



# User Manual

**DNAKE S615**



## REMARK

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Please follow the user manual for correct installation and testing. If there is any doubt please call our tech-supporting and customer center.

Our company applies ourselves to reformation and innovation of our products. No extra notice for any change. The illustration shown here is only for reference. If there is any difference, please take the actual product as the standard.

The product and batteries must be handled separately from household waste. When the product reaches the end of service life and needs to be discarded, please contact the local administrative department and put it in the designated collection points in order to avoid the damage to the environment and human health caused by any disposal. We encourage recycling and reusing the material resources.

# CATALOG

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# PRODUCT FEATURE

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1. Induction loop for hearing impaired
2. Braille dot for visually impaired
3. 3 output relays for door locks
4. Tamper alarm
5. Facial Recognition (No distortion)
6. Support Face, IC (13.56MHz) & ID (125kHz) card, PIN code
7. 2MP camera with WDR mode

# TECHNICAL PARAMETER

---

Power Supply: PoE (802.3af) or DC 12V/2A

Standby Power: 8 W

Rated Power: 16 W

Resolution: 480 x 272

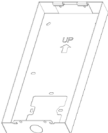
Working Temperature: -40°C to +55°C

Storage Temperature: -40°C to +70°C

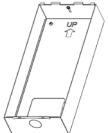
Working Humidity: 10% to 90% (non-condensing)

# PACKAGE CONTENT

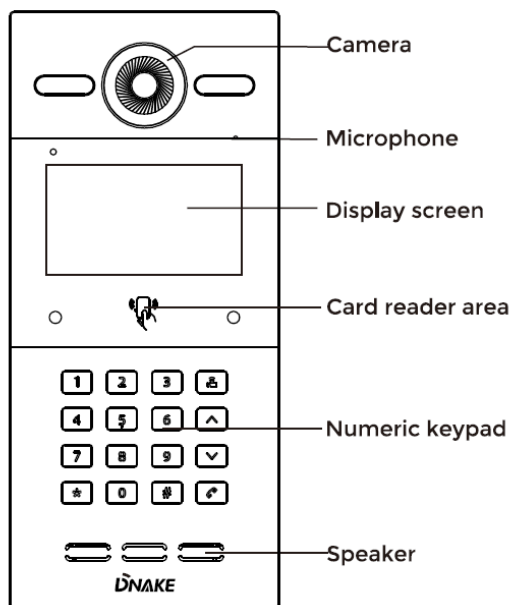
MODEL: S615 (Surface Mounting)

|                                                                                   |                                                                                   |                                                                                   |                                                                                   |                                                                                   |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
|  |  |  |  |  |
| S615                                                                              | Wiring Cover                                                                      | Sealing Plug of Wiring Port                                                       | Junction Pressing                                                                 | PWM3×8×7 (4 pcs)                                                                  |
|  |  |  |  |  |
| Rear Cover                                                                        | Screw Fixing Seat (4 pcs)                                                         | PA4×25 (4 pcs)                                                                    | FM3×4.5 (2 pcs)                                                                   | Hang rope                                                                         |
|   |  |  |  |                                                                                   |
| Wrench Screw                                                                      | Diode (3 pcs)                                                                     | Quick Start Guide                                                                 | Rain Hood (Optional)                                                              |                                                                                   |

MODEL: S615 (Flush Mounting)

|                                                                                    |                                                                                     |                                                                                     |                                                                                     |                                                                                    |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
|   |    |    |    |   |
| S615                                                                               | Wiring Cover                                                                        | Sealing Plug of Wiring Port                                                         | Junction Pressing                                                                   | PWM3×8×7 (4 pcs)                                                                   |
|  |   |   |  |  |
| Flush Mounting Box                                                                 | Screw Fixing Seat (4 pcs)                                                           | PA4×25 (4 pcs)                                                                      | FM3×4.5 (2 pcs)                                                                     | Hang rope                                                                          |
|  |  |  |                                                                                     |                                                                                    |
| Wrench Screw                                                                       | Diode (3 pcs)                                                                       | Quick Start Guide                                                                   |                                                                                     |                                                                                    |

# OVERVIEW



# BASIC OPERATION

## 1. Call and Monitor

### 1.1. Call Indoor Monitor

In standby mode, press room numbers + #/dial on Door Station to call Indoor Monitor. During the call, press \* on Door Station again to end the call. If the call fails or Indoor Monitor is busy, Door Station will make a beep sound.

### 1.2. Monitor Door Station

Click Monitor icon on Indoor Monitor's homepage to monitor Door Station.

## 2. Phonebook

Click up or down button to enter phonebook page. You can dial any residents in this phonebook.

## 3. Unlock

Press #+PIN Code+# to unlock.

## 4. Concierge

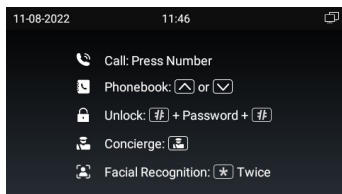
Press concierge button to call Master Station.

## 5. Facial Recognition

Press \* twice to wake up face scan. Facial recognition should be enabled beforehand.

# DEVICE SETTING

Connect Door Station and PC to a network switch in the same LAN. You can enter the admin settings of Door Station by pressing # twice and entering default password (123456). This is where you can configure the device.



## 1. Device Settings

Numbers here are basic settings for making a call to Indoor Monitor. For Door Station, the building and unit number should be the same as those in Indoor Monitor. For Villa Station with one button, the building, unit, and room number should be the same as those in Indoor Monitor.

