2-Wire Residential Intercom

QUICK INSTALLATION GUIDE
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## 1. Components

<table>
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<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Image" /> • Advanced H.264 Video Compression Technology for High Quality Images • 800 x 480 pixels resolution • 7” Touch Screen • Micro SD Card Slot (Micro SD Card sold separately)</td>
<td><img src="image2.png" alt="Image" /> • 1MP Camera • IP54 Rated • Loudspeaker • Door Release Output</td>
<td><img src="image3.png" alt="Image" /> • 4 Channel Inputs • Power Input - 24V DC – 2.5 Amps • Surface Mountable or DIN Mountable</td>
</tr>
</tbody>
</table>

### Maximum cable run distance - 100M

Minimum recommended cable type – 24 Strand Figure 8 Cable

If you are using a single Indoor Monitor and a single Door Station and do not wish to connect to the system remotely, an IP Network Controller is not required.

If you are using a single Indoor Monitor and a single Door Station, and wish to access the system remotely, an IP Network Controller is required.

If you are using multiple Indoor Monitors or multiple Door Stations, a Network Controller is required.

A maximum of 4 devices can be connected to the IP Intercom Network Controller. For example, 2 Door Stations, and 2 Indoor Monitors or 1 Door Station and 3 Indoor Monitors.

The User Password is **123456** which may be used for basic operation of the Intercom System. The Project Settings Password is **888888** which may be used for configuration of the Intercom System. The Door Station’s web interface will require the username **admin** and password **admin**. The Door Station’s default IP address is **192.168.1.110** The Indoor Monitors default IP address is **192.168.1.109** Please note that the Indoor Monitor does not have a web interface.
# Door Station

**1 Microphone**

**2 Camera**

**3 Compensation Light**

**4 Speaker**

**5 Name Plate**

**6 Call Button**

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Camera Adjustment: Insert a small screwdriver, and gently move the camera to the desired position.</td>
</tr>
<tr>
<td>2</td>
<td>Tamper Switch: This must be fully pressed down once installed. If the switch is released, the alarm will sound.</td>
</tr>
<tr>
<td>3</td>
<td>Connection Port: Door Station wiring is to be connected to these ports. Push the tab in, insert the cable, then release the tab to lock the cable in place.</td>
</tr>
<tr>
<td>4</td>
<td>Debug Port: Not used.</td>
</tr>
</tbody>
</table>
1 Alarm Inputs and Output
6 alarms inputs, and one alarm output.

2 2-wire Connectors
3 groups of 2-wire ports which can connect to the Network Controller, Door Station or to additional monitors.

Monitor

<p>| Press to unlock the door latch |
| Press to view the Door Station's camera |
| Press to answer the call, once finished, press to hang-up the call. |
| Press to return to the main menu |
| Not Used |</p>
<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Power Input 24V DC 2.5 Amp power input</td>
</tr>
<tr>
<td>2</td>
<td>Power Light Power Status Light</td>
</tr>
<tr>
<td>3</td>
<td>LAN Port LAN port to connect to your existing computer network</td>
</tr>
<tr>
<td>4</td>
<td>Reboot Button Pressing this button will the Network Controller.</td>
</tr>
<tr>
<td>5</td>
<td>2-wire Connections 4 groups of 2-wire ports which can be connect to Door Stations or Indoor Monitors.</td>
</tr>
</tbody>
</table>
2. Installation

If this is your first time purchasing a VIP 2-Wire Residential Intercom, we recommend setting it up on the bench first, before installation.

If you are setting up more than one Door Station, or wish to connect to the Door Stations web interface, a Windows computer is required to login to the Door Station.

The 2-Wire intercom requires a 2-wire cable to be run between the Indoor Monitor, Network Controller and Door Station. If you wish to connect to the system remotely, a Cat5e cable will need to be connected from the Network Controller to your existing computer network.

24V DC power must be provided for the intercom to function, it can be provided at the Indoor Monitor, Network Controller, Door Station, or mid-way through the 2-wire cable connected between the devices. The intercom components have no polarity, so it does not make a difference which wire you connect to positive or which you connect to negative.

