Residential & Apartment Intercom Systems

Installation Manual

Supports models from:

VIP vision

INT-Q3-22

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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**

help.c5k.info

- **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**
- The Door Station's 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) via a CAT5e/CAT6 cable.
- 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 DC 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

Single Call-button IP Door Stations				
Image				
Model	**INTIPRDSG (GEN 3)**	**INTIPRDSG-P**	**INTIPRDSJ**	**INTIPRDSD**
Features	2-Wire & IP 12V Out for Relay/INTIPDM	IP Only 12V Out for Relay/INTIPDM	IP Only Card Reader	IP Only Card Reader Keypad for Unlock 12V Out for Relay/INTIPDM
Max Additional Door Station	20	20	20	20
Max Monitors	10	10	10	10
Power	DC 48V 1A, POE	DC 12V-24V 1A, POE	DC 12V 1A, POE	DC 12V 1A, POE
Remote Access	Yes	Yes	Yes	Yes

Multiple Call-button & Apartment IP Door Stations			
Image			
Model	**INTIPDDS2**	**INTIPDDS4**	**INTIPADSD**
Features	IP Only 2 Call-buttons Card Reader	IP Only 4 Call-buttons Card Reader	IP Only Card Reader Keypad for Calling/Unlock 12V Out for Relay/INTIPDM
Max Additional Door Station	20	20	10
Max Monitors	10	10	200
Power	DC 12V 1A, POE	DC 12V 1A, POE	DC 12V 2A, POE
Remote Access	Yes (One QR code per Main Monitor)	Yes (One QR code per Main Monitor)	N/A

1.2 Device Models & General Use

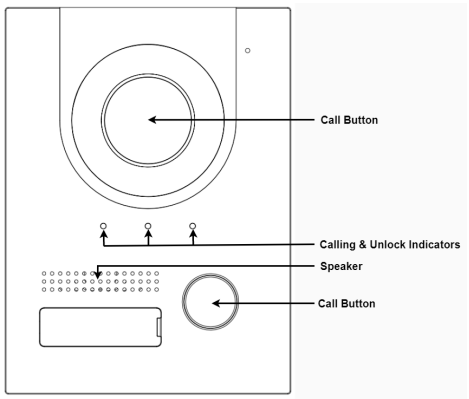
Indoor Monitors & Accessories					
Image					
Model	**INTIPMONGB INTIPMONKW**	**INTIPMONGBL**	**INTIPMONDWH2 INTIPMONDBH2**	**INTIPMON**	**INTIPDM**
Features	7” IP Monitors	10” IP Monitors	7” IP Handset Monitors	7” IP Monitor	Door Expansion Module
Power	12VDC / PoE	12VDC / PoE	12VDC / PoE	12VDC / POE (Requires INTIPMONPOE)	12VDC

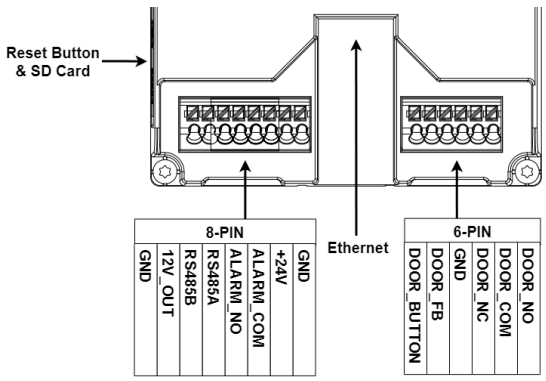
GEN.3 2-Wire		
		
INTIPRDSG(GEN.3)	**INTIPMON2W2**	**INTIPPOE2W2**
2-Wire & IP 12V Out for Relay/INTIPDM	7” 2-Wire Monitor	2-Wire Network Controller
Power via INTIPPOE2W	Power via INTIPPOE2W	48VDC

2. Wiring & Connections

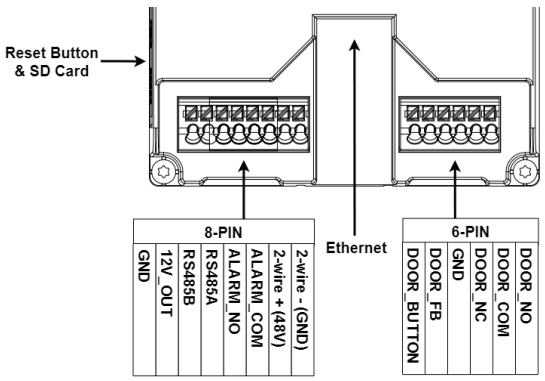
2.1 Connection Diagrams - Door Stations

2.1.1 INTIPRDSG-P & INTIPRDSG (GEN.3) - G Series Residential Door Station





INTIPRDSG-P

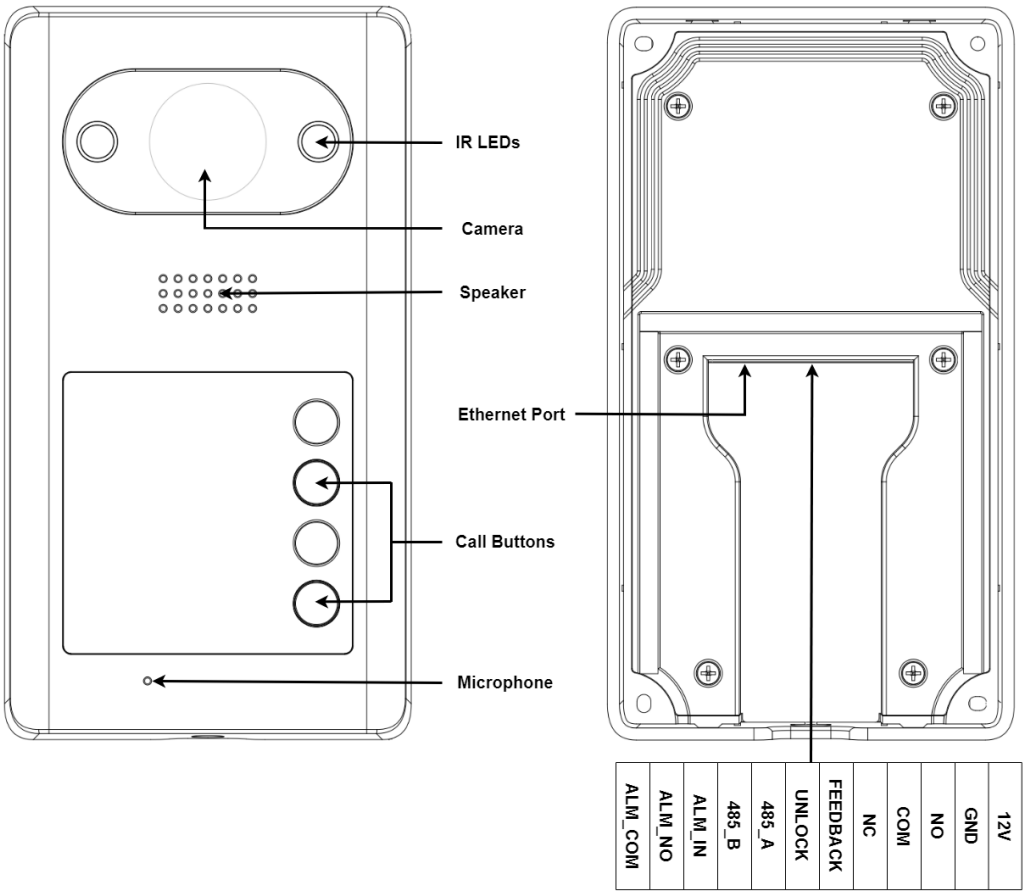


INTIPRDSG(GEN.3)

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
	2-wire-(GND)	(INTIPRDSG GEN.3 Only) 48V DC negative input/2-Wire connection port
	GND	(INTIPRDSG-P Only) 24V DC negative input
	2-wire-(48V)	(INTIPRDSG GEN.3 Only) 48V DC positive input/2-Wire connection port
	+24V	(INTIPRDSG-P Only) 24V DC positive input
	ALARM_COM	Alarm common comtact
	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 normaly 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.)

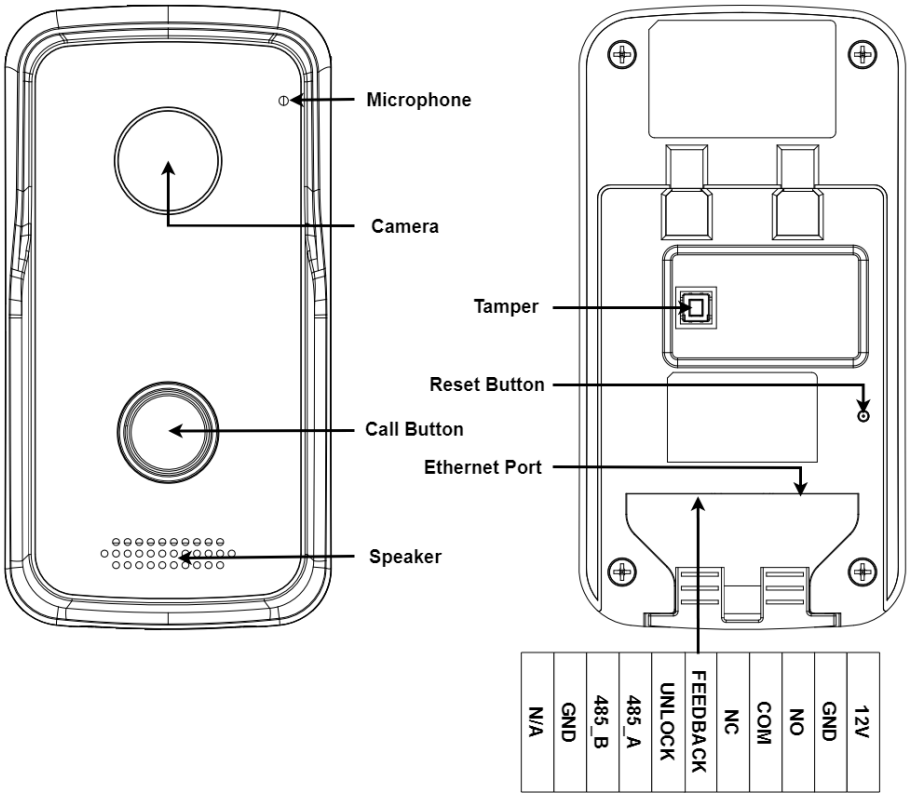
2.1.2 INTIPDDS2 & INTIPDDS4 - Residential Door Stations



Name		Description
Ethernet Port		Power over Ethernet & network connectivity
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.)

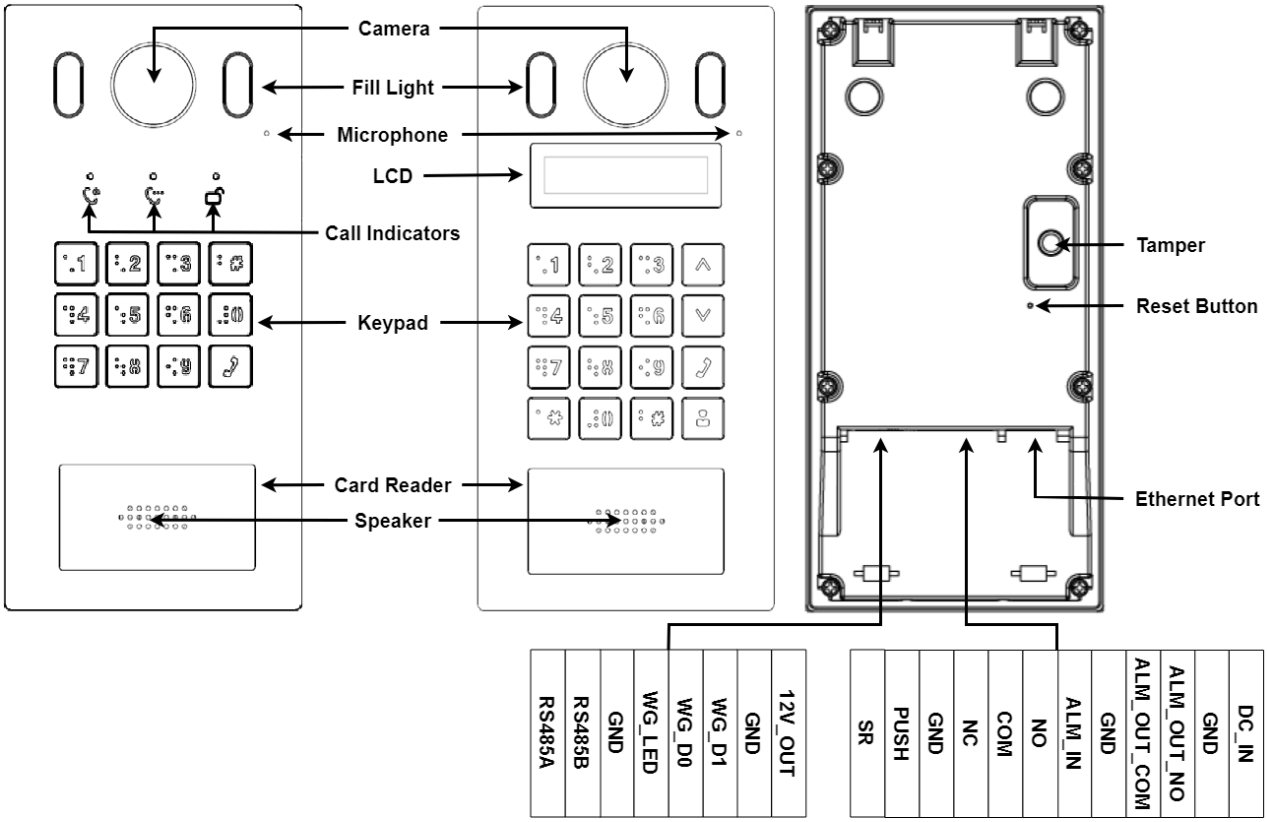
2.1.3 INTIPRDSJ - J Series Residential Door Station



Name		Description
Ethernet Port		Power over Ethernet & network connectivity
Reset Button		Reset configuration back to factory default settings
Tamper 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.)

2.1.4 INTIPADSD - Apartment Series Door Station



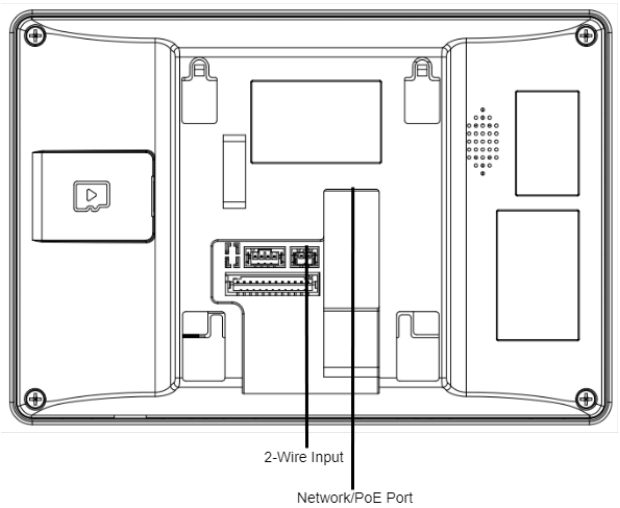
Name		Description
Ethernet Port		Power over Ethernet & network connectivity
Reset Button		Reset configuration back to factory default settings
Tamper Switch		The Door Station will generate an alarm sound if it is being removed from the wall
12-Pin Connector	DC_IN	12V DC positive input
	GND	12V DC negative 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
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

2.2 Connection Diagrams - Indoor Monitors

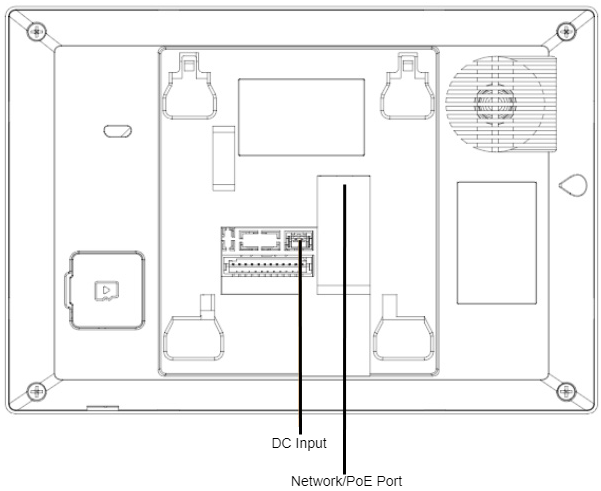
2.2.1 INTIPMON2W2 / INTIPMONKW / INTIPMONGW / INTIPMONGB Indoor Monitor

Note: Below is INTIPMON2W2, INTIPMONKW, INTIPMONGW and INTIPMONGB Indoor Monitor, other models vary slightly.

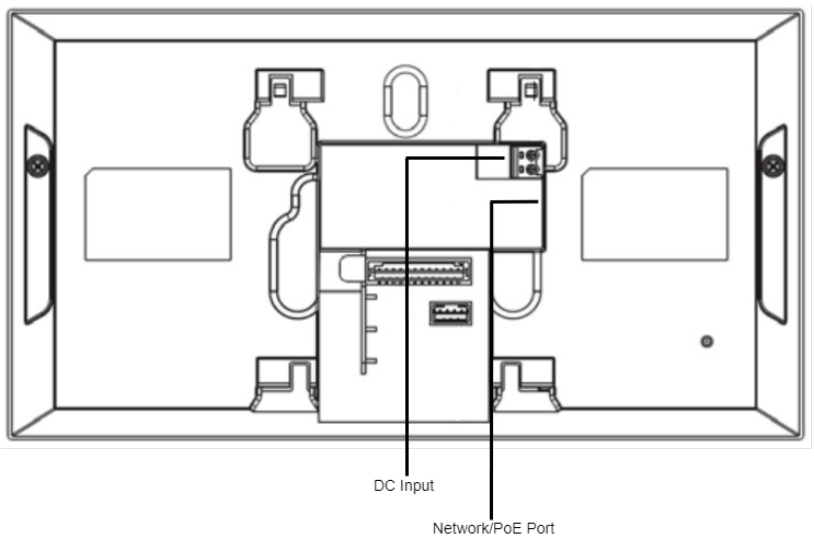
INTIPMON2W2



INTIPMONKW



INTIPMONGB / INTIPMONGW

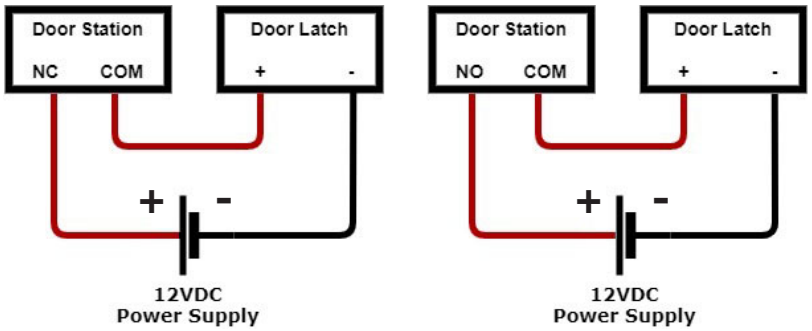


Name	Description
Power Input	12VDC Power Input
Alarm Ports (For use with alarm sensors, when using the Indoor Monitor as a basic alarm)	6 Alarm Inputs 1 Alarm Output
Network Port	RJ-45 Connection

2.3 Door Strike Wiring

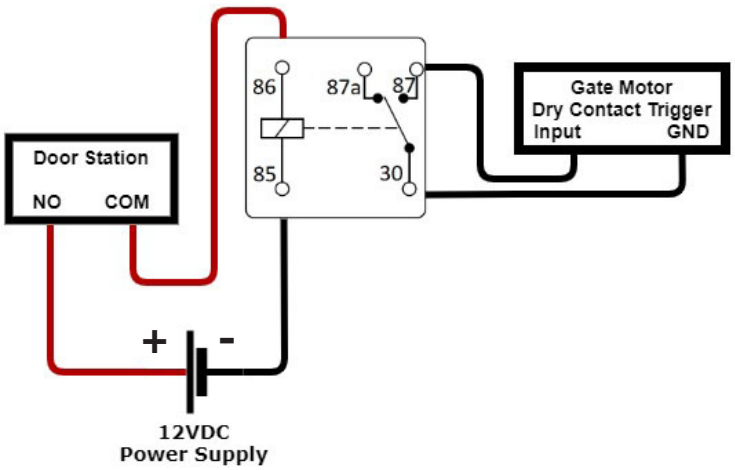
2.3.1 Normally Closed and Normally Open Wiring

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

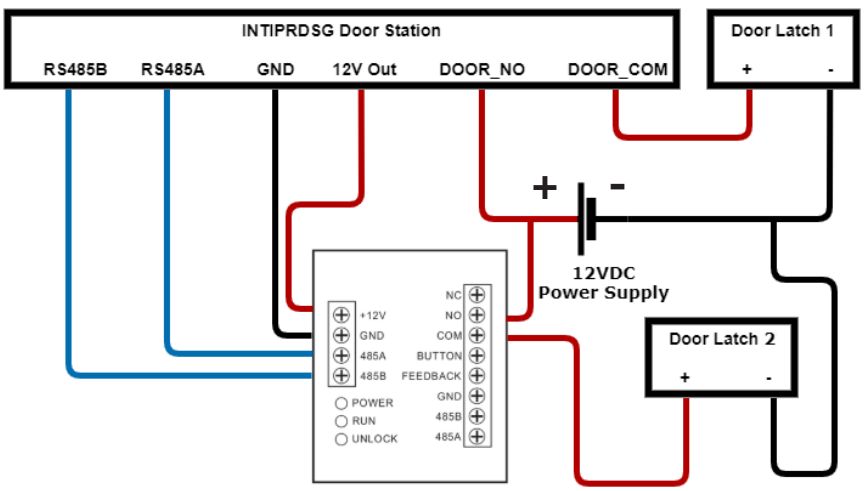
If wiring the Door Station to anything other then a door latch, such as an electric gate with dry contacts, it is recommended to use an external relay. The relay pictured is a 5 pin relay.