The Index number here is to distinguish different Door Stations when more than one Door Station in one building.

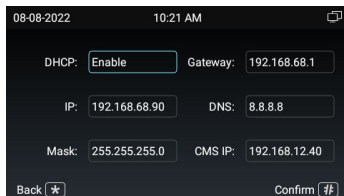


|           |                                                                                                                                                                       |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mode:     | Mode for apt., wall or villa (Unit and wall)                                                                                                                          |
| Building: | Number of the building (Building range: 1-999);                                                                                                                       |
| Unit:     | Number of the unit (Unit range: 1-99);                                                                                                                                |
| Index:    | Number of the Index (Unit range: 1-9);                                                                                                                                |
| Language: | 16 languages supported (简体中文, English, 繁體中文, עברית, Deutsch, Español, Türk, Tiếng Việt, Nederlands, Português, Polski, Русский, عربي, Français, Italiano, slovenský); |
| Volume:   | Volume of System can be set from 1 to 6;                                                                                                                              |

|             |                                                             |
|-------------|-------------------------------------------------------------|
| Resolution: | 3 resolutions supported (320 × 240, 640 × 480, 1280 × 720); |
| Password:   | Administrator password of the Device (Default 123456);      |

## 2. Network Settings

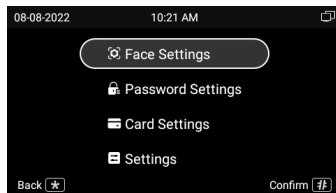
The device network can be set to either DHCP or a static IP address. CMS parameters should be configured here when you try to register this device to CMS.



|          |                                                                                                                 |
|----------|-----------------------------------------------------------------------------------------------------------------|
| DHCP:    | Enable DHCP (Dynamic Host Configuration Protocol) to dynamically distributing network configuration parameters; |
| IP:      | Configure Static IP address to manually distributing network configuration parameters;                          |
| Mask:    | Subnet mask;                                                                                                    |
| Gateway: | A component that is part of two networks, which use different protocols;                                        |
| DNS:     | Domain Name Server of the device;                                                                               |
| CMS IP:  | Server address of CMS;                                                                                          |

## 3. Access Settings

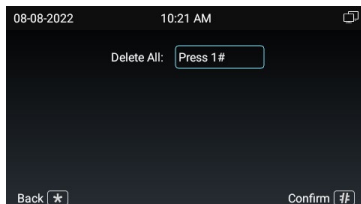
You can configure face, PIN code, card, and other settings.



|                    |                          |
|--------------------|--------------------------|
| Face Settings:     | Manage face recognition; |
| Password Settings: | Manage PIN codes;        |

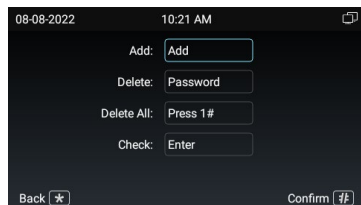
|                |                                           |
|----------------|-------------------------------------------|
| Card Settings: | Manage cards;                             |
| Settings:      | Manage all other access related settings; |

### 3.1 Face Settings



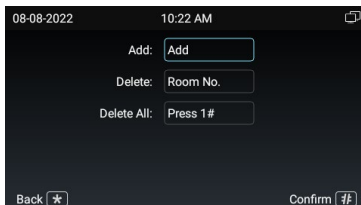
|             |                                      |
|-------------|--------------------------------------|
| Delete All: | Press 1 + # to delete all face info; |
|-------------|--------------------------------------|

### 3.2 Password Settings



|             |                                                           |
|-------------|-----------------------------------------------------------|
| Add:        | Press # to add PIN code for different relays;             |
| Delete:     | Press PIN code to delete PIN code under this room number; |
| Delete All: | Press 1 + # to delete all PIN codes;                      |
| Check:      | Press # to check all PIN codes and related relays;        |

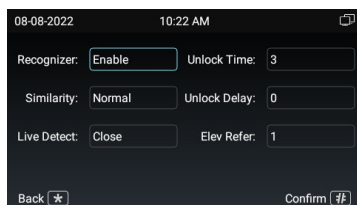
### 3.3 Card Settings



|      |                       |
|------|-----------------------|
| Add: | Press # to add cards; |
|------|-----------------------|

|             |                                                           |
|-------------|-----------------------------------------------------------|
| Delete:     | Press room number to delete cards under this room number; |
| Delete All: | Press 1 + # to delete all cards;                          |

### 3.4 Settings



|               |                                                                                           |
|---------------|-------------------------------------------------------------------------------------------|
| Recognizer:   | Enable to use face recognition;                                                           |
| Similarity:   | Sensitivity of facial similarity analyzer (Low, normal, high);                            |
| Live Detect:  | Sensitivity of live detect to prevent picture fraud or video fraud (Close, normal, high); |
| Unlock Time:  | The length of unlock time (1-9s);                                                         |
| Unlock Delay: | The length of unlock delay time (1-9s);                                                   |
| Elev Refer:   | The floor Door Station is installed at (Range: -9-99);                                    |

## 4. About System

You can find basic information displayed in About System.