When connecting to the Door Stations’ web interface, the default IP address is 192.168.1.110. We recommend using Internet Explorer to connect to the Door Station. Please note that the Indoor Monitor does not have a web interface.

The VIP Vision 2-Wire Residential IP Intercom can be wired in either a parallel or series configuration.
a) 1 Indoor Monitor to 1 Door Station (No Network Functionality)

This configuration requires a length of 2-wire cable running between the Indoor Monitor, and Door Station.

24V DC power must be provided to power the intercom system. Power can be provided to the Door Station, Indoor Monitor, or mid-way through the 2-wire cable.

1. Install each unit at their respective location and connect the devices together with a figure 8 cable.
2. Connect the 24V DC power supply to the figure 8 cable.
3. You have now successfully connected your 2-Wire Residential IP Intercom
b) 1 Indoor Monitor to 1 Door Station via a Network Controller

This configuration allows you to connect your Indoor Monitor and Door Station together, and also provide them with network access. 2-wire cables will need to be run between the Indoor Monitor, Door Station, and Network Controller. 24V DC power must be provided to power the intercom system. Power can be provided to the Door Station, Indoor Monitor, Network Controller, or mid-way through the 2-wire cable. A Cat5e network cable will need to be connected from the Network Controller to your existing computer network.

24VDC Power

Modem

In this example, we are going to connect the intercom Door Station and Indoor Monitor to a Network Controller, and change the IP address of the Door Station and Indoor Monitor.

<table>
<thead>
<tr>
<th>Device</th>
<th>IP Addresses (example)</th>
<th>Room Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door Station</td>
<td>10.1.1.110</td>
<td></td>
</tr>
<tr>
<td>Master Indoor Monitor</td>
<td>10.1.1.111</td>
<td>9901</td>
</tr>
</tbody>
</table>

1. Install each unit at their respective location and connect the devices together with a 2-wire cable.
2. Connect a Cat5e cable from the Network Controller, to your existing computer network.
3. Connect the 24V DC power supply to the 2-wire cable or the Network Controller.
4. Once the Indoor Monitor has powered on, go to “Settings” > “Project Settings” > then enter password “888888”.
5. Choose “Net Set” and change the IP address, subnet mask, and default gateway to match your local computer network. Press “OK” to save. In this example we are going to change the IP address of the Indoor Monitor from 192.168.1.109 to 10.1.1.111.
6. On the Indoor Monitor go to “Settings” > “Project Settings” > then enter the password **888888**.
7. Select “Search Device”. You will see the Door Station’s IP address listed.

8. Select the Door Station, then select “Modify IP” and change the IP address, subnet mask and default gateway of this Door Station from **192.168.1.110** to the new IP address **10.1.1.110**. Press “OK” to save.

9. Once you have set the Door Stations IP address, select the Door Station, then the “Add” button.
10. Enter a name for the Door Station for example “Front Gate”. Press the “OK” button.
11. A green icon will now appear next to the IP address indicating the Door Station is connected.

12. Reset the power of both the Door Station and Indoor Monitor.
13. You have now successfully connected your 2-Wire Residential IP Intercom.
c) 2 Indoor Monitors to 1 Door Station via a Network Controller

This configuration allows you to connect your Indoor Monitors and Door Station together, and also provide them with network access. 2-wire cables will need to be run between the Indoor Monitors, Door Station, and Network Controller. 24V DC power must be provided to power the intercom system. Power can be provided to the Door Station, Indoor Monitor, Network Controller, or mid-way through the 2-wire cable. A Cat5e network cable will need to be connected from the Network Controller to your existing computer network.

In this example, we will be changing each devices’ IP address.

