
2. Select **Device Details**, then select **Notification**.
3. Turn the function to **ON**.

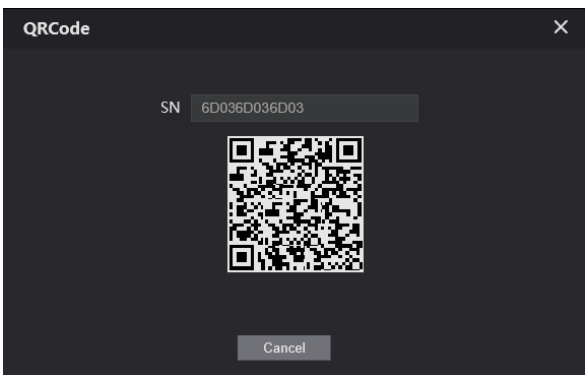



## 7.3 Apartment Intercom Remote Access

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.



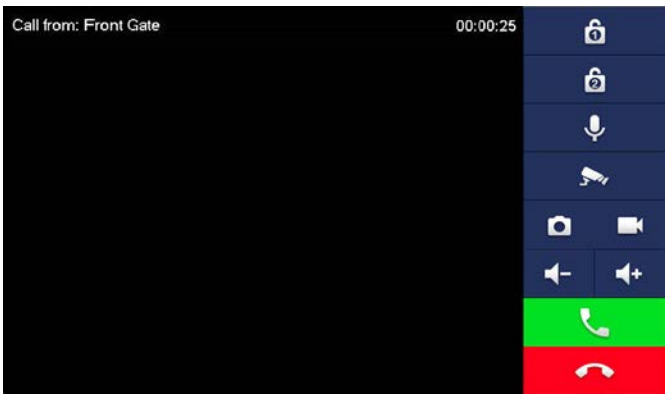

4. Follow **Section 7.1** Steps 6 to 14.

# 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).

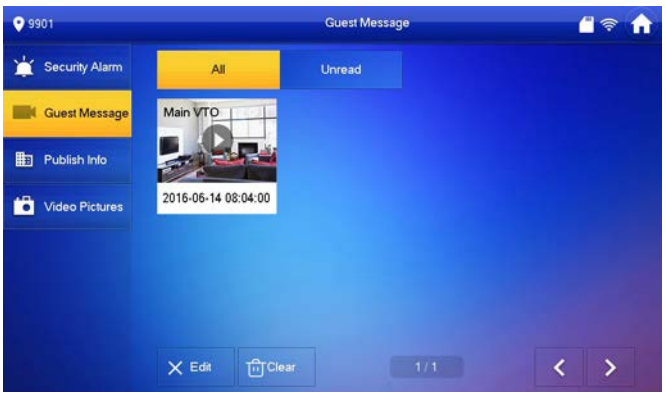
During a call, you can take a **snapshot** from the Door Stations camera by pressing snapshot button. This image will then be stored to the Indoor Monitors MicroSD Card (if fitted).

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**.



## 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**.

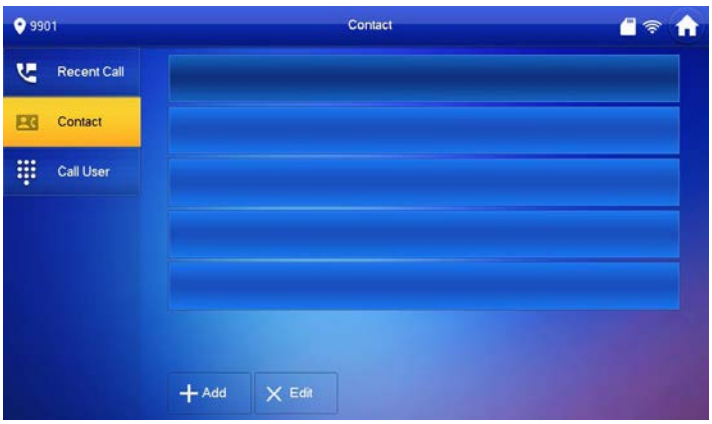
If you are calling from the Master monitor to an Extension monitor, enter **#1**.

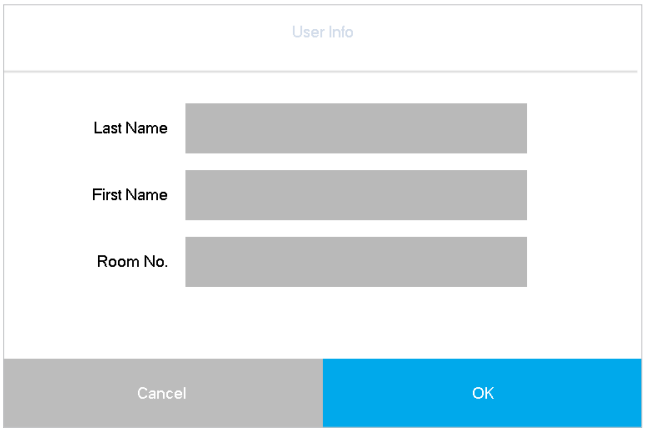
If you are calling from an Extension monitor to the Master monitor, enter the room number, e.g. **9901#0**.