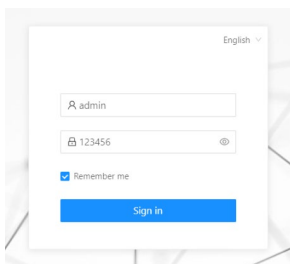


|                   |                                           |
|-------------------|-------------------------------------------|
| Firmware Version: | Firmware version of the device;           |
| IP:               | Current IP address of the device;         |
| MAC:              | MAC address of the device;                |
| SIP:              | Status of SIP registration of the device; |

# WEB SETTING

Connect Door Station and PC to a network switch in the same LAN. You can enter the IP address of Door Station in the web browser search bar and log in with the default account (admin) and password (123456). This is where you can configure the device.

For getting the IP address, you can search by DNAKE Remote Upgrade Tool which is installed in the same LAN with the devices.



## 1. General

### 1.1. General > Information

When you first log in to the web interface, you can find basic information displayed in this dashboard.

DNAKE

English ▾ Hello, admin ▾

General ▾

Information

Basic

Time

Password

System

Intercom ▾

Device

Network

SIP

Ring Group

Phonebook

Access ▾

Access Control

Person

Advanced ▾

Video

More

Product

|           |                |                  |                          |             |                   |
|-----------|----------------|------------------|--------------------------|-------------|-------------------|
| Model     | S615           | Software Version | 904D.1.1.0.35_GA_2021202 | MAC Address | BC:F8:11:0E:05:A3 |
| Framework | 1.9.0.20220815 | UI               | 1.0.35.20221202          | MCU         | 1.6.3             |

Network

|         |             |            |               |      |               |
|---------|-------------|------------|---------------|------|---------------|
| DHCP    | Enabled     | IP Address | 192.168.0.105 | Mask | 255.255.255.0 |
| Gateway | 192.168.0.1 | DNS        | 8.8.8.8       |      |               |

SIP Account

|         |               |        |                  |
|---------|---------------|--------|------------------|
| Account | 1178          | Status | Register Success |
| CMS IP  | 192.168.56.55 | Status | Register Failed  |

|                   |                                           |
|-------------------|-------------------------------------------|
| Model:            | Model of the device;                      |
| Firmware Version: | Firmware version of the device;           |
| MAC Address:      | MAC address of the device;                |
| Framework:        | Framework of the device;                  |
| UI:               | UI of the device;                         |
| MCU:              | MCU of the device;                        |
| DHCP:             | Status of DHCP;                           |
| IP Address:       | Current IP address of the device;         |
| Mask:             | Subnet mask of the device;                |
| Gateway:          | Gateway of the device;                    |
| DNS:              | Domain Name Server of the device;         |
| Account:          | SIP account of the device;                |
| Status:           | Status of SIP registration of the device; |
| CMS IP:           | IP address of CMS;                        |
| Status:           | Status of CMS registration;               |

## 1.2. General > Basic

Language, resolution and volume of the device can be configured in this column.

**Dnake** English · Hello, admin

- General
  - Information
  - Basic
  - Time
  - Password
  - System
- Intercom
  - Device
  - Network
  - SIP
  - Ring Group
  - Phonebook
- Access
  - Access Control
  - Person
- Advanced
  - Video
  - More

**Basic**

Language: English

Resolution: 1920x1080

**Save**

**Volume**

Intercom: [Slider]

System: [Slider]

**Save**

|             |                                                                                                                                                                       |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Language:   | 16 languages supported (简体中文, English, 繁體中文, עברית, Deutsch, Español, Türk, Tiếng Việt, Nederlands, Português, Polski, Русский, عربي, Français, Italiano, slovenský); |
| Resolution: | 3 resolutions supported (320 × 240, 640 × 480, 1280 × 720);                                                                                                           |
| Intercom:   | Volume of Intercom can be set from 1 to 6;                                                                                                                            |
| System:     | Volume of System can be set from 1 to 6;                                                                                                                              |

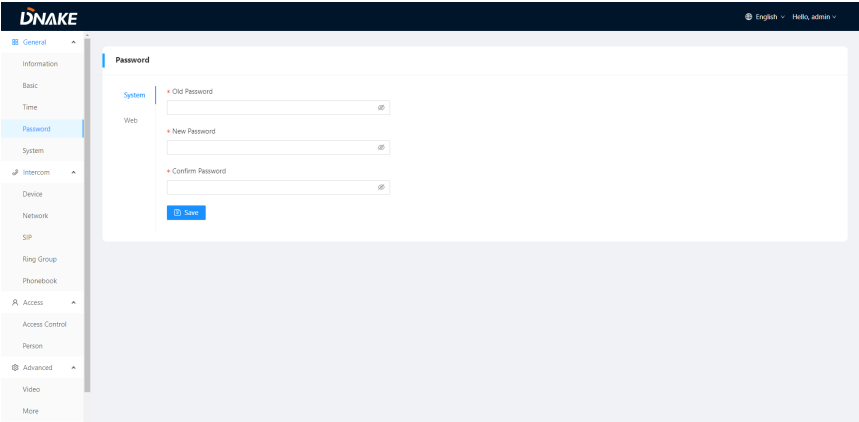
### 1.3. General > Time

Time of the device can be configured. Daylight Saving Time is also supported.

|              |                                                                              |
|--------------|------------------------------------------------------------------------------|
| Auto (Time): | Enable to synchronize computer time;                                         |
| Date&Time:   | Date and time can be set manually;                                           |
| NTP URL:     | Network Time Protocol (NTP) is a protocol used to synchronize computer time; |
| Time Zone:   | A region that observes a uniform standard time;                              |
| 12H/24H:     | Select 12H or 24H format to display on the device;                           |
| Date Format: | 3 time formats supported (YYYY-MM-DD, DD-MM-YYYY, MM-DD-YYYY);               |