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<td></td>
</tr>
<tr>
<td>Master Indoor Monitor</td>
<td>10.1.1.111</td>
<td>9901</td>
</tr>
<tr>
<td>Extension Indoor Monitor</td>
<td>10.1.1.112</td>
<td>9901-1</td>
</tr>
</tbody>
</table>

1. Install each unit at their respective location and connect the devices together with a 2-wire cable.
2. Connect a Cat5e cable from the Network Controller, to your existing computer network.
3. Connect the 24V DC power supply to the 2-wire cable or the Network Controller.
4. Once the Master Indoor Monitor has powered on go to “Settings” > “Project Settings” > then enter password 888888
5. Select “Product Info” and set the “Room No.” (it must be at least 3 digits, such as 102, in our example we will be using 9901) and press “OK” to save.

6. Select “Net Set” and change the local IP address of this Indoor Monitor from 192.168.1.109 to 10.1.1.111 and press “OK” to save.

7. The other Indoor Monitor we will setup as an “Extension” Indoor Monitor. On the “Extension” Indoor Monitor go to “Settings” > “Project Settings” > then enter the password 888888

8. Select “Product Info” and set the mode to “Extension”. You can now set the Room Number to the same as the Master Indoor Monitor but add “-1” to show that it is the first extension (such as 9901-1). Enter the IP address of the “Master” Indoor Monitor 10.1.1.111 and press “OK” to save.
9. Select “Net Set” and change the local IP address of this Indoor Monitor from **192.168.1.109** to **10.1.1.112** and press “OK” to save.

![Project Settings](image1.png)

10. On the ”Master” Indoor Monitor, go to “Settings” > “Project Settings” > then enter the password **888888**

11. Select “Search Device”. You will see the Door Station’s IP address listed.

![Project Settings](image2.png)

12. Select the Door Station, then select “Modify IP” and change the IP address, subnet mask and default gateway of this Door Station from **192.168.1.110** to the new IP address **10.1.1.110**. Press “OK” to save.

![Modify VTO IP](image3.png)
13. Once you have set the Door Stations IP address, select the Door Station, then the “Add” button.
14. Enter a name for the Door Station for example “Front Gate”. Press the “OK” button.

![Add VTO screen]

15. A green icon will now appear next to the IP address indicating the Door Station is connected.

![Project Settings screen]

16. Reset the power of both the Door Station and Indoor Monitor.
17. You have now successfully connected your 2-Wire Residential IP Intercom.
**d) 2 Indoor Monitors to 2 Door Stations via a Network Controller**

This configuration allows you to connect your Indoor Monitors and Door Stations together, and also provide them with network access. 2-wire cables will need to be run between the Indoor Monitors, Door Stations, and Network Controller. 24V DC power must be provided to power the intercom system. Power can be provided to the Door Station, Indoor Monitor, Network Controller, or mid-way through the 2-wire cable. A Cat5e network cable will need to be connected from the Network Controller to your existing computer network. A Windows computer is required to setup this configuration.

In this is example, we will be changing each devices’ IP address.

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<thead>
<tr>
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<th>IP Addresses (example)</th>
<th>Room Number</th>
</tr>
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<tbody>
<tr>
<td>Door Station 1</td>
<td>10.1.1.110</td>
<td></td>
</tr>
<tr>
<td>Door Station 2</td>
<td>10.1.1.111</td>
<td></td>
</tr>
<tr>
<td>Master Indoor Monitor</td>
<td>10.1.1.112</td>
<td>9901</td>
</tr>
<tr>
<td>Extension Indoor Monitor</td>
<td>10.1.1.113</td>
<td>9901-1</td>
</tr>
</tbody>
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1. Install each unit at their respective location and connect the devices together with a 2-wire cable.
2. Connect a Cat5e cable from the Network Controller, to your existing computer network.
3. Connect the 24V DC Power supply to the 2-wire cable or the Network Controller.
4. Once the “Master” Indoor Monitor has powered on go to “Settings” > “Project Settings” > then enter password **888888**
5. Select “Product Info” and set the “Room No.” (it must be at least 3 digits, such as 102, in our example we will be using **9901**). Press “OK” to save.