## 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.



# 9. Troubleshooting

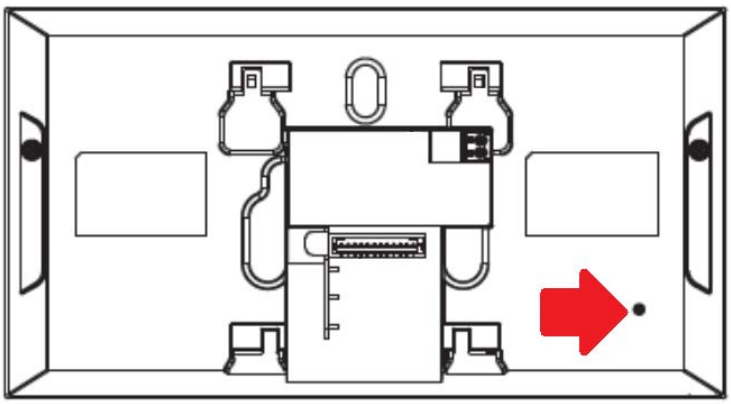
This concludes the Quick Start Guide covering the basic functionality of your intercom system. Should you encounter any difficulties with your setting up and using your system, please first refer to the Information below.

## 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.

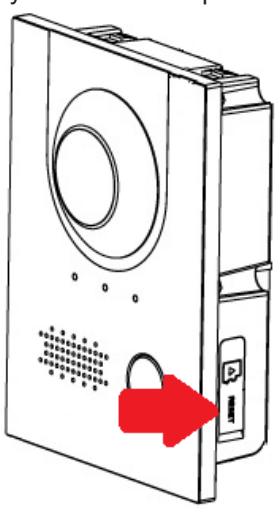
INTIPMONGB & INTIPMONGW

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.



INTIPRDSG

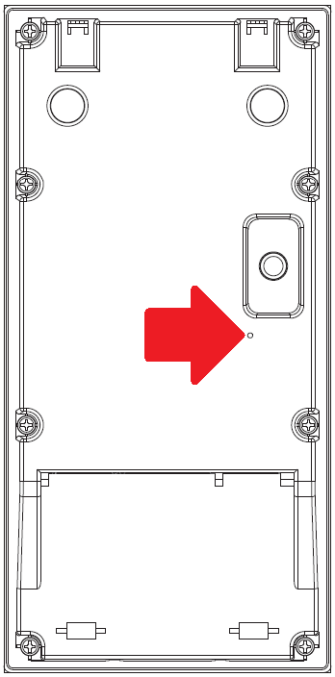
1. Power up the Door Station and wait until it has booted.
2. Remove the Door Station from the wall by removing the 2 screws on the bottom, while leaving it powered on. The tamper alarm will trigger, wait until the sound stops.
3. Remove the rubber cover on the side of the Door Station.
4. Using a thin 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.



# 9. Troubleshooting (cont.)

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.



| 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 | • Ensure that the VTO number is different between each Door Station.<br>• Ensure you have changed the name of each Door Station from the Indoor Monitor under the VTO Config page.<br>• Reboot all devices. |
| 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. | • Restart all intercom devices. Allow up to 10 minutes for the devices to connect.<br>• If using an apartment intercom, ensure you are dialing the correct room number.<br>• 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. |
| 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 | • Check IP address details are entered correctly.<br>• 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.<br>• Alternatively, follow the “Manual Configuration” guide. |
| More than one Indoor Monitor installed, but only the master is calling. | • Ensure the room number on the extension monitors is set correctly, and the “Master” IP that is entered, is the IP address of the master Indoor Monitor.<br>• If the “ ” icon is shown, check the settings on the Indoor Monitor are correct (see Section 4.4). |
| The Door Station / monitor is not turning on.<br>Unable to connect to the Door Station | • Check the device is receiving 12V or PoE.<br>• Ensure the power supply meets or exceeds the current rating for the device you are powering.<br>• Check that the cable is terminated correctly to TIA-568A or TIA-568B standard. |
| The Door Station rings the monitor, but when the monitor answers, the call the Door Station drops connection. (When powered with 12V) | • Check power to the Door Station, ensure the Door Station is receiving 12V under load, and the correct amperage power supply is being used. |
| 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 6. |
| Intercom says “Cannot find Network Host” on NVR<br>Can’t find the Door Station in when performing a device search in Camera Registration/Remote on NVR | • Ensure that the IP address, subnet mask and default gateway of the Door Station and NVR are in the same IP address range.<br>• Ensure the Door Station is connected via the LAN port, NOT one of the PoE ports. |
| Can’t connect to Door Station with DMSS Plus app | • Ensure P2P is enabled in the web interface and the Door Station is powered on.<br>• Set DNS address of Door Station to the gateway IP. |
| 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. |
| Second monitor not ringing | • Connect to the Door Stations web interface, and ensure group call is enabled, in the Local settings -> Basic menu. |
| 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. |

# Notes

All products, designs and software may be subject to change without prior written notice. Information, layout and graphics presented in this guide are the property of their respective owners.

See **www.c5k.info** for more information.