### 1.4. General > Password

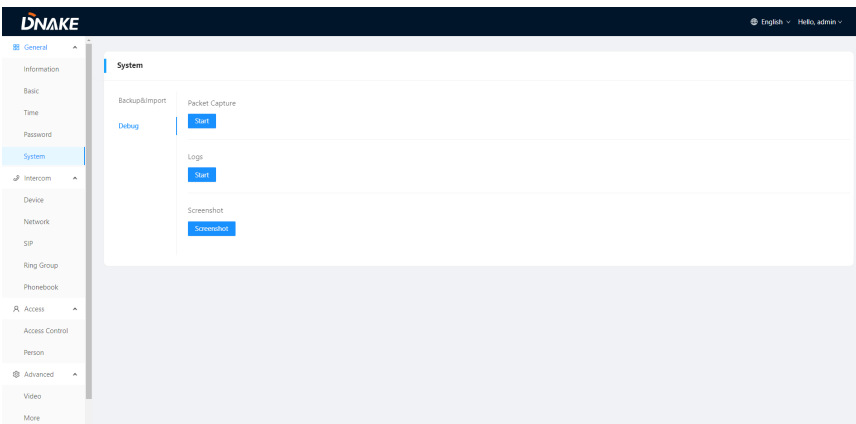
The System password is for the administrator to log in settings on the device while the Web password is for the administrator to log in settings on the web. The default password for both of them is 123456.



|                          |                                                                |
|--------------------------|----------------------------------------------------------------|
| System Old Password:     | Current administrator password of the Device (Default 123456); |
| System New Password:     | New administrator password of the Device;                      |
| System Confirm Password: | Confirm administrator password of the Device;                  |
| Web Old Password:        | Current administrator password of the web (Default 123456);    |
| Web New Password:        | New administrator password of the web;                         |
| Web Confirm Password:    | Confirm administrator password of the web;                     |

1.5. General > System

The system column is designed for data backup and restore, firmware upgrade, factory default, device reboot, packet capture, logs capture, and obtaining UI screenshots.



|                 |                                                                       |
|-----------------|-----------------------------------------------------------------------|
| Backup&Restore: | Backup all setting and restore settings;                              |
| Upgrade:        | Upgrade equipment;                                                    |
| Reset:          | Reset to factory settings;                                            |
| Reboot:         | Reboot the device;                                                    |
| Packet Capture: | Capturing packets can help developers reproduce positioning problems; |
| Logs:           | Device logs;                                                          |
| Screenshot:     | Screenshot device interface;                                          |

## 2. Intercom

### 2.1. Intercom > Device

Numbers here are basic settings for making a call to Indoor Monitor. For Door Station, the building and unit number should be the same as those in Indoor Monitor. For Villa Station with one button, the building, unit, and room number should be the same as those in Indoor Monitor.

The device number here is to distinguish different Door Stations when more than one Door Station is in one building.

|           |                                         |
|-----------|-----------------------------------------|
| Mode:     | Mode for apt. and wall (Unit and wall); |
| Building: | Number of the building (Range: 1-999);  |
| Unit:     | Number of the unit (Range: 1-99);       |
| Index:    | Number of the device (Range: 1-9);      |

## 2.2. Intercom > Network

The device network can be set to either DHCP or a static IP address. CMS parameters should be configured here when you try to register this device to CMS.

|             |                                                                                                               |
|-------------|---------------------------------------------------------------------------------------------------------------|
| DHCP:       | Enable DHCP (Dynamic Host Configuration Protocol) to dynamically distribute network configuration parameters; |
| IP Address: | Configure Static IP address to manually distribute network configuration parameters;                          |
| Mask:       | Subnet mask;                                                                                                  |
| Gateway:    | A component that is part of two networks, which use different protocols;                                      |
| DNS:        | Domain Name Server of the device;                                                                             |
| CMS:        | Enable to use CMS software to manage devices;                                                                 |
| CMS IP:     | Server address of CMS;                                                                                        |
| Password:   | Password you set for this device's CMS registration;                                                          |

## 2.3. Intercom > SIP

The SIP column concerns SIP registration, Display Name, Register Name, Username, Password, SIP Server Host, Outbound Proxy, Transfer Protocol, Video Payload, etc.

SIP

Information

Basic

Type

Password

System

Intercom

Device

Network

SIP

Ring Group

Phonebook

Access

Access Control

Person

Advanced

Video

More

SIP

SIP

Proxy  
ip:202.76.245.60:7788

DnS Name  
904D-V7

User  
1178

User ID  
1178

Password  
\*\*\*\*\*

Transfer Protocol  
UDP

H.264  
102

Save

|                    |                                                                        |
|--------------------|------------------------------------------------------------------------|
| SIP:               | Enable to use SIP;                                                     |
| Proxy:             | Fill in sip:SIP server's address:port e.g.,<br>sip:192.168.68.90:5060; |
| Display Name:      | Display name of SIP;                                                   |
| User:              | Register Name of SIP;                                                  |
| User ID:           | Username of SIP;                                                       |
| Password:          | Password of SIP;                                                       |
| Transfer Protocol: | Transfer Protocol (UDP, TCP, TLS);                                     |
| H.264:             | Video payload range is 96-127;                                         |

## 2.4. Intercom > Ring Group

Ring group is for setting up SIP calls or call mode. Concierge button, the length of the call and ring time can also be configured here.