6. Select “Net Set” and change the local IP address of this Indoor Monitor from **192.168.1.109** to **10.1.1.111**. Press “OK” to save.

7. The other Indoor Monitor we will setup as an “Extension” Indoor Monitor. On the “Extension” Indoor Monitor go to “Settings” > “Project Settings” > then enter the password **888888**

8. Select “Product Info” and set the mode to “Extension”. You can now set the room number to the same as the “Master” Indoor Monitor but add “-1” to show that it is the first extension (such as **9901-1**). Enter the IP address of the “Master” Indoor Monitor **10.1.1.111**. Press “OK” to save.
9. Select “Net Set” and change the local IP address of this Indoor Monitor from 192.168.1.109 to 10.1.1.112. Press “OK” to save.


11. Log in with the Default username admin, password also admin. Once logged in, go to “System Config” > “Local Config”. Change the VTO number. Each Door Station must have a different VTO number, otherwise they will not function correctly. For example, “6901” for the first Door Station and “6902” for the second Door Station. Press “OK”. Repeat this set for each Door Station.
12. On the “Master” Indoor Monitor, go to “Settings” > “Project Settings” > then enter the password **888888**

13. Select “Search Device”. You will see the Door Station’s IP address listed.

14. Select the Door Station, then select “Modify IP” and change the IP address, subnet mask and default gateway of this Door Station from **192.168.1.110** to the new IP address **10.1.1.110**. Press “OK” to save.

15. Once you have set the Door Station’s IP address, select the Door Station, then the “Add” button.

16. Enter a name for the Door Station, for example “Front Gate”.”Channel” must be “Vto0”. Press the “OK” button.
17. A green icon will now appear next to the IP address indicating the Door Station is connected.

18. Connect your additional Door Station.

19. Select the Door Station, then select “Modify IP” and change the IP address, subnet mask and default gateway of this Door Station from 192.168.1.110 to the new IP address 10.1.1.111. Press “OK” to save.

20. Once you have set the Door Stations IP address, select the Door Station, then the “Add” button.

21. Press the right arrow, enter a name for the Door Station. “Channel” must be “Vto1”.

22. Select “State” and turn it to “On”. Press the “OK” button.
23. On the Master Indoor Monitor go to “Settings” > “Project Settings” > then enter the password **888888**
24. Select “Network”.
25. You will see the IP address of the first Door Station that is added. Ensure “Enable Status” is set to “ON”.
26. Press the right arrow to view the second Door Station. Ensure “Enable Status” is set to “ON”.
27. On the Extension Indoor Monitor go to “Settings” > “Project Settings” > then enter the password **888888**
28. Select “Network”.
29. You will see the IP Address of the first Door Station that is added. Ensure “Enable Status” is set to “ON”.
30. Press the right arrow to view the second Door Station. Ensure “Enable Status” is set to “ON”.
31. Reset the power of both the Door Station and Indoor Monitor.
32. You have now successfully connected your 2-Wire Residential IP Intercom.
3. Additional Configuration

a) How to change the Indoor Monitor’s IP Address

1. Power on the Indoor Monitor
2. On the Indoor Monitor go to “Settings” > “Project Settings” > then enter the password 888888
3. Select “Net Set” and change the IP address of the Indoor Monitor from 192.168.1.109 to the new IP Address (e.g. 10.22.5.179). Press “OK” to save.

b) How to set up an Indoor Monitor as an Extension Monitor

When you have more than one Indoor Monitor, you must setup one Indoor Monitor as the “Master” and all the additional monitors as “Extension” monitors. All the Door Station details will be entered into the Master monitor and the Extension monitors will retrieve the settings from the Master monitor. You must enter in each Extension monitor, the “Master IP” which is the address of the Master monitor.