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.

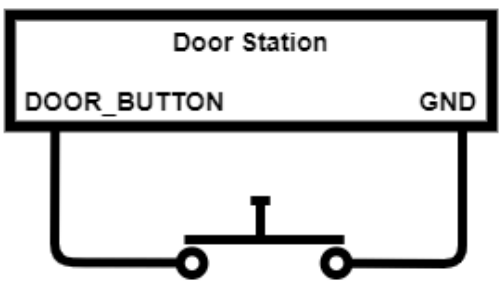
Some models (e.g, INTIPRDSG(GEN.3), INTIPRDSD, INTIPADSD) have a 12V_ OUT & GND that can be used to power the INTIPDM. On models without these outputs, this can be substituted for a 12VDC power supply.



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 4.7.

2.4 Intercom Wiring

2.4.1 Selecting a Cable Type

There are 2 different cable types that can be used for wiring the intercom system, network cabling (CAT5e/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.

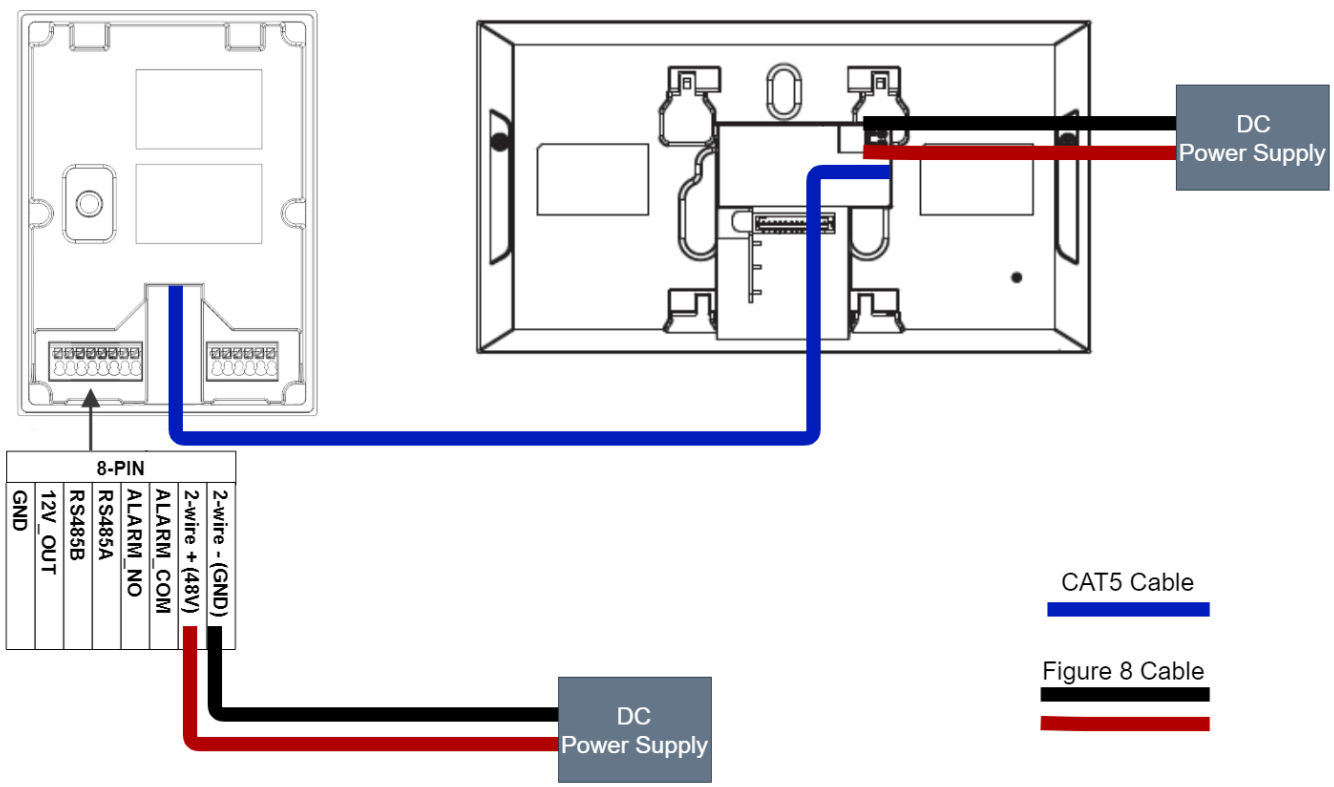
2-Wire is used when there is existing cable installed at the premises, and the old intercom or doorbell is being replaced.

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 **3.2 Manual Configuration of a Residential Intercom System** for details.

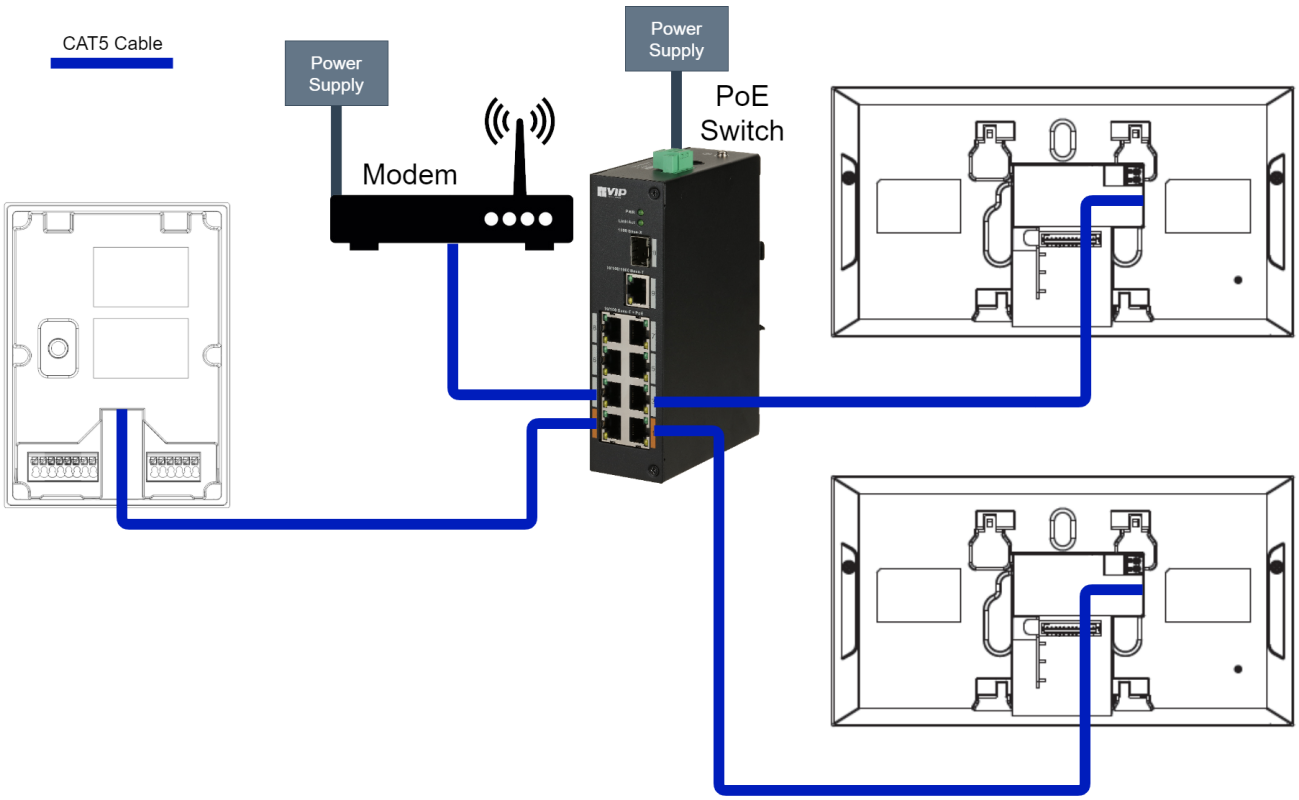
2.4.2 1-to-1 IP Intercom Wiring for No Network Connectivity

Using a DC Power supply (Voltage will differ depending on model and direct connection between the devices with a CAT5e/6 cable. (No network connection)



2.4.3 IP Intercom Wiring for Network Connectivity

Using a PoE Switch connected to a router OR using a DC power supply and an Ethernet switch connected to a modem.

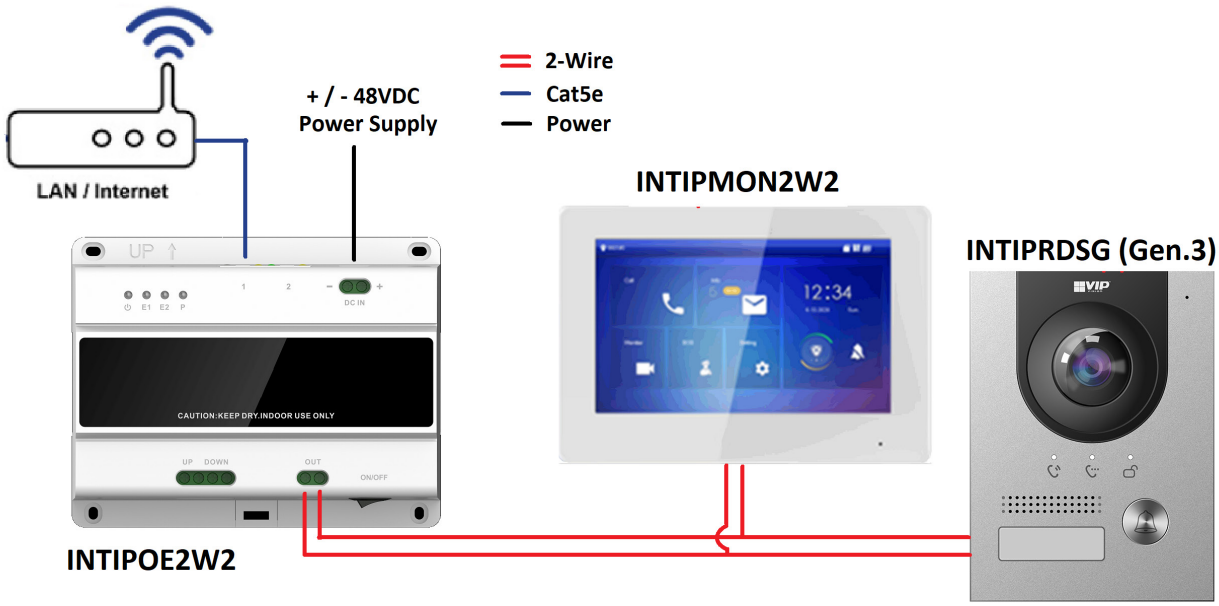


2.4.4 GEN.3 2-Wire Intercom

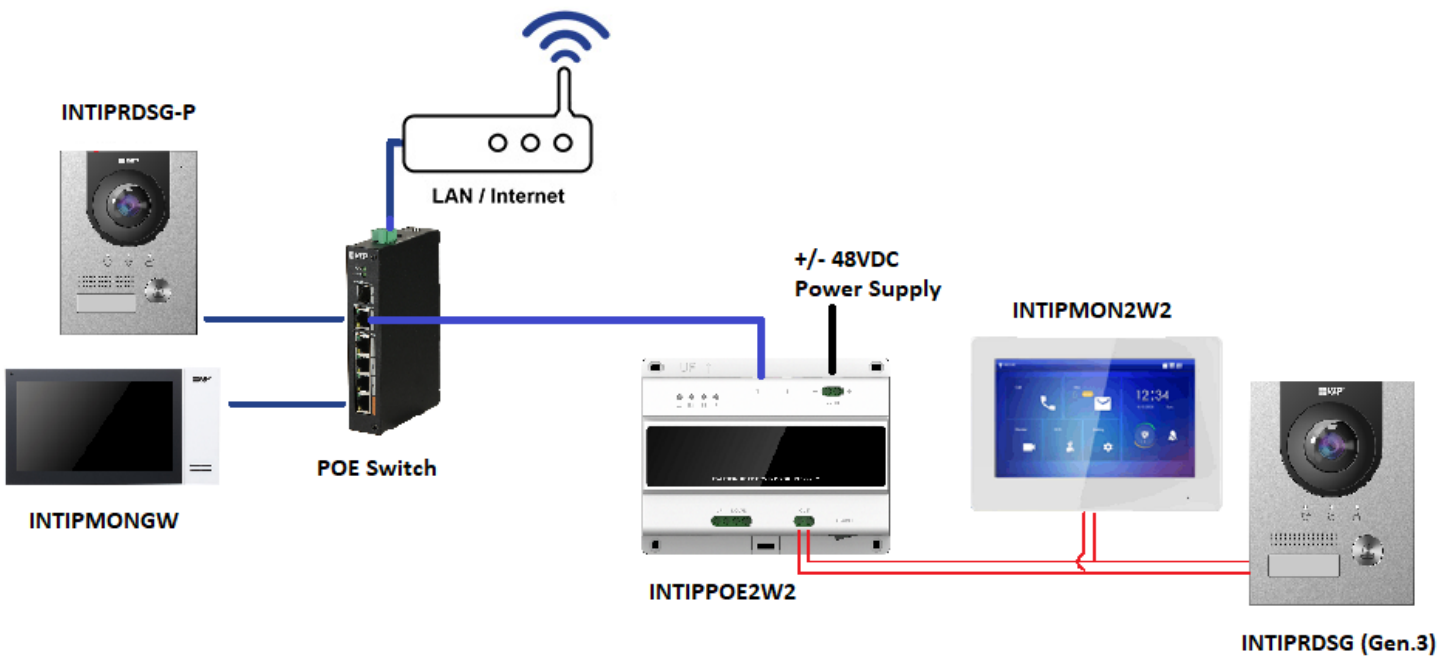
Using the INTIPPOE2W2 connected to a router (optional) and 48VDC Power Supply.

This wiring configuration is only suitable for use with the INTIPRDSG (GEN.3) Door Station and INTIPMON2W2 2-Wire Indoor Monitor. No other devices will work in this configuration, and will be permanently damaged if connected.

2-Wire Wiring



2-Wire plus IP Intercom Products Wiring



3. Intercom Setup

3.1 One Key Configuration

This setup method is intended for configuring single call-button Door Stations to call one or more Monitors in a group. It is the quickest setup method and does not require a computer unless adjusting settings such as door latch timing and date & time.

1. **Connect** the intercom equipment (Refer to **2. Wiring & Connections**). If you wish to have network connectivity, ensure your modem is connected.
2. Choose a Monitor to be your **Master** Indoor Monitor. All configuration will be performed from this device, do not configure any other monitor.
3. Set the **Region** and **Language**, then select **OK**. *(Fig 3.1)*

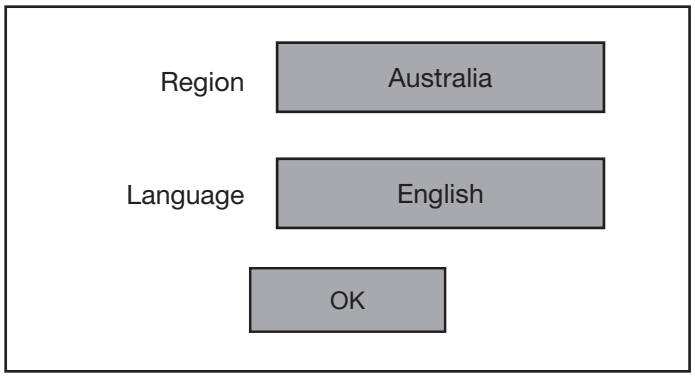


Fig 3.1: Language Selection

4. Select **Villa**, then select **OK** *(Fig 3.2)*

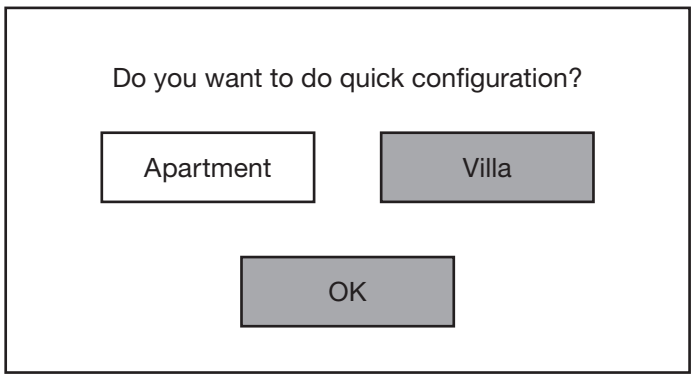


Fig 3.2: Installation Selection

5. Select **First-time Config**, then select **OK**. *(Fig 3.3)*

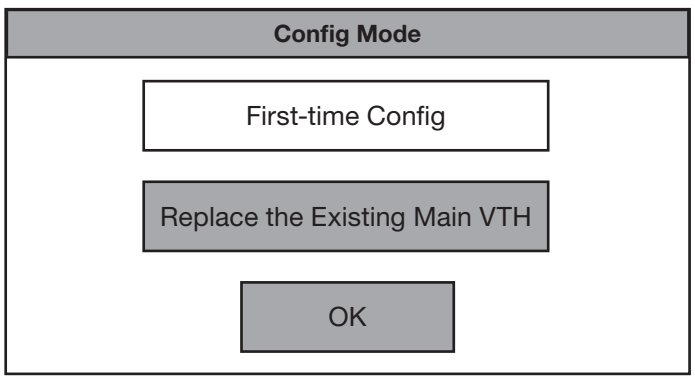


Fig 3.3: First-time Config

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6. The monitor will check to see if it can find a free IP address from your modem via **DHCP**. If successful it will select DHCP, else it will select **Static IP** and prompt you to set one manually. If using a Static IP, please change the IP address (e.g. 192.168.1.100). Select **Next**. (Fig 3.4).

