User Instructions

For

WiFi (PRO 2)

Manual Version 1

For warranty, service and support, contact:
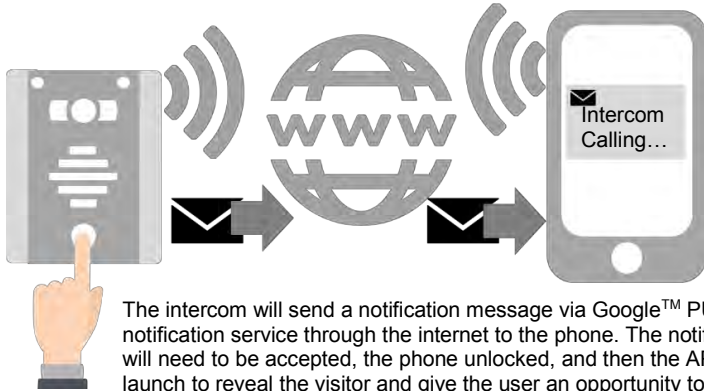
Installed By:	
Install Company Name:	
Installer Phone Number:	
Installer Email Address:	
Date of Install:	

Note: For legal and safety reasons, the manufacturer cannot offer telephone technical support to un-certified or non-qualified persons. Technical support can only be delivered via a qualified gate/door automation installer.

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How this Intercom Works

The intercom will send a notification message via Google™ PUSH notification service through the internet to the phone. The notification will need to be accepted, the phone unlocked, and then the APP will launch to reveal the visitor and give the user an opportunity to either accept or reject the call..

Answering on Android

Swipe down your notification banner when called, and press the Intercom notification.

Your phone will now launch the app and you will see a snapshot of the visitor at which point you can answer or decline the call.

Press the green icon to accept.

Answering on Apple

| Swipe the notification left | Press "VIEW" | Phone will now launch app | Swipe green icon to answer |

Note: Various versions of IOS and Android OS will have different notification acceptance techniques. Please refer to online support for your device if needed.

Ring

Silent
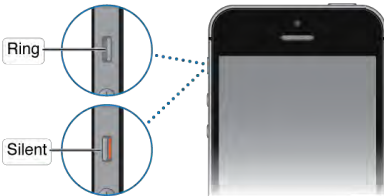
TIP: Make sure ringer switch is ON and volume is turned up.
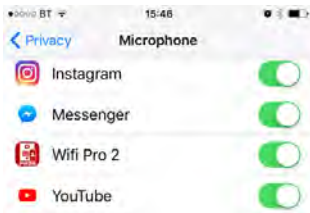
TIP: If there is no voice from the speaker at the gate, check the iphone microphone permissions in Settings/privacy/microphone
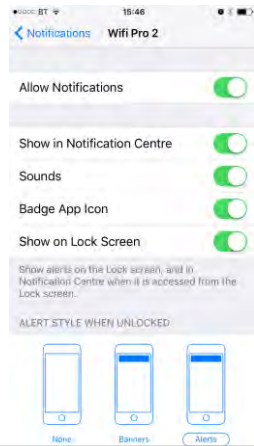
TIP: If you don't get notifications then check settings/notifications and select the app.

Other Settings

Edit Intercom details

Ring tones

Check APP version

Add an intercom (can have up to 6 doors/gates calling one device)

Add/edit users

Change relay times (1-9 secs)

Turn off config mode (extra security)

Set time zone + (daylight saving adjust)

Set max monitoring time

Set max talking time.

Wifi settings & signal strength

Set max ringing time (from intercom)

Reboot intercom

Set sound option. Duplex, simplex1, simplex2.

Sound, Volumes and Speech

This intercom is capable of full duplex speech, which means two people can have a conversation and appear to speak at the same time. Since various manufacturers of android phones, iphones and tablets all differ in acoustic performance, and different users may require varying levels of volume on their own handset, it may be possible to setup some devices in full duplex mode but others may need to be set in half duplex mode (phone user will press to talk). This may also be required if a phone is in a particularly noisy environment, or the intercom is located near a busy main road with high levels of traffic noise.
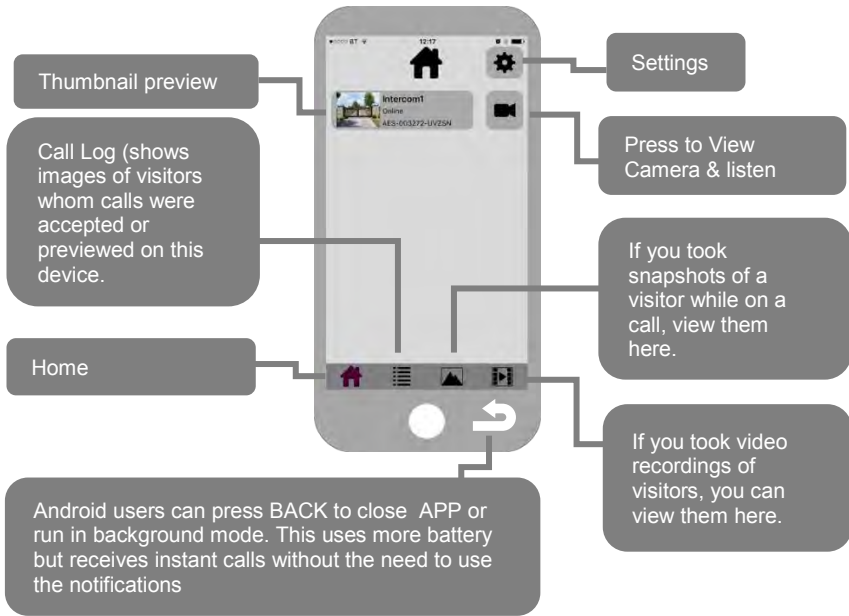
Choose the speech option which best suits the individual and he device being used.