1. Change the Indoor Monitors IP Address as above.
2. On the Indoor Monitor go to “Settings” > “Project Settings” > then enter the password 888888
3. Choose “Product Info” and change the Mode from “Master” to “Extension”.
4. Input the room number you wish to use. This should be the same number as your Master monitor with a “-” to indicate it is an extension. e.g. 9901-1 for your first Extension monitor, and 9901-2 for the second.
5. Enter the IP Address of your Master monitor e.g. 10.22.5.180. Press “OK” to save.
c) How to change the Door Station’s IP Address  
Method 1 - Using Internet Explorer (Recommended)

If you have multiple Door Stations, connect and configure one Door Station at a time, otherwise you may have IP address conflicts.
The default address for a Door Station will be **192.168.1.110**, and your PC will need to be set to an IP address that is in the same network range as the Door Station. We suggest **192.168.1.100**.

1. To be able to log in to the Door Station web interface you must be using Internet Explorer.

   **Enabling ActiveX Controls**: If this is your first time logging in, you may get a system popup asking you to install ActiveX control. Click the “OK” button, and the system will automatically install the ActiveX control. When finished you may need to close and re-open Internet Explorer. If you are unable to download the ActiveX file, please check whether you have ActiveX allowed under your Security Settings. Go to: Tools > Internet Options > Security > Custom Level > Then once in the Security Settings, enable all ActiveX related options.

2. Open Internet Explorer and enter **http://192.168.1.110** in the address bar.

3. Log in with the default username **admin**, and password also **admin**.
4. You will then be able to go to System Config > Network Config. In this menu you can change the IP address to one that is compatible with your network, as well the corresponding gateway and subnet mask. For example **10.22.5.190**. Press “OK” to save.
5. You have now successfully set the Door Station to a new IP address and can now set up additional Door Stations if necessary.
Method 2 – Setup from the Indoor Monitor

If you have multiple Door Stations, connect and configure one Door Station at a time, otherwise you may have IP address conflicts.

2. On the Indoor Monitor go to “Settings” > “Project Settings” then enter the password 888888
3. Select “Search Device”. You will see the Door Station’s IP address on the list.

4. Select the Door Station, then select “Modify IP” and change the IP address, subnet mask and default gateway of this Door Station from 192.168.1.110 to the new IP address 10.1.1.110. Press “OK” to save.
5. Once you have set the Door Stations IP address, select the Door Station, then the “Add” button.
6. Enter a name for the Door Station for example “Front Gate”. Press the OK button.

7. A green icon will now appear next to the IP address, indicating the Door Station has been added to the Indoor Monitor.

8. You have now successfully set the Door Station to a new IP Address and can now set up additional Door Stations if required.
Method 3 - Using the Config Tool PC Software

If you have multiple Door Stations, connect and configure one Door Station at a time, otherwise you may have IP address conflicts.
Before starting you must first have a copy of the “Config Tool” which can be downloaded from here: http://www.rhinoco.com.au/file/download/1334

1. Double click the “ConfigTool.exe” icon to open the tool. This tool will automatically scan your network to find the Door Station, and then in the device list you will see IP address, port number, subnet mask, gateway, and the unique MAC address information.

2. Select the Door Station from the list, it will have the default address of 192.168.1.110 (if necessary match up the unique MAC address with the MAC Address on the devices’ sticker).

3. Click LOGIN, and then LOGIN again to log in to the Door Station.

4. Here you can change the IP address to one that is more compatible with your network, as well the corresponding gateway and subnet mask, for example 10.22.5.190. Then click OK to save.

5. You have now successfully set the Door Station to a new IP Address and can now set up additional Door Stations if necessary.
**d) Setting the Time and Date**

When using your intercom system, you will need to set the correct time and date. There are 2 different ways to set the time and date, you can setup features such as NTP and DST in the Door Stations web interface, or you can adjust the time and date from the monitor.

**To set the time and date from the Indoor Monitor:**
On the Indoor Monitor go to SETTINGS > Time. In this menu, you can adjust the date and time.

![Indoor Monitor settings](image)

**To set the time and date from the Door Station:**
You will need to have a PC (in the same IP range) that is capable of connecting to the Web Interface of the Door Station.