NOTE: *To set a specific IP Address instead of using the one selected by DHCP, Select Static IP and enter the desired IP Address.*

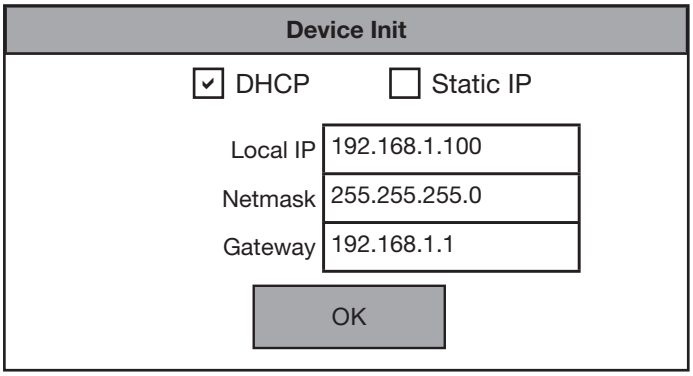

Fig 3.4: Device Initialisation

7. Enter a 6 digit **password** and **email** to be used for all Monitors (VTH). *(Fig 3.5)*

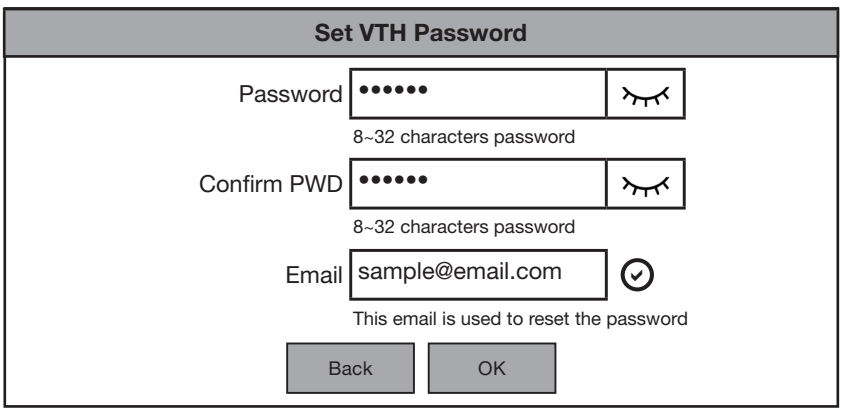

Fig 3.5: Set VTH Password

8. Enter an 8-32 character **password** and **email** to be used for all Door Stations (VTO). *(Fig 3.6)*

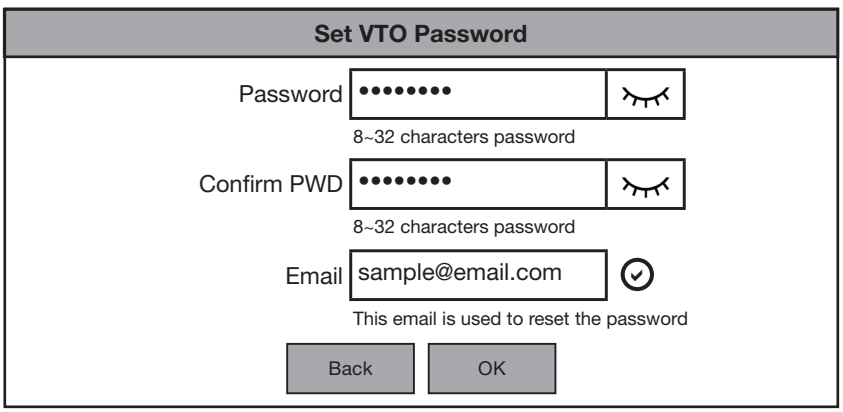

Fig 3.6: Set VTO Password

9. Select **Batch Initialization**. Once all devices are initialized select **Next**. *(Fig 3.7)*

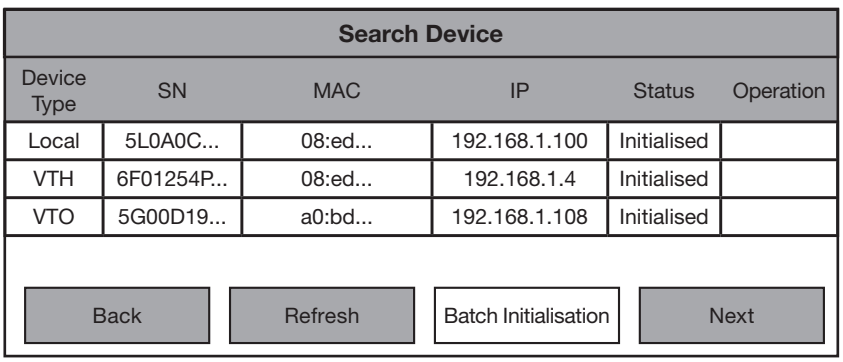

Fig 3.7: Device Initialisation

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10. Select **Edit** next to the **VTO** marked as **Main (Fig 3.8)**. Set the **Date** and **Time Zone**, then select OK. *(Fig 3.8)*

***NOTE**: Make sure time and date are set correctly, otherwise you may be unable to add the device to the app. Once configuration has been completed time and date can only be changed from the web interface of the Door Station.*

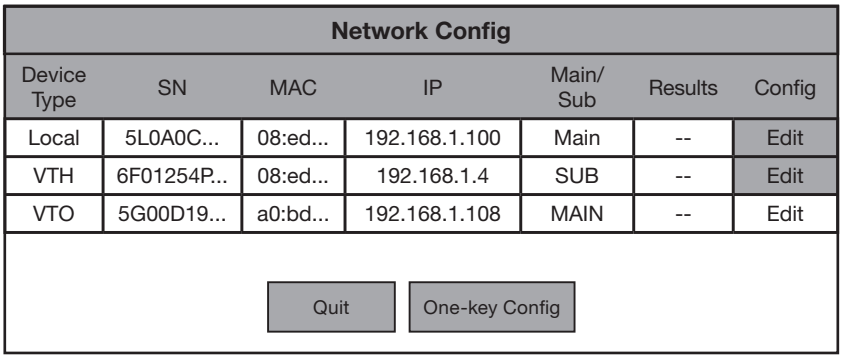

Fig 3.8: Network Config

11. *(Optional)* If you set a specific IP Address in Step 6, select **Edit/Change** next to each device to set a specific IP Address for that device.

12. Select **One-key Config**. Once configuration is complete, the devices will reboot.

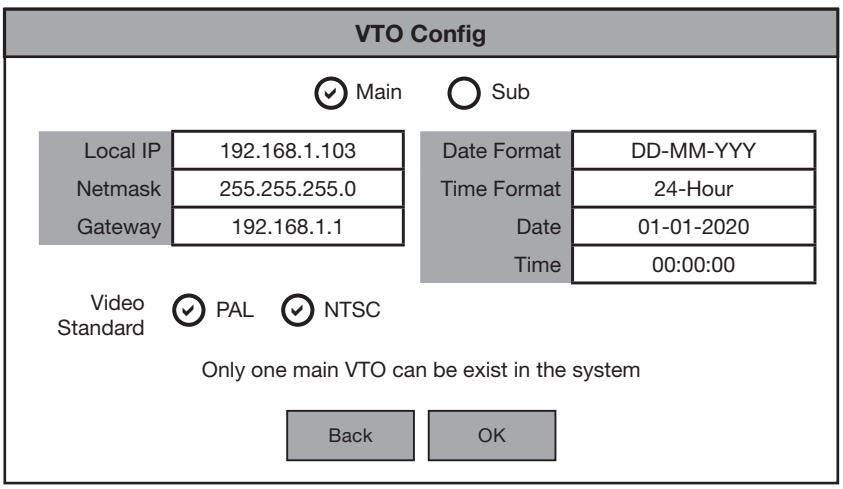

Fig 3.9: VTO Config

3.2 Manual Configuration of a Residential Intercom System

This setup method is intended for configuring single call-button Door Stations to call one or more Monitors in a group. This method requires a Windows computer for configuration and has the advantage of allowing you to customize settings on 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 **4.10 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	VTO/VTH No.
Door Station 1	192.168.1.108	255.255.255.0	192.168.1.1	admin123	VTO	Main	8001
Door Station 2	192.168.1.109	255.255.255.0	192.168.1.1	admin123	VTO	Sub	8002
Indoor Monitor 1	192.168.1.110	255.255.255.0	192.168.1.1	888888	VTH	Main	9901#0
Indoor Monitor 2	192.168.1.111	255.255.255.0	192.168.1.1	888888	VTH	Sub	9901#1

Fig 3.10: Example IP Addresses for a 2-to-2 Intercom system

3.2.1 Configuring the Main Door Station

Follow the steps below to configure the Main Door Station. This Door Station will act as the SIP Server and will have all Monitors and Door Stations connected to it.

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 4.9.**)
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 3.11)*
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**.

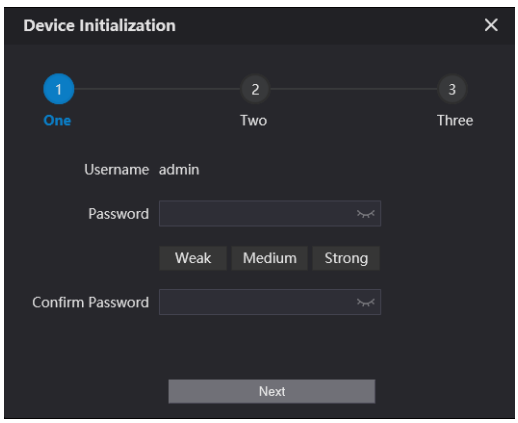

Fig 3.11: Door Station Initialisation

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7. **Log in** to the Door Station. The username is admin and the password is the one set in Step 5. *(Fig 3.12)*

8. Select **Local Settings**, 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.*

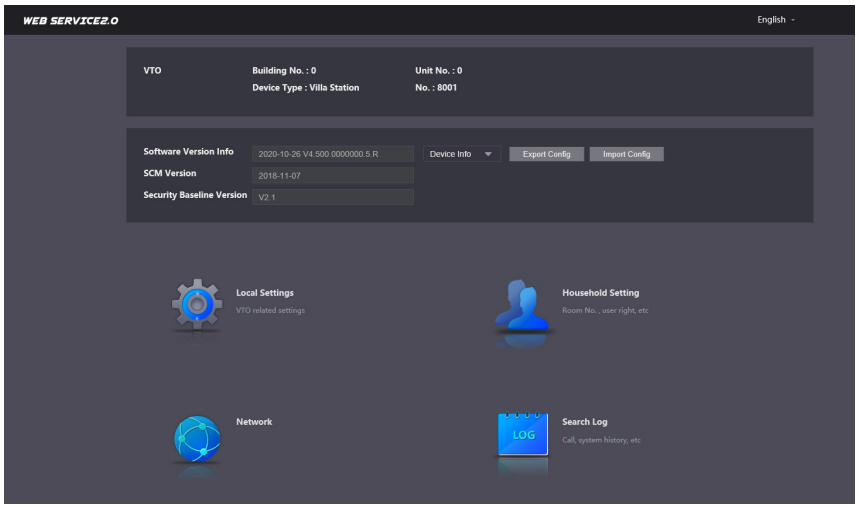


Fig 3.12: Door Station Home Page

9. Select **Network**, then **Basic**. Set the **IP Address**, **Subnet Mask** and **Default Gateway** to suit your network. If no remote connection is required, use the example in *Fig 3.10*. Select **Save**. The Door Station will reboot. *(Fig 3.13)*

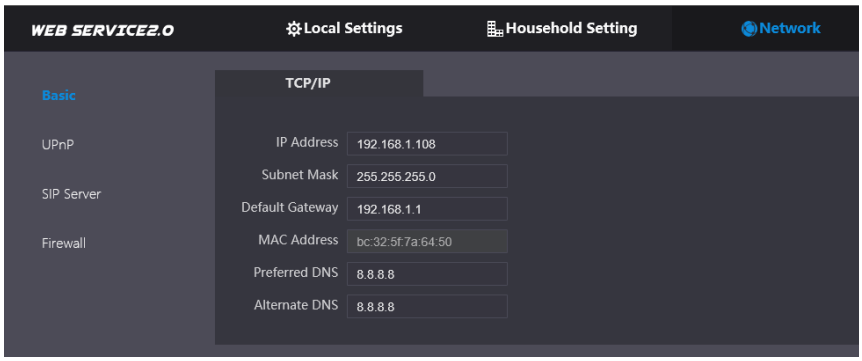


Fig 3.13: Door Station Network Settings

3.2.2 Configuring the Main Monitor

Follow the steps below to configure the Main Monitor. When the call button is pressed on the Door Station this Monitor and any its extensions will ring.

1. Set the **Region** and **Language**, then select **OK**.
2. Select **Apartment** to exit One-key configuration.
3. Initialise the monitor by entering a 6 digit **password** (888888) and **email**, then select **OK**. *(Fig 3.14)*
4. Press and hold the **Setting** button – after 6 seconds a password verification prompt will appear. Enter the **password** (888888) set in the previous step.
5. Select **Network** and set the **IP Address**, **Netmask** and **Gateway** to suit your network, or, if no remote connection is required, use the example from Fig 3.10. *(Fig. 3.15)*

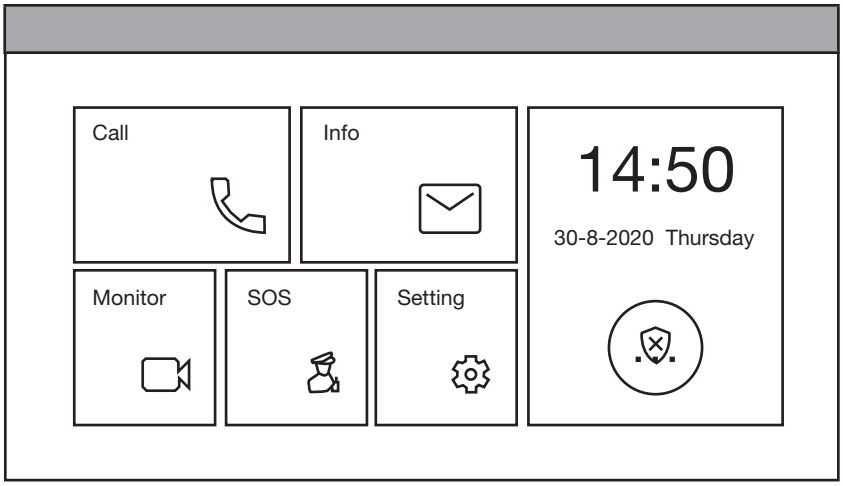


Fig 3.14: Main Menu

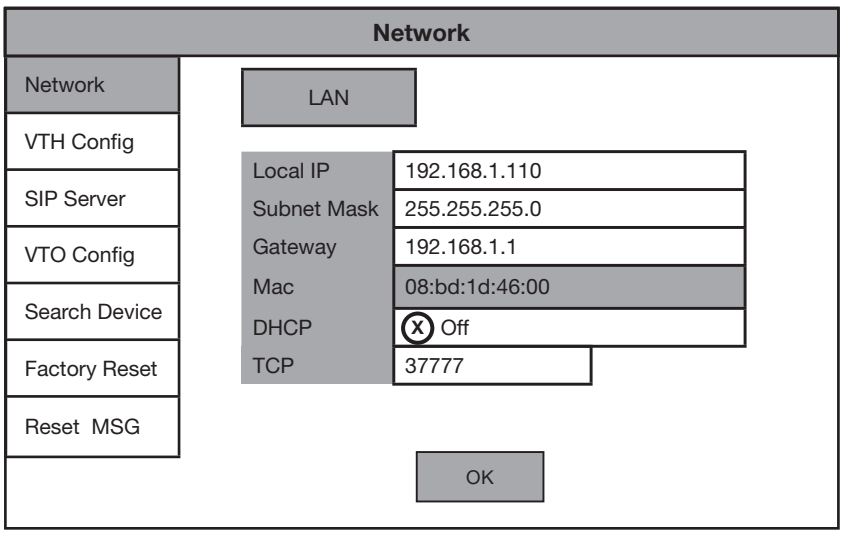


Fig 3.15: Network Settings

6. Select **VTH Config**, set the **Room No.** to 9901#0 and ensure that **Main** is selected.

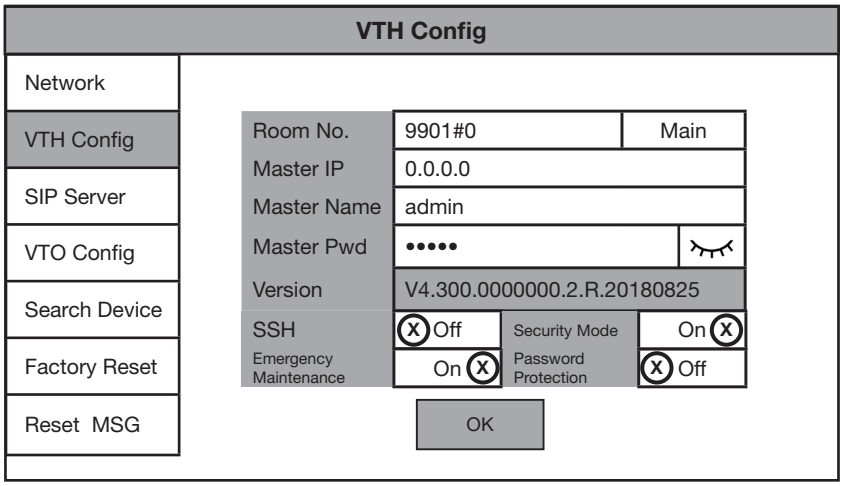


Fig 3.16: Network Settings

Continued on next page →

7. Select **SIP Server** and set the **Server IP**, **Username** 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 Registration PWD (123456 by default). Select **OK**. *(Fig. 3.17)*

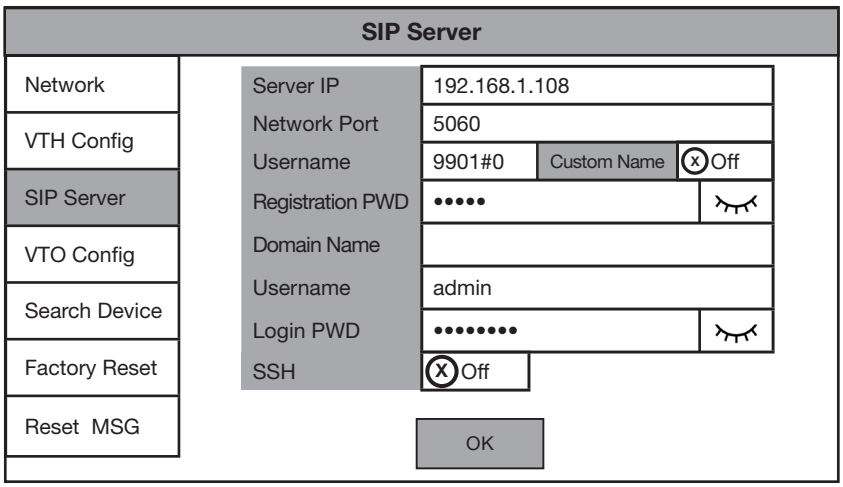


Fig 3.17: SIP Server Settings

8. 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. 3.18)*

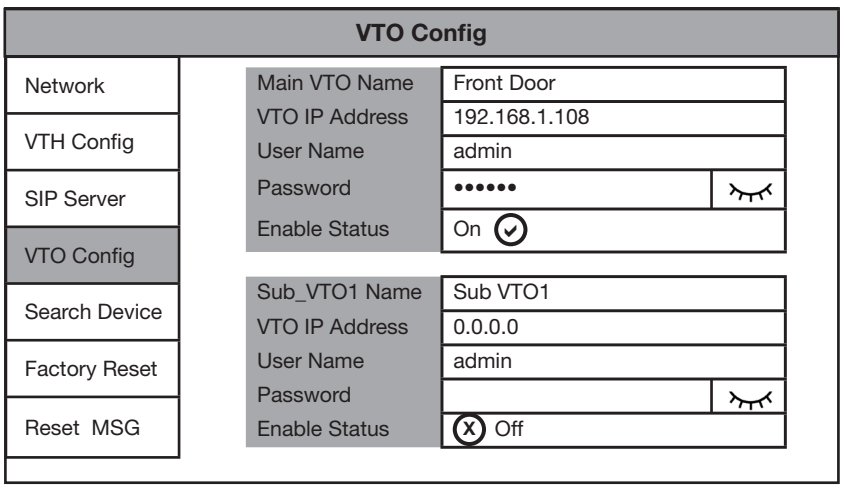


Fig 3.18: VTO Config

3.2.3 Configuring 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 Main Door Station.

1. Configure your computer to be in the **same IP address range as the Door Station** (Refer to **Section 4.9.**)
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.
7. Select **Network**, then **Basic**. Set the **IP Address**, **Subnet Mask** and **Default Gateway**. This device will need to be in the same IP address range your existing intercom devices. If no remote connection is required, use the example in fig 3.1. Select Save. The Door Station will reboot. *(Fig. 3.19)*
8. Once it has rebooted, **open a web browser and log into the Door Station** using the new IP address set in the previous step.
9. 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 Main Door Station. Do not modify the password field (123456 by default). Select the **Save** button. The Door Station will now reboot. *(Fig. 3.20)*