**Ring Group**

Mode:

| No. | Room No. | Number                    | Action                              |
|-----|----------|---------------------------|-------------------------------------|
| 1   | 12       | ip:11778222.76.045.601778 | <input type="button" value="Edit"/> |
| 2   | 22       | 1022                      | <input type="button" value="Edit"/> |

**Call Concierge**

URL:

**Settings**

Dial Mode:

Ring Time:

Call Time:

|                     |                                                                                                                                                                                                                                                                                                                             |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mode:               | 2 modes supported (one by one, all at once);                                                                                                                                                                                                                                                                                |
| Call Concierge URL: | Fill in the call destination for concierge button or the single button on the device; <ul style="list-style-type: none"> <li>● IP call:<br/>Fill in sip:IP address,<br/>e.g., sip:192.168.68.90;</li> <li>● SIP call:<br/>Fill in sip:sip account@SIP server address:port,<br/>e.g., sip:101@192.168.68.90:5060;</li> </ul> |
| Dial Mode:          | 2 dial modes supported (Normal, Repeat);                                                                                                                                                                                                                                                                                    |
| Ring Time:          | The ring will be ended automatically after a period of time (10s, 20s, 35s, 45s, 60s, 90s, 120s)                                                                                                                                                                                                                            |
| Call Time:          | The call will be ended automatically after a period of time (120s, 300s, 600s, 1200s, 1800s);                                                                                                                                                                                                                               |

## 2.5. Intercom > Phonebook

All contacts on Door Station can be edited here.



|                        |                                                                                           |
|------------------------|-------------------------------------------------------------------------------------------|
| DTMF:                  | Dual-tone multi-frequency signaling (Relay1: #, Relay2:0, relay3: *);                     |
| Unlock Delay:          | The length of unlock delay time (1-9s);                                                   |
| Unlock Time:           | The length of unlock time (1-9s);                                                         |
| Dry Contact Input 1-3: | 3 modes of dry contact inputs are supported (Exit Button, Door Sensor, Fire Linkage);     |
| Lift Reference Floor:  | The floor Door Station is installed at (Range: -9-99);                                    |
| Master Card:           | Click read to add Master card to manage cards;                                            |
| Unlock Password:       | Click to add PIN code or delete all;                                                      |
| Human Body Induction:  | Once you approach to Door Station, face scan will be enabled automatically;               |
| Facial recognition:    | Enable to use face recognition;                                                           |
| Similarity:            | Sensitivity of facial similarity analyzer (Low, normal, high);                            |
| Live Detect:           | Sensitivity of live detect to prevent picture fraud or video fraud (Close, normal, high); |

### 3.2. Access > Person

Person column is for access authorization.

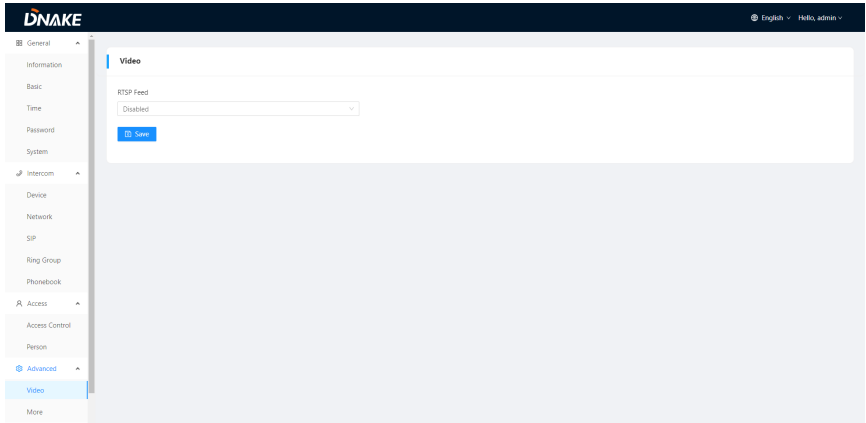
The screenshot shows the 'Person' management interface in the Dnake system. It features a sidebar with various navigation options. The main content area displays a table of users with the following columns: No., Name, Room No., Person Type, Card No., Relay, Photo, Status, and Action. The table contains six entries, each with a checkbox in the 'No.' column and an 'Action' link. Above the table, there are search and reset buttons, and a 'Group' dropdown menu. The 'Person' section is currently selected in the sidebar.

|             |                                            |
|-------------|--------------------------------------------|
| Search:     | Fill in text inputs to search;             |
| Reset:      | Click reset to clear words in text inputs; |
| Add:        | Add users to Door Station;                 |
| Delete All: | Delete all data on the chart;              |
| Export:     | Export all data on the chart;              |

4. Advanced

4.1. Advanced > Video

Real-time video from IP cameras can be obtained by filling in its URL (RTSP). On the talking interface of Indoor Monitor, you can click the little keyboard icon to switch to IP cameras' video. (No.1 on the keyboard stands for Door Station while No.2 to No.5 stands for IP camera)



|            |                                                                   |
|------------|-------------------------------------------------------------------|
| RTSP Feed: | 4 IP cameras supported to switch while talking on Indoor Monitor; |
| URL:       | IP camera's URL;                                                  |

4.2. Advanced > More

More column is for Tamper Alarm and ONU Penetration.