1. Open Internet Explorer and input the Door Station IP Address in to the address bar.
   e.g. [http://192.168.1.110](http://192.168.1.110)

![Door Station login](image)
2. Log in with the default username **admin**, password also **admin**.
3. You will then be able to go to System Config > Local Config > System Time. In this menu you can change the Time and Date format and Sync the Door Station to your PC time.
4. After you have made your changes, select “OK”. It will take a few minutes before the indoor monitor displays the new time and date.

### e) Indoor Monitor Volume Configuration

1. On the Indoor Monitor go to “Settings” > “Ring”. In this menu you can adjust the ring tone, and volume settings.
2. After you have made your changes, select “OK”.

![Indoor Monitor Volume Configuration](image-url)
f) Door Station Volume Configuration

You will need to have a PC (in the same IP range) that is capable of connecting to the Web Interface of the Door Station.

1. Open Internet Explorer and input the Door Station IP Address in to the address bar. e.g. http://192.168.1.110

2. Log in with the default username admin, password also admin.

3. Once logged in, go to “System Config” > “Video Set” > “Audio Set”. In this menu you can change Door Station’s audio levels.

VTO Mic Volume – Controls the microphone volume level.
VTO Beep Volume – Controls the speaker sounds such as “The door is unlocked.”
**g) Wiring an Electric Door Strike to the Door Station**

The Door Station has a dry contact relay. Depending on which door strike you have, will depend on how your wire the door strike, whether it be wired to the Normally Open or Normally Closed contact.

When connecting the Door Station to an Electric Door Strike:
- The Electric Door Strike positive (+) is connected to the 12V DC power supply positive (+).
- The Electric Door Strike negative (-) is connected Door Stations COM terminal.
- The 12V DC power supply negative (-) is connected to the Door Stations NO or NC terminal depending on the model of door strike.

**Normally Closed Door Strike Wiring**

![Normally Closed Door Strike Wiring Diagram]

**Normally Open Door Strike Wiring**

![Normally Open Door Strike Wiring Diagram]

**Unlock Wiring**

If you wish to wire in an external button to trigger the door latch, connect the button to the terminal marked “Unlock Button” and “GND”.

![Unlock Wiring Diagram]
h) Adjust Electric Door Strike Timing

1. You will need to have a Windows computer (in the same IP range) that is capable of connecting to the web interface of the Door Station.
2. Open Internet Explorer and input the Door Station IP Address in to the address bar. e.g. http://192.168.1.110
3. Log in with the default username admin, password also admin.
4. You will then be able to go to “System Config” > “Local Config” > “A&C Manager”.
5. Press “OK” to save your changes.

Unlock Responding Interval is the time (in seconds) between door strike actuations. Unlock Period is the time (in seconds) that the door stays unlocked.
i) P2P Configuration (QR Code)
The mobile application must be installed before you begin
You will need to have a PC (in the same IP range) that is capable of connecting to the Web Interface of the Door Station.
(If you have more than one Door Station, this procedure must be done on each Door Station.)

1. Open Internet Explorer and input the Door Station IP Address in to the IE address bar.
   e.g. http://192.168.1.110
2. Log in with the default username of admin, password also admin.

3. You will then be able to go to “System Config” > “Network Config” > “P2P”.
4. Tick the “Enable” box and select OK.

5. After waiting 2 minutes, press the refresh button, the “Status” should display “Online”.

6. Open the mobile application.
7. On the mobile application go to “MENU” then “Home”.
8. Select “Door”.

9. Select “Device Manager”.

10. Select “Add Device”.

11. Select “P2P”

12. Give your device a name (this is for your own reference), and enter your username and password.
13. Select the picture of the QR Code on the mobile application and scan the code that you see on the Door Station’s web interface.

14. Select “Start Live Preview” to save and connect.
15. You will be returned to the live view screen where your intercom camera will now be displayed.
16. You have now successfully connected your 2-Wire Residential IP Intercom for remote access.