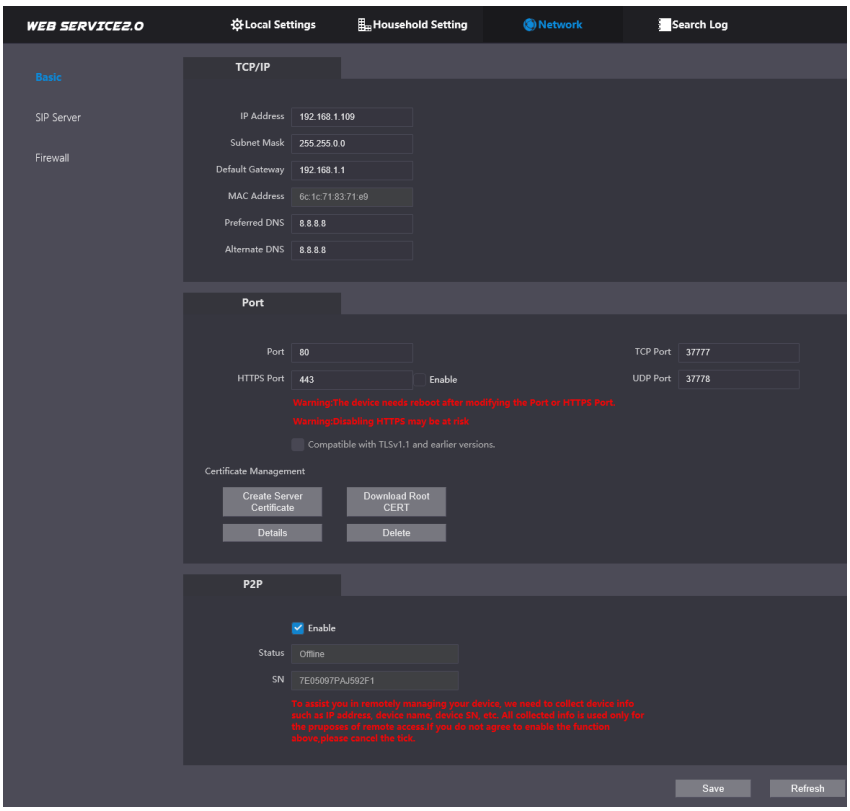


Fig 3.19: Basic Network Settings

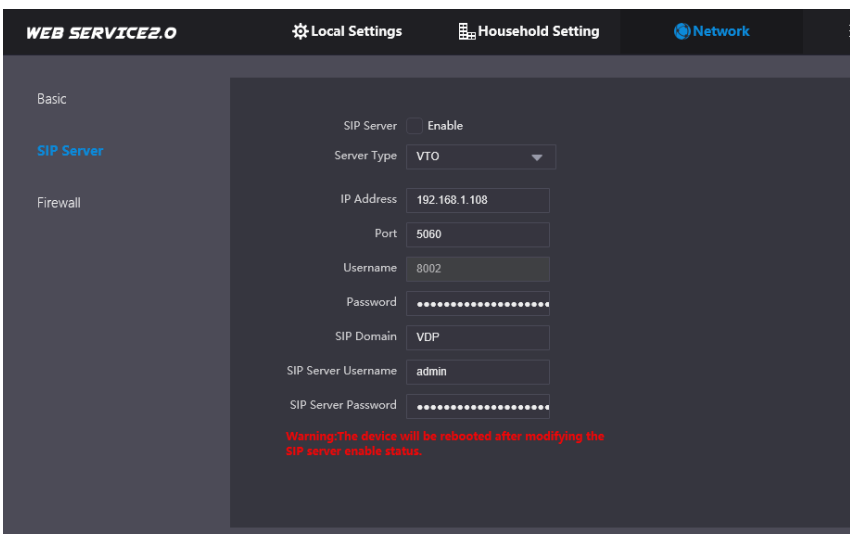


Fig 3.20: SIP Server Settings

When adding additional Door Stations, follow the steps above, ensuring each Door Station has its own unique IP address in the same network range and a different VTO No. (e.g. 2nd Door Station 8002, 3rd Door Station 8803 etc).

Continued on next page →

10. 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.

11. **Reconnect** the Door Station that was disconnected in Step 2.

12. Log into the Main Door Station and select **Household Setting**. On the **VTO No. Management** page, press the **Add** button.

13. Set **No.** to the VTO number set in Step 10. Set the **IP Address**, **Username**, and **Password** (Set in Steps 4 & 7). Do not modify the Registration Password field (123456 by default). Select Save. *(Fig 3.21)*

14. On the Main Indoor Monitor, press and hold down the **Setting** button - after 6 seconds, a prompt will appear. Enter your **password** (888888), select **OK**. *(Fig 3.22)*

15. Select **VTO Config**. Set the **(Sub) VTO Name** to an easily identified name for the **Door Station** (e.g Gate or Doorbell). Set the **VTO IP Address**, **Username** 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 3.23)*

16. *(Optional)* On each extension Monitor (See 3.2.4 for setup) turn set **Enable Status** to **ON**.

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.

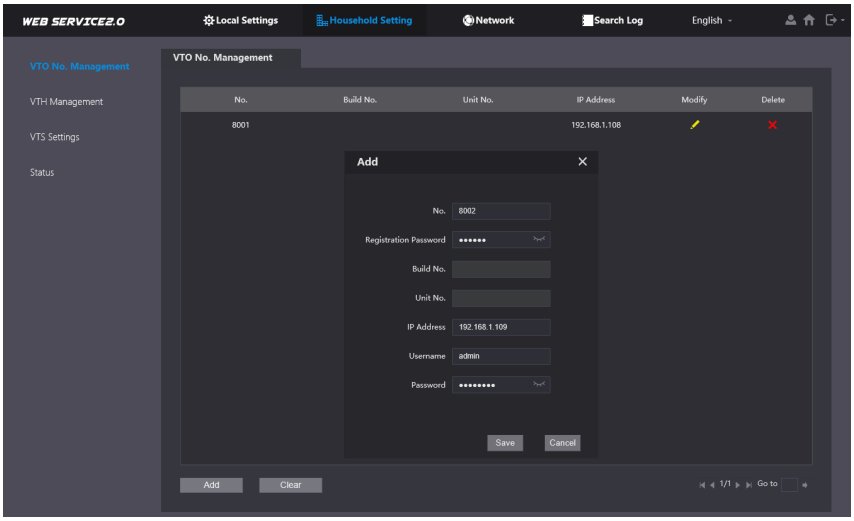


Fig 3.21: VTO No. Management

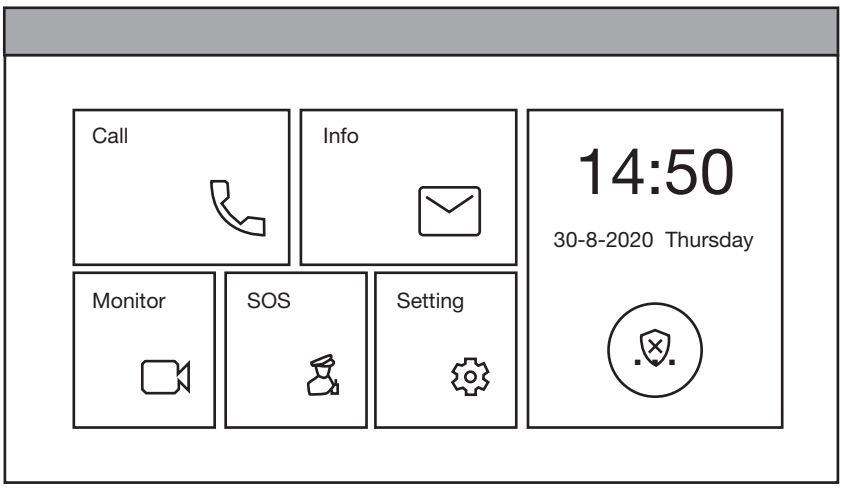


Fig 3.22: Main Menu

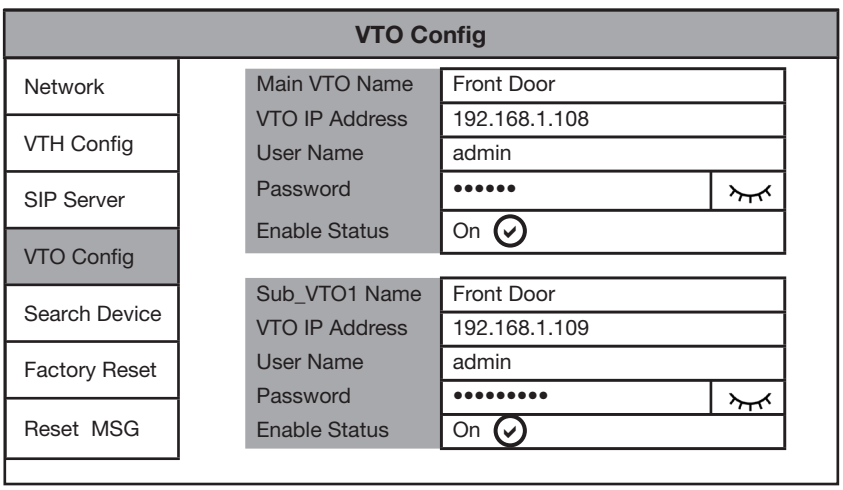


Fig 3.23: VTO Config

3.2.4 Configuring additional Monitors

Follow the steps below to add an additional Monitor to the system. This monitor will act as an extension and will ring when the Main Monitor is called. Before starting, you will need to know the IP address, password and VTH Number of the existing Main Monitor.

1. Set the **Region** and **Language**, then select **OK**.
2. Select **Apartment** to exit One-key configuration.
3. Initialise the monitor by entering a 6 digit **password** (888888) and **email**, then select **OK**.
4. Press and hold the **Setting** button – after 6 seconds a password verification prompt will appear. Enter the **password** (888888) set in the previous step. *(Fig 3.24)*
5. Select **Network** and set the **IP Address**, **Netmask** and **Gateway**. This device will need to be in the same IP address range your existing intercom devices. If no remote connection is required, use the example in Fig 3.1. *(Fig 3.25)*
6. Select **VTH Config**, and tap on **Main** to change it to **Extension**, then set the **Room No**. The Room Number will be the same as the Main 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 Main's room number, then the first extension will be 9901#1, the second extension will be 9901#2 and so on).
7. Set the **Main VTH IP** and **Main VTH PWD**. This will be the IP Address and Password of the Main Monitor set in Step 3 & 5 of **3.2.2 Configuring the Main Monitor**.
8. Select **SIP Server** and ensure that **Enable Status** is set to **ON**.
9. Select **VTO Config** and ensure that **Enable Status** set to **ON** for each Door Station you have configured.

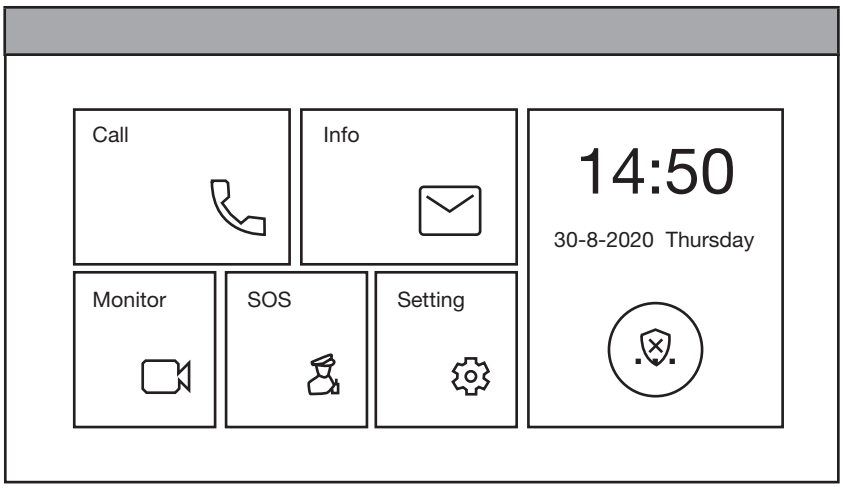


Fig 3.24: Main Menu

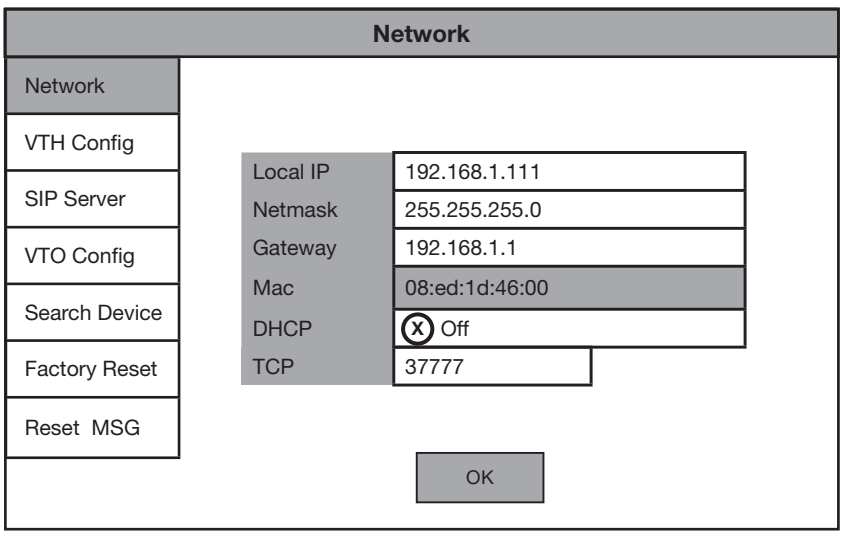


Fig 3.25: Network Settings

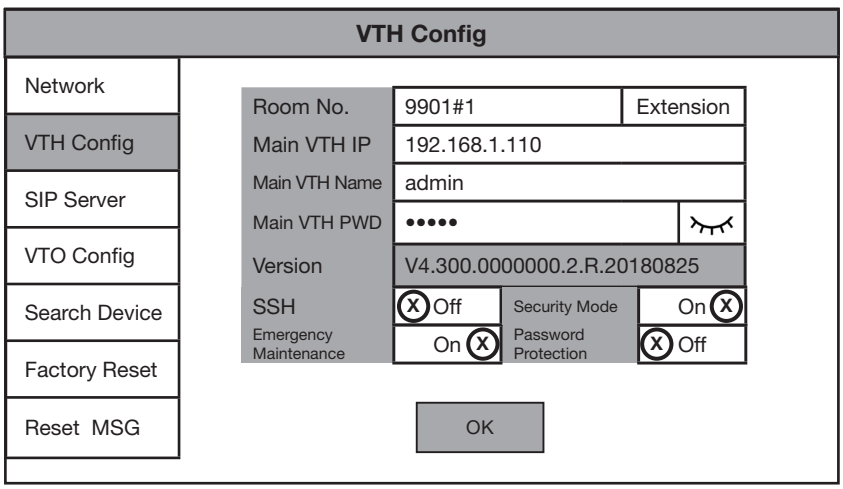


Fig 3.26: VTH Config

When adding additional monitors, follow the steps above, ensuring each 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).

3.3 Manual Configuration of an Apartment Intercom System

This setup method is intended for configuring apartment or multiple call-button Door Stations to call individual Monitors/ Monitor groups. When setting up an Apartment style intercom, One-Key configuration is not available. A Windows computer with a LAN port is required. It is recommended 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.

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 **x.x Finding Available IP Addresses**) Replace the example IP addresses with IP addresses suitable for your network.

NOTE: *Not all Door Stations have remote access capability. Please check the specifications of your model.*

Device	IP Addresses	Subnet Mask	Gateway	Password	Type	Main/Sub	VTO/VTH No.
Door Station 1	192.168.1.108	255.255.255.0	192.168.1.1	admin123	VTO	Main	8001
Door Station 2	192.168.1.109	255.255.255.0	192.168.1.1	admin123	VTO	Sub	8002
Indoor Monitor 1	192.168.1.110	255.255.255.0	192.168.1.1	888888	VTH	Main	1
Indoor Monitor 2	192.168.1.111	255.255.255.0	192.168.1.1	888888	VTH	Sub	2

Fig 3.27 Example IP Addresses for an Apartment Intercom system with two Door Stations and two Monitors

3.3.1 Configuring the Main Door Station

Follow the steps below to configure the Main Door Station. This Door Station will act as the SIP Server and will have all Monitors and Door Stations connected to it.

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 4.9.**)
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 3.27)*
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**.
7. **Log in** to the Door Station. The username is admin and the password is the one set in Step 5.
8. Select **Local Settings**, 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.*

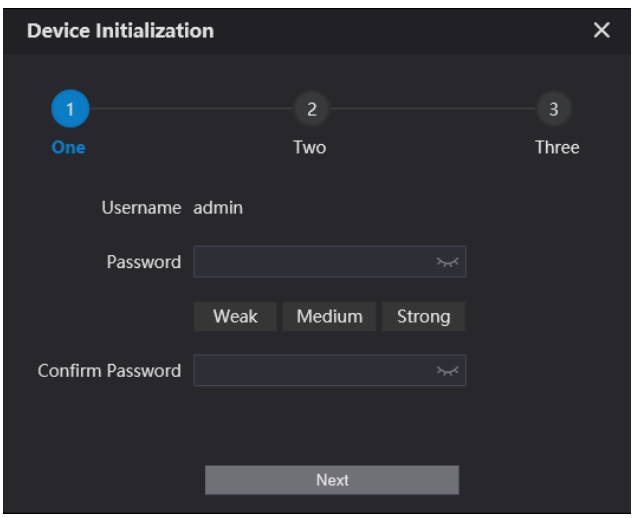


Fig 3.27: VTH Config

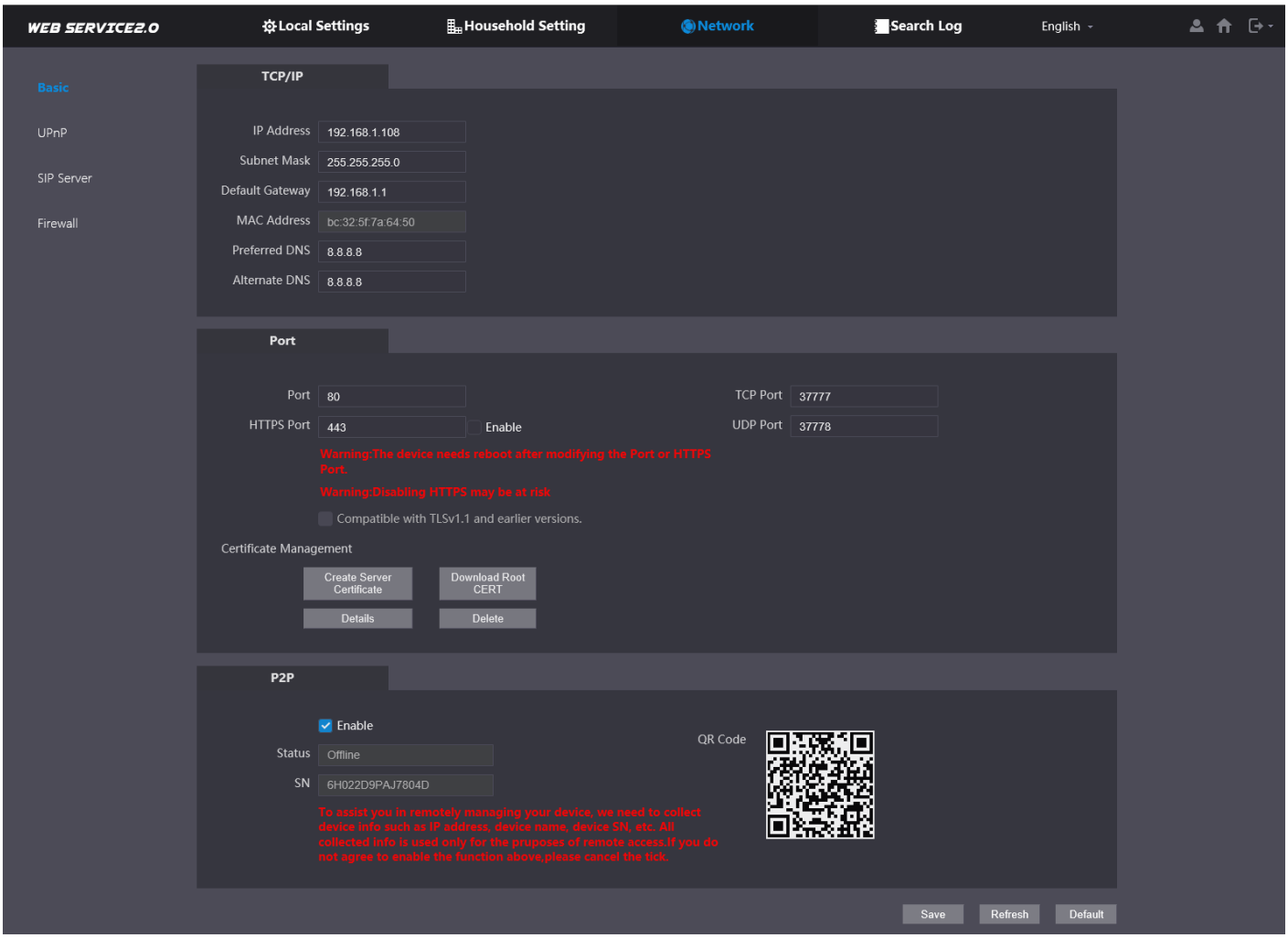
Continued on next page →

3.3 Manual Configuration of an Apartment Intercom System (cont.)

9. Select **Network**, then **Basic**. Set the **IP Address**, **Subnet Mask** and **Default Gateway** to suit your network. If no remote connection is required, use the example in *Fig 3.1*. Select Save. The Door Station will reboot. *(Fig 3.28)*

10. Open a web browser and **log back into the Door Station**. Select **Household Setting**, then **VTH Management**. Delete any existing rooms.