IS General

Information

Basic

Time

Password

System

Intercom

Device

Network

SP

Ring Group

Phonebook

Access

Access Control

Person

Advanced

Video

More

Advertise

Advertise

Advertise

URL

Time (minutes)

10

Save

Tamper

Tamper Alarm

Save

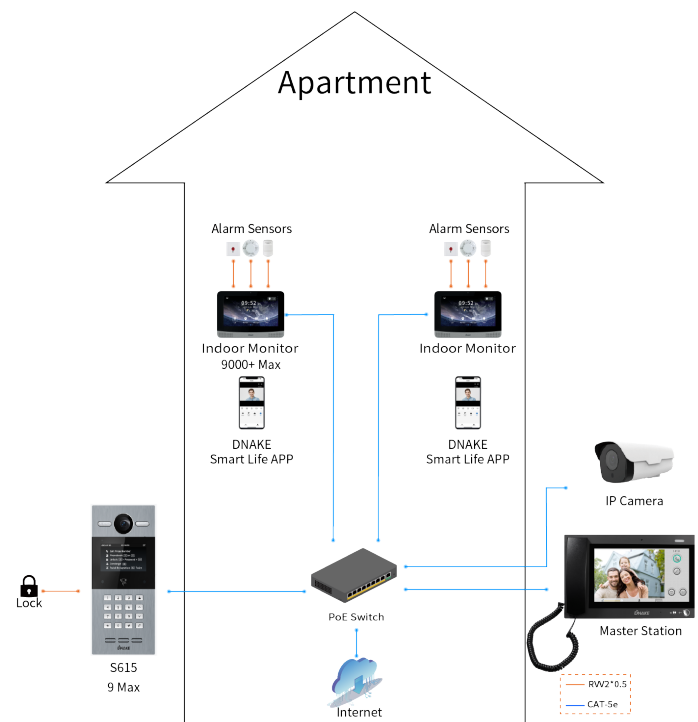
Other

ONU Penetration

Save

|                  |                                                                |
|------------------|----------------------------------------------------------------|
| Advertise:       | Enable to advertise on the screen saver of the device;         |
| URL:             | Advertise URL;                                                 |
| Time (minutes):  | The time length of advertise display (10mins, 20mins, 30mins); |
| Tamper Alarm:    | Enable to use Tamper alarm;                                    |
| ONU Penetration: | Enable to prevent ONU from banning multicast;                  |

# SYSTEM DIAGRAM



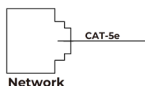
# DEVICE WIRING

|         |    |  |    |      |
|---------|----|--|----|------|
| +12V_IN | 1  |  | 1  | NO3  |
| GND     | 2  |  | 2  | COM3 |
| WG_DO   | 3  |  | 3  | NC3  |
| WG_DI   | 4  |  | 4  | NO2  |
| GND     | 5  |  | 5  | COM2 |
| INPUT1  | 6  |  | 6  | NC2  |
| GND     | 7  |  | 7  | NO1  |
| INPUT2  | 8  |  | 8  | COM1 |
| GND     | 9  |  | 9  | NC1  |
| INPUT3  | 10 |  | 10 | GND  |
| GND     | 11 |  | 11 | 485- |
| INPUT4  | 12 |  | 12 | 485+ |

## 1. Network (PoE)

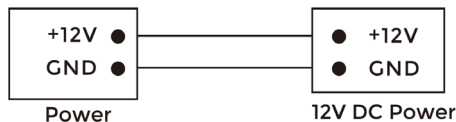
Standard RJ45 interface is used to be connected to the Master Station, Indoor Monitor and/or other network equipment.

PSE shall comply with IEEE 802.3at (PoE+) and its output power not less than 30W and its output voltage not be less than 50V.

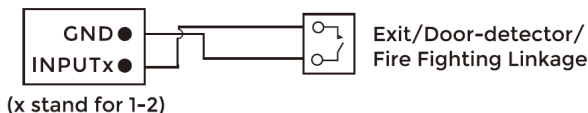


## 2. Power

The power interface of Door Station connects to 12V DC power.



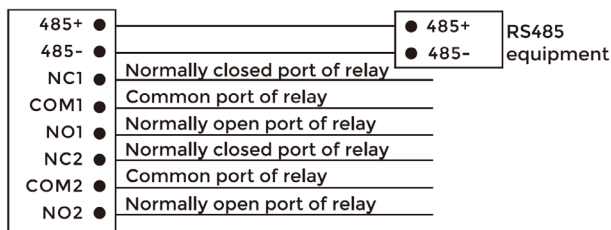
## 3. Exit/Door-detector/Fire Fighting Linkage



## 4. RS485/Switching Value Output

Enable to connect equipment with RS485 interface.

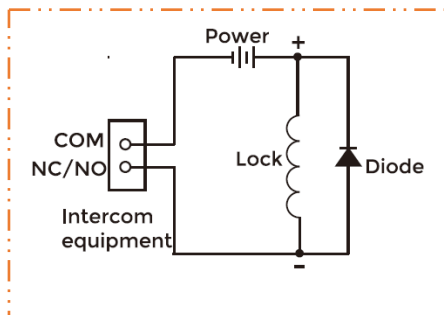
Connect to the lock module (an independent power supply is necessary for the lock).



RS485/Switching Value Output

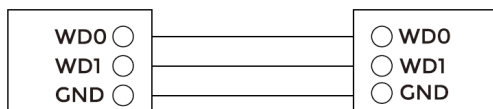
### ⚠ Warning!

1. When connecting to an inductive load device such as a relay or electromagnetic lock, you are recommended to use a diode 1A/400V (included in the accessories) in anti-parallel with the load device to absorb inductive load voltage peaks. The intercom will be better protected in this way.
  2. The load current of the relay cannot be greater than 2A.
- See attached picture for more details.