In the future, you can connect to your system directly from the main screen by tapping the Device Manager button, then selecting your intercom.
j) Advanced Configuration of your Intercom for Remote Access (optional)

Important: Before setting up remote access for your Intercom, you will need a good understanding of computer networks. If you do not, please seek the assistance of a qualified I.T. professional.

In order to connect the Intercom system for remote access, the Intercom system will need to be connected to the local computer network and use the same IP Address range.

To be able to set your Intercom up for Remote Access, you will first require:

- An ADSL internet connection of 512/512 minimum (ADSL2 or NBN recommended).
- An ADSL Modem which supports Port Forwarding (such as Sapido, D-link or Netgear).
- An “External static IP address” from your Internet Service Provider.
- An “Internal Static IP address” from your Modem.
- A network cable between your Intercom switch and your Modem.
- A windows PC on your network to configure your Modem.

Once you have these you can proceed to set up the Remote Access by:

1. Port forward ports 37777, 3800 in the modem, to the “Internal IP address” of the Intercom Door Station.
2. You should then be able to test the connection to the Intercom over the internet from a different internet connection (or from a mobile on 3G/4G).

Test your Remote Access by connecting to the Intercom from the mobile app:

When you are in the same building as the Intercom you will be able to connect via Wi-Fi and use the “Internal IP address” of the Intercom. However, when you are not where the Intercom is and wish to connect via the internet or 3G, you would use the “External static IP address” given to you by your Internet Service Provider.

Port forwarding support:

There are many different brands and models of ADSL Modems which makes them difficult to set up, this is why we must recommend an IT professional. Some manufacturers offer guides on their websites or alternatively we can recommend Third-party assistance on configuring port forwarding from sites such as: www.portforward.com

If you dont have a External Static IP address:

If you do not have a external static IP address, you can setup DDNS if your modem supports it. Please refer to your modems user manual on how to setup this feature.
k) Changing Door Station Network Ports (optional)

In some situations, it may be necessary to change the ports that the intercom Door Station's use.

You will need to have a PC (in the same IP range) that is capable of connecting to the Web Interface of the Door Station.

1. Open Internet Explorer and input the Door Station IP Address in to the address bar. e.g. http://192.168.1.110

2. Log in with the Default username admin, password also admin.

3. Once logged in, go to “Network Config” > “Port”.

4. In this menu, you can modify the ports to suit your requirements. Press “OK” to save the settings.

5. Select “Logout” > “Reboot”. The Door Station will now restart with the changes you have made.
I) Adding Your Door to a VIP Vision NVR (optional)

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” > “Camera” > “Remote”.
2. Select “Device Search”. The intercom Door Station will be listed in the top row.

3. Put a tick in the box next to the IP address, then select “Add”. The Door Station will now be added to your VIP Vision NVR.
4. How to Use Your Intercom System

How to make a call from the Door Station

After installation is complete, you can simply press the call button on the Door Station to call all Indoor Monitors simultaneously.

How to answer a call using the Indoor Monitor

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

You can unlock the door while taking a call.
How to take Videos / Snapshots from the Indoor Monitor

During a call you can take a **video** from the Door Stations camera by pressing [ ] this will record audio and video which will then be stored in the Indoor Monitors Micro SD Card (If fitted).

During a call you can take a **snapshot** from the Door Stations camera by pressing [ ] this image will then be stored to the Indoor Monitors Micro SD Card (if fitted).

Automatically capture screenshots from the Indoor Monitor

You can also auto capture snapshots to the Micro SD Card (If fitted) when someone rings the Door Station and no one answers the call. On the Indoor Monitor go to “Settings” and set “Autocapture” to “On”.

How to view your Videos / Snapshots from the Indoor Monitor

On the Indoor Monitor go to “Message” > “Video Pictures”. Select “Records” to view messages visitors have left, or “Pictures” to few snapshots. Select the file and press “View”
Calling Between Indoor Monitor (When you have more than one monitor)

If you have more than one Indoor Monitor, you may wish to call between monitors.

On the Indoor Monitor go to “Video Talk” > “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”.