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.



3.3.2 Configuring the Main Door Station

Follow the steps below to configure the Main Door Station. This Door Station will act as the SIP Server and will have all Monitors and Door Stations connected to it.

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 4.9.**)
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 3.1).
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**.
7. **Log in** to the Door Station. The username is admin and the password is the one set in Step 5.
8. Select **Local Settings**, 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.*

9. Select **Network**, then **Basic**. Set the **IP Address**, **Subnet Mask** and **Default Gateway** to suit your network. If no remote connection is required, use the example in *Fig 3.1*. Select Save. The Door Station will reboot.
10. Open a web browser and **log back into the Door Station**. Select **Household Setting**, then **VTH Management**. Delete any existing rooms.
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.

3.3.3 Configuring the Main Monitor

Follow the steps below to configure a Main Monitor. On a multiple call-button Door Station, you can assign a different Main Monitor to each button (Refer to Section 3.3.4). On an Apartment Door Station with a keypad you must type in the room number of the Main Monitor you are calling, then press the call button. If set up for group calling, extension monitors will ring at the same time as their Main Monitor Refer to Section 3.3.5).

1. Set the **Region** and **Language**, then select OK.
2. Select **Apartment** to exit One-key configuration.
3. Initialise the monitor by entering a 6 digit **password** (888888) and **email**, then select **OK**.
4. Press and hold the **Setting** button – after 6 seconds a password verification prompt will appear. Enter the **password** (888888) set in the previous step.
5. Select **Network** and set the **IP Address**, **Netmask** and **Gateway** to suit your network, or, if no remote connection is required, use the example from Fig 3.27.
6. Select **VTH Config**, set the **Room No. to 1** and ensure that **Main** is selected.
7. Select **SIP Server** and set the **Server IP, Username** and **Login PWD**. These will be the **IP Address**, **Username** and **Password** of the Main Door Station (192.168.1.108, admin, admin123). Do not modify the Registration PWD (123456 by default). Select **OK**.
8. Select **VTO Config**. Set the **Main_VTO Name** to an easily identified name for the Door Station (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.
9. For Monitor 2, repeat steps 1-8, ensuring that the local IP address of the Monitor and Room number are different for each monitor.
10. 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.

3.3.4 Configuring 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 Main Door Station.

1. Configure your computer to be in the same IP address range as the Door Station (Refer to Section 4.9.)
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.
7. Select **Network**, then **Basic**. Set the **IP Address**, **Subnet Mask** and **Default Gateway**. This device will need to be in the same IP address range your existing intercom devices. If no remote connection is required, use the example in fig 3.1. Select **Save**. The Door Station will reboot.
8. Once it has rebooted, **open a web browser and log into the Door Station** using the new IP address set in the previous step.
9. 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 Main Door Station. Do not modify the password field (123456 by default). Select the **Save** button. The Door Station will now reboot.
10. 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.
11. Reconnect the Door Station that was disconnected in Step 2.
12. Log into the Main Door Station and select **Household Setting**. On the **VTO No. Management page**, press the **Add button**.
13. Set No. to the VTO number set in Step 10. Set the **IP Address**, **Username**, and **Password** (Set in Steps 4 & 7). Do not modify the Registration Password field (123456 by default). Select **Save**.
14. On each Main Monitor, press and hold down the **Setting button** - after 6 seconds, a prompt will appear. Enter your **password** (888888), select **OK**.
15. On each Main Monitor, select **VTO Config**. Set the (Sub) VTO Name to an easily identified name for the Door Station (e.g Gate or Doorbell). Set the **VTO IP Address**, **Username** 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.
16. (Optional) On each extension Monitor (Refer to Section 3.3.5 for setup) turn set **Enable Status** to ON.
17. Allow up to 10 minutes for the 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.

3.3.5 Assigning a Main Monitor to a Button on a multiple call-button Intercom Door Station

When configuring a multiple call-button Intercom additional setup is required. For the call-buttons to call, they must be assigned to a Main Monitor.

1. **Log into the Door Stations web interface** by entering its IP address into the address bar of a web browser.
2. Select **Local Settings**, the **Basic**.
3. Set the **number of call-buttons** the Door Station has in the **Count** drop down list.
4. For each button, click on the **white box**. Select the **room number** of the Main Monitor you would like that button to call, then select **Save**.
5. Select **Confirm** to save your changes.

3.3.6 Group Calling on an Apartment or Multiple Call-button Intercom

When configuring an Apartment or Multiple Call-button Door Station additional setup is required if you want multiple monitors to ring at the same time.

1. Log into the Door Station's web interface.
2. Select **Local Settings**, then **Basic**.
3. Enable **Group Call**. The Door Station will reboot afterward.
4. **Log back into the Door Station** and select **Household Setting**, then **VTH Management**.
5. Add the **Room Numbers** you wish to call in groups. The Main monitor's **room number** must end in #0 (e.g. 1#0 & 1#1 is a group of 2 Indoor Monitors, which would both be called when dialling number 1. 2#0, 2#1 & 2#2 is a group of 3 Indoor Monitors that would be called when dialling number 2.).
6. Update the **Room Numbers** of the Monitors in **VTH Config** to match the newly added numbers in VTH. Management.

3.4 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 4.10** 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. **Change the computer's IP address to be in the same range as the Door Station** (Refer to **Section 4.9**.) (Fig. 4.14)
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 3.2.3**, Steps 6 to 17, and **Section 3.2.4** Steps 4 to 9

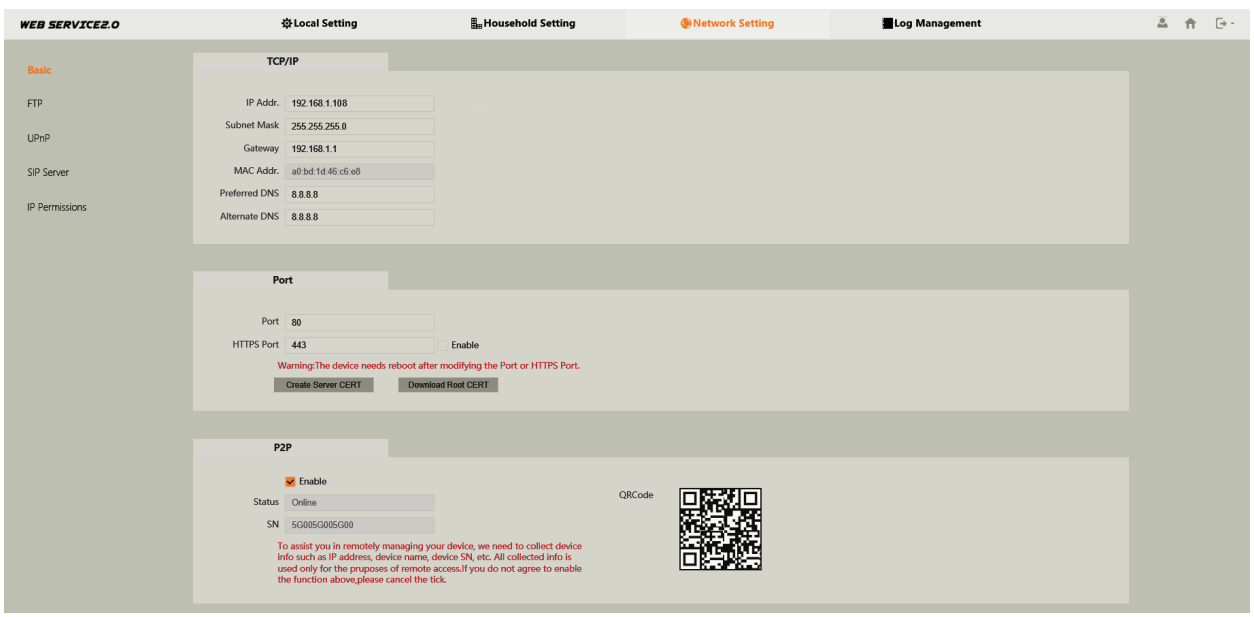


Fig 4.13: Room List

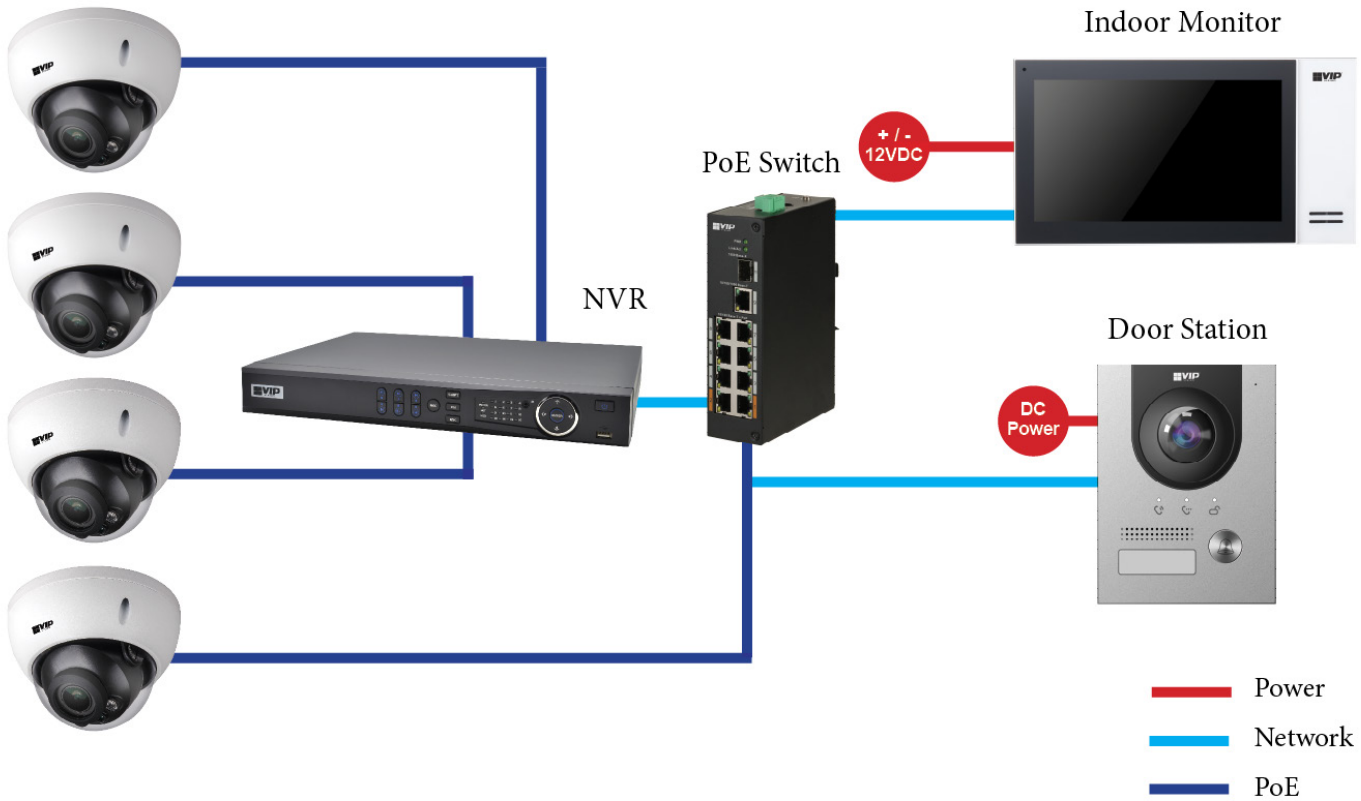
4. Additional Configuration

4.1 Adding IP Cameras to an Indoor Monitor

You can add cameras that are connected to an NVR or to an external PoE switch to an Indoor Monitor for live viewing. We recommend using the Sub/Extra Stream rather than the Main Stream.

Requirements:

- The IP address of the NVR (or standalone camera) must be in the same IP address range as the Intercom.
- The Camera's Resolution must be set to 720P (1280x720) for Main Stream or D1 (704x576) for Sub/Extra Stream.
- The Camera's Compression must be set to H.264 or H.246H. H.265 is not supported.
- The Camera's Image can be flipped to 180° and/or mirrored. A 90° or 270° flip is not supported.



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
3. NVR, it will be the details for the NVR. Otherwise, these will be the details of the Camera.
4. 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.**
5. 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

4.2 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 an unused channel.
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 4.1)

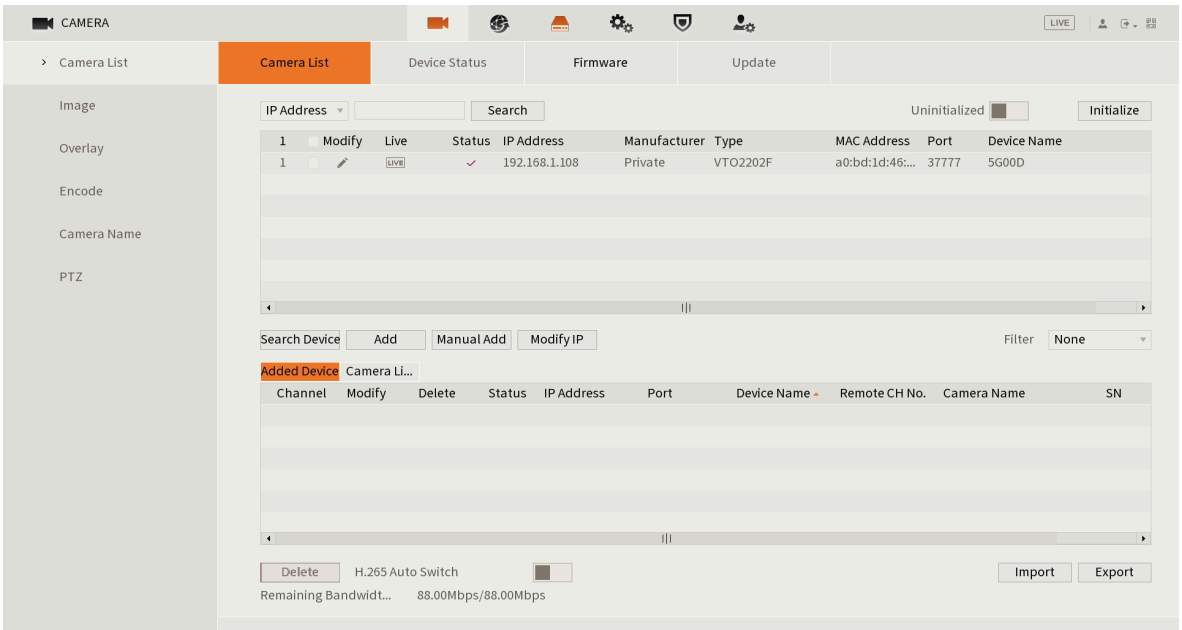


Fig 4.1: Camera List (Device Search)

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 4.2)

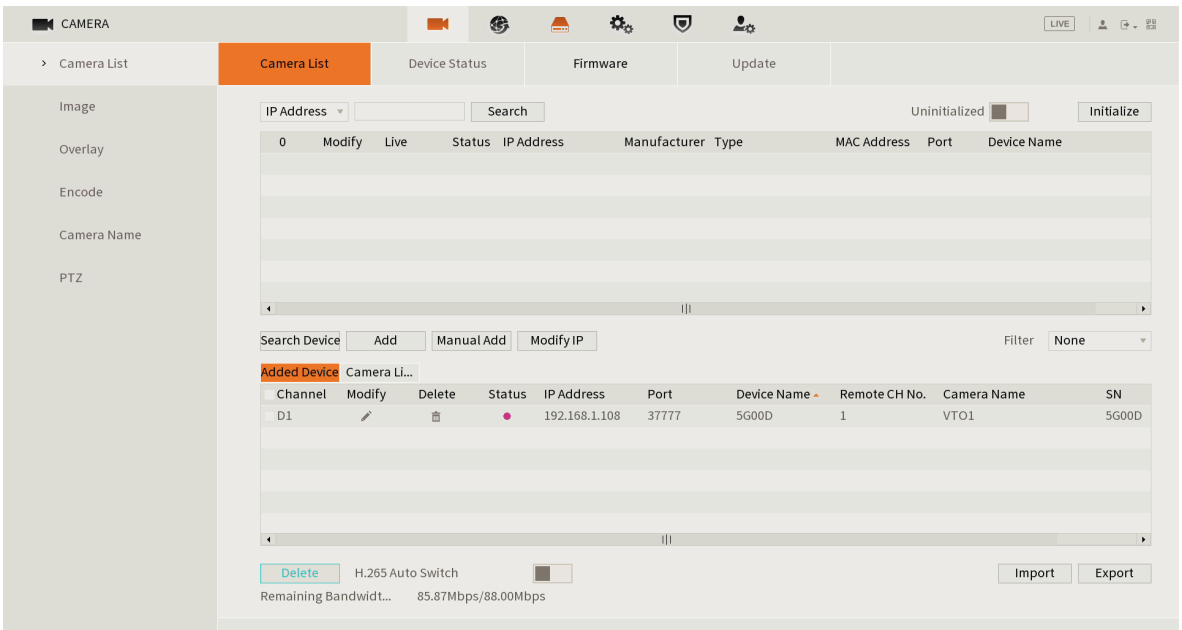


Fig 4.2: Camera List (Manual Add)

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

4.3.1 Issuing Cards via an Intercom Monitor

1. Tap on **Settings**, then **Card Info.**
2. Tap on **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.
3. **Scan a card/keyfob.** It will automatically be added to the list.
4. Tap on **Username**, and enter an Identifying name (e.g John).
5. If using an INTIPDM to add a second door latch, you can untick **Lock 1** or **Lock 2** to prevent this card/keyfob from unlocking that door latch.
6. Repeat Steps 3-5 for each additional card/keyfob.
7. Tap **Confirm** before the timer runs out to save the cards. Tap **OK** to confirm on the pop-up.