SPK

Suggest 80% MAX volume (consult installer)
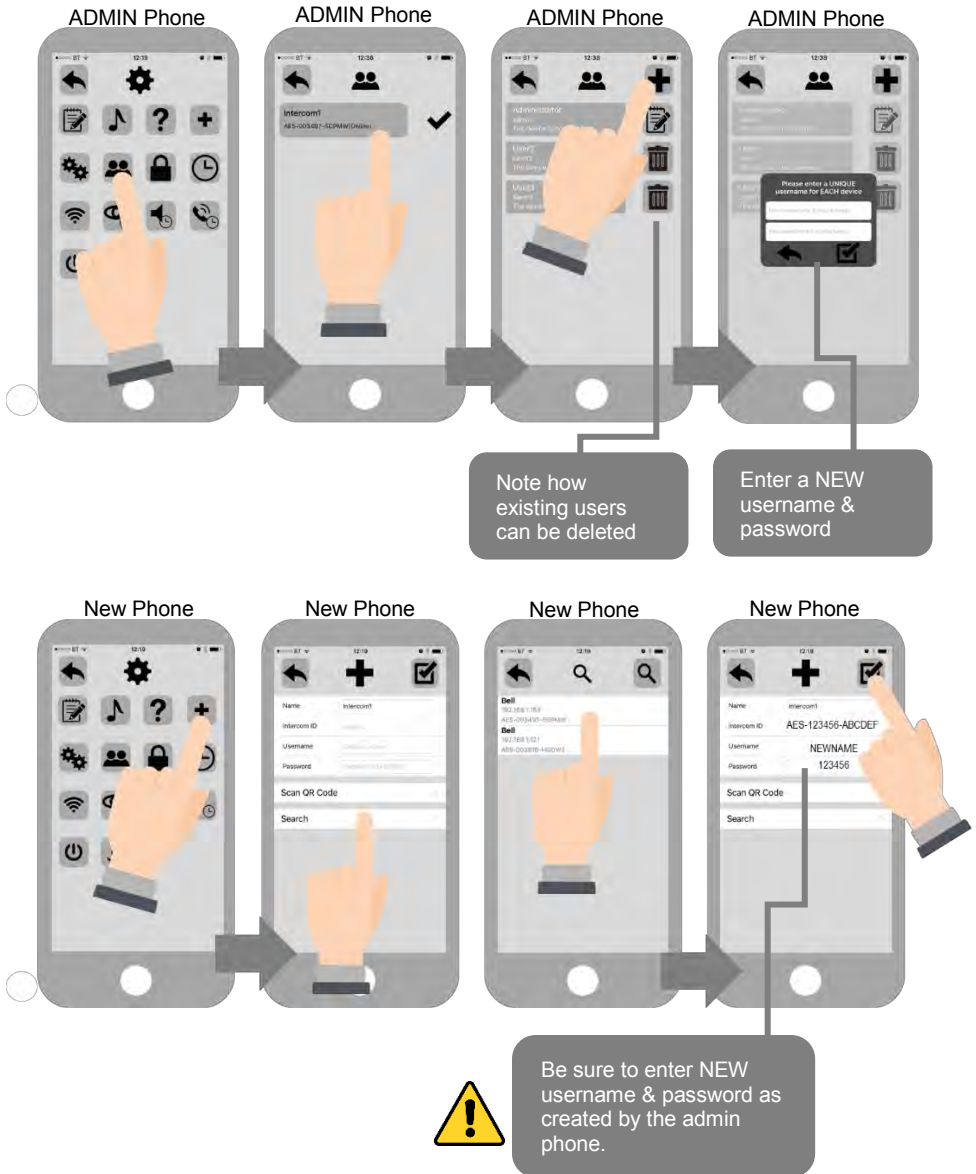
Suggest 50% MAX volume on Android

"Press and Hold" option appears when device set to half duplex 1 or 2.