Create Favorites

You can create favorites to call between room, instead of dialing the room number each time you wish to make a call.
On the Indoor Monitor go to “Video Talk” > “Call User”.
1. Select the favorite option.
2. Select the “Add” button.
3. Enter a name for the room, and the room number. Select the “Save” button to save your changes.

4. The device will now be added to the favorites list. Select the name and then press the “Call” button.
### Troubleshooting

Please refer to the FAQ table below for easy troubleshooting. The table below describes some typical problems and their solutions. Please consult these guides before contacting your place of purchase.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
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| No power                                                               | - Check power cord connection.  
- Confirm that there is power from the outlet.  
- Ensure that the 24V DC PSU is connected                                      |
| No live video                                                          | - Check the Door Station’s cable and connections.  
- Check the Indoor Monitors cable and connections.                                      |
| Cannot connect to one device when it has been programmed.              | - Try to ping the device IP address from a PC.                                                                                       |
| Door Station and monitors not connecting                               | - Reboot All Devices and Wait 5 minutes to ensure all devices have finished loading.  
- Check there are no breaks in the cable.                                                                      |
| Touch screen not responsive                                            | - Press the unlock and menu button together, and re-calibrate the screen.                                                            |
| Door Station makes an alarm sound when it is turned on.                | - Check that the tamper switch is fully depressed.                                                                                   |
| Unable to login to the Door’s Station web interface                    | - Ensure your computer is in the same IP address range as the Door Station.  
- Ensure you are using Internet explorer to connect to the Door Station.                                                               |
| Web interface not displaying correctly                                  | - Ensure you are using Internet Explorer to connect to the Door Station.  
- Clear your Internet Explorer search history.                                                                                |
| Second monitor not ringing                                             | - Connect to the Door Stations web interface, and ensure “Group Call” is selected.                                                  |
Limited Warranty

Cornick Pty Ltd (Seller) warrants its products to be in conformance with its own plans and specifications and to be free from defects in materials and workmanship under normal use and service for forty eight months from the date of original purchase. Sellers obligation shall be limited to repairing or replacing, at its option, free of charge for materials or labor, any part which is proved not in compliance with Sellers specifications or proves defective in materials or workmanship under normal use and service. Seller shall have no obligation under this Limited Warranty or otherwise if the product is altered or improperly repaired or serviced by anyone other than Seller.

For Warranty Service: Return transportation prepaid with a copy of your purchase receipt and contact details to:

Cornick, Unit 1/9 Hannabus Place, Mulgrave, NSW 2756 Australia.

Seller has no obligation to attend the buyer’s location to retrieve the goods or make repairs onsite.

- There are no warranties, expressed or implied, of merchant ability, or fitness for a particular purpose or otherwise, which extend beyond the description on the face hereof. In no case shall seller be liable to anyone for any consequential or incidental damages for breach of this or any other warranty, express or implied, or upon any other basis of liability whatsoever, even the loss or damage is caused by its own negligence or fault.
- Seller does not represent that the products it sells may not be compromised or circumvented; that the products will prevent any personal injury or property loss by burglary, robbery, fire or otherwise; or that the products will in all cases provide adequate warning or protection. Customer understands that a properly installed and maintained alarm system or video surveillance system may only reduce the risk of a burglary, robbery, or fire without warning, but it is not insurance or a guarantee that such will not occur or that there will be no personal injury or property loss as a result.
- Consequently, seller shall have no liability for any personal injury; property damage or other loss based on a claim the product failed to give any warning. However, if seller is held liable, whether directly or indirectly, for any loss or damage arising under this limited warranty or otherwise, regard less of cause or origin, seller’s maximum liability shall not in any case exceed the purchase price of the product, which shall be the complete and exclusive remedy against seller.
- This warranty replaces any previous warranties and is the only warranty made by the Seller on this product. No increase or alteration, written or verbal, of the obligations of this Limited Warranty is authorized.

Please refer to the website (www.vip-vision.com) for a full list of trading terms.