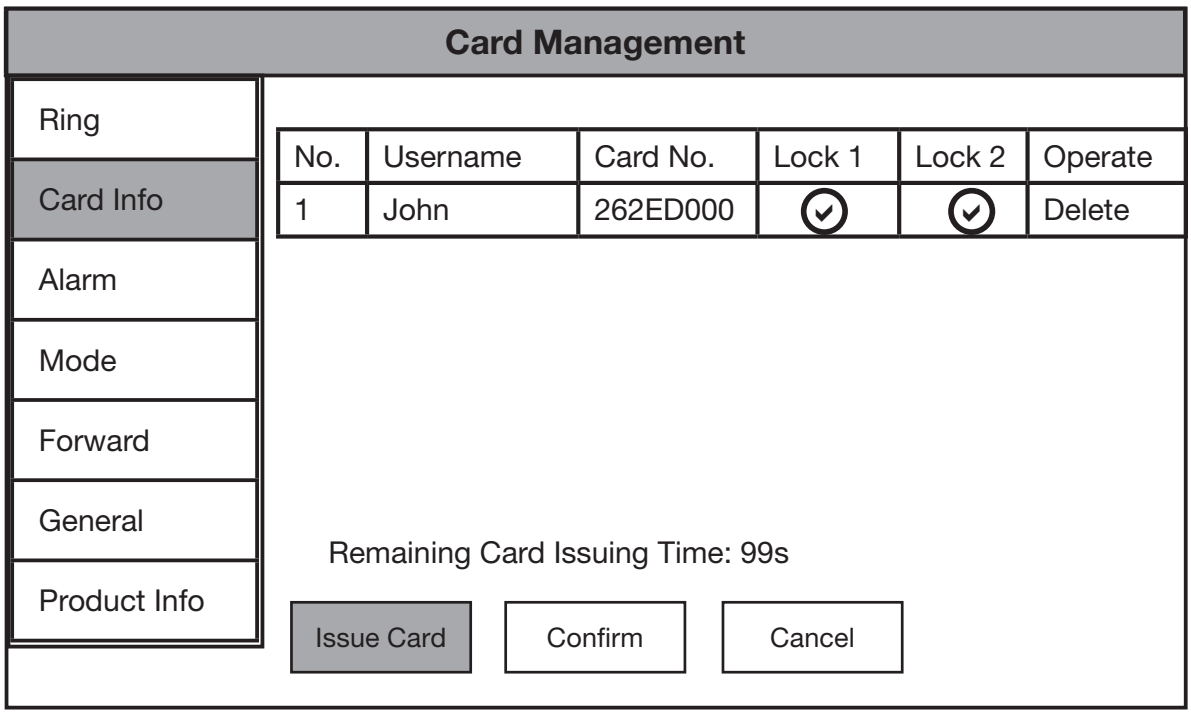


Fig 4.3: Card Management

4.3.2 Issuing Cards via the Web Interface

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. Cards will be assigned to Personnel.

1. Configure your computer to be in the **same IP address range as the Door Station** (Refer to Section 4.9.)
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 Personnel Management. (Fig 4.4)
4. Select **Add**. Enter a **Personnel Number** (Must be unique) and the Room No. of the Room the user will reside in. Then click Save. (Fig 4.5)
5. Select the Card Info  icon.
6. 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. (Fig 4.6)
7. **Scan a card/keyfob.** A pop-up box will appear. Enter a Name for the card (e.g. John), then select Save. Repeat for each card/keyfob for this user. (Fig 4.7)
8. Click **Confirm Issuing Card** before the timer runs out to save the cards.
9. Repeat steps 4-8 For each additional user.

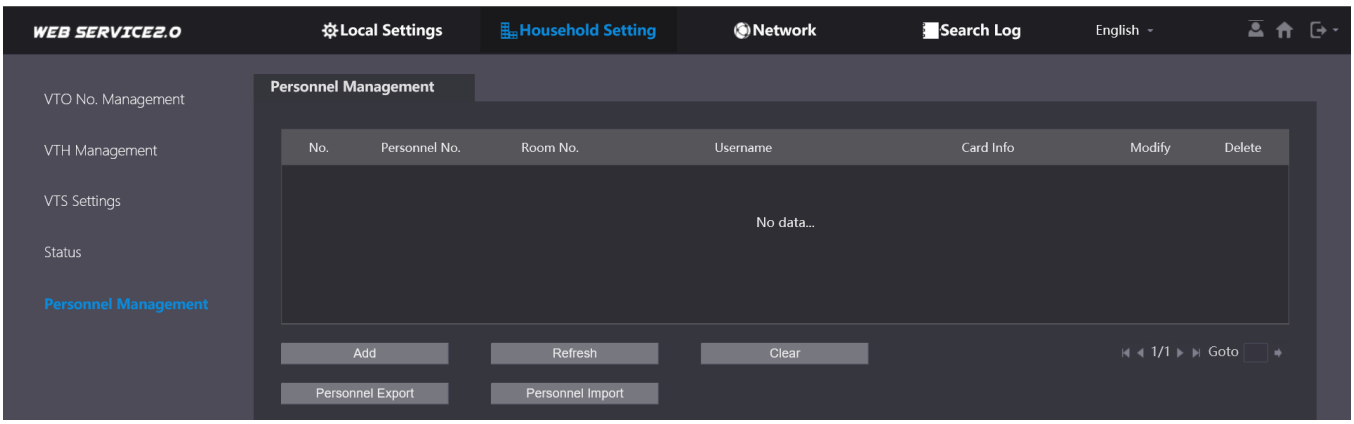


Fig 4.4: Personnel Management

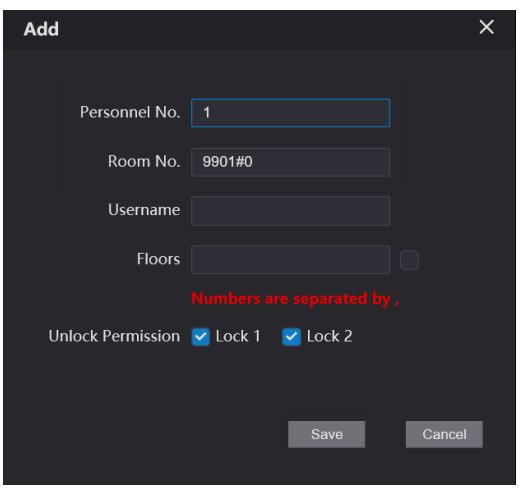


Fig 4.5: Add Personnel

4.3.2 Issuing Cards via the Web Interface

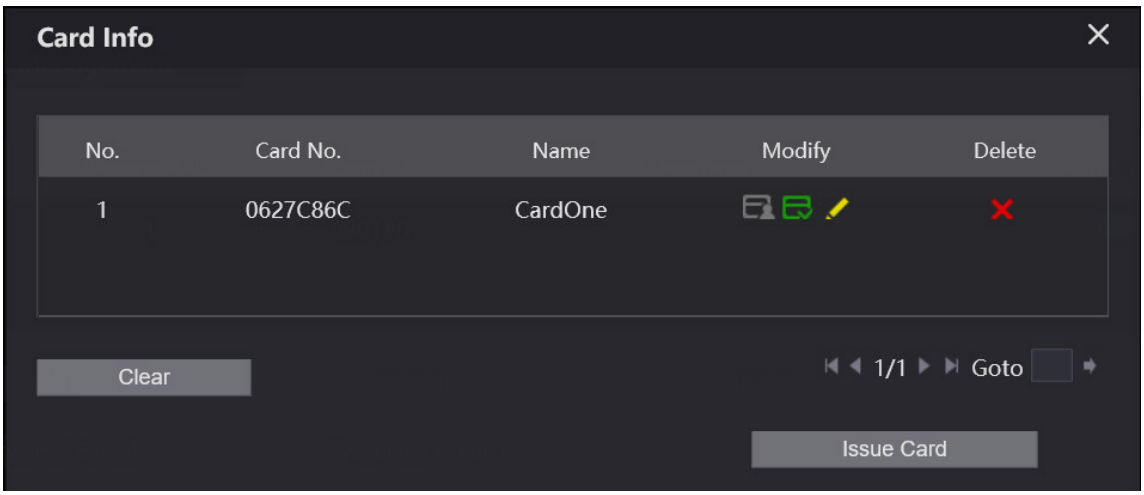


Fig 4.6: Card Info

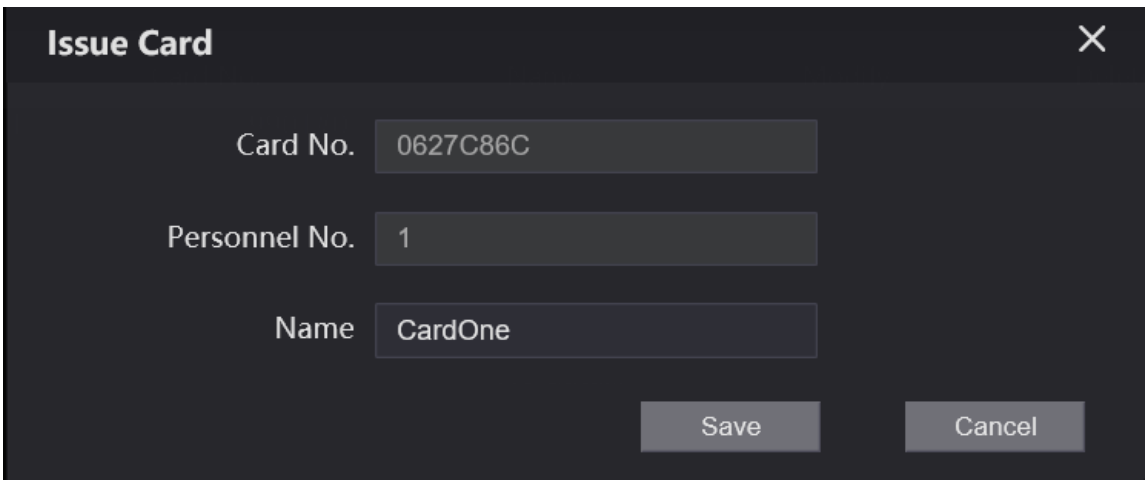


Fig 4.7: Issue Card

4.4 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 4.9**.)
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 4.8)

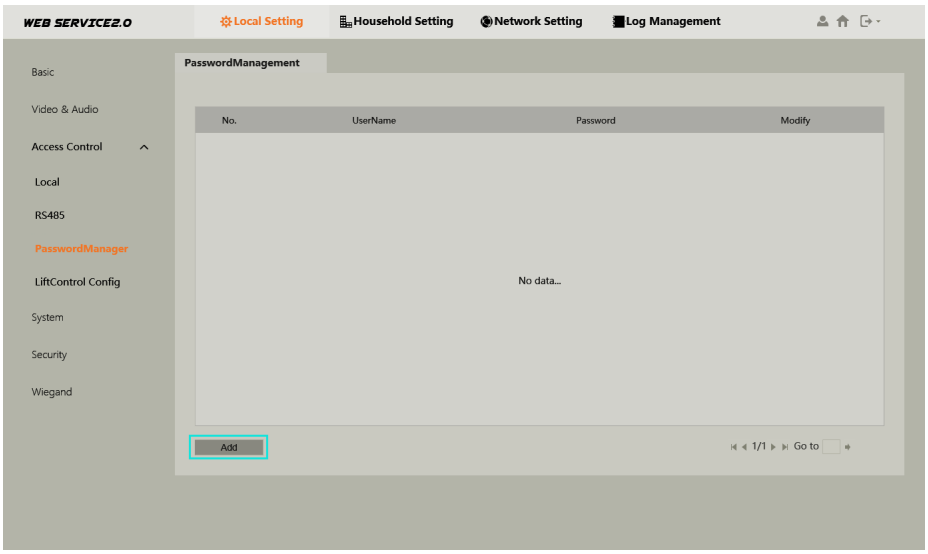


Fig 4.8: Password Manager

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 4.9)

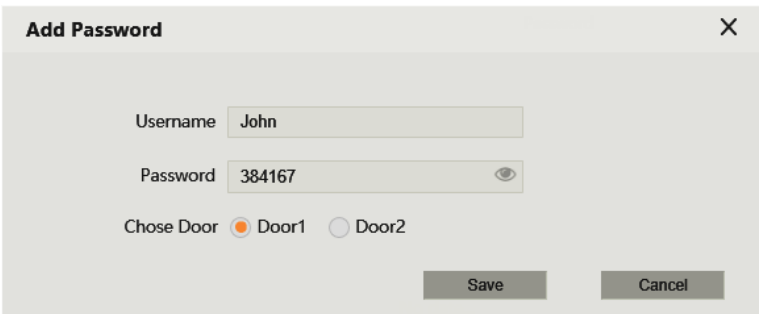


Fig 4.9: Add Password

5. Select **Save**.

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

4.5 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 4.9**.)
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 4.10)

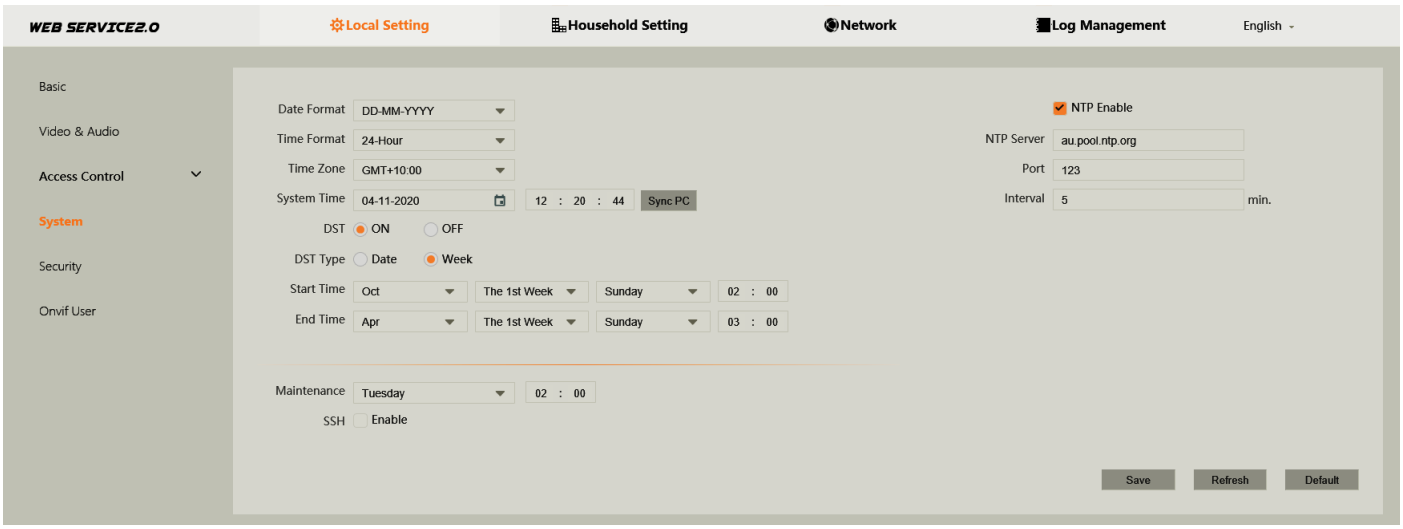


Fig 4.10: System menu

4.6 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 4.9**.)
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. (Fig 4.11)

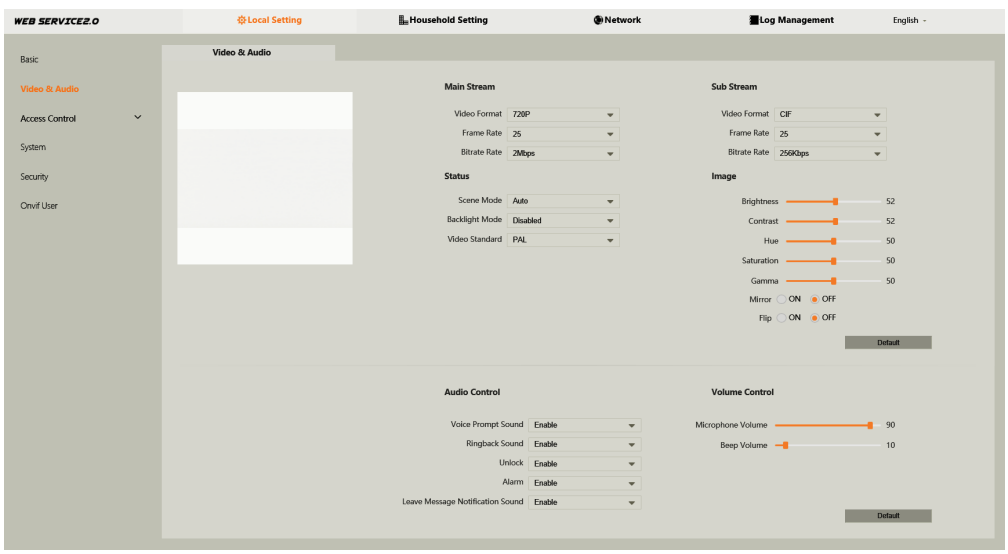


Fig 4.11: Add Password

4.7 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 4.9**.).
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 4.12)
    - Unlock Responding Interval – Time between unlock triggers
    - Unlock Period – How long the relay is triggered for

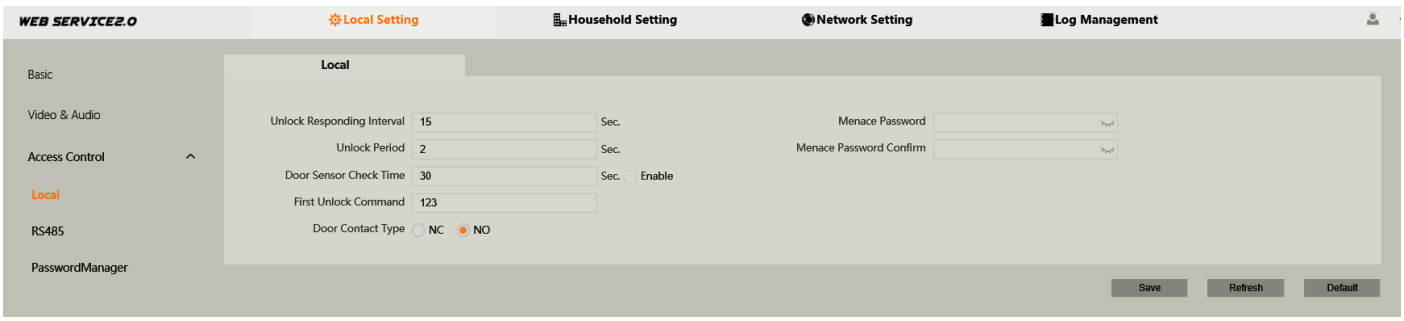


Fig 4.12: Add Password

4.8 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 4.13)

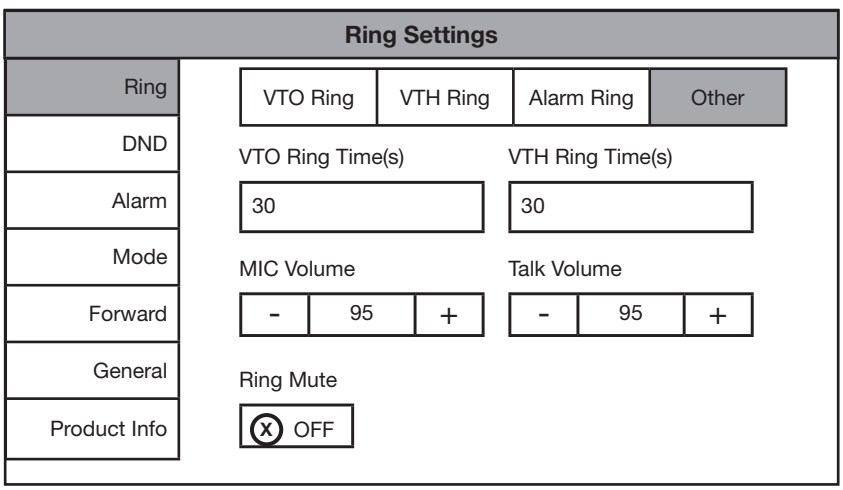


Fig 4.13: Add Password

4.9 Changing the IP Address of a Windows Computer

1. Open **Settings**.
2. Select **Network & Internet**. (Fig 4.14)
3. Select **Status**.
4. Select **Change Adapter Options**. (Fig 4.15)