## 5. Card Reader Interface

The interface can be connected to one IC/ID card reader or be used for reading the information of built-in card reader.



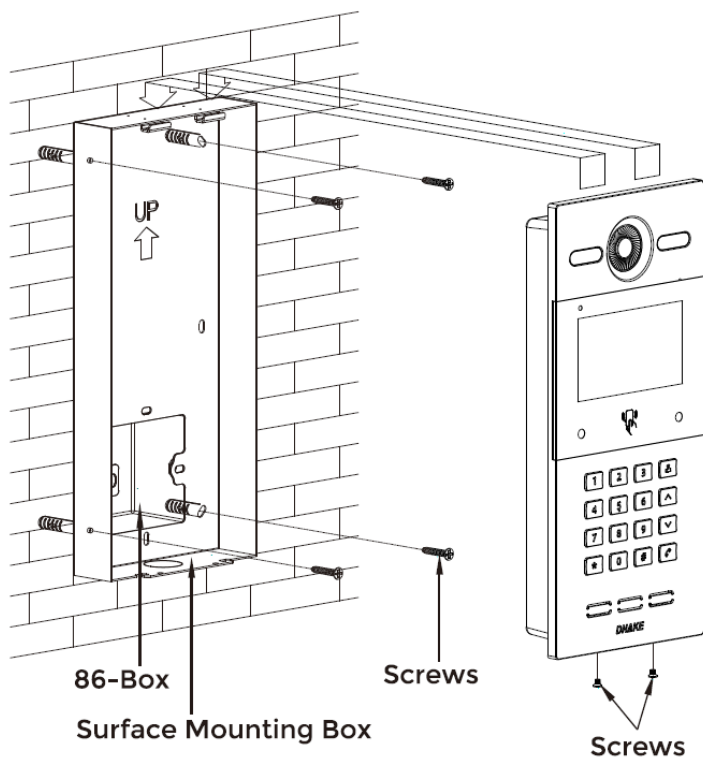
Card Reader Interface

IC/ID Card Reader or Management Device

Note: Door Station can only be connected to one card reader or management device at a time.

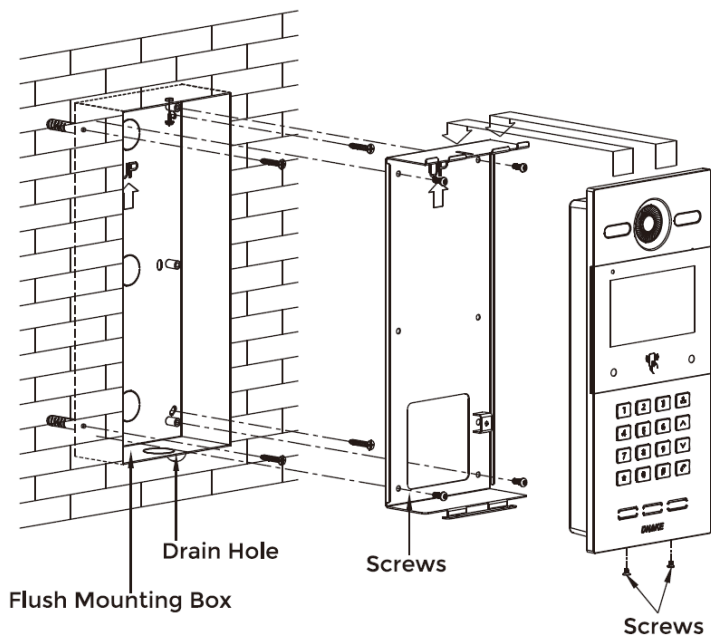
# INSTALLATION

## Surface Mounting-86 Mounting Box



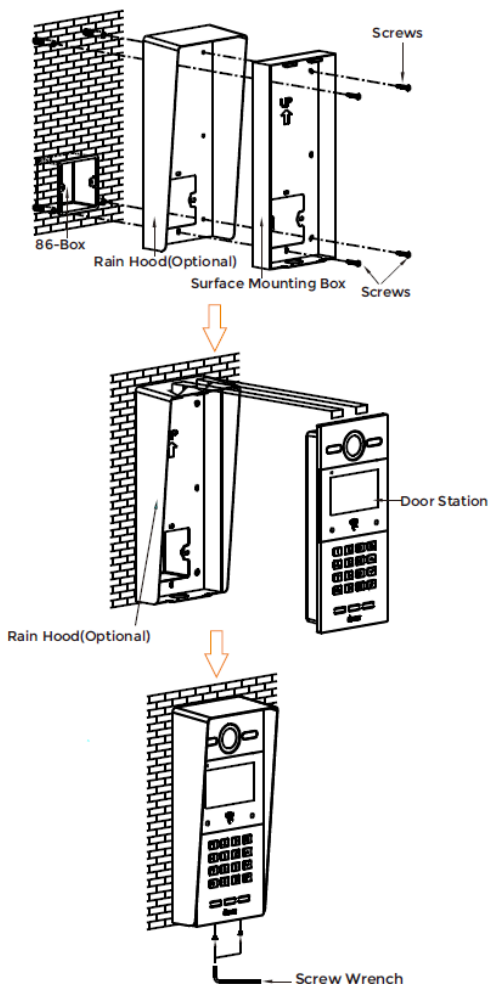
Product size: 133 × 295 × 41 mm  
Surface Mounting size: 133 × 295 × 43 mm