Using the APP

Thumbnail preview

Settings

Call Log (shows images of visitors whom calls were accepted or previewed on this device.

Press to View Camera & listen

If you took snapshots of a visitor while on a call, view them here.

Home

If you took video recordings of visitors, you can view them here.

Android users can press BACK to close APP or run in background mode. This uses more battery but receives instant calls without the need to use the notifications

Delay (prolong conversation or keep monitoring video). TIP: In simplex modes, this changes to "Push to Talk" button

Manually record video of visitor

Manually take picture of visitor

Trigger Relay 2 (Press and HOLD to LATCH and hold open gates)
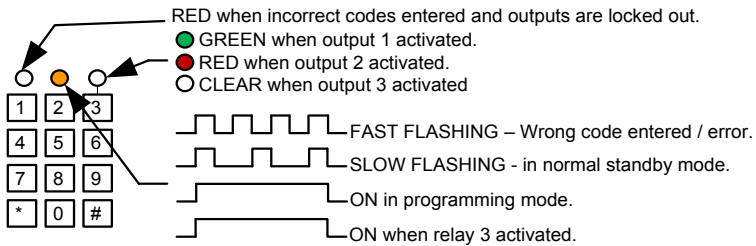
End call

Trigger Relay 1 (Press and HOLD to LATCH and hold open gates)

Adding Additional APP Users

Additional users MUST be added with individual user names. Do NOT use the same username.

ADMIN Phone   ADMIN Phone   ADMIN Phone   ADMIN Phone

Note how existing users can be deleted

Enter a NEW username & password

New Phone   New Phone   New Phone   New Phone

Be sure to enter NEW username & password as created by the admin phone.

Keypad overview

This keypad has 3 outputs, all independent from the intercom/app relays. The diagram below shows the LED indicators which indicate programming and relay status information.

RED when incorrect codes entered and outputs are locked out.
○ GREEN when output 1 activated.
● RED when output 2 activated.
○ CLEAR when output 3 activated

FAST FLASHING – Wrong code entered / error.

SLOW FLASHING - in normal standby mode.

ON in programming mode.

ON when relay 3 activated.

To activate your gates or door via keypad, simply enter the 4 digit code which has been programmed by your installer.

Note: If the gates are latched by keypad, they must be unlatched by keypad again. You cannot unlatch the keypad via APP as both are separate, and designed to work independently from one another as a fail safe.

Troubleshooting

Q: My intercom shows OFFLINE status in the APP.
A: Power off the router, wait 10 seconds, power it on again, and check the app in 10 minutes.
If that does not work, power the intercom off for 10 seconds and on again. If in doubt, contact your installer and ask them to do this for you.

Q: I have online status when I open the APP, but don't get PUSH notifications to a phone, but another phone has been tested and works ok.
A: Check with your installer and check in settings/PUSH notifications on the iphone that all notification settings are ON for the APP.

Q: I have online status when I open the APP, but when I try to view live video or receive a call, the video screen shows "Fetching".
A: Before contacting your installer, turn off the router, and all wifi devices, and disconnect anything LAN connected to the router. Power the router and intercom off, wait 10 seconds, then power only the intercom and router. Wait 10 minutes and try again. If the video feed is working again with all other connected devices turned off, you may need to upgrade your router to a better spec. This is a classic sign of a router being unable to cope with the traffic demands on it. Before you replace your router, contact your installer so that they might eliminate any other causes first.

Q: It was working fine, but after we added an additional phone or tablet, it seems to be intermittently working on certain devices, or showing a status "ID already in use".
A: Please refer to the section in this manual regarding adding an additional user. Additional devices need to use a different username than the original device. The admin device must first create new users as outlined in this manual, then additional devices use those details to connect. If this was done incorrectly, create a new user with the ADMIN device, and then EDIT the login details to match in the NEW device.

Q: I seem to get smooth video when my phone is on the local network, but when I am on 3G or 4G, notifications are delayed, and video is delayed, or speech is delayed, or laggy.
A: Before you contact your installer, perform any standard speed test on your broadband connection. If your **UPLOAD** speed is less than 1 Meg, then this will be the cause of the problem and need rectifying to allow remote use. Contact your service provider about you UPLOAD speed or have an IT professional investigate your router and equipment.

Q: I can hear the visitor speaking, but they cannot hear me when I speak into my iphone.
A: This is usually due to permissions not having been accepted during installation of the APP. Go to Settings/privacy/microphone, and activate permissions for the app to be allowed to use the microphone on the phone.

Q: The visitor can hear me when I speak, but I cannot hear them.
A: This is usually due to the media volume having been turned down on the phone. Check media volume is at least 50%. Note: Media volume is not the same thing as the phone call volume. So even if you have ringing volume turned up, media volume could still be muted. On iphone, there is a mute switch at the side of the phone as outlined in this manual. Please toggle it off mute mode if it has been muted.

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