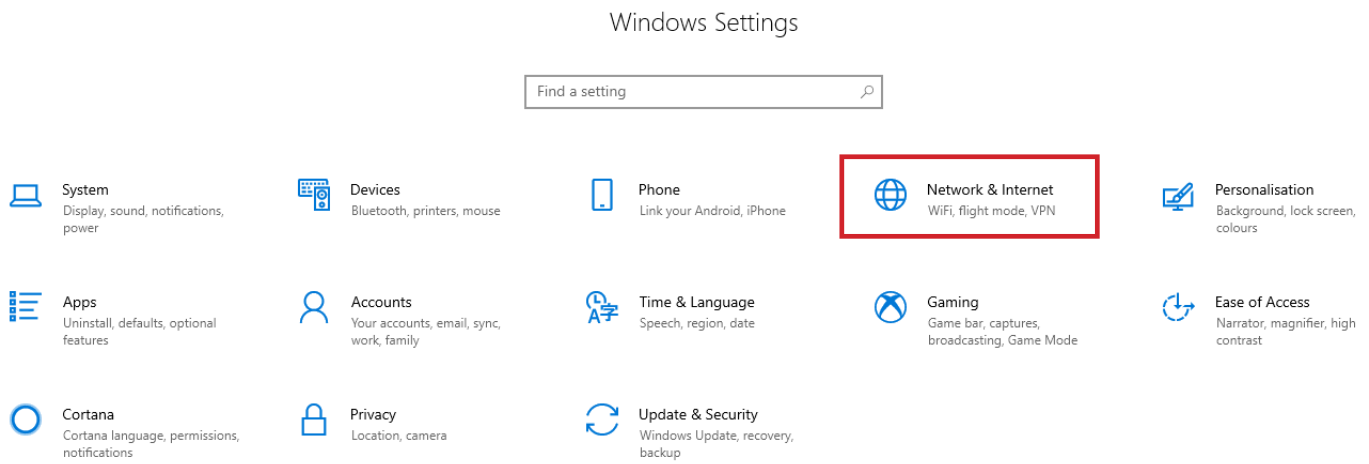


Fig 4.14: Settings

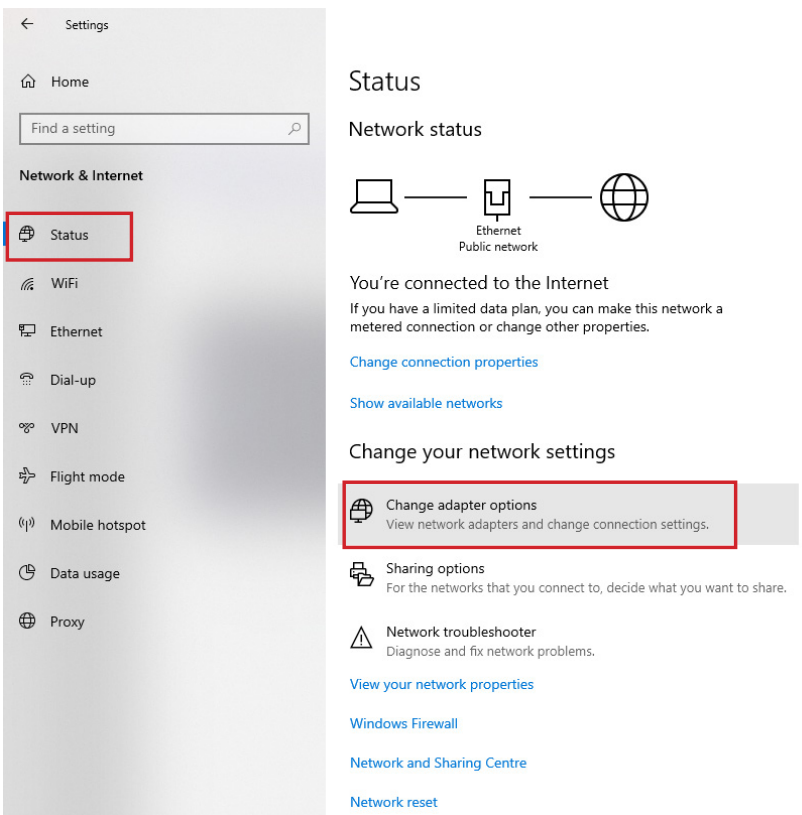


Fig 4.15: Status

Continued on next page →

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 4.16)

6. Select the **Internet Protocol Version 4 (TCP/IPv4)** item. (Fig 4.17)

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 4.18)

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**.

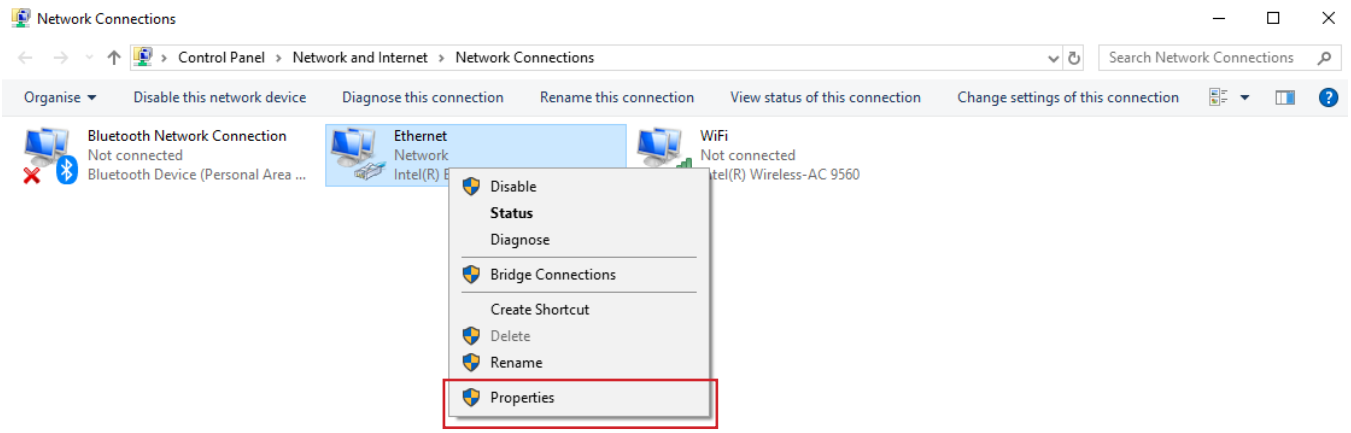


Fig 4.16: Network Connections

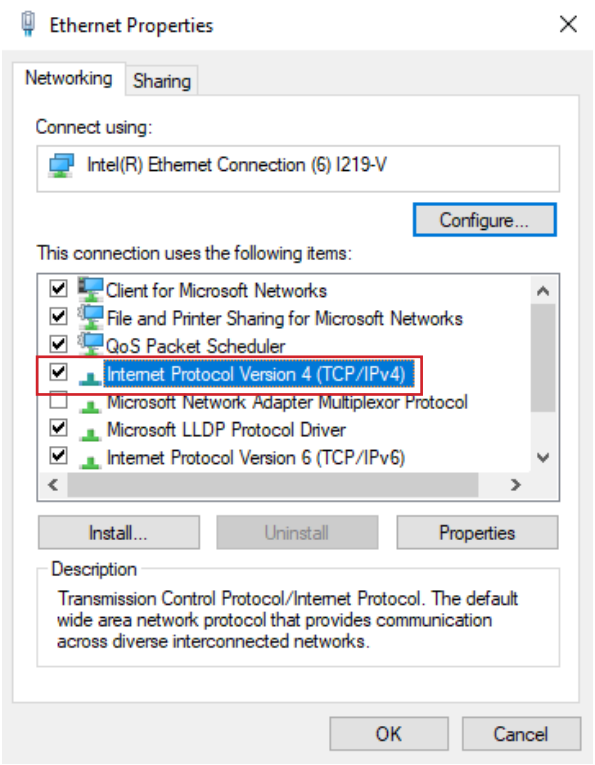


Fig 4.17: Ethernet Properties

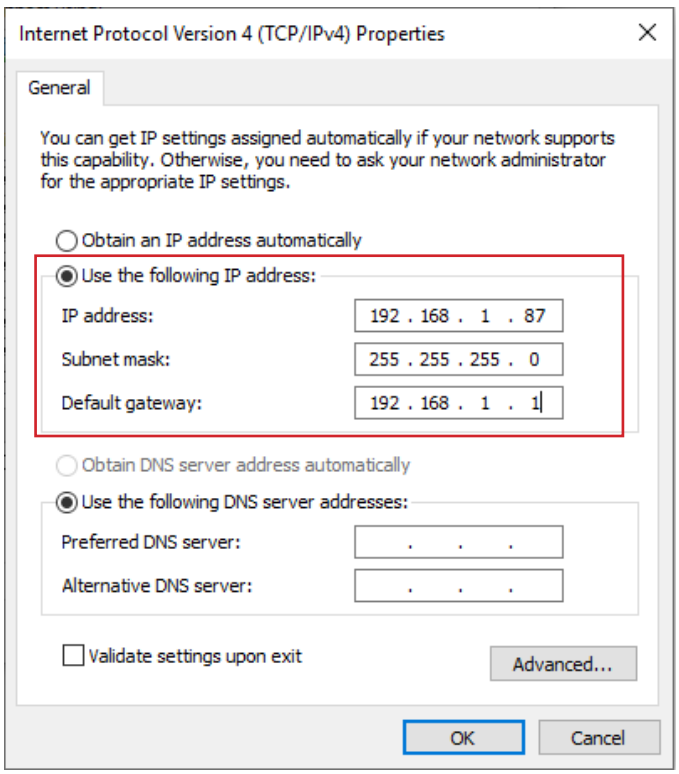


Fig 4.18: IPv4 Properties

4.10 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 4.19)

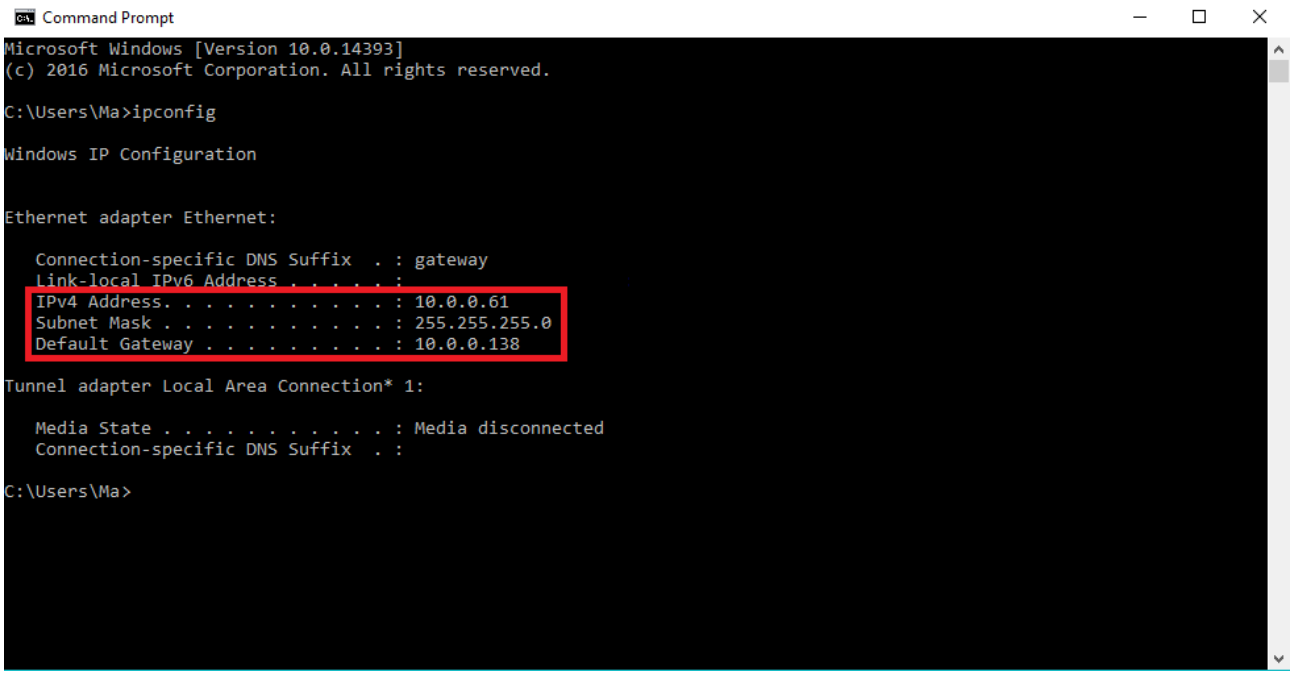


Fig 4.19: Command Prompt

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 4.20)

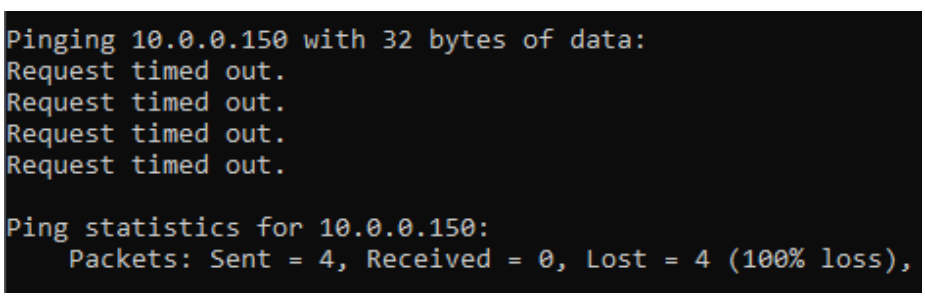


Fig 4.20: Ping Response

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.

4.11 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.
3. Press the **Search** button. If any devices on the network are found, they will be listed on this page. (Fig. 4.21)
4. To search in an additional IP range, click **Search Setting**, tick **Other Segment Search** and fill in your desired IP range.

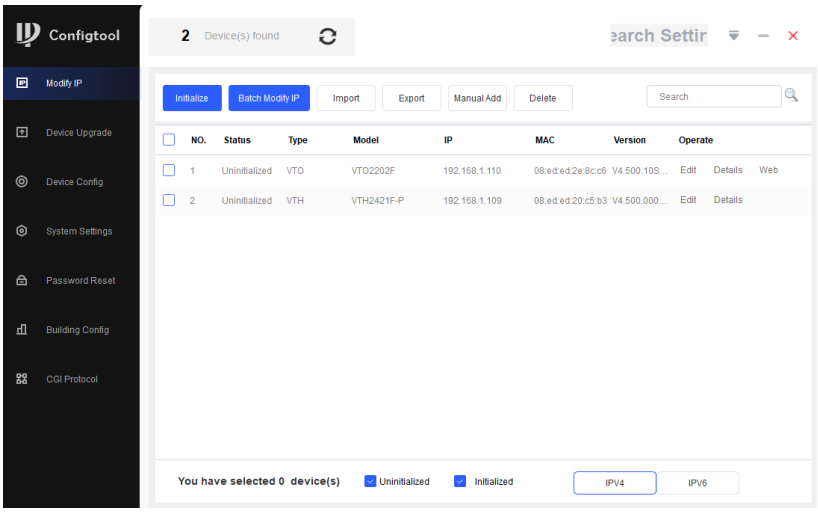


Fig 4.21: Device Search

4.12 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 4.22)
3. **Uncheck** the **Automatic Update function** and select **OK**.
4. An error may appear stating Automatic Detection Failed, **ignore this** and press **Complete**. (Fig 4.23)
5. Press the **Refresh button**. The device will now be initialised.

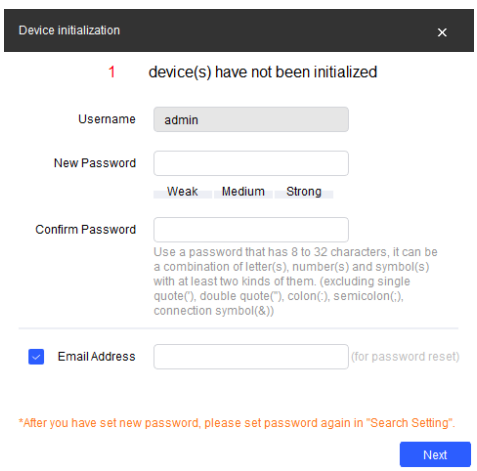


Fig 4.22: Enter Details

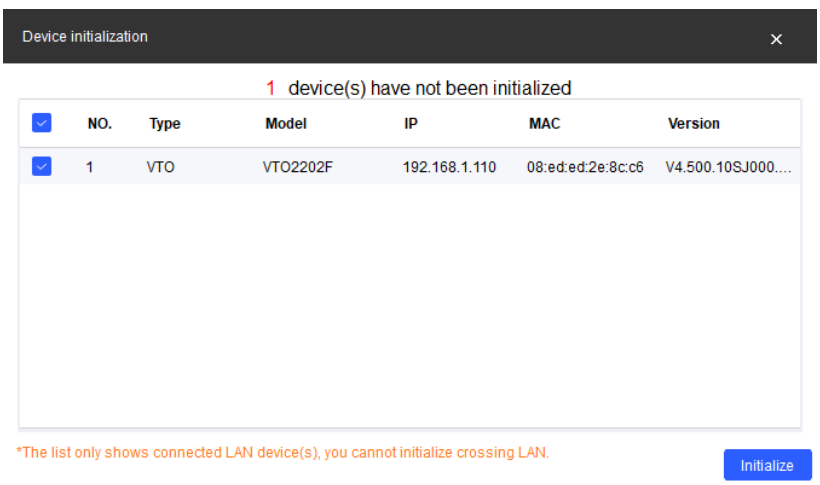


Fig 4.23: Initialisation Complete

4.13 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 **Config Tool**.

1. Press the **Search** Settings button and enter the password of the device(s) you wish to modify. (Fig 4.24)

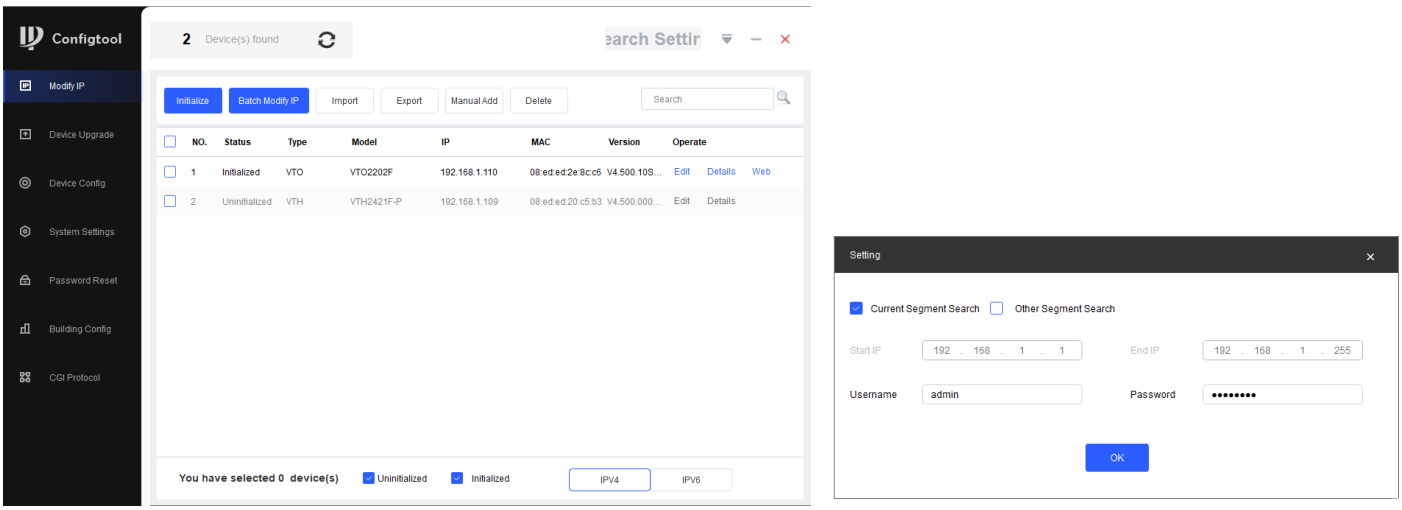


Fig 4.24: Device Search

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 4.25)
4. Your device will now reboot, and its IP address will be updated.