## Flush Mounting



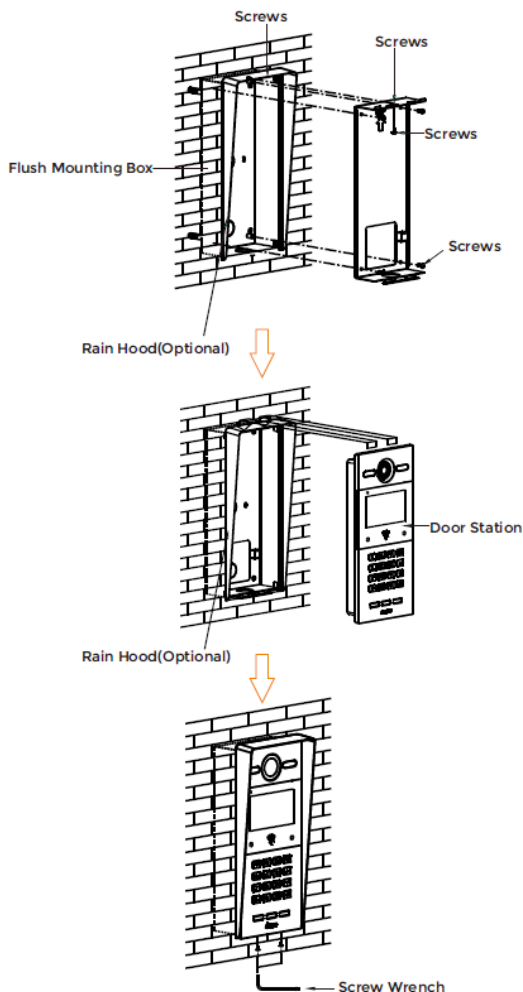
Product size: 133 × 295 × 41 mm  
Flush Mounting size: 133 × 295 × 63.5 mm  
Mounting hole size: 124 × 289 × 56 mm

## Surface Mounting & Rain Hood (Optional)



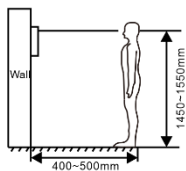
Product size: 133 × 295 × 41 mm  
Surface Mounting size: 133 × 295 × 43 mm

## Flush Mounting & Rain Hood (Optional)



Product size: 133 × 295 × 41 mm  
Flush Mounting size: 133 × 295 × 63.5 mm  
Mounting hole size: 124 × 289 × 56 mm

## Tips:



The camera should be 1450~1550mm above the ground.

The camera at this height can capture human face perfectly.

# TROUBLESHOOTING

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## **The Indoor Monitor cannot start up or power off automatically.**

- Check whether it has power-failure, and power it on again

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## **The Indoor Monitor display screen is too dim.**

- Check whether the brightness and contrast settings of screen are correct.

---

## **No sound during the communication.**

- Check whether the Indoor Monitor is set as mute mode, or the volume is set to the lowest.

---

## **The Indoor Monitor cannot monitor the Door Station.**

- Other user is using the system, so you can use it once he/she finished the operation.

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## **Multimedia files cannot be played normally.**

- Check whether the system supports the file format. Please refer to the multimedia setting for details.

---

## **No response when clicking Indoor Monitor display screen.**

- Press "Unlock" button for 5s, or slowly slide horizontally or vertically on the LCD to make touchscreen calibration. It needs to be calibrated.

---

## **Touchscreen responses slowly or cannot make calibration.**

- Take down any protective paster, since it may affect identification
- and input for device;
- Ensure the finger is dry and clean when clicking touchscreen;
- Restart the device to clear any temporary software error.

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## **The temperature of device is too high.**

- Long-term use leads to high temperature. It's normal and will not affect the device's use life and performance.
-

# SAFETY INSTRUCTION

**In order to protect you and others from harm or your device from damage, please read the following information before using the device.**

- Do not install the device in the following places:
- Do not install the device in high-temperature and moist environment or the area close to magnetic field, such as the electric generator, transformer or magnet.
- Do not place the device near the heating products such as electric heater or the fluid container.
- Do not place the device in the sun or near the heat source, which might cause discoloration or deformation of the device.
- Do not install the device in an unstable position to avoid the property losses or personal injury caused by the falling of device.

## **Guard against electric shock, fire and explosion:**

- Do not use damaged power cord, plug or loose outlet.
- Do not touch the power cord with wet hand or unplug the power cord by pulling.
- Do not bend or damage the power cord.
- Do not touch the device with wet hand.
- Do not make the power supply slip or cause the impact.
- Do not use the power supply without the manufacturer's approval.
- Do not have the liquids such as water go into the device.

## **Clean Device Surface**

- Clean the device surfaces with soft cloth dipped in some water, and then rub the surface with dry cloth.

## **Other Tips**

- In order to prevent damage to the paint layer or the case, please do not expose the device to chemical products, such as the diluent, gasoline, alcohol, insect-resist agents, opacifying agent and insecticide.
- Do not knock on the device with hard objects.
- Do not press the screen surface. Overexertion might cause floppover or damage to the device.
- Please be careful when standing up from the area under the device.
- Do not disassemble, repair or modify the device at your own discretion.
- The arbitrary modification is not covered under warranty. When any repair required, please contact the customer service center.
- If there is abnormal sound, smell or fume in the device, please unplug the power cord immediately and contact the customer service center.
- When the device isn't used for a long time, the adaptor and memory card can be removed and placed in dry environment.
- When moving, please hand over the manual to new tenant for proper usage of the device.



**EASY & SMART  
INTERCOM SOLUTIONS**