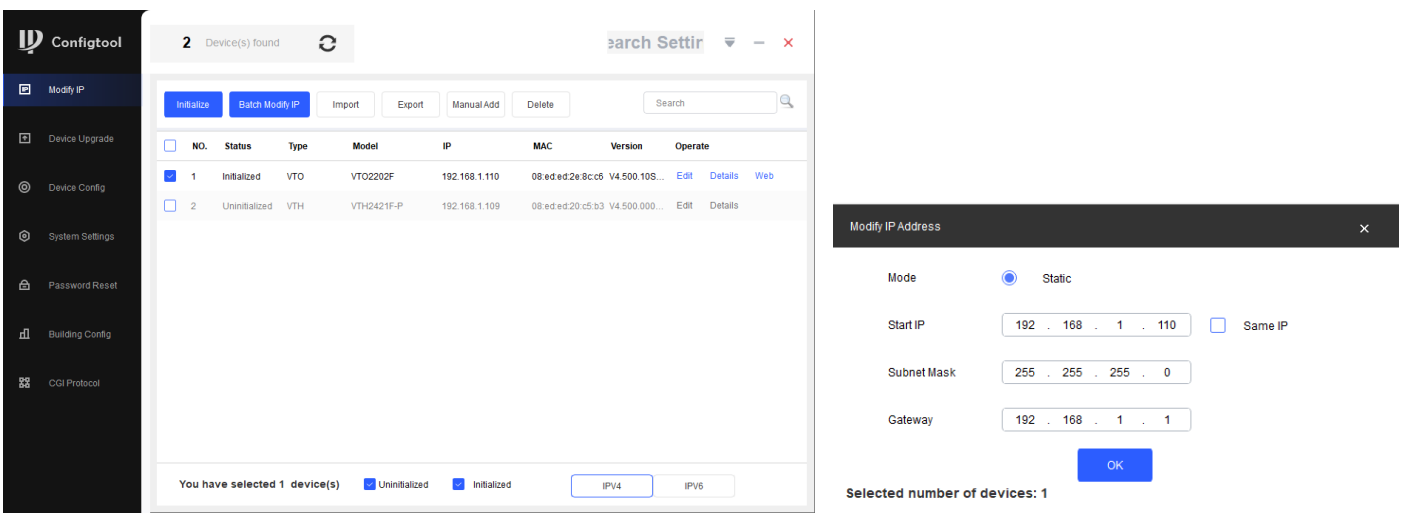


Fig 4.25: Modify IP Address

5. Mobile App

5.1 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 **4.9 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 5.1)

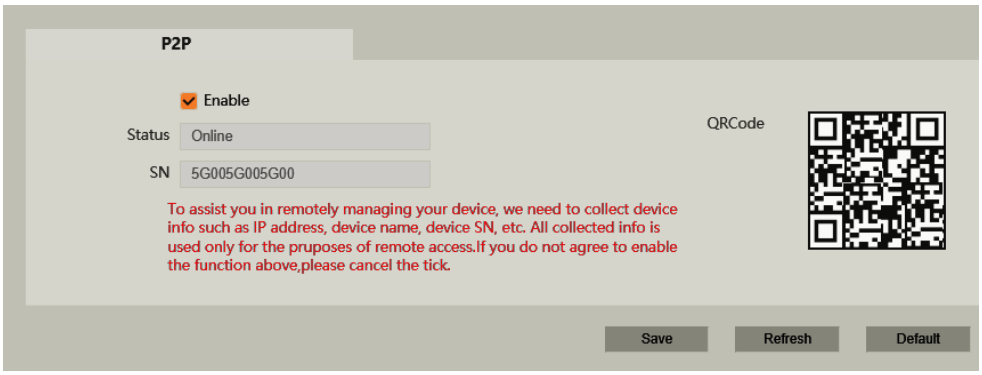


Fig 5.1: SN/Scan

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 5.2)
6. Use your phone to **scan the QR code** on your PC.
7. Select the type of device you're adding to your phone, **VTO**. (Fig 5.3)
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.

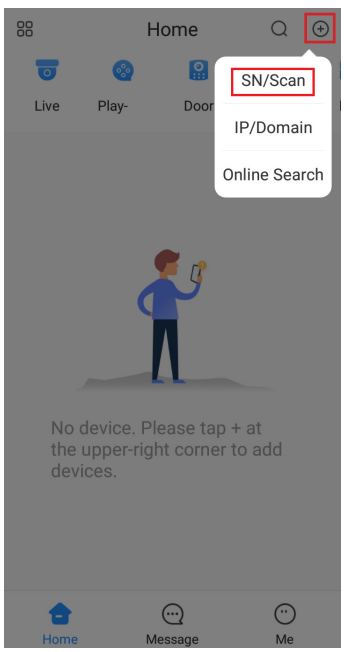


Fig 5.2: SN/Scan

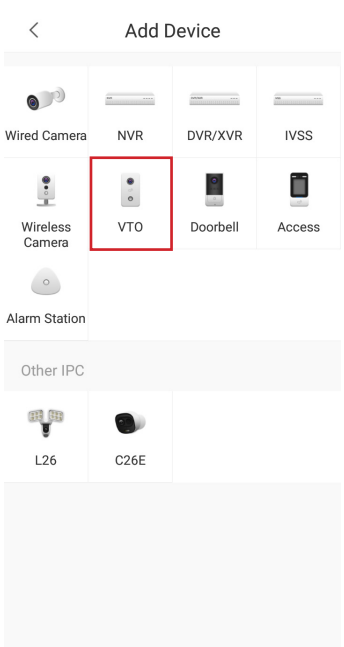


Fig 5.3: Add Device

5.2 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 5.1**.

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 5.4)

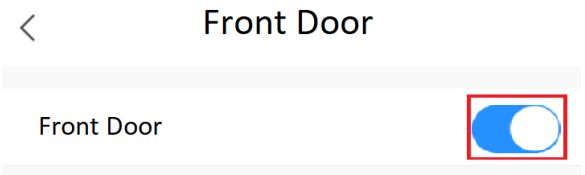


Fig 5.4: Enabling Push Notifications

5.3 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 4.9**.)
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 5.5)

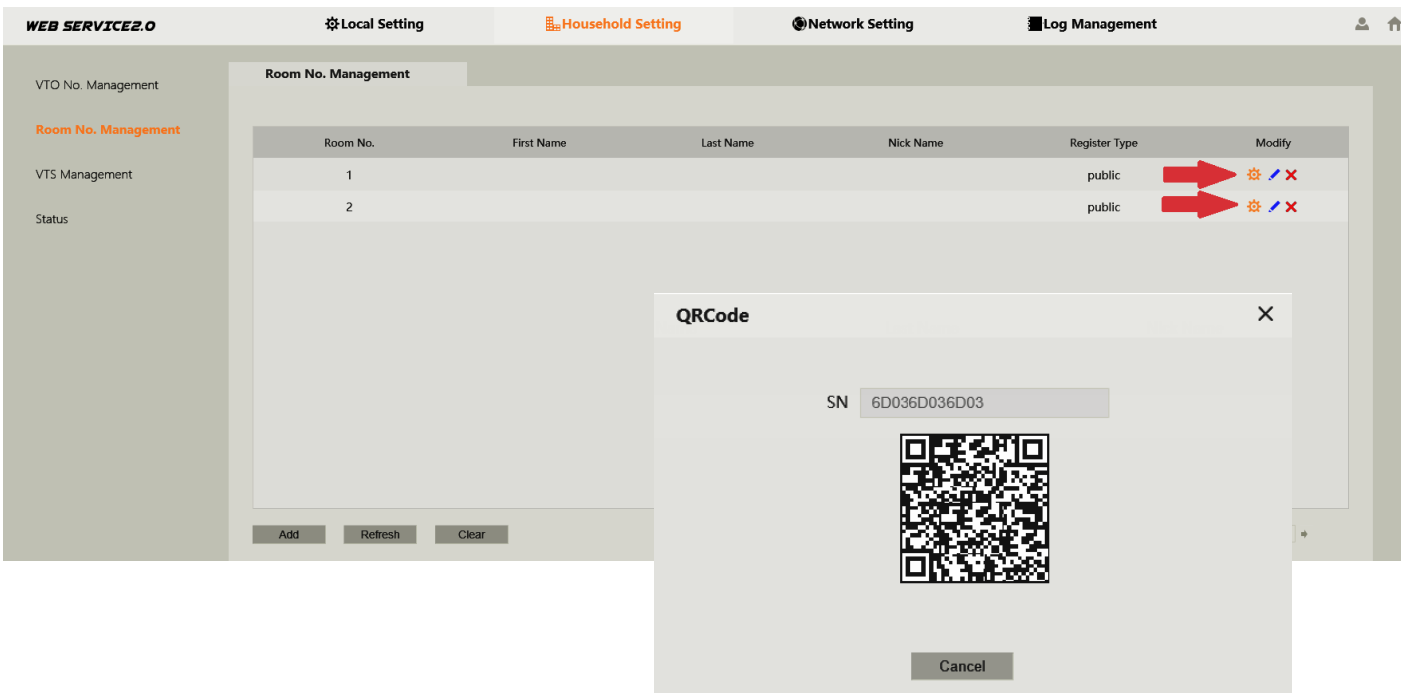


Fig 5.5: Intercom QR Code

4. Follow **Section 5.1** Steps 6 to 14.

6. Using the Intercom System

6.1 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.

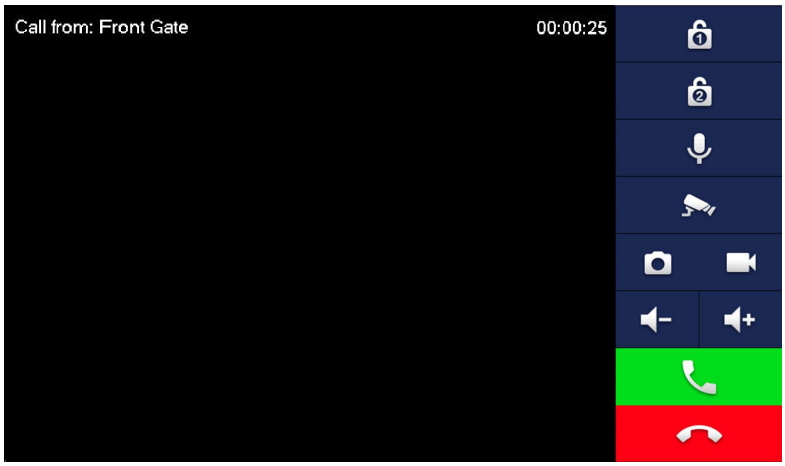


Fig 6.1: Answering Call

6.2 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**.

6.3 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**.

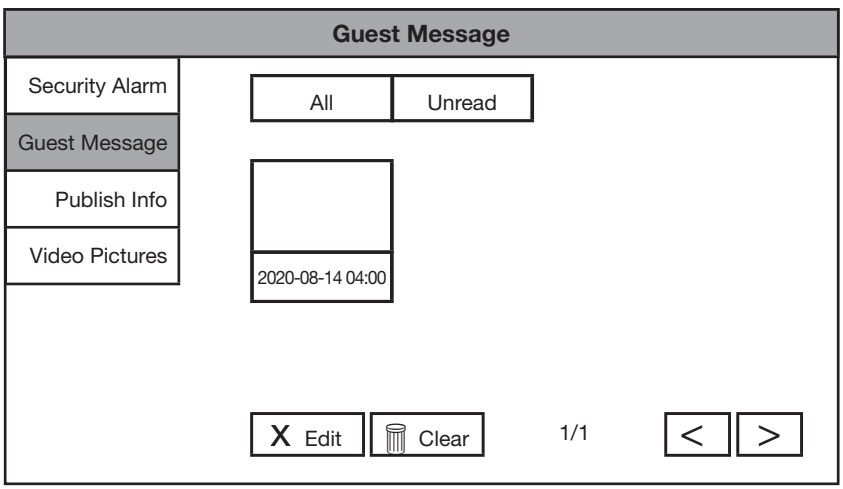


Fig 6.2: Guest Messages

6.4 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**.

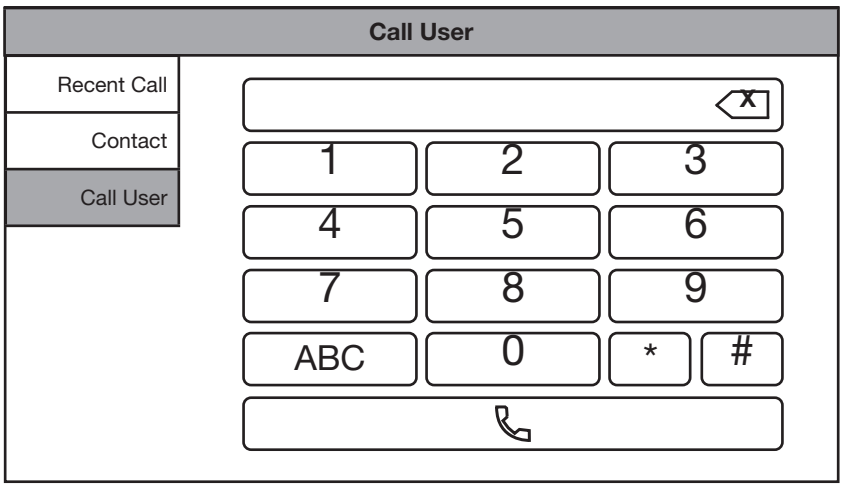


Fig 6.3: Call User

6.5 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.

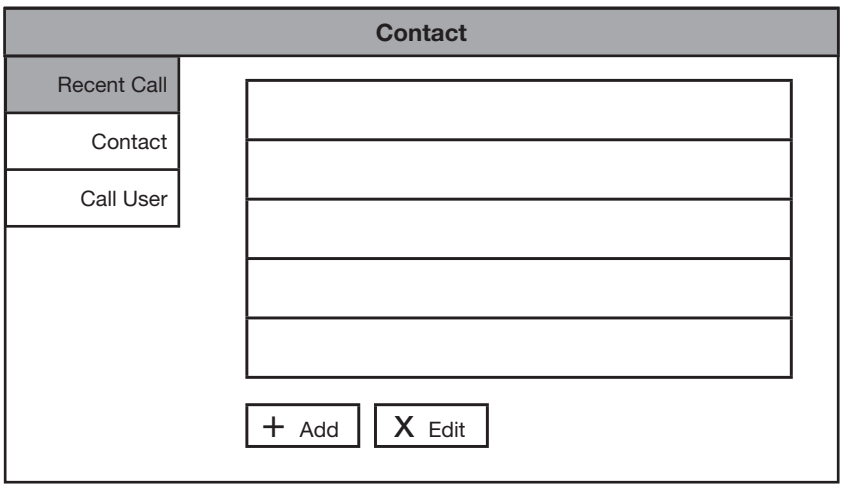


Fig 6.4: Contacts

7. 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.

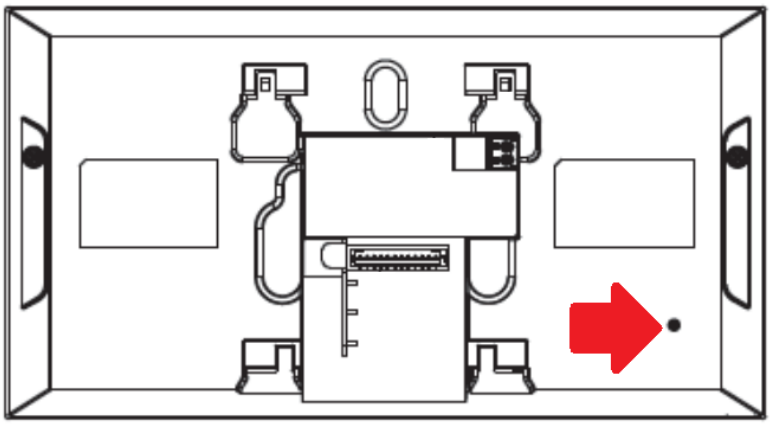


Fig 7.1: INTIPMONGB & INTIPMONGW factory reset

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.

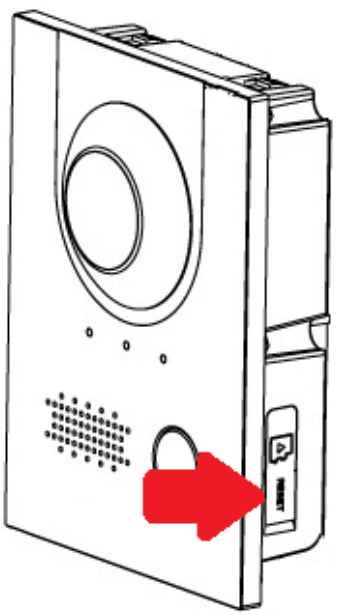


Fig 7.2: INTIPRDSG factory reset

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.

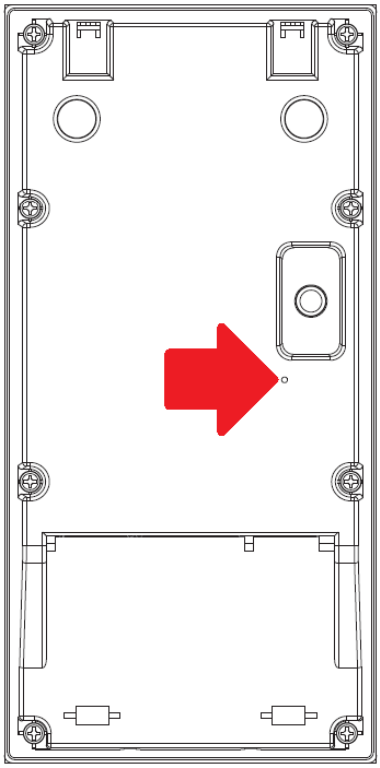


Fig 7.3: INTIPADSD factory reset

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	• Ensure that the VTO number is different between each Door Station. • Ensure you have changed the name of each Door Station from the Indoor Monitor under the VTO Config page. • 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 123454.
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
The Door Station is not calling the Indoor Monitor.	• Restart all intercom devices. Allow up to 10 minutes for the devices to connect. • If using an apartment intercom, ensure you are dialing the correct room number. • 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.

7. Troubleshooting (cont.)

Problem	Troubleshooting
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	• Check IP address details are entered correctly. • 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. • 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" and "Master Pwd" that is entered is the IP address and password of the master Indoor Monitor. • If the "  " icon is shown, check the settings on the Indoor Monitor are correct (see Section 4.3).
Second monitor not ringing	• Connect to the Door Stations web interface, and ensure group call is enabled, in the Local settings -> Basic menu.
The Door Station / monitor is not turning on. Unable to connect to the Door Station	• Check the device is receiving 12V or PoE. • Ensure the power supply meets or exceeds the current rating for the device you are powering. • 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 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	• Ensure that the IP address, subnet mask and default gateway of the Door Station and NVR are in the same IP address range. • Ensure the Door Station is connected via the LAN port, NOT one of the PoE ports.
No live video during a call or when viewing the Door Station under "Monitor" after the Door Station has been added to a channel on an NVR	• Set the Compression to H.264 under the Video & Audio settings of the Web Interface
Can't connect to Door Station with DMSS app	• Ensure P2P is enabled in the web interface & the Door Station is powered on. • Set DNS address of Door Station to the gateway IP. • Ensure the Time & Date is set correctly on the Door Station.
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.

Notes

help.c5k.info